

UCSF Email Syncing Guide



Preface

This guide is intended to direct the steps necessary for syncing your @UCSF.EDU email account to your personal devices. This guide will discuss the option of Microsoft Outlook, a program that comes with Microsoft Office. If you do not have the latest version of Office you may get it for free with your .edu email at tinyurl.com/owrljz.

The UCSF email uses a Microsoft Exchange server which has the ability to push new emails across all of your devices. Your email will always be available on the web at mail.ucsf.edu but most students will find benefits in syncing their email to their computer or mobile devices. These benefits include email archiving, better search functions, categorizations and offline use.

When attempting to send or receive mail off-campus, remember that you must use a VPN to connect to the UCSF network remotely. This can be done by using the Junos Pulse application available at software.ucsf.edu.

This guide is broken up into 3 parts:

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Email Setup for Apple Computers

Here we will go over the two most commonly used email program for MacOS computers: **Apple Mail** and **Microsoft Outlook**.

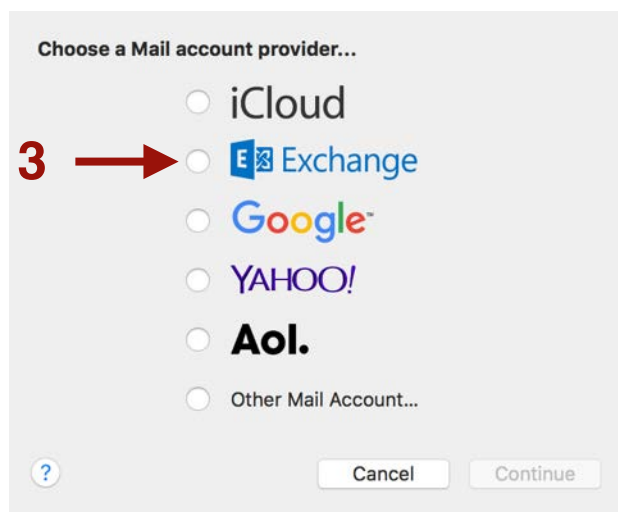


Apple Mail

Apple Mail is the easiest to set up for Apple users. Benefits include easy syncing to devices using iCloud, fast search function, and email flagging for categorization. Emails and attachments are also downloaded locally onto your computer for offline use. When setting up the email you must be on UCSFwpa or Junos Pulse VPN.

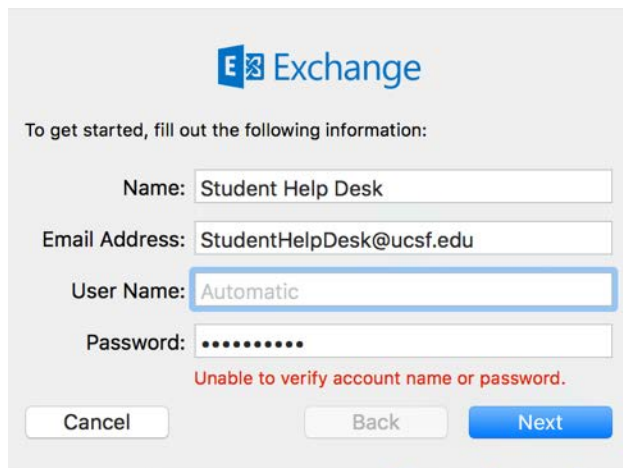
To set it up:

1. Open the Mail application.
2. From the **Mail** pull-down menu, select **Add Account...**
3. When prompted to **Choose a Mail account provider...** select **Exchange** and click **Continue**.

