

# Teams & Outlook Mobile Apps

Sign out, uninstall, reinstall, and sign back in (Android and iPhone/iPad)

## Overview

As part of the Microsoft tenant migration, the Teams and Outlook mobile apps need to be signed out, removed, reinstalled, and signed back in with your new account. Follow the section for your device type: Part 1 for Android or Part 2 for iPhone/iPad. Complete every step for both apps.

### Support note

The IT Department supports City-provided devices only. These instructions are shared as a courtesy, so everyone has an opportunity to connect to City Email and Teams on their personal devices. If you are using a personal device and these steps do not work, IT will not be able to troubleshoot them. We appreciate your understanding.

#### **Before you begin**

Have your work email address and password ready, keep your phone nearby for any sign-in approval (MFA) prompt, and make sure you're on Wi-Fi.

*Screens shown are illustrations. Menu names and layout can differ slightly depending on your phone, operating system version, and app version.*

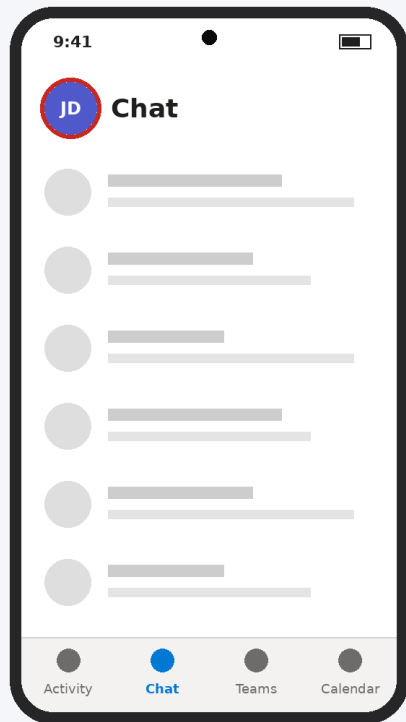
Please select the Device you are trying to setup.

1. [Android Instructions](#)
2. [iPhone/iPad instructions](#)

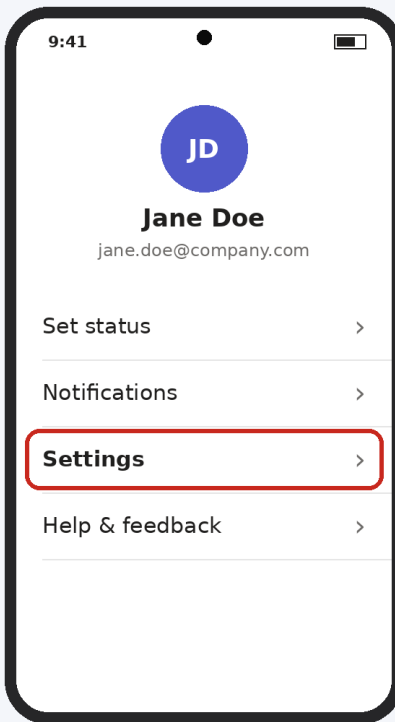
## Part 1: Android

### Step 1 — Sign out of Teams

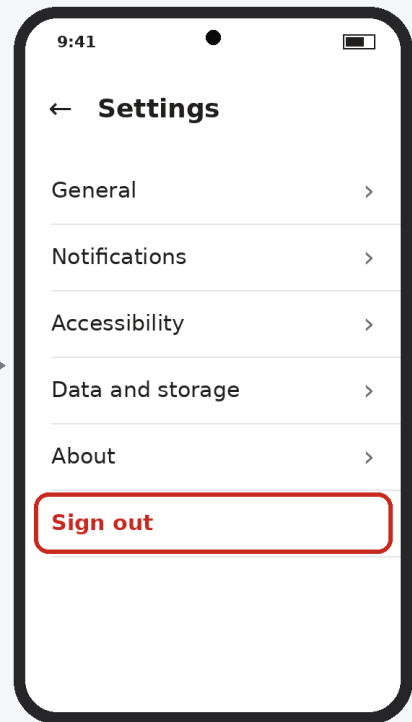
1. Open the **Teams** app.
2. Tap your **profile picture** in the top-left corner.
3. Tap **Settings**.
4. Scroll to the bottom and tap **Sign out**. Confirm if prompted.



1. Tap your profile picture



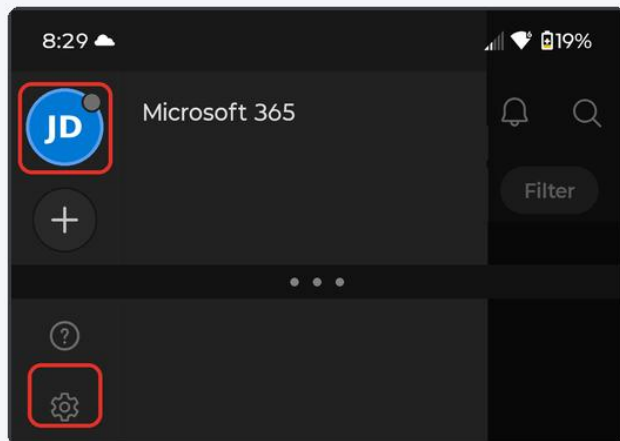
2. Tap Settings



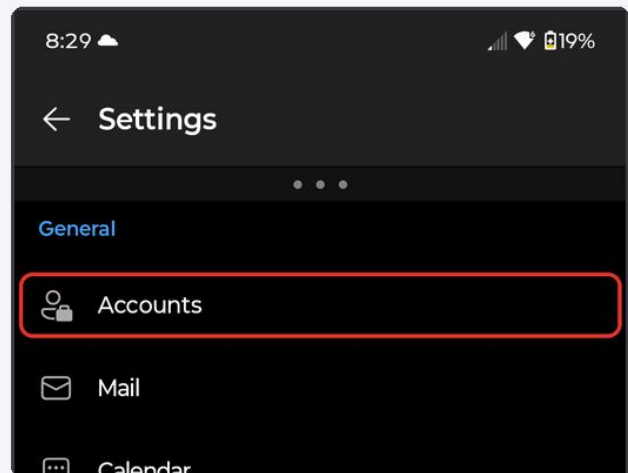
3. Scroll down, tap Sign out

## Step 2 — Sign out of Outlook

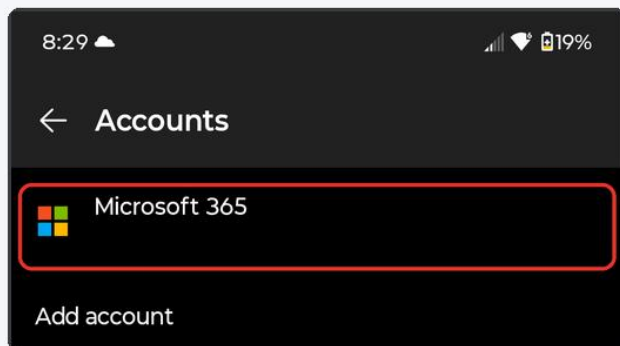
1. Open the **Outlook** app.
2. Tap your **profile picture or initials** in the top-left corner.
3. Tap the **gear icon** in the bottom-left corner.
4. Tap **Accounts**.
5. Tap your **account**.
6. Scroll to the bottom and tap **Remove account**. Confirm if prompted.



