iOS – User Setup Guide for Outlook Mobile App

Before You Begin

iOS REQUIREMENTS: v11.0 or later. Only the two most recent OS versions are supported.

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.

Microsoft Outlook Mobile App for iOS Setup

1. Download and Install the Outlook Mobile App for iOS
   [Microsoft Outlook Mobile App for iOS Download Link](#)

2. After installing the Outlook Mobile App, you will configure the app for **Government Community Cloud (GCC) mode**. Open Settings in iOS, scroll to find and select Outlook.

3. In Outlook settings, slide the toggle to enable the “Restrict app to GCC accounts” feature. If you are asked to remove existing accounts, say “Yes”. Then, exit settings.

4. Open the Outlook for iOS mobile app. The icon looks like this:
5. If your account is recognized, your email address and “Add Account” will display. (You may Skip to step 10).

6. If your account is not automatically recognized, you will be asked to Sign In. Follow steps 7, 8, and 9, then proceed to step 10.

7. On the “Add Account” screen, enter your Email Address and tap “Add Account”

8. If prompted, enter your email account password, then tap “Sign In”

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

10. On the Authenticator App screen, tap “Open Authenticator”
11. The Outlook mobile app for iOS 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 iOS Cheat Sheet
Optimize the Outlook mobile app for your iOS or Android phone