Email Changes for Android

Note: Due to differences between phone manufacturers, these instructions may not be identical for each Android device. The directions below apply to stock installations of Android 2.2, but there may be slight differences between Android installations on handsets manufactured by HTC, Motorola, Samsung, LG, and others.

1. Open your email application that you use to access Assumption email, which may look like this:

2. Once open, press the menu button on your phone, which may look like this:

3. Chose "Account Settings" from the menu that appears
4. Scroll down to the section labeled, "Server Settings," and chose "Incoming Settings"
5. There are three fields that must be filled in:
   a. Domain\Username: assumptionnt\alias note: your alias is the first section of your Assumption email address before the "@" symbol. For instance, "jdoe@assumption.edu" has an alias of "jdoe." Additionally, please note the use of a backslash, not forward slash (this can often be found on the "Symbols -> Alt" keyboard menu).
   b. Password: Supply your case-sensitive Assumption email password
   c. Server: smtp.assumption.edu
6. Tick the check-box to accept SSL certificates
7. Press Next
8. Your phone will try to connect to the email servers. If you are asked to accept certificates or authorize the application to access your mail, chose "Accept" or "Yes." *Note: If you receive an error message, such as "Cannot connect to server," please see the section below titled "Troubleshooting."*
9. Once the connection is established, your phone will download the designated amount of mail and sync with your email account.

Troubleshooting
Due to differences between handsets and manufacturers, some details may be different than from the stock Android installation. If you received an error, try these settings:
   a. Domain\username: alias@assumption.campus note: your alias is the first section of your Assumption email address before the "@" symbol. For instance, "jdoe@assumption.edu" has an alias of "jdoe"
   b. Password: Your assumption password
   c. Server: smtp.assumption.edu

Or

a. Domain\username: assumptionnt\alias@assumption.campus note: your alias is the first section of your Assumption email address before the "@" symbol. For instance, "jdoe@assumption.edu" has an alias of "jdoe"

b. Password: Your assumption password

c. Server: smtp.assumption.edu

If problems persist, please note the type of phone that you have (ie, HTC Evo 4G, Motorola Droid X, HTC Incredible, HTC Droid Eris, Samsung Galaxy S, etc), and call the helpdesk at 508-767-7060 or email at helpdesk@assumption.edu.

If you encountered initial problems, but troubleshooting tips solved your problem, please email the helpdesk at helpdesk@assumption.edu and tell us which phone you have and which setting helped solve your problem.

NOTE: Your phone is your personal device. We will do our best to assist you with troubleshooting your phone problems. However, if the solutions we suggest do not work for you, you may need to contact your service provider