



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 – <https://mailcpt.exchangemail.co.za/owa> 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.

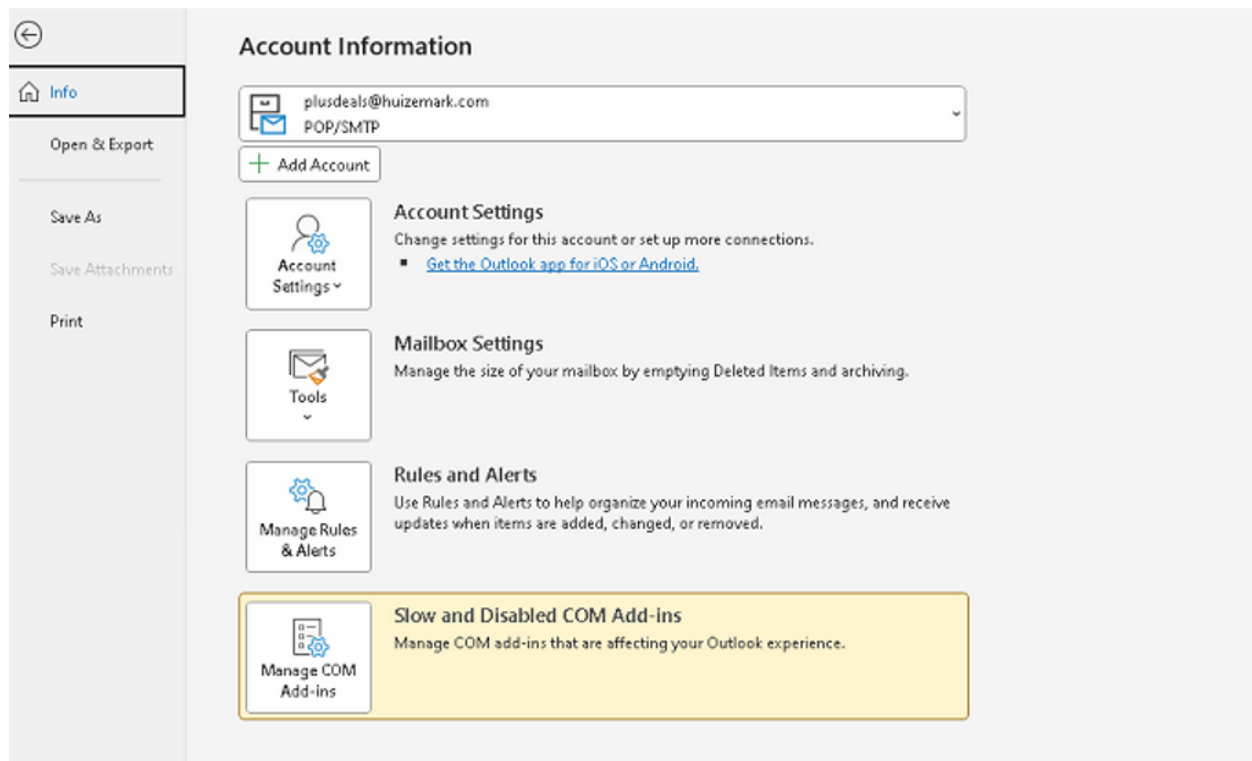
3. Smartphone or mobile device that supports Active Sync.

Configuring Outlook

An *Autodiscover record has been setup correctly for your email domain and Outlook should automatically configure 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:

