

FAQ for iPad (iOS 4.x)

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1. Connecting to CityU WLAN

a) Tab “Home” and select “Settings”.



b) Select “Wi-Fi”.



- c) Turn on the “Wi-Fi” and it will auto detect for wireless networks available. Select “CityU WLAN (WPA)”.



- d) Enter your EID and network connection password i.e. the EID and password that you use to login the campus staff network. Press “Join” to establish connection.



- e) Our server will provide its certificate to the iPad for validation. You should see any one of the following valid combinations:

- 1) cias.ad.cityu.edu.hk
Entrust.net Secure Server Certification Authority
- 2) cias.ad.cityu.edu.hk
DigiCert High Assurance EV Root CA
- 3) cias1.ad.cityu.edu.hk
DigiCert High Assurance EV Root CA

Example:



Press “Accept” if the information shown is correct, otherwise you may probably be connected to a rouge/unknown server and you should cancel the connection immediately.

e) Upon successful logon, you can access the Internet.



Note:

- When Wi-Fi is turned on, your device will try to connect to the most recently used Wi-Fi network (“known” network). If the most recently used network is not available (turn off or out of range), it will try to look for the second last one, so on and so forth.
- Wi-Fi connection is still available even the device is in “Flight mode” which you may wish to turn off when Wi-Fi connect is not desired, e.g. in aircraft, save cost, save battery life.

2. Accessing JSMS email via the built-in email client (for staffs and students)

a) On the Home screen, tap “Settings”.



b) Tap “Mail, Contacts, Calendars”, then tap “Add Account...”.



c) Tap "Other".



d) Tap "Add Mail Account".

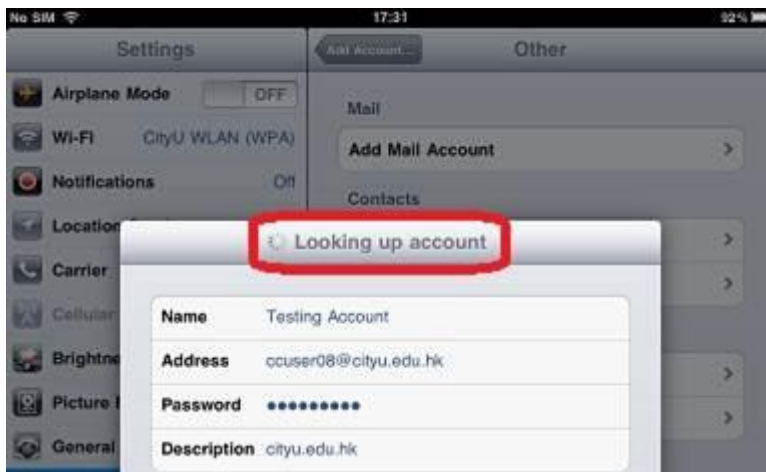


e) Enter the information accordingly:

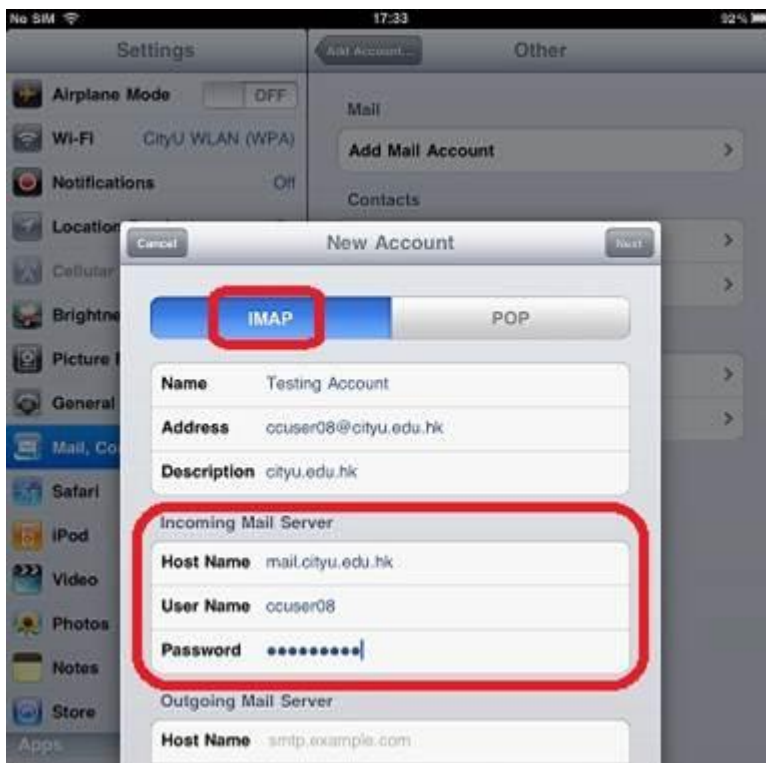


- Name: Your personal name
 - Address: Your full email address (for staff, i.e. CityU EID@cityu.edu.hk, for students, i.e. CityU EID@student.cityu.edu.hk)
 - Password: Your email account password
 - Description: The description of this account for your own reference
- After all the information was filled in, tap “Next” to continue.

f) Your email account will then be verified “looking up”. Please wait till this process to complete.



g) Tap “IMAP”, and then enter the following information for the “Incoming Mail Server” accordingly:



- Host Name: “mail.cityu.edu.hk” for staff, “stdmail.cityu.edu.hk” for students
- User Name: Your EID (e.g. ccuser08)
- Password: Your email account password

Then scroll down to the “Outgoing Mail Server” section.

- h) Enter “ausmtp.cityu.edu.hk” (for both staff and students) to the “Host Name” field, your full email address (e.g. “ccuser08@cityu.edu.hk” for staff, or “student08@student.cityu.edu.hk” for student) to the “User Name” field and your email account password to the “Password” field. Tap “Next” to continue.



- i) Your credentials will then be verified. Please wait till the verifications to complete.



- j) Select the items you would like to sync between your iPad and the email server, tap "Next" to continue.



- k) Setup is now complete. The new account can be found under “Mail, Contacts, Calendars”.



3. Setting up the Microsoft Exchange account (for staff only)

- a) On the home screen, press “Settings”.



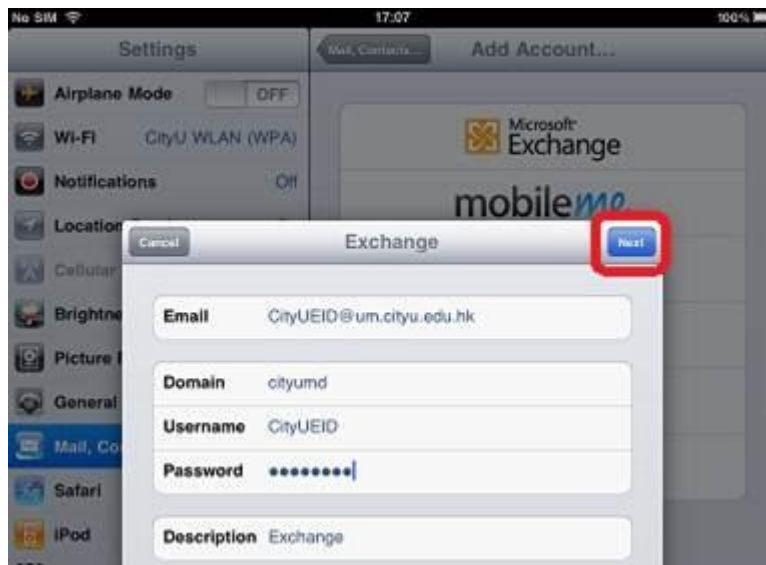
b) Tap “Mail, Contacts, Calendars”, then tap “Add Account...”.



c) Tap “Microsoft Exchange”.



d) Enter the following information:



- Enter your Exchange account (i.e. CityU EID@um.cityu.edu.hk) to the “Email” field
 - Enter “cityumd” to the “Domain” field
 - Enter your CityUEID to the “Username” field
 - Enter your network connection password to the “Password” field
- Tap “Next” to verify your information provided.

e) The “Server” field should be filled in automatically. If not please enter “mobile.um.cityu.edu.hk”. Tap “Save” to save your settings.



- f) If all your information provided is correct, you will be asked what kind of information you would like to be synchronized, please select them accordingly. Tap “Save” to save the settings.



Additional setting: configure the number of days of mail to be synchronized each time.

- g) Inside “Mail, Contacts, Calendars” settings, tap “Exchange”.



h) The settings for the existing account will be shown. Tap “Mail Days to Sync:



i) Choose the mail days to be synchronized at your wish; the default is “3 Days”.



