Introduction
This guide can be used by staff to correctly configure an IOS device for use against Birkbeck’s Exchange 2003 email system.

1. Click on the Settings icon on the Home screen.
2. Click on Mail, Contacts, Calendars and Add Account… to add your account.

3. Select the Microsoft Exchange option.
4. In the Email box type your Birkbeck email address. In the Password box type your normal email password. In the Description box type a descriptive name of your choosing for this email account on your device. Then click on Next.
5. Enter the missing details in the screen illustrated on the right.
The **Server** should be `exchange.bbk.ac.uk`  
The **Domain** is `ccsacademic`  
The **Username** should be your ITS username (eg. `ubhu001`)  
Then click on **Next**.

6. On the next screen you can turn on and off the features that you require. You can just leave **Mail** switched on if you do not need the other options.  
Then Click on **Save**.

7. You will now be able to access your Birkbeck Email using the Mail app on the Home page of your device. However, it is **essential** that you make some further changes to the Mail settings so that your device does not cause problems for other users.
The Birkbeck Mail and other associated resources (especially Calendar) should be set to Fetch data not Push. You can set this just for your Birkbeck email and associated resources or you can set it for all mail accounts and their associated resources. Both options are detailed below but one option must be set.

8. **Option 1.**

Following are instructions for making sure all email accounts are setup on your device to **Fetch** and not **Push** data.

Click on the **Settings** icon on the Home screen. Click on **Mail, Contacts, Calendars** and click on **Fetch New Data**.

Click on the **Push** option so it shows as **Off**.

If you then select Manually the Mail app will only check for new emails etc. when you open the it on your device. Alternatively you can select **Every 15 Minutes** so that it checks for email automatically every 15 minutes or of course the other options (**Every 30 Minutes** etc.) which are obvious.
8. **Option 2.**
Following are instructions for making sure just your Birkbeck email account is setup on your device to Fetch not Push data.

Click on the **Settings** icon on the Home screen. Click on **Mail, Contacts, Calendars** and click on **Fetch New Data**.

In this method do not turn **Push** off here (leave it as on) but still choose a **Fetch** time you prefer (eg, **Manually**, **Every 15 Minutes** etc.). Then click on **Advanced**.
Click on your Birkbeck email account option (in this case it is BBK Exchange but it will be whatever you chose to call it).

Then click on Fetch and you are done. If you click on Advanced to go back you will see that only the Birkbeck email account is set to Fetch, any other accounts will still be set to Push (which is OK).

If you need further assistance, contact the ITS Servicedesk (its@bbk.ac.uk) or local your Departmental IT Support.