

## Support Process

Assistance with this process begins by visiting <http://employeesupport.fnfis.com>. Select "I have a problem", "I need help with my FIS owned mobile device". Describe the issue, including error text, and attach screenshots if possible. In some cases, such as account related number portability, activation, and basic usability, you will need to contact your wireless provider. Other support options may be found [here](#).

## Overview for iOS

This document contains step-by-step instructions to enroll your new device into **Intune** to receive FIS email. After the initial setup of your device, make sure your device is on the latest version of iOS and automatic downloads are enabled:

- Your device must be updated to at least iOS 14.2. To update iOS (requires Wi-Fi): Settings > General > Software Update
- **You will need to have set up your RSA token on your phone or have a physical RSA token to log in to the Company Portal app.** Please see page 3 of this document for instructions on how to obtain an RSA token if you do not have one.
- To enable automatic downloads: Settings > iTunes and App Store > Automatic Downloads (enable **Apps**)

Unless you already have an active iTunes account, you will be required to set one up during the initial setup of the phone. The iTunes account you use can be associated with a personal email address.

FIS default Intune policy allows three devices per employee. If you have reached this limit, you must unenroll a device before you can enroll a different device. If you attempt to enroll a fourth device, you will receive a "Couldn't add your device" error message.

If you have reached your device enrolment limit, please follow the steps below:

1. Make sure your existing device has cell (data) service or is connected to Wi-Fi.
2. Using your computer, browse to <https://portal.manage.microsoft.com> and log in with your corporate credentials (FIS Email address and password).
3. Click on the "Devices" button and select your existing enrolled device.
4. Click on the "Remove" option at the top of the screen and confirm by tapping "Remove" on the following prompt.

**Note:** If you are issued a new device:

- All voicemails on your current phone will be lost.
- If you wish to retain apps and data (including pictures) stored on your current device, back up your iPhone to your iCloud account before activating your new device.

## Heritage WorldPay Employees

You will need to remove your current mobile device management software in order to enroll into Intune at FIS. To unenroll:

- **Blackberry Work:** Uninstall the “Blackberry Work” app
- **XenMobile:** On the iPhone, go to Settings > General > Profiles and Device Management > MDM Configuration. Tap on “Remove Management” at the bottom and confirm your PIN when prompted. Return to the iPhone home screen and tap and hold the SecureHub icon to remove it
- **Workspace One:** On the iPhone, go to Settings > General > Profiles and Device Management > Workplace Services. Tap on “Remove Management” at the bottom and confirm your PIN when prompted. Return to the iPhone home screen and tap and hold the Workspace One icon to remove it

## Intune Enrollment

Note: If at any point during this enrollment you are prompted to update your version of iOS, please do so.

1. If you do not have the Intune **Company Portal** application installed on your mobile device, go to the **App Store**, search for it, and install it.
2. Open the **Company Portal** and sign in using your FIS email address. You will be required to use your RSA soft or hard token to login.
3. Once signed in, tap **Begin** at the bottom. Then **Continue** on the next screen to finish reviewing privacy information.
4. Tap **Continue** again to download the management profile.
5. If you are prompted “This website is trying to open Settings to show you a configuration profile”, tap **Allow**. Then tap “Close” on the “**Profile Downloaded**” prompt.
6. Tap “**Continue now**” on the “**Download management profile**” screen.
7. Tap “**Continue**” to install the management profile. Return to the Home screen of the iPhone and go to the **Settings** app. Select “**Profile Downloaded**”.
8. On **Install Profile**, tap **Install** at the top right.
9. If prompted for your PIN/passcode, enter it now.
10. At the **Warning**, select **Install** at the top right.
11. On **Remote Management**, select **Trust**.
12. On **Profile Installed**, select **Done** at the top right. Return to the Home screen of the iPhone and tap on the “**Comp Portal**” app. You will shortly receive a “**Continue**” button at the bottom to “**Update device settings**” or a “**Done**” button if the device settings have already been updated.
13. If/when you receive an **App Installation** pop-up, select **Install** or **Manage**. If prompted, provide your iTunes account information.
14. You can close the **Company Portal** and move on to **Outlook Setup**.

## Setup for Soft Token/VPN

For BYOD devices and/or new corporate devices, you will need to reinstall your soft token/VPN.

1. Delete the RSA Token app on your old device before swapping hardware.
2. Download the RSA Token app on your new device.
3. Open the app. Tap the information button in the bottom right-hand corner of the app to look up the Binding ID.
4. Submit a new request through [Dash](#): Click “Submit New Request” and select “VPN and RSA – Soft or Hard Token”. You’ll need to include the Binding ID in your request.
5. Once the Dash request is approved, you will receive an email with setup instructions. Follow the instructions to reinstall your soft token.