



MS Society email technical guide: Android devices

Click on any title to go to that section.

Contents

1.	Signing in for the first time.....	5
	Accessing your group inbox	7
	Accessing your old inbox	7
2.	Self-service password reset sign-up	7
	Making changes to your registration.....	8
	Resetting your password via self-service password reset.....	9
	Resetting your password via our Volunteer Support Team.....	11
3.	How to use your calendar.....	12
	Scheduling a new meeting.....	13
4.	Emailing.....	13
	Sending an email.....	13
	Replying to an email	14
	Forwarding an email.....	15
	Sending emails from individual and group email addresses	16
	Your auto signature.....	17
	Deleting emails from your inbox	17
	Deleting emails from group inboxes	17
	Emailing each other	17
5.	Member and contact lists	18
	Contact data on the Portal.....	18
6.	Documents	19
	Adding documents to your file storage.....	20
	Uploading files to your group file storage, SharePoint.....	20

Uploading files to your individual file storage, OneDrive..... 22

Email attachments 23

Viewing attachments 23

Editing shared files 23

Creating new documents..... 23

Individual file storage..... 23

Group file storage 23

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

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

Technical guides

Please note that Office 365 is supported by devices running on operation system Android 7 and above. This means that you may not be able to use Office 365 on devices that cannot be updated to Android 7 or above.

This technical guide shows you how to use MS Society email on an Android 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: Apple \(iOS\) 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 Chrome 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 Google Play 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 [Google Play](#) store, download and install the [Microsoft Outlook](#) and [Intune Company Portal](#) apps.



Microsoft Outlook

Microsoft Corporation

Productivity

#1 Top Apps



Intune Company Portal

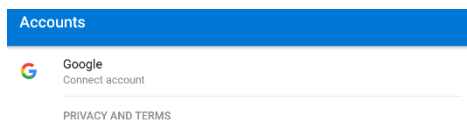
Microsoft Corporation

Business

#8 Top Apps

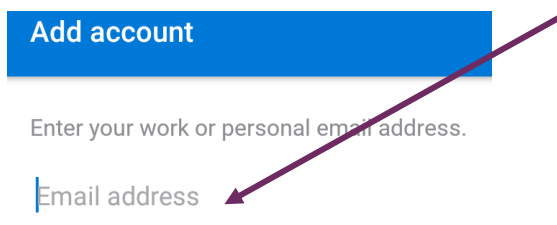
Open [OUTLOOK](#). You do not need to open or enrol with the [Intune Company Portal](#) app - it has to be installed on your device.

Press [GET STARTED](#).

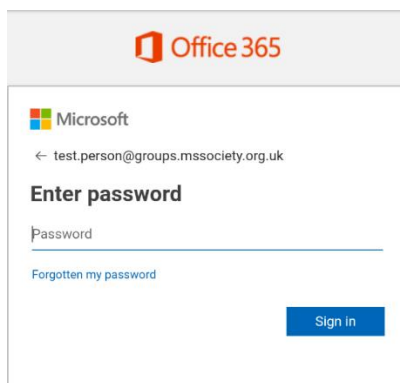


You will
be taken
to the
google
accounts
page.
Press
[SKIP](#).

Enter your individual [MS Society email](#) address and press [CONTINUE](#).



Enter your account password and sign in.



You will need to click **ACTIVATE** to be able to access your inboxes.



Activate device administrator

test.person@groups.mssociety.org.uk requires Outlook to be activated as a device administrator to ensure that security requirements are met for your account.

ACTIVATE

[REMOVE ACCOUNT](#)

Activate device administrator?



Outlook Device Policy

test.person@groups.mssociety.org.uk requires Outlook to be activated as a device administrator to ensure that security requirements are met for your account.

Activating this administrator will allow the app Outlook to perform the following operations:

Set password rules

Control the length and the characters allowed in screen lock passwords and PINs.

Monitor screen-unlock attempts

Monitor the number of incorrect passwords typed when unlocking the screen and lock the tablet or erase all the tablet's data if too many incorrect passwords are typed.

Lock the screen

Control how and when the screen locks.

Set storage encryption

Require that stored app data be encrypted.

You will then be taken to this screen, you will need to click **ACTIVATE** again

Press **SKIP** when asked about adding another account.

Read the **FOCUSED INBOX** instructions and click the tick.

Your organization protects data in this app.

OK

Press **OK**

You will then be prompted to create a **PIN** and confirm it.

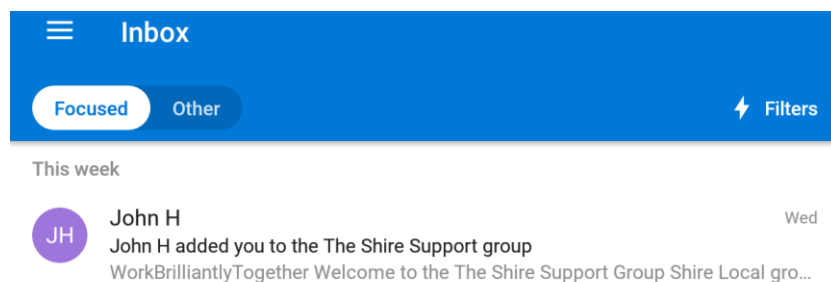
To access work or school data with this app, set your PIN.

