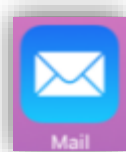
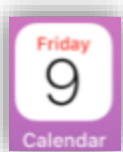


If you have Carilion email on your mobile device, TSG is standardizing our mobile email client to Microsoft's Outlook for mobile. Outlook mobile is designed to integrate seamlessly with Office365 and Imprivata MFA. Outlook Mobile becomes your single app for email and calendar, and is designed to work with apps like Teams, Word, Excel, and OneDrive. You'll find improved mobile productivity combined with enterprise-grade security and encryption of your data.

We recommend you complete these steps *BEFORE* October 1, 2019.

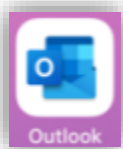
The Change

Beginning October 1st, you will no longer be able to access email or calendar through your native email apps:



Note: for **Android phones, the email and calendar icons will look slightly different*

These apps will remain on your phone; however, you will no longer be able to access your Carilion email or calendar through these apps. Instead, you will access these applications through the **Outlook** app installed on your phone:



Pre-installation Requirements

To ensure your app is working correctly, make sure your Android is version 4.4 and above. To check your version:

1. From the Home screen, tap **Settings**
2. Select **About Phone**
3. Select **Software Information**. The current version is listed under the **Version** section.

*Note: Depending on the brand/model of your phone, you may access this information from slightly different locations. For example, under "system", you may need to select **Advanced**, then **System Update**.*

If your version is out of date:

1. On the Settings screen, tap on **System Updates**
2. Select **Check for system updates**
3. Follow the prompts accordingly

Installing the Outlook App

1. Navigate to the **Play Store**
2. Search for **Microsoft Outlook**
3. Tap **Install**

Setting up the Outlook App

If this is the first time using the outlook app, you may need to set up your account. If your app is already configured, proceed to the next section. To configure your app:

1. Tap **Get Started**
2. **Uncheck** any of your current accounts listed on your screen
3. Tap **Skip**
4. Enter your Carilion Clinic email address. Tap **Continue**
5. Enter your AD Password.
 - a. You may be asked to activate device administrator. If you do, tap **Activate**. Accept the Outlook Device Policy by tapping **Activate**
6. You will be asked if you would like to add another account. Tap **Skip**
7. Advance through the introduction/tutorial

Configuring Your Device to Sync Contacts

To ensure that your contacts translate over to the new app, you will need to sync your contacts:

1. In the blue header, tap the **menu lines** next to the word Inbox
2. Tap the **gear icon** in the lower-left part of the screen to open settings
3. Select your Office 365 Account
4. Toggle on the **Sync Contacts** option
5. You will be asked if Outlook is allowed to access your contacts. Tap **Allow**

Your contacts are now synced to your device.