

PREPARED BY
Harbour IT

DATE
13 Oct 2026

DATA COLLECTED
13 Oct 2026, 04:00 UTC

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: 3 of 19 rows, Operating system is iOS 17.5.1 21F90, 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	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 3

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.

Device	Platform	Operating system	App	Access	First synced	Last synced	Account
iPhone 14	iOS	iOS 17.5.1 21F90	Mail app (ActiveSync)	Allowed	10 Apr 2025	12 Oct 2026	Active
iPhone 14	iOS	iOS 17.5.1 21F90	Mail app (ActiveSync)	Allowed	25 Sep 2025	11 Oct 2026	Active
iPhone 14	iOS	iOS 17.5.1 21F90	Mail app (ActiveSync)	Allowed	5 Nov 2025	13 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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