Microsoft Outlook for iOS and Android Mobile App Guide

Updated 02/28/23

About

This guide shows how to setup the Microsoft Outlook App on your Android or iOS mobile device.

Important Note about Exchange Online

This guide is designed for employee's whose mailboxes have been migrated to Office365 / Exchange Online.

If your mailbox has not yet been migrated, please refer to the mailbox settings shown in our Sync Mobile Devices with Email guide.

NOTE: If you migrated to Exchange Online and already had your District email set up on your Outlook mobile app -- you will need to remove it, then re-add it.

Please follow the steps for **Remove email account from Outlook mobile app**, then return to these steps to **Add email to Outlook mobile app**.

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Install Outlook mobile app

Install the Microsoft Outlook app from Google Play or App Store

Open the **Google Play Store** or **iOS App Store.**

Search for Microsoft Outlook (from Microsoft Corporation).

Select **Install** to install the app.

Add email account to Outlook mobile app

NOTE: If you migrated to Exchange Online and already had your District email set up on your Outlook mobile app -- you will need to remove it, then re-add it.

Please follow the steps for **Remove email account from Outlook mobile app**, then return to these steps to **Add email to Outlook mobile app**.

Step 1 – Open the Outlook app and select Add Account

On your mobile device, open the Outlook app.

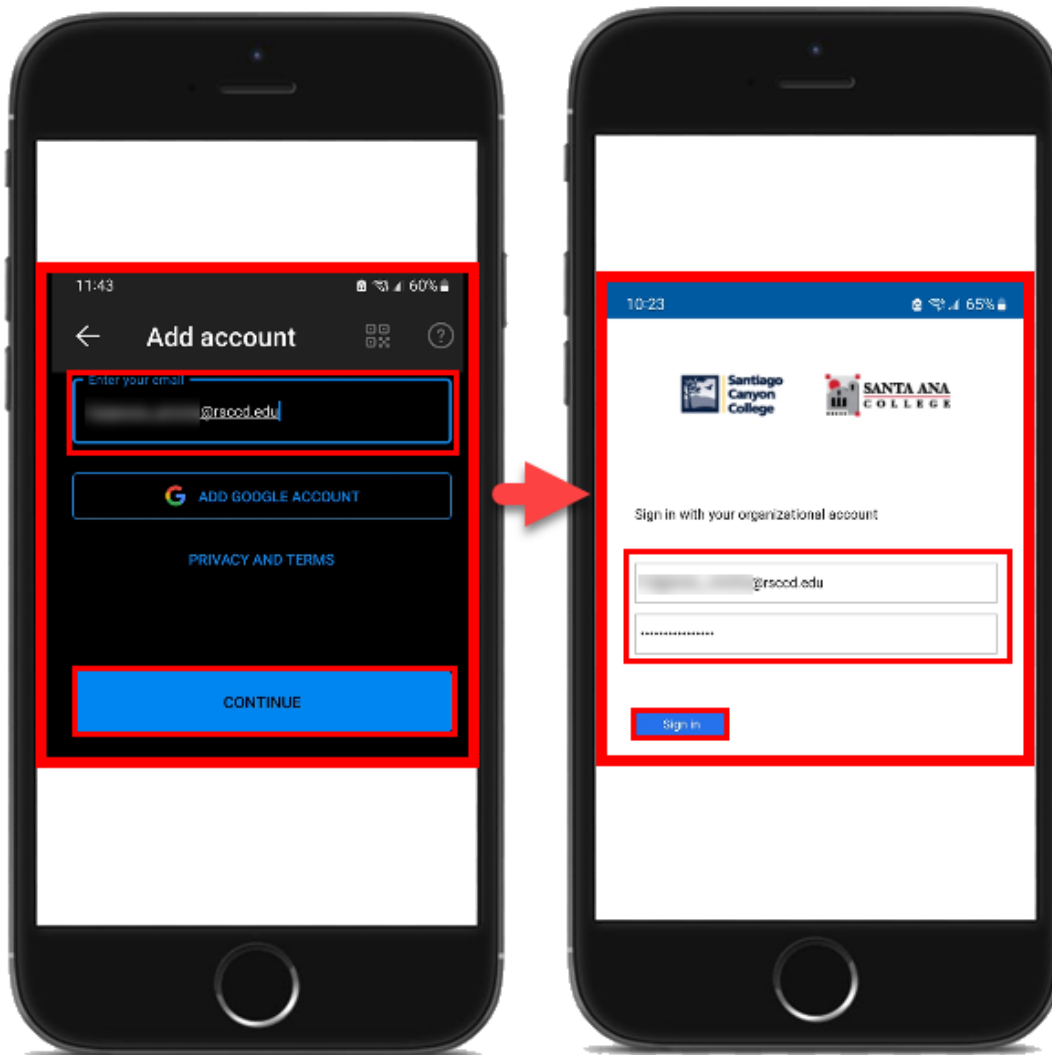On the *Welcome to Outlook* screen, select **Add Account.**

