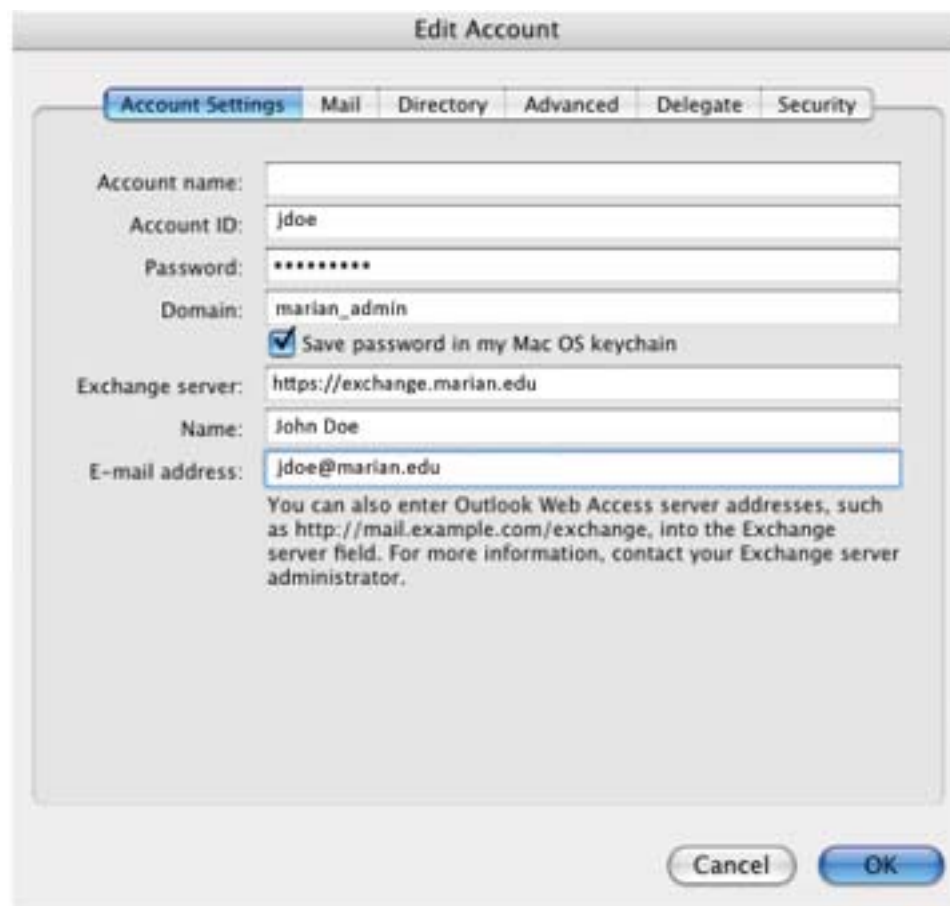


1. **Entourage Troubleshooting:**

- I. Ensure your edition of Entourage is Entourage Web Services Edition. If it isn't, please upgrade your Entourage installation.
- II. Close out of Entourage completely. Then re-open Entourage. If the connection to your mailbox is not established, go to number III
- III. Open Entourage, go to **TOOLS** and click **ACCOUNTS**
- IV. Select the **Account Settings** tab
- V. In the Account ID field, ensure that your user id is entered correctly.
- VI. In the Exchange server field, ensure **https://exchange.marian.edu** is entered correctly and in the Domain field, **marian_admin** is entered correctly. If not, modify the field to reflect this



- VII. You should also check to make sure that the Domain is **marian_admin** and your user name is entered properly in the **name** field

