Mobile Devices (Apple Devices)

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

Steps	Process	Image
1.	First you will need to delete your account:	Ill Verizon LTE 11:17 AM * • • + Settings Accounts & Passwords
	Start by going to Settings \rightarrow Accounts & Passwords \rightarrow (may	App & Website Passwords > Accounts >
	be slightly different depending	Exchange Atail, Contacts, Calendars
	on iOS version) and tap the	Add Account >
	exchange account that is associated with your work Email.	Fetch New Data Push >
2.	Under Exchange, tap Delete	•III Verizon LTE 11:17 AM * ••• +
	ACCOUNT.	EXCHANGE
		Account Test.User@MassMail.State.MA.US >
		Mail
		Contacts
		Calendars
		Mail Days to Sync 1 Month >
		Automatic Reply Loading >
		Delete Account

	1	
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.	If If Mobile (1)t 12:45 PM
4.	Under Add Account, tap Exchange.	It induite UE 12:45 PM It is 34% Image: Add Account Image: I
5.	Enter your email address with @mass.gov and in Description enter 'MassCloud' and click Next.	aff E-Mobile DE 12:46 PM Cancel Exchange Email gautam.verma@mass.gov Description MassCloud Exchange Device ID UOxcg696A186836677.49:4077.30 "MassCloud" q Q W e Q W e Q W e Q X C VDxcg696A186836677.49:4077.30 UOxcg7060.110 Q X C V I O Q X C V I O Q X C UD X V D X C UD X V N Q Y I O Q X V N M Q Y N N Q I I I I I I I I I I I I I I I I

6.	You may see a pop up window prompting you to choose a configuration option – choose Configure Manually	Sign in to your "mass.gov" Exchange account using Microsoft? Your email address will be sent to Microsoft to discover your Exchange account information. Configure Manually <> Sign In
7.	Enter your network password and tap Next .	Image: Second State Sta
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.	Init Verticen UTE 1117 AM Cancel Account Done Email gautam.verma@mass.gov Server email.state.ma.us Domain optional Username gautam.verma@mass.gov Password Image: Cloud Advanced Settings >

9.	You will see all check marks once the email account is configured. Click the Save button.	Image: Second	
10.	Open your email app and swipe down to start downloading your email.	Il Versen LE C 11:39 AM	

Mobile Devices (Android)

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

Steps	Process	Image
1.	First you will need to delete your account: Start by going to Settings → Accounts → and tap the account that is associated with your Agency Email	ACCOUNTS : ACCOUNTS : ACCOUNTS : Add account
2.	In the upper right hand corner tap the 3 dots and choose ' Remove account '	Image: Sync account Image: Sync Calendar Last synced on 10/31/17 Last synced on 10/31/17 Sync Contacts Last synced on 10/31/17 Last synced on 10/31/17 Sync Tasks Last synced on 10/31/17 Last synced on 10/31/17 Sync Tasks Last synced on 10/31/17 Last synced on 10/31/17 Last synced on 10/31/17

2		
3.	Tap REMOVE ACCOUNT when	🖙 🖼 ● 💦 🖓 🖬 11:51 AM
	prompted.	< MICROSOFT EXCHANGE ACTIVESYNC :
		Peter.smith@state.ma.us Microsoft Exchange ActiveSync
		Sync Calendar Last synced on 10/31/17 11:49 AM
		Sync Contacts
		Removing the account will delete all of its messages, contacts, and other data from the phone. Continue?
4	Now you will begin the process	🖾 🖾 🎁 👘 😽 🖓 🖬 11:50 AM
1.		
	of re-adding the account:	< ACCOUNTS :
	of re-adding the account: Start by going to Settings, then	< ACCOUNTS : Microsoft Exchange ActiveS
	of re-adding the account: Start by going to Settings, then Accounts. Tap Add account.	 ACCOUNTS : Microsoft Exchange ActiveS Add account
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	of re-adding the account: Start by going to Settings, then Accounts. Tap Add account.	ACCOUNTS Image: Constraint of the second s
	of re-adding the account: Start by going to Settings, then Accounts. Tap Add account.	 ✓ ACCOUNTS : E Microsoft Exchange ActiveS (+) Add account ✓
	of re-adding the account: Start by going to Settings, then Accounts. Tap Add account.	ACCOUNTS : EX Microsoft Exchange ActiveS + Add account
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	of re-adding the account: Start by going to Settings, then Accounts. Tap Add account.	ACCOUNTS : Image: Second sec
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	of re-adding the account: Start by going to Settings, then Accounts. Tap Add account.	 ✓ ACCOUNTS : ✓ Microsoft Exchange ActiveS. ✓ Add account ✓

5.	Tap Microsoft Exchange	F	¥E 1991⊿ 83	3%∎11:51 AM
	Active Sync.			
			Samsung account	
			Cloud	•
			Email	•
			Exchange	•
		•	Facebook	•
			Google	•
			LDAP	٠
		Ű	LinkedIn	•
		E 🕅	Microsoft Exchange Ac	tiveSy 📻
			Personal (IMAP)	•
		M	Personal (POP3)	•
	screen enter your email address (i.e. peter.smith@mass.gov) and password then tap 'MANUAL SETUP'	Pe Pas	ter.smith@mass.gov	
		MANU	AL SETUP	SIGN IN
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		!@# {	3, English (US)	Done

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.	Image: Server serv
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.	EXCHANGE SERVER SETTINGS EXCHANGE SERVER SETTINGS Exchange server email.state.ma.us Use secure connection (SSL) Use client certificate PLIENT CERTIFICATE NEXT email.state.ma.us 1 2 3 4 5 6 7 8 9 0 q w e r t y u i o p a s d f g h j k l \widehat{r} z x c v b n m \widehat{r} z x c v b n m \widehat{r} z x c v b n m

9.	You will see dialog box that it is 'Checking incoming server settings'	KINST 4 83% I 11.54 AM EXCHANGE SERVER SETTINGS SERVER SETTINGS Exchange server email.state.ma.us Ouse secure connection (SSL) Use client certificate Checking incoming server settings the and to 1 2 3 4 5 6 7 8 9 0 q w e r t y u i o p a s d f g h j k l a s d f g h j k l a s d f g h j k l a s d f g h j k l a s d f g h j k l a s d f g h j k l a s d f g h j k l b z x c v b n m ² (X)
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."	EXCHANGE SERVER SETTINGS Exchange server email.state.ma.us Remote security administration
	You may need to click Apply regarding a Security settings prompt.	Server email.state.ma.us must be able to remotely control some security features on your device. Continue? 1 CANCEL OK 0 Q W e r t y u i O p a s d f g h j k l c z x c v b n m !@# V F EN(US)

11.	The next series in MANILLAL	
	The next screen in MANUAL	🖾 🛡 🙀 👯 📶 83% 🖹 11:54 AM
	SETUP are settings that you can	< MANUAL SETUP
	synchronizing of messages by	Period to sync Email
	default. Swipe the toggle button	3 days 🔻
	for Sync Messages and tap NEXT.	Sync schedule
		Auto (when received) 💌
		Emails retrieval size
		50 KB 🔻
		Period to sync Calendar
		2 weeks 🔻
		Notify me when email arrives
		Sync Contacts
		Sync Calendar
		Sync Task 🤍
		Sync Messages
		NEXT 🥌
12.	You will receive a notification	E ■ ¥5 45 4 92% ■ 11-54 AM
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