

Android - Switching to the AMC Company Portal

BYOD Enrollment

Disclaimer: Android devices come from multiple manufacturers, each with their own unique operating system variant. Certain User Interface elements may appear slightly different on your device; however, the enrollment process should remain nearly identical.

Do you already have your phone enrolled at West or Sparrow to access M365 resources?

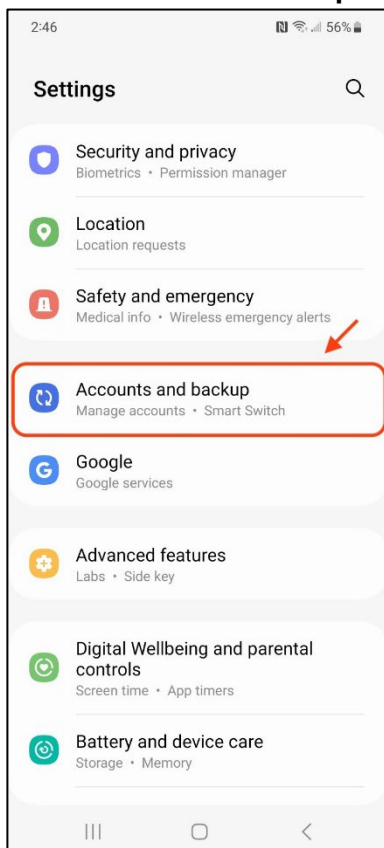
- **Yes** – Continue on with the **Removing Your Current Company Portal Profile** topic.
- **No** – Skip to the [Enrolling Your Device in the AMC Company Portal](#) topic.

Removing Your Current Company Portal Profile

Before adding your phone to the AMC Company Portal to access M365 resources, you need to first remove yourself from the West or Sparrow Company Portal. The instructions on the left are for all phones except Google Pixel.

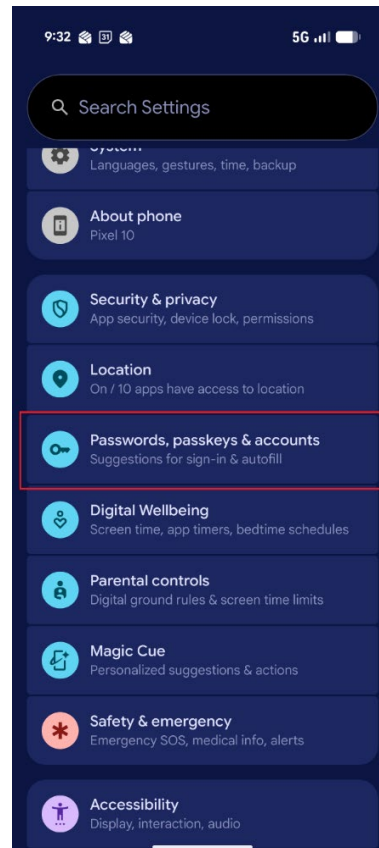
General Instructions

1. Open **Settings** and navigate to **Accounts and Backup**.

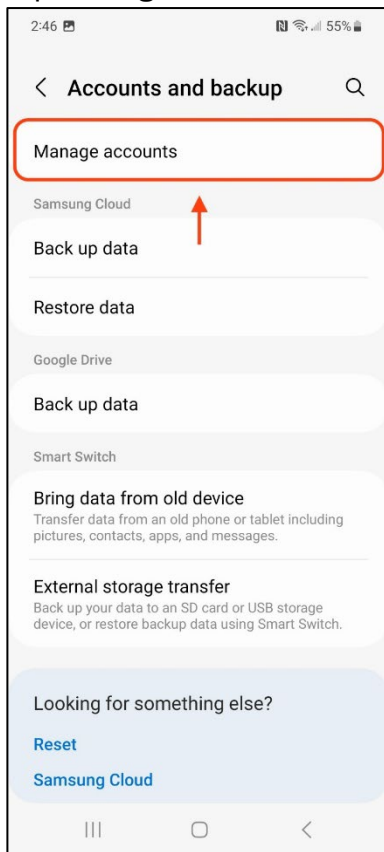


Google Pixel Instructions

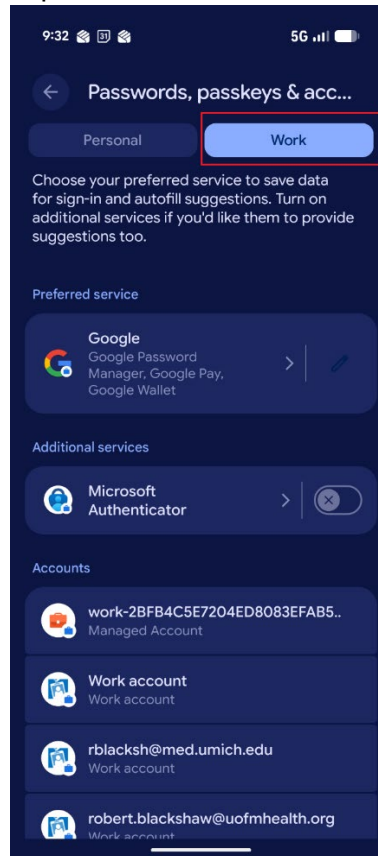
1. Open **Passwords, passkeys & accounts**.



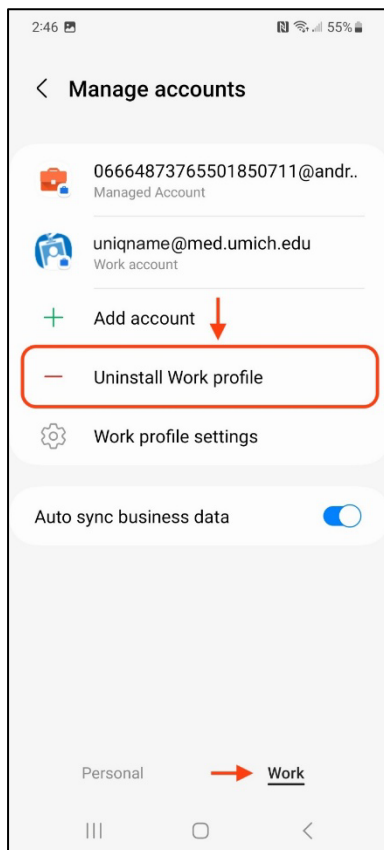
2. Tap **Manage Accounts**.



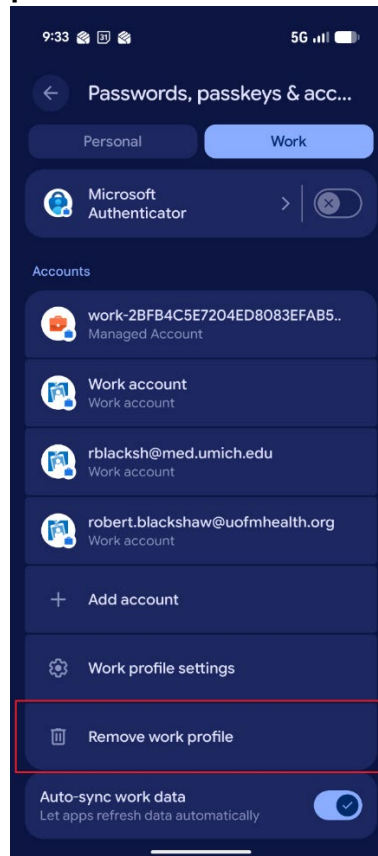
Tap the **Work** tab.



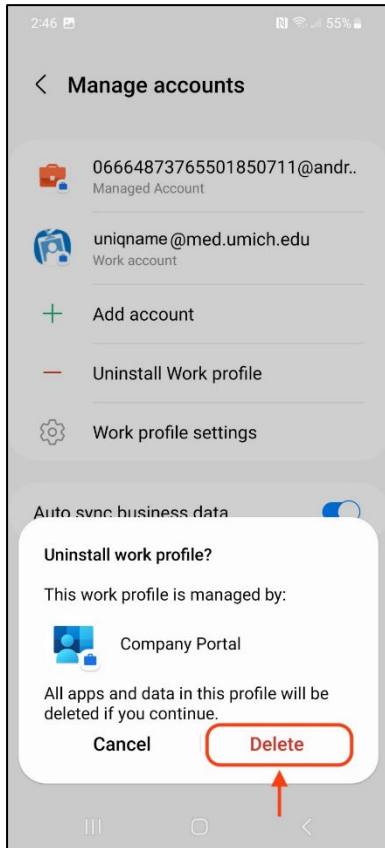
3. On the **Work** tab, tap **Uninstall Work Profile**.



Scroll down and tap **Remove work profile**.



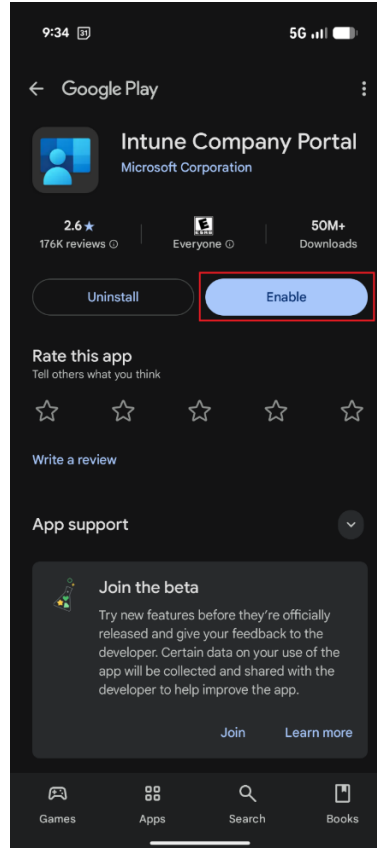
4. Tap **Delete**.



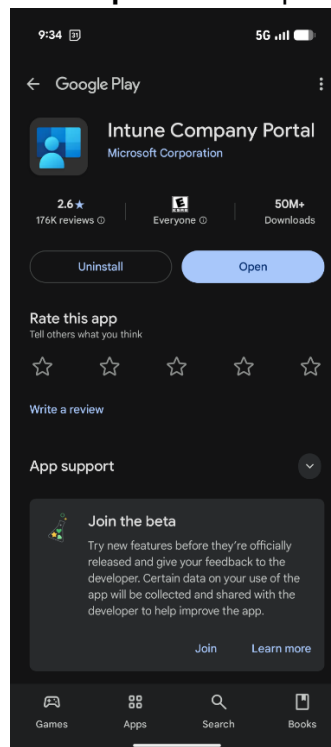
Your device will unenroll from Intune, uninstall any managed applications, and remove the work profile from your device.

5.

Go to Google Play Store and find **Company Portal** and tap **Enable**.

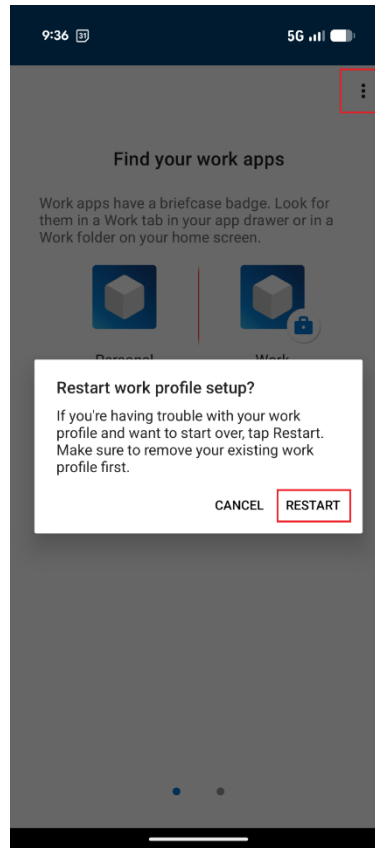


Click **Open** on Company Portal.



6.

Tab **three dots** in top left corner and tap **Reset Work Profile**, then tap **Restart**.



The work profile has been removed.

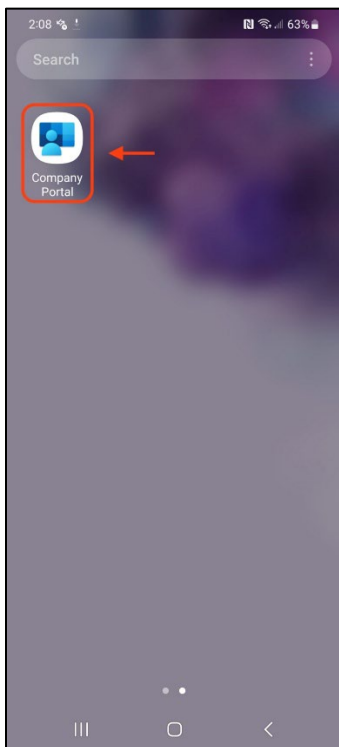
Enrolling Your Device in the AMC Company Portal

If you have an older device and run into an issue, see if the solution in [Known Issues](#) fixes the problem.

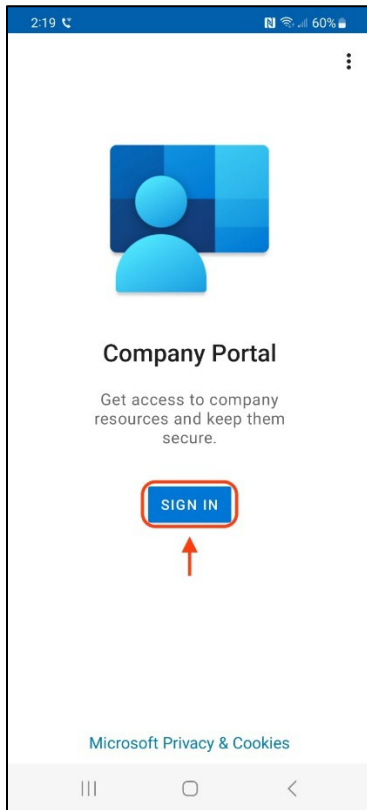
1. If you don't already have **Intune Company Portal** installed, scan the QR code with your phone to download it from the Play Store.



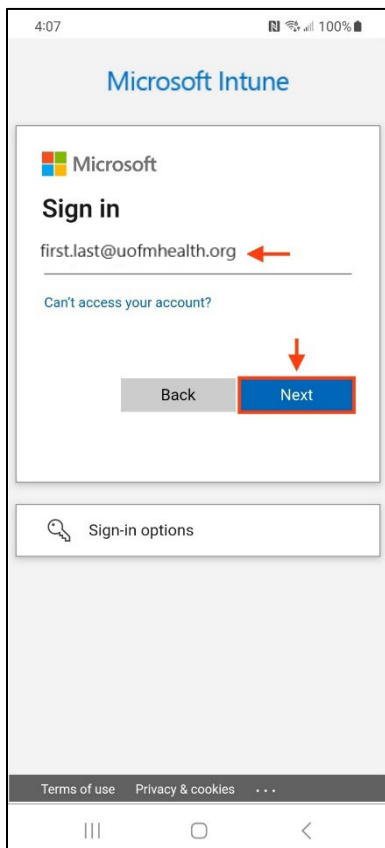
- a. Once the app is installed, open it to begin the enrollment process.



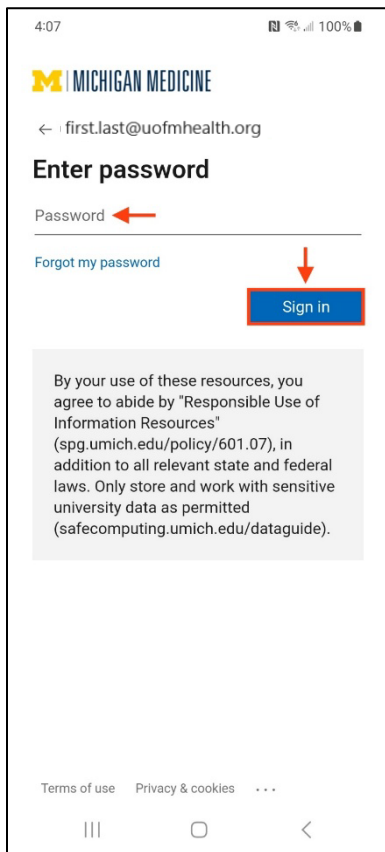
2. Tap **Sign In** to continue.



3. Enter your **@uofmhealth.org** email or **@umhsparrow.org** login, then tap **Next**.

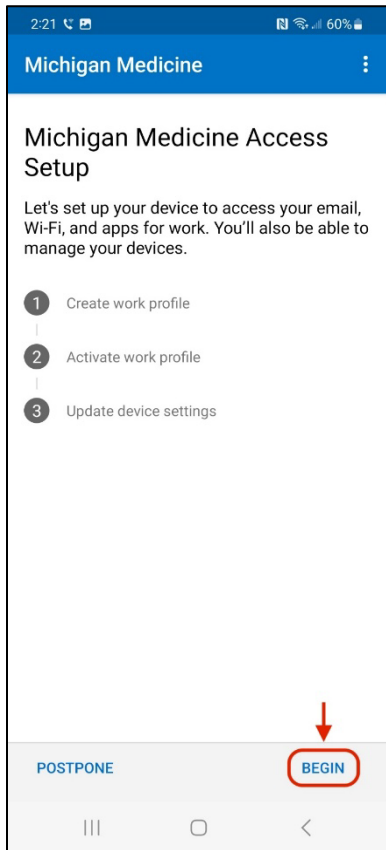


4. Enter your **password**.

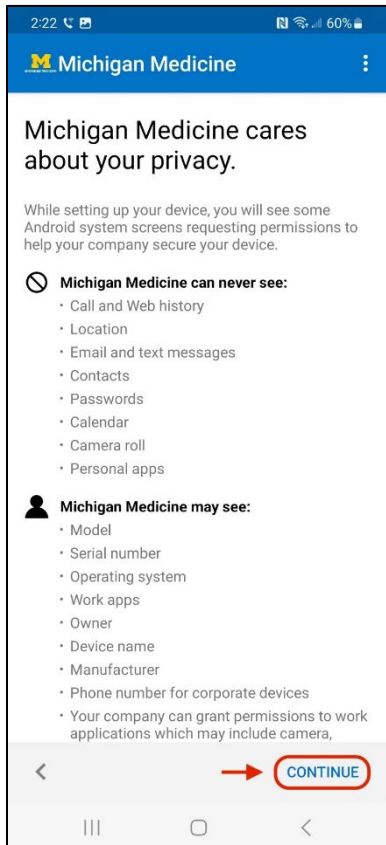


5. You may receive an Authenticator prompt. Complete the prompt to continue.

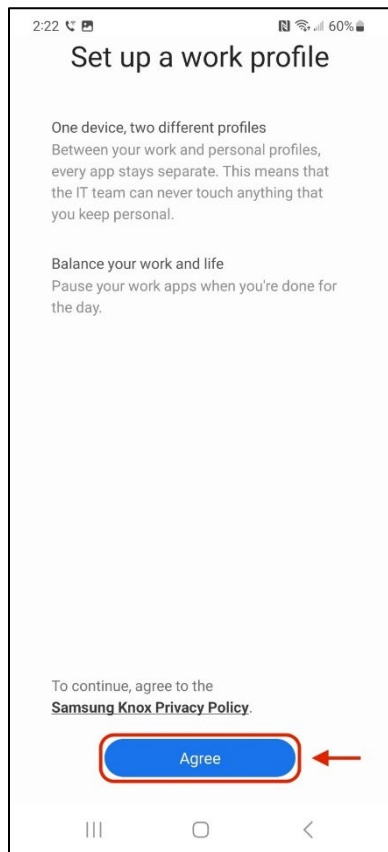
6. Tap **Begin** to continue.



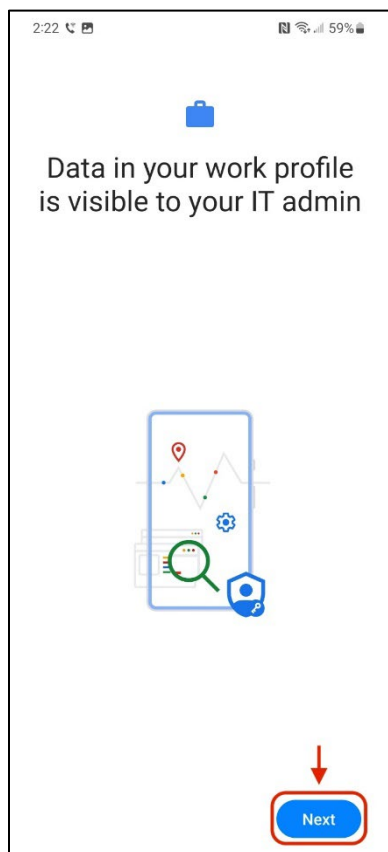
7. Tap **Continue**.



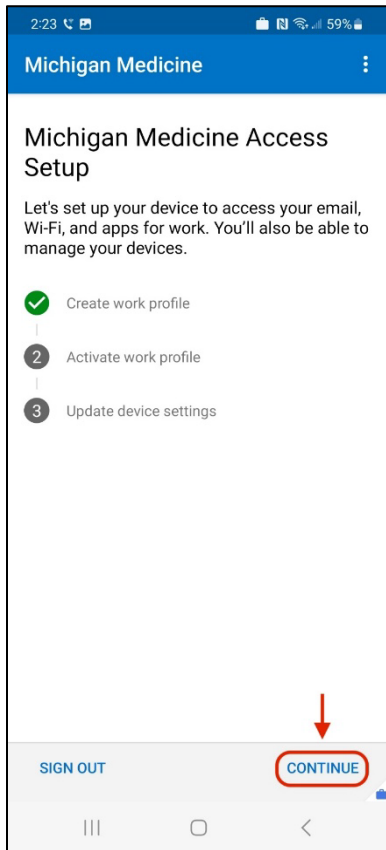
8. Tap **Agree** to set up your work profile.



9. Tap **Next**.

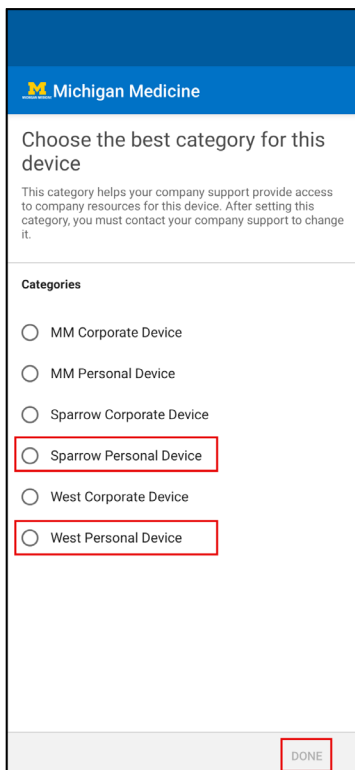


10. Tap **Continue**.

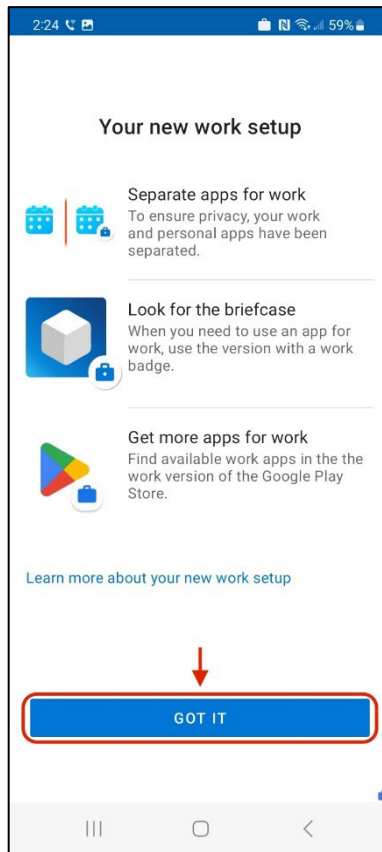
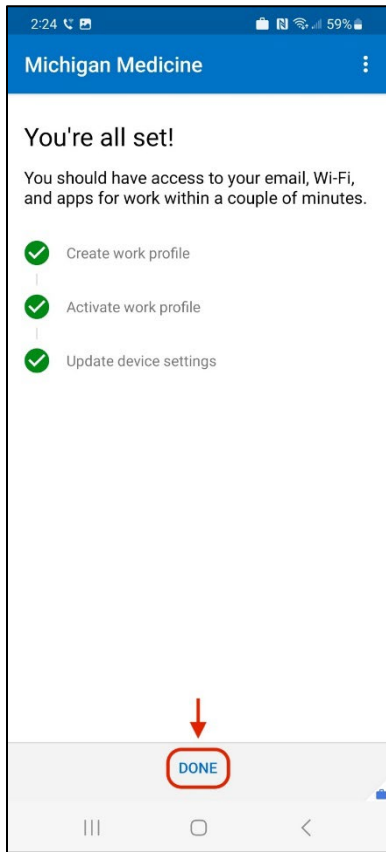


11. Tap your home organization, then tab **Done**.

- Sparrow: select Sparrow **Personal** Device.
- West: select West **Personal** Device.



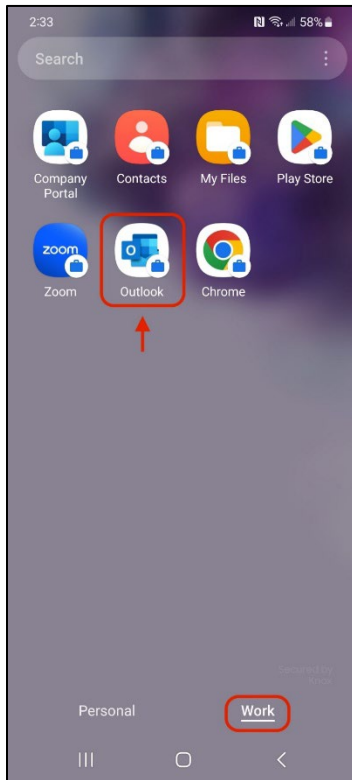
12. Tap **Done**, then **Got It**.



Note: Your device's app tray will now be separated into Work and Personal categories.

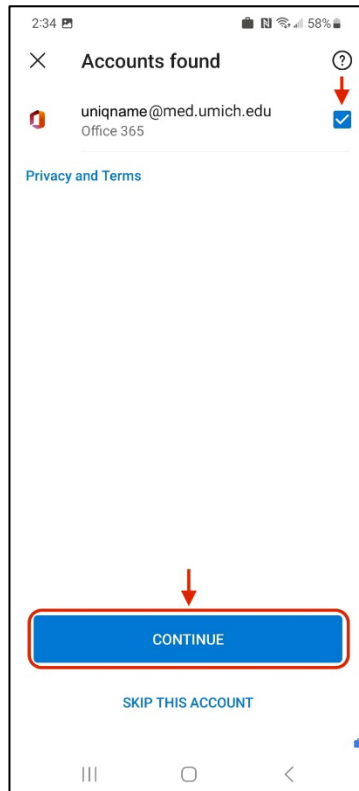
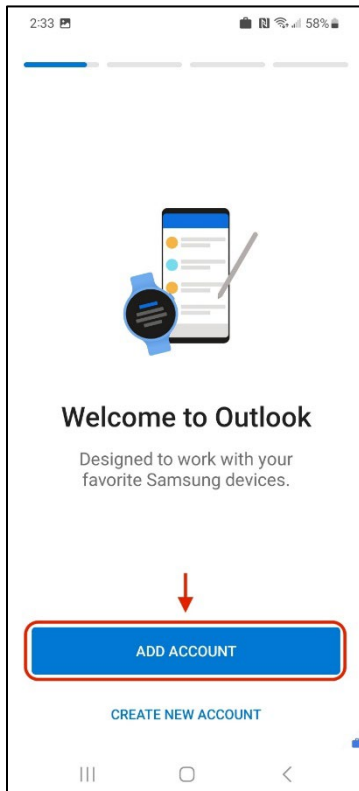
Set Up Outