

# 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”

Settings

- General
- Viewing Email
- Writing Email
- Accounts**
- Sharing
- Signatures
- Out of Office
- Filters
- Blocked and Allowed Senders
- Web Offline Mode
- Contacts
- Calendar and

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: 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

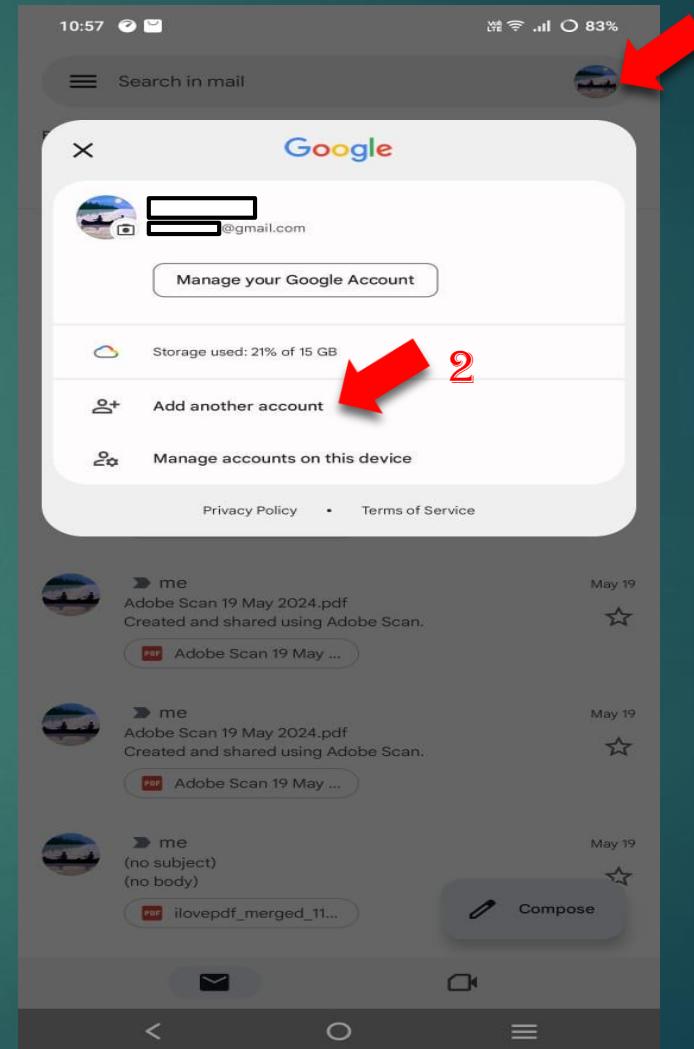
Next

# Active sync method

## Step-1:

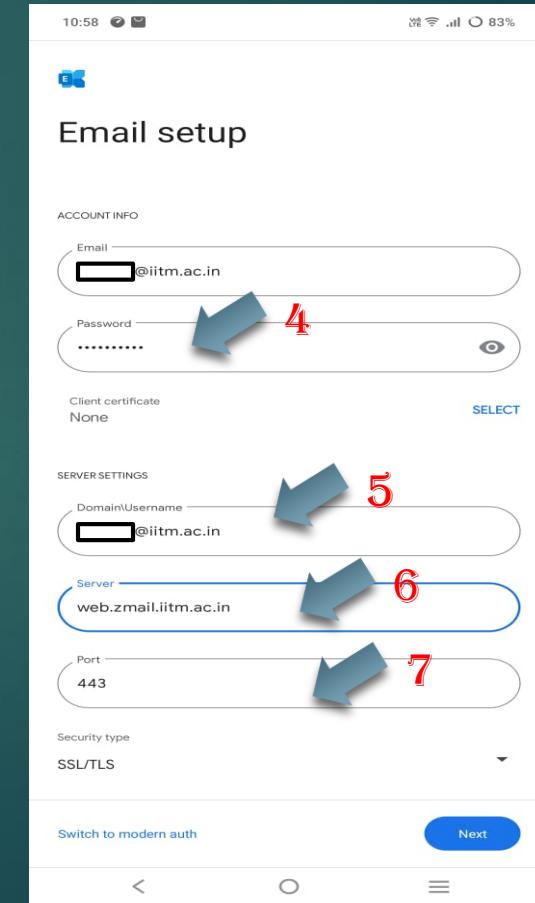
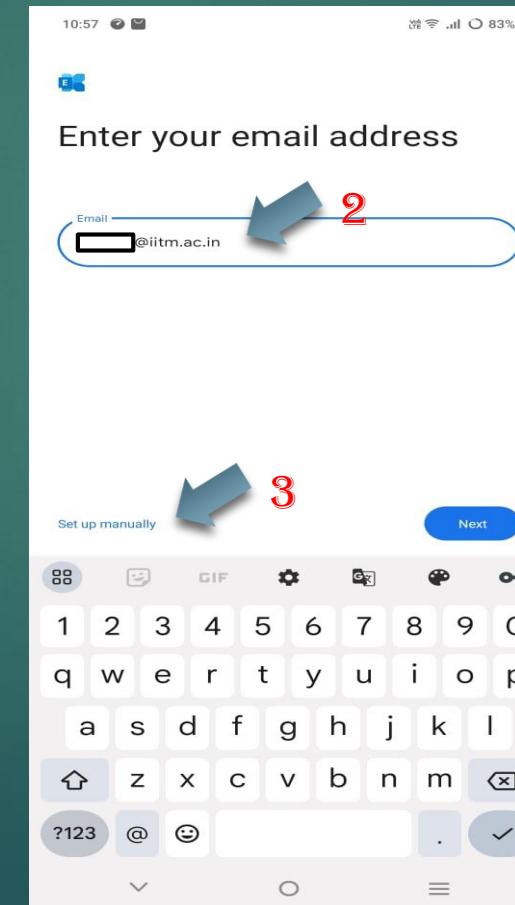
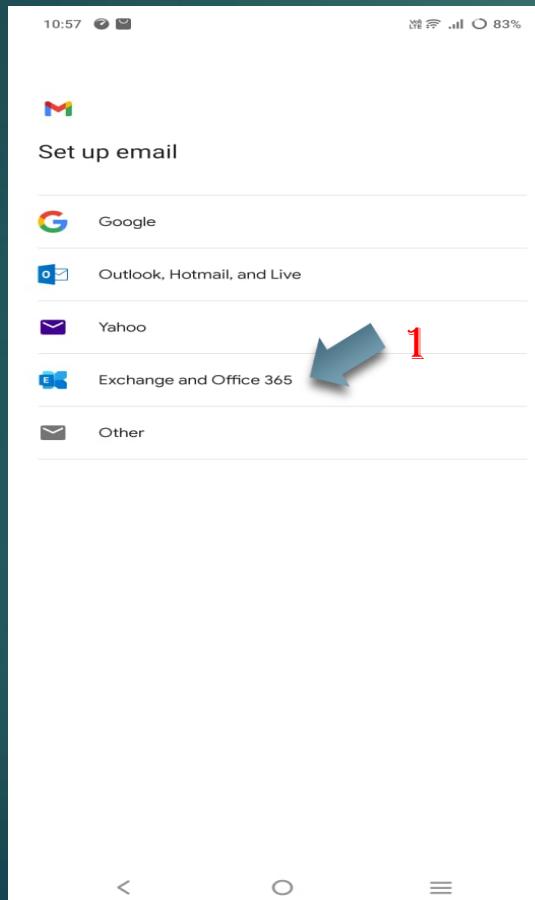
With this active sync method, we can explore Zimbra emails with calendars and contacts on your mobile device. This configuration step is only used for Android device users.

