

Mobile Cell Phones – Android Outlook Application Email Access Issue

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Mobile Cell Phones – Android Outlook Application Email Access Issue

Purpose: Follow this procedure when a user reports issue with Mobile Cell Phones – Outlook Application Email Access Issue on Android devices.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Mobile phone make: (Apple, Samsung) Mobile phone model: (Samsung Galaxy S21 Ultra, S22) Mobile device number (MDN): (Device having the issue) Carrier: (AT&T, Verizon) Personal Mobile Device: (Yes or No?) 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

Android: Non-Knox Enrolled

1. Confirm Okta is installed.
2. Locate the Settings App on the device.
3. In the settings scroll down and tap on Accounts and Backup
4. Tap on Accounts
5. Under accounts, tap on the remaining @fmc-na.com account
6. Under that account, tap on Remove account and then Remove account in the pop up
7. Then go to Settings -> Apps -> Outlook App
8. Clear the cache and data for the Outlook App and then do the same process for the Teams App

9. Go back to the home screen and sign into Outlook and Teams using your new @freseniusmedicalcare.com email address.

10. Follow the resolution process.

11. If the issue is still present, follow the escalation process.

Android: Knox Enrolled

1. Confirm Okta is installed.

2. Settings>Accounts and Backups

3. Remove the @FMC-NA.com account

Settings>Apps>Comp Portal>Storage>Clear Data Settings>Apps>Outlook>Storage>Clear Cache Settings>Apps>Teams>Storage>Clear Data

4. Sign into Apps in this order

Sign into Comp Portal and Accept permissions for the app to use the phone feature, device management and Knox Sign into Outlook Sign into Teams

5. Follow the resolution process.

6. If the issue is still present, 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

Service

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

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

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