Set-up CatMail on Android Device
(4.1.x, 4.2.x, 4.3.x, Jelly Bean)

Make sure that IMAP is enabled in your account before beginning this process and that you have your CatMail Secondary password created. Please refer to Appendices 1 and 2 for more information.

1) Tap the Settings icon from the applications screen.
2) Scroll down until you see the option for Add Account. This will allow you to choose the type of account you are going to add to the smartphone; in this case we will be adding an Email Account.
3) Under **Set up email**, select **Others** in order to manually enter the rest of the account settings.

4) Click **Done with accounts**.

5) Under **Add email account**, tap **IMAP account**.
6) Under **Incoming server settings** the **User name** and **Password** should already be filled in. Verify that they are correct and make adjustments if necessary.

7) Edit **IMAP server** setting to read: **imap.gmail.com**.

8) Tap **Security type** box and select **SSL**. This will automatically change the **Port** to **993**, if it does not then manually change it. Tap **Next**.

9) The system will check your settings and then continue automatically. If there are any errors you will be shown an error message and then put back on the previous screen. Make any necessary corrections until you get past this screen to the next step.
10) Under **Outgoing server settings**, **SMTP server** field, set to **smtp.gmail.com**.

11) Tap **Security type** and select **SSL**. This should automatically change the **Port** to **465**. You can change the port manually to **587** if the default does not work for you.

12) Check **Require sign-in**.

13) Verify **User name** and **Password** are correct.

14) Tap **Next**.

![Outgoing server settings](image)

15) The system will check your settings and then continue automatically. If there are any errors you will be shown an error message and then put back on the previous screen. Make any necessary corrections until you get past this screen to the next step.
16) Under **Account options** there are many options to setup how to have your email checked; choose one that is satisfactory to you. **Note:** checking your email automatically more often will lower your battery life and increase your data usage.

17) Check **Send email from this account by default** if you are going to be using this email most often, or if this is the only email account on the device.

18) Check **Sync Email** and **Automatically download attachments when connected to WiFi**, to help lower your data plan costs if connected to UAWiFi.

19) Tap **Next**.
20) Under **Set up email** you are given options to name the account and can create the name you want displayed on any outgoing messages. You are done setting up your email account! Emails should be arriving shortly. Tap **Next** to complete this process and begin downloading email.

If you experience problems with this process, or need further assistance, please contact the 24/7 IT Support Center at (520) 626-8324, or visit [http://247.arizona.edu](http://247.arizona.edu). You can also submit a support request at [http://uassist.arizona.edu](http://uassist.arizona.edu), but please note that support requests submitted through the UAssist system can take up to 48 hours for a response.
Appendix 1: Verifying IMAP Enabled in CatMail

Log into CatMail. In the top right of your screen locate and click on Settings link.

Click on Forwarding and POP/IMAP.

At IMAP Access location, select Enable IMAP. If POP is enabled that is fine but the important part for this tutorial is that IMAP is enabled.
Appendix 2: How to Reset CatMail Secondary Password

To reset your Catmail Secondary Password you will need your UA NetID, NetID Password, along with your Secret Hint answer that was set up when the NetID password was created. If you do not have your NetID or password, these may be obtained by calling the 24/7 IT Support Center at (520) 626-8324.

- Go to: http://netid.arizona.edu
- Click on Reset Catmail Secondary Password
• Log in with your NetID and your password

NetID Authentication
- When accessing CatMail from the Web (when you see UA’s Webmail login screen), use your UA NetID password.
- When setting up other applications or mobile devices to read email or sync calendar from CatMail, use your CatMail password. The following steps allow you to reset your CatMail password. This process does not change your UA NetID password.

To begin, please authenticate with your UA NetID and Password.

UA NetID:
Password:

Next>

• Enter the answer for the security question

Security Checks » Answer your “secret hint”

When you created your UA NetID, you selected a “secret hint”, and provided an answer. Please provide that same answer to the hint, as displayed below.

Note: You must answer with the same spelling, punctuation, etc., that you used in your original answer.

 Hint: What was the name of your first pet?

Your Answer:

Next>
You are done! You will receive the confirmation page and your secondary password will be sent to your CatMail account! Log in at http://catmail.arizona.edu to access your account.

Reset CatMail Secondary Password

Steps

1. Affiliation
2. Security Checks
3. Confirmation

Confirmation

Successfully reset CatMail secondary password for NetID

Your CatMail password has been reset. You will soon receive your new CatMail password by email. If you receive your email through CatMail, please check CatMail from the Web using your UA NetID password to retrieve your new CatMail password. Please allow several minutes for password delivery. Use this new password in the settings for applications or mobile devices to be able to check mail or sync calendar from CatMail.

UA NetID home