- 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 Column 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:

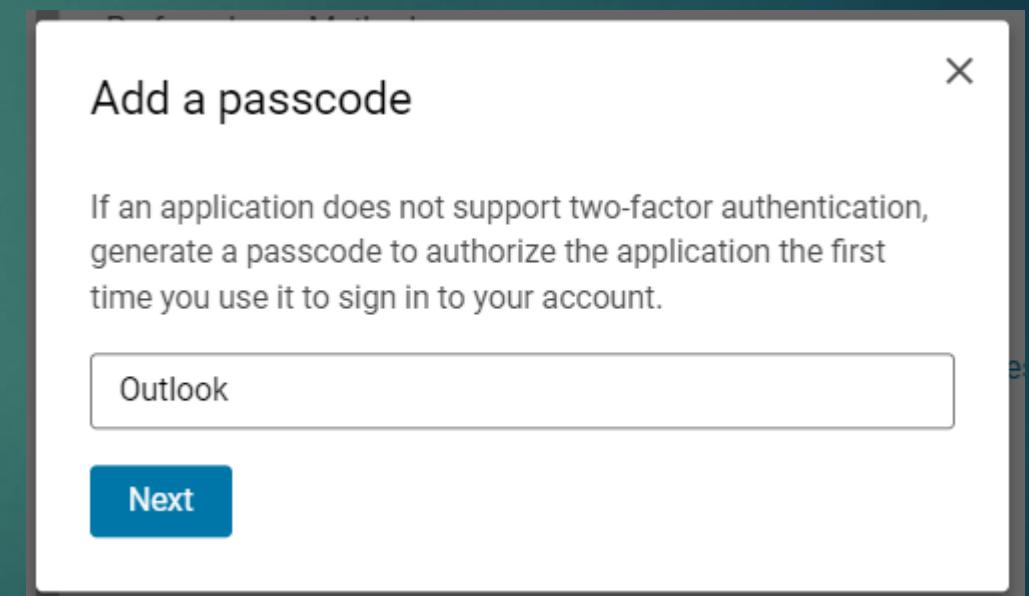
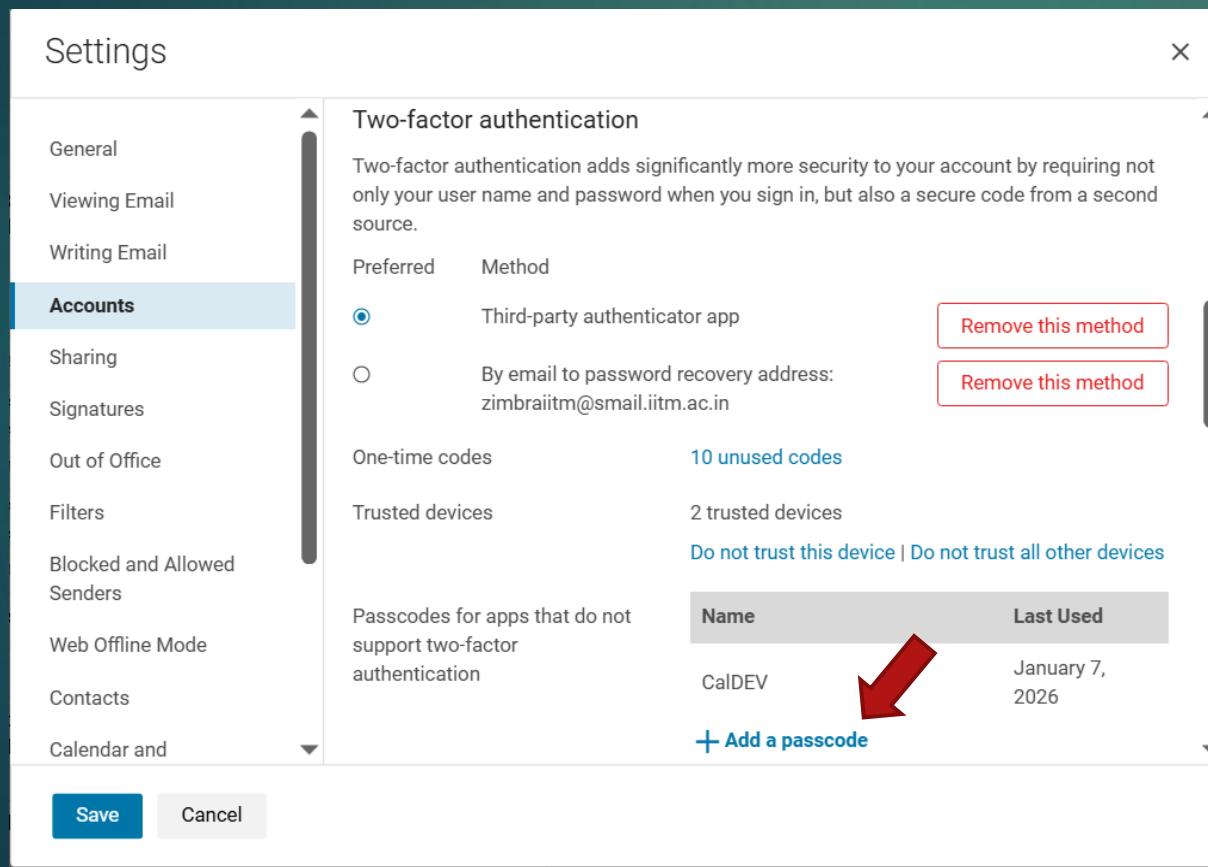
- For IMAP device configuration, we have to generate a once-time passcode for incoming server configuration. Please use following steps given below.
- Outgoing servers work with normal LDAP passwords.

