

## 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**

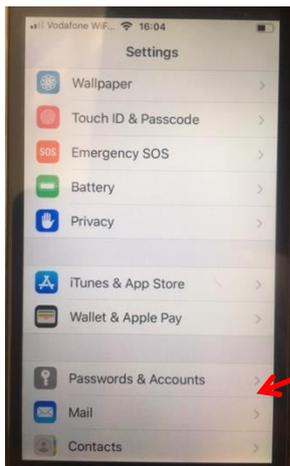
- If you cannot access your emails please follow the instructions listed below:

### Trust Device (iPhone):

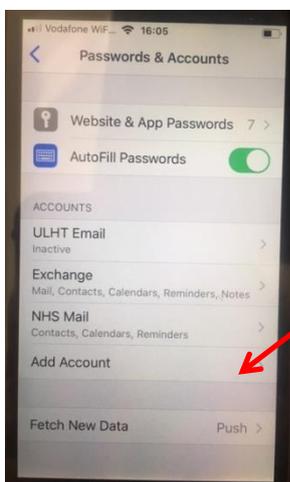
- Go into your **Settings** icon



- Scroll down to **Passwords & Accounts**

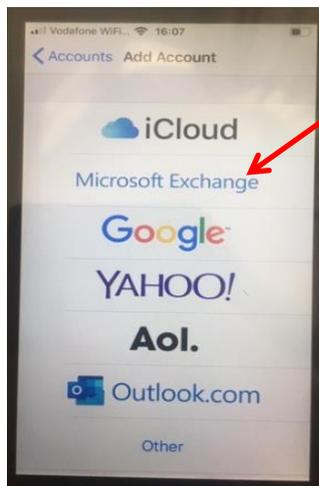


- Select **Passwords & Accounts** and then click on **Add Account**

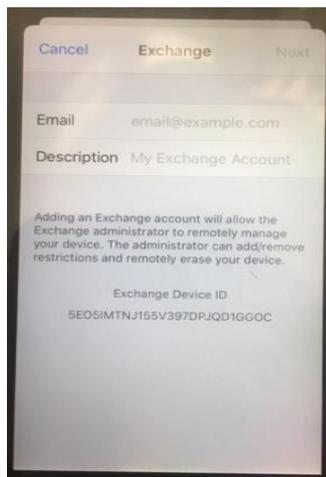


You may be asked if you want **to remove and add a new one**, please accept option **to remove and a new account**, if prompted

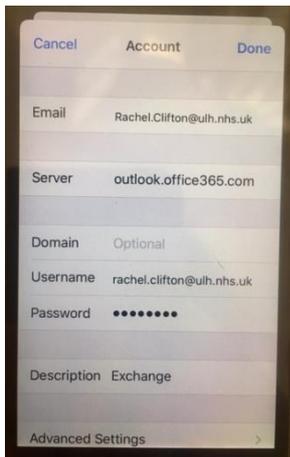
- Click on **Microsoft Exchange**



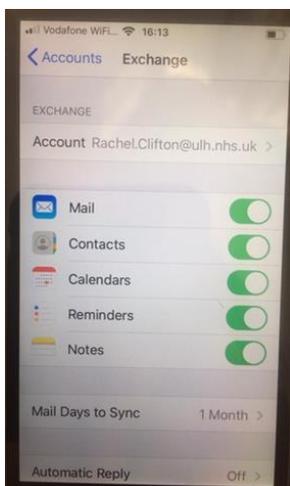
- Enter your **email address** and then click **next**  
*You may be asked if you want to **configure manually** or **sign in**, please accept option to **configure manually**, if prompted*



- 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:

**Accessing Outlook Email through Office 365**

If you have access to the Internet via a home laptop or phone you can access your email through the Office 365 login page. You do this by:

- Open the Internet and enter the following web address - **www.office.com**
- You will be taken to the following site (the screen may vary slightly):

Click on **Sign in** and enter your normal ULH email address e.g. ann.other@ulh.nhs.uk

You may be asked for your password or you could be taken straight through to the Office 365 homepage

For further information about how to use Office 365 please follow the link: <http://ulhintranet/digital-services-covid-19>

**Downloading an Outlook app onto your**

Go to Play Store (android) AppStore (iphones) and type Microsoft Outlook

- Select Microsoft Outlook
- Click on Install (The Outlook client is a large download so make sure that you are using WiFi.)

Once it is installed the Outlook icon will appear on your phone Once it is installed the Outlook icon will appear on your phone

Select and click on **Add an account**

- Add an account Outlook, Exchange, Gmail, iCloud...
- Add a shared mailbox: Shared and delegate mailboxes
- Add your work email address and follow the instructions

Enter your work or personal email address.

Email address

GOOGLE ACCOUNTS

if requested answer yes to 'Activating Device Administrator', then click on 'Activate this device admin app'. The questions may vary depending on your phone.

You can now access your emails from the Outlook icon on your phone.

**NHS United Lincolnshire Hospitals NHS Trust**

For further assistance, you can also contact the following:-  
**email** [digitalgolivesupport@ulh.nhs.uk](mailto: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>