

PREPARED BY
Harbour IT

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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: 1 of 19 rows, Access is Waiting for approval. Devices by platform: 2 of 2 rows, 1 column hidden. 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 1 1 to review

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.

Flag	Mailbox	Device	Platform	Operating system	App	Access	First synced	Last synced	Account
Medium	oliver.hill@contoso.example	SM-A546B	Android	Android 13	Mail app (ActiveSync)	Waiting for approval	29 Aug 2025	–	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.

Devices	Outlook app	Mail app (ActiveSync)	Synced in the last 30 days
11	4	7	8
8	3	5	7

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