

Exchange Online iPhone Guide

New iPhone or Transition to Outlook iOS app from Mail iOS app

Install the Microsoft Authenticator app



The Microsoft Authenticator App is used for external access to MS Teams and Interior Health email. **If you have previous installed Microsoft Authenticator skip this step.**

1. From the IH network (desktop, laptop, office computer, VPN, or IHAnywhere), follow the **IH Microsoft Authenticator Setup Guide** to installing and configuring the MS Authenticator on the device.
 - Users with the HUB app installed on IH provided (and managed) iPhones should find the MS Authenticator application already installed.
 - Users without the HUB app on the device need to use their existing Apple ID or create a new one. Following the Apple support article **How to create a new Apple ID.**



The Microsoft Authenticator App must be installed, and setup on the device **before** the new Exchange Online account can be verified and used correctly.

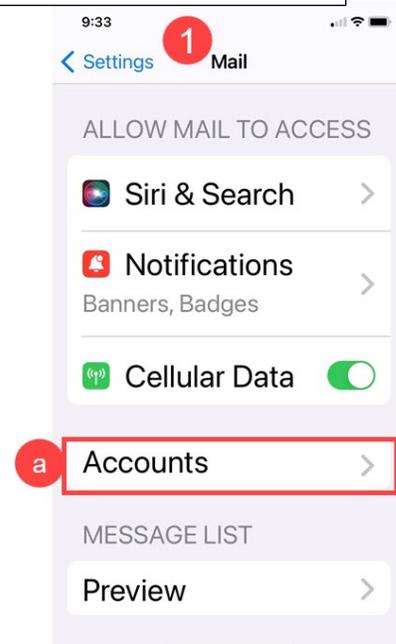
2. Remove the existing account, if Applicable



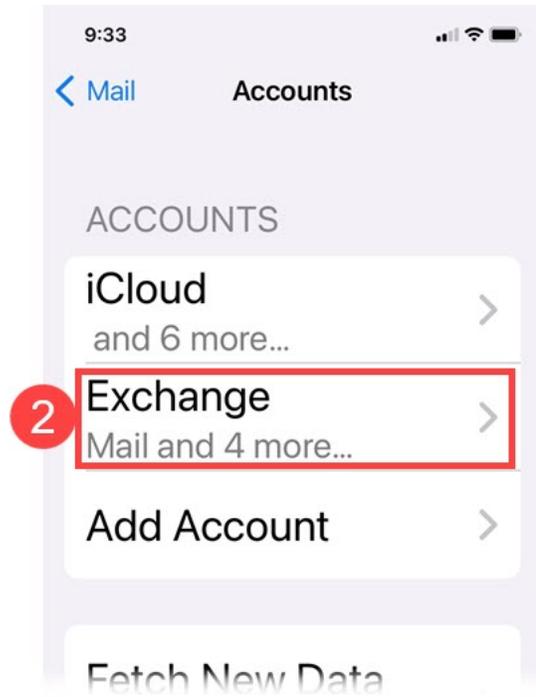
Note: You only need to remove your existing email account if you already access your Interior Health email using the iOS Mail app.  If you currently do not access Interior Health mail using iOS Mail app, skip to Step 3.

To remove existing email account, if it exists.

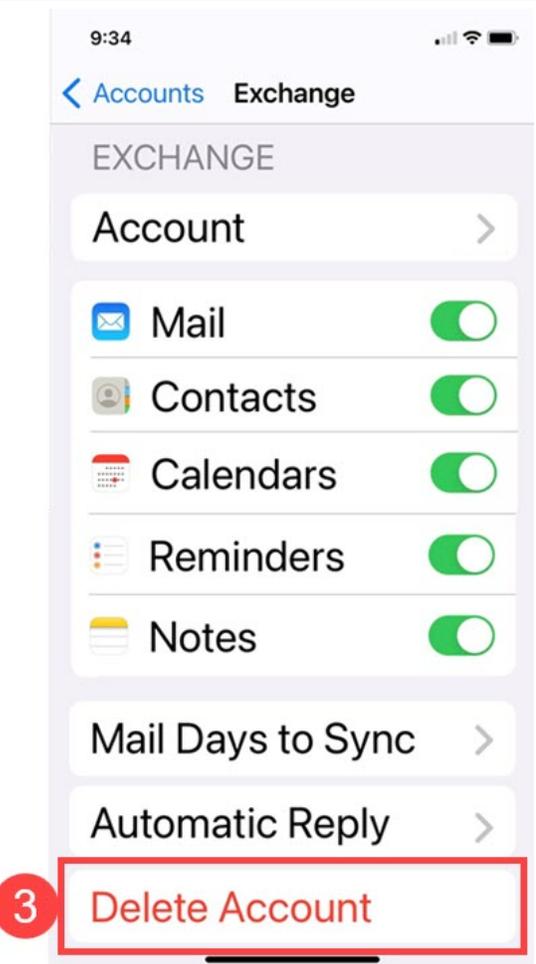
1. Select the **Settings** app, and
 - a. Scroll to **Mail**.
 - b. Select **Accounts** from the options.



