



IITM Zimbra Mobile Device configuration Guide – By Using 2FA passcode

IITM Zimbra Mobile device configuration

The Zimbra account can be configured using the following options on a mobile device.

Android Users:

- Active sync method.
- IMAP or Pop3 method.



IITM Zimbra Android Mobile Device Configuration by using Active Sync Method

In order to authenticate your Zimbra account after enabling 2FA, we must use the 2FA passcode.

To generate passcode please use the following steps.

Note: This configuration steps same for Outlook mobile device also.

How to create or Generate Passcode:

Once enabling the two-factor authentication, To generate the Passcode follow the same.

Settings → Accounts → Scroll down and find “Two Factor authentication” → click “Add a passcode” → Enter preferred name & Click Next → Note the Passcode. → Click “ok” and “Save”

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Two-factor authentication

Two-factor authentication adds significantly more security to your account by requiring not only your user name and password when you sign in, but also a secure code from a second source.

Preferred

Method

☒ Third-party authenticator app

☐ By email to password recovery address:
zimbraiitm@smail.iitm.ac.in

One-time codes

10 unused codes

Trusted devices

2 trusted devices

[Do not trust this device](#) | [Do not trust all other devices](#)

Passcodes for apps that do not support two-factor authentication

Name	Last Used
CalDEV	January 7, 2026

[+ Add a passcode](#)

Remove this method

Remove this method

Save

Cancel

Add a passcode

If an application does not support two-factor authentication, generate a passcode to authorize the application the first time you use it to sign in to your account.

Outlook

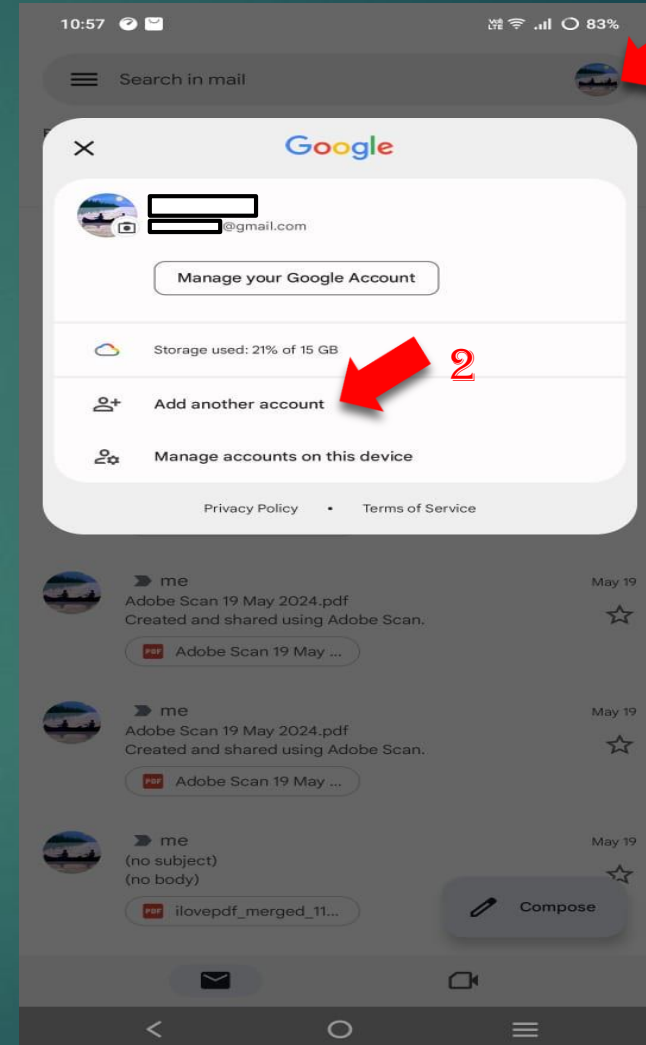
Next

Active sync method

Step-1:

