



MS Society email technical guide: Apple (iOS) devices

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What is MS Society email?

MS Society email is one of our six online tools designed to support your group to meet our requirements. It gives your group access to a range of functions that enable you to communicate on our behalf, whilst ensuring that we comply with current data protection legislation.

This technical guide will help you get started with MS Society email, access your inboxes, send and receive emails, work with documents and use your calendars.

Support to use MS Society email

Please note that Office 365 is supported by devices running on operating system IOS 11 and above (i.e. you may not be able to use devices that cannot be updated to the IOS 11 such as iPad 4th Gen, iPhone 5, iPhone 5c and older).

We've developed a set of resources to support your group to use **MS Society email**.

Technical guides

This technical guide shows you how to use MS Society email on an Apple (iOS) device. If you have a different type of device, click on one of the links below to go to your guide:

- [MS Society email technical guide: PCs and laptops](#)
- [MS Society email technical guide: Android devices](#)

User guide

Our [MS Society email user guide](#) covers who needs to use **MS Society email**, why and when to use it, data protection, and how to make changes to your group of **MS Society email** users.

You'll find the full set of resources at [Using MS Society email](#) on the volunteer website, and our **Volunteer Support Team** is your key source of support. Contact us if you can't find the answer to your question in our **MS Society email** resources.

Volunteer Support Team
volunteersupport@mssociety.org.uk
Tel. 0300 500 8084 - option #3

Technical details and security

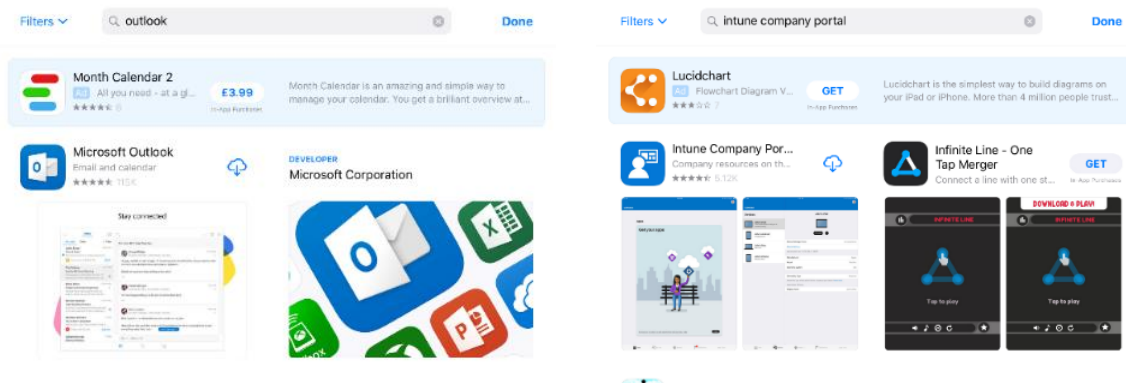
You can sign in to **MS Society email** via Safari or another internet browser. However, you will only be able to access and view your individual account this way. In order to access and view your group account(s) you must download and install the **Microsoft Outlook** app from the Apple App Store.

You will also need to download the **Intune Company Portal** app so we can use a technology called **Microsoft Intune Mobile Application Management (MAM)** to protect data at an application level and allow secure access to MS Society data on personally owned mobile devices. It enables us to remotely remove this data, and reset your password especially if your device is lost or stolen.

Must do: Your device must be password/pin protected. If you do not already use this feature or don't know how to do this, don't worry. You will be prompted to create one when installing the apps.

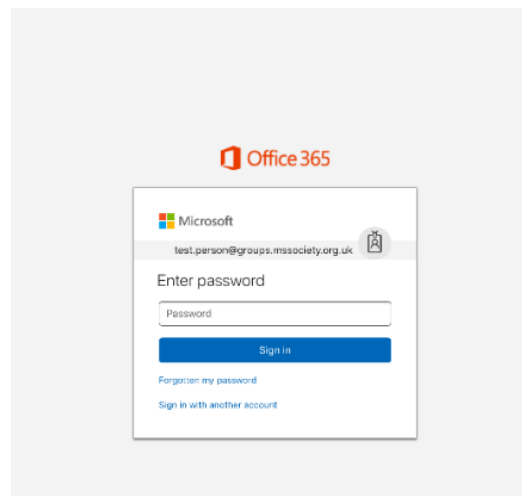
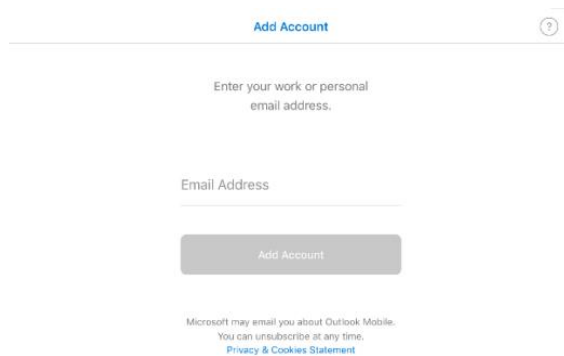
1. Signing in for the first time

From the **App Store**, download and install the **Microsoft Outlook** and **Intune Company Portal** apps.



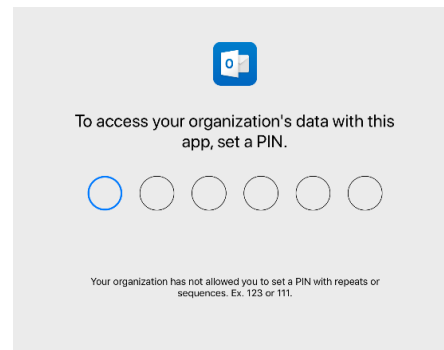
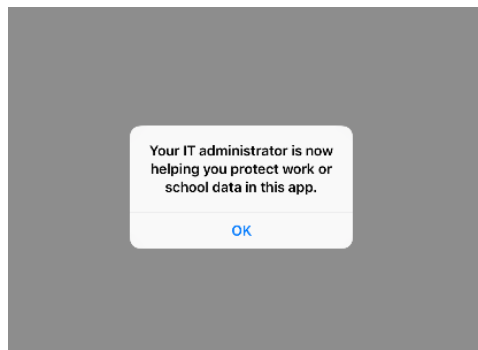
Open **OUTLOOK**. You don't need to open or enrol with the **Intune Company Portal** app - it just has to be installed on your device.

Press **GET STARTED**, **ADD ACCOUNT** and then enter your individual **MS Society** email address and press **CONTINUE**.