VIII. Click OK, close Entourage and reopen

IX. If you are still unable to connect, please contact the helpdesk

2. **Apple Mail Troubleshooting:**

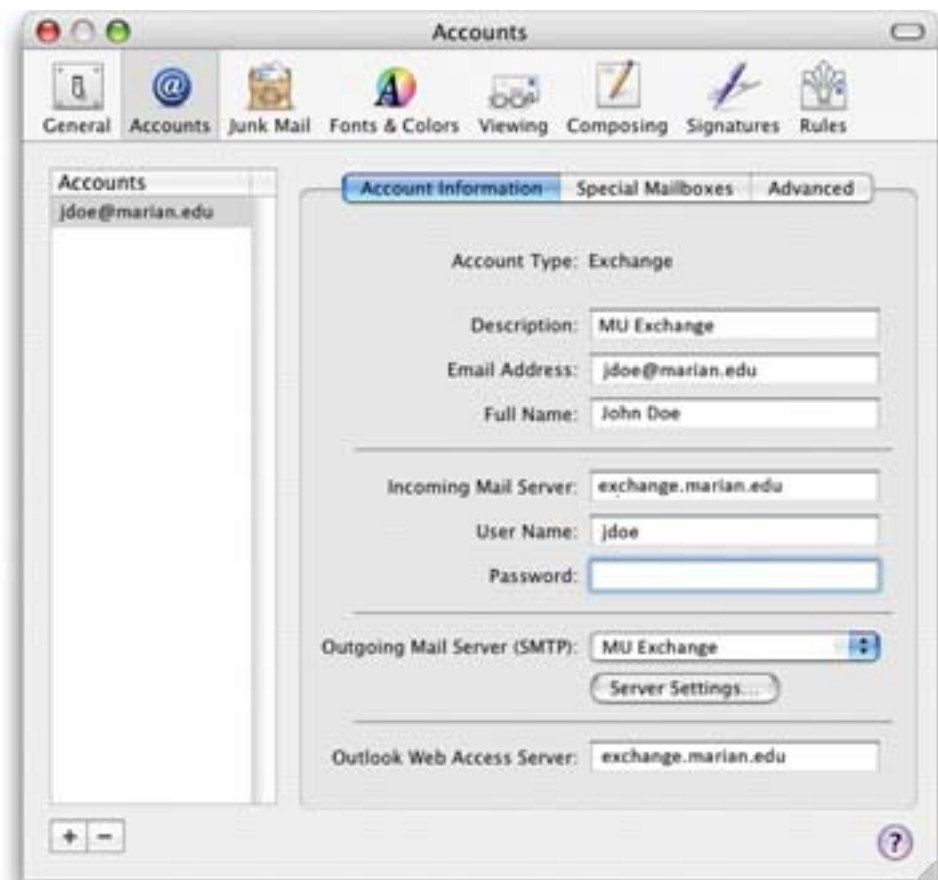
I. Launch the Mail Application

II. Open the **Preferences**

III. Click on the **Accounts** Icon

IV. Click on your existing account and select **Account Information**

V. Verify **Incoming**, **Outgoing**, and **Outlook Web Access Server** fields are all set to: **exchange.marian.edu**



- VI. Once all fields have been verified or changed to **exchange.marian.edu**, please close Mail and reopen
- VII. If you are still unable to connect, please contact the helpdesk

3. **Blackberry Troubleshooting (Non BES Users):**

- I. Go to the Blackberry Internet Service configuration page provided by your service provider. Below is a list of Links to popular service providers:
 - i. ATandT: <https://bis.na.blackberry.com/html?brand=mycingular>
 - ii. Cincinnati Bell: <https://bis.na.blackberry.com/html?brand=cinbell>
 - iii. Metro PCS: www.metropcs.blackberry.com/
 - iv. Nextel: <https://bis.na.blackberry.com/html?brand=nextel>
 - v. Sprint: <https://bis.na.blackberry.com/html?brand=sprint>
 - vi. T-Mobile: www.t-mobile.com/bis/
 - vii. US Cellular: www.uscellular.blackberry.com/
 - viii. Verizon: <https://bis.na.blackberry.com/html?brand=vzw>
** If your service provider is not listed here, please contact your service provider for help with getting a link to their the Blackberry Internet Service configuration
- II. Log in to the Blackberry web site with your Blackberry user name and password
- III. Ensure your e-mail address is entered correctly
- IV. Make sure you leave the password boxes empty and click **Next**
Important: You must leave the password boxes empty so that the Blackberry web site gives you the option to manually configure your e-mail settings
- V. Select **I will provide the settings to add this e-mail account** and click **Next**
- VI. Select **This is my work e-mail account** and click **Next**
- VII. Select **I can access my e-mail account using a Web browser (Outlook Web Access)** and click **Next**
- VIII. Ensure you have the correct settings as below:
 - i. Outlook Web Access URL: <https://exchange.marian.edu>
 - ii. User name: Enter your Marian user id
 - iii. Password: Enter your Marian password
- IX. Click **Next**. You will receive a confirmation message, then click **OK**
- X. If you are still unable to connect, please contact the helpdesk

