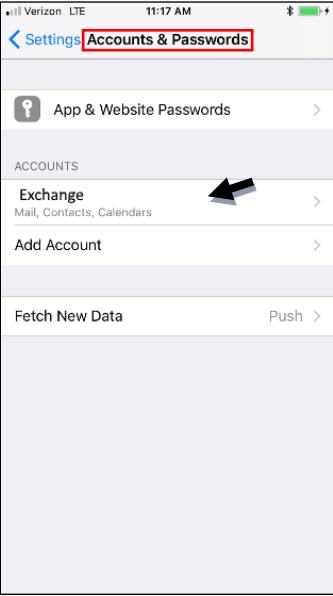
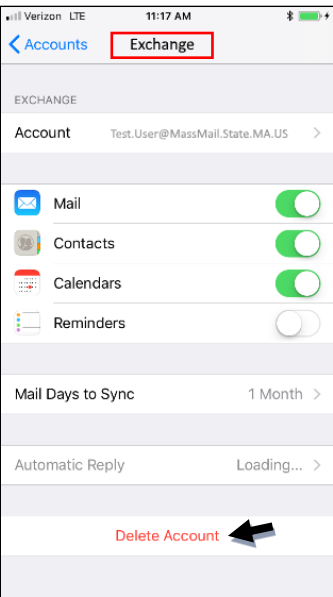


Mobile Devices (Apple Devices)

If you encounter issues with your mobile device, please follow the instructions below to re-configure your device.

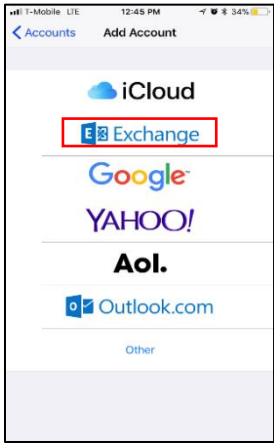
Steps	Process	Image
1.	<p>First you will need to delete your account:</p> <p>Start by going to Settings → Accounts & Passwords → (may be slightly different depending on iOS version) and tap the exchange account that is associated with your work Email.</p>	 A screenshot of an iPhone's Settings app, specifically the 'Accounts & Passwords' section. The title 'Accounts & Passwords' is highlighted with a red box. Below it, there is a section for 'ACCOUNTS' with an 'Exchange' account listed. A black arrow points to the 'Exchange' account entry. Other options like 'App & Website Passwords' and 'Add Account' are also visible.
2.	<p>Under Exchange, tap Delete Account.</p>	 A screenshot of an iPhone's Settings app, showing the details for an 'EXCHANGE' account. The title 'Exchange' is highlighted with a red box. The account name is 'Test.User@MassMail.State.MA.US'. Below this, there are toggle switches for 'Mail', 'Contacts', 'Calendars', and 'Reminders'. At the bottom of the screen, a red 'Delete Account' button is visible, with a black arrow pointing to it.

3. Now you will begin the process of re-adding the account:

Start by going to **Settings** → **Accounts & Passwords** → (may be slightly different depending on iOS version) and tap **Add Account**.



4. Under **Add Account**, tap **Exchange**.



5. Enter your email address with **@mass.gov** and in Description enter '**MassCloud**' and click **Next**.



6. You may see a pop up window prompting you to choose a configuration option – choose **Configure Manually**



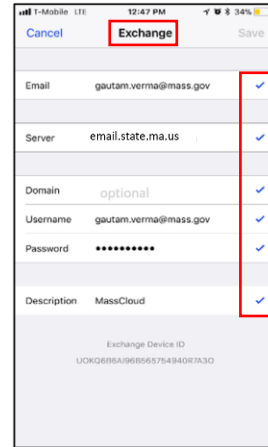
7. Enter your network **password** and tap **Next**.



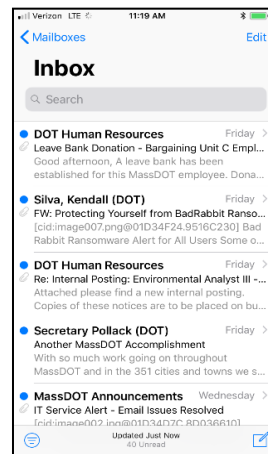
8. Enter **email.state.ma.us** as the **Server name**. Enter your **email address with @mass.gov** extension in **Username** and your network **Password** then tap **Done**.



9. You will see all check marks once the email account is configured. Click the **Save** button.

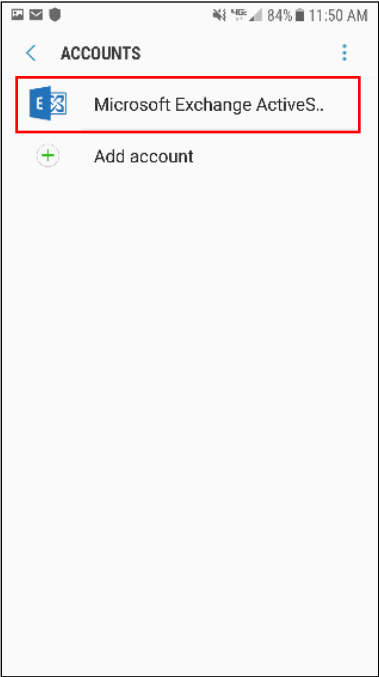
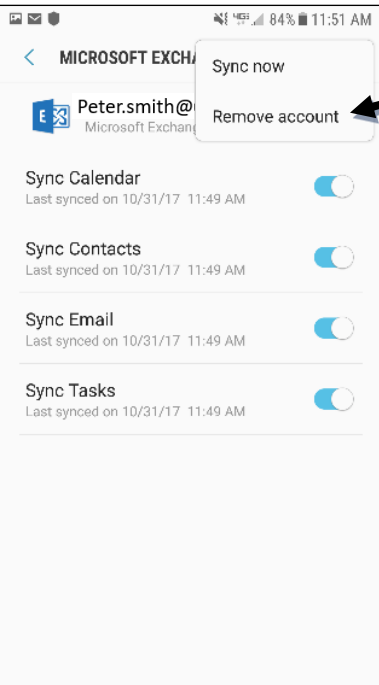


10. Open your email app and **swipe down** to start downloading your email.

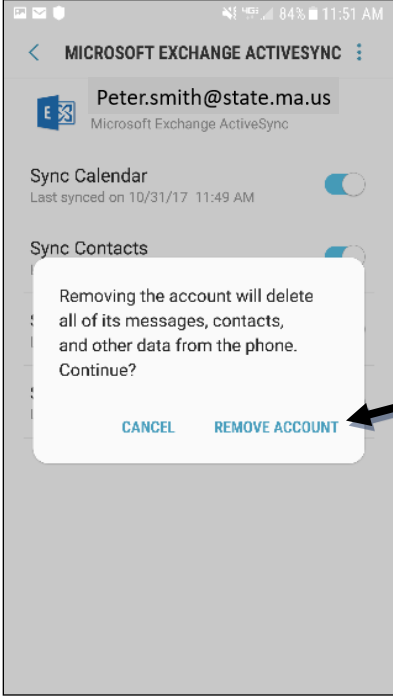


Mobile Devices (Android)

If you encounter issues with your mobile device, please follow the instructions below to re-configure your device.

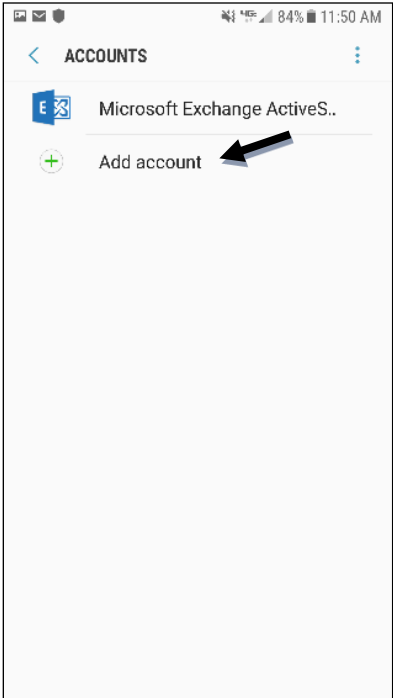
Steps	Process	Image
1.	<p>First you will need to delete your account:</p> <p>Start by going to Settings → Accounts → and tap the account that is associated with your Agency Email</p>	 <p>The screenshot shows the 'ACCOUNTS' screen in an Android settings app. At the top, there is a back arrow, the title 'ACCOUNTS', and a three-dot menu icon. Below the title, a Microsoft Exchange ActiveSync account is listed with a red rectangular box around it. Below the account list, there is a green plus icon and the text 'Add account'.</p>
2.	<p>In the upper right hand corner tap the 3 dots and choose 'Remove account'</p>	 <p>The screenshot shows the settings for a Microsoft Exchange account. At the top, there is a back arrow, the title 'MICROSOFT EXCH...', and a three-dot menu icon. Below the title, the account name 'Peter.smith@' is displayed. A context menu is open, showing 'Sync now' and 'Remove account' options, with a black arrow pointing to 'Remove account'. Below the menu, there are four sync options: 'Sync Calendar', 'Sync Contacts', 'Sync Email', and 'Sync Tasks', each with a toggle switch and a 'Last synced on' timestamp.</p>

3. Tap REMOVE ACCOUNT when prompted.

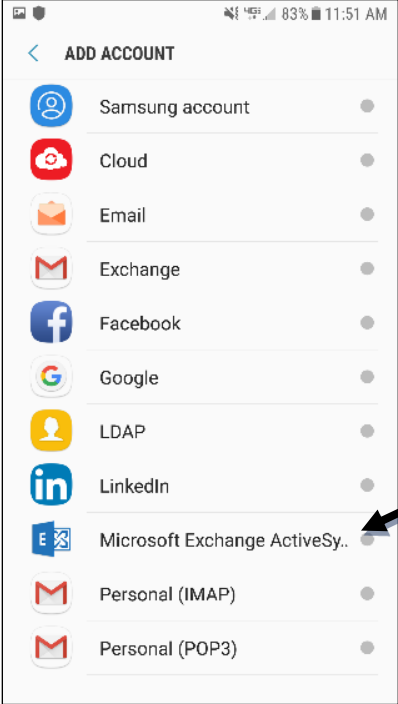


4. Now you will begin the process of re-adding the account:

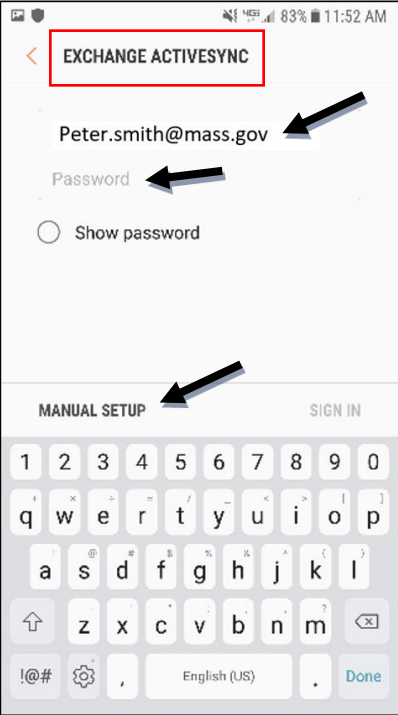
Start by going to Settings, then Accounts. Tap Add account.



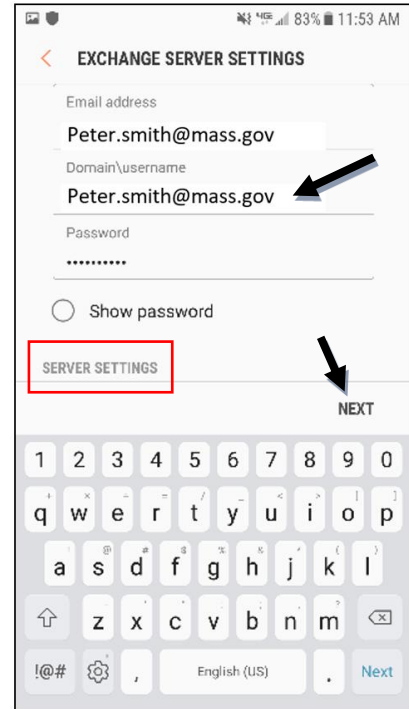
5. Tap Microsoft Exchange ActiveSync.



6. On the EXCHANGE ACTIVESYNC screen enter your email address (i.e. peter.smith@mass.gov) and password then tap 'MANUAL SETUP'

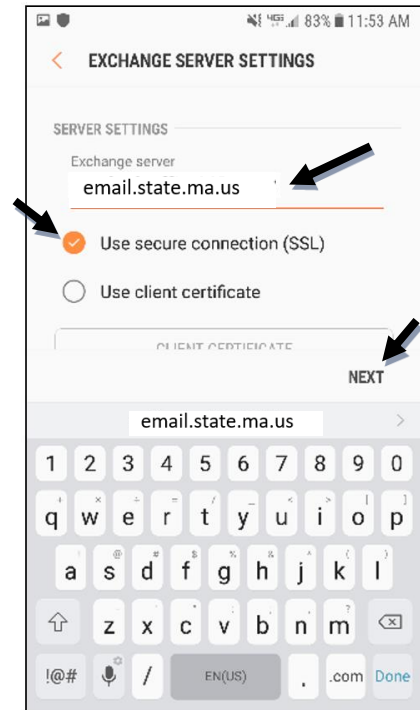


7. For Domain\username use your email address, and then **move the screen down** to SERVER SETTINGS and click NEXT. You may need to scroll down to see the next settings.

