

# Reviewing Mobile Devices Connected to Your Email Account

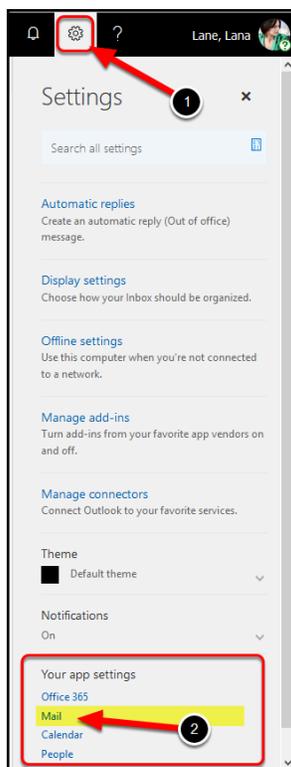
This article covers how to review the mobile devices that are synchronized with your campus mailbox.

 **WARNING:** *You will only be able to see devices connected with services such as Exchange ActiveSync. Devices using POP or IMAP will not show up in the mobile device window. Most newer devices use Exchange ActiveSync.*

## 1. Log into Outlook on the Web.

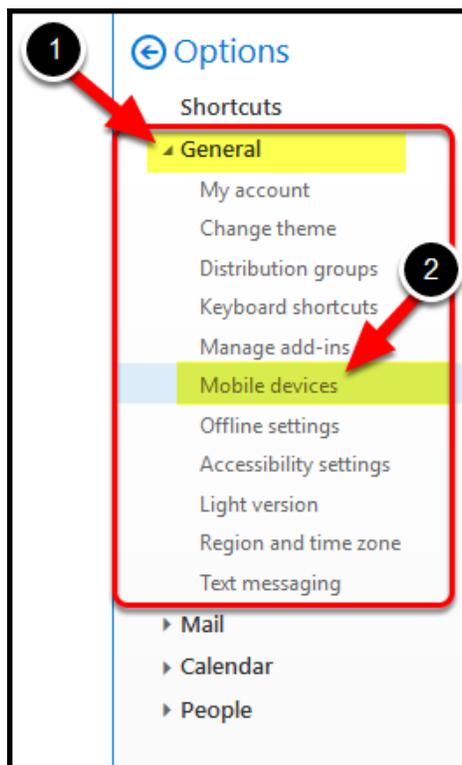
[View instructions on logging in to Outlook on the web.](#)

## 2. Click on the gear, then under **Your app setting**, then click **Mail**.



1. Once in your email on the web, click the settings gear.
2. Then under **Your app setting**, click **Mail**.

### 3. Expand the General tab, then click Mobile devices.



1. Click and expand the **General** tab.
2. Then click on **Mobile devices**.

## 4. Review the devices that are connected to your email account.

### Mobile devices

These are the mobile devices that are synchronizing with your mailbox. You can remove a mobile device, access your device recovery password, initiate a remote device wipe, or block your phone if you lose it. When you add a new device and set it up to synchronize with your account, it will appear in the list below. [Learn more](#)

Device	Phone number	Last sync time	Status
iPad		Saturday, September 30, 2017 4:04:10 AM	OK
iPhone		Tuesday, February 20, 2018 1:32:19 PM	OK
Outlook		Wednesday, March 14, 2018 10:46:50 AM	OK

**Read receipts**

Don't send read receipts for messages read on devices that use Exchange ActiveSync

**i** Notice the devices listed. If you no longer have a device, feel free to remove it from your list.

## Expand a device label to learn more about it.



## 1. Details icon

Click the **Details** icon to find out details about a connected device. Depending on the device, you may be able to see the device type, OS information, date first synced, and last sync time.



## 2. Remove icon

Click the **Remove** icon to remove the selected device from your campus email account you no longer have. This can also sometimes resolve email issues you may be having with a device.

**REMEMBER:** *You have a limited number of devices you can sync to your account (10), so it is highly recommended that you remove any devices from your account you no longer have or log into your campus email account with.*

**i** *If you accidentally remove a device don't worry. When you access your email on this device again, it will be re-added to your list of devices.*



## 3. Wipe All Data icon

Click the **Wipe all data** icon to remotely wipe all data from the selected device.



**CAUTION:** *This is only recommended if your device has been lost/stolen.*



## 4. Start Logging icon

Click the **Start Logging** icon to request a log that shows the interaction between Exchange and your device, if the device synchronizes with Microsoft Exchange.



*This option will not appear if the device is not capable of providing a log.*

## Example: With Logging option

The screenshot shows a toolbar with five icons: a pencil, a minus sign, a mobile phone, a document with an arrow (highlighted as the 'Logging option'), and a refresh icon. Below the toolbar is a table with the following data:

Device	Phone number	Last sync time	Status
iPhone		Tuesday, February 20, 2018 1:32:19 PM	OK
Outlook		Wednesday, March 14, 2018 10:46:50 AM	OK
UniversalOutlook		Monday, February 26, 2018	OK

## Example: Without Logging option

Device	Phone number	Last sync time	Status
iPhone		Tuesday, February 20, 2018 1:32:19 PM	OK
Outlook		Wednesday, March 14, 2018 10:46:50 AM	OK
UniversalOutlook			OK

Monday, February 26, 2018



### 5. Refresh icon...

Click the **Refresh** icon to refresh the mobile devices on the page.

## Need More Help?

Contact the IT Help Desk at [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu) or 657-278-7777 for additional assistance.