MOBILE DEVICES

Contoso Legal LLP

Harbour IT

PREPARED BY	DATE	DATA COLLECTED	MICROSOFT 365 TENANT
Harbour IT	29 Nov 2026	29 Nov 2026, 04:00 UTC	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: 2 of 19 rows, Mailbox is joseph.morris@contoso.example. The headline figures cover every row.

Mobile devices	Leavers' devices	Waiting for approval	Not synced in 90 days
19	**1**	**1**	**3**
15 synced in the last 30 days	Sign-in blocked, device still connected	Quarantined by ActiveSync access rules	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	26 Nov 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	17 Apr 2026
Low	lily.harrison@contoso.example	iPhone 11	Not synced for 372 days: the partnership can be removed	22 Nov 2025
Low	olivia.wilson@contoso.example	iPhone 11	Not synced for 296 days: the partnership can be removed	6 Feb 2026

Every device 2

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
Low	joseph.morris@contoso.example	iPhone 11	iOS	iOS 15.7 19H12	Mail app (ActiveSync)	Allowed	8 Aug 2024	17 Apr 2026	Active
	joseph.morris@contoso.example	Pixel 8	Android	Android 14	Mail app (ActiveSync)	Allowed	7 Oct 2025	29 Nov 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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