

## Mobile Mailbox Access, Syncing Contacts, Adding Shared Mailboxes, and Multifactor Authentication (MFA)

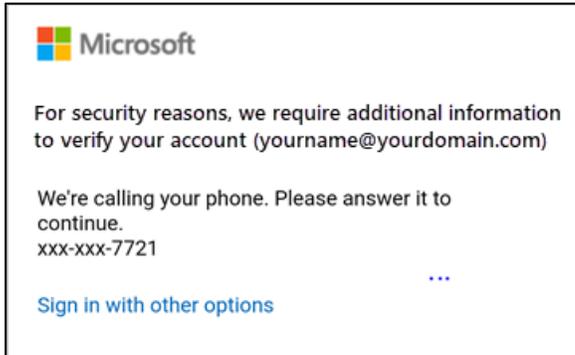
This document covers the following topics that will assist you upon migration to the M365 platform:

1. Downloading the Outlook mobile application
  - Mobile access to your NCHS Outlook account will require use of the Outlook application. The use of the application is required to enhance network security and protection of all NCHS accounts when accessed from mobile devices. The below steps will walk you through downloading the application and adding your Nicklaus email credentials to your mobile device.
  - Native applications formerly used to access your Nicklaus account will no longer work. Users can remove their Nicklaus email credentials from formerly used native applications.
2. Syncing Contacts on your mobile device
3. Downloading shared mailboxes
  - After downloading the Outlook mobile application and adding your Nicklaus email, you can also add any shared mailboxes that you may access frequently.
4. Downloading Multifactor Authentication (MFA)
  - If you do not currently have MFA access, you will be required to download MFA to access your M365 account off network on personal devices.

### Outlook Access on your mobile device:

#### iPhone

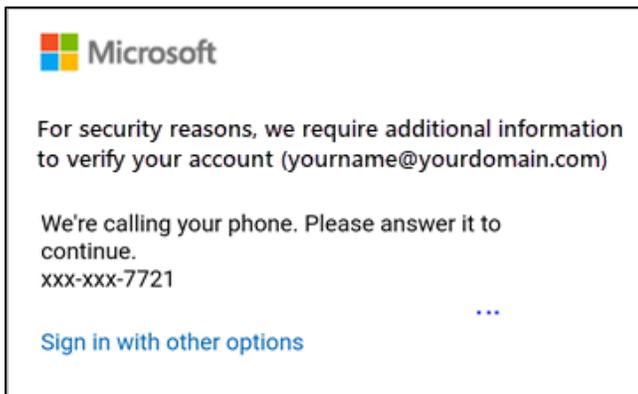
1. [Download Outlook for iOS from the iOS App Store](#) and then open it
2. Enter your full email address, then tap **Add Account**.  
([Firstname.lastname@nicklaushealth.org](#))
3. Enter your network password and hit next
4. Use Multi-Factor Authentication to verify your identity:



5. Accept any prompts for permission you may receive
6. Swipe through the features and you're now ready to use Outlook for iOS

## Android

1. Install the **Outlook for Android** app from the [Google Play Store](#) and then open it
2. Tap **Get Started** if this is your first time
3. Enter your full email address, then tap **Add Account**  
[Firstname.lastname@nicklaushealth.org](mailto:Firstname.lastname@nicklaushealth.org)
4. Enter your network password and hit next
5. Use Multi-Factor Authentication to verify your identity:



6. Accept any prompts for permission you may receive
7. Swipe through the features and you're now ready to use Outlook for Android

## To Sync your contacts on your mobile device, use the following steps:

1. Tap your **profile picture (photo icon)** or the **More** ≡ button. This is located in the upper left corner of the screen
2. Tap **Settings (gear icon)**. This is located in the lower left corner of the screen
3. Under mail accounts, click on your NCHS email account. Go to **account settings** and **save contacts**

