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# iPhone/iPad


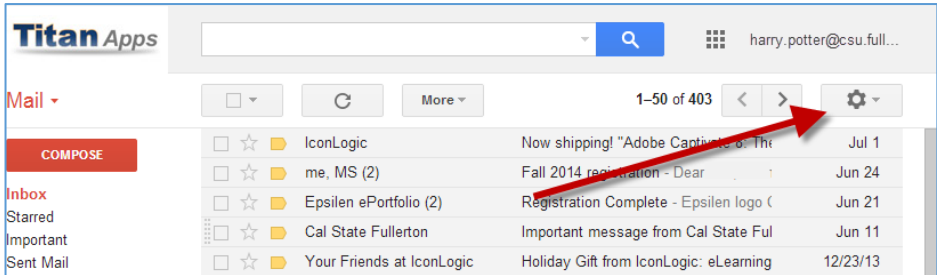
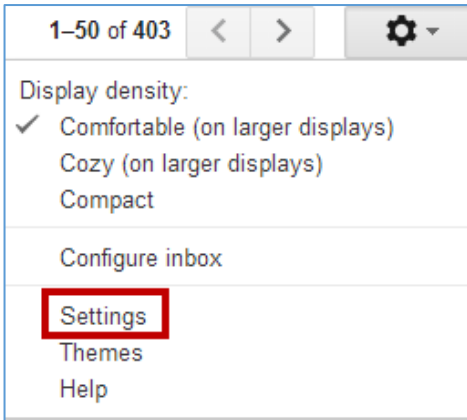
## How to check your iOS Version

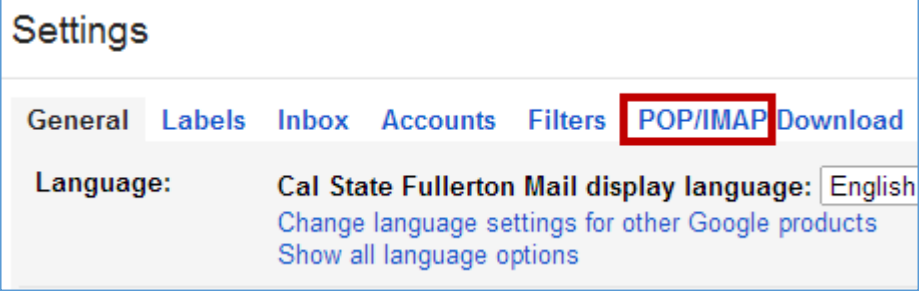
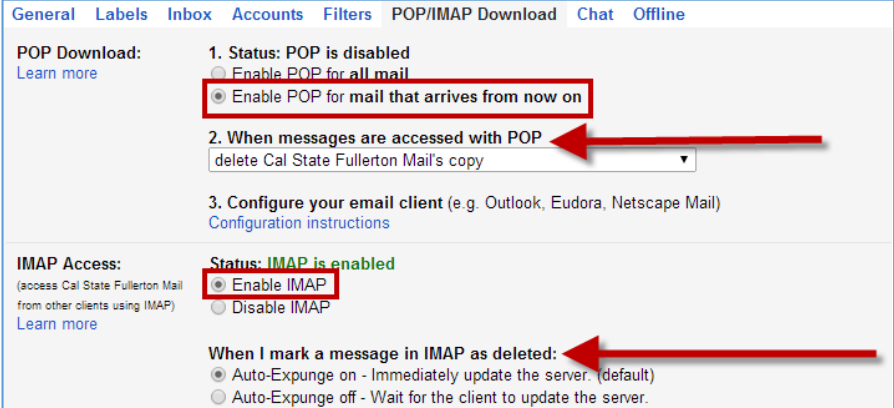
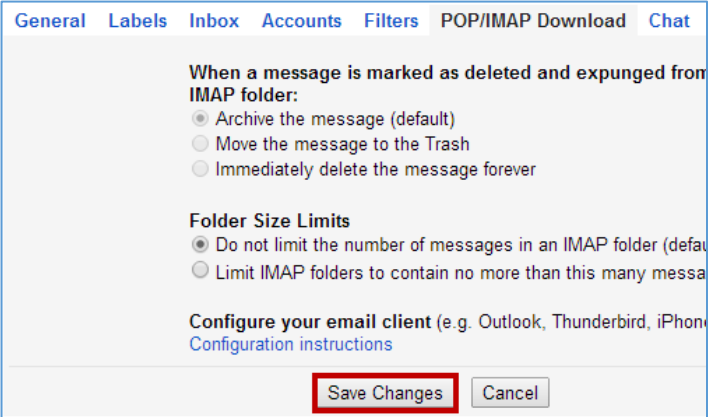
In order to sync your campus e-mail to your Apple iOS device, first check which version of iOS you have. Please follow these steps to find your iOS version:

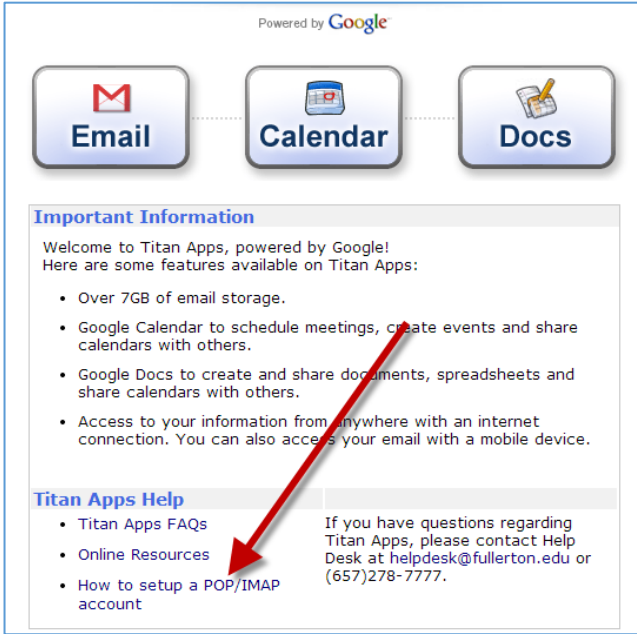
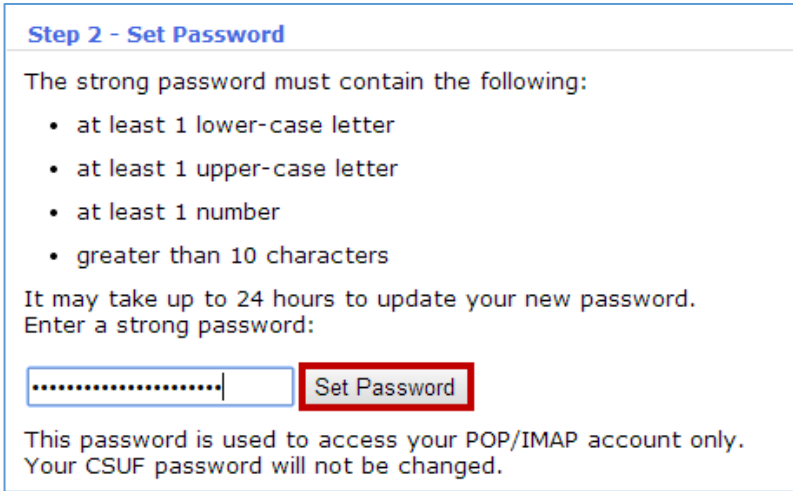
1. Tap **Settings** (.
2. Tap **General**.
3. Tap **About**.
4. Under **Version**, you will find your iOS Version.


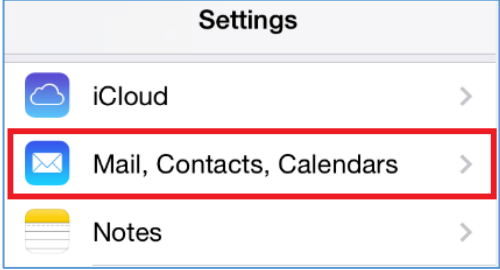
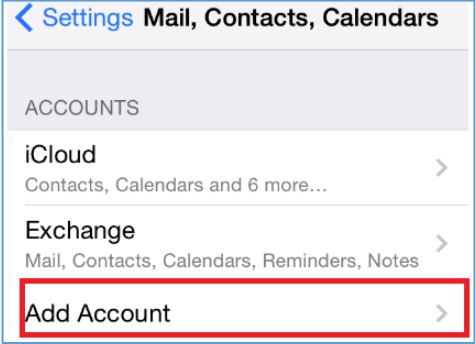
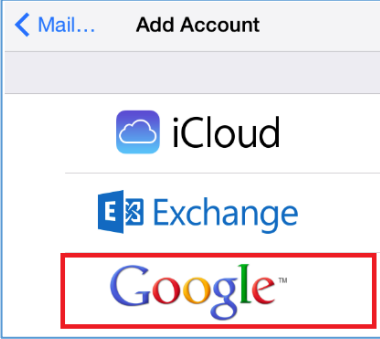
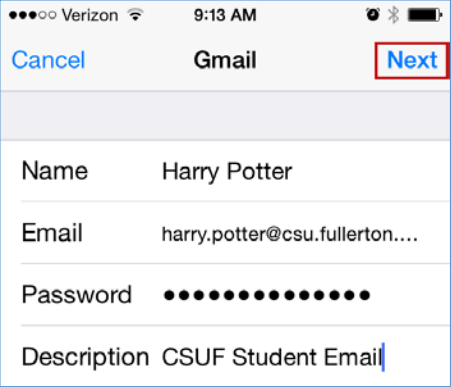
Once you have found your iOS Version, navigate to the section based on your iOS version to learn how to sync your campus e-mail to your smartphone.

## iOS Version 8.2 and Below

Steps	Images
<p><b>Step One</b></p> <hr/> <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 search bar and the user's email address 'harry.potter@csu.full...'. Below this, there is a 'Mail' header with a dropdown arrow, a refresh icon, and a 'More' dropdown. To the right of these are '1-50 of 403' and navigation arrows. A red arrow points to a gear icon (Settings) in the top right corner of the email list area.</p>
<p><b>Step Two</b></p> <hr/> <p>Select <b>Settings</b> from the drop-down menu.</p>	 <p>The screenshot shows a close-up of the settings dropdown menu. It lists 'Display density' with options: 'Comfortable (on larger displays)' (checked), 'Cozy (on larger displays)', and 'Compact'. Below this is 'Configure inbox', and at the bottom, 'Settings' is highlighted with a red rectangular box. Other options include 'Themes' and 'Help'.</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' application with a horizontal menu at the top containing 'General', 'Labels', 'Inbox', 'Accounts', 'Filters', 'POP/IMAP', and 'Download'. The 'POP/IMAP' option is highlighted with a red rectangular box. Below the menu, the 'Language' section is visible, showing 'Cal State Fullerton Mail display language: English' with a dropdown arrow, and links for 'Change language settings for other Google products' and 'Show all language options'.</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 screen. The 'POP Download' section has three numbered items: 1. Status: POP is disabled (with sub-options 'Enable POP for all mail' and 'Enable POP for mail that arrives from now on', the latter highlighted in a red box); 2. When messages are accessed with POP (with a dropdown menu set to 'delete Cal State Fullerton Mail's copy', indicated by a red arrow); 3. Configure your email client (with a link to 'Configuration instructions'). The 'IMAP Access' section has 'Status: IMAP is enabled' (in green) and sub-options 'Enable IMAP' (highlighted in a red box) and 'Disable IMAP'. Below this is the 'When I mark a message in IMAP as deleted:' section (indicated by a red arrow) with sub-options 'Auto-Expunge on - Immediately update the server. (default)' and 'Auto-Expunge off - Wait for the client to update the server.'.</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 screen. It includes the 'When a message is marked as deleted and expunged from IMAP folder:' section with sub-options 'Archive the message (default)', 'Move the message to the Trash', and 'Immediately delete the message forever'. Below that is the 'Folder Size Limits' section with sub-options 'Do not limit the number of messages in an IMAP folder (default)' and 'Limit IMAP folders to contain no more than this many messages'. At the bottom, there is a 'Configure your email client' section with a link to 'Configuration instructions'. At the very bottom, there are two buttons: 'Save Changes' (highlighted in a red box) and 'Cancel'.</p>

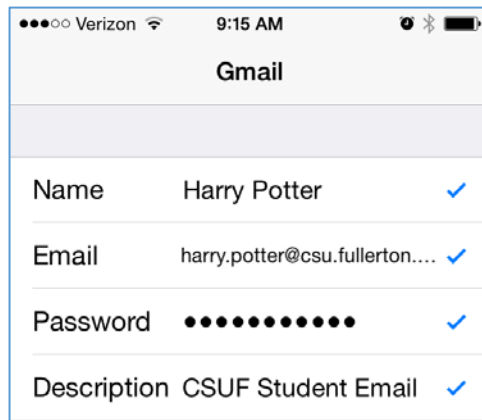
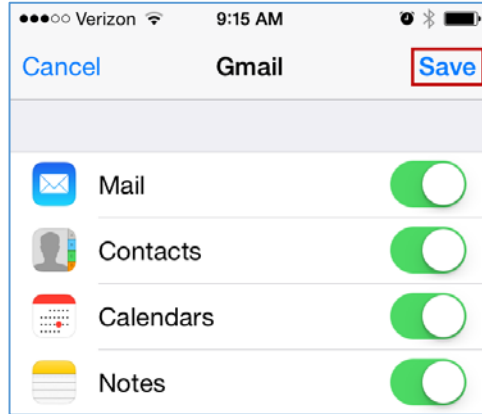
<p><b>Step Six</b></p> <hr/> <p>Log in to your student portal and click on the <b>Titan Apps</b> icon/tab.</p> <p>Click on <b>How to setup a POP/IMAP account</b>.</p>	 <p>Powered by Google</p> <p>Email Calendar Docs</p> <p><b>Important Information</b></p> <p>Welcome to Titan Apps, powered by Google! Here are some features available on Titan Apps:</p> <ul style="list-style-type: none"> <li>• Over 7GB of email storage.</li> <li>• Google Calendar to schedule meetings, create events and share calendars with others.</li> <li>• Google Docs to create and share documents, spreadsheets and share calendars with others.</li> <li>• Access to your information from anywhere with an internet connection. You can also access your email with a mobile device.</li> </ul> <p><b>Titan Apps Help</b></p> <ul style="list-style-type: none"> <li>• Titan Apps FAQs</li> <li>• Online Resources</li> <li>• <b>How to setup a POP/IMAP account</b></li> </ul> <p>If you have questions regarding Titan Apps, please contact Help Desk at helpdesk@fullerton.edu or (657)278-7777.</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><b>Step 2 - Set Password</b></p> <p>The strong password must contain the following:</p> <ul style="list-style-type: none"> <li>• at least 1 lower-case letter</li> <li>• at least 1 upper-case letter</li> <li>• at least 1 number</li> <li>• greater than 10 characters</li> </ul> <p>It may take up to 24 hours to update your new password. Enter a strong password:</p> <p><input type="password" value="....."/> <b>Set Password</b></p> <p>This password is used to access your POP/IMAP account only. Your CSUF password will not be changed.</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>	 


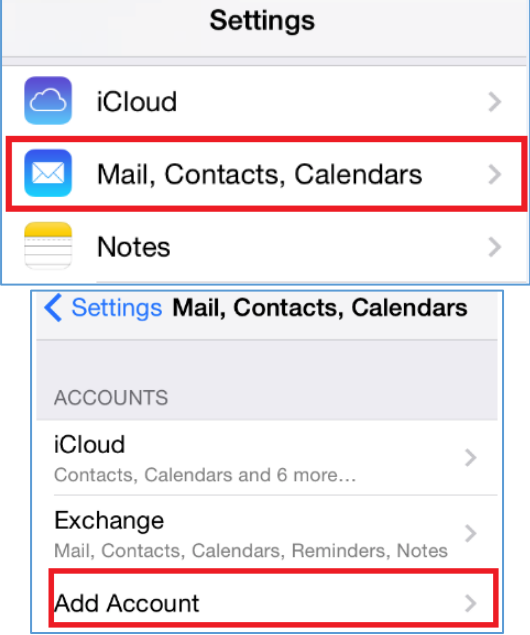
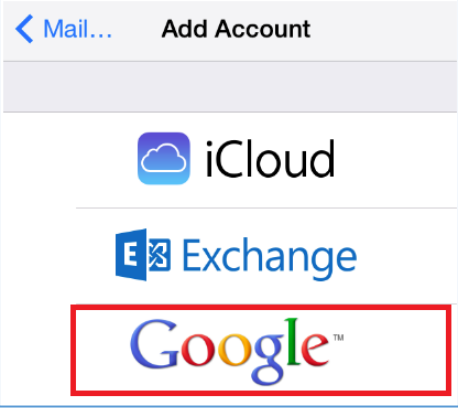
**Step Ten**

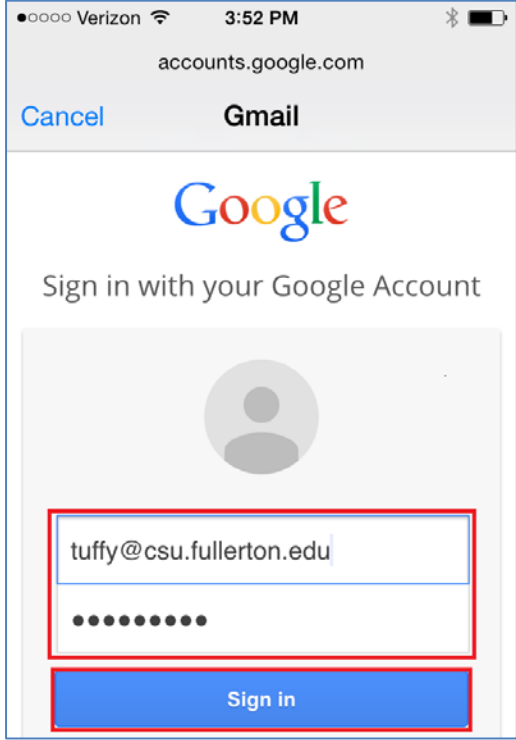
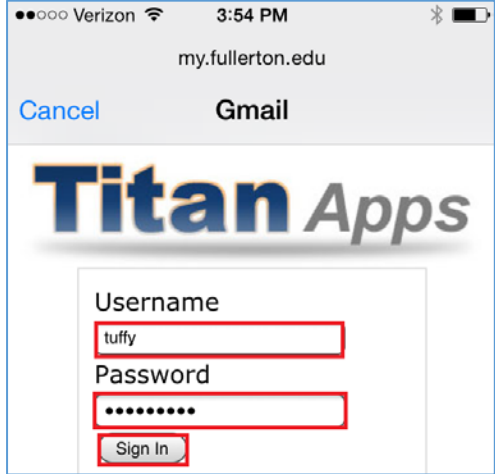
Choose which items you want to sync from your student email account. Then tap **Save**.

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

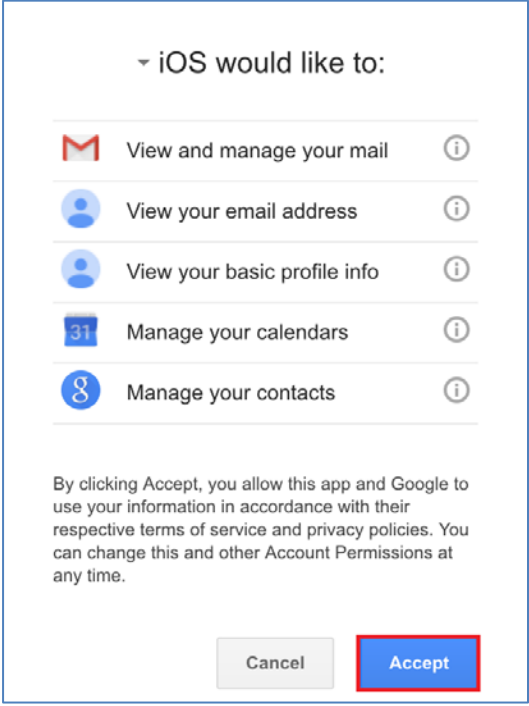
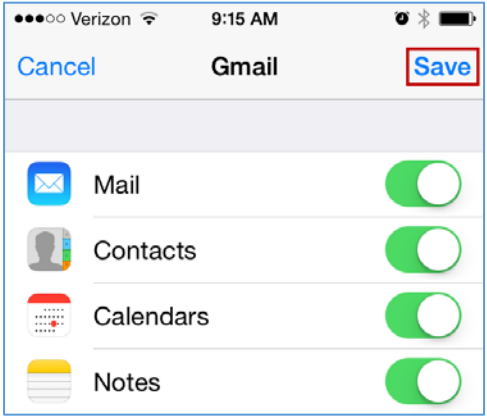


