

Removing Your Existing Work Account in the Outlook Mobile App

Purpose:

This procedure guides users through removing their existing work email account from the Microsoft Outlook mobile application.

Applies To:

- Microsoft Outlook for iPhone (iOS)
- Microsoft Outlook for Android
- Microsoft 365 Email Accounts

Estimated Time: 5–10 Minutes

Before You Begin

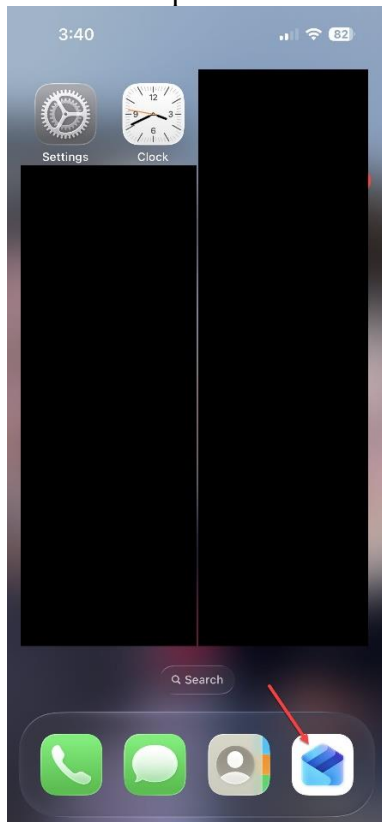
Please ensure:

- You know your work email address.
- You know your Microsoft 365 password.
- You have access to your Multi-Factor Authentication (MFA) method (Microsoft Authenticator, text message, phone call, etc.).
- You are connected to the internet.

Important: Removing your account from the Outlook app does not delete your mailbox, emails, calendar items, contacts, or any information stored in Microsoft 365.

Step 1 – Open the Outlook App

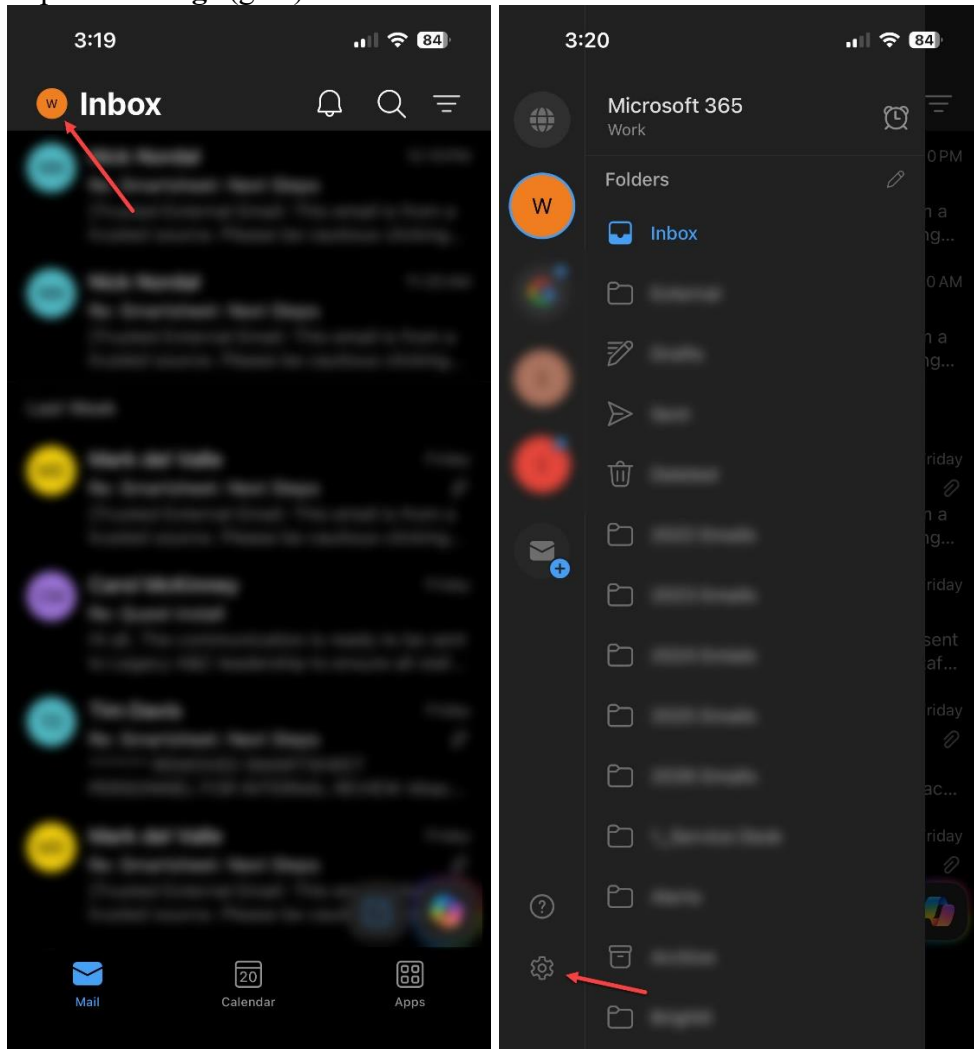
1. Locate and open the Microsoft Outlook application on your mobile device.



