


## Contents

<b>iPhone/iPad</b> .....	2
How to check your iOS Version.....	2
iOS Version 8.2 and Below .....	2
iOS Version 8.3 to iOS 9 .....	7
iOS Version 10 and Above.....	10
<b>Android</b> .....	13
How to check your Android Version .....	13
Android KitKat (Version 4.4) and Below .....	14
Android Lollipop (Version 5.0) and Above .....	19

# iPhone/iPad


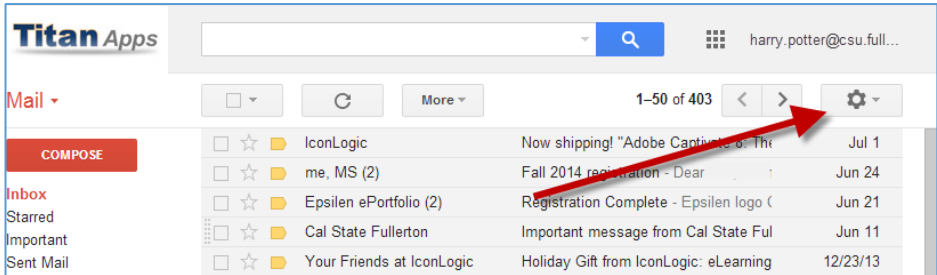
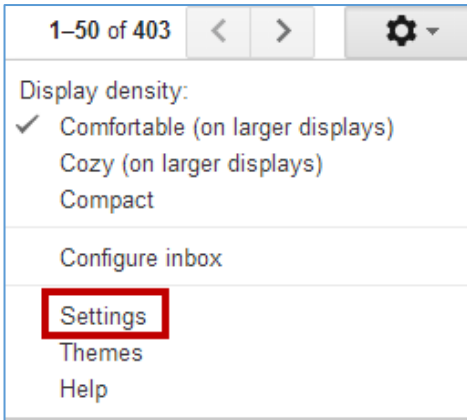
## How to check your iOS Version

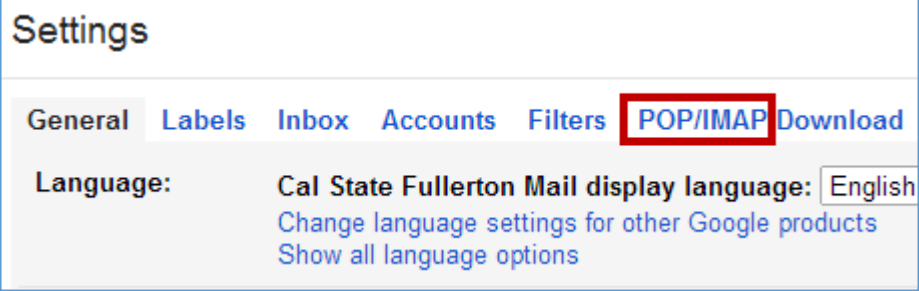
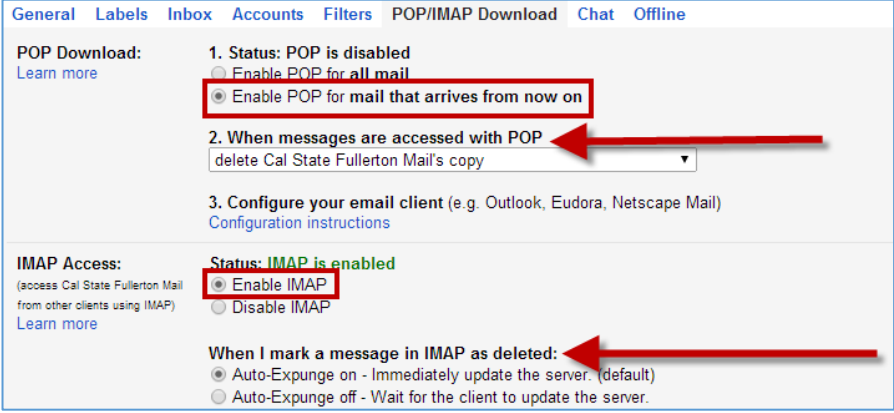
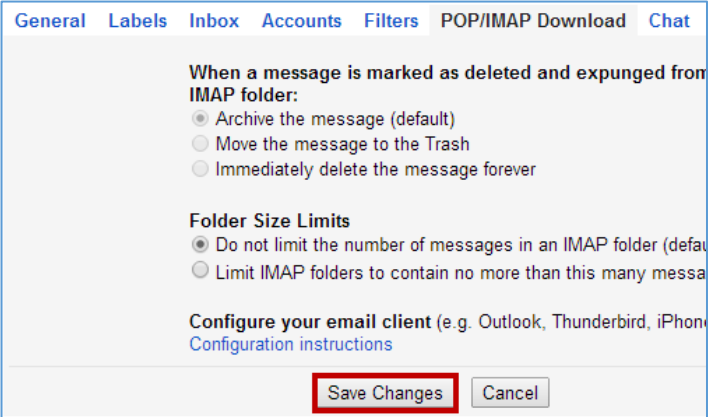
In order to sync your campus e-mail to your Apple iOS device, first check which version of iOS you have. Please follow these steps to find your iOS version:

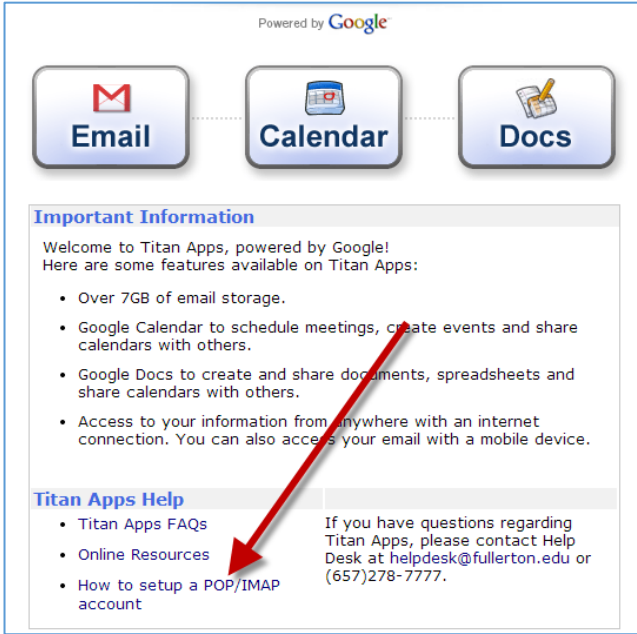
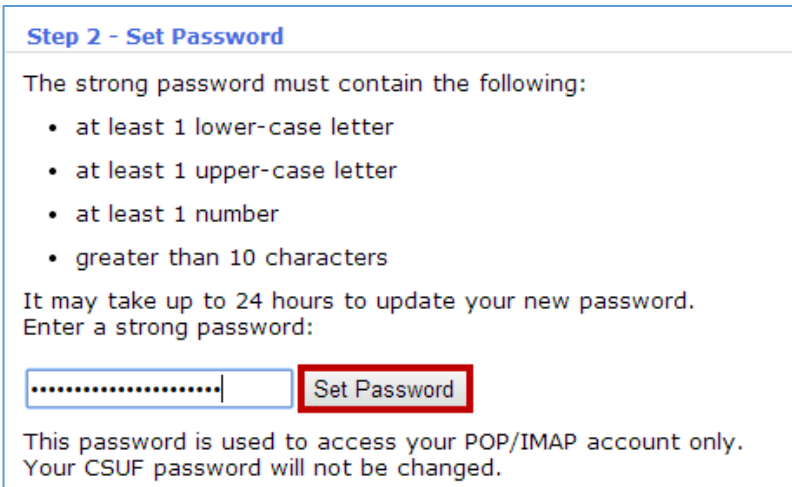
1. Tap **Settings** (.
2. Tap **General**.
3. Tap **About**.
4. Under **Version**, you will find your iOS Version.


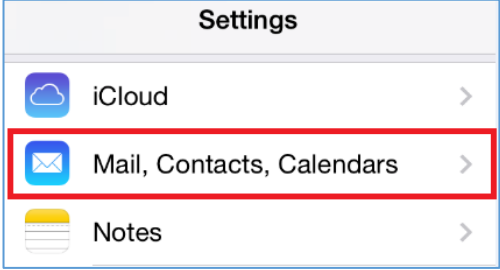
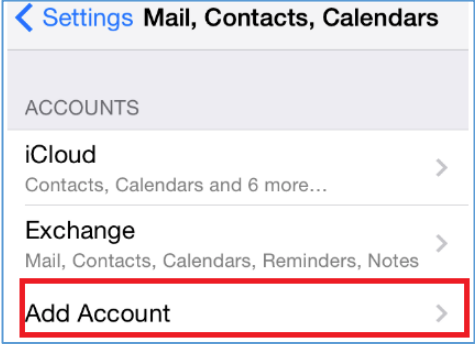
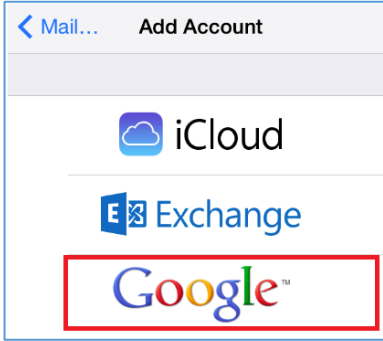
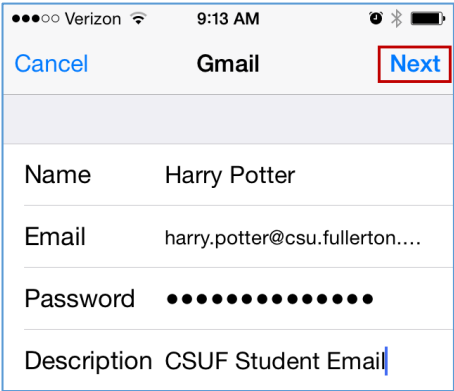
Once you have found your iOS Version, navigate to the section based on your iOS version to learn how to sync your campus e-mail to your smartphone.

## iOS Version 8.2 and Below

Steps	Images
<p><b>Step One</b></p> <p>Log in to your CSUF student email account and click on the <b>Settings</b> icon () at the far right.</p>	 <p>The screenshot shows the Titan Apps interface. At the top right, there is a search bar and a user profile for 'harry.potter@csu.full...'. Below this is a 'Mail' section with a 'COMPOSE' button and a list of messages. A red arrow points to the settings gear icon in the top right corner of the mail list.</p>
<p><b>Step Two</b></p> <p>Select <b>Settings</b> from the drop-down menu.</p>	 <p>The screenshot shows a dropdown menu from the settings gear icon. The menu options are: '1-50 of 403', navigation arrows, and a settings gear icon. Below these are 'Display density:' options: 'Comfortable (on larger displays)' (checked), 'Cozy (on larger displays)', and 'Compact'. There are also 'Configure inbox', 'Settings' (highlighted with a red box), 'Themes', and 'Help' options.</p>

<p><b>Step Three</b></p> <hr/> <p>Select <b>Settings</b> from the drop-down menu.</p>	 <p>The screenshot shows the 'Settings' page with a navigation bar at the top containing 'General', 'Labels', 'Inbox', 'Accounts', 'Filters', 'POP/IMAP', and 'Download'. The 'POP/IMAP' tab is highlighted with a red rectangular box.</p>
<p><b>Step Four</b></p> <hr/> <p>Select <b>Settings</b> from the drop-down menu.</p> <p><b>NOTE:</b> for both options you should decide what you want to happen with your deleted emails; that is, when you delete an email on your mobile device do you want the email to be deleted from your student email account, archived in your student email account, marked as read in your student email account, or left as unread in your student email account.</p>	 <p>The screenshot shows the 'POP/IMAP' settings page. Under 'POP Download', the option 'Enable POP for mail that arrives from now on' is selected and highlighted with a red box. A red arrow points to the dropdown menu below it. Under 'IMAP Access', the 'Enable IMAP' option is highlighted with a red box. Another red arrow points to the 'When I mark a message in IMAP as deleted:' section.</p>
<p><b>Step Five</b></p> <hr/> <p>At the bottom of the POP/IMAP screen, click <b>Save Changes</b>.</p>	 <p>The screenshot shows the bottom portion of the settings page, including the 'When a message is marked as deleted and expunged from IMAP folder:' section with three radio button options. Below that is the 'Folder Size Limits' section. At the very bottom, the 'Save Changes' button is highlighted with a red rectangular box, next to a 'Cancel' button.</p>

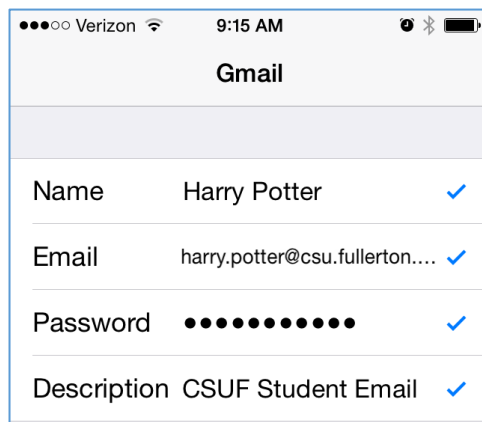
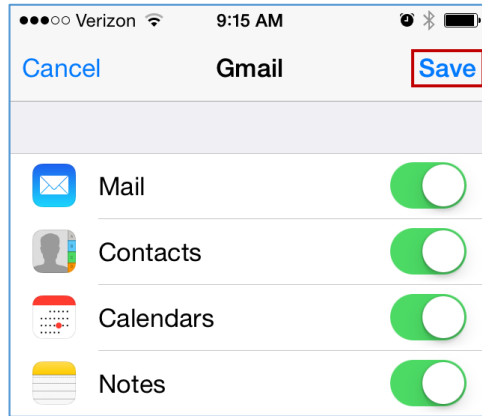
<p><b>Step Six</b></p> <hr/> <p>Log in to your student portal and click on the <b>Titan Apps</b> icon/tab.</p> <p>Click on <b>How to setup a POP/IMAP account</b>.</p>	 <p>The screenshot shows the Titan Apps interface, powered by Google. At the top are three icons: Email, Calendar, and Docs. Below them is a section titled "Important Information" which lists features like 7GB of email storage, Google Calendar, and Google Docs. A red arrow points from the "How to setup a POP/IMAP account" link in the "Titan Apps Help" section to the "Important Information" section.</p>
<p><b>Step Seven</b></p> <hr/> <p>In the <i>Step 2 – Set Password</i> section, enter a strong password that meets the listed requirements and then click <b>Set Password</b>.</p> <p><b>Note:</b> The password you set may be the same as your current student email/portal password if you wish but note that this does not <i>change</i> your student email/portal password.</p> <p>Once the password has been set, it may take 10 minutes to 24 hours to update the system.</p>	 <p>The screenshot shows the "Step 2 - Set Password" form. It lists requirements for a strong password: at least 1 lower-case letter, at least 1 upper-case letter, at least 1 number, and greater than 10 characters. Below the requirements is a text input field with a red box around the "Set Password" button. A note states that this password is for POP/IMAP access only and does not change the CSUF password.</p>

<p><b>Step Eight</b></p> <hr/> <p>Tap <b>Settings</b> (  ).</p> <p>Then, tap <b>Mail, Contacts, Calendars</b>.</p> <p>Then, tap <b>Add Account</b>.</p>	 
<p><b>Step Nine</b></p> <hr/> <p>Tap <b>Google</b>.</p> <p>Enter your name, your student email address (i.e. harry.potter@csu.fullerton.edu), the POP/IMAP password you created in part 2 of this guide, and a description of this email account (i.e. CSUF Student Email). Then tap <b>Next</b>.</p>	 


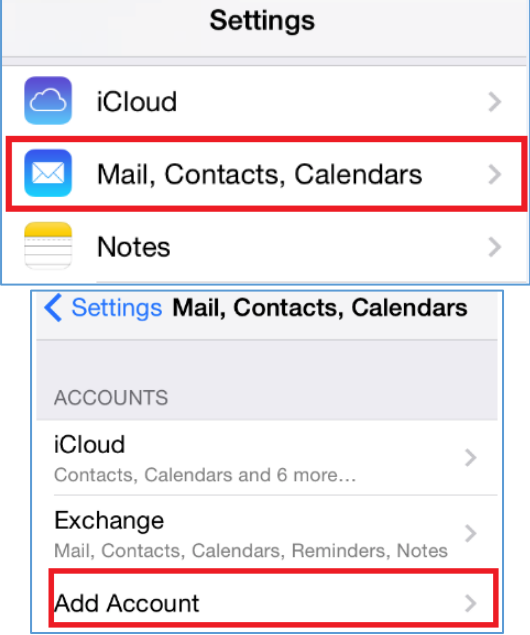
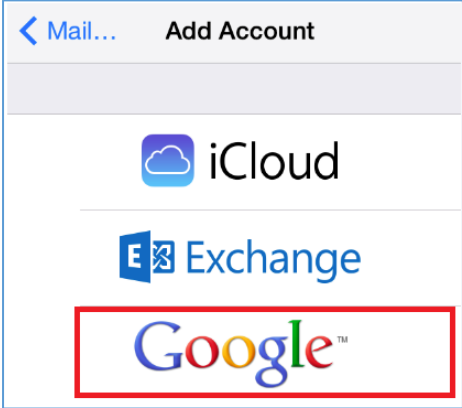
**Step Ten**

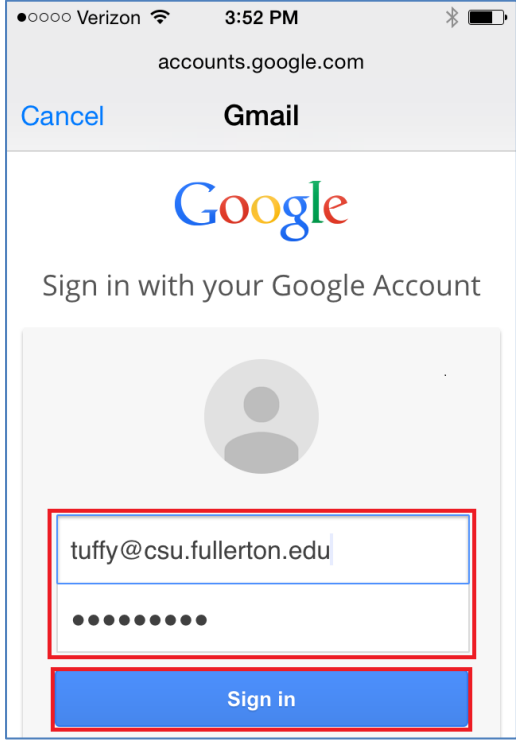
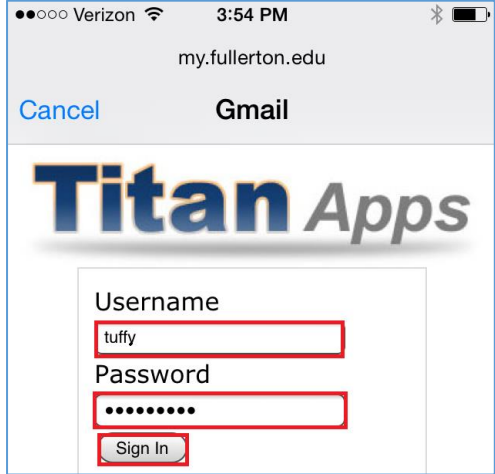
Choose which items you want to sync from your student email account. Then tap **Save**.

Once your account credentials are verified, it may take a moment for your emails (and calendar, contacts, etc.) to be synced to your device.

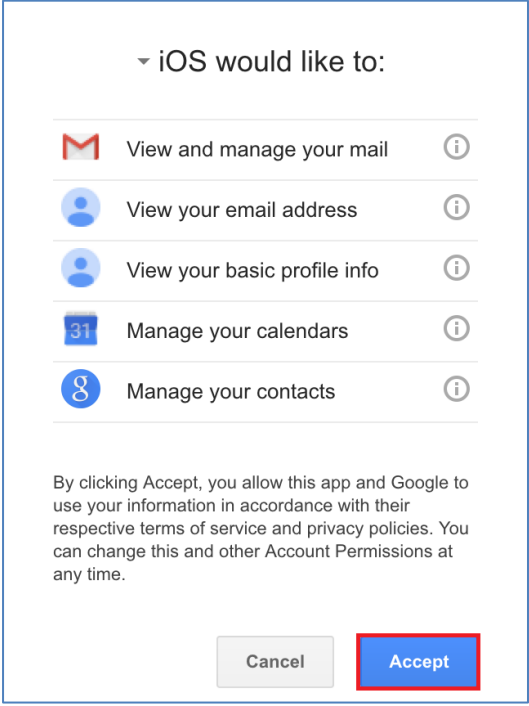
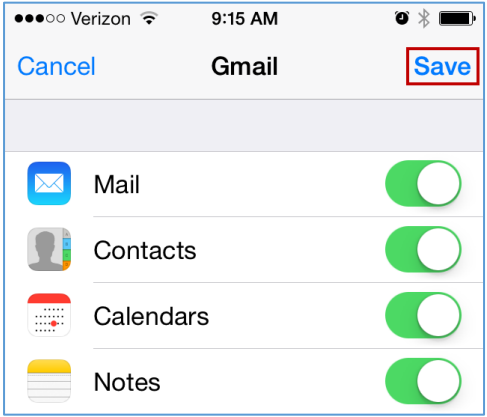


iOS Version 8.3 to iOS 9

Steps	Images
<p><b>Step One</b></p> <hr/> <p>Tap <b>Settings</b> ().</p> <p>Then, tap <b>Mail, Contacts, Calendars</b>.</p> <p>Then, tap <b>Add Account</b>.</p>	
<p><b>Step Two</b></p> <hr/> <p>Tap <b>Google</b>.</p>	


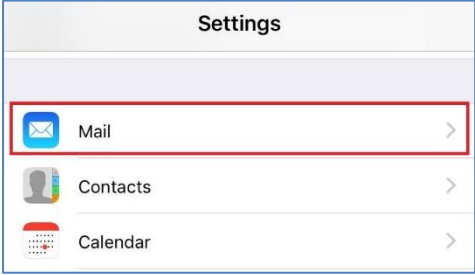
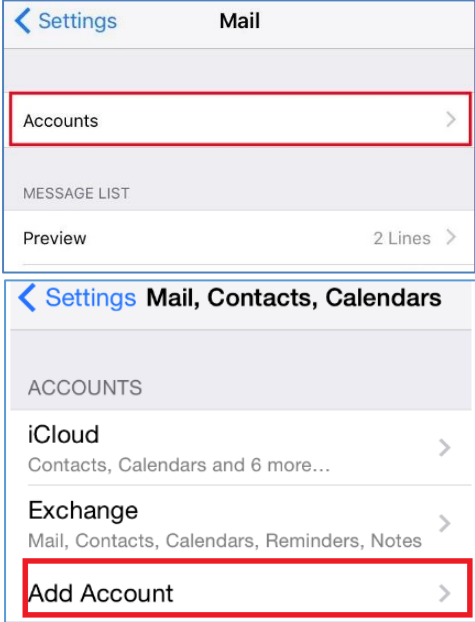
<p><b>Step Three</b></p> <hr/> <p>You will be redirected to the Google login page. Sign in with your student email address (i.e. tuffy@csu.fullerton.edu), and Portal password</p>	
<p><b>Step Four</b></p> <hr/> <p>You will be redirected to the Titan Apps page. Sign in with your Portal username and password. The username is first part of your email before the @csu.fullerton.edu.</p>	

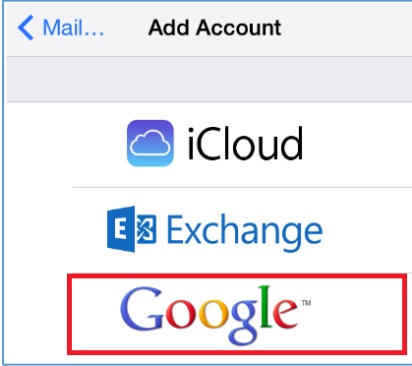
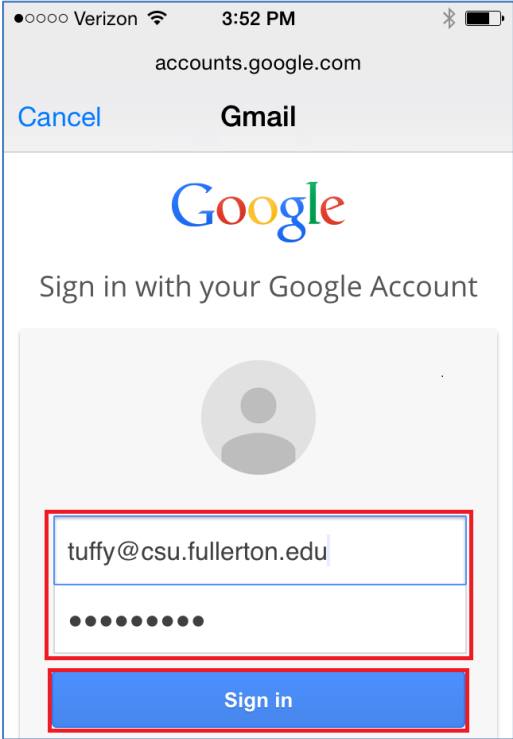


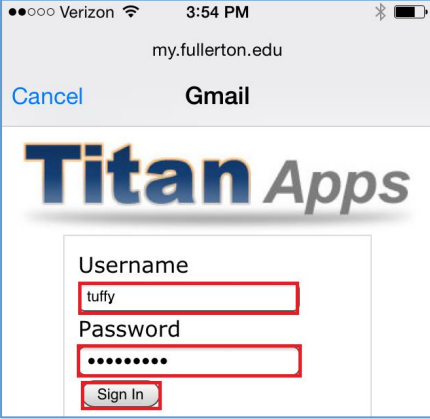
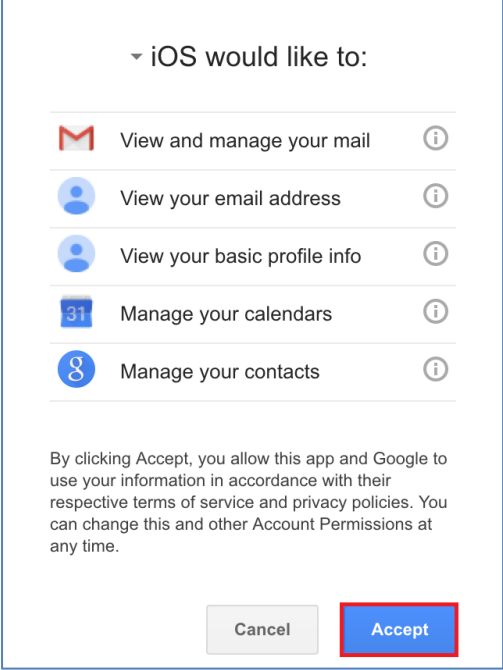
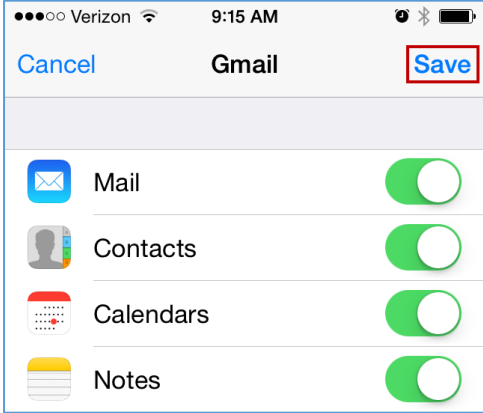
<p><b>Step Five</b></p> <hr/> <p>Once your account credentials are verified, tap on <b>Accept</b>.</p>	 <p>The screenshot shows an iOS permissions dialog titled "iOS would like to:". It lists five permissions: "View and manage your mail", "View your email address", "View your basic profile info", "Manage your calendars", and "Manage your contacts". Each permission has an information icon to its right. At the bottom, there are two buttons: "Cancel" and "Accept". The "Accept" button is highlighted with a red border.</p>
<p><b>Step Six</b></p> <hr/> <p>Choose which items you want to sync from your student email account. Then tap <b>Save</b>.</p>	 <p>The screenshot shows the Gmail sync settings on an iPhone. The status bar at the top shows "Verizon", "9:15 AM", and battery level. The title bar says "Gmail" with "Cancel" on the left and "Save" on the right. The "Save" button is highlighted with a red border. Below the title bar, there are four toggle switches, all of which are turned on (green): "Mail", "Contacts", "Calendars", and "Notes".</p>

iOS Version 10 and Above

---

Steps	Images
<p><b>Step One</b></p> <hr/> <p>Tap <b>Settings</b> () .</p> <p>Then, tap <b>Mail</b>.</p>	 <p>The screenshot shows the 'Settings' app interface. The 'Mail' option is highlighted with a red rectangular box. Other visible options include 'Contacts' and 'Calendar'.</p>
<p><b>Step Two</b></p> <hr/> <p>Tap <b>Accounts</b>.</p> <p>Then, tap <b>Add Account</b>.</p>	 <p>The first screenshot shows the 'Mail' settings page with 'Accounts' highlighted in a red box. Below it is a 'MESSAGE LIST' section with a 'Preview' option set to '2 Lines'.          The second screenshot shows the 'Mail, Contacts, Calendars' settings page with 'Add Account' highlighted in a red box. Other options visible include 'iCloud' and 'Exchange'.</p>

<p><b>Step Three</b></p> <hr/> <p>Tap <b>Google</b>.</p>	
<p><b>Step Four</b></p> <hr/> <p>You will be redirected to the Google login page. Sign in with your student email address (i.e. tuffy@csu.fullerton.edu), and Portal password</p>	

<p><b>Step Five</b></p> <hr/> <p>You will be redirected to the Titan Apps page. Sign in with your Portal username and password. The username is first part of your email before the @csu.fullerton.edu.</p>	
<p><b>Step Six</b></p> <hr/> <p>Once your account credentials are verified, tap on <b>Accept</b>.</p>	
<p><b>Step Seven</b></p> <hr/> <p>Choose which items you want to sync from your student email account. Then tap <b>Save</b>.</p>	

# Android

---

## How to check your Android Version

---

In order to sync your campus e-mail to your Android smartphone, first check which version of Android you have.

You can follow the steps at this link:

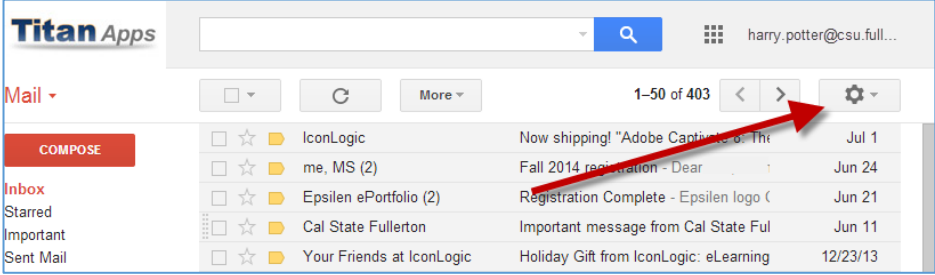
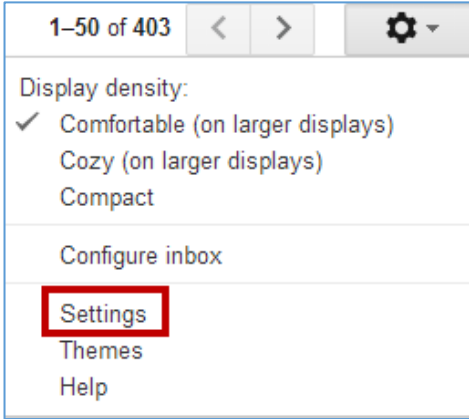
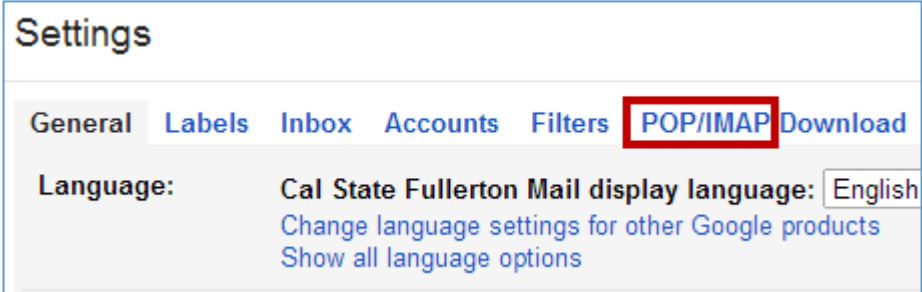
<https://support.google.com/nexus/answer/4457705?hl=en>

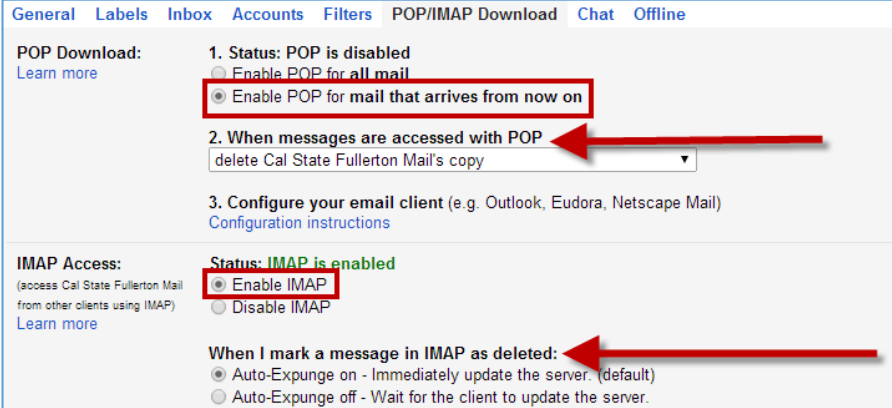
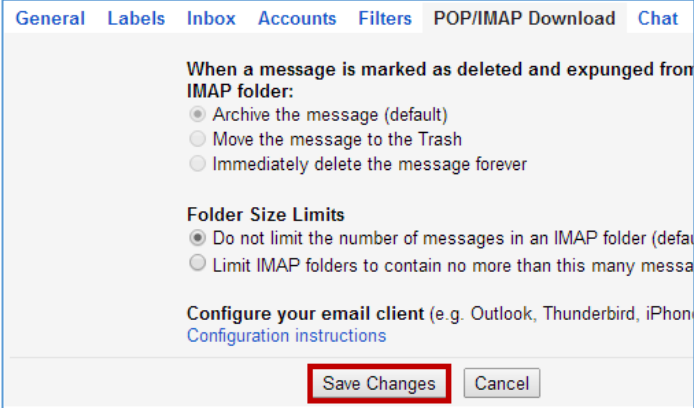
Alternatively, you follow these steps to find your Android version:

1. Tap **Settings**.
2. Scroll down and click on '**About Phone**' or '**About Device**' (Note: This may be in different places depending on which manufacturer and Android version you have.)
3. Look for the **Android Version**.

Once you found your Android version, click on either Section 1 or Section 2 below, depending on your Android Version.

Android KitKat (Version 4.4) and Below

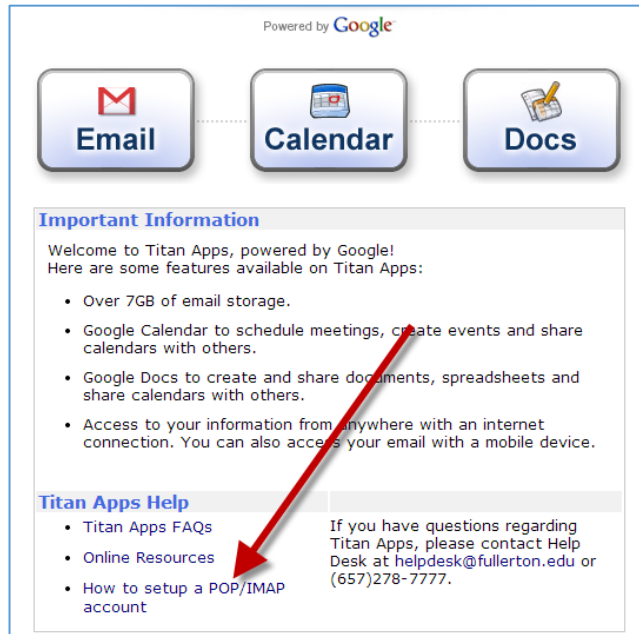
Steps	Images
<p><b>Step One</b></p> <p>Log in to your CSUF student email account and click on the <b>Settings</b> icon (⚙️) at the far right.</p>	 <p>The screenshot shows the Titan Apps email interface. At the top right, there is a settings gear icon. A red arrow points to this icon. Below the gear icon is a list of emails with columns for checkboxes, stars, senders, subjects, and dates.</p>
<p><b>Step Two</b></p> <p>Select <b>Settings</b> from the drop-down menu.</p>	 <p>The screenshot shows a settings dropdown menu. The 'Settings' option is highlighted with a red box. Other options include 'Themes' and 'Help'. The menu also shows 'Display density' options: 'Comfortable (on larger displays)', 'Cozy (on larger displays)', and 'Compact'.</p>
<p><b>Step Three</b></p> <p>Select <b>Settings</b> from the drop-down menu.</p>	 <p>The screenshot shows the Settings page. The 'POP/IMAP' option is highlighted with a red box. Other options include 'General', 'Labels', 'Inbox', 'Accounts', 'Filters', and 'Download'. The 'Language' section is visible, showing 'Cal State Fullerton Mail display language: English'.</p>

<p><b>Step Four</b></p> <p>Select <b>Settings</b> from the drop-down menu.</p> <p><b>NOTE:</b> for both options you should decide what you want to happen with your deleted emails; that is, when you delete an email on your mobile device do you want the email to be deleted from your student email account, archived in your student email account, marked as read in your student email account, or left as unread in your student email account.</p>	
<p><b>Step Five</b></p> <p>At the bottom of the POP/IMAP screen, click <b>Save Changes</b>.</p>	

**Step Six**

Log in to your student portal and click on the **Titan Apps** icon/tab.

Click on **How to setup a POP/IMAP account**.

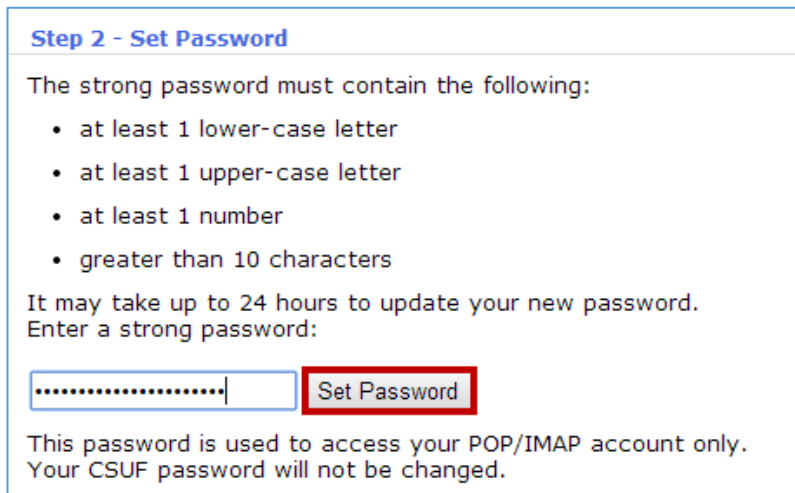


**Step Seven**


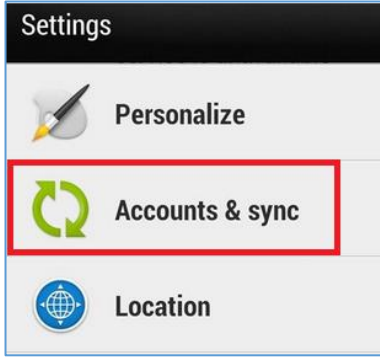
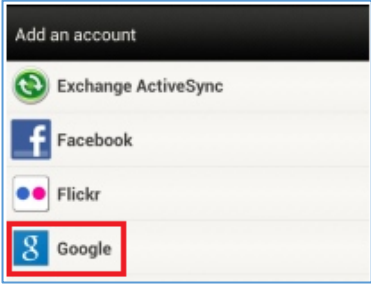
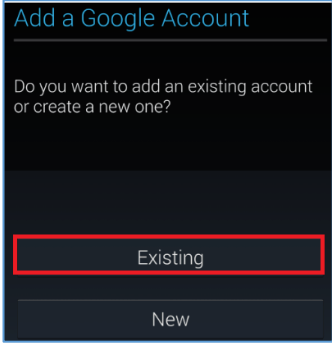
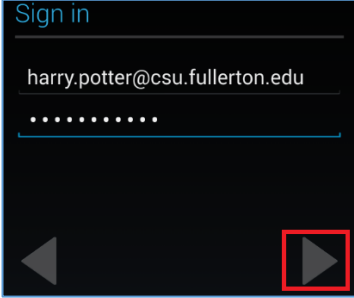
In the *Step 2 – Set Password* section, enter a strong password that meets the listed requirements and then click **Set Password**.

**Note:** The password you set may be the same as your current student email/portal password if you wish but note that this does not *change* your student email/portal password.

Once the password has been set, it may take 10 minutes to 24 hours to update the system.



