

**MICROSOFT OUTLOOK SMART PHONE INSTALLATION  
WORK INSTRUCTION - DRAFT**

<b>OUTCOME</b>	To instruct staff members on how to install Microsoft Outlook on an Apple or Android smart phone and connect their mecwacare email account.
<b>SCOPE</b>	Staff requiring mecwacare email access on a personal smart phone.

**PREREQUISITES:**

- Multi-factor authentication must be set-up on your smart phone before commencing this process. If you don't have it installed, please refer to the Work instruction or video on the [mecwacare internet page](#) or contact the IT department on 03 8573 4815.
- Please ensure you have a good internet connection.



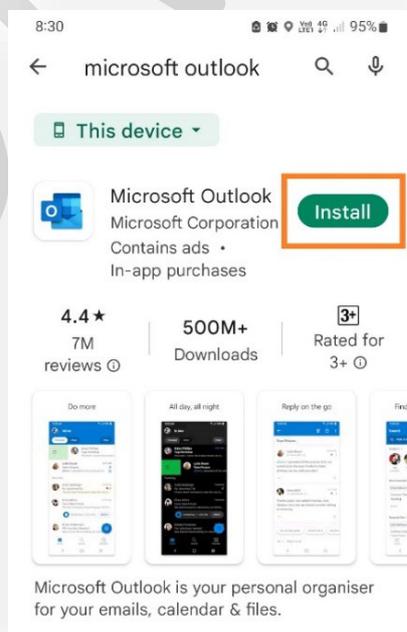
**There are four variations to this process, please choose the appropriate option for you:**

1. I have an [ANDROID smart phone WITHOUT Microsoft Outlook installed](#)
2. I have an [ANDROID smart phone WITH Microsoft Outlook installed](#)
3. I have an [APPLE iPhone WITHOUT Microsoft Outlook installed](#)
4. I have an [APPLE iPhone WITH Microsoft Outlook installed](#)

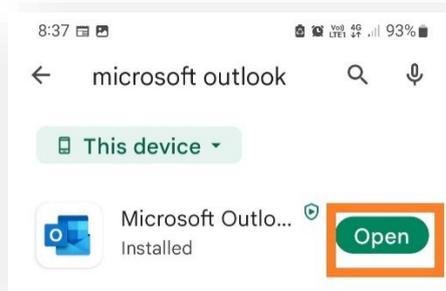
NOTE: Android Smart Phone brands include Samsung, Huawei, Motorola, Google, HTC, LG.

**1. ANDROID SMART PHONE WITHOUT MICROSOFT OUTLOOK INSTALLED**

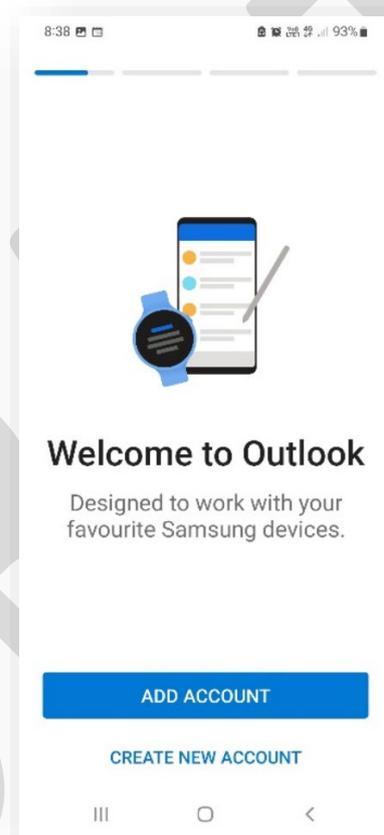
- On your smart phone, **locate** the Play store (icon pictured) and **open** it
- Search for Microsoft Outlook and then **Install**



