

FASmail – How to access a Generic Mailbox on an iPhone, iPad or iPod

This document explains how to configure iPhone, iPad or iPod Touch (running Software Update 2.0 or later) to access email in a generic FASmail account.

Important Notes:

- UBC IT does not provide support for iPhone, iPad and iPod touch setup/installation. This document is provided as a general reference only.
 - It is a good idea to make a backup using iTunes before making any changes to your iOS device.
1. Ensure that you have permissions to access the generic account before proceeding. You can do this by logging into the generic mailbox with the Outlook Web App (OWA) using a web browser:
 - a. <https://www.mail.ubc.ca/owa/genericemailaddress@domain.ubc.ca>
 - i. ...where genericemailaddress@domain.ubc.ca is the email address associated with your generic mailbox.
 - ii. If you are able to access the mailbox, proceed to step 2. If not, please contact your department's IT administrator for assistance.
 2. From the *Home* screen, tap **Settings > Mail, Contacts, Calendars > Add Accounts... > Other > Add Mail Account**.
 3. On the New Account information screen:
 - a. In the **Name** field, enter the name of the generic account.
 - b. In the **Email Address** field, enter the email address of the generic account.
 - c. In the **Password** field, enter your own Campus-wide Login (CWL) password.
 - d. In the **Description** field, enter the name of the generic account.
 - e. When all fields are filled in, tap **Save**.



4. Ensure that the **IMAP** account type is selected.



5. In the **Incoming Mail Server** section:
 - a. In the **Host Name** field, enter: *imap.mail.ubc.ca*
 - b. In the **User Name** field, enter: *ead\yourCWLid\UsernameOfGenericAccount*
 - i. *YourCWLid* is the CWL login name that you use to access your own account.
 - ii. *UsernameOfGenericAccount* is typically the first part of the Generic account's email address before the @ symbol if the email address ends in @mail.ubc.ca.
 1. If the email address of the generic account does not end in @mail.ubc.ca and you don't know the generic account's username, please contact your department's IT administrator for assistance.



6. In the **Outgoing Mail Server** section:
 - a. In the **Host Name** field, enter *smtp.mail.ubc.ca*
 - b. In the **User Name** field, enter your Campus-wide Login (CWL) ID.



7. Tap **Save** and press the **Home** button. Your email will now appear in the Mail app.