

How to access Northumbria email on your mobile phone - Staff



This guide details the steps you should follow and the settings you need to configure in order to access email at Northumbria via IMAP, Outlook Mobile Access (OMA) and using an Apple iPhone.

Important note before continuing:

Although Northumbria University offer these services, you will be paying for your connection through your own mobile network provider. When setting up IMAP or connecting to OMA please ensure you select the correct connection when prompted e.g. "O2 Pay Monthly" and check your contract for tariff details and to find out if your particular device supports these features.

IMAP

Collects email headers (To, From, Subject) then disconnects meaning you can read your messages without being connected to the internet. You can select to connect and 'pull down' further messages.

- On your device access the **Menu > Messages** and scroll down to the option for "Email Inbox"/"Mailbox"
- You will then be prompted to setup a mailbox. Here are the general connection details you will need:

| | |
|--|---|
| Server details for incoming Northumbria mail (to receive mail) | imap.northumbria.ac.uk |
| Server details for outgoing Northumbria mail (to send email) | postbox.northumbria.ac.uk |
| Outgoing email address format: | |
| Staff should enter: | This can either be: 'username'@central.unn.ac.uk 'username'@airport.unn.ac.uk See the " How to find your email address format " section below |
| Port Numbers | SSL = 993 SMTP /TLS = 25 |
| When prompted for your username enter in this format | unn\'username\' |

Devices running Android or Symbian software should only need to have your email address, username and password entered - you will find that devices will connect and download the required settings themselves.

Important Point:

SSL - For security reasons IMAP at Northumbria is set up with Secure Sockets Layer (SSL). You will need to enable SSL when you are setting up your device. If your device has no option for SSL, unfortunately it will not be able to connect.

How to find your email address format

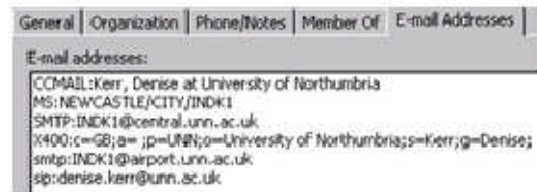
Enter your internal email address, this is different from your standard email address and will look like one of the following:

'username'@central.unn.ac.uk

'username'@airport.unn.ac.uk

You can check this from the Global Address List in Outlook as follows:

- Open Address Book
- Find your name and double click to open the details
- Click the **Email Addresses** tab
- Choose the email address listed next to SMTP in capitals



Outlook Mobile Access (OMA)

Like IMAP, OMA allows you to access your Northumbria email with the added bonus of viewing your contacts and calendar.

OMA is a continuous connection to the internet and therefore you should be mindful of the costs this may incur – if in doubt contact your mobile network provider or use IMAP instead.

How to access:

- On your phone open the internet browser and go to: <https://owa.northumbria.ac.uk/oma>
- Login with your username prefixed with **UNN** e.g. unn\vckm9
Note: You may get an error message saying the certificate is not valid for the website, this is quite normal due to mobile phones not handling certificates in the same manner as a computer. Select **OK** or **Continue** to pass through to the site.
- When prompted enter your Northumbria username and password
- We do not recommend you select the **Remember my Details** option as this is contrary to the University's Security Policy
- If you receive a message saying "The device type you are using is not supported. Press **OK** to continue"
- If you continue to receive error messages about valid certificates select **Yes** to continue.

You should now be able to access your email account. You can view your email account, send and reply to email messages, as well as accessing your calendar etc.

To disconnect from your mailbox all you have to do is disconnect or close the browser session.

Apple iPhone

Note: These instructions are based on iPhones using 3GS or above. iPhones with a lower generation such as 2G or 3G may have difficulty making a connection.

- From the **Home** screen select **Settings**
- Scroll down and select **Mail, Contacts, Calendars**
- Select **Add Account**
- Select **Microsoft Exchange**
- Complete the fields on a number of screens using the following information:

| | |
|-------------|---|
| Email | Staff: Can either be: 'username'@central.unn.ac.uk 'username'@airport.unn.ac.uk See the "how to find your email address format" section above. |
| Domain | UNN |
| Username | Your Northumbria username |
| Password | Your Northumbria username |
| Server | owa.northumbria.ac.uk |
| Description | UNN Exchange |
| Use SSL | On (If you cannot see this prompt or receive an SSL verification error message, just click Accept to proceed) |

- Select **sync options required**.
- Make sure to **Accept** the warning about the certificate to continue
- You should now be done and able to send/receive mail, and sync calendars and contacts if these options were also selected.

Help and Advice

The IT Helpline can offer advice to help you configure your own device:

IT Help line

Tel: 0191 227 4242
Freephone: 0800 923 4242
Text: +44 77 81 48 27 86

Email: it.helpline@northumbria.ac.uk
Online: www.northumbria.ac.uk/knowhow

24 x 365
Open every day
All year round!