

Intended Usage of Document

This document is intended to be used to set up a 3rd party e-mail device (cell phone or computer) to access GroupWise. The information here is fairly generic, so it should work with most any system. Only e-mail is supported using this method. Calendar and contact information is not available outside of GroupWise client. To access contact or calendar data, either the GroupWise client, Webmail, GroupWise Mobile or Blackberry is required.

IMAP vs. POP3

IMAP and POP3 are both protocols for getting e-mail from the KUMC GroupWise servers. IMAP is the suggested connection method. IMAP is a real time “live” connection with GroupWise where POP3 checks periodically for updates and downloads the data to your device.

IMAP Advantages and Disadvantages

IMAP typically does not store data on the device being used. When the e-mail client is started it will connect to the KUMC GroupWise servers and retrieve e-mail live just like GroupWise does. When an e-mail is deleted or read, GroupWise is updated immediately. IMAP typically uses a live connection so nothing is available if there is no data connection (like on an airplane) unless the device or software supports an off line mode. For cell phones, an unlimited data access account is highly recommended.

POP3 Advantages and Disadvantages

POP3 stores e-mail on the device being used. Periodically the device checks GroupWise and downloads new e-mail. Any e-mail deleted or read is **not** updated in GroupWise. If an e-mail is deleted from the POP3 device, it will download again from GroupWise. If no connection is possible (like on an airplane) the e-mail previously downloaded is still on the device and available. POP3 is only best when an unlimited data plan is not in place and there is a charge for the amount of data being transferred or access is needed when no connection is available. **WARNING: If you accidentally delete an e-mail from GroupWise and you had not read it yet, the e-mail is gone and can't be restored.**

SMTP

SMTP is a protocol to send e-mail from a personal device. If a device uses IMAP or POP3 to retrieve e-mail, SMTP is used to send out e-mail. Recently KUMC changed the SMTP server to use **Secure SMTP**. The secure version of SMTP is safer and can be used anywhere. Previously the SMTP server could only be used on campus. Any device previously setup to use SMTP or a personal SMTP server should be changed to use the new secure SMTP server.

How to Setup an E-mail Enabled Device or Program

There are literally hundreds of devices and software programs that are e-mail enabled and it would be nearly impossible to list every possible setup. Fortunately, they generally use a setup routine and ask similar questions.

Below is the KUMC specific information that will be asked:

POP3/IMAP Server: GWIA.KUMC.EDU
Outbound/SMTP Server: SMTPS.KUMC.EDU
Outbound/SMTP Port: 989 (Note: If there is no place for the port number in your e-mail program, you should include the port number after a colon in the Outbound/SMTP Server information as such "smtps.kumc.edu:989" You may also have to select "advanced" to display additional configuration options.)
Authentication: Required
Authentication: ID: Your KUMC GroupWise user ID
Authentication Password: Your KUMC GroupWise password
Encryption Type: TLS or Auto

FAQ

Q: My device was working fine and now I can't send out e-mail. I can still get my e-mail. What's wrong?

A: Previously KUMC used just SMTP. Recently we switched to Secure SMTP. You will need to add the secure port, name, encryption type, and ID/password.

Q: My device was working fine and now I can't send or receive e-mail. What's wrong?

A: Sounds like the GroupWise password has changed recently. Update your device or software with your new password. If you had a name change recently, the account ID might need to be updated. If you are no longer a student or employee, your account may have expired and you will not have access until your account has been enabled again. The user name and password can be verified by logging on to Webmail (<https://webmail.kumc.edu>).

Q: I don't see a place where I can put in the secure SMTP settings, where are they?

A: In some programs there is an advanced tab on the Outgoing e-mail page and that is where the secure settings are located.