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

## How to create or Generate Passcode:

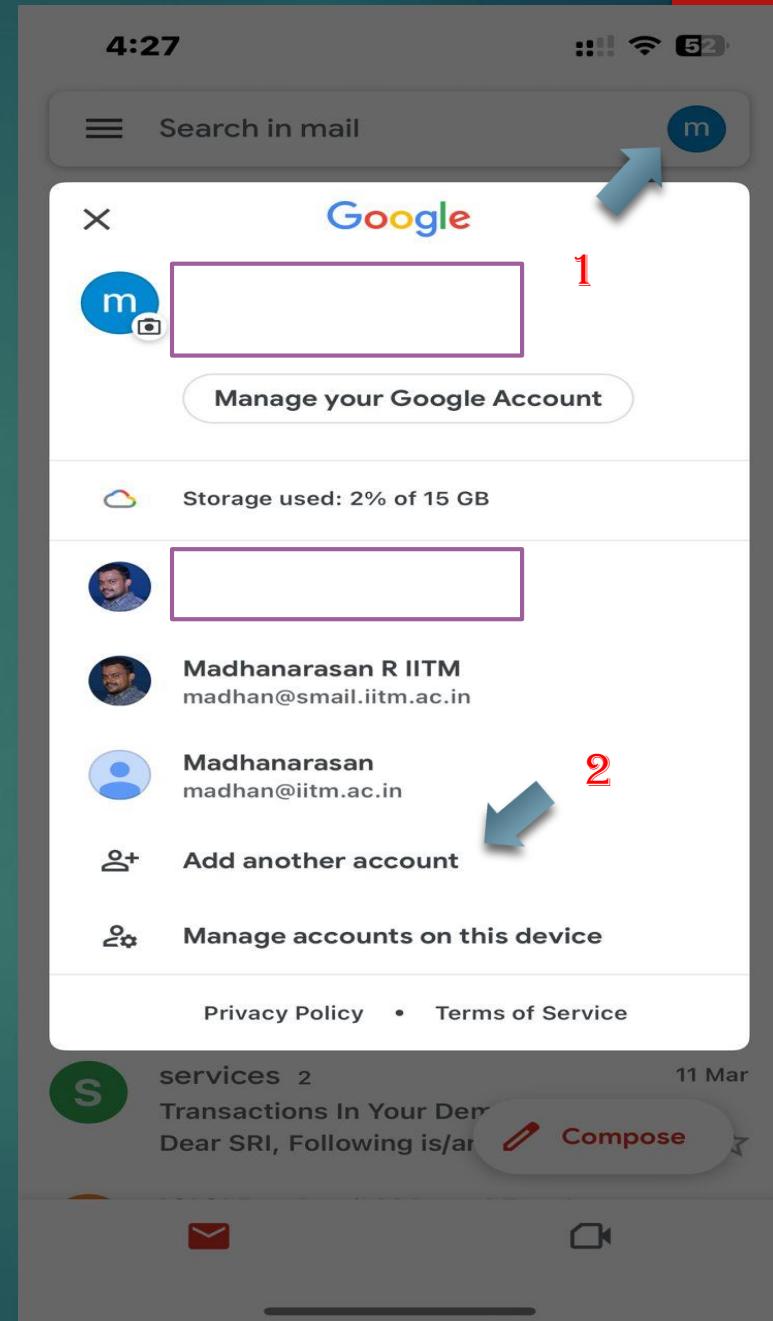
Once enabling the two-factor authentication, To generate the Passcode follow the same.

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”



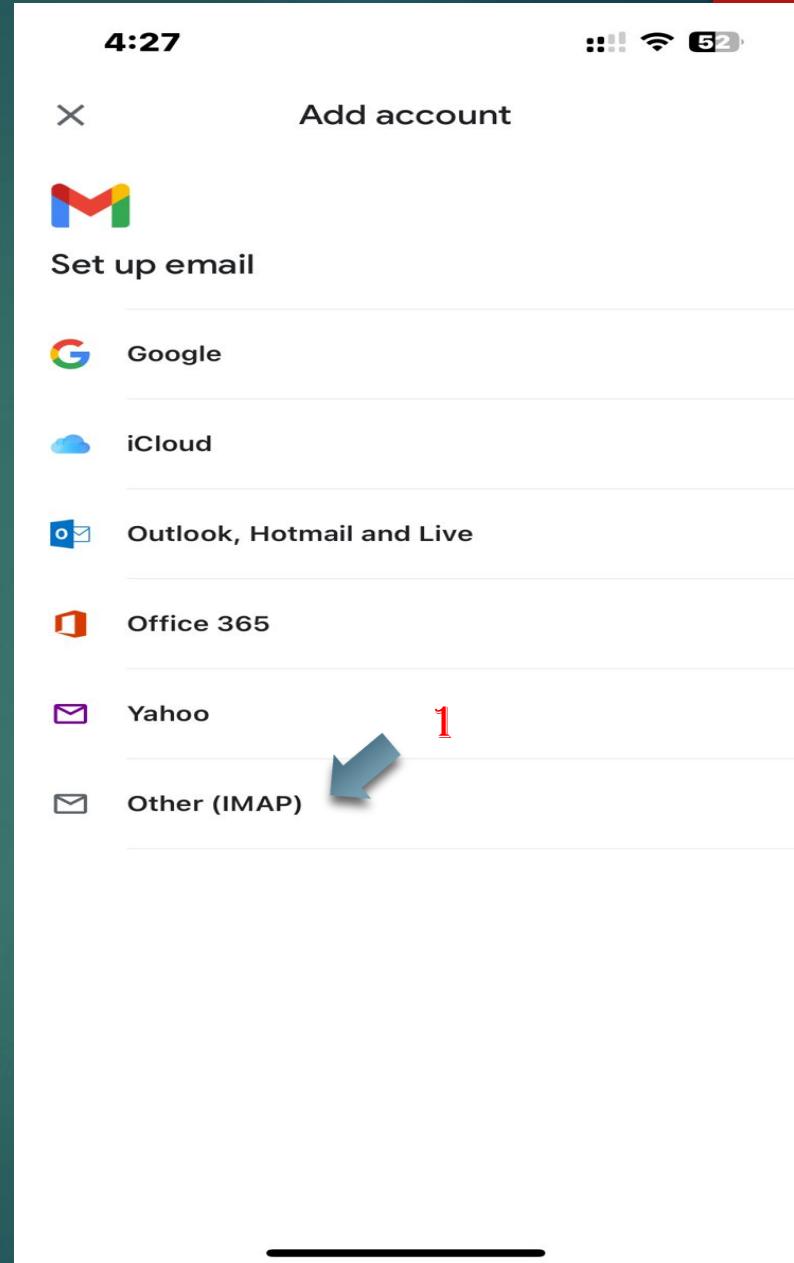
## Step: 1

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**.



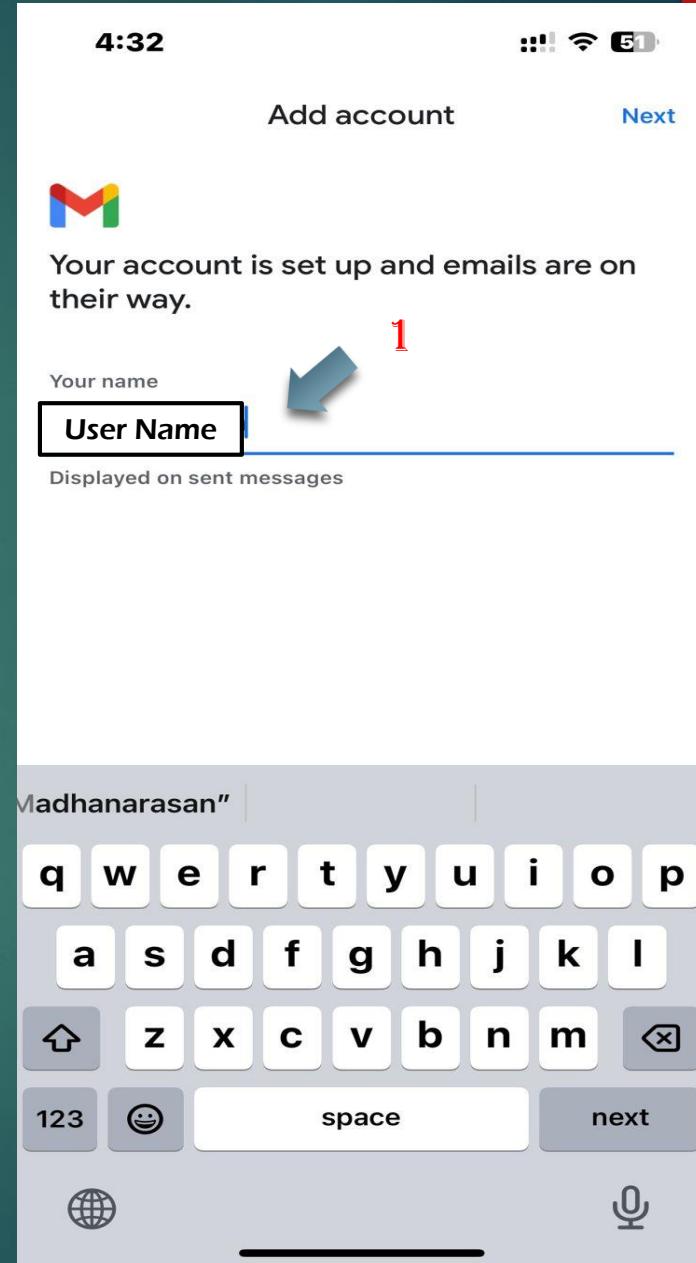
## Step: 2

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



## Step: 3

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



## 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**.

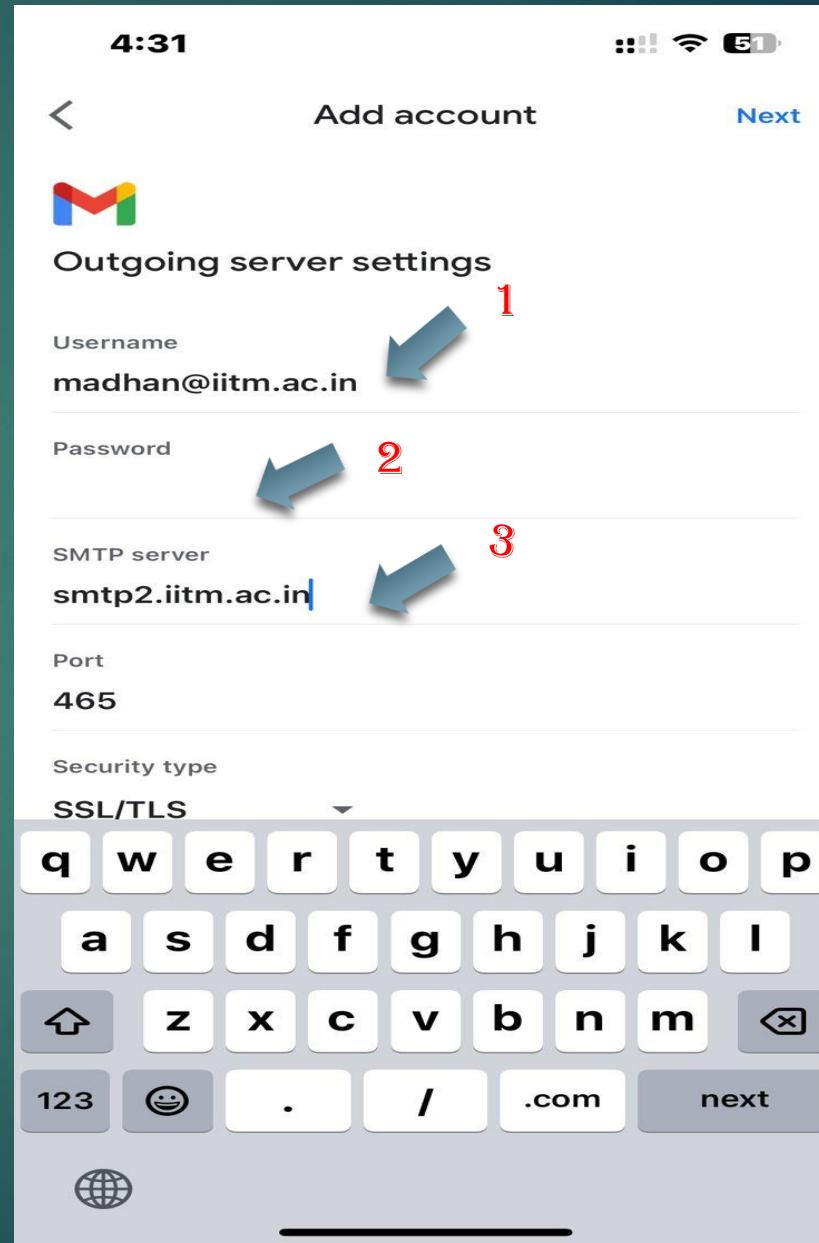


## Step: 5

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.



