

Astra Chat app on Android

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Configure your chat account

Configure a chat account on your device to keep in touch with your colleagues on the go. Follow the steps mentioned below to configure your account.

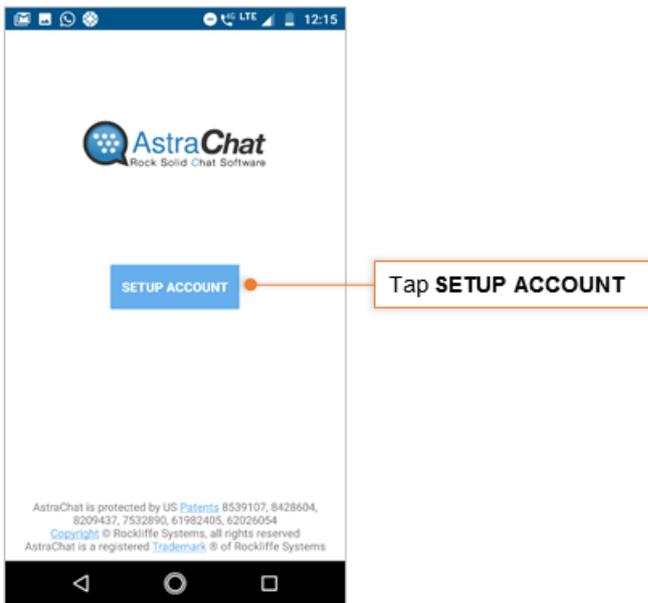
Steps to configure a chat account in 3 simple steps

Step 1: Download and install the application

You need to install the [Astra Chat](https://play.google.com/store/apps/details?id=com.mailsite.astrachat) application from Google Play store on your mobile device.

Step 2: Go to the Add Account screen

- i. On the **Home** screen, tap **Astra Chat** icon.
- ii. If this is your first XMPP account the **SETUP ACCOUNT** option displays on the screen. Tap **SETUP ACCOUNT** option to navigate to the **Account Detail** screen.

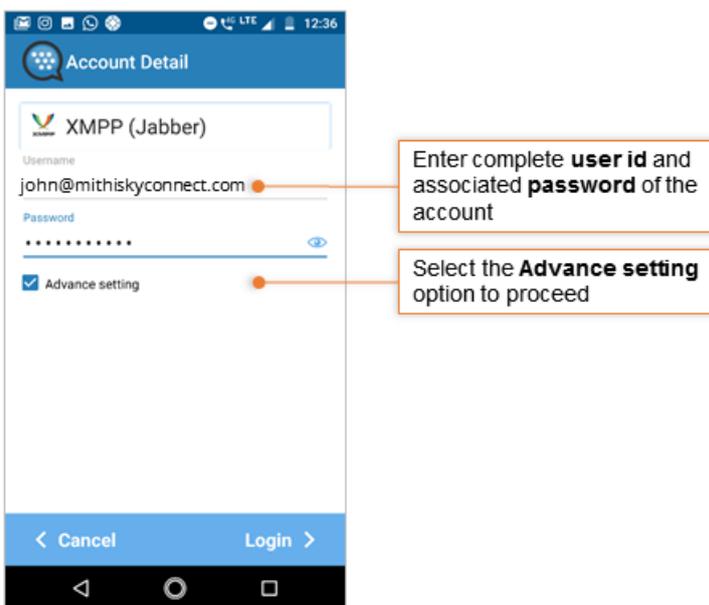


Step 3: Provide Account Information

i. On the **Account Detail** screen,

TIP If you change the password in the future, an authentication error will occur and application will fail to connect the server. So, if you change your account password, do not forget to update the same on your mobile device accounts.

