



## MEMORANDUM

**TO:** DCF All Staff  
**FROM:** CT DCF Commissioner Vanessa Dorantes  
**DATE:** March 23, 2020  
**SUBJECT:** Active Sync on iPhone and Exchange Servers

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The state is experiencing issues with the Active Sync on iPhone and exchange servers that support mail.

If you are experiencing these problems, please try the following steps:

1. Ensure the phone is updated to the latest OS version
2. Ensure the phone has been restarted since this weekend

If that does not resolve your issue, please open up a ticket with the helpdesk at [dcf.helpdesk@ct.gov](mailto:dcf.helpdesk@ct.gov)

Thank you