



# Information Technology Update

## Access to Work accounts from your Personal iOS Device

November 2022

**Do Not Use These Instructions for a Corporate-Issued Device**

**These instructions should be used AFTER 10am on the day of  
your migration.**

**These instructions are for personal devices only.**

If you have a work device already assigned to you, the use of your work device is highly encouraged.

Nova Scotia Health is not responsible for personal devices that are used for work purposes and does NOT provide any support for the use of personal devices.

**Please note that NSHealth;**

- cannot view text messages, personal email, or personal apps on your personal devices
- does not manage the device, only the work apps are managed
- cannot locate your personal device
- can block and wipe work data from work apps but cannot remotely wipe your personal device
- can block corporate apps on your personal device should the device be lost or stolen

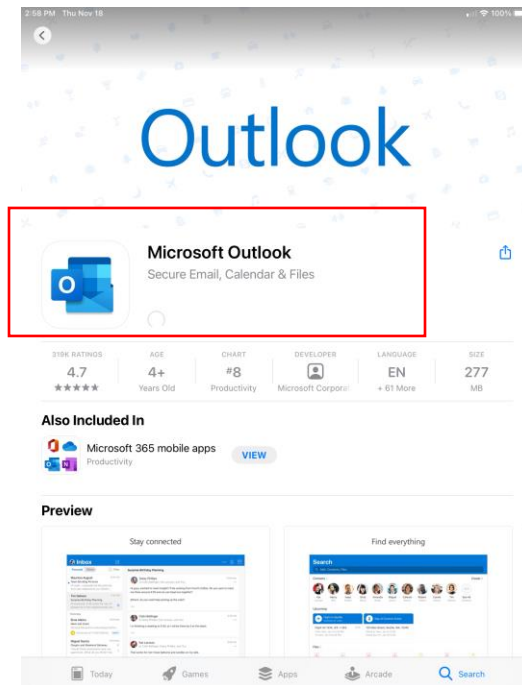
**Prerequisites:**

1. You will need an Apple ID or be signed into the Apple App Store to download the Outlook app (step 1). If you do not have one, you will have to set one up. **Do not use your work email address for the App store or iCloud.**
2. To access work information, your device must have a passcode enabled on the device. You may continue to use touch ID or Face ID if available on your device, as long as the passcode is still enabled.
3. Your device must have iOS version 14.8 or higher. For instructions on how to check the version of iOS on your device click [HERE](#).

This guide is meant to assist you in accessing *work* data on your personal device. Any hardware issues with the phone/tablet itself, or with non-corporate apps are your responsibility.

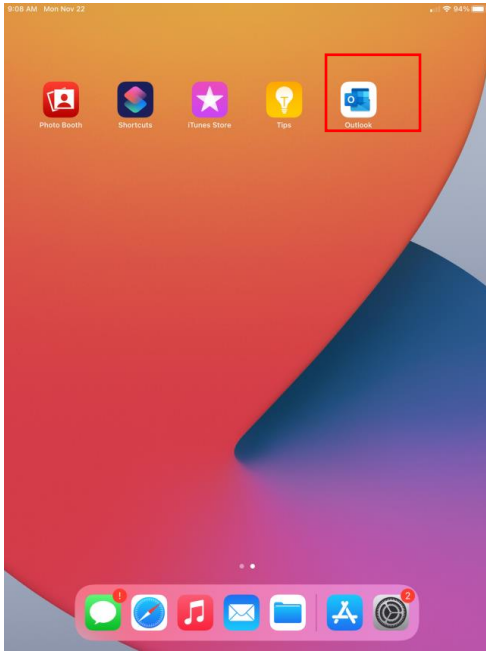
## Step 1

Open the Apple App store. Search for and install the Microsoft Outlook App.



## Step 2

Start the Outlook App by tapping on it.



