

Pushmail Configuration on Mobile Device User Guide

Group IT – Messaging

GroupIT

Capgemini 



Email on the go!



Email access on the go aids collaboration and helps to stay connected. It also adds responsibility to protect company data residing on our mobile device. Following best practices can help us to safeguard sensitive information.

You are hereby advised to:



- ✓ Ensure the mobile device is not left unattended.
- ✓ Keep frequent backups of personal data. Capgemini has the right to remotely wipe the device in case security breach is reported.
- ✓ Ensure the operating system on your mobile device is latest and updated. Android 6.0+ or IOS 10.0+ or Windows 8.1+ is recommended. Older operating system devices will be encrypted during the Pushmail configuration. It is recommended to have the personal data backed up in advance. Devices not supporting encryption will not be allowed
- ✓ Ensure mobile device is protected with the latest antivirus solution, and has updated virus signatures / definitions.
- ✓ Report loss of device immediately to Global Service Desk (ithelp.global@capgemini.com).

Avoid



- ✗ Using Simple PIN or Pattern.
- ✗ Installing apps on mobile device from untrusted vendor.
- ✗ Rooting of device.
- ✗ Using device with outdated operating system versions which are no longer updated with security packs.
- ✗ Connecting your smartphone to unknown computers for transfer of music, pictures, etc.
- ✗ Configuring email access on multiple devices.
- ✗ Sending voluminous attachments using mobile device – should you need to, please use your desktop / laptop instead.

User must allow to activate the Device Administration policy on his / her mobile device, when prompted, during the mail configuration process

