

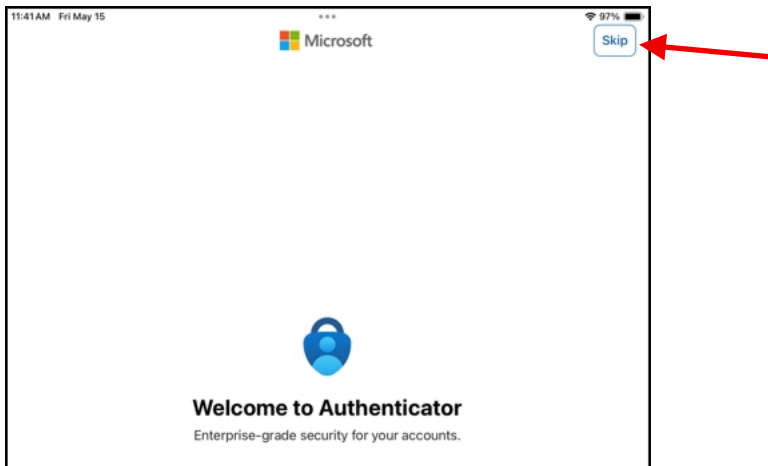
# Reconfiguration of iOS Mobile Devices

## Step 1: Remove your account from Microsoft Authenticator

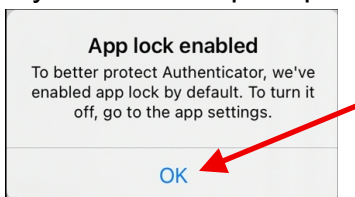
1. Please force close any open Microsoft Applications on your mobile device (i.e. Outlook, Teams, etc.)
2. Open up the Microsoft Authenticator application on your phone.



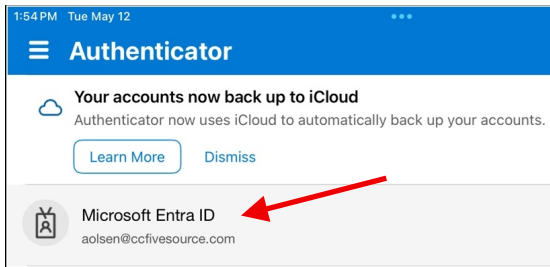
3. You should see a screen asking for login. Tap **Skip** in the upper right-hand corner.



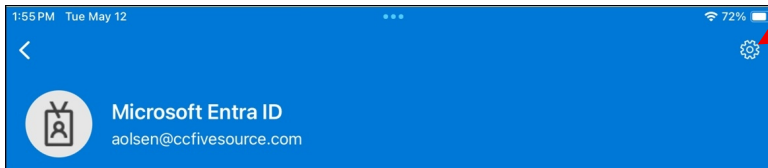
4. If you receive a prompt about App Lock being enabled, tap **OK**.



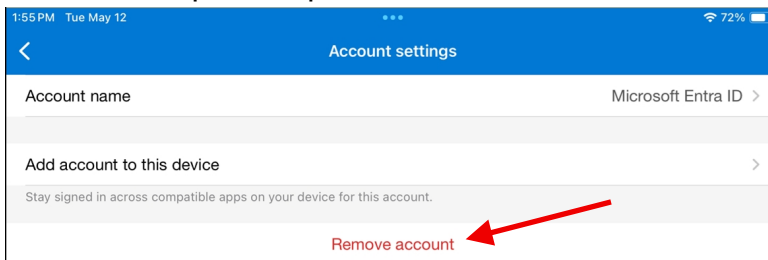
5. Find your username **@capecodfive.com** in the list and tap on it.



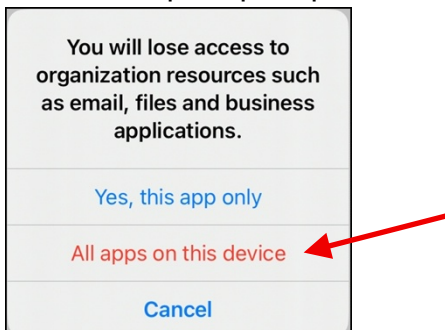
6. Tap the **gear icon** in the upper right-hand corner.



7. In the center pane, tap **Remove account**



8. At the next prompt, tap the **All Apps on this Device** option



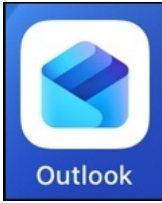
9. Return to your home screen.

## Step 2: Remove the Microsoft Applications

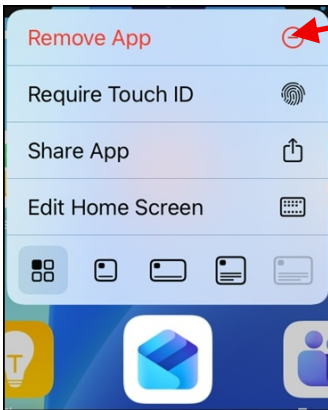
NOTE: **DO NOT REMOVE** the Microsoft Authenticator application!

Use the following process to remove the Microsoft applications:

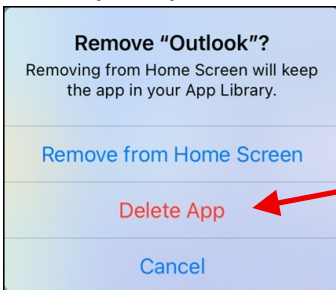
1. Tap and hold the icon on the mobile desktop.



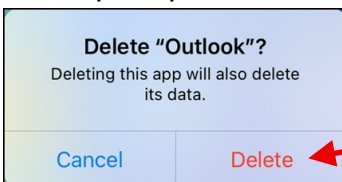
2. On the resulting menu, tap **Remove App**



3. At the prompt, **Remove "Outlook"?**, tap **Delete App**.



4. At the prompt, **Delete "Outlook"?**, tap **Delete**.



5. Repeat steps 1-4 to delete the other applications if applicable (Teams, OneDrive, etc.). Again, **DO NOT** delete the Authenticator application.

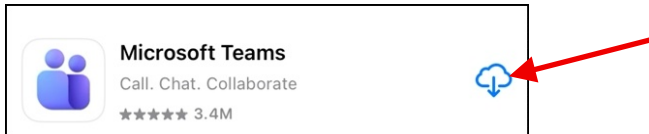
### Step 3: Restart your iOS device (Shutdown / Power On)

This can vary per the iOS device that you have. Generally, it's done by holding down the right-side button on the phone and the volume down button simultaneously. Slide the option to Shut down the device. Power on the device by holding the right-side

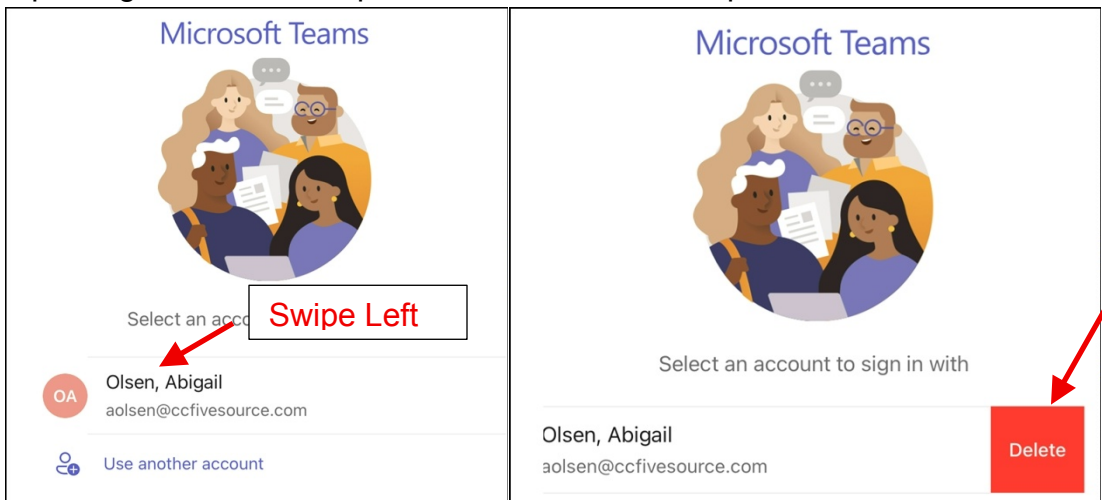
button. If you don't know how to restart your device, please reach out to the IT help desk.

## Step 4: Configure Microsoft Teams

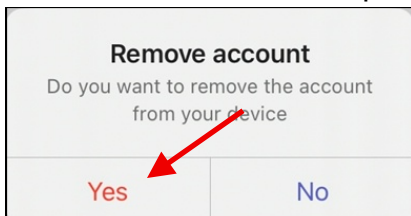
1. Go to the **App Store** on your Device and search for **Microsoft Teams**.
2. Tap on **Install** or the **Cloud icon** to install the application.



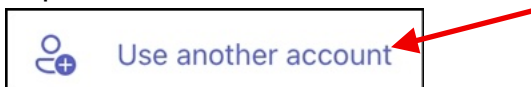
3. Tap on **Open** to open Microsoft Teams
4. When Teams opens, you may see your old account referenced there. **DO NOT** tap to login. Instead, swipe it to the left and then tap **Delete**



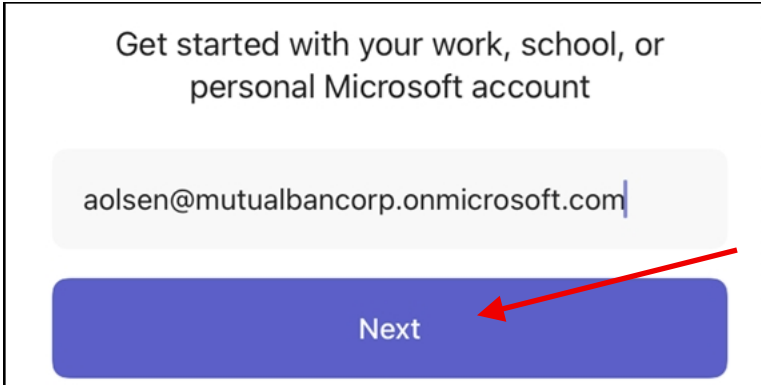
5. At the **Remove account** prompt, tap **Yes**



6. Tap **Use another account**



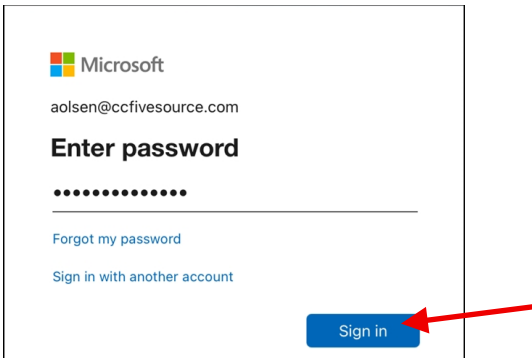
7. Enter your account information in the format: **username@mutualbancorp.onmicrosoft.com** and tap **Next**



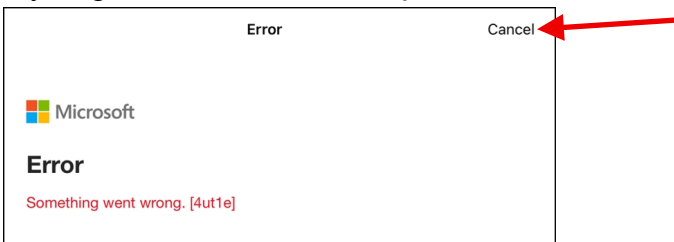
8. The Authenticator app will launch. Tap **Unlock** at the bottom of the screen.