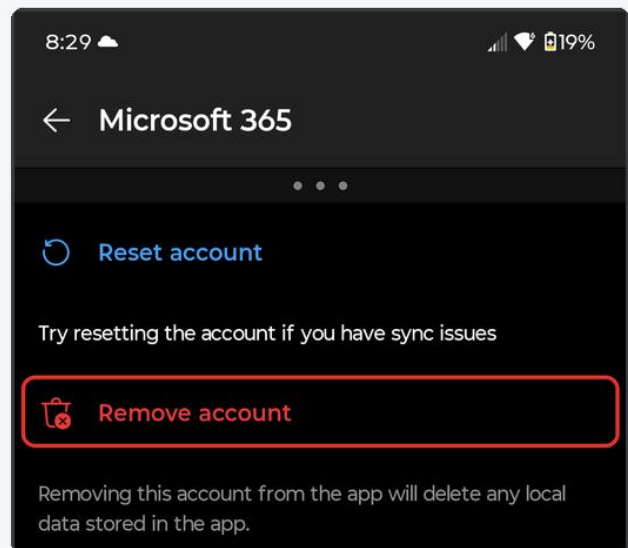
- 1 Tap your profile picture or initials, then tap the gear at the bottom left.



- 2 Tap Accounts.



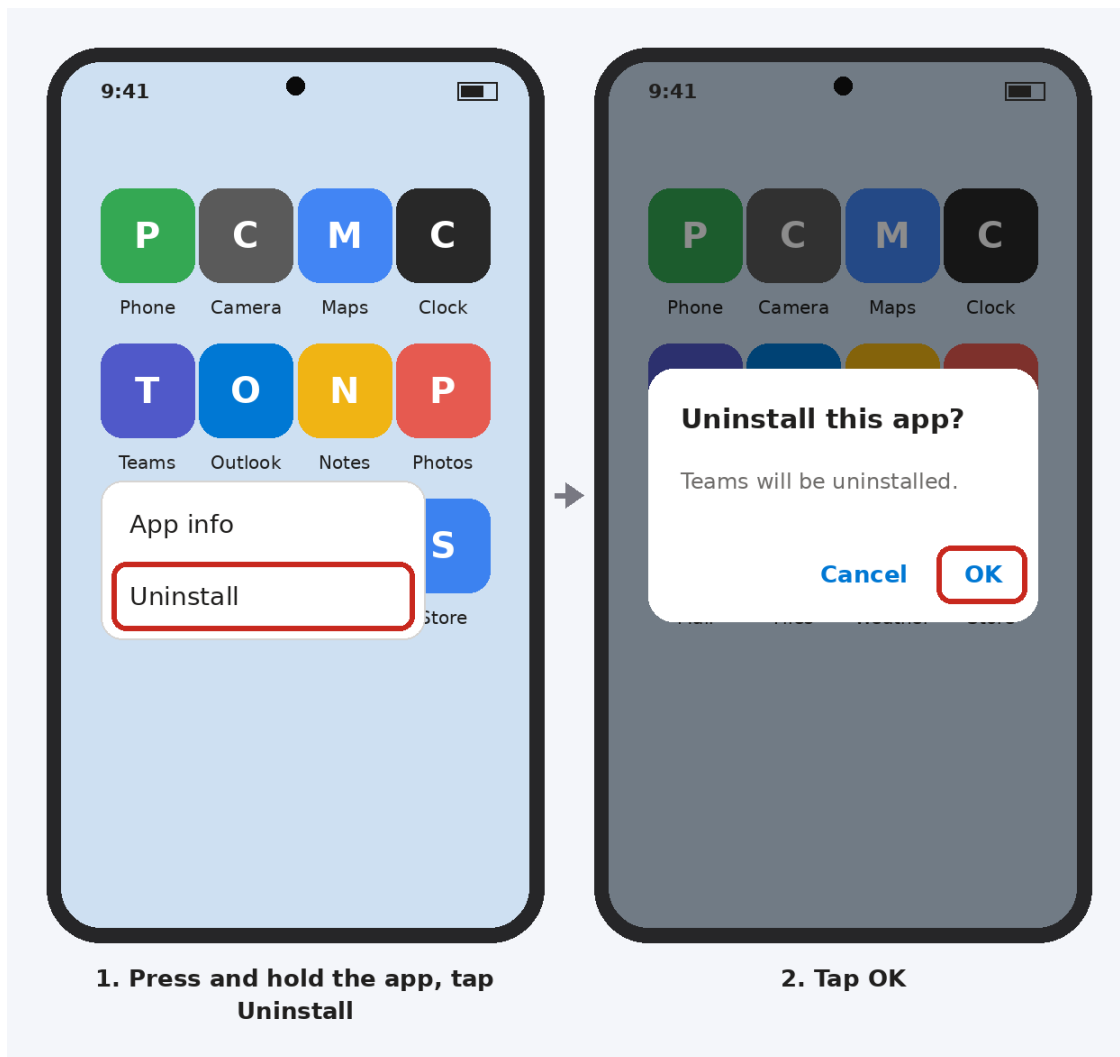
- 3 Tap your account.



- 4 Scroll to the bottom and tap Remove account.

### Step 3 — Uninstall both apps

1. Press and hold the **Teams** icon on your home screen or app drawer.
2. Tap **Uninstall** (on some phones: **App info** → **Uninstall**), then tap **OK**.
3. Repeat for the **Outlook** app.

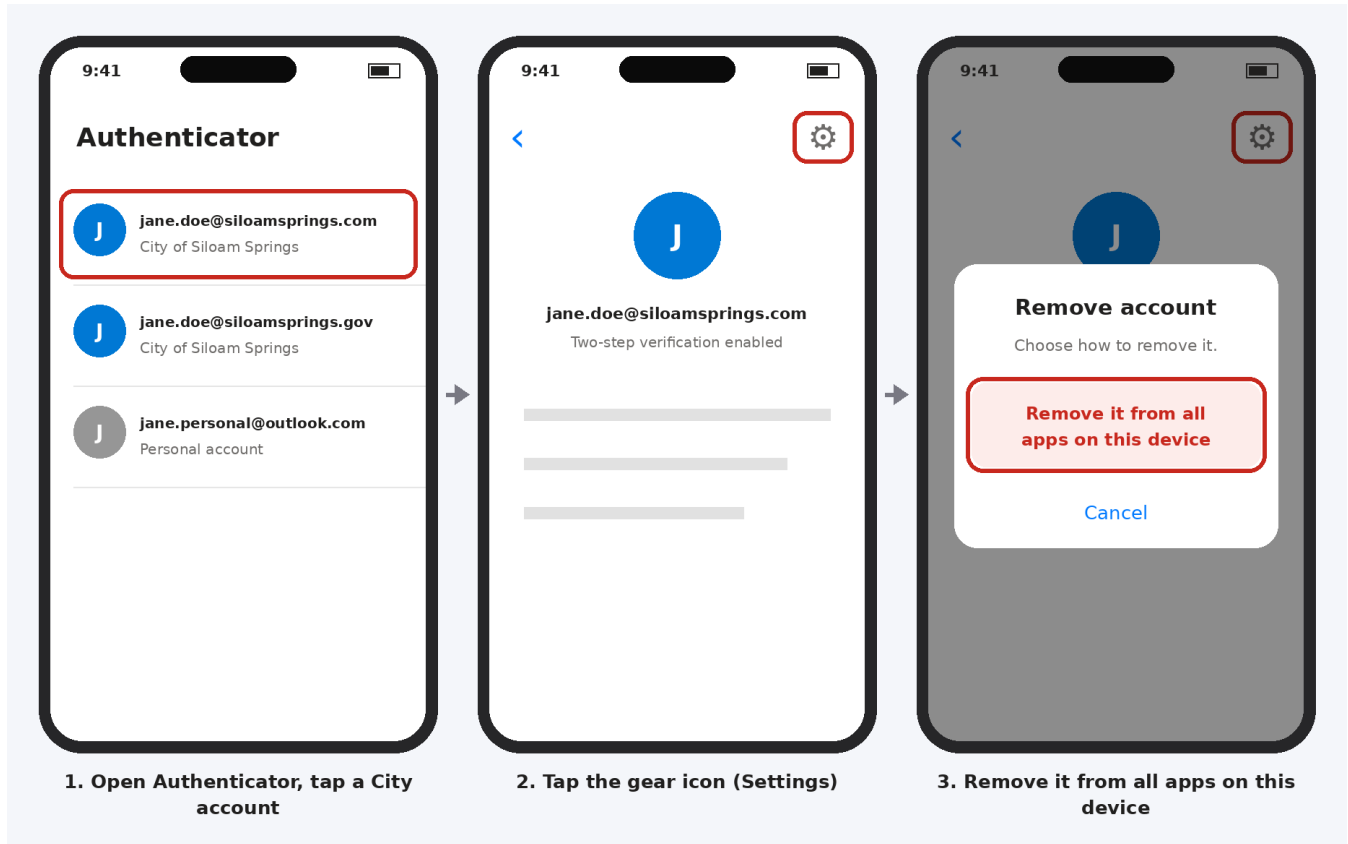


*Alternative: go to Settings → Apps, select the app, and tap Uninstall.*

## Step 4 — Remove City accounts from Microsoft Authenticator

Remove any account that uses the siloamsprings.com or siloamsprings.gov domain. Repeat for each one.

