



## Adding Mobile Outlook Accounts in Office 365

### Office 365

Alberta Health Services (AHS) has recently upgraded its email infrastructure and now uses Microsoft Outlook (Office 365), which is accessible through the Outlook Web Portal at [outlook.office.com](https://outlook.office.com) and from personal mobile devices that are enrolled in the AHS 'Bring Your Own Device' (BYOD) program. A desktop version of Outlook will be available for personal devices enrolled in BYOD. It is not possible to view or manage AHS email with email clients other than Outlook.

- [Connect Care Blogs: Office 365](#)
- [FAQ: Office 365](#)

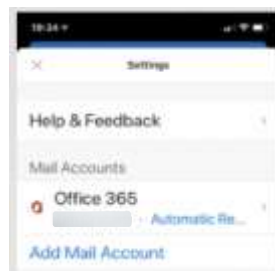
### Email Management

AHS's configuration of Outlook 365 allows for viewing multiple email accounts (such as Google Gmail accounts used in academic institutions or privately) in addition to AHS mail on personal mobile devices enrolled in BYOD. Access to multiple accounts is not possible via the Outlook Web Portal, and it is not possible to integrate an AHS email account into a third-party email account or to automatically forward AHS email accounts to other email services.

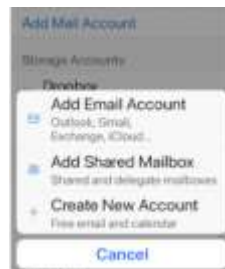
The steps taken to add non-AHS email accounts for viewing with Outlook 365 on an iOS or Android personal mobile device (enrolled in AHS BYOD) are described in this tip.

### How to Add New Email Accounts to Outlook Mobile (iOS)

- On your iPhone, open the Outlook app and swipe from the left of the screen to reveal Settings.



- Select *Add Mail Account*, and *Add Email Account*.



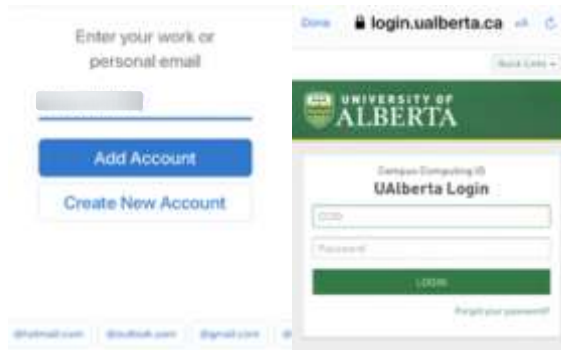
- Select the appropriate provider of the third-party email account you want to integrate.



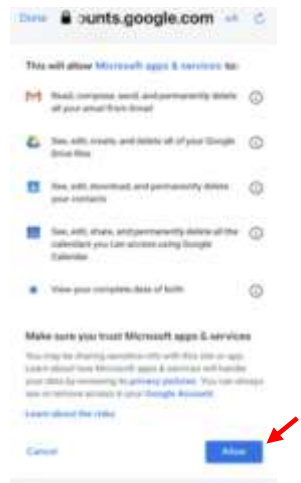
Select your email provider:



- Enter the appropriate login credentials for your external email account (select Google for University of Alberta and University of Calgary email services).



- Note that this process may involve a confirmation login through the external institution (e.g., UofA, UofC) single-sign-on. Select *Allow* to approve the requested access.



- In Settings, you can now see and manage the behaviour of multiple email accounts.





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## How to Add Multiple Email Accounts to Outlook Mobile (Android)

- To add a new email account, open the *Menu* (≡ icon) and select *Settings* (⚙ icon).
- Select *Add Account* and *Add Email Account*.
- Enter the full email address for your third-party email account, then tap *Continue*.
- Provide requested information initiated by subsequent prompts.

## For more information

- [Microsoft Set-up Guides for iOS and Android](#)