9. You will now be prompted to login. Enter your password and tap **Sign in**.

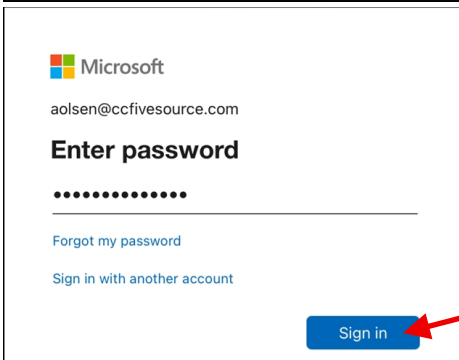
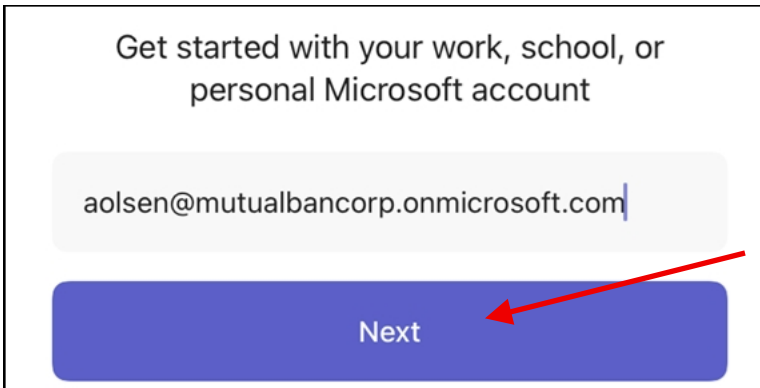