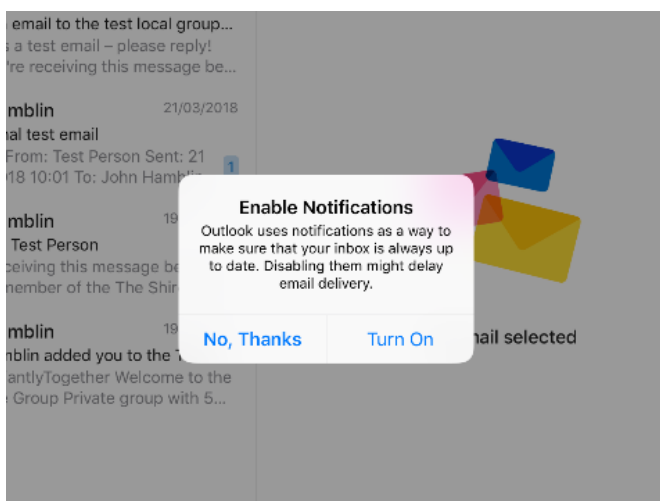
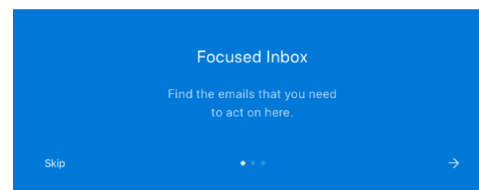
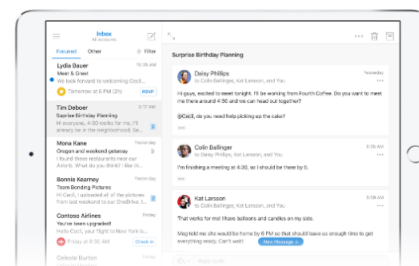
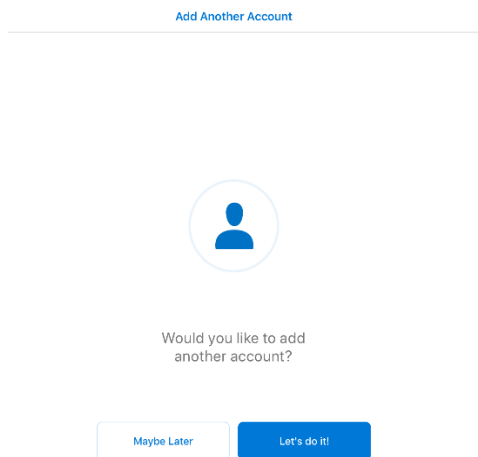


Enter your account password and click on **SIGN IN**.

You will be prompted that the application is protected and asked to create a six digit PIN. You will need this PIN (or if available, your fingerprint) to access the managed applications.



Click **MAYBE LATER** when asked about adding another account, read instructions about your **FOCUSED INBOX** and add a tick.



Your individual **MS Society email** inbox should now be shown. If prompted enable notifications and local storage access.

Accessing your group inbox

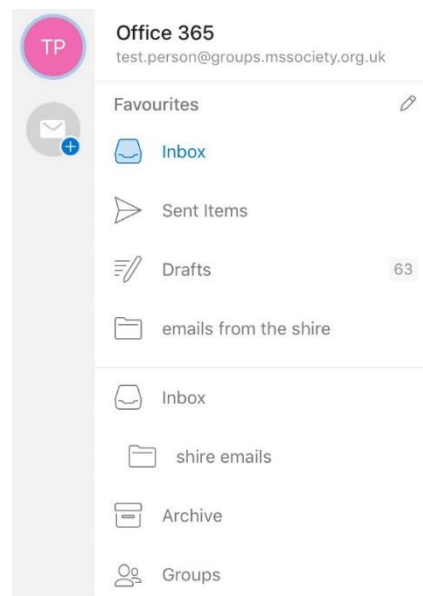
You can only access the group inbox via the app. It cannot be accessed online unless you are using a PC or laptop.

In the **OUTLOOK** app, click on the little circle containing your initials in the top left corner to access the menu.

Click on **GROUPS**, then click on your group name to access your group **MS Society email inbox**.



Click on **GROUPS**, then click on your group name to access your group **MS Society email inbox**.



Must do: Only trained **Lead/Support Volunteers** can access and respond to enquiries sent to your **MS Support email address**.

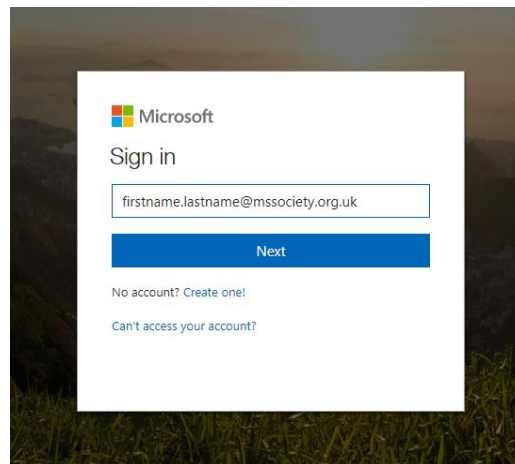
Accessing your old inbox

You will need to sign in and use the online version to view this inbox. Please be aware that you will only have access to this inbox for six months. We advise that you move any pertinent emails to another inbox or folder so as not to lose them.

2. Self-service password reset sign-up

Microsoft self-service password reset enables you to access your account if you forget your password, without having to involve us.

From any web browser go to <http://aka.ms/ssprsetup> and sign in using your username and password (your individual **MS Society email address** is your username).



You'll now see this window. Decide whether to add a phone number or another email address to enable the system to verify who you are.

don't lose access to your account!

To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We your account more secure. **You'll need to set up at least 1 of the options below.**

- ❗ Office phone is not configured. This information is managed by your administrator.
- ❗ Authentication Phone is not configured. [Set it up now](#)
- ❗ Authentication Email Address is not configured. [Set it up now](#)

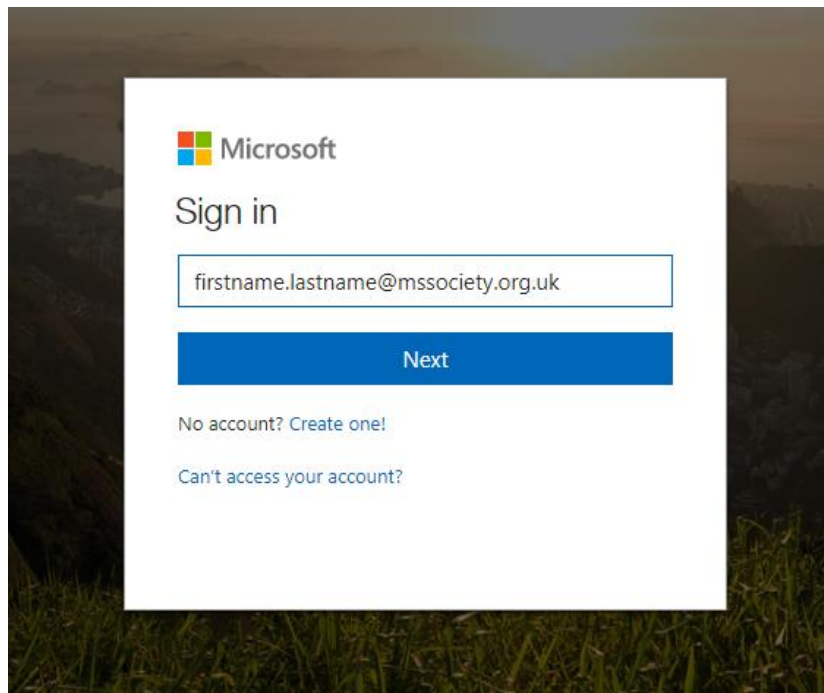
[looks good](#) [Cancel](#)

Click on **SET IT UP NOW** and enter the requested details. You must set up at least one of the two options. When you've finished, click on **LOOKS GOOD**.

Making changes to your registration

Follow these steps to update the phone number or email address the system uses to verify your identity.

From any web browser go to <http://aka.ms/ssprsetup> and sign in using your username and password (your individual **MS Society email** address is your username).



You'll now see this window. Decide whether to change your phone number or email address that enables the system to verify who you are.

don't lose access to your account!

To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you – we'll just use it to make your account more secure. You'll need to set up at least 1 of the options below.

❗ Office phone is not configured. This information is managed by your administrator.

