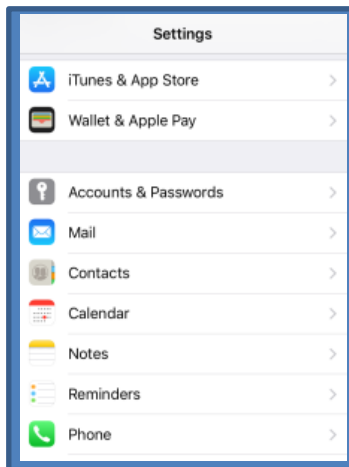


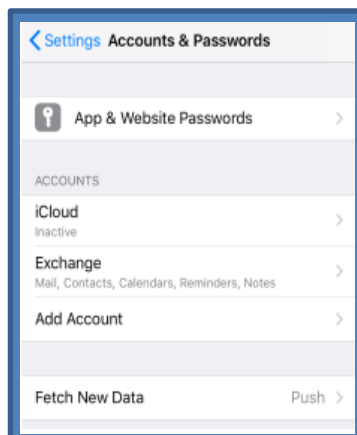
Before You Begin: Removing your GOS Email Account from the mail application installed on your iOS device.

Before configuring the new Outlook App for iOS, it is important to remove your GOS email account from the mail application that comes installed on your device. On an iOS device such as an iPad or iPhone, you will need to do this through the settings.

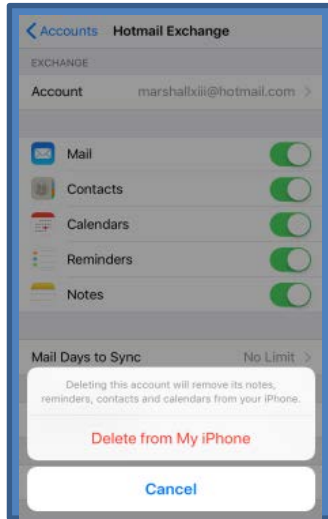
1. Go to the Settings icon from your home screen and Scroll to “Accounts and Passwords”



2. Tap your account under “Accounts”. It will likely be called “Exchange”.



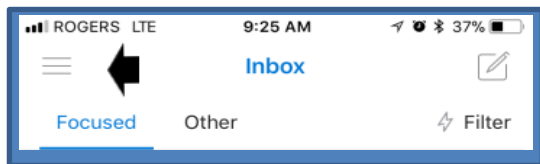
3. On the next screen, press “Delete Account”. You will receive a warning that this will “remove notes, reminders, contacts and calendars from your iPhone. Press “Delete from my iPhone”.



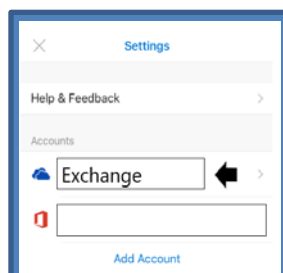
Before you Begin: If You Have Already Configured Your Outlook App - Prior to Exchange Online Migration

If you have already downloaded the Outlook app and configured it with your exchange email settings prior to being migrated, you will want to remove that account from the outlook app prior to reconfiguring it for Exchange Online. To remove your exchange account:

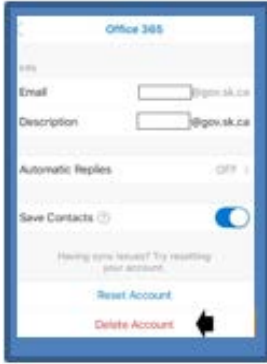
1. Open the Outlook app and press the three horizontal lines in the top left corner, then the gear icon at bottom left.



