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Configuring Outlook for iOS

Add an Account

1. Download and install the Outlook app for your iPhone or iPad from the App Store.
2. Open the app and press **Get Started.**
3. Select if you’d like to enable notifications from the app.
4. Select **No Thanks** if you do not want alerts, sounds, or icon badges.
5. Select **Notify Me** and then **OK** on the next window if you do.
6. On the Add Email Account screen type in your email address. 
7. Tap Add Account when done.
8. You will be redirected to the UM Single Sign-On page. Type in your caneID and password and then press **Sign In**.
9. You may be prompted to add another account. 
   *Note: As of September 2016 you cannot add a departmental mailbox this way.*
10. Select **Let's Do It** if you'd like to add another mailbox.
11. Select **Maybe Later** if you do not want to add another mailbox.
12. Swipe to the left two times and then tap the arrow or tap **Skip**.
13. Your mailbox should configure and load. It may take a few seconds for the app to sync.

Loading...

Please wait while we update your mail and calendar data.
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 **Settings** and select your account in the Accounts section.
3. Tap **Advanced Settings**.
4. There you will find **Save Contacts to Device**. Behind it is the number of contacts available on this account.
5. Flip the switch to the right to start syncing the contacts from your 365 account to the Contacts folder on the phone.
6. A window will appear informing you that X number of contacts will be copied and there is a possibility duplicate contacts will be created. Click **Save**.
7. When the saving screen has disappeared your contacts have finished synching. Please note: All synced contacts will contain the note “Exported from Microsoft Outlook (Do not delete) [outlook:....]” This is to indicate this is a synced contact. Do not edit or remove it using your device. Instead make any changes using the webmail or Outlook on your desktop. Otherwise the changes you made on your phone may be recreated or overwritten the next time the Outlook app on your phone syncs.
Stop Syncing Your Contacts

1. Open the Outlook app.
2. Tap Settings and select your account in the Accounts section.
3. Tap Advanced Settings.
4. Flip the switch next to **Save Contact to Device** to the left to stop syncing the contacts from your 365 account to the Contacts folder on the phone.
5. A message will appear informing you it will delete the contacts that were copied from your account to the Contacts app. Click Disable Contact Save.
6. When the busy screen has disappeared your contacts have been removed.
Can I Add a Shared Mailbox?

As of September 2016, it is not possible to open a shared mailbox in the app.
Delete an Account

1. In the Outlook app click **Settings** in the bottom right hand corner of the screen.
2. Click the account you’d like to remove.
3. At the bottom of the screen, select **Delete Account.**
4. Select **Delete From This Device**.
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. Type in your caneID and password and then press **Sign In.**
6. The Activate device administrator page will appear. Click **Activate**.
7. If your device’s password does not meet the security requirements set by our email administrators you will be prompted to set a password on the app. If you choose not to set a password you will not be allowed to add the account to the app.
8. Make your notification settings on the next screen.
9. Click **Done**.
10. Select if you’d like to enable device encryption.

Set device encryption

We recommend that you enable device encryption in order to provide the maximum level of security for your mail messages. You may opt out of this step.
11. You may be prompted to add another account.  

   *Note: As of September 2016 you cannot add a departmental mailbox this way.*  
   a. Select **Let’s Do It** if you’d like to add another mailbox.  
   b. Select **Maybe Later** if you do not want to add another mailbox.
12. Swipe to the left two times until you see a check mark.
13. Tap the check.
14. 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 Settings and select your account in the Accounts section.
3. Tap **Advanced Settings**.
4. There you will find **Sync # contacts**.
5. Flip the switch to the right to start syncing the contacts from your 365 account to the Contacts folder on the phone.
6. A window will appear asking to allow Outlook to access your contacts. Click **Allow**.
7. When the saving screen has disappeared your contacts have finished synching.
Stop Syncing Your Contacts

1. Open the Outlook app.
2. Tap **Settings** and select your account in the Accounts section.
3. Tap **Advanced Settings**.
4. Flip the switch next to **Synced # contacts** to the left to stop syncing the contacts from your 365 account to the Contacts folder on the phone.
5. A message will appear informing you that disabling contacts sync will delete all contacts that were copied from your account to the Contacts app. Click **Disable**.
6. When the busy screen has disappeared your contacts have been removed.
Can I Add a Shared Mailbox?

As of September 2016, it is not possible to open a shared mailbox in the app.
Delete an Account

1. In the Outlook app click **Settings** in the top right hand corner of the screen.
2. Click the account you’d like to remove.
3. At the bottom of the screen, select **Delete Account**.
4. Select **Delete** in the Delete account? Dialog box.