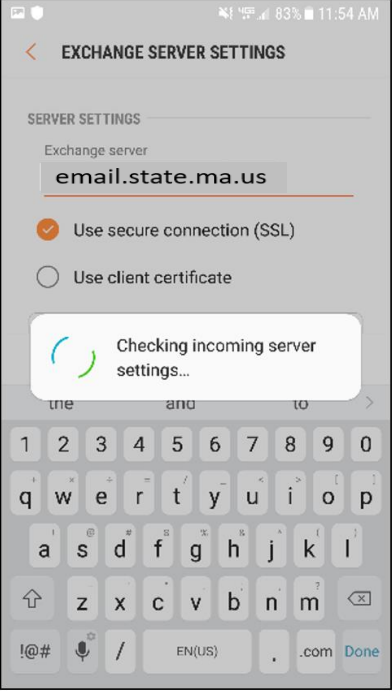


8. Enter **email.state.ma.us** in Exchange Server and make sure 'Use Secure Connection (SSL)' is checked. Click NEXT.

If you see the 'Use client certificate' is selected, **deselect** this item so there is no checkmark.

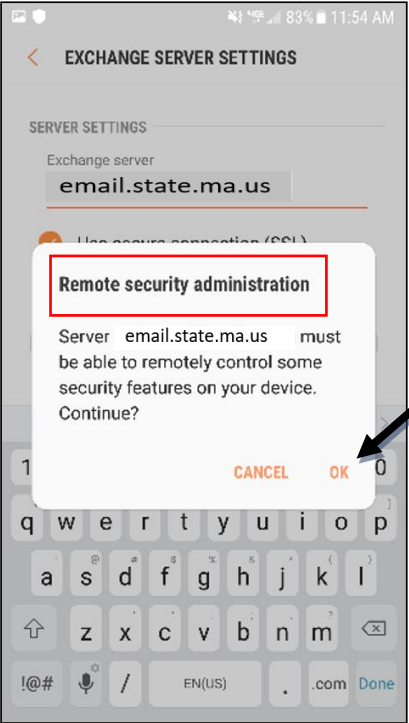


9. You will see dialog box that it is 'Checking incoming server settings'

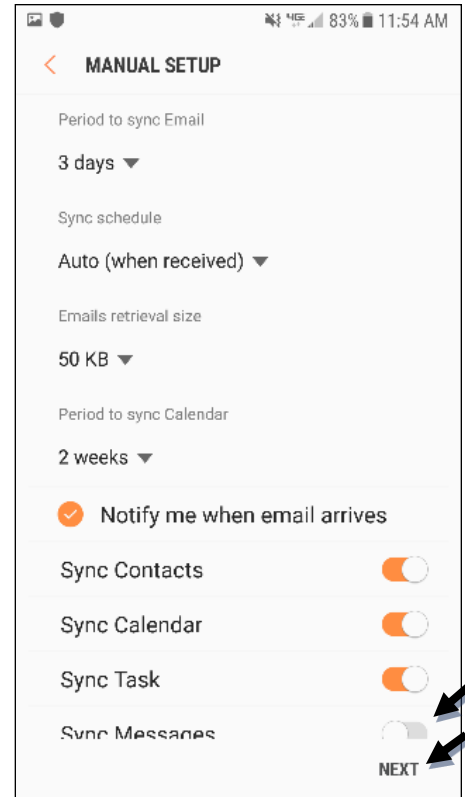


10. Your next prompt will be to allow Remote security administration. Tap OK or Activate to allow "Server email.state.ma must be able to remotely control some security features on your device."

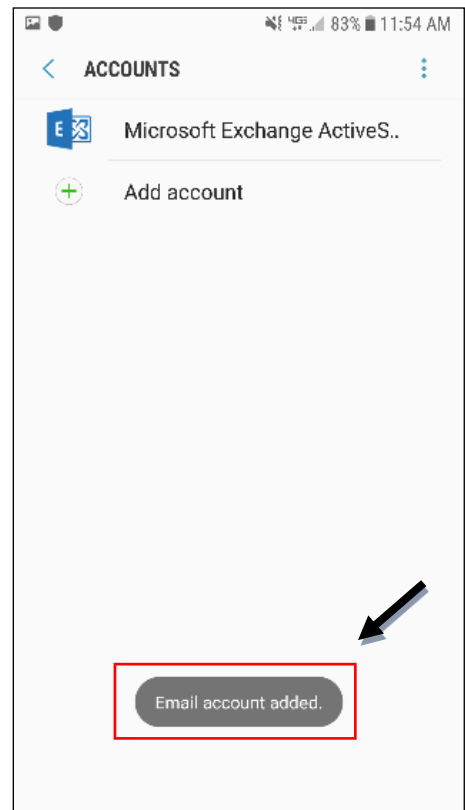
You may need to click Apply regarding a Security settings prompt.



11. The next screen in **MANUAL SETUP** are settings that you can adjust. Android does not enable synchronizing of messages by default. Swipe the toggle button for **Sync Messages** and tap **NEXT**.



12. You will receive a notification message that the 'Email account added.'



13. Open your email app and email will start to download.

