

Outlook Online – Instructions for use

Outlook Online allows users to access their SA Health email account from any PC or mobile device, so long as they have an internet connection.

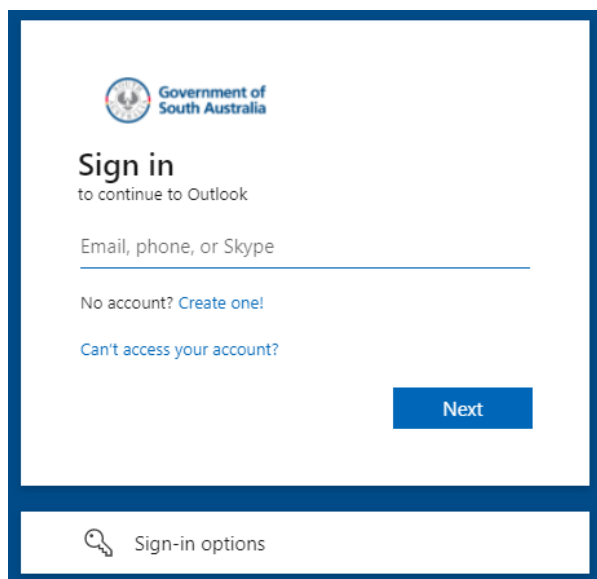
Please note, to access Outlook Online off the SA Health network, Multi-Factor Authentication (MFA) needs to be configured on your account.

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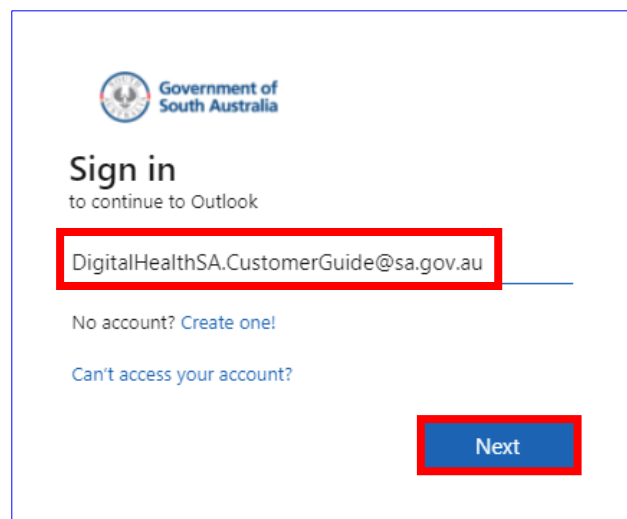
How to access Outlook Online

1. Copy **outlook.office365.com/owa/sa.gov.au** into your internet browser and then press 'enter'. The following window will be displayed for you to login.



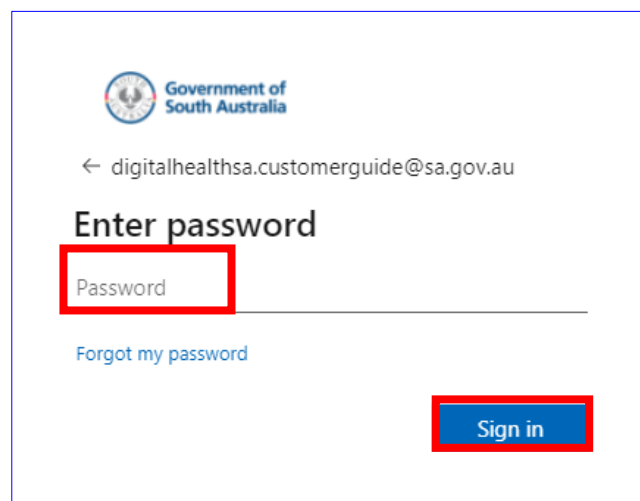
The screenshot shows the Outlook Online sign-in page for the Government of South Australia. At the top left is the Government of South Australia logo. Below it, the text reads "Sign in to continue to Outlook". There is a text input field labeled "Email, phone, or Skype". Below the field are two links: "No account? Create one!" and "Can't access your account?". A blue "Next" button is positioned to the right of the input field. At the bottom left, there is a "Sign-in options" link with a key icon.

