iPhone / iPad Setup for ACTIVESYNC

Note: ActiveSync is the preferred setup method for iPhone and iPad. However, if your device does not support ActiveSync, refer to the IMAP document **here**.

WARNING: When you enable ActiveSync the first time:

- It may wipe your existing contact and calendar data and replace it with your data housed on the Rainmaker Networks server. Therefore, be sure you have a complete backup of your device before synchronizing for the first time.

- DEVICE BACKUP SERVICE and ANY NEEDED RECOVERY IS BETWEEN YOU AND YOUR PHONE SERVICE PROVIDER or YOUR PHONE MANUFACTURER or YOUR PHONE OS PROVIDER. RAINMAKER NETWORKS HAS NO PART IN THIS..
If you request us to do so *before* you setup your phone, Rainmaker Networks can *assist* with this as an hourly billable service, which your employer may or may not choose to pay on your behalf. If your employer does not cover this cost, then you are expected to pay it personally.
If you choose to setup synching on your phone and you lose pre-existing data because you chose to ignore this safety step, Rainmaker Networks is not responsible for your data loss.

Phone software changes often. You may find differences between these instructions and your actual phone screens, but it should be close enough that you can still get it accomplished. If you need help navigating the screens and understanding what to type in, please call 901-355-3458 Mon thru Fri 8am to 5pm for assistance. Any such assistance in no way circumvents the disclaimers above regarding your responsibility to backup your own device.

If you need help during off-hours, please use any email service you have to send email to
     support@rainmakernetworks.com
and we will do our best to tend to your need on a triage basis.
As an alternative, you can access your full mailbox via the Rainmaker Networks webclient at
     https://mailhost.rainmakernetworks.com:3000   (for SOMERSET APARTMENT MANAGEMENT)
     https://mailhost2.rainmakernetworks.com:3000   (for ALL OTHERS)
If you open that site from a regular desktop browser, the interface is very much outlook-like.
It is also a mobile-aware website, so you will see more streamlined screens if you access the site form your mobile device's web browser.
Your username is your email address.
If you need your password, please contact your manager or employer.

BEFORE YOU DO THIS: DELETE any previous SAM accounts form your phone.

1. Touch **Settings**.

2. Touch **Mail, Contacts, Calendars**.

3. Touch **Add Account**.

4. Touch **Microsoft Exchange**.

5. Fill in the following fields in the **Account Setup** dialog:
   - **Email**: Your full Email address (example: user01@example.com).
   - **Domain**: Leave this empty.
   - **Username**: Your full Email address (example: user01@example.com).
   - **Password**: Your Email password.
   - **Description**: You can change the description if desired.
   - **Server:** mailhost.rainmakernetworks.com (for SOMERSET APARTMENT MANAGEMENT)
   - **Server:** mailhost2.rainmakernetworks.com (for ALL OTHERS)

   Note: in some versions, some of the above fields are not available until after hitting 'Next'.

6. Touch **Next**.

7. SSL Should be ON. If you see any complaints about SSL, such as Notice the '**Cannot Verify Server Identity**' error touch **Continue**.

IF IT DOESN'T WORK at first: Restart your iPhone by powering it all the way off then back on.

This is a fully integrated system – any changes that you make (like sending email, reading email, deleting items) on any phone, tablet, computer, or the webclient will be reflected on all other devices within a few seconds.