

# 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 however will allow you to view your **archived emails**. 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 [multi-factor authentication](#) (MFA). Many staff already have [MFA set up](#) to be able to access their emails or Teams from home, when not connected to the SA Health network via VPN.

<a href="#">How to set up MS Outlook app on a mobile phone</a> .....	<a href="#">2</a>
Instructions for iPhone .....	2
Instructions for android phones.....	3
<a href="#">How to set up the native email app on an iPhone</a> .....	<a href="#">7</a>
<a href="#">How to view the Online Archive on a mobile phone or tablet</a> .....	<a href="#">9</a>
Instructions for iPhone .....	9
Instructions for android phones.....	10

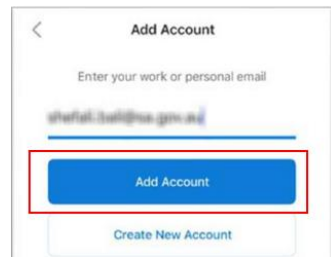
## How to set up MS Outlook app on a mobile phone

### Instructions for iPhone

1. To download the app, you can use the following: [Microsoft Outlook - Get Outlook on your phone](#) or use the app store.
2. You will see the below screen which prompts you to enter your phone number. Enter your number and click on 'Send link'.

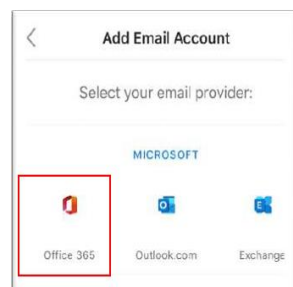


3. A link will be sent as a text message to your phone. Open the application on your phone and click 'Get started'.
4. Enter your SA Government email address and click 'Add Account'.

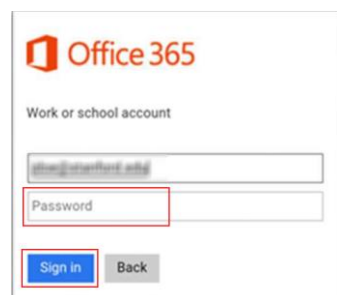


Please note: If you are already using the Outlook application to access your SA Health mailbox, you will need to remove your existing account and set it up again.

5. Select 'Office 365'.



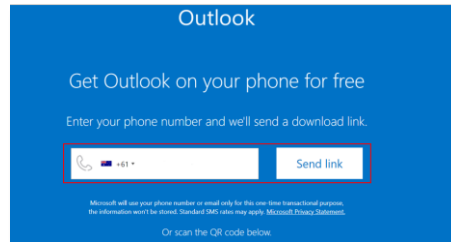
6. Enter your password and click 'Sign in'.



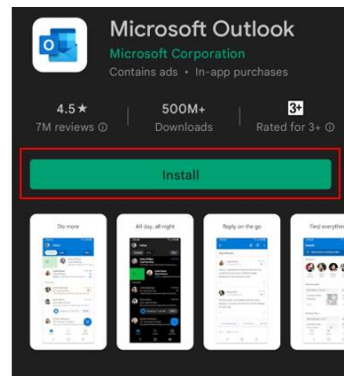
## Instructions for android phones

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

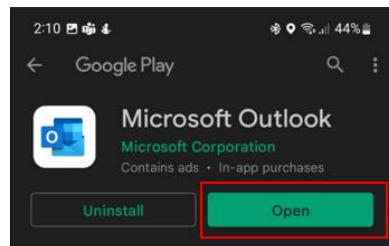
1. To download the app, you can use the following: [Microsoft Outlook - Get Outlook on your phone](#) or use the Play store.
2. If you clicked on the above link, it will take you to the screen below which prompts you to enter your phone number. Enter your number and click on 'Send link'.



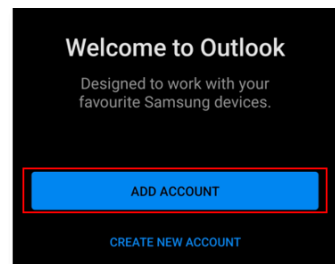
3. A link will be sent as a text message to your phone. Open the application on your phone and click 'Get started'.
4. If you have used the Play Store to download the Outlook app, the below screen appears. Click on 'Install'.



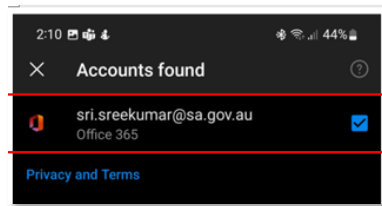
5. Once installation is complete, click on 'Open'.



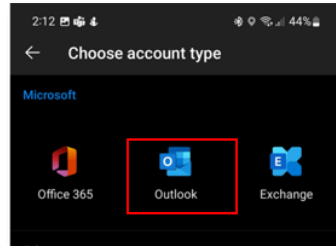
6. Click on 'Add Account'.