4. Setting up Blackboard Mobile client

- a) Tap the icon “App Store” on the home screen on the device.



- b) Tap Search, type “blackboard” and then tap “blackboard mobile learn” from the suggestions.



- c) iPad and iPhone apps for Blackboard Mobile Learn will be shown as below. Tap the “Free” button for iPad app to install. It can be found in this link and QR code too:

[“http://itunes.apple.com/us/app/blackboard-mobile-learn/id364252826?mt=8”](http://itunes.apple.com/us/app/blackboard-mobile-learn/id364252826?mt=8)





You may be asked for your Apple ID when you are going to purchase any apps from the iTunes app store (even they are free apps). For how to obtain an Apple ID,



please visit "<https://appleid.apple.com/>"

- d) The Blackboard Mobile Learn app will then be installed. It will become available on the home screen as below.



For the details about how to operate the Blackboard Mobile Learn app, please visit



(for staff) http://www6.cityu.edu.hk/elearn/elearn_ins.html



(for students) http://www6.cityu.edu.hk/elearn/elearn_stud.html

5. Securing your iPad

- a) Keep an eye on it. The most effective way of protecting the iPad from any security issues is to keep it under your physical control. That means you have control about the apps, data connections... etc. Many security concerns will be avoided too.
- b) Lock your iPad by using a passcode.

- i. Tap "Settings" on the home screen.



- ii. Tap "General", then tap "Passcode Lock".



- iii. You can enable the passcode function by tapping the “Turn Passcode On” button. By default, a 4-digit number is used as the passcode. You can turn this to “Off” if a complex passcode (much longer and alphanumeric characters) is desired.



- iv. You will be asked for the passcode, enter a 4-digit number (take Simple Passcode as an example).



- v. To verify, you will be asked to re-enter the passcode again.



- vi. The passcode lock is now enabled. You can further secure the iPad by enabling the "Erase Data" function.



- vii. All data will be erased after 10 failed passcode attempts. So use this function with extreme cautions.



- c) Never jailbreak your iPad. Although jailbreak lets you install non Apple app store apps and have access beyond Apple's control, these will endanger the security of your iPad device, i.e. all security settings become vulnerable. Non app store apps are not tested or verified by Apple, and what they really do and leak out of your devices is unknown. They may track your locations, or even try to hack your passcode and retrieve your personal information stored in the iPad and send it somewhere. Also do remember that the warranty will be void if you jailbreak your iPad.
- d) Enable the "Find my iPad" function. "Find my iPad" function is part of the "MobileMe" service from Apple. It will try to locate your iPad through the GPS service when your iPad is lost or is stolen. By using the MobileMe web site, you can lock your iPad or even wipe all the data remotely. To set up the "Find my iPad" function, simply follow the steps below.

- i. Tap “Settings” on the home screen, select “Mail, Contacts, Calendars”, then choose “Add Account...”.



- ii. Select “MobileMe”.



- iii. Enter your Apple ID and password. Tap “Next” to continue.



- iv. Your Apple ID will then be verified. Please do remember that the email address you used to register for the Apple ID should be valid and functional. You may receive an email from Apple to verify your Apple ID if it was not done before. If you receive such email, please follow the instructions given by the email to complete the verification.



- v. You will be warned that the location service will be enabled. Tap "OK" to continue.



- vi. Finally, you can turn on the “Find My iPad” function and then tap “Save” to finish the setup.



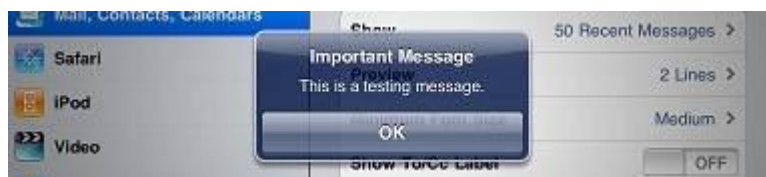
- vii. To locate your iPad, visit <https://www.me.com/>, enter your Apple ID and password, then click ‘Sign In’.



viii. Once your iPad is located, it will be shown on the map.



ix. You can send a push message to your iPad.



- x. Or you can lock it (by enabling the passcode function immediately) to avoid the iPad from unauthorized access.



- xi. Or even wipe all the data immediately.

