



## **Office 365**

### **Configuring Outlook Mobile App**

## Table of Contents

---

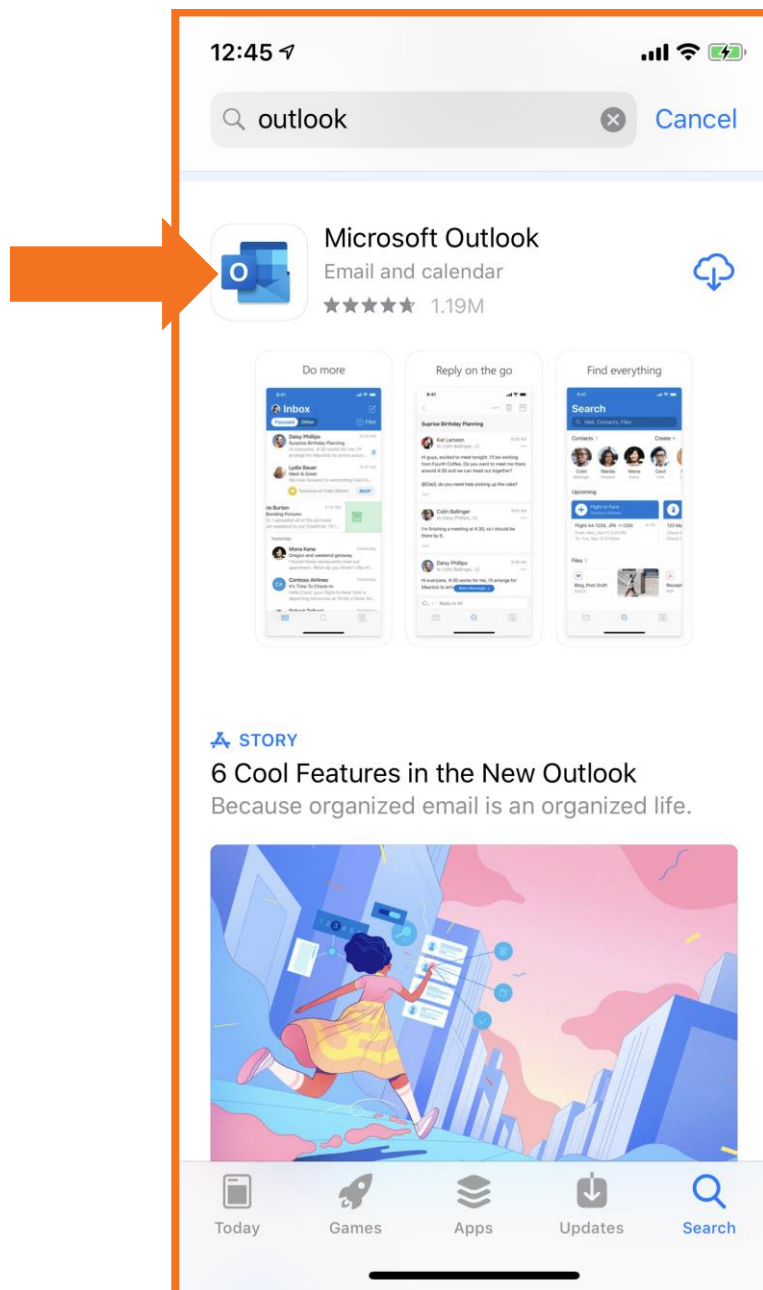
<b>Configuring Outlook Mobile - iOS</b> .....	<b>3</b>
<b>Add an Account</b> .....	<b>3</b>
<b>Syncing Your Outlook Contacts to Your iOS Device</b> .....	<b>9</b>
Sync Your Contacts.....	9
Stop Syncing Your Contacts .....	15
<b>Delete an Account</b> .....	<b>20</b>
<b>Shared Mailboxes</b> .....	<b>25</b>
Adding a Shared Mailbox .....	25
Removing a Shared Mailbox .....	31
<b>Configuring Outlook Mobile - Android</b> .....	<b>36</b>
<b>Add an Account</b> .....	<b>36</b>
<b>Syncing Your Outlook Contacts to Your Android Device</b> .....	<b>44</b>
Sync Your Contacts.....	44
Stop Syncing Your Contacts .....	46
<b>Delete an Account</b> .....	<b>49</b>
<b>Shared Mailboxes</b> .....	<b>51</b>
Adding a Shared Mailbox .....	51
Removing a Shared Mailbox .....	58

## Configuring Outlook Mobile - iOS

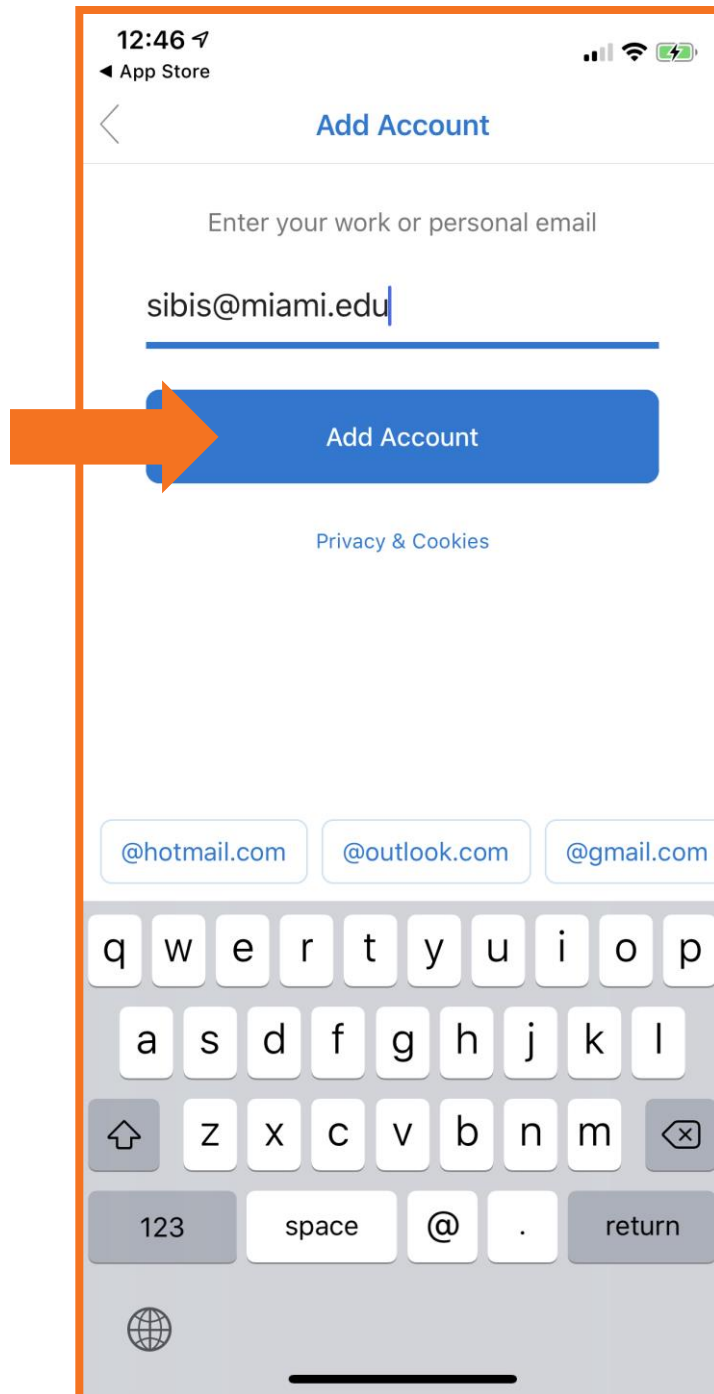
### Add an Account

---

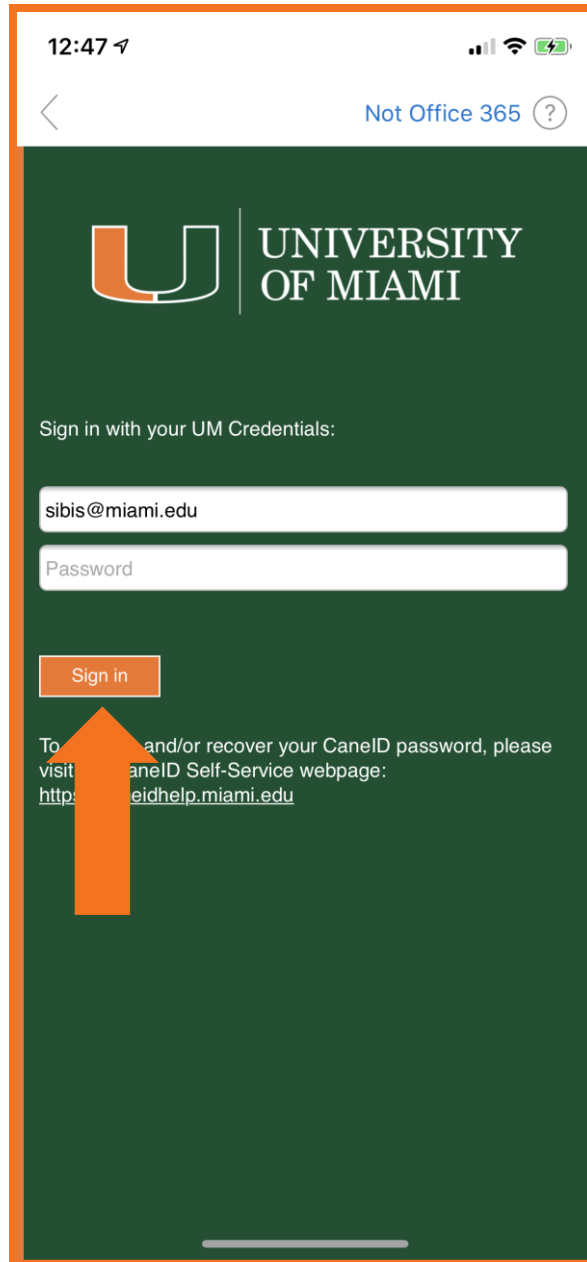
1. Download and install the **Microsoft Outlook** app for your iPhone or iPad from the App Store.



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 multi-factor authentication (MFA) prompt.



12:47 1

< Not Office 365 ?

 UNIVERSITY OF MIAMI

Sign in with your UM Credentials:

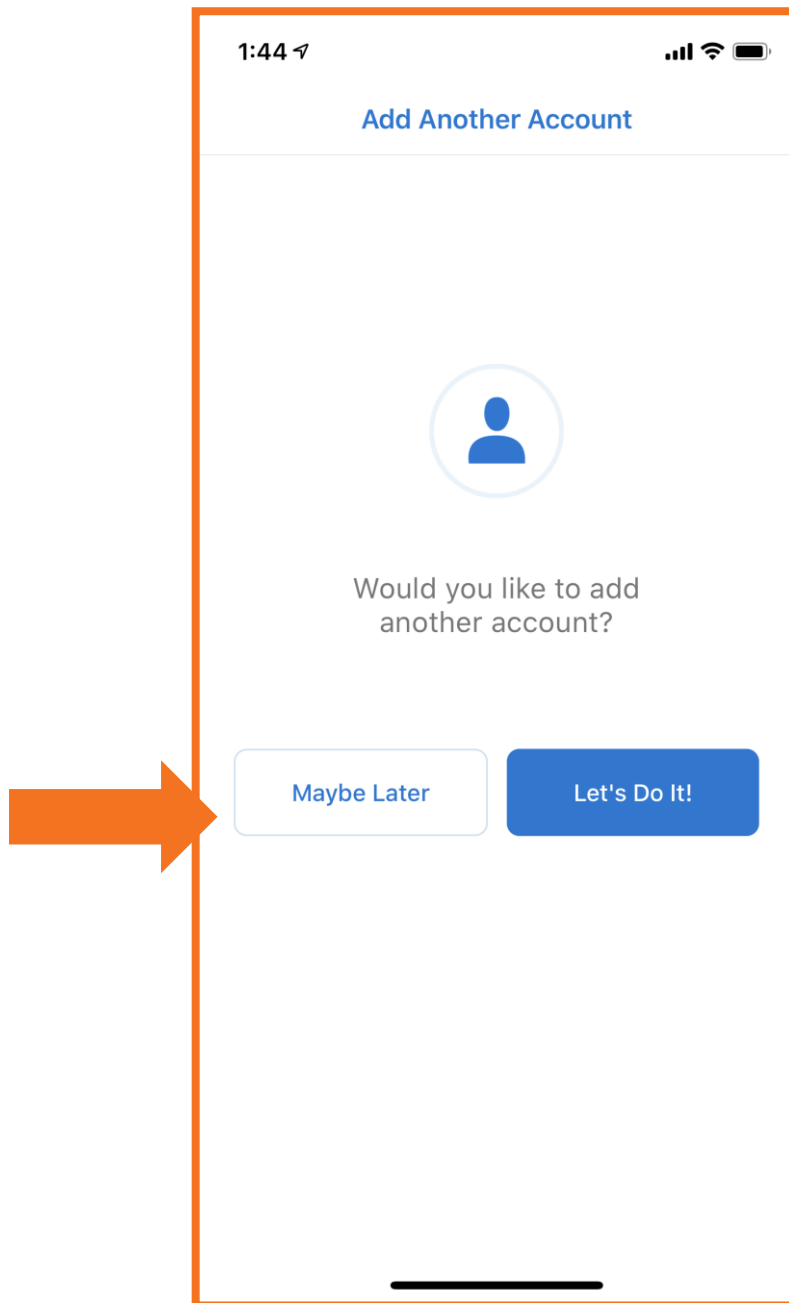
sibis@miami.edu

Password

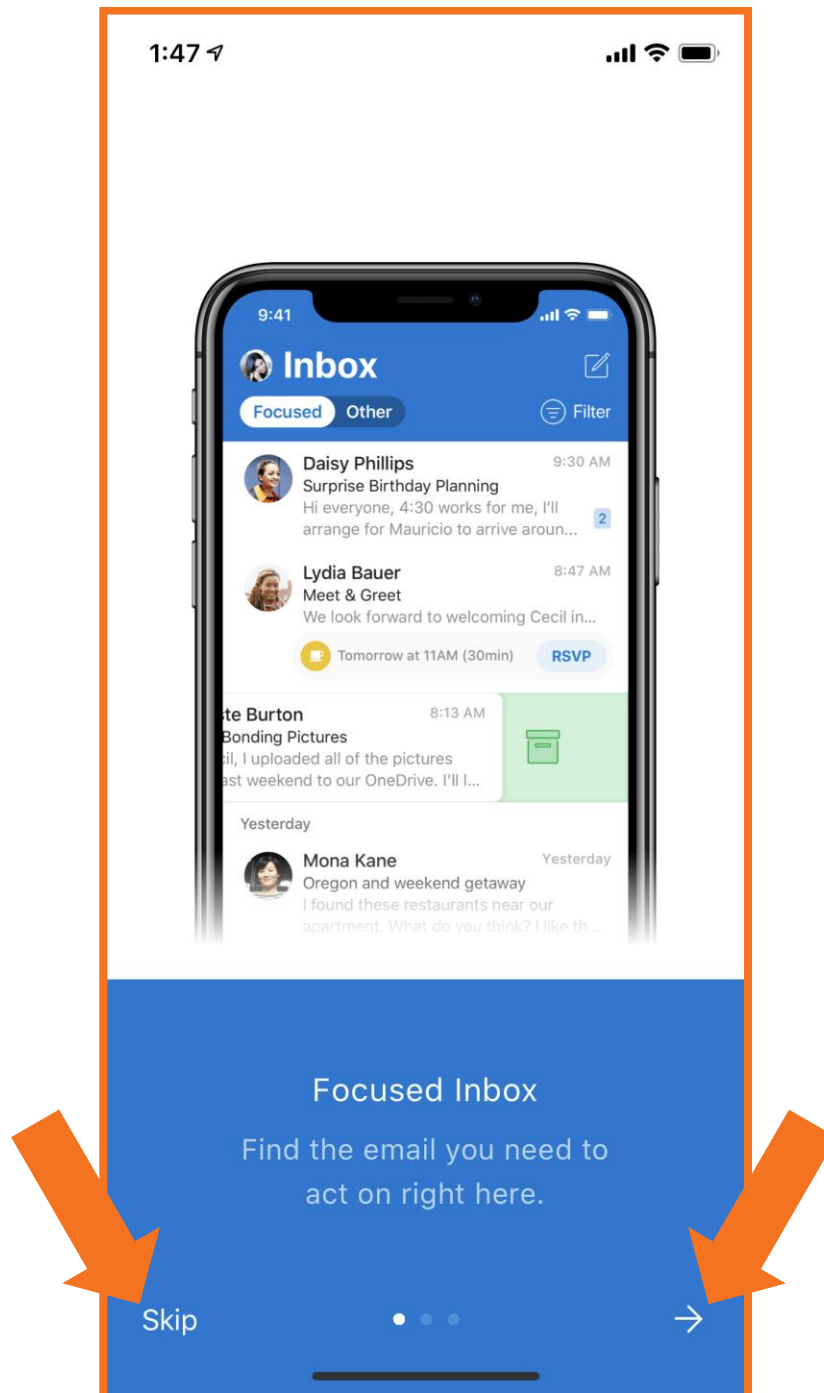
Sign in

To and/or recover your CaneID password, please visit CaneID Self-Service webpage: <http://caneidhelp.miami.edu>

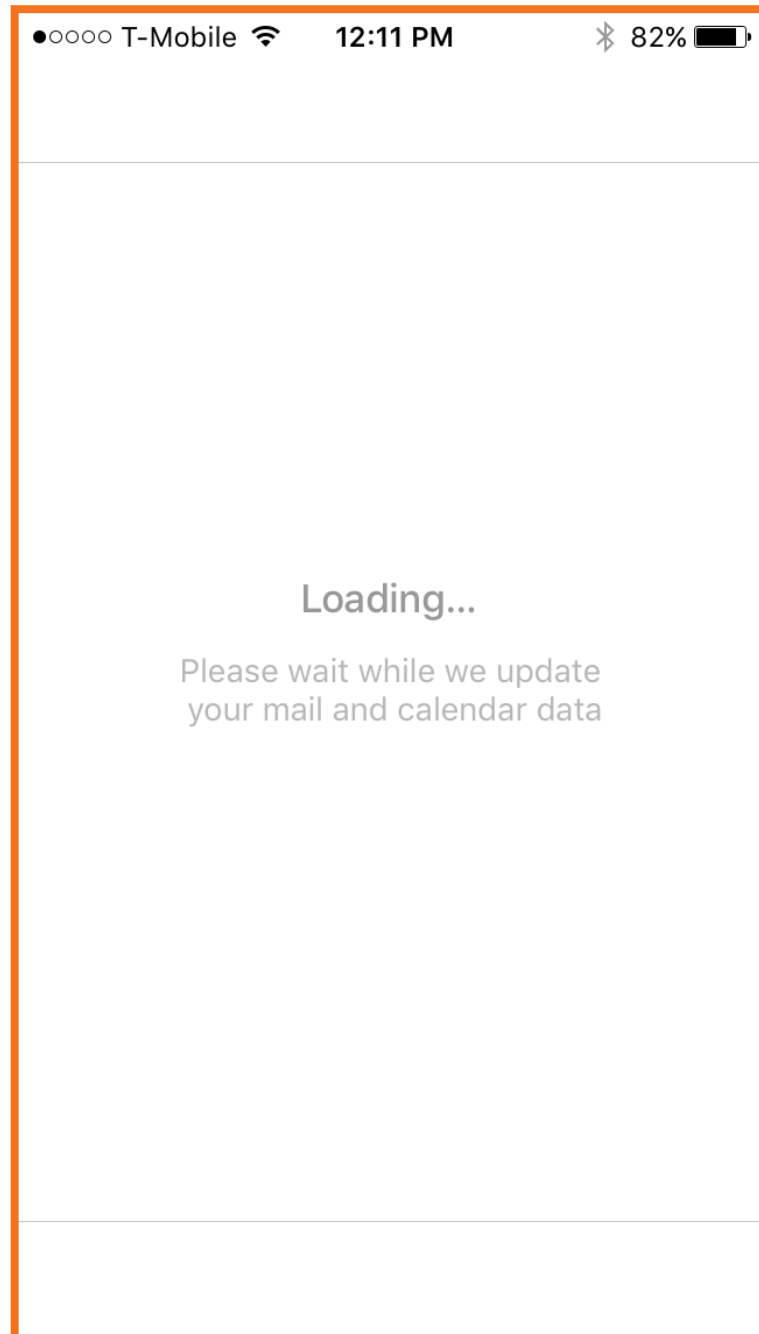
7. You may be prompted to add another account.
8. Select **Maybe Later** if you do not want to add another mailbox.  
Select **Let's Do It** if you'd like to add another mailbox.



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.



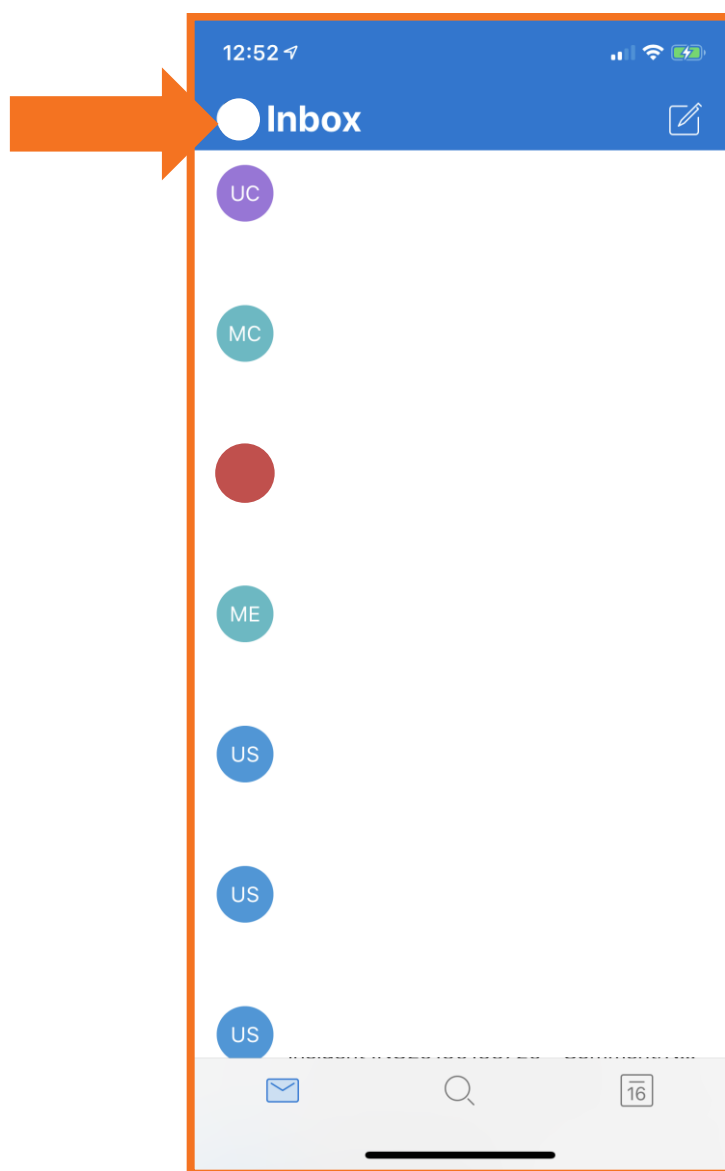


## Syncing Your Outlook Contacts to Your iOS Device

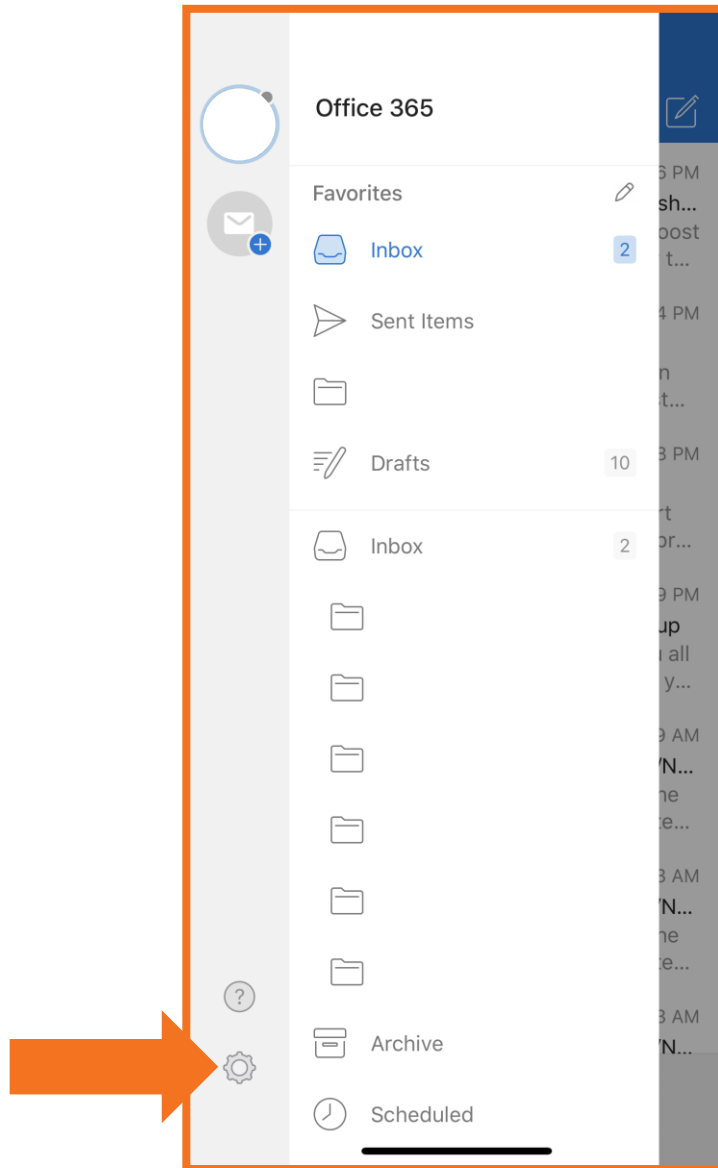
### Sync Your Contacts

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.

