

Mobile Questions

Why can't I send/receive SMUMN emails on my mobile device anymore?

If you are suddenly unable to send or receive SMUMN emails on your mobile device it is most likely the result of a recent password change and/or expiration.

If you recently changed your password, you will need to go into your mobile email settings and update the password. (See mobile set-up instructions for Android and iOS under Mobile Questions)

If you have not recently changed your password, please try logging into Webtools. It may be that your password has expired and you need to reset it. ([Click here to learn how to reset your Webtools password.](#))

If neither of the above fixes the problem, please call the Helpdesk for further assistance!

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