Configure Pushmail on IOS Device

Group **IT**



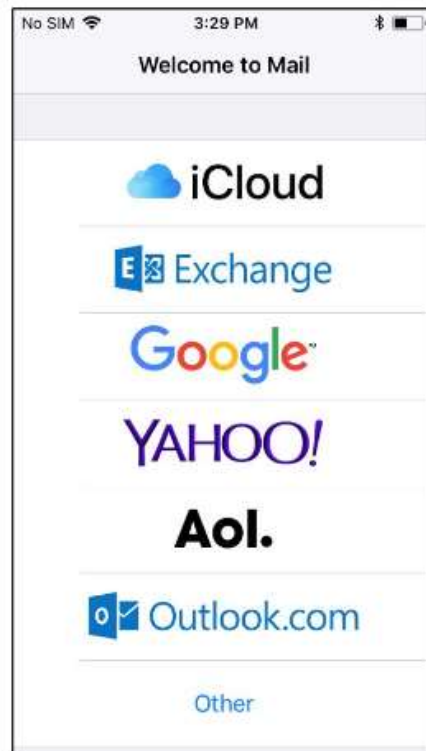
Configure Pushmail on IOS device



Locate the Mail app on your device

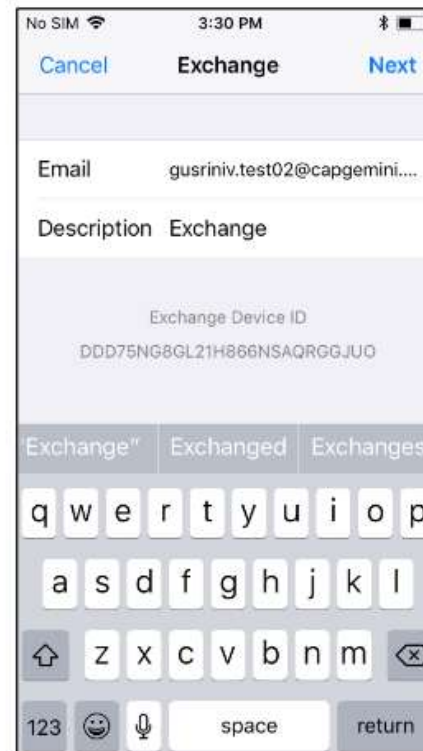
Step - 1

- Tap **Settings** > **Accounts & Passwords** > **Add Account** > **Exchange**



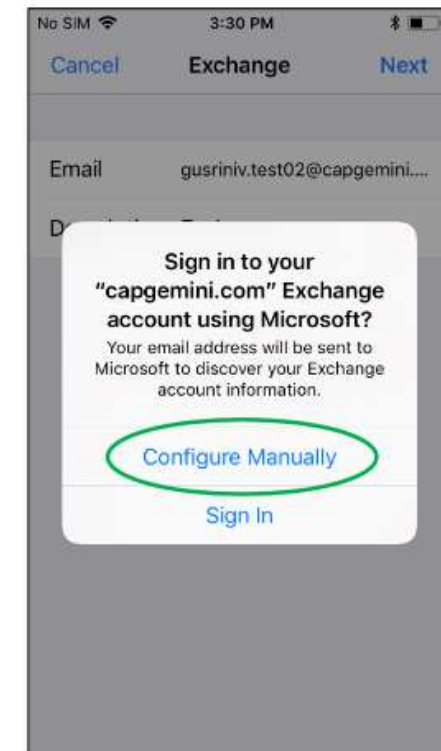
Step - 2

- Enter your Capgemini **Email** address, and provide a description of your choice for this profile



Step - 3

- Tap on **Configure Manually**. By selecting "Sign-In", you will be prompted for MobilePass



Configure Pushmail on IOS device



Step - 4

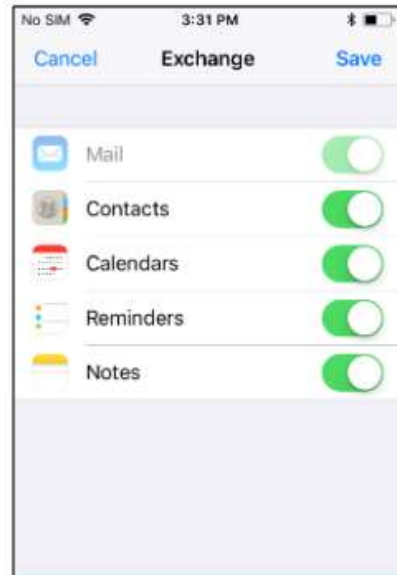
- Enter pushmail.capgemini.com as **Server** name
- Enter your [email address](#) as **Username**
- Enter your [CORP password](#) as **Password**



The screenshot shows the 'Add Mail Account' screen in the iOS Mail app. The 'Email' field is filled with 'gusriniv.test02@capgemini....'. The 'Server' field is filled with 'pushmail.capgemini.com'. The 'Domain' field is empty. The 'Username' field is filled with 'gusriniv.test02@capgemini....'. The 'Password' field is filled with dots. The 'Description' field is filled with 'Exchange'. At the bottom, the 'Exchange Device ID' is displayed as 'OR2SL13J553C35TOIH1CESV8DK'.

Step - 5

- Select if you would like to sync **Contacts**, **Calendars**, **Reminders** and **Notes** to your mobile device.



The screenshot shows the 'Exchange' sync options screen in the iOS Mail app. The 'Mail' toggle is turned on. The 'Contacts' toggle is turned on. The 'Calendars' toggle is turned on. The 'Reminders' toggle is turned on. The 'Notes' toggle is turned on.

Step - 6

- Your device will be quarantined on first access. To release the device from quarantine, visit <https://mymobileid.capgemini.com> from your desktop
- On the **Action** drop down, click on Allow > click **Apply**
- It may take up to 15 mins for the device to get released from quarantine and start syncing mails.



The screenshot shows the 'Mailboxes' screen in the iOS Mail app. The 'Inbox' is selected. A message from 'Microsoft Outlook' is visible with the subject 'Your device is temporarily blocked from...' and the body 'It seems you are trying to configure e-mail access over phone using legacy P...'.



The screenshot shows the 'Devices' screen in the iOS Mail app. The 'Device ID' is 'IPhone9c3465L982934'. The 'Type' is 'IPhone_IOS'. The 'Model' is 'IPhone9C3'. The 'Last Success Sync' is 'Null'. The 'Access Status' is 'Allowed'. The 'Action' dropdown is open, showing 'Allow' and 'Block' options. The 'Apply' button is visible.

