

Mobile-Outlook & Teams Fix- After Password reset

Article ID: KB0028711

Created: 2023-08-29 15:13:05

Updated: 2023-08-29 15:13:57

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/a5f8f1b247296550002b1888036d43b0',

'value': 'a5f8f1b247296550002b1888036d43b0'}

Purpose:

Follow this procedure when a user calls for Outlook & Teams Fix- After Password reset, after a Password reset, migration or any other reason users may lose access to Outlook or Teams.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number 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.

Please execute the following steps.

Do NOT uninstall Okta

iOS (Okta needs to be installed)

Uninstall the below Apps

Outlook Teams

Have the user sign out of the Company Portal. Sign Back into Company Portal with freseniusmedicalcare.com Reinstall

Outlook Teams

Sign into both Apps with freseniusmedicalcare.com

5.

Android: Non-Knox Enrolled (Okta needs to be installed)

Settings>Accounts and Backups Remove the freseniusmedicalcare.com account

Settings>Apps>Comp Portal>Storage>Clear Data Settings>Apps>Outlook>Storage>Clear Data
Settings>Apps>Teams>Storage>Clear Data

Sign into Apps in this order

Sign into Comp Portal Sign into Outlook Sign into Teams

6.

Follow the resolution process.

Incident Classification Requirements

Category

Hardware

Subcategory

End User Mobile Phone – Apple or End User Mobile Phone – Android

Service

Mobile Phones (iPhone / Android)

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Hardware

Resolution Subcategory

End User Mobile Phone – Apple or End User Mobile Phone – Android

Resolution Service

Mobile Phones (iPhone / Android)

Escalation Process

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

Published by

DTI-EUX-HCL-HelpDesk-L1