

Mobile Cell Phone - Apple Outlook Application Email Access Issue

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Mobile Cell Phones – Apple Outlook Application Email Access Issue

Purpose: Follow this procedure when a user reports issue with Mobile Cell Phones – Outlook Application Email Access Issue (Apple).

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Mobile phone make: (Apple, Samsung) Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra) Mobile device number (MDN): (Device having the issue) Carrier: (AT&T, Verizon) Personal Mobile Device: (Yes or No?) Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document required information and troubleshooting details in the incident.
3. Please attach any referenced knowledge articles to the incident.
4. Please document the following information in the Description Field:

Mobile phone make: (Apple, Samsung) Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra) Mobile device number (MDN): (Device having the issue) Carrier: (AT&T, Verizon) Is this a personal Mobile Device: Yes or No?

5. Confirm Okta has already been installed.
6. Download the Outlook Application from the App Store.
7. Launch the Outlook App. Tap on SKIP. NOTE: DO NOT tap on Add Account even if your email address is pre-populated.
8. On the next screen enter your email address with the full @freseniusmedicalcare.com
9. On the next screen sign into the Fresenius Okta:
Enter in your email address Enter in your password Accept the Okta MFA prompt
10. Tap on Maybe Later when prompted if you want to add another account. You will then be brought to the main inbox

11. If these steps don't work, verify the user is properly signed into the following apps with their @freseniusmedicalcare.com email address.

Company Portal AppOkta App

12. If the issue is still present follow the escalation process.

13. Follow the resolution process.

Classification Requirements

Category

Hardware

Subcategory

End User Mobile Phone - iPhone

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Hardware

Service

End User Mobile Phone - iPhone

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

The user department and title can be found within Service Now. Please see SNOW - View User Information for additional instructions.

Corporate Departments: 9900XXXX, 5500XXXX, 6500XXXX and 1100XXXX

DTI-EUX-Unified Services Mobile Device Corporate – L3

IPS – Inpatient Services

DTI-EUX-Unified Services Mobile IPS – L3

RTG Departments: 5700XXXX

DTI-EUX-Unified Services Mobile Device RTG – L3

All others

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