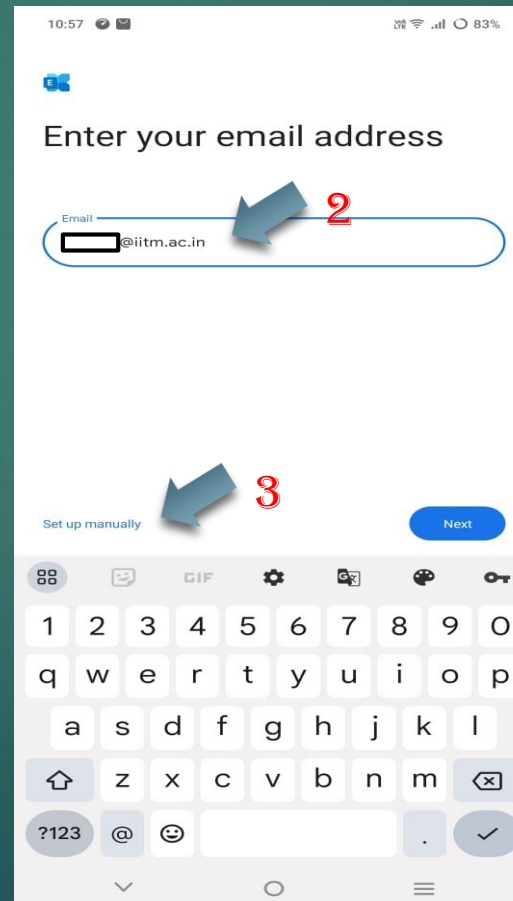
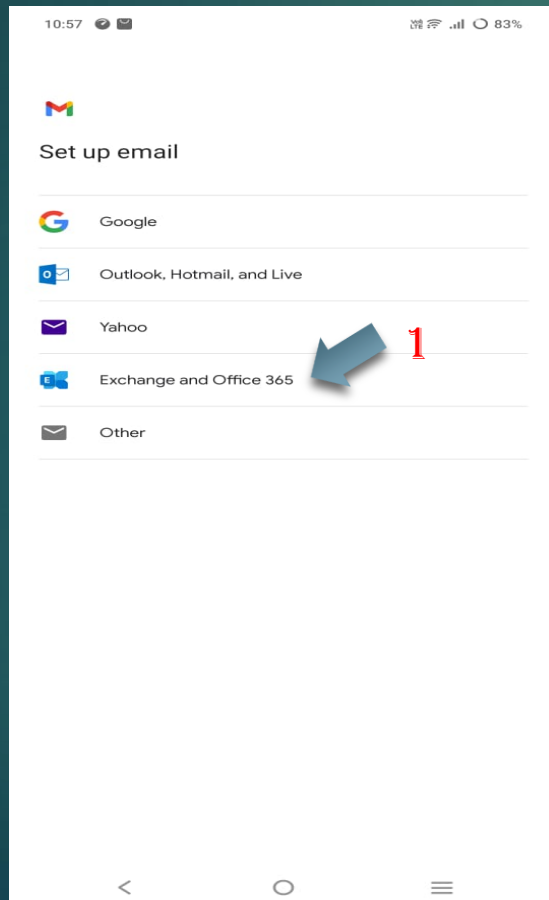
With this active sync method, we can explore Zimbra emails with calendars and contacts on your mobile device. This configuration step is only used for Android device users.

- Go to google mail app → Click right side to corner profile setting → Choose “Add another account”



Step-2:

- From the account setup page choose “Exchange and Office 365” → Enter your email ID and select “Set up manually” → Enter your **email ID**, Enter **Onetime passcode from Password Colum** and server details as per the screenshot
- Please make sure the Server name: **web.zmail.iitm.ac.in** and Port: **443** and Security Type: **SSL/TLS**.





Step-4:

- Please verify the entered details are correct, Configuration is completed after click on “Next” Button.
- The email and calendar automatically fetched on you Gmail & Google calendar apps.

IITM Zimbra Mobile Device Configuration by using IMAP

To configure your Zimbra Account in the Gmail application, please use the following steps:

- For IMAP device configuration, we have to generate a **once-time passcode for incoming server configuration**. Please use following steps given below.
- **Outgoing servers** work with normal **LDAP passwords**.

Note: This configuration steps same for Outlook mobile device also.

How to create or Generate Passcode:

Once enabling the two-factor authentication, To generate the Passcode follow the same.

Settings → Accounts → Scroll down and find “Two Factor authentication” → click “Add a passcode” → Enter preferred name & Click Next → Note the Passcode. → Click “ok” and “Save”

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Two-factor authentication adds significantly more security to your account by requiring not only your user name and password when you sign in, but also a secure code from a second source.

Preferred

Method

☒ Third-party authenticator app

☐ By email to password recovery address: zimbraitm@smail.iitm.ac.in

Remove this method

Remove this method

One-time codes

10 unused codes

Trusted devices

2 trusted devices

[Do not trust this device](#) | [Do not trust all other devices](#)

Passcodes for apps that do not support two-factor authentication

Name	Last Used
CalDEV	January 7, 2026

[+ Add a passcode](#)

Save

Cancel

Add a passcode

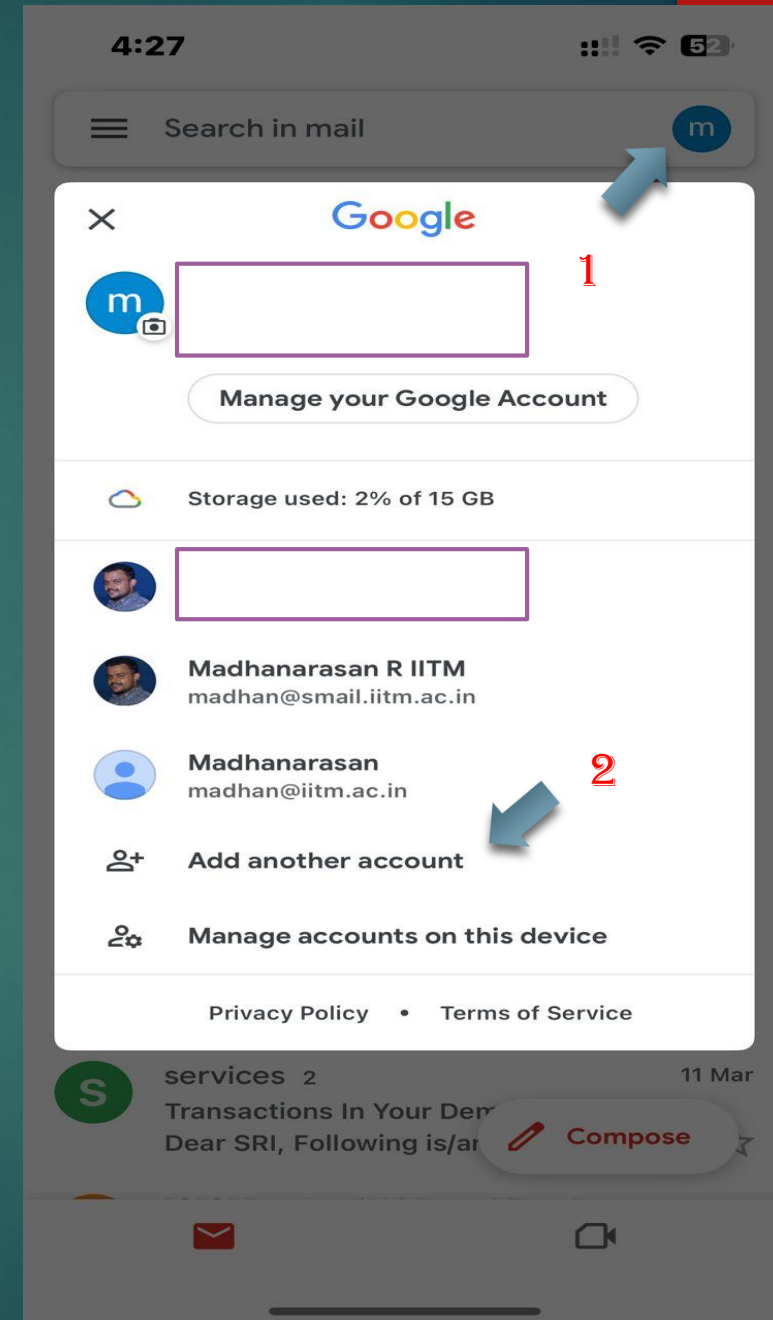
If an application does not support two-factor authentication, generate a passcode to authorize the application the first time you use it to sign in to your account.

