



# iOS – User Setup Guide for Outlook Mobile App

## Disclaimer

These instructions were created with the expectation that the device is a current model running the most recent operating system. If this is not the case, your experience may vary.

## Before You Begin

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

### PREREQUISITES for iPhone:

- **Complete your enrollment in Multi-Factor Authentication and MDM (Microsoft Intune Company Portal app).**
- **If you already use Outlook Mobile app, you must remove any personal email accounts** (see **Security, Compliance** below for details).

The Microsoft Outlook mobile app is now the recommended 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, open **Settings**, scroll through apps to select **Outlook**, toggle switch to **Restrict app to GCC accounts** to enable Government Community Cloud (GCC) mode. If you are asked to remove existing accounts, say **Yes**. Then, exit settings.

3. Open the Outlook for iOS mobile app.  
The icon looks like this:

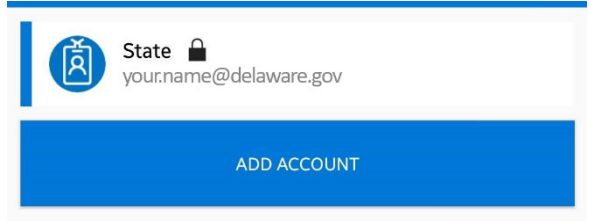




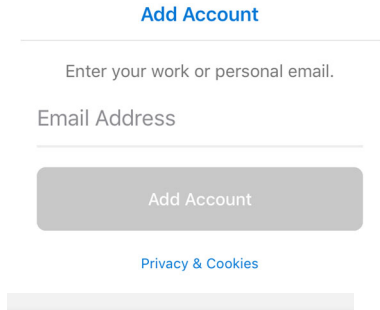
4. If your account is recognized, your email address and **ADD ACCOUNT** will display. (Skip to step 7).

If your account is not automatically recognized, follow steps 5 and 6 to Add Account and Sign in.

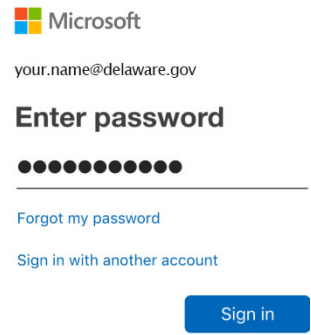
5. On the **Add Account** screen, enter your State email address and tap **Add Account**



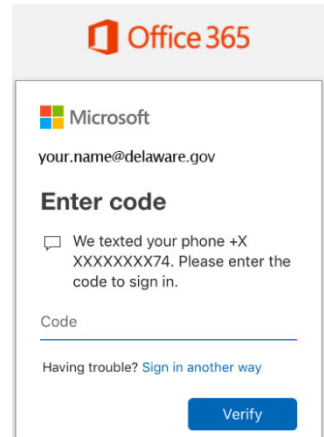
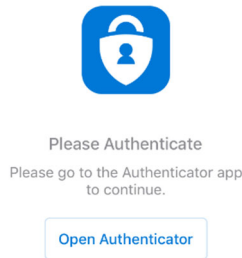
6. If prompted, enter your email account password, then tap **Sign In**



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



8. On the Authenticator App screen, tap "Open Authenticator"



9. 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 App architecture routes data through Azure Government Community data centers (Azure Government Community Cloud). This solution is FedRAMP compliant and approved, which means the Outlook App architecture and underlying services meet the data-handling requirement for GCC tenants (requirements defined by NIST Publication 800-145). Additionally, Outlook App 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 set up personal email accounts using the iPhone 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.

Unlike Android, iPhone's native mail application does support Modern Authentication. If you wish to use iPhone's native mail/calendar/contacts, you will need to assure that under Passwords and Accounts, you configure your state email as an **Exchange** account.

## Additional Resources

[Outlook for iOS Cheat Sheet](#)

[Optimize the Outlook mobile app for your iOS or Android phone](#)