

General Instructions for checking e-mail from the SFA Mail server on a SmartPhone.

SFASU uses the POP3 or IMAP protocol to download e-mail from the SFA server. SSL encryption must be used to access these servers when not connected directly to SFA's wired network.

The following settings must be used to get e-mail.

Incoming mail server settings

Use "sfaadm.sfasu.edu:995" for Faculty/Staff accounts and "titan.sfasu.edu:995" for Student accounts (Some long-time faculty\staff may also use "titan.sfasu.edu:995").

NOTE: the ":995" at the end of the address is to insure that the correct port is being used for incoming mail using the SSL protocol. SFASU requires an SSL connection using these specific ports. Some phones may offer an option to enter the port used, but most do not.

Enter your SFA e-mail username and password.

Note to Faculty\Staff: This password WILL expire every two months and you MUST come back and change this password on your phone after you have reset your password on the SFASU server, or you will be locked out of your e-mail account.

Note to Students: Be aware that your e-mail password is NOT THE SAME PASSWORD AS YOUR 6-DIGIT mySFA PIN!!! However, students can set their e-mail password to match their PIN by going to <http://mysfa.sfasu.edu> and clicking on the link, "Reset e-mail password" under "Student E-mail".

Outgoing mail server settings

Use "sfaadm.sfasu.edu:465" for Faculty/Staff accounts and "titan.sfasu.edu:465" for Students accounts (Some long-time faculty\staff may also use titan.sfasu.edu:465). SSL must be turned on and outgoing e-mail must be set to authenticate using your e-mail username and password. Outgoing Authentication is usually found in, "Advanced Server Settings", "Advanced Settings" or "Other Settings". The screen cap below shows what these setting look like on Windows Mobile 6.

NOTE: the ":465" at the end of the address is to insure that the correct port is being used. SFASU requires an SSL connection using these specific ports. Some phones may offer an option to enter the port used, but most do not.