2. Select your exchange account. It will likely be called “Exchange”.

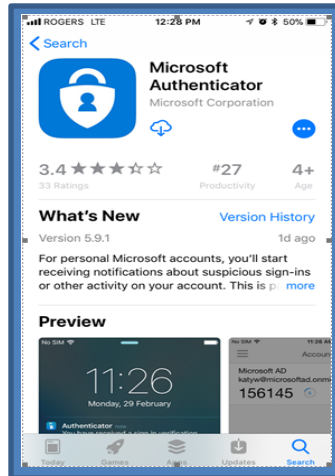


3. Press “Delete Account”. This should remove the account from the application.

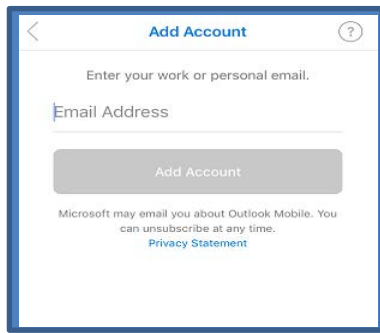


Outlook Mobile Configuration: Apple iPhone/iPad for iOS 11.0+

1. To begin using the dedicated Outlook app on your iPhone/iPad, you must download two applications from the Apple App Store. They are called Microsoft Outlook and Microsoft Authenticator. Go to the App Store and search “Outlook” and it should be one of the first available applications. Touch “Get” beside the application icon. You may be prompted to enter your Apple ID password depending on your apple id purchase settings. Do the same for Microsoft Authenticator. The applications will begin to download and the icons will appear on your home screen on your iPhone/iPad.



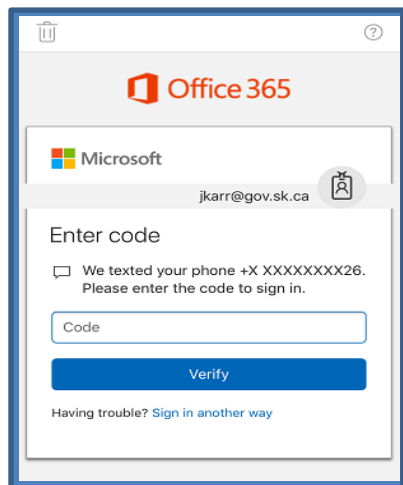
2. Launch Outlook. The application will prompt you to add an account. Remember that if you have been converted to Office 365, your address will now be your existing Government of Saskatchewan username, followed by @gov.sk.ca (eg. jsmith@gov.sk.ca). **Note that this is NOT your email address** (eg. john.smith@gov.sk.ca). Once you have entered your address, press “Add Account”.



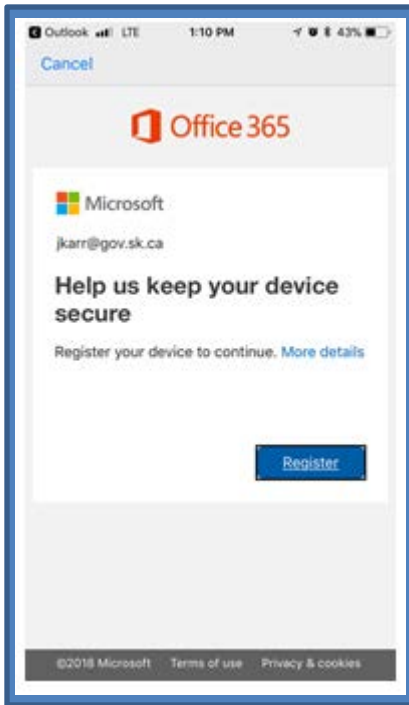
3. Outlook will now prompt you to open Microsoft Authenticator. Press "Open". The next screen will indicate that you are signing into Government of Saskatchewan mail and prompt you for your password. This is your normal windows login password that you use every day. Press "Sign In".



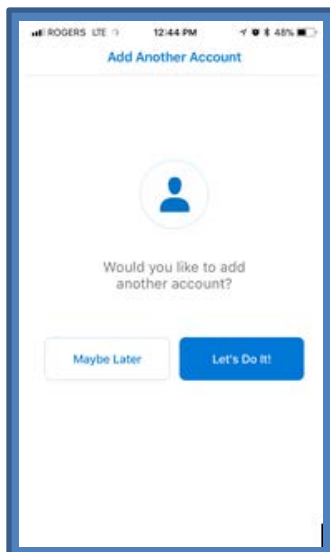
4. Since you're now on the Office 365 platform and have already registered for Multifactor Authentication, you will be prompted for Authentication at this time. You will receive either a text message with a 6-digit verification code, a telephone call to the telephone number selected, or a 6-digit code from the Microsoft Authenticator app. Enter the 6-digit code, retrieve one from the Authenticator app, or answer the telephone call and press pound. The app will then verify authentication.