# IITM Zimbra Mobile Device Configuration by using Pop3

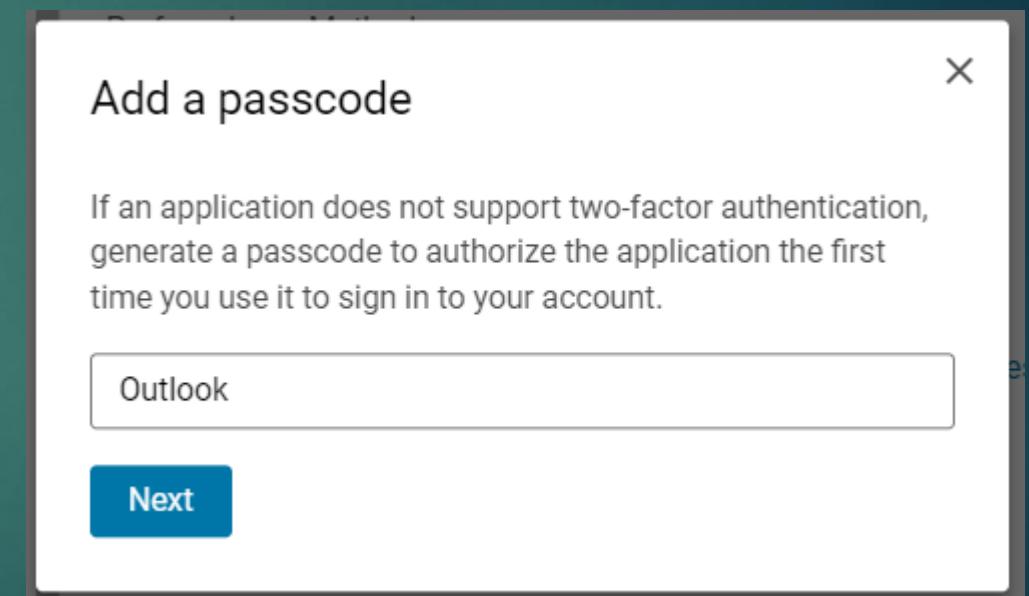
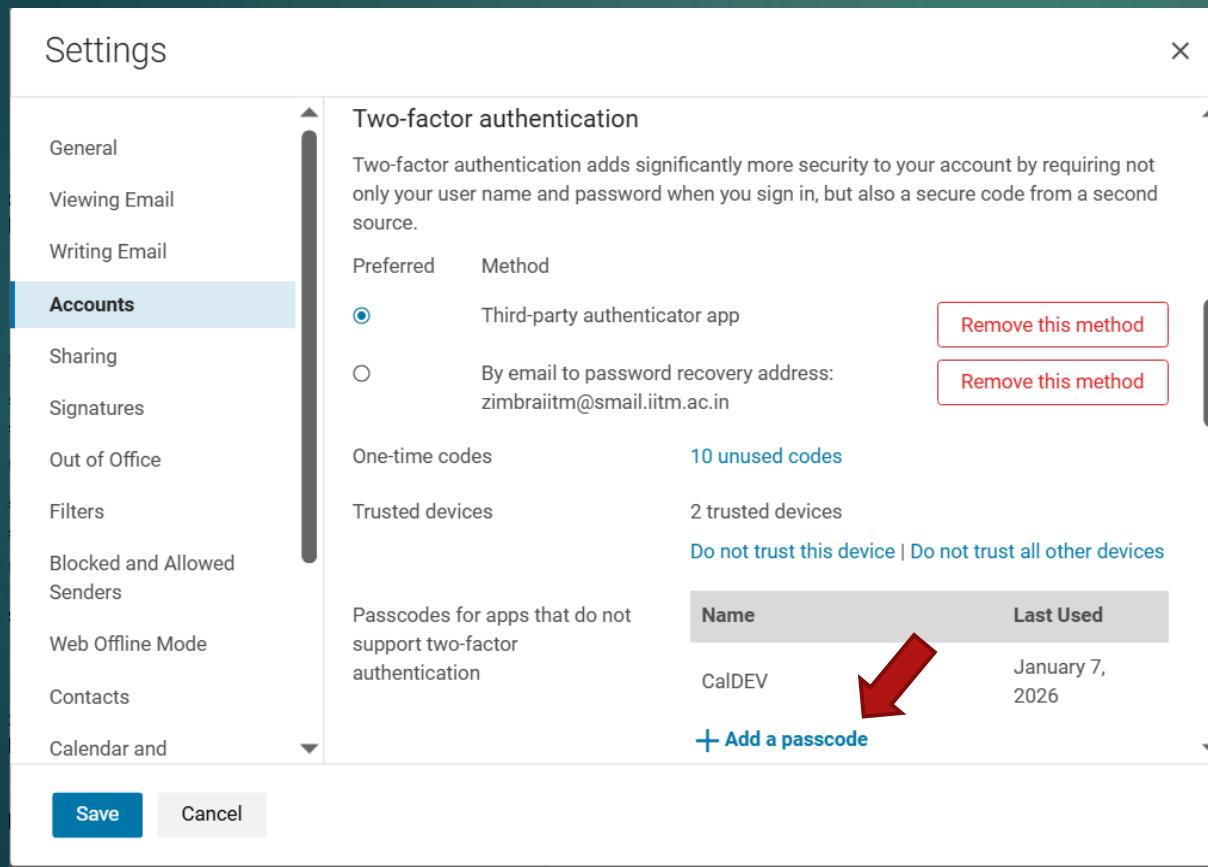
- For Pop3 email configuration, we have to generate a once-time passcode for incoming server configuration. Please use following steps given below.
- Outgoing servers work with normal LDAP passwords.

