

# Office 365 Security Communication & Frequently Asked Questions – Mobile Devices

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## Overview:

NH NHRMC is implementing additional security controls to protect Novant Health NHRMC sensitive and/or confidential information. These changes will impact the way team members access corporate email and Office files from personal devices. The first phase will be implemented on November 2<sup>nd</sup>, 2021.

Beginning November 2<sup>nd</sup>, the Outlook mobile app will be required to access NHRMC email on mobile devices.

NHRMC will no longer be accessible on your native email app, Boxer or any other mail/calendar apps on cell phones or tablets.

The below table summarizes those Phase 1 security changes.

### Current State Office 365 & Future State:

Mobile Devices Using Outlook App	Current State	New setup
Download files locally	Yes	No
Upload	Yes	Yes
Copy & Paste text within O365	Yes	Yes
Copy & Paste text outside O365	Yes	No
Print	Yes	No

Additional security changes to Office 365 on personal computers/laptops will be coming soon with Phase 2. More to come on what those changes will look like and when these Phase 2 changes will take place.

## New Mobile Device Security Policies:

### Mobile Devices (effective November 2, 2021):

- Use Outlook app instead of native email/calendar or Boxer apps for NHRMC corporate email. No other email applications will be supported.
- Using the Outlook app instead of Outlook web (such as in Okta Portal) is much more streamlined.
- Restrictions in place:
  - No cut/copy/paste into other NON-Office365 applications.
  - No printing from Office 365 apps on mobile device. (including Outlook and One Drive)
  - No saving or downloading locally to the device. (You can save to One Drive.)
- A device PIN is required when accessing NHRMC email through the Outlook app. An Outlook app PIN is also required although you can use biometrics (like facial recognition) to quickly access the app.

## Go-Live Schedule:

Starting Tuesday, November 2<sup>nd</sup> – The Outlook app will be required to access NHRMC email/calendar on mobile devices but will be rolled out in phases.

Tuesday: Last name A-G

Wednesday: Last name H – M

Thursday: Last name N – Z.

No other email app will be supported. Personal computer Office 365 restrictions will be in place as part of Phase 2.

## Outlook app Install Instructions – iPhone Apple ID

**If you are using a NHRMC provided Apple ID account, you'll need to create your own.**

Below are ways to create an Apple ID on your iPhone. If you already have your own Apple ID, please proceed to page 5:


### Create an Apple ID when you set up your device

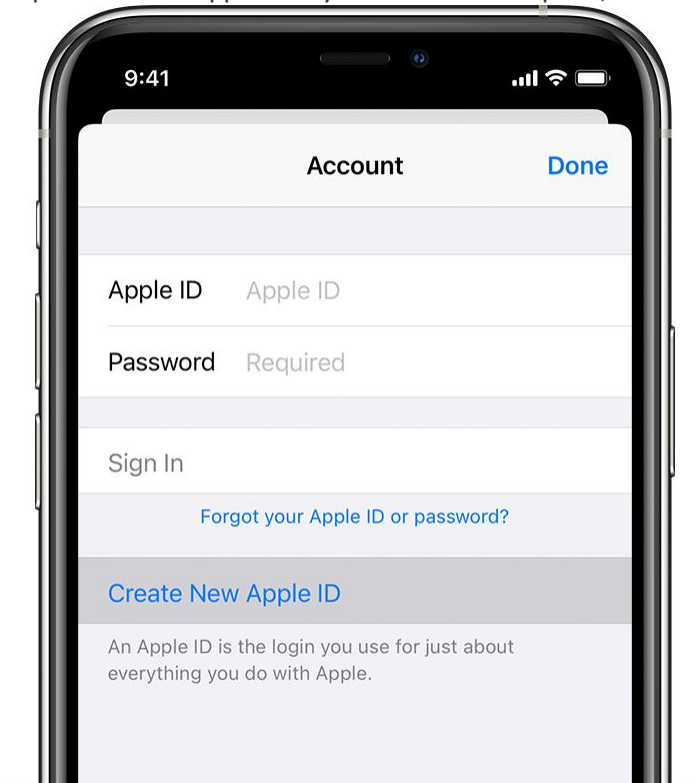
1. Tap "Forgot password or don't have an Apple ID?".
2. Tap Create a Free Apple ID.



3. Select your birthday and enter your name. Tap Next.
4. Tap "Use your current email address", or tap "Get a free iCloud email address."
5. When prompted, follow the onscreen steps to verify your email address and set up two-factor authentication. If you choose to skip this step, you'll be prompted to do this later in Settings.

