

PREPARED BY

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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. Devices that need attention: 5 of 5 rows, 1 column hidden. Every device: 11 of 19 rows, Platform is iOS. 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
● High	bobby.marsh@contoso.example	SM-S918B	Still syncing mail although the person's sign-in is blocked
● 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
● Low	lily.harrison@contoso.example	iPhone 11	Not synced for 372 days: the partnership can be removed
● Low	olivia.wilson@contoso.example	iPhone 11	Not synced for 296 days: the partnership can be removed

Every device 11

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
	ella.thomas@contoso.example	iPhone 14	iOS	iOS 17.5.1 21F90	Mail app (ActiveSync)	Allowed	26 Sep 2025	12 Oct 2026	Active
	evie.davis@contoso.example	iPhone 15	iOS	iOS 17.6.1 21G93	Outlook app	Allowed	29 Nov 2024	13 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
● Low	lily.harrison@contoso.example	iPhone 11	iOS	iOS 15.7 19H12	Mail app (ActiveSync)	Allowed	19 Jul 2025	7 Oct 2025	Active
	megan.smith@contoso.example	iPhone 15	iOS	iOS 17.6.1 21G93	Outlook app	Allowed	13 Apr 2025	12 Oct 2026	Active
	noah.clark@contoso.example	iPhone 15	iOS	iOS 17.6.1 21G93	Outlook app	Allowed	19 Dec 2025	13 Oct 2026	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

Flag	Mailbox	Device	Platform	Operating system	App	Access	First synced	Last synced	Account
	owen.taylor@contoso.example	iPhone 15	iOS	iOS 17.6.1 21G93	Outlook app	Allowed	26 Feb 2025	11 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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