Mobile / Cell Phone - Personal Mobile phone bring your own device BYOD for Android

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Purpose: Follow this procedure when a user needs support for an existing mobile or cell phone.

Required Information to be documented in the appropriate field for each incident:

Contact NameContact NumberClinic / Facility NumberMobile Device Number (The device having the issue)Mobile phone make: (Apple, Samsung)Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra)Carrier: (AT&T;, Verizon)Detailed Description of the issue

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. Install Microsoft Intune Company Portal, Outlook and Teams applications on your device via the Google Play Store.

6. Launch the Outlook app and enter your Fresenius email address.

7. On the next screen enter your Fresenius email address again.

8. Enter your password

9. Accept the Okta MFA challenge.

10. You will be shown a screen with a quick check that your device meets the correct standards. Then you will be prompted to set a 6-digit pin.

11. You will then be asked to confirm your pin.

12. After setting the passcode you will be granted access to Outlook and your email will populate.

13. Follow the resolution process.

14. If the user needs additional assistance, please follow the escalation process.

Classification Requirements

Category

Hardware

Subcategory

End User Mobile Phone – Android

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

Resolution Subcategory

End User Mobile Phone – Android

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

DTI-EUX-Unified Services Mobile Device Management – L3

Published By: DTI-EUX-Unified Services Mobile Device Management – L3