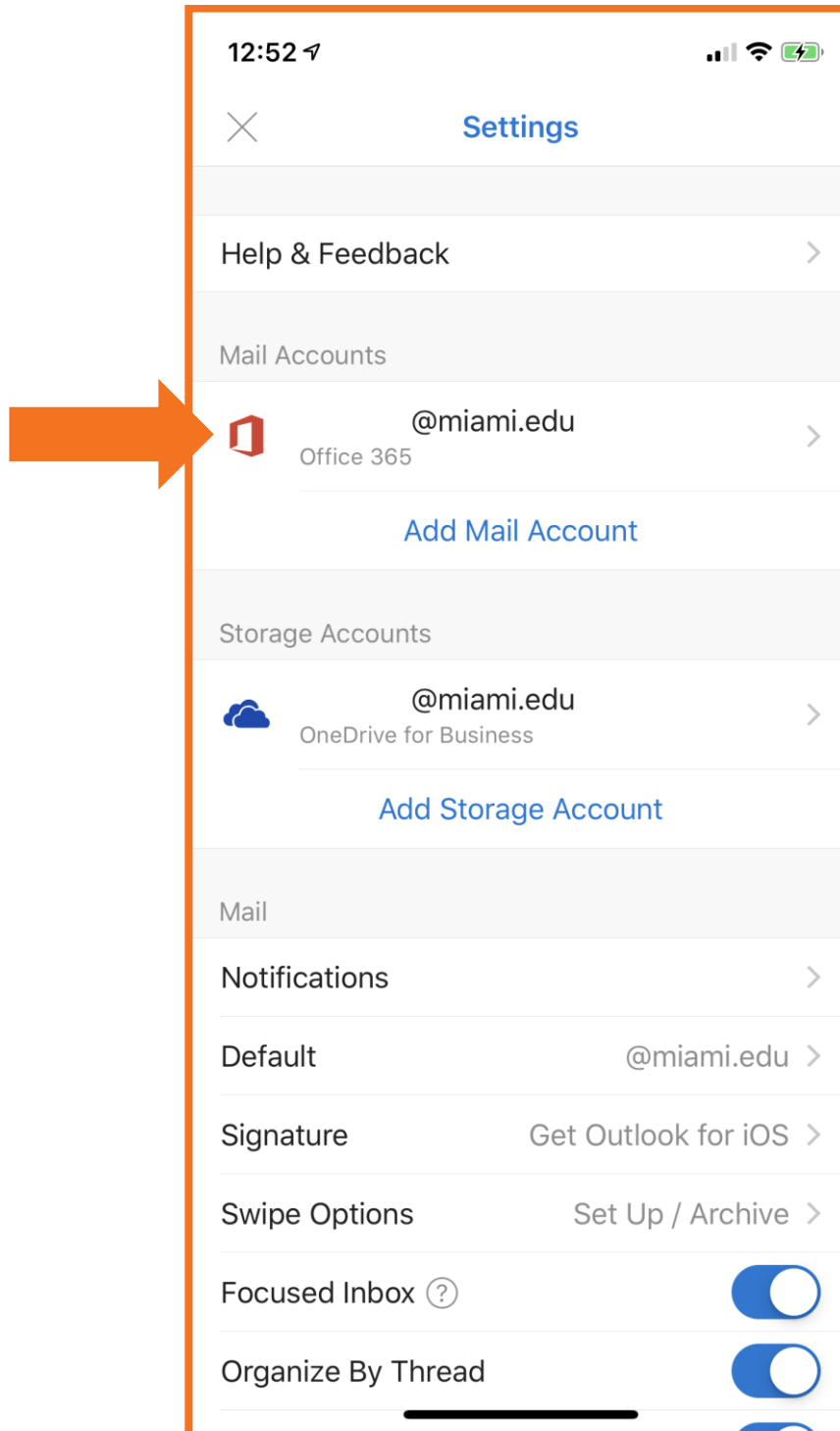
1. Open the Outlook app.
2. Tap your picture or the circle in the upper left-hand corner.



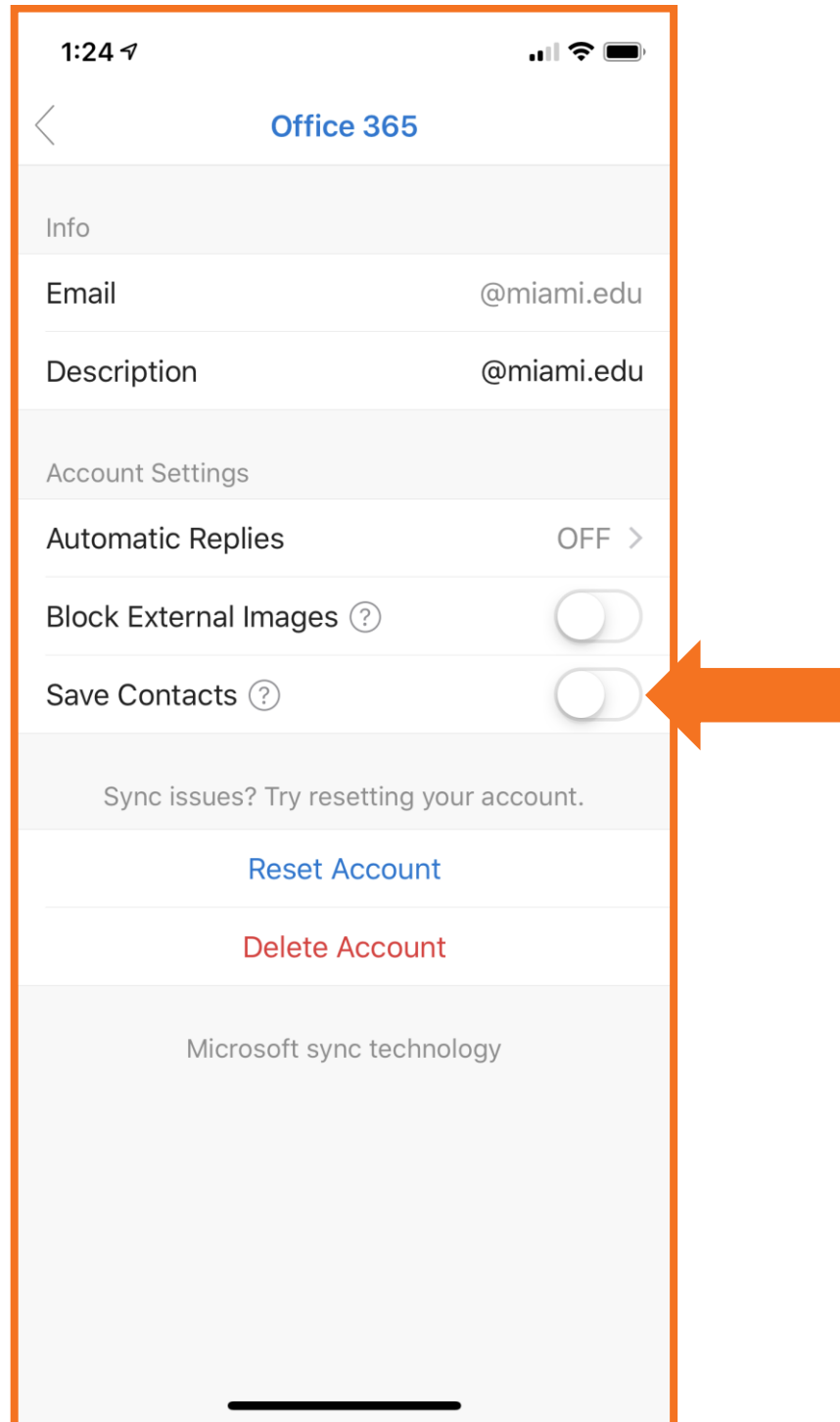
3. Tap the **gear icon** in the bottom left corner.



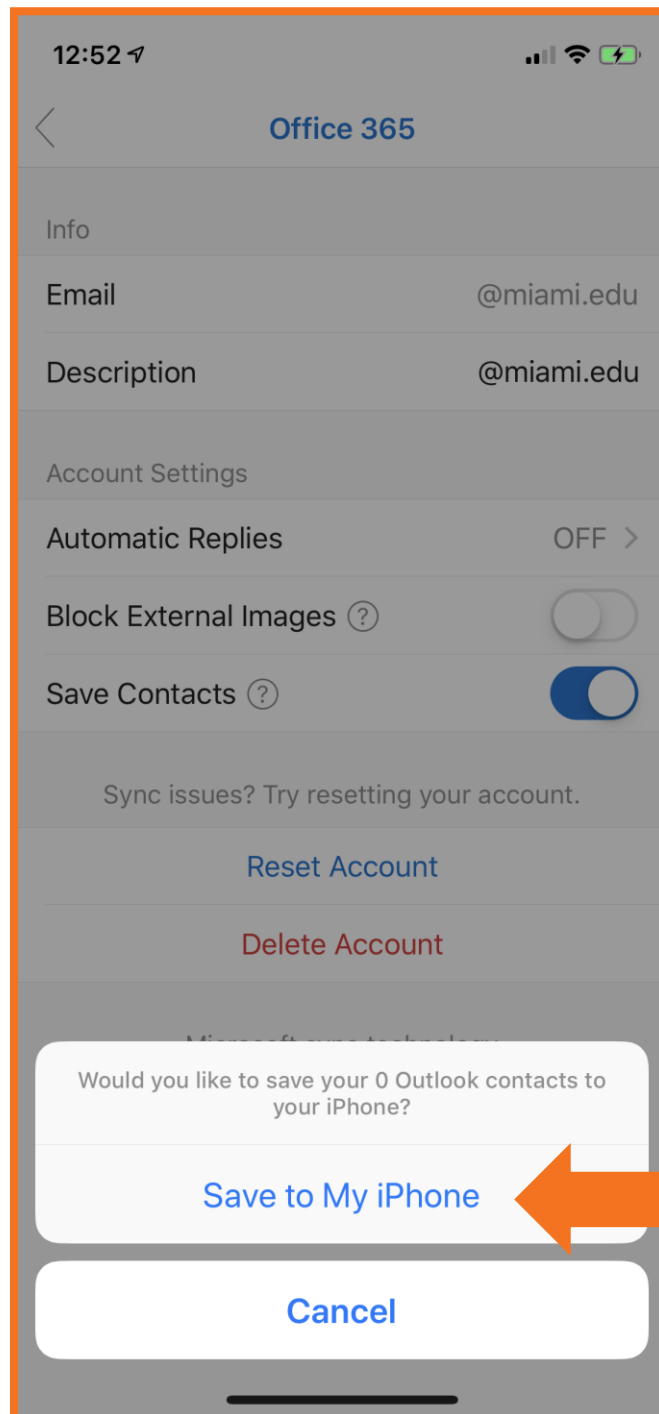
4. On the settings page that appears, select your account in the Mail Accounts section.



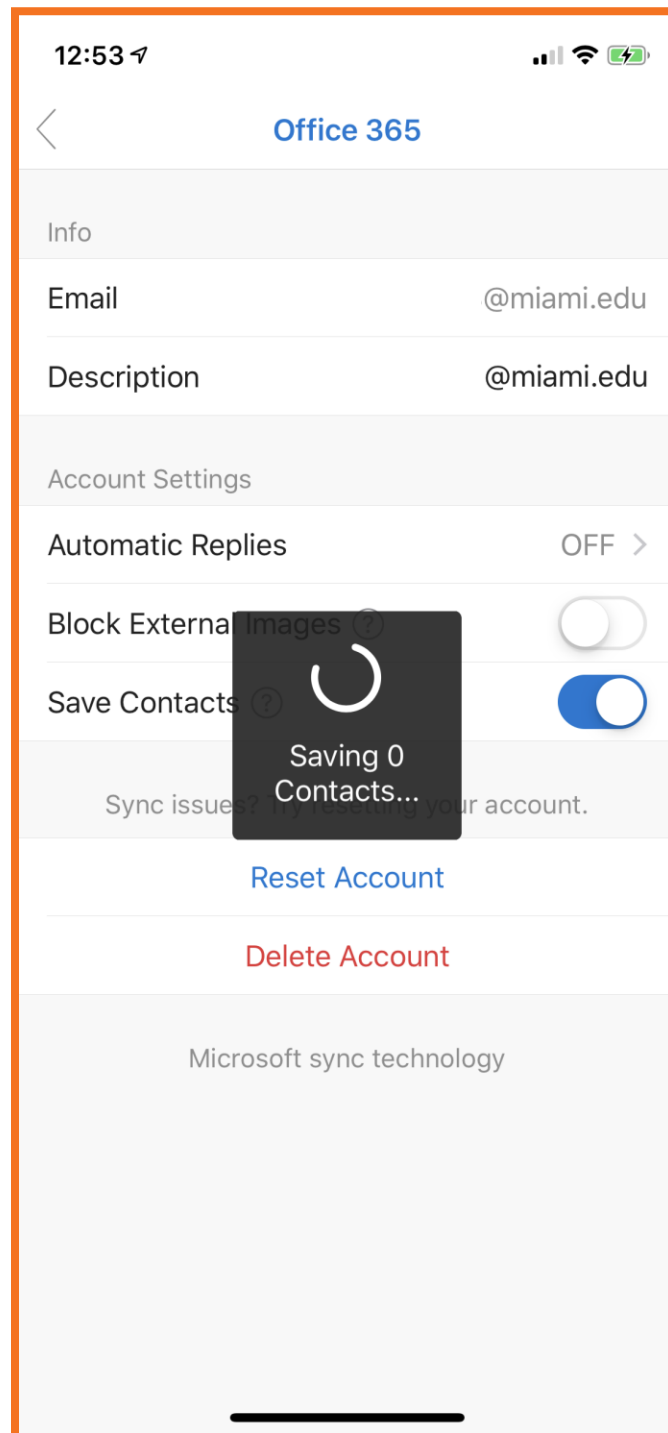
5. Scroll down and tap the switch to the right of **Save Contacts**.



6. As message will appear asking if you would like to save your Outlook contacts to your iPhone. Tap **Save to my iPhone**.