Device Administration profile will enforce a 4 digit PIN, which has to be changed with an interval of 60 days. Device will get wiped after 10 invalid attempts of device PIN

If you face any issues or queries, please connect with Global Service Desk via the IT Help Portal <http://help.capgemini.com> => Category "Communication and Messaging Services" => Pushmail/ActiveSync

Configure Pushmail on Android Device

Group **IT**



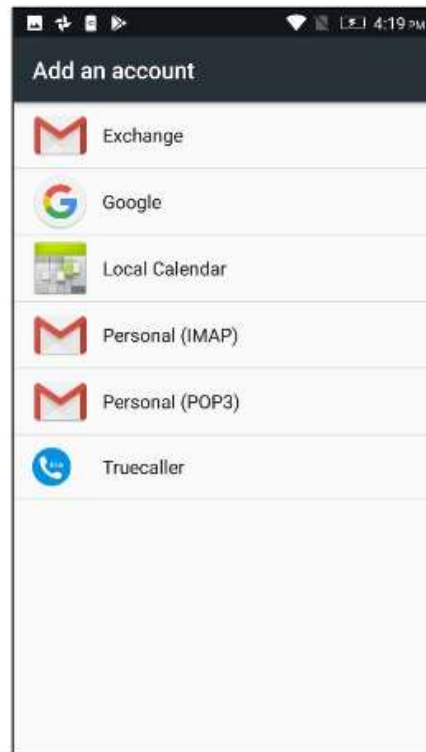
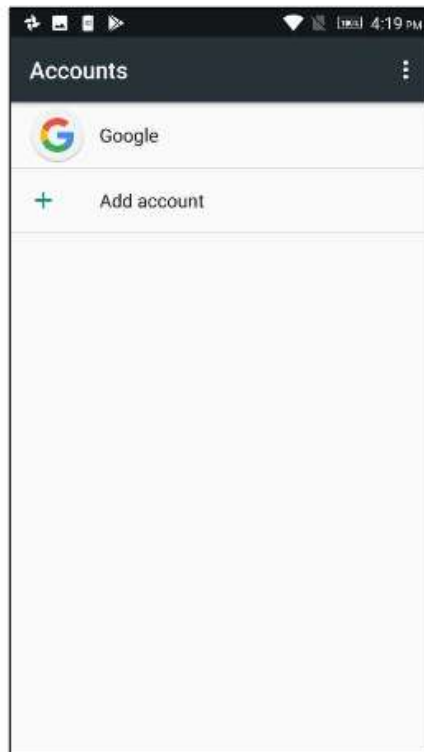
Configure Pushmail on Android Device



Steps may differ depending on the make/model of your Android device. Below are standard instructions for configuring Capgemini Mail on any Android device

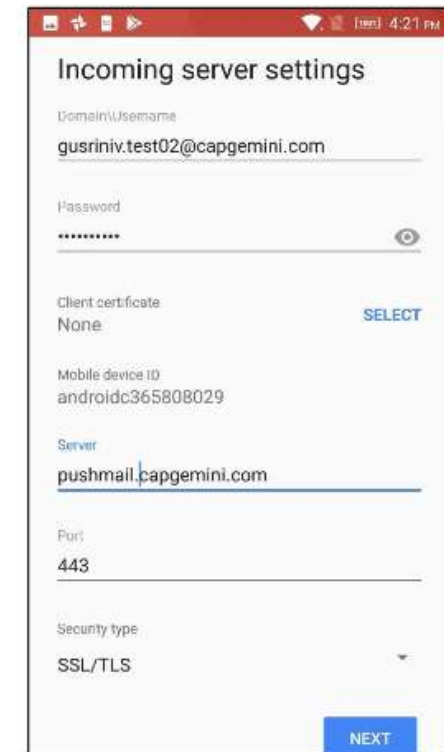
Step - 1

Tap on **Settings** > **Accounts** > **Add account**
> Tap on **Exchange**



Step - 2

- Enter your Capgemini email address and Tap on **Next**
- Under **Incoming server settings**, Username and password should already get populated from previous window.
- Change **Server** to "pushmail.capgemini.com"
- Please do not change Port and Security Type.

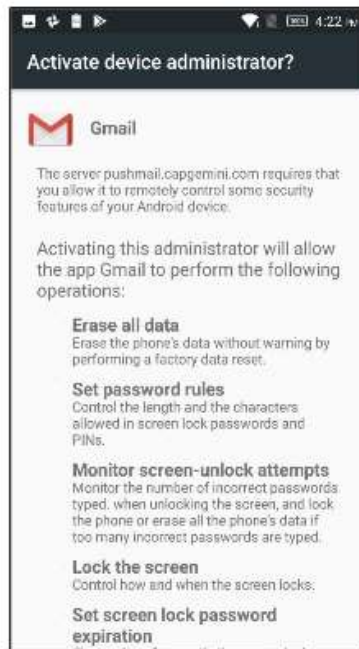
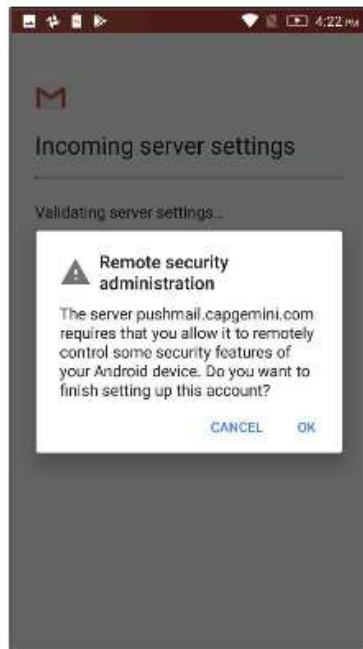


Configure Pushmail on Android Device



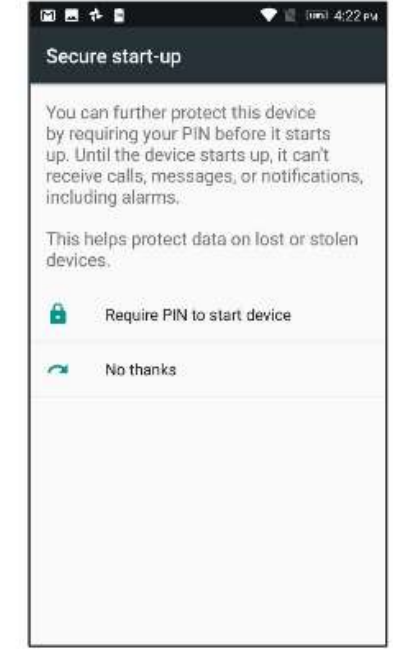
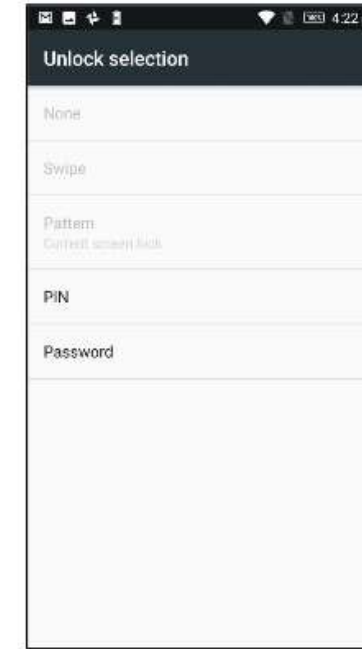
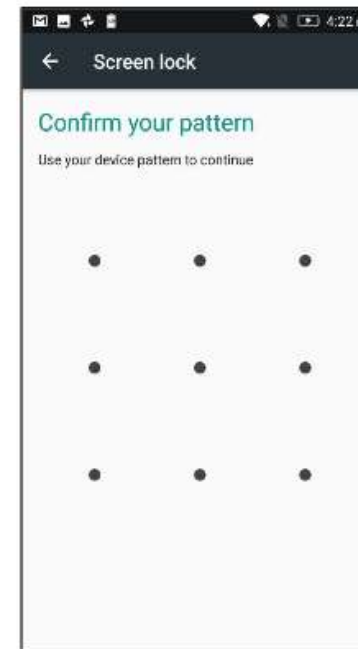
Step - 3

- Select OK for Remote Security administration permission, and Tap on "Activate this device administrator".



Step - 4

- Set and confirm your pattern lock to continue. **OR** you will be provided an option to set a PIN. **It is mandatory to set the PIN** to continue and the Pattern lock is also recommended for additional security.
- Release your device from quarantine



- Device Administration profile will enforce a 4 digit PIN, which has to be changed with an interval of 60 days. Device will get wiped after 10 invalid attempts of device PIN.
- If your device is not already factory encrypted, setup will prompt for device encryption and may advise to connect the device to power source.
- If you face issues or queries, please connect with Global Service Desk via the IT Help Portal <http://help.capgemini.com> => Category "Communication and Messaging Services" => Pushmail/ActiveSync

Configure Pushmail on Android Device



Step - 5

- Your device will be quarantined on first access. To release the device from quarantine, visit <https://mymobileid.capgemini.com> from your desktop.
- On the **Action** drop down, click on Allow > click **Apply**
- It may take up to 15 mins for the device to get released from quarantine and start syncing mails.

Devices	
Device ID:	androidc1686263901
Type:	Android
Model:	Lenovo K33a42
Last Success Sync:	null
Access Status:	Allowed
Action:	<div><div><div></div><div>▼</div></div><div>Allow</div><div>Block</div></div> <div></div> <div></div>

If you have issues or queries, please connect with Global Service Desk via the IT Help Portal
<http://help.capgemini.com> => Category "Communication and Messaging Services" => Pushmail/ActiveSync

Configure Pushmail on Windows Phone

Group **IT**



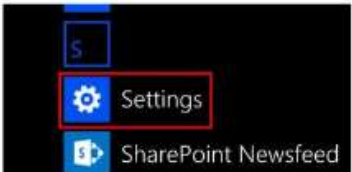
Configure Pushmail on Windows Phone



Steps may differ depending on the make/model of your Windows Phone. Below are standard instructions for configuring Capgemini Mail on any Windows Phone

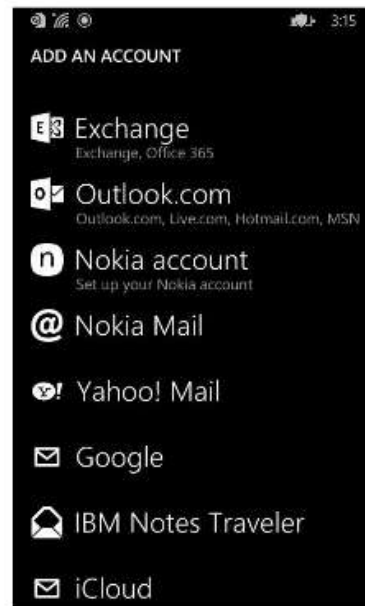
Step 1:

Select the **Settings** options from within your application menu, then click on **email+accounts**



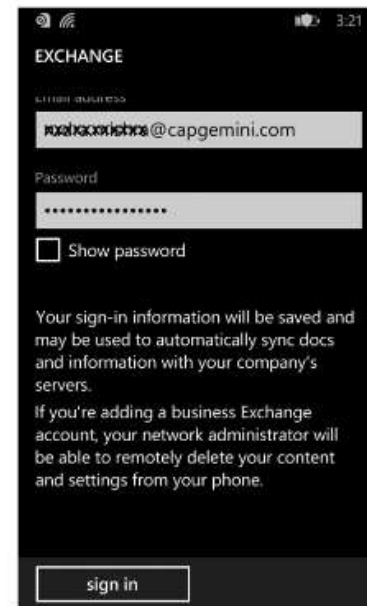
Step 2:

Select Exchange



Step 3:

Enter your full email address and password for your account. Then press the **sign in** button.



Outlook is ready for use!



Step 4:

Release the mobile device from quarantine

- To release the device from quarantine, from your desktop, visit <https://mymobileid.capgemini.com>
- On the **Action** drop down, click on **Allow** > click **Select**
- It may take up to 15 mins for the device to get released from quarantine and start syncing mails

Some Windows Phones may not prompt to enter the **Server** name manually, and get auto-configured.

If you device prompts for **Server** name, kindly enter [Pushmail.capgemini.com](https://pushmail.capgemini.com)