Mobile Cell phone - Personal Mobile phone bring your own device BYOD Apple

Mobile / Cell Phone - Personal Mobile phone bring your own device BYOD for Apple

Purpose: Follow this procedure when a user needs support for an existing Apple mobile or cell phone. Apple watches are not supported.

Required Information to be documented in the appropriate field for each incident:

Contact NameContact NumberClinic / Facility NumberMobile Device Number (The 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

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

5. Install Microsoft Authenticator, Outlook and Teams applications on your device via the App Store

6. Launch the Outlook app and enter your Fresenius email address.

7. On the next screen enter your Fresenius email address again.

8. Enter your password.

9. Accept the Okta MFA challenge.

6. On iOS you will then receive two prompts shown below, accept both of them launching Outlook again if needed.

7. After accepting those two screens you will be prompted to set an individual passcode for the device.

8. After setting a passcode you will be granted access to Outlook and your email will populate.

9. Follow the resolution process.

10. If the user needs additional assistance, please 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

Choose the appropriate option

Resolution Category

Hardware

Resolution Subcategory

End User Mobile Phone – iPhone

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

DTI-EUX-Unified Services Mobile Device Management – L3

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