

Welcome to Wellstar Microsoft 365 (M365)! To get started with your Wellstar email account and all of the Microsoft applications like Outlook, Teams, Excel, Word, and PowerPoint, simply follow this guide.

Before you get started:

- **Claim your OneID and set up Multi-Factor Authentication (MFA)** if you have not already done so. Please see the [appendix](#) for instructions on completing these pre-requisites.
- **Log into your computer and other AU applications** using your Augusta.edu username and password. You will continue to use your Augusta.edu username and password to log into your computer and AU applications until your device is swapped and applications shift to the Wellstar versions later this year.
- **You will use the web versions** of Microsoft applications, impacting how you launch the tools and what functionality is available to you.

Content Overview

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2. [Connect to M365 online.](#)
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As needed:

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Appendix

Instructions for Prerequisites

- A. [Claim your OneID](#)
- B. [Set up your MFA](#)

Need Help?

If you have any questions or concerns, please contact the **Wellstar Implementation Support Line** at **470-610-0720**.

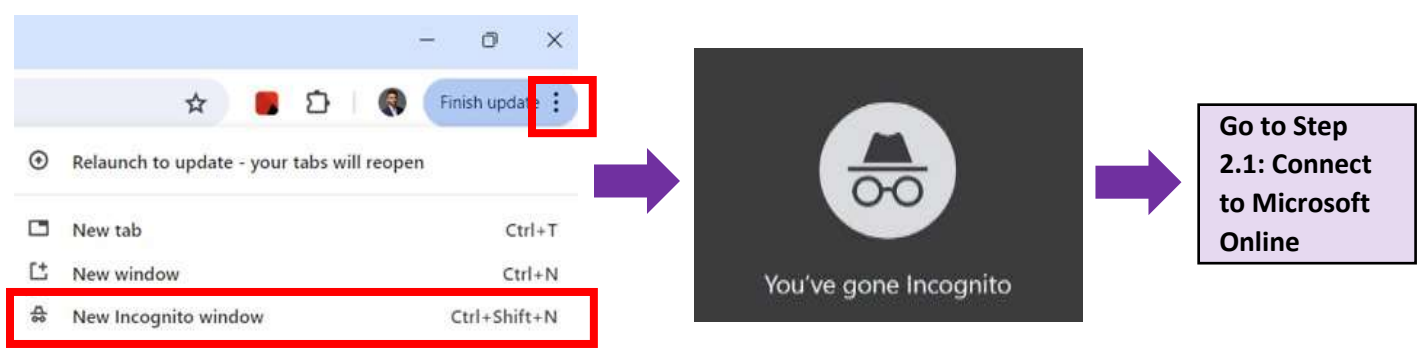
1. Use Incognito (Chrome) or InPrivate (Edge) web browser

You will be using the online versions of Wellstar Microsoft applications and will need to follow the steps below to access.

When you use the Windows start menu or desktop shortcuts to launch Microsoft applications, these will continue to take you to the Augusta versions.

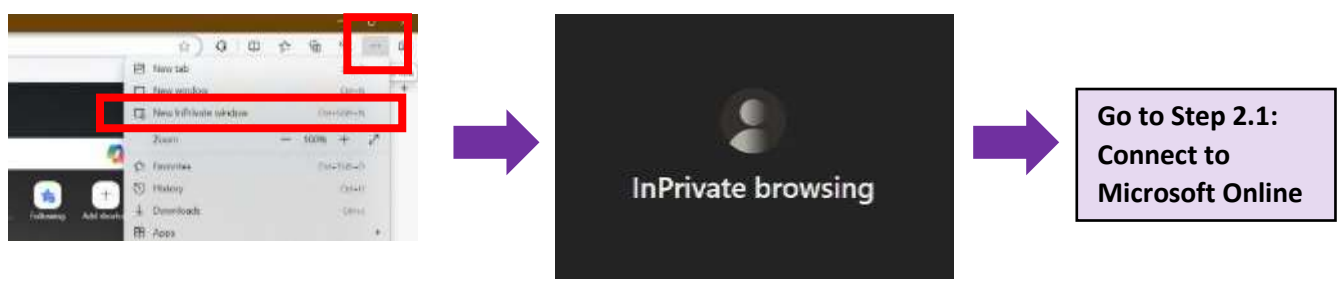
If you prefer Google Chrome

Open a new window in chrome by clicking on the 3 dots and selecting **“New Incognito Window”**



If you prefer Microsoft Edge

Open a new “InPrivate” window by clicking on the 3 dots and selecting **“New InPrivate Window”**