iOS Version 8.3 to iOS 9

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>	


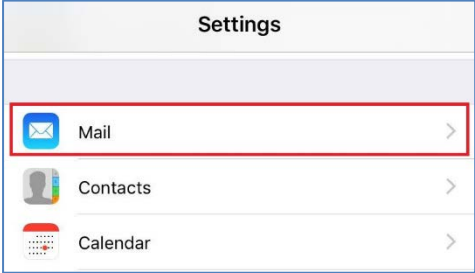
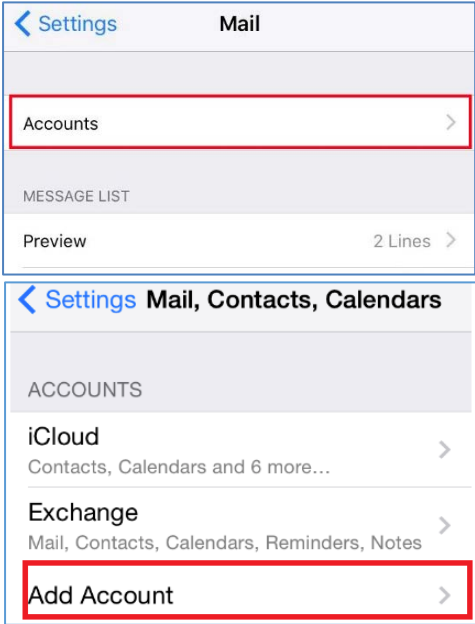
<p><b>Step Three</b></p> <hr/> <p>You will be redirected to the Google login page. Sign in with your student email address (i.e. tuffy@csu.fullerton.edu), and Portal password</p>	
<p><b>Step Four</b></p> <hr/> <p>You will be redirected to the Titan Apps page. Sign in with your Portal username and password.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

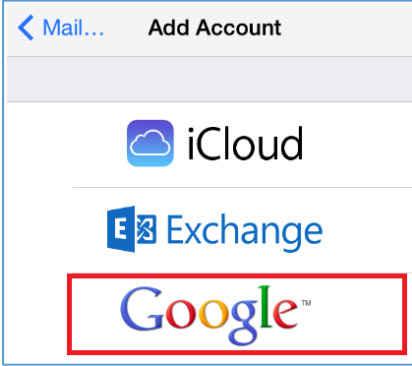
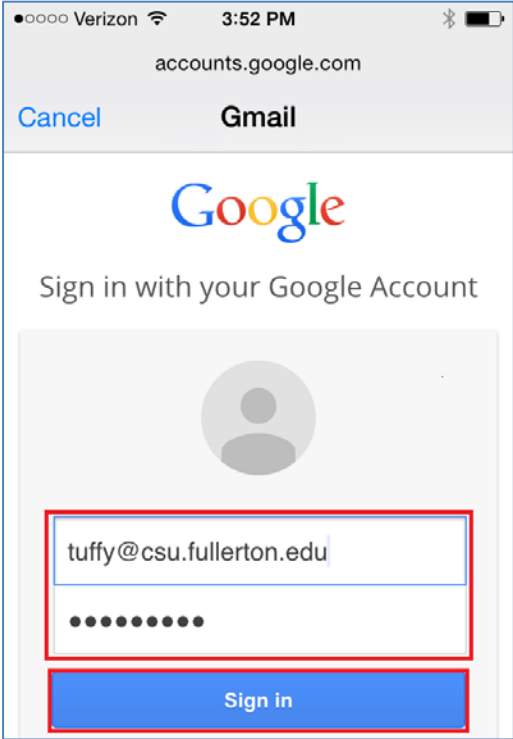


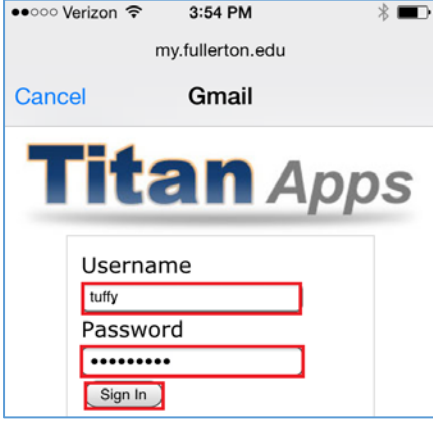
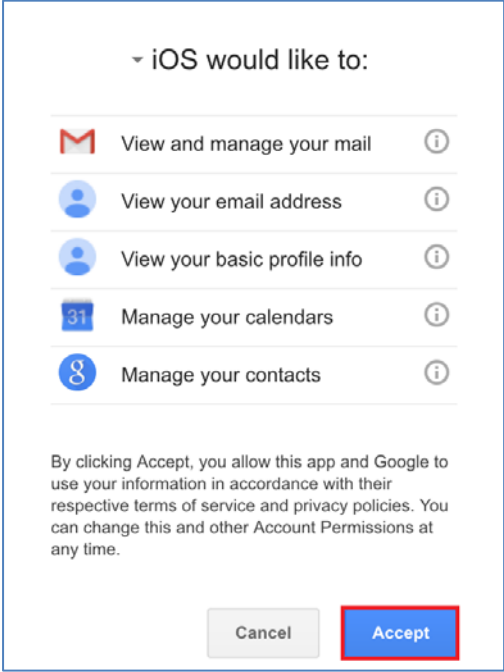
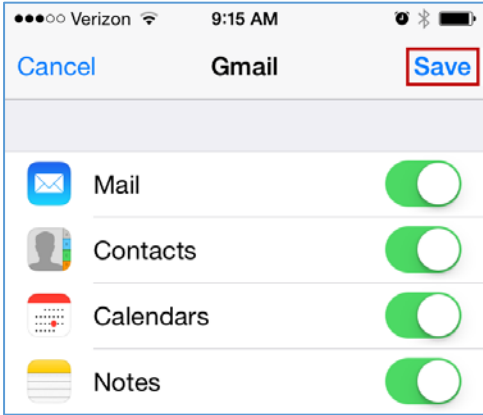
<p><b>Step Five</b></p> <hr/> <p>Once your account credentials are verified, tap on <b>Accept</b>.</p>	 <p>The screenshot shows an iOS permissions dialog titled "iOS would like to:". It lists five permissions: "View and manage your mail", "View your email address", "View your basic profile info", "Manage 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: "Mail", "Contacts", "Calendars", and "Notes".</p>

iOS Version 10 and Above

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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 with the 'Mail' option highlighted by a red box. Below it are 'Contacts' and 'Calendar' options.</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 by a red box. The second screenshot shows the 'Add Account' screen with 'Add Account' highlighted by a red box.</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