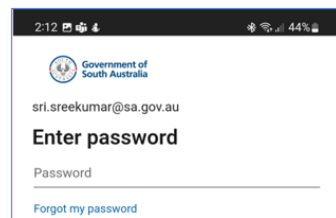
7. Select the correct account and click on 'Continue'.



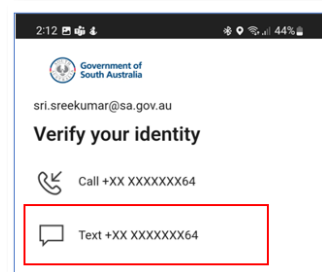
8. Click on 'Outlook'.



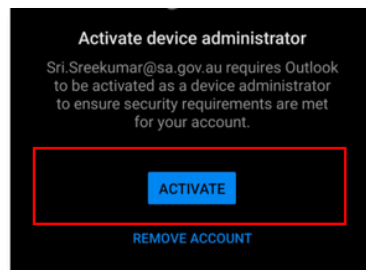
9. Enter your password.



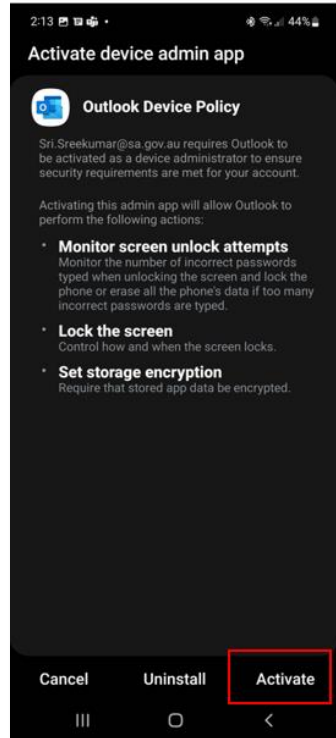
10. Multi-factor authentication requires you to verify your identity. If you have not set up MFA, please visit [Android Setup Link for MFA](#). Choose one of the below options to verify your identity. In this example, text message is selected.



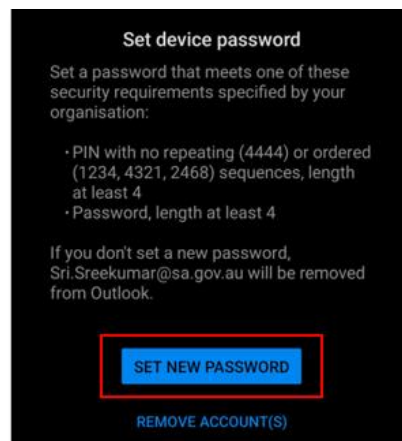
11. After identity is verified, the below screen appears. Activate device administrator by clicking on 'Activate'.



12. Click on 'Activate'.

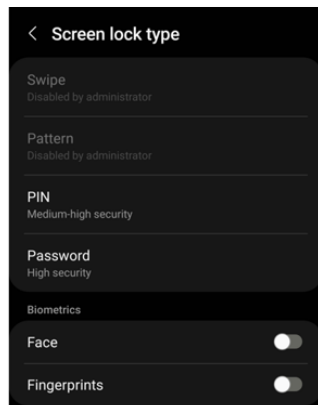


13. Click on 'Set New Password'.



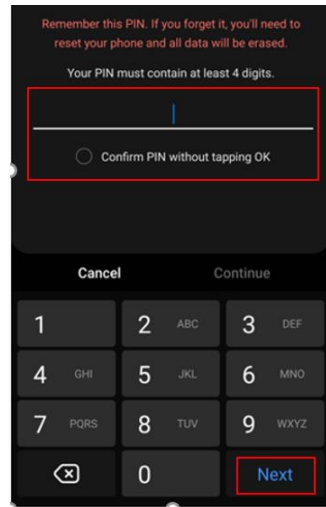
14. Once you have clicked on Set New Password, the following screen below will appear. You can choose either PIN, Password, Face or Fingerprints to set your password.

The steps outlined from Step 12 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 15.

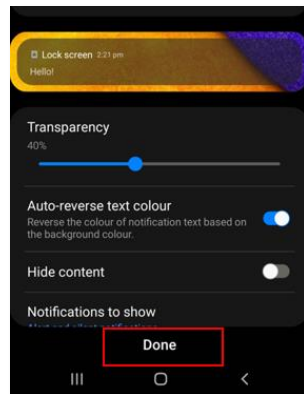


## OFFICIAL

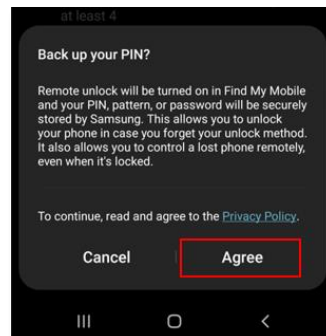
15. If you have selected PIN, the below screen appears.  
Set your PIN which must contain at least four digits.  
Next click on 'Confirm PIN without tapping OK' and then click on 'Next'.