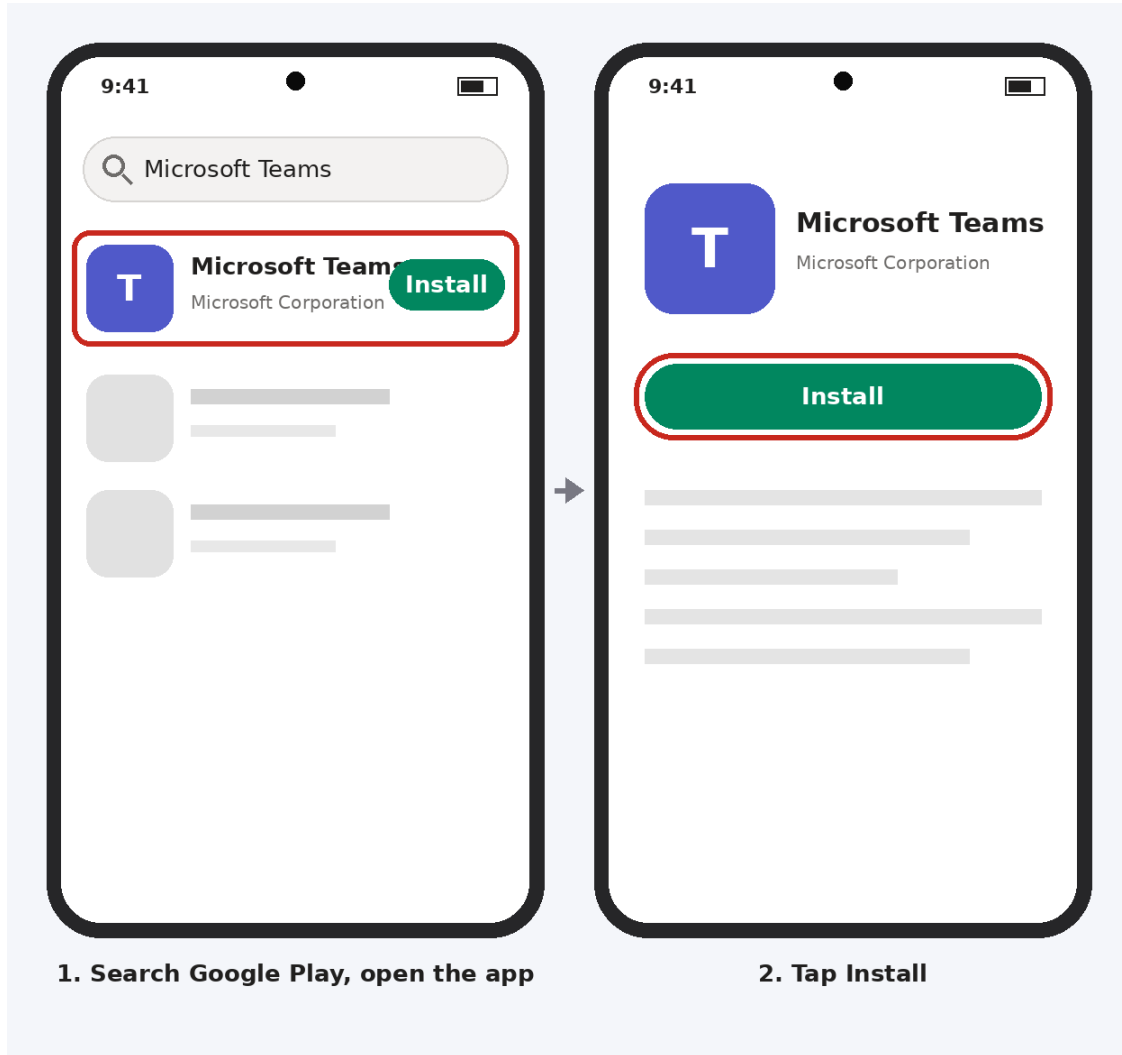
1. Open the **Microsoft Authenticator** app.
2. Tap an account that uses **siloamsprings.com** or **siloamsprings.gov**.
3. Tap the **gear icon (Settings)** in the top-right corner.
4. Choose to remove the account, then select **Remove it from all apps on this device**.
5. Repeat until no siloamsprings.com or siloamsprings.gov accounts remain.