PIN length of 6 digits required.

No PIN sequences allowed, e.g. 123 or 111.

Confirm PIN

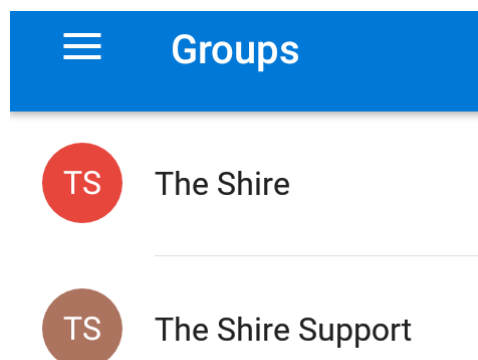
Your individual **MS Society email** inbox should now be shown.



Accessing your group inbox

Please note, you can only access the group inbox via the APP. It cannot be accessed online unless you are using a PC.

In the **OUTLOOK** app, click on the three horizontal lines, found in the top left-hand corner of the screen, to access the menu. 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.

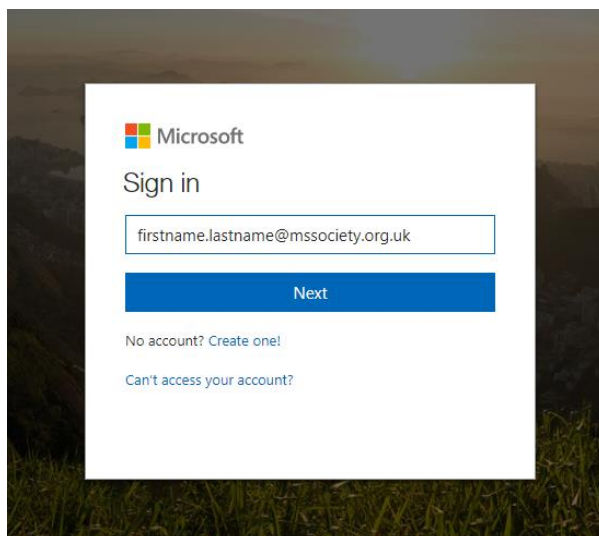
Accessing your old inbox

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](#)

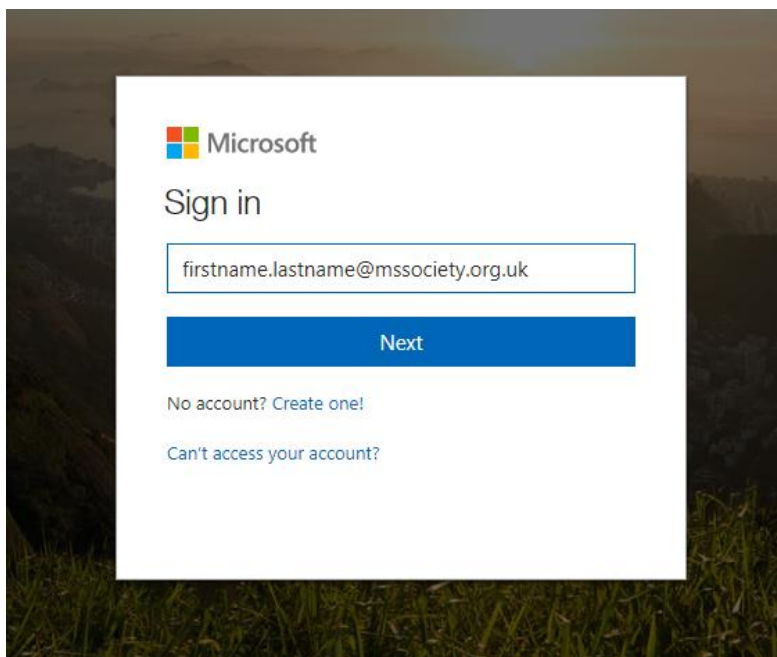
[looks good](#) [Cancel](#)

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](#)

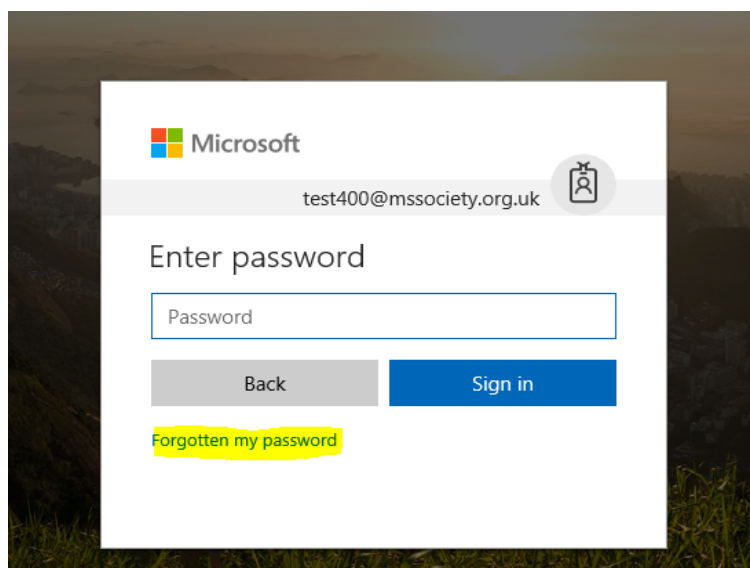
Click on **CHANGE** and enter the requested details. You must set up at least one of the two options. When you've finished, click on **LOOKS GOOD**.

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:

☒ Email my alternative email address

☐ Send a text to my mobile phone number

☐ Call my mobile phone number

☐ Call my office phone number

You will receive an email containing a verification code at your alternative email address (jo*****@ih*****).

Email

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:

☒ Send a text to my mobile phone number

☐ Call my mobile phone number

We've sent a text message to your phone number containing a verification code.

Enter your verification code

Next

Microsoft

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

••••••••

strong

* Confirm new password:

••••••••

Finish

Cancel

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

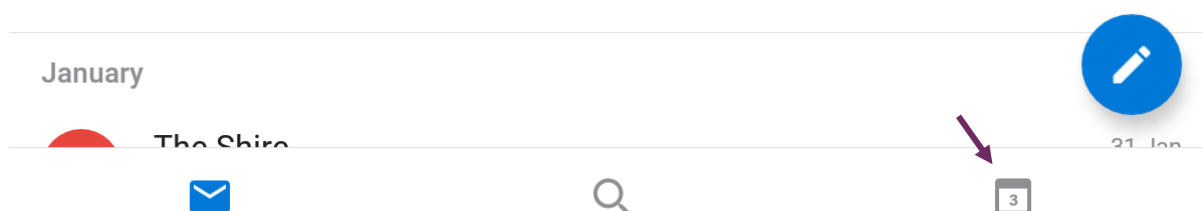
Opening hours: Monday to Friday, 9am-7pm except bank holidays

3. How to use your calendar

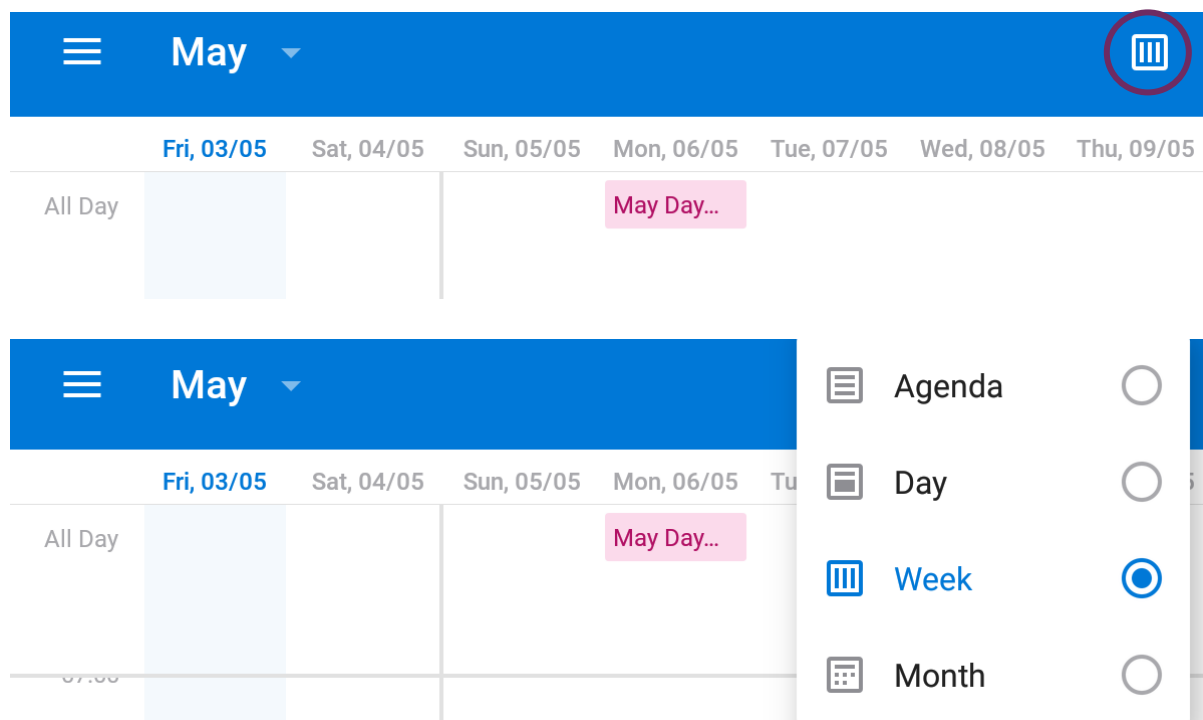
MS Society email includes a both an individual and group calendar. From your Android device, you are only able to access your personal calendar. To be able to view and edit the group calendar, you will need to use a PC or laptop.

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.

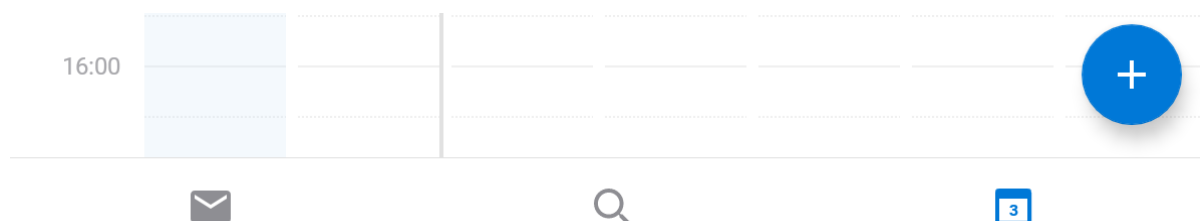


To change the view of your calendar, click on the vertical lines and choose your preferred option.



Scheduling a new meeting

Click on the **PLUS** sign at the bottom of the screen.

A screenshot of the 'New Event' form in the MS Society email app. The form has a red header with a close button (X) and a checkmark button. The fields are: 'Title' (with a red dot icon), 'People' (with a people icon), 'All-day Event' (with a clock icon and a toggle switch), 'Date' (showing 'Fri, 3 May' and 'Today'), 'Time' (showing '11:00 - 12:00' and 'Duration: 1 hour'), 'Location' (with a location pin icon), 'Teams Meeting' (with a Teams icon and a toggle switch), and 'Description' (with a list icon).

Give your event a title

Decide who needs to attend

Set the date, and start and finish times

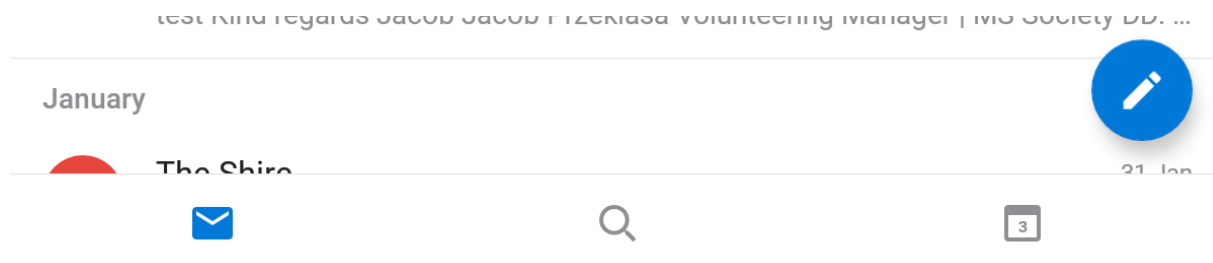
Add the location

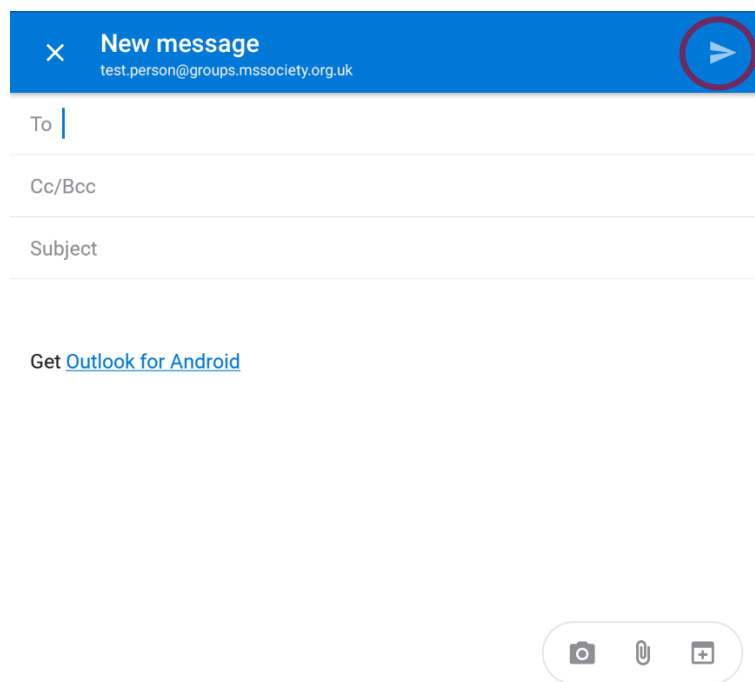
Add a description and save the event by clicking the tick in the top right-hand corner

4. Emailing

Sending an email

Click on the **PENCIL** sign in the bottom 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, 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.

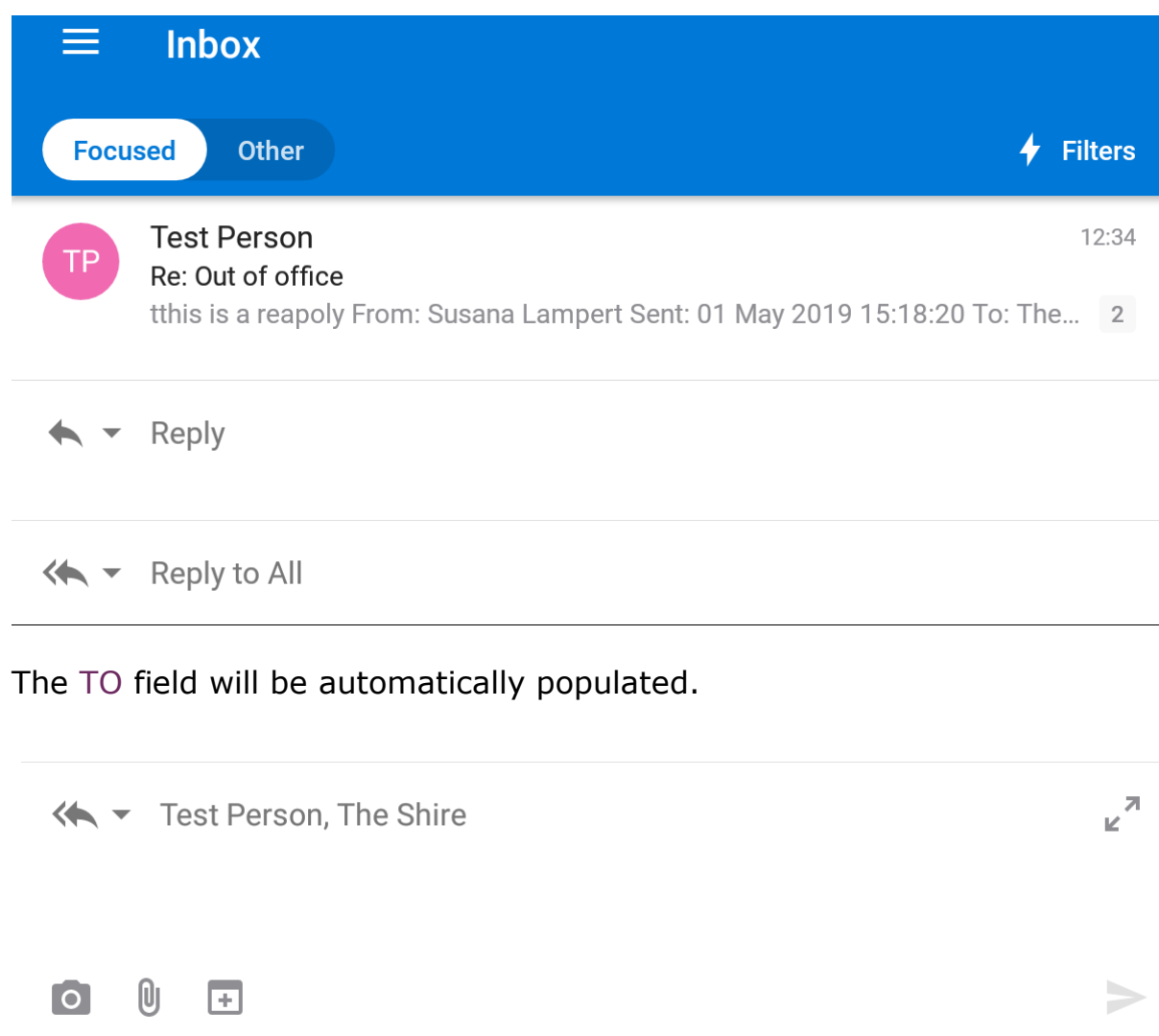
Use the **CC** field to send a 'copy' of the email to people you want to know about the message, but who are not directly involved.

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 vertical 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.

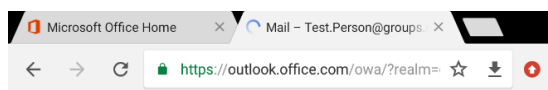


See our [MS Society email user guide](#) for more on data protection and **MS Society email**.

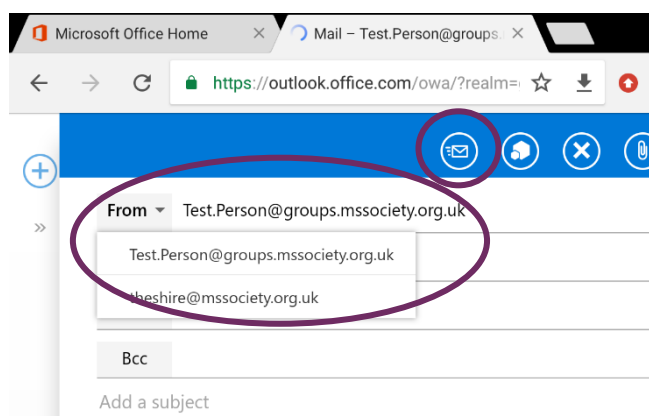
Sending emails from individual and group email addresses

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**.



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.

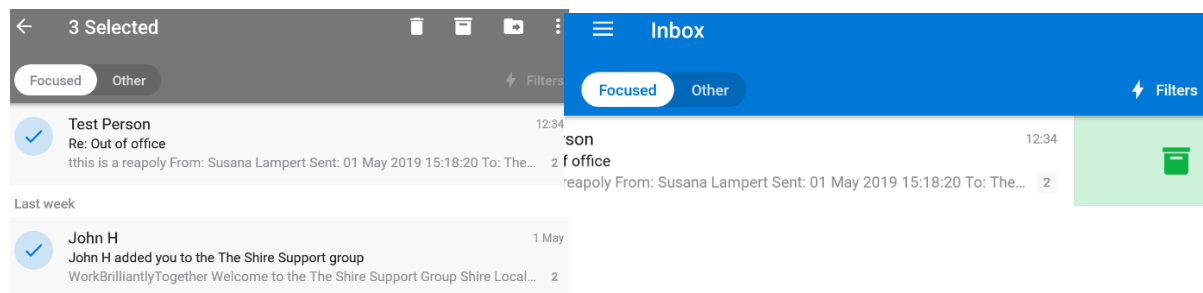
Your auto signature

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 and hold the email you wish to delete and then click the **BIN**. In this mode you are able to select multiple emails at a time to delete. You can also hold and swipe 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

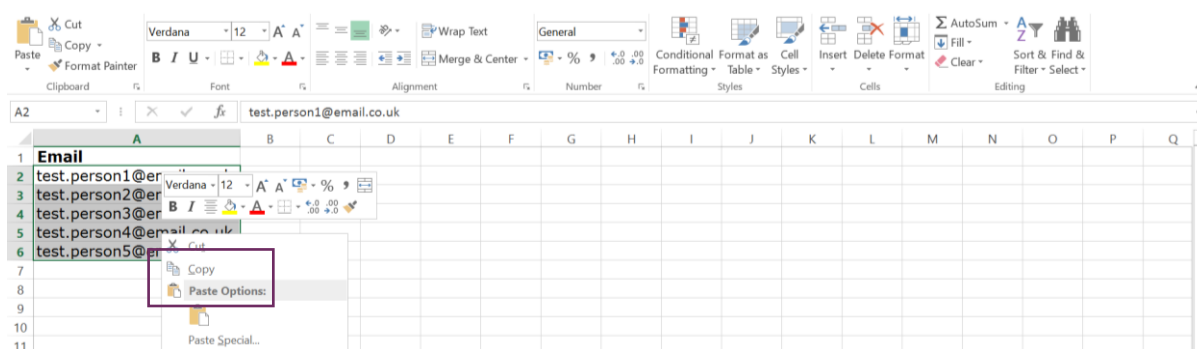
Click on this link to sign in to your group's Portal account - <https://portal.mssociety.org.uk/user/login>.

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.

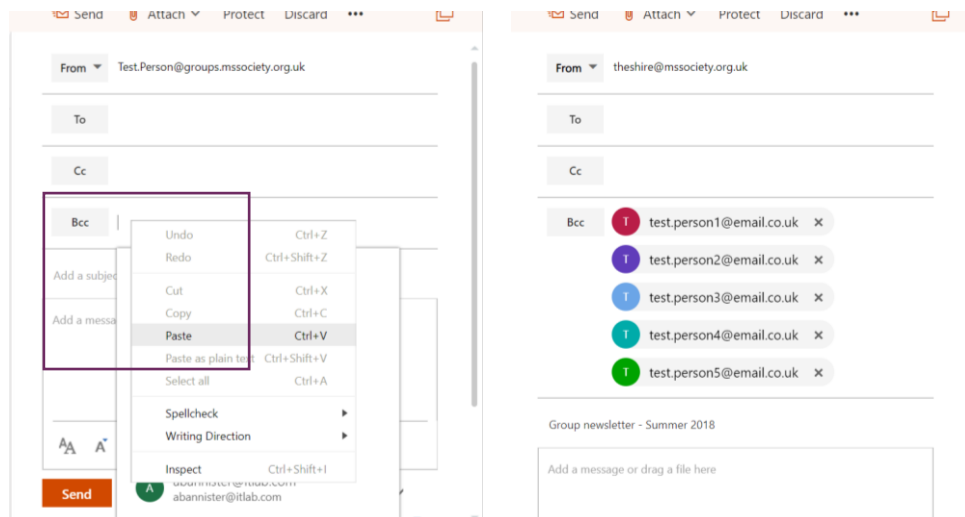


To set up your Portal account or get support, see [Using the Portal](#) on our volunteer website, or ask the [Supporter Care Team](#) for help.

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



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 files that have been 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).



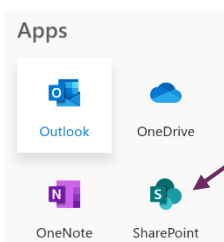
See [Group Handbook A6: Handling data](#) for how long you must store personal data before disposing of it.

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

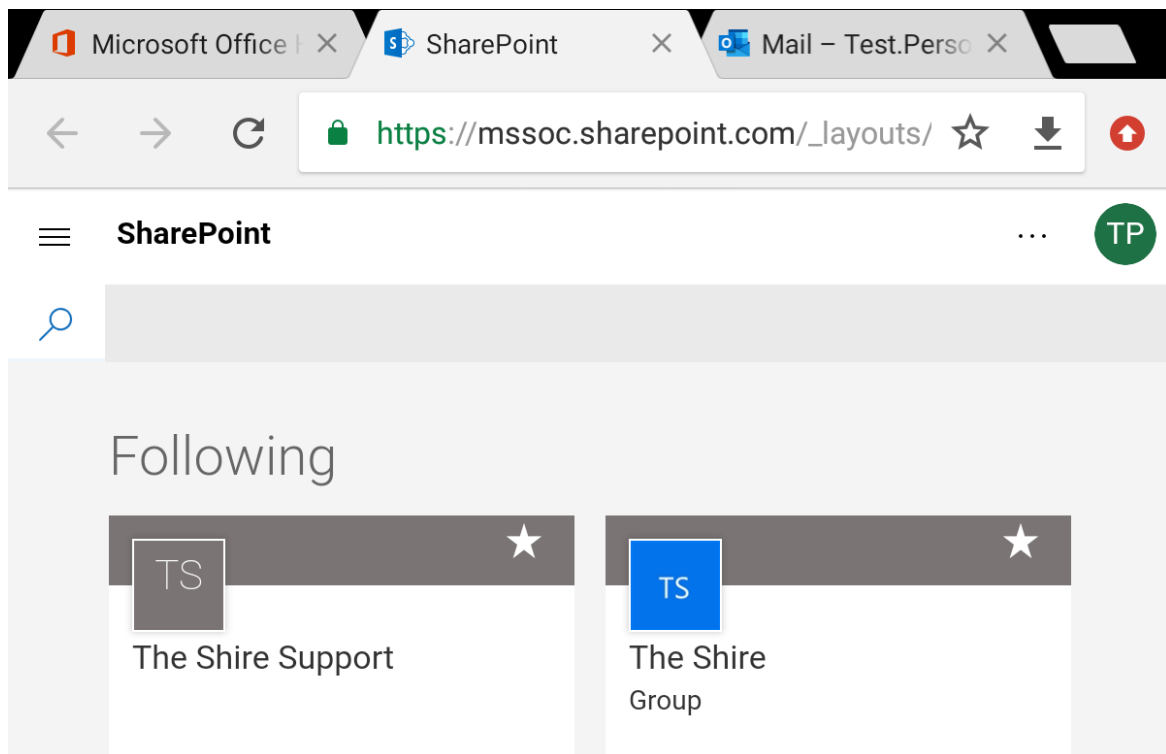
Top tip: Sending a document as an email attachment to your group inbox will automatically save to SharePoint.

Uploading files to your group file storage (SharePoint)

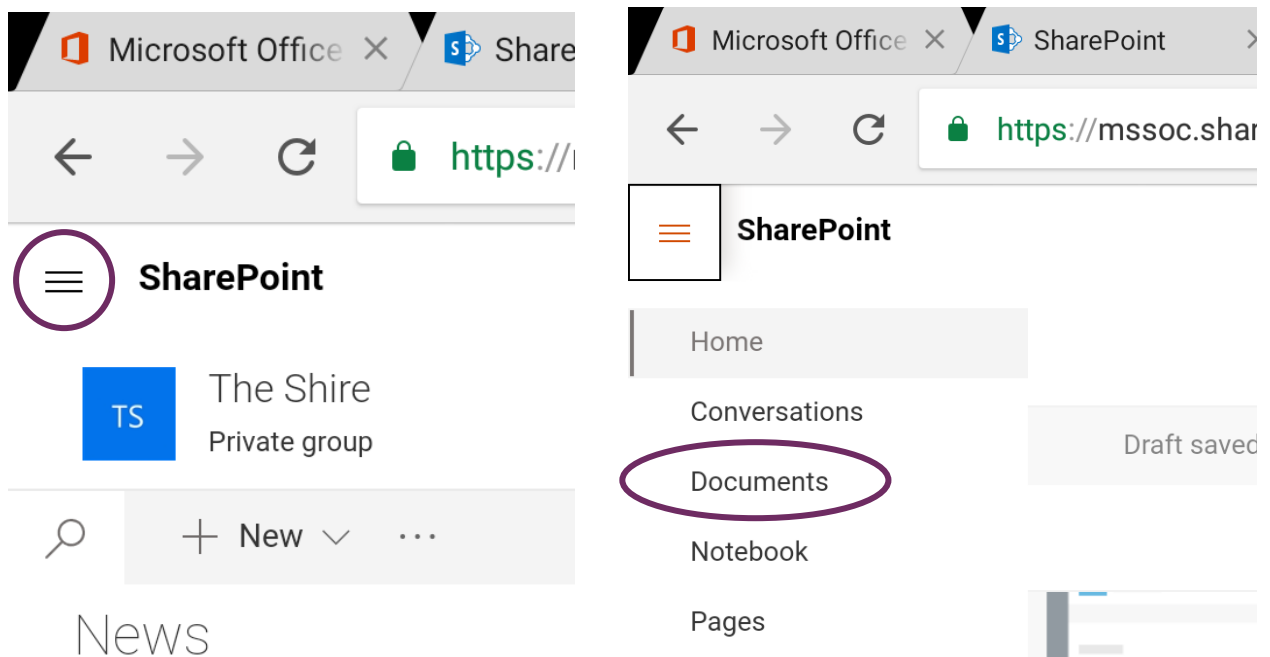


Click on the SharePoint App on your welcome screen.

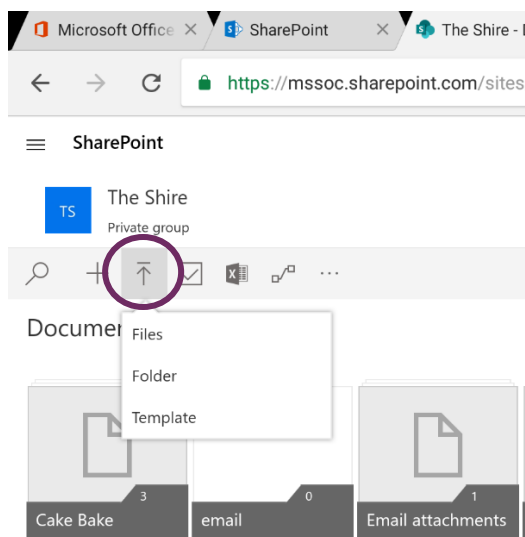
Click on your group (applicable to those who also have access to the group and support inboxes). You will be taken to your home screen.



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.



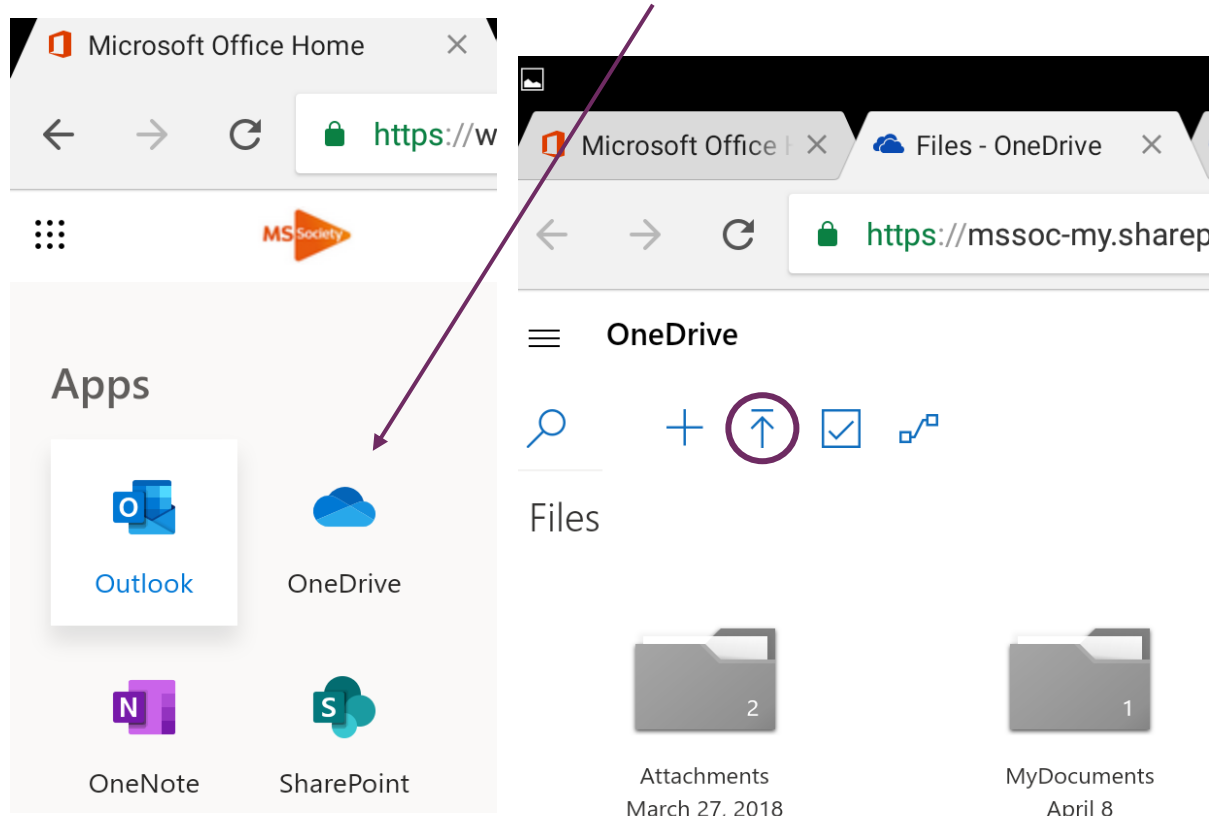
Once you click on the upload icon, you can choose what you wish to upload.

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

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)

From 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 is not possible to do on Android, even with **WORD** installed. We recommend you use a PC or laptop to do this.

Creating new documents

This is not possible to do on Android, even with **WORD** installed. We recommend you use a PC or laptop to do this.

Saving documents

Individual file storage

This is not possible to do on Android, even with **WORD** installed. We recommend you use a PC or laptop to do this.

Group file storage

This is not possible to do on Android, even with **WORD** installed. We recommend you use a PC or laptop to do this.

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.

MS Society email technical guide: Android devices v2	
Content Owner:	Volunteering Manager
Sign off date:	September 2019