Android - User Setup Guide for Outlook Mobile App

Before You Begin

Android OS REQUIREMENTS: Outlook for Android can be installed on any of the supported Android versions that have an ARM-based or Intel x86 processor. This includes KitKat[1] (4.4 - 4.4.4), Lollipop[1] (5.0 – 5.1.1), Marshmallow (6.0 – 6.0.1), Nougat (7.0 – 7.1.2), Oreo (8.0 – 8.1), and Pie (9.0).

[1] Support for KitKat and Lollipop devices will continue through June 2019.

REQUIREMENTS - Prior to Installing Outlook Mobile App on your Android:

- *Remove State email accounts from your mobile device(s).*
- *Remove personal email accounts from the Outlook Mobile app. (Personal email accounts may use the native email app or other 3rd party mail app.)*
- **Ensure Multi-Factor Authentication and MDM (Microsoft Intune Company Portal app) enrollment are complete.**
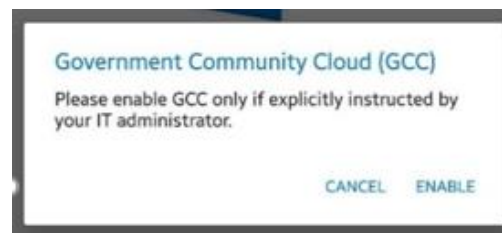
The Microsoft Outlook mobile app is now the required and supported mobile app to connect to your State of Delaware Exchange Online Government Cloud Community (GCC) mailbox.
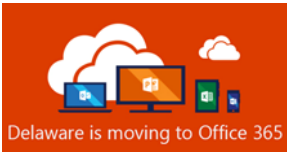
For more information, see **Security, Compliance** section at the end of this document.
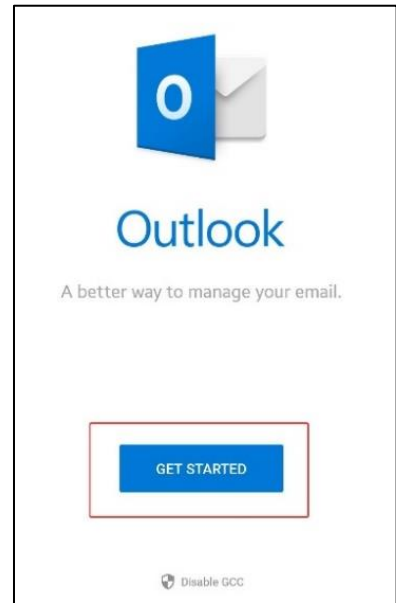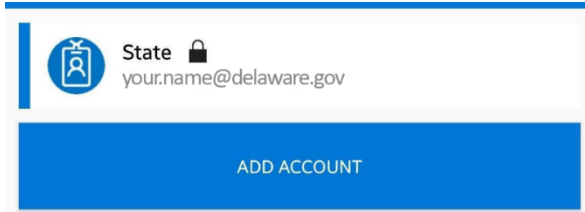
Microsoft Outlook Mobile App for Android Setup
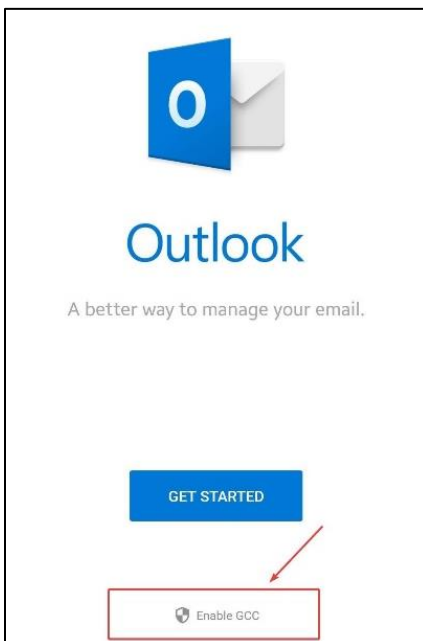
1. Download and Install the Outlook Mobile App for Android [Microsoft Outlook Mobile App for Android Download Link](#)

2. Open the Outlook for Android mobile app.

3. You will need to configure the app for Government Community Cloud (GCC) mode. Tap the "Enable GCC" link, then on the Government Community Cloud (GCC) pop-up, tap "Enable"

Delaware is moving to Office 365

Outlook

A better way to manage your email.