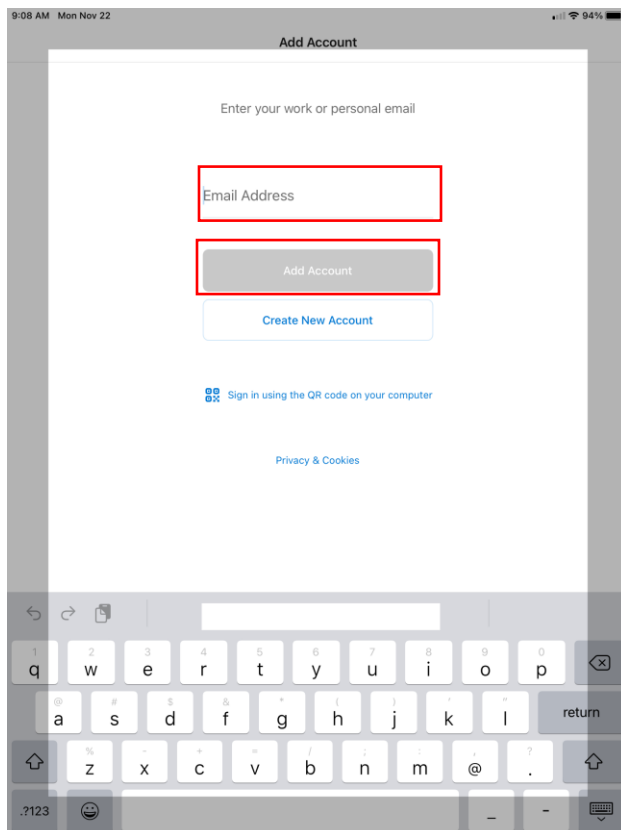
### Step 3

If you were already using the Outlook app for a different account on your mobile device, you will have to delete the existing account prior to adding your corporate email account.

To protect corporate data, Intune will not allow multiple accounts in Outlook. You can access your other account(s) through the native mail app on your device.

Enter your work email address into the email address field.

Tap **Add Account**.

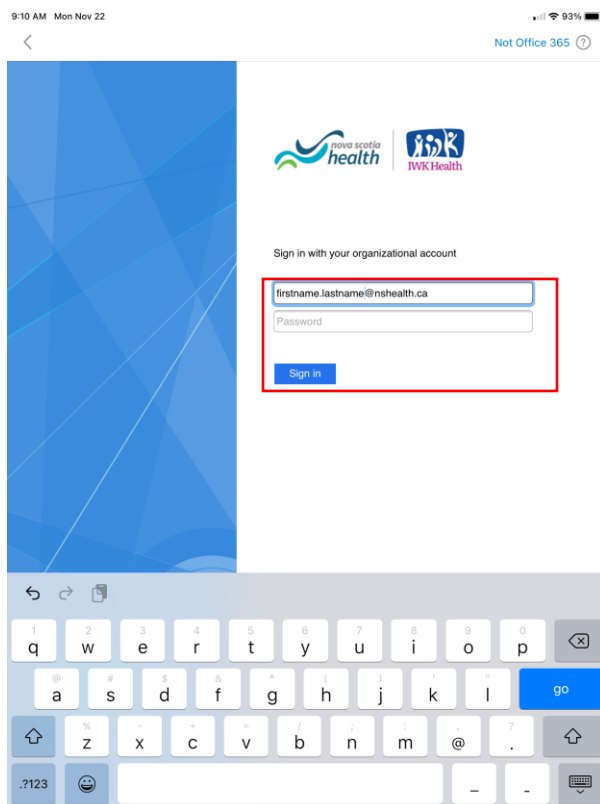


## Step 4

### NSHealth login screen

Your work email should already be in the email field. In the password field enter your email password. This is the same password you use to log into an NSHealth computer.