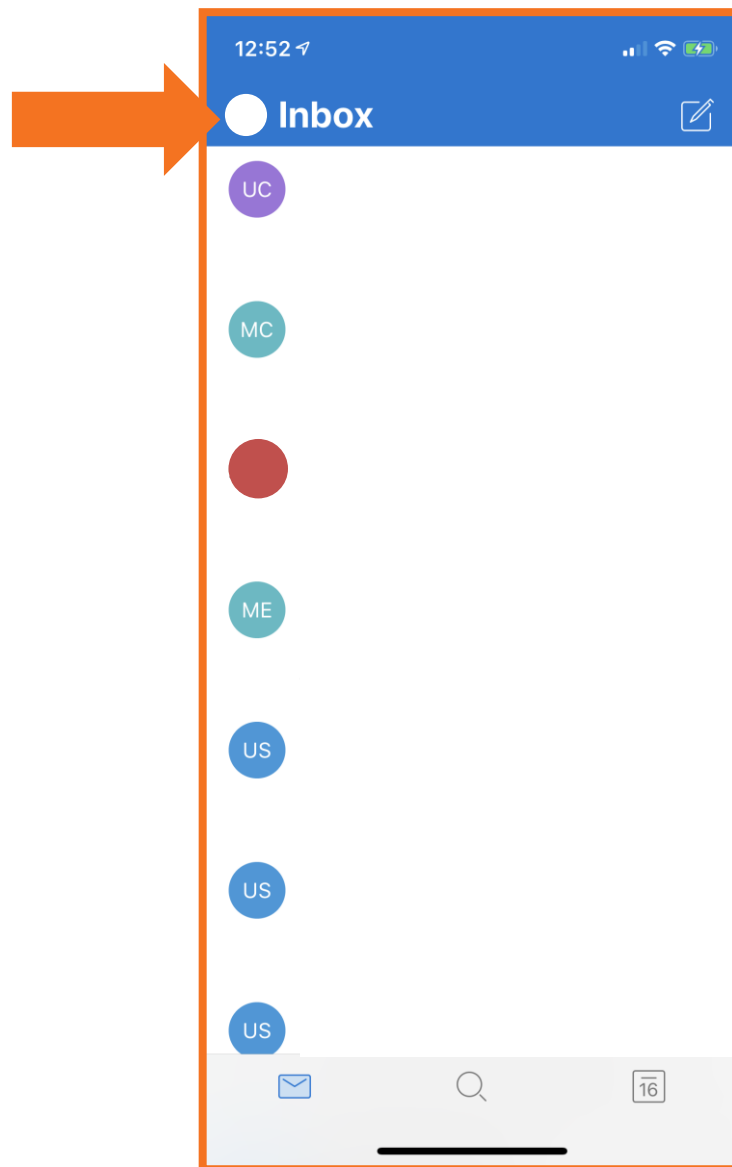


7. Your contacts will start syncing. The “Saving # contacts” message will go away when it’s finished syncing.

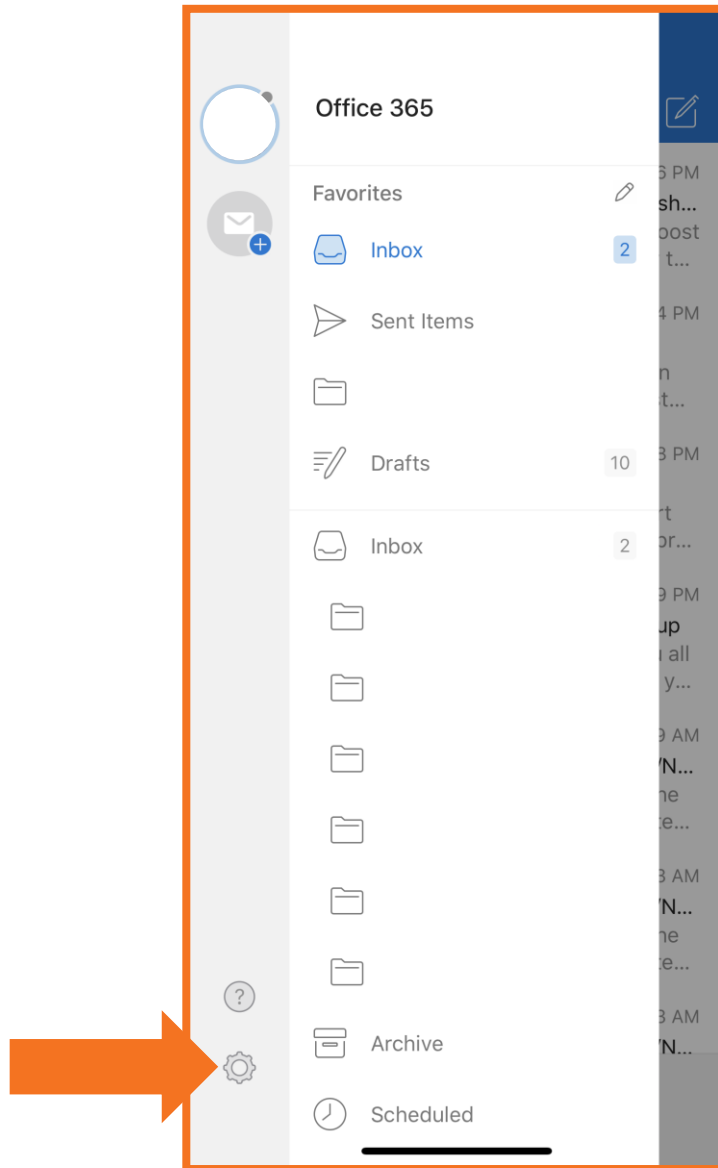


## Stop Syncing Your Contacts

1. Open the Outlook app.
2. Tap your picture or the circle in the upper left-hand corner.

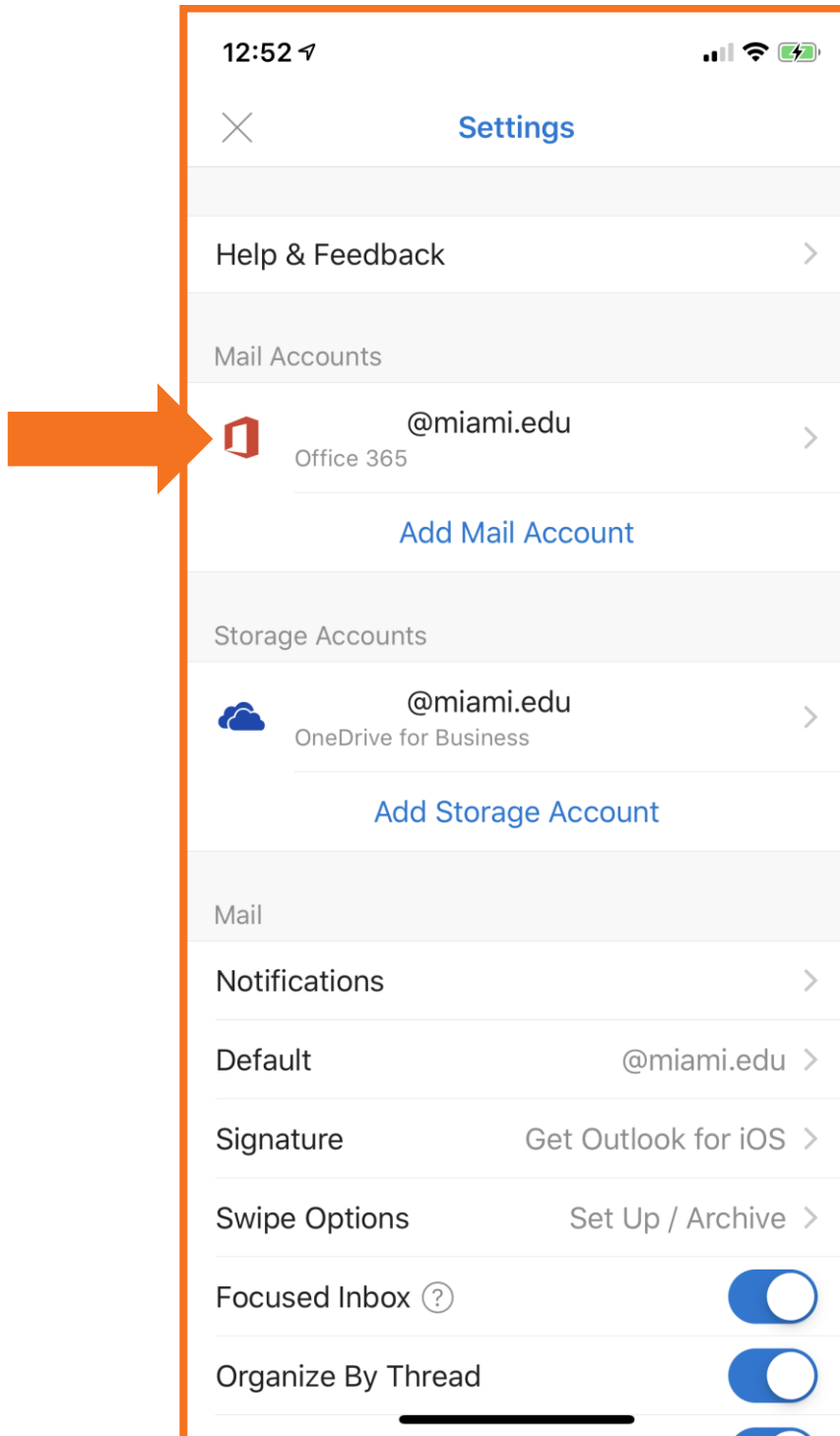


3. Tap the **gear icon** in the bottom left corner.

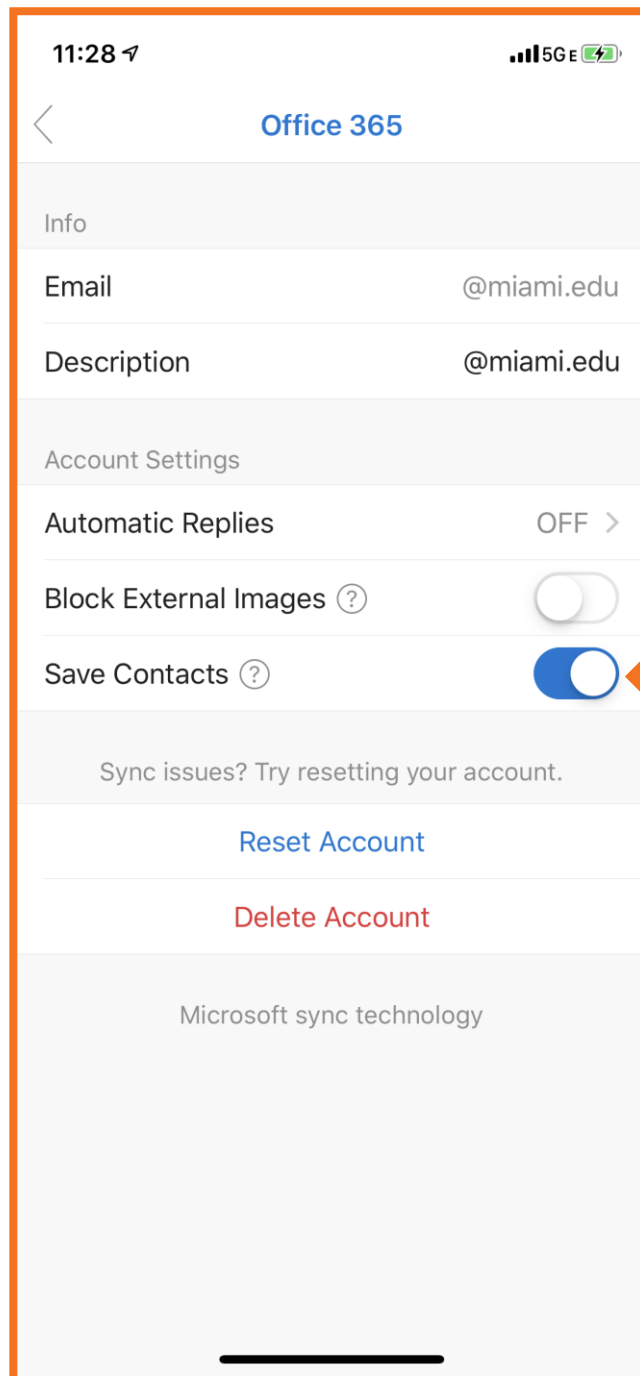




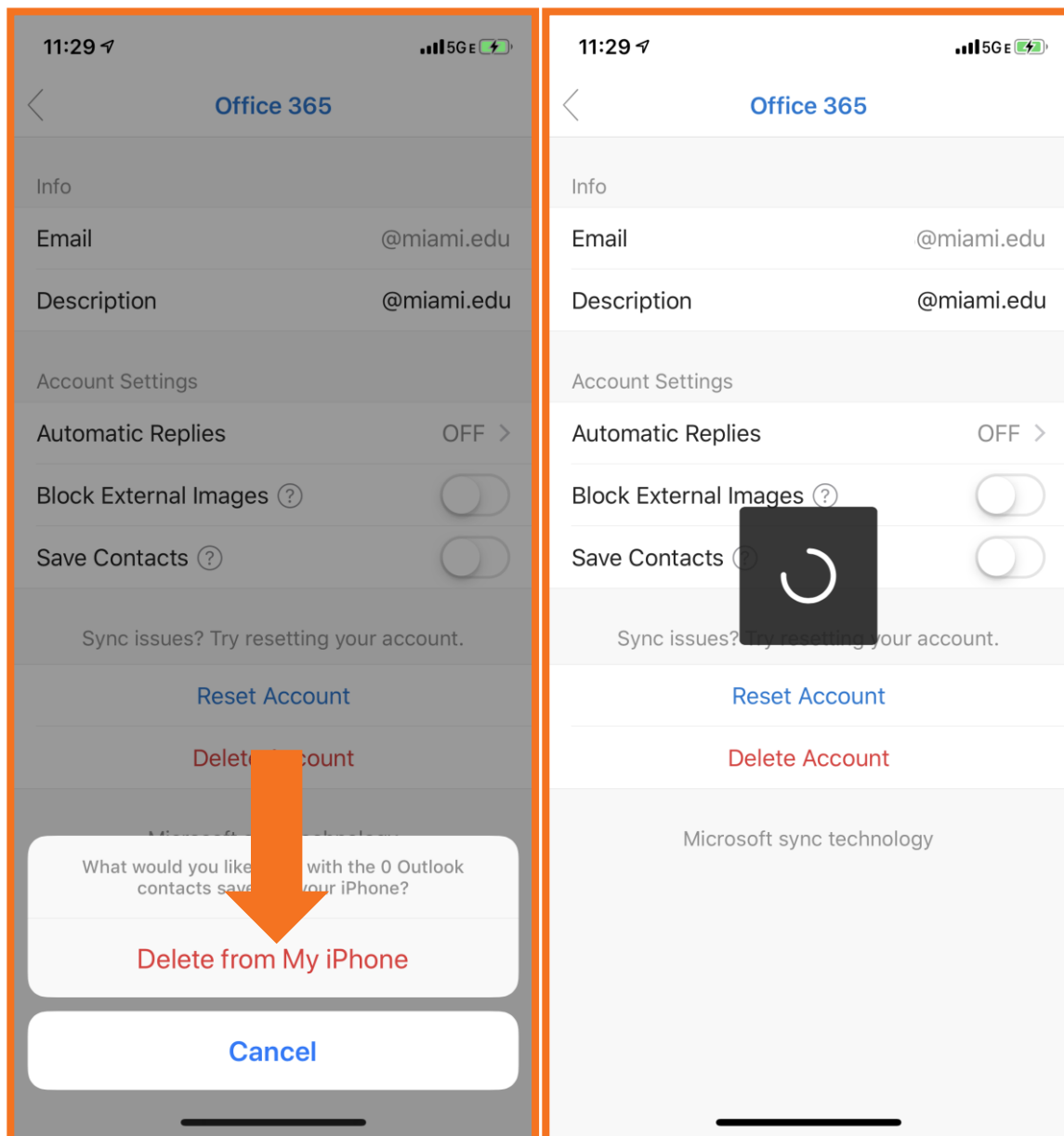
4. On the settings page that appears, select your account in the Mail Accounts section.



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.



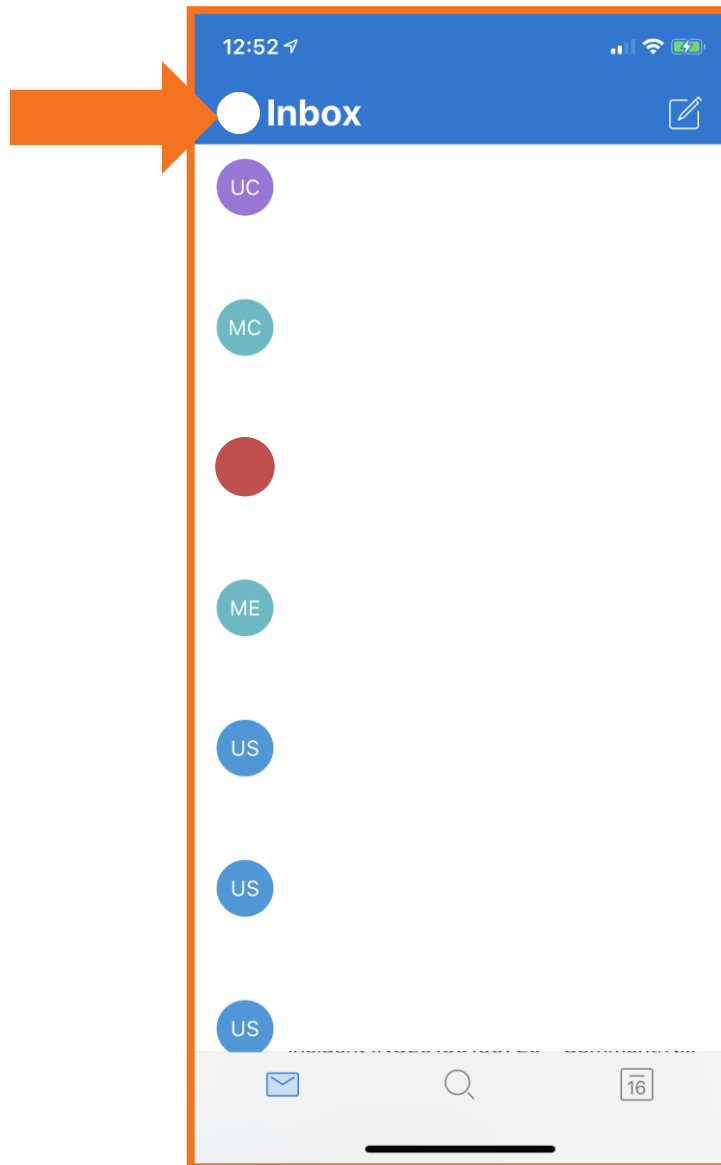
6. A message will appear informing you it will delete the contacts that were copied from your account to the Contacts app. Tap **Delete from My iPhone**.
7. When the busy screen has disappeared, your contacts have been removed.



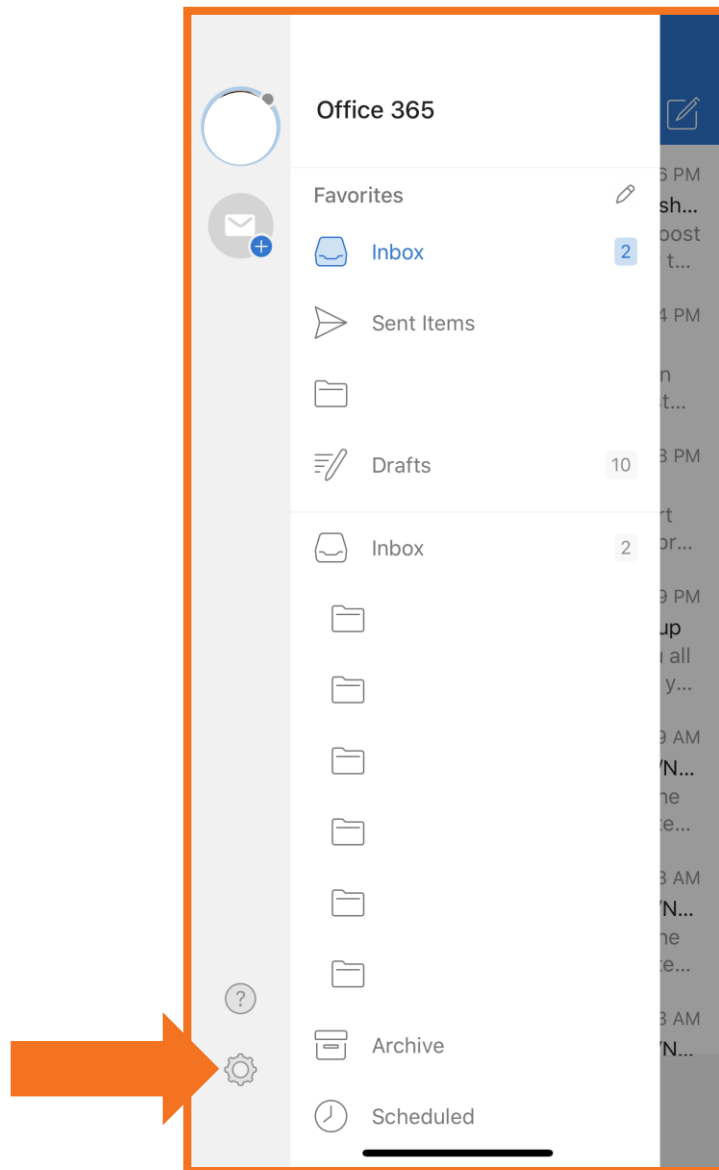
## Delete an Account

---

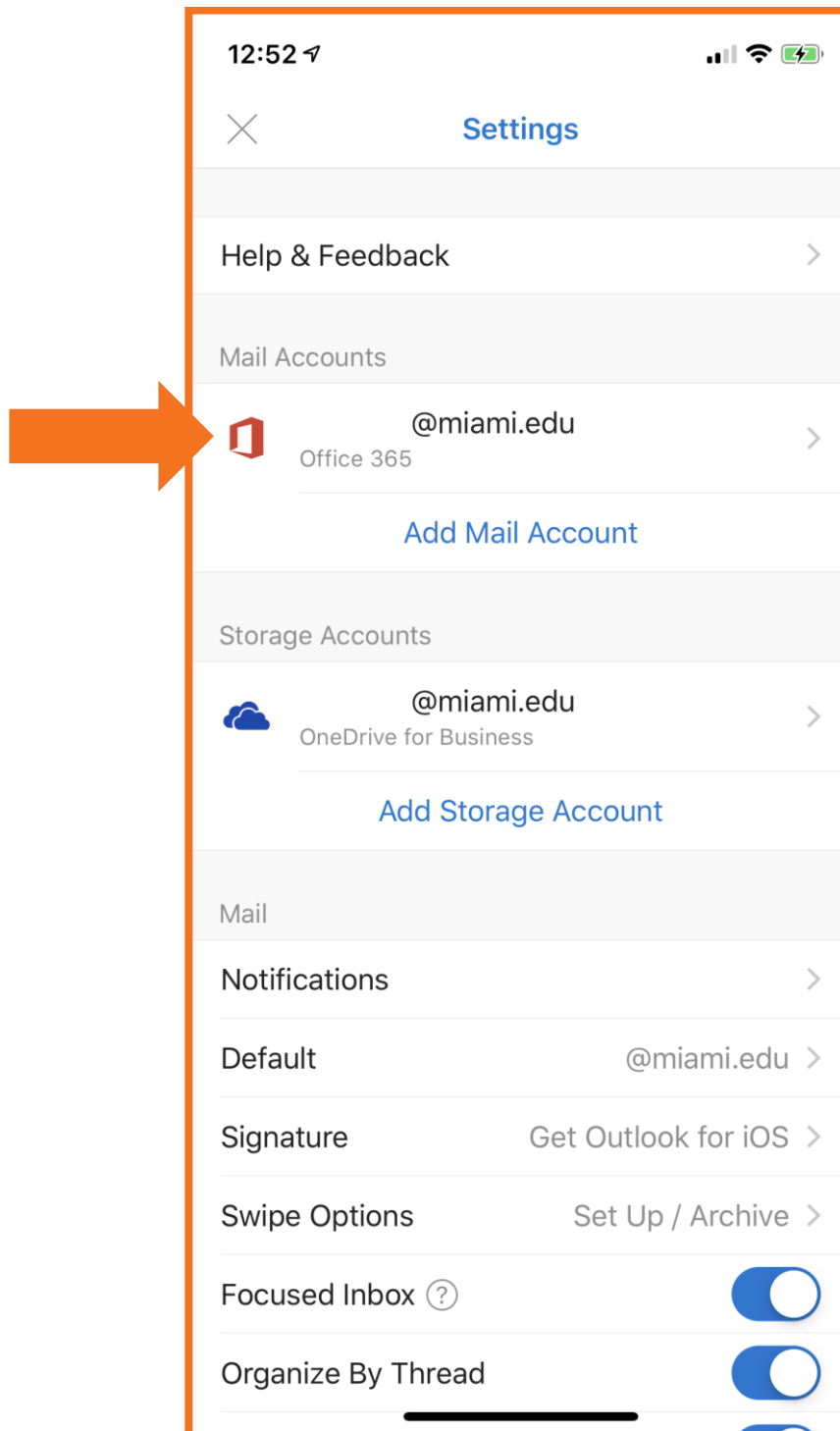
1. Open the Outlook app.
2. Tap your picture or the circle in the upper left-hand corner.



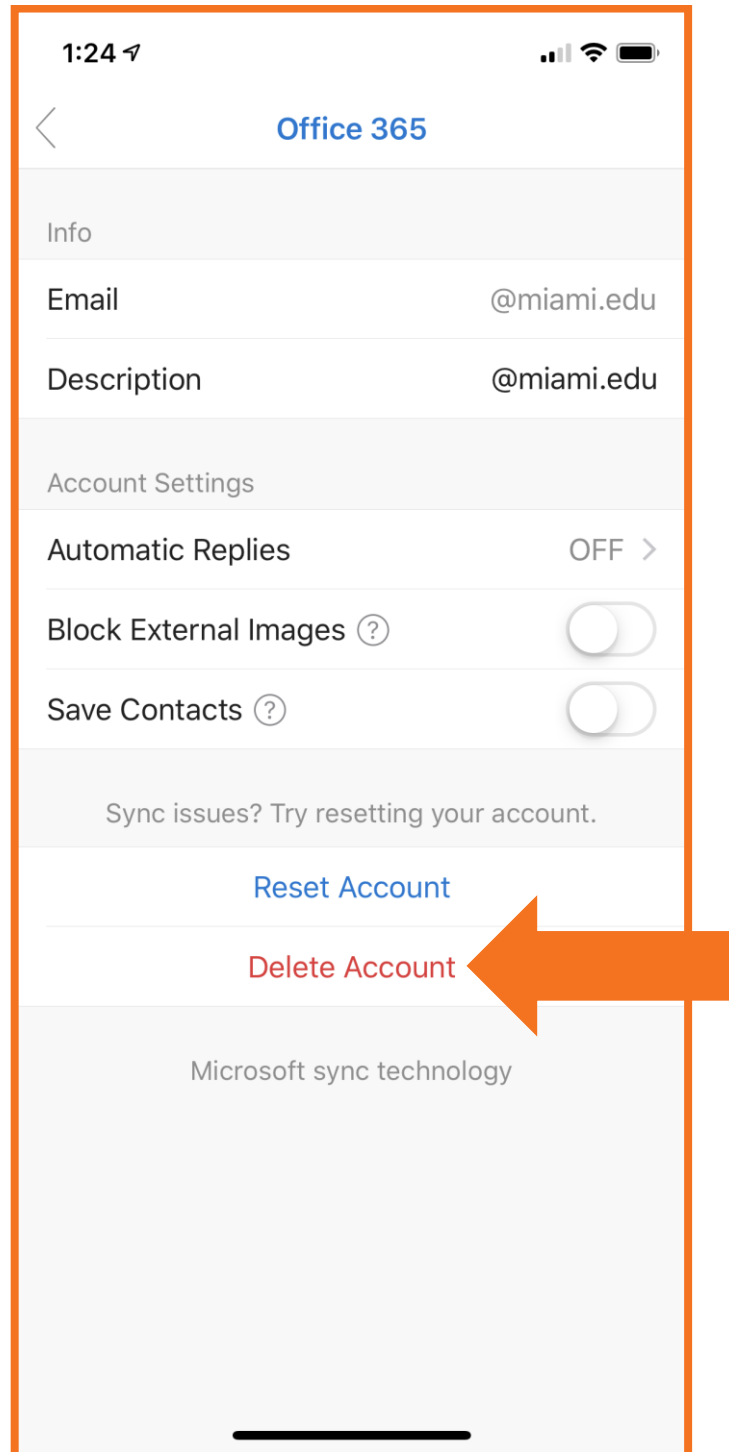
3. Tap the **gear icon** in the bottom left corner.



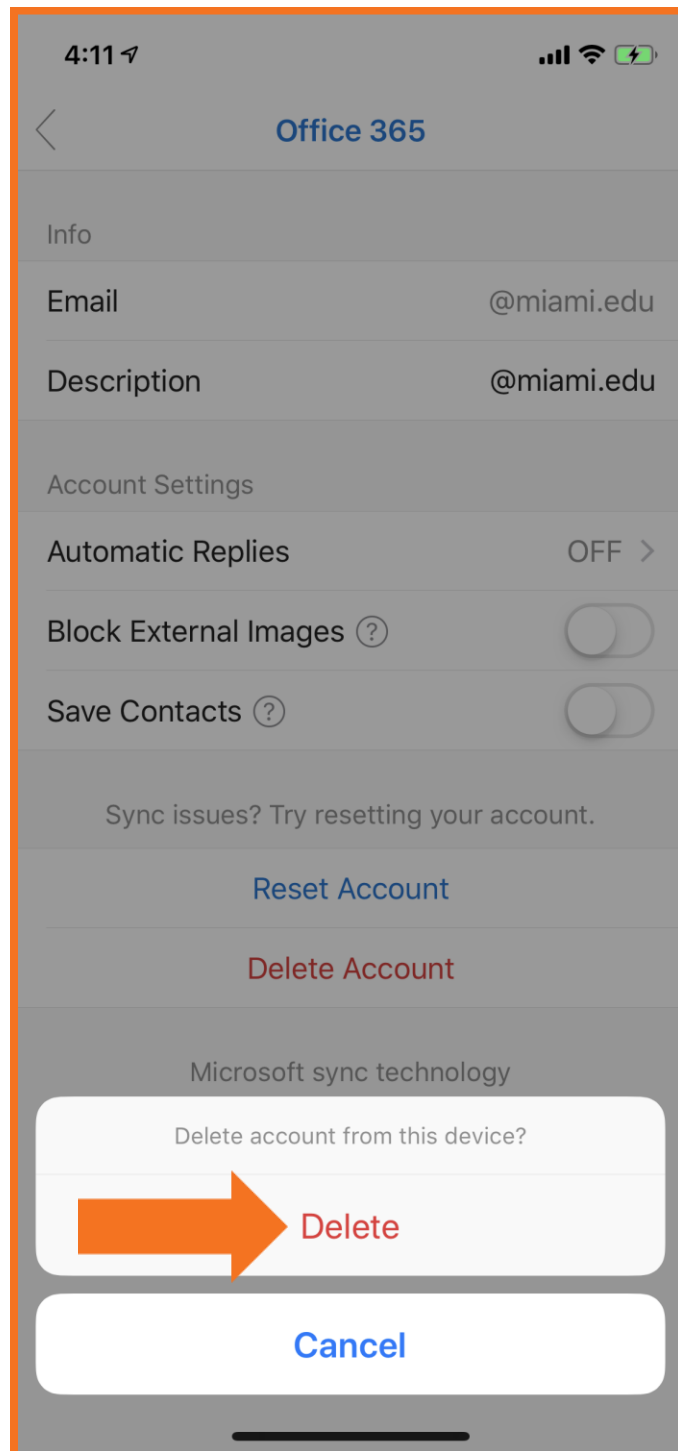
4. On the settings page that appears, select your account in the Mail Accounts section.



