



Updating the OS on your Mobile Device (Do this First)

We recommend that you install the latest OS updates for your mobile device first. To check for software updates on an Android or iOS follow these steps below (Note: steps may vary per device).

Important: iOS v11.4 or higher is required for upcoming updates for Outlook iOS.

For iOS:

1. Open **Settings**
2. Go to '**General**'
3. Go to '**Software Update**'
4. This page will prompt you to update your software or it will tell you that you are up to date and which version you currently are running.

For Android 10.x

1. Open **Settings**
2. Towards the bottom, tap '**System Updates**'
3. Go to '**Software Update**'
4. This page will prompt you to update your software or it will tell you that you are up to date and which version you currently are running.

For Android 9.x

1. Open **Settings**
2. Scroll down to '**System**' and tap it
3. Click on '**Advanced**' at the bottom
4. Click on '**System Updates**'
5. Click the '**Check for Update**' button
6. Download and install any necessary updates