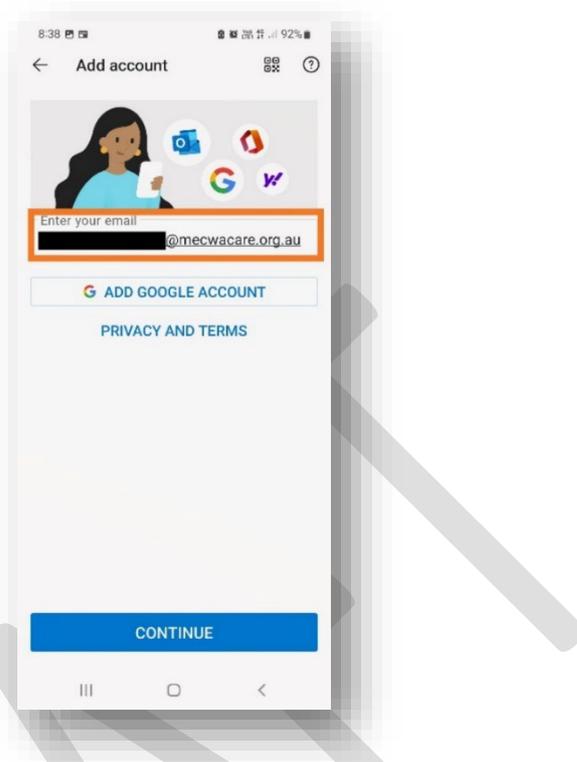
- Once the installation has completed, **Tap Open**



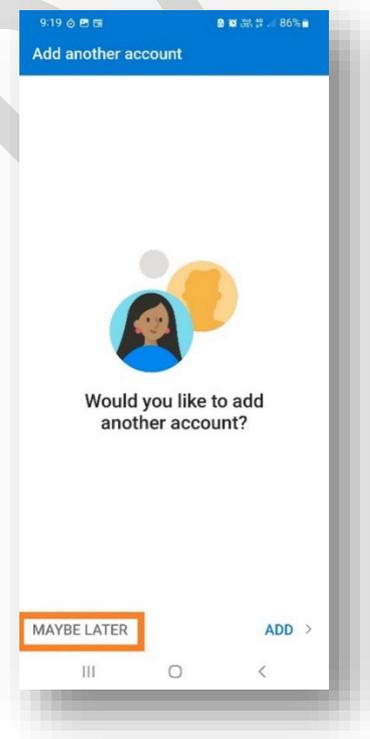
- **Tap Add Account**



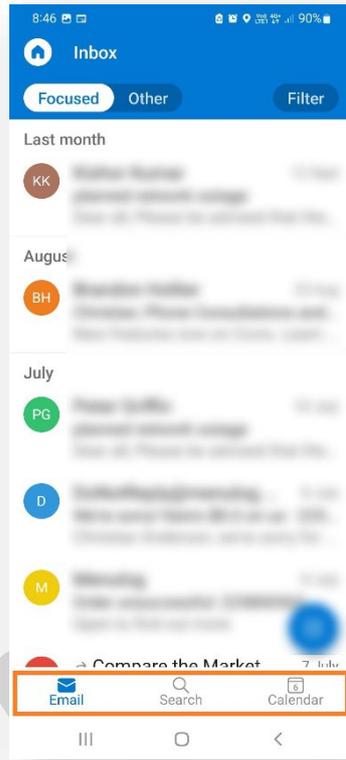
- On the add account screen, **Type** in your mecwacare email address: [firstname.lastname@mecwacare.org.au](mailto:firstname.lastname@mecwacare.org.au)
- Then **Tap** continue



- Your account will be added. This may take a little while depending on how many emails etc are in your account.
- The app will ask if you want to add another account, **Tap** maybe later.



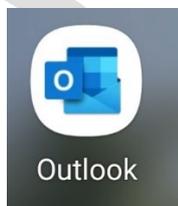
- The setup is now complete, and you will now be able to see your emails. If you want to access your mecwacare calendar, use the icons at the bottom of the screen to navigate.