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## How to check your Android Version

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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:

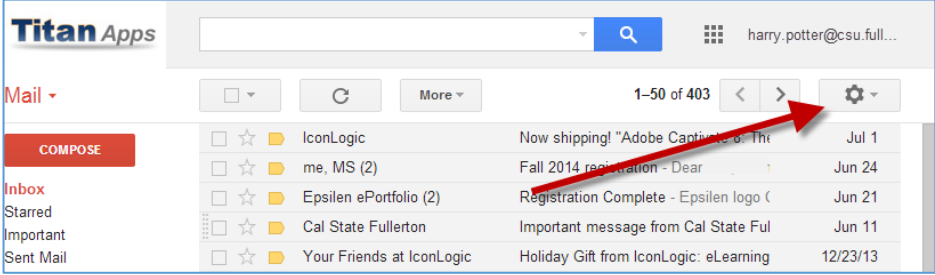
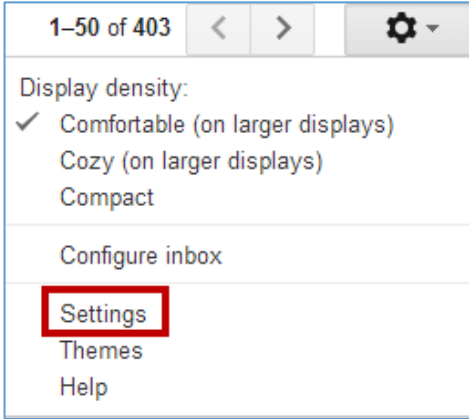
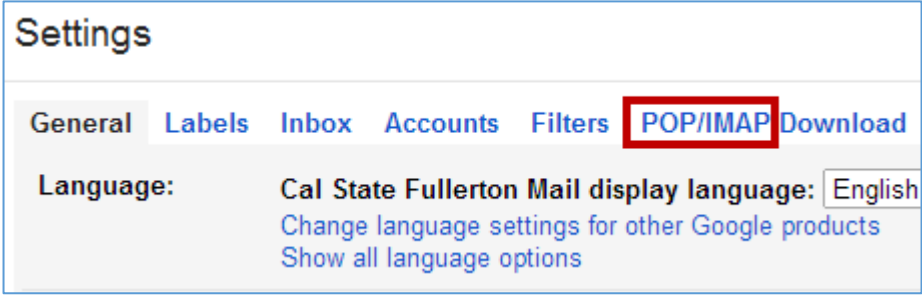
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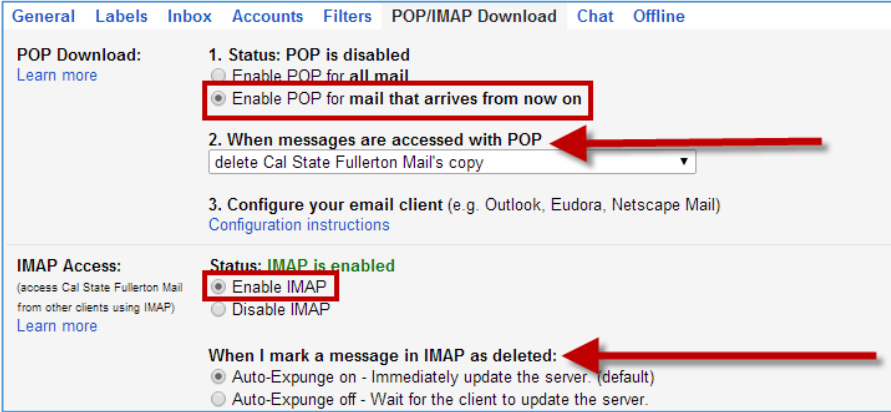
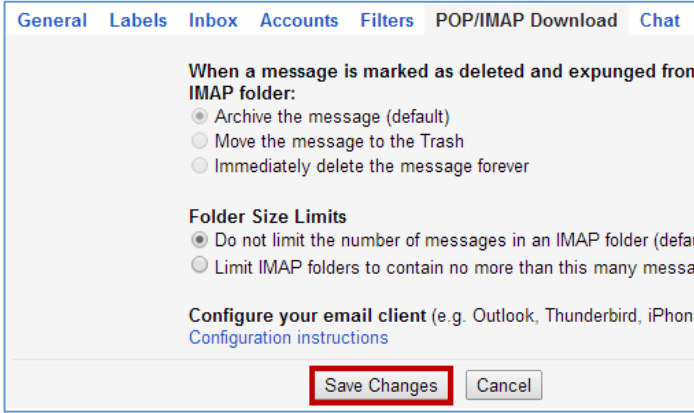
Alternatively, you follow these steps to find your Android version:

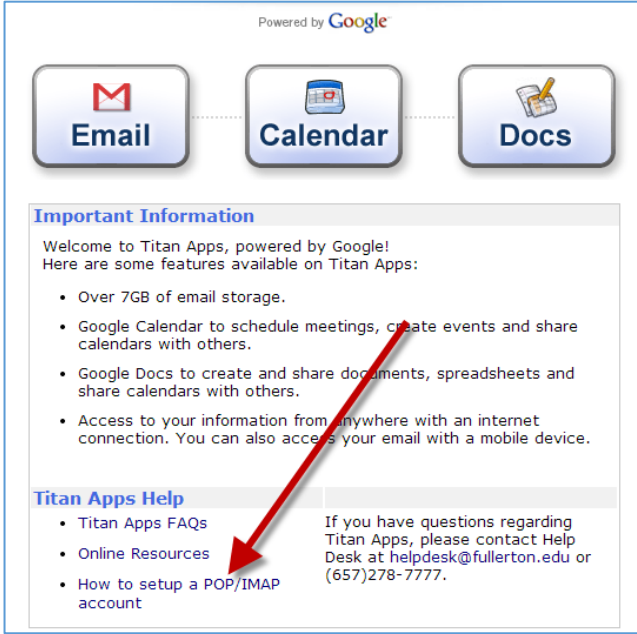
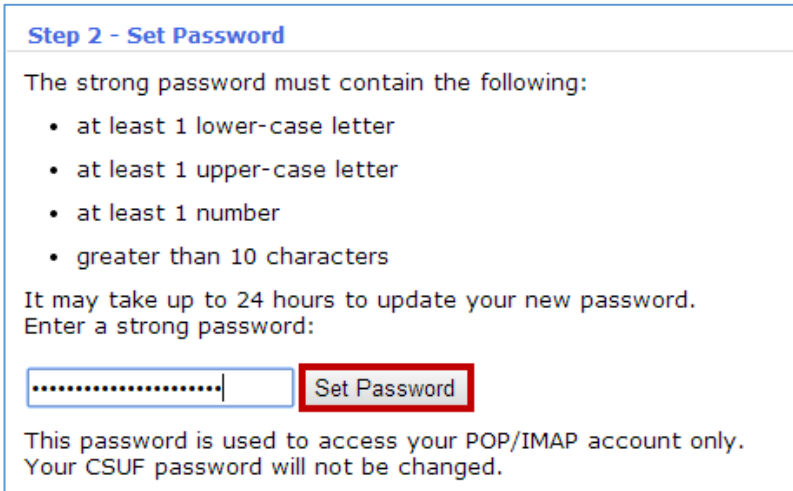
1. Tap **Settings**.
2. Scroll down and click on '**About Phone**' or '**About Device**' (Note: This may be in different places depending on which manufacturer and Android version you have.)
3. Look for the **Android Version**.

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


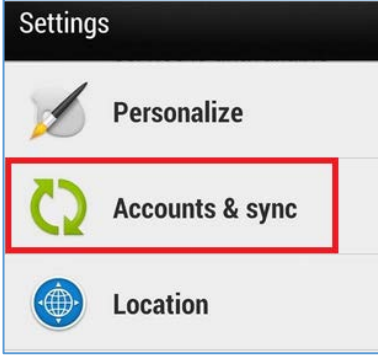
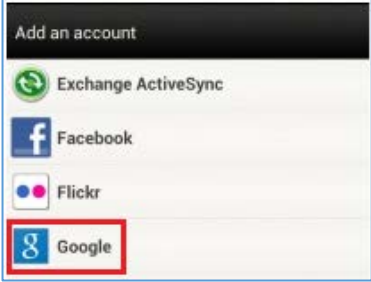
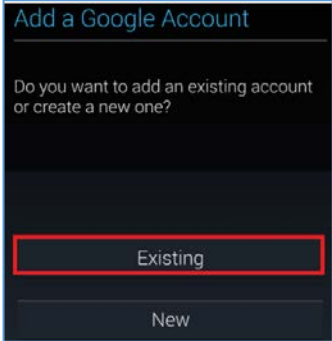
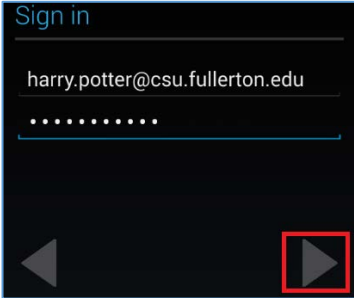
Android KitKat (Version 4.4) and Below

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 dropdown menu with the following options: Display density (with sub-options: Comfortable (on larger displays), Cozy (on larger displays), Compact), Configure inbox, Settings (highlighted with a red box), Themes, and Help.</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 with tabs for General, Labels, Inbox, Accounts, Filters, POP/IMAP (highlighted with a red box), and Download. Under the POP/IMAP tab, there is a 'Language:' section with 'Cal State Fullerton Mail display language:' set to '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>	

<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>Powered by Google</p> <p>Email Calendar Docs</p> <p><b>Important Information</b></p> <p>Welcome to Titan Apps, powered by Google! Here are some features available on Titan Apps:</p> <ul style="list-style-type: none"> <li>• Over 7GB of email storage.</li> <li>• Google Calendar to schedule meetings, create events and share calendars with others.</li> <li>• Google Docs to create and share documents, spreadsheets and share calendars with others.</li> <li>• Access to your information from anywhere with an internet connection. You can also access your email with a mobile device.</li> </ul> <p><b>Titan Apps Help</b></p> <ul style="list-style-type: none"> <li>• Titan Apps FAQs</li> <li>• Online Resources</li> <li>• <b>How to setup a POP/IMAP account</b></li> </ul> <p>If you have questions regarding Titan Apps, please contact Help Desk at <a href="mailto:helpdesk@fullerton.edu">helpdesk@fullerton.edu</a> or (657)278-7777.</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><b>Step 2 - Set Password</b></p> <p>The strong password must contain the following:</p> <ul style="list-style-type: none"> <li>• at least 1 lower-case letter</li> <li>• at least 1 upper-case letter</li> <li>• at least 1 number</li> <li>• greater than 10 characters</li> </ul> <p>It may take up to 24 hours to update your new password. Enter a strong password:</p> <p><input type="password"/> <input type="button" value="Set Password"/></p> <p>This password is used to access your POP/IMAP account only. Your CSUF password will not be changed.</p>