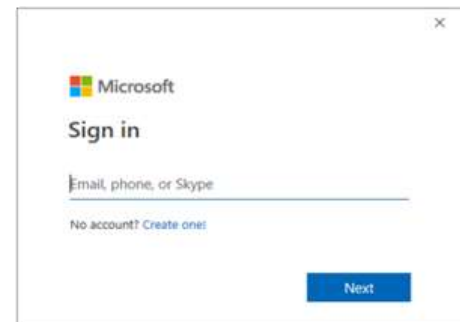
2. Connect to Microsoft 365 Online

Login to your Wellstar M365 account using your Wellstar username and password

1. Enter office.com in the **Incognito** or **InPrivate** browser and click **“Sign In”**



2. You will then be prompted to a sign in screen where you will enter your **@wellstar.org** email address and click **“Next”**



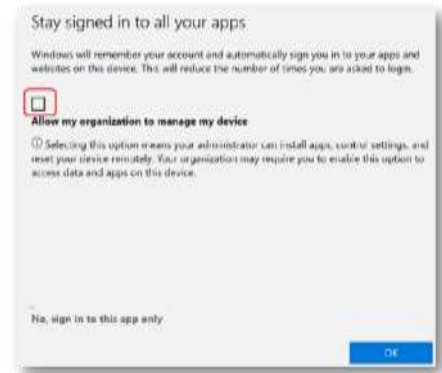
3. Enter your **OneID password** and click **“Sign In”** when prompted



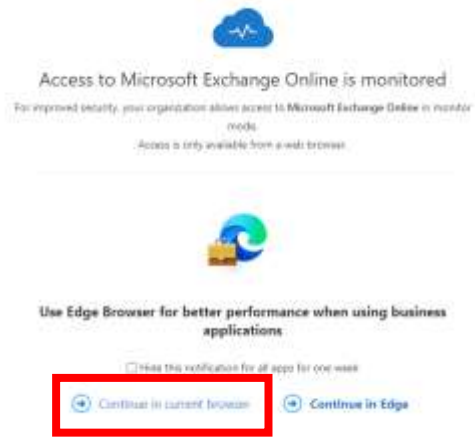
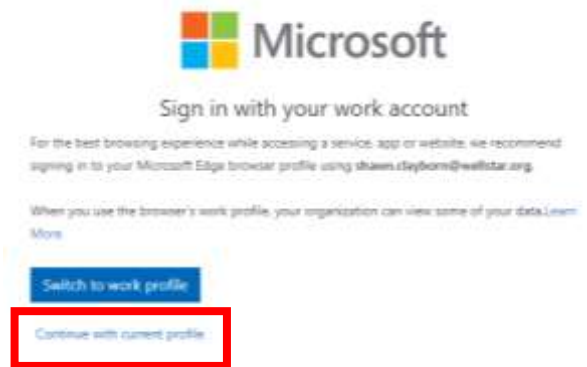
4. When you see the screen at right, enter the two-digit code shown into Microsoft Authenticator on your mobile device



- If you are prompted to stay signed in to all your applications, **UN-CHECK** or clear this checkbox and click **“OK”**



- You may see a screen suggesting you sign in with your work account or directing you to use Edge. If so, click **“Continue with current profile”** or **“Continue with current browser.”**

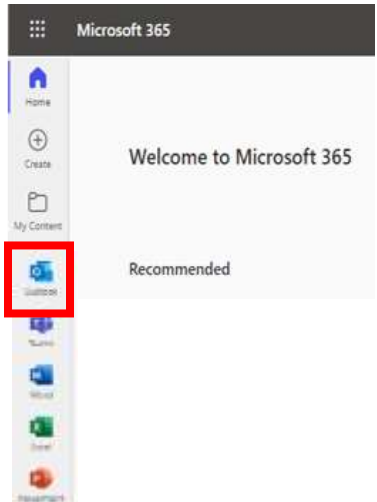


3. Access your Wellstar M365 applications online

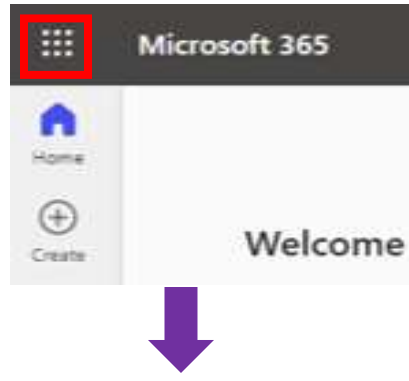
You will use the online versions of Wellstar Microsoft applications for clinical operations.

