How to configure email on iPhone and Android devices and also for Mac and Windows

For questions or assistance, visit https://itsupport.einsteinmed.org

Version: 1.2
Feb 10, 2020
Authored by Einstein IT
Contents

How to Setup Email from Apple Mail App on iDevices ................................................. 1

How to Setup and Access Email from Outlook App on Android Phone ..... 22

How to Configure OSX Mail App on Mac ................................................................. 34
How to Setup Email on an iDevice

This document guides you to setup and access your einsteinmed.org emails.

Pre-requisite

A. In order to use this solution, your mobile device
   • cannot be rooted or jailbroken
   • requires a six digit passcode
   • must meet the minimum device specification: Apple iOS 9.0 and later

B. Backup your device before you start

Steps to Setup Six-digit Passcode

1. From Home screen, open Settings
2. Scroll down and tap Touch ID & Passcode
3. Enter your current passcode using the keypad in the bottom half of the screen

4. Scroll down and tap Change Passcode
5. Enter your current passcode using the keypad in the bottom half of the screen
6. Enter a new six-digit numeric code when prompted

**Steps to Delete Existing Account:**
1. Tap **Settings** on your device
2. Scroll and tap **Passwords & Accounts**
3. Tap the account linked to einstein.yu.edu

4. Ensure the Account is a @einstein.yu.edu

5. Tap Delete Account
Follow these steps to access your email:

1. Go to your App Store and search for **Intune Company Portal**
2. Tap **Get** to begin installation

Follow the prompts during installation

3. Tap **Open** once installation is complete
4. Type in your einsteinmed.org email address and tap **Next**

5. Type your Montefiore login credentials (Montefiore Active Directory) and tap **Log On**
6. Tap **Begin** to view the privacy information

   The screen displays details of what Montefiore can and cannot view on your device.

7. Tap **Continue** to return to the checklist
8. Tap **Continue**

9. Tap **Allow** to proceed with permission to download a configuration profile
10. Tap **Close**

11. Tap **Continue** now to download **Management Profile**
12. Tap Continue

Follow the instruction displayed:
13. Tap home button on your device (or scroll to home in iPhone X) to access **Settings**

**Comp Profile** is the name for the App now visible on your mobile device

14. Go to your phone’s **Settings** and tap on **Profile Downloaded**

If you do not see **Profile Downloaded**, scroll down and select **General** and select **Profiles** while in your **Settings** app.
15. Tap **Install** to proceed with Management Profile installation

You may be prompted to enter a passcode to continue your installation.

16. Enter your passcode
17. Tap **Install** from the **Management Profile** screen

18. Tap **Install**
19. Tap **Trust**

![Trust Screen](image)

20. Tap **Done** when you return to the **Management Profile** screen

![Done Screen](image)

21. Tap home button (or scroll to home in iPhone X)

22. Go to **Comp Portal** App on your phone and wait for some time for the next screen to appear
23. Tap **Edit Settings**

![Edit Settings](image)

24. Tap **Montefiore account**

25. Tap Re-enter Password
26. Enter your Montefiore login credentials (Active Directory) and tap **Log On**

![Login screen](image)

27. This screen may or may not appear. Tap **Continue** if this screen appears

![Client certificate screen](image)

28. Tap **Continue** on the Montefiore sign on page

![Sign in confirmation](image)
You are now back on home screen.

29. Tap **Comp Portal** icon and wait for few seconds

30. Tap **Done** when you return to the checklist and wait for some time to view the next screen

---

**a.** If you want to change the limit of days your mail can sync, go to **Settings > Passwords & Accounts > Montefiore account** or **Einstein**

**b.** Tap **Mail Days to Sync** and select your option
31. Tap **Ok**

32. Tap **Allow** to receive notifications

You can now use your native mail application to view your einsteinmed.org emails.
If you want to use Outlook for your einsteinmed.org emails, follow these steps:

