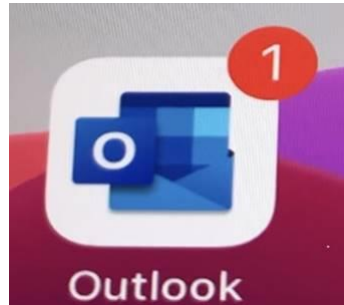
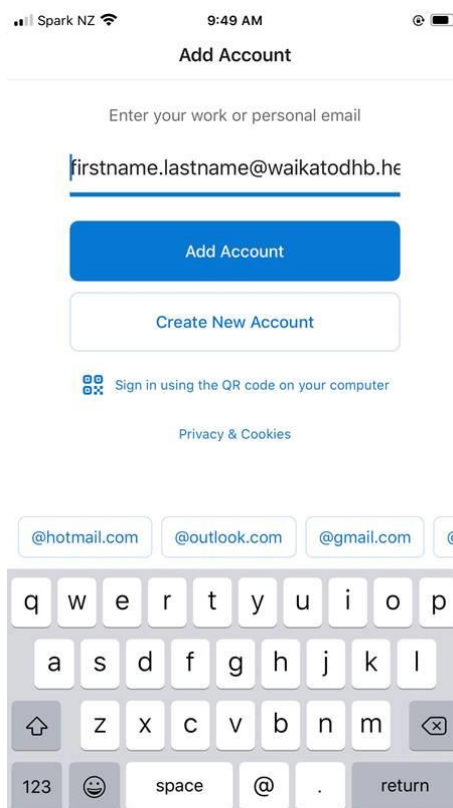


How to access emails from the Outlook app and saving contacts to your phone

1. Before you start please ensure you have registered for Multi-Factor Authentication or you will not be able to access your emails. If you haven't, please check the **Exchange Online Intranet page** for instructions on how to do it.
2. Open the Outlook app on your device



3. Enter your full DHB email address (firstname.lastname@waikatodhb.health.nz)



4. If you have entered your address correctly you should be prompted to verify who you are.

This page is dependent on which MFA verification method you chose to setup; authenticator app, call, or text.

In this case click on **Open Authenticator**.



Please Authenticate
Please go to the Authenticator app
to continue.

[Open Authenticator](#)

5. You will then be required to enter your password, this is the same password you use when logging into a DHB computer.



Waikato District Health Board

Firstname.lastname@waikatodhb.health.nz

Enter password

Password

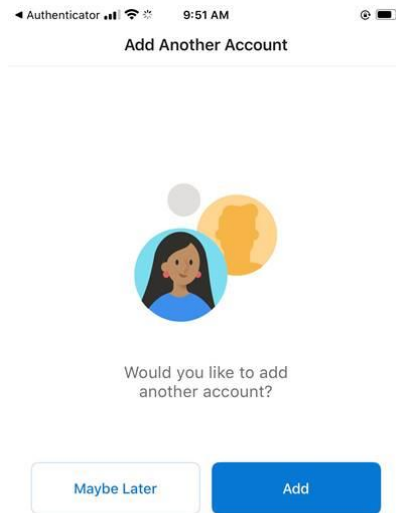
[Forgot my password](#)

[Sign in with another account](#)

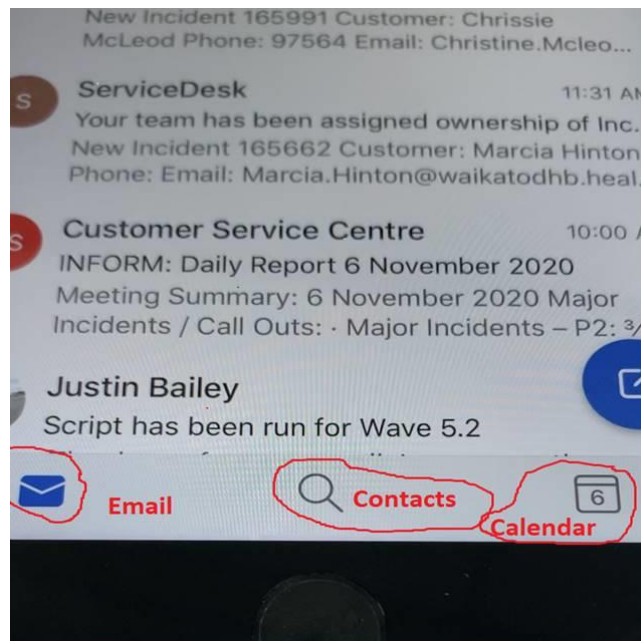
[Sign in](#)

For assistance, please call the Service Desk at
+64 7 8398899

6. Choose the "Maybe later" option. This is where you can add a personal email account if you wish

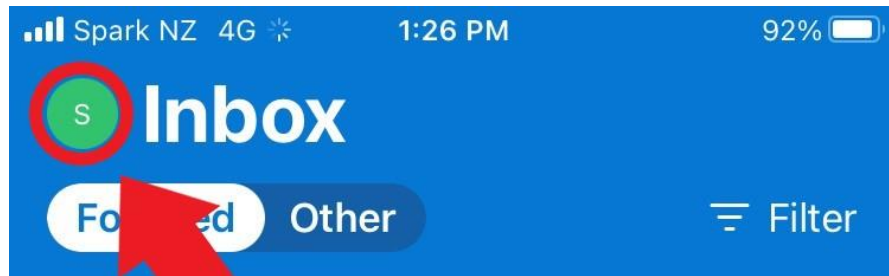


7. The Outlook app conveniently stores all your contacts, calendar and email in one application. To access your **Contacts** click on the magnifying glass icon as per the screenshot below. Contacts are also known as 'People' in the app. You can also access the DHB Global address book from here.

