

You may notice that the Outlook App for iOS and Android is somewhat different from the email apps you have been using that came installed with your device. Below is a list of FAQs that we hope addresses some questions you may have.

General

Question: Why can't I use the calendar or email application I previously used on my mobile phone?

Answer: With the implementation of Email Online, the Outlook application is required to be used on mobile devices due to the improved integration and functionality it offers with Email Online and Office 365. With the Outlook Mobile application, your calendar, email, and contacts are available inside a single application. The calendar is available from the Calendar icon in the bottom right corner of the application. Think of the new outlook application as a one-stop location for your Outlook mail, contacts, and calendar.

Question: How do I create a new meeting or appointment in the Outlook App?

Answer: You can use the following "cheat sheets" to learn all about how the app works in for [iOS Devices](#) and [Android Devices](#).

Question: Will contacts I create in Outlook on my desktop transfer to the Outlook Mobile application and vice-versa?

Answer: Yes. You can create new contacts in either version and they will appear in both versions. However, Personal Contact Groups are not supported in the Outlook Mobile application.

Question: Why can I no longer see my mobile contacts in the Outlook app or my Outlook contacts in my contacts app that came with my device?

Answer: If you have individual contacts you have created in Outlook Desktop (not the Global Address list contacts), you can move those contacts into your contacts app that came with the device via a setting in the Outlook App. This option is called "Save Contacts" (iOS) or "Synch Contacts" (Android).

1. Open the app and press the three horizontal lines icon in top left.
2. Press the gear icon below, then press your account for Office 365.
3. Turn the "Save Contacts" or "Synch Contacts" slider to "On" position.

Your individual Outlook contacts should now be accessible in your native contacts app.

* As this integration is currently only "One-Way" (from Outlook to native contacts), we recommend that you create any new work contacts in either the Outlook App or directly in Outlook Desktop, not from your mobile device contacts.

** Detailed instructions for moving your contacts into your contacts app are included in the configuration instruction documents for both [iOS](#) and [Android](#) devices.

Question: I cannot open or edit attachments within in the Outlook mobile application. What should I do?

Answer: You will need to download and install the application for the file type you are having trouble opening and editing from your device's application store, for example Google Play (Android) and App Store (iOS).

Applications for Microsoft Word, Excel and PowerPoint are available from the application stores for no additional cost.

Question: I cannot watch a video attachment within the Outlook mobile application. What should I do?

Answer: For Android devices, you must download VLC Media player from your device's application store, for example Google Play.

For iOS devices, please call the IT Service Desk by phone at 306-787-5000.

Additional Mailboxes

Question: Will I be able to see my group mailboxes in the new outlook app?

Answer: Shared mailboxes are supported with Exchange Online, but are no longer supported on mobile devices.

Focused Inbox

Question: What is "Focused Inbox"?

Answer: Microsoft definition: "Focused Inbox intelligently pre-sorts your email so you can focus on what matters. It places your most important emails in "Focused" and the rest in "Other." Focused Inbox works across all your email accounts, personal and professional.

To create an inbox that "feels right" to you, the system takes into account emails and contacts with whom you interact, and filters out automatically generated or bulk email. The more you use it, the better it gets. You can easily reclassify emails between Focused and Other. Just open an email, then select "Move to Focused/Non-Focused" from the overflow menu.

Note that your notifications and icon badges are synced to Focused Inbox by default and will not include mail that is categorized as "Other".

If you'd like to turn Focused Inbox off, or adjust the icon badge and notification settings to include all mail:

1. Open the app and press the three horizontal lines icon in top left.
2. Press the gear icon at bottom right. You should be able to toggle Focused Inbox off and on as well as make changes to notifications, and icon badges.

Additional Information

Additional Questions and Answers can be found at <https://acompli.helpshift.com/a/outlook-mobile/>.

In addition, should you have questions or difficulties at any time when working with Outlook App for either iOS or Android devices, please contact Central Services' **ITD Service Desk at 306-787-5000**.

Form Revision History

Date	Change Author	Notes of Changes
2018-05-24	Art Newton	Updated and Rebranded
2018-06-07	Art Newton	Added links to mobile contacts instructions for iOS and Android