



Liquidcloud – Configure Outlook and Mobile Devices for Active Sync .

This document is procedure for setting up Mobiles Devices to connect to Liquidcloud Hosted Exchange mailboxes using the Active Sync Protocol.

These instructions might vary slightly across devices and versions but are expected to be helpful to all users in guiding them to configure their devices.

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Pre-Requisites

1. Working mailbox

- a. Username and Password should be valid and working.
 Credentials can be verified by logging onto the Liquidcloud Web portal

 <u>https://mailcpt.exchangemail.co.za/owa</u> and then accessing the
 outlook icon to view the mailbox.
- b. Note that in some rare cases your email address and user logon name may differ. Please contact Service Desk should you have any issues logging on.

2. Working Internet Connection

- a. Internet connectivity is required.
- 3. Smartphone or mobile device that supports Active Sync.





Configuring Outlook

An *Autodiscover record has been setup correctly for your email domain and <u>Outlook should automatically configure</u> your profile using only your email address and Login details.

Your Huizemark email will remain in the current profile.

1. To add the new Outlook account to your current email profile - open your

account settings – select file, account settings, and then account settings

again:

Account Information	€
plusdeals@huizemark.com	û Info
xport + Add Account	Open & Export
Account Settings Change settings for this account or set up more connections.	Save As
Settings ~	Print
Mailbox Settings Manage the size of your mailbox by emptying Deleted Items and archiving.	
Manage Rules & Alerts & Alerts	
Slow and Disabled COM Add-ins Manage COM add-ins that are affecting your Outlook experience. Manage COM Add-ins	
xport Add Account Account Settings Change settings for this account or set up more connections. Get the Outlook app for iOS or Android. Imments Get the Outlook app for iOS or Android. Mailbox Settings Manage the size of your mailbox by emptying Deleted Items and archiving. Manage Rules & Alerts Rules and Alerts Use Rules and Alerts to help organize your incoming email messages, and receive updates when items are added, changed, or removed. Slow and Disabled COM Add-ins Manage COM add-ins Manage COM add-ins that are affecting your Outlook experience.	Open & Export Save As Save Attachments Print





2. On the account settings window – under the email tab – select new – to add a **new** email account:

Data Files PGS Feeus	SharePoint Lists Internet Calendars Published Calendars Address Books
New 😤 Repair 🚰 Cł	hange 🗇 Set as Default 🗙 Remove 🔹 🏺
ame	Туре
plusdeals@huizemark.com	POP/SMTP (send from this account by default)
jeannine@casmoniones.co.	Ta POPJSMIP
ected account delivers new me	essages to the following location:

3. When the new account wizard opens – **enter your provided email address** – example: ressales@plusgroup.co.za and select connect:



4. Select Exchange 2013 or earlier as the type on the next window.



outlook				×
Advanced set	ıp			
Microsoft 365	Outlook.com	Exchange	Google	
POP	IMAP	Exchange 2013 or earlier		
<u>Go back</u>				

 A security prompt will appear shortly to allow for redirection to the hosted Exchange platform. Please note that it may appear hidden behind your current window. Please enable the "don't ask me about this website again" and select allow.



- 6. You will then be prompted for your username and password. Ensure that "**remember my credentials**" is selected:

Windows Security	×
Microsoft Outlook	
Connecting to resales@plusgroup.c	o.za
resales@plusgroup.co.za	
•••••	
Remember my credentials	
More choices	
ОК	Cancel







7. If all is correct – the next window will mark all as completed and will require

you to restart Outlook:

٨	Add Account	×
Congratula	ations!	× ×
Configuring		
Outlook is	completing the setup for your account. This might take several minutes.	
~	Establishing network connection	
~	Searching for Shaun@liquidcloud.co.za settings	
~	Logging on to the mail server	
Cong	ratulations! Your email account was successfully configured and is ready to use.	another account
		Cancel

٩	Add Account	×
Congratula	tions!	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Configuring		
Outlook is	completing the setup for your account. This might take several minutes.	
×	Establishing network connection	
×	Searching for Shaun@liquidcloud.co.za settings	
✓	Logging on to the mail server	
Cong Change a	ratulations! Your email account was successfully configured and is ready to use. ccount settings	Add another account
	< Back	Finish Cancel





Configuring the Android Mail Client

- 1. Navigate to Settings.
- 2. Under Accounts and Backup, select Account and Add Account.
- 3. Depending on your version of Android, and mail client select Exchange or Exchange Active-Sync



4. Select Exchange:





Set up Email

G		0 N
Gmail G Suite	Yahoo	Hotmail Outlook
E	٥	
Exchange	Office365	Other

5. Select Exchange – you will be requested for your email address:





- 6. You will then be prompted for your **password**.
- 7. If prompted, <u>accept the requested permission</u> to allow your account to use the application. This is to grant your devices mail application access to your mailbox.
- 8. New policies need to be applied to your device to conform to Hosted Exchange IT Security **please click apply**.



