

The Heys School - Emails and Outlook mobile app guide for Students

All information included in this guide can also be found on the [School Website > Students > Home Learning](#), as well as on the Students Intranet.

School Email

For pupils to access their email they need to go to the following website: <https://outlook.office.com/>

The above link is also available on the school website: <https://theheys.school/student-email/>

Please sign in using your school email and password.

The student's email address format is **firstname.surname**@student.theheys.school

For example, if the student's name was Joe Bloggs the email address would be joe.bloggs@student.theheys.school

If you can't remember your password, please use the contact form available on the school website: <https://theheys.school/password-reset/>

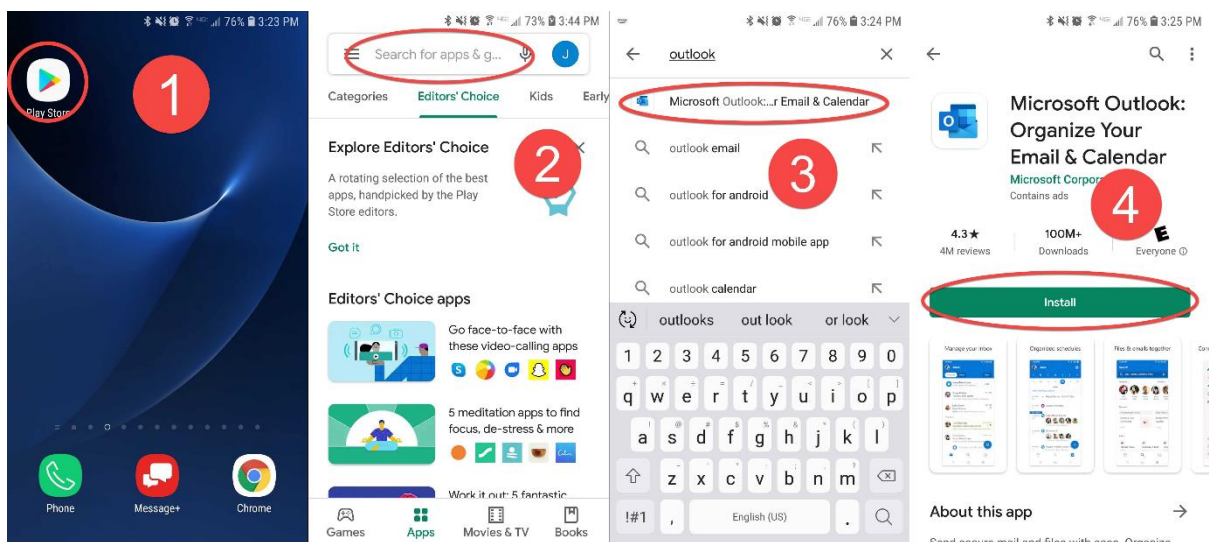
You will always be able to access the email through a web browser, however when first accessing email using a mobile app, your access will get quarantined. If the emails will not appear on the mobile app within 24 hours of installing it, please submit a ticket using the above password-reset form and let us know your app is still not working.

When you install the office mobile app on your phone you will not be able to see emails straight away. This could take up to 24 hours.

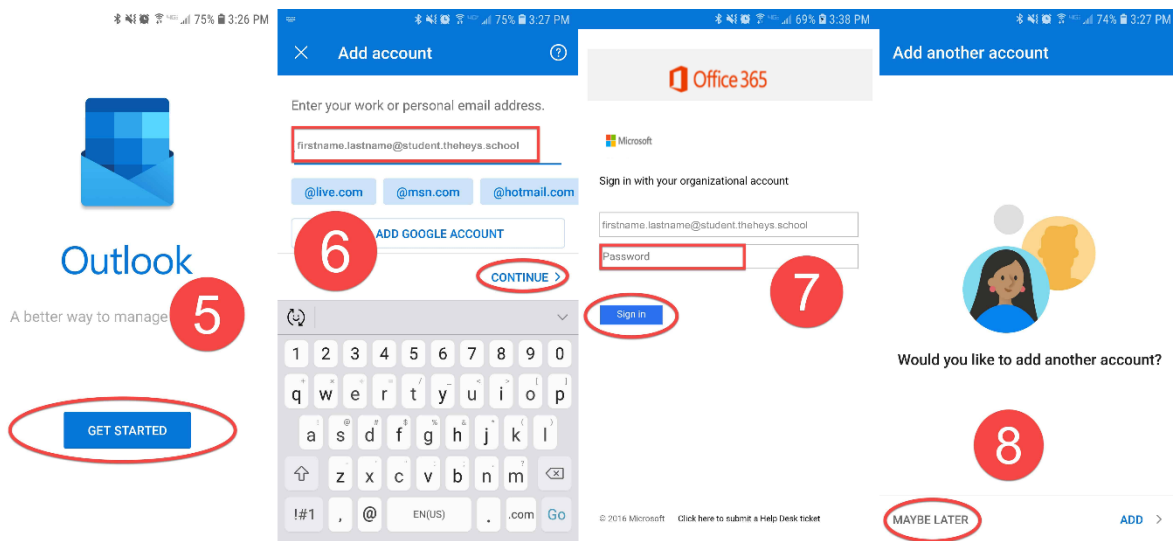
If it takes longer, please let the ICT Staff know by using the password reset form on the school website.