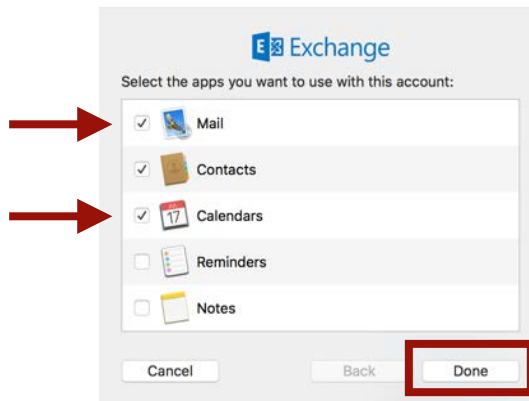


4. Enter the following information when prompted and click **Sign in**.

- **Name** - Your full name
- **Email** - Your @ucsf.edu email address
- **User Name** - If prompted, type your SF-ID with the campus domain designation (i.e. CAMPUS \SF123456) *This prompt may appear only after attempting to sign-in via the email address only.*
- **Password** - Your email password
- **Special Note** - Some older Apple Mail programs may require a server address entry. Please use mail.ucsf.edu

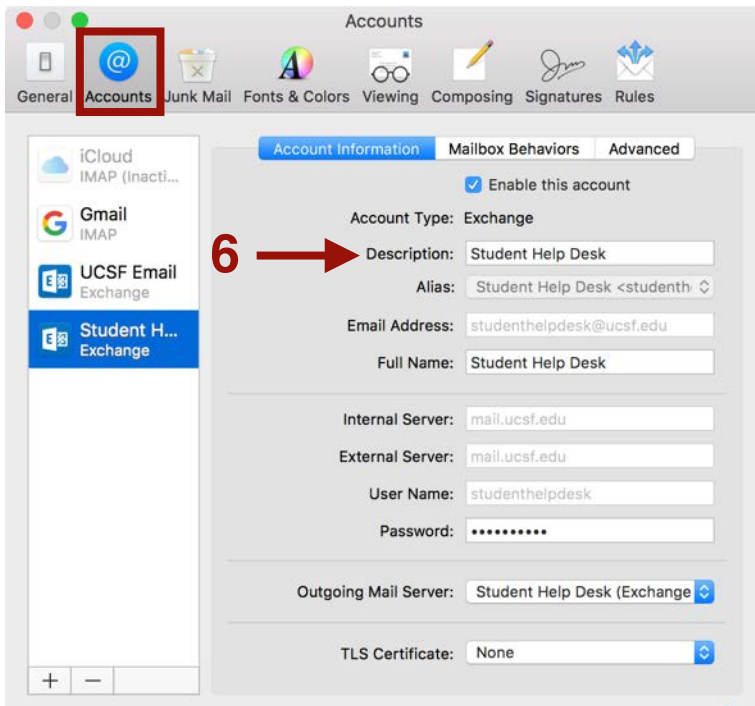


5. In the following screen, you may choose other services like Calendar (see *Calendar Syncing Guide*) to sync to your Mac. You may also change this at any time from the **Mail** drop-down menu and selecting **Accounts**. Click **Done** to finish adding your account.



6. If you wish to rename your mailbox account name, go to the **Mail** drop-down menu and select **Preferences**. From the **Accounts** tab, select your UCSF account and change the **Description** field to whatever you like (i.e. UCSF Email).

7. Congratulations! Your email account is ready to go!



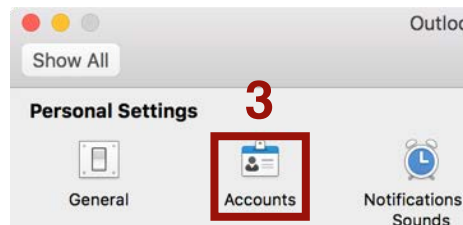


Microsoft Outlook for Mac

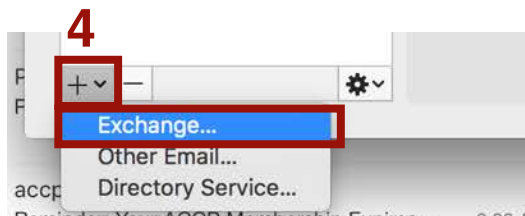
Microsoft's Outlook on Mac is a great alternative to Apple Mail. It is easy to use, has great interaction with the Outlook Web App (that powers mail.ucsf.edu), can categorize emails and can automatically integrate with your calendar (*see Calendar Syncing Guide*).