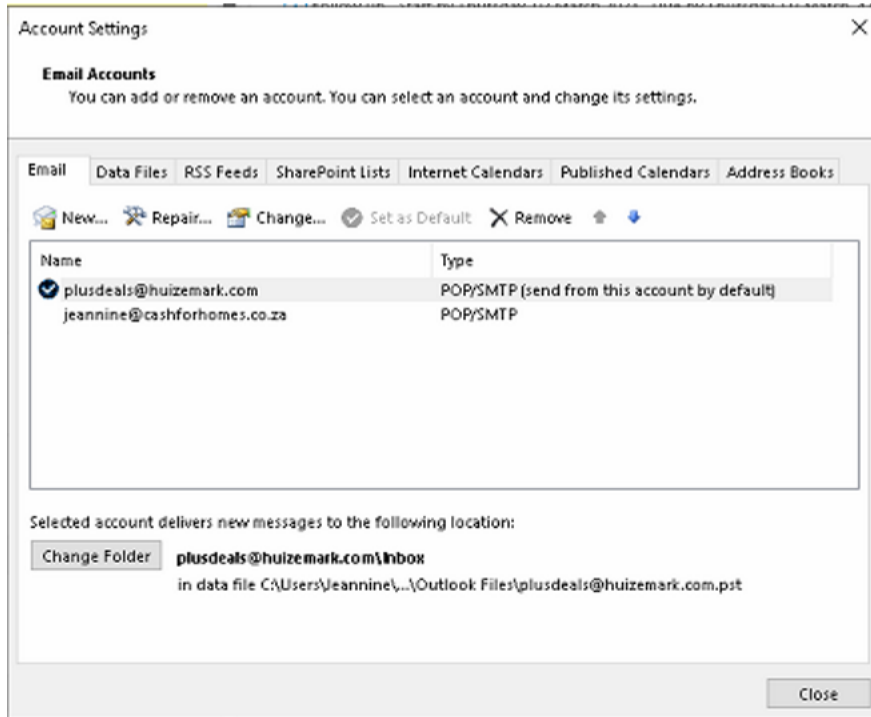


The screenshot shows the Outlook 'Account Information' settings page. On the left is a navigation pane with options: Info (selected), Open & Export, Save As, Save Attachments, and Print. The main content area is titled 'Account Information' and contains the following sections:

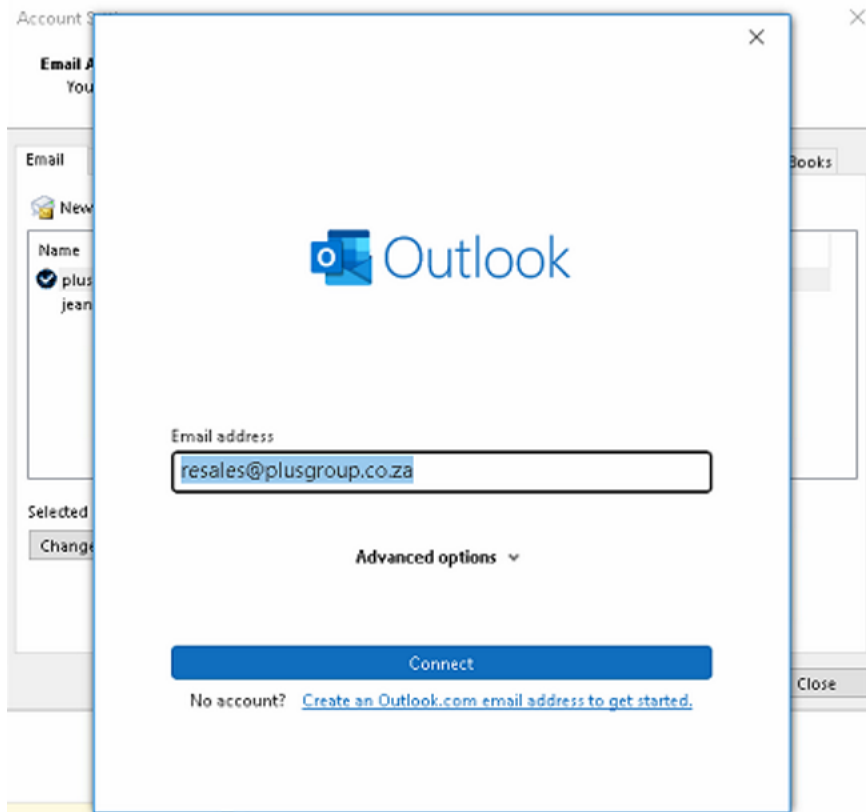
- Account Information:** A dropdown menu showing 'plusdeals@huizemark.com' and 'POP/SMTP'. Below it is a '+ Add Account' button.
- Account Settings:** A section with a gear icon and a dropdown arrow. Description: 'Change settings for this account or set up more connections.' It includes a link: 'Get the Outlook app for iOS or Android.'
- Mailbox Settings:** A section with an envelope icon and a dropdown arrow. Description: 'Manage the size of your mailbox by emptying Deleted Items and archiving.'
- Rules and Alerts:** A section with a gear and bell icon and a dropdown arrow. Description: '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:** A section with a gear and document icon and a dropdown arrow. Description: 'Manage COM add-ins that are affecting your Outlook experience.'