1. Tap **Comp Portal** icon on your phone
2. Tap **Microsoft Outlook**

3. Tap **Install** and wait for some time Tap home button (or scroll to home in iPhone X)
4. Tap **Install** to permit Montefiore Medical Center to manage this application
5. Tap home button (or scroll to home in iPhone X)

6. Tap Outlook icon

7. Tap **Add Account** and wait

8. Tap **OK**

9. Tap outlook icon and wait

10. Tap **Turn On**
11. Tap **Allow**

Your Outlook mailbox is now set to access your email.
How to Setup and Access Email from Outlook App on Android Phone

Version: 1.2
Feb 10, 2020
Authored by Einstein IT

Use this guide to setup Outlook application on Android mobile devices.

Pre-requisite
A. In order to use this solution, your mobile device
   • cannot be rooted or jailbroken
   • requires a six digit PIN
   • must meet the minimum device specification: Google Android 4.0 and later (including Samsung KNOX Standard 4.0 and higher)
B. Backup your device before you start

Steps to Setup a Six-Digit PIN:
1. From Home screen, swipe up or down from the center of the display to access the apps screen
2. Open Settings
3. Tap **Lock screen**

4. Tap **Screen lock type**
   (If prompted, enter the current PIN, password, or pattern.)

5. Tap **PIN**

6. Enter a numeric PIN (6 digits) and tap **CONTINUE**

7. Re-enter the numeric PIN and tap **OK**
Steps to Setup Outlook:

1. Go to Play Store and search for Intune Company Portal
2. Tap Install to begin installation
3. Follow the prompts during installation
4. Tap Open once installation is complete
5. Tap **Sign In** to access the Microsoft login page

6. Type in your `einsteinmed.org` email address and tap **Next**

7. Type your Montefiore login credentials (Montefiore Active Directory) and tap **Log On**

8. Tap **Continue** to view the privacy information
9. Tap **Continue** to return to the checklist

10. Tap **Next**

11. Tap **Agree** to create a work profile
12. Tap **CONTINUE**

13. Tap **DONE**

14. Tap **APPS**
15. Tap **Play Store** to install apps for your work profile

16. Tap **Microsoft Outlook**

17. Tap **Install** to begin installation

18. Follow the prompts during installation
19. Tap **Open** once installation is complete

20. Tap **GET STARTED**

21. Tap **ACTIVATE** to view the Outlook Device Policy

22. Tap **ACTIVATE**
23. Tap **Skip** once your account is added

24. Continue to tap **SKIP** until the Outlook mail application is open

To access the work Outlook mail application anytime,

1. From the home screen, scroll up or go to the applications menu as shown:

2. Tap **Work** located at the bottom right of the screen to view Outlook mail application
Your work profile applications will all have lock icons at the bottom right and will be completely isolated from your personal applications.

Your phone is successfully set up to access your email messages from Outlook app.
How to Configure OSX Mail App on Mac

Follow the instructions to configure Mail application in OSX for einsteinmed.org account:

**Pre-requisite**
In order to use this solution, your mobile device must meet the minimum device specification: OS X version 10.14 and later. (If you need to use an older Mac OS, access mail using mail.einsteinmed.org)

**Steps to Setup:**
1. Launch the mail application from the Apple Dock located at the bottom of the home screen or from the applications folder as shown:
2. Click Mail located at the top of the home screen and select Accounts…
3. Select **Exchange**

![](image1.png)

4. Enter your full name and new email address, `name@einsteinmed.org` and click **Sign In**

![](image2.png)

5. Click **Sign In** on the next pop up to access Exchange

![](image3.png)
6. Enter your Montefiore or AD login credentials and click Log On

7. Check all boxes to ensure your calendar and contacts are populated and click Done

8. Click Details tab located on the top right of the pop-up window
9. Enter Einstein against Description to rename Exchange and click OK

10. Close out of the system preferences and launch the Mail application

The time taken for the mailbox to fully synchronize depends on the performance of your computer, the size of your mailbox, and the quality of your network connection.