To set it up:

1. Open the Microsoft Outlook application.
2. From the **Outlook** pull-down menu, select **Preferences...**
3. Choose **Accounts**



4. In the Accounts window, click the **+** located in the lower left of the window and select **Exchange...**

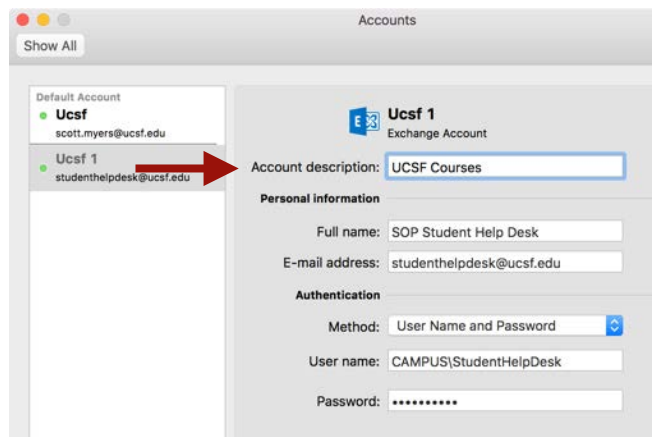


5. In the **Enter your Exchange account information** window, enter the following:

- **Email Address** - Your @UCSF.edu account
- **Method** - User Name and Password
- **User name** - Type the Campus domain with your SF-ID (i.e. CAMPUS\SF231095)
- **Password** - Your email password
- **Configure automatically** checked

A screenshot of the 'Enter your Exchange account information' dialog box. The fields are filled with: E-mail address: studenthelpdesk@ucsf.edu; Method: User Name and Password; User name: CAMPUS\SF123456; Password: [masked]; and 'Configure automatically' is checked. The 'Add Account' button is highlighted with a red box.

6. Congratulations! Your email account is ready to go! You can rename your Email account at any time by going to the **Outlook** drop-down menu, **Preferences**, then click **Accounts**. Change the Account description to anything easy to remember such as "UCSF Mail"



Email Setup for Windows Computers

Here we will go over the most common Email program on Windows, **Microsoft Outlook**. Although there are many other options which we do not cover in-depth here, the setup process will be similar.

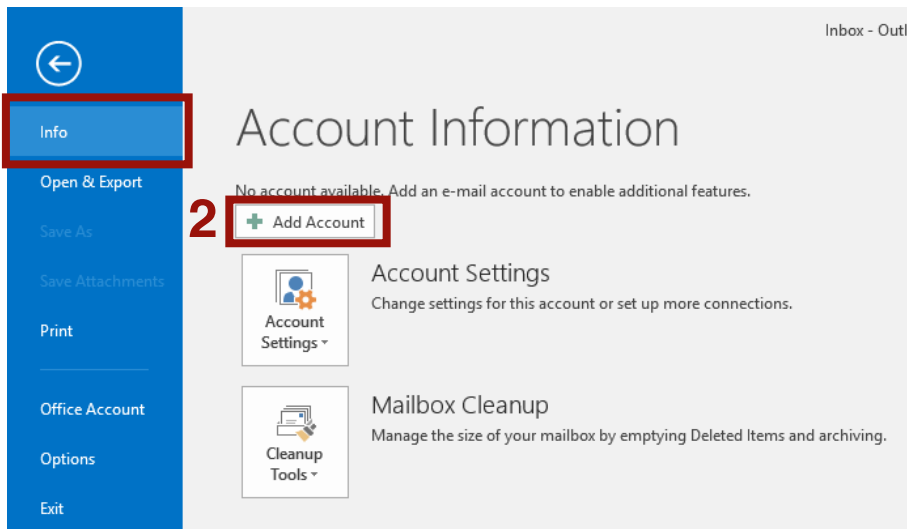


Microsoft Outlook for Windows

The Microsoft Outlook program is the go-to email program on Windows computers. It offers high integration with the Windows 10 platform, other Microsoft Office applications and the Outlook Web App (that powers mail.ucsf.edu). It can categorize emails and can automatically integrate with your calendar (see *Calendar Syncing Guide*).

To set it up:

1. Open the Microsoft Outlook application.
2. Click **File** and under **Account Info** click **Add Account**



3. In the **Add Account** window choose **Email Account** and fill in the following information:

- **Your Name** - Your full name
- **Email Address** - Your @ucsf.edu email address
- **Password & Retype Password** - Your email password.

