

Medical Staff

Adding AHS Email to Your iOS Device using Microsoft Exchange

AHS physicians can access their AHS email on their personal iOS device easily, by following a few simple steps:

- 1) Set up your privacy settings appropriately
 - Ensure your personal iOS device has a strong passcode (at least six characters; Settings>Touch ID & Passcode>Require Passcode Immediately).
 - If supported by your device, turn on and configure Touch ID (fingerprint recognition; Settings>Touch ID & Passcode) and require Touch ID to unlock the iOS device.
 - Configure privacy settings to erase the device data after 10 failed passcode attempts.
 - Activate “Find My iPhone” in iCloud settings, allowing you to discover a lost phone’s last location; or to delete all device contents in the event of theft.

2) Turn WiFi off for the following steps

3) Under Settings, choose ‘Mail, Contacts, Calendars’

4) Select ‘Add Account,’ ‘Exchange,’ then ‘Email’

- Enter your email address (firstname.lastname@albertahealthservices.ca or firstname.lastname@ahs.ca)
- Select ‘Password’ and enter your AHS Healthy account password (Windows login)
- Select ‘Description’ and enter ‘AHS Mail’
- Select ‘Next’

Note: If you receive an error message ‘Unable to Verify Certificate,’ tap ‘Accept’ or ‘Continue’ and tap ‘Next’ again. If prompted for an exchange server name, enter ‘email.albertahealthservices.ca’ and tap ‘Next’ (Hit next, save or done then repeat. You must ensure you hit Save to record the changes).

5) Select ‘Server’

- Enter ‘email.albertahealthservices.ca’
- Select ‘Domain’ and enter ‘Healthy’
- Select ‘Username’ and enter your AHS Healthy User ID (Windows login) and select ‘Done’

NOTE: your Healthy account password must be changed every three months. Although an AHS Windows workstation will warn you and later prompt for a password change, your iOS mail will simply stop working. Therefore, be sure to change your password, when required, on a computer and then use the above screen to update the AHS Mail password on your mobile device.

- [Settings>Mail,Contacts,Calendars>AHS Mail>Account>replace password>Done]

6) Ensure Mail, Contacts, Calendars & Reminders is turned ON and then select Save.

The iPhone / iPad will automatically start to check for any email on the server, including Calendar, Folders and Contacts.