

Outlook Mobile App for O365 (End User Setup)

Updated – 2/12/2020



Description

The following process will guide a new DOI O365 platform user with an assigned government furnished (GFE) Apple or Android mobile device with DOI email access. The Outlook Mobile app, when configured with a Government Cloud email account, will not allow additional non-Government accounts to be added to the app, per design, due to FedRAMP certification. *Please refer to this [Microsoft guidance document](#).*

Outlook Mobile app is to be used only on Government Furnished (GFE) Android and iOS based devices. Any other configuration is outside the Department's approved security policy for enterprise data access

Before you begin

- You must have a DOI O365 mailbox established. If you do not have this setup for you before starting this document, this [process will not work](#).
- This process is only for Government furnished Android and iOS based devices
 - **Apple iOS users have the choice of using the native iOS Mail app, or the Outlook Mobile app**
 - **Android users will only be able to utilize the Outlook Mobile app**
- **This document should be viewed on your laptop or desktop computer. Do not print**
- This process requires a Government Furnished (GFE) Mobile device managed by DOI's MDM MaaS360. Setup on any personal device is explicitly prohibited
- **User must know prior to starting setup process:**
 - Computer Username
 - User Principal Name
 - Computer / Active Directory password
 - ***Please reach out to your Bureau or Office Help Desk directly if you do not know these items***
- User must have access to assigned DOI issued (GFE) laptop or desktop connected to DOI network (On location at DOI office or DOI VPN), as well as assigned PIV card
- Mobile device is powered on and currently configured to a Bureau/Office MaaS360 portal
- Device must have internet access via Wi-Fi or cellular connectivity

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Setting up Multifactor Authentication Tool

DOI requires all employees to utilize Multifactor (MFA) sign-in for accessing BisonConnect. On mobile, MFA is performed using Microsoft Authenticator. If you have multiple GFE devices, you do not need to setup multiple instances of Authenticator; you can use the instance on one device to approve sign in on your additional GFE devices.

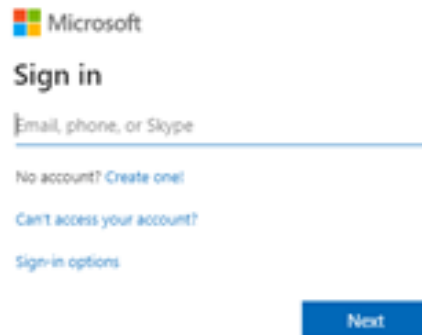
Microsoft Authenticator

Please note: If you have multiple devices assigned to you, you only have to install and setup the Authenticator on one device. Any subsequent sign-in for BisonConnect on additional devices can be approved using a single instance of Authenticator. If you already have Authenticator installed, please skip to [Configure Outlook Mobile App](#)

1. To install Authenticator App Government Furnished (GFE) mobile devices:



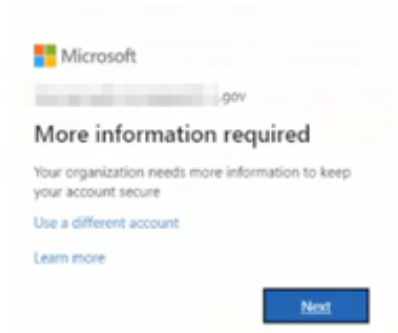
1. Apple iOS Devices: Go to MaaS360 App Catalog to install the Microsoft Authenticator app
 2. Android Devices: Download from Google PlayStore
2. **On your Government issued computer**, using an internet browser open <https://aka.ms/mfasetup>
3. At the Microsoft sign in page, enter your DOI email address, click **Next**



- a. If prompted to select the type of account, ensure you select “Work or School” account option
4. **“More information required”**, click **“Next”**

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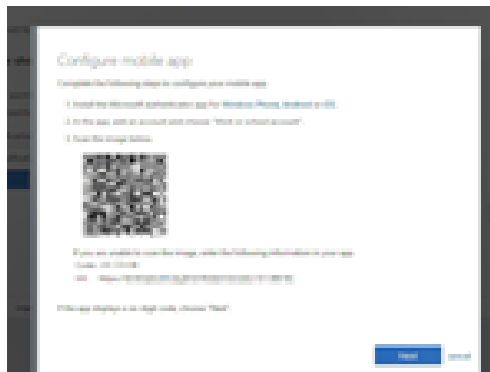


- 5. **Additional Security Verification - select the following**
 - a. Mobile App
 - b. Receive notifications for verification



- c. **Please note: The rest of the instructions assume user selects “Notifications” option in b.**

- 6. **Click Setup - DO NOT CLOSE WINDOW THAT OPENS**



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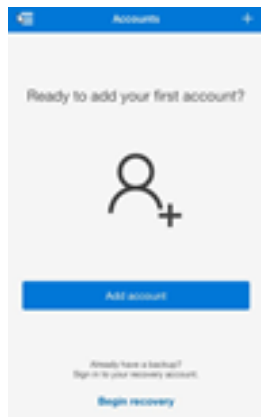
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7. On your mobile device, **open** Microsoft Authenticator App



- a. When prompted, select “Allow” notifications
 1. **The app will NOT work properly if you do not click allow**
 2. Click “**OK**” if prompted
- b. Please select “Skip” until you reach this screen



- c. Select “**Add Account**”
 - i. Disregard backup popup, click “**Continue**”
- d. Select “**Work or School**” account
 - i. Allow app to access Camera: click “**OK**”
- e. Using your device, hover camera over QR code that is displayed on your computer’s screen

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows
2. In the app, add an account and choose “Work or school”
3. Scan the image below.

QR Code



If you are unable to scan the image, enter the following information in your app.