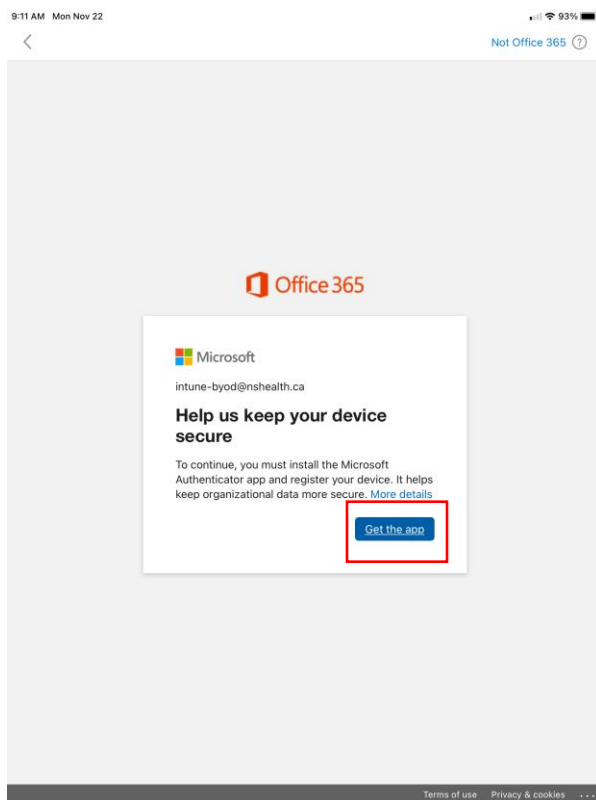
Then tap **Sign in**.



## Step 5

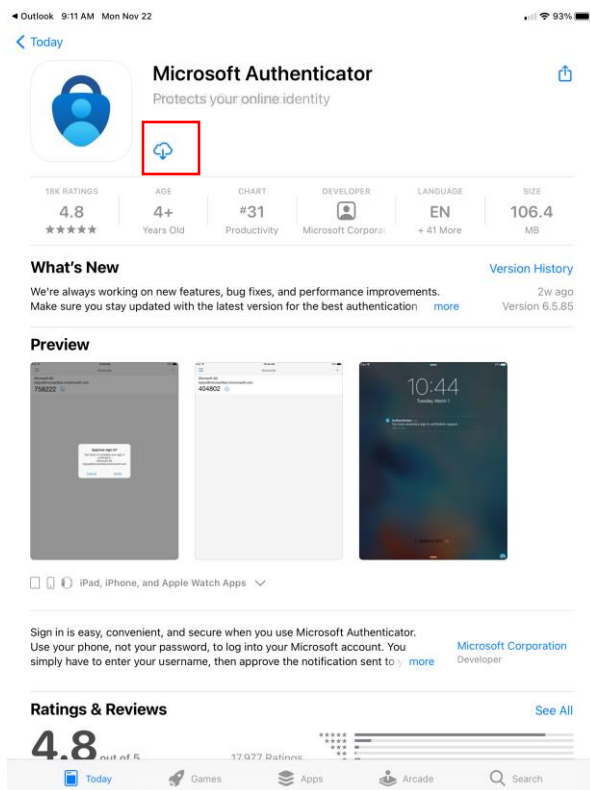
### NSHealth login screen

To use a personal device, you must install the Microsoft Authenticator app and register your device. Tap **Get the app**.



## Step 6

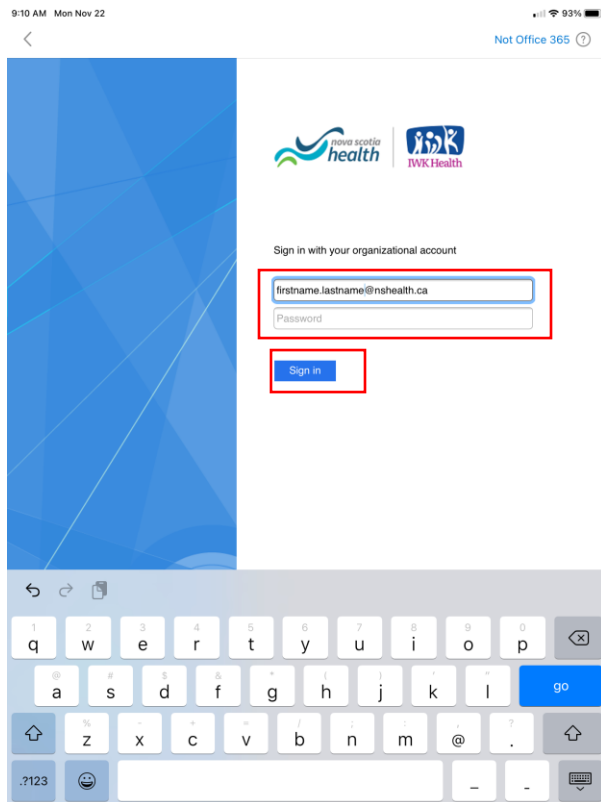
The app store will open to Microsoft Authenticator. Tap the download button and then install the app. Once it is installed while still on the App store screen tap **Open**.