- 1. Once you log into **Office.com**, you will be taken to a Microsoft 365 landing page.

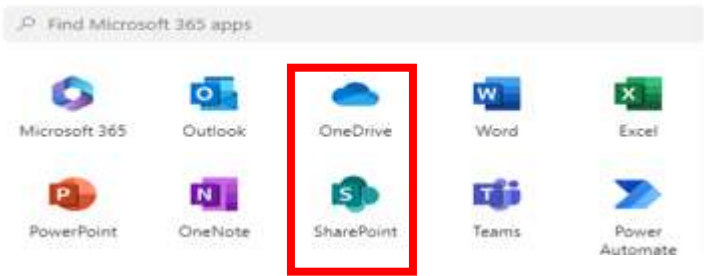
On the left side of the screen, clickable icons will take you to Outlook



- 1. To access additional applications like SharePoint or OneDrive, click on the grid in upper left.



- 2. The pop-up screen will allow you to select your desired application.



4. Install Outlook on a mobile device

To access Wellstar email from a mobile device, Wellstar Security requires the use of the Outlook mobile app.

iPhone

- 1. Open the **App Store** on your iPhone.
- 2. Within the App Store, search for 'Microsoft Outlook.' Tap **"Get"** to install Microsoft Outlook.



Android

- 1. Open Google Play on your Android device.
- 2. Within Google Play, search for 'Intune Company Portal' and tap **Install**.
- 3. Launch the Company Portal app on your phone. Tap **"Sign in."**
- 4. Enter your Wellstar email address and tap **Next**. Enter your OneID Password and tap **Sign in**.



- 5. Approve sign in request number will display on your phone.

The Microsoft Authenticator notification will automatically display on your phone. Enter the number provided. Tap **Yes**.



- 6. The Approve Sign In window will appear. You will need to enter your personal phone lock password.
- 7. Go to the Google Play store and search for 'Microsoft Outlook' and tap **Install**.



Pro Tip - Installing Intune Company Portal will allow Wellstar to remove the Outlook application and content contained from your device.

5. Set up Outlook on a mobile device

Once you install the Microsoft Outlook App, set up your email account

iPhone

1. Open the **Microsoft Outlook App**
2. If you already had the Microsoft Outlook app, **Click on the Hub icon or your initials in the upper left corner**, then tap icon with the 'Mail+' icon and select 'Add an Email Account' to add your Wellstar.org email account

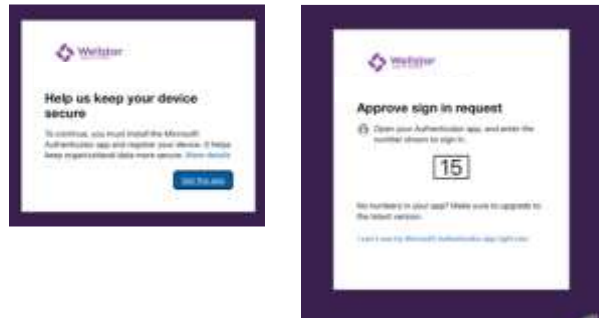


Skip this step if you are only using Outlook for Wellstar emails.

3. When prompted, enter your new Wellstar email address, then tap **"Add Account."**
4. Enter your Wellstar email address and OneID password and tap **"Sign in."**

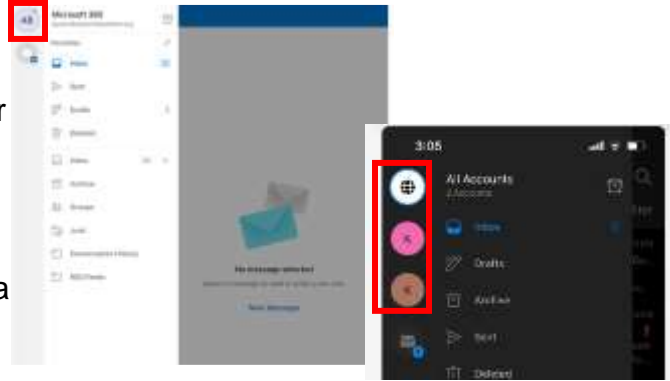


5. You will then be prompted to Get the Microsoft Authenticator app.
6. A push notification will then be sent to your device to confirm.



Confirm the push notification. **You may have to confirm the push notification 1-3 times to synchronize.**

7. Outlook will now display your Wellstar email on your mobile device!



If you are using the Outlook app for other email accounts, you can click on the hub icon or your initials in the upper left corner to switch between accounts.

