



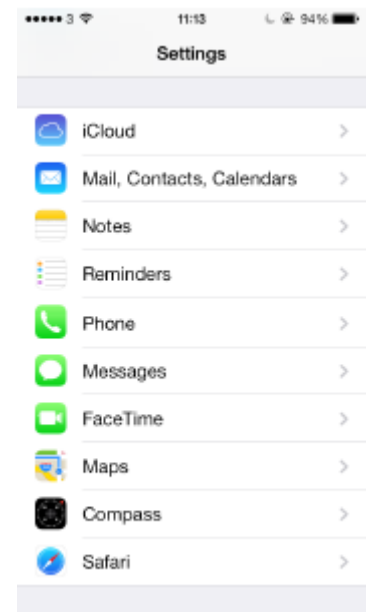
## Access to the Email (CWEM) System Using iPhone

- Applicable for iOS 7 or above
- For enquiries, please write to ITSC ServiceDesk  
(<https://servicedesk.itsc.cuhk.edu.hk>)

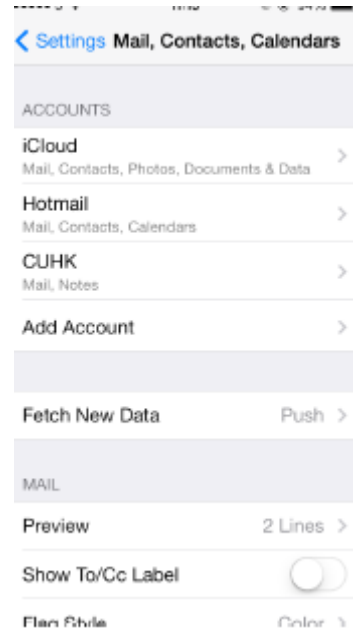
### 1.1 Choose **Settings**.



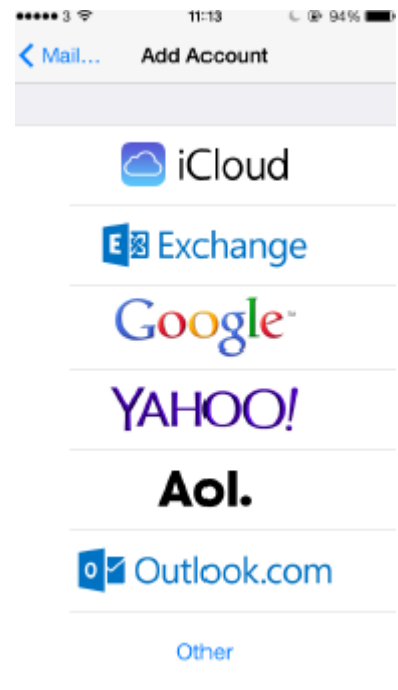
### 1.2 Choose **Mail, Contacts, Calendars**.



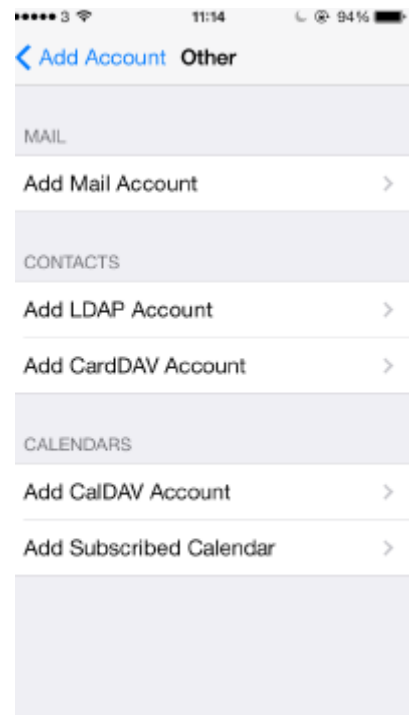
1.3 Choose **Add Account**.



1.4 Choose **Other**.



1.5 Choose **Add Mail Account**.



1.6 Enter the following information:

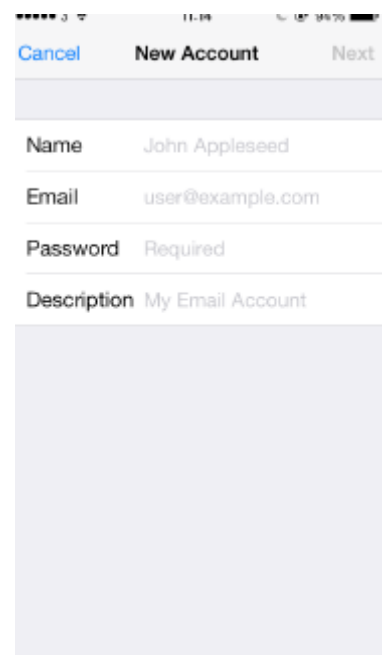
Name: Full name (e.g.: Chan Tai Man)

Email: alias@cuhk.edu.hk or  
computing\_id@mailserv.cuhk.edu.hk  
e.g.: mikechan@cuhk.edu.hk or  
bxxxxxx@mailserv.cuhk.edu.hk

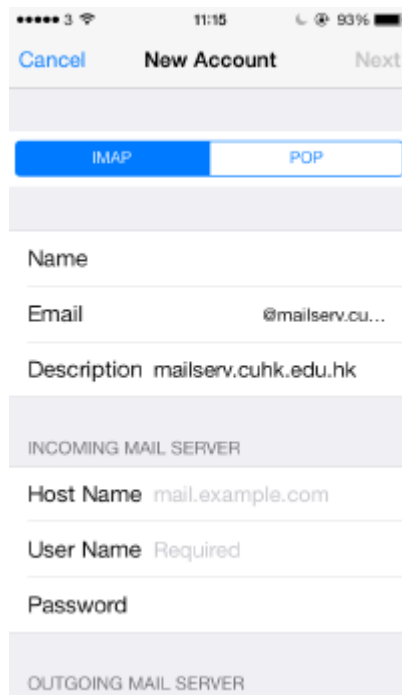
Password: Your OnePass (CWEM)  
password

Description: CUHK Webmail for Staff

Please visit  
<http://www.cuhk.edu.hk/itsc/onlineapp/form/alias.html>  
about email alias details.



