Email Protection

Client Access FAQs
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Email Clients

As a result of recent security measures to help reduce spam/phishing attempts, the way you access your University of Miami Office 365 (O365) mailbox may change.

If you access your O365 mailbox using IMAP/POP, you will only be able to do so using a Virtual Private Network (VPN) when you are not on the UM network.

For more information about accessing your O365 mail, please see below:

Will this affect all the email accounts on my computer?

No. It will only affect your University of Miami O365 mailbox.

How do I know if I am checking my O365 mailbox using IMAP/POP?

If you are using Outlook, Outlook on the Web, or the Outlook for iOS/Android app to read your email, you most likely do not need to make any changes.

If your email client lists “IMAP/SMTP” and “POP” under Type or Account, you are using IMAP or POP. To check your email client, please follow the steps below:

Outlook 2016 for PC

1. In Outlook, click File > Account Settings > Account Settings.
2. In the Account Settings window that appears, look for your email address on the Email tab that appears.
3. Look at the Type column.

Outlook 2016 for Mac

1. In Outlook, click Tools > Accounts.
2. Select your account from the Accounts pane that appears.
3. With the account selected, look at the text just above Account Description.

Apple Mail

1. Click the Mail menu and select Preferences.
2. The Preferences will open and display the Accounts tab.
3. Locate your University O365 mailbox on the left. Look at the text underneath your email address.
Outlook for iOS/Android
1. In the app, tap the **three lines** in the upper left-hand corner.
2. Tap the **gear icon** in the bottom left.
3. A list of accounts will appear. Look at the text underneath your email address.

iOS device (iPhone/iPad)
1. Tap the **Settings icon** on your phone.
2. Scroll down and tap **Accounts & Passwords**.
3. Tap your University account.
4. Look above the line that reads **Account**.

Android device
1. From your Home Screen, swipe up to get to your **App Drawer**.
2. Scroll down and select **Settings**.
3. Select **Users & Accounts**.
4. A list of email accounts will appear. Under each email account, you will find the account type method.

I am using IMAP/POP. What do I do if I am on/off campus?

If you are **on** campus and using the UM network, no action is required to check mail.

If you are **off** campus or not using the UM network, you will need to use the [University's virtual private network (VPN), Pulse](https://example.com) to access your mailbox.

What if I don’t want to use VPN on my computer?

We recommend using the [Outlook on the Web](https://outlook.com) or configuring your email client using the instructions found [here](https://example.com).

How do I switch my desktop email client from using IMAP?

You will need to remove your O365 mailbox from your email client and add it back using the linked instructions below.

- [Outlook 2016 for PC](https://example.com)
- [Outlook 2016 for Mac](https://example.com)
- [Apple Mail](https://example.com)
- [Windows 10 Mail](https://example.com)
Mobile Devices

**What if I check my mail on my phone?**

You can check your mobile device configuration using the steps “How do I know if I am checking my mailbox using IMAP?” If your device is using IMAP, please use UM’s VPN.

**Will this affect all the email accounts on my mobile device?**

No. It will only affect your University of Miami O365 mailbox.

**What if I don’t want to use VPN on my phone?**

We recommend using the Outlook for iOS/Android app or using Outlook on the Web. Outlook for iOS/Android installation steps can be found here.

**What if I have a departmental mailbox configured to a mobile device?**

If you have previously taken our steps to configure a departmental mailbox to your phone, you will need to use VPN when checking the mailbox off campus. Those instructions require configuring the mailbox using IMAP.

**How do I switch my mobile email client from using IMAP?**

You will need to remove your O365 mailbox from your email client and add it back using the linked instructions below.

- Outlook for iOS/Android *(Recommended)*
- Native Mail App