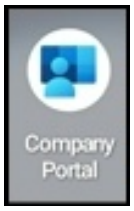
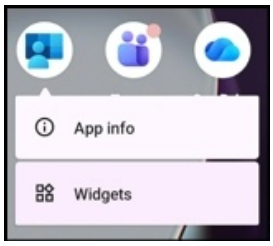
Reconfiguration of Android BYOD Mobile Devices

Step 1: Remove Company Portal Application

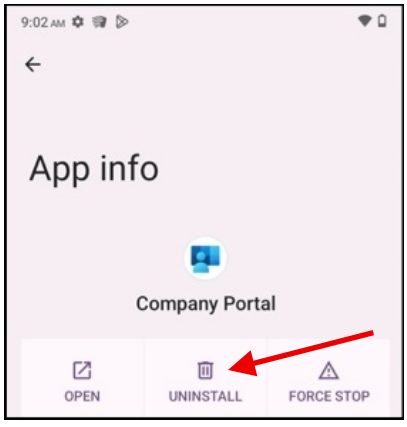
1. Please force close any open Microsoft Applications on your mobile device (i.e. Outlook, Teams, etc.)
2. Remove the Company Portal application using the following steps.
    a. Find the application icon on the mobile desktop and tap and hold until a menu appears.



    b. Tap on the **App info** icon as pictured below.



    c. Tap on **Uninstall** to uninstall the application

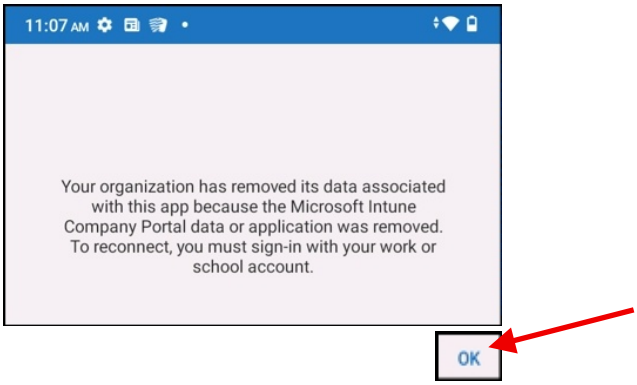


    d. At the prompt, tap **OK** to confirm the uninstall.

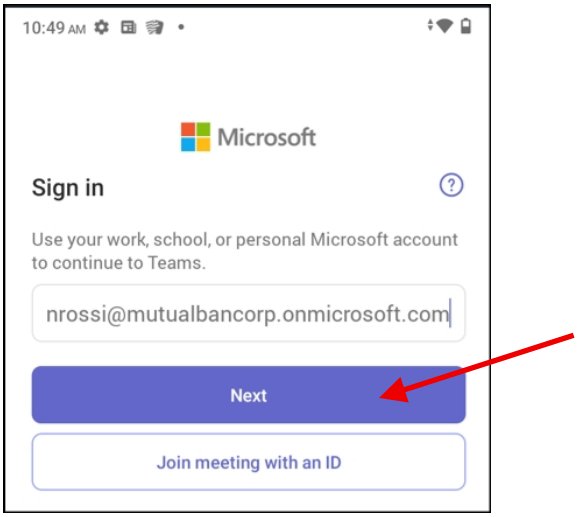
Step 2: Reconfigure the Teams Application

1. Open the Teams app.

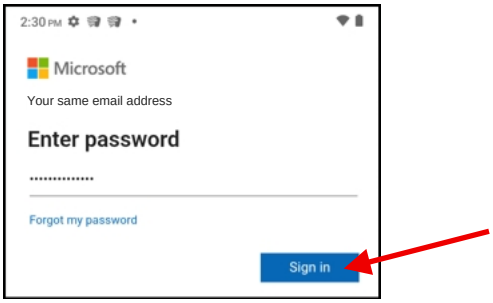
2. In the Teams app, you will receive a message that your organization has removed the account. Tap **OK** at the bottom of the screen. The app will close automatically.



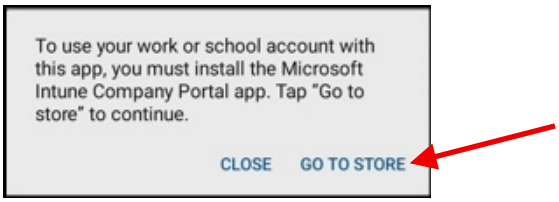
3. If the app closes, tap the Teams app again to relaunch it.
4. When prompted, sign in with a credential in the following format: username@mutualbancorp.onmicrosoft.com and tap **Next.**