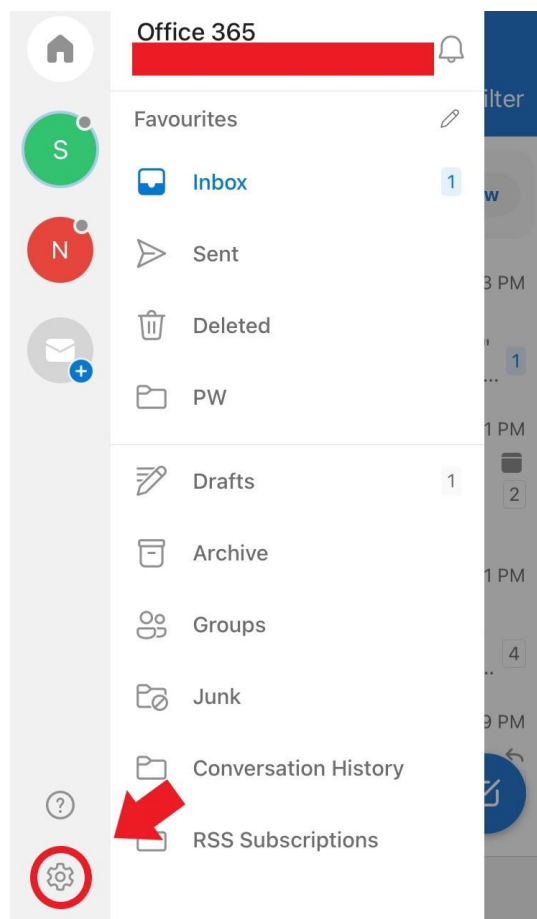


8. The final very important step is to save your Outlook contacts to your phone. If you don't do this step it looks like you have lost all your contacts.

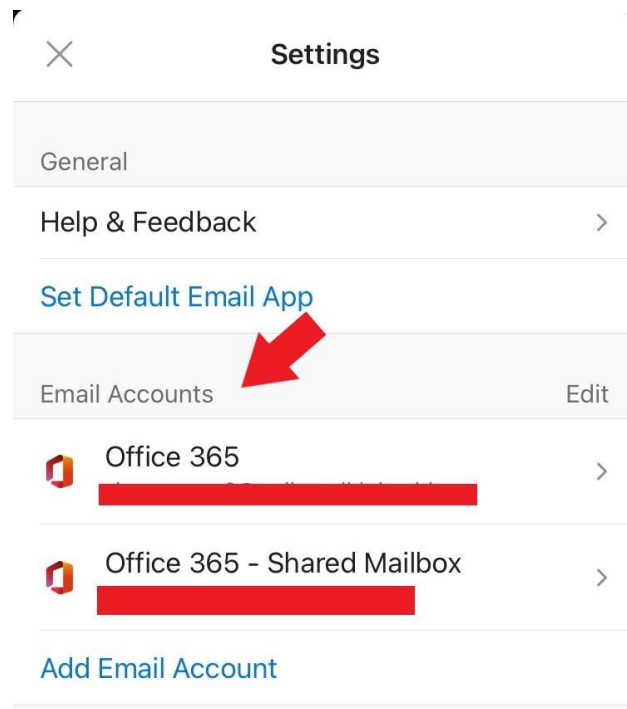
8.1 On your mobile device, open the Outlook app and click on the top left (circle with your first initial in it next to the word 'Inbox')



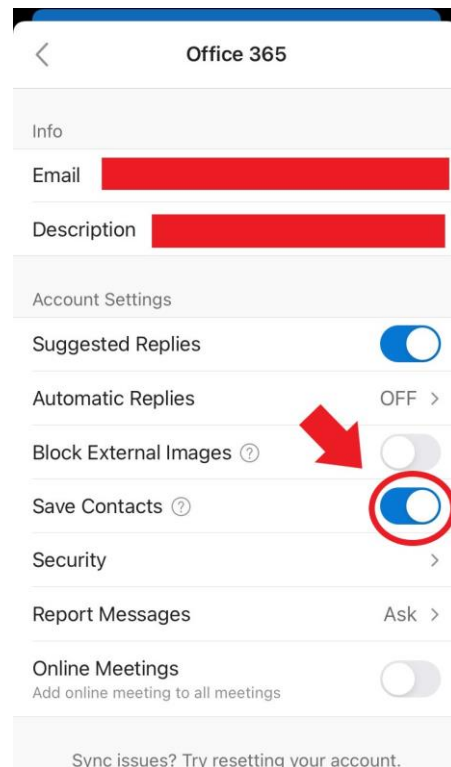
Then bottom left (cog icon) to open settings



8.2 Click on the account where your contacts are stored.



8.3 Enable “save” or “sync” contacts.



8.4 Your contacts will then start downloading, please be patient as this may take some time.