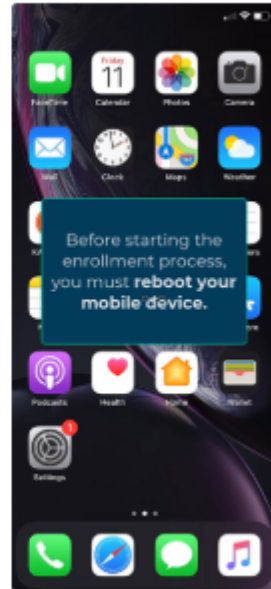


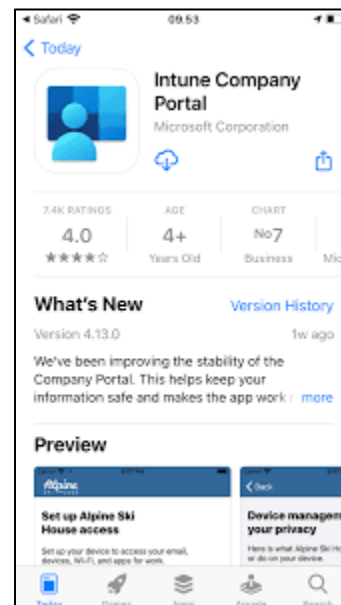
# Re-Enrolling Corporate Phones in Intune

Reboot your mobile device.

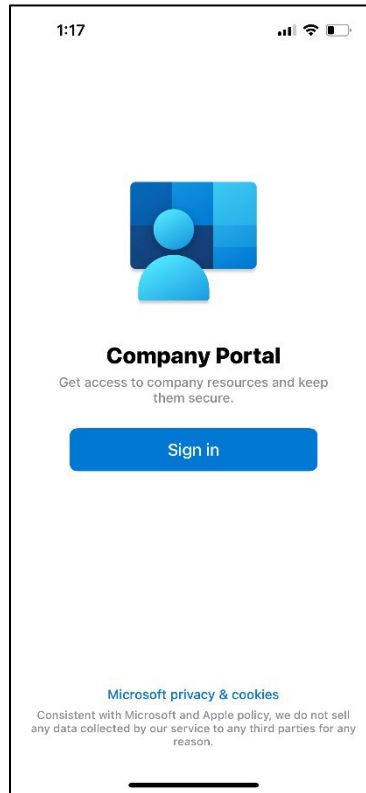
Before you start the Intune enrollment process, you must reboot your mobile device.



If the Company Portal app was removed during the retire process, re-install it from the



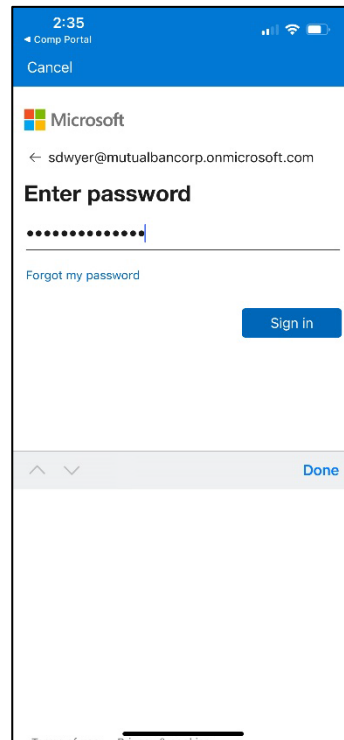
Open the Company Portal and tap “Sign In”



If you see your “@capecodfive.com” email address here, tap the 3 dots next



In the email address field, enter the “First Initial + Last Name” portion of your email address. Instead of “@capecodfive.com, type “@mutualbancorp.onmicrosoft.com”.

