



How to Install & Configure Microsoft Outlook on iPhone

Community Health Center of Franklin County (CHCFC) — IT Support Guide

QUICK REFERENCE: REQUIRED CONNECTION SETTINGS

- **Server:** webmail.chcfc.org
- **Username:** Your FULL email address (e.g., *firstname.lastname@chcfc.org*)
- **Domain:** **LEAVE COMPLETELY BLANK / EMPTY** (Do not type CHCFC)
- **Account Type:** Exchange
- **Password:** Your current Windows network / computer password

Step 1: Download & Install Outlook from the Apple App Store

1. Open the **App Store** on your iPhone.
2. Search for **Microsoft Outlook** (published by Microsoft Corporation).
3. Tap **Get** or the cloud download icon and wait for installation.
4. Tap **Open** once installed.

Step 2: Enter Your CHCFC Email Address

1. On the welcome screen, tap **Add Account** (or **Get Started**).
2. Type your full CHCFC work email address (e.g., *firstname.lastname@chcfc.org*).
3. Tap **Continue** or **Add Account**.

Step 3: Access Advanced Exchange Settings

1. If Outlook asks to choose an account type, select **Exchange**.
2. If Outlook attempts to auto-detect and displays an error or login screen, toggle the **Advanced Settings** switch to **ON**.
3. This expands the manual connection fields: *Server*, *Domain*, and *Username*.

Step 4: Enter the CHCFC Connection Details (Important)

Carefully fill in each field exactly as shown:

- **Email Address:** Your full email address (*firstname.lastname@chcfc.org*)
- **Server:** webmail.chcfc.org
- **Domain:** **LEAVE BLANK** (Do not type anything. Do not type CHCFC)
- **Username:** Enter your **FULL email address** again (*firstname.lastname@chcfc.org*). Do not enter just your short username.
- **Password:** Your current Windows computer / domain password
- **Description:** CHCFC Work (or your preference)

Step 5: Sign In & Finalize Setup

1. Tap the **Checkmark (✓)** or **Sign In** button at the top right.
2. If prompted to accept device security policies or Exchange administration access, tap **Activate** or **Allow**.
3. When Outlook asks 'Would you like to add another account now?', tap **Maybe Later**.
4. Setup is complete! Your CHCFC inbox, calendar, and contacts will now sync.

Troubleshooting & Support

- **Login Error / 'Check your credentials':** Verify that your Username contains your **full email address** (including @chcfc.org), and that the Domain field was left completely **EMPTY**.
- **Password Changes:** Whenever you update your Windows computer password, remember to update it in the Outlook mobile app.
- **IT Help Desk:** For support, submit a ticket to the CHCFC IT Help Desk at **support@chcfc.org** or contact IT support.