## Create an Apple ID using the App Store on your device

1. Open the App Store and tap the sign-in button .
2. Tap Create New Apple ID. If you don't see this option, make sure you're [signed out of iCloud](#).



3. Follow the onscreen steps. The email address you provide will be your new Apple ID.\*
4. Enter your credit card and billing information, then tap Next. You can also choose None. Learn what to do [if None isn't showing or you can't select it](#). You won't be charged until you make a purchase.
5. Confirm your phone number. This can help to verify your identity and recover your account if needed. Tap Next.
6. Check your email for a verification email from Apple and verify your email address.

After you verify your email address, you can use your Apple ID to sign in to the iTunes Store, App Store, and other Apple services such as iCloud.



# Outlook app Install Instructions (iPhone)

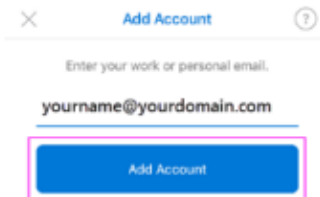
**YOU MUST HAVE AT LEAST VERSION 14.0 TO DOWNLOAD OUTLOOK ON iOS DEVICES!!!!**

To check which version you are on, go to Settings – General – About. To update your phone to the latest version, go to General – Settings – Software Update

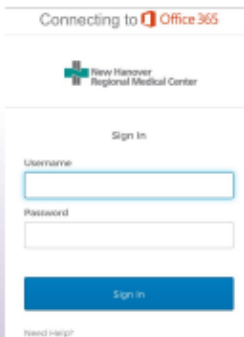
## Setting up Microsoft Outlook on Mobile Devices

### iOS Devices (iPhone/iPad)

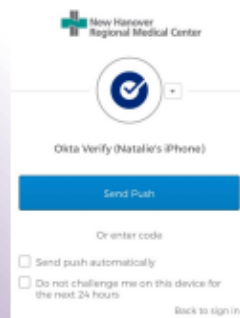
- If you're using an NHRMC provided device, remove your Airwatch profile by tapping Settings—General Settings—VPN & Device Management. From there, remove your Airwatch profile.
- Download and install the Microsoft Authenticator app through the app store. 
- Download Outlook for iOS from the iOS app store. 
- If your account is found, tap Add Account. If your account is not automatically found, enter your NHRMC email address then tap Add Account.



- Enter your NHRMC email account password and tap Sign In.



- Enter your Okta multi-factor authentication credentials, sign in and use push or SMS to authenticate.



# Setting up Microsoft Outlook on Mobile Devices

## iOS Devices (iPhone/iPad)

- Your experience may vary based on your device. You may need to authenticate using Microsoft Authenticator app and verify your identity through Okta, text or phone. If prompted, tap Register.

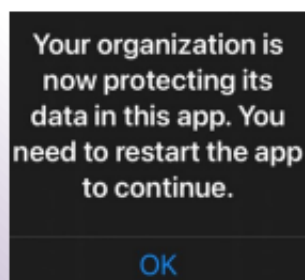
### Help us keep your device secure

Register your device to continue.

[More details](#)





- If prompted to add another account, tap Maybe Later.
- Tap Skip or swipe through feature screens (if applicable).
- You may see this message, tap OK and relaunch Outlook



- You will be asked to set up a PIN and to confirm that PIN number.
- You may also be asked to use facial recognition to access Outlook.

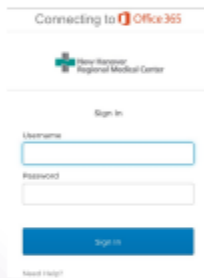
## Setting up Microsoft Outlook on Mobile Devices

### Android Devices

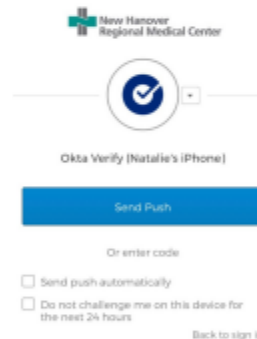
- Download and install InTune Company Portal. Do not open the app once installed. 
- Download and install Outlook through Google Play Store. 
- After the application is installed, open the Outlook app.
- Tap Add Account.
- Enter your NHRMC email address and tap continue.



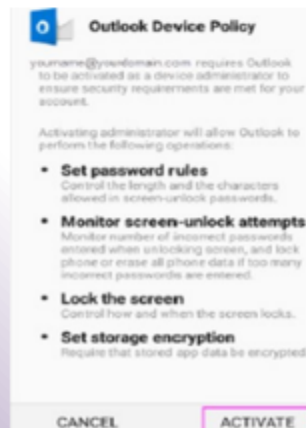
- At the connecting to Office365 screen, enter your Active Directory user name and password.



