

Tip Sheet

Save Outlook Contacts from Legacy Lists

If you have been accessing Ballad Health email on your personal phone, you may have some Legacy Wellmont/MSHA/Ballad Health email contacts that were automatically synchronized with your device, giving the appearance that they were part of your personal contacts. Several situations, such as a phone reset, transferring contacts to a new device or deleting your old email application, may cause those contacts to be removed, causing frustration for team members who have become accustomed to them.

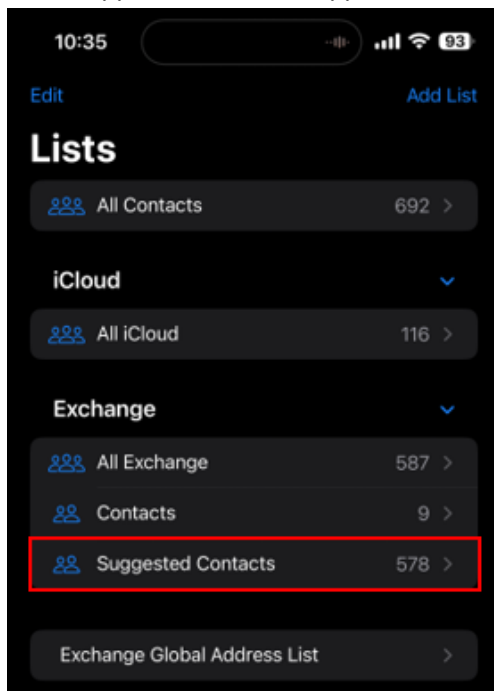
The contacts section on your device are divided into multiple lists. Prior to disabling the old email accounts on a device, these synchronized contacts will be listed and can be preserved via one of the following methods.



Share Contact Method

This method for iOS devices shares the contact via an iMessage which can then be saved as a personal contact.

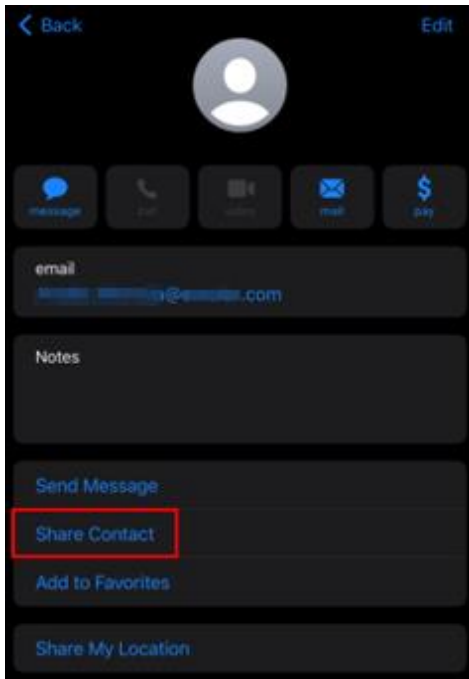
1. In the Apple iOS contacts app, find the contact within the lists located in the upper left corner.



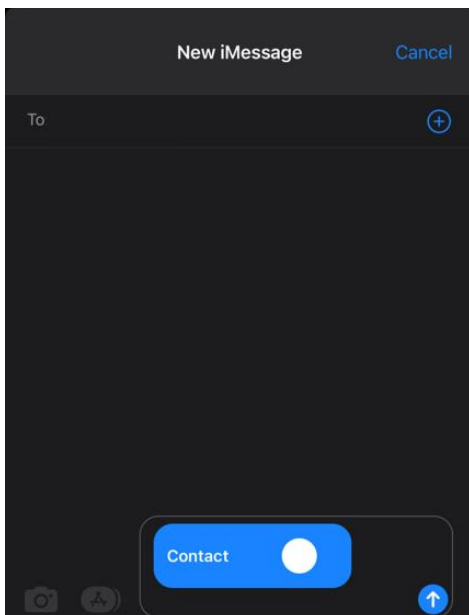
Tip Sheet

Save Outlook Contacts from Legacy Lists

2. Select **the contact** to preserve and choose **Share Contact**.



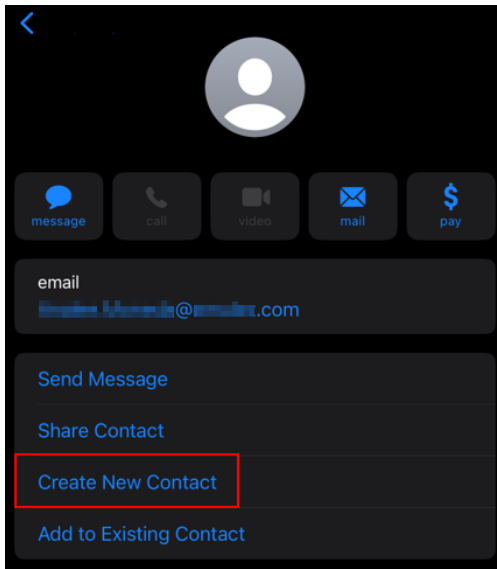
3. Choose **Message**. The message app will open, and Team Members can send the automatically attached contact file to themselves.



Tip Sheet

Save Outlook Contacts from Legacy Lists

4. From the Messages app choose the contact and **Create new Contact**.



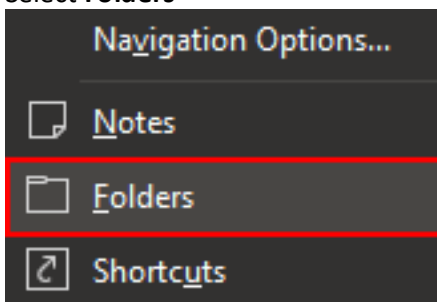
Move Contact Method

This method moves the contacts on the Ballad Health desktop within Outlook.

1. Within Outlook, select the **three dots** in the lower left corner.



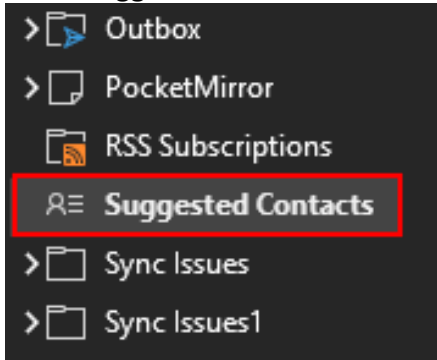
2. Select **Folders**



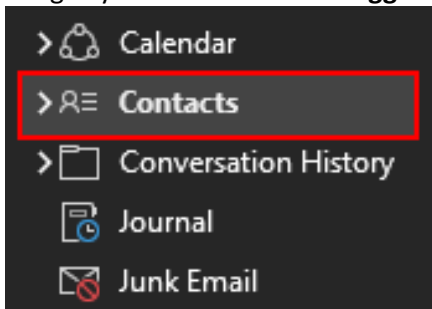
Tip Sheet

Save Outlook Contacts from Legacy Lists

3. Select **Suggested Contacts**.



4. Drag any contacts from the **Suggested Contacts** folder into the **Contacts** folder.



If you have any questions,
please contact the IT Service
Desk at 423.431.6290.



Moving contacts within Outlook and leaving those Outlook contacts synchronized means that if team members ever stop using the Intune Company Portal (whether by unenrolling or by leaving Ballad), any associated contacts will be removed from the personal device.