

HOW TO RESET EMAIL ON HTC ANDROID DEVICES

Some Devices are allowing you to Select Applications > Settings > Account & Sync > Open your Email Account, Open Account Settings and change the server name and user name.

Server name is: m.outlook.com or contact your local Help Desk.

User name changes from firstname.lastname to firstname.lastname@nebraska.gov

If that does not work, follow the below instructions.

SOME HTC ANDROIDS MUST HAVE THE EXCHANGE ACCOUNT REMOVED AND RE-ADDED. HOW TO REMOVE EMAIL ACCOUNT:

Select Applications > Settings > Account & Sync >

Open your Exchange Email Account

Scroll Down until you see Remove Account

You should now be on the screen where you can select to Add Account.

You may also press the HOME key and start fresh following the instructions below. Select

Applications > Settings > Account & Sync > Add Account >

Select **Exchange ActiveSync®**.

Enter the email address and password then select **Next**.

Ensure the information within the following fields is correct:

- o Email address: firstname.lastname@nebraska.gov
- o Server address : mobile.nebraska.gov
- o Domain: STN
- o Username : firstname.lastname@nebraska.gov
- o Password : this is your email login password
- o This server requires an encrypted SSL connection
☑ Enabled when a green check mark is present.

Select **Next**.

Select any of the following (data to synchronize with the Exchange Server):

- Mail
- Contacts
- Calendar

Select **Finish setup**.

If a Security policy is required, select OK