4. Eudora Troubleshooting:

- I. Close out Eudora completely and re-open it. If the connection to your mailbox is not established, go to number II
- II. Launch your Eudora application and then click **Special** and select **Settings**
- III. Select **Getting Started** on the left side
- IV. In the **Mail Server** field ensure that **exchange.marian.edu** is entered. If not, please correct accordingly



- V. Click OK, close Eudora and reopen
- VI. If you are still unable to connect, please contact the helpdesk

5. Windows Mobile 5 and 6 Troubleshooting:

- I. On the **Home** screen, choose **Start**, choose **Programs**, choose **ActiveSync**, choose **Menu**, and then choose the **Configure Server** tab

- II. In **Edit Server Settings**, enter the name of the server that is running Exchange: **exchange.marian.edu**, and then choose **Next**
- III. Enter your user name, password, and for domain name, enter **marian_admin**
- IV. Choose **Next**
- V. If you want the mobile device to save your password so that you will not need to enter it again the next time that you connect your mobile device to Exchange, select the **Save password** check box
- VI. Select the check boxes for the types of information items that you want to synchronize with Exchange Server. To change available synchronization settings, select the type of information that you want to synchronize, and then choose **Settings**
- VII. Choose **Finish**
- VIII. If you are still unable to connect, please contact the helpdesk

6. **Apple iPhone and iPad Troubleshooting:**

- I. From your iPhone or iPad navigate to **Settings** menu and select **Mail, Contacts, Calendars**
- II. Verify that you have the correct settings for **E-mail, Username** and **Password**
- III. Verify that the server is **exchange.marian.edu** and the domain is **marian_admin**. If it's not, make the necessary corrections

Enter your Exchange account information

Cancel Exchange Next

Email jdoe@marian.edu

Server exchange.marian.edu

Domain marian_admin

Username jdoe

Password

Description

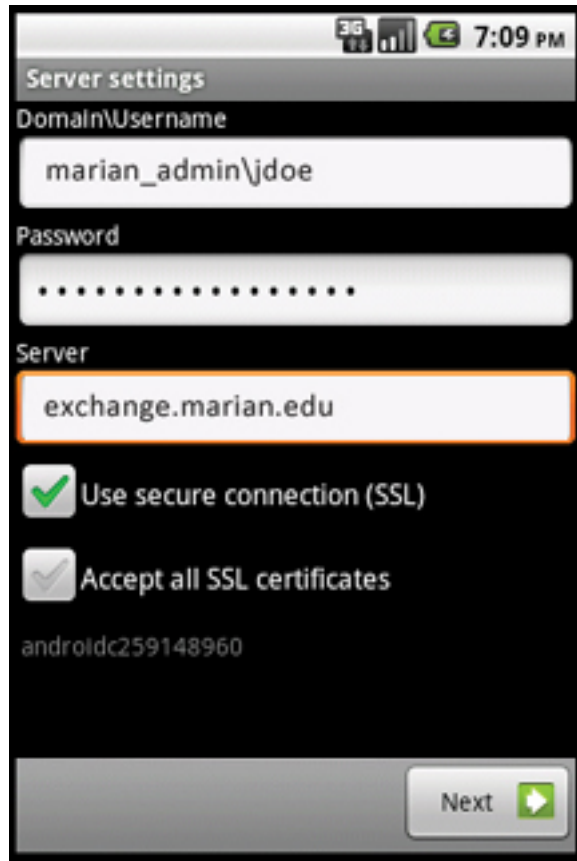
****Note:** If requested to “Use SSL” tap **ON**

- IV. Tap **Next**. Setup will verify your settings and bring you to a screen where you can select items you’d like to sync (Mail, Contact, Calendars)
- V. Tap **Done** and your setup will be finalized.
- VI. If you are still unable to connect, please contact the helpdesk

7. **Android Troubleshooting:**

- I. Go to **Menu -> Settings -> Accounts and Sync**
- II. Select **Exchange ActiveSync -> Account Settings -> Configure Server (Edit server settings)**
- III. Verify that you have the correct settings for **E-mail, Username** and **Password**

- IV. Verify that the server is **exchange.marian.edu** and the domain is **marian_admin**. If it isn't, make the necessary corrections



- V. Tap **Next**, the setup will complete and you will be brought to what you would like to sync (mail, contacts and calendar).
- VI. Select what you would like to sync tap **Save** to complete wizard
- VII. If you are still unable to connect, please contact the helpdesk