*Leave any personal accounts alone. Only remove the City accounts.*

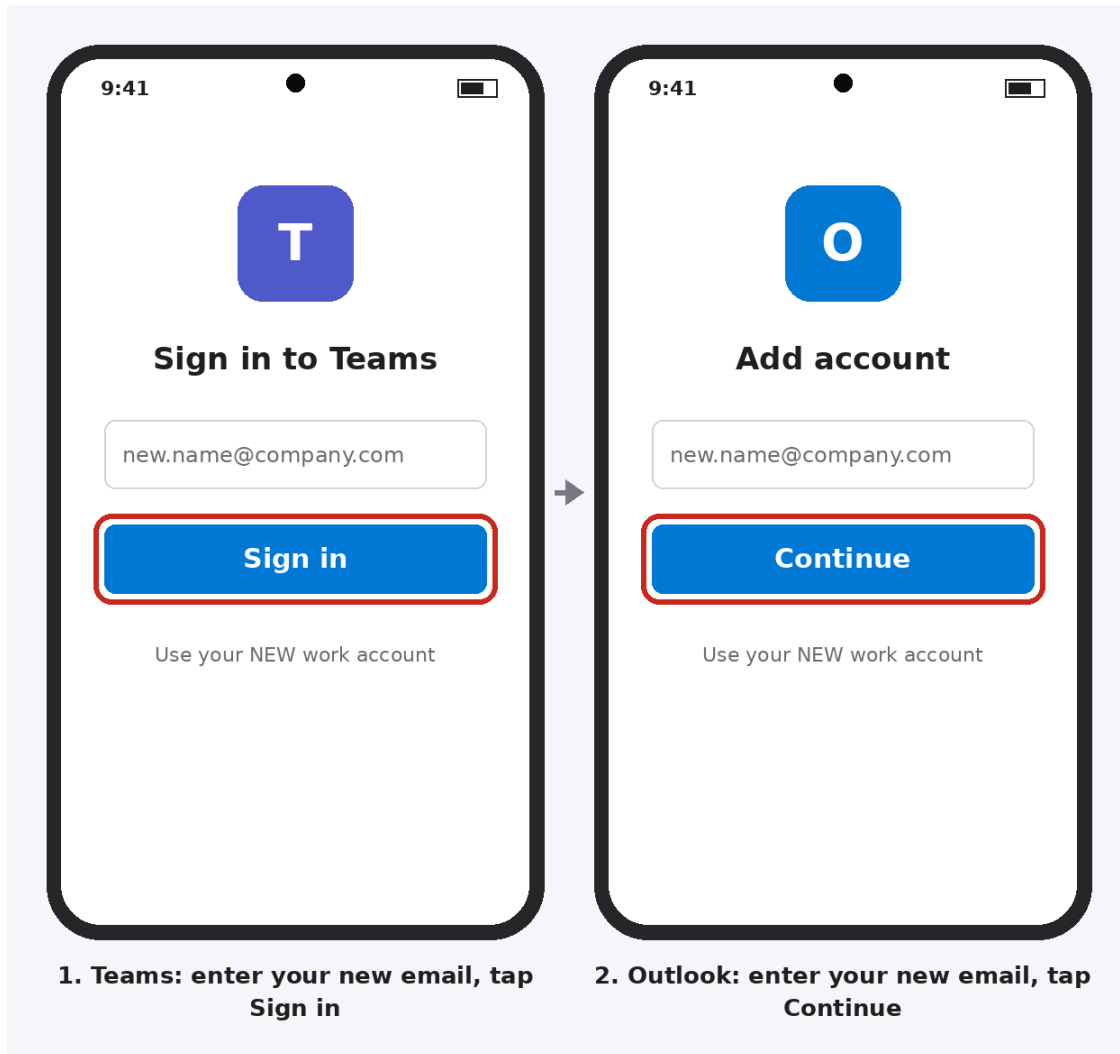
## Step 5 — Reinstall both apps

1. Open the **Google Play Store**.
2. Search for **Microsoft Teams** and open the result published by Microsoft Corporation.
3. Tap **Install** and wait for it to finish.
4. Repeat the search and install for **Microsoft Outlook**.



## Step 6 — Sign back in

1. Open **Teams**, tap **Sign in**, and enter your **new work email address**. Follow the prompts (password and any approval request).
2. Open **Outlook**, tap **Add account** (or Get started), enter your **new work email address**, and tap **Continue**. Follow the prompts.
3. If Outlook offers to add another account, tap **Maybe later**. Allow notifications if you'd like to receive alerts.

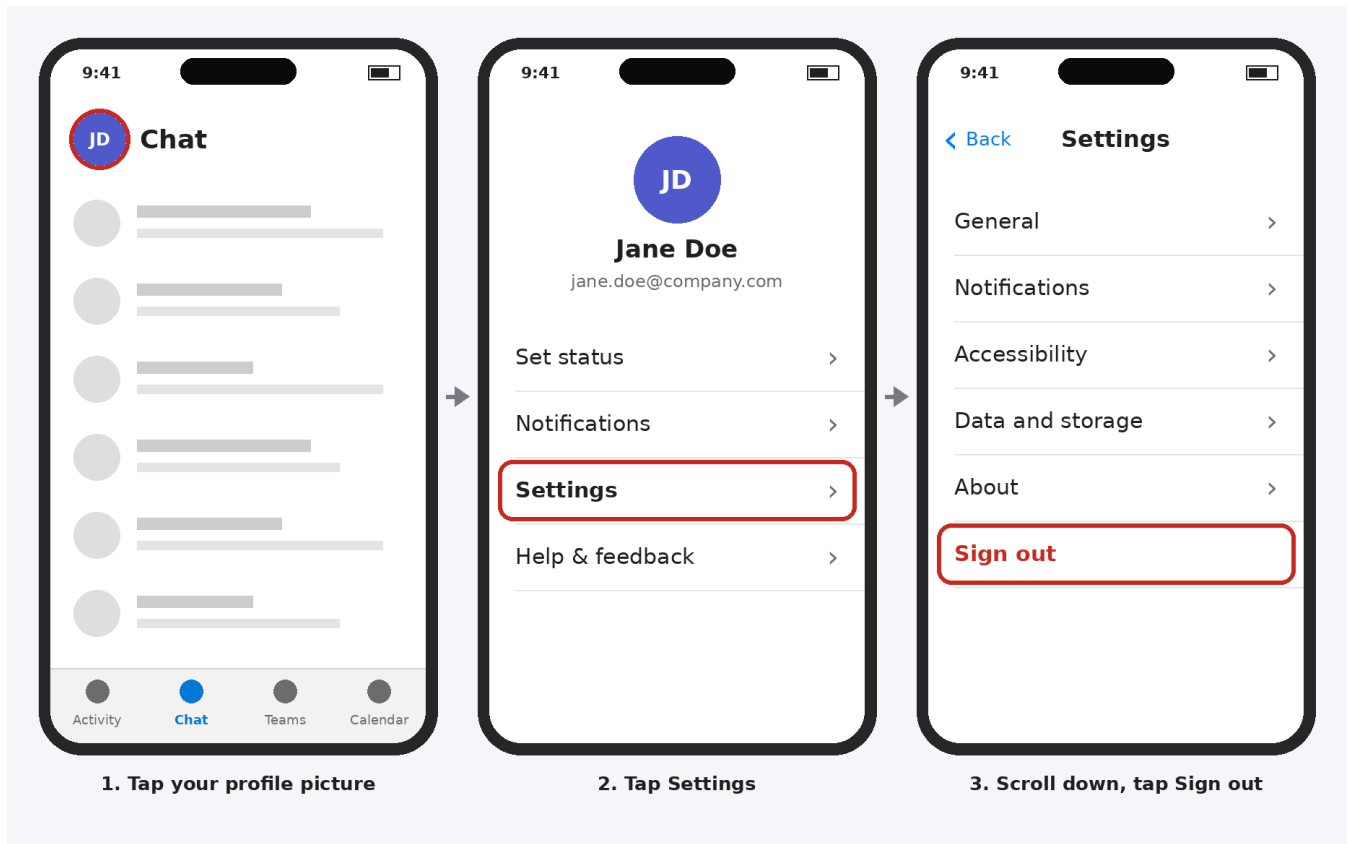


## Part 2: iPhone / iPad

Complete the steps in this order. Steps 1 and 2 apply to both apps.

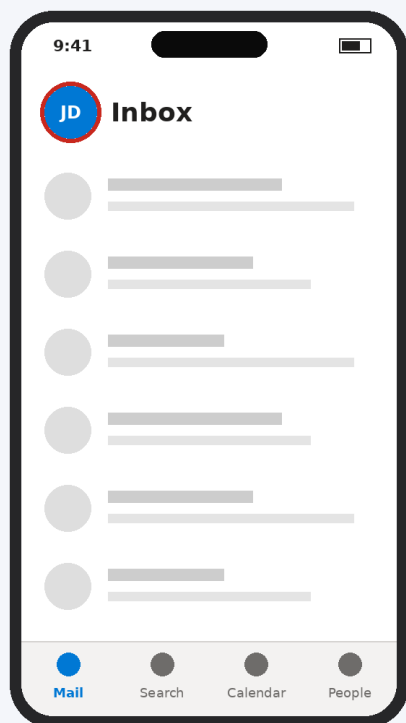
### Step 1 — Sign out of Teams

1. Open the **Teams** app.
2. Tap your **profile picture** in the top-left corner.
3. Tap **Settings**.
4. Scroll to the bottom and tap **Sign out**. Confirm if prompted.

