Reconfiguration of iOS Mobile Devices

Step 1: Remove the Microsoft Applications

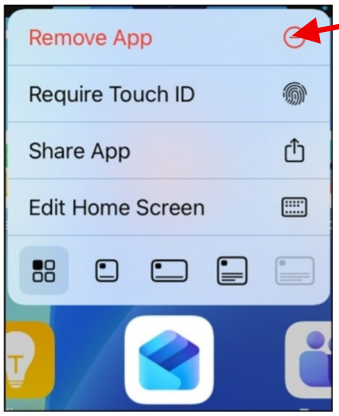
NOTE: **DO NOT REMOVE** the Microsoft Authenticator application if you already have it downloaded and use it for authentication.

Use the following process to remove the Microsoft applications:

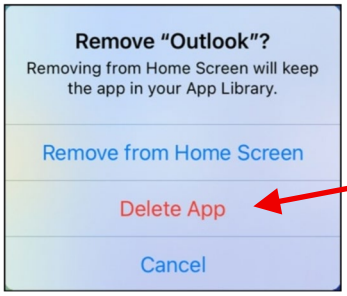
1. Tap and hold the icon on the mobile desktop.



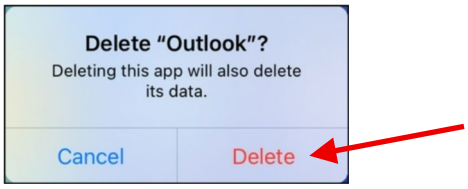
2. On the resulting menu, tap **Remove App**



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



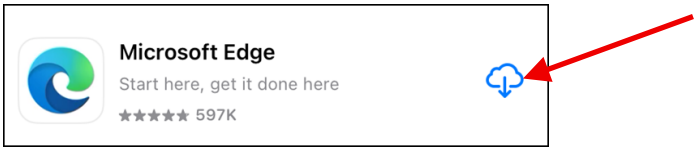
4. At the prompt, **Delete "Outlook"?**, tap **Delete.**



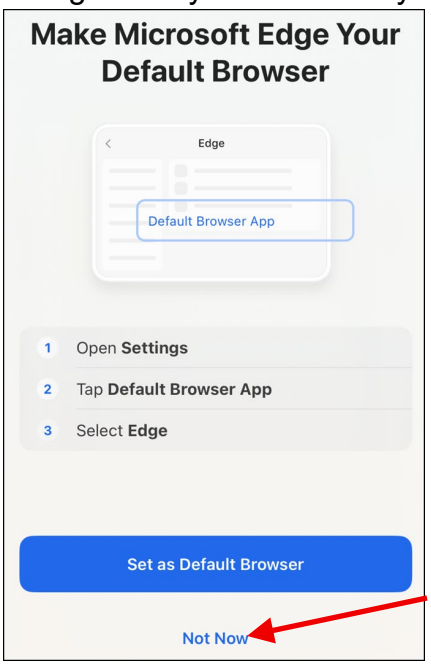
5. Repeat steps 1-4 to delete the other applications if applicable (Teams, OneDrive, etc.). Again, **DO NOT** delete the Authenticator application if it is already installed.

Step 2: Clear Account Cache in Microsoft Edge

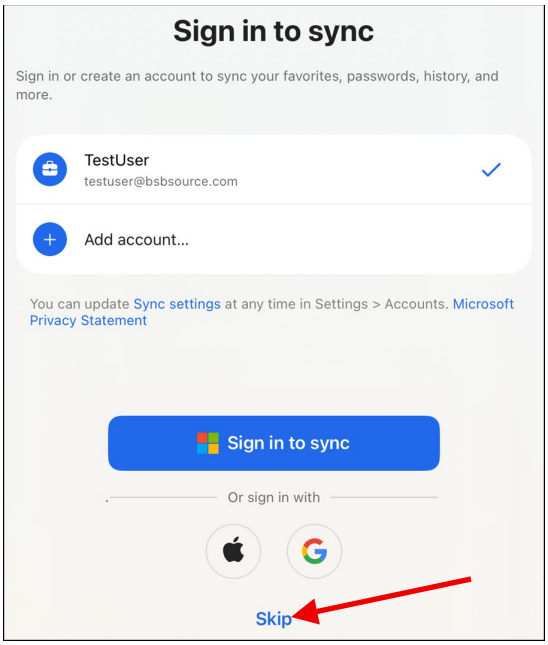
1. Go to the **App Store** on your Device and search for **Microsoft Edge**
2. app.
3. Tap on **Get** or the **Cloud icon** to install the application.



