*Note: If you do* not have Microsoft Authenticator setup, please use the instructions in the document: Setup Microsoft Authenticator.pdf

## Setup Outlook Mobile App

Download the Outlook app for your device.

a.

NOTE: On an Android you will also need to download the Microsoft Company Portal app but you will not need to log into it. It is needed as a proxy for the Outlook app and you City account

Company Portal

**Apple iOS device:**

2) Open the app and click on 'Add Account'
3) Enter your email address and tap on the 'Add Account' button.
4) You will be asked to Authenticate. Click on the open authenticator button
5) You will be asked to enter your password. Enter it and tap on sign in
6) Next a number will be shown and you will need to enter it into the prompt from the authenticator and click yes.
7) If this device is new or has never interacted with your mailbox, click Register.  (You may need to enter another code in the authenticator app.)
8) You will now get a few prompts from the Outlook app. Tap on Yes, Allow, etc. for the prompts.
9) Delete your city mail account from the native mail app if it set up there

**Android device:**

1) Open the app and click on 'Add Account'
2) Enter your email address and tap on the 'Continue' button.
3) You will be asked to enter your password. Enter it and tap on sign in
    a. Chose the don't save when prompted by the phone if you are asked
4) Next a number will be shown and you will need to enter it into the prompt from the authenticator and click yes.
5) Tap on done on the Success screen that comes up
6) If asked to add another account tap on maybe later in the lower left
7) You will now get a few prompts from the Outlook app. Tap on Continue, Yes, Allow, etc. for the prompts.
8) Delete your city mail account from the native mail app if it set up there

**CONTACTS: NOTE, contacts function differently in the Outlook app compared to the devices native app. The steps below are to be done on ONLY 1 DEVICE! (if you have multiple devices you are adding the Outlook app to) or else you will end up with duplicate contacts throughout your devices.**

**Apple iOS:**

1) Go into settings and tap on your apple id account at the top
2) Next tap on iCloud
3) Scroll down until you see 'Contacts' and toggle it on
    a. If you do not see contacts you will see a 'Show all' tap that to expand the list
4) Open Outlook and tap on the account icon in the upper left next to the title 'Inbox'
5) In the lower left tap on the gear icon to enter into the settings

6) Under mail accounts tap on the office 365 for your account
7) Toggle on the save contacts switch
8) You will be asked to 'Save to my phone' (Tap on that)
9) It will take a few minutes but your Outlook contacts will sync

NOTES: When you create a new contact, do it in **OUTLOOK ONLY**. On any other device that you have all you have to do is make sure contacts in your iCloud are active by making sure they are on as mentioned in steps 1 through 3. **ONLY** do steps 5 though 9 on one device.

**<u>Android Device:</u>**

1) Open Outlook and tap on the account icon in the upper left next to the title 'Inbox'
2) In the lower left tap on the gear icon to enter into the settings
3) Under mail accounts tap on the Office 365 for your account
1) Toggle on sync contacts
2) Tap allow for Outlook to access your contacts
3) Open up the contacts app and tap on the 3 lines in the upper left
4) Tap on All Contacts
5) You now have your contacts available to you.