Installation Instructions:

Apple iOS and Android Recommendations

- Apple iOS version 9.0 and later
- Android version 6.0 and later

Download/Install Outlook

On your iPhone/iPad device you must install the Outlook app - download/install from the App Store.

On your Android device you will need 2 apps installed on the device

- Intune Company Portal app - download/install from the Google Play Store. (No configuration of this app is needed once installed)
- Outlook app - download/install from the Google Play Store.

Configuring the Outlook app for first time users

1. Once you have installed the Outlook app, open it.
2. A welcome screen will appear. Tap **Get Started**.
3. Follow the instructions on the screen to complete the install.
4. On the '**Add Email or Primary Account** ' screen, enter the username of the account you are configuring. After the username you will add @stjude.org:

    Correct: username@stjude.org (ex: cthompso@stjude.org)

    Incorrect: First.Last@stjude.org (do not use your email address)
5. Click **Add Account**.
6. You will be redirected to the Email login page. Enter your username and password.
7. Your account will be added to the Outlook app.
8. You will be prompted to add another account right away if you wish to do so.
9. Click on **Settings** (gear icon) and scroll down and click on **Signature**. Remove the "Get Outlook for iOS /Android" signature. You may add your own signature if you want.
10. Click on the Mail envelope icon to get back to Outlook Mail.

If you need more detailed installation instructions please use the following Microsoft sites:

iOS Devices: Setting up email in Outlook for iOS mobile

Android: Set up email in the Outlook for Android app

You can also call the IS Help Desk @ 2000.

General Outlook (iOS and Android) user FAQs are available at Frequently asked questions about Outlook for iOS and Android or on the phone via **Settings -> Help & Feedback -> FAQs**.

Directions for resetting your password when it has expired

1. Go to myid.stjude.org
2. Enter your user ID and click submit
3. Click password reset
4. Choose the delivery method for your registration code
5. Enter the code you received
6. Enter your new password and click submit
7. You have successfully updated your password!