How to setup the Outlook app on your Android phone

1. Tap the **Play Store** app, then
2. Tap in the **Search Box**.
3. Type **Outlook** and tap **Microsoft Outlook**.
4. Tap **Install**, then tap **Accept**.



5. Open the **Outlook App** and tap **Get Started**.
6. Enter your full **The Heys School e-mail address** and tap **Continue**. Your email address is your **firstname.surname@student.theheys.school**.
7. Enter your **password**, then tap **Sign in**.
8. You will be asked to **Add another account**, tap **MAYBE LATER**. You can look at the next three screens or you can tap **Skip**

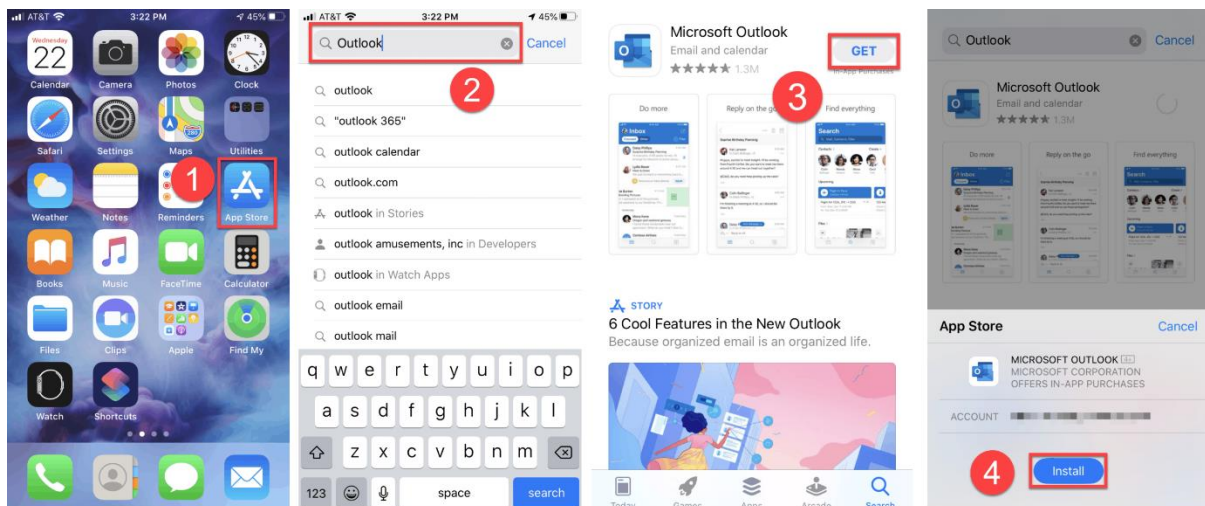


When you install the office mobile app on your phone you will not be able to see emails straight away. This could take up to 24 hours.

If it takes longer, please let the ICT Staff know by using the password reset form on the school website.

How to setup the Outlook app on your iPhone or iPad

1. Open the **App Store** on your Apple iOS device.
2. In the search box type **Outlook**, then select **Microsoft Outlook**.
3. Tap **Get**.
4. Tap **Install** and enter your Apple ID.