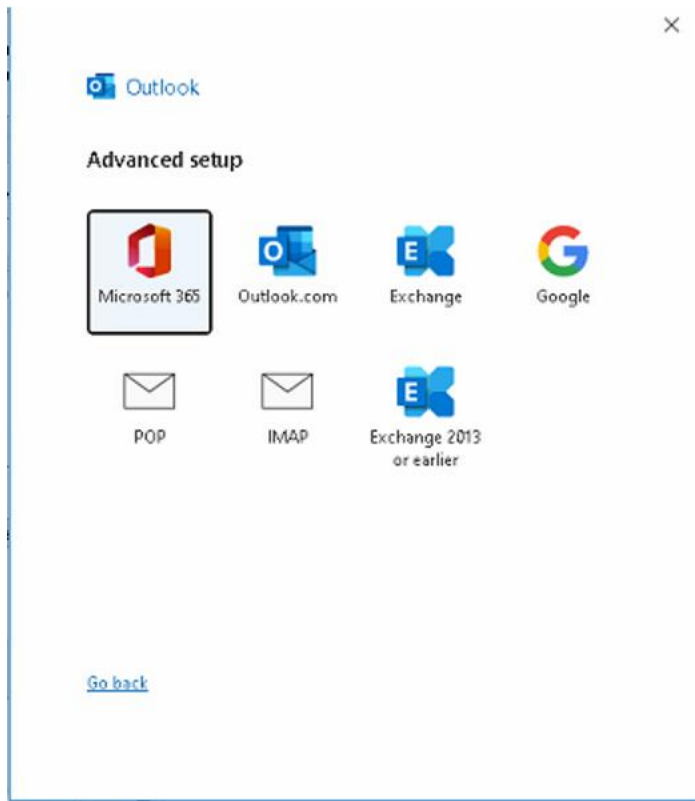
2. On the account settings window – under the email tab – select new – to add a **new** email account:



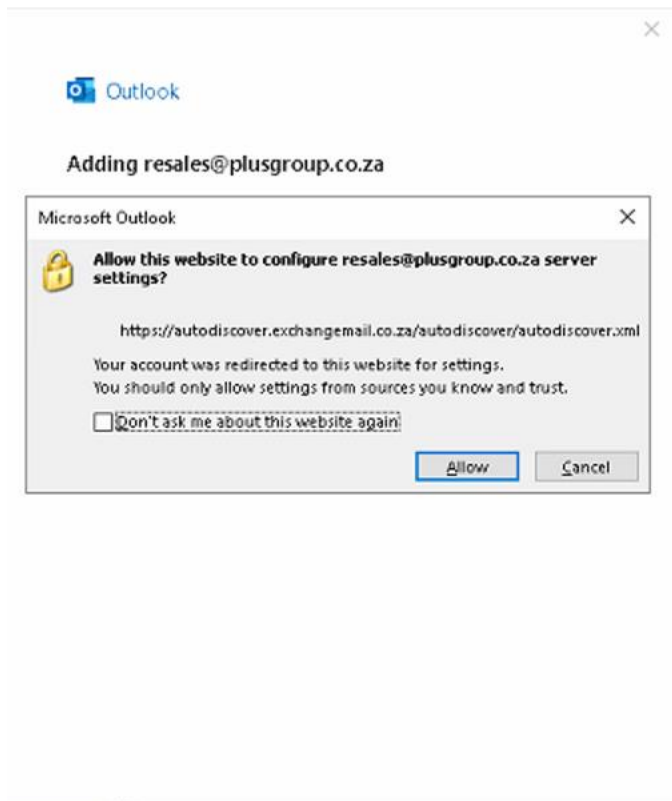
3. When the new account wizard opens – **enter your provided email address** – example: ressales@plusgroup.co.za and select connect:



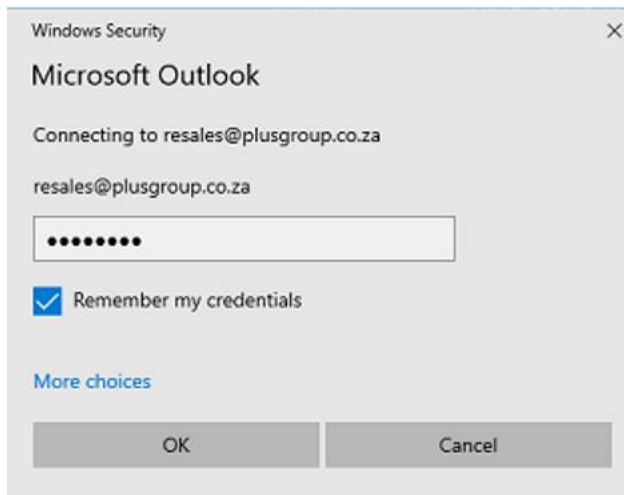
4. Select Exchange 2013 or earlier as the type on the next window.