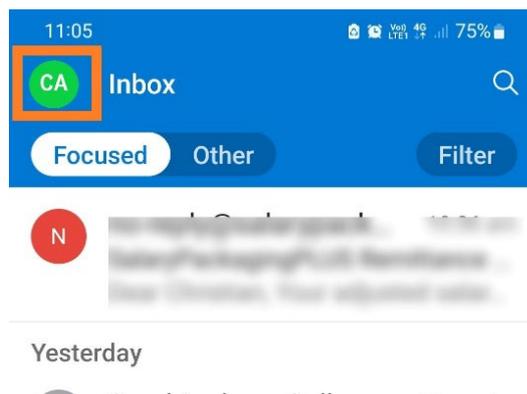
## 2. ANDROID SMART PHONE WITH MICROSOFT OUTLOOK ALREADY INSTALLED

If Microsoft Outlook is already installed on your smart phone, then you only need to add your mecwacare email account to the application.

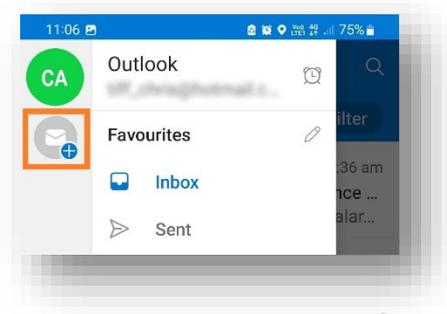
- To Add your mecwacare account, **locate** and **Open** Microsoft Outlook on your smart phone



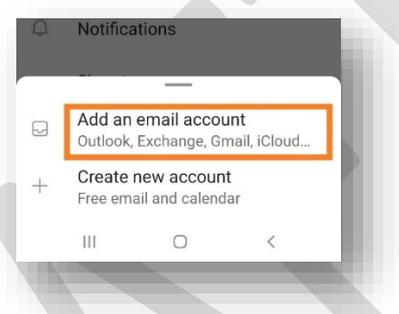
- Outlook should open at your personal email inbox. **Tap** on your profile icon in the top left corner of the screen.



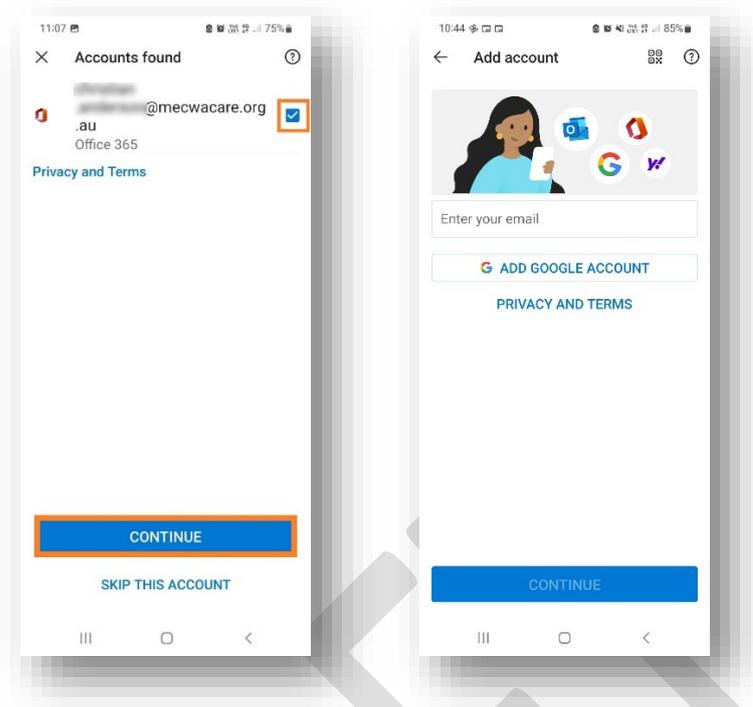
- Your folder list screen will be displayed. **Tap** on the add account icon



