

PREPARED BY  
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DATE  
14 Oct 2026

DATA COLLECTED  
14 Oct 2026, 04:00 UTC

MICROSOFT 365 TENANT  
contoso.onmicrosoft.com

Phones and tablets that sync mail, with which app, when each last synced, and leavers' devices that are still connected.

**Filtered view.** Every device: 8 of 19 rows, Platform is iOS, Last synced: in the last 30 days. The headline figures cover every row.

Mobile devices

19

15 synced in the last 30 days

Leavers' devices

1

Sign-in blocked, device still connected

Waiting for approval

1

Quarantined by ActiveSync access rules

Not synced in 90 days

3

Old partnerships to remove

## Devices that need attention 5 2 to review

5 devices need a look. To remove a device someone no longer uses, or a leaver's, open the Exchange admin centre, Recipients > Mailboxes > the mailbox > Mobile devices, and remove it (or block it there first). Waiting devices are allowed or blocked in the same place.

| Flag     | Mailbox                       | Device    | Why                                                         | Last synced |
|----------|-------------------------------|-----------|-------------------------------------------------------------|-------------|
| ● High   | bobby.marsh@contoso.example   | SM-S918B  | Still syncing mail although the person's sign-in is blocked | 11 Oct 2026 |
| ● Medium | oliver.hill@contoso.example   | SM-A546B  | Waiting for an admin to allow or block it                   | –           |
| ● Low    | joseph.morris@contoso.example | iPhone 11 | Not synced for 226 days: the partnership can be removed     | 2 Mar 2026  |
| ● Low    | lily.harrison@contoso.example | iPhone 11 | Not synced for 372 days: the partnership can be removed     | 7 Oct 2025  |
| ● Low    | olivia.wilson@contoso.example | iPhone 11 | Not synced for 296 days: the partnership can be removed     | 22 Dec 2025 |

## Every device 8

19 devices on 17 mailboxes; 15 synced in the last 30 days. A device keeps its partnership until it's removed, so old phones stay listed long after they're replaced.

| Mailbox                        | Device    | Platform | Operating system | App                   | Access  | First synced | Last synced | Account |
|--------------------------------|-----------|----------|------------------|-----------------------|---------|--------------|-------------|---------|
| annabel.fraser@contoso.example | iPhone 14 | iOS      | iOS 17.5.1 21F90 | Mail app (ActiveSync) | Allowed | 11 Apr 2025  | 13 Oct 2026 | Active  |
| ella.thomas@contoso.example    | iPhone 14 | iOS      | iOS 17.5.1 21F90 | Mail app (ActiveSync) | Allowed | 26 Sep 2025  | 12 Oct 2026 | Active  |
| evie.davis@contoso.example     | iPhone 15 | iOS      | iOS 17.6.1 21G93 | Outlook app           | Allowed | 29 Nov 2024  | 13 Oct 2026 | Active  |
| megan.smith@contoso.example    | iPhone 15 | iOS      | iOS 17.6.1 21G93 | Outlook app           | Allowed | 13 Apr 2025  | 12 Oct 2026 | Active  |
| noah.clark@contoso.example     | iPhone 15 | iOS      | iOS 17.6.1 21G93 | Outlook app           | Allowed | 19 Dec 2025  | 13 Oct 2026 | Active  |
| olivia.ward@contoso.example    | iPhone 14 | iOS      | iOS 17.5.1 21F90 | Mail app (ActiveSync) | Allowed | 6 Nov 2025   | 14 Oct 2026 | Active  |
| owen.taylor@contoso.example    | iPhone 15 | iOS      | iOS 17.6.1 21G93 | Outlook app           | Allowed | 26 Feb 2025  | 11 Oct 2026 | Active  |
| william.clark@contoso.example  | iPhone 15 | iOS      | iOS 17.6.1 21G93 | Mail app (ActiveSync) | Allowed | 13 Nov 2025  | 12 Oct 2026 | Active  |

## Devices by platform 2

The Outlook app supports modern sign-in and app protection policies; the built-in mail app over ActiveSync is harder to control.

| Platform | Devices | Outlook app | Mail app (ActiveSync) | Synced in the last 30 days |
|----------|---------|-------------|-----------------------|----------------------------|
| iOS      | 11      | 4           | 7                     | 8                          |
| Android  | 8       | 3           | 5                     | 7                          |

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