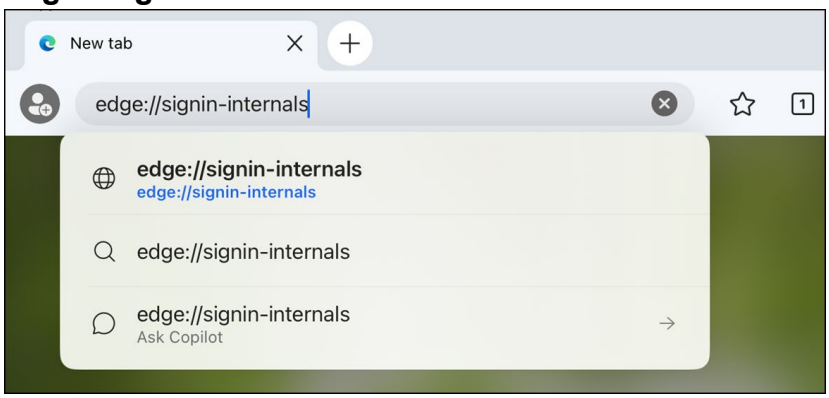
4. When completed, tap on **Open** to open the application
5. If Edge asks you to make it your default browser, tap **Not Now**



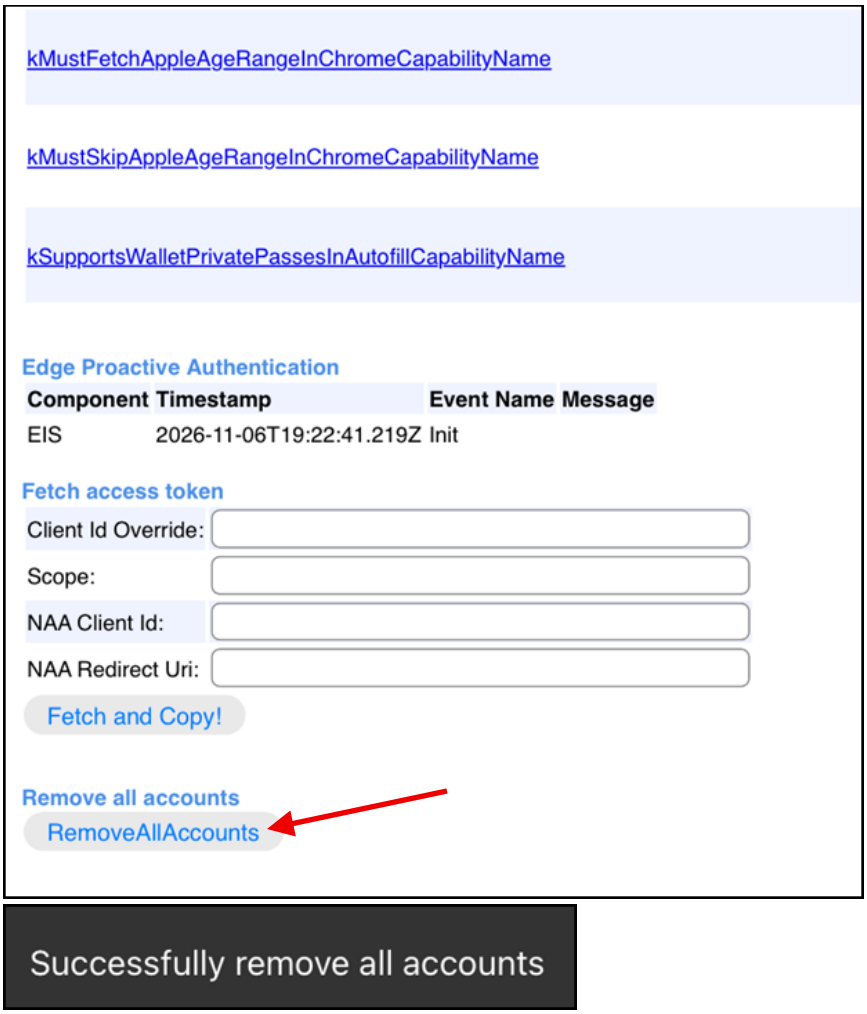
6. If you are asked to **Sign in to sync** tap **Skip**