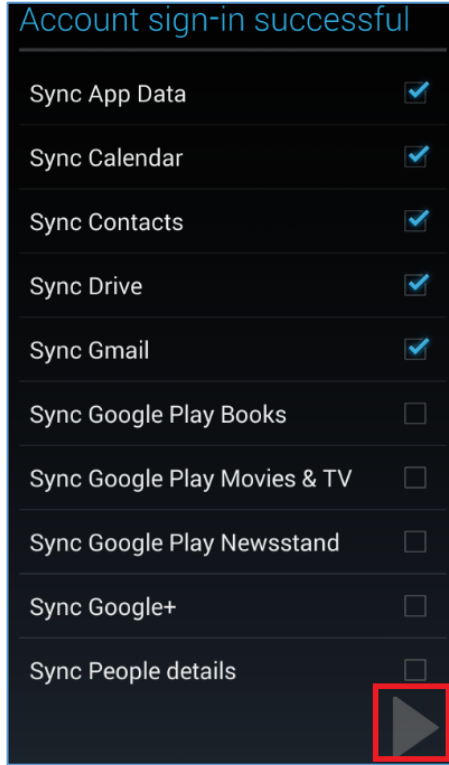


<p><b>Step Eight</b></p> <hr/> <p>In the App list, tap <b>Settings</b> (  ).</p> <p>Then, Tap <b>Accounts &amp; Sync</b> or <b>Account</b>.</p> <p>Tap <b>+</b> or <b>Add account</b> to add an account.</p>	
<p><b>Step Nine</b></p> <hr/> <p>Tap <b>Google</b>.</p> <p>On the <b>Add a Google Account</b> screen tap <b>Existing</b>.</p> <p>Enter your student email address and the POP/IMAP password you created in part 2 of this guide. Then tap on the arrow or <b>Next</b>.</p>	  

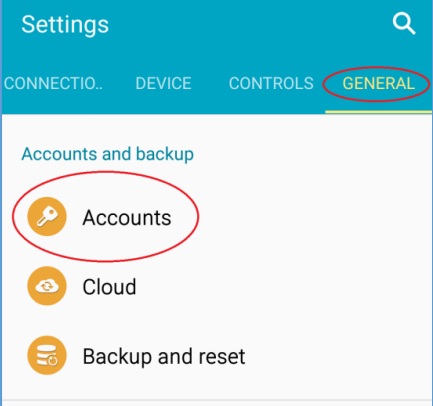
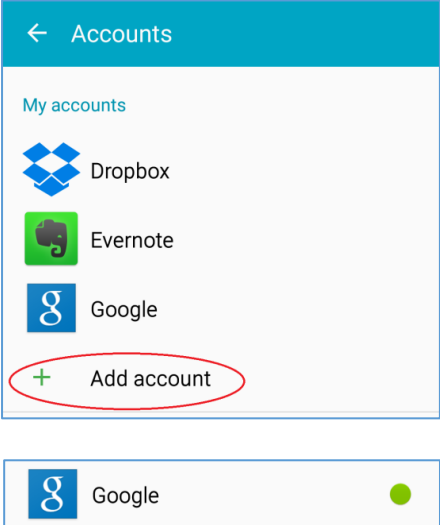
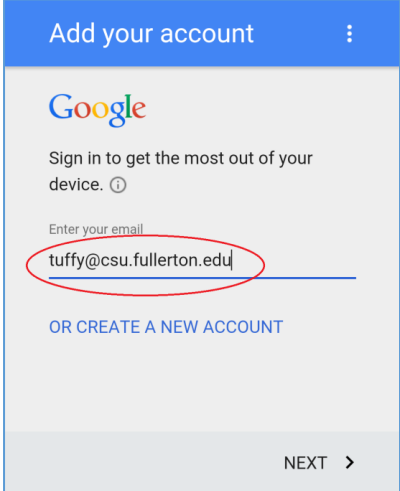
**Step Ten**

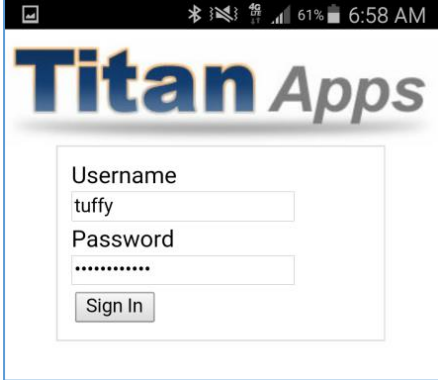
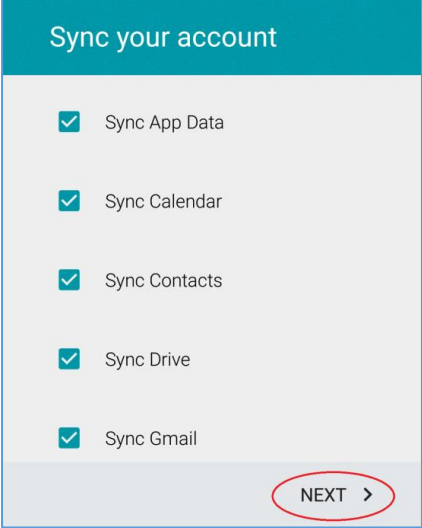
Choose whether you want to just sync your emails or if you want to sync your email, contacts and calendar items. Then tap the arrow or **Sign In**.

Once your account credentials are verified, it may take a moment for your emails (and calendar, contacts, etc.) to be synced to your device. **Note:** You will see your emails in your Gmail app.



Android Lollipop (Version 5.0) and Above

Steps	Images
<p><b>Step One</b></p> <p>In the app list, tap on the <b>'Settings'</b> icon on your Android device.</p> <p>Tap on the <b>'General'</b> tab on the settings page and then tap on <b>'Accounts'</b>.</p>	
<p><b>Step Two</b></p> <p>Tap on <b>'Add account'</b>.</p> <p>Then, tap on <b>'Google'</b>.</p>	
<p><b>Step Three</b></p> <p>You will be redirected to the Google login page. Enter your student email address (i.e. <a href="mailto:tuffy@csu.fullerton.edu">tuffy@csu.fullerton.edu</a>).</p> <p>Tap <b>Next</b></p>	

<p><b>Step Four</b></p> <p>You will be redirected to the Titan Apps page. Sign in with your Portal username and password. The username is first part of your email before the @csu.fullerton.edu.</p>	
<p><b>Step Five</b></p> <p>Choose which items you want to sync from your student email account. Then tap <b>Next</b>.</p> <p>Please keep in mind that it may take a few minutes to sync your mail and settings.</p> <p><b>Note:</b> You will see your emails in your Gmail app.</p>	

## Need More Help?



Visit the Student Genius Center located on the first floor of Pollak Library North. View their website for their hours:  
<http://sts.fullerton.edu/sgc>.

Contact the Student IT Help Desk at 657-278-8888 or  
[StudentITHelpDesk@fullerton.edu](mailto:StudentITHelpDesk@fullerton.edu).