



INFORMATION TECHNOLOGY

CITY OF CULVER CITY

9770 CULVER BOULEVARD, CULVER CITY, CALIFORNIA 90232-0507

(310) 253-5950

FAX (310) 253-5830

Access to e-mail via a smart phone or tablet device (Active Sync) requires that you program your phone with a profile for the City's mail service; Office 365. Access to e-mail must be enabled by the City, and the phone/device must then be configured to contact the mail server. Personal technology devices are not supported by the Information Technology Department (IT) staff. Once permission is obtained; Information Technology will enable access. The remainder of the setup and troubleshooting is the responsibility of the owner of the device. The typical components are:

Email – Your City email address: `firstname.lastname@culvercity.org`

Server – `outlook.office365.com`

Domain – `culvercity.ad`

Domain (Alternate on some Android OSs) – `Culver_City\`

Username – `firstname.lastname@culvercity.org`

Password – Your Culver City mail access password (Same as the Portal)

Description – `firstname.lastname@culvercity.org`

Use SSL - On

Disclaimer – These instructions are given “as-is”. The City of Culver City cannot take responsibility for personal equipment, its configuration, or troubleshooting. Access to e-mail via active sync requires your phone and your carrier's data services allow connection and data flow to and from your phone. The City cannot ensure that conditions or connections are always available. IT staff do not know the technical requirements of all phones/devices on the market and cannot contact personal cellular data service carriers on your behalf.

A typical setup screen on a smart phone will look like the photos shown below. One example comes from an iPhone and the other comes from an Android phone. Replace with your first and last names.

Configuring your phone to connect to Active Sync:

Your phone/device may have different titles for each component and / or may present them in different orders. You will have to read the instructions that come with your phone, or contact your carrier's technical support with questions. Once activated by the City and configured on your personal phone/device you will receive e-mail based on the phone/device's ability to contact and poll the e-mail system and download the mail. There are many questions about this process. The most common are reviewed in the Frequently Asked Questions section below.

Note, Android devices come from many manufacturers who customize their software and don't force operating system upgrades on Android owners. This means that any two Android devices may have different screens and different ways of inputting the required information. The below is an example. Your screens may look different. iPhone and iPad operating systems tend to look the same if you are on the current version. The settings shown should work on any current iPhone or iPad.

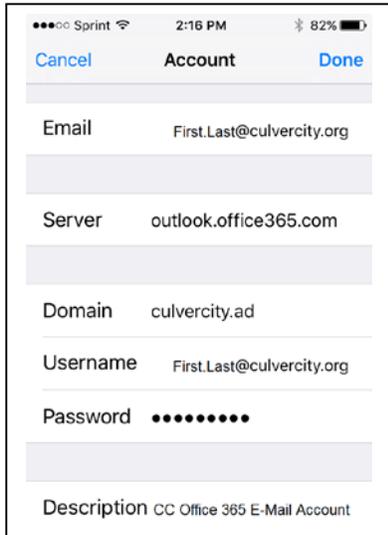


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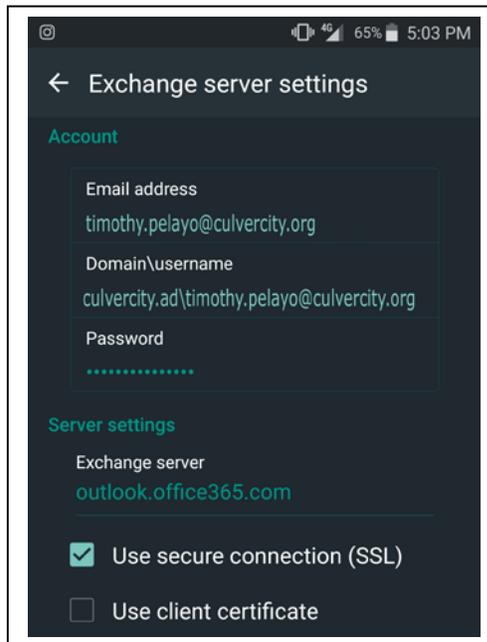
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Configuring an iPhone



Configuring an Android



Frequently Asked Questions (FAQ):

I can't get my phone/device to connect with these instructions. Can I drop it off and have IT fix it?

No, IT will verify you have the correct settings on the server side. If they are correct all troubleshooting of personal technology items and connections are the owner's responsibility.

My phone/device was receiving mail and now it stopped. Can I drop it off and have IT fix it?

No, IT will verify you have the correct settings on the server side. If they are correct all troubleshooting of personal technology items and connections are the owner's responsibility.

You should login to your e-mail portal (<https://portal.microsoftonline.com>) and confirm that your password hasn't expired or is what you believe it to be. If this fails your phone is probably failing to connect for the same reason.

My phone/device was receiving e-mail but now it stopped. What could it be that I can check?

Your Active Sync connection uses a password. It is the same one that you use to login to your Portal or City network account. If you have changed it then all your phone and tablet devices' configurations will have to be updated with the new password. Remember that most City passwords expire every 90 days; so you will have to do this every 90 days.

I don't get mail in certain places. My phone/device shows lots of bars for connection. Why not?



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Mobile technology usually has two connections – phone and data. The bars you see for a telephone connection are its signal strength. Not all phones show the signal strength for their data connection. You may be in an area with no data strength, or where it is too poor to make **and maintain** a transfer connection.

I can get the Internet where I am but no mail comes down. Why not?

The phone/device must not only be able to access the Internet but also must make **and maintain** a secure connection. Poor strength means that it connects but the secure connection fails. So, no mail is transferred.

My carrier says I should be able to get mail and I put information on the setup screens but I can't get mail. Can you call my carrier and work out the problem?

No, IT will verify you have the correct settings on the server side. IT does not have access to your personal account information or the resources to troubleshoot personal equipment. Please contact your carrier with a copy of the instructions and work with them.

I lost my phone; can you find it or wipe out the mail on it?

Possibly, Active Sync has tools that may allow the City to reset/wipe your phone/device. We cannot locate your item. Contact IT as quickly as possible. You should **immediately** change your password for your mail access account so the phone/device won't be able to connect. IT should be notified to suspend Active Sync until the password is changed and the item is found or replaced.

I keep getting locked out of my account on my phone or at work. What could it be?

If you changed your password on your City account it needs to be changed on your mobile devices as well. Otherwise they will try to login with the old password and fail. Too many attempts in too short a time period will lock out your account. Also, if you replace your phone but keep the old one without removing the mail account it will keep trying to access mail over Wi-Fi when it connects to a service. Finally, if you have tablets with mail access they will also need to be updated or the mail account removed since they will try to use Wi-Fi to connect even if the tablet no longer has a data account.

I sent a message from my phone/device but I don't see it in my City e-mail account's Sent Items folder. Why not?

Some smart phones and devices cache messages locally on the phone. They send through your account and may only appear in the Sent Items of the phone/device itself. Check your phone to verify if you don't see it in your network Sent Items folder. This is typically a result of how the mail program was written and not under the City's control.