

Outlook Email App for Stony Brook Medicine E-mail

Effective Wednesday, December 1, 2021 Stony Brook Medicine Outlook E-mail will only be accessible on your smartphone or mobile device by using the Microsoft Outlook email app.

In addition, Apple MAC computers that use the native email app will not be able to access Stony Brook Medicine Outlook E-mail as of this date.

ACCESSING EMAIL

1. Obtain the Microsoft Outlook App

Download the Microsoft Outlook app on your smartphone or mobile device from the App Store or Google Play Store and follow the instructions below. **If you have a Stony Brook Medicine IT issued smartphone or mobile device, the Outlook App should already be pre-installed on your device or available in the Self-Service App. You will only need to open the App and select "Add Account".**

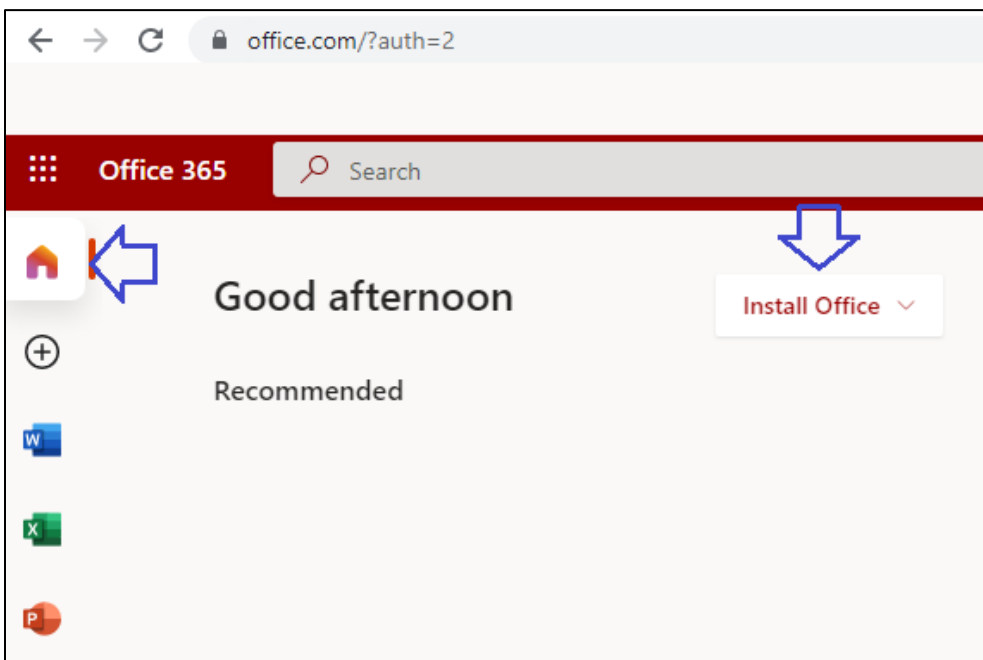


[Set up the Outlook App for iOS \(microsoft.com\)](https://microsoft.com/outlook/ios)

[Set up email in the Outlook for Android app \(microsoft.com\)](https://microsoft.com/outlook/android)

2. Obtain Microsoft Office Suite for Apple MAC

Visit <https://office.com> and sign in with your Stony Brook Medicine E-mail account. From the Home Tab, click the button to Install Office.



TROUBLESHOOTING

1. Unable to access e-mail, contacts and calendar on Smartphone.

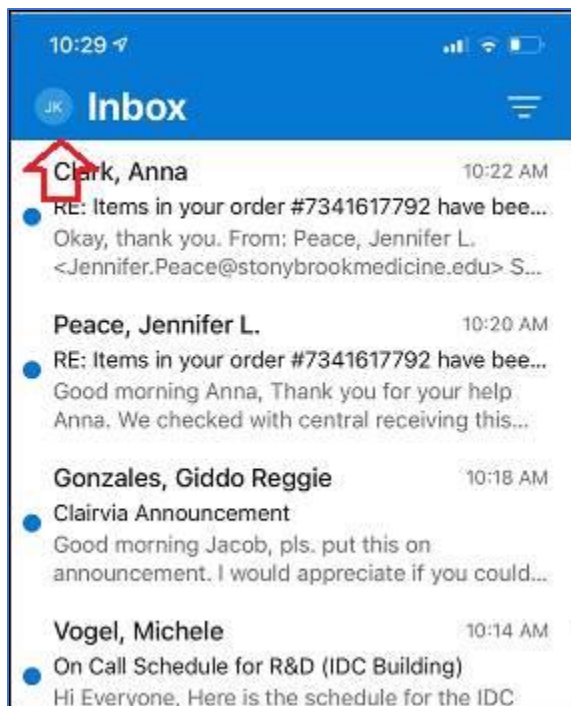
Ensure that the Outlook App has been properly setup on your smartphone or Mobile Device. See item 1 in the Accessing Email section above.

2. Missing contacts on Smartphone after installing Outlook App.

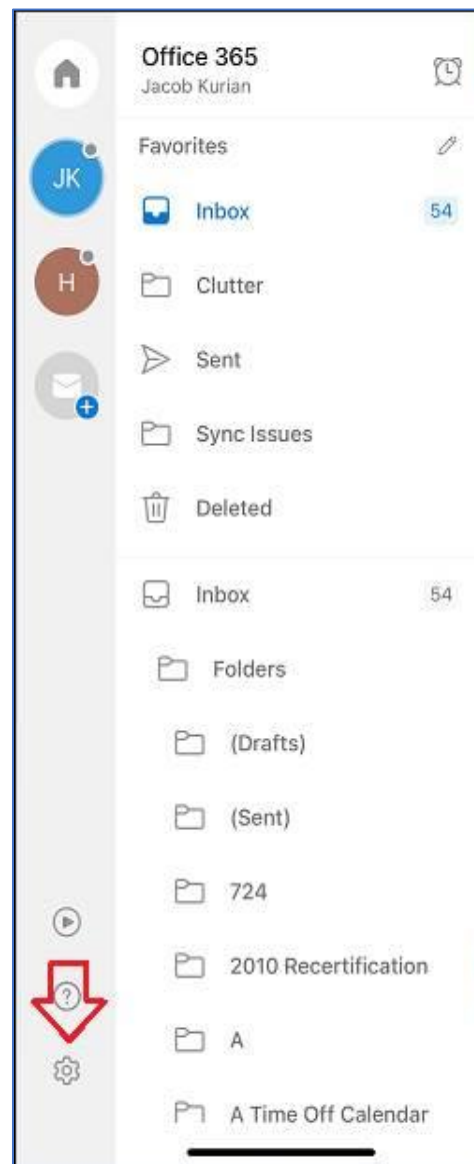
Retrieve missing contacts using the procedure below. **Ensure that you check both Parts A & B below, as both may need to be performed:**

Part A

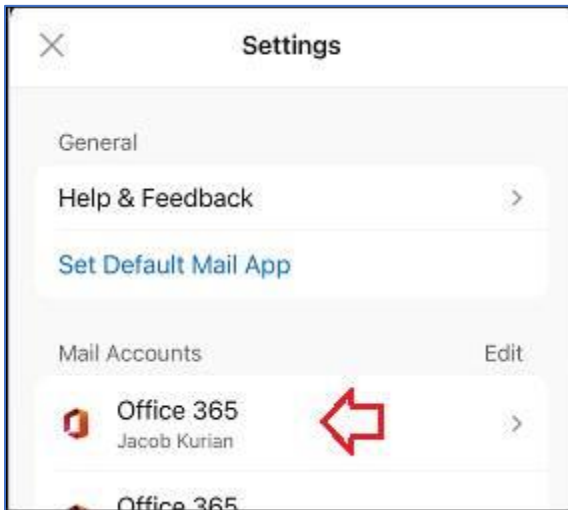
From the Outlook App, click the icon next to Inbox at top-left:



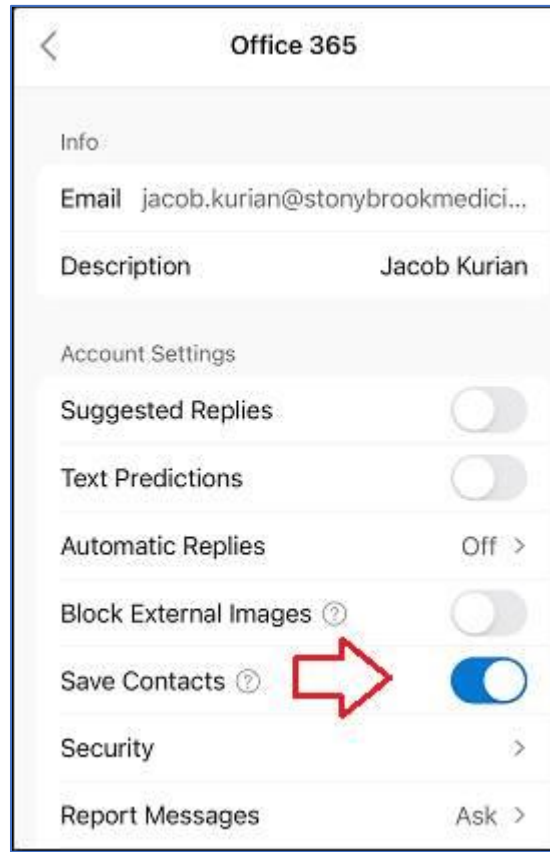
Click Settings wheel at bottom left:



Click the Office 365 email account:



Ensure that the slider for Save Contacts is active as seen below (Blue Color):

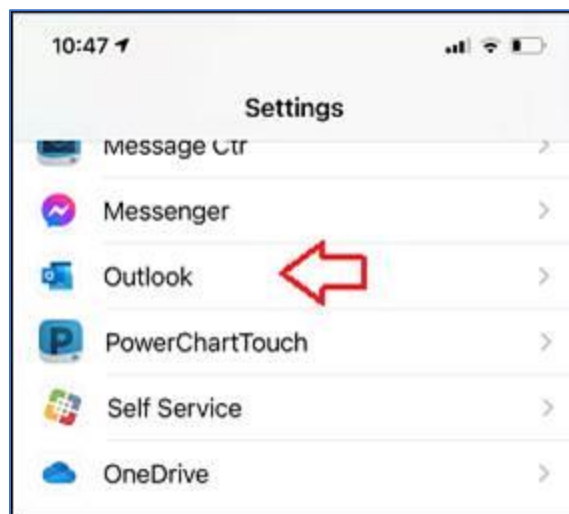


Part B

From the iPhone Home Screen, select Settings:



Select the Outlook App as seen below:

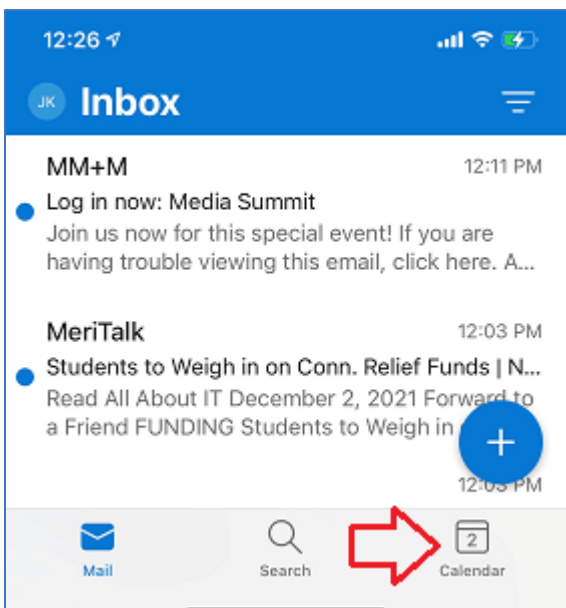


Ensure that the slider for Contacts is active as seen below (Green Color):



3. Missing calendar entries in native Calendar App.

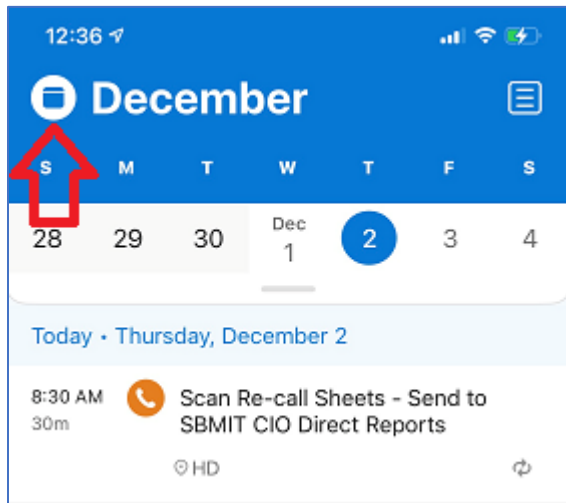
The calendar for Stony Brook Medicine E-mail will now be found in the Microsoft Outlook app. Click on the button on the icon at bottom right to access the calendar.



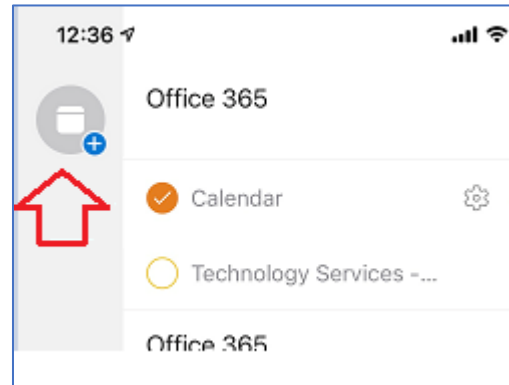
4. Add a personal calendar to the Microsoft Outlook App for Stony Brook Medicine E-mail.

Open the calendar from the Microsoft Outlook App as shown in item 3 above.

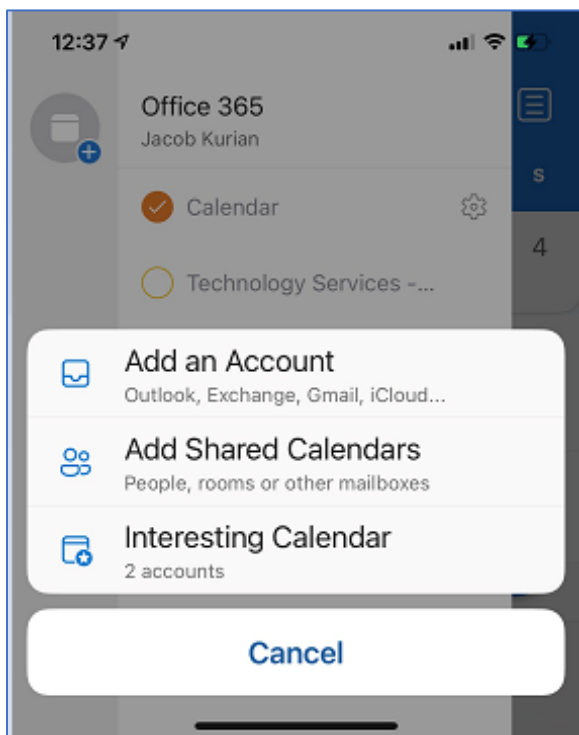
Click the folder icon next to the Month at the top:



Click the folder with the “+” sign at top:



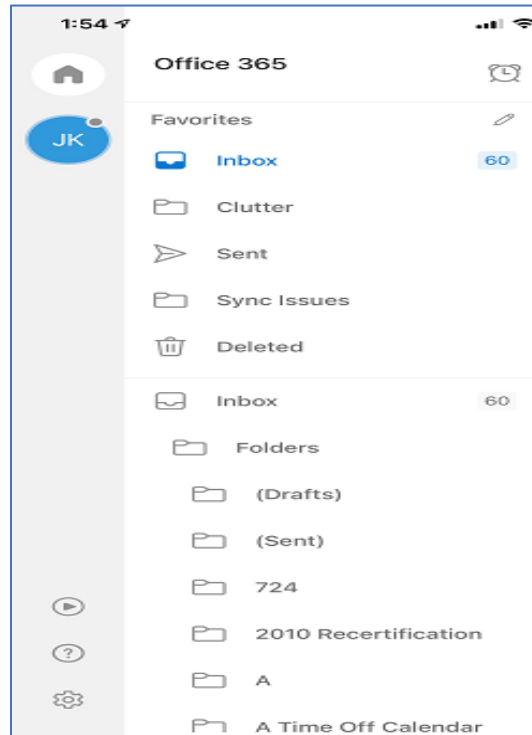
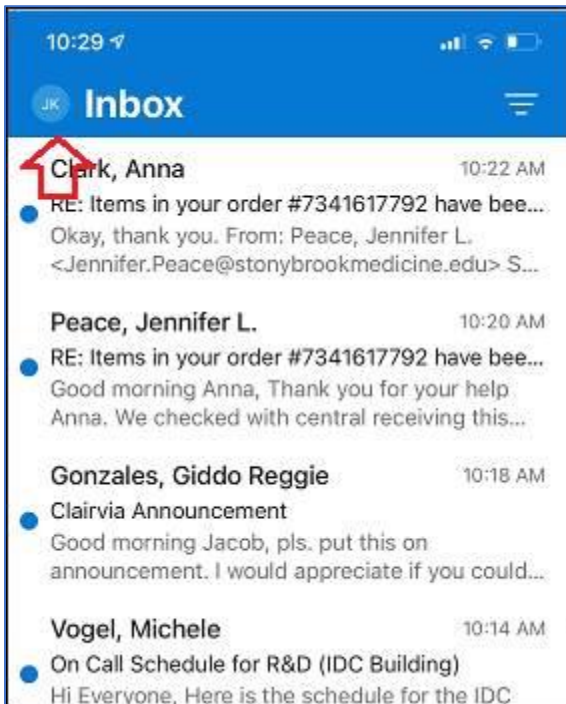
Use the Add an Account option to add additional calendars:



5. Access e-mail folders in Outlook App.

From the Outlook App, click the icon next to Inbox at top-left:

E-mail folders will be accessible from the next screen



6. Missing Notes in the native Notes App on Smartphone.

Download and install the Microsoft OneNote App. Open the OneNote App and add the Stony Brook Medicine email account. Previous Notes will be synched under the tab for “Sticky Notes”. It may take a minute or two for the sync to complete.

On IT issued iPhone devices, the OneNote App has been added to the Self-Service App for your convenience.

7. Missing Reminders in the native iOS Reminders App on Smartphone

Download and install the Microsoft To Do App. Open the To Do App and tap your account to setup reminders.

On IT issued iPhone devices, the To Do App has been added to the Self-Service App for your convenience.

NEED HELP?

[Outlook for iOS and Android Help](#)

[Top 10 Outlook mobile tips - Outlook for iOS and Android](#)