## 1.7 Choose IMAP



## 1.8a Enter the following setting in **Incoming Mail Server and Outgoing Server**

### **Host Name**

**mailserv.cuhk.edu.hk**

### **User Name**

*Your Computing ID*

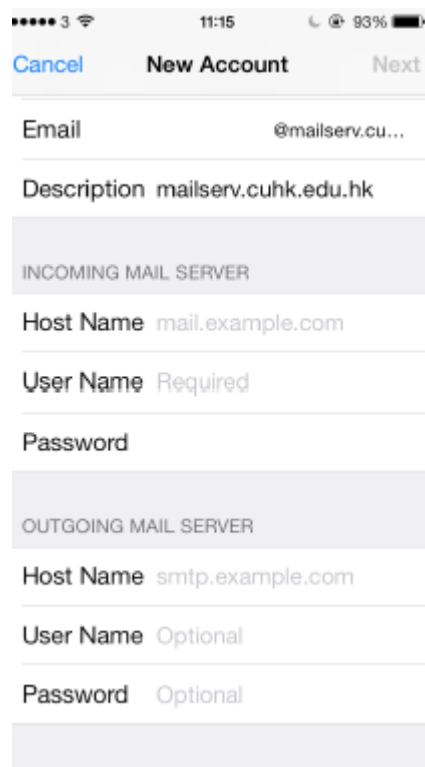
E.g. : bxxxxxx

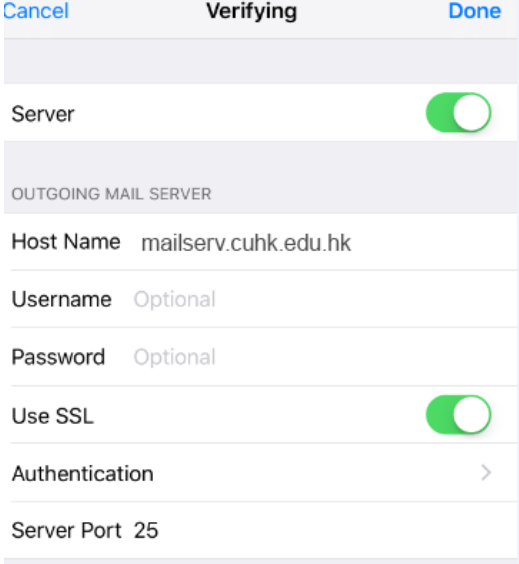
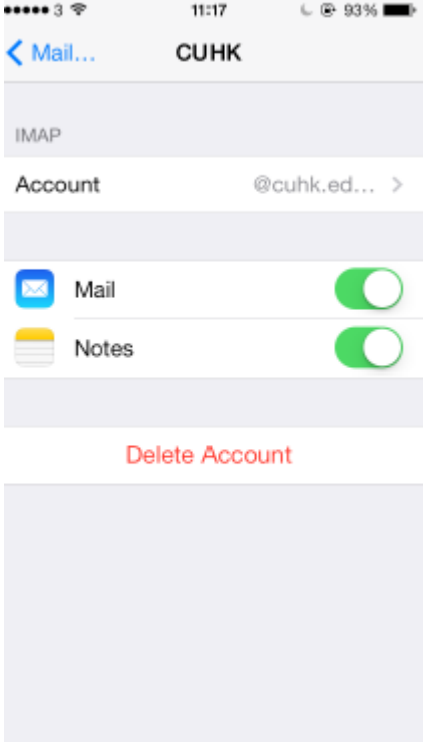
### **Password**

*The OnePass (CWEM) password of your account*

Remark:

1. Enter the **same settings** in both **Incoming Mail Server** and **Outgoing Mail Server**.
2. This process may takes a few minutes.



<p>1.8b If you fail to connect to <b>Outgoing (SMTP) Mail Server</b> with the settings above, please go to <b>Setting &gt; Mail, Contacts, Calendars &gt; the webmail account you just setup &gt; SMTP &gt; mailserv.cuhk.edu.hk</b>(under Primary Server)</p> <p>For outgoing mail server:  <b>Host Name:</b> mailserv.cuhk.edu.hk  <b>Use SSL:</b> On  <b>Authentication:</b> Password  <b>Server Port:</b> 25 or 465</p>	 <p>The screenshot shows the 'Verifying' screen for an outgoing mail server. At the top, there are 'Cancel' and 'Done' buttons. Below is a 'Server' toggle switch which is turned on. Under the heading 'OUTGOING MAIL SERVER', the 'Host Name' is set to 'mailserv.cuhk.edu.hk'. The 'Username' and 'Password' fields are both set to 'Optional'. The 'Use SSL' toggle switch is also turned on. The 'Authentication' field has a right-pointing chevron. The 'Server Port' is set to '25'.</p>
<p>1.9 Account Added</p>	 <p>The screenshot shows the 'Mail' settings for a CUHK account. At the top, there are status icons for signal strength, time (11:17), and battery (93%). Below the account name 'CUHK', it shows 'IMAP' and 'Account @cuhk.ed...'. There are two toggle switches: 'Mail' and 'Notes', both of which are turned on. At the bottom, there is a red 'Delete Account' button.</p>

**Prepared by:** User Support Division, Information Technology Services Centre

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**Centre , The Chinese University of Hong Kong**