

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, Mailbox is lily.harrison@contoso.example, 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

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	First synced	Last synced	Account
● Low	lily.harrison@contoso.example	iPhone 11	iOS	iOS 15.7 19H12	Mail app (ActiveSync)	19 Jul 2025	7 Oct 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.

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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