Office 365 Post Migration How To:

Sync Outlook contacts with your Android-based mobile device address book.

Problem: I migrated from Google and now when someone previously known has texted me - my phone / tablet displays a phone # instead of their name.

Reason: The phone and text applications on your mobile device look up names from its own address book. The migration brought your Google contacts into Outlook, not into the device’s address book, and your Google contacts have been removed because you are no longer connection to your SLU Google account.

Solution: Below describes how to sync your ‘Outlook’ contacts to your mobile device. Please note that most versions of Android versions are different and that the installation experience that you have may be slightly different in what you see, but the steps will be similar.

Prerequisites:

1. You have enrolled your device in Intune.
2. You have downloaded the mobile Outlook app to your device.

If you do not have the ‘Outlook app’ for your mobile device, go to the appropriate Google App Store or Company Portal app, then download and install it.
Outlook App

Step 1: Open Outlook.

Android Tablet shown
Step 2: Select ‘Settings’ Tab at the top-right of the screen
Step 3: Select the ‘Office 365’ email account that has the “@health.slu.edu”. Note the ‘name’ will be different than shown below.

Step 4: Enable ‘Sync contacts’ by sliding switch to right.
Note: tapping the ‘?’ will give you a brief description.

Step 5: To get back to the inbox do one of the following:

1. Tap the ‘<-‘ on the top-left twice
2. Open the device’s App Switcher and close Outlook app.

CONTACTS App:
Step 1: Open the device ‘contacts’:

Step 2: Select ‘Groups’ at the top-left.
Step 3: You now have your Outlook/SLU contacts available in your mobile device contact list. As you can see there are numerous ways to organize contacts.

Tablet contacts now showing SLU (Outlook) added to my other contacts.
**Note:** you may have multiple contacts for same people now. Go to the options button on the top-right and you can merge contacts.

To merge multiple copies into a single contact, open Options and tap on ‘Manage Contacts’.
You can merge all or pick individually. There is an option to ‘unmerge’ also.