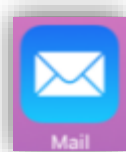
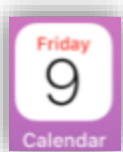


If you have Carilion email on your mobile device, TSG is standardizing our mobile email client to Microsoft's Outlook for mobile. Outlook mobile is designed to integrate seamlessly with Office365 and Imprivata MFA. Outlook Mobile becomes your single app for email and calendar, and is designed to work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

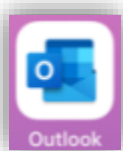
We recommend you complete these steps *BEFORE* October 1, 2019.

The Change

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



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 iPhone is version iOS 12 and above. To check your version:

1. From the Home screen, tap **Settings**
2. Select **General**
3. Select **About**
4. Scroll down until you see **Version**. The current version will be listed

If your version is out of date:

1. Tap on the **General** hyperlink
2. Select **Software Update**
3. Follow the prompts to update your device

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. Select **Add Account**
2. When asked to add additional accounts, select **Maybe Later**
3. Advance through the introduction/tutorial
4. When asked whether to enable notifications, select your preferred option

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 **profile circle** 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 **Save Contacts** option
5. You will be asked if you would like to save your Outlook contact to your iPhone. Select **Save to My iPhone**
6. Outlook will request permission to access your contacts. Tap **OK**

Your contacts are now saved to your device.

Configuring Your Device to Sync Notes

You also have the ability to sync your notes to your O365 account. To do so:

1. Open the **Notes** app
2. Tap the back arrow. Your folders will display
3. Under the *Carilion Clinic* folder, tap **Notes**
4. Tap **Edit** in the upper-right corner
5. Select the notes you would like to move, and tap **Move To...**
 - a. Alternatively, to move all notes, tap **Move All**
6. Under iCloud (or On My iPhone*), tap **Notes**

Your notes have been synced to your iPhone.

**If you do not have an iCloud account, the folder will be called "On My iPhone".*