✔ Authentication Phone is set to [+44 07444444444](#). [Change](#)

✔ Authentication Email Address is set to [myemail@mssociety.org.uk](#). [Change](#)

[looks good](#) [Cancel](#)

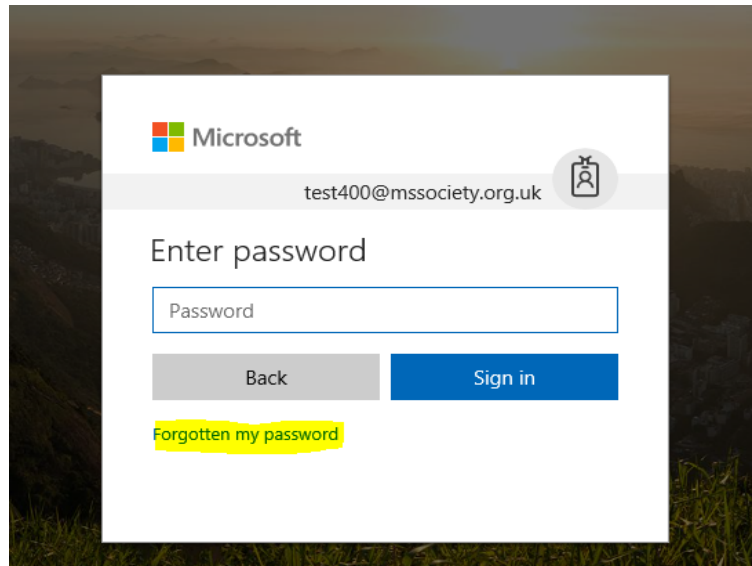
Click on **CHANGE** and enter the requested details. You must set up at least one of the two options. When you've finished, click on **LOOKS GOOD**.

Resetting your password via self-service password reset

If you have registered with Microsoft self-service password reset, follow these steps. We recommend that you register your **MS Society email** account with this service so you can reset your password without having to contact us.

Go to <https://portal.microsoft.com>. Enter your email address and click NEXT.

Click on FORGOTTEN MY PASSWORD.



Top tip: You can also access Microsoft self-service password reset by going straight to <https://passwordreset.microsoftonline.com/>

In Microsoft self-service password reset, type your email address into the **User ID** box, complete the characters as requested and press NEXT.

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Next

Cancel

Choose whether to have the system email, text or call you.

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

The screenshot shows a selection interface with four radio buttons:

- Email my alternative email address
- Send a text to my mobile phone number
- Call my mobile phone number
- Call my office phone number

To the right, a text box states: "You will receive an email containing a verification code at your alternative email address (jo*****@i*****)."

A blue "Email" button is positioned below the text.

Enter the code from the text message or call and press **NEXT**. Enter your new password twice on the screen and click **FINISH**.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

The screenshot shows the "Send a text to my mobile phone number" option selected. To the right, a text box says: "We've sent a text message to your phone number containing a verification code."

Below this is an input field labeled "Enter your verification code" and a "Next" button.

Resetting your password via our Volunteer Support Team

If you have not registered with **Microsoft self-service password reset**, contact our **Volunteer Support Team** for help to reset your password.

Volunteer Support Team
volunteersupport@mssociety.org.uk
Tel. 0300 500 8084 - option #3

Opening hours: Monday to Friday, 9am-7pm except bank holidays

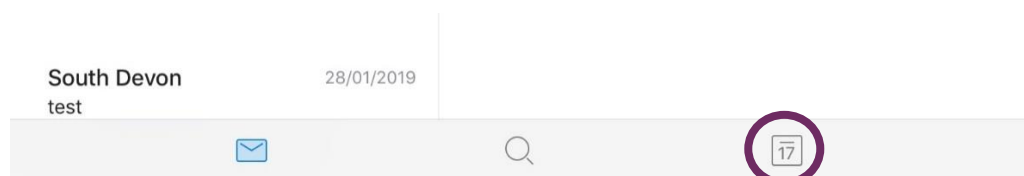
3. How to use your calendar

MS Society email includes a both an individual and a group calendar. On your Apple (iOS) device, you are only able to access your personal calendar.

To be able to view and edit the group calendar, you will need to use a PC or laptop.

You will be able to keep track of all the meetings, activities and events you are invited to, schedule team meetings and add descriptions.

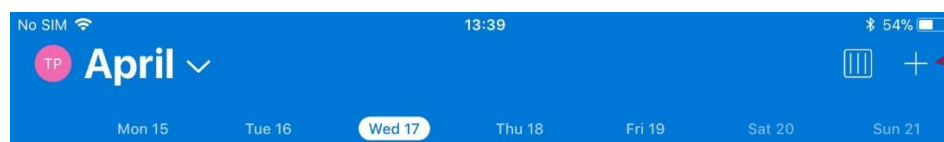
Click on the calendar icon at the bottom of the inbox screen.



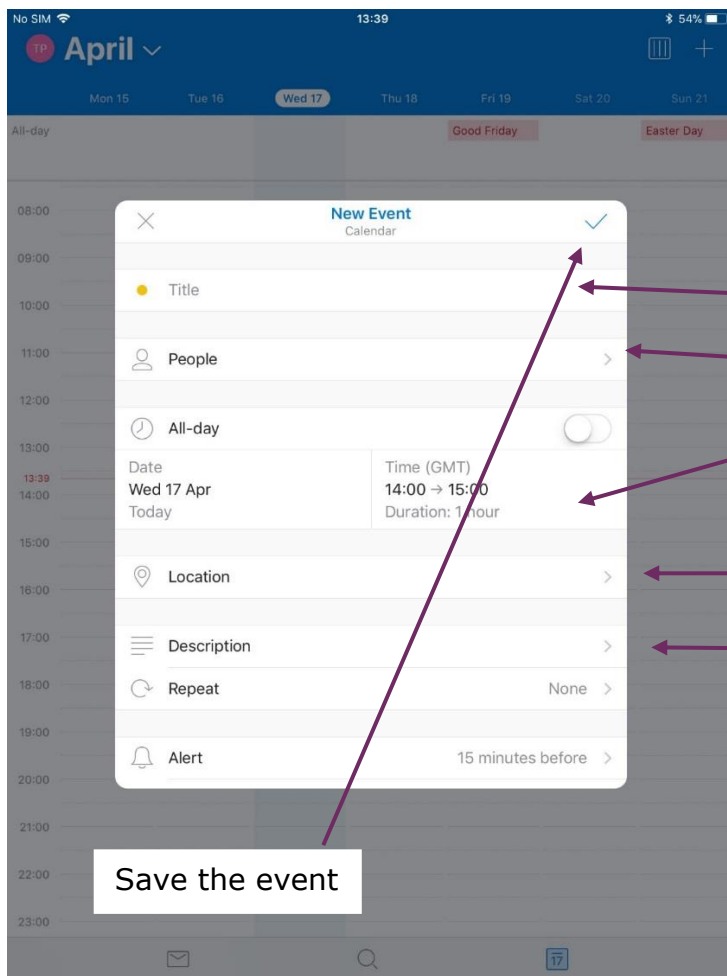
You will be taken to your personal calendar. You can change the view – Week, Agenda, Day, Month – by clicking on the slatted square in the top right-hand corner.



Scheduling a new meeting



Click on the PLUS sign.



Give your event a title

Decide who needs to attend

Set the date, and start and finish times

Add the location

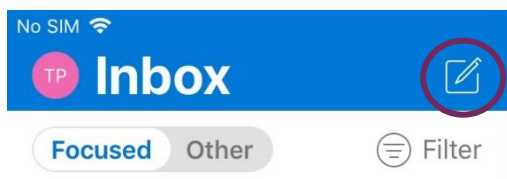
Add a description

Save the event

4. Emailing

Sending an email

Click on the **PENCIL** sign in the top right-hand corner of your inbox.





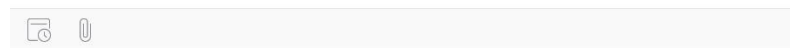
In the **TO** field, add the person's email address

In the **ADD A SUBJECT** field, give your email a title

Type your email and sign off with your name

To add an attachment click on the **PAPERCLIP** and choose a file

To **SEND** your email, click on the arrow in the top right-hand corner



Must do: When emailing members and contacts, don't forget to add them to the **Bcc** field to protect their privacy.

To, Cc and Bcc

Use the **TO** field to send an email to the people that the message directly affects, and that you require action from.

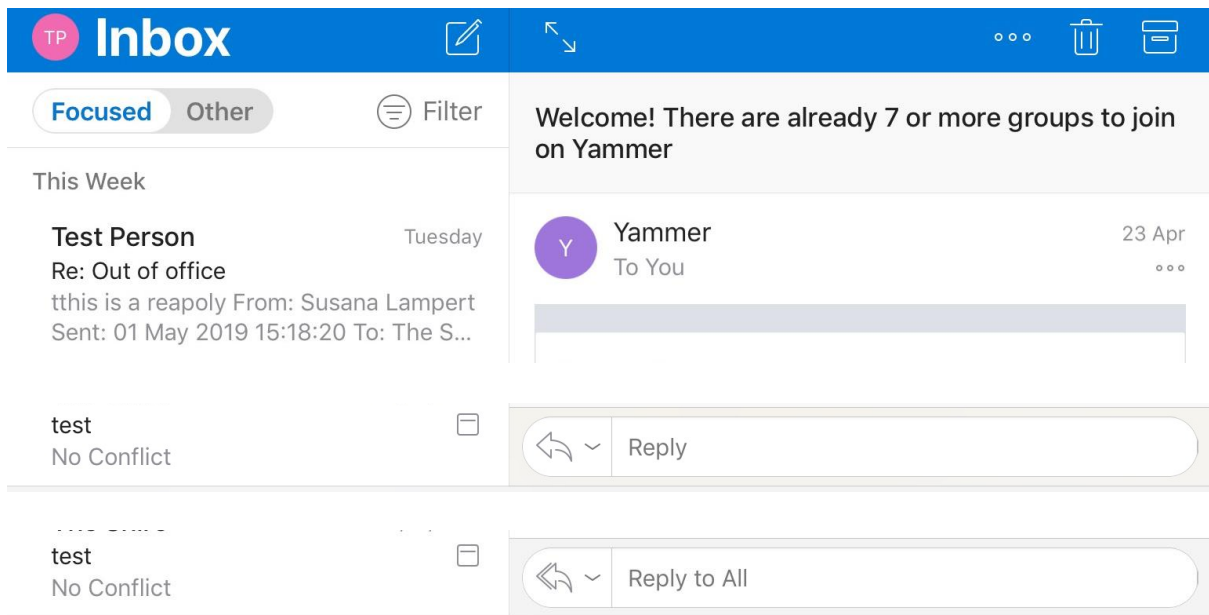
Use the **CC** field to send a 'copy' of the email to people you want to know about the message, but who are not directly involved.

Use the **BCC** field to send a 'blind copy' of the email to people whose personal data you need to protect.

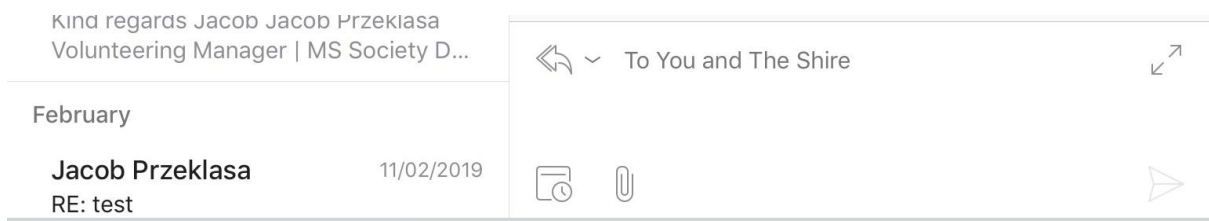
Sending an email to a list of external contacts using the **TO** line is a **data breach**. It shares everyone's email addresses with everyone else, which they may not have consented to, or be happy with.

Replying to an email

Click on your **INBOX**, click on the email you want to reply to then click on **REPLY** or **REPLY ALL**.



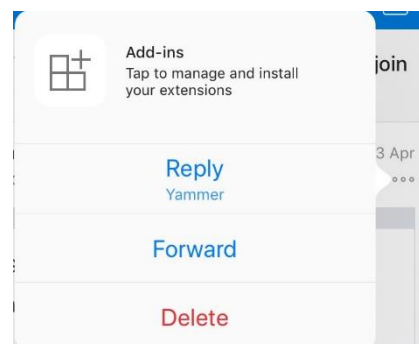
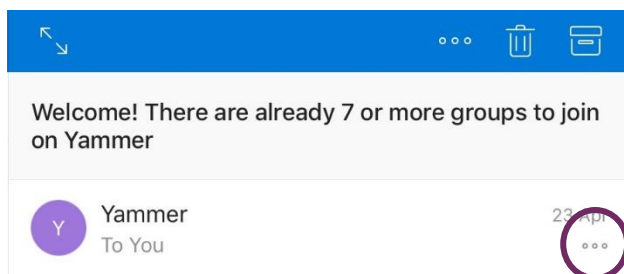
The **TO** field will be automatically populated.



Forwarding an email

Forwarding an email means sending it on to someone else.

Click on the email you would like to forward. Click on the three horizontal dots.



From the list, click on **FORWARD**.

Data protection and forwarding emails

You can only forward an email that includes personal information to another MS Society volunteer who has access to **MS Society email** if you need their help to reply to it. Both parties must use **MS Society email** whilst dealing with the enquiry.

You must never share emails with a third party, including your own personal, non-**MS Society email** address.



See our [MS Society email user guide](#) for more on data protection and MS Society email.

Sending emails from individual and group email addresses

You can only choose which email address to send an email from on the online version. It is only possible to reply from your personal email when using the app.

Sign in online and go to **OUTLOOK**.

The image shows two screenshots of the Outlook web interface. The left screenshot shows the inbox with a purple arrow pointing to the plus sign next to the 'FROM' field. The right screenshot shows the 'FROM' dropdown menu open, with a purple circle around the plus sign and a purple oval around the list of email addresses: 'Test.Person@groups.mssociety.org.uk', 'Test.Person@groups.mssociety.org.uk', and 'heshire@mssociety.org.uk'.

Click on the **PLUS** sign then click on the arrow next to **FROM** and choose the email address you want to use from the list.

ADD A SUBJECT, type your message and click on **SEND**.

Group and **MS Support** inboxes do not have a **SENT ITEMS** folder. Make sure you always add your group or **MS Support** email address to the **CC** field to create a copy.

