Office 365

Configuring Outlook Mobile App
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Configuring Outlook for iOS

Add an Account

1. Download and install the Microsoft Outlook app for your iPhone or iPad from the App Store.
2. Open the app.
3. On the Add Email Account screen type in your email address.
4. Tap Add Account when done.
5. You will be redirected to the UM Single Sign-On page. Provide your password and then press **Sign In**.

6. Complete the Duo prompt.
7. You may be prompted to add another account.
8. Select **Maybe Later** if you do not want to add another mailbox. Select **Let’s Do It** if you'd like to add another mailbox.

Note: As of August 2019 you cannot add a departmental mailbox this way.
9. Tap the left arrow two times or tap **Skip**.
10. Your mailbox should configure and load. It may take a few seconds for the app to sync.
Syncing Your Outlook Contacts to Your iOS Device

**Sync Your Contacts**
By default, the contacts in your Office 365 account are only kept within the Outlook app. If you would like to sync your Outlook contacts to the Contacts folder on your iOS device so you can access them in other apps such as the Phone or Contacts app, please take the steps below.

1. Open the Outlook app.
2. Tap your picture or the circle in the upper left-hand corner.
3. Tap the **gear icon** in the bottom left corner.
4. On the settings page that appears, select your account in the Mail Accounts section.
5. Scroll down and tap the switch to the right of **Save Contacts**.
6. As message will appear asking if you would like to save your Outlook contacts to your iPhone. Tap **Save to my iPhone**.
7. Your contacts will start syncing. The “Saving # contacts” message will go away when it’s finished syncing.
Stop Syncing Your Contacts

1. Open the Outlook app.
2. Tap your picture or the circle in the upper left hand corner.
3. Tap the **gear icon** in the bottom left corner.
4. On the settings page that appears, select your account in the Mail Accounts section.
5. Tap the switch next to **Save Contact** to stop syncing the contacts from your Office 365 account to the Contacts folder on the phone.
6. A message will appear informing you it will delete the contacts that were copied from your account to the Contacts app. Tap **Delete from My iPhone**.
7. When the busy screen has disappeared, your contacts have been removed.
Can I Add a Shared Mailbox?

As of August 2019, it is not possible to open a shared mailbox in the app.
Delete an Account

1. Open the Outlook app.
2. Tap your picture or the circle in the upper left-hand corner.
3. Tap the **gear icon** in the bottom left corner.
4. On the settings page that appears, select your account in the Mail Accounts section.
5. Scroll down and tap **Delete Account**.
6. Select **Delete** from the message that appears.
Configuring Outlook for Android

Add an Account

1. Download and install the Outlook for Android app from the Google Play Store.
2. Open the app and press **Get Started**.
3. On the **Add Email Account** screen type in your email address.
4. Tap **Continue** when done.
5. You will be redirected to the UM Single Sign-On page. Provide your password and then tap **Sign In**.
6. Complete the Duo prompt.
7. If the Activate device administrator page appears, tap **Activate**.
8. If the **Activate device admin app** screen appears, tap **Activate this device admin app**.

![Activate device admin app screen]

- **Set password rules**
  Control the length and the characters allowed in screen lock passwords and PINs.

- **Monitor screen unlock attempts**
  Monitor the number of incorrect passwords typed, when unlocking the screen, and lock the phone or erase all the phone’s data if too many incorrect passwords are typed.

- **Lock the screen**
  Control how and when the screen locks.

- **Set storage encryption**
  Require that stored app data be encrypted.
9. You may be prompted to add another account.  
   Note: As of August 2019 you cannot add a departmental mailbox this way.  
   a. Select Continue if you’d like to add another mailbox.  
   b. Select Skip if you do not want to add another mailbox.
10. Tap **Skip** or tap the right arrow three times.
11. Your mailbox should configure and load. It may take a few seconds for the app to sync.
Syncing Your Outlook Contacts to Your Android Device

Sync Your Contacts
By default, the contacts in your Office 365 account are only kept within the Outlook app. If you would like to sync your Outlook contacts to the Contacts folder on your Android device so you can access them in other apps such as the Phone or Contacts app, please take the steps below.

1. Open the Outlook app.
2. Tap three stacked lines and tap the gear icon in the bottom left corner.
3. Tap your account from the Accounts list.
4. Tap the switch to the right of Sync contacts.
5. If a window appears asking to allow Outlook access to your contacts, tap Allow.
6. Your contacts will start syncing.
Stop Syncing Your Contacts

1. Open the Outlook app.
2. Tap **three stacked lines** and tap the **gear icon** in the bottom left corner.
3. Tap your account from the list of Accounts.
4. Tap the switch to the right of **Sync contacts**.
5. A Sync contacts message will appear. Tap **Disable**.
Can I Add a Shared Mailbox?

As of August 2019, it is not possible to open a shared mailbox in the app.
Delete an Account

1. Open the Outlook app.
2. Tap **three stacked lines** and tap the **gear icon** in the bottom left corner.
3. Click the account you’d like to remove.
4. Tap **Delete Account**.
5. Tap **Delete** in the window that appears.