**Enter your email address** and select **Continue**.

When prompted to *Sign-in with your organizational account*, **login using your Single sign-on (SSO) username and password.**

NOTE: *Your Single sign-on (SSO) username is the same as your email address.*

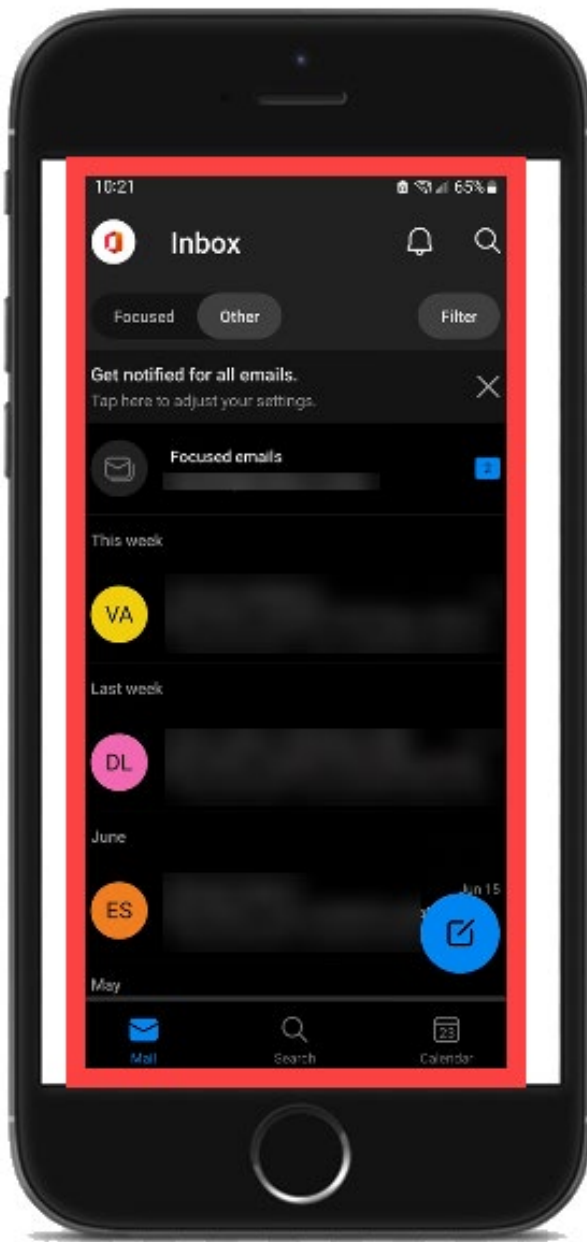*e.g., LastName_FirstName@rsccd.edu, @sac.edu or @sccollege.edu.*

Step 3 – On Add Another account screen, select "Maybe Later"

