Mobile Cell Phones - iPhone Loss of Contacts

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Mobile Cell Phone – iPhone Loss of Contacts

Purpose: Follow this procedure when a user needs support for the hot spot feature on a mobile phone or cell phone.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility Number

Required Information to be documented in 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)

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

2. Please document all troubleshooting details. If troubleshooting fails, record at what point in the process this happened.

3. Please attach any referenced knowledge articles to the incident.

4. Please provide the following information in the description field of the 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)

5. Open your Outlook application

6. Click your picture or initials in the top left of the screen.

7. Click the Setting Gear in the bottom left of the screen.

8. Click on your Office 365 Account

9. Toggle the Save Contacts switch to off. (Gray) Click on Delete from my iPhone.

10. Toggle the Save Contacts switch to on. (Blue) Click on Save to my iPhone.

11. Open your Contacts and confirm your Outlook contacts have been restored.

(This can take up to 5 minutes to sync)

12. Follow the resolution process

13. If additional assistance is needed 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

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

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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