5. 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**.

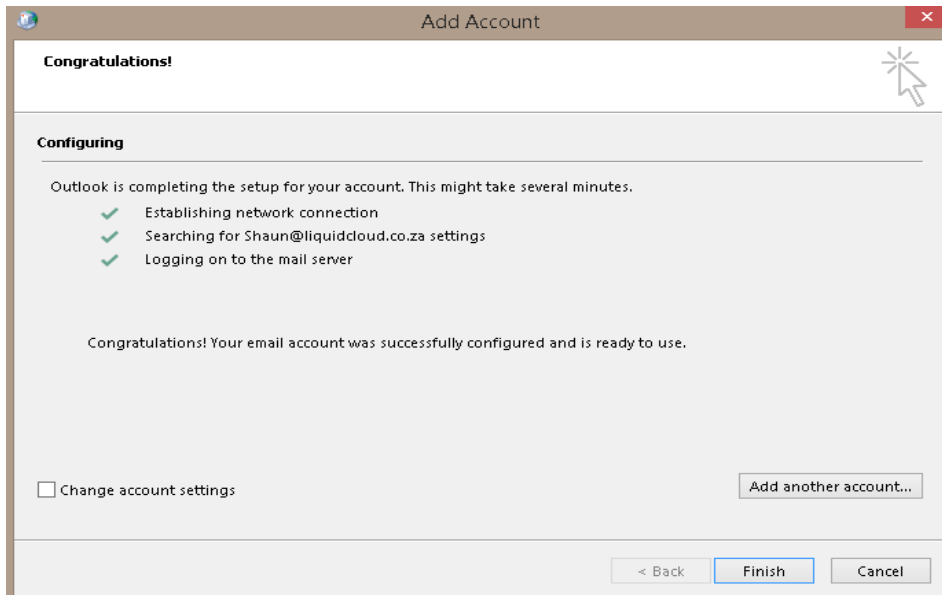
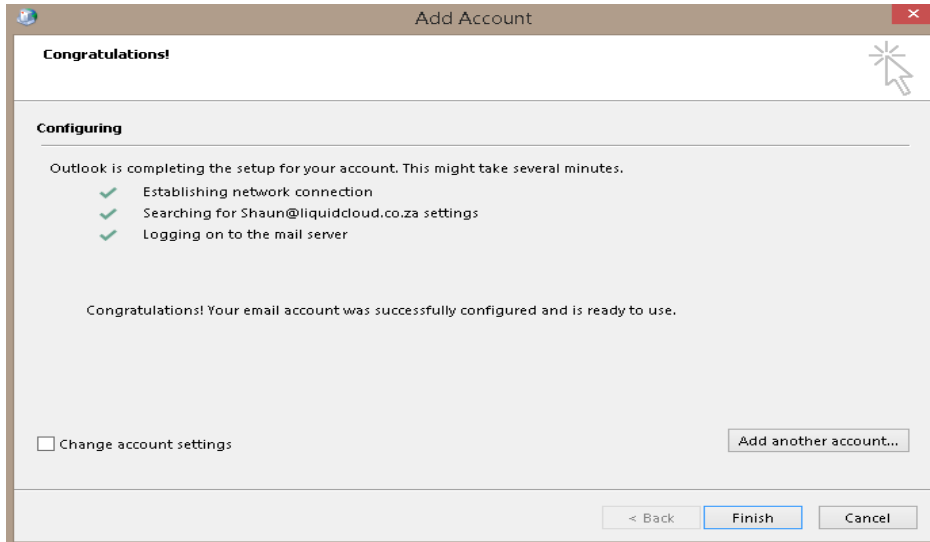