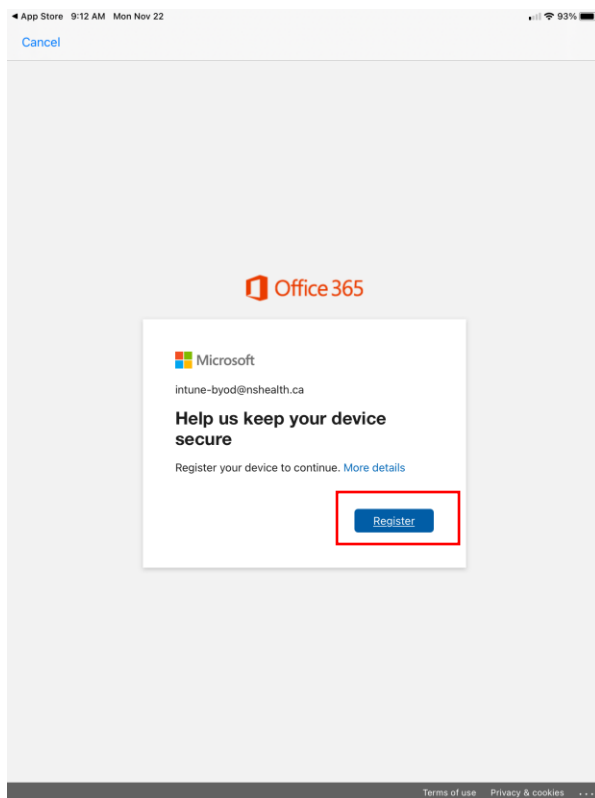
## Step 7

You will be sent to the NSHealth login screen again. This is required to register the device. Enter your work email and password again and select Sign In.



## Step 8

Your device must be registered with the management system. Note that only apps are managed not the entire device. This is required to access corporate email on a personal device. Tap **Register** to continue.



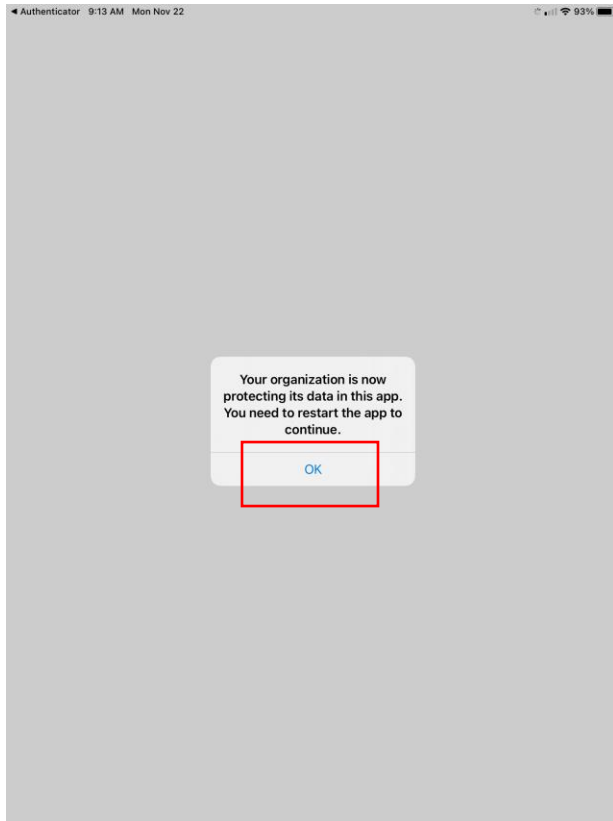
## Step 9

Outlook will now go through securing the app. You may see messages such as Checking app status, protecting this app, add account. **You do not need to select anything.**



