

How to Set Up an iPhone/iPod Touch for Case Google Mail

NOTE: These instructions assume you have already set up your Case Google Mail account and are successfully sending and receiving email from your computer. Make sure that your Case Google Mail account is set up as IMAP enabled.

You will need to know your Case Google Mail password for these instructions. If you don't remember or don't know your password (a random password was used to set up new student accounts), please visit the [Case Google Mail provisioning page](#).

Step 1: Make sure you are using the most recent iPhone/iPod Touch software. The **minimum** required version is 2.0. If your iPod Touch is on software 1.x, you can purchase the latest software for less than \$10 at the [Apple iTunes store](#).

Connect your iPhone/iPod to your computer – iTunes should launch (if not it can be launched by double-clicking it).

Click on the iPhone “device” in the library area of iTunes. A window similar to Figure 1 (below) will appear when the “Summary” tab is selected. Make sure that the software version listed is **at least** version 2.0. Updating your software to the most recent version is highly recommended.

Click on "Check for Update" and if a newer version is available, click "Download and Install" the latest software.



Figure 1

The following steps are all performed on the iPhone/iPod Touch.

Step 2: Create New Account

Press the "Home" button on your iPhone/iPod Touch. Click the "Settings" icon. You will see a screen similar to Figure 2.

Scroll down until you see the "Mail, Contacts, Calendars" setting:



Figure 2

Select the "Mail, Contacts, Calendars" setting and then select "Add Account..." in the resulting screen (Figure 3):



Figure 3

Select "Gmail" (Figure 4) and enter the information that is specific to your Google Case mail account.



Figure 4

Make sure your CaseUserID@case.edu is the email address, and the password is your Case Google Mail password.

Click "Save" when you are done (Figure 5):



Figure 5

When you click "Save" you should see a checkmark appear briefly to the right of the four fields in which you entered information. If you do NOT see the checkmarks or the "Save" fails, you have most likely entered an incorrect password. See the notes at the beginning of this instruction set regarding how to set the "client password" on your Case Google mail account.

Step 3: Set the outgoing mail server.

We highly recommend setting your primary outgoing mail server to **smtp.cwru.edu**. Turning on the default Gmail server or some other server as the primary outgoing mail server will render us unable to “track” mail sent by your device and will prevent us from assisting you should you encounter problems.

Once you click “Save” in the step above, you will be returned to the screen in Figure 6 below. Select “SMTP” from the “Outgoing Mail Server” section as illustrated:



Figure 6

Set up the outgoing server to be smtp.cwru.edu as in Figure 7. Note that we are using the **Case network ID and the password** associated with it (not the Google ID and password), to set up this server. Click “Save” when you are done entering information:

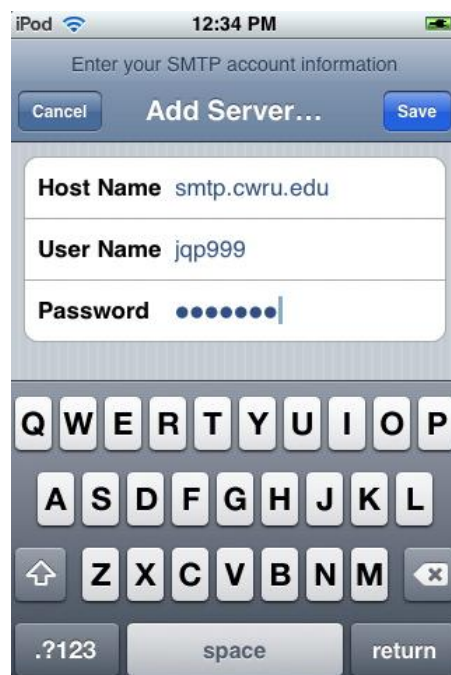


Figure 7

Note: You MUST use smtp.cwru.edu if you wish to use SSL encryption or the setup will fail with a certificate error.

Once you have created the outgoing server setup for smtp.cwru.edu, you need to activate it for your Case Google mail account. From the screen to which you are returned when you click "Save" in the step illustrated by Figure 7, click on the SMTP field of the "Outgoing Mail Server" section as in Figure 8 below:



Figure 8

Turn the server on by click the "On" button as shown in figure 9. You probably also want to turn the Google server on as well, as some ISPs block port 25 to all but their own servers and Google. The Google (gmail) server is turned on similarly to the way the Case server (smtp.cwru.edu) is turned on.



Figure 9

The final result should look similar to Figure 10.



Figure 10