# Installing Outlook for iOS for State of Indiana

Prerequisites: Your device must be registered and in good standing in MobileIron and your device must have the MobileIron Tunnel installed. If you don't have it, open Apps@Work and install MobileIron Tunnel. Additionally, if you use the Authenticator app, you will need to uninstall it and reinstall it from Apps@Work. See the image below for their icons. Please note: This procedure will fail if the apps are installed from the apple App Store. The apps MUST be installed from Apps@Work


Once you have met the prerequisites, open Apps@Work and install Outlook. If Outlook is available for you, it will show as a featured app on the first page of Apps@Work.

Click Microsoft Outlook, then click Install. Apps@Work will queue the installation. Once Install displays as faint text (second image below), you may close Apps@Work. The installation will occur shortly.
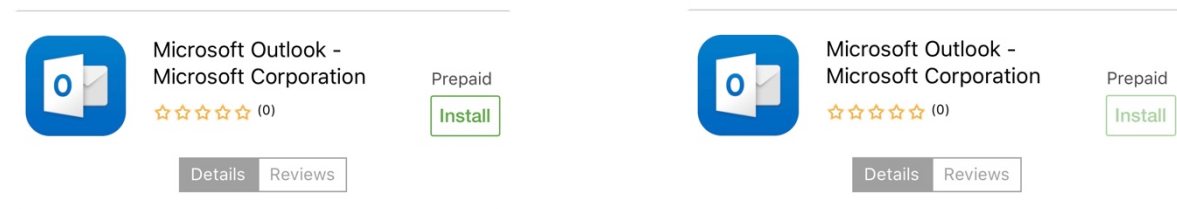
You may be warned that "mdmcore.iot.in.gov" is going to install and manage Outlook. Click Install
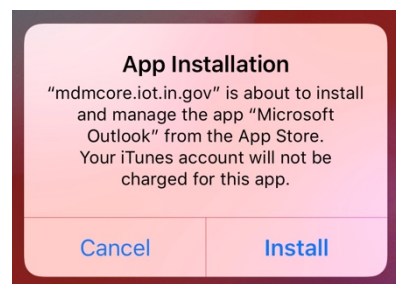

If Outlook starts to install and indicates that it is "Waiting", make sure you are connected to a WiFi network.

Once Outlook is installed, open the app. The first page will show you a list of accounts that Outlook has detected. **DO NOT CLICK ON ADD ACCOUNT(S)**. This will direct you through the manual setup. Click SKIP to proceed to the automatic setup.

On the next screen, type in your State email address and click Add Account
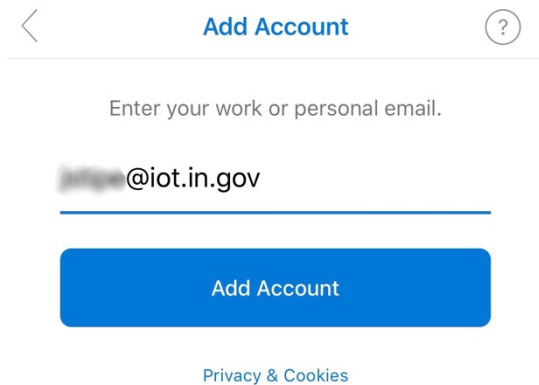
If you have Microsoft Authenticator installed, Outlook will redirect your authentication to the Authenticator app to complete the two-factor authentication. If you do not use Authenticator, Outlook will perform the authentication.

Please Authenticate

Please go to the Authenticator app to continue.

Open Authenticator

The next steps complete the familiar two-factor authentication

If you receive an error that says, "Unable to log in. Your IT has restricted access for your domain", please refer to the solution at the end of the document.

Once the two-factor authentication is complete, Outlook will ask you if you want to add another account. Click Maybe Later
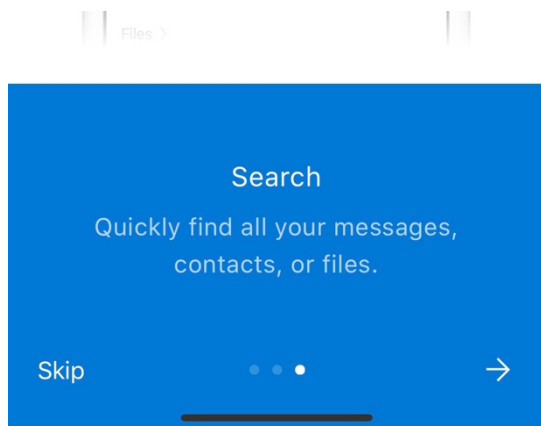

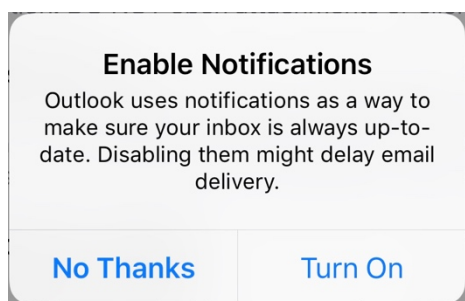Would you like to add another account?

Maybe Later   Let's Do It!

On the next screen, you'll see you've connected to Outlook. You may scroll through or skip the tutorial


Finally, you'll want to allow notifications

You can then proceed to open Outlook settings a customize the app to your liking.

At this point, you will have both Outlook and the native profile on your device. You may wish to disable the native profile to prevent dual notifications and eliminate resource duplication.

Open Settings >> Accounts & Passwords >> Office 365 CBA

Toggle off any services you do not wish to use from the native profile. You may want to keep some of the services enabled in order to have work contacts, calendars, notes, etc in your phone. Outlook for iOS does not support syncing Outlook Notes.
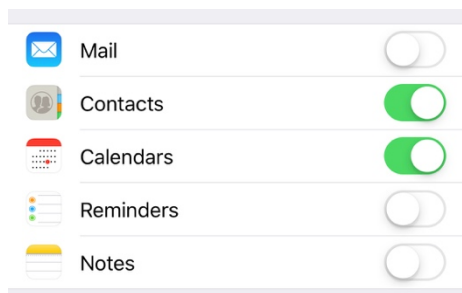
If you receive an error that says, "Unable to log in. Your IT has restricted access for your domain":
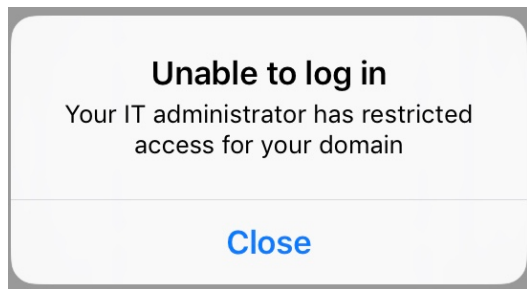
Close the Outlook app. Open the phone Settings, scroll down and open Outlook, and enable "Restrict app to GCC accounts" and then try the setup again.