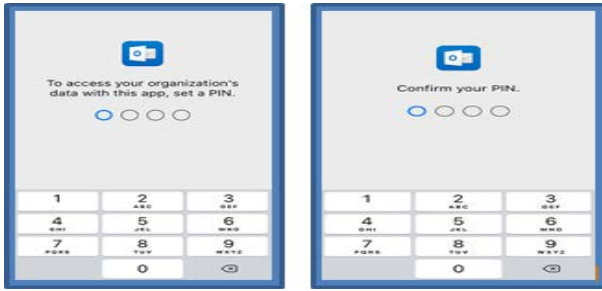
5. Once Verification is complete, you will be prompted to Help keep your device secure and to “Register” as below. Press “Register”



6. Once Registered, the app will prompt you to “Add another account”. Press “Maybe Later”.



7. The Outlook app should now close. Relaunch the Outlook app. The Outlook app will now prompt you to set a 4-digit **PIN**. This PIN is only used in the Outlook app for your phone, and you will only be prompted for it after the Outlook app hasn't been used after 30 minutes. It **does not** replace the passcode to open your phone. Enter your 4-digit PIN of choice, and then again when it asks to confirm.



*If you forget this PIN, press “Forgot your PIN?” and you will be prompted to Sign in with your organizational account. Enter your windows password and you will be sent another Two Step Verification and be prompted to set the PIN again.

Outlook App and Contacts

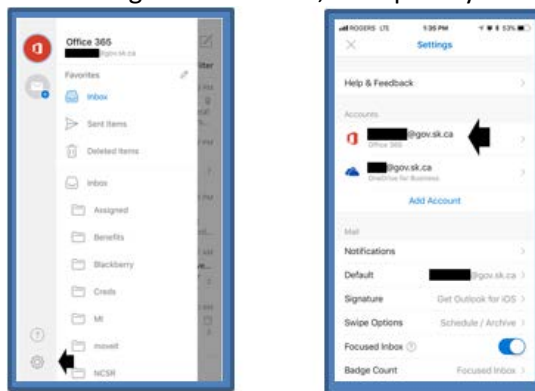
Why can I no longer see my mobile contacts in the Outlook app or my Outlook contacts in my contacts app that came with my device?

If you have individual contacts you have created in Outlook Desktop (not the Global Address list contacts), you can move those contacts into your contacts app that came with the device via a setting in the Outlook App. This option is called “Save Contacts” (iOS) or “Synch Contacts” (Android). To access it:

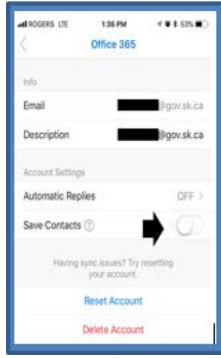
1. Open the app and press the three horizontal lines icon in top left.



2. Press the gear icon below, then press your account for Office 365.



3. Turn the “Save Contacts” or “Synch Contacts” slider to “On” position.



Your individual Outlook contacts should now be accessible in your native contacts app.

* As this integration is currently only “One-Way” (from Outlook to native contacts), we recommend that you create any new work contacts in either the Outlook App or directly in Outlook Desktop, not from your mobile device contacts.

*If you forget this PIN, press “Forgot your PIN?” and you will be prompted to Sign in with your organizational account. Enter your windows password and you will be sent another Two Step Verification and be prompted to set the PIN again.

And that’s it! You should now see your government email in the new Outlook app.

If at anytime you have questions or difficulties with downloading Outlook for your iOS device, please contact **Central Services’ ITD Service Desk at 306-787-5000.**

Form Revision History

Date	Change Author	Notes of Changes
2018-06-27	Jamie Karr	Revised procedure to reflect downloading Outlook and authenticator prior to starting.
2018-06-07	Jamie Karr	Added sync contacts section.
2018-05-24	Art Newton	Updated and Rebranded