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

## How to create or Generate Passcode:

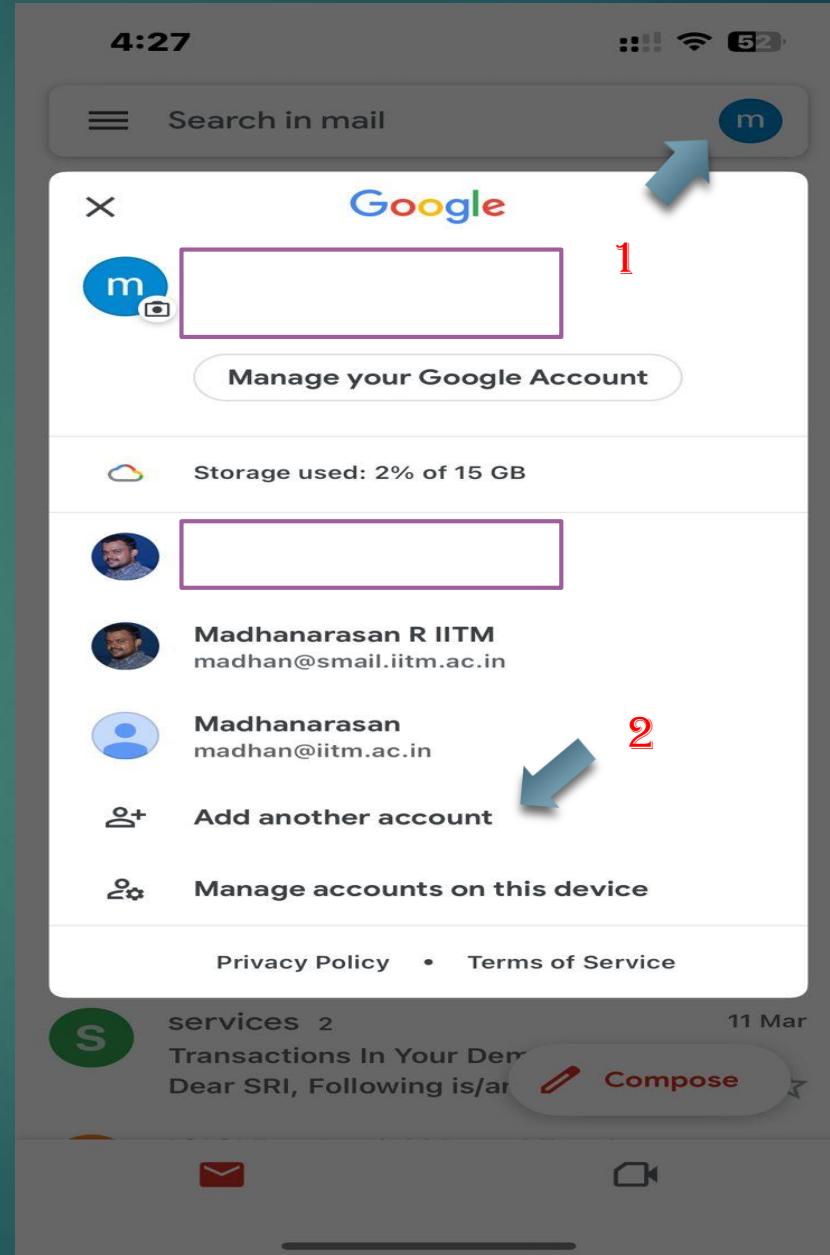
Once enabling the two-factor authentication, To generate the Passcode follow the same.

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”