5. Scroll down and tap **Delete Account**.



6. Select **Delete** from the message that appears.



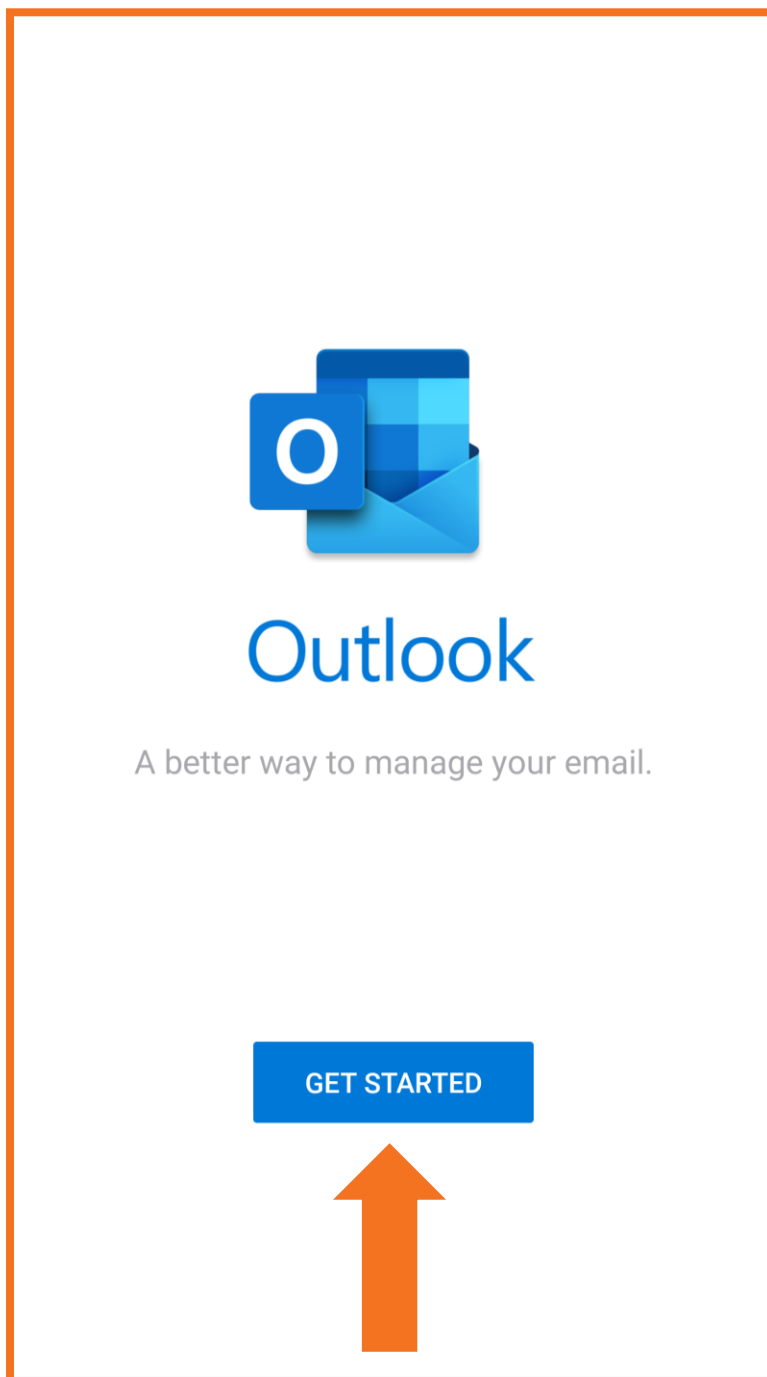


## Shared Mailboxes

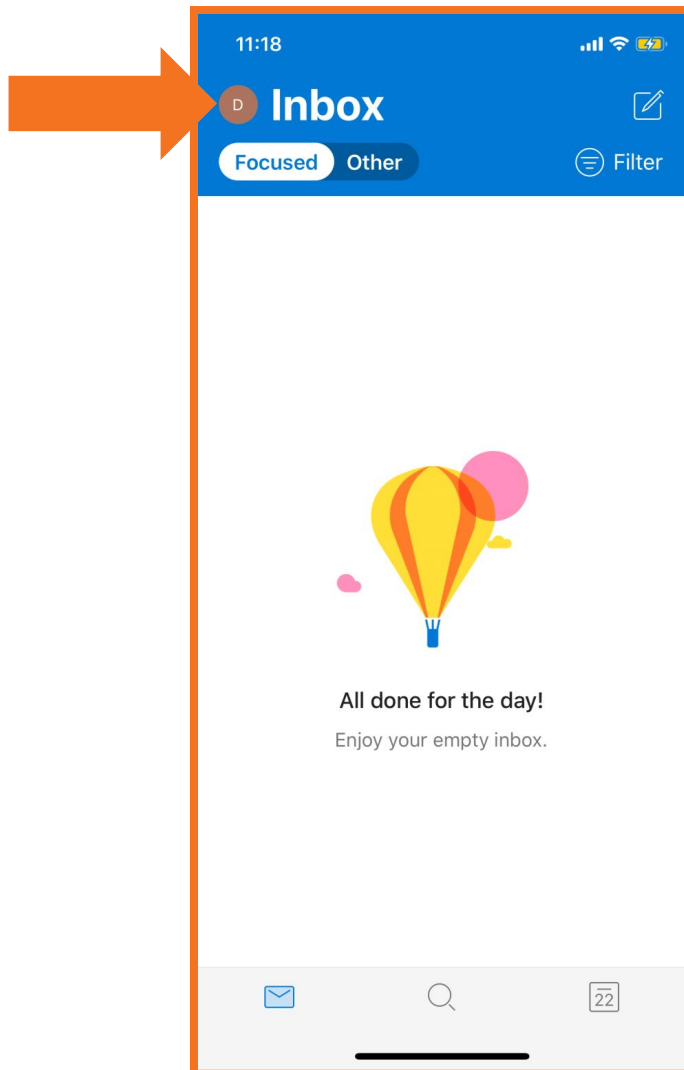
---

### Adding a Shared Mailbox

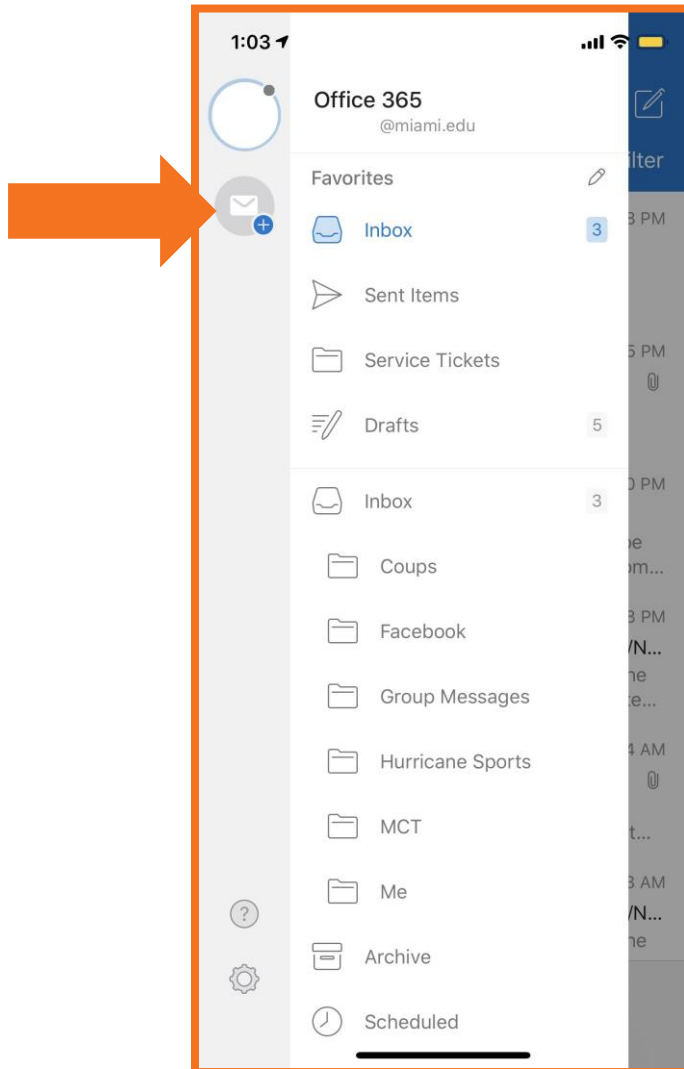
1. Open the Microsoft Outlook app on your phone
2. If this is your first time using the app, tap **Get Started** and skip to step 8.



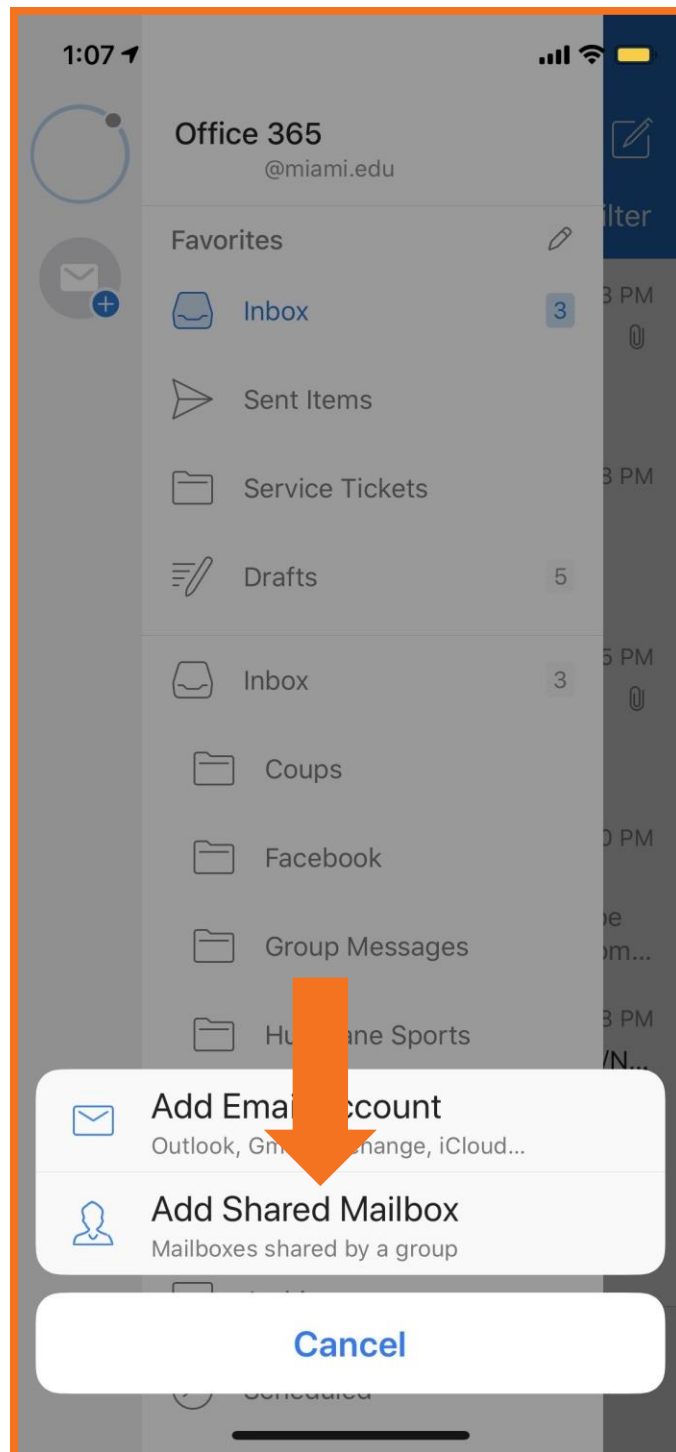
3. Tap the **circle icon** in the upper-left corner of the window next to **Inbox**.



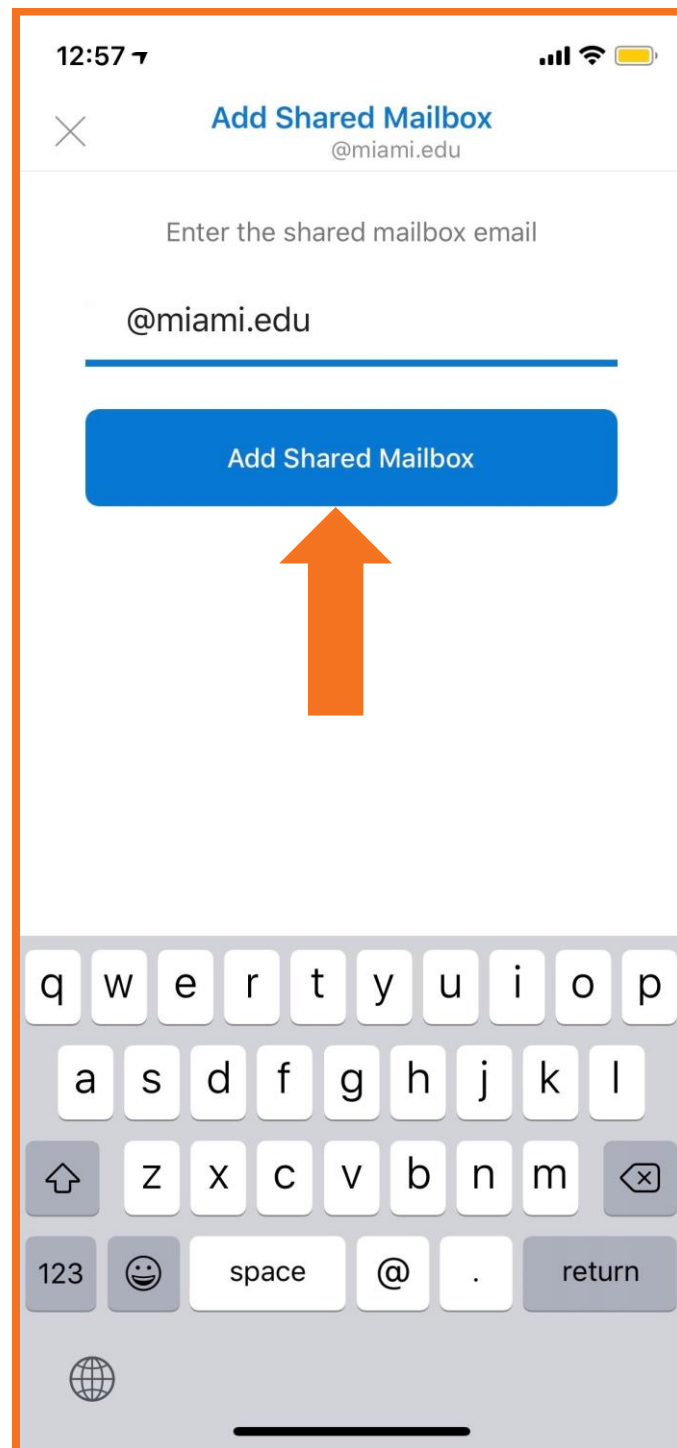
4. Tap the **envelope with a plus icon** from the pane that appears.



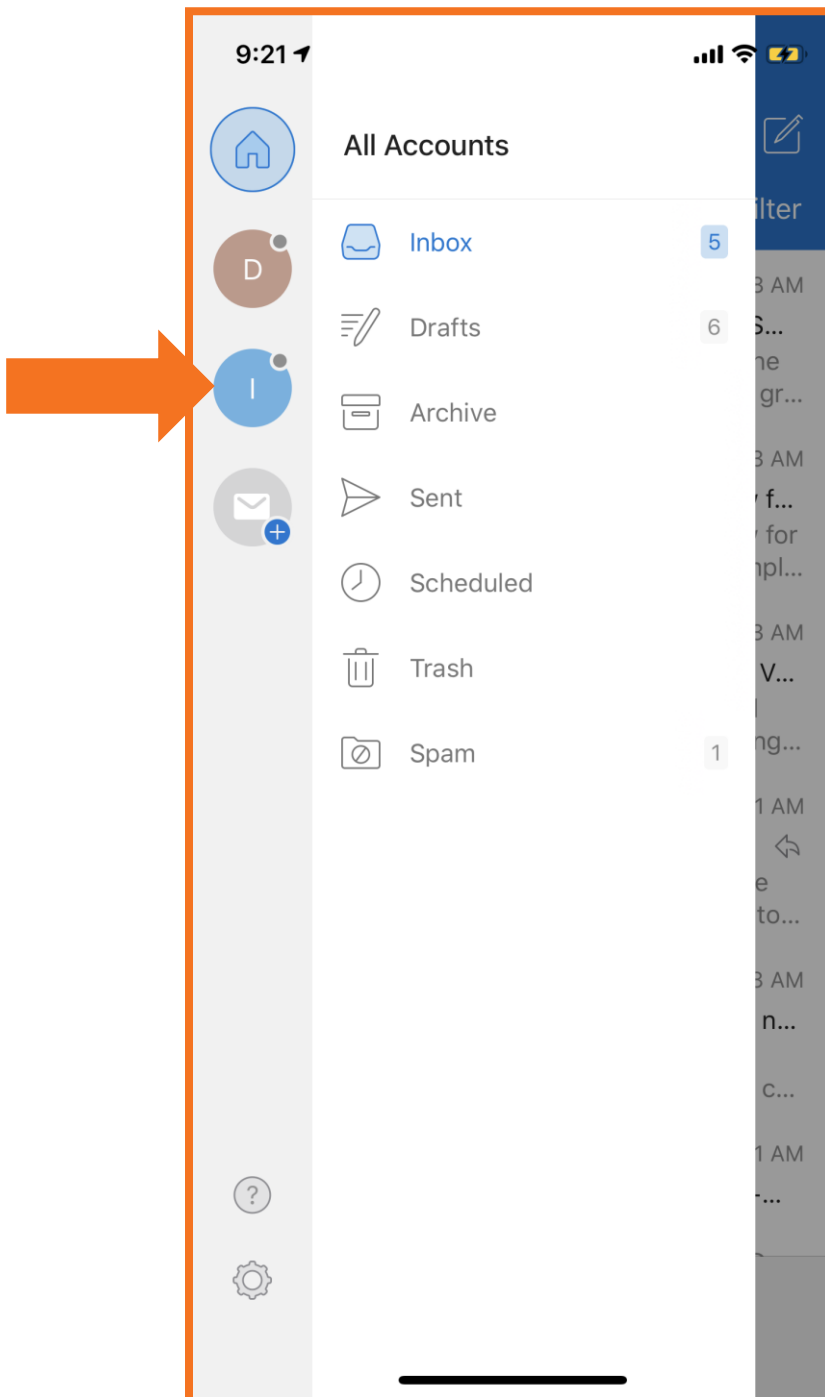
5. Tap Add a Shared Mailbox.