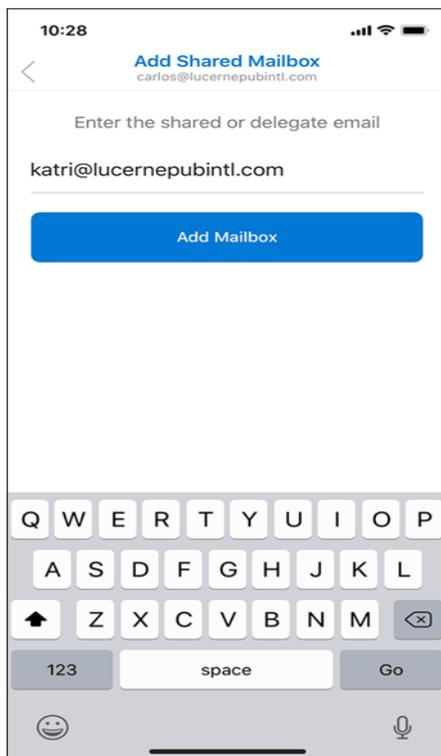
4. Switch **Sync my device contacts** to on

**Note:** If you are advised to **Allow Access to Contacts**, please follow the prompts on your device.

5. Your contacts will be available to start new chats and calls with after they are synced

**To add a shared mailbox on a mobile device, use the following steps:**

1. Sign in to your primary account in Outlook for iOS or Android
2. Tap the **Add Account** button in the left navigation pane, then tap **Add a Shared Mailbox**
3. If you have multiple accounts in Outlook Mobile, select the account that has permissions to access the shared mailbox

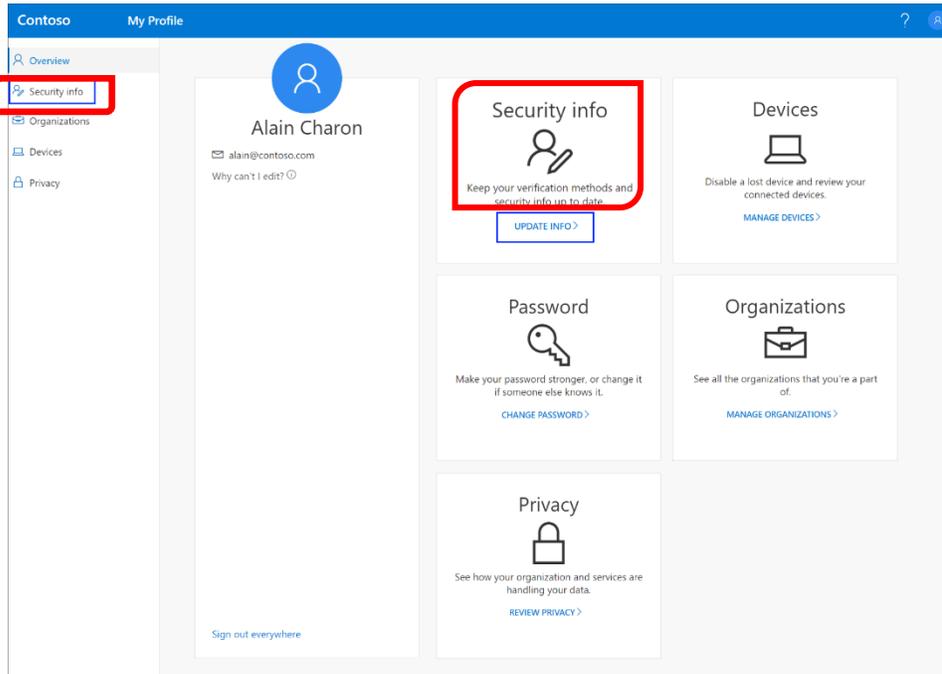


After the account setup process completes, the shared mailbox will display in your account list in Outlook for iOS or Outlook for Android

