

# Mobile Cell Phones – Apple Passcode Reset for Company issued devices enrolled in Intune

**Article ID:** KB0021099

**Created:** 2023-12-18 13:55:50

**Updated:** 2023-12-18 14:19:02

**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/1d370f80877a2910b536a86e0ebb35d5',

'value': '1d370f80877a2910b536a86e0ebb35d5'}

Mobile Cell Phones – Apple Passcode Reset for Company issued devices enrolled in Intune

Purpose: Follow this procedure when a user reports issue with Mobile Cell Phones – Apple Passcode Reset for Company issued devices enrolled in Intune ONLY.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Clinic Prod Mobile device number (MDN): (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. 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) Carrier: (AT&T, Verizon) Mobile device number (MDN): (Device having the issue) Is this a personal Mobile Device? Yes or No

5. Advise the user to use another device other than their phone and Log onto: <https://portal.manage.microsoft.com> using their FMCNA email and network password. (Preferably a Fresenius PC)
6. Select Devices (PC). If using a Non-Fresenius PC or Mobile Device Click the three lines in the top left and select Devices.
7. Click on the name of your Apple Device
8. Select Reset Passcode
9. Select Sign Out Microsoft will sign you out right away.
10. Have the user log back into <https://portal.manage.microsoft.com> using their FMCNA email and network password.

11. Select Reset Passcode. You will see a Passcode Pending Message. When complete, the user's iPhone will be unlocked.
12. Ask the user to open their Apple device and they will see a prompt that you have 59 minutes to enter a new passcode. Click Continue.
13. Have the user input the new passcode and click Continue.
14. Re-enter the new passcode and click Save.
15. Follow the resolution process.
16. If the issue is not resolved and the user needs additional assistance follow the escalation 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

Software & Applications

Service

Cannot Login

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

DTI-EUX-Unified Services Mobile Device Management – L3

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