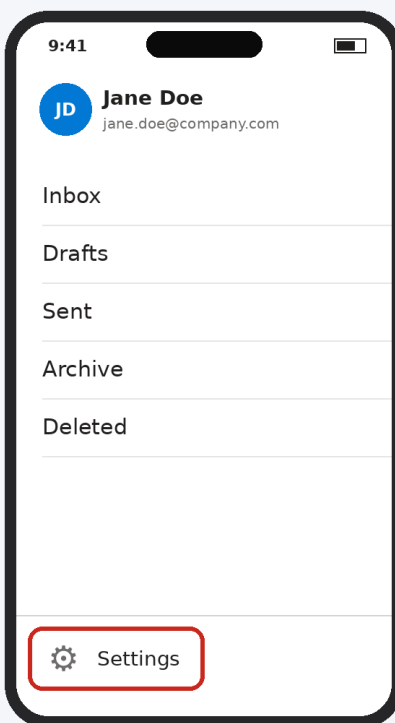


## Step 2 — Sign out of Outlook

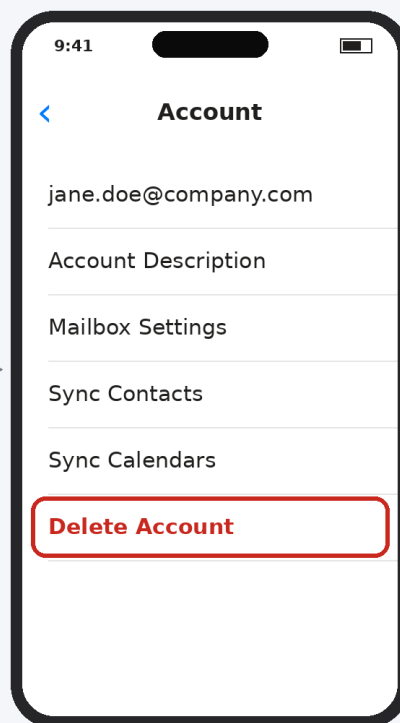
1. Open the **Outlook** app.
2. Tap your **profile picture** (or Home icon) in the top-left corner.
3. Tap the **gear icon (Settings)** in the bottom-left corner.
4. Under Mail Accounts, tap your **work account**.
5. Tap **Delete Account**, then confirm by tapping **Delete**.



1. Tap your profile picture



2. Tap the gear (Settings)

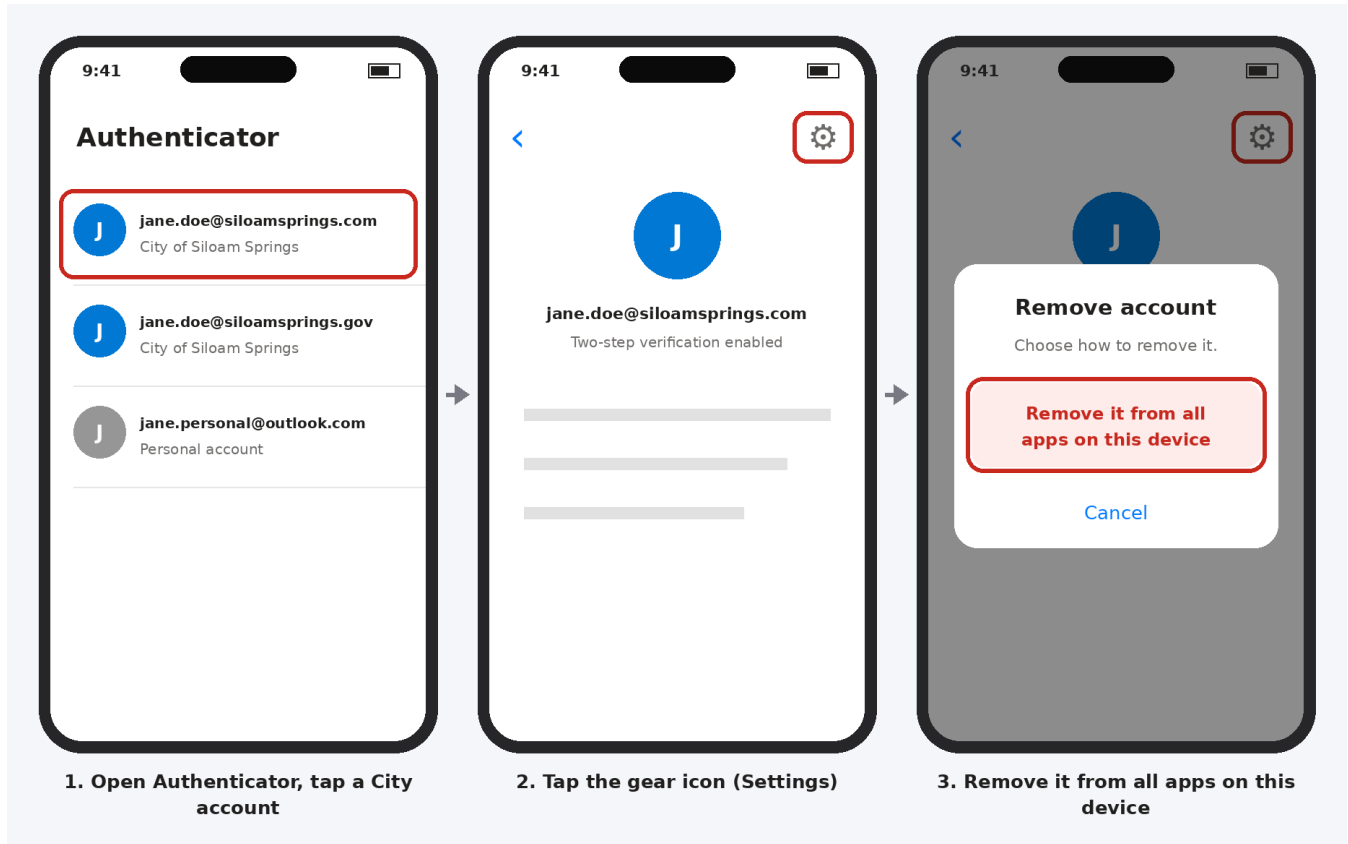


3. Tap your account, then Delete Account

### Step 3 — Remove City accounts from Microsoft Authenticator

Remove any account that uses the siloamsprings.com or siloamsprings.gov domain. Repeat for each one.

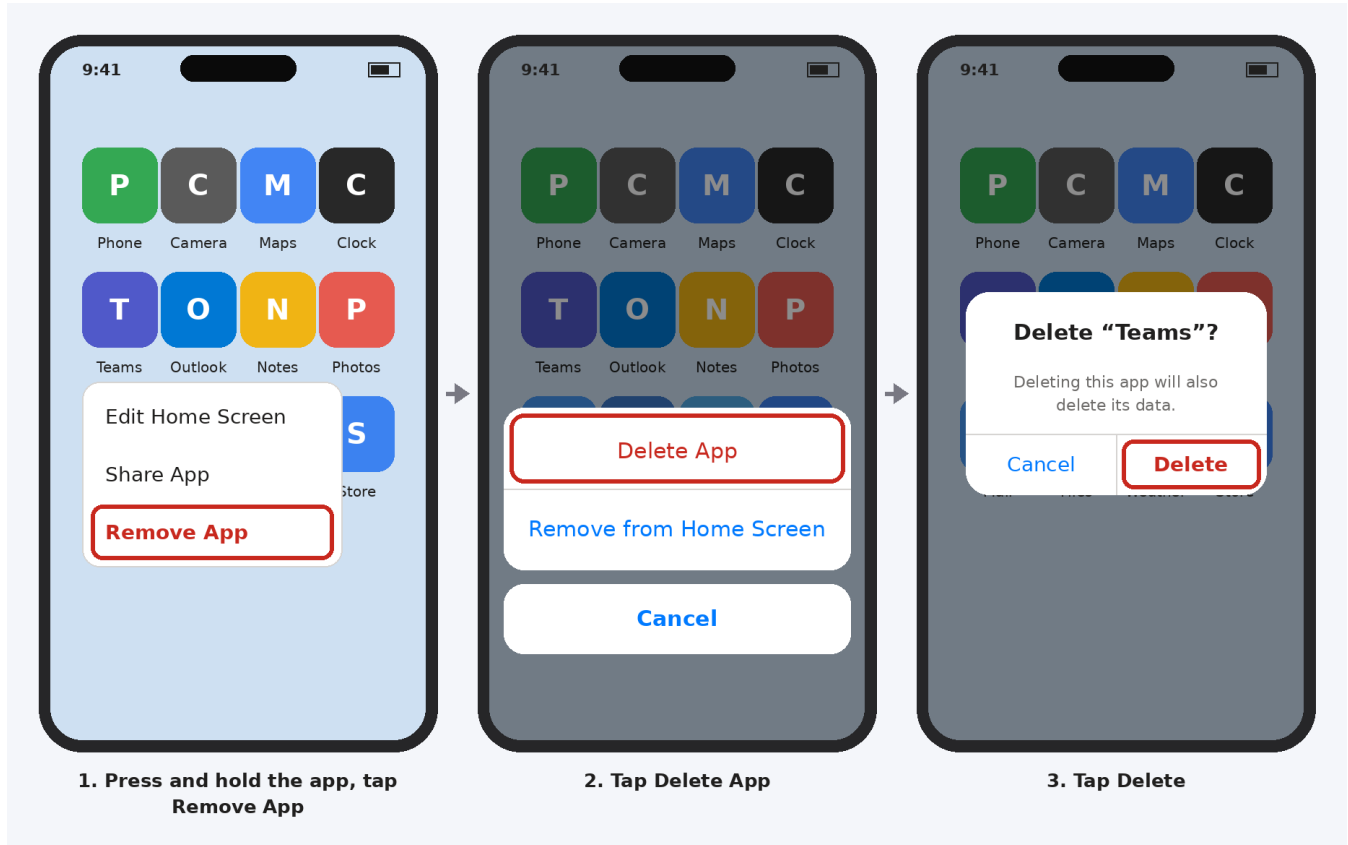
6. Open the **Microsoft Authenticator** app.
7. Tap an account that uses **siloamsprings.com** or **siloamsprings.gov**.
8. Tap the **gear icon (Settings)** in the top-right corner.
9. Choose to remove the account, then select **Remove it from all apps on this device**.
10. Repeat until no siloamsprings.com or siloamsprings.gov accounts remain.