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Step 2 – Access Outlook Settings

1. Tap your profile picture or initials in the upper-left corner.
2. Tap the **Settings** (gear) icon in the lower-left corner.



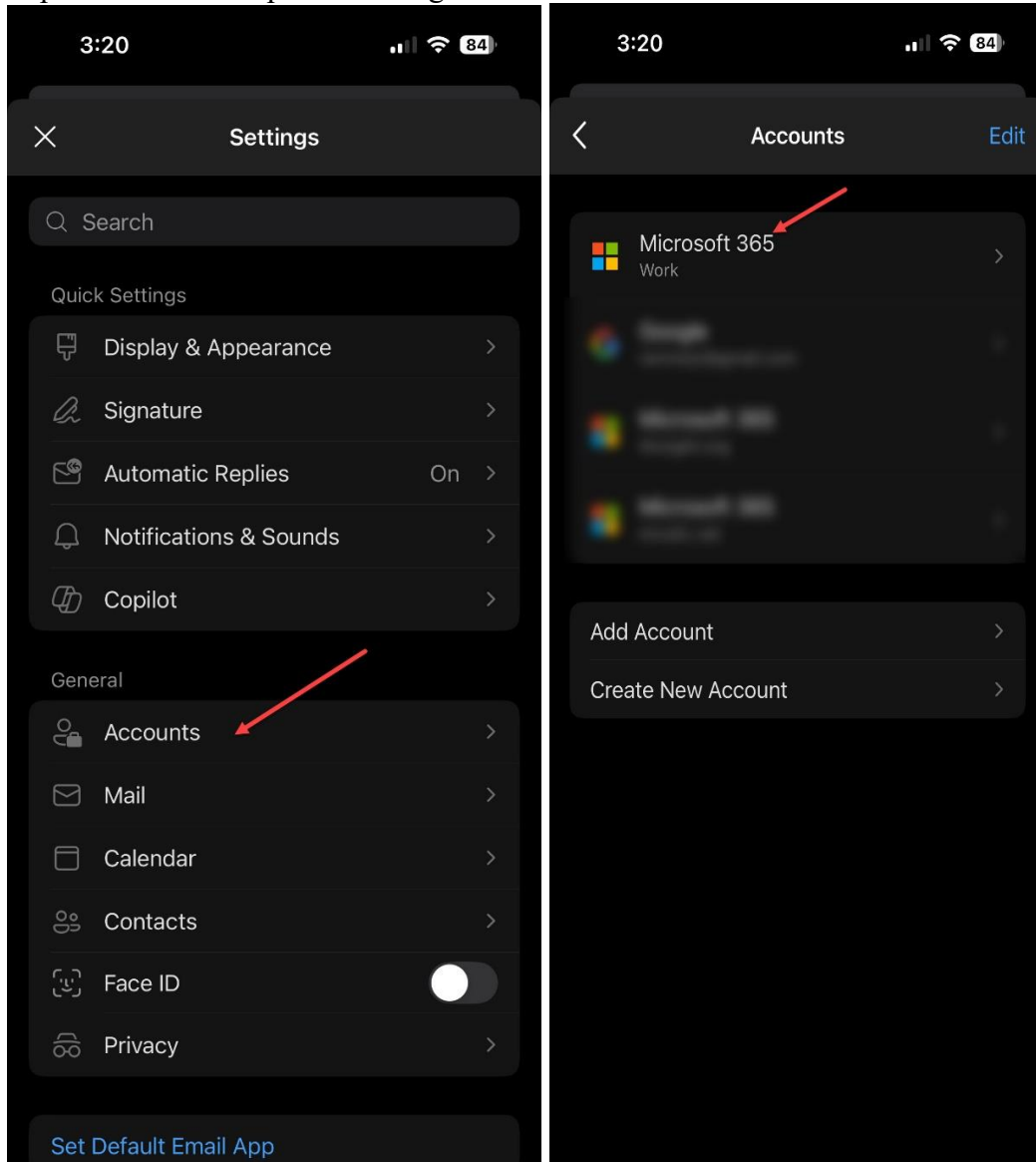
Expected Result

The Settings screen opens and displays your configured email accounts.

