

Install Your Key Mobile Apps

Install the Appropriate Security App

Since you'll be using your mobile device to access **Fidelity Bank** data and resources, you'll need an additional layer of security before accessing your apps:

- If you're using an iOS device (an iPhone or iPad), this will be **Microsoft Authenticator**.
- If you're using an Android device, this will be **Intune Company Portal**.

Install Microsoft Authenticator (iOS)

Use the following steps to install **Microsoft Authenticator** on your iPhone:

Step	Action
1	Open the App Store app on your device.
2	Tap the Search button (magnifying glass icon) at the bottom of the screen.
3	Find the Microsoft Authenticator app. • Tap in the Search field. • Type Microsoft Authenticator in the Search field. • Select Microsoft Authenticator from the results list. <i>As soon as the app appears in the results list, you can select it.</i>
4	Tap Get to install the app. <i>You may need to confirm your download by entering your Apple ID password or clicking a button on your device.</i>

Do not open the app at this time. If you accidentally opened it, close it for now.

Install Intune Company Portal (Android)

Use the following steps to install **Intune Company Portal** on your iPhone:

Step	Action
1	Open the Google Play Store app on your device.
2	Tap the Search button (magnifying glass icon) at the bottom of the screen.
3	Find the Intune Company Portal app. • Tap in the Search field. • Type Intune Company Portal in the Search field. • Select Intune Company Portal from the results list. <i>As soon as the app appears in the results list, you can select it.</i>
4	Tap Get to install the app. <i>You may need to confirm your download on your device.</i>

Do not open the app at this time. If you accidentally opened it, close it for now.

Install Microsoft Teams

We've found installing and logging on to Microsoft Teams before any other Office 365 tool (e.g., Outlook) provides an easier flow and will enable you to share your device's screen with TIS should you run into any issues while installing and setting up other apps.

Use the following steps to install and log on to **Microsoft Teams** on your device:

Step	Action
1	If Microsoft Teams is already installed on your phone, please sign out of the app. To sign out of the Microsoft Teams mobile app, Open the app, Tap your profile picture or initials in the top right Select Settings, Tap Sign out. You will need to confirm by tapping Sign out again. [1, 2]
2	Install Microsoft Teams on your device. <i>Follow the same procedure defined above for installing the appropriate security app on your device, only search for and select Microsoft Teams.</i> <i>You may see two options for the same app on your screen - one is an advertisement or paid listing, but if the titles are exactly the same, they both install the same app, so use either one.</i> <i>General help for your device can be found using the following links:</i> • Download Apps and Games on Your iPhone or iPad • Download Apps to Your Android Device
3	Open Microsoft Teams. <i>The Sign In screen appears.</i> <i>If Teams finds more than one account, select your Work account with your Fidelity Bank email address.</i>
4	Sign in to Microsoft Teams. • Tap on the Enter email, phone, or Skype field. • Enter your Fidelity Bank email address. • Tap Sign in.
5	On the Microsoft sign in screen, enter your Fidelity Bank network password in the Password field and tap Sign in.
6	On the Microsoft device registration screen, tap Register.
	On the authentication screen, tap Send Me a Push. <i>You'll receive a Duo Mobile Login request on your Duo-registered device.</i>

7	
8	Approve the login request in Duo Mobile. • Tap on the Duo Mobile Login Request notification. • Tap Approve in the Duo Mobile app. • Swipe up to exit the Duo Mobile app.
9	Restart the Microsoft Teams app and sign in again with your Fidelity Bank email address.

Step	Action
9	On the Notifications dialog window, allow or don't allow notifications. - If you wish to receive alerts and sounds on your device of Teams activities that mention you or the project groups you're a member of, tap Allow. - If you don't wish to receive these notifications, tap Don't Allow. <i>You can always change this setting later by adjusting it in your device's Settings.</i>
10	On the Restart dialog window ("Your organization is now protecting its data in the app. You need to restart the app to continue."), tap OK. Microsoft Teams will close and should restart. If it doesn't restart automatically, find the icon and open the app.
11	Set a new PIN for your mobile apps. - Tap in the PIN field. - Enter a new PIN following the rules listed on the PIN screen and tap the Go, Enter, or Return key on your screen keypad. <i>Do not use your network password - this should be a unique PIN.</i> <i>There should be no impact to your mobile apps when you change your network password, but if you receive an authentication request from Microsoft Authenticator or Intune, use your most current network credentials to authenticate your device.</i> - Confirm your new PIN (tap in the PIN field, reenter your PIN, and tap the Go, Enter, or Return key). <i>You'll need to enter this PIN on your device to access your Fidelity Bank account with your mobile apps. With biometrics (e.g., face recognition, finger print), you may go as long as 48 hours without having to re-enter the PIN, but periodically you'll need to enter it. As with all Fidelity Bank passwords, make it something easy for you to remember, but hard for others to guess. If you do forget it, you'll be able to reset your PIN and enter a new one.</i> <i>Any time you're asked to save a password for an app on your device you'll be using to conduct Fidelity Bank business, please follow Fidelity Bank's policy by answering No. The exception is biometric authentication (e.g., facial recognition, fingerprint), which you are encouraged to enable to improve your experience.</i>
12	Tap Next or swipe left to scroll through the introductory screens and tap Got it on the final screen.
13	If the Allow Bluetooth dialog window appears ("Teams Would Like to Use Bluetooth" - Please allow Microsoft Teams to detect nearby meeting rooms for seamless meetings"), tap Don't Allow.

You are now signed in to your **Fidelity Bank** account in Microsoft Teams. For helpful information on using the mobile app, see [Teams Mobile App Home](#).

Install Microsoft Outlook

Use the following steps to install and log on to **Microsoft Outlook** on your device:

Step	Action
1	Install Microsoft Outlook on your device. <i>Follow the same procedure defined above for installing the appropriate security app on your device, only search for and select Microsoft Outlook.</i> <i>You may see two Microsoft Outlook apps on your screen - one is an advertisement or paid listing, but both install Microsoft Outlook, so use either one.</i> <i>General help for your device can be found using the following links:</i> • Download Apps and Games on Your iPhone or iPad • Download Apps to Your Android Device
2	Open Microsoft Outlook. <i>The Accounts Found screen appears.</i>
3	On the Accounts Found screen: • If the app finds only your Fidelity Bank account, make sure it's selected (i.e., the checkbox is checked) and tap Add Account. • If the app finds multiple accounts (i.e., you have a personal, school, or other Office 365 account), tap on each of the other accounts to deselect them (i.e., the checkbox next to your Fidelity Bank account is checked, and the others are not) and tap Add Account. <i>It's acceptable to use Outlook to manage personal email accounts, as well as your Fidelity Bank account. You may also choose to use your device's default email app to manage your personal accounts, and open Outlook to manage your Fidelity Bank email and calendar.</i> <i>If you wish to use Outlook on your device to manage multiple accounts, you can add other accounts to Outlook later.</i> <i>If you choose to use Outlook to manage multiple accounts on your device, always make sure you are using your Fidelity Bank account when conducting Bank-related communication on your device.</i>
4	On the Restart window, tap OK .
5	Restart the Microsoft Outlook app.
6	On the Protection confirmation window, tap OK .
7	On the Enable Notifications dialog window, tap Turn On. <i>This is different from alert notifications, which you'll set in the next step. Enabling notifications during this step helps keep your inbox always up-to-date. You can always change this setting later by adjusting it in your device's Settings.</i>

Step	Action
8	On the "Outlook" Would Like to Send You Notifications dialog window, allow or don't allow notifications. • If you wish to receive alerts and sounds on your device of your Outlook email and/or calendar activities, tap Allow. • If you don't wish to receive these notifications, tap Don't Allow. <i>You can always change this setting later by adjusting it in your device's Settings.</i>

You are now signed in to your **Fidelity Bank** account in Microsoft Outlook. For helpful information on using the mobile app, see [Outlook Mobile App Home](#).

This is a good time to take 2 minutes to set up your initial settings for Microsoft Outlook Mobile on your device.

See Set Up Microsoft Outlook Mobile for guidance on best practices. When you're done, return to this window and continue installing your additional apps on your device.