

Connecting Blackberry OS 10 Devices to State of Alaska MS Exchange Email System via ActiveSync

5/21/2014



Notes:

--You are assuming the risk, and consequences, of having potentially private information (PII) on your phone. Loss of this data can incur financial consequences and the potential loss of employment. Please consider contacting your local IT staff to review your department's data security policy and show you how to protect your device.

--If lockscreen timeout and password (at least a 4 digit pin) are not enabled, please configure those features. Turning on lockscreen applications may bypass security measures, so please consider NOT using lockscreen applications. Setting lock screen timeouts beyond 2 minutes negates the usefulness of screen locking in cases of theft or loss.

--Please consider turning on at least email encryption. Most modern smartphones can also encrypt attached media like add-on memory cards and/or the entire device to protect data from loss due to accident or theft.

--The State of Alaska reserves the right to wipe your phone (including personal data, photos, documents, etc.) for any reason including, but not limited to, in preparation for, during, or after employee separation from state service, device loss or theft, device being infected with malware, spyware, or viruses, and/or breaches in security that requires immediately taking steps to protect the email system from potential threats or losses.

--The State of Alaska reserves the right to change security policies on your device without advanced notification (though in almost all situations one will be provided) that may change device features (camera, location/tracking, app store purchasing, etc.).

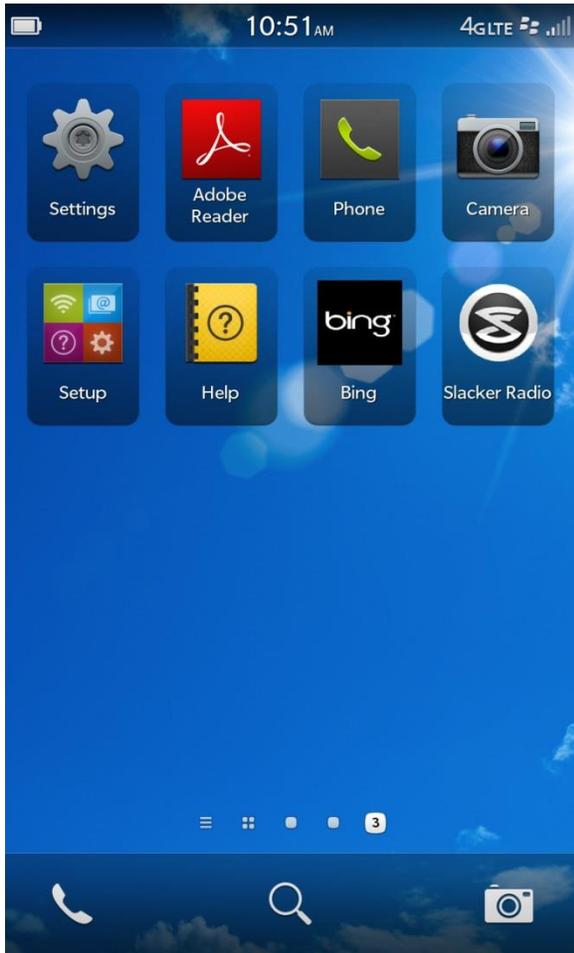
Troubleshooting (repeated on last page):

--Check for typos.

--Verify that you do have a working internet connection on your smartphone (try a site that has active elements like <http://msn.com>).

--Do a full reset/reboot on your device and try again.

--Go to <http://mail.state.ak.us>, choose “webmail”, and verify if you can log in. If not, you will need to either have your password reset or there is system outage.



1) Locate the Settings app. Tap to open.

System Settings



About

OS, device name, hardware



Network Connections

Mobile network, Wi-Fi, Bluetooth



Notifications

Sounds, vibrate, LED



System Volume

Main volume control



Accounts

Set up email, contacts, calendar



Display

Screen lock, brightness, HDMI



Language and Input

Keyboard, spell check, prediction



Voice Control

Language, dictation



BlackBerry ID

Setup username, password, name



BlackBerry Protect

Secure and locate device



Security and Privacy

- 2) Find "accounts". Tap to open.

Add Account



Email, Calendar and Contacts



Facebook



Twitter



LinkedIn



Evernote



Back



Advanced

3) Find “Advanced” in lower black bar. Tap to open.

Advanced Setup



Work Account



Microsoft®
Exchange ActiveSync



Gmail



Hotmail



Yahoo!



IMAP



POP



Back

4) Locate “Microsoft Exchange ActiveSync”. Tap to open.

Dismiss

Add Account

Next

Microsoft® Exchange ActiveSync

* Required Fields

Description

Domain

Username *

Email Address *

Password *



Server Address *

Port *

Use SSL

On



Use VPN



Off

Push

On



Sync Interval

Sync Timeframe

5) Enter in the following information

Description: State of Alaska

Domain: SOA

Username: your email username (example: JASHMOE)

Email Address: your email address (example: Joe.Shmoe@alaska.gov)

Password: your email password

Server Address: webmail[insert region letter closest to you, no brackets].alaska.gov

A = Anchorage

F = Fairbanks

J = Juneau

M = MVA email servers

Example: webmailj.alaska.gov for Juneau employees

Previous Add Account Done

Microsoft® Exchange ActiveSync

Sync Email

Sync Contacts

Sync Calendar

Sync Tasks

Sync Memos

5) Turn on or off the sliders depending on what you want synced to device. Your phone should now be able to send and receive email, contact, and calendar information to and from the State Of Alaska Exchange email system.

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--Go to <http://mail.state.ak.us>, choose “webmail”, and verify if you can log in. If not, you will need to either have your password reset or there is system outage.