Outlook

Next

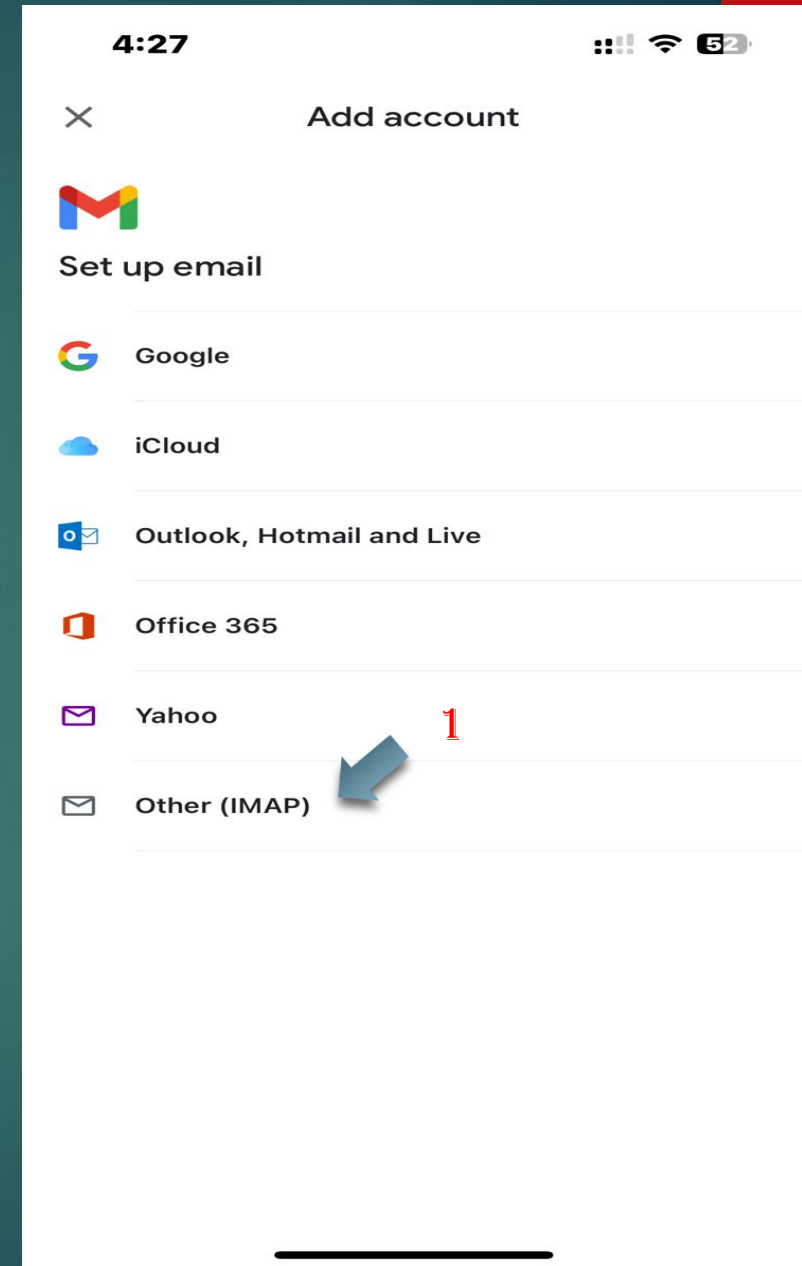
Step: 1

1. First, Open your G-mail app. Click the right-hand corner account image to add a **new user account**.
2. From the screenshot-referred page, click **Add Another Account**.



Step: 2

1. From the Account Page, select the “Other” option.




Step: 3

1. From the Account Page, Enter your account name.

4:32 51

Add account [Next](#)



Your account is set up and emails are on their way.

Your name

User Name

Displayed on sent messages

Madhanarasan"

q w e r t y u i o p
a s d f g h j k l
↑ z x c v b n m ↵
123 😊 space next
🌐 🎤

Step: 4

From Incoming server settings.

1. From Username Field: Enter your mail ID.
2. From Password Field: Enter your **MFA Generated passcode**.
3. From IMAP Server Field: Enter **"web.zmail.iitm.ac.in"**.
4. From Port Number & Security Type leave default, as **993** and **SSL/TLS**.
5. Then click **next**.

The screenshot shows the 'Add account' screen for incoming server settings. The fields and their values are as follows:

- Username:** []@iitm.ac.in (Arrow 1 points to the input box)
- Password:** [] (Arrow 2 points to the input box)
- IMAP server:** web.zmail.iitm.ac.in (Arrow 3 points to the input box)
- Port:** 993
- Security type:** SSL/TLS

The 'next' button is visible at the bottom right of the screen.

Step: 5

From Incoming server settings.

1. From Username Field: Enter your mail ID.
2. From Password Field: Enter your **LDAP Password**.
3. From SMTP Server Field: Enter "smtp2.iitm.ac.in".
4. From Port Number & Security Type leave default, as **465** and **SSL/TLS**.
5. Then click next.

The Configuration is completed.

The screenshot shows the 'Add account' screen for an outgoing mail server configuration. The title bar at the top says 'Add account' with a back arrow on the left and a 'Next' button on the right. Below the title bar is the Gmail logo. The section is titled 'Outgoing server settings'. There are five input fields: 'Username' with the value 'madhan@iitm.ac.in', 'Password' (empty), 'SMTP server' with the value 'smtp2.iitm.ac.in', 'Port' with the value '465', and 'Security type' with a dropdown menu showing 'SSL/TLS'. Three blue arrows with red numbers 1, 2, and 3 point to the Username, Password, and SMTP server fields respectively. At the bottom, there is a keyboard with a 'next' button on the right.

IITM Zimbra Mobile Device Configuration by using Pop3

- For Pop3 email configuration, we have to generate a once-time passcode for incoming server configuration. Please use following steps given below.
- Outgoing servers work with normal LDAP passwords.

Note: This configuration steps same for Outlook mobile device also.

How to create or Generate Passcode:

Once enabling the two-factor authentication, To generate the Passcode follow the same.

Settings → Accounts → Scroll down and find “Two Factor authentication” → click “Add a passcode” → Enter preferred name & Click Next → Note the Passcode. → Click “ok” and “Save”

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Two-factor authentication adds significantly more security to your account by requiring not only your user name and password when you sign in, but also a secure code from a second source.

Preferred Method

☒ Third-party authenticator app [Remove this method](#)

☐ By email to password recovery address: zimbraiitm@smail.iitm.ac.in [Remove this method](#)

One-time codes [10 unused codes](#)

Trusted devices [2 trusted devices](#)
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Passcodes for apps that do not support two-factor authentication

Name	Last Used
CalDEV	January 7, 2026

[+ Add a passcode](#)

[Save](#) [Cancel](#)

Add a passcode

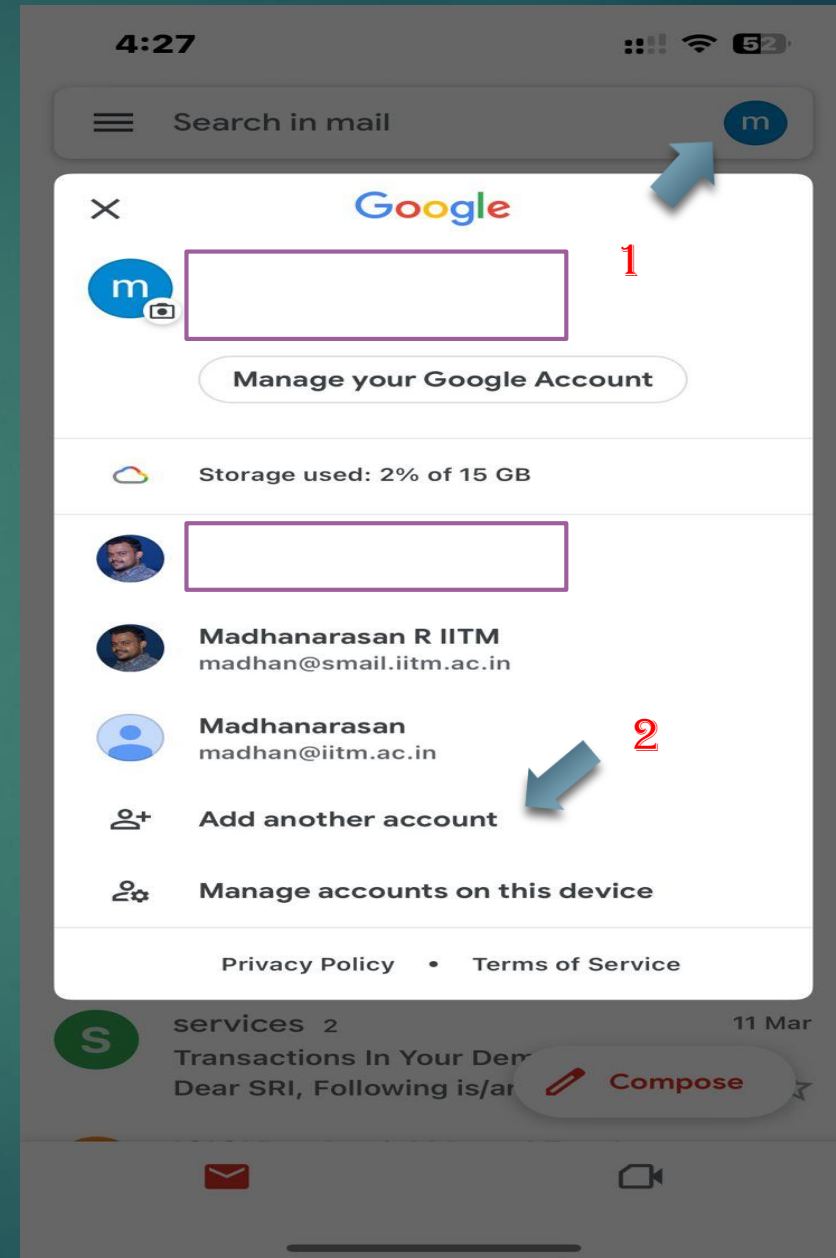
If an application does not support two-factor authentication, generate a passcode to authorize the application the first time you use it to sign in to your account.

Outlook

[Next](#)