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Step 3 – Select Your Existing Work Account

1. Under **Accounts**, locate your work email account.
2. Tap the account to open its settings.



Example:
john.smith@company.com

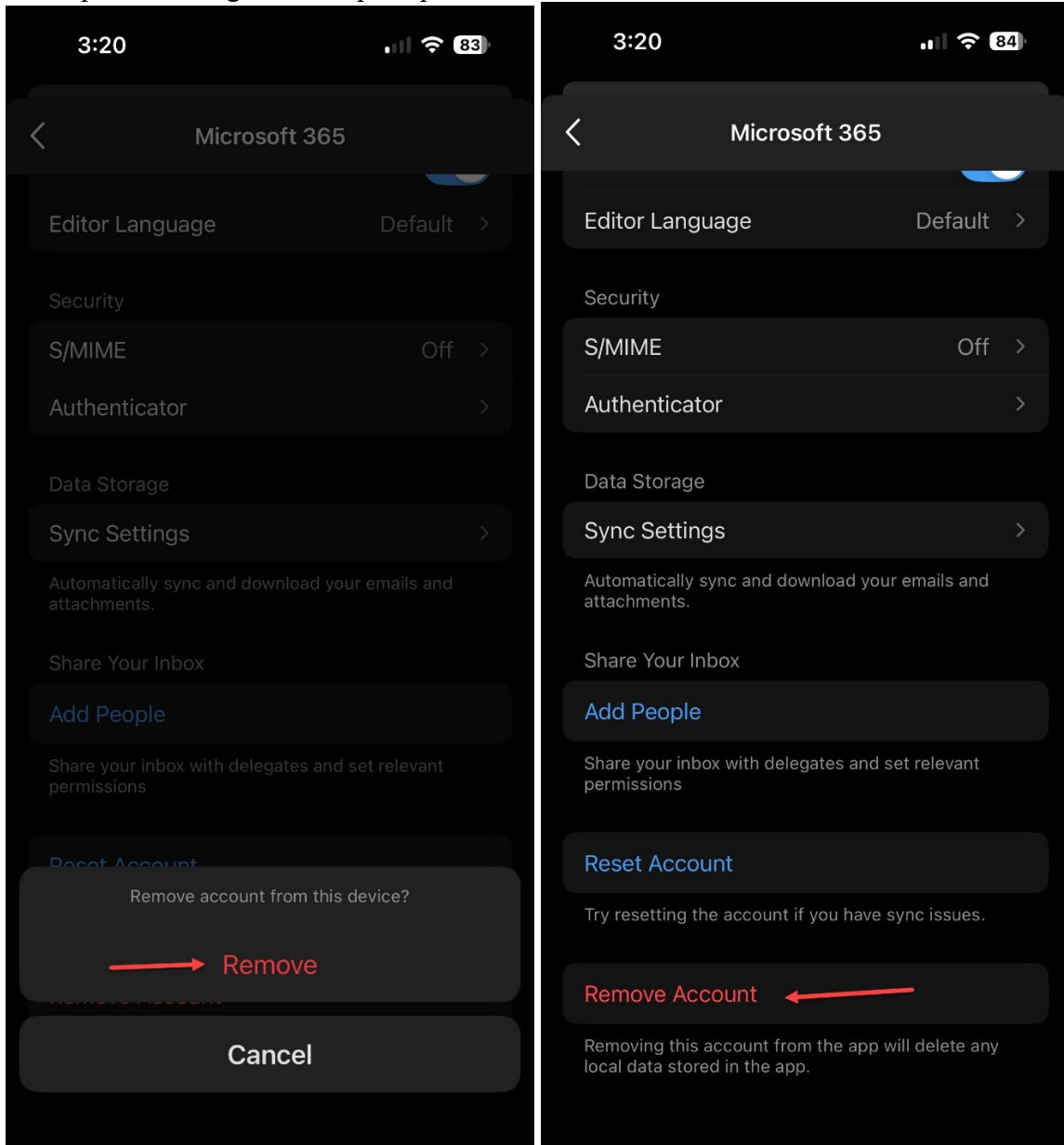
Expected Result

The account settings page opens.

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Step 4 – Remove Your Existing Account

1. Scroll to the bottom of the screen.
2. Tap **Remove Account**.
3. Tap **Remove** again when prompted.



Expected Result

Your work account is removed from the Outlook application.

Note: Your mailbox remains stored in Microsoft 365 and is not deleted.