6. You will then be prompted for your username and password. Ensure that "remember my credentials" is selected:



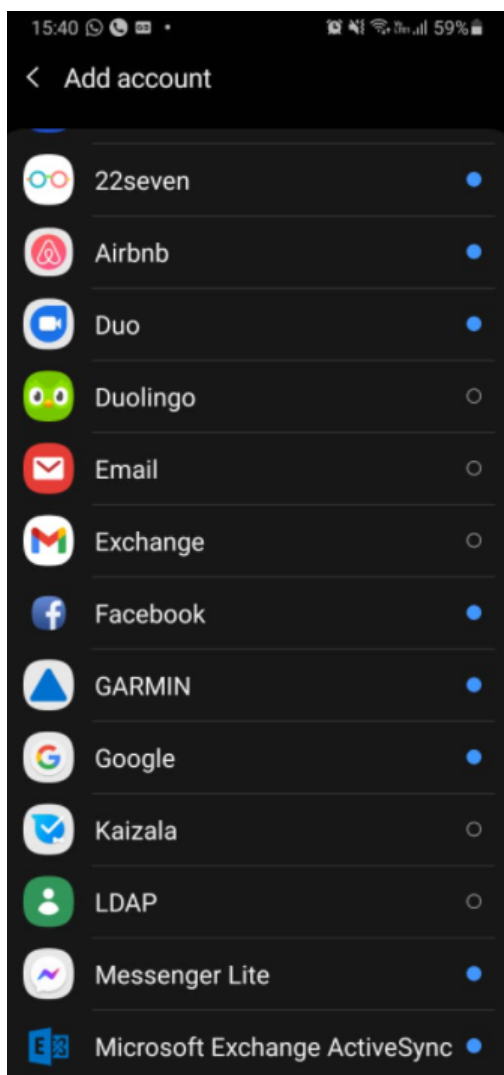


7. If all is correct – the next window will mark all as completed and will require you to restart Outlook:

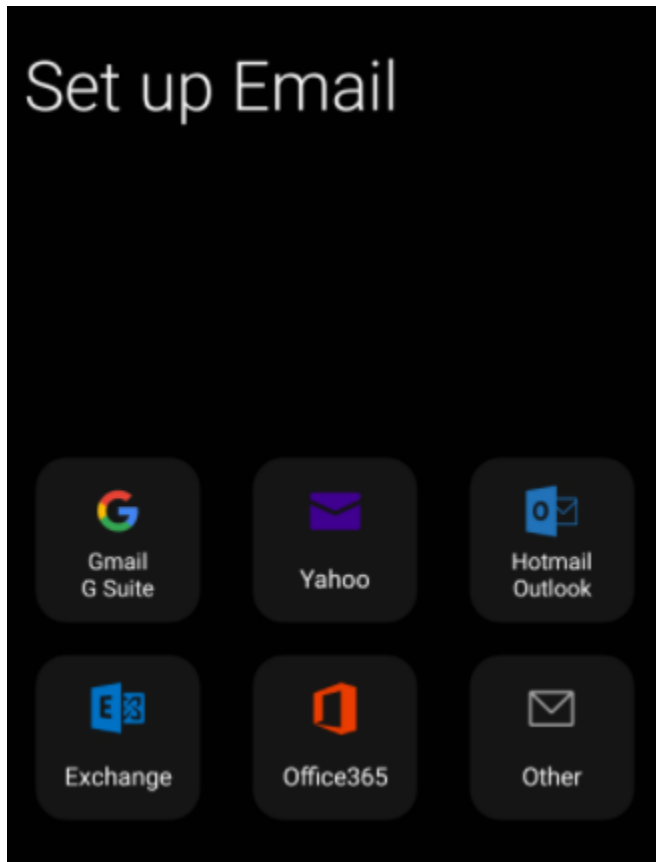


Configuring the Android Mail Client

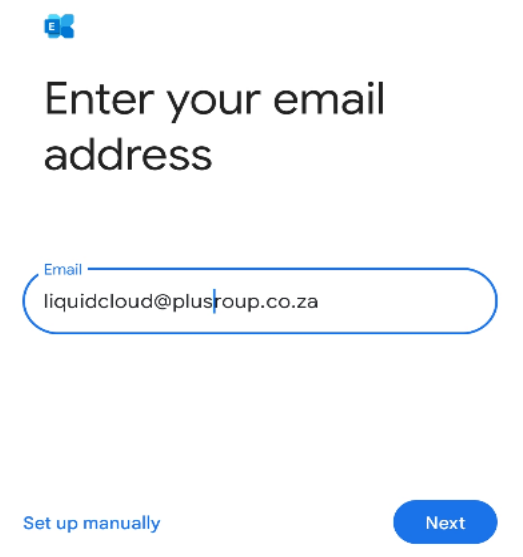
1. Navigate to **Settings**.
2. Under Accounts and Backup, select Account and **Add Account**.
3. Depending on your version of Android, and mail client - select Exchange or Exchange Active-Sync



