Mobile Device – Android ActiveSync Configuration

Note: The following instructions are for configuring your @jmu.edu Exchange email on an Android device. For instructions on configuring your Dukes email (@dukes.jmu.edu), please see Microsoft's instructions.

Information Technology provides telephone and the following documentation support for mobile devices that support ActiveSync (also referred to as: Corporate Sync, Exchange ActiveSync, Microsoft Exchange ActiveSync, etc.). Hands-on setup support may be requested online for JMU stipend-funded phones with a data plan that use the ActiveSync protocol.

General Android (2.0 or higher) ActiveSync Setup Instructions:
(setup instructions will vary across the myriad of Android mobile devices)

1. Click **Menu** button
2. Click **Settings, Accounts** (or Accounts & Sync or something similar)
3. **Add Account**
4. Select **ActiveSync** (Corporate Sync, Microsoft Exchange ActiveSync, Exchange ActiveSync, or something similar)
5. Depending on your phone and Android operating system version, you will need to supply some or all of the following configuration information
   a. Username = your **JMU e-ID**
   b. E-mail address = your **JMU e-ID@jmu.edu**
   c. Password = **JMU e-ID password**
   d. Domain = JMUAD (note: some configurations require you to enter the domain and username in this format: JMUAD/JMU e-ID)
   e. Server Address = exchange.jmu.edu
6. Check the box for: “This server requires an encrypted SSL connection” or “Use secure connection”, if prompted
7. If presented with a certificate warning, ensure the certificate is issued to www.jmu.edu or exchange.jmu.edu by InCommon Server CA, and accept the certificate.
8. Select the data to synchronize: **Contacts, Calendar, E-Mail and/or Tasks**
9. After you have entered in this information and are connected to your phone’s data plan or a wireless network, you can sync your device with your mailbox, calendar, contacts, tasks and more. Initial synchronization may take 30 minutes or longer.

Unsupported Devices:
Devices that do not support ActiveSync may be setup to receive e-mail through an IMAP configuration.