*Leave any personal accounts alone. Only remove the City accounts.*

## Step 4 — Delete both apps

1. Press and hold the **Teams** icon on your home screen until the menu appears.
2. Tap **Remove App**, then tap **Delete App**.
3. Tap **Delete** to confirm.
4. Repeat for the **Outlook** app.



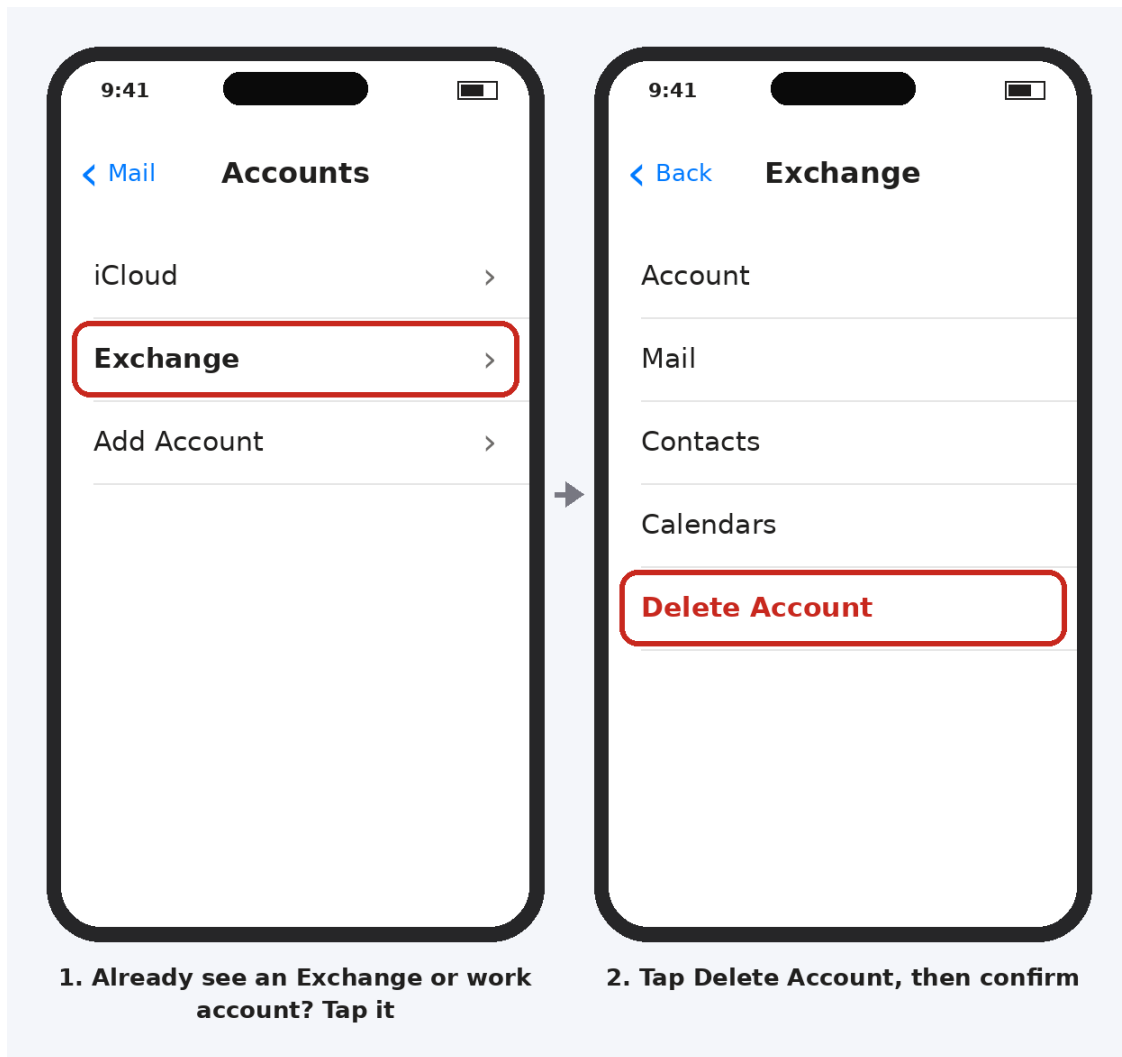
## Step 5 — Add your account to the Mail app (Microsoft Exchange)

### Check first

If a City work account (Exchange) already exists in the Mail app, remove it before following these instructions.

