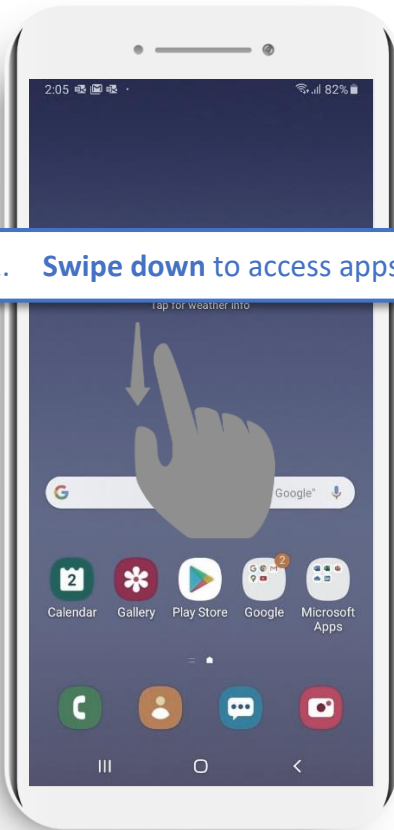


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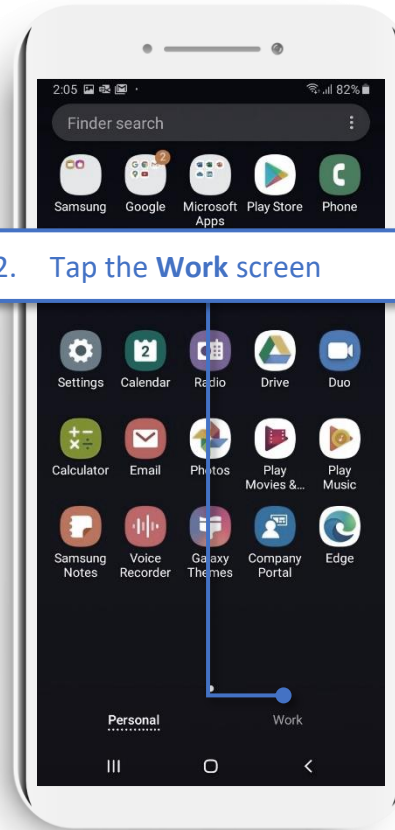
# Access the intranet from a CCDHB Android phone

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1. **Swipe down** to access apps