- A pop-up will appear, **tap** Add an email account. (Please note the below image could vary depending on your model/brand of phone)



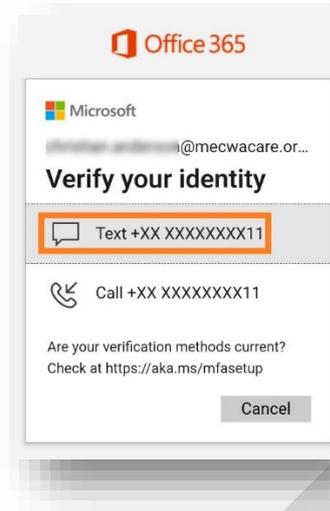
- There are two possible screens that can be seen next.
- Accounts found screen (left): If your mecwacare account is automatically found, it will be displayed here. Ensure it is **selected** then **Tap** Continue.
- Add account screen (right): If your account is not found automatically then you will see the screen on the right. In this case **Type** in your mecwacare email address: [firstname.lastname@mecwacare.org.au](mailto:firstname.lastname@mecwacare.org.au) then tap continue



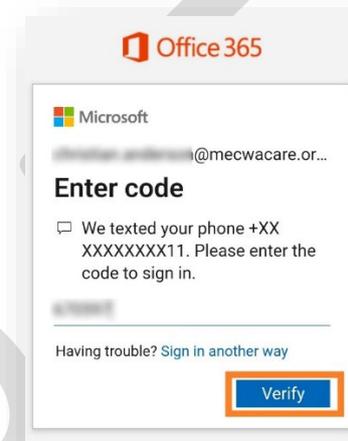
- On the next screen, **enter** your mecwacare password and **click** Sign in
  - If this screen does not appear or you get an error, it means MFA is not installed on your device. Ensure MFA is installed before continuing (see Prerequisites on Page 1).



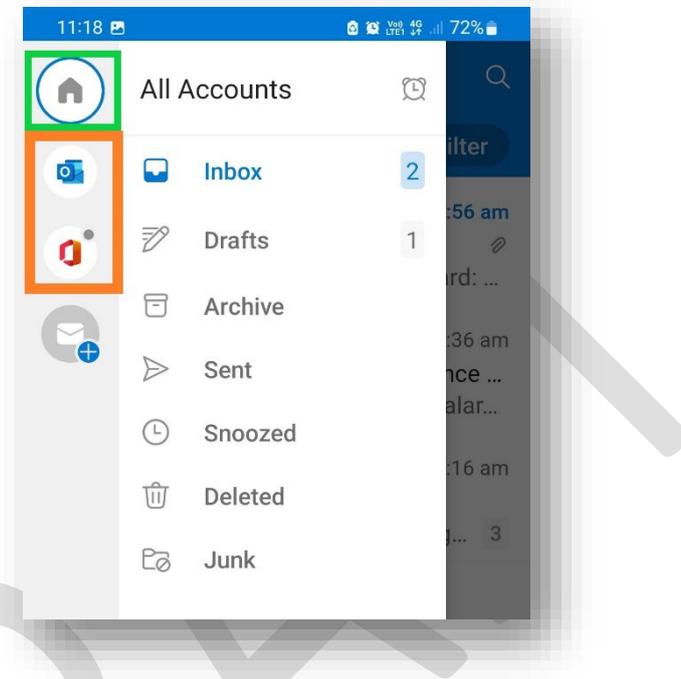
- Verify your Identity: If using a txt message code, **tap** this and wait for the code to be messaged to you.
  - Alternative: You may also get an “approve” screen instead if so then tap approve.



- Enter this code and click verify.