4. Select Exchange:

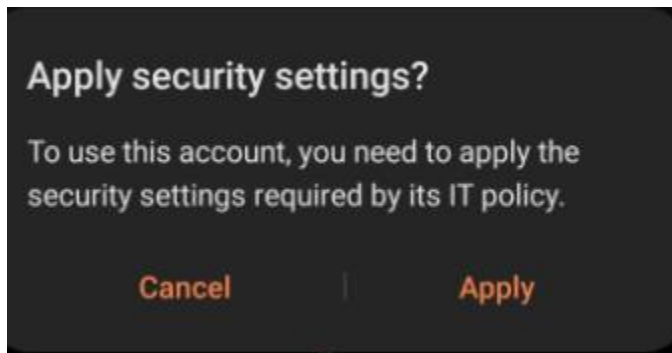


5. Select Exchange – you will be requested for your email address:





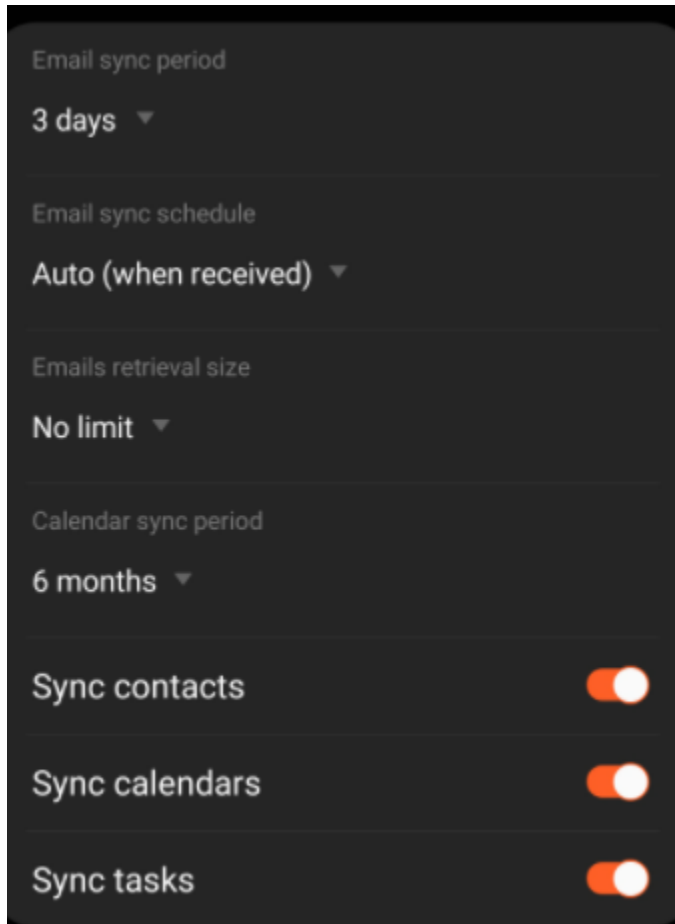
6. You will then be prompted for your **password**.
7. If prompted, accept the requested permission to allow your account to use the application. This is to grant your devices mail application access to your mailbox.
8. New policies need to be applied to your device to conform to Hosted Exchange IT Security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



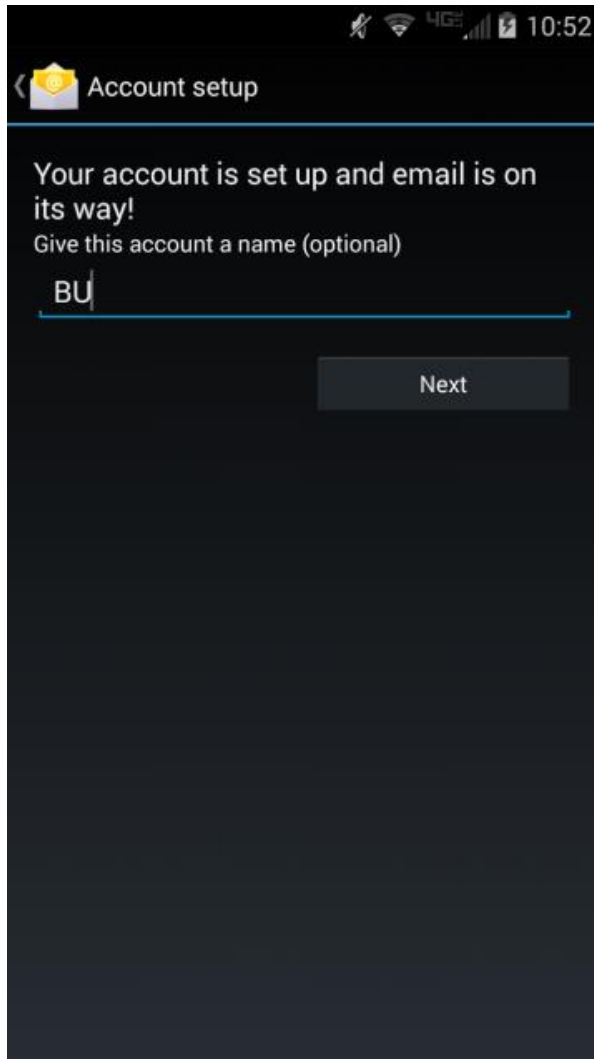
9. A brief description of the policies will be provided – please select activate to **proceed** and apply device administrator policies. This is required to allow Service Desk to perform functions such as remote wipes in the event of your phone being stolen.



