

GSD. Global – Mobile Phone - Retire an old mobile device from Mobile Iron with Self Service Portal

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General Information:

Possible symptoms/errors:

User wants to know how to retire/delete an old mobile device from Mobile Iron with Self Service Portal.

Alternative names of the system:

MobileIronSelf Service PortalRetire mobile deviceDelete mobile device

IMPORTANT NOTICE:

N/A

Solution:

When user changed their mobile device, the Mobile Iron account of the old device is not automatically removed from the servers.

To retire or delete user's old device account, they can use the Mobile Iron Self-Service Portal.

NOTE: The access to Self Service Portal is only available inside Fresenius network.

To open it, advise user to use one of the following links:

Primary Link: <https://emmc core.hg.fresenius.de/mifs/user/login.jsp>

Secondary Link: <https://emm.fresenius.com/mifs/user/login.jsp>

NOTE: If the Primary link does not work, then please try with the Secondary link.

NOTE: Advise user to read the MobileIron Self-Service Portal Guide first.

This guide provides information about how to manage your devices with MobileIron's Self-Service portal. This is available for users as soon as they have ordered one of Mobile Services in ServiceNow.

Advise user to open the individual sections of the topics that are interesting for them.

For retiring user's old device, advise them to read the section "How to retire a mobile device?".

If user cannot use the Mobile Iron Self Service Portal, inform user to follow the steps below:

Contact the Global Mobile Support (Mail TBC) and advise user to report that they want to remove/retire their old mobile device account from the Mobile Iron System. User must provide the following Information:

E-Mail addressDevice Type (Mobile Phone or Tablet)Device Model (manufacturer & model; for example: Apple iPhone 6)Subject: retire/remove old mobile device account from the Mobile Iron System

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

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Secondary Link:

<https://emm.fresenius.com/mifs/user/login.jsp>

MobileIron Self-Service Portal Guide

<https://confluence.intra.fresenius.de/display/mobile/MobileIron+self-service+portal+guide>