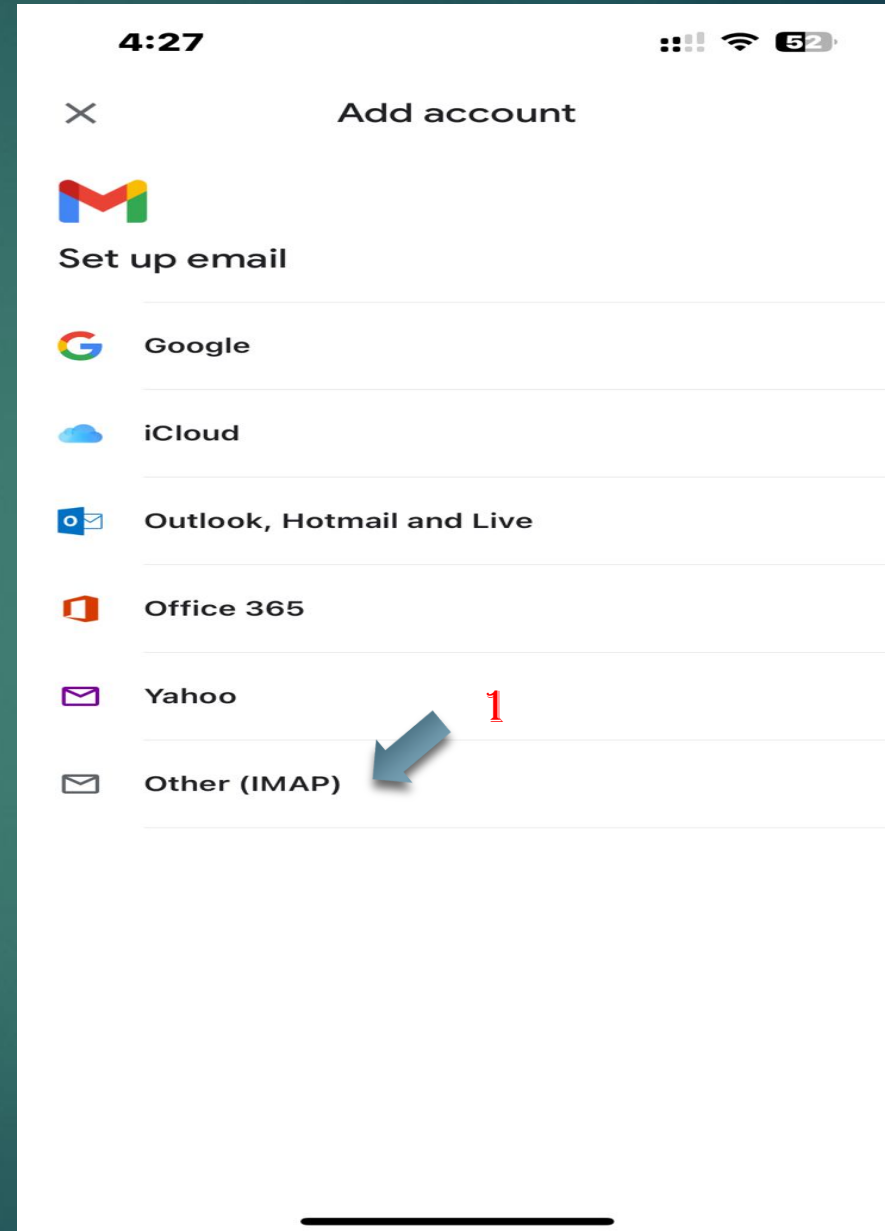
Step: 1

1. First, Open your G-mail app. Click the right-hand corner account image to add a new user account.
2. From the screenshot-referred page, click Add Another Account.



Step: 2

1. From the Account Page, select the "Other" option.




Step: 3

1. From the Account Page, Enter our account name.

4:32 51

Add account [Next](#)



Your account is set up and emails are on their way.

Your name 1

arasan

Displayed on sent messages

Madhanarasan"

q w e r t y u i o p
a s d f g h j k l
⬆ z x c v b n m ⬆
123 😊 space next
🌐 🎤

Step: 4

From Incoming server settings.

1. From Username Field: Enter your mail ID.
2. From Password Field: Enter your **MFA Generated passcode**.
3. From IMAP Server Field: Enter "web.zmail.iitm.ac.in".
4. From Port Number & Security Type leave default, as 995 and SSL./TLS. Then click next.

4:31

Add account

Next



Incoming server settings

Username

Password

IMAP server

web.zmail.iitm.ac.in

Port

993

Security type

SSL/TLS

q w e r t y u i o p

a s d f g h j k l

↑ z x c v b n m ↵

123 .com next

🌐

Step: 5

From Incoming server settings.

1. From Username Field: Enter your mail ID.
2. From Password Field: Enter your **LDAP Password**.
3. From SMTP Server Field: Enter
"**smtp1.iitm.ac.in**"
or
"**smtp2.iitm.ac.in**".
4. From Port Number & Security Type leave default, as **465** and **SSL/TLS**. Then click next.

The Configuration is completed.

4:31

Add account

Next



Outgoing server settings

Username

@iitm.ac.in

Password

SMTP server

smtp2.iitm.ac.in

Port

465

Security type

SSL/TLS

q w e r t y u i o p

a s d f g h j k l

↑ z x c v b n m ↵

123 . / .com next