Android

1. Open the Microsoft Outlook App



2. You will be prompted to create 6-digit PIN. Enter the PIN then tap **ok**.

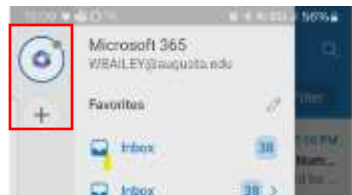
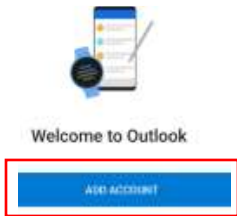


3. Confirm your PIN and tap OK.

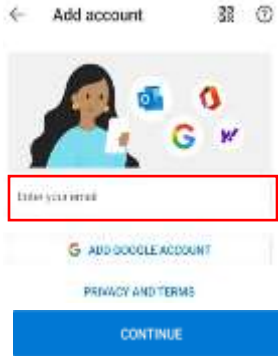
4. If you are only using Outlook for your Wellstar email account, tap **“ADD ACCOUNT.”**

Or

If you are already using Outlook for other email accounts, click on the Hub icon or your initials in the upper left corner, then tap icon with the ‘+’ icon and select ‘Add an Email Account’ to add your Wellstar.org email account



5. Enter your Wellstar email address and tap Continue.



6. Enter your OneID password and tap **Sign in**.

7. Approve sign in request number will display on your phone.

Approve sign in request
 Open your Authenticator app, and enter the number shown to sign in.

No numbers in your app? Make sure to upgrade to the latest version.

[I can't use my Microsoft Authenticator app right now](#)

8. The Microsoft Authenticator notification will automatically display on your phone.

Enter the number provided and then tap “Yes”.

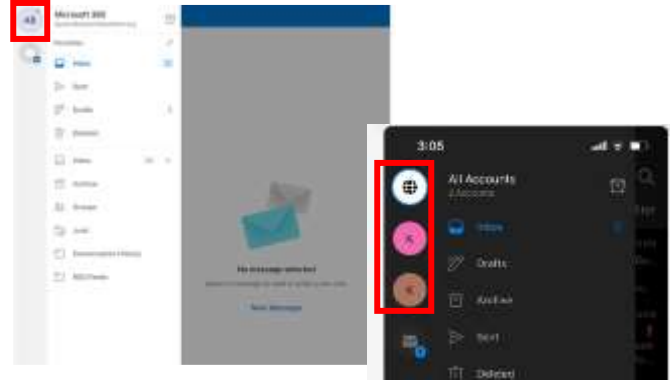


9. Enter the personal 6-digit PIN created from Microsoft Intune.



10. Outlook will now display your Wellstar email on your mobile device!

If you are using the Outlook app for other email accounts, you can click on the hub icon or your initials in the upper left corner to switch between accounts.



Pro Tip – Setting up Outlook with your Wellstar email account will impact your personal phone lock password if it is currently less than 6 digits long.

APPENDIX

If you have not already, you will need to complete the following steps before you start using M365:

1. Claim your OneID
2. Set up Multi-Factor Authentication (MFA)

1. Claim your OneID

Find the most **recent email** from **oneid@wellstar.org** in your inbox, deleted or spam folder and follow instructions / link provided.

- **Important!** Emails inviting you to claim your OneID may have been sent to your personal email. Look for an email in your Augusta inbox or spam with the subject line “Actions *Required* to access your Wellstar email” to confirm which account was sent the invitation
- **Pro-Tip:** Double check that you set up security questions / answers when claiming your OneID. These will be important for resetting your password *and* avoiding further emails telling you to set up your OneID.

2. Set up Multi Factor Authentication (MFA)

Once you have your username (Wellstar email address; typically first.lastname@wellstar.org) and password (OneID password), visit welcometowellstar/mfa for instructions on how to install and register the Microsoft Authenticator app.

- The welcometowellstar/mfa site also contains a helpful video, answers to common questions and troubleshooting recommendations
- Look in your Augusta email account for the subject line “Actions *Required* to access your Wellstar email” to learn your Wellstar email address. *If you needed to claim your OneID and set up MFA, all information was bundled in a single email for your convenience.*
- **Pro-Tip:** In rare cases, a second email address may have been created for you in error. If you already have a functioning Wellstar email account, please contact the Wellstar Integration Support line to advise them of the mistake to avoid emails and calendar invites from going astray.

Need help?

If you have claimed your OneID but forgotten your password, please use this link to reset: <https://wellstar.identitynow.com/>

Please contact the **Wellstar Implementation Support Line** at 470-610-0720 if you have any questions.