GSD. Global – Mobile Phone - Find e-mails in Intune on iOS device

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General Information:

Possible symptoms/errors:

User wants to find e-mails in Intune on an iOS device

Alternative names of the system:

IntuneOutlookE-mail

IMPORTANT NOTICE:

This article is relevant for iOS users!

Solution:

Advise user to open Outlook App on their Intune-registered iOS device.

Inform user to click on their Email address and then - Add Account.The App will ask user to Add another account – user must choose Maybe Later.

On the pop-up message Enable Notifications, advise user to tap Turn On and Allow Outlook to send you Notifications.

If Outlook Mobile App asks user to Add Your Personal Account – user must Dismiss it.

Advise user where they can find their Mails and Calendar entries.

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A