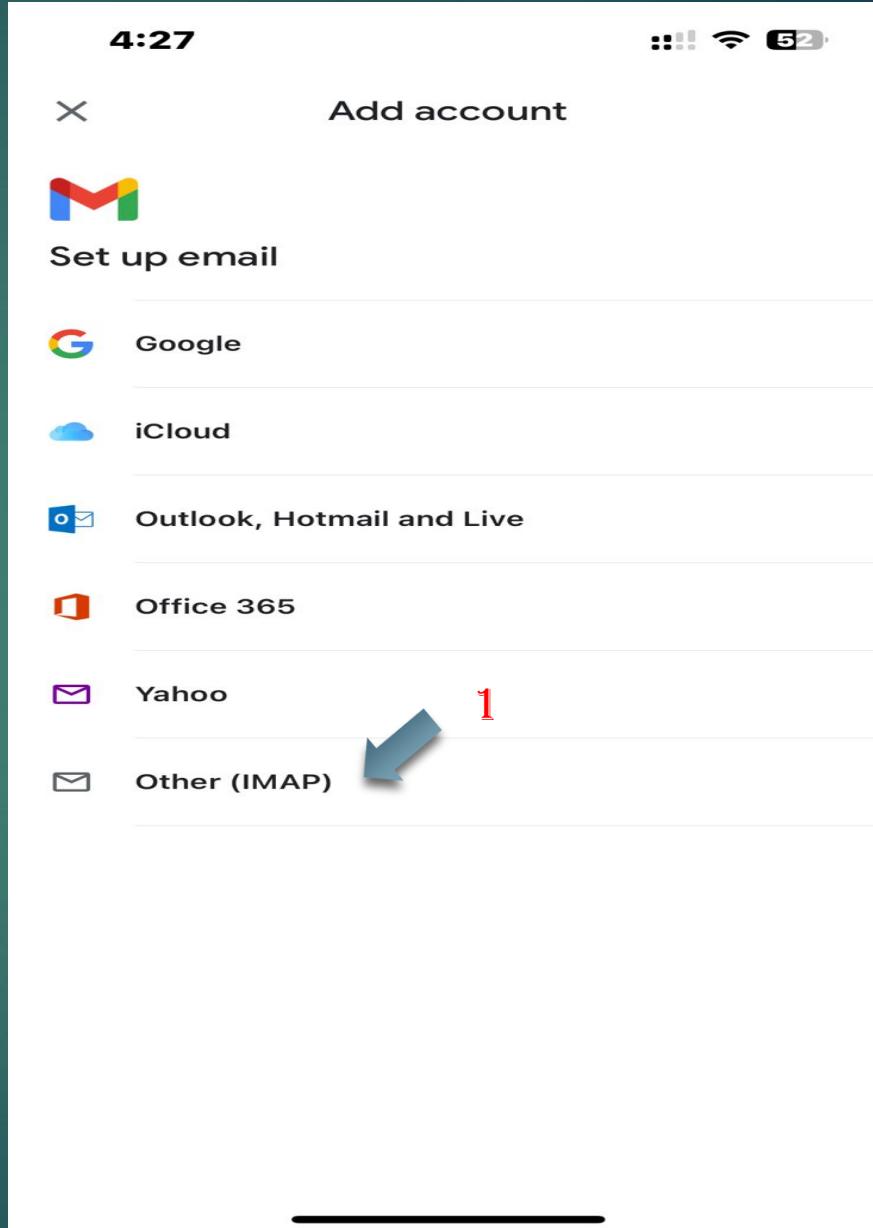
## Step: 1

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.



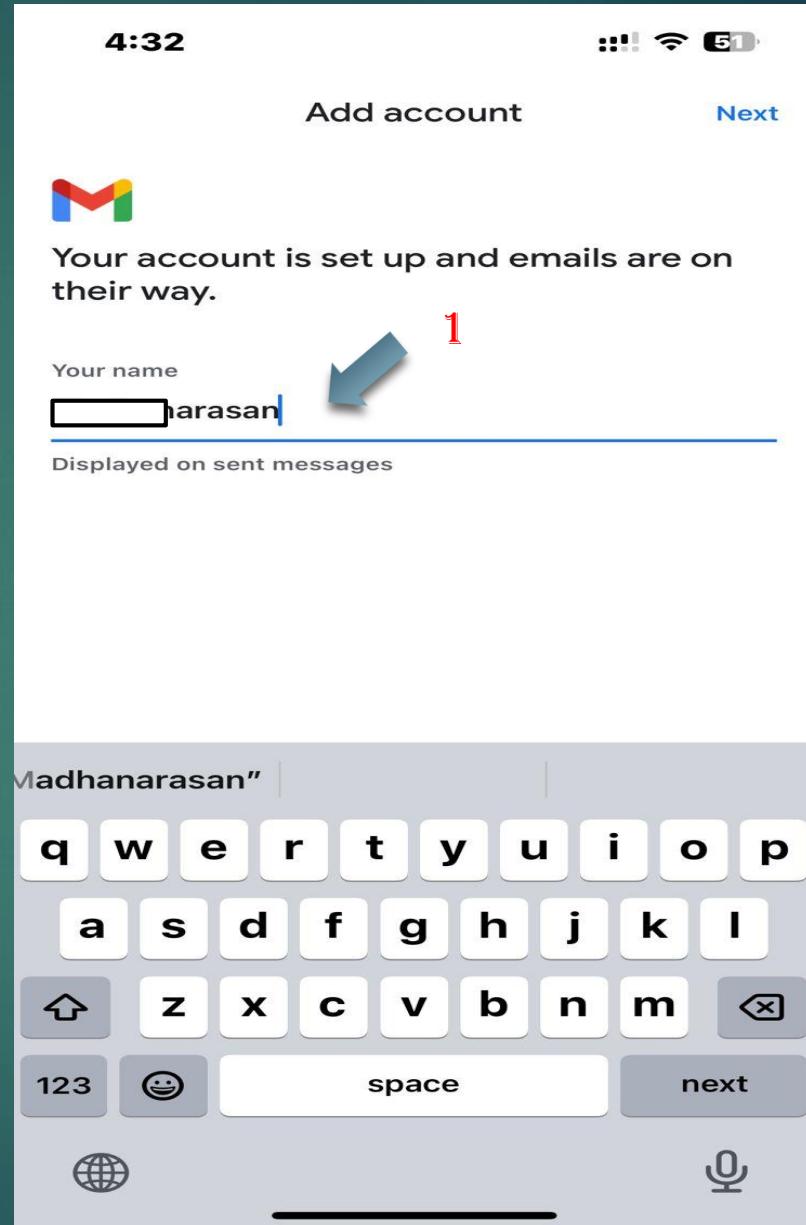
## Step: 2

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



## Step: 3

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



## 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.



## 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.**

