

Staff Contacts Shared Account

Some staff are still having issues with the shared account used for linking all staff mobile contact numbers to the mobile phones. Please see below for guidance to either add/sync the account.

If you continue to have issues with this, please contact itsupport@includem.co.uk

To add the shared account onto your mobile phone

- Open Gmail App
- Tap 3 lines in top left corner
- Select Settings
- Add Account
- Select Exchange and Office 365
- Enter shared account email address – includemstaffcontacts@includem.co.uk and select Next
- Enter password for shared account – Zapuu81055 and select Sign In
- Select Done

If the account is already linked to your phone

- Open Contacts
- Tap 3 lines in top left corner
- Select Manage Contacts
- Select Sync Contacts
- Tap Sync at the bottom of the screen

Points to remember when the shared account is linked to your phone:

You will not need to use the Gmail App again – this is only to set up the staff contacts account on your mobile phone which is managed centrally by the support services team.

- Your calendar will be accessible through the Microsoft Outlook App rather than the 'Calendar App' on the phone. These should not be confused as any appointments created on your Outlook calendar from your laptop will not appear in the 'Calendar App' on your phone, only on the Microsoft Outlook App.
- The shared email account should never be selected when adding or editing a contact as this will then be added to a central account for all staff to see. When adding or editing a contact, always select to save the contact to the SIM card your phone's memory or your own Includem email account through Outlook
- If you are completing any Microsoft Forms through your mobile phone, make sure you are signed into your own email account rather than the shared account
 - Open a browser on your mobile phone
 - Go to <https://portal.office.com>
 - If your mobile phone is automatically signed in to the shared account, tap the account profile icon in the top right corner and select Sign out and Forget this account