- Using multi-factor authentication, use send push or use sms authentication.



- If you receive this message. Tap Activate





# Setting up Microsoft Outlook on Mobile Devices

## Android Devices Continued

- In order to use Outlook, you will receive this Get Access message:

### Get Access

Your organization protects data in this app. You might need to set some things up to access your work or school data.  
[Learn more about app protection.](#)

- Device is healthy

Tap Continue

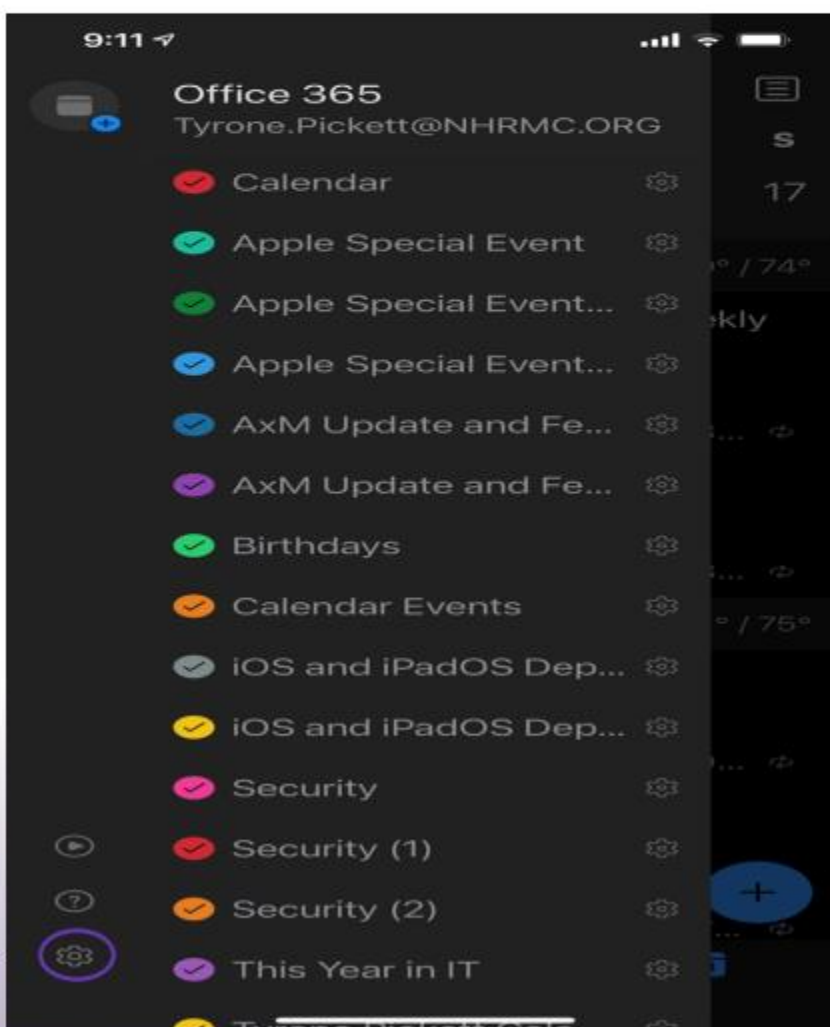
CONTINUE

- You will be asked to set a PIN. Enter a PIN number (4 digits) and tap OK. You will have to confirm the PIN and tap OK again. You will now be able to use Outlook.



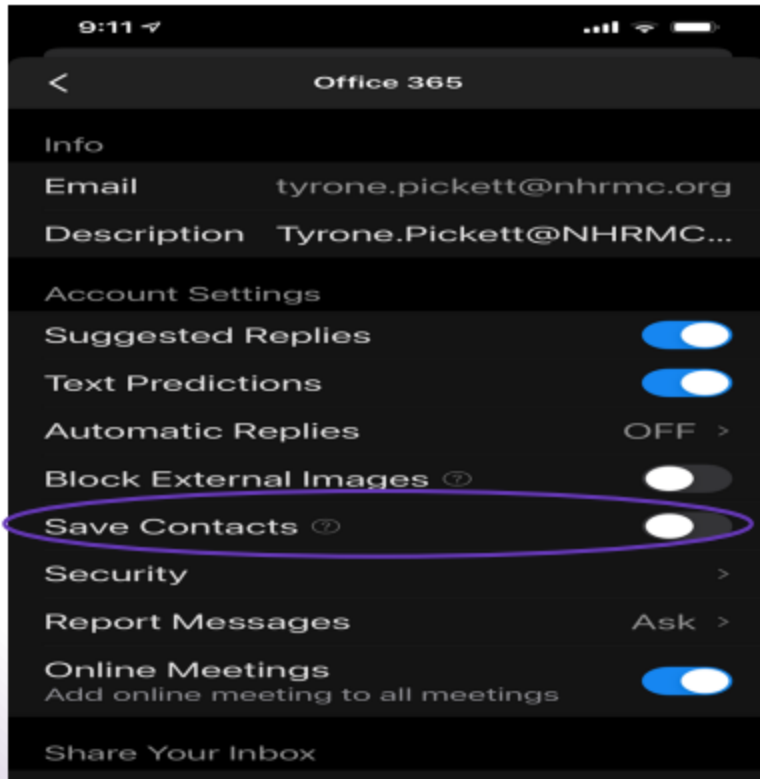
## Syncing contacts with the Outlook Mobile Application

