How to access email on your mobile phone

Instructions for using the native mail app, Microsoft Outlook app, and Outlook Online are all included in this guide.

It is recommended that you view your emails via the **Microsoft Outlook app** as this provides you with full functionality, including integration with other Office 365 applications such as Teams.

None of the apps will allow you to access emails that have been moved to your Online Archive folder. To view the Online Archive, you need to log into your emails via a web browser using **Outlook Online**.

Please note, to access your emails on your mobile phone, you will need to undertake <u>multi-factor authentication</u> (MFA). Many staff already have <u>MFA set up</u> to be able to access their emails or Teams from home, when not connected to the SA Health network via VPN.

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How to set up MS Outlook app on a mobile phone

Instructions for iPhone

1. Search the App Store on your iPhone for "Microsoft Outlook" and install the app.

Alternatively, you can open the following link on your phone to open directly to the App on the App Store: <u>https://aka.ms/outlookmobiledownload</u>.

- 2. Once installed, open the app on your phone and click 'Get started'.
- 3. Enter your SA Government email address and click 'Add Account'.



4. Select 'Office 365'.



5. Enter your password and click 'Sign in'.









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Multi-factor authentication requires you to verify your identity. If you have not set up MFA, please
visit <u>iPhone Setup Link for MFA</u>. Choose one of the below options to verify your identity. In this
example, text message is selected.

2:12 🖻 🖷 🌡	ৠ 🛇 🖘 📶 44% 🛢
Government of South Australia	
sri.sreekumar@sa.gov.au	
Verify your identity	
€ Call +XX XXXXXX64	
Text +XX XXXXXXX64	

7. If you do not wish to add another account, click on 'Maybe Later'.



8. Outlook has been configured on your phone and you can access your emails and calendar.









Instructions for android devices

(Please note that screenshots shown below are from a Samsung phone)

1. Search the Google Play store on your android device for "Microsoft Outlook" and install the app.

Alternatively, you can open the following link on your device to open directly to the App on the store: <u>https://aka.ms/outlookmobiledownload</u>.

- 2. Once installed, open the app on your phone.
- 3. Click on 'Add Account'.



4. If prompted to select an account, click on 'Skip this account'.



5. Enter your SA Health email address and click 'Continue'.



6. Select 'Microsoft 365'.







7. Enter your HAD password and click 'Sign in'.



Multi-factor authentication requires you to verify your identity. If you have not set up MFA, please
visit <u>Android Setup Link for MFA</u>. Choose one of the below options to verify your identity. In this
example, text message is selected.

2:12 🖪 🖏 🌡	։ 🛠 🛇 📚 ,⊪ 44% 🛢
Government of South Australia	
sri.sreekumar@sa.gov.au	
Verify your identity	
Call +XX XXXXXXX64	
Text +XX XXXXXXX64	

9. After identity is verified, the below screen appears. Activate device administrator by clicking on 'Activate'.



10. Click on 'Activate this device admin app'.





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11. If prompted, click on 'Set New Password'. Otherwise proceed to step 16.



12. Once you have clicked on Set New Password, the following screen below will appear. You can choose either PIN, Password, Face or Fingerprints to set your password.

The steps outlined from Step 13 below are if you had selected PIN. If you choose one of the other options, follow the prompts on your phone and proceed to Step 16.



 If you have selected PIN, the below screen appears. Set your PIN which must contain at least four digits. Next click on 'Confirm PIN without tapping OK' and then click on 'Next'

Remember t reset you	Remember this PIN. If you forget it, you'll need to reset your phone and all data will be erased.			
Your Pl	Your PIN must contain at least 4 digits.			
-	1			
. 0	Confirm PIN without tapping OK			
Can	cel			
1	2		3 DEF	
4 CH	5		6 MNO	
7 PORS	8		9 wxvz	
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14. Click on Done.



15. Click on 'Agree' to back up your PIN.



16. If you do not wish to add another account, click on 'Maybe Later'.



17. Outlook has been configured on your phone and you can access your emails and calendar.





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How to set up the native email app on an iPhone

1. Select Microsoft Exchange as shown below.

🖬 Optus 🕈	2:55 pm Welcome to Mail	60%
	Hereonie to man	
	iCloud	
N	licrosoft Exchang	e
	Google	
	yahoo!	
	Aol.	
o	Outlook.cor	n
	Other	

2. Enter your SA Health email address and click Next.

📲 Optus 🗢	2:55 pm	60% 🔳
_	14/-1 A- M-1	
Cancel	Exchange	Next
Email	email@example.com	
	ernen er en en erne	
Description	My Exchange Account	

3. Click on 'Sign In'.



4. At this point you will be prompted for multi-factor authentication (MFA). Complete the sign in using your preferred method of authentication. If you have not yet set up MFA, you may receive a message advising your 'Sign in was blocked'. To set up MFA, please refer to the MFA Setup Guide for iPhone on the intranet.





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5. Below screen appears which confirms the items are synced to the mobile phone.









How to view the Online Archive on a mobile phone or tablet

If you want to view the Online Archive on a mobile phone or tablet, you will need to enable the desktop site setting in your browser.

The Online Archive is not available via the Outlook app on your phone, only via the web-based Outlook Online.

The Online Archive folder is called 'In-Place Archive' when viewed via Outlook Online.

Instructions for iPhone

Safari browser does not at present work for viewing archived emails. Chrome and Edge browsers do support this feature.

1. Open Chrome web browser (download it from the app store, if you don't have it on your phone).



2. Visit outlook.office.com and log into Outlook Online with your SA Health log in details. You may need to authenticate using the authenticator app.



3. When you can view your emails, click the three dots at the bottom of the web browser.

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	_		_	\bigcirc

4. Pull up the menu and click on 'Request Desktop Site'.



5. At the top of the desktop version of Outlook Online click on the three lines.





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6. Scroll down the folders and expand the 'In-Place Archive' folder.









Instructions for Android devices

1. Open Chrome web browser.



- 2. Visit outlook.office.com and log into Outlook Online with your SA Health log in details. You may need to authenticate using the authenticator app.
- 3. Click on the three vertical dots icon in the top right corner.



4. Select 'Desktop site' from the dropdown menu.



5. Click on the three vertical dots icon in the top right corner.



6. Select 'Settings' from the dropdown menu.



7. From within Settings, select Site Settings > Data Stored.



Select the site URL e.g. https://outlook.office.com.



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8. In the usage section, tap the bin icon next on the right.



9. Select Delete.



- 10. Go back to the Outlook website and refresh the page (Pull down from the top of your screen to refresh).
- 11. At the top of the desktop version of Outlook Online click on the three lines.



12. Scroll down the folders and expand the 'In-Place Archive' folder.