2. In the 'Email, phone, or Skype' field, enter your SA Health email address, then click 'Next'.



This screenshot shows the same sign-in page as above, but with the email address "DigitalHealthSA.CustomerGuide@sa.gov.au" entered into the "Email, phone, or Skype" field. The "Next" button is highlighted with a red box.

3. Enter your HAD password, then click 'Sign in'.

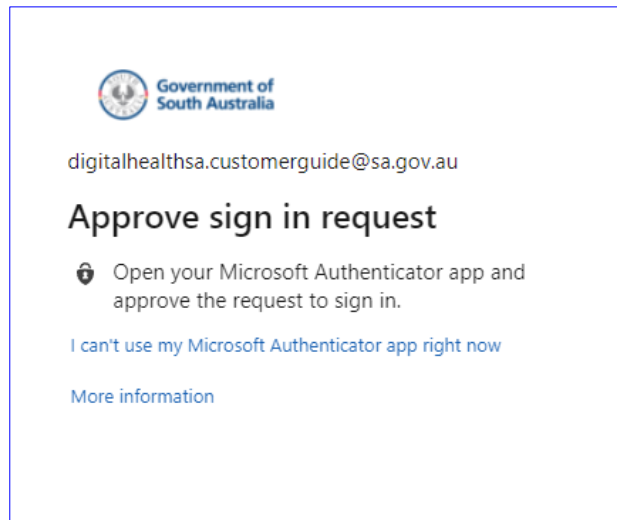


This screenshot shows the password entry page. At the top left is the Government of South Australia logo. Below it, the text reads "← digitalhealthsa.customerguide@sa.gov.au". The main heading is "Enter password". There is a text input field labeled "Password" which is highlighted with a red box. Below the field is a link "Forgot my password". A blue "Sign in" button is highlighted with a red box at the bottom right.

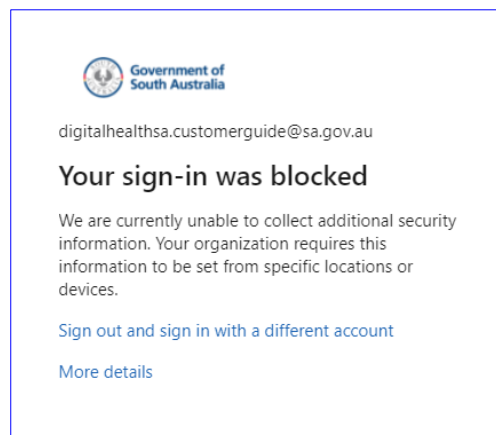
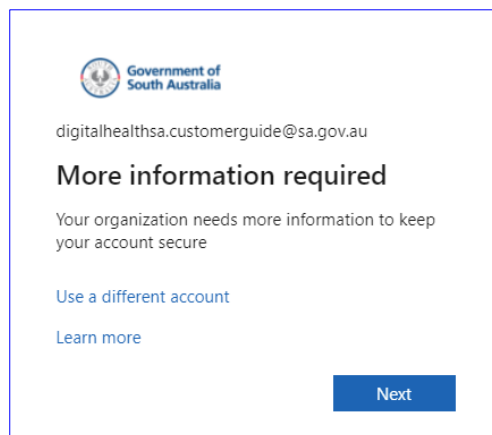
Please note, if you are accessing Outlook Online **off the SA Health network**, you will be prompted for Multi-Factor Authentication (MFA) at this point.

If you are accessing Outlook Online on the SA Health network, [click here to proceed to Step 4](#).

Complete your sign in using the MFA method you have configured. You can refer to the [User Guide for MFA](#) if further assistance is required.



If you receive a message that 'More information is required', click 'Next'.



