



# Setting up Email, Calendar, and Contacts on a Personal iPhone or iPad

## User Guide

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*Proud to Serve:*

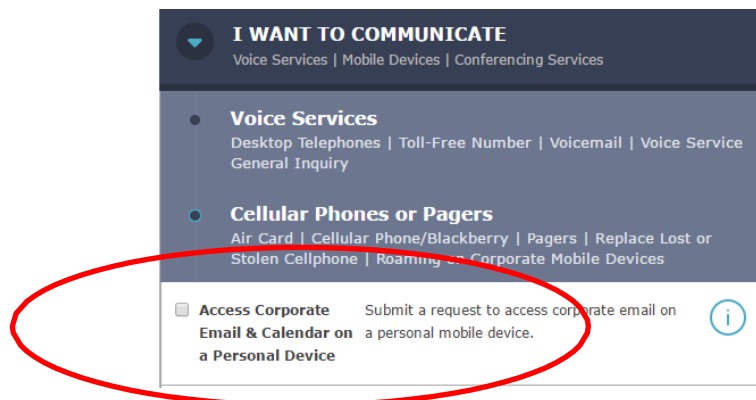


This document explains how to configure an iPhone device with your VCH email account to access your Calendar, Contacts, and Email.

- Service Desk does not provide support for personally owned iPhone setup/installation. This document is provided as a general reference only.
- BCCSS Mobile Services is required to enforce the [Mobile Computing and Portable Storage Device Security](#) for information security. Specifically, BCCSS Mobile Services requires that mobile devices must be:
  - Protected with a passcode of at least four characters.
  - Configured to lock the screen automatically after no more than 30 minutes of inactivity.
  - Encrypted via device level encryption.
  - Configured such that they can be remotely wiped in the event of loss or theft.
- Please do not proceed with these setup instructions unless you are able to commit the required 4-character/digit passcode to memory. BCCSS and the Service Desk are not able to recover forgotten passcodes.

## Prerequisites

- Your phone/device must have a password that is at least four characters long (To set it up: Go to Settings, Touch ID & Passcode / Turn Passcode on)
- Access to internet
- Submit your request for access to via <http://servicecatalogue.healthbc.org/Pages/default.aspx>
- Select the *Access Corporate Email and Calendar on a Personal Device* form



Once you have submitted the request, wait for a response from the Service Desk that your access has been enabled, and then proceed to the set-up instructions below.



## Health Authority Specific Information

	Email	Server	Domain	Username
PHC	YourEmail@providencehealth.bc.ca	webmail.vch.ca	INFOSYS	Your Login name
PHSA	YourEmail@phsa.ca	wm.phsa.ca	PHSABC	Your Login name
VCH	YourEmail@vch.ca	webmail.vch.ca	VCH	Your Login name
VRHB (VCH)	YourEmail@vch.ca	webmail.vch.ca	VRHB	Your Login name

Email peter.ryan@vch.ca

Server Optional

Domain Optional

Username Required

Password Required

Description Exchange

## Setting up your Health Authority Corporate Email, Calendar, and Contacts

1. Turn your Wi-Fi off.
2. From the Home screen, tap **Settings**. Scroll down.
3. Tap **Passwords & Accounts**. At the top, tap **Add Account** → **Exchange**.
4. For **Email**, enter your health authority email address.  
**Note:** You can change the Description text from “Exchange” to something else (e.g. PHC Email).
5. Tap **Next**.
6. Tap **Configure Manually**.
7. Enter your network password and tap **Next**.
8. Enter your **server, domain, username, and password**.
  - For Server, enter **outlookanywhere.hssbc.ca**
  - For Domain:
    - For VCH/PHC, enter **VCH, INFOSYS, or VRHB**
    - For PHSA, enter **PHSABC**
  - For Username, enter your network username:
    - PHC e.g. **jdoe**
    - PHSA and VCH e.g. **jane.doe**
  - For Password, enter your **network password**
9. Select **Next** at the top of the screen and then click **Save**.
10. Open your **Mail** app to view your email.
11. Turn your Wi-Fi back on.

