
Setup or Modify CDHB Mail Account on Android or iPhone

[Further device specific instructions](#) (CDHB Intranet site)

SETUP CDHB MAIL (EXCHANGE) ACCOUNT on **Android** Phone

1. Go to the Start screen. To open the menu, swipe up or down on the screen.
2. Choose **Samsung**.
3. Choose **Email**.
4. If this screen appears, choose the list symbol. Choose the settings Symbol and then **Add account**. If this screen does not appear, go to the next step
5. Choose **Email address** and enter your CDHB email address
6. Choose **Password** and enter your CDHB password
7. Choose **MANUAL SETUP**
8. Choose **Microsoft Exchange ActiveSync**
9. Under **Email Address** enter your CDHB email address if not already there
10. Under **Domain\username** enter **cdhb\username** (eg cdhb\mobilesupport)
11. Under **Password** enter your CDHB password if not already there
12. Scroll down
13. Under **Exchange server** enter mail.cdhb.health.nz
14. Choose **SIGN IN**. The information will be verified. If an error message is displayed, verify the settings and choose **SIGN IN**.
15. The Email account has been configured and is ready for use. Return to the start screen.

[Further help on Android Exchange Mail Setup](#) (Microsoft external website)

SETUP/MODIFY CDHB MAIL (EXCHANGE) ACCOUNT on **iPhone**

The following steps can only be completed provided you have an active data connection either by Wi-Fi or mobile data

You must also have added a minimum 4 digit security PIN to the phone otherwise during email setup you will be prompted to add one

1. Tap **Settings**



2. Tap **Accounts & Password**
3. Tap **Add Account**

4. Tap **Exchange**
5. Enter your exchange (CDHB) email address, Password & Tap **Next**
6. Tap the **Server** field
7. Enter in your exchange server address as **mail.cdhb.health.nz** scroll to bottom and tap the right arrow
8. Tap **Edit Details** when the message “Couldn’t open connection to server” comes up
9. Tap the **Domain** field
10. Enter in **CDHB**
11. Tap the Username field
12. Enter in **Your network username** (Remember to enter your computer login username)
13. Tap Next



Example of required settings

14. If a Passcode has not been setup, the device will prompt for one to be set.
15. Tap the home button and wait a few minutes for email to sync
16. You should now be able to access email from the email icon

IMPORTANT Note that when you change your network password, you must also then manually **Modify** the password within email settings to continue accessing your CDHB exchange email on your smartphone, instructions to do this below. *“Its best practice to change your password on your smartphone immediately after changing it on the computer”*

To **Modify** the network password in Exchange email settings

1. Tap **Settings**



2. Tap **Accounts & Password**
3. Tap **Exchange**

4. Tap **Account** (email address)
5. Under "Password" tap and enter in your new network password
6. Tap **Done** at the bottom and wait for new server settings to be checked
7. Tap the **Home button** to return to the **Home Screen**
8. Within a few minutes emails should be syncing again

[Further help on IOS Exchange Mail Setup](#) (Microsoft external website)