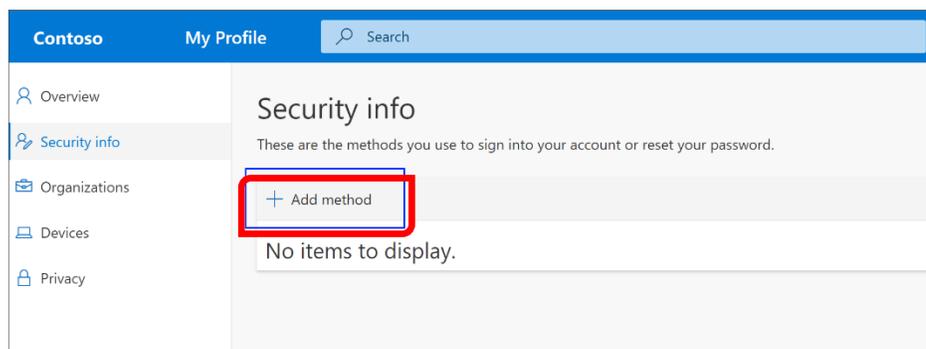
**To add MFA to your mobile device, use the following steps:**

*If you currently have MFA on your mobile device, you will use the same application and do not need to complete the steps outlined below.*

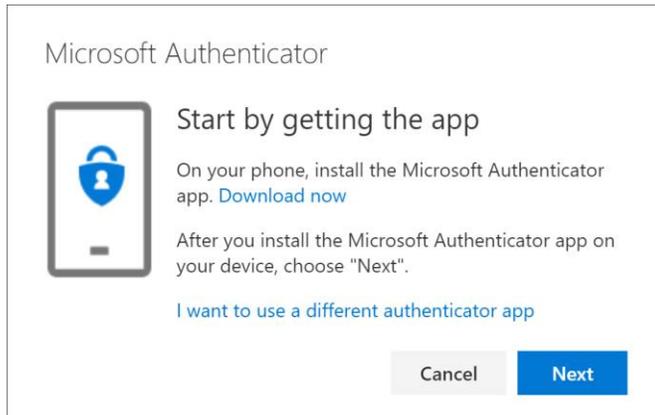
1. Sign into your work account and then go to your [My Account portal](#)



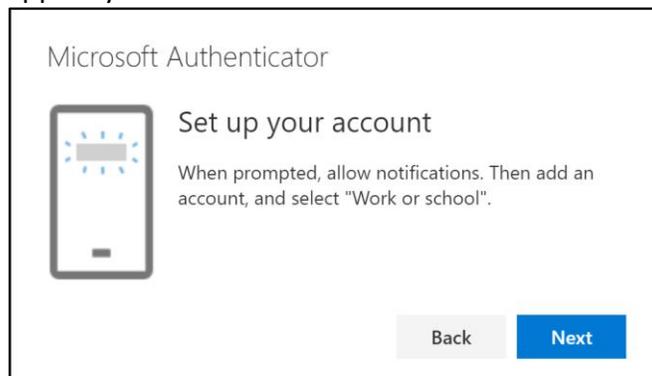
2. Select **Security info** in the left menu or by using the link in the **Security info** pane. If you have already registered, you'll be prompted for two-factor verification. Then, select **Add method** in the **Security info** pane



3. On the **Add a method** page, select **Authenticator app** from the list, and then select **Add**
4. On the **Start by getting the app** page, select **Download now** to download and install the Microsoft Authenticator app on your mobile device, and then select **Next**. For more information about how to download and install the app, see [Download and install the Microsoft Authenticator app](#):



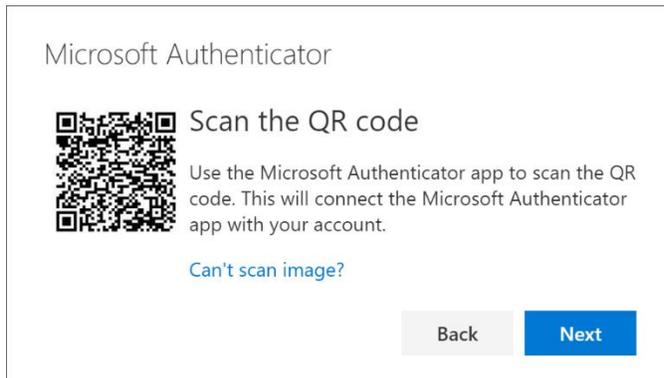
5. Remain on the **Set up your account** page while you set up the Microsoft Authenticator app on your mobile device:



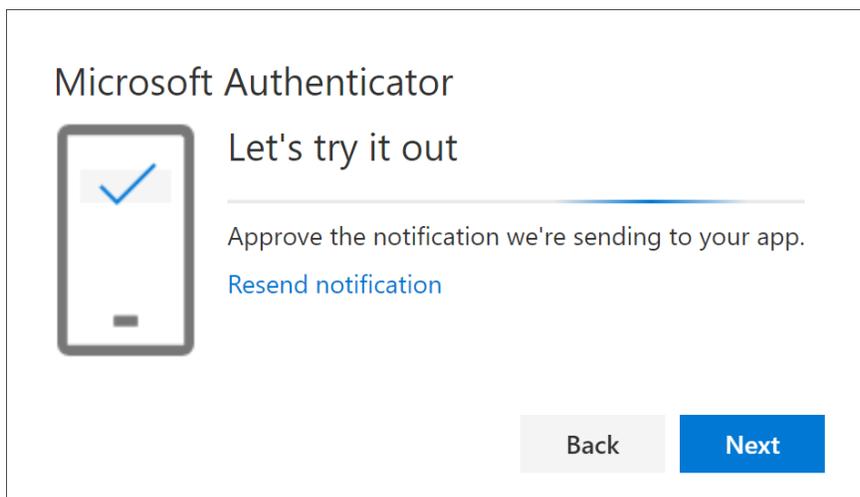
6. Open the Microsoft Authenticator app, select to allow notifications (if prompted), select **Add account** from the **Customize and control** icon on the upper-right, and then select Work or school account.

**Note:** *The first time you set up the Microsoft Authenticator app, you might receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). You must select **Allow** so the authenticator app can access your camera to take a picture of the QR code in the next step. If you don't allow the camera, you can still set up the authenticator app, but you'll need to add the code information manually. For information about how to add the code manually, see [Manually add an account to the app](#).*

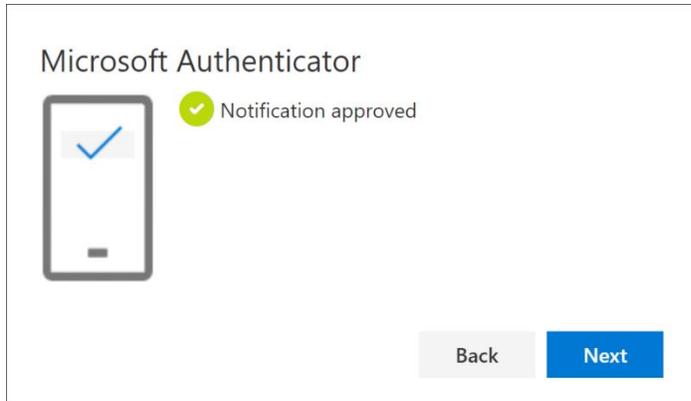
7. Return to the **Set up your account** page on your computer, and then select **Next**. The Scan the QR code page appears:



8. Scan the provided code with the Microsoft Authenticator app QR code reader, which appeared on your mobile device after you created your work or school account in Step 6.
9. The authenticator app should successfully add your work or school account without requiring any additional information from you. However, if the QR code reader can't read the code, you can select **Can't scan the QR code** and manually enter the code and URL into the Microsoft Authenticator app. For more information about manually adding a code, see [Manually add an account to the app](#).
10. Select **Next** on the **Scan the QR code** page on your computer. A notification is sent to the Microsoft Authenticator app on your mobile device, to test your account.



11. Approve the notification in the Microsoft Authenticator app, and then select **Next**. Your security info is updated to use the Microsoft Authenticator app by default to verify your identity when using two-step verification or password reset.



*You will be asked to authenticate every 7 days when off network or on any personal device when using MFA*