On the Add another account screen that asks, *"Would you like to add another account?"* **select Maybe Later**.
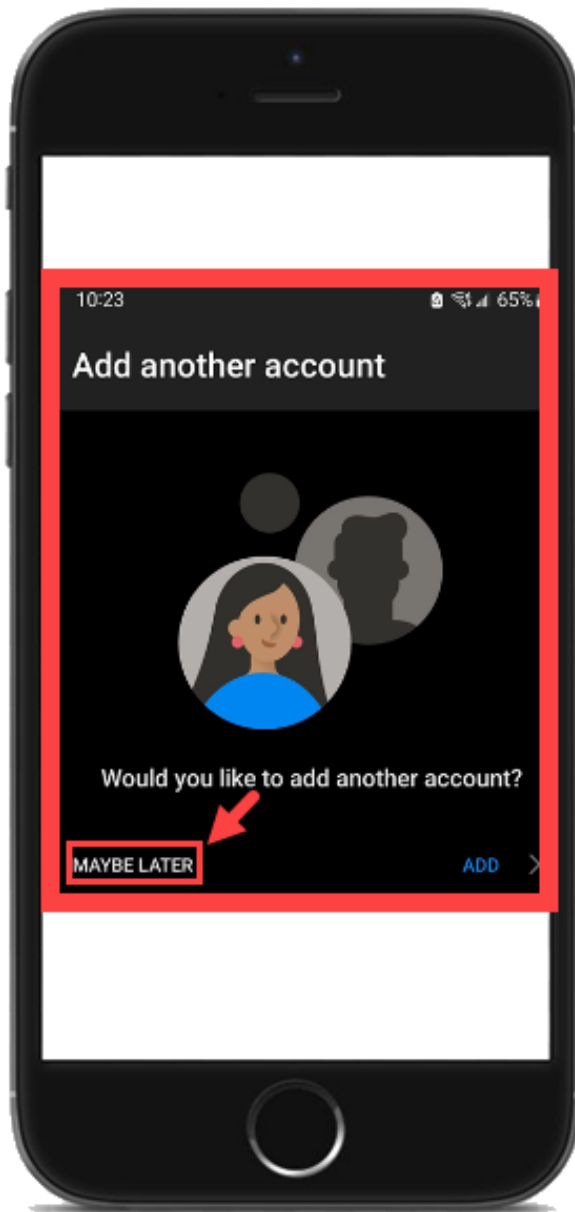
Step 4 – Confirm the Inbox is accessible

After completing the setup, the Inbox will load and show your latest emails.
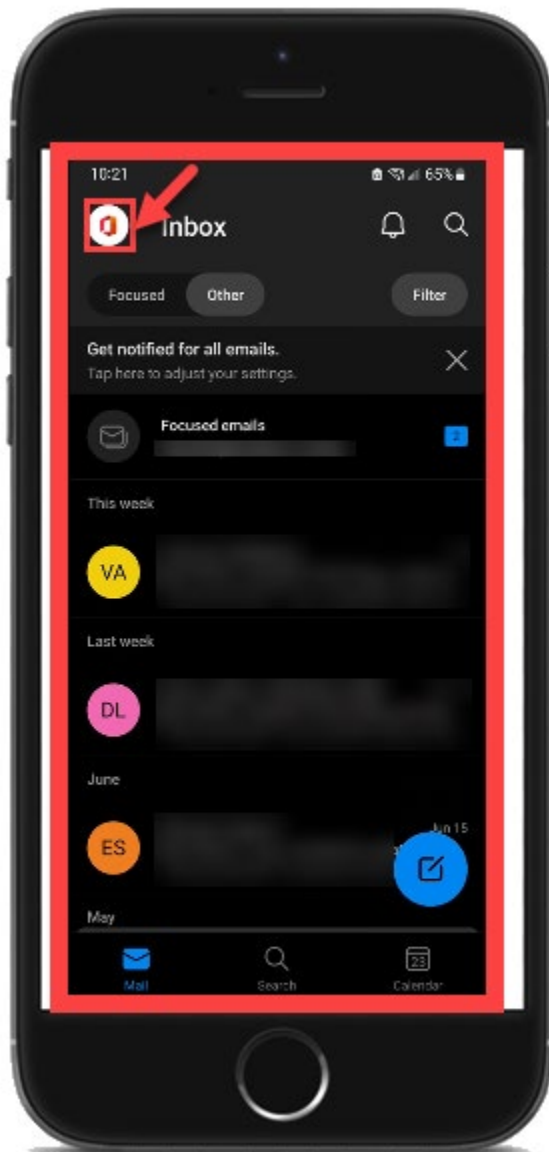
Remove email account from Outlook mobile app