GET STARTED

Disable GCC

4. Once GCC is Enabled, Tap the "Get Started" link

5. If your account is recognized, your email address and "Add Account" will display. (You may skip to step 10).
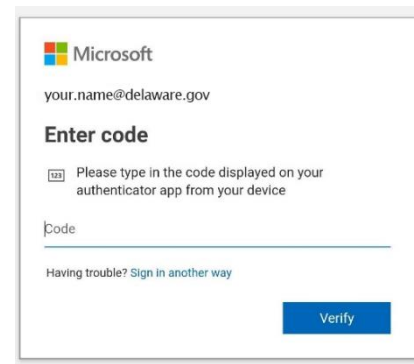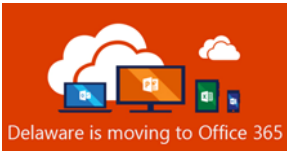

State 🔒
your.name@delaware.gov

ADD ACCOUNT

6. If your account is not automatically recognized, you will be asked to Sign In. Follow steps 7, 8, and 9.

Microsoft

Sign in

your.name@delaware.gov

Can't access your account?

Back   Next
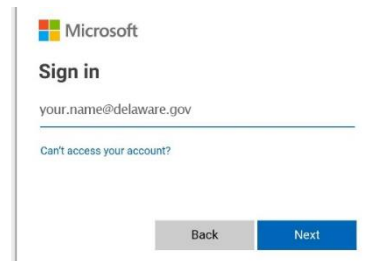
7. Enter your state email address (*firstname.lastname@delaware.gov*) on the "Sign In" prompt, then tap "Next"

8. When prompted, enter your email account password, then tap "Sign In"

9. When prompted, enter your Multi-Factor Authentication (MFA) verification information. (Note: This will vary based on your preferred MFA verification method.)

Microsoft

your.name@delaware.gov

Enter code

Please type in the code displayed on your authenticator app from your device

Code

Having trouble? Sign in another way

Verify

10. On the "Activate device administrator" screen, tap "Activate" and "Activate" again.

11. The Outlook mobile app for Android setup is complete.
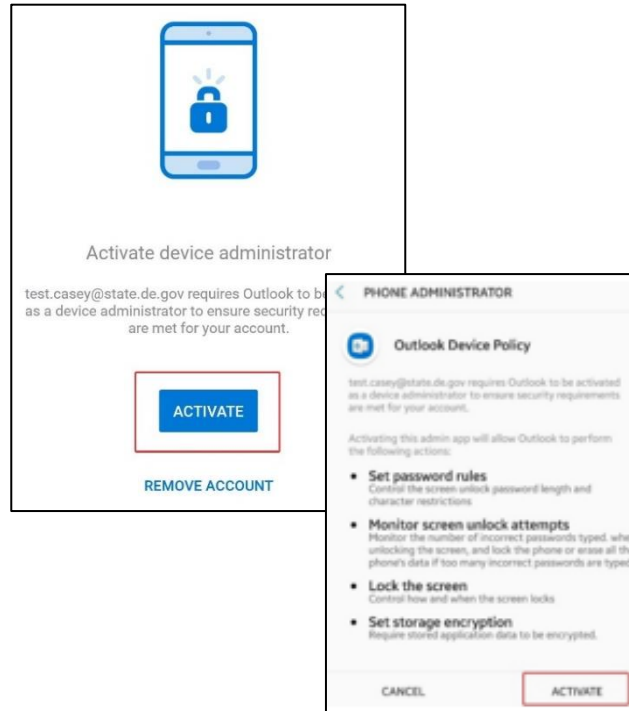
Security, Compliance, and Microsoft Outlook Mobile App

The Microsoft Outlook mobile app is now the required and supported mobile app to connect to your State of Delaware Exchange Online Government Cloud Community (GCC) mailbox. The Outlook for Android architecture routes data through Azure Government Community data centers (Azure Government Community Cloud). This solution is FedRAMP compliant and approved, which means the Outlook for Android architecture and underlying services meet the data-handling requirement for GCC tenants (requirements defined by NIST Publication 800-145). Additionally, Outlook for Android leverages Modern Authentication (OAuth) to protect user's credentials.

IMPORTANT: You may NOT comingle personal accounts with GCC accounts; hence, the requirement to remove any non-State of Delaware email accounts from the Outlook Mobile app. You will need to setup personal email accounts using the Android native email app or other separate app. ***The installed Outlook Mobile app can only be used for the user's Office 365 GCC account.*** Personal accounts cannot be added, managed, or monitored on the Outlook Mobile app. This security feature ensures the Outlook for Android architecture is FedRAMP and NIST 800-145 compliant.

Additional Resources

Outlook for Android Cheat Sheet

Optimize the Outlook mobile app for your iOS or Android phone