Mobile Cell Phones – Android Passcode Reset

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Purpose: Follow this procedure when a user reports issue with Mobile Cell Phones – Android Passcode Reset

Required Information to be documented in 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 a 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. Advise the user the Android device must be Powered On to start this process. There are two options available.

Try to remember your pass code – you have 10 chances to try before everything is wiped.Wipe the device completely & set it up again

6. Advise the user to use another device other than their phone and Log onto: https://portal.manage.microsoft.com using their FMCNA email and network password.

7. Select My Devices

8. Click on the name of your Android Device

9. Select Reset Passcode

10. Select Sign Out Microsoft will sign you out right away.

11. Have the user log back into https://portal.manage.microsoft.com using their FMCNA email and network password.

12. Select Reset Passcode. You will see a Passcode Pending Message. When complete, the user will receive a success message with their new passcode. Advise user to make a note of the passcode.

13. Ask the user to open your Android device and enter the passcode you received.

14. Advise user to click on Update your passcode. Enter the new passcode and click Next.

15. Have user select PIN to create your own 6 digit PIN code for your lock screen.

16. Ask user to choose the code that will unlock your phone. Enter the code again to confirm it.

17. If they wish to use the Fingerprint lock, click Use and follow the steps. Otherwise, click Later.

18. Follow the resolution process.

19. If the user is unable to complete the process and needs further assistance, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Identity & Access

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 - Android

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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