Code: 290-101048

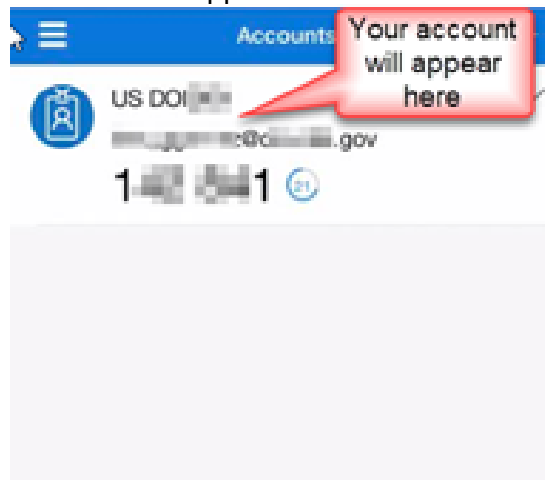
Url: <https://login.microsoftonline.com/290-101048>

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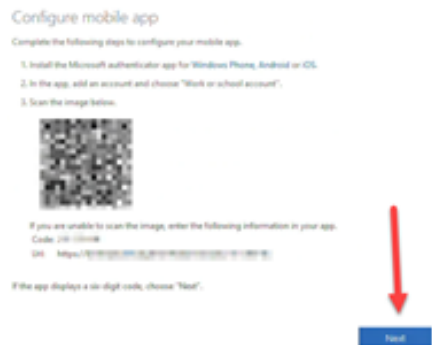
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- f. Authenticator app will now show an account. Return to Computer

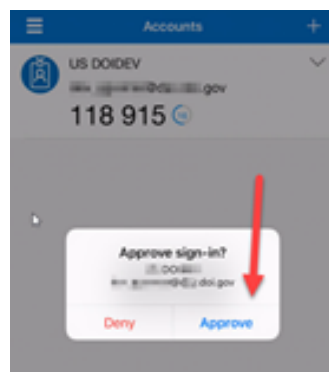


- g. On your computer, Click “Next” in the “Configure mobile App”



- i. “Checking activation status” will appear

- h. Click “Next”
i. Back to your mobile device.



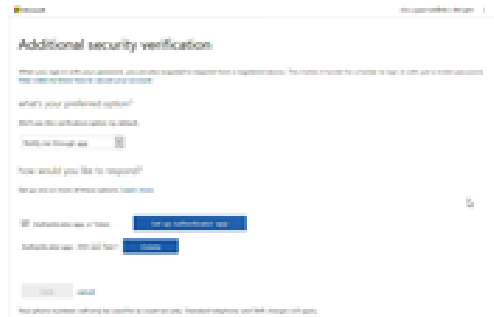
- j. When prompted, click “Approve”

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8. **Back to your government computer:** Step 2 screen will appear
 - a. System is ensuring communication to your Authenticator app is successful
 - b. Verification Successful, page will redirect to “**Additional Security Verification**” page



9. Continue to Next Section

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Install Outlook Mobile App

To begin, select the platform that corresponds with your GFE device:

- [Apple iOS](#)
- [Google Android](#)

Install Outlook Mobile for iOS

- Open the MaaS360 App Catalog



- Select “Search” in bottom right hand corner of App Store
- In the search field, enter “Outlook” select “Search”
- Select appropriate the Microsoft Outlook option and click “Get”



- App size >79MB, so install may not be “instant”
- Continue to [Open and Configure Outlook Mobile App](#)

Install Outlook Mobile for Android

- Install Outlook Mobile for Android
- On your Government Furnished Android device, open the Google PlayStore



- In the search field, enter “Outlook” and select the Microsoft Outlook option, and click Install



- App size >79MB in size, so install may not be “instant”. Please be patient
- Continue to [Open And Configure Outlook Mobile App](#)

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Configure Outlook Mobile App:

1. Open the Outlook Mobile app



- a. If you are prompted with “Get Started” button, go ahead and click button
2. Enter your DOI mail account
 - a. i.e - john.doe@ios.doi.gov
3. Click Add Account or Continue
4. DOI’s Login (ADFS) page loads
 - a. Enter **UPN** (computer account) and **AD Password**, and click “Sign In”
 - i. At the next screen, scroll down and select **Azure Multi Factor Authentication**
 - ii. When you see the Sign In Request notification to approve pop up, please select notification and accept login
 1. *Please note: you may be asked to restart the app to continue. If so, please select “OK”. App will close. Reopen app*
 2. If you have a non-DOI mail account configured within the app prior to adding your DOI Mail account, you will see the GCC warning. Please select “Add account”
 - b. If option appears, select “SKIP”
 - c. If prompted, enable notifications

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In order to enable Outlook Mobile app Contacts Sync: Outlook Mobile app has an option to sync contacts, but this is an option that **cannot be used by DOI. This feature relies on iCloud, which is not an approved data storage location.**

In order to sync contacts, Apple iOS users will need to perform the following steps.

Please note: *If you do not have your DOI mail account appearing in the settings section of your iOS device, this is an issue that must be resolved by your respective Bureau/Office MDM support staff.. Contact them directly.*

allows you to place a read-only copy of your address book in the native device Contacts list. This would be useful if you wish to see caller ID information when a contact reaches out to you via a phone call. To enable:

1. From within the Outlook Mobile app, go to settings
 - a. On iOS, in the upper left hand corner, click the round icon that has your initial showing
 - b. On Android, select the “burger” menu button



2. Select the “Gear” settings option at the lower left hand corner
3. Select your DOI mail account
 - a. On iOS, under **Save Contacts** option, enable the switch
 - b. On Android, under **Sync Contacts** option, enable the switch

END of Procedure