

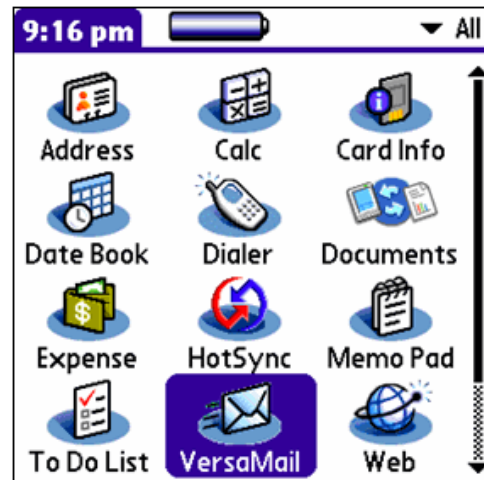
## Get OHSU Email on a Palm Handheld Using VersaMail

These instructions assume three things:

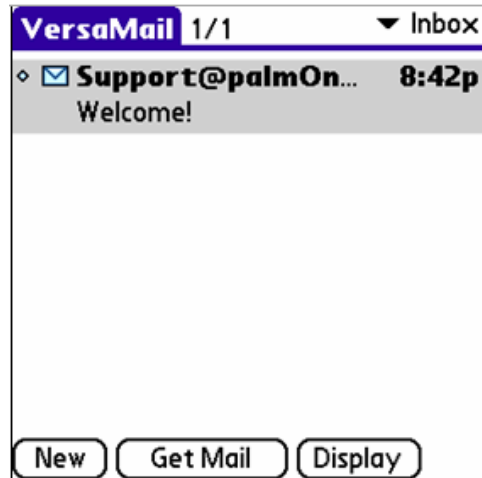
- A. You have a wireless Palm OS handheld device:
  - Palm Treo 600 or 650
  - Palm LifeDrive
  - Palm Tungsten
  - Palm TX
- B. The device supports VersaMail 2.7
- C. VersaMail 2.7 (or higher) is installed on the device

### To configure the device

1. Select **Applications** (or, on some models, **Home**).
2. In the upper right-hand corner of the screen, select the down arrow and then select **All**.
3. Select **VersaMail**.



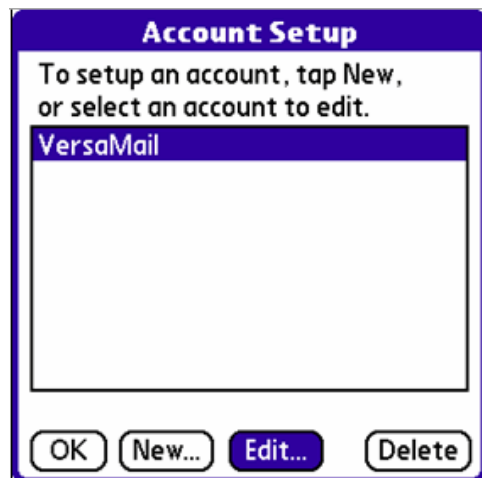
4. If you see a screen entitled "Account Setup", skip to step 8. If you see the VersaMail window, select **VersaMail** in the upper-left hand corner of the screen.



6. Select **Accounts > Account Setup**.

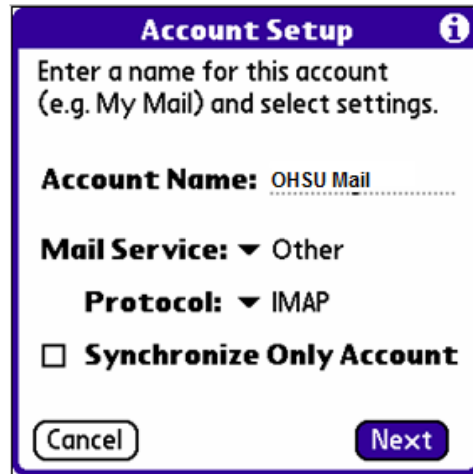


8. Select **Edit**.



9. Account Name: **OHSU Mail**.  
Mail Service: **Other**.  
Protocol: **IMAP**

10. Make sure there is no checkmark in the box next to **Synchronize Only Account**. Select **Next**.



Username: (enter your OHSU network ID).  
Password: (enter your OHSU network password).  
Select **Next**.

14. Email Address: (enter your OHSU email address).  
Incoming Mail Server: **mail.ohsu.edu**  
Outgoing Mail Server: **mail.ohsu.edu**  
Select **Next** button to continue.




15. The account set-up is complete. Select **Next**.

16. Incoming Mail Options: Check or uncheck the two items according to your preference.

**Note:** ITG recommends checking **Get unread mail ONLY**. You cannot affect your Exchange email account, so the option **Delete messages on the server when they are deleted in VersaMail**, even if checked, will not work.

Port Number: **993**.

Make sure a checkmark appears next to **Use Secure Connection (SSL)**.

**Maximum Message Size** (333 KB recommended).



17. Select **Next**

18. Your Name: (enter your first and last name).  
Select **Next**.

19. cscs Outgoing Mail Options: If you want to create a signature (e.g., name, address, phone, etc.) to append to each email you send, check **Attach signature to messages** and then enter your signature information in the memo field that appears. Select **Next**.

20. **Advanced Outgoing Options:** make sure the Port Number is **25**.

Check both **Use Secure Connection (SSL)** and **My server requires authentication (ESMTP)**.

Username: Enter your OHSU network ID.

Password: Enter your OHSU network password.

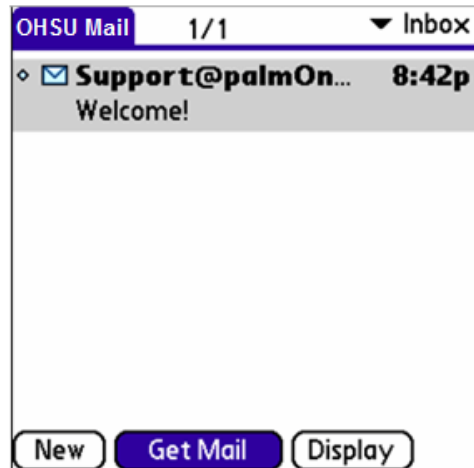
Select **Done** to complete the setup.



21. If an **Overwrite Account?** message appears, click **Yes** (this message appears whenever you are updating a profile with the same name).
22. You are returned to the **Account Setup** window. Select **OK**.



23. To check your OHSU Mail account from your PDA, select **Get Mail**.
24. In the Get Mail Options, select **Messages** (unless you want to retrieve only the subject line of your email messages), and place a check next to **Sync IMAP Folders**. Select **OK**.
25. If the connection was successful, you will see the number of new messages you have received (if any). You can now access any message by tapping on the message.



### Troubleshooting

If you were not able to connect, check that the following:

1. Your password is correct in both places in the account setup.
2. Your network connection is working. (e.g., for Wi-Fi, check that your PDA is in range of a wireless access point by opening a Web browser.)
3. Your PDA's calendar is set to the correct date. (To correct the date, from your home screen select **Preferences > General > Date & Time** and enter the current date.)