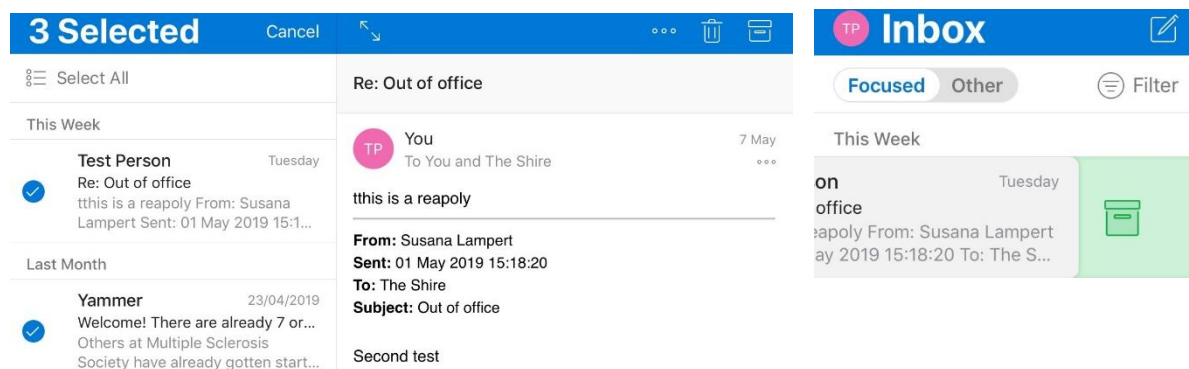
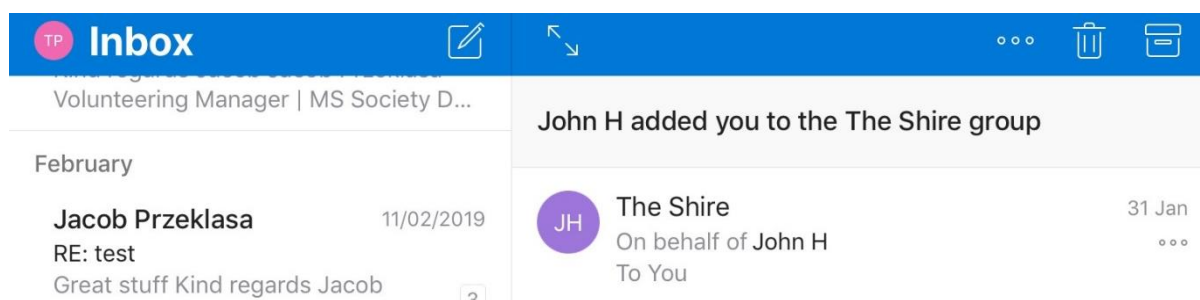
Your auto signature

All emails sent from individual and group **MS Society email** addresses are finished with an auto signature that includes your group name, contact details, a link to our [Privacy Notice](#) and one to unsubscribe from receiving emails from us.

Your auto signature does not include your name or role. Make sure you sign off with your name (and role, if appropriate) before you click on **SEND**.

Deleting emails from your inbox

Select the email you wish to delete and then click the **BIN**. Select and hold on the email you wish to delete, a little tick will appear next to it. In this mode you are able to select multiple emails at a time to delete. You can also swipe to delete individual emails.



Deleting emails from group inboxes

Only volunteers with authorisation can delete emails from the group inbox.

Emailing each other

MS Society email enables your **Coordinating Team** to enjoy secure, GDPR compliant discussion between team meetings.

Top tip: Start a team discussion by sending an email to your group **MS Society email** address. This way, all volunteers with access to **MS Society email** will be able to view and comment on it.

Make sure you add the group email address to the **CC** field in each reply you send so everyone can access it.



See [Group Handbook C3: Your Coordinating Team](#) for guidance on how your group should operate.

5. Member and contact lists

MS Society email does not enable you to store lists of non-**MS Society email** addresses. We expect you to download contact data from the **Portal** each time you need it.

Volunteers in these roles can download contact data from the **Portal** to write to members and others in the area who have agreed for their details to be shared with you:

- [Group Coordinator](#)
- [Administration Volunteer](#)
- [Lead Support Volunteer](#)
- [Finance Volunteer](#)
- [Communications Volunteer](#)
- [Support Volunteer](#)

Contact data on the Portal

Click on this link to sign in to your group's **Portal** account - <https://portal.mssociety.org.uk/user/login>.

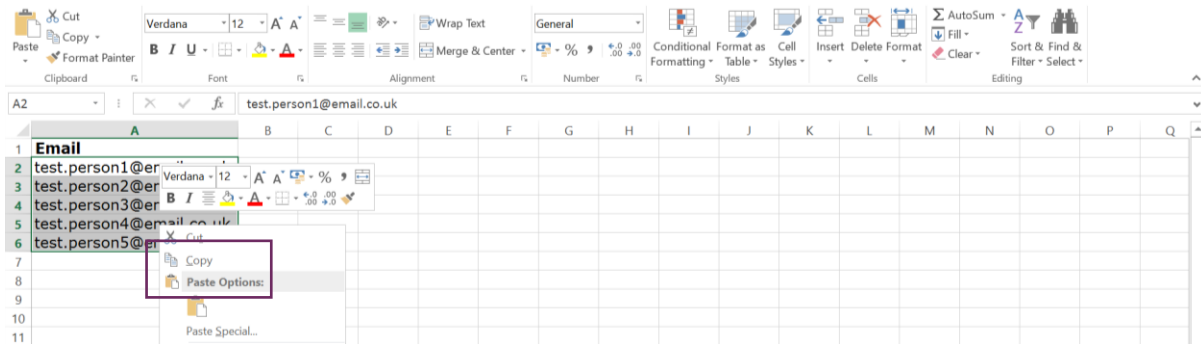
Follow the instructions in our [Portal User Guide](#) to download contact data as an **EXCEL** file. Ensure you click to **ONLY INCLUDE PEOPLE WE CAN EMAIL**.



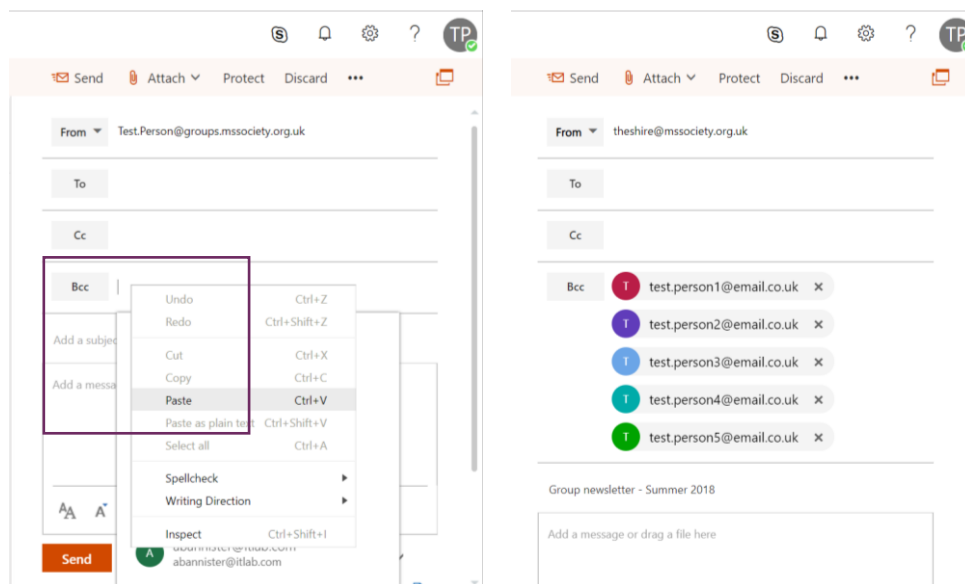
To set up your **Portal** account or get support, see [Using the Portal](#) on our volunteer website, or ask the **Supporter Care Team** for help.

Open the **EXCEL** file, highlight the list of email addresses and right click on **COPY** in the drop down list.

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In **OUTLOOK**, click on **NEW**, and right click next to **BCC** to **PASTE** the list of email addresses into the 'blind copy' field.



Choose which email address to send your email **FROM**, **ADD A SUBJECT**, type your message and click on **SEND**.

Must do: You must download contact data from the **Portal** each time you need it and delete the **EXCEL** file as soon as you have sent your email.

If a person does not appear on a current contact list you download from the **Portal**, you must not contact them for any reason, unless you're replying to an enquiry they sent you.



See [Group Handbook A6: Handling data](#) for our rules when handling personal information.

6. Documents

MS Society email includes a secure, GDPR compliant space where you can view and edit files you have uploaded, or received as email attachments.

You will need to log in to MS Society email through an internet browser (rather than accessing it via the Outlook app) to work with documents. We recommend you use a PC or laptop to do this. See [MS Society email technical guide: PCs and laptops for guidance](#).

Uploading files

We expect your [Coordinating Team](#) to use your group MS Society email file storage to keep any personal data you need to hold, such as lists of event delegates or risk management documents such as [Physical Activity Readiness Questionnaires](#) (PARQ).



