

Mobile Cell Phones – How to setup an Android Phone (Replacement Phone)

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Mobile Cell Phones – How to setup an Android Phone (Replacement Phone)

Purpose: Follow this procedure when a user reports issue with Android Enterprise Fully Managed Enrollment for new accounts. These instructions and more found at <https://fmcna.sharepoint.com/sites/ICU2/SitePages/Android.aspx>.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Mobile phone make: (Apple, Samsung) Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra) Mobile device number: (Device having the issue) Carrier: (AT&T, Verizon) Is this a personal Mobile Device: (Yes or No) 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. Required Information to be documented in the Description Field of each Incident:

Mobile phone make: (Apple, Samsung) Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra) Mobile device number: (Device having the issue) Carrier: (AT&T, Verizon) Is this a personal Mobile Device: (Yes or No)

Backing up Contacts (Old Phone)

1. Open Contacts app.
2. Tap on the three bars to open settings
3. Tap on Manage Contacts
4. Tap on Import or export contacts
5. Tap on Export
6. Choose Internal Storage
7. Tap on Export

8. Tap on OK . You can either upload the export contacts.vcf file to your OneDrive or email it as an attachment to yourself

Set up Instructions:

1. Tap on Start
2. Agree to Terms and Conditions, Privacy Policy and sending of diagnostic data. Tap on Agree.
3. Permissions for Samsung Apps and Services: Ensure all toggles are on and click More.
4. Chose a Wi-Fi Network if there is one available. If requested, tap on Connect. Tap on Next. The phone will then check for updates and start the Knox Enrollment.
5. Click Continue on the Set up Your Phone screen.
6. Click Next to accept that the device is not private.
7. Click Accept & Continue on the Welcome to Chrome screen.
8. Enter your Fresenius email address on the Microsoft Sign in screen. Click Next.
9. Enter your Fresenius email address again on the FMC Sign in screen. Click Next.
10. Enter your password. Tap Verify.
11. Complete the Okta MFA or Text prompt. Once verified the device will register.
12. Setup Screen Lock
13. Select PIN. DO NOT SELECT PASSWORD! Numbers Only - 6 Digits. Use the Last Six of IMEI.
14. Install Work Apps click Install. Then click Done.
15. Register your device and click Set up.
16. At the Intune screen click Sign In.
17. At the Help us keep your device secure screen click Register.
18. On the Microsoft Authentication Broker screen Click Continue.
19. Click Done.
20. The device will go to the Home Screen. The mobile device apps will be downloaded and installed in the background.

Import Contacts (Optional)

1. On the new device download the contacts.vcf file to your local storage
2. Open the Contacts app
3. Tap on the three bars to open settings
4. Tap on Manage Contacts
5. Tap on Import or export contacts
6. Tap on Import
7. Tap on Internal Storage
8. Choose the contacts.vcf file
9. Tap on Done
10. Tap on Phone

11. Tap on Import

12. Tap on OK to complete the import

Outlook app Setup (Microsoft Office 365) :

1. Tap on the Outlook icon

2. Tap on the Add Account option

3. Enter your Fresenius Email address. Tap on Continue.

4. Tap on Activate on the Activate Device Administrator screen.

5. Tap on Activate on the Outlook Device Policy Screen.

6. Tap on Maybe Later on the Add Another Account Screen.

7. Tap Continue on the Get Access screen. Outlook (Office 365) setup is complete.

UKG WorkForce Central (Kronos) app Setup: (ACES Staff Only)

1. Tap on the UKG WorkForce Central icon

2. Once opened, select the Menu key (the 3-vertical dots) in the top right corner.

3. Once settings open, place a check mark in the Access your location box. Tap Allow at the Location Access popup window.

4. Place a check mark at the Display Offline Action box.

5. Enter the Server Address <https://kronosmobile.fmcna.com/wfc>. Tap OK.

6. Select the Back Key (bottom right) to return to the UKG WorkForce Central (Kronos) Main Screen.

7. The app setup is complete. Tap Proceed.

8. UKG WorkForce Central (Kronos) is ready for your username and Kronos password.

ACES Charting app Setup (ACES Staff Only)

1. Tap on the Chrome icon

2. Enter ACES Charting address <https://aces.fmcna.com/login.aspx>

3. Once opened, select the Menu key (the 3-vertical dots) in the top right corner.

4. When the popup window appears, tap on Add to home screen.

5. Tap Add in two popup windows. An ACES Charting icon has now been added to your home screen.

Wipe Instructions for already enrolled devices

1. Make sure you have switched your MFA challenge to another device.

Note: Wiping your device will factory reset it and remove ALL data from the device including contacts.

2. Go to the Settings app on your device

3. Scroll down to General Management

4. Tap on Reset

5. Tap on Factory Data Reset

6. Scroll down and tap on Reset

7. Enter in your current passcode

8. Tap on Done

9. Tap on Delete all. Your device will now reboot and wipe all data.

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

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