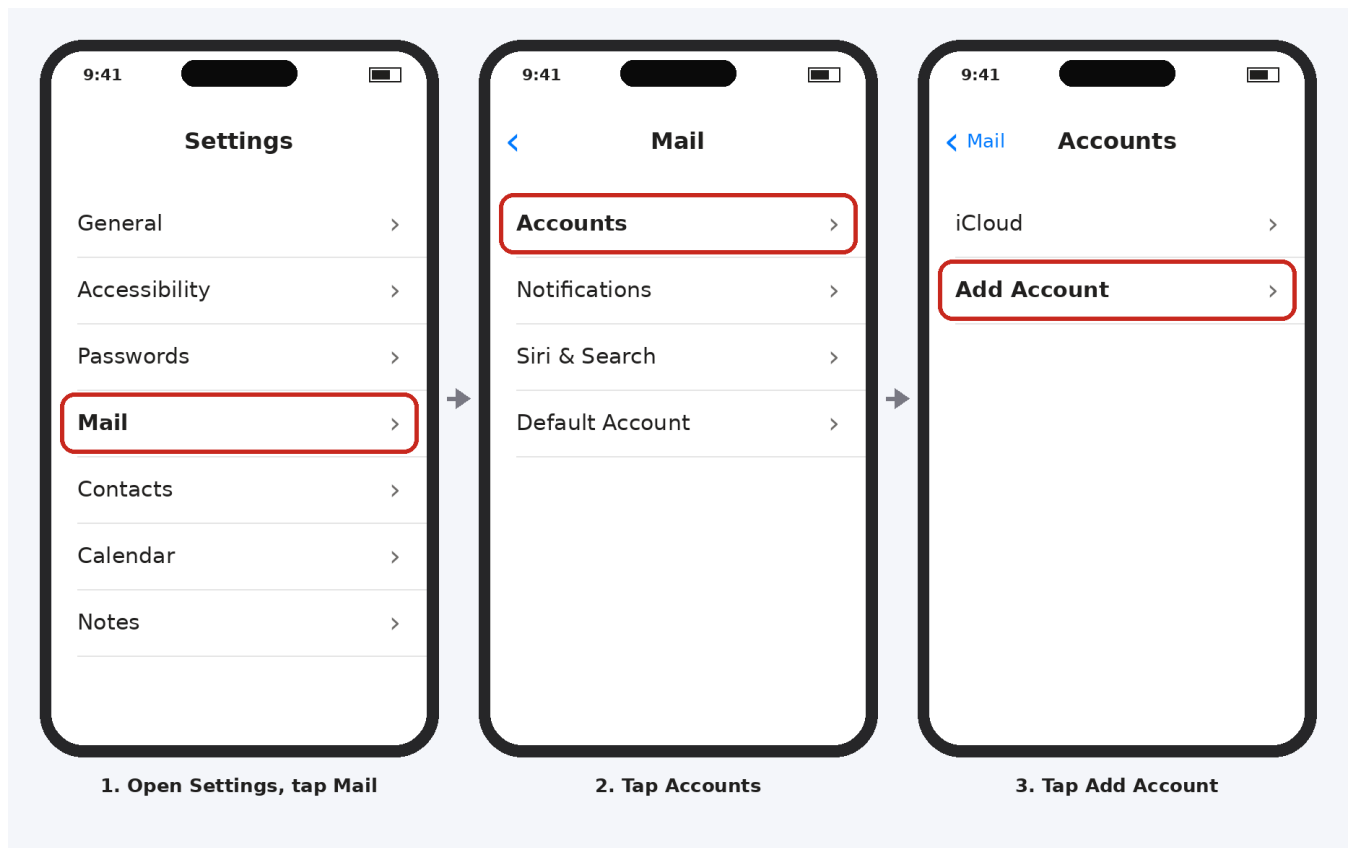
To check for and remove an existing account:

1. Open **Settings** and tap **Mail** (iOS 18 or later: **Apps** → **Mail**).
2. Tap **Accounts** (iOS 18 or later: **Mail Accounts**).
3. If a City work account such as **Exchange** is listed, tap it, then tap **Delete Account** and confirm.

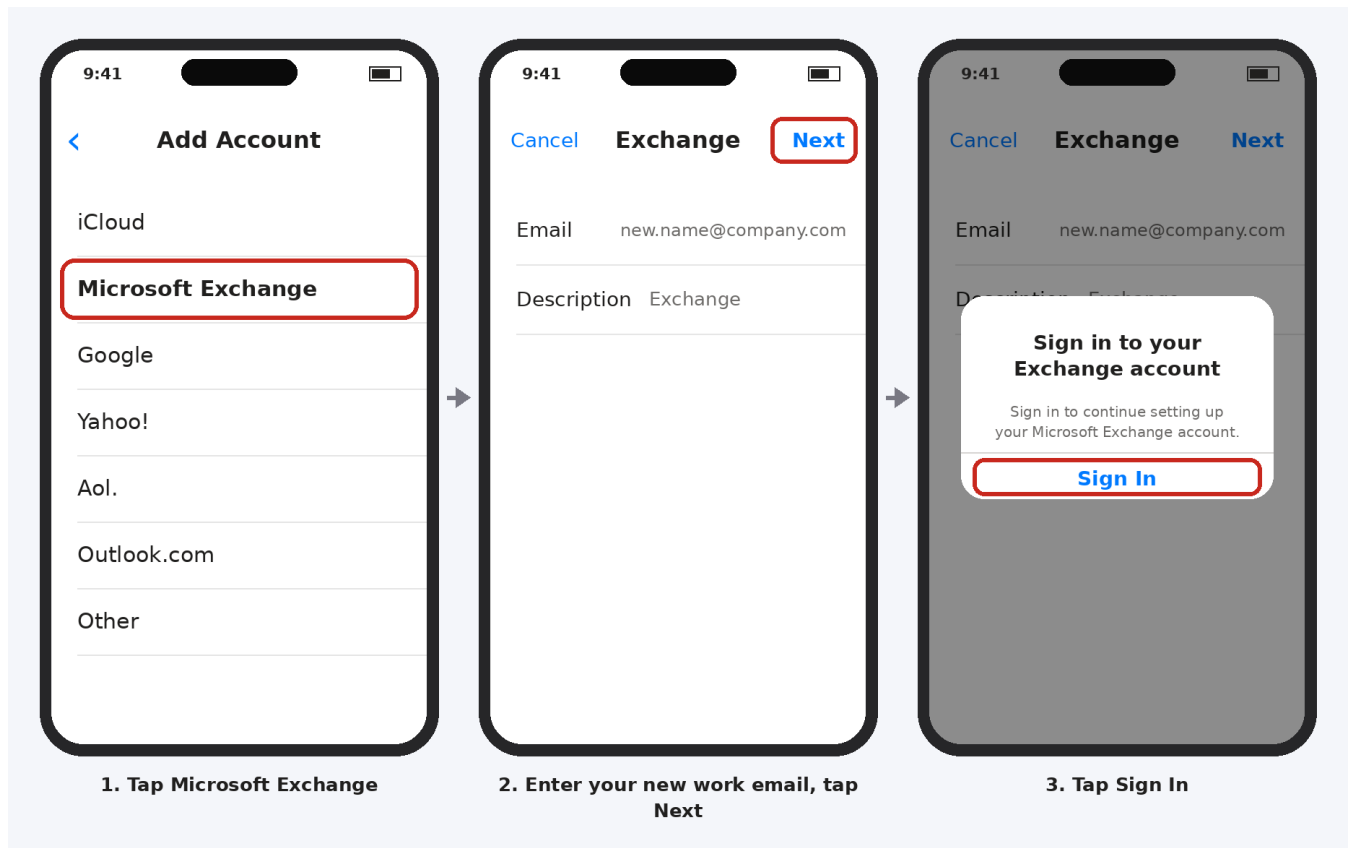


Now add the account:

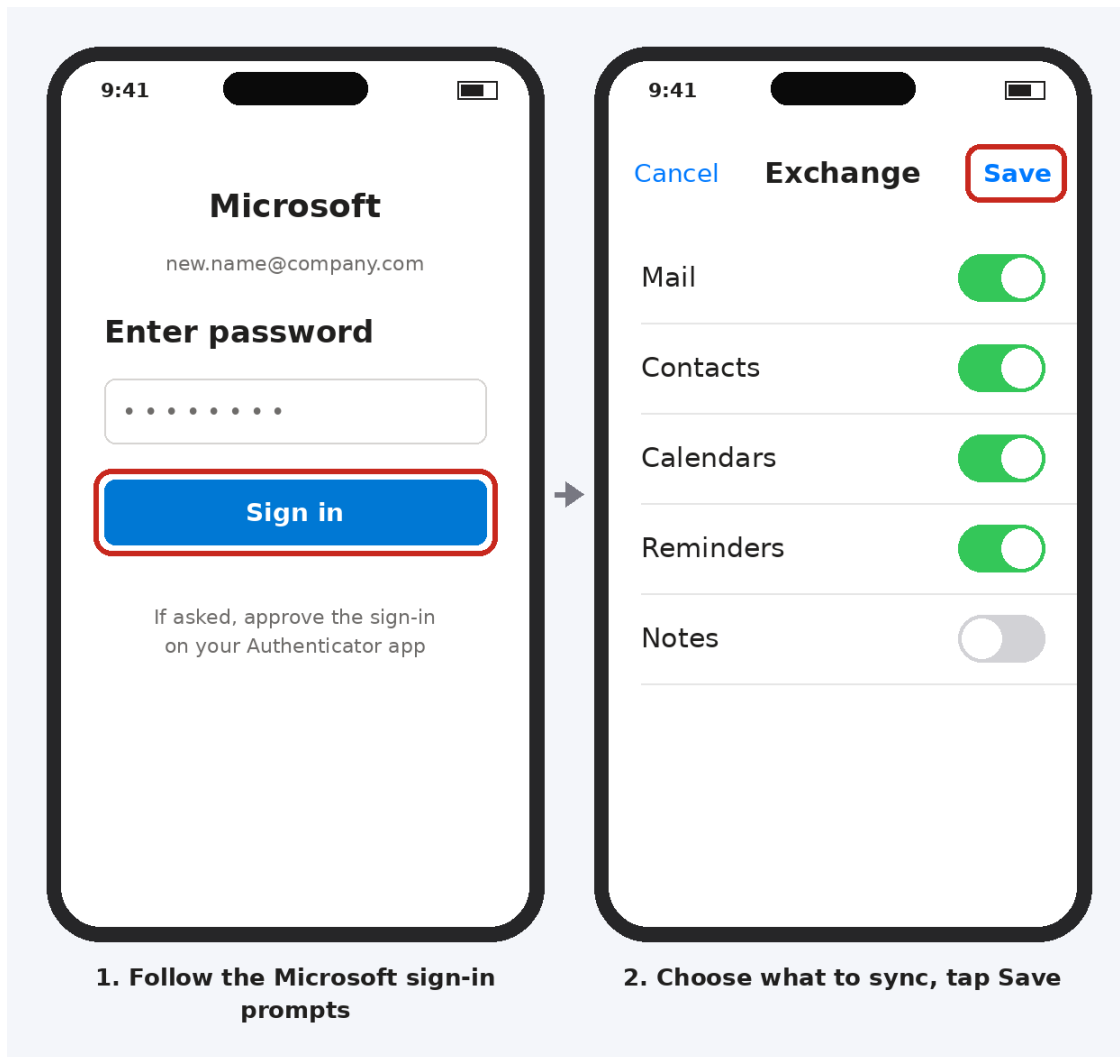
1. Open the **Settings** app and tap **Mail**. (On iOS 18 or later: Settings → **Apps** → **Mail**.)
2. Tap **Accounts** (iOS 18 or later: **Mail Accounts**), then tap **Add Account**.



3. Tap **Microsoft Exchange**.
4. Enter your **new work email address** and tap **Next**.
5. When asked, tap **Sign In**.



6. Follow the on-screen prompts to sign in (enter your password and approve any sign-in request on your phone).
7. Leave the options you want to sync turned on (such as Mail, Contacts, and Calendars), then tap **Save**.



#### Keep it simple

Only tap Sign In and follow the prompts that appear. Do not choose any manual setup option or enter server settings.

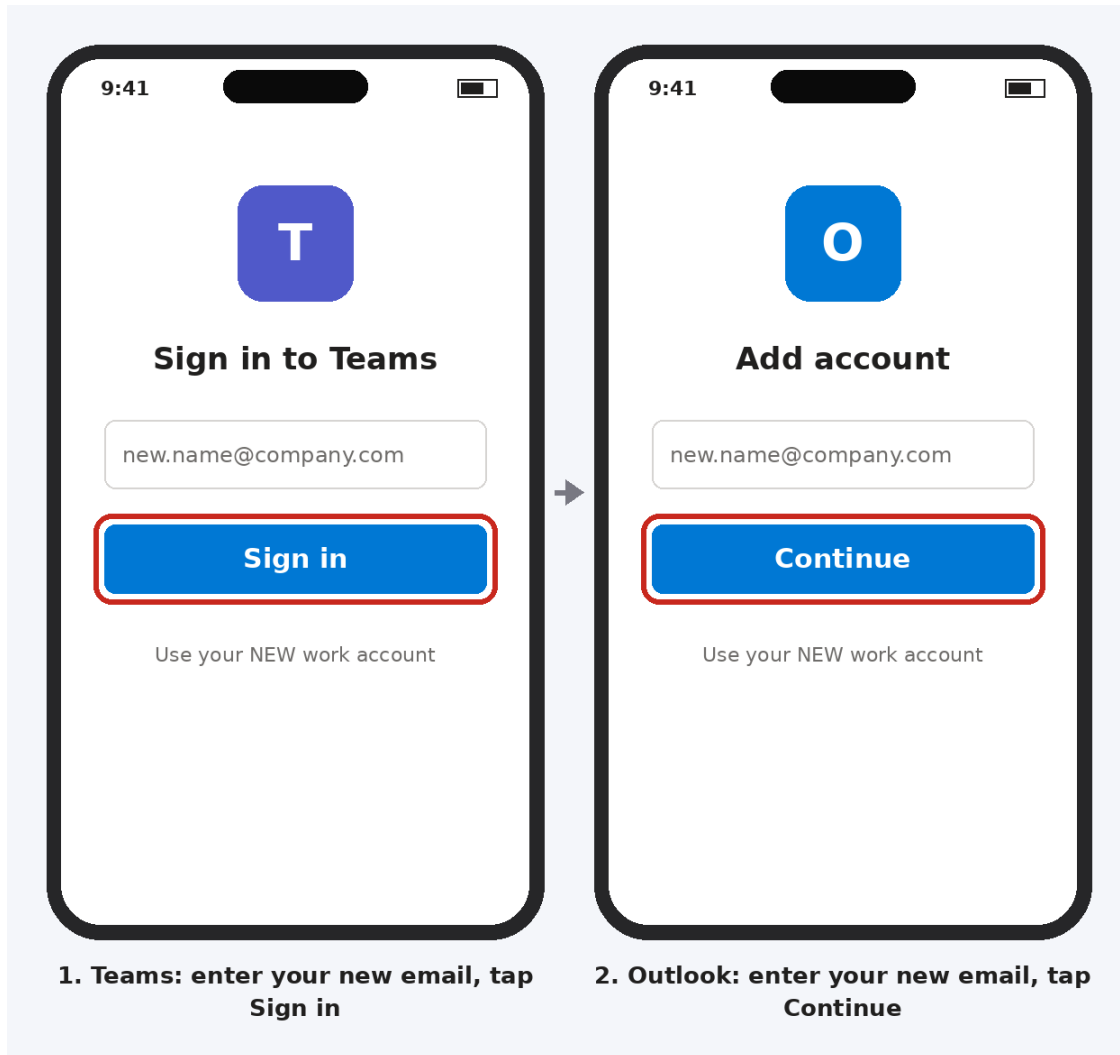
## Step 6 — Reinstall both apps

1. Open the **App Store**.
2. Tap **Search**, type **Microsoft Teams**, and open the result published by Microsoft Corporation.
3. Tap **GET** (or the cloud icon) and confirm with Face ID, Touch ID, or your Apple ID password if asked.
4. Repeat the search and install for **Microsoft Outlook**.



## Step 7 — Sign back in

1. Open **Teams**, tap **Sign in**, and enter your **new work email address**. Follow the prompts.
2. Open **Outlook**, tap **Add account** (or Get started), enter your **new work email address**, and tap **Continue**. Follow the prompts.
3. If Outlook offers to add another account, tap **Maybe later**. Allow notifications if you'd like to receive alerts.



## Need Help?

- Make sure you're signing in with your new work email address, not the old one.
- If a sign-in approval doesn't arrive, open your Authenticator app and check for a pending request.
- If the apps won't install, check your storage space and connection, then try again.
- Using a City-provided device and still stuck? Contact [IT Help Desk name / email / phone].

**A note on personal devices**

IT supports City-provided devices only. If you are using a personal device and these steps don't resolve the issue, we're unable to provide further troubleshooting, and we'd suggest reaching out to your device manufacturer, carrier, or Apple/Google support. Thank you for understanding.