



Android - 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. Also, there is no option to sync a State of Delaware (SOD) Outlook Calendar to a native Android Calendar app. Users now must manage SOD calendars in the Outlook for Android only. Users cannot merge SOD calendars into the Android native calendar 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 KitKat¹ (4.4 - 4.4.4), Lollipop¹ (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).

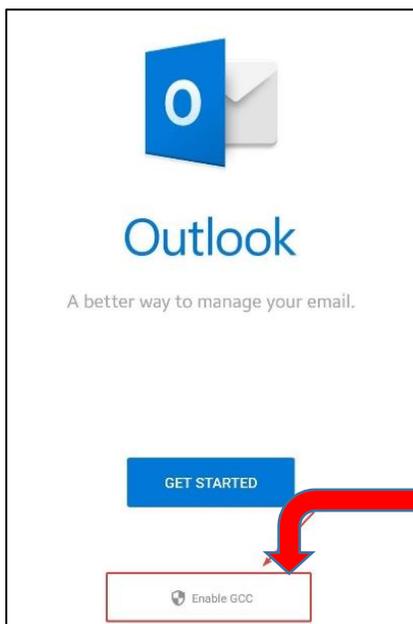
¹ Support for KitKat and Lollipop devices will continue through June 2019.

PREREQUISITES for Android:

- **Complete your enrollment in Multi-Factor Authentication and MDM (Microsoft Intune Company Portal app).**
- **Remove* State email accounts from your mobile device(s) native mail app.**
- **If you already use Outlook Mobile app, you must remove any personal email accounts because they can't comingle with a Government Cloud Community account. Personal email accounts may use the native email app or other 3rd party mail app.**

*For instructions on removing accounts from your device, see this knowledge article, <https://support.google.com/android/answer/7664951?hl=en>

For more information, see **Security, Compliance** section at the end of this document.

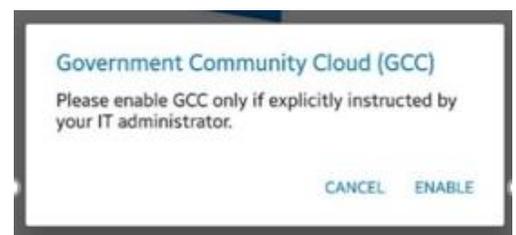


Microsoft Outlook Mobile App for Android Setup

1. From the Play Store, 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. **IMPORTANT:** You must enable Government Community Cloud (GCC) **before starting the app.** Tap **Enable GCC**, then on the Government Community Cloud (GCC) pop-up, tap **ENABLE.**

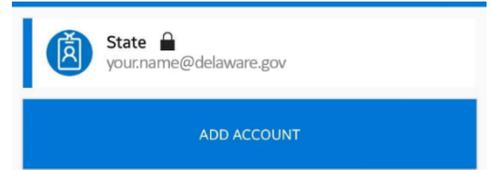




4. Once GCC is enabled, tap **GET STARTED**



5. If your account is recognized, your email address and **ADD ACCOUNT** will display. (You may skip to step 10).



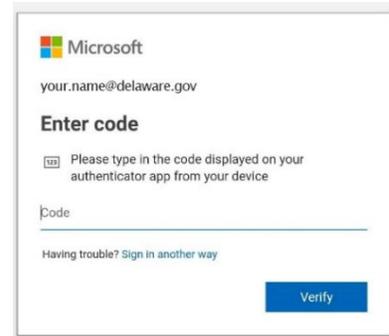
6. If your account is not automatically recognized, you will be asked to Sign In. Follow steps 7, 8, and 9.

7. In the "Sign In" pop-up, enter your state email address (firstname.lastname@delaware.gov), then tap **Next**.

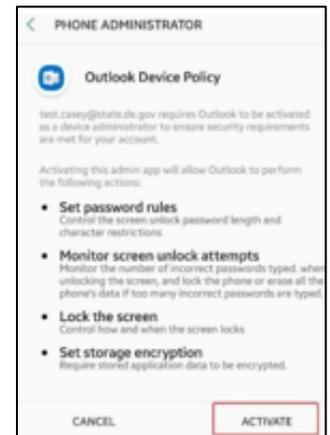
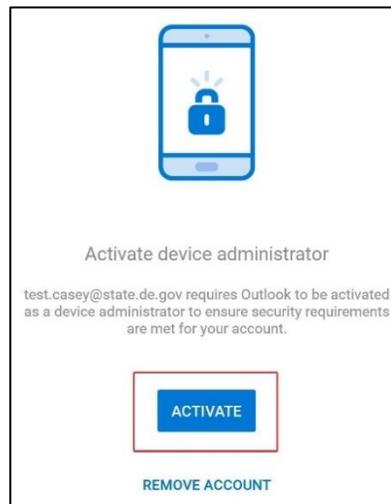


8. When prompted, enter your email account password, then tap **Sign In**.

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

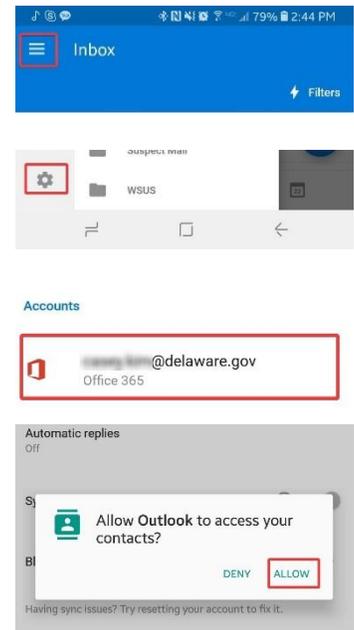


10. On the "Activate device administrator" screen, tap **Activate** and on the Outlook Device Policy screen, tap **Activate** again.





11. To sync your Outlook contacts with the Android native contact app, open Outlook app and tap the 3 bars in the upper left-hand corner.
12. Tap the **Gear** icon in the bottom left-hand corner.
13. Tap your account under **Accounts**.
14. Toggle the **Sync Contacts** button on and tap the **Allow** button
15. 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 combine 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 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.

Android native mail app can no longer be used for State email because it does NOT support Modern Authentication (OAuth).

Additional Resources

[Outlook for Android Cheat Sheet](#)

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