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



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.

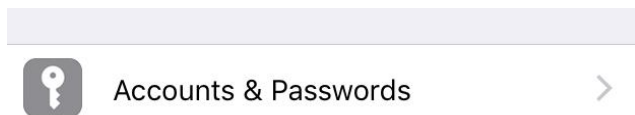


15. Click **Next** to complete the setup.

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.



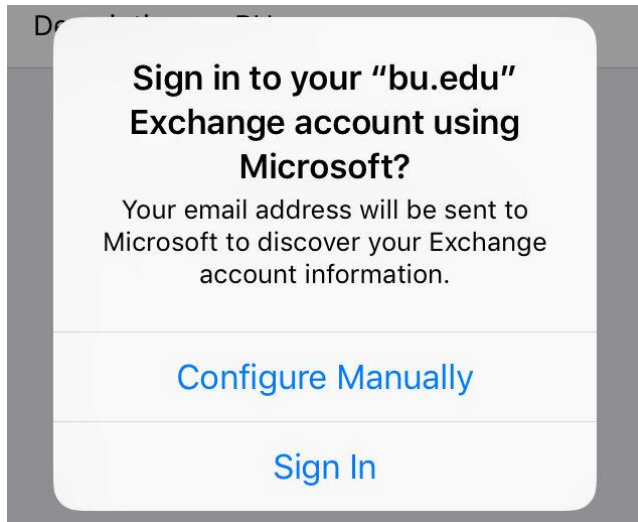
3. Tap Add Account.



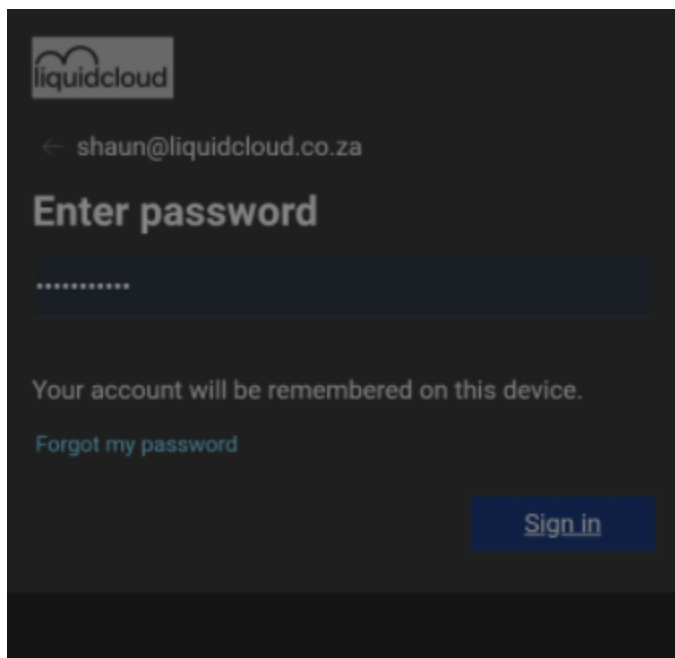
4. Tap Microsoft Exchange.



5. Fill in the following information:
 - o Email is your complete email address, which is for example:
login@plusgroup.co.za
 - o 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 [ActiveSync - General settings page](#).



