

Mobile Cell Phones – How to setup an Apple iPhone or iPad

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Mobile Cell Phones – How to setup an Apple iPhone or iPad

Purpose: Follow this procedure when a user reports issue with iPhone / iPad Setup.

Note: You need to have a reliable network connection, preferably connecting to a strong Wifi network, during initial set up to ensure the device enrolls properly. Please remain connected to this network throughout the whole enrollment process.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Mobile Device Number having the issue Mobile Device Make Mobile Device Model 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 referenced knowledge article to the incident.
4. Please document the following information in the Description Field:

Mobile device make Mobile device model Carrier: (AT&T, Verizon) Mobile device number having the issues this a personal Mobile Device? Yes or No

5. Before enrolling a replacement iOS device, make sure that the end user has either:

Set up and configured the Okta application on their devices Set up a backup number such as their personal phone to get the MFA challenge

6. Start setup:

Swipe up and Choose English Select United States Appearance screen, tap Continue. Quick Start select Setup without another device. Select Set up manually. Choose a Wi-Fi Network Select from the available networks listed. Login and select Next. It may take a few minutes to activate your phone. Press Continue on the Data and Privacy screen. On the Apps & Data screen choose Don't Transfer Anything On the Remote Management screen press Enroll this iPhone Enter your Fresenius email address and press Next. Then enter your Fresenius email address again and press Next. Enter in your password and press Verify. Then select either enter a code, get push notification, or phone send a Push or enter a code from the Okta App to complete the Okta MFA Choose to set up later for Face ID (Not recommended for use on the work iPhone) Create a unique 6-digit numeric passcode and confirm the passcode. Terms and Conditions press Agree. Press on Continue on the Keep Your iPhone Up to Date screen. Select Enable Location Services Press Continue on the True Tone Display screen. Choose

your appearance and press Continue. You will then be brought to the home screen of the device. Allow the needed applications to download and install completely (this could take 5-10 mins. The Apps download on the 2nd page as well. Swipe left to access.) Launch the Company Portal App and choose Sign In. Enter your Fresenius email address and press Next. Get notified so you don't lose access. Tap Ok. Tap Allow for the device to send you notifications. Select Begin to Set up Fresenius Medical Care access. Press Continue to verify device settings (This may take a few minutes to verify) You're all set! Tap on Done. Company Portal will now display the featured Apps screen. Press on View All to see, and download all Microsoft Apps

Microsoft Outlook, Microsoft Teams, Microsoft Authenticator, Okta Verify and Beyond Trust Remote Support will install on the device outside of the Comp Portal App. You can login to Microsoft Outlook for email access.

Note: The device will automatically connect to the Wi-Fi Nickel network when it is in range.

7. Follow the resolution 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

Service

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

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All others

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