Mobile Instructions

Remove your old FirstinitialLastname@iiaweb/keylogic.com account from your phone settings, Office 365 apps, and data protection apps.

- **Mail Account –** Remove your old firstinitialLastname@iiaweb/keylogic.com email account from your phone's mail account section.
    - o iPhone
        1. Open Settings
        2. While in the iPhone settings, select the Mail option. (If unavailable navigate to Settings > Passwords & Accounts)
        3. Select Accounts
        4. Select your old firstinitialLastname@iiaweb/keylogic.com account.
        5. Select Delete Account (at the bottom of the menu).
        6. Confirm account deletion.
    - o Android
        1. Open Settings
        2. While in the Android phone settings, select Accounts and Backup.
        3. Select Manage accounts
        4. Select your old firstinitialLastname@iiaweb/keylogic.com account.
        5. Select Remove Account.
        6. Confirm account removal.
- **Office 365 Apps -** Remove your old firstinitialLastname@iiaweb/keylogic.com email account from any Office 365 apps currently installed on your mobile device.
    - o Outlook App
        1. Open the Outlook app.
        2. Select your profile icon in the top left corner.
        3. Select the settings cogwheel in the bottom left corner.
        4. Select the old firstinitialLastname@iiaweb/keylogic.com account.
        5. Scroll down, select Delete Account.
        6. Fully close the Outlook app.
    - o Teams App
        1. Open the Teams app.
        2. Select your profile icon in the top left corner.
        3. Select the settings cogwheel.
        4. Scroll down, select Sign Out.
        5. Fully close the Teams app.
- **Authenticator & Company Portal -** Remove your old firstinitialLastname@iiaweb/keylogic.com email account from Microsoft Authenticator and the Company Portal app.
    - o Microsoft Authenticator
        1. Open Microsoft Authenticator
        2. Select your old firstinitialLastname@iiaweb/keylogic.com email account.
        3. Select the settings cogwheel in the top right.
        4. Select Remove Account.

5. Fully close Microsoft Authenticator.
- o Company Portal app
    1. Open the Company Portal app. The Company Portal app does not need to be signed into. If you see a sign in button when opening the Company Portal app with no other options, close the Company Portal app. **It is not necessary to sign into the Company Portal app.**
    2. If you have previously signed into the Company Portal, select the 3 lines at the top left (menu).
    3. Select sign out.

Download and add your Firstname.Lastname@keylogic.com account to the Office 365 apps.

- Download the Outlook and Teams apps if they are not currently installed.
    - o Android
        - Navigate to the Play Store and download the Teams, Outlook, and OneDrive applications. If your device won't let you install the applications, see how to update your android phone's software here.
    - o iPhone
        - Navigate to the App Store and download the Teams, Outlook, and OneDrive applications. If the "Get" option is grey and cannot be selected, view how to update your phone's software here.
1. Once you have the desired applications installed on your phone, you are ready to sign in with your new IIA account.
    a. When prompted to Add Account in any of the applications (Teams, Outlook, or OneDrive), enter your new firstname.lastname@keylogic.com email address and password. You will then be prompted to install the Intune Company Portal App (if not already present) and create a 4-digit PIN to view your Outlook mail.
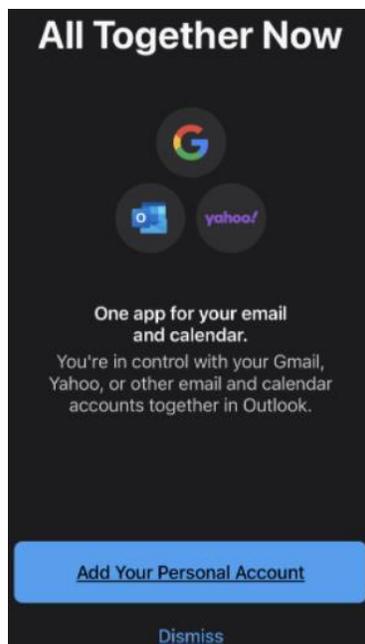
2. If your IIA account utilizes Teams, your Microsoft 365 apps will be protected by the Intune Company Portal. Continue through the following prompts registering your Outlook app and acknowledging app protection.
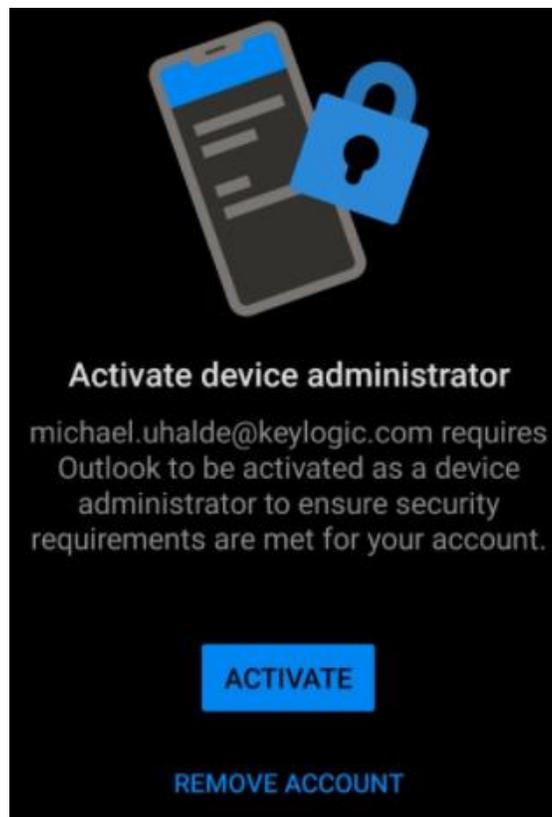
Your IT administrator is now helping you protect work or school data in this app.

OK

Activate device admin app

Outlook Device Policy

michael.uhalde@keylogic.com requires Outlook to be activated as a device administrator to ensure security requirements are met for your account.

Activating this admin app will allow Outlook to perform the following actions:

- **Monitor screen unlock attempts**
  Monitor the number of incorrect passwords typed. when unlocking the screen, and lock the phone or erase all the phone's data if too many incorrect passwords are typed.

- **Lock the screen**
  Control how and when the screen locks.

- **Set storage encryption**
  Require that stored app data be encrypted.

Cancel   Uninstall   Activate

3. If prompted, please follow the prompts to be routed to your mobile store and install the Intune Company Portal App. For certain accounts, the portal app may need to be present on your device to access company resources. **It is not necessary to sign into the portal app.**

4. Set your 4-digit pin allowing access to the Outlook app.

5. Accessing Outlook after 30 minutes of inactivity will prompt for this 4-digit pin.

Please contact Support@keylogic.com for assistance.

If you have another organization managing your mobile device (a government email protected by a work profile) please reach out to Support@keylogic.com for guidance.