

GSD. Global – Mobile Phone - Outlook Mobile App on iOS activation

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General Information:

Possible symptoms/errors:

User wants to activate outlook mobile app on iOS device

Alternative names of the system:

Intune.E-mail app.

IMPORTANT NOTICE:

N/A

Solution:

Advise user to check for Outlook Mobile App on their new Intune-registered iOS device. Inform user to start Outlook Mobile App. The app recognize their email address from the System. Click on their Email address. The App will ask them to Add another account, but this is not necessary. Advise them to choose Maybe Later.

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

If the user closes the app completely and opens again, Outlook Mobile App will ask them to "Add Your Personal Account". Advise user to "Dismiss" it.

Activation is complete

Note: Only if user receives a pop up regarding "Privacy Settings" in Outlook Mobile App, they need to check their Outlook Inbox on their PC for a quarantine/blocking information mail of Microsoft Outlook.

Now advise user to check their Outlook Inbox on their PC for a quarantine/blocking information mail of Microsoft Outlook.

Advise user to open the block-information mail of Microsoft Outlook and push Forward.

Tell the user to forward the whole email to Intune.PoC@fresenius-netcare.com with information to unblock their device for using Outlook Mobile App (See pic below).

Now tell the user to wait for the response of the Intune PoC Team. They will take care to unblock user's device for using the Outlook Mobile App.

Note: This could take some time.

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

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