

PREPARED BY

Harbour IT

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DATA COLLECTED

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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: 19 of 19 rows, 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 19 2 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 | App                   | Access  | First synced | Last synced | Account         |
|--------|--------------------------------|-----------|----------|-----------------------|---------|--------------|-------------|-----------------|
|        | annabel.fraser@contoso.example | iPhone 14 | iOS      | Mail app (ActiveSync) | Allowed | 10 Apr 2025  | 12 Oct 2026 | Active          |
| ● High | bobby.marsh@contoso.example    | SM-S918B  | Android  | Mail app (ActiveSync) | Allowed | 30 Nov 2025  | 10 Oct 2026 | Sign-in blocked |
|        | ella.thomas@contoso.example    | iPhone 14 | iOS      | Mail app (ActiveSync) | Allowed | 25 Sep 2025  | 11 Oct 2026 | Active          |
|        | evie.davis@contoso.example     | iPhone 15 | iOS      | Outlook app           | Allowed | 28 Nov 2024  | 12 Oct 2026 | Active          |
|        | jacob.johnson@contoso.example  | Pixel 8   | Android  | Mail app (ActiveSync) | Allowed | 11 Dec 2025  | 13 Oct 2026 | Active          |
| ● Low  | joseph.morris@contoso.example  | iPhone 11 | iOS      | Mail app (ActiveSync) | Allowed | 22 Jun 2024  | 1 Mar 2026  | Active          |
|        | joseph.morris@contoso.example  | Pixel 8   | Android  | Mail app (ActiveSync) | Allowed | 21 Aug 2025  | 13 Oct 2026 | Active          |
| ● Low  | lily.harrison@contoso.example  | iPhone 11 | iOS      | Mail app (ActiveSync) | Allowed | 18 Jul 2025  | 6 Oct 2025  | Active          |
|        | megan.smith@contoso.example    | iPhone 15 | iOS      | Outlook app           | Allowed | 12 Apr 2025  | 11 Oct 2026 | Active          |

| Flag     | Mailbox                       | Device    | Platform | App                   | Access               | First synced | Last synced | Account |
|----------|-------------------------------|-----------|----------|-----------------------|----------------------|--------------|-------------|---------|
|          | noah.clark@contoso.example    | iPhone 15 | iOS      | Outlook app           | Allowed              | 18 Dec 2025  | 12 Oct 2026 | Active  |
| ● Medium | oliver.hill@contoso.example   | SM-A546B  | Android  | Mail app (ActiveSync) | Waiting for approval | 28 Aug 2025  | –           | Active  |
|          | olivia.ward@contoso.example   | iPhone 14 | iOS      | Mail app (ActiveSync) | Allowed              | 5 Nov 2025   | 13 Oct 2026 | Active  |
|          | olivia.wilson@contoso.example | Pixel 8   | Android  | Outlook app           | Allowed              | 22 Apr 2025  | 10 Oct 2026 | Active  |
| ● Low    | olivia.wilson@contoso.example | iPhone 11 | iOS      | Mail app (ActiveSync) | Allowed              | 22 Jun 2025  | 21 Dec 2025 | Active  |
|          | owen.taylor@contoso.example   | iPhone 15 | iOS      | Outlook app           | Allowed              | 25 Feb 2025  | 10 Oct 2026 | Active  |
|          | priya.hughes@contoso.example  | Pixel 8   | Android  | Outlook app           | Allowed              | 4 Dec 2025   | 13 Oct 2026 | Active  |
|          | rhys.evans@contoso.example    | SM-S918B  | Android  | Mail app (ActiveSync) | Allowed              | 22 Jan 2026  | 12 Oct 2026 | Active  |
|          | william.allen@contoso.example | SM-S918B  | Android  | Outlook app           | Allowed              | 30 May 2025  | 9 Oct 2026  | Active  |
|          | william.clark@contoso.example | iPhone 15 | iOS      | Mail app (ActiveSync) | Allowed              | 12 Nov 2025  | 11 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                          |