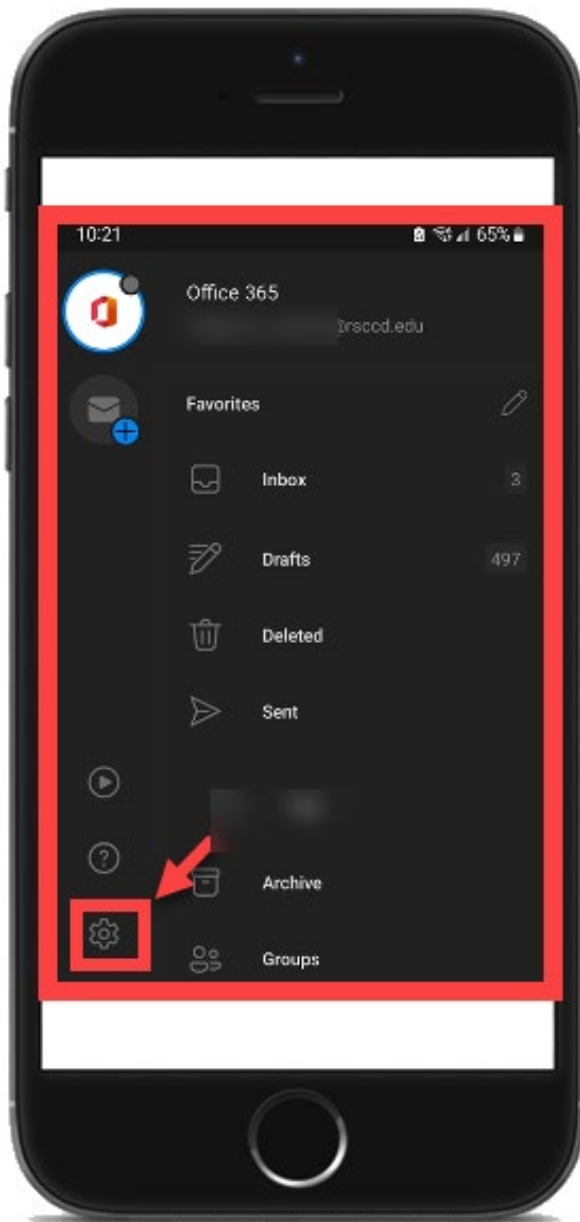## Step 1 – Select the Office icon near the top of the Outlook Mobile app

Open the **Outlook mobile app**

Then **select the Office icon** (near the top of the app.)
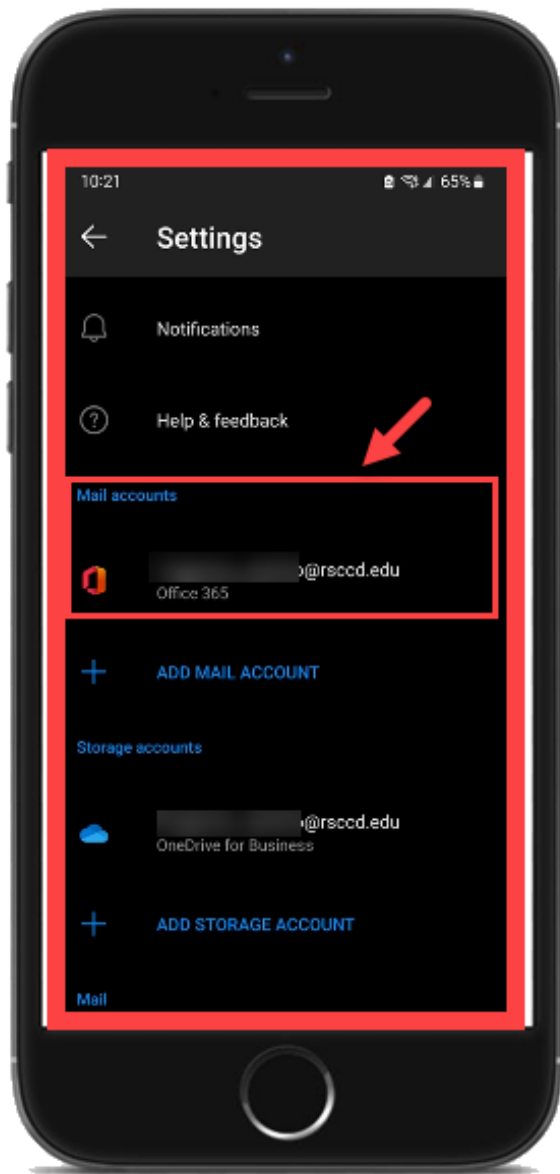
Step 2 – Select the Settings icon

Select the **Settings icon** (near the bottom of the app).