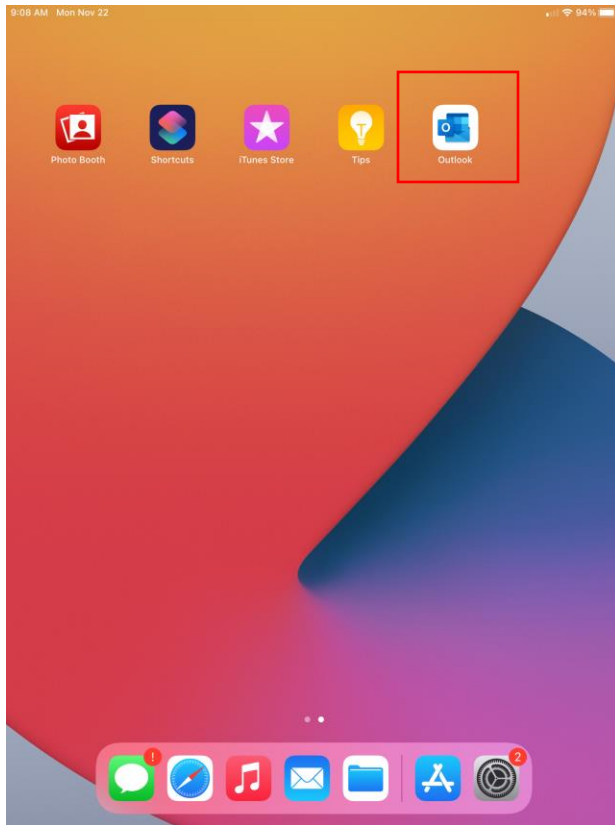
## Step 10

You will see a message that the organization is now protecting its data in this app. Outlook needs to restart to continue. Tap **OK**. Outlook will quit.



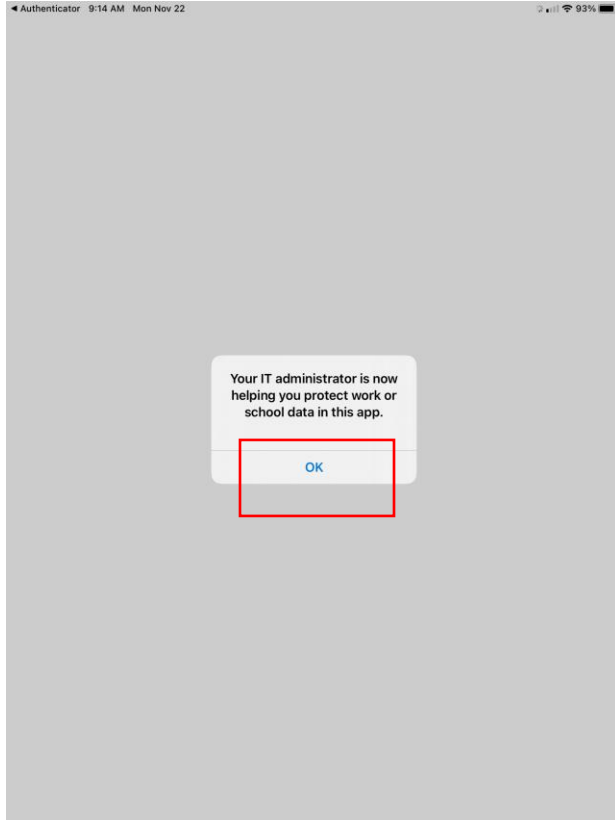
## Step 11

From the home screen, tap Outlook to start it again.



