



City of Madison

Information Technology Policy

Smart Phone Support

Updated: 10/1/2018

Objective: Ensure employee access to City Exchange email on smart phones.

Policy

The purchasing of City-owned smart phones is managed by individual departments and the Finance Department.

Support from the IT HelpDesk is limited to providing the required information and assistance to configure a City Exchange email account on the employee's device (personal or city-owned) and ensuring that the device has Internet access.

You can find additional resources on EmployeeNet / Information Technology / Training & Support / Phones.

Customers should contact their service provider for any other assistance.

Instructions

NOTE: Whenever you update your network password on your computer, you will also need to update the password on your smartphone.

iPhone Instructions

Steps may vary.

1. Open Settings.
2. Select Accounts & Passwords.
3. Select Add Account, and select Exchange.
4. Enter your city email address, and select Next.
5. Select Configure Manually.
6. Enter your Password, and select Next.
7. On the next screen, enter the server name, the domain name and your username:

Server = email.cityofmadison.com

Domain = City

Username = Your City username

8. Select Next. The information you entered will be verified.
9. Select the items you wish to sync to your phone, and select Save.

Android Instructions

Steps may vary.

1. Open Settings.
2. Select Cloud and accounts.
3. Select Accounts, and select Add Account.
4. Enter your city email address.
5. Enter your password, and select Next.
6. On the following screen, modify the following:
Domain\username = city\username
Password should be filled in (enter if necessary)
Change Server to: email.cityofmadison.com
7. Click OK.

You may receive a Remote security administration pop-up. Select OK and then if presented with an agreement allowing Gmail access to your phone, you will need to select Activate.

Program Contact:

IT Help Desk, (608) 266-4193, helpdesk@cityofmadison.com