Using Android Devices with SaderApps

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Configuring SaderApps on Android Devices

There are some known issues with setting up a SaderApps (Google Apps) account on a device which already has a primary account setup. The following steps will allow you to setup your SaderApps account on your Android device.

1. Open the YouTube app on your phone
2. Follow step 2a or 2b depending on your situation:
   a. If you have never setup the YouTube App with an account, login using your SaderApps username and password (If this fails, please complete the first steps to troubleshooting.)
      Go to Step 3
   b. If you have already setup the YouTube App with another account, touch or press the Menu button then touch My Account or My Channel. Go to Step 3
3. Touch Add Account
4. Enter your SaderApps credentials (you must enter your entire username including @student.wmcarey.edu)
5. Touch Sign in
   • If this step fails, please complete the “first step to troubleshooting.”
6. Once signed into YouTube, Go to your Home screen
7. Go to Settings
8. Go to Accounts or Accounts & Sync
9. Touch your SaderApps account
10. Check Sync Gmail to sync mail
11. Check Sync Calendar if you would like to sync your SaderApps calendar to your phone, too

At this point, your phone should begin receiving and sending messages through your SaderApps account.
Troubleshooting & Help

The William Carey University Information Technology Department, IT, provides assistance to students through a per request ticket based help system. In order to receive support with your IT needs, you must complete and submit a form that will provide necessary information to the IT Department for troubleshooting. The following chapter will provide information on accessing the necessary form for ticket submission.

If you need support from the Information Technology Department, please follow the instructions below to get the best response possible.

**First step to troubleshooting!**
1. If you receive an error when attempting to setup Outlook to connect to your SaderApps account, please complete the following steps before proceeding to ask for assistance from the Information Technology Office.
   a. Login to the Indigo Portal
   b. Click Change Password
   c. Type your current WCU password in ALL three boxes
   d. Click Submit
2. Allow at least 1 hour for your password to be synchronized to Google.
3. After 1 hour, attempt to setup your account in Outlook again.
4. If is still fails, please continue with the remaining instructions in the guide for submitting a trouble ticket to the Information Technology office.

**Do you need to submit an online support ticket?**
1. Navigate to https://indigo.wmcarey.edu/help in your web browser.
2. Fully complete the form provided.
3. Click Submit.

**Want to change your WCU account password?**
You will no longer be able to change your password from within D2L. All WCU passwords must be changed during the account setup process or from within the Indigo Portal. Follow the instructions below to change your WCU account password at any time.
1. Login to the Indigo Portal
2. Click on Change Password.
3. Click Submit.

**Did you forget your WCU account password?**
If you have forgotten your password, please go to https://indigo.wmcarey.edu/student and click on the Forgot your Password? link to attempt to reset your password. When you reset your password it will affect access to all of your WCU IT resources.