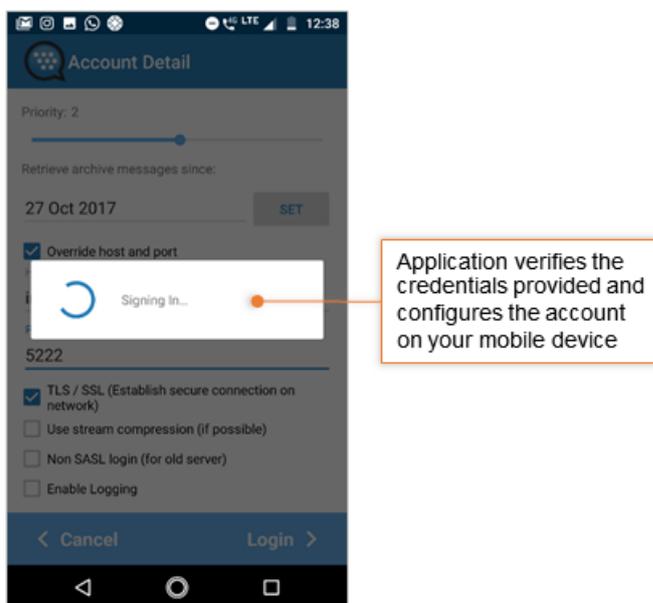
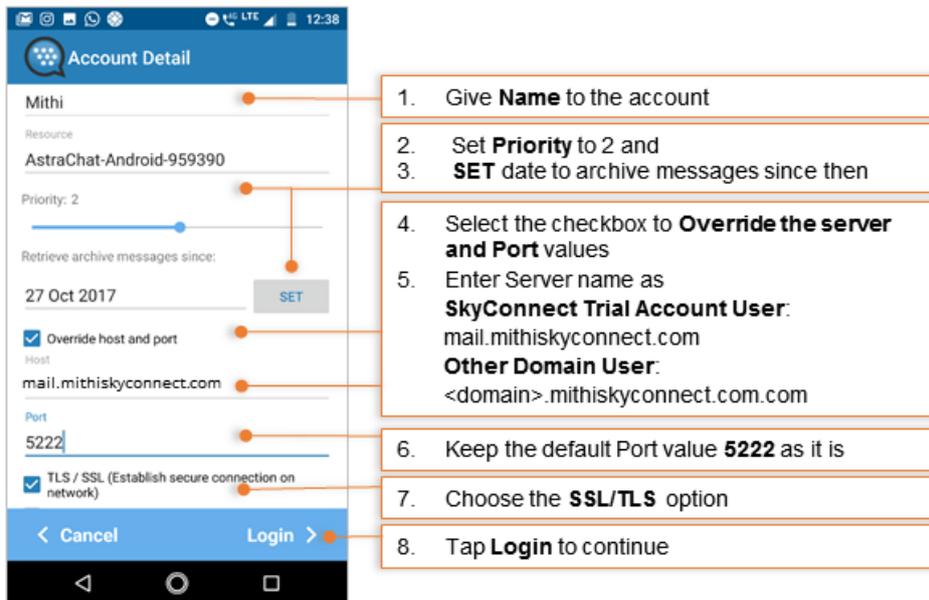
- In the **Username** box, enter your complete User ID.
- In the **Password** box, enter the password associated with your account. If you are using Mithi SkyConnect Trial account, provide User id and Password which you have received in the mail by the Mithi Team.



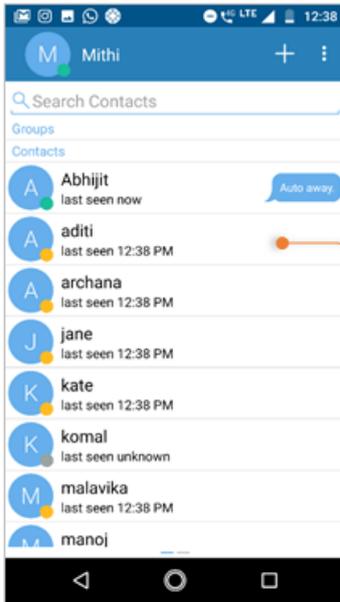
ii. On the **Account Detail** screen,

- Select the **Advance Setting** check-box.
- Scroll down to provide **server name** and **port** for connection.

- Provide **Name** to your account.
- Set **Priority** to 2.
- Set the **Date** to fetch archived messages on your device.
- Select the **Override host and port** check box.
- Tap the **Host** box and enter the server name of the SkyConnect server. SkyConnect Trial Account user: Provide the server name as mail.mithiskyconnect.com Other Domain User: Provide the server name in the format {domain}.mithiskyconnect.com Example: acmecorp.mithiskyconnect.com
- Make sure the **Port** box value is **5222**.
- Keep the **TLS/SSL** option selected to establish secured connection on network.
- Tap **Login** to configure the account.



- iii. Select Yes / No to whitelist the app to receive notifications.
- iv. Application verifies the settings provided and configures the account on your mobile device. On successful configuration, application displays the roster on the screen.