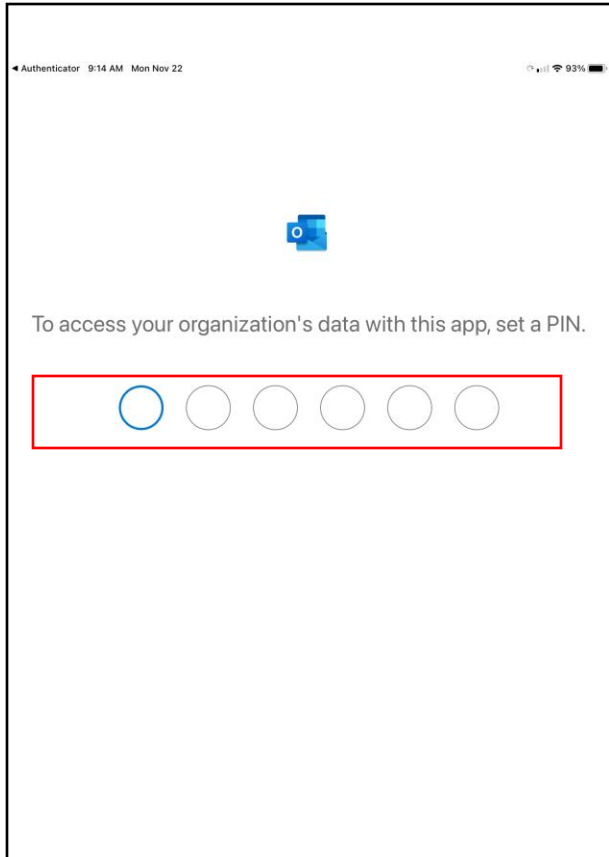
## Step 12

Outlook will now show that the app is protecting work data. Tap **OK** to continue.



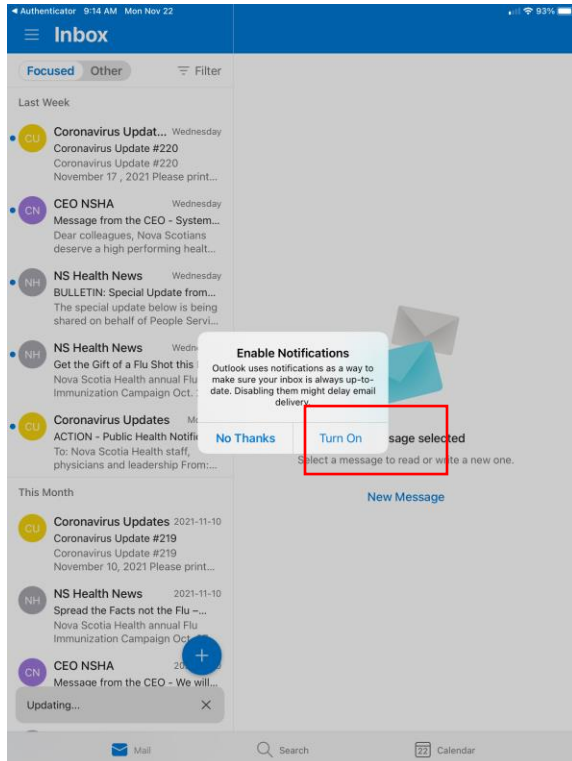
### Step 13

Work apps require a pin. Please enter an alphanumeric passcode of 6 characters. This should not be the same passcode that is used to unlock the device. Note that you can also use Face ID or Touch ID to unlock the device as well as a passcode. A passcode is always required the first time the app is started after the device is restarted or turned on.