8. Sign in via the Office 365 login page.



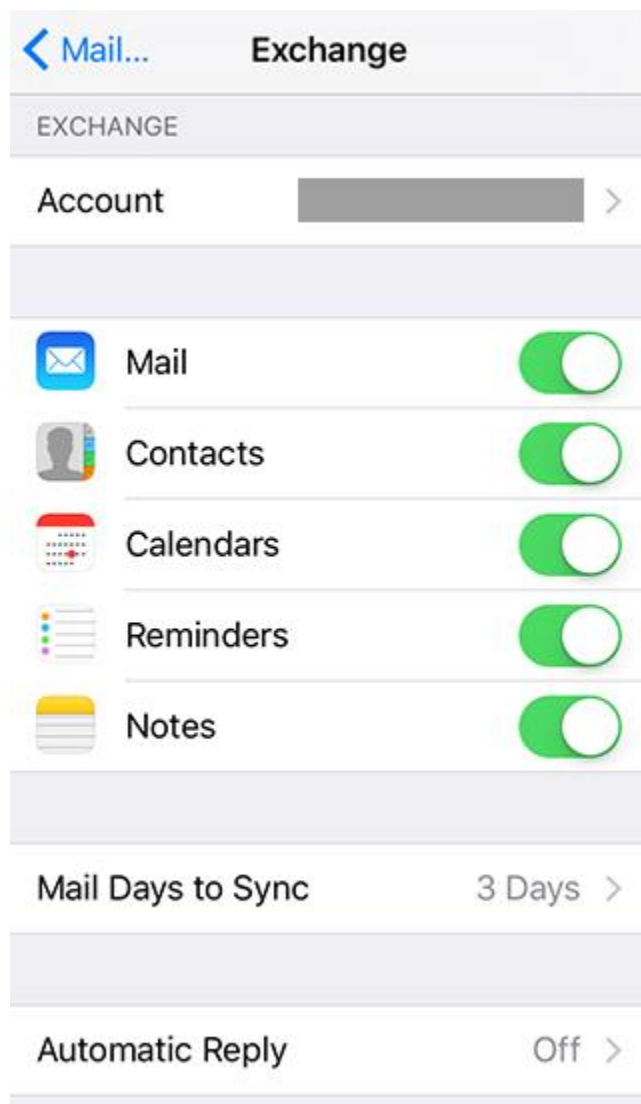
9. Tap **Save**.
Your device will connect to the Exchange server with the information you have entered. It will take a few minutes to synchronize your device and the



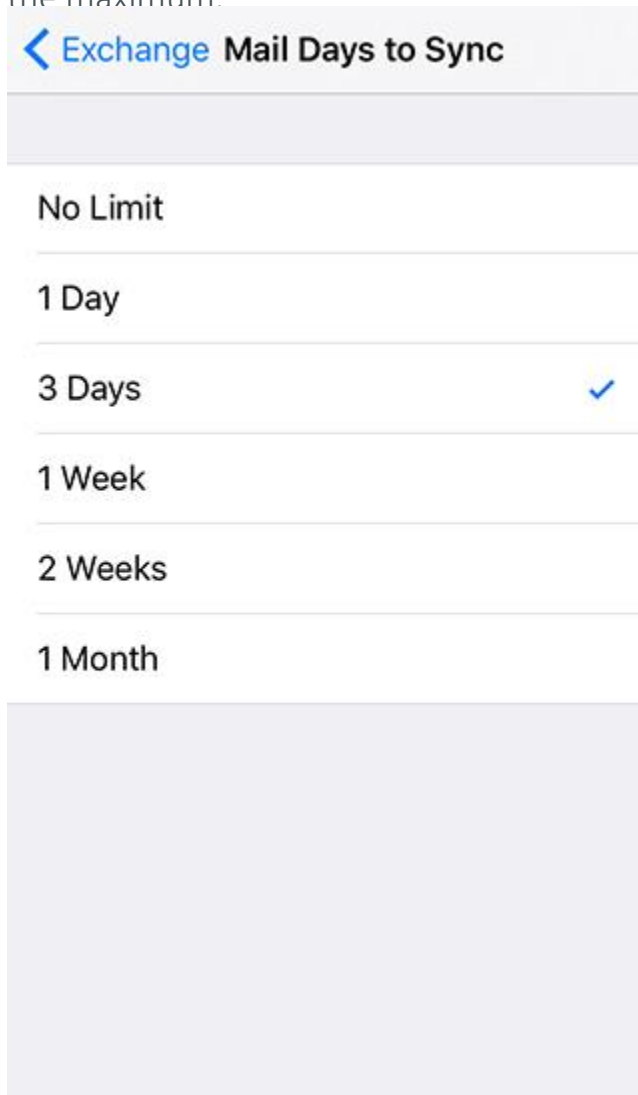
Exchange server. When it's done, your most recent email, calendar items, reminders, and Exchange Contacts will be viewable on your device.

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.



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.



< Exchange Mail Days to Sync

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 example: 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
liquidcloud@plusgroup.co.za

Password
.....

Client certificate
None [SELECT](#)

SERVER SETTINGS

DomainUsername
liquidcloud@plusgroup.co.za

Server
mailcpt.exchangemail.co.za

Port
443

Security type
SSL/TLS