5. Open the Outlook app, enter your full The Heys School email address, and tap **Add Account**.

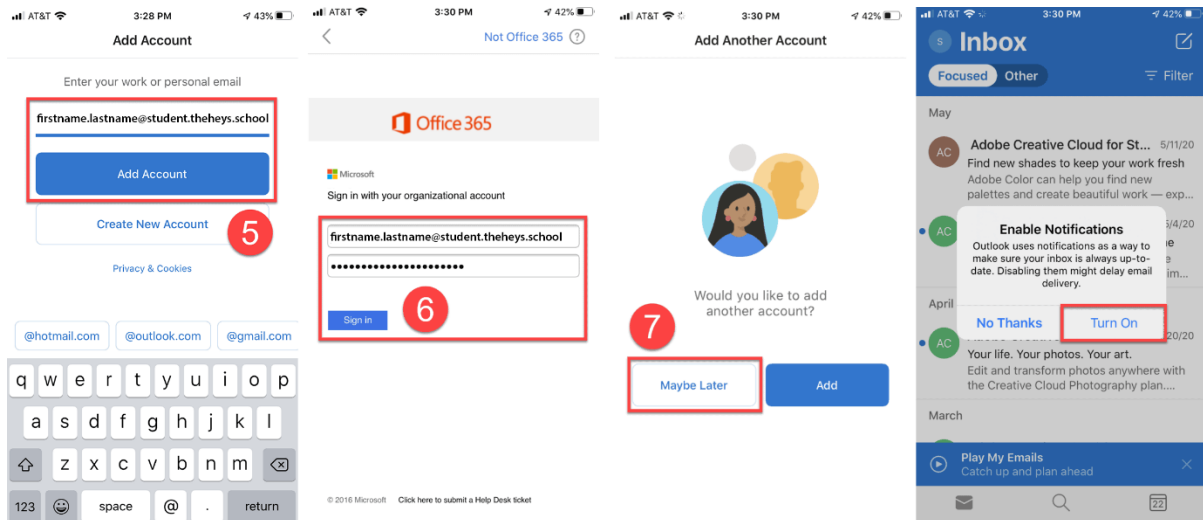
Your email address is your **firstname.surname**@student.theheys.school.

6. Enter your school account password, then tap **Sign in**.
7. On the Add Another Account screen, click **Maybe Later**.

At this point, the Add Account wizard is complete, and your school email account should be added to the Outlook app.

The next steps are recommendations only and not required for completing the setup.

8. On the **Enable Notifications** pop-up box, tap **Turn On** to receive notifications when new emails are delivered. You can select No Thanks, however, disabling notifications might delay email delivery.

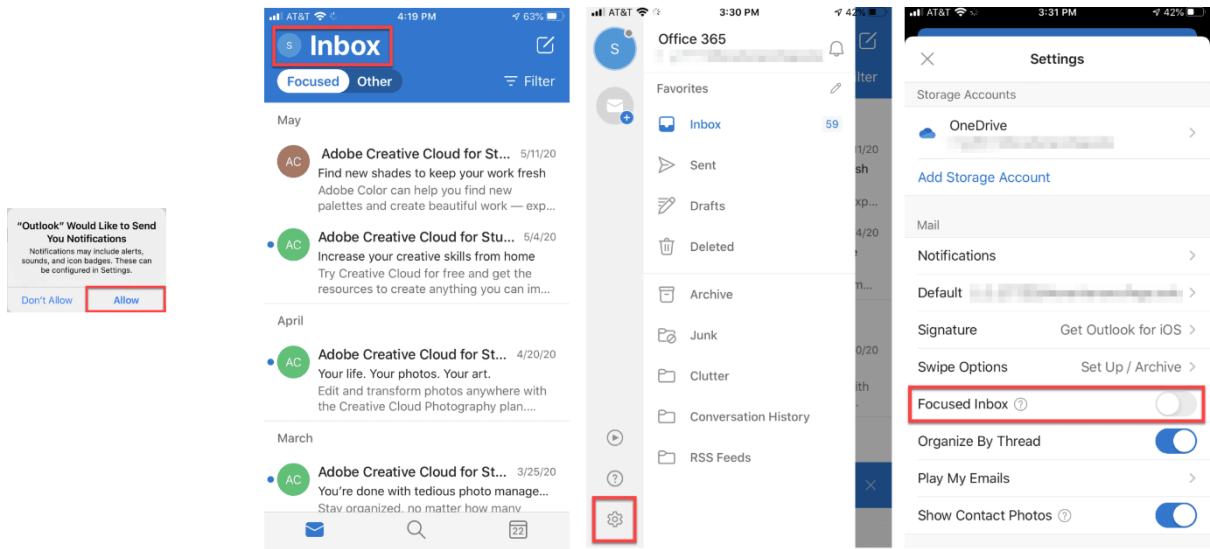


9. If you select Turn On notifications, also tap Allow when prompted.

10. By default, Outlook will separate your inbox into two tabs – Focused and Other. Your most important email messages are on the Focused tab while the rest remain easily accessible, but out of the way, on the Other tab.

To disable Focused Inbox, tap Inbox (or swipe right on the screen) and then click the Settings gear icon.

11. Scroll down to **Focused Inbox** and toggle it **off**.



When you install the office mobile app on your phone you will not be able to see emails straight away. This could take up to 24 hours.

If it takes longer, please let the ICT Staff know by using the password reset form on the school website.