



Access to your WRHA email is available on your personal iPhone, provided your mailbox is running within the Microsoft Exchange mail environment operating at Manitoba eHealth.

Manitoba eHealth does not supply or support the iPhone, but provides only a means to access WRHA email. Beyond confirming that WRHA email is operating properly, support from the eHealth Service Desk is not available for your iPhone.

This document provides the information you need to be able to access your WRHA email, however the security of your personal device rests with you. In connecting your iPhone to the WRHA Exchange environment, you agree to the term and condition that you have a **Passcode** enabled, and the **Erase Data Settings** is set to YES on your Passcode Lock menu. This setting will wipe the data from your iPhone after 10 unsuccessful password attempts.

In order to setup your WRHA email with your iPhone follow these steps below. Please note that iPhone O/S version 3.X.X does not support more than one (1) <sup>Microsoft</sup> Exchange mail account. If you already have email configured on your iPhone from another Exchange environment, then you will not be able to access WRHA email without first removing the existing account.

Email: **youruserid@yourdomain**  
Example: smcarthu@sbgh.mb.ca  
Example: kpenner@manitoba-ehealth.ca

Domain: **ntdwrha**

Username: **youruserid**  
Example: smcarthu  
Example: kpenner

Password: **your email password**

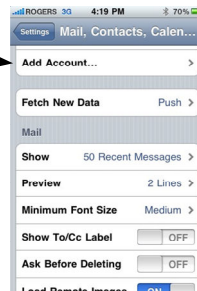
Server: **webmail.manitoba-ehealth.ca**



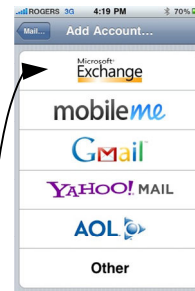
[1] Choose Settings



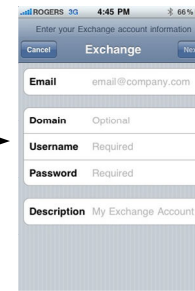
[2] Choose Mail, Contacts Calendars



[3] Choose Add Account



[4] Choose Microsoft Exchange



[5] Enter your applicable Email settings...then select Next



[6] Enter your applicable Server setting...then select Next



[7] Switch ON items you wish to sync...then select Done



[8] Your phone will now configure sync for Exchange...this may take a couple of minutes.

**Note: if this doesn't appear to STOP after a couple of minutes, simply press the HOME button on your phone.**



[9] Return to the Settings for your newly created account and ensure that **Use SSL** is turned ON

\* Settings→Mail, Contacts, Calendars→Select Applicable Account→Account Info

**Use SSL MUST BE TURNED ON TO WORK CORRECTLY!**



For proper security on your iPhone, the phone must have '**Passcode Lock**' turned ON, as well as the **Auto-Lock** timing set to a reasonable setting.

Settings→General→Passcode Lock → **Turn Passcode On**  
Settings→General→Auto-Lock [**5 Minutes**]

Failure to turn this on would result in ANYONE being able to access all of your data on your iPhone without entering a passcode if the phone was ever lost!

In **Passcode Lock** settings: **Require Passcode** should be set to [**Immediately**]

For proper security the '**Erase Data**' setting must be turned **[ON]**.

Settings→General→Passcode Lock → **Erase Data [ON]**

When this setting is **ON** and someone attempts ten times to enter your passcode (unsuccessfully), **ALL** of the data on your phone will be erased.



[10] If you wish to delete this email account, return to the Settings for your account, and select **Delete Account**

\* Settings→Mail, Contacts, Calendars→Select Applicable Account



\* From the HOME screen, assuming you have not moved the Settings application



## ***WRHA EMAIL ACCESS COMPLIANCE STATEMENT***

### **PERSONAL IPHONE DEVICE** **WRHA EMAIL ACCESS COMPLIANCE STATEMENT**

I acknowledge and agree to the following:

1. I acknowledge the paramount importance of the security of the WRHA network and computer systems. I recognize that, in order to maintain that security, my iPhone email access may be disabled at any time, without prior notification, if a security breach should be found to originate from my email access connection.
2. I acknowledge that, due to the nature of iPhone email access technology, Manitoba eHealth will not assume end-to-end responsibility for the availability of email access. Therefore:
  - I acknowledge that Manitoba eHealth will, under no circumstances, provide house call services to troubleshoot iPhone email access issues.
  - I acknowledge that Manitoba eHealth does not provide non-business hours support for iPhone email access.
  - I acknowledge that my personal iPhone device is a non-standard model and Manitoba eHealth will endeavor to provide “best effort” service and support.
3. As my personal iPhone device will have access to WRHA email service information, I recognize that, without exception, my device will be governed by WRHA policy.
4. I understand that Manitoba eHealth reserves the right to change any system operating requirements at any time, to comply with additional email server requirements.
5. In case of theft and/or loss of my personal iPhone device, I will immediately report this to Manitoba eHealth Service Desk at 940-8500, in order to suspend WRHA email account connection to my iPhone.