

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, Operating system is Android 13. 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 | 10 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     | 1 Mar 2026  |
| ● Low    | lily.harrison@contoso.example | iPhone 11 | Not synced for 372 days: the partnership can be removed     | 6 Oct 2025  |
| ● Low    | olivia.wilson@contoso.example | iPhone 11 | Not synced for 296 days: the partnership can be removed     | 21 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 | 28 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.

| 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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