

Cell Phone User Manual

Cell Phone Basics

If you are required to utilize a cell phone for your role at Carroll Hospice you will either be issued a work cell phone or received a monthly stipend for using your personal cell phone.

If you receive a work issued cell phone you will be required to read and sign the “Associate Cell Phone Use Agreement.”

Voicemail Setup

If you receive a work issued phone you must set up a voicemail. Please use the following scripts to set up your voicemail:

Thank you for calling Carroll Hospice. This is _____(name), the _____(role). I am unable to take your call right now. If you require immediate attention please call 410-871-8000 and a team member will be able to address your needs. If this is a non-urgent matter please leave me a message and I will return your call as soon as possible. Please do not leave any confidential information, such as a patient name, in your voicemail. Thank you!

Extended Absence:

Thank you for calling Carroll Hospice. This is _____(name), the _____(role). I am currently out of the office and I will have limited access to voicemail, but I will return your call promptly as possible upon my return. If you require immediate attention or would like to speak to a colleague, please call 410-871-8000 for assistance. Please do not leave any confidential information, such as a patient name, in your voicemail. Thank you!

Setting up Work E-Mail

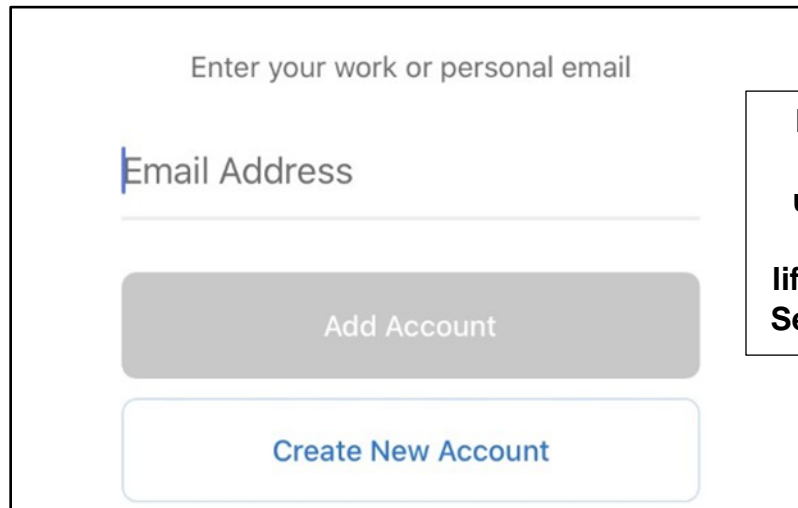
If you have a work-issued phone you should set-up your work e-mail on your phone. If you are using a personal phone you may set-up your e-mail on that device. See steps below for setting up your e-mail.

- Download and open the Outlook Web Application, do not use the E-Mail Application.



- *If you already have the application downloaded and are using it for another e-mail account see pages 5-6 for additional steps required.*

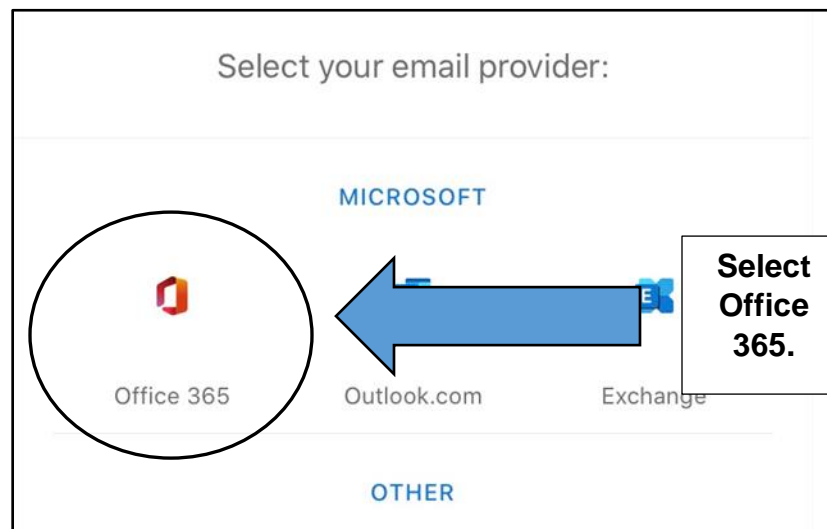
1.



Enter your e-mail address here by using your badge number @ lifebridgehealth.org. Select Add Account.

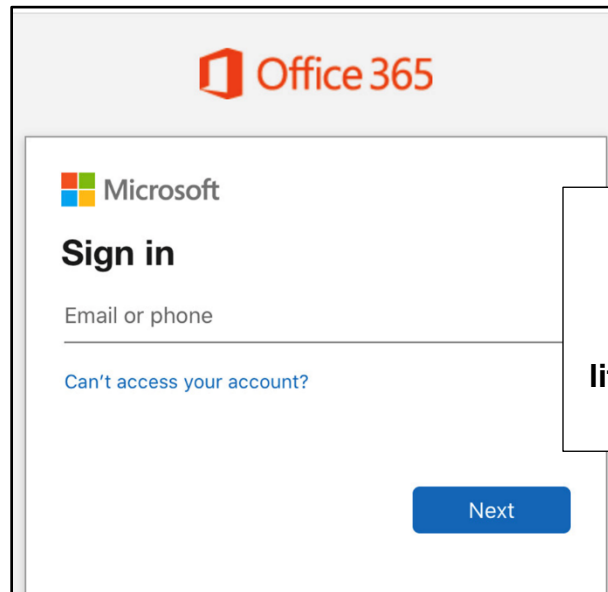
2. **IMPORTANT:** If you are taken to the Exchange page, select Not Exchange. Then Select Change Account Provider.

