

KB0010110 - Latest Version

Office 365 - How to install Outlook for Mobile on iPhone or iPad



English (Original) • Revised by Matthew Leclair



2mo ago • 116 Views • ★★★★★

Question

How to install and activate Outlook for Mobile on an IOS device, iPhone or iPad

Estimated time to complete - 6 to 8 minutes depending on download speed

Answer

*** BEFORE PROCEEDING - You will require an Entrust Soft Token installed on your mobile device in order to complete the steps below. If you do not yet have the Soft Token see Office 365- How to setup the Entrust Mobile Soft Token on iPhone or iPad ***

Once you have activated your Soft Token, or if it's already installed proceed with the below

Go to the Apple App Store:

1. Download the Microsoft Authenticator app but do not open it
2. Download the Microsoft Edge Browser app but do not open it
3. Download the Microsoft Outlook app

After installing the required applications:

1. Open the Outlook app and tap Get Started
2. Enable Notifications when prompted

3. Enter your primary work email address and tap Continue/Add Account

- If prompted to choose the Type of Account select *Office 365*

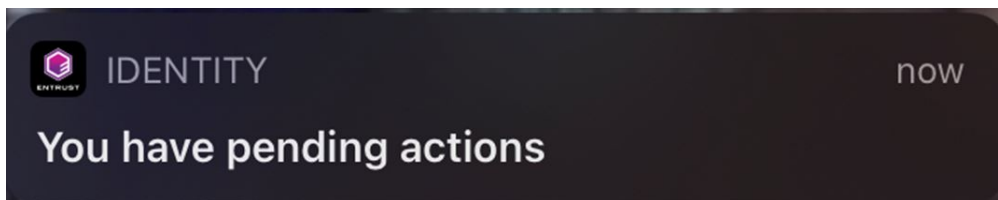
4. Accept the prompt to open Microsoft Authenticator

5. Accept notifications

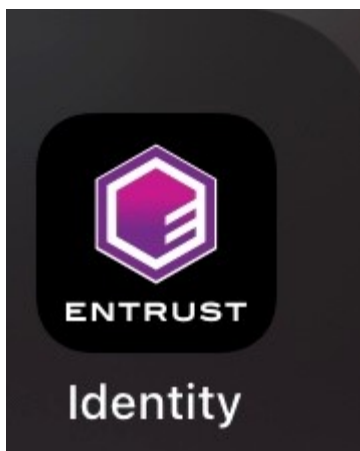
6. At the next screen enter your domain password and tap Sign In

(STEPS 7 THROUGH 13 ARE NOT APPLICABLE WHEN DEVICE IS CONNECTED TO CONNEXION N)

7. On your mobile device you will receive an Entrust Transaction notification.



8. On your mobile device, open your *Entrust Application*.



9. Enter your Pin to access the application. This is the 4 digit number you selected when you set-up your Entrust Application.



Authenticate to access Entrust



Forgot your PIN?

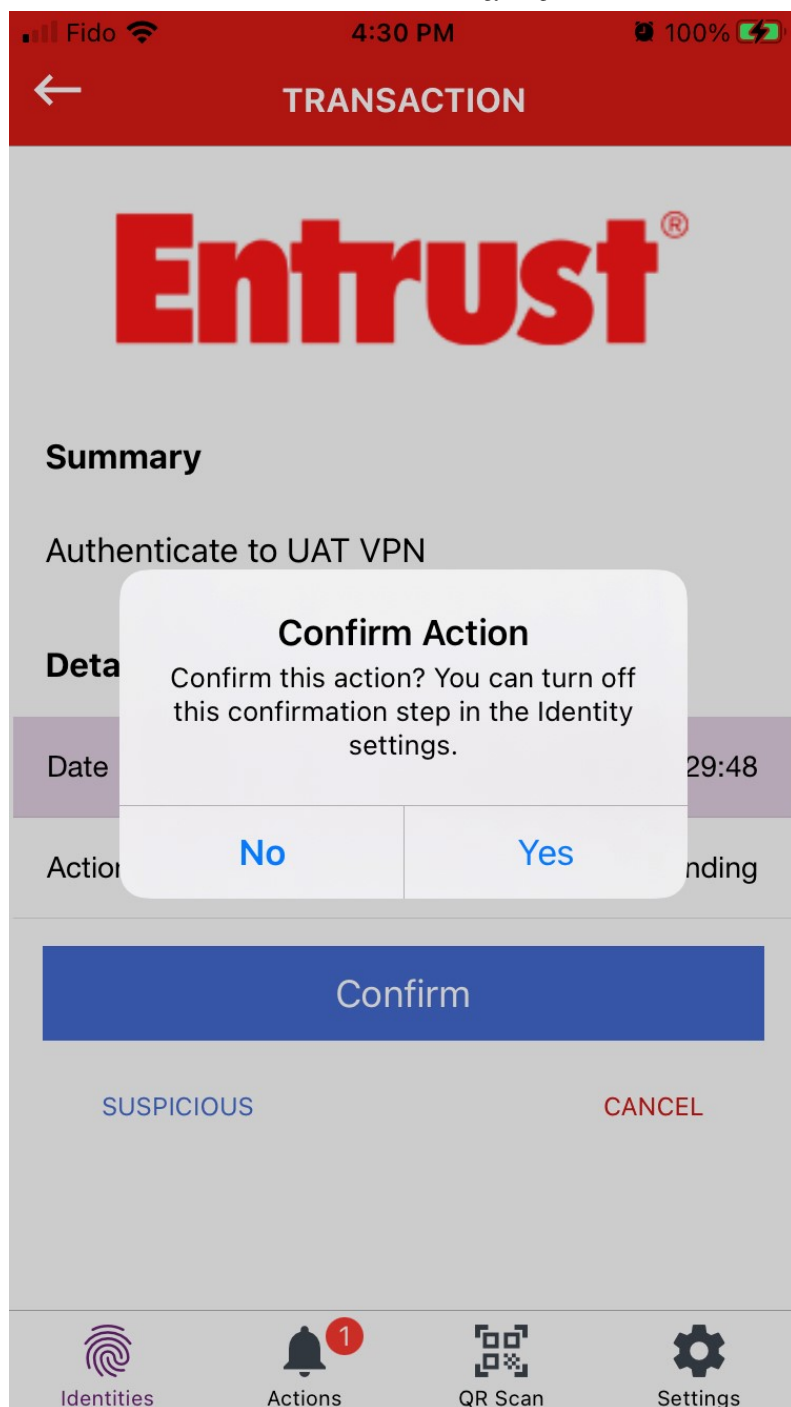
Sign In



10. If the confirmation screen does not automatically appear, select '*Transaction*' to view the soft token request

11. Select '*Confirm*' to proceed with soft token confirmation

12. Select '*Yes*' to confirm with authentication process



13. You are now successfully authenticated. You can close the application and return to your browser and use your available Office 365 tools.

14. Back in Authenticator At the prompt to beef up security, tap REGISTER

15. Allow the MS Authenticator app to open Outlook

16. Accept the prompt to restart the Outlook app

17. When prompted, set and verify a 6 digit PIN (if your device already has a 6 digit PIN you won't be prompted).

Outlook should now open and after a short pause mail, calendar, and contacts should be available.

Technical Notes

Should these steps fail, contact Service Desk











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