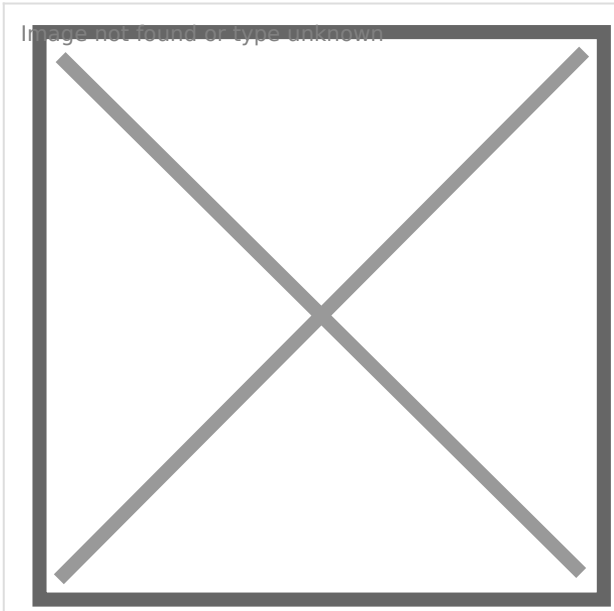
65.028 How to configure SmarterMail on your Android device using Exchange



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Document Control

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Absract	SmarterMail users can syncronise their email, calendar and contacts between their SmarterMail account and their Android device(s) by configuring an Exchange ActiveSync account. Unlike other synchronisation methods, Exchange ActiveSync uses direct push technology to sync email, calendars, and contacts to your iPhone or iPad in real time.		
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Change Control

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02-DEC-2024	Neil Tancock	0.0	First version
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SmarterMail users can syncronise their email, calendar and contacts between their SmarterMail account and their Android device(s) by configuring an Exchange ActiveSync account. Unlike other synchronisation methods, Exchange ActiveSync uses direct push technology to sync email, calendars, and contacts to your iPhone or iPad in real time.

With an Exchange ActiveSync connection, you will create a two-way sync between SmarterMail and your device, where all emails, calendar entries and contacts are synced. This means that when you log into the SmarterMail Web interface, actions you performed on your Android device(s) will automatically appear in the Web interface, and vice versa. Exchange ActiveSync is also know by the abbreviation EAS.

Note: You must be set up as and Exchange ActiveSync user to connect using this method. If you are not set up as an Exchage ActiveSync user please contact us to request it.
We will have sent you your email hostname, username and password in a welcome email. Please have that to hand before starting this procedure. If you don't have it please contact Hello Comtec and we will re-send it to you.

Follow these steps to configure your iPhone or iPad to connect to SMarterMail using EAS

1. On your Android device, open the **Settings.**
2. Tap **Cloud and Accounts**. Then tap on **Accounts**.
3. Tap **Add Account**. A list of applications will load.
4. Tap on **Microsoft Exchange ActiveSync**.
5. Complete the following required fields:
   - Email address (your full email address)
   - Password
6. Tap **Sign In**.
7. On the next screen, verify the Exchange Server Settings. Complete the following fields:

- Email address
- Domain\username (enter your full email address. ex: username@domain.com)
- Password
- Exchange Server (the URL to your webmail. For example, mail.example.com. NOTE: Do not include http:// when entering the server information.
- If your webmail does not support SSL, disable **Use secure connection (SSL)**.

8. Tap **Sign In**. The phone will attempt to verify the connection.
9. Tap **OK** to allow remote control of security features on the device.
10. On the Manual Setup screen, adjust some common settings for the period to sync email, sync schedule, email retrieval size, etc. and choose whether to sync Contacts, Calendar, and Tasks.
11. Tap **Next**.
12. Tap **Activate** on the Device Administrator screen to agree to the remote security control.
13. On the last screen, add in the **Account name** that will be displayed in your Email, Contacts and Calendar apps.
14. Tap **Done** to initiate the first sync

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Need help? Get in touch!

You can call us on 01752 373000, option 2 or, if you are on Number Club, just call extension 3001

You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at https://kite.wildix.com/nc-a12/3001

You can Whatsapp us right here: https://wa.me/441752373000

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