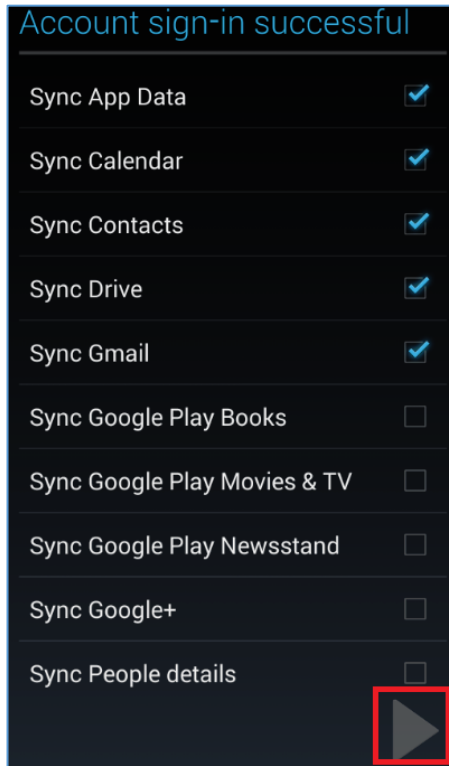


<p><b>Step Eight</b></p> <hr/> <p>In the App list, tap <b>Settings</b> (  <b>Settings</b> ).</p> <p>Then, Tap <b>Accounts &amp; Sync</b> or <b>Account</b>.</p> <p>Tap <b>+</b> or <b>Add account</b> to add an account.</p>	
<p><b>Step Nine</b></p> <hr/> <p>Tap <b>Google</b>.</p> <p>On the <b>Add a Google 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>	  

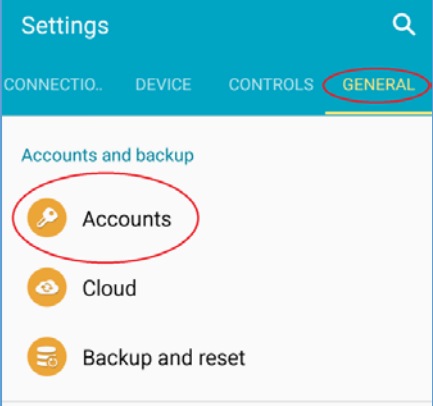
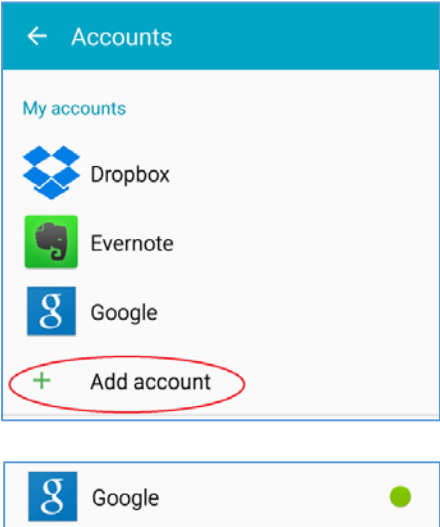
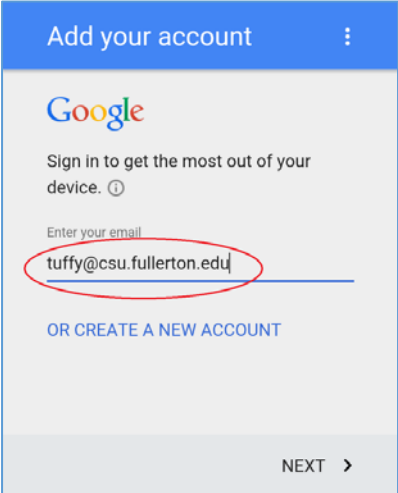
**Step Ten**

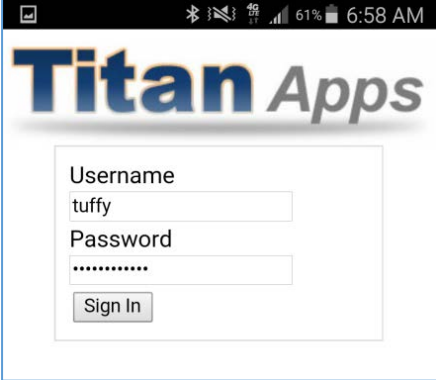
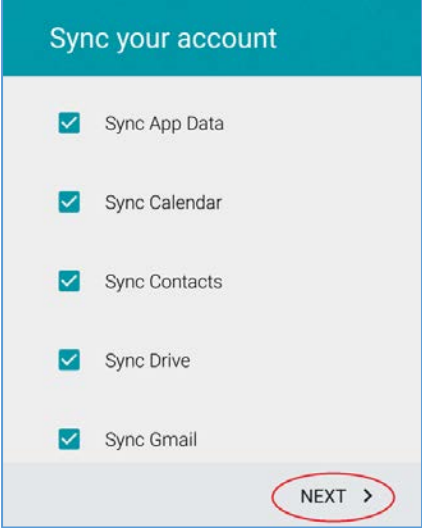
Choose whether you want to just sync your emails or if you want to sync your email, contacts and calendar items. Then tap the arrow or **Sign In**.

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 Corner 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).