5. Enter your password into the prompt and tap **Sign in.**



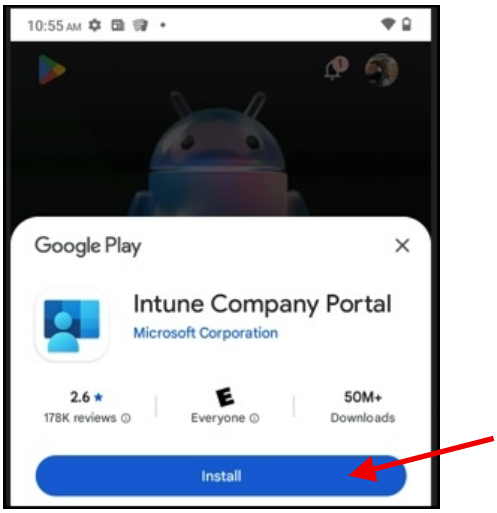
6. At the prompt to download the Company Portal application, tap **GO TO STORE.**



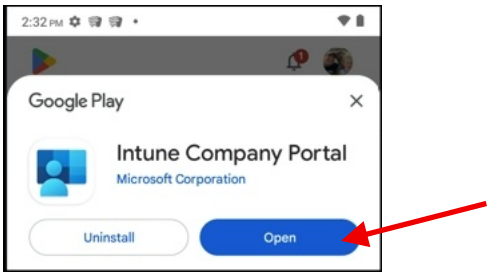
7. If prompted to choose a store, tap the **Google Play** store and then tap **Always**



8. The Company Portal app page in the store should appear. Tap **Install** to re-install it.

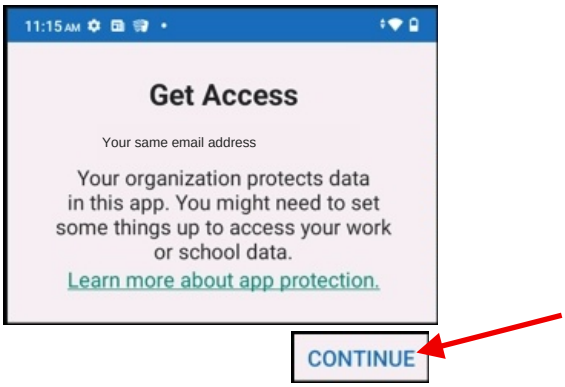


9. Tap **Open** to open the Company Portal app.

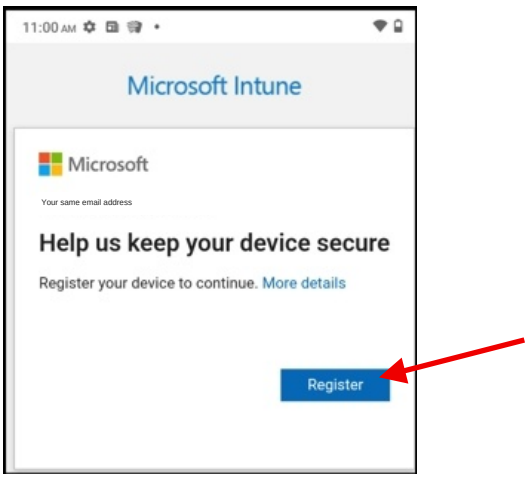


10. You will get a few prompts regarding Teams features. Tap **Next, Next, Got It** to continue.

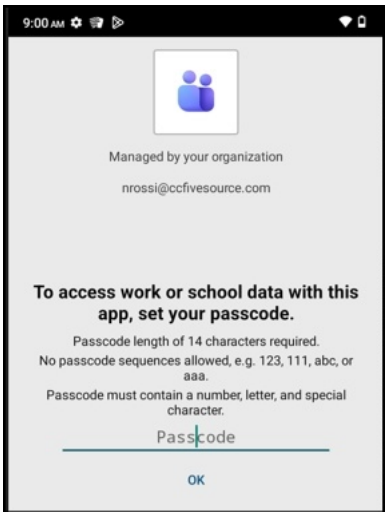
11. The app will now be configured. On the Get Access screen, tap **Continue** at the bottom of the screen



12. If you are prompted to login again, please do so.
13. You should be asked to register your device in the new tenant. Tap **Register** to continue.



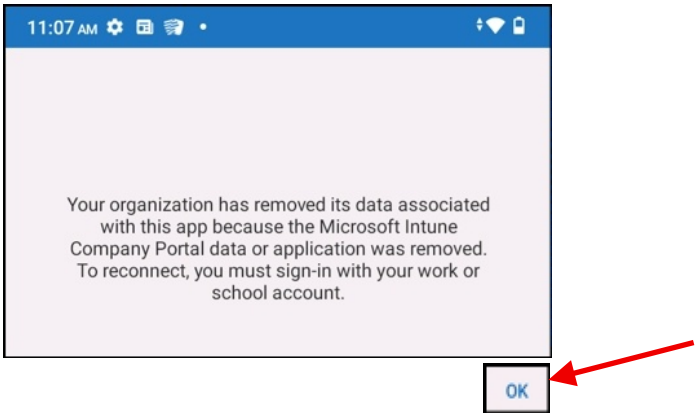
14. Next you will be asked to set a Passcode for the Microsoft Applications. Enter a Passcode and confirm.