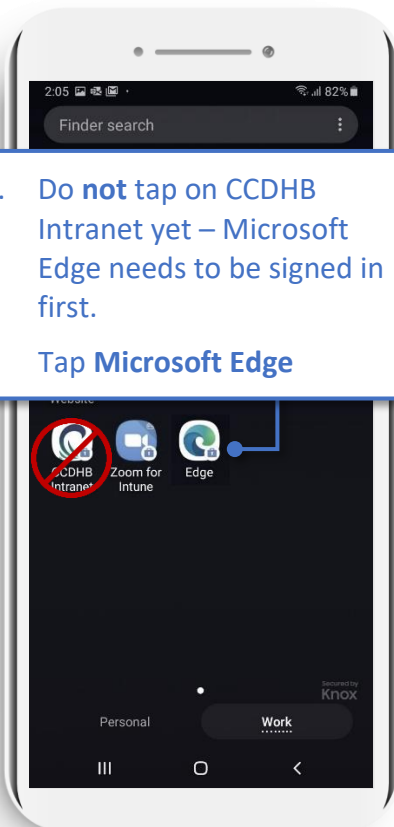


2. Tap the **Work** screen



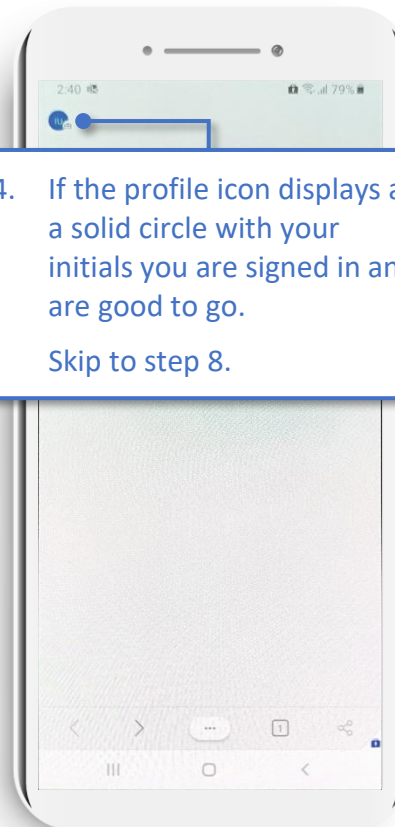
3. Do **not** tap on CCDHB Intranet yet – Microsoft Edge needs to be signed in first.

Tap **Microsoft Edge**



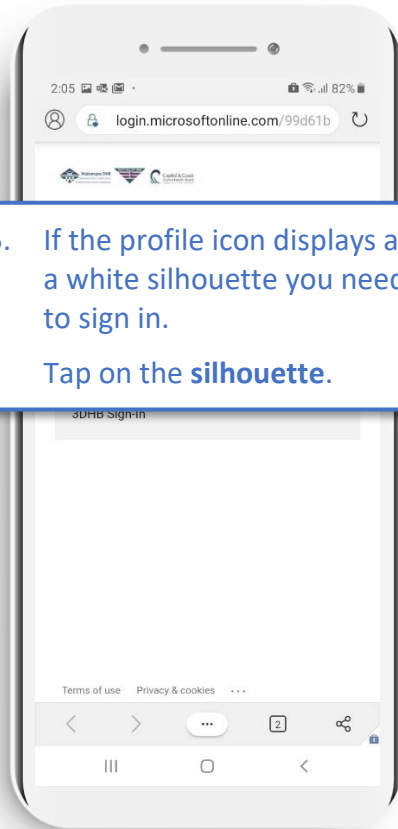
4. If the profile icon displays as a solid circle with your initials you are signed in and are good to go.

Skip to step 8.

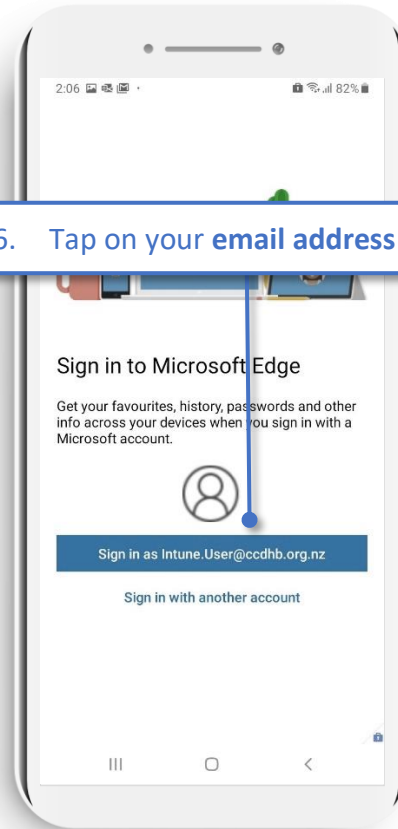


5. If the profile icon displays as a white silhouette you need to sign in.

Tap on the **silhouette**.