## Step 14

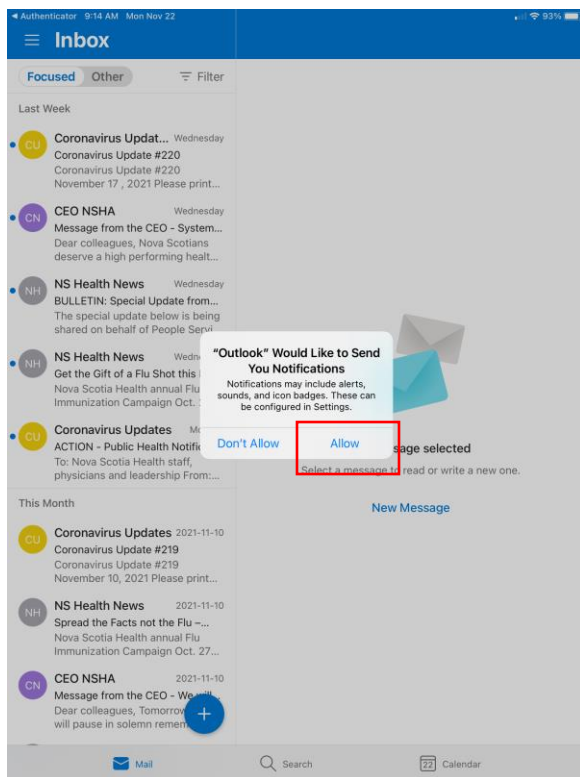
Enable Notifications. This is required to allow Outlook to regularly check for email. Tap **Turn On** to continue.





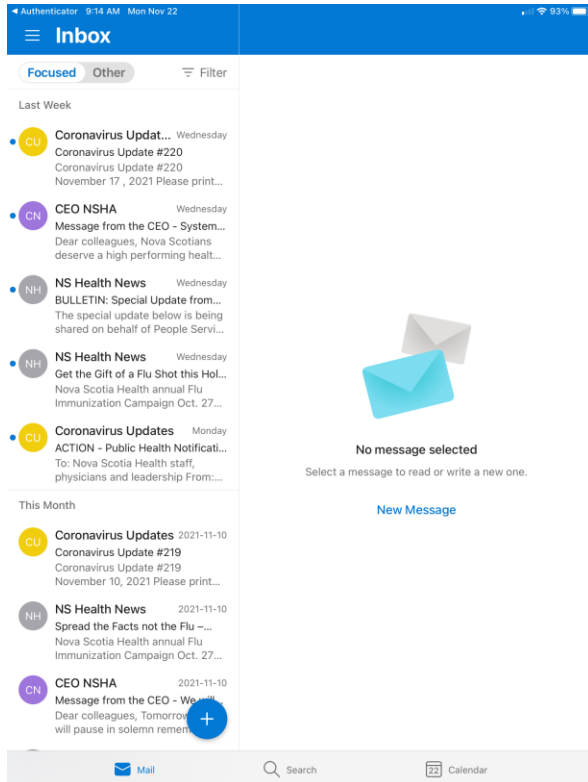
## Step 15

You also need to enable Outlook app notifications so that Outlook can show alerts play sounds and show icon notifications when new messages arrive in Outlook. Tap **Allow** to continue.



## Setup is Now complete!

Outlook will now connect with your work email. Please refer to the Uploading and Using M365 apps document to familiarize yourself with Outlook.



## Additional Information:

You may download the following apps to use with Microsoft 365:

- Outlook (for email)
- OneDrive
- Microsoft Office (which includes Word Excel and Powerpoint along with Office Lens).
- Sharepoint
- Teams
- One Note

Install and open each of the apps one at a time. If you are asked to sign in, sign in using your work email and password.

The app should show that it is being protected as a work app and will quit. Restart the app. You will be asked to create a PIN to access your apps. This PIN is the same for all Microsoft work apps. It is not the same as the passcode that you use to unlock the device.

You may also use biometrics to open these apps if this is available on your device.

You may need to sign into each app once, in some cases some apps will sign in automatically if you have already signed into another app.

### **Common issues and solutions:**

- I am not setup or licensed for Office 365.

You MUST be migrated to Office 365 and licensed for O365 to use email on a personal device using Outlook. Contact Service Desk for assistance.

- I want to use a different email app other than Outlook.

Outlook is the only app allowed for work email under our new system. You must use outlook. The native mail app on iOS or other apps such as Gmail are blocked from accessing work data.

- I do not want a passcode on my personal phone.

A passcode is mandatory to be able to use work email on a personal device.

- I want to use a different personal device with work email such as a Windows computer, a Mac, or a Linux based system with an email application such as Outlook.

Email on personal devices with Outlook is limited to iOS or Android devices.

All other devices can only use webmail.