- The phone will return to the folder list screen, however, now you will see both your personal and mecwacare accounts listed.
- To change between the personal and work accounts, **tap** the respective icon (highlighted in Orange).
- For a combined view of both work and personal emails, **tap** on the Home icon (highlighted Green)



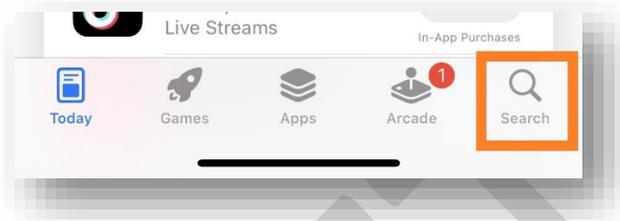
NOTE: You will now begin to see automatic mecwacare new email notifications regardless of which email account is visible.

### 3. APPLE IPHONE WITHOUT MICROSOFT OUTLOOK

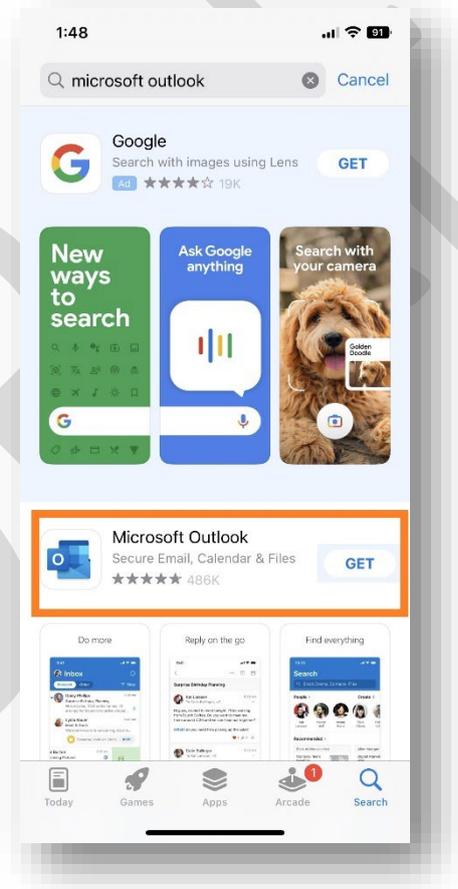
- Locate the Apple App store and **open it**



- At the bottom of the screen **tap** the magnifying glass icon



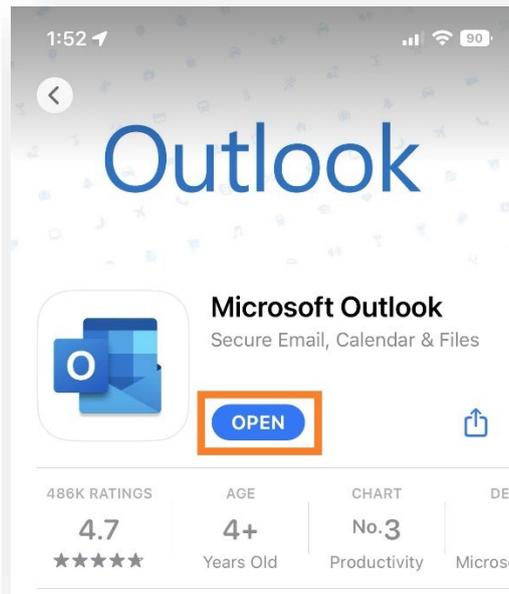
- On the next screen, Search for Microsoft Outlook and then **Tap** Get