6. Enter the shared mailbox's email address in the window that appears
7. Tap Add Shared Mailbox.

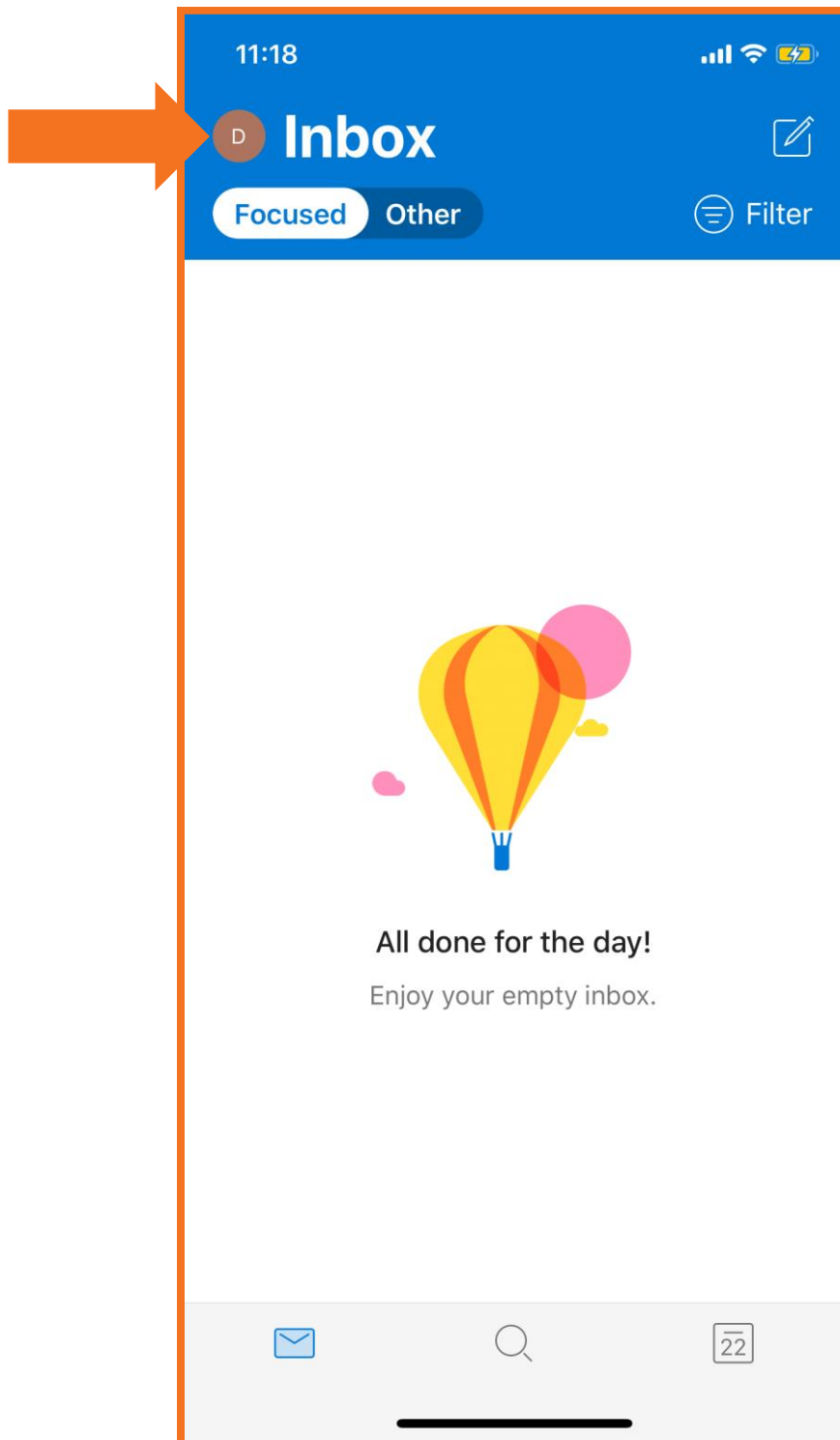


8. After the account setup process completes, the shared mailbox will display in your account list.

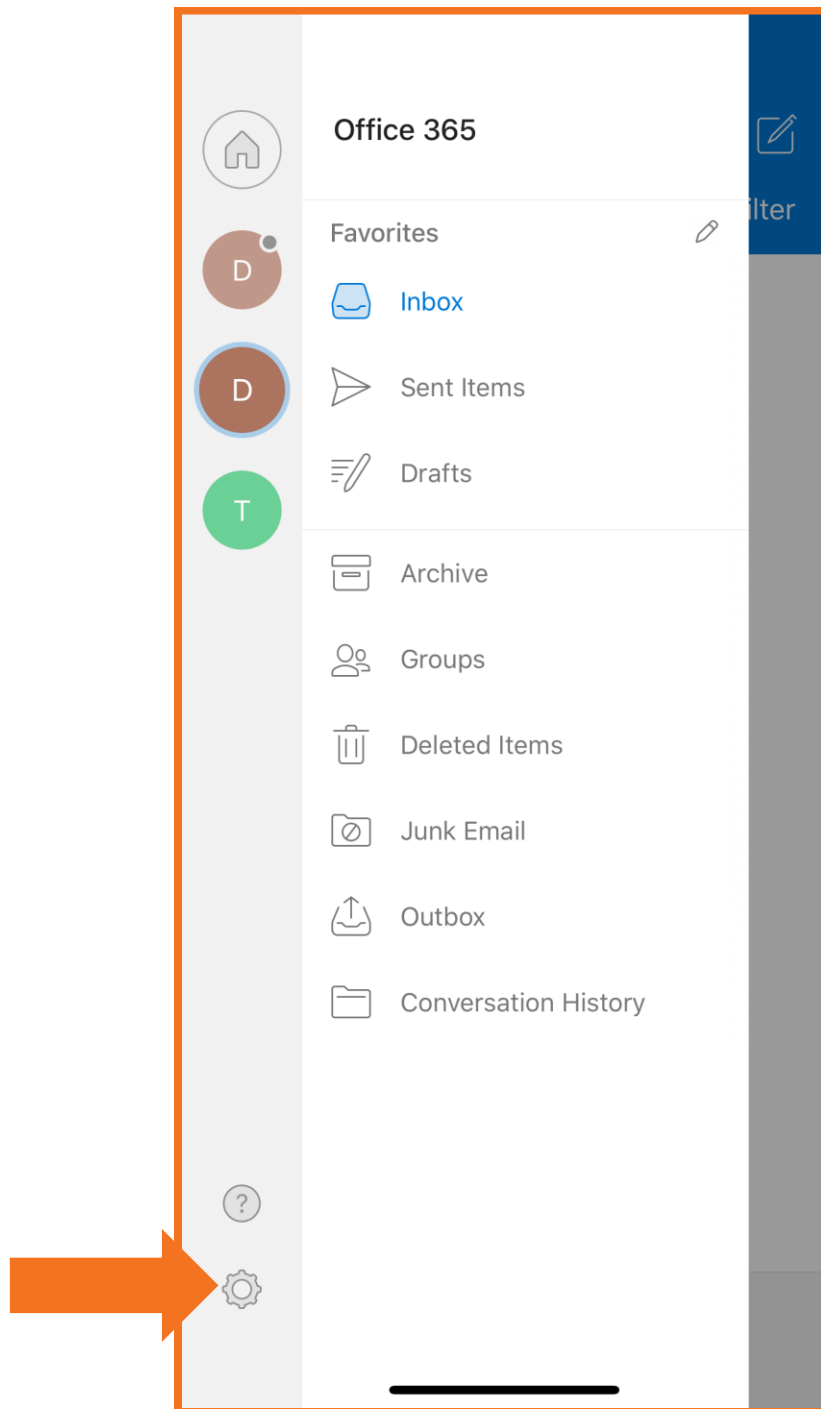


## Removing a Shared Mailbox

1. Tap the **circle icon** in the upper-left corner of the window.

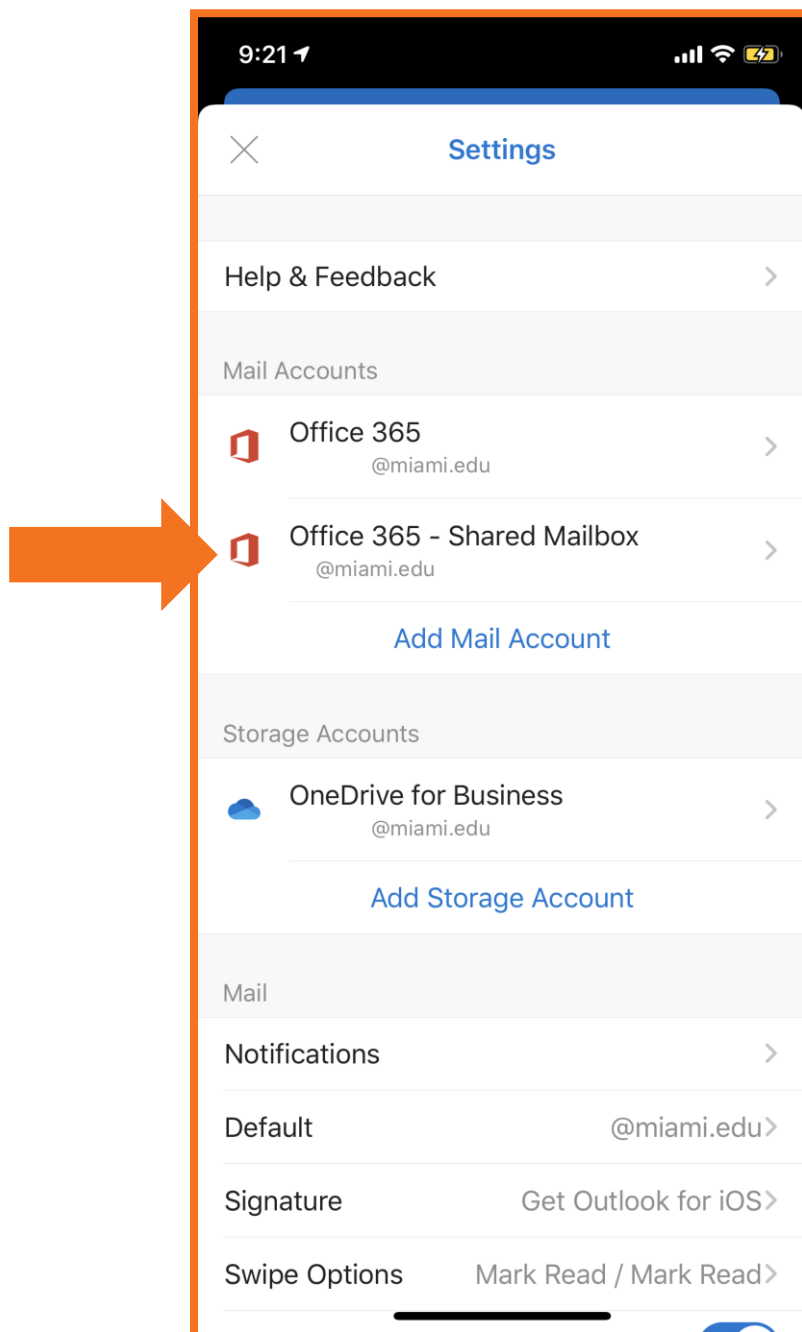


2. Tap the **gear icon** in the bottom left of the window.

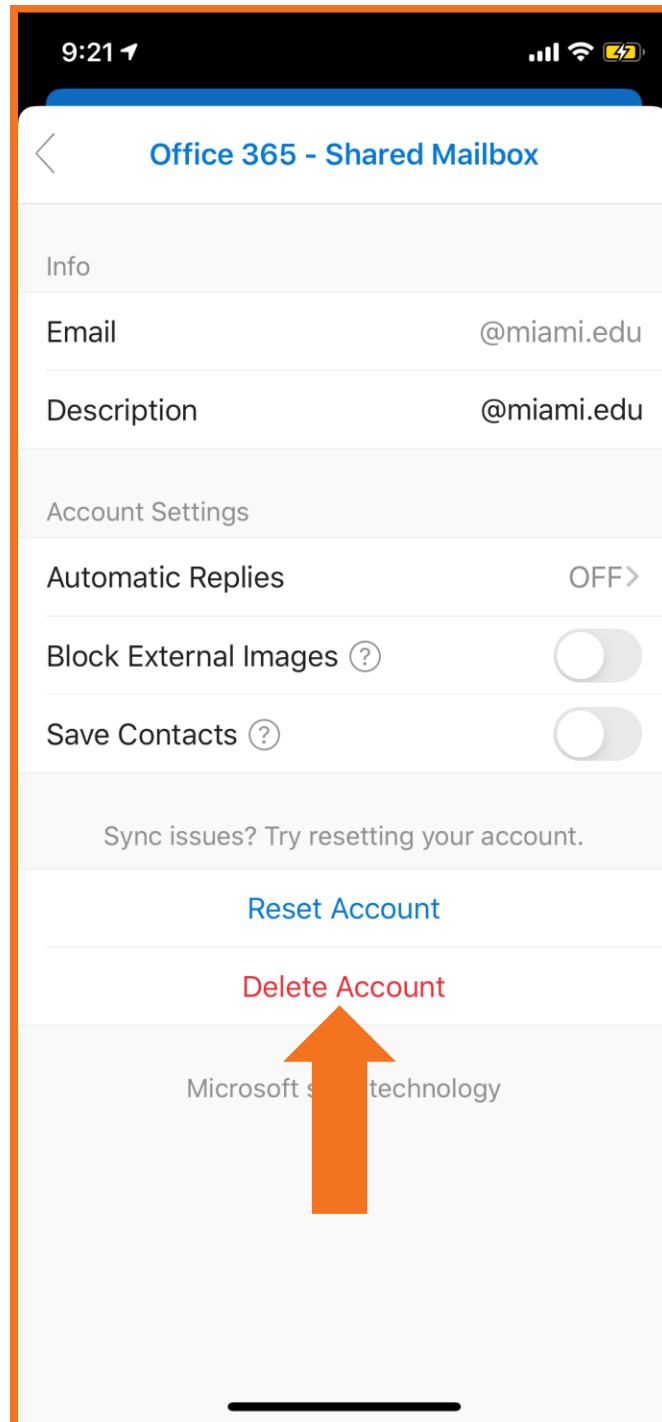




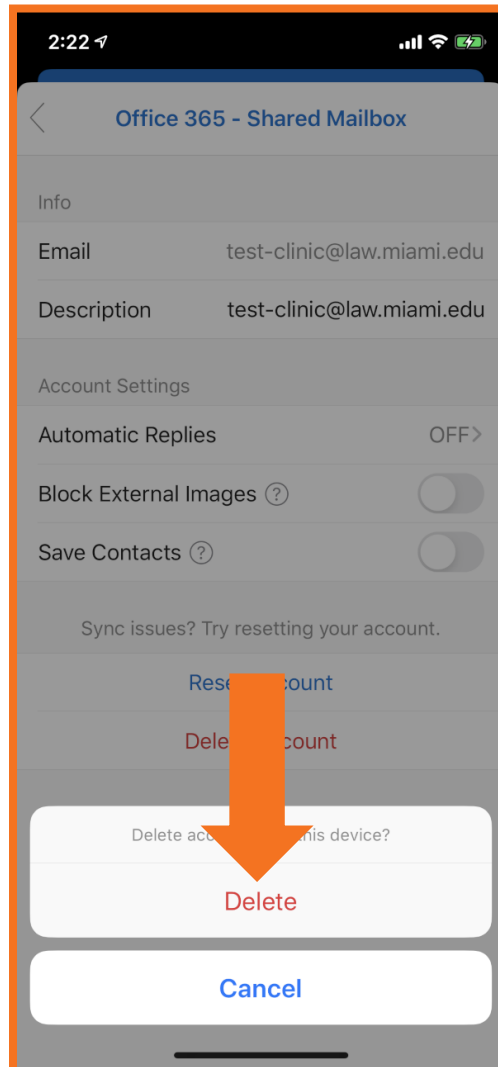
3. Tap the Shared Mailbox you would like to remove. Shared mailboxes will have the word “Shared Mailbox” to the right of the word Office 365 in the Mail Accounts list.



4. At the bottom of the screen, select **Delete Account**.



5. Tap Delete.

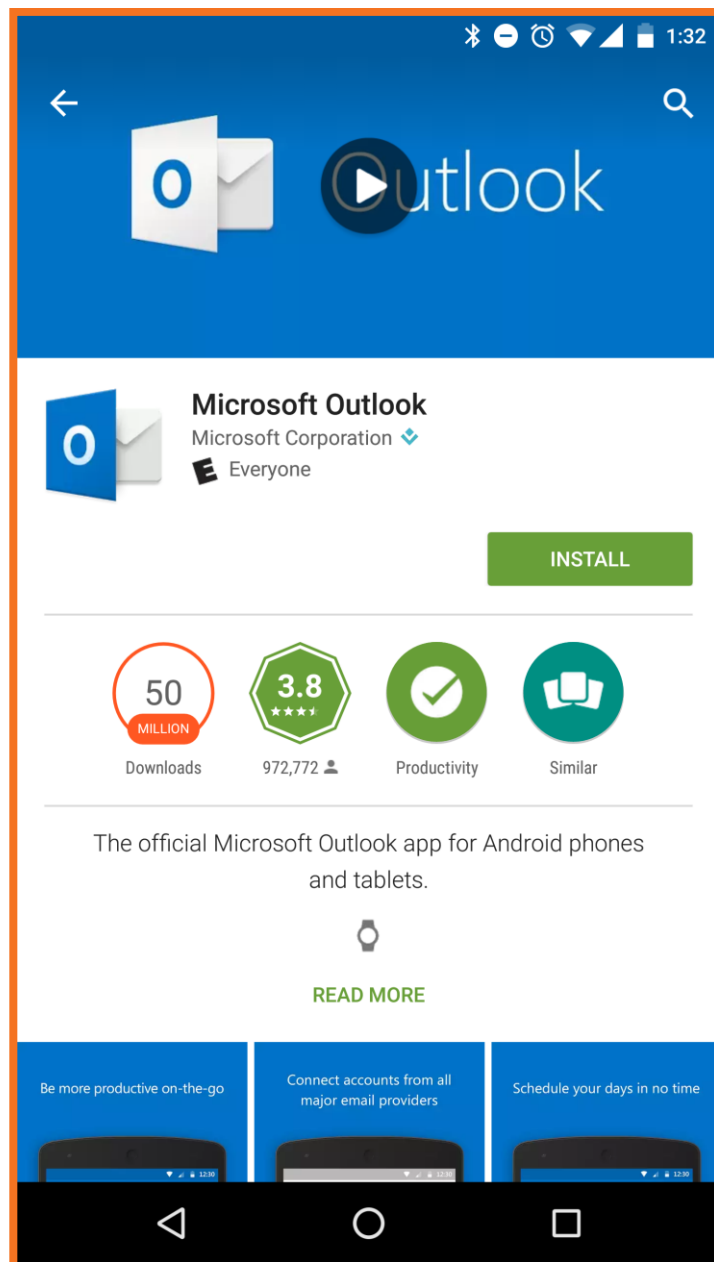


# Configuring Outlook Mobile - Android

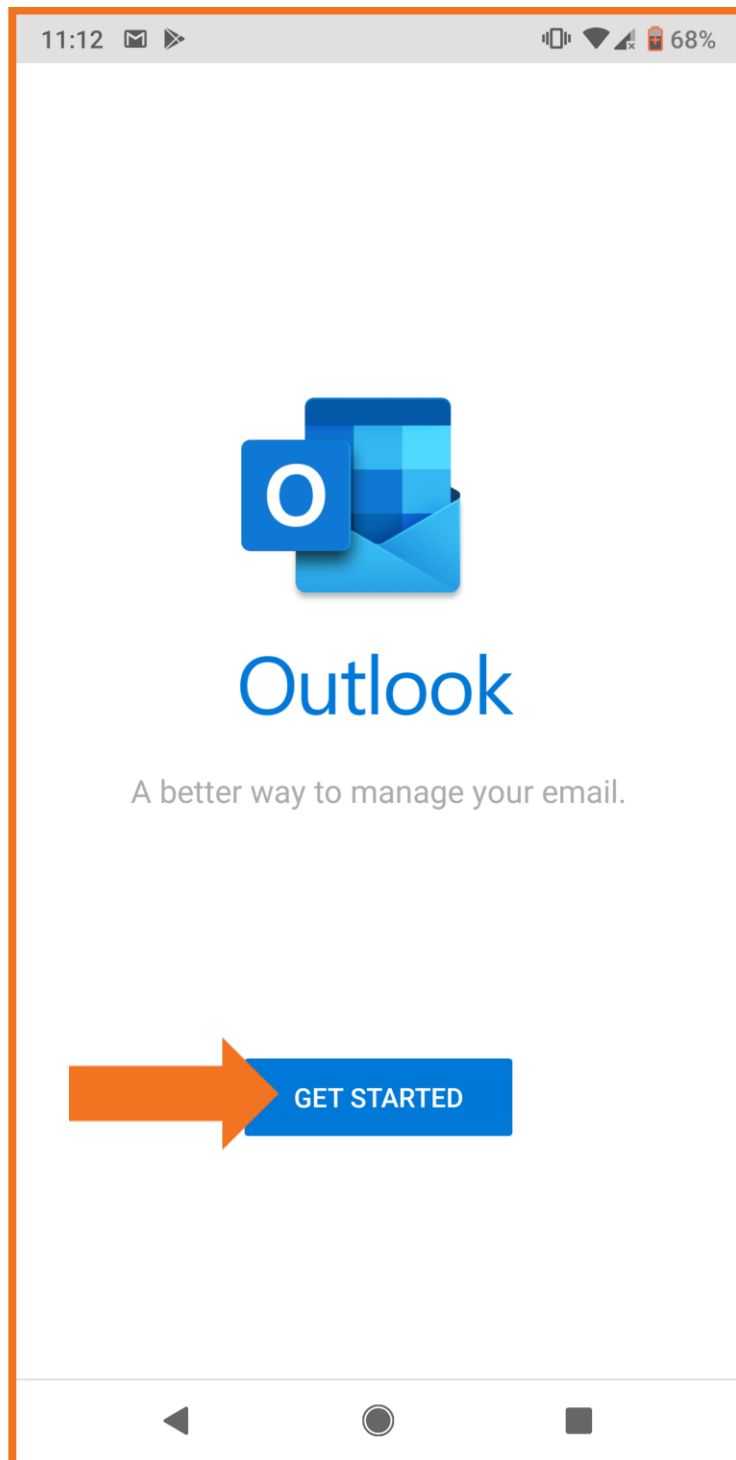
## Add an Account

*Note: You will be required to switch to a numeric PIN if you currently have a lock pattern or swipe combination set up on your Android device. Please review the [Mobile Device Security FAQs](#) and [Mobile Computing Device policy](#) for more information on mobile PINs and passcodes.*

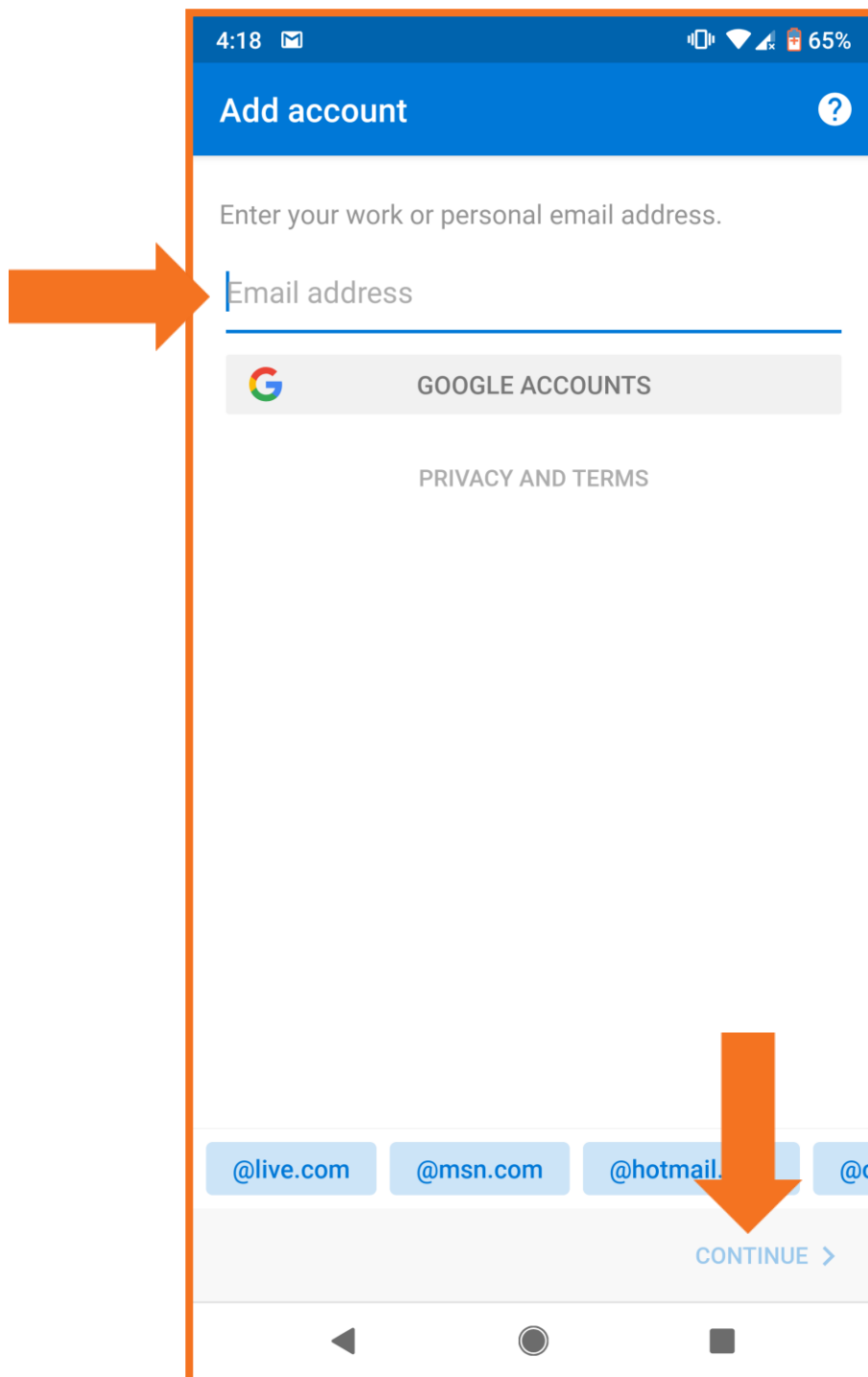
1. Download and install the Outlook for Android app from the Google Play Store.