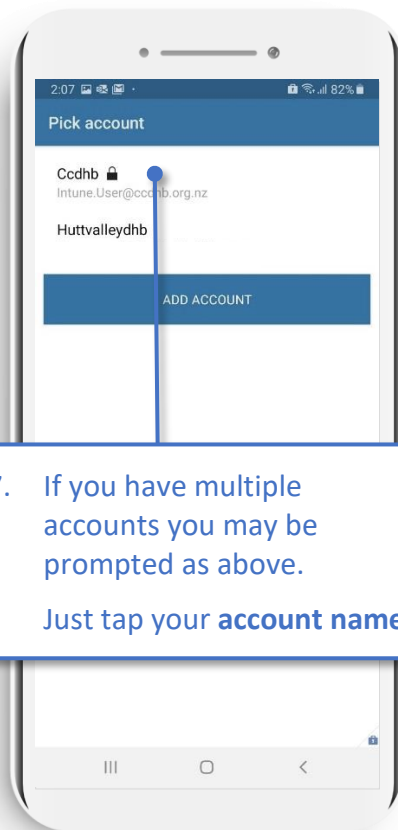


6. Tap on your **email address**



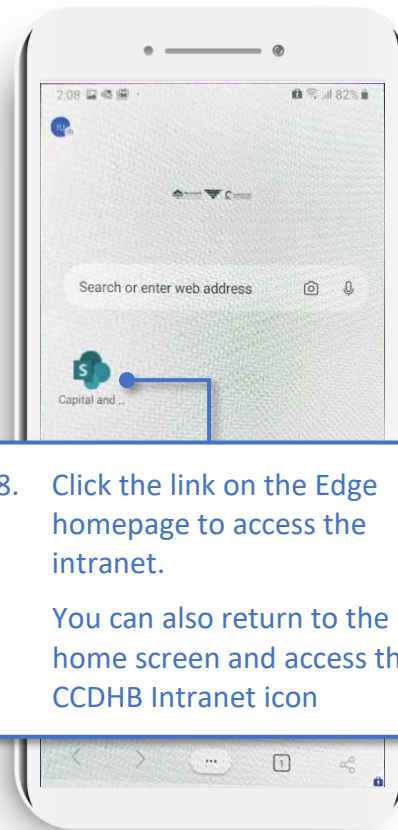
7. If you have multiple accounts you may be prompted as above.

Just tap your **account name**.

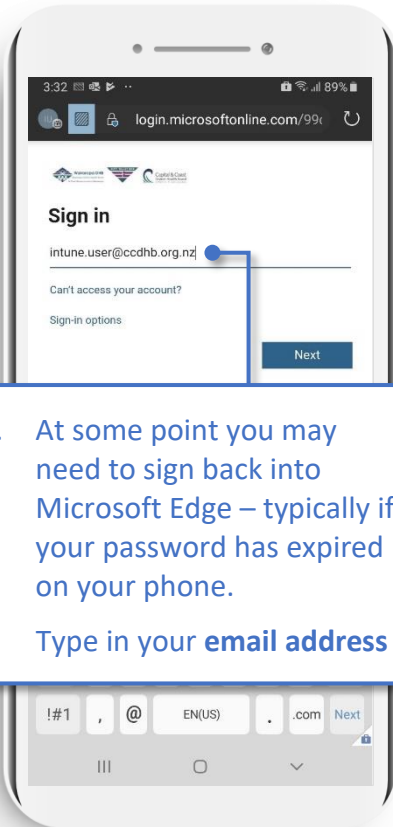


8. Click the link on the Edge homepage to access the intranet.

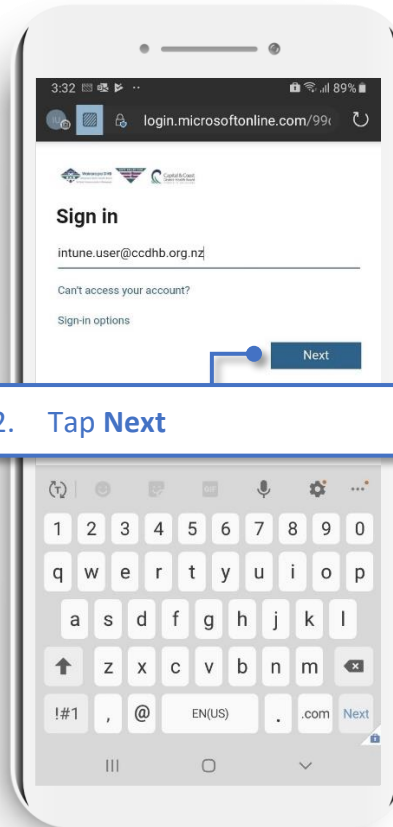
You can also return to the home screen and access the CCDHB Intranet icon