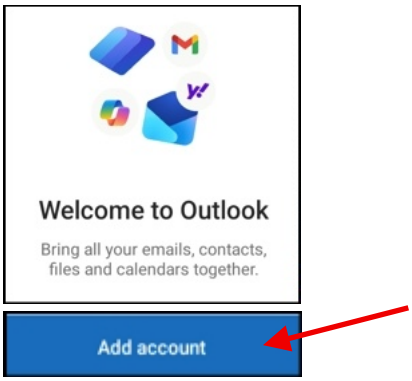
15. You may see the screen that it is configuring the device. This screen can take a while to clear. If it does not clear in 5 minutes, force close the app and relaunch it. Upon relaunch, it should load correctly.

Step 3: Reconfigure the Outlook Application

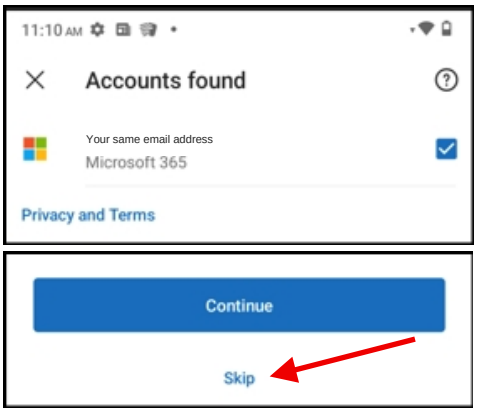
1. Open the Outlook Application
2. You will receive the same message about removal from the old organization. Tap **OK.**



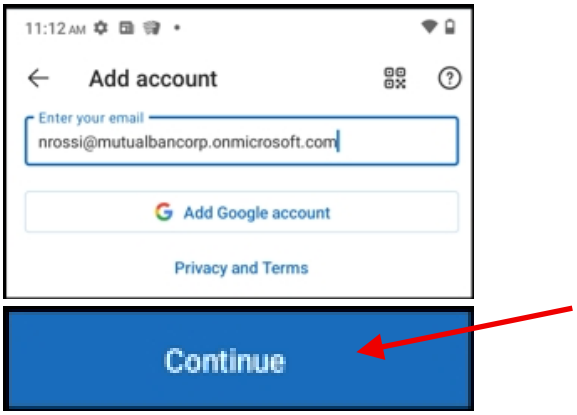
3. On the **Welcome to Outlook** screen tap **Add account.**



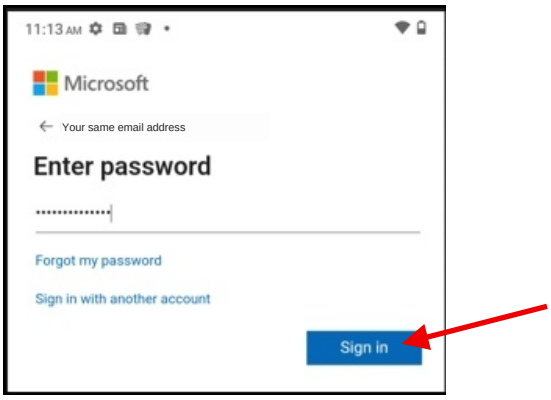
4. On the Accounts Found screen, tap **Skip** at the bottom of the screen.



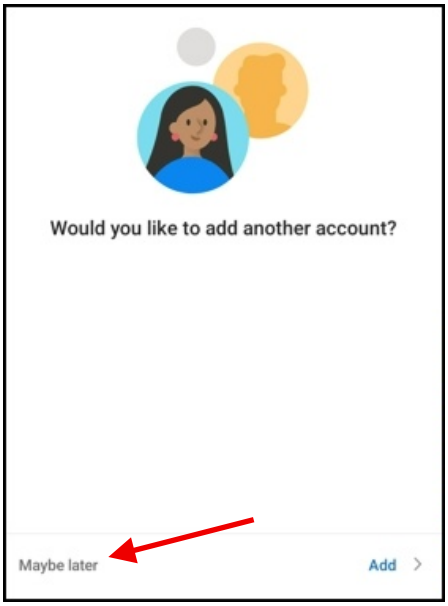
5. On the Add account screen, enter your address in the format: **username@mutualbancorp.onmicrosoft.com** and tap **Continue**



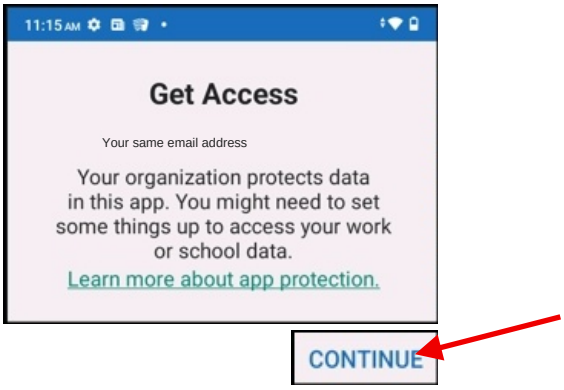
6. When prompted for a password, enter your password and tap **Sign in.**



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



8. On the **Get access** screen tap **Continue**



9. The Outlook app should now load up and you should see your email.

Step 4: Configure any remaining Microsoft applications

If you have any other Microsoft applications on the phone, 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.