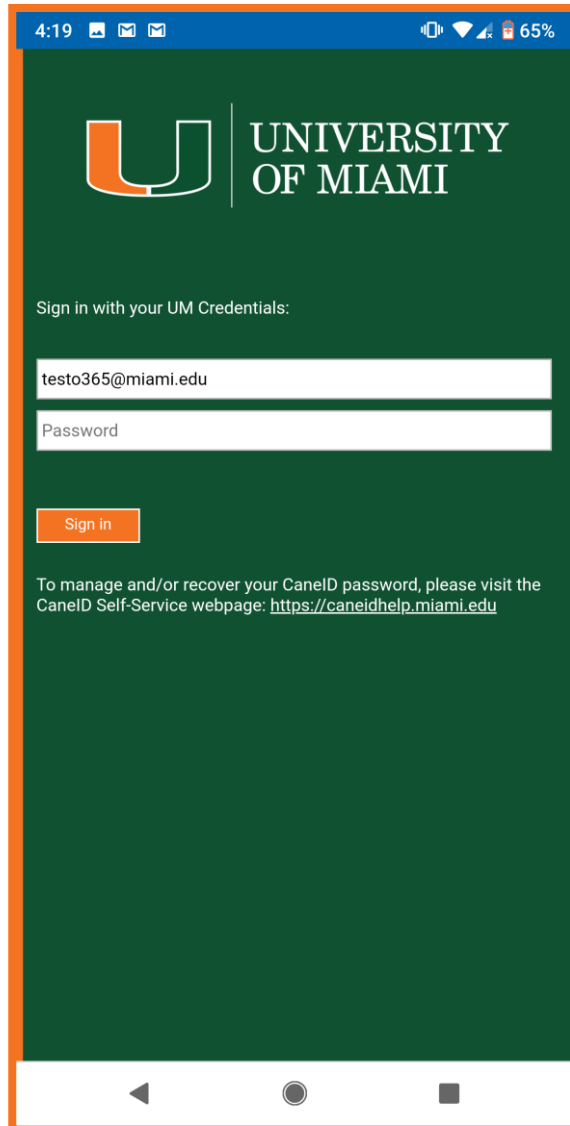
2. Open the app and press **Get Started**.




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 multi-factor authentication (MFA) prompt.



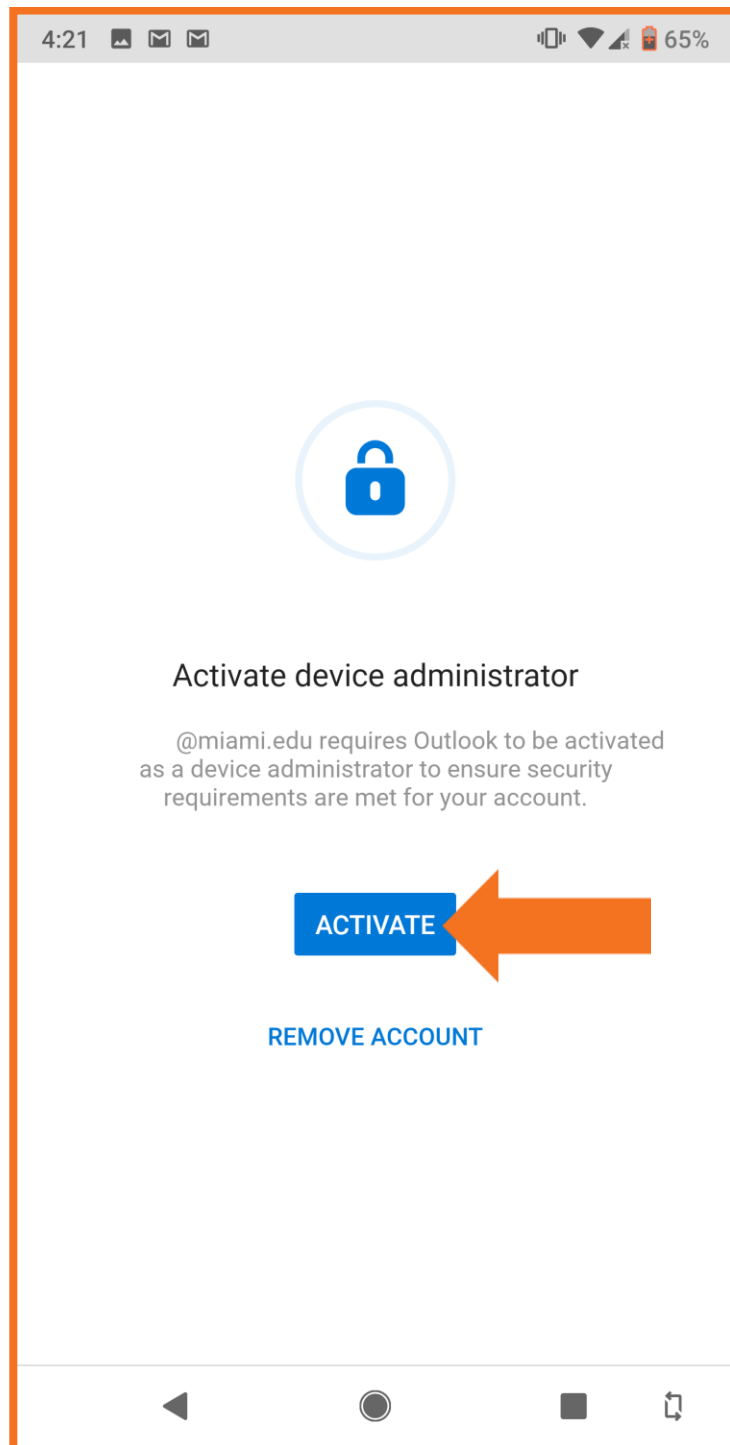
4:19 [Icons] 65%

 UNIVERSITY OF MIAMI

Sign in with your UM Credentials:

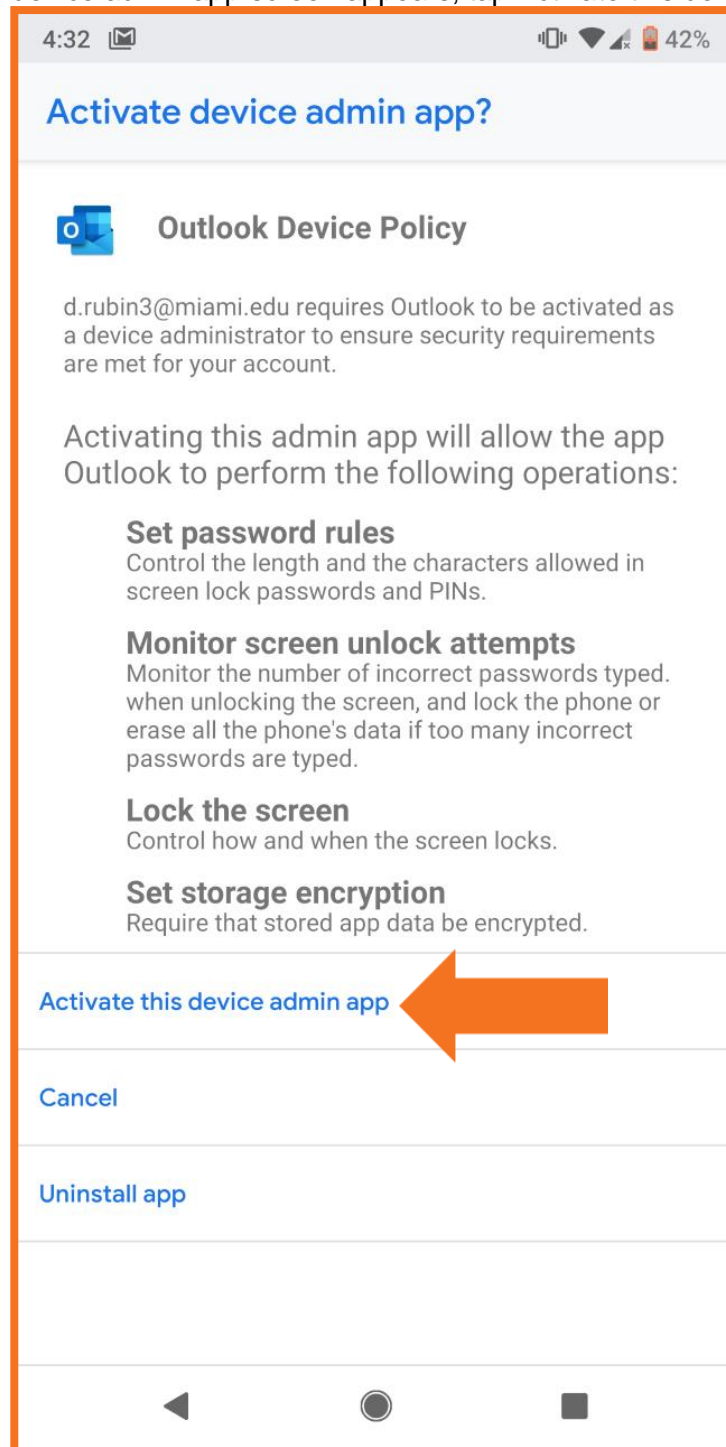
To manage and/or recover your CaneID password, please visit the CaneID Self-Service webpage: <https://caneidhelp.miami.edu>

7. If the Activate device administrator page appears, tap **Activate**.

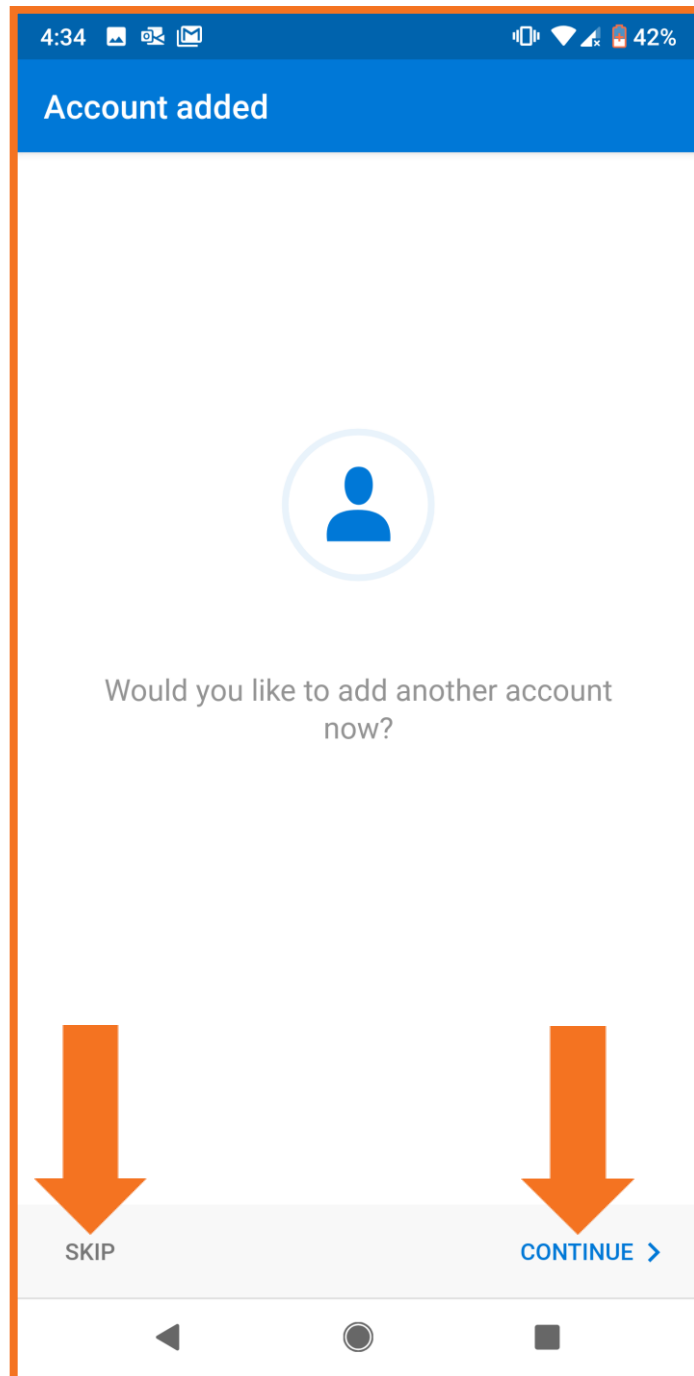




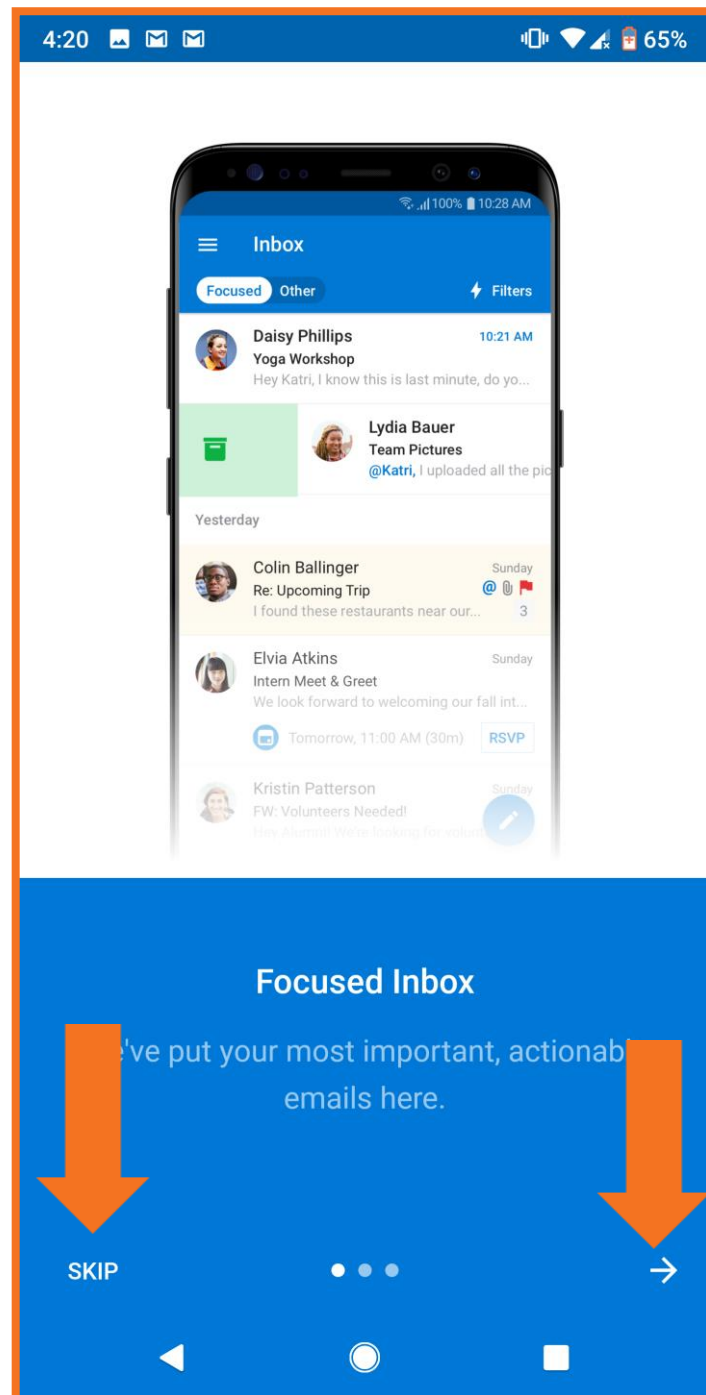
8. If the Activate device admin app screen appears, tap Activate this device admin app.



9. You may be prompted to add another account.  
*Note: As of August 2019 you cannot add a departmental mailbox this way.*
10. Select **Continue** if you'd like to add another mailbox.
11. Select **Skip** if you do not want to add another mailbox.



12. Tap **Skip** or tap the right arrow three times.
13. Your mailbox should configure and load. It may take a few seconds for the app to sync.

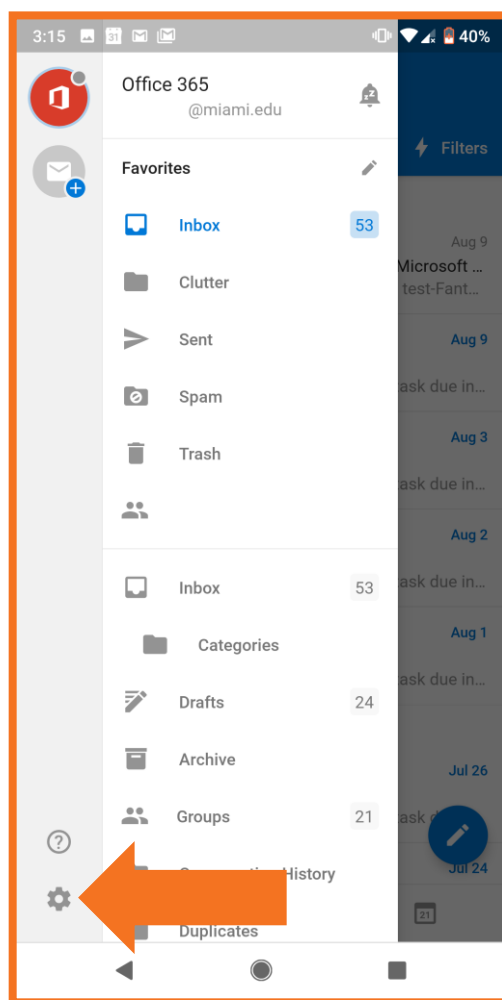
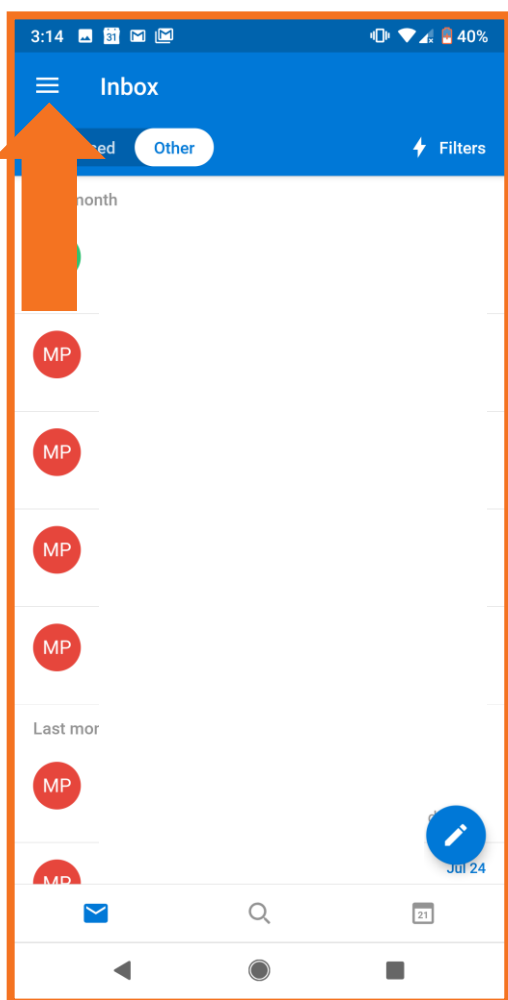


## Syncing Your Outlook Contacts to Your Android Device

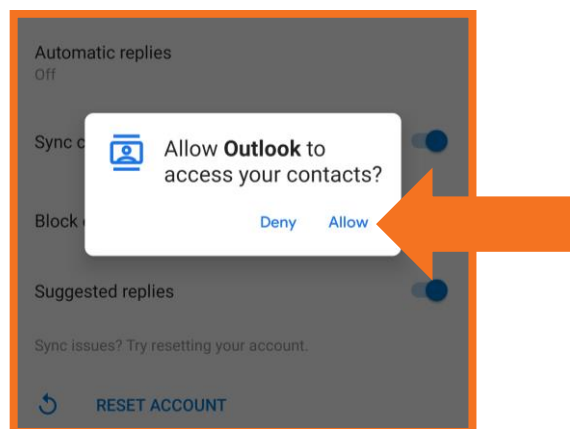
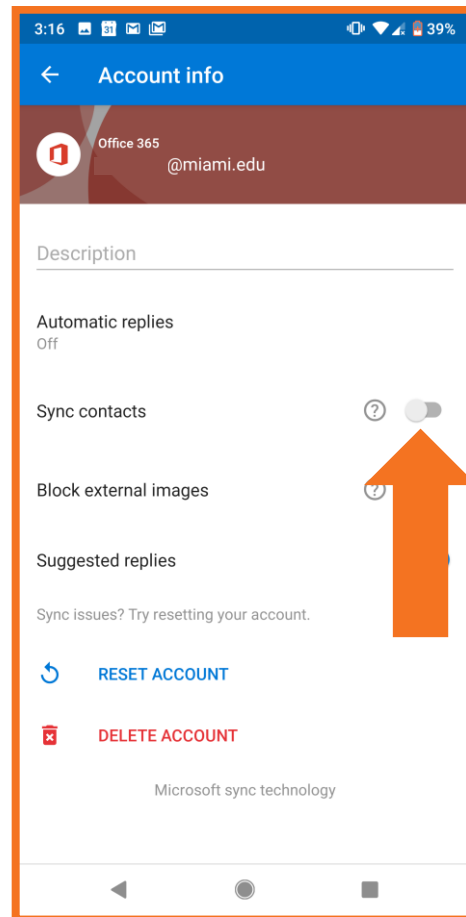
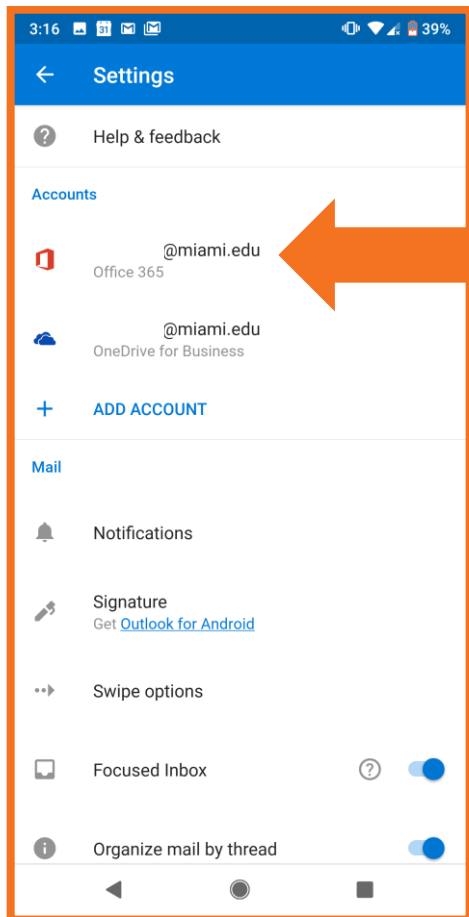
### Sync Your Contacts

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.