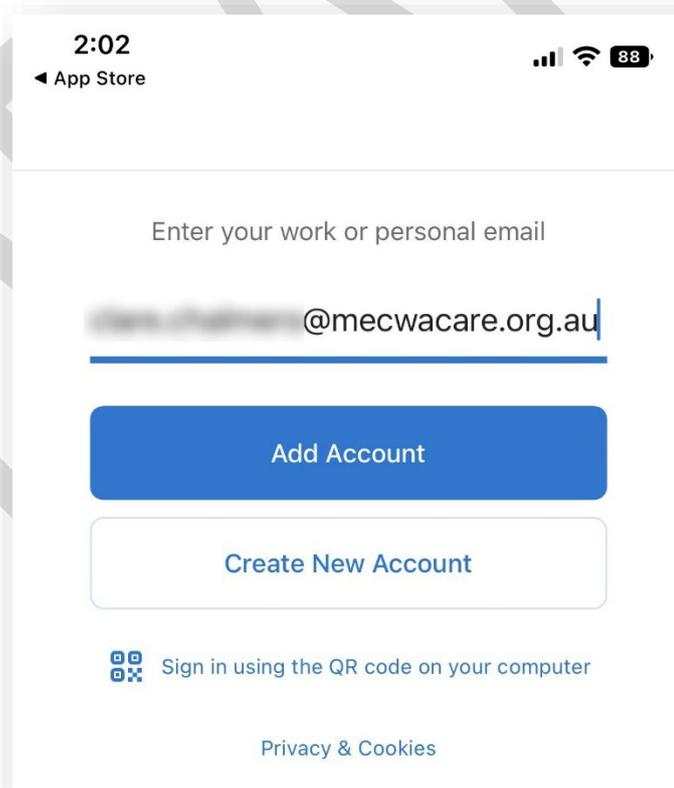
Please note that if you have previously installed this software, you may see the cloud download icon (pictured) instead of "Get"



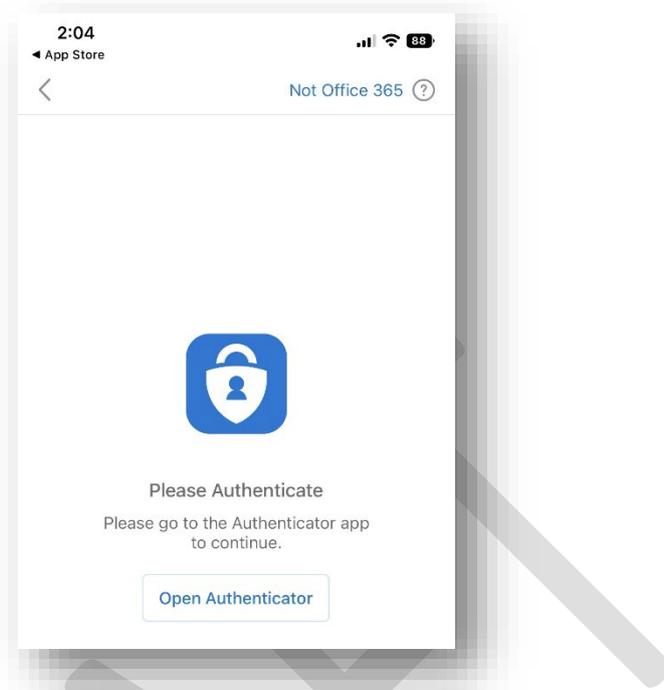
- Allow the install to complete and the **tap** Open



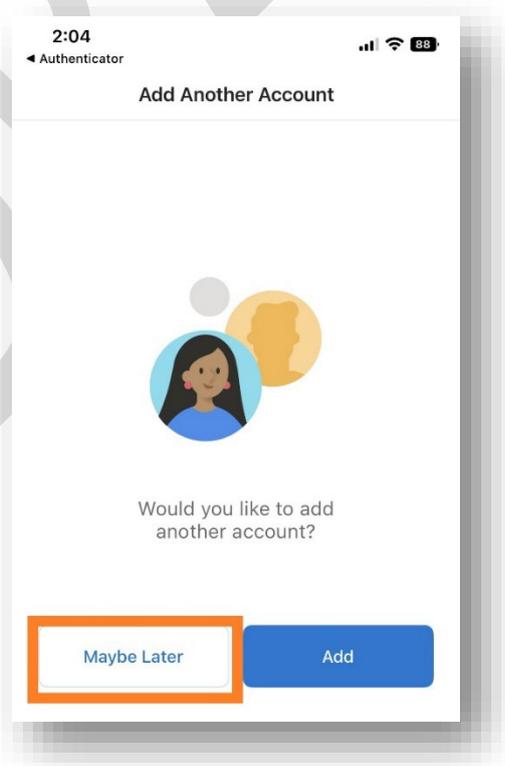
- On the next screen **type** in your mecwacare email address: [firstname.lastname@mecwacare.org.au](mailto:firstname.lastname@mecwacare.org.au)
- Then **Tap** Add Account