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4. When finished click **Next** to auto-configure and finally **Finish** to complete adding the account.
5. Congratulations! Your email account is ready to go!

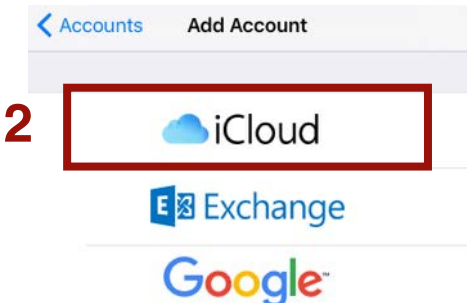
Email Setup for Mobile Devices

Setting up Email on your mobile device is a good idea for quickly sending & receiving UCSF communication. Here we go over **iOS devices (iPhone & iPad)** and **Android devices**.



iPhone & iPads

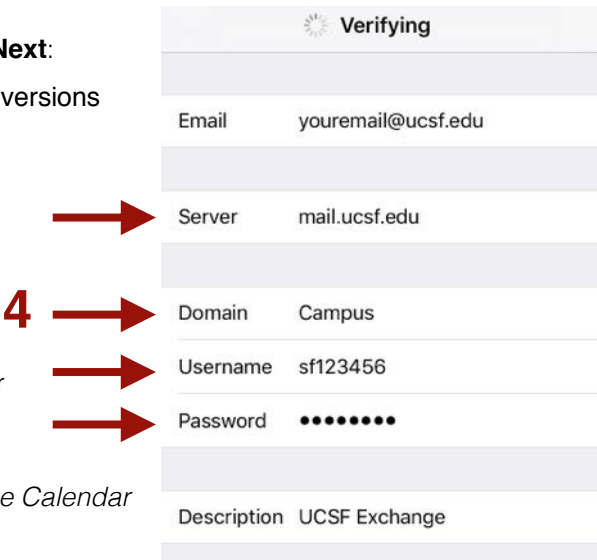
1. On your iOS device, open the **Settings** app and tap **Mail**
2. Tap **Accounts** and select **Add Account** and **Exchange** type.



3. Enter the following information and tap **Next**:
 - **Email** - Your @ucsf.edu email address.
 - **Password** - Your email password
 - **Description** - Type a name for your UCSF mailbox (i.e.UCSF Mail)



4. On the following screen enter the following and tap **Next**:
 - **Server** - Type mail.ucsf.edu (optional but some iOS versions may require this)
 - **Domain** - Type CAMPUS
 - **Username** - Your SF-ID
 - **Password** - Your email password



5. Finally, select the services you wish to sync with your email account. You may sync a calendar with your email which is recommended if you use Microsoft Outlook as your primary email/calendar program (*see Calendar Syncing Guide*)
6. Congratulations! Your email account is ready to go!

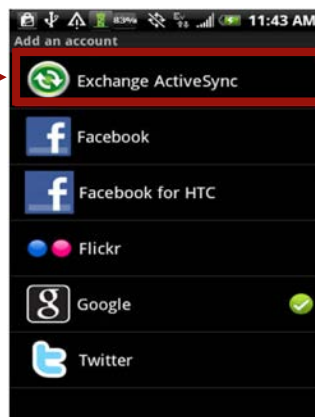


Android Devices

Note that your Android device will be minimally encrypted with ActiveSync when setting up your email. As there is some variability in Android devices the step-by-step guide may not precisely follow what you encounter. These steps will use the built-in Mail app.

1. On your Android device, go to you **Settings** app.
2. Scroll to and tap **Accounts** and **Add an account**.
3. Select **Exchange ActiveSync**.

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4. Enter the following information:
 - **Email** - Your @ucsf.edu email account.
 - **Password** - Your email password.
 - **Domain & Username** - Use the Campus domain and your SF-ID (i.e. CAMPUS\SF231095)
 - **Server** - Not required on all devices, if required use mail.ucsf.edu
 - **Use Secure Connection (SSL)** - Ensure checked
5. Congratulations! Your email account is ready to go!