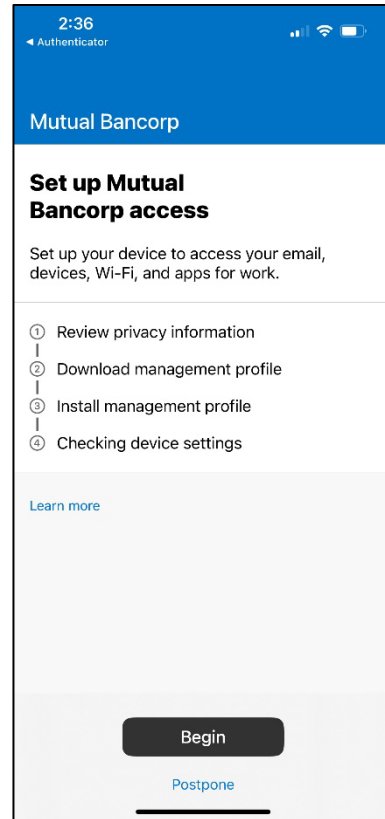


Complete the DUO authentication:

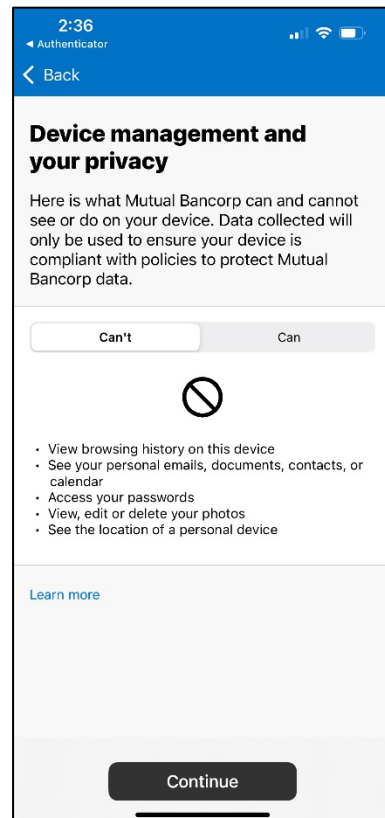
- Choose a phone number from the **Device** drop-down menu.
  - If you only have one device, it will be auto selected and you can skip this step.
- Select **Enter a Passcode** from the menu options. This will send a text message to the device selected.
- Enter the 6-digit code provided in the text message.
- Tap **Log in**.



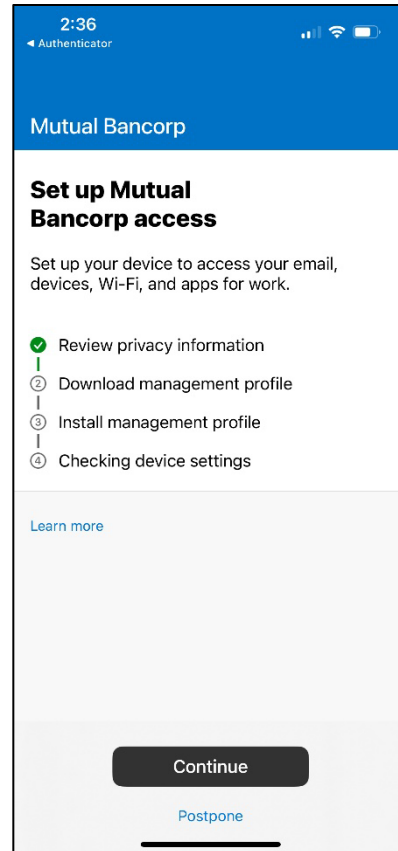
After the phone establishes a connection with your phone (this could take a few seconds) tap **Begin** to start the enrollment process.



Tap **Continue**.

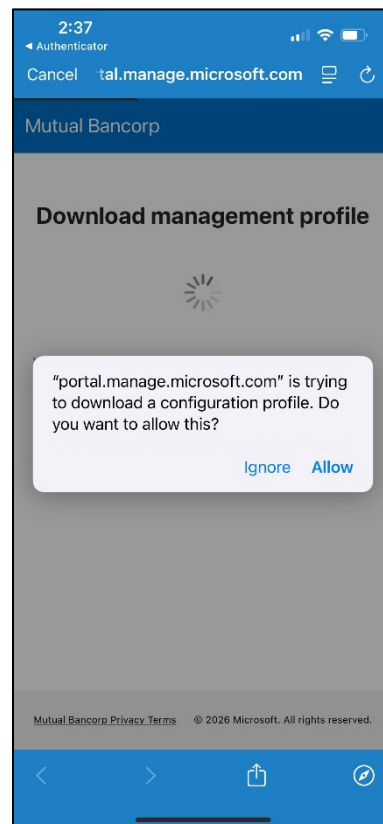


Tap **Continue**.

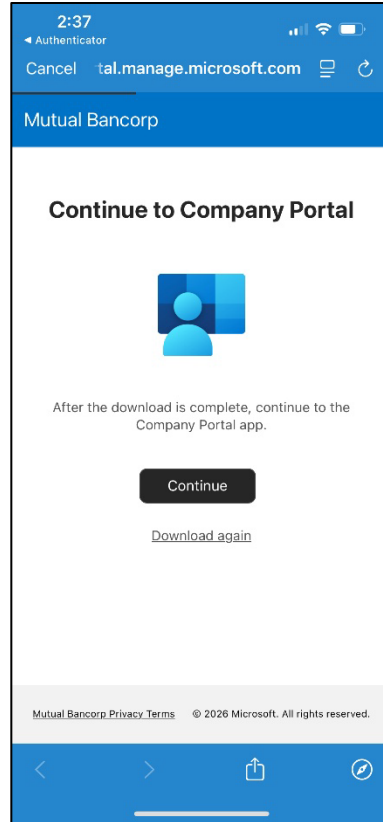


When prompted:

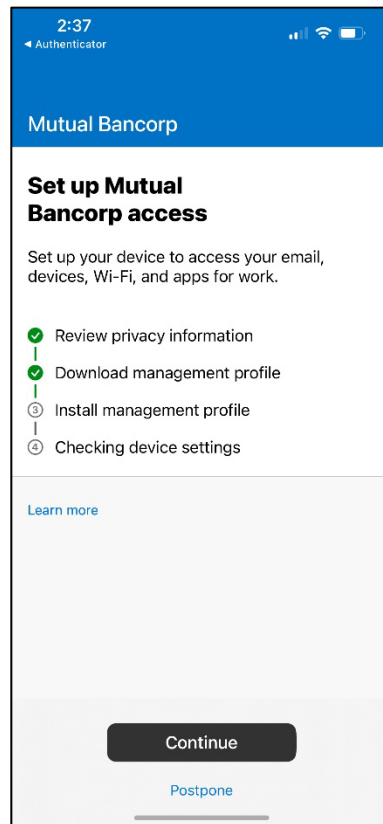
- Tap **Allow** to download the profile.
- Tap **Close** to complete the download.



Tap **Continue**



Tap **Continue**

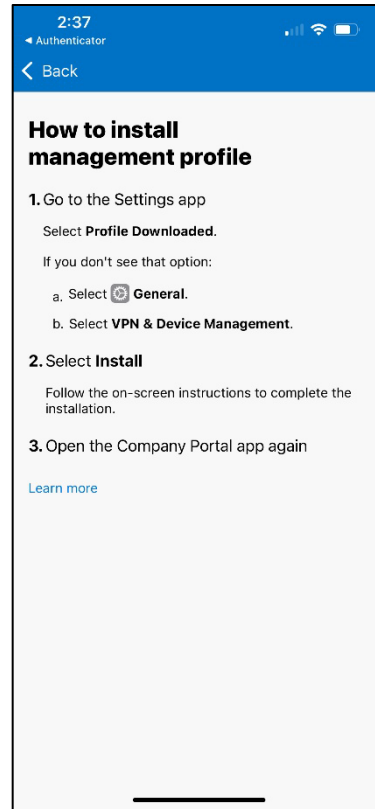


Directions for installing the management profile will display.

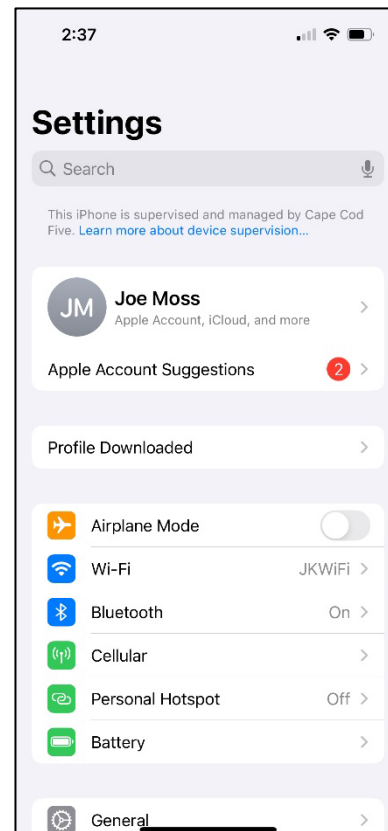
At this point you'll need to close out of the Company Portal app and open the **Settings** app on your phone to install the management profile.



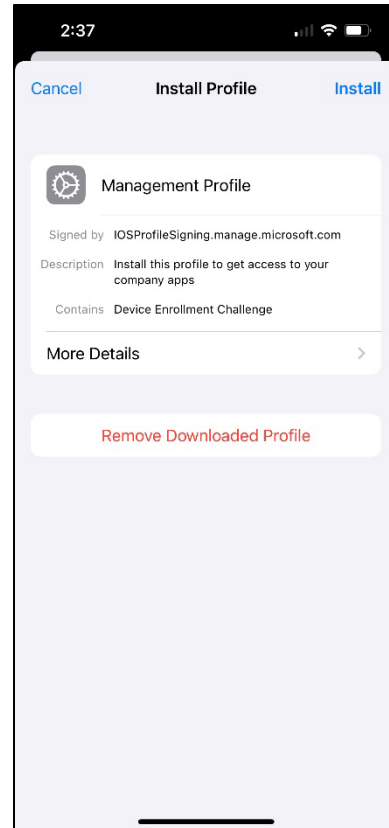
Settings app icon



After opening the Settings app, tap **Profile downloaded**.



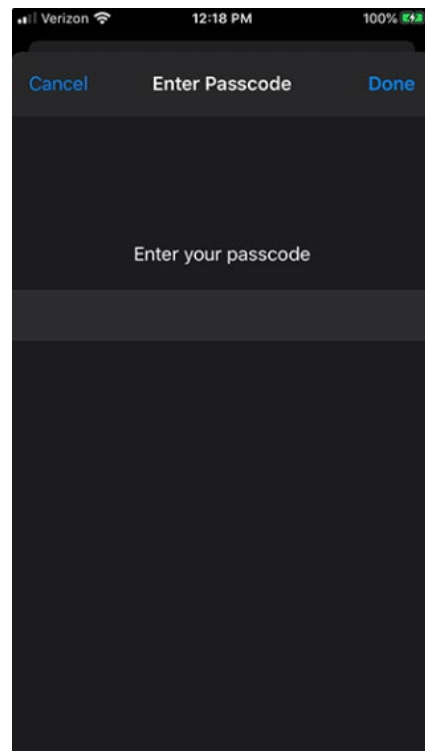
Tap **Install** on the top right corner



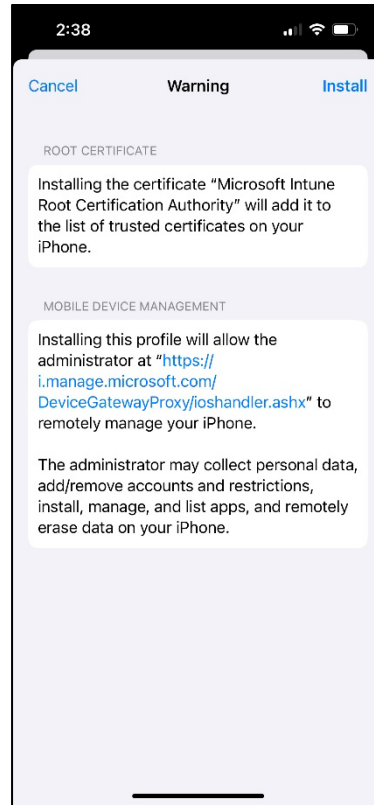
Enter the Apple passcode for your phone and tap **Done**.

The Apple passcode is the code you use to unlock your phone. You have 3 attempts to enter your passcode. Then you will need to consider changing the code.

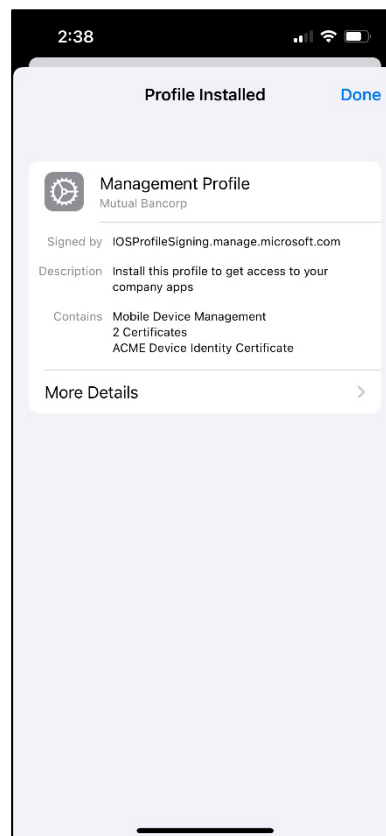
*Note: The passcode must follow the new company [criteria for corporate mobile devices](#).*



A warning will display.  
Tap **Install** in the top right corner.  
When prompted, tap **Trust**.

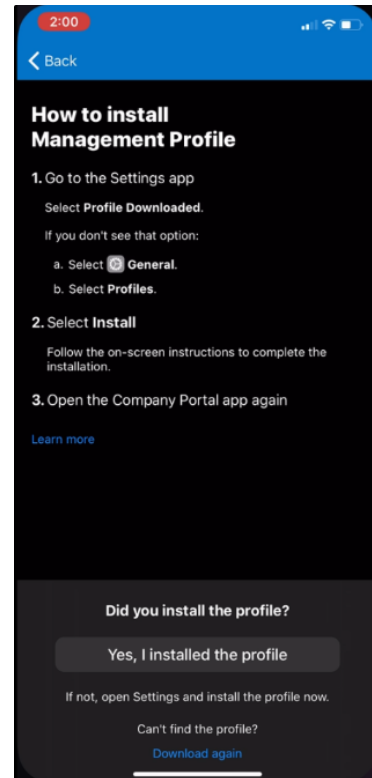


Tap **Done** in the top right corner.  
Close the Settings app and  
navigate back to the Intune  
Company Portal app.

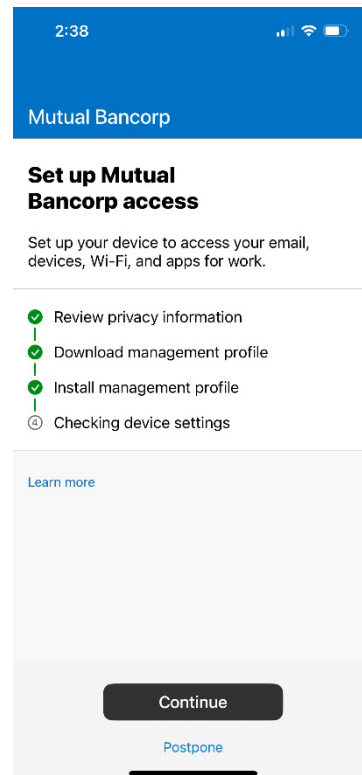


After opening the Intune Company Portal app, tap **Yes, I installed the profile.**

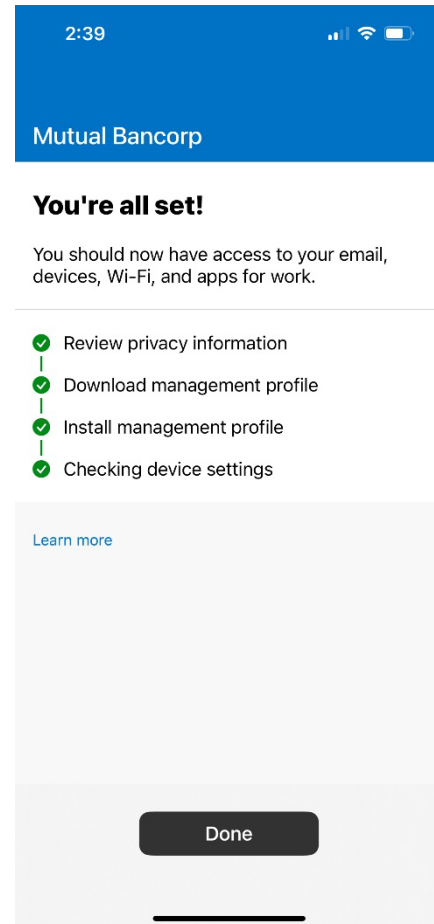
*Note: If you don't see this screen, Intune has detected that you've installed the profile. You will be automatically taken to the next step.*



Tap **Continue**



Once Intune finishes checking the device settings (this may take a few seconds), tap **Done**.



**Teams Instructions on next Page**

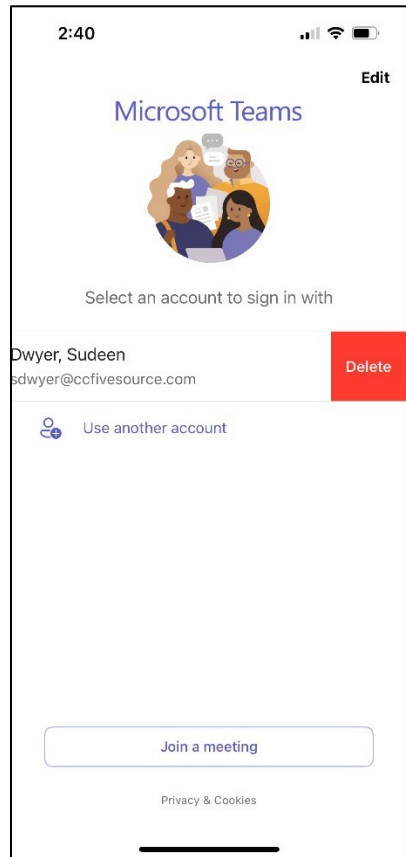
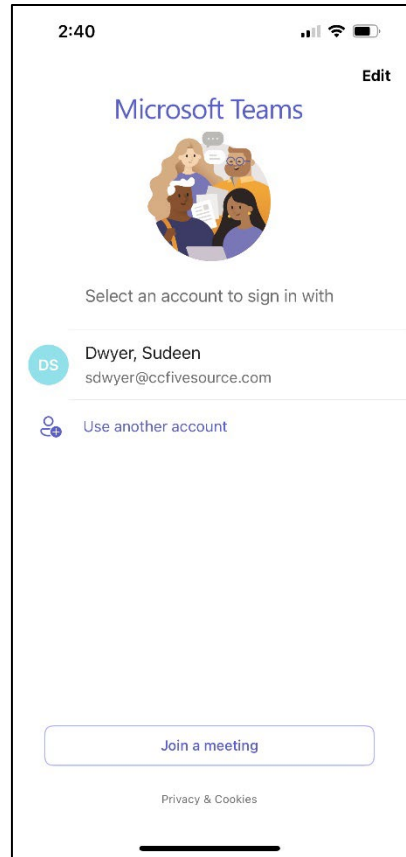
We recommend signing into Teams first – this allows you to share your screen with support in the event of any issues with Outlook.

Open the Teams App – it should automatically begin to download once your phone is enrolled. If it does not, install it from the app store.

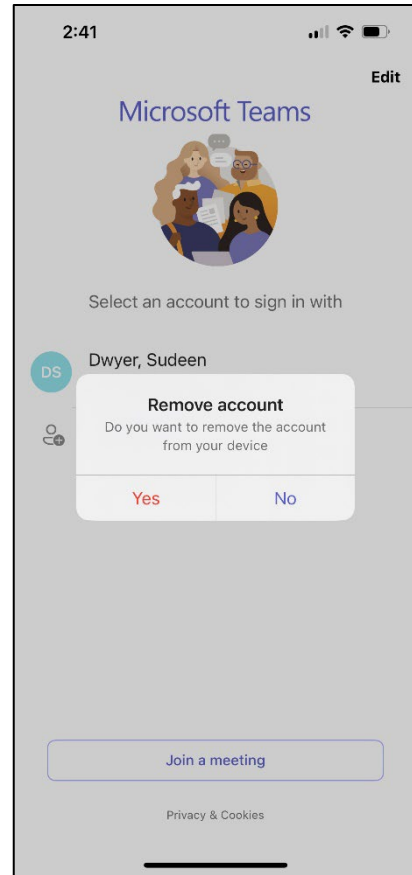
When you open the Teams App, you may see your “capecodfive.com” address.

**Note:** The test account used for documentation has an “@cc5source.com” email which was needed for testing purposes. Wherever you see that address in the documentation, you will see “@capecodfive.com” on your device.

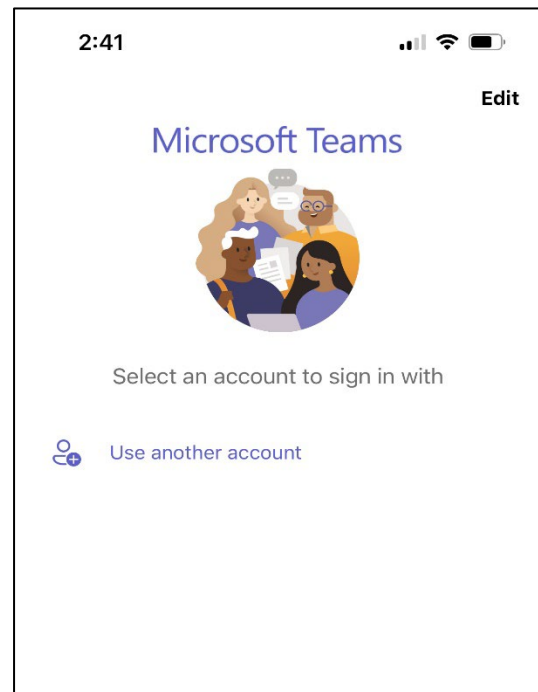
Swipe left on the account and tap “Delete”



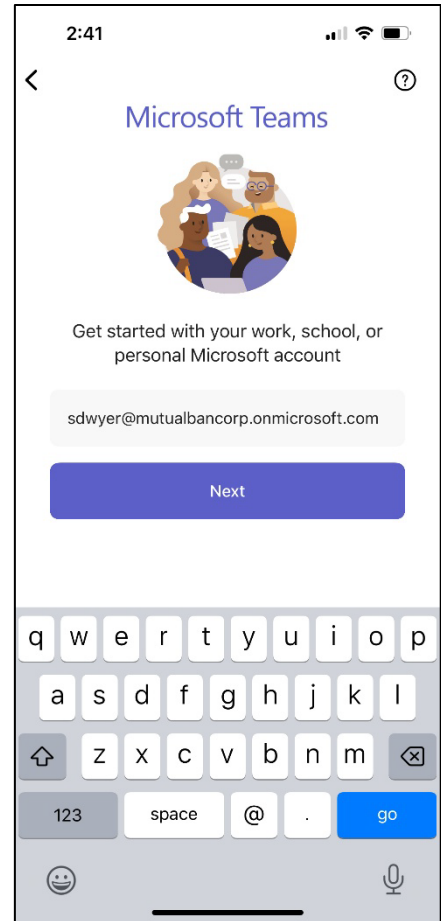
Tap "Yes"



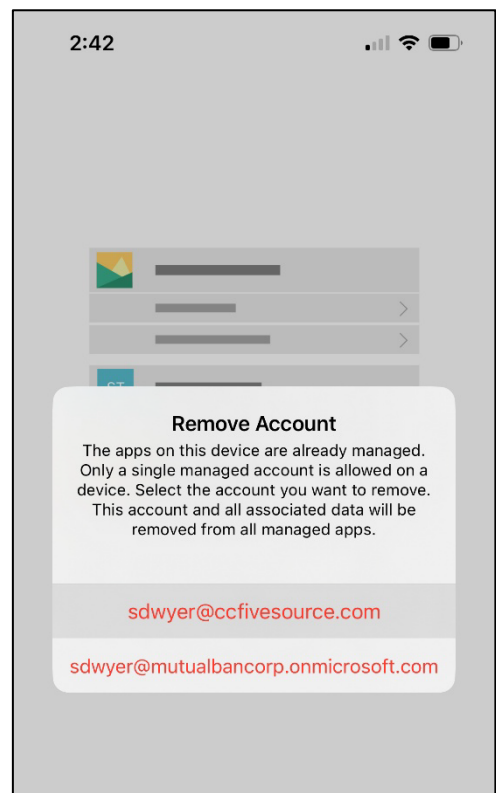
Tap "Use another account"



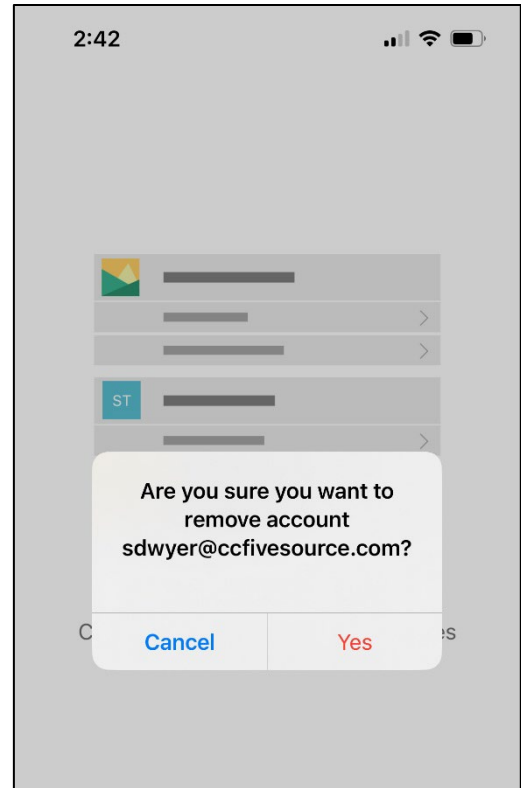
Enter the same “@mutualbancorp.onmicrosoft.com” address you signed in to the Company Portal with, and tap “Next”



You may receive a pop-up prompting you to remove an account. Select the account that has your “@capecodfive.com” address to remove.



Tap "Yes"



You should now be successfully signed into Teams, and your old account has been removed from the device. To sign into Outlook, just open the app and select your account if prompted.