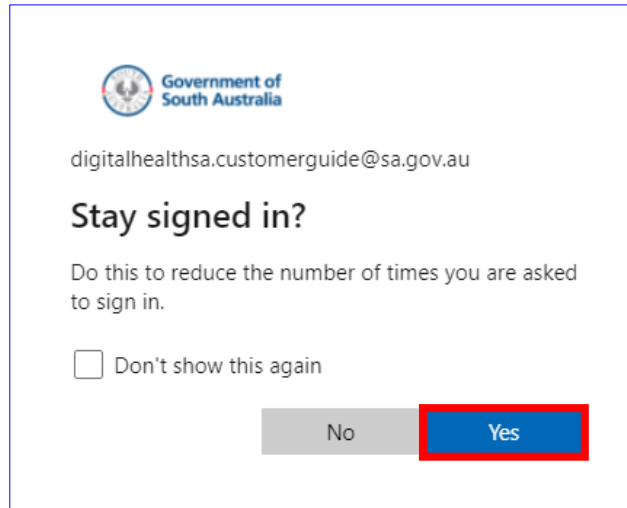
If the next message advises that 'Your sign in was blocked', you may not have configured MFA on your account. You will be unable to access Outlook Online off the SA Health network until this is configured.

Select the applicable guide below to set up MFA on your account.

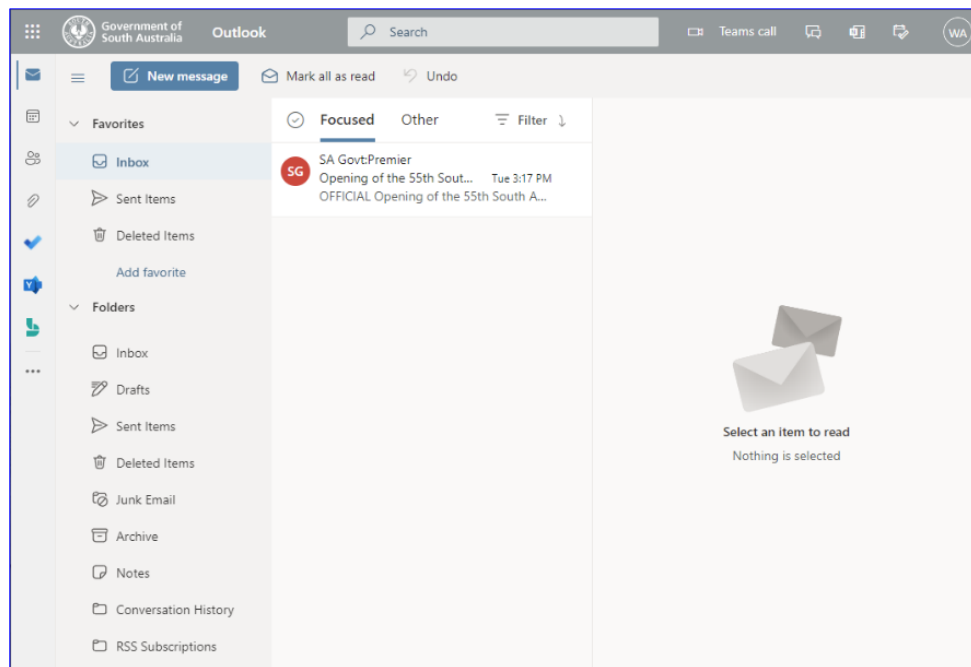
[iPhone Setup Guide for MFA](#)
[Android Setup Guide for MFA](#)

If you are attempting to set up MFA off the SA Health network, you may need to contact the Digital Health SA Service Desk for assistance in completing the setup.

4. If prompted with the message below, and this is your main device, tick the 'Don't show this again' box, and then click 'Yes'. If this is not your main device, click 'No'