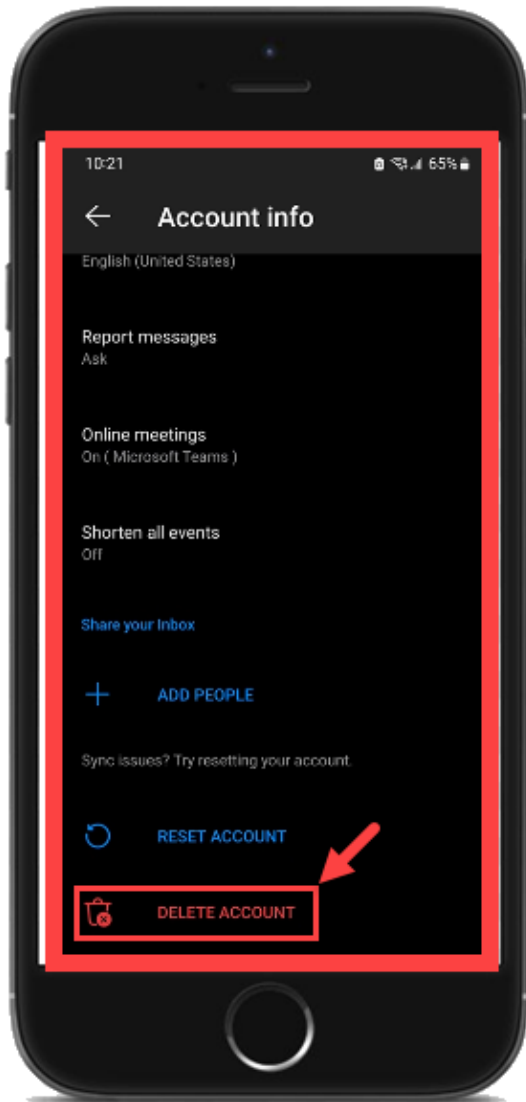## Step 3 – Under Mail accounts, select your email account

Under **Mail accounts**, select your **District email account.**

This will take you to the **Account info** screen.

Step 4 – Under Account info, scroll down and select Delete Account

Under **Account info**, scroll to the bottom, and select **Delete Account.**

Step 5 – Select Add Account to re-add your account to Outlook

Once the account has been Deleted, you can proceed to Add Account again as shown in the [Add Email to Outlook Mobile App](#) steps earlier in this guide.
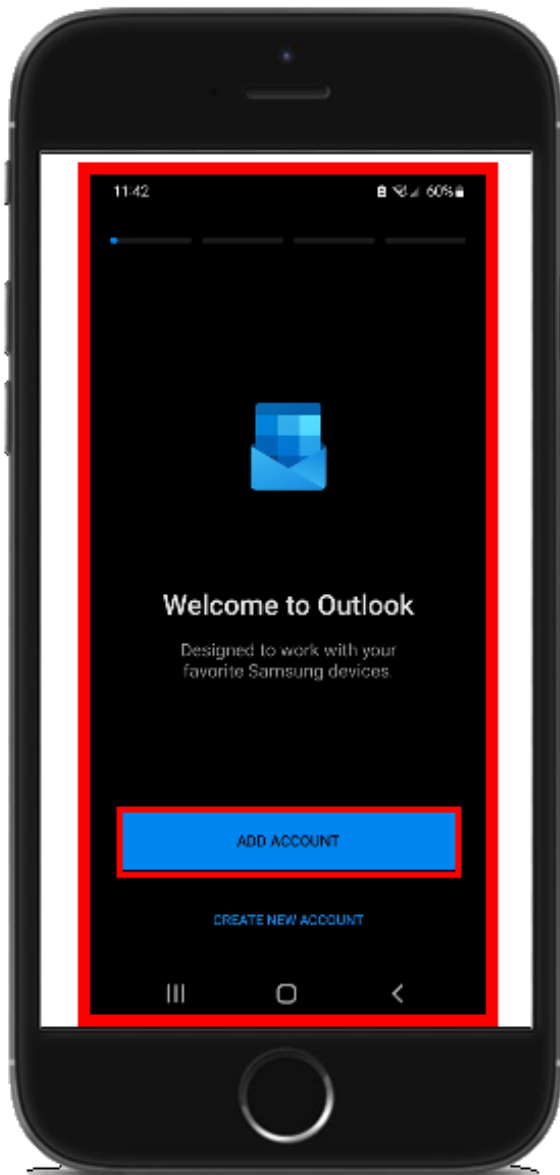
Troubleshooting problems

Troubleshooting sign-in problems

- Use the **Password Reset page** if you've forgotten your password, or need to retrieve your username.
- Use the **Change Password page** to create a new password.
- Read the **Single Sign-On FAQs page** for other sign in issues.

Troubleshooting other problems

- **Faculty and Staff** may contact the **ITS Help Desk** for further assistance.
  - Employees only: **ITS Help Desk page**

(Select this link to return to the beginning of the document)