

# GSD. Outlook - What to know about Device in Quarantine after Outlook Installation on Mobile Device

**Article ID:** KB0039287

**Created:** 2024-12-19 13:59:34

**Updated:** 2025-01-23 16:44:09

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**Category:** {'link':

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General Information:

Possible symptoms/errors:

Users want to know what to know about Device in Quarantine after Outlook Installation on Mobile Device

Alternative names of the system:

Outlook 2016

IMPORTANT NOTICE:

N/A

Solution:

The Outlook application on user mobile devices is not supported by Fresenius. There's an ongoing test on the security and functionality being made at the moment.

User will receive the following message when trying to access the Outlook application:

"Unmanaged devices are currently put into quarantine. Please contact the Office 365 support team at One365Support@freseniusmedicalcare.com"

Details:

Please be informed that currently the Outlook app on user's mobile device cannot be unblocked.

Assignment Group:

One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/A Categorization: N/A

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A