10. If you get an error at this step, like the below, tap **Cancel**

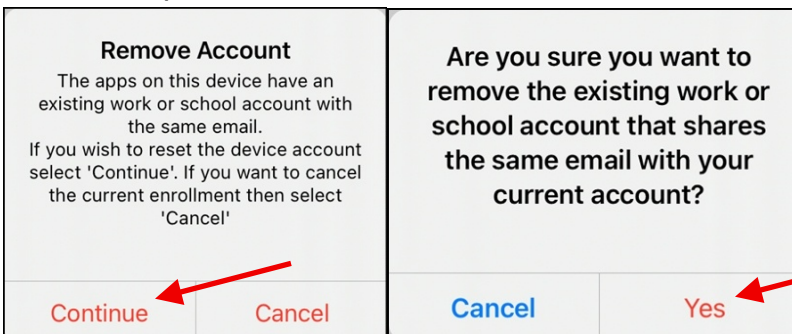


11. Choose **use another account** and sign in once more with **username@mutualbancorp.onmicrosoft.com**

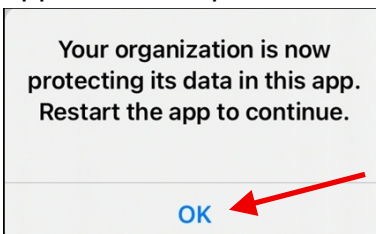




12. You should now get a prompt about removal of the old account. Tap **Continue** and then tap **Yes**.

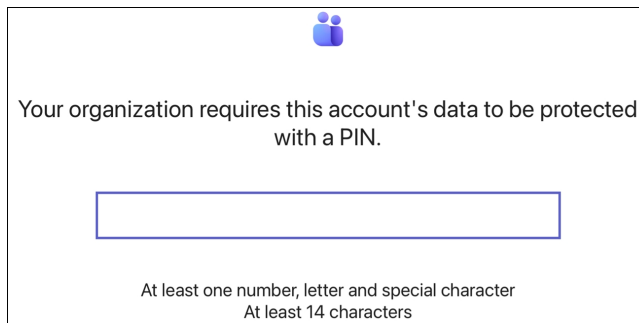


13. You will get a prompt about your organization now protecting data in the application. Tap **OK**.



14. The app will now close automatically. Tap on the Teams icon to relaunch it.

15. Next, you will be prompted for a PIN for the Microsoft applications. Enter a PIN and then confirm it.



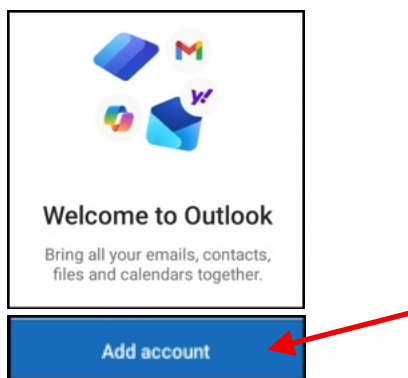
16. Address any Teams dialog boxes regarding notifications and connections to your preferences.

## Step 5: Configure Microsoft Outlook

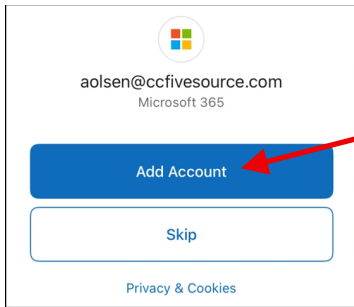
1. Go to the **App Store** on your Device and search for **Microsoft Outlook**.
2. Tap on **Install** or the **Cloud icon** to install the application.



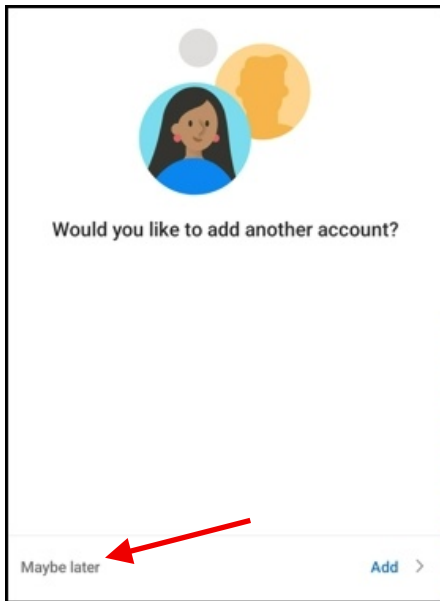
3. Tap on **Open** to open Microsoft Outlook.
4. On the **Welcome to Outlook** screen tap **Add account**.



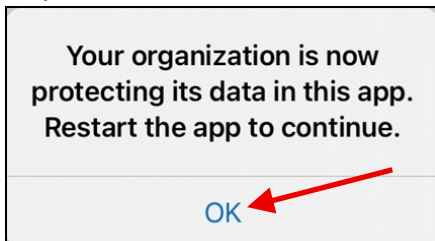
5. Your account should already be showing here. Tap **Add account** once more.



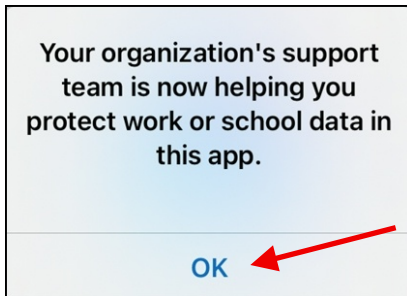
6. On the **Would you like to add another account** screen, tap **Maybe later**.



7. You will get a prompt about your organization protecting data in the application. Tap **OK**.



8. The app will now close automatically. Tap on the Outlook icon to relaunch it.
9. You will get a prompt about your organization protecting data. Tap **OK**.



10. Address any Outlook dialog boxes regarding notifications to your preference.

## Step 6: Configure any remaining Microsoft applications

If you had any other Microsoft applications on the phone, install them from the App store, open them up and use the same method as above to login to the application. If you need further assistance, please contact the help desk.