GSD. Global – Mobile Phone – MobileIron retirement on iOS

Article ID: KB0039381
Created: 2024-12-19 13:59:41
Updated: 2025-01-23 16:35:32
Author: {'link':
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General Information:

Possible symptoms/errors:

User needs to retire MobileIron on their device through MobileIron app

Alternative names of the system:

N/A

IMPORTANT NOTICE:

The guideline below is for iOS device.

Solution:

Advise user to open MobileIron app, click My Devices and tap Show my devices.

User's email address and Windows password will be required.

Advise user to tap their current device and click Retire Device.

Inform user to click Retire Device to confirm.

Their Windows password will be asked again.

After few seconds their MobileIron Device Account will be retired and MobileIron will disappear from their home screen.

NOTE: If this doesn't work for user, advise them to remove MobileIron app, reinstall it from Apps@Work and retry.

Also, user can retire MobileIron via Mobileiron Self-Service-Portal.

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

Mobileiron Self-Service-Portal:https://emmcore.hg.fresenius.de/mifs/user/login.jsp