Staff Contacts Shared Account

All organisational mobile phones have a shared account added for including staff contacts onto their mobile phones which has all numbers and email addresses saved and automatically populates and updates staff information in your contacts app.

This saves a lot of trouble with adding each number individually and allows you to see which member of staff is calling or messaging you.

Although this has been set up to make life easier for staff, there are a few issues with it being a shared account i.e. accidental deletion, not syncing to show updated information, adding numbers not relating to staff.

We are looking at an alternative for this but in the meantime, if you find that the shared staff contacts account hasn't updated to show you all staff numbers, please follow the guidance below which will ensure all updated names and numbers are synced to your contacts in your mobile phone.

Remove the shared account:

- Go to Settings on your mobile phone
- Accounts and Back up
- Manage Accounts
- Tap on the shared account (includemstaffcontacts@includem.co.uk or includemstaffcontacts2@includem.co.uk)
- Tap remove account

Re-add the account

- Open the Gmail App and add a new account
- Add the shared staff email address includemstaffcontacts@includem.co.uk or includemstaffcontacts2@includem.co.uk and password Zapuu81055 and tap Sign in
- Agree to Privacy Policy
- Allow all permissions
- Switch off Sync Calendars, Sync Tasks and notification for receiving emails leaving only Sync contacts on and then tap Done
- Select Activate and then close the window
- All contacts will populate or updated in the Contacts App

As we use Outlook for our emails you won't 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 Head Office Staff.

If you are adding a contact to your phone, i.e. a young person's number, please always save this to the SIM card, your phone's memory or your own includem email account. If you save the contact to the shared account, this will become visible to everyone in the Organisation and could potentially be removed.