

PREPARED BY

Harbour IT

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14 Oct 2026

DATA COLLECTED

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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: 12 of 19 rows, App is Mail app (ActiveSync). 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 12 2 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
	annabel.fraser@contoso.example	iPhone 14	iOS	iOS 17.5.1 21F90	Mail app (ActiveSync)	Allowed	11 Apr 2025	13 Oct 2026	Active
● High	bobby.marsh@contoso.example	SM-S918B	Android	Android 14	Mail app (ActiveSync)	Allowed	1 Dec 2025	11 Oct 2026	Sign-in blocked
	ella.thomas@contoso.example	iPhone 14	iOS	iOS 17.5.1 21F90	Mail app (ActiveSync)	Allowed	26 Sep 2025	12 Oct 2026	Active
	jacob.johnson@contoso.example	Pixel 8	Android	Android 14	Mail app (ActiveSync)	Allowed	12 Dec 2025	14 Oct 2026	Active
● Low	joseph.morris@contoso.example	iPhone 11	iOS	iOS 15.7 19H12	Mail app (ActiveSync)	Allowed	23 Jun 2024	2 Mar 2026	Active

Flag	Mailbox	Device	Platform	Operating system	App	Access	First synced	Last synced	Account
	joseph.morris@contoso.example	Pixel 8	Android	Android 14	Mail app (ActiveSync)	Allowed	22 Aug 2025	14 Oct 2026	Active
● Low	lily.harrison@contoso.example	iPhone 11	iOS	iOS 15.7 19H12	Mail app (ActiveSync)	Allowed	19 Jul 2025	7 Oct 2025	Active
● Medium	oliver.hill@contoso.example	SM-A546B	Android	Android 13	Mail app (ActiveSync)	Waiting for approval	29 Aug 2025	–	Active
	olivia.ward@contoso.example	iPhone 14	iOS	iOS 17.5.1 21F90	Mail app (ActiveSync)	Allowed	6 Nov 2025	14 Oct 2026	Active
● Low	olivia.wilson@contoso.example	iPhone 11	iOS	iOS 15.7 19H12	Mail app (ActiveSync)	Allowed	23 Jun 2025	22 Dec 2025	Active
	rhys.evans@contoso.example	SM-S918B	Android	Android 14	Mail app (ActiveSync)	Allowed	23 Jan 2026	13 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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