Students Mobile Messaging Registration & Configuration

Rutgers Biomedical and Health Sciences (RBHS) has implemented security controls to be applied to all mobile devices (Smart Phones and tablets) that contain RBHS (NJMS) email. These controls have been established to protect the information stored on these devices against unauthorized and inadvertent exposure resulting from loss or theft.

RBHS Students who wish to access their RBHS email on their personal mobile devices may do so but are subject to these security controls.

The process for registering your personal Mobile device for email access is as follows:

Register your Mobile Device –

Open a browser and go to [http://mobileaccess.rbhs.rutgers.edu/](http://mobileaccess.rbhs.rutgers.edu/) (only accessible while on campus)

- Complete the Mobile messaging access request

**Note:** When you proceed through this mobile device access registration process, you will need to select a supervisor for approval. Please select Arnaldo Rodriguez (rodrigar@njms.rutgers.edu), Manager, of IT@NJMS.

Once approved, your request will be sent to the email team and your access will be granted. The email team will then send a heat ticket to the IT@NJMS group and someone will notify you. Please follow the instructions for configuring your mobile device. If you need assistance, please contact us at njmsts@njms.rutgers.edu.

**Security will be applied to your personal mobile device, which includes a mandatory password**
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IMPORTANT NOTICE

We are not responsible for the data on your devices. We strongly encourage all iPhone and iPad users to regularly backup their devices to either iTunes or iCloud before proceeding.

Configuring your Mobile Device for Email access -

iPhone/iPad

- Click Settings
- Click Mail, Contacts, Calendars
- Click add an Account
- Click Microsoft Exchange
- Enter email address and password, Description is optional: Click Next
- Enter Server: exchange.umdnj.edu
- Enter Domain: Core
- Enter core Username:
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Frequently Asked Questions:

How am I being protected?

- All content stored on your iPhone will be encrypted and a passcode will be required to use your iPhone.

How will I know if my iPhone’s security controls have been enabled?

- You will be prompted immediately to create a new passcode, if you do not create a passcode when prompted, you will not be able to retrieve email.
- The password must be at least 6 characters.
- The passcode must include at least one letter, one number, and one special character (&@/$).
- You will be prompted to verify your passcode.

How will my interaction with the device change?

- You will have to enter your passcode to use your device. This includes making phone calls.
- You will have to initially set the auto-lock and passcode lock settings manually. If you do not change these settings, they will be set by the iPhone to their default settings, which are more restrictive than the University’s policy.
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Changing Auto-lock and Passcode requirements

1. Go to Settings, then General.
2. Go to Auto-Lock and set it to 5 minutes.
3. Go back to Settings, then General.
4. Go to Passcode Lock and enter your passcode.
5. Go to Require Passcode and set it to 15 minutes.

- Your iPhone’s screen will go dark after 5 minutes of inactivity. After 15 minutes of inactivity, the iPhone will lock and require a passcode to use it. (These settings are determined by item #2.)
- If you enter your passcode incorrectly after several (5) attempts, your device will be wiped.
- If your device is wiped you will need to restore from your most recent iTunes or iCloud backup, and reconfigure Email.
- Your Outlook email will re-appear once reconfigured.
- ** If you do not have an iTunes or iCloud backup, only your Outlook information can be recovered. **
- If your device is lost or stolen, only your Outlook information can be recovered, unless you have an iTunes or iCloud backup of your iPhone.
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Using Your IPhone

Making and receiving Calls

➢ Can I receive incoming calls even when the iPhone is locked?
Yes. You don’t have to enter your password to answer the phone.

➢ Can I make outgoing calls even when the iPhone is locked?
No. This is an iPhone limitation, however you are able to use Siri to voice dial.

➢ How does this affect Emergency phone calls (911)?
You can make emergency phone calls, regardless of the security settings enabled on your iPhone.

Passcode Requirements & Device Wipe

➢ How many attempts do I have to enter my passcode?
The default is 5 attempts.

➢ Can my passcode be reset before the last attempt?
No, the passcode cannot be reset on an iPhone by either you or the Service Desk.

➢ What happens after the 5th attempt or if I forget my passcode?
Your device will initiate a wipe of all content on the device. All email, contacts, memos, apps, and pictures on your iPhone will be deleted.
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➢ Can I recover my information?

This depends on whether or not you regularly backup your iOS device. You must have an iTunes or iCloud backup of your iOS device to recover your apps and pictures. Otherwise, you will only be able to recover your University Exchange information. That is, anything stored in Outlook.

Backup & Software Updates

A. Backup
1. Launch iTunes.
2. Connect your iPhone to your computer.
3. You should see your iPhone listed under Devices.
4. Windows users, right-click on your iPhone and select Backup.
5. Along the top of iTunes you’ll see your backup in progress. (Your iPhone will state “Sync in Progress.”)
6. When the backup is done, you’ll see the apple icon.

B. Software Update
You can check your iOS version using iTunes.
1. Connect your iPhone to your computer.
2. Under Devices click on iPhone.
3. If your iPhone is up to date, iTunes will show this message:
4. If you are prompted to update your device, follow the process on the screen.