2. On the Accounts screen, select Exchange



3. Select **Delete Account**.



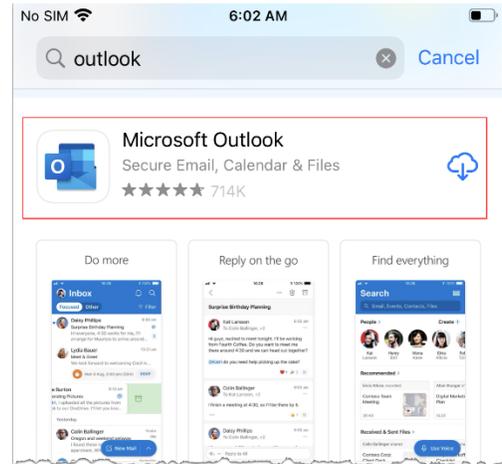
 **WARNING** By transitioning from the iOS mail app to the Outlook iOS app, text messages to your IH Contacts may be missing contact name labels (contact name, nickname etc.) and picture, and will revert to the contact number. You may also be missing pinned/favourite chats.

If you want to restore the contact names, add the contacts to your iPhone contacts.

3. Download Outlook iOS app from the Apple App Store or the Hub app

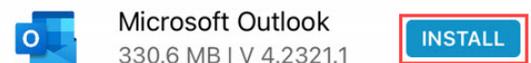
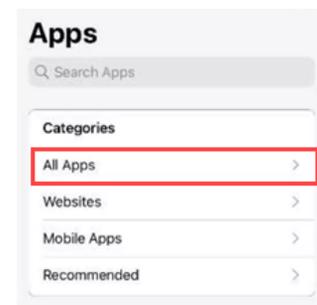
Personal iPhone - Requires Apple ID

1. App Store
2. Search for Microsoft Outlook
3. Tap download



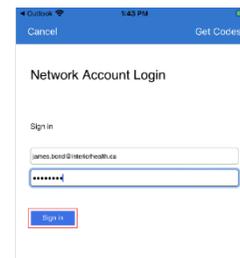
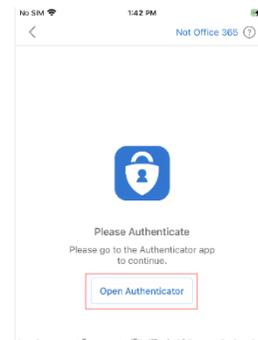
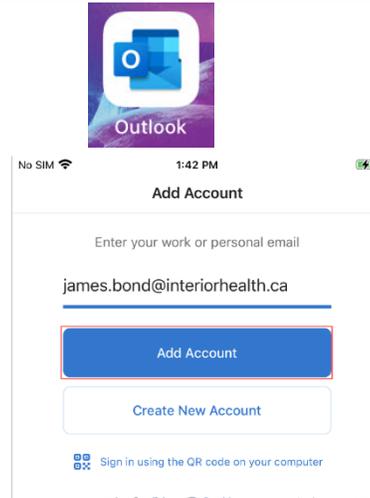
IH provided iPhone

1. On the iPhone, select the Hub application
2. Sign into Hub using your username and password
3. Tap **All Apps** and scroll down until you see Microsoft Outlook
4. Tap **INSTALL** next to Microsoft Outlook
5. The Microsoft Outlook app will be added to your iPhone in a few minutes



4. Configure the Outlook iOS app

1. Tap the Microsoft Outlook app
2. Enter your Interior Health email address and tap **Add Account**
3. Tap **Open Authenticator**
4. Enter your Interior Health password and tap **Sign in**
5. Enter the Microsoft Authenticator **2 digit code** and then tap **Yes**
6. Tap **Maybe Later** when asked if you would like to add another account
7. Your Interior Health email account is now added to the Microsoft Outlook app.



Would you like to add another account?