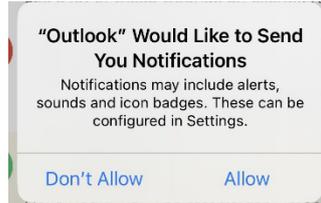
- The system will then ask you to Please Authenticate: **tap** Open Authenticator. This will use MFA to authenticate you automatically.



- Your account will be added. This may take a little while depending on how many emails etc are in your account.
- The app will ask if you want to add another account, **Tap** maybe later.



- The setup is now complete, and you will now be able to see your emails. In addition Calendar will also be available as well. The system may ask you to enable or allow notifications please accept so that you are always aware of when a new email arrives.



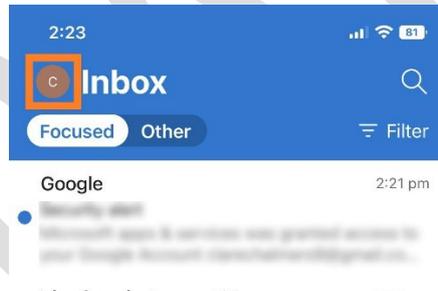
#### 4. APPLE IPHONE WITH MICROSOFT OUTLOOK ALREADY INSTALLED

If Microsoft Outlook is already installed on your iPhone, then you only need to add your mecwacare account to your existing installation of the Microsoft Outlook App.

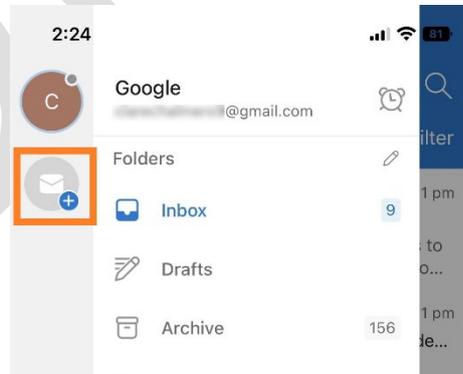
- To Add your mecwacare email account. **locate** Microsoft Outlook



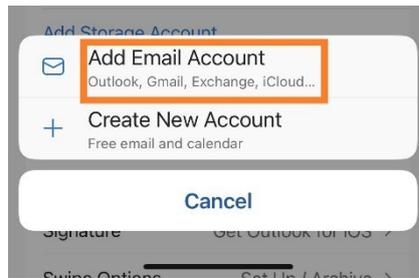
- **Tap** on and **open** the Microsoft Outlook App
- You will be looking at your personal emails. **Tap** on your profile icon in the top left corner of the screen.



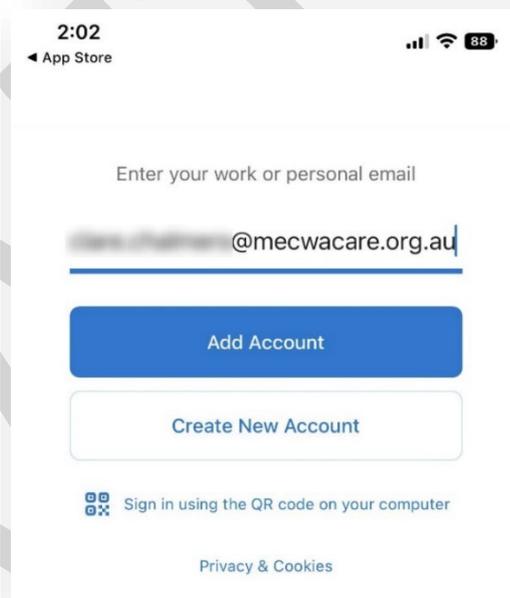
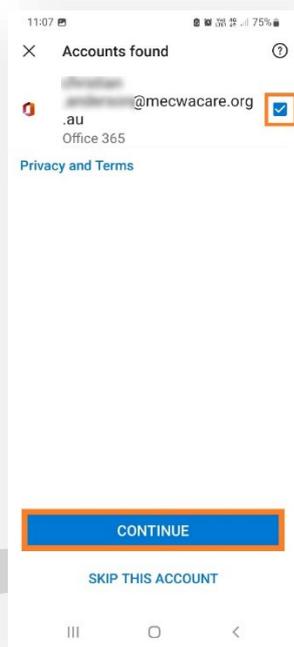
- Your folder list screen will be displayed. **Tap** on the add email icon



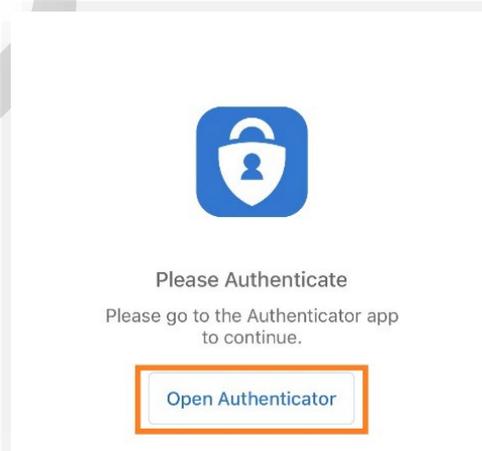
- A pop-up will appear **Tap** Add Email Account.



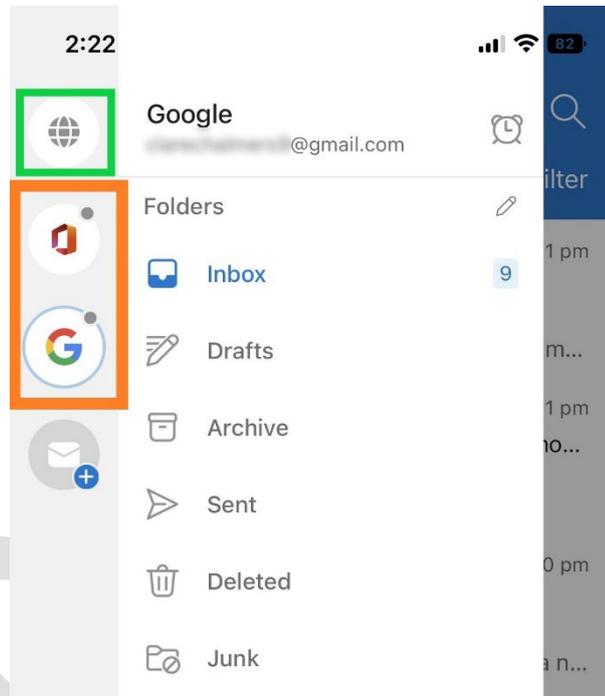
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  2. Add account screen (right): If your account is not found automatically then you will see the screen on the right. In this case **Type** in your mecwacare email address: [firstname.lastname@mecwacare.org.au](mailto:firstname.lastname@mecwacare.org.au) then tap continue



- Authenticate: **Tap** Open Authenticator.



- Authentication will occur automatically. You will then be returned to the folder list screen, however, now you will see both your personal and mecwacare accounts listed.
- To change between the personal and work accounts, **tap** the respective icon (highlighted in Orange).
- For a combined view of both work and personal emails, **tap** on the Globe icon (highlighted Green)



NOTE: You will now begin to see automatic mecwacare new email notifications regardless of which email account is visible.