Devices used for displaying trust emails

- The mail migration on 21st April may affect the management of your emails

For the majority of users, email on devices should not be affected, the migration will be seamless and you will not have to take any action

- If you cannot access your emails please follow the instructions listed below:

Trust Device (iPhone):

- Go into your Settings icon

- Scroll down to Passwords & Accounts

- Select Passwords & Accounts and then click on Add Account
You may be asked if you want to remove and add a new one, please accept option to remove and a new account, if prompted.

- Click on Microsoft Exchange

- Enter your email address and then click next
  
  You may be asked if you want to configure manually or sign in, please accept option to configure manually, if prompted

- Complete the following fields:
  - Email – Enter your trust email address
  - Server – Enter outlook.office365.com
  - Username - Enter your trust email address
  - Password – Enter your windows password

- Then click next:
You will be prompted with a screen on what to sync from your email to your device, please leave all options enabled and then click **Save**

Your email should now be setup and ready to use

If you still have issues after having taken the above steps or you are unable to follow them, you can still access your emails through the intranet Web based apps:

- Go to the **ULHT intranet**
- Scroll down till you find the **Popular Links**, click on **Web Based Email**
- Then click on **Web Based MS Outlook (O365)**,
- Sign-in with your email address and windows password:
Personal Device (Android):

- You will need to setup your account for your trust emails again.

**Important**, before you do this please remove any native app you may have on your device else this will interfere with the setup process

**i.e. Touchdown for smartphones**

- Please then follow the instructions listed on the illustration page below on the left hand pane:

For further assistance, you can also contact the following:-

**email** digitalgolivesupport@ulh.nhs.uk or **call** 01205 333444  
**call** the **IT Helpdesk** on **445800**

For more information and help guides, please follow the link **http://ulhintranet/digital-services-covid-19**