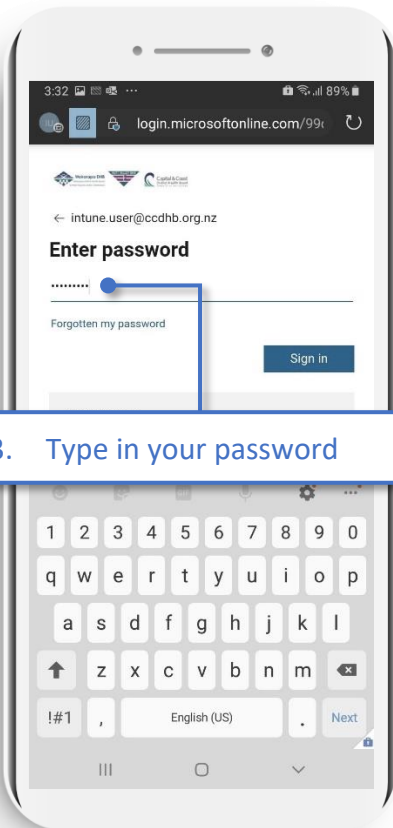
# Troubleshooting



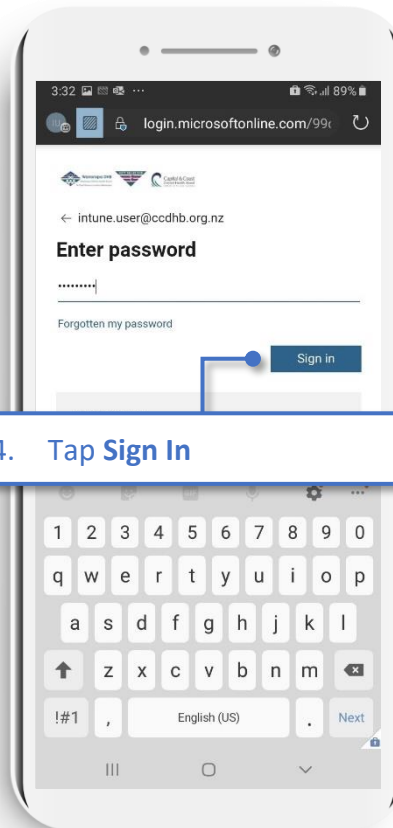
1. At some point you may need to sign back into Microsoft Edge – typically if your password has expired on your phone.  
Type in your **email address**