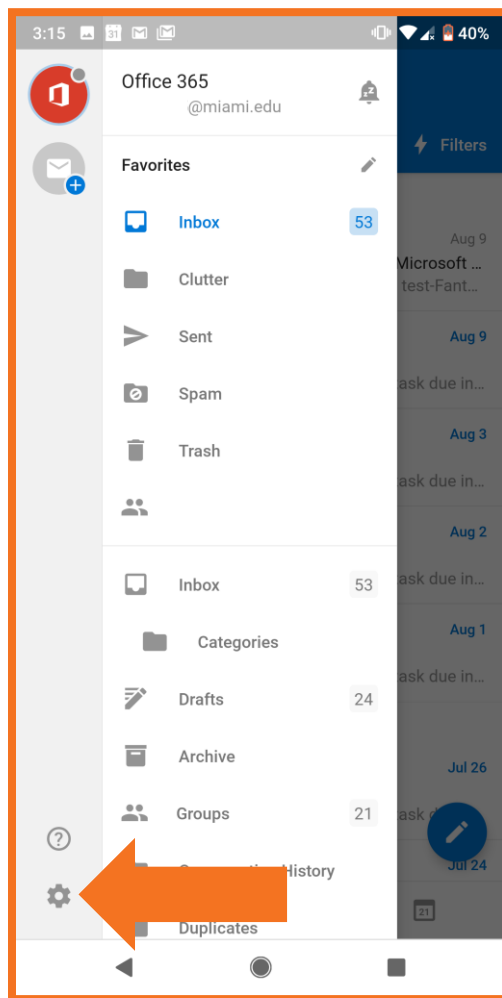
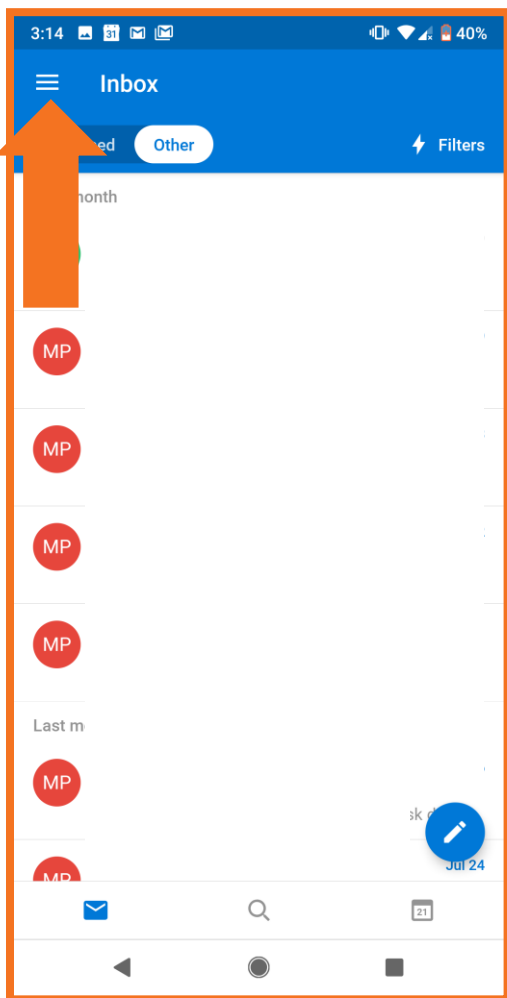


3. Tap your account from the Accounts list.
4. Tap the switch to the right of **Sync contacts**.
5. If a window appears asking to allow Outlook access to your contacts, tap **Allow**.
6. Your contacts will start syncing.

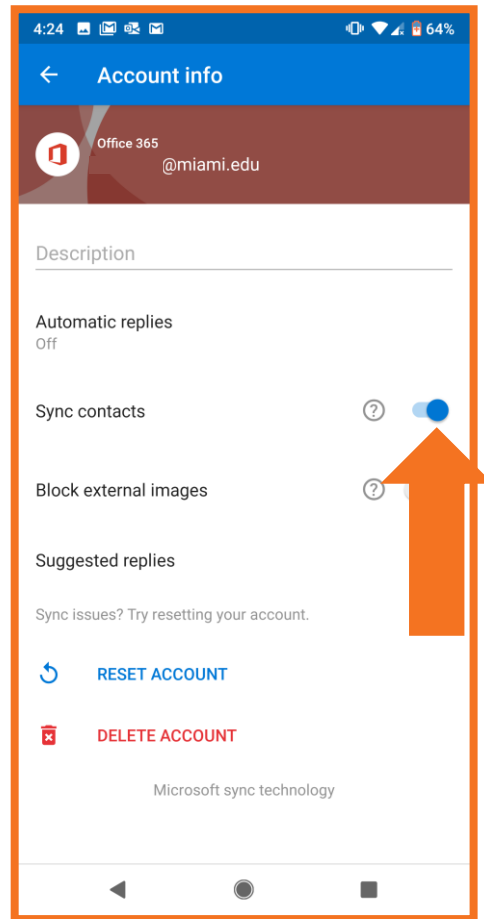
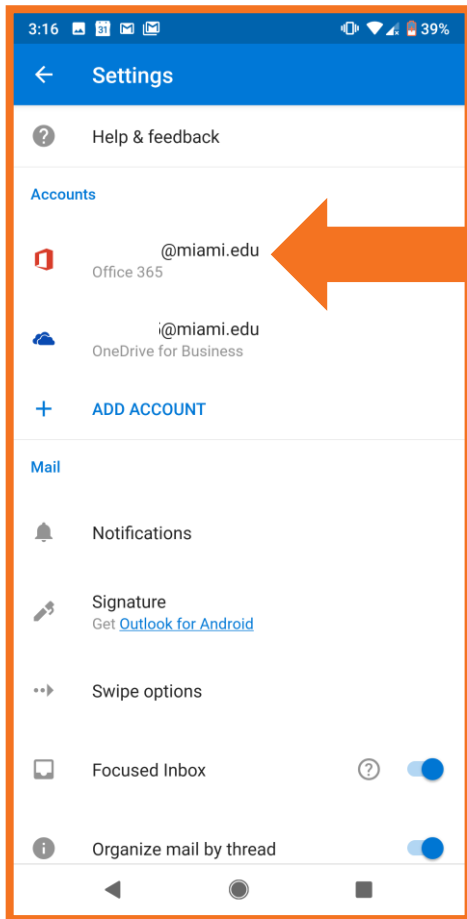


## Stop Syncing Your Contacts

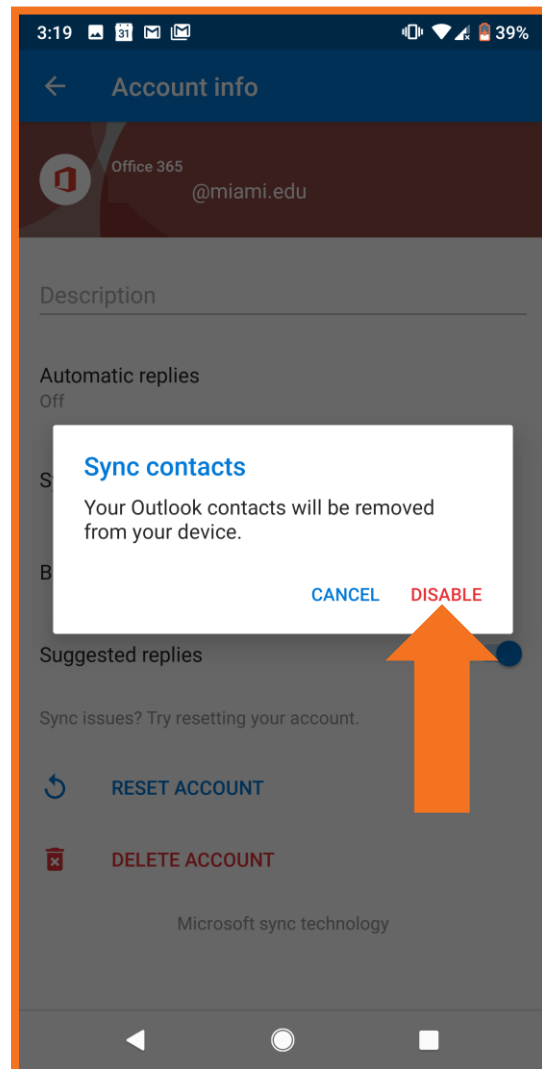
1. Open the Outlook app.
2. Tap **three stacked lines** and tap the **gear icon** in the bottom left corner.



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**.

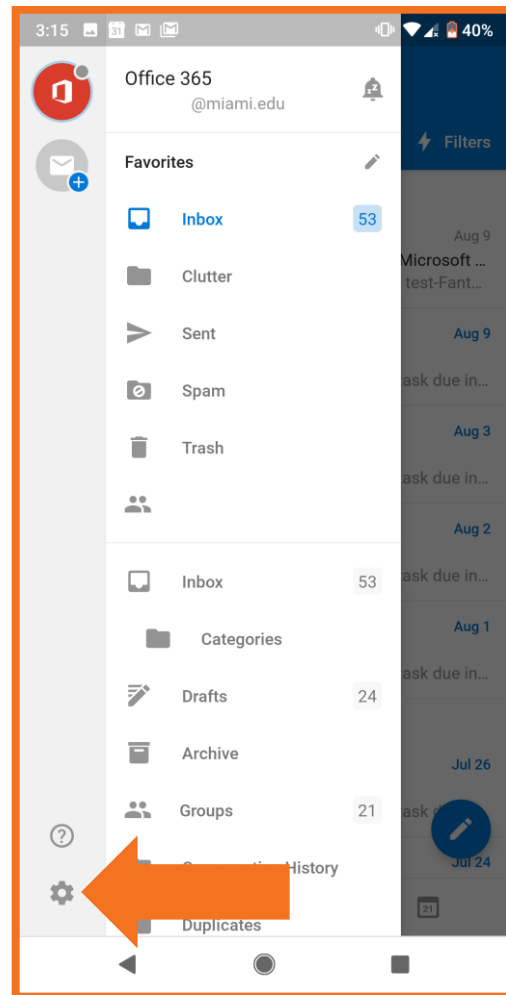
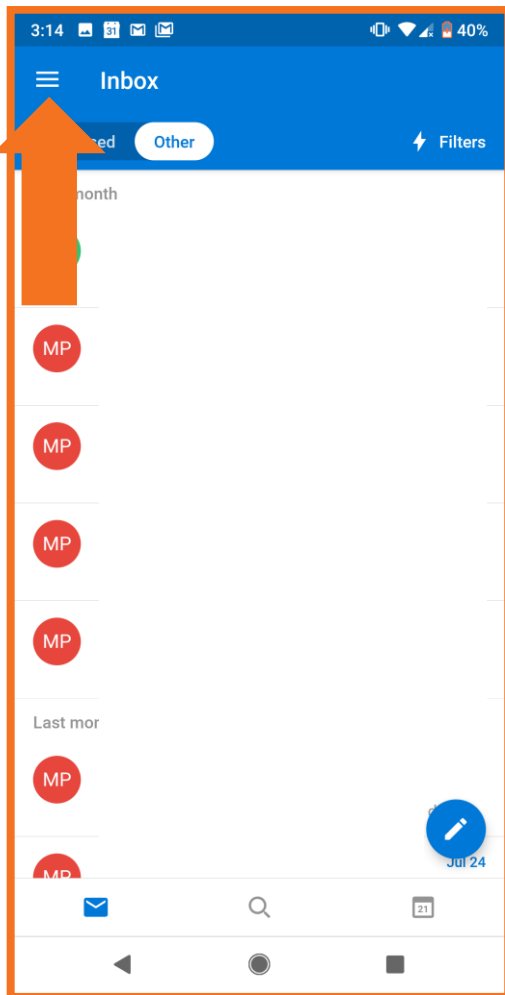




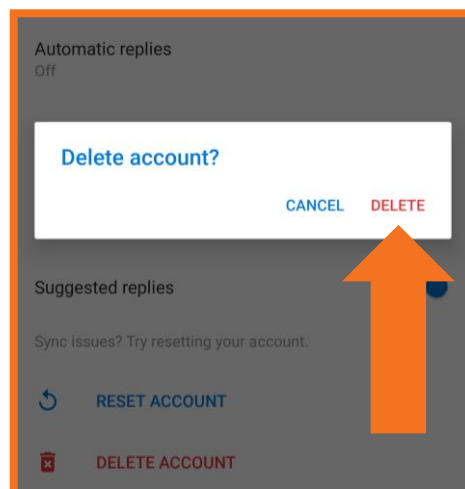
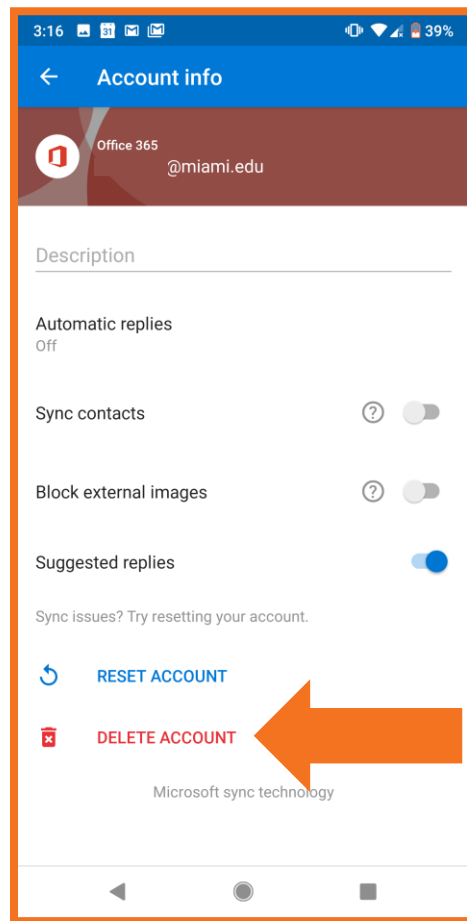
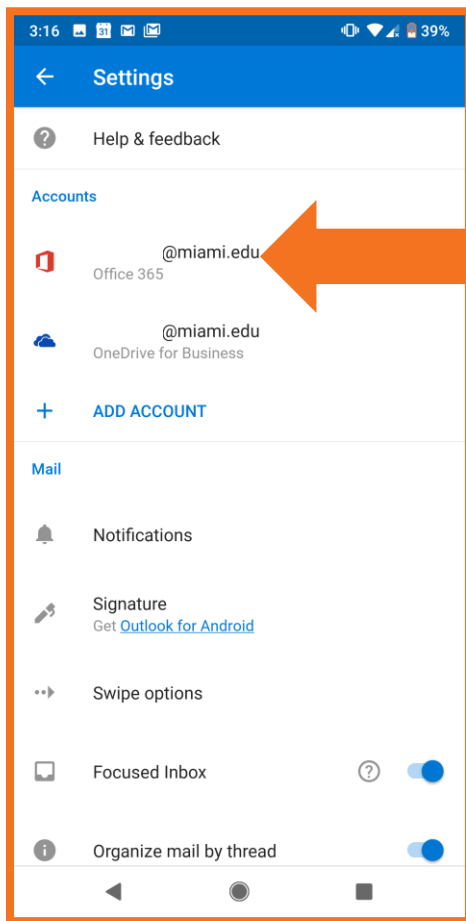
## Delete an Account

---

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.

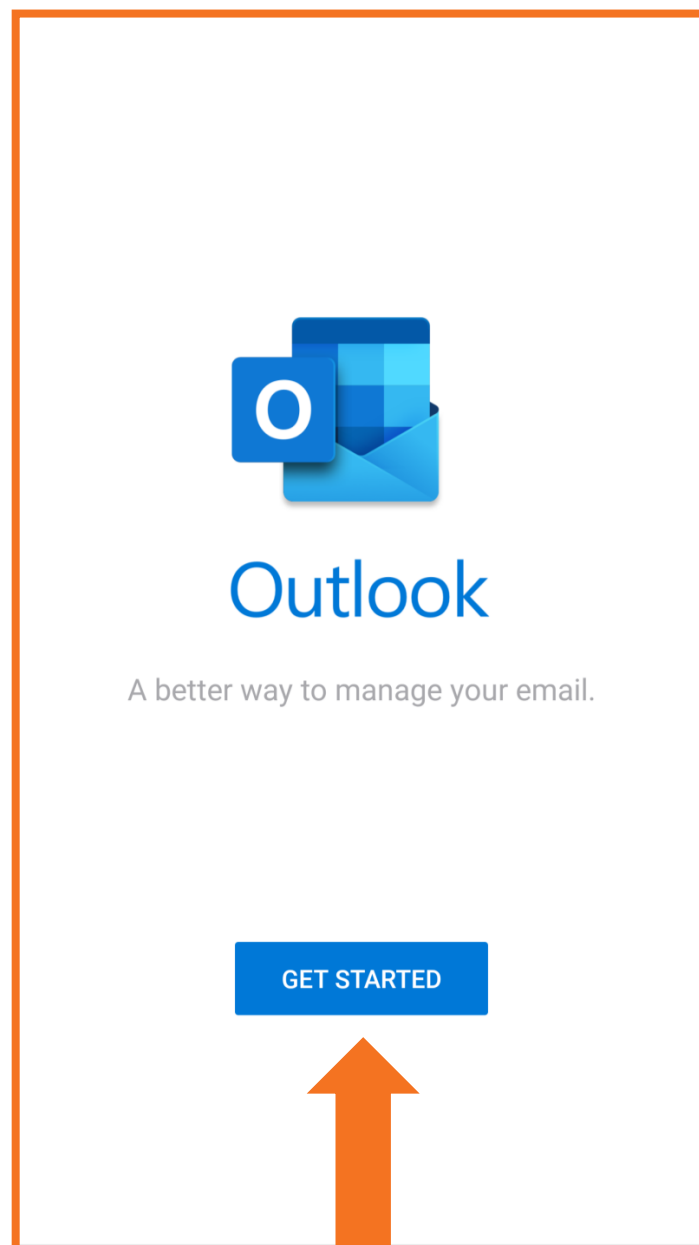


## Shared Mailboxes

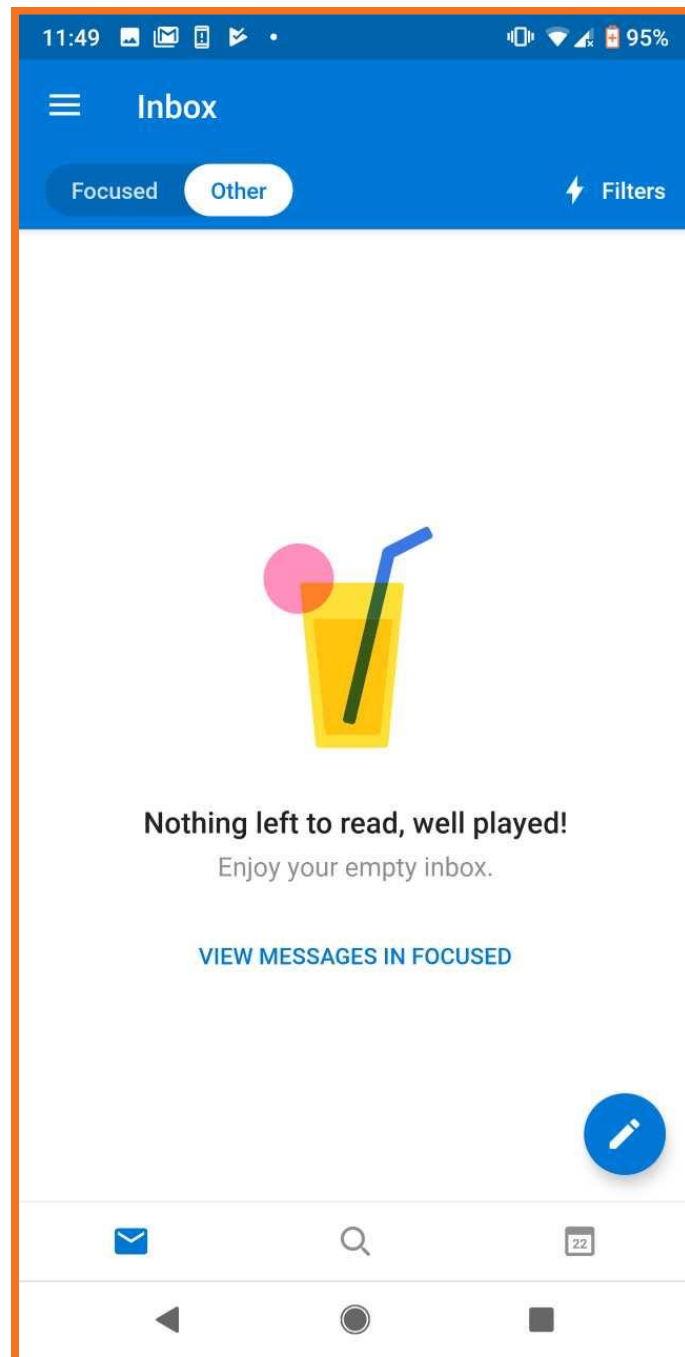
---

### Adding a Shared Mailbox

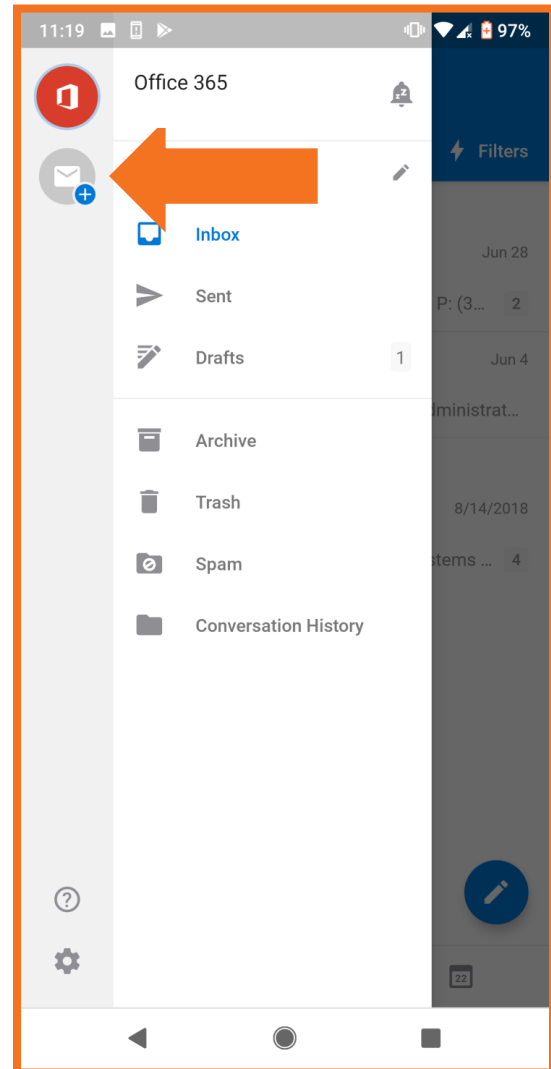
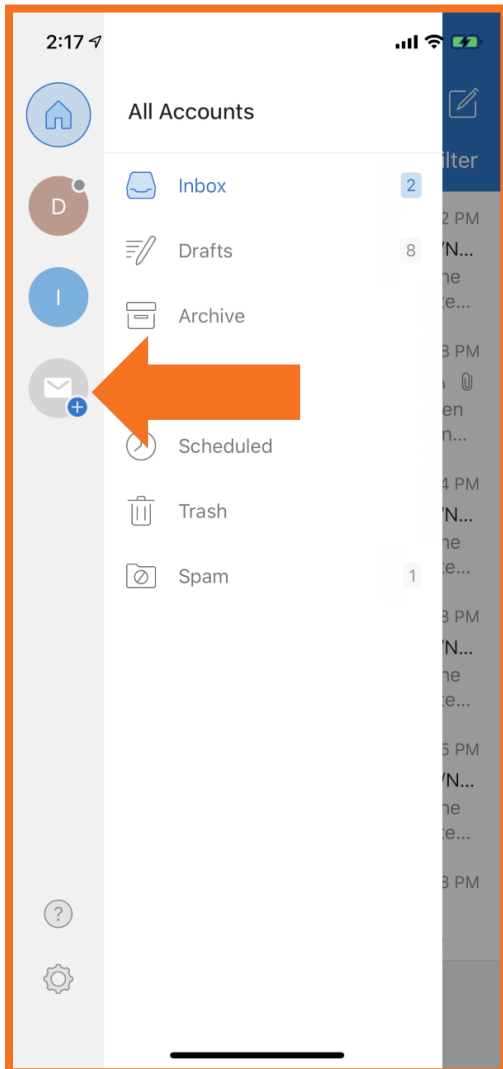
1. Open the Microsoft Outlook app on your phone
2. If this is your first time using the app, tap **Get Started** and skip to step 8.