7. On the next few screens, tap **Confirm** and then tap **Get Started**
8. Once at the home page, tap on **Search or ask anything** and enter the following URL:
    a. **edge://signin-internals**



    b. Tap **Go** on the keyboard to launch the URL
9. Scroll to the very bottom of this page and tap on **RemoveAllAccounts.** After tapping you should see a pop-up at the bottom of the screen that reads “Successfully remove all accounts”.



10. Close Microsoft Edge.

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

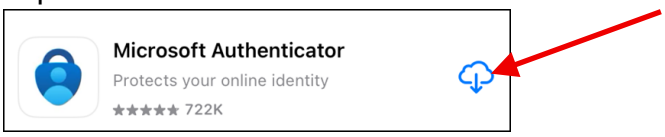
This can vary per the iOS device that you have. Generally, it's done by holding down the right-side button on the phone and the volume down button simultaneously. Slide the option to Shut down the device. Power on the device by holding the right-side button. If you don't know how to restart your device, please reach out to the IT help desk.

Step 4: Install Microsoft Authenticator

NOTE: You can skip this section if you already have Microsoft Authenticator installed

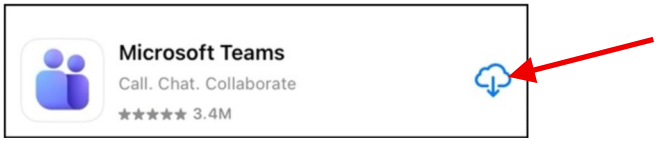
1. Go to the **App Store** on your Device and search for **Microsoft Authenticator** app.

2. Tap on **Install** or the **Cloud icon** to install the application.

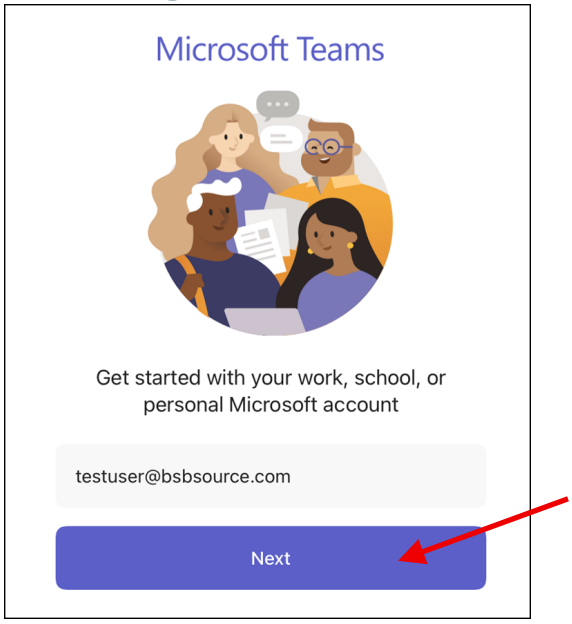


Step 5: Install and Configure Microsoft Teams

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



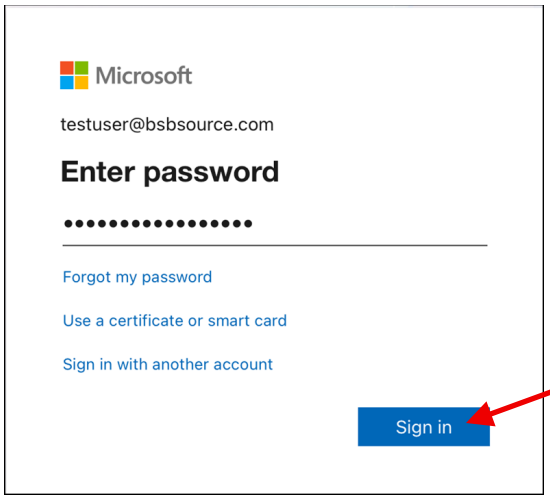
3. Tap on **Open** to open Microsoft Teams
4. When Teams opens, you will be asked to login. Use your regular username **username@bluestone.bank** and tap **Next**



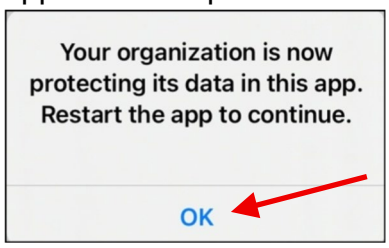
5. The Authenticator app will launch. If prompted, tap Unlock at the bottom of the screen.



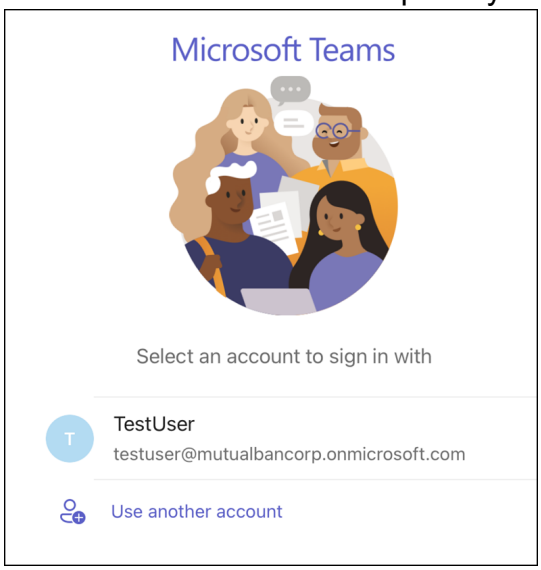
6. At the login screen, put in your normal password and tap **Sign in.**



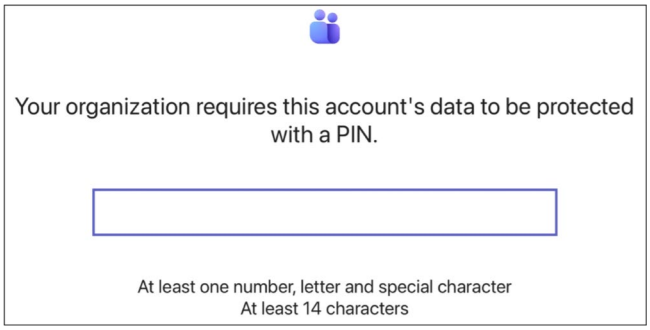
7. You will get a prompt about your organization now protecting data in the application. Tap **OK**.



8. The app will now close automatically. Tap on the Teams icon to relaunch it.
9. At the login screen, tap on the account listed to login. You may also see a login reference to **@mutualbancorp.onmicrosoft.com** as in the screenshot below. This is normal but will not replace your standard login.



10. If you receive a message stating that you are **already signed in**, close Teams and reopen it.
11. Next, you will be prompted for a PIN for the Microsoft applications. Enter a PIN and then confirm it.



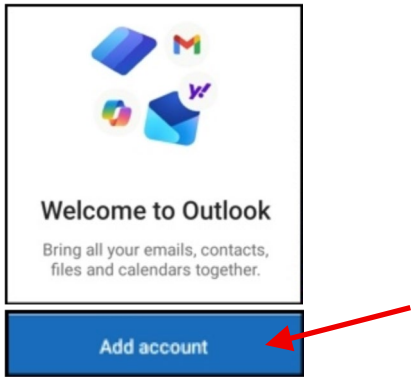
12. Address any Teams dialog boxes regarding notifications and connections to your preferences.

Step 5: Install and Configure Microsoft Outlook

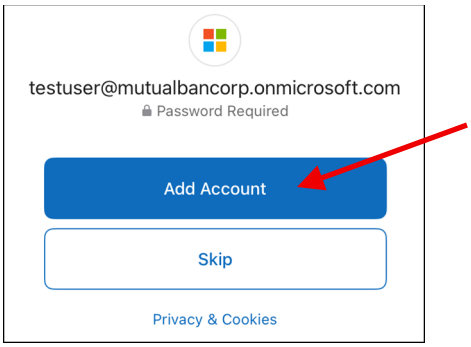
1. Go to the **App Store** on your Device and search for **Microsoft Outlook**.
2. Tap on **Install** or the **Cloud icon** to install the application.



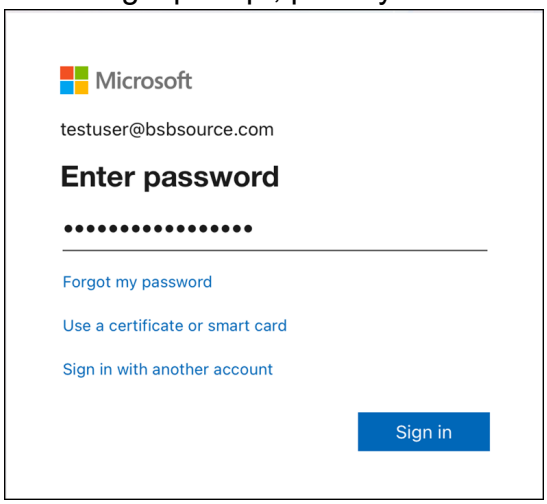
3. Tap on **Open** to open Microsoft Outlook.
4. On the **Welcome to Outlook** screen tap **Add account.**



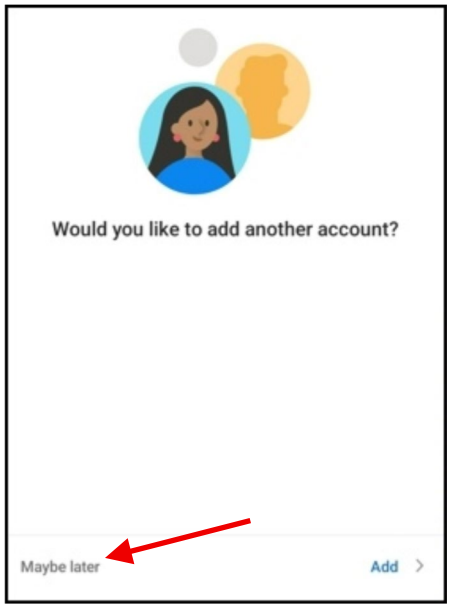
5. Your account should already be showing here. Again if it's listed with an @mutualbancorp.onmicrosoft.com address, that is ok. Tap **Add account** once more.



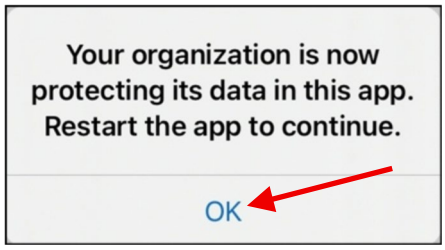
6. At the login prompt, put in your normal password and tap **Sign in.**



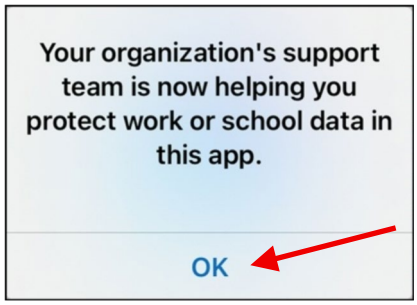
7. On the **Would you like to add another account** screen, tap **Maybe later.**



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



9. The app will now close automatically. Tap on the Outlook icon to relaunch it.
10. 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.