WARTBURG COLLEGE

INFORMATION
TECHNOLOGY
SERVICES

Technical Support
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Smartphone Setup

General configuration Settings

Connection type is ActiveSync, most smartphones have some version of this.
UserId - *firstname.lastname*
Pswd - *yourpassword*
Domain – Wartburg
Server – exchange.wartburg.edu (in some cases this entry may need to be prefaced with https://)
Mail Account - *firstname.lastname*
SSL - enabled

For most smartphones (Windows Mobile, Apple, Android) the provided configuration settings will help you configure your device.
If you have connectivity problems you should delete the existing email account from your phone and use the configuration settings provided to configure your phone.

BlackBerry Help

If you are using a BlackBerry device you can setup your phone from your provider's BlackBerry web site or from the device itself. In order to do it from the device you may need to take the following steps to "trick" your device to display the advanced configuration settings.

The configurations will vary depending on your Blackberry device model, software version, and mobile carrier.

1. Navigate to Email Settings on your Blackberry.
2. Under Email Settings select to Add an Email Account, select other.
   NOTE: In most cases this is where you will have to "trick" the phone, so that it will error out and give you the option to select "I will provide the settings…".
3. Enter the following login information:
4. Email address: **fake@fake.com**
5. Password: **fake**
6. Select Next. You will receive an "Unable to Configure" error message.
7. Select "I will provide the settings...". Enter your Wartburg email address and network password and select Next.
8. **Select Outlook Web Access (OWA),** then select Next.
9. Select "I will provide the settings...", then select Next.

10. Complete the following fields:
11. Description: **Wartburg Exchange**
12. Mail Server: **https://exchange.wartburg.edu**
13. Username: *firstname.lastname*
14. Password: *yourpassword*
15. Mail Account: *firstname.lastname*
16. Click Next. After a few minutes, you will receive a confirmation message.
17. Return to your homepage; you will see a new mailbox icon for your Wartburg email account.

After Changing your Network Password

Navigate to Email Settings
The location of "Email Settings" will vary depending on your Blackberry device model, software version, and mobile carrier.
Select your Wartburg Account.
Enter your new Wartburg network password in the Password field.
Select OK.