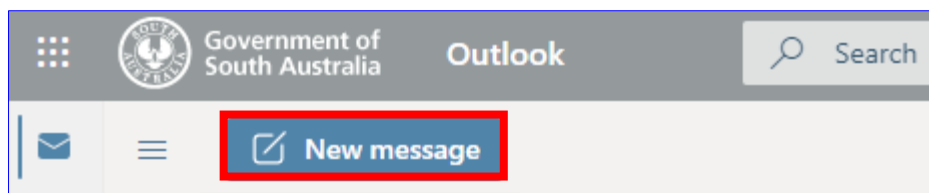


5. Your mailbox will now be displayed on screen.



Creating a new email message

1. Click on the 'New Message' icon to create a new email.



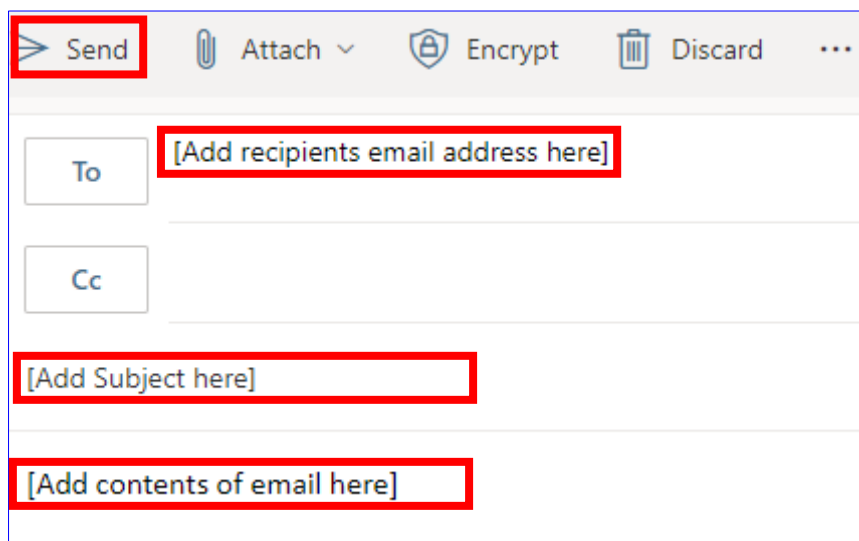
2. In the 'To' field, enter the email address of the recipient.

Note, if you click the 'To' button and select 'Default Global Address List', you can search for all mailboxes in the SA Gov Global Address list.


In the 'Subject' field, enter a subject for the email.

In the text box, type the email content you wish to send.

Then click 'Send', to send the email.

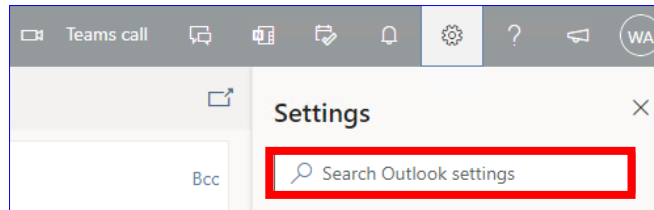


Activating an 'Out of Office' message

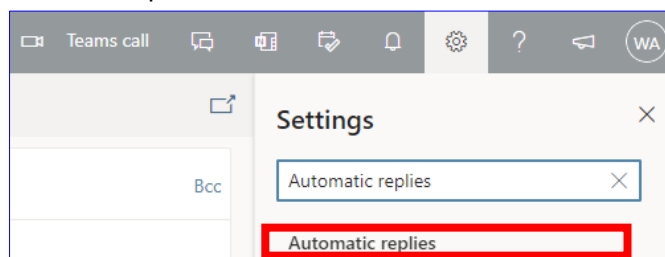
1. To activate an 'Out of Office' message, click the  icon towards the top right-hand corner of the browser window.



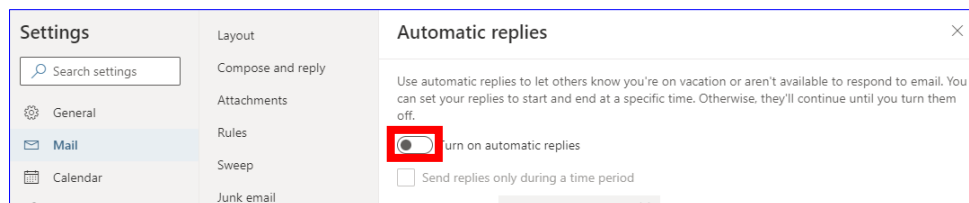
2. In the 'Search Outlook settings' field, type 'Automatic replies'.