- **New Functionality has been added for Exchange accounts: Contact Export.**
- **Saving Contacts to your device allows new calls and text messages to be linked with your existing Outlook contacts. You can also see their contact information in your device's Contacts app.**
- **When Save Contacts is enabled, newly added contacts and edits made to your contacts in Outlook will be saved to the Contacts app on your device. Any edits made directly in your device contacts app will NOT be saved to Outlook.**

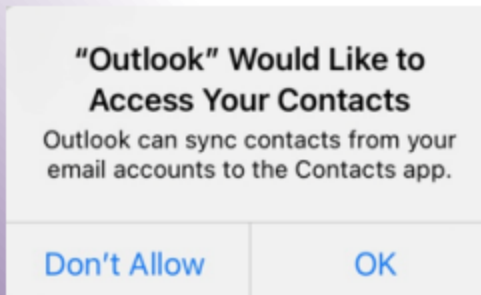


Click on gear located in bottom left corner as shown.

# Syncing contacts with the Outlook Mobile Application



Toggle the Save Contacts option ON.  
Once on, this option will be blue.



You should receive this message to confirm access to your contacts list.

Select OK.

# Syncing contacts with the Outlook Mobile Application

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Would you like to save your 233 Outlook contacts to your iPad?  
Please plug into power first.

Save to my iPad

Once you turn on "save contacts" you will see a message similar to this.  
Select Save to my iPad/iPhone.

## Previous Contacts Found

You can only save contacts from one device to avoid duplicates. Would you like to delete previously saved contacts and start syncing from this device?

Delete from my iPad

Once you turn on "save contacts" you will see a message similar to this.  
Select Save to my iPad/iPhone.

## General Questions:

- **Why do we need these Office 365 Restrictions?**  
This is being done for multiple reasons. The primary reason is to protect sensitive information from being accessible from your personal device whether is a phone, tablet or personal computer. The Outlook app is the standard app used at Novant Health for accessing email/calendar from your mobile device.
- **When will we be able to access File Sharing and Teams Channels?**  
This project is the first step needed for Novant Health to provide guest access that will allow file sharing and Teams channels between NHRMC and Novant. There are some moving parts at this time, but as soon as the IT team has more information, we will provide that through CapsLive.
- **Who should I contact if I have any issues or questions?**  
As for any IT-related question or issue, please contact the IS Help Desk at 667-7855 or enter an incident or request in ServiceNow.
- **Who do I contact if I need help with installing the Outlook app on my phone/tablet?**  
The IT mobile device team will be available on Tuesday 11/2 through Thursday 11/4 from 8am until 4pm in the IS Mobile Office at the Rehab Hospital Service level near the gym. If you cannot make those times, you can submit a ticket into ServiceNow or contact the IS Help Desk.
- **Is there a specific version needed on my iPhone or Android device?**  
It's always best practice to have the latest version update on your iPhone or Android device. The Outlook app requires version 14 or higher on iPhones.

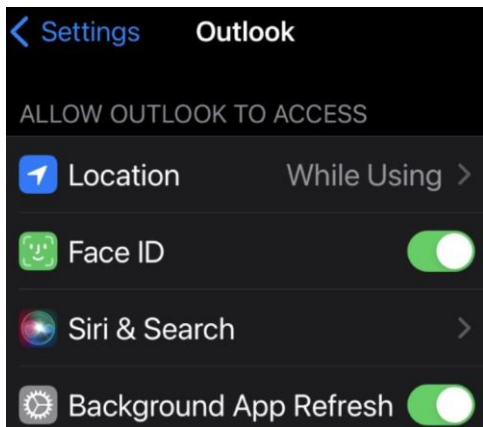
## Frequently Asked Questions – Mobile Devices:

- **I don't have a PIN on my iPhone. How do I create one?**  
Go to the Settings icon, then FaceID & Passcodes, then Turn Passcode On. You will be asked to create a PIN and to verify that PIN.
- **I did a sync with my Outlook contacts on my iPhone and I now have a lot of duplicates in my iPhone contact list. What can I do to fix this?**  
Unfortunately, you will have to manually remove these from your iPhone contact list. See article from Microsoft regarding this issue: <https://docs.microsoft.com/en-us/exchange/troubleshoot/mobile-devices/duplicate-contacts-in-ios-contacts-app>
- **Why am I being asked to provide a PIN on my mobile device for Outlook or Teams?**  
To use Outlook or Teams, you will be required to have a device PIN. This is also in accordance to the mobile device security policy: <https://nhrmc.policystat.com/policy/6133474/latest/>  
The time-out is currently 5 minutes for the device PIN.

- [Why am I required to have an Outlook or Teams app PIN?](#)

You may be required to add a PIN number at installation of the Outlook app. For a much more streamlined experience, you can also choose to use biometrics, such as facial recognition. iPhones work differently than Android phones so your experience may differ slightly based on what type of device you are using.

To make sure you're using facial recognition, on your iPhone go to Settings icon app, scroll down to your applications list and then tap on Outlook. See below screen shot. Toggle on Face ID if it's not already.



- [I hear Airwatch will be going away. How does this impact my Voalte phone?](#)

Once we're live on these new Office 365 security settings, we'll be in a position to remove Airwatch as our mobile device management tool for corporate mobile devices. This will NOT however affect Voalte phones. Voalte phones will still be managed via AirWatch.

- [I use the Teams app on my iPhone, but I cannot upload photos from my photo library to my chat in Teams.](#)

On iPhones, you cannot use your photo library and upload to Teams chat. You can use the camera and upload that image, but not through the photo library. This is a known issue. Microsoft is looking into it. This issue does not happen on Android devices.

- [Can I still use the Okta Mobile app and access Outlook Web?](#)

Yes, you can still use Outlook web on your phone through Okta Mobile. With phase 2 of the Office 365 security project security restrictions will be added to Outlook web on mobile and personal devices.

## Outlook App Tips & Tricks

- [Can I add my google calendar \(or another non-hospital calendar\) to my Outlook app for my personal appointments?](#)

Yes. On your Outlook app, in the top left corner tap your initials and then the envelope. Select the option for adding another gmail, icloud, etc account and fill in the information for your personal email account.

- I don't like the "conversation" flow of email in the Outlook app. How can I see each individual email without the conversation mode?

At top left in the Outlook app, tap your icon/initials. Tap the gear at the bottom left. Deselect "Organize by Thread."

- What's the difference between Focus and Other on my Outlook email app?

Focused would be your important emails. Others would be your "clutter" but not your junk email. If you have enabled notifications, you would only be notified of focused emails and not ones labeled Other.

If you want to collapse these, you can do that by going to Settings in your Outlook app and deselect Focused Inbox.

- How can I disable Outlook app notifications?

On an iPhone, you can do this by going to the Settings icon, then Outlook then Notifications. Deselect Allow Notifications.

You can also select what type of notifications you want within the Outlook app. For example, you want to be notified of upcoming calendar appointments but not emails. For that scenario, you go into the Outlook app, tap your logo/initials and then tap the gear at bottom. Scroll to Mail and tap Notifications. Choose None.

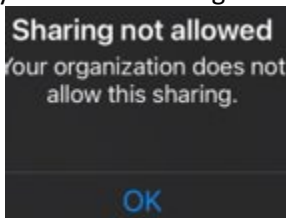
Go back one screen and go to the Calendar heading and choose Notifications. Select enable notifications.

## What will this look like?

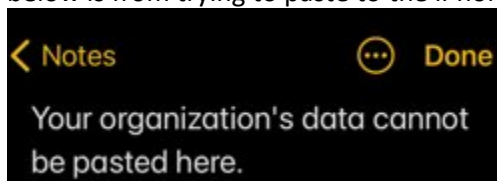
### Mobile Devices – Outlook App

(screen shots are from iPhone)

- Can view file attachments and save to One Drive. Cannot save file attachments locally. If you try to save locally, you'll see a message such as this:



- Can cut/copy/paste from Outlook app to Office 365 applications but NOT to other applications. This screen shot below is from trying to paste to the iPhone Notes app:



- Cannot print Outlook app emails and file attachments.

- If you do not have a PIN number on your mobile device, you will be required to add one. If you try to access Outlook without a device PIN, you will receive this message:

