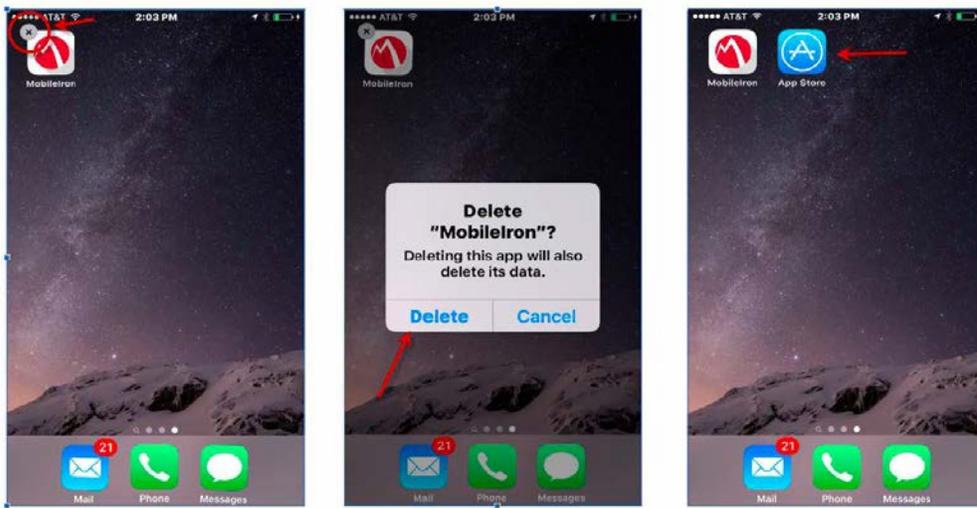


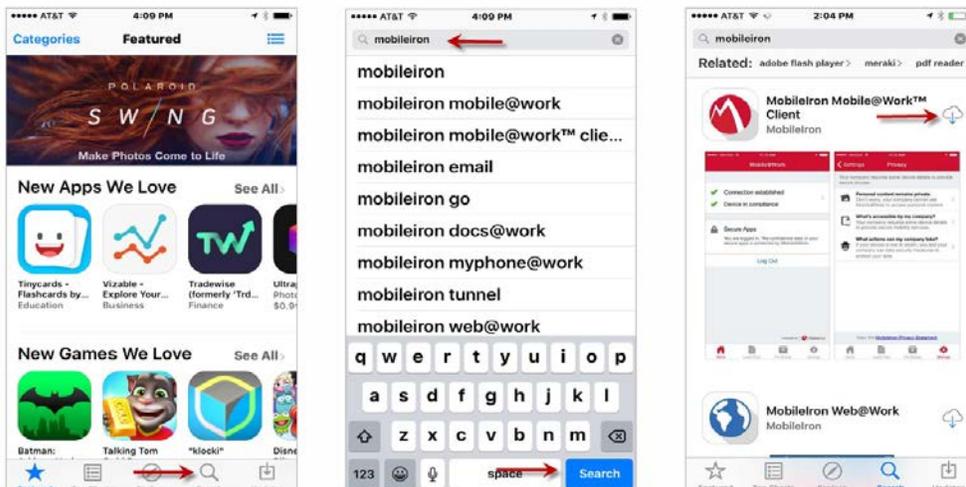
MobileIron Delete and Reinstall Instructions

After migrating to O365, mobile devices will need to delete and reinstall MobileIron. This is necessary to connect your migrated mailbox to the MobileIron client on your mobile device. This process requires that you remember the passcode to unlock your device. If you do not remember the passcode, please contact the OMES Service Desk at 405-521-HELP or servicedesk@omes.ok.gov and have it reset.

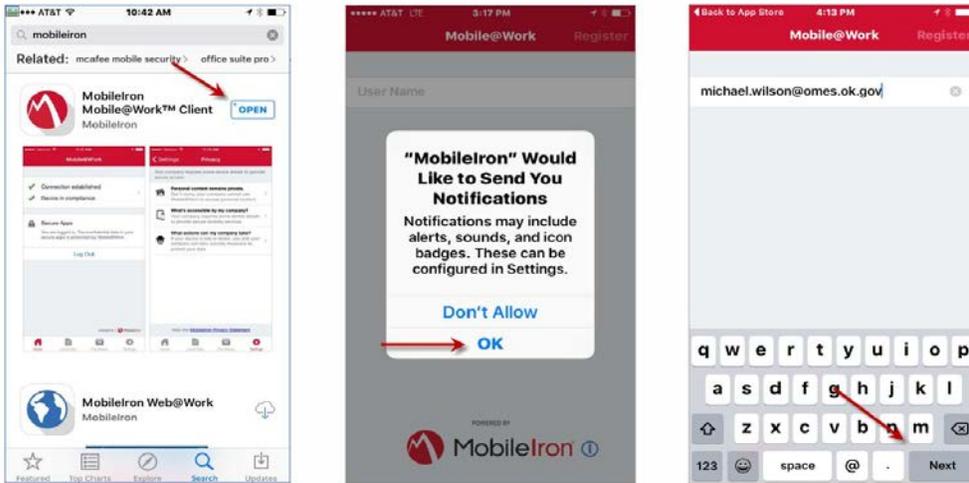
1. Find the MobileIron application on your phone. Press and hold your finger down on the icon until the icon begins to rock from side to side. Tap on the 'x' in the upper left hand corner of the icon to begin the delete and reinstallation process.
2. Confirm the delete request by tapping on 'Delete' when prompted.
3. To reinstall MobileIron you must first navigate to the App Store by tapping on the App Store icon.



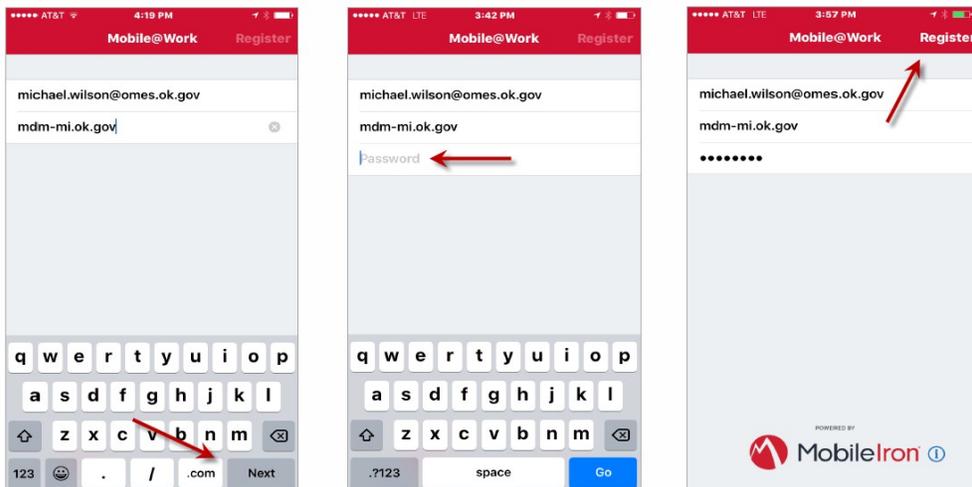
4. From the App Store, type MobileIron in the search field and tap 'Search'.
5. Tap on the 'Cloud' icon to download.



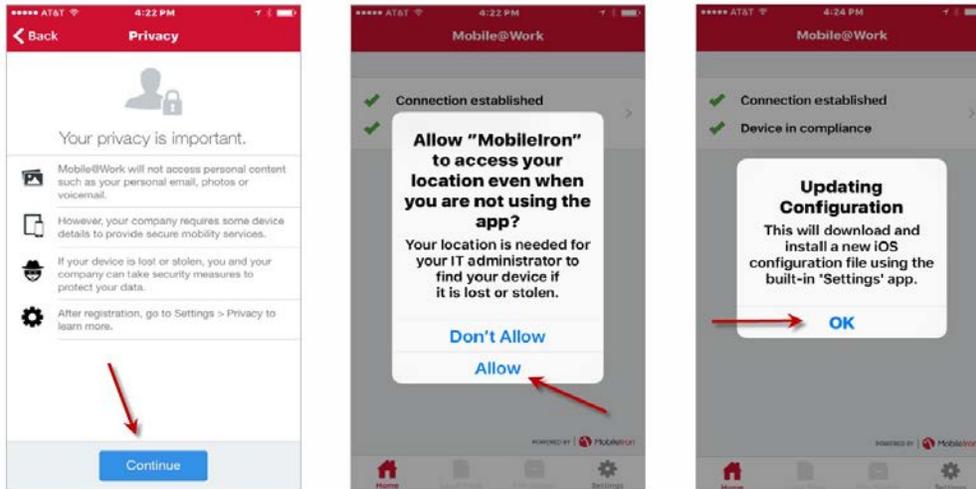
6. When the download is complete, tap 'Open'.
7. Tap 'OK' on the 'MobileIron Would Like to Send You Notifications' screen.
8. In the User Name field, type your full email address and tap 'Next'.



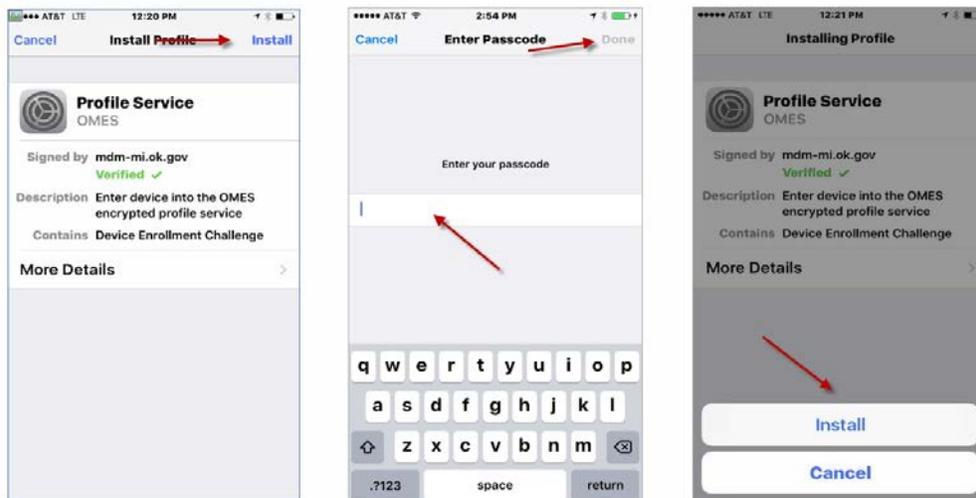
9. The server settings 'mdm-mi.ok.gov' will auto-populate. Tap 'Next' to accept these settings.
10. Type in your email password in the password field and tap 'Register'.



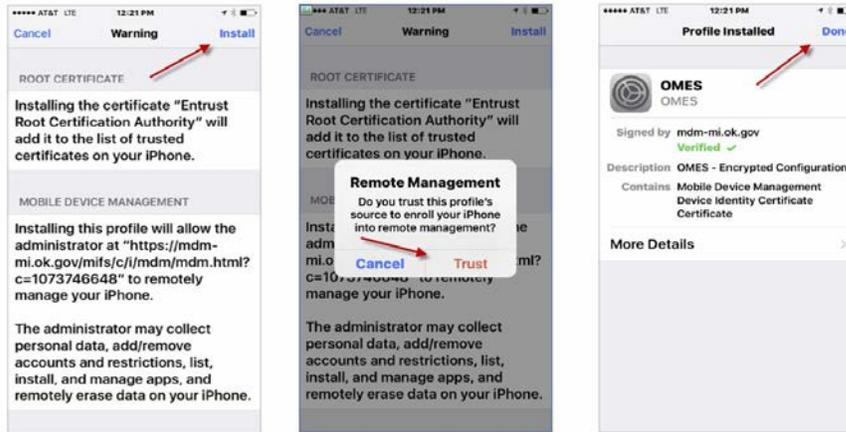
11. On the Privacy screen tap 'Continue'.
12. Tap 'Allow' on the 'Allow MobileIron to access your location' screen.
13. Tap 'OK' on the 'Updating Configuration' screen.



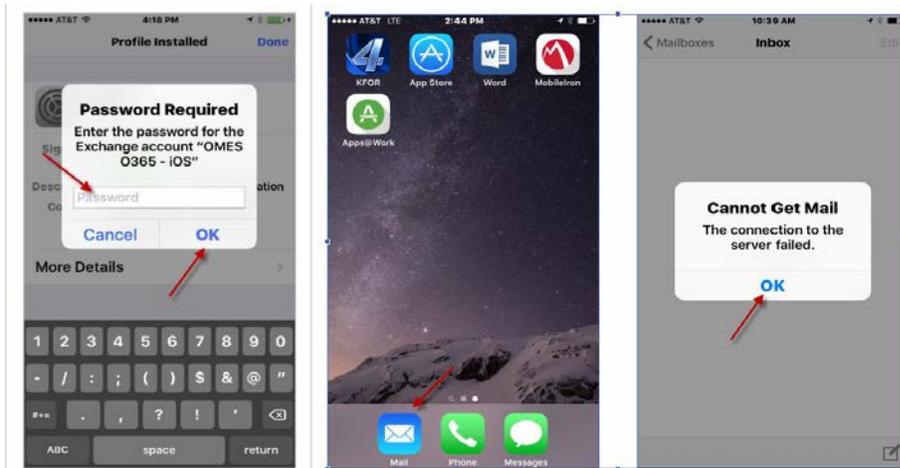
14. On the 'Profile Service' screen tap 'Install'.
15. Type the passcode used to unlock your phone. Tap 'Done' when complete.
16. Tap 'Install' on the 'Installing Profile' screen.



17. On the 'Root Certificate' warning screen, tap 'Install'.
18. Tap 'Trust' on the Remote Management screen.
19. Tap 'Done' on the Profile Installed screen.



20. Type your email password on the 'Password Required' screen and tap 'OK'.
21. To open your email tap on the 'Mail' icon.
22. Your email and personal folders are being set up on your mobile device. Do not worry if you see a message that reads 'Cannot Get Mail'. This is normal and should go away within the first five minutes.



If you have any issues sending or receiving email on your mobile device after completing this process, please contact the [OMES Service Desk](#).

Thank you.

[OMES Service Desk](#)

405-521-HELP (local)

866-521-2444 (toll-free)

ServiceDesk@omes.ok.gov

[Service Desk Self Service](#)