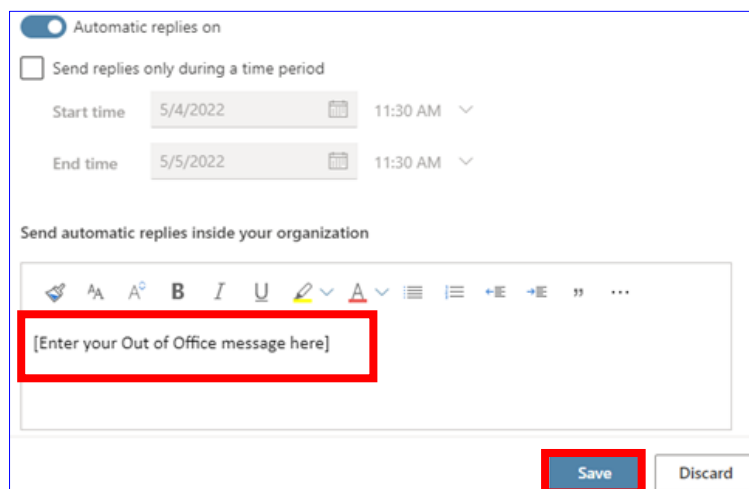
3. Select the option from the results shown.



4. The following window will be displayed. click the radio button next to 'Turn on automatic replies'.

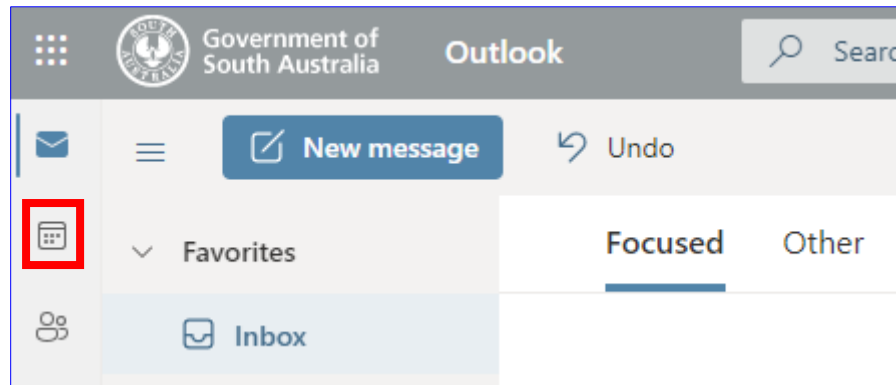


5. Enter the content of your out of office message in the text box, set a time frame to send the messages if required, and then click 'Save'.



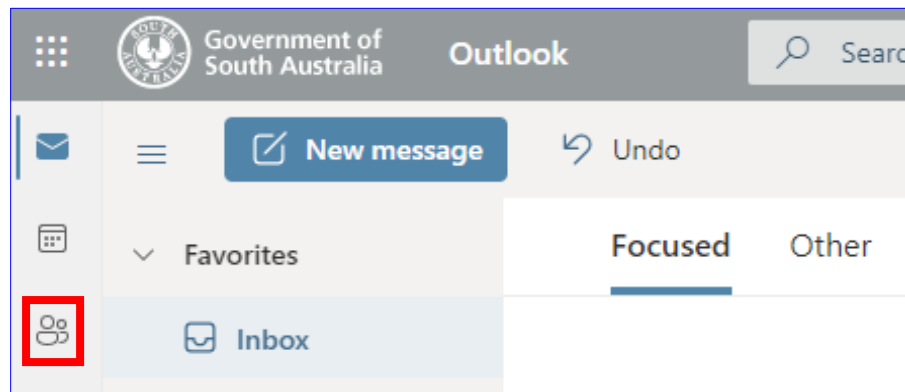
Locating your Outlook calendar

1. To open your calendar, click on the calendar icon, highlighted below.



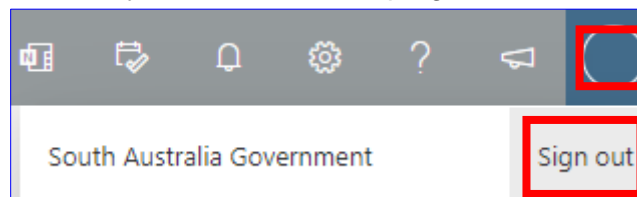
Locating your Outlook contacts

2. To open your contacts, click the people icon.



Signing out of Outlook Online

1. Click your initials at the top right-hand corner of the browser, then select 'Sign out'.



For more information

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

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