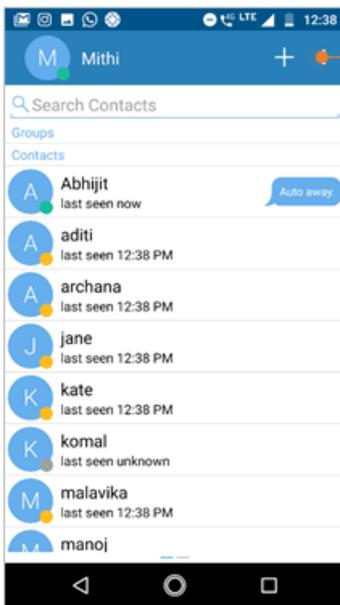


On successful account configuration, roster displays on the mobile screen

Manage your chat account on mobile

Using the application

Using Astrachat you can exchange text messages with your colleagues on your domain. Tap the + sign to add new contact to the roster.

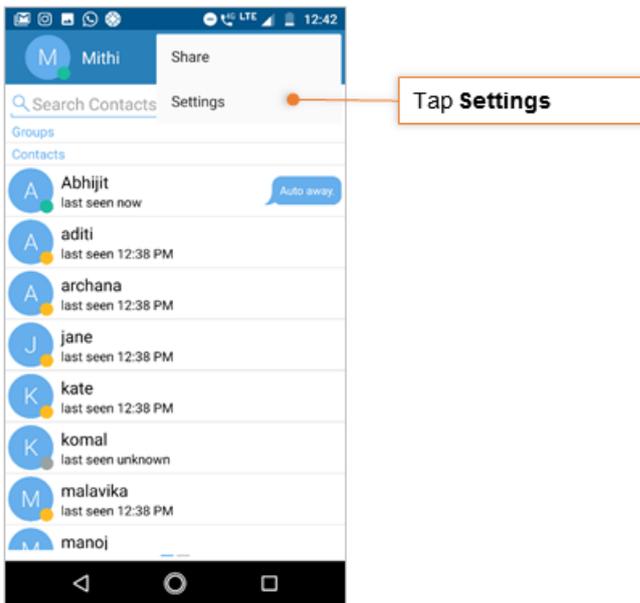


Tap the + sign to add new contact to the roster

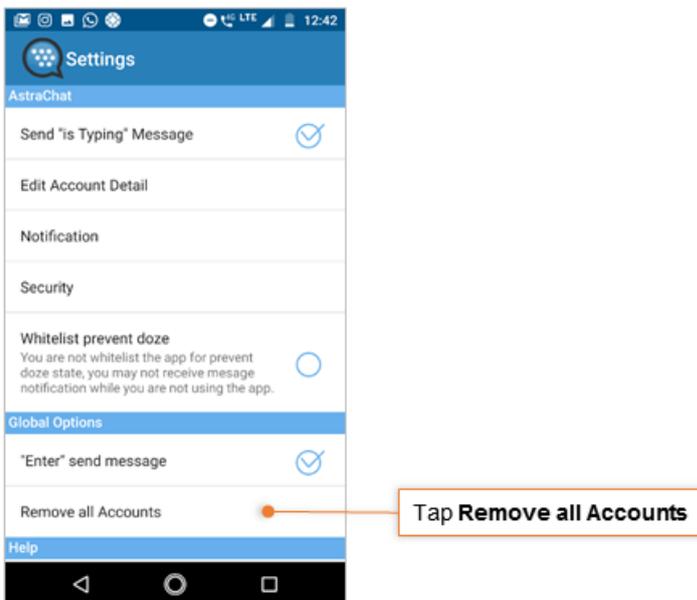
Deleting an account

To remove the account configured in the Astra Chat application:

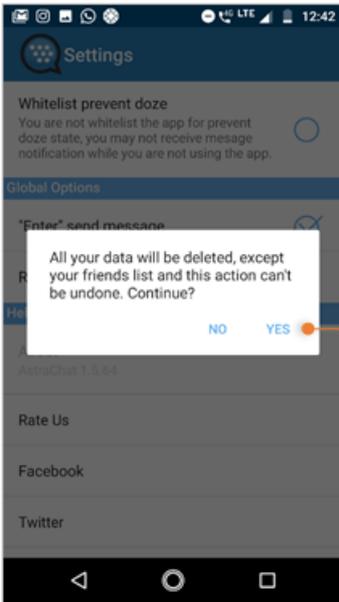
- Tap the **Options** icon in the top left corner of the screen.
- Tap the **Settings** option.



- Tap the **Remove all** accounts option



- Tap **yes** to confirm the deletion.



Tap **YES** to confirm the deletion of the account