 A brief description of the policies will be provided – please select activate to proceed and apply device administrator policies. This is required to allow Service Desk to perform functions such as remote wipes in the event of your phone being stolen.

Activate device admin app



Allow Email to remotely control security features on your phone?

This will let Email do the following:

Activating this admin app will allow Email to perform the following actions:

Delete all data

Erase the phone's data without warning by performing a factory data reset.

- Set password rules Control the length and the characters allowed in screen lock passwords and PINs.
- Monitor screen unlock attempts Monitor the number of incorrect passwords typed when unlocking the screen and lock the phone or erase all the phone's data if too many incorrect passwords are typed.
- Lock the screen Control how and when the screen locks.
- Set screen lock password expiry Change how frequently the screen lock password, PIN or pattern must be changed.
- Set storage encryption Require that stored app data be encrypted.
- Disable cameras Prevent use of all device cameras.
- Disable some screen lock features Prevent use of some screen lock features.

Cancel Uninstall Activate

10.Click **done** to accept the accounts default synchronization settings – or modify any details to suit your requirements:





Email sync period	
3 days 🔻	
Email sync schedule	
Auto (when received) 🔻	
Emails retrieval size	
No limit 🔻	
Calendar sync period	
6 months 🔻	
Sync contacts	
Sync calendars	
Sync tasks	

- 11. If you are using the native mail application such as the Samsung application, you may be requested for additional permissions to allow access to your local device. Please click on accept.
- 12. Set your Account options such as number of Days to Sync, Notifications, Sync Contacts, Sync Calendar.
- 13. Click Done.
- 14. Name the account to distinguish between multiple accounts.





15.Click **Next** to complete the setup.





Configuring the Apple iOS Mail client

You can connect your device to the Exchange server by following these steps.

- 1. Tap Settings.
- 2. Tap Accounts & Passwords.



Accounts & Passwords

>

3. Tap Add Account.

Add Account >

4. Tap Microsoft Exchange.



- 5. Fill in the following information:
 - Email is your complete email address, which is for <u>example</u>: *login@plusgroup.co.za*
 - Description is the name your Exchange account will have on your device and will be displayed in a list if you have more than one email account configured.
- 6. Tap **Next** to continue.
- 7. Choose whether to Configure Manually or Sign In. The Sign In method is preferred. If you wish to Configure Manually, the necessary server settings are available on the <u>ActiveSync General settings page</u>.





8. Sign in via the Office 365 login page.

liquidcloud	
\leftarrow shaun@liquidcloud.co.za	
Enter password	
Your account will be remembered on th Forgot my password	nis device.
	<u>Sign in</u>

9. Tap **Save**.

Your device will connect to the Exchange server with the information you have entered. It will take a few minutes to synchronize your device and the



Exchange server. When it's done, your most recent email, calendar items, reminders, and Exchange Contacts will be viewable on your device.

The next step is to adjust a few settings for your Exchange account.

1. Tap the account you just created to see the Exchange settings page. Make sure the switches for Mail, Contacts, Calendars, and Reminders are switched ON or OFF, depending on your preference.

< Ma	il Exchang	e
EXCH	ANGE	
Acco	ount	>
	Mail	
1	Contacts	
-	Calendars	
	Reminders	
	Notes	
Mail	Days to Sync	3 Days >
Auto	matic Reply	Off >



2. Then click the Mail Days to Sync button. Tap one of the options, depending on your preferences. Choosing No Limit is not recommended and 1 Month is the maximum.

No Limit	
1 Day	
3 Days	~
1 Week	
2 Weeks	
1 Month	



Active Sync - General Settings

If you are not using an Apple, Android, or Windows mobile device, the following settings are applicable to any device using Mobile Synchronization to Office 365, although the order in which you are prompted to provide these settings will vary across devices and versions.

- Email Address or Username is your complete e-mail address, which is for <u>example</u>: login@plusgroup.co.za.`
- Password is your Domain password.
- Domain is left blank.
- Server is mailcpt.exchangemail.co.za.
- Use SSL should be on or selected.

ACCOUNT INFO	
Email	
Password	0
Client certificate None	SELECT
SERVER SETTINGS	
Domain\Username liquidcloud@plusgroup.co.za	
Server	
Port	
Security type	
SSL/TLS	•

Mobile Device ID: androidc677718358