16. Click on Done.

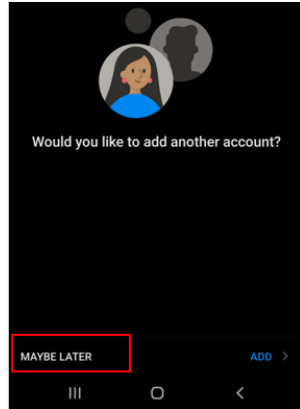


17. Click on 'Agree' to back up your PIN.

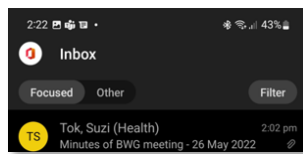


## OFFICIAL

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

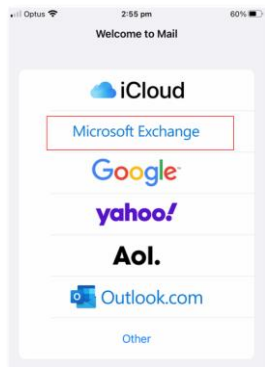


19. Outlook has been configured on your phone and you can access your emails and calendar.

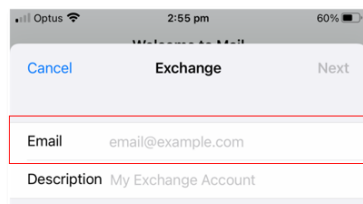


## How to set up the native email app on an iPhone

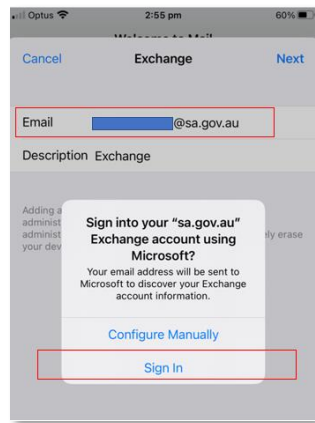
1. Select Microsoft Exchange as shown below.



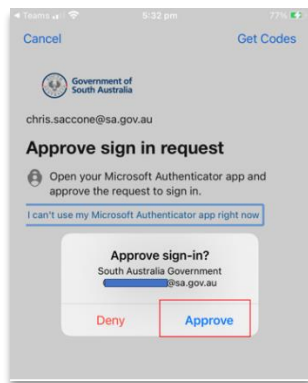
2. Enter your SA Gov email ID.



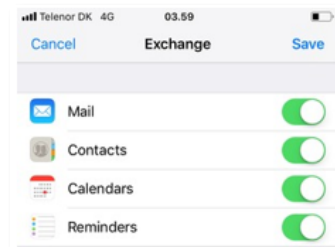
3. Enter the email ID and click on 'Sign In'.



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.



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.

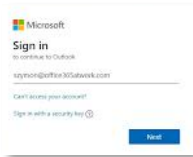
The Online Archive folder is called 'In-Place Archive' when viewed via Outlook Online.

### Instructions for iPhone

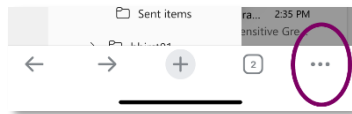
Safari browser does not at present work for viewing archived emails. Chrome and Edge browsers do support this feature.



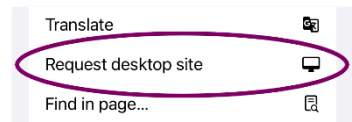
Open Chrome web browser (download it from the app store, if you don't have it on your phone).



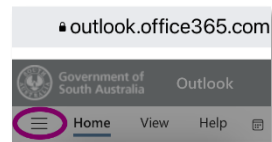
Visit outlook.office.com and log into Outlook Online with your SA Health log in details. You may need to authenticate using the authenticator app.



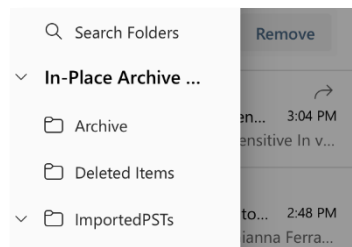
When you can view your emails, click the three dots at the bottom of the web browser.



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



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



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

## Instructions for android phones

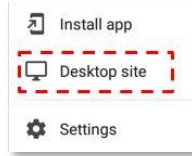


Open the Chrome web browser and log into Outlook Online.

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



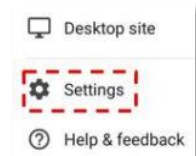
Select 'Desktop site' from the dropdown menu



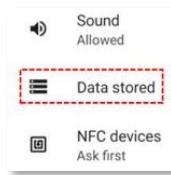
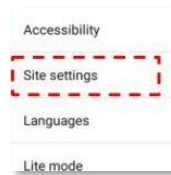
Click on the three vertical dots icon in the top right corner



Select 'Settings' from the dropdown menu



From within Settings, select Site Settings > Data Stored



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

## For more information

Digital Health SA Service Desk  
Telephone: 1300 138 913  
[Marval Self Service Portal](#)  
[www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)

© Department for Health and Wellbeing, Government of South Australia. All rights reserved.