



TIS Email Cutover Sign-in Instructions for Mobile Phone

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1. Purpose

To provide directions on how to sign-in to your @thomasind.com email after the email migration/cutover to Clean Harbors.

2. Prerequisites

You will need to have set up Multi-Factor Authentication (MFA) before signing-in to your mail app.

3. Mail App Resolution Steps

Please follow the instructions below to open the native Mail app, sign in with your new @thomasind.com password.

1. Open iPhone Settings
2. Scroll down and tap on Mail
3. Tap on "Accounts"
4. Tap on the @thomasind.com account
5. Tap on "Re-enter Password"
6. Sign-in with your @thomasind.com email, password, and MFA method.

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4. Outlook App Resolution Steps

Please follow the instructions below to open the Outlook app , sign in with your new @thomasind.com password. If you face any issues, please remove the mail profile and sign in again with your email and MFA method.

4.1. If you have not used the Outlook app before

1. Download the Outlook app  from the Apple App Store  or Google Play Store 
2. Open the Outlook app 
3. Sign-in with your @thomasind.com email for the Microsoft/Office 365 option 

4.2. If you have used the Outlook app before

Note: *Android phones may be able to update the password without removing the account.*

1. Open the Outlook app 
2. Tap on the menu icon (three horizontal lines or profile icon) in the top left corner.
3. Scroll down and tap on the gear icon (settings) at the bottom of the menu.
4. Under 'Mail Accounts,' tap on the @thomasind.com email account you want to sign out of.
5. Scroll down and tap on 'Delete Account.' *This will remove the account from the Outlook app but will not delete any data.*
6. Tap on the menu icon (back arrow, three horizontal lines, or profile icon) in the top left corner.
7. Scroll down and tap on the gear icon (settings) at the bottom of the menu.
8. Tap on "Add Mail Account"
9. Tap on "Add an email account"
10. If you are on an "Accounts found" screen, tap on "Skip these accounts".
11. Enter your @thomasind.com email.
12. Sign-in with your @thomasind.com password and MFA method.

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