Mobile Devices - Reset Passcode on an Apple Device

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These instructions are for Fresenius owned devices only.

Step 1.

Log onto: https://portal.manage.microsoft.com with a separate computer or device (NOT your Mobile Phone)

Step 2.

Input your FMCNA email address & network password as you usually do.

Step 3.

Click My Devices (If you are on a Non-Fresenius PC or mobile device, click the three lines in the top left to locate devices).

Step 4.

Click on the name of your Apple device

Step 5.

Select Reset Passcode.

Step 6.

Select Sign Out

Step 7.

Microsoft will sign you out right away

Step 8.

Once again, Log onto: https://portal.manage.microsoft.com and input your FMCNA email address & password

Step 9.

Select Reset Passcode

Step 10.

You will see a Passcode Pending message.

Step 11.

When the process is complete you will see this success message.

Step 12.

CLOSE your internet browser and open your iPhone (Or iPad)

Step 13.

When you open your iOS device, you will see a prompt to enter a new passcode. Click Continue.

Step 14. Input your new passcode & click Continue.

Step 15.

Re-enter your new passcode & click Save.

Need assistance?

If additional assistance with this issue is needed, please call the Help Desk at 866.491.8167. Please provide the Help Desk with all the steps that you completed as well as any errors that occurred.