



Microsoft®

Exchange Server 2010

Westlands School

Exchange 2010 ActiveSync: Connection

Staff mobile phone email access

Exchange 2010 ActiveSync provides Westlands School Staff with external access to their school email account from a compatible mobile device. Email, contacts and calendars can be remotely sync'd on mobile devices to the school servers.

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Responsibility and Support Scope:

The individual member of staff is responsible to ensure that the data on a mobile device is only accessible to them and that the data is remotely wiped in the event of a loss.

If you would like to use a mobile device, learn how to disconnect and wipe your phone in the event of a loss. Please follow the guides below.





Take a full backup of your phone before adding Exchange ActiveSync account.

Make sure no one knows your password and this password not used with any other systems like home email, banking, websites, phone or services you use.

Westlands School IT support team can not directly support personal devices. Exchange 2010 ActiveSync information is provided for self-service connection and removal of personal devices only.

Device Compatibility List:

The list provided below is a guide to compatibility with Exchange 2010 ActiveSync. Some older devices although listed may utilise older versions of the ActiveSync software which may be incompatible with Exchange 2010 ActiveSync. Check on your manufactures website for device and Exchange 2010 ActiveSync compatibility.

Exchange ActiveSync: Ready Devices		
	Apple iPhone3GS:	Software version 3.1 and above
	Apple iPhone4:	Software version 4.3 and above
	Windows Mobile devices:	Software version 6.1 and above
	Google Android devices:	Software version 2.1 and above
Exchange ActiveSync: Software Required		
	Nokia devices:	Requires compatible Exchange ActiveSync 14 software
	Sony Ericsson devices:	Requires compatible Exchange ActiveSync 14 software
	Palm devices:	Requires compatible Exchange ActiveSync 14 software
	Motorola devices:	Requires compatible Exchange ActiveSync 14 software
	Symbian devices:	Requires compatible Exchange ActiveSync 14 software
Exchange ActiveSync: Email Forwarding Only		
	RIM Blackberry:	Only forwarding to external RIM Blackberry email address supported.
Exchange ActiveSync: Incompatible		
	Apple iPhone3G:	Exchange ActiveSync policy requires device encryption. Apple does not support device encryption on iPhone3g.



All devices require internet access either from the devices phone connection or through a wireless connection with internet access. The school wireless system cannot technically provide access to Exchange ActiveSync Services through the portal.

SSL and ActiveSync device passwords are mandatory and security cannot be lowered to aid device compatibility.

Connecting: Device Settings



Note that after configuring an Exchange ActiveSync account, all existing contact and calendar information on the iPhone or iPod touch is overwritten. Additionally, iTunes no longer syncs contacts and calendars with your desktop computer. You can still sync your iPhone or iPod touch wirelessly with MobileMe services.

- 1) Make a full backup of your iPhone3GS
- 2) To add an Exchange account to your iPhone or iPod touch, tap **Settings**, then **Mail, Contacts, Calendars**, then **Add Account**, then **Microsoft Exchange**. Note: you can configure only one Exchange account per device.
- 3) On the next screen, enter your complete *Email address, Domain, Username, Password*, and a description (which may be anything you like).

Email address:	staff_code@westlands.kent.sch.uk
Domain:	twsvmnet
Username:	your_staffcode
Password:	your_password
Description:	anything_you_want
SSL:	on

- 4) Automated ActiveSync will fail and you will be requested to enter a *Server* address.

Server:	portal.westlands.kent.sch.uk
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- 5) Accept the security certificate.
- 6) After successfully connecting you will be asked to enter an ActiveSync Password on your mobile device. This is not your account password, this is an ActiveSync password.
- 7) Choose which type(s) of data you would like to synchronize: Mail, Contacts, and Calendars. Note that by default, only 3 days' worth of email is synchronized. To synchronize more, go into **Settings**, then **Mail, Contacts, Calendars**, select your Exchange account, and tap on Mail days to sync.



- 1) Create a full backup of your Windows Mobile Device.
- 2) On the mobile phone, from the home screen, click **Start**, and then click **ActiveSync**.
- 3) Click **Menu**, and then click **Configure Server**.
- 4) Enter the server address: **portal.westlands.kent.sch.uk**
- 5) Select the **This server requires an encrypted (SSL) connection** check box.
- 6) Click **Next**.
- 7) Enter your user name (your_staffcode), password, and domain (twsvmnet).
- 8) Select the **Save password** check box.
- 9) Click **Next**.
- 10) Select the check box next to each type of information you want to synchronize with the server, and then click **Finish**.



RIM Blackberry's do not connect to Microsoft Exchange ActiveSync services for free. Email can still be forwarded to an external email address used by a RIM Blackberry device.

Email can be forwarded to an external email address through 'Outlook Web App':

- Select 'Options'
- 'Organise E-mail'
- 'Inbox Rules'
- Click 'New Rule'
- From the dropdown box titled "When the message arrives" and choose "Apply to all messages"
- From the dropdown box titles "Do the following:" and choose "Redirect the message to"
- Click on "Select one" and choose one of your contacts to redirect to.

Other ActiveSync compatible devices settings:

It would be difficult to list how to connect every ActiveSync device, read your compatible phone manual or check on the manufactures website on how to install and setup Exchange 2010 ActiveSync. The details below would be enough to connect an ActiveSync compatible device:

Email address:	staff_code@westlands.kent.sch.uk
Domain:	twsvmnet
Username:	staff_code
Password:	your_password
Server:	portal.westlands.kent.sch.uk
SSL:	on

ActiveSync synchronisation settings:

ActiveSync will synchronise your phone email with your email at a time frequency that is set in your device settings.

Staff are encouraged to reduce ActiveSync synchronisation to no more than once every 30 mins. Once per hour is recommended. Short connection setting may also drain your phone battery faster, use your data connection and put an unnecessary strain on school services.

Keep in mind if you have a message tone, automated system messages are often processed out of hours!

Attachments:

Attachments in emails are not supported over 1mb in our Exchange 2010 ActiveSync environment. Many attachments are too large to send through mobile data. Email is primarily for communication, rather than data transfer.

Self-Administration of Devices:

Once connection from a compatible mobile device has been established then the device can be viewed in **Outlook Web App**.

- 1) When logged into **Outlook Web App**, select the **options** button on the main screen.
- 2) Select **Phone** on the left hand side menu.

Connected Devices are listed on the right hand side and a 'last sync' time is indicated.

- 3) Selected a device and details can be listed by selecting **Details**
- 4) Keep an exact record of your device **DeviceID** listed in the details

Several other options are available:

- **Start Logging:** Sends you an email reports on your ActiveSync connections.
- **Wipe Device:** Clears all messages and mail settings on the device on next synchronisation.
- **Delete:** Deletes device from your ActiveSync device.

Staff are responsible for their own connected mobile devices. If a device gets lost or stolen wipe the device immediately and change your password.

Mailbox interaction and message deletion:

In the school environment, email is saved on the school servers. This is accessed through your Outlook client (email program) on the PC or Outlook Webb App (aka webmail). Be aware with access from a mobile devices, deleting emails will delete messages from the server and in turn your Outlook client on your PC.

Password Policy:

To protect sensitive school information staff are required to set a password on their mobile phone when connecting to an Exchange 2010 ActiveSync. This password is required to 'unlock' the phone while using the school ActiveSync. The full password requirements for mobile phone access is:

Minimum number of complex characters:	1
Minimum password character length:	5
Number of failed attempts:	4
Enforced password history:	3
Password expiration:	120 days
Timeout:	15 mins