# CITY OF MADISON INFORMATION TECHNOLOGY
## Smart Phone Support Policy

## Overview

**Effective:**    10/01/2018

**Amended:**    04/22/2021

**Objective:**    Ensure employee access to City Exchange email on smart phones.

**Contact:**    IT Help Desk, (608) 266-4193, helpdesk@cityofmadison.com

## Policy

The purchasing of City-owned smart phones is managed by individual agencies and the Finance Department.

Support from the IT Help Desk is limited to providing the required information and assistance to configure a City Exchange email account on the employee's device (personal or city-owned) and ensuring that the device has Internet access.

Staff can find additional resources on EmployeeNet / Information Technology / Training & Support / Phones.

Customers should contact their service provider for any other assistance.

## Instructions

**NOTE:** Whenever staff update their network password on their computer, they will also need to update their password on their smartphone.

Staff can find additional resources on EmployeeNet / Information Technology / Training & Support / Email.

### Configuring a City Exchange email account on a smartphone

Please refer to the device's user guide for detailed Exchange email account setup instructions, as the setup steps vary by manufacturer and/or device. Most email setup will be located under Settings/Mail – choose Exchange. All Android, Windows Phones, and iPhones will ask for the following information:

- **Email:** full city email address (i.e., asmith@cityofmadison.com)
- **Server:** email.cityofmadison.com
- **Domain:** city
- **Username:** two letter City department abbreviation and the user's initials (i.e., itabc)
- **Password:** the account's network (Outlook) password