GSD. Global – Mobile Phone – User wants to know how to activate Outlook application on Android

Article ID: KB0039867
Created: 2024-12-19 14:03:42
Updated: 2024-12-19 14:03:42
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3', 'value': 'acaf843397d74958f7e3bb8fe153afe3'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/b513d404c3ca1a100acd3300150131fb', 'value': 'b513d404c3ca1a100acd3300150131fb'}

General Information:

Possible symptoms/errors:

Guide to enable Outlook Mobile application on Intune-registered Android devices.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

The article below applies only for Intune registered company Devices.

Solution:

To activate Outlook on user's Android device follow these steps:

Advise the user to check for Outlook Mobile App on their new Intune-registered Android device.

Ask the user to start Outlook Mobile App. The app will recognize their email address from the System and click on your Email address. The App will ask the user to Add another account, but this is not necessary ask user to choose Maybe Later.

3. On the pop-up message Enable Notifications ask the user to push Turn On and Allow Outlook to send them Notifications. The configuration of Outlook Mobile App is finishing.

4. If the user has closed the app completely and opened it again, Outlook Mobile App will ask them to Add Your Personal Account. Please advise the user to Dismiss it.

NOTE: If the user receives a pop-up regarding Privacy Settings in Outlook Mobile App, please guide the user to check Outlook Inbox on their PC for a quarantine/blocking information mail from Microsoft Outlook with the information that the access from mobile device has been blocked until the Administrator enables is.

Guide the user to open the block-information mail of Microsoft Outlook and Forward the whole email to GlobalDTIServiceDesk@freseniusmedicalcare.com with the information to unblock the device for using Outlook Mobile App.

2. Advise the user to wait for the response of the O365 Team. They will take care to unblock their device for using the Outlook Mobile App. This could take some time.

3. After user's device is unblocked for using Outlook Mobile App, they can check the Outlook Mobile App, if they are receiving emails, calendars entries and more. If the user has closed the app completely and opened again, Outlook Mobile App will ask them to Add Your Personal Account. Please advise the user to Dismiss it again.

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