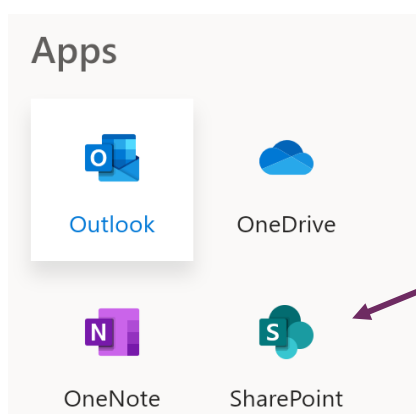
See [Group Handbook A6: Handling data](#) for how long you must store personal data before disposing of it.

Adding documents to your file storage

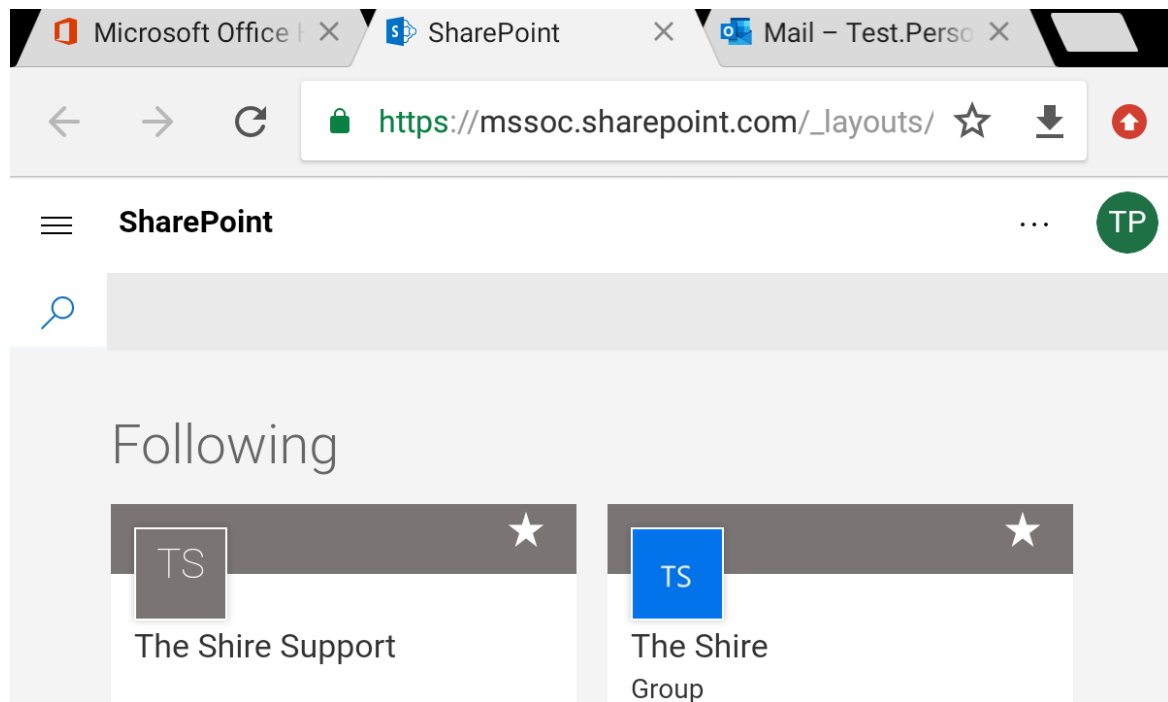
1. Upload them directly from your device.
2. Send them to your group MS Society email address as an attachment

Top tip: Sending a document as an email attachment to your group inbox will automatically save to SharePoint.

Uploading files to your group file storage (SharePoint)

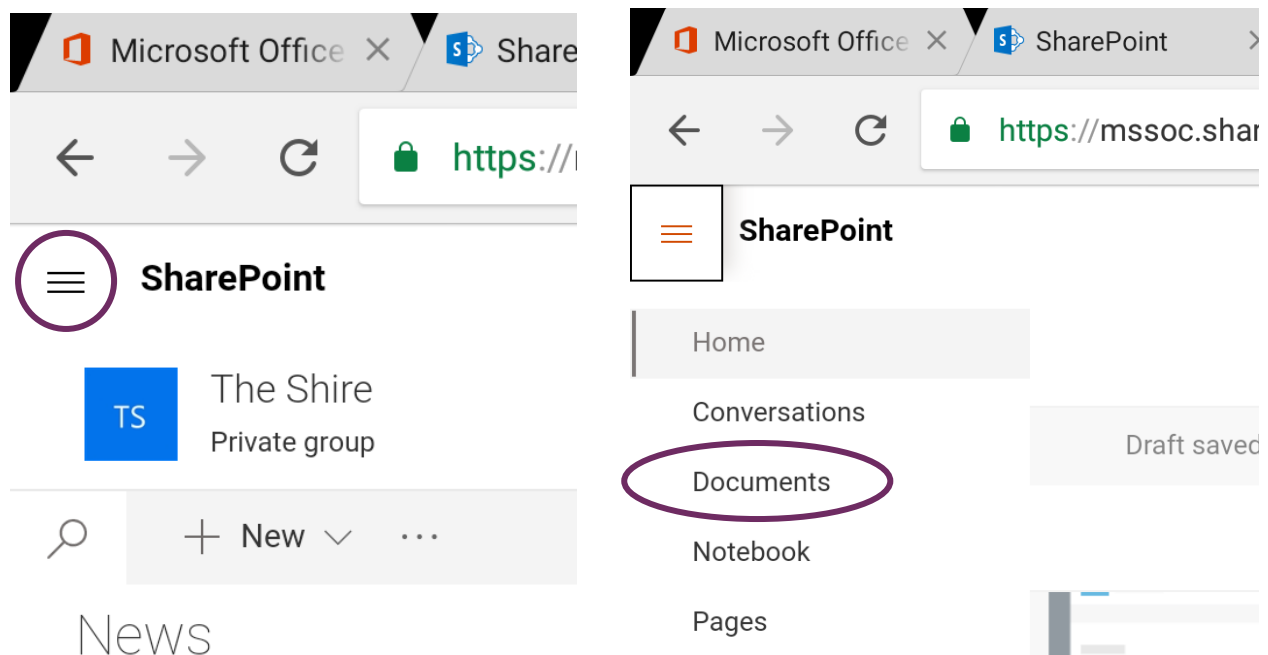


Click on the SharePoint App on your welcome screen.

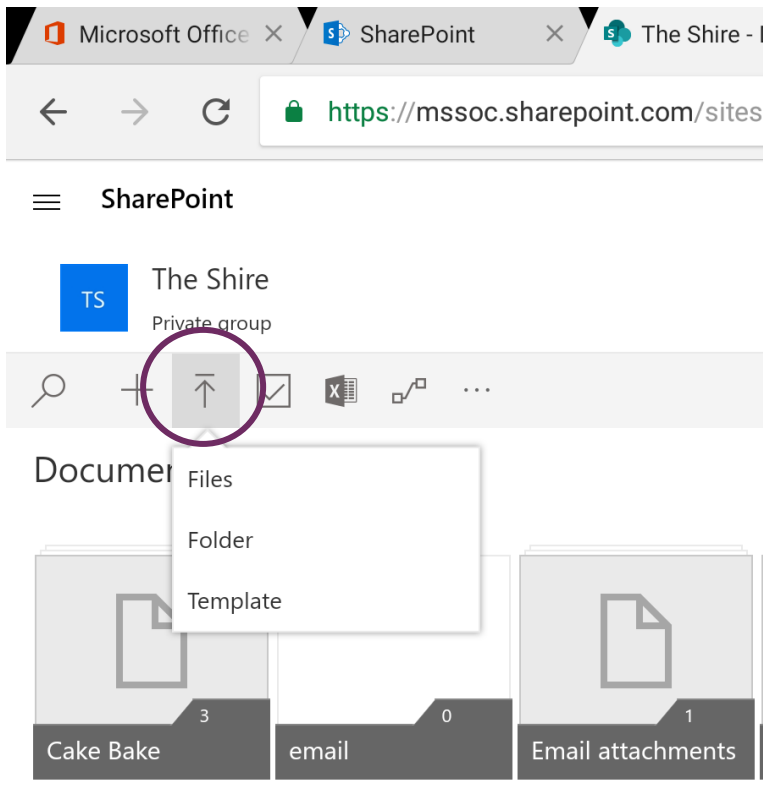


Click on your group (if you have access to group and/or MS Support inboxes). You will be taken to your home screen.