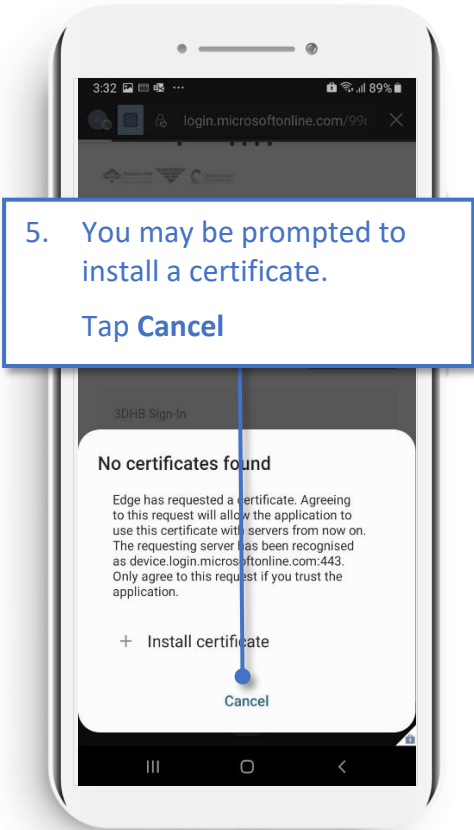
2. Tap **Next**



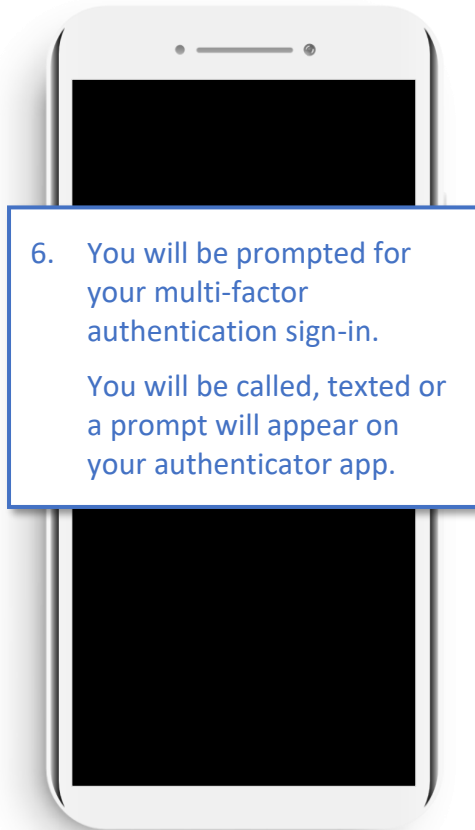
3. Type in your **password**



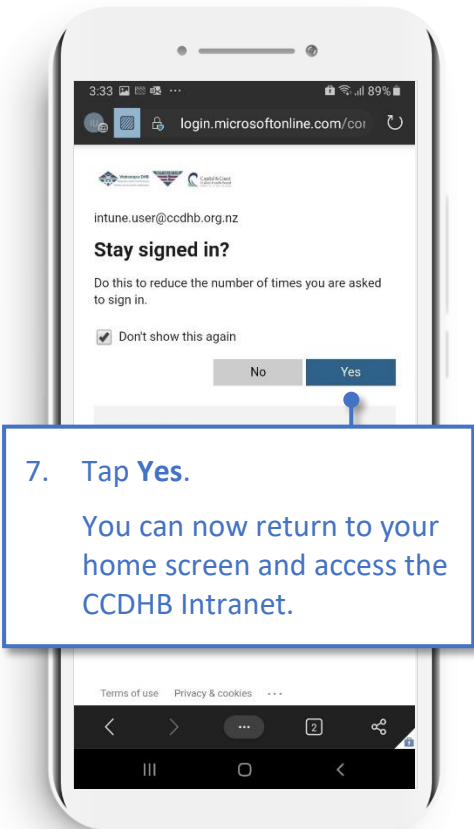
4. Tap **Sign In**



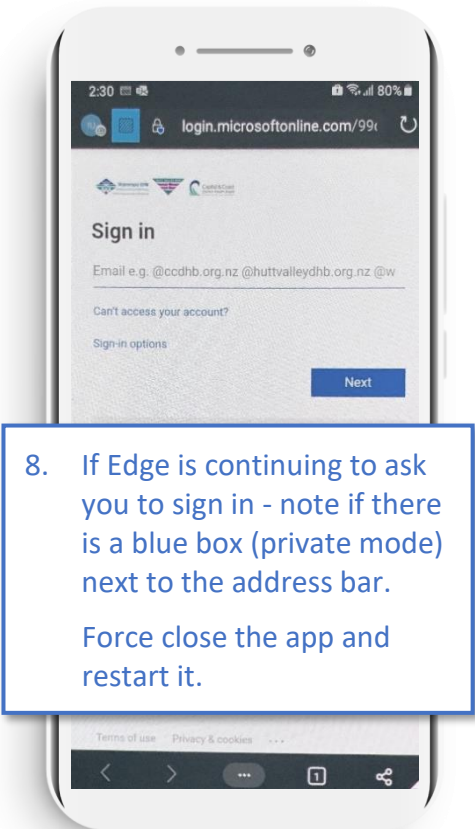
5. You may be prompted to install a certificate.  
Tap **Cancel**



6. You will be prompted for your multi-factor authentication sign-in.  
You will be called, texted or a prompt will appear on your authenticator app.



7. Tap **Yes**.  
You can now return to your home screen and access the CCDHB Intranet.



8. If Edge is continuing to ask you to sign in - note if there is a blue box (private mode) next to the address bar.  
Force close the app and restart it.