



## Student Computer Help Desk



190 Watson Hall Mailroom  
x4001



### RockMail Configurations

Below are the steps required to setup e-mail access using an on-campus internet connection. These configurations may not work off campus. For off campus configurations, the Outgoing Mail Server needs to be the one used by your internet provider.

#### Outlook 2003

1. Open Outlook
2. Click on **Tools > E-mail Accounts**
3. Select **Add a new e-mail account** then click **Next**
4. Choose **POP3** as the server type and click **Next**
5. Fill in the following information:
  - User Information**
    - Your Name:** Student's full name (i.e. Johnny Doeman)
    - E-mail Address:** Student's full e-mail address including domain (i.e. [jhd1234@sru.edu](mailto:jhd1234@sru.edu))
  - Server Information**
    - Incoming mail server (POP3):** rockmail.sru.edu
    - Outgoing mail server (SMTP):** rockmail.sru.edu
  - Login Information**
    - User Name:** Student's SRU account name (i.e. jhd1234)
    - Password:** Student's SRU account password (i.e. 010185)
6. Click **Test Account Settings...** After receiving **Congratulations! All tests completed successfully**, click **Close**.
7. Click **More Settings** on the right hand side
8. Under the Advanced Tab, click **Leave a copy of messages on the server (optional)**
9. Click **OK**
10. Click **Next** then click **Finish**

## Outlook 2007

1. Open Outlook
2. Go to **Tools**
3. Click on **Account Settings**
4. Under E-mail Tab, Click **New**
5. Choose **Microsoft Exchange, POP3, IMAP, or HTTP**
6. Click **Next**

### User Information

**Your Name:** Student's full name (i.e. Johnny Doeman)

**E-mail Address:** Student's full e-mail address including domain (i.e. jhd1234@sru.edu)

7. Check **Manually Configure Server Settings or Additional Server Types**
8. Click **Next**
9. Fill in the following information:

### Server Information

**Incoming mail server (POP3):** rockmail.sru.edu

**Outgoing mail server (SMTP):** rockmail.sru.edu

### Login Information

**User Name:** Student's SRU account name (i.e. jhd1234)

**Password:** Student's SRU account password (i.e. 010185)

10. Click **Test Account Settings...** After receiving **Congratulations! All tests completed successfully**, click **Close**.
11. Click **More Settings** on the right hand side
12. Under the Advanced Tab, click **Leave a copy of messages on the server (optional)**
13. Click **OK**
14. Click **Next** then click **Finish**

## Microsoft Entourage

1. Click **Entourage**
2. Go to **Account Settings**
3. Click **New**
4. Account Type "**Exchange**"
5. Click **OK**

### User Information

**Account Name:** RockMail

**Name:** Student's full name (i.e. Johnny Doeman)

**E-Mail Address:** Student's full e-mail address including domain (i.e. jhd1234@sru.edu)

**Account ID:** Student's username (i.e. jhd1234)

**Password:** Student's SRU account password (i.e. 010185)

**Domain:** sru.net

**Exchange Server:** rockmail.sru.edu

6. Click the Box: **"This DAV service requires a secure connection (SSL)"**
7. Click **OK**
8. Click **Exit**

### **Apple Mail**

1. Open Apple Mail
2. Click **Mail > Preferences**
3. Open the **Accounts** tab and click the plus '+' along the bottom to add a new account
4. Enter the following information:
  - Account Type:** POP or Exchange
  - Description:** Rockmail
  - E-mail Address:** Student's full e-mail address including domain (i.e. jhd1234@sru.edu)
  - Full Name:** Student's full name (i.e. Johnny Doeman)
  - Incoming Mail Server:** rockmail.sru.edu
  - Username:** Student's SRU account username (i.e. jhd1234)
  - Password:** Student's SRU password (i.e. 010185)
5. Select **Add Server** from the pop-up labeled **Outgoing Mail Server (SMTP)** and enter rockmail.sru.edu in the **Outgoing Mail Server** field.
6. Click **OK**

### **BlackBerry RockMail Configuration Without E-Mail Wizard**

- **An e-mail account must first be set up through the provider's BlackBerry site before trying to add another e-mail account.**
  - **Provider BlackBerry Sites:**
    - **Verizon** – [www.blackberry.com/go/vzw](http://www.blackberry.com/go/vzw)
    - **ATT** – [www.blackberry.com/go/ATT](http://www.blackberry.com/go/ATT)
    - **Alltel** – [www.alltel.blackberry.com](http://www.alltel.blackberry.com)
    - **Sprint** – [www.sprint.blackberry.com](http://www.sprint.blackberry.com)
- **To Add Your Rockmail Account:**
  1. On your BlackBerry, go to the **E-mail Settings** Icon
  2. On the **E-mail Account Set-up** page, enter your SRU e-mail address (for example: abc1234@sru.edu), leave the password field blank, and select **Next**. You should see a screen that says **We are unable to set up your e-mail account**
  3. Select **I will provide the settings to add this e-mail account**, then **Next**
  4. Select **Internet Service Provider E-mail (POP/IMAP)**, then **Next**

5. Select **I will provide the settings to add this e-mail account**, then **Next**
6. On the configuration screen, make sure your e-mail address is correct
7. Enter **srunet\username** (for example: srunet\abc1234) and your **SRU Rockmail Password**
8. Enter **rockmail.sru.edu/exchange** as the e-mail server
9. Select **Next**

## BlackBerry RockMail Configuration with E-mail Wizard

- **To Add Your Rockmail Account:**
  1. On your BlackBerry, go to the **Setups Folder** and then **E-Mail Settings**
  2. Select **Add**
  3. Select **Other**
  4. On the **E-mail Account Set-up** page, enter your SRU e-mail address (for example: abc1234@sru.edu) and enter a space for your password, select **Next**.
  5. Select **I will provide the settings to add this e-mail account**
  6. Select **Personal Account**
  7. Select **"I don't use a mail client to receive this mail."**
  8. Enter you **SRU username** (abc1234) and your SRU password
  9. Enter **rockmail.sru.edu** as the e-mail server
  10. Select **Next**

## iPhone and iTouch RockMail Configuration

1. Choose **Setting**.
2. Choose **Mail, Contacts, Calendars**.
3. Choose **Add Account**.
4. Choose **Microsoft Exchange or Other** and enter the following information:
  - a. E-mail: your SRU e-mail [e.g., [abc1234@sru.edu](mailto:abc1234@sru.edu)]
  - b. Domain: srunet
  - c. Username: "your SRU username" [e.g. abc1234]
  - d. Password: your SRU Password
  - e. Make sure Use SSL is **On**
5. Choose **Next**. The verification process will begin and on the screen that is displayed, enter the following information:
  - a. Server: rockmail.sru.edu.
6. Choose **Next**. The verification process will continue.
7. On the screen that appears, turn ON/OFF the SRU services that you want delivered to your iPhone.
8. Choose **Save**.
9. This completes the set-up process.

## **Others**

To allow students to connect with e-mail clients or mobile devices not specified here, give them this information:

**Full Name:** Student's full name (i.e. Johnny Doeman)

**E-mail Address:** Student's full e-mail address ([jhd1234@sru.edu](mailto:jhd1234@sru.edu))

**Username:** Student's username (jhd1234)

**Domain:** srunet

**Mail Server Type:** POP3 or Exchange

**Incoming Mail Server:** rockmail.sru.edu

**Outgoing Mail Server:** rockmail.sru.edu