Click on the horizontal lines in the top-left corner and click on documents.



You will then be taken to your documents folder and you will be able to upload files, folders and templates.



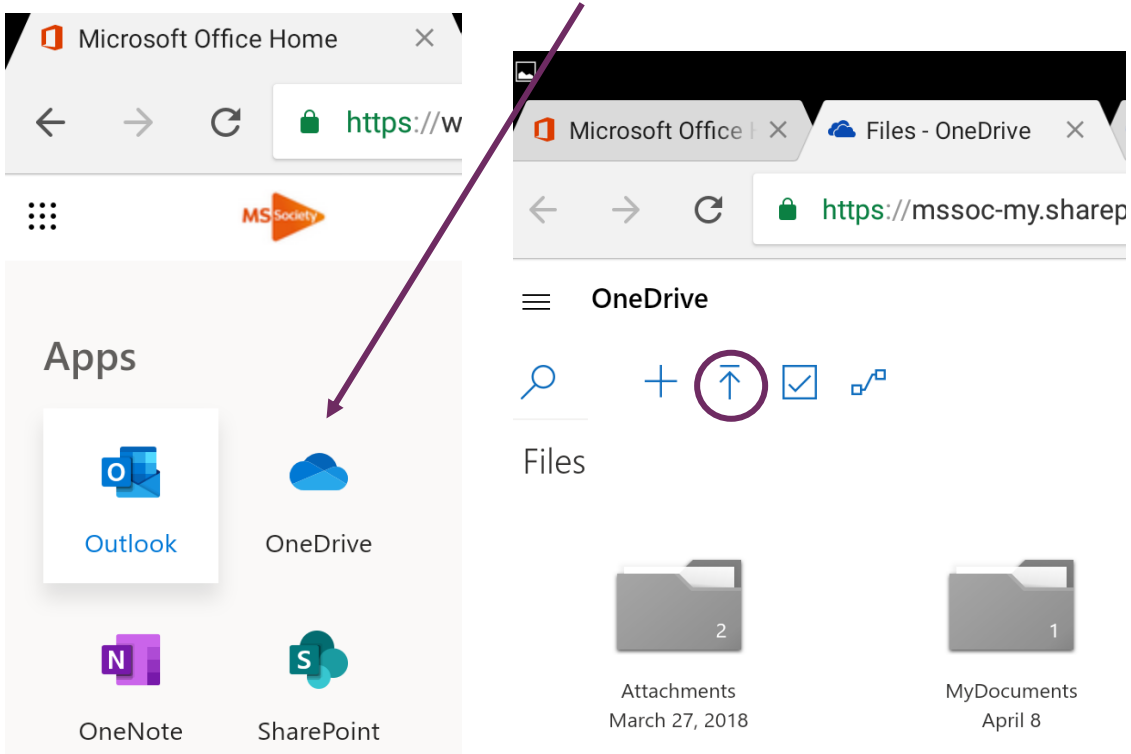
Once you click on the upload icon, you can choose what you wish to upload.

When chosen, just click on the file or folder and it will be uploaded to your group **MS Society email** file storage.

Note; you can also upload files into existing folders. Just choose the desired folder and follow the same steps.

Uploading files to your individual file storage (OneDrive)

In your home screen, click on the OneDrive icon.



Click on the **UPLOAD** icon and follow the same process as uploading files to your group file storage.

Email attachments

An email attachment is a file sent along with an email message. Attaching a document to an email is a simple way to share it with others.

Viewing attachments

Click on the document to view it.

Email attachments and data protection

Stop and think before opening an attachment. Am I expecting something from this person? Does it make sense for them to be sending this type of thing?

If you have any doubts, contact the person (Not by email. If the account has been hacked, the hacker might reply) to check before opening the attachment. Don't forward the email to other people as they may accidentally follow it.

Editing shared files

This can only be done online (through your browser) - not via the Outlook app.

Click on the file and start to make changes. Your changes will be saved automatically.

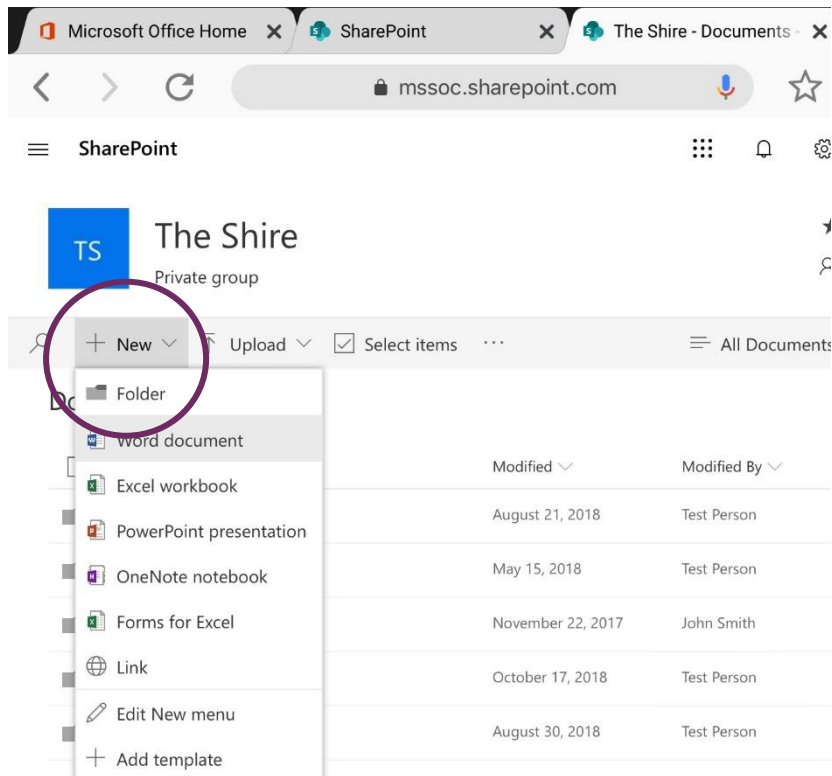
Creating new documents

MS Society email enables you to create Word, Excel and PowerPoint documents and save them in your group or individual file storage.

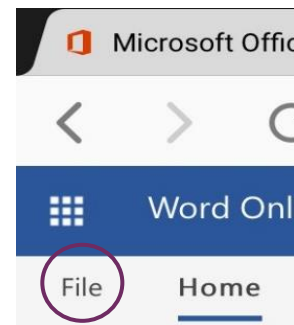
This can only be done online (through your browser) - not via the Outlook app.

Follow the steps for **UPLOADING** to get to your documents page in SharePoint or OneDrive. Now click on **+NEW**.

MS Society email technical guide: Apple (iOS) devices v2

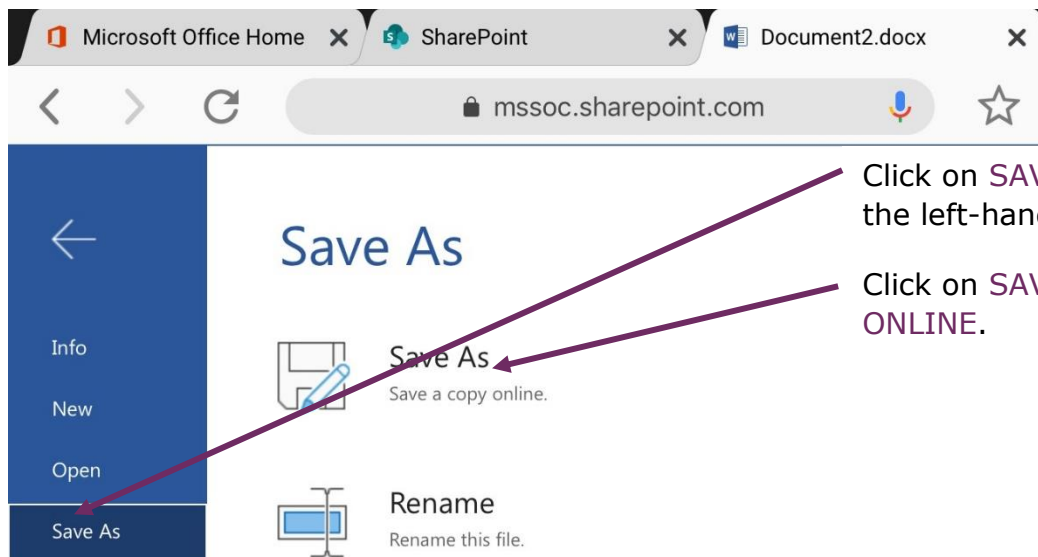


Remember, your document will be saved automatically. To rename or save to a different file storage, click **FILE** when you have finished and follow instructions below.



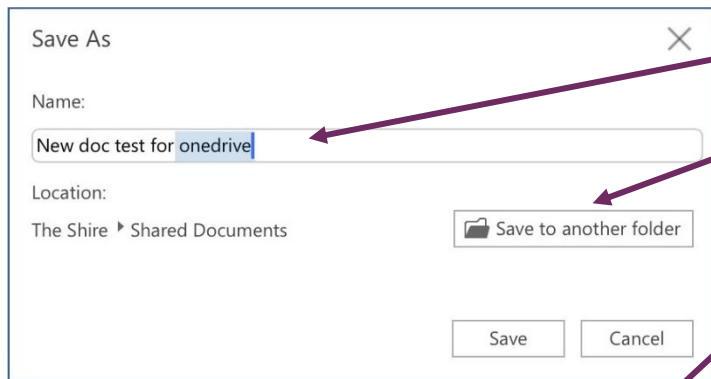
Saving new documents

Individual file storage



Click on **SAVE AS** in the left-hand menu.

Click on **SAVE A COPY ONLINE**.



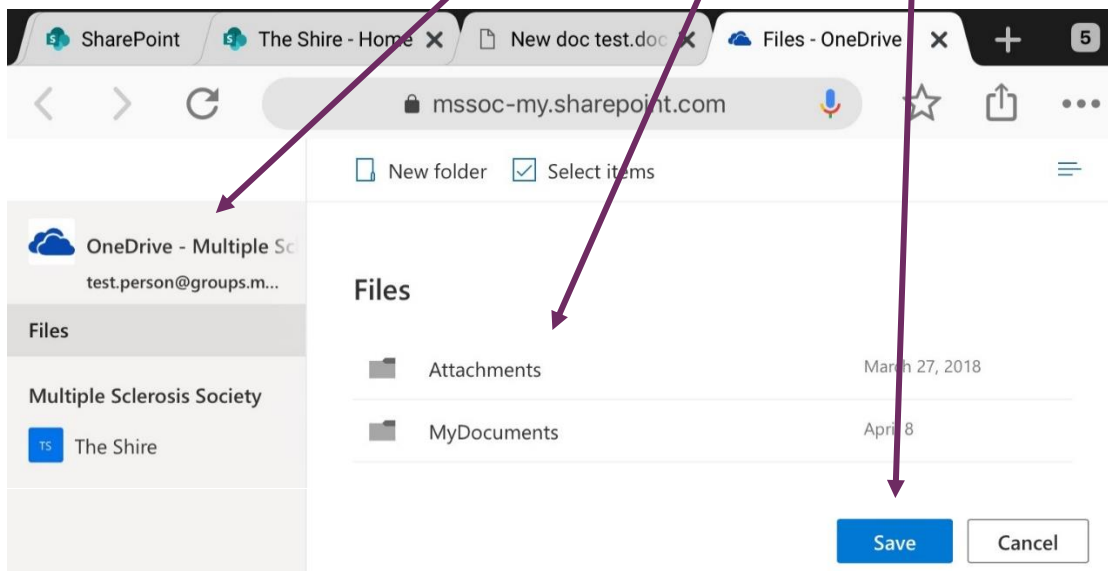
NAME your file.

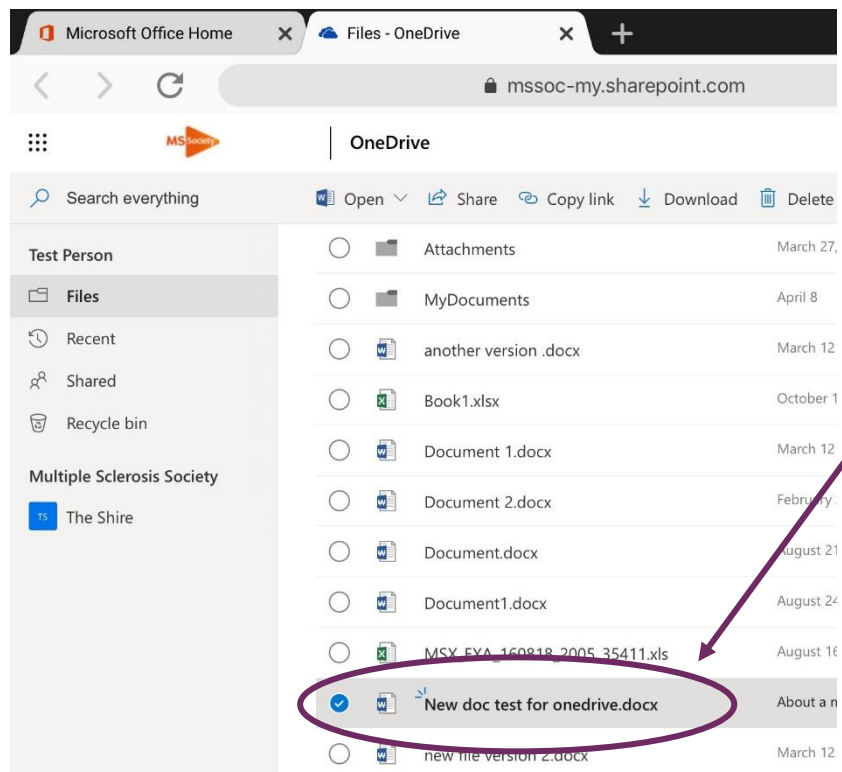
Click **SAVE TO ANOTHER FOLDER**.

Your OneDrive storage will automatically be chosen as the location.

You can save within an existing folder, or in your general 'files'.

When happy, click **SAVE**.





If you access your OneDrive, you will find your new document. This will either be in the folder you chose or the general 'file' area.

Group file storage

If you have created a new document through your individual storage, OneDrive, but you want it to be stored in your group file storage, follow the instructions above, choosing SharePoint for the location, then click on **SAVE**.

Tell us what you think

We hope you find this **MS Society email technical guide** useful and we're keen to hear your feedback and suggestions. Please [click here](#) to complete our short evaluation survey.

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