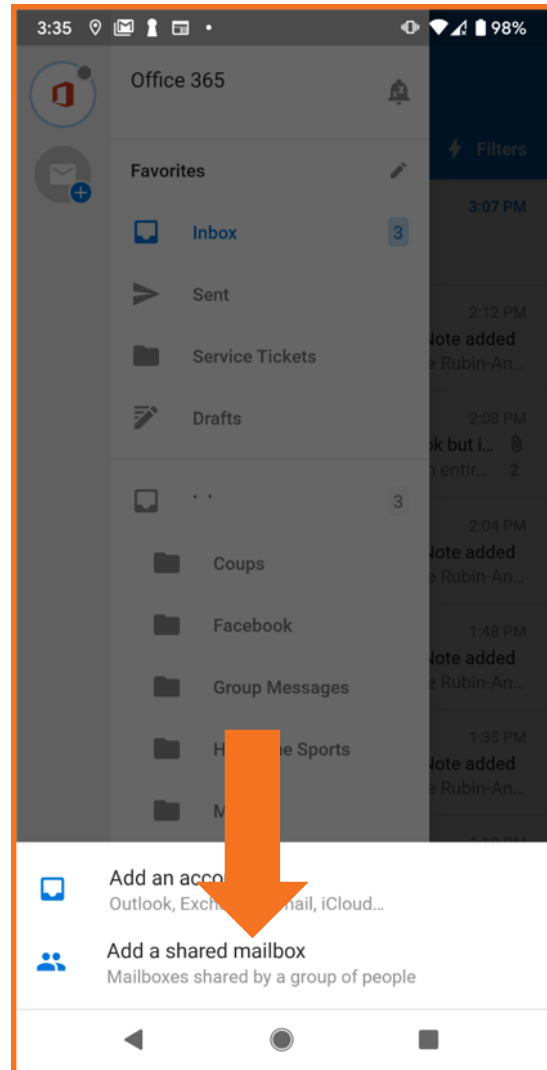
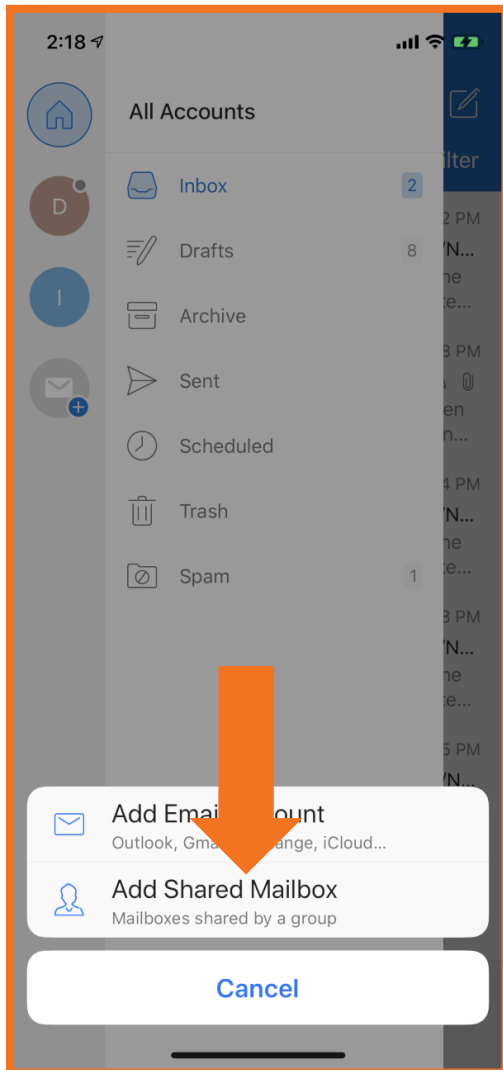
3. Tap the **hamburger symbol** ≡ in the upper-left corner of the window.



6. Tap the **envelope with a plus icon** from the pane that appears.



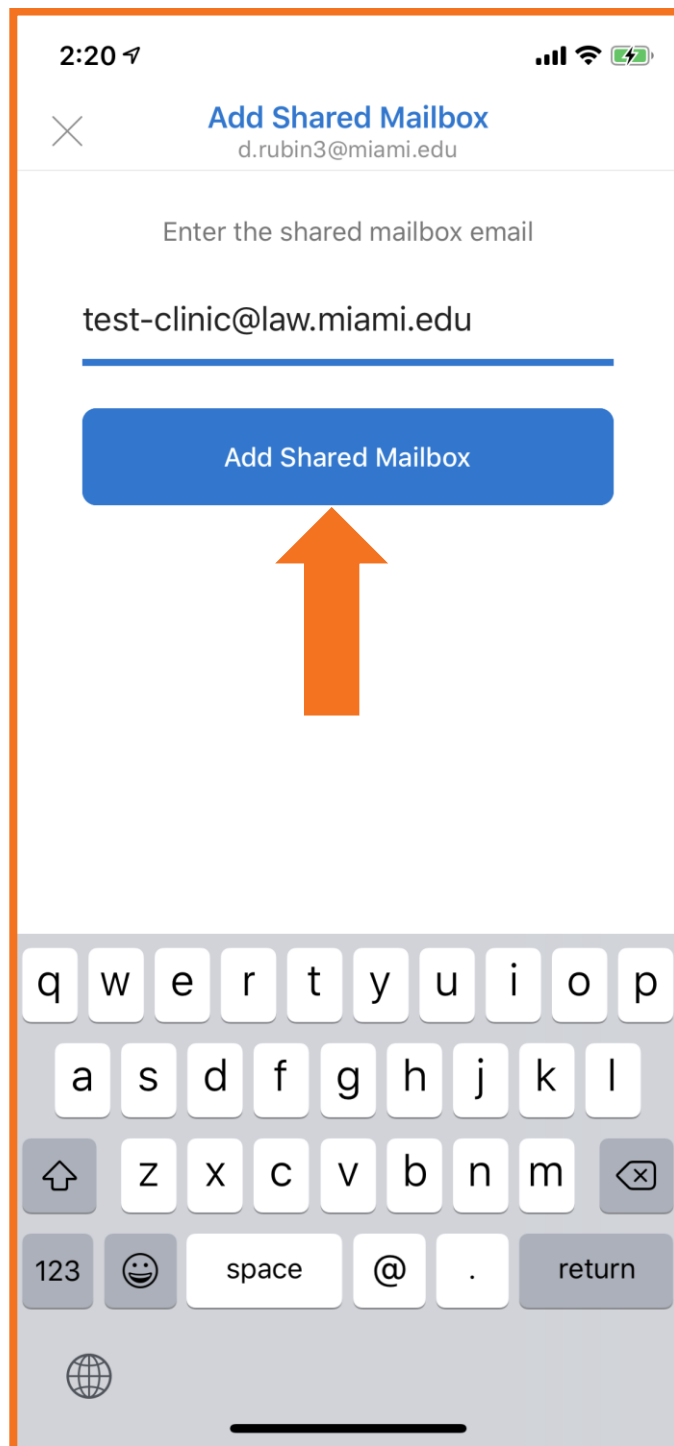
7. Tap Add a Shared Mailbox.



8. If you have multiple accounts in Outlook Mobile, select the account that has permissions to access the shared mailbox. If you do not see this screen, skip to step 8.

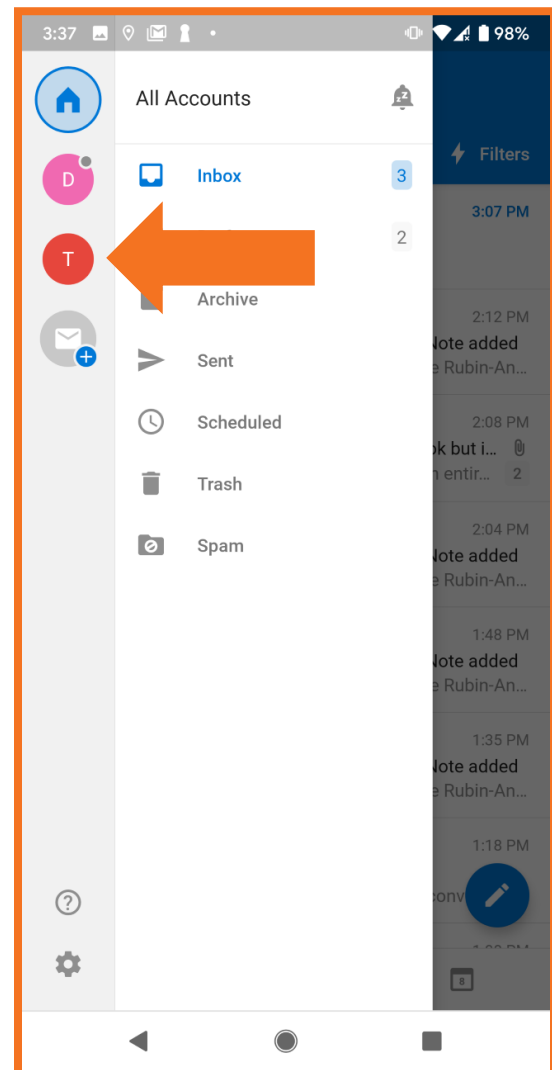
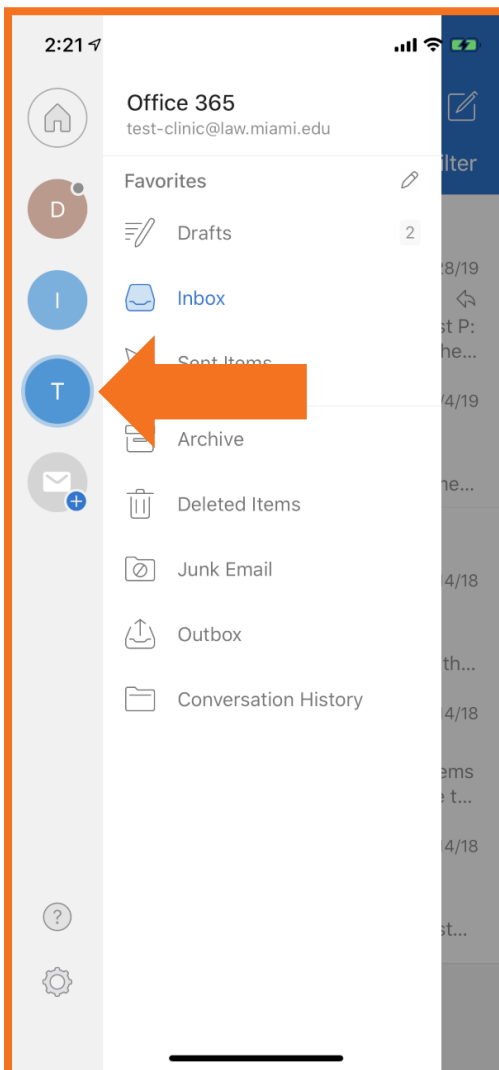


9. Enter the shared mailbox's email address in the window that appears.
10. Tap Add Shared Mailbox.



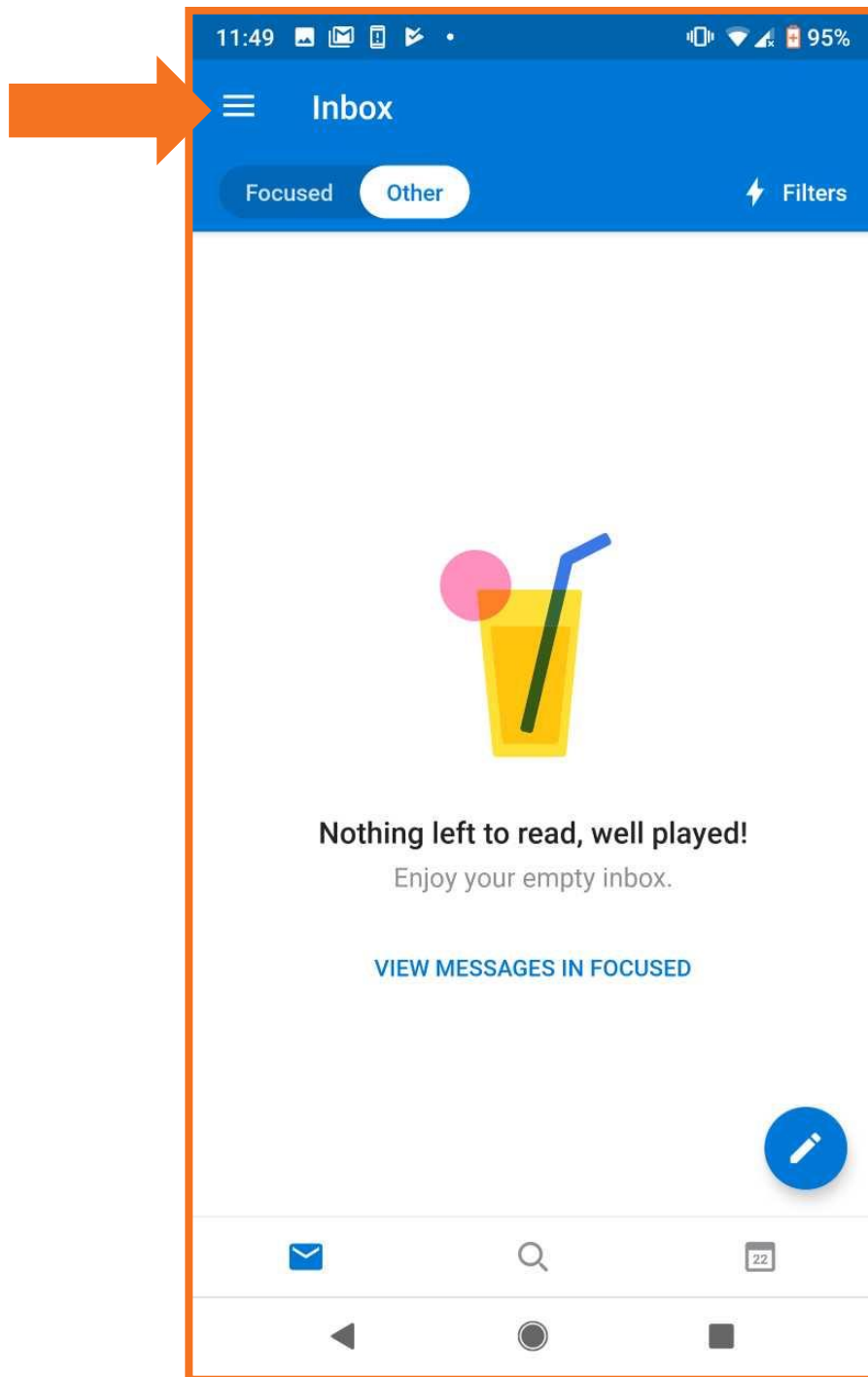


11. After the account setup process completes, the shared mailbox will display in your account list in Outlook for iOS or Outlook for Android.

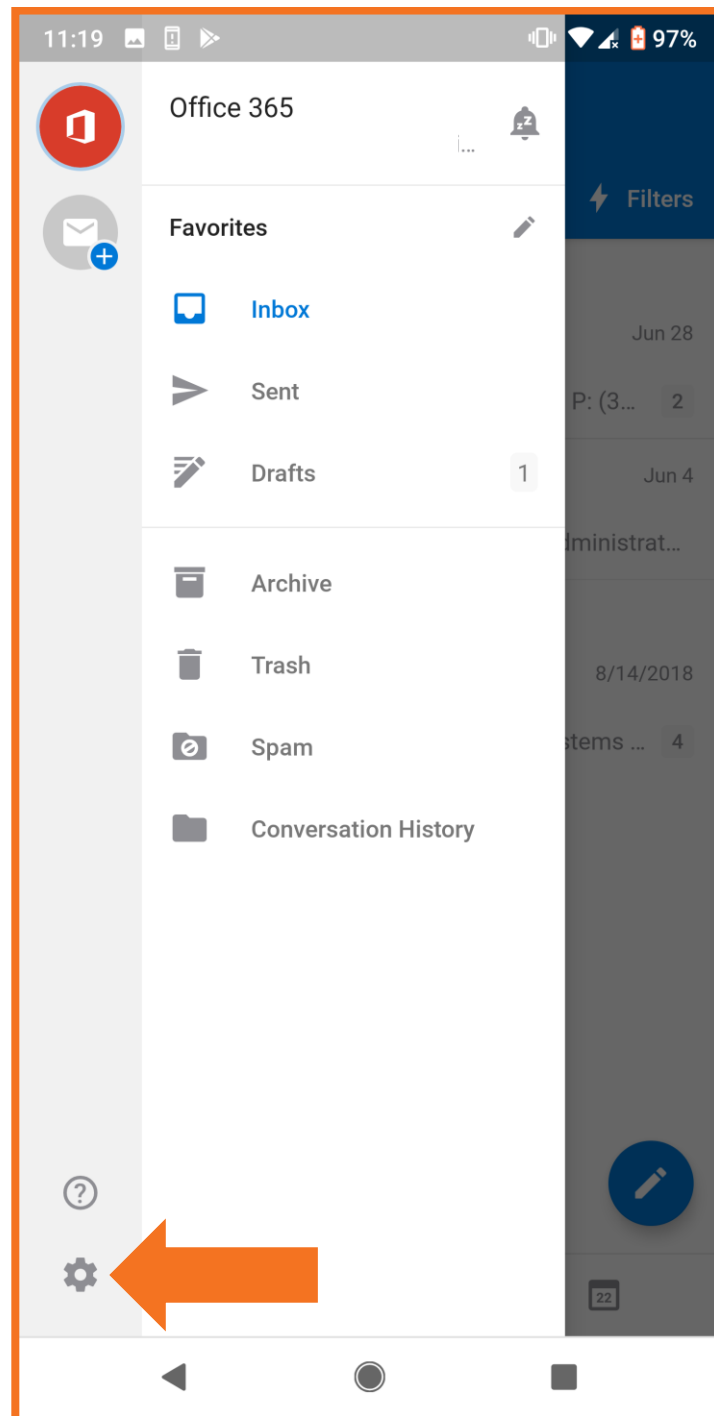


## Removing a Shared Mailbox

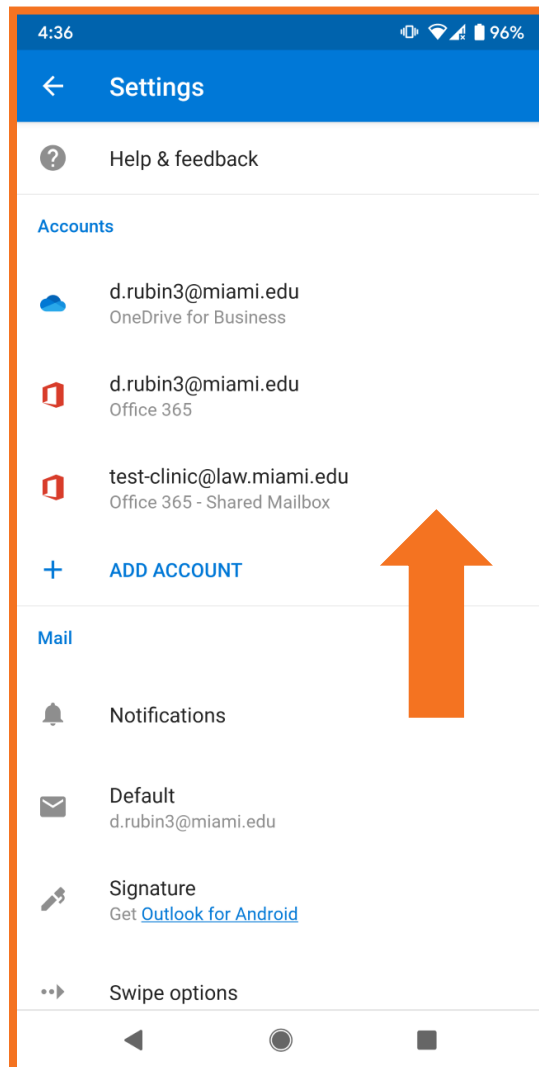
1. Tap the **hamburger symbol** ≡ in the upper-left corner of the window.



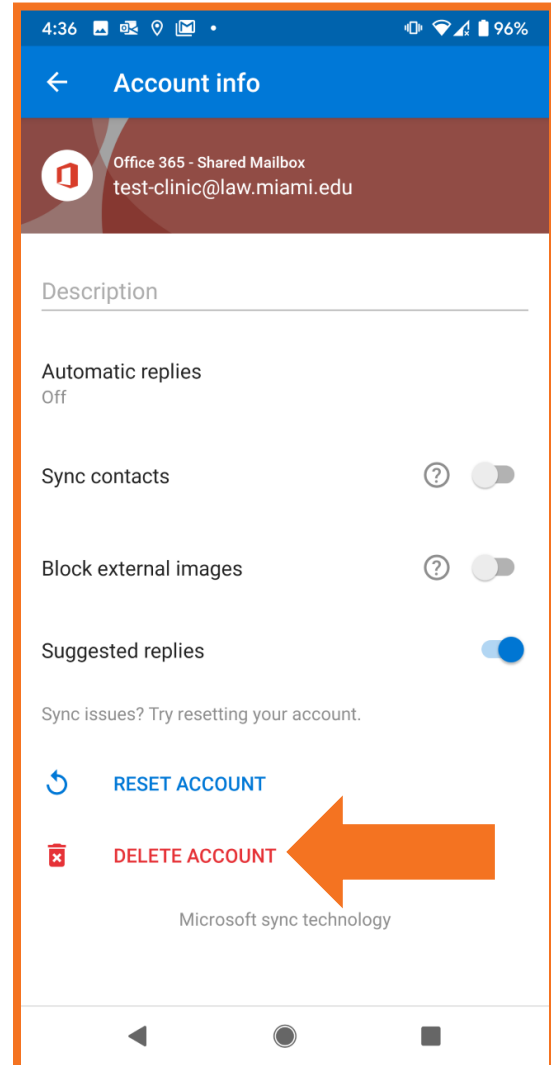
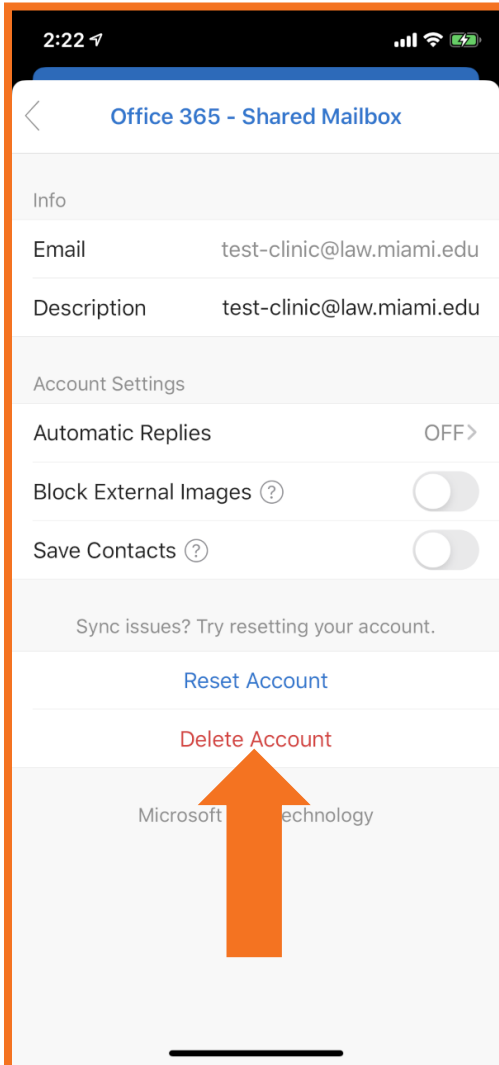
2. Tap the **gear icon** in the bottom left of the window.



3. Tap the account you'd like to remove.



4. At the bottom of the screen, select **Delete Account**.



5. Tap Delete.