3.



Select Office 365.

4.



Office 365

Microsoft

Sign in

Email or phone

[Can't access your account?](#)

Next

Enter your e-mail address here by using your badge number @ lifebridgehealth.org. Select Next.

5.



LIFEBRIDGE HEALTH.
CARE BRAVELY

Sign in with your organizational account

@lifebridgehealth.org

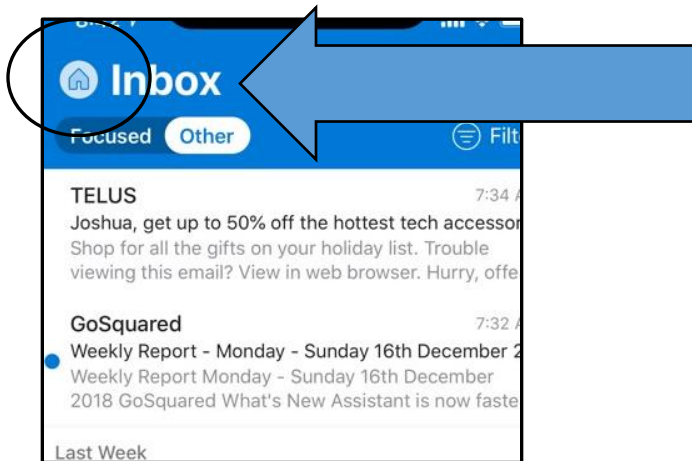
Password

Sign in

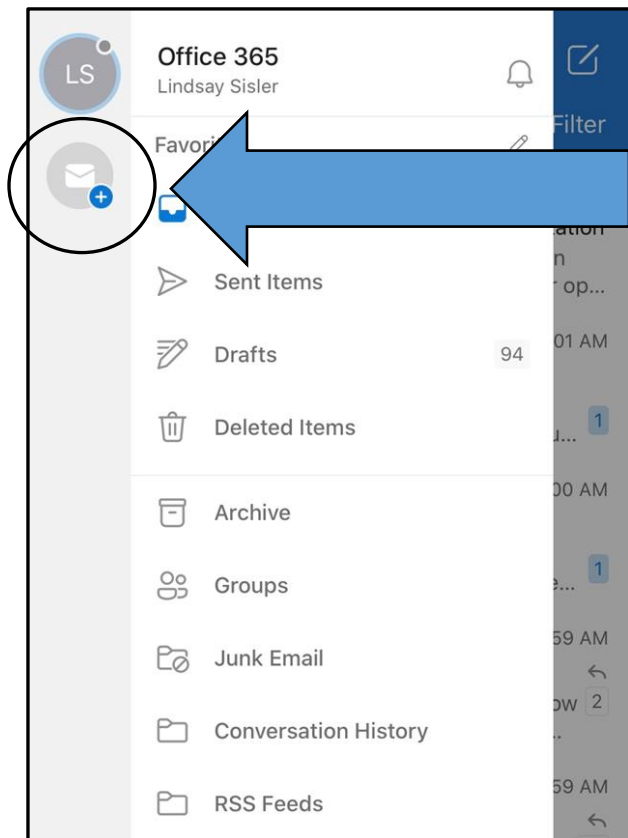
Enter your e-mail address here by using your badge number @ lifebridgehealth.org. Select Sign In.

6. You will be prompted to do a two-step verification. A text will be sent to your cell phone and you will need to enter this code into your iPad to complete e-mail set-up.
7. A screen will appear asking if you want to add another account. Select maybe later.

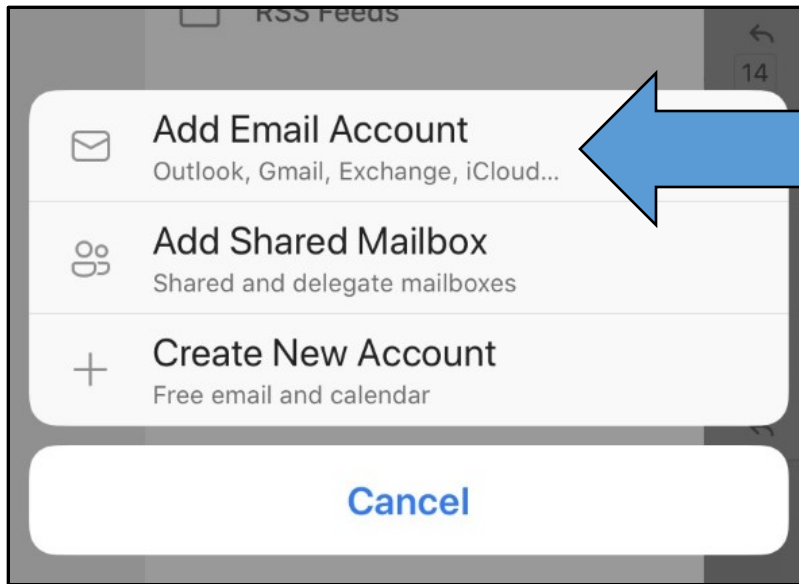
If you already have the application downloaded and are using it for another e-mail account you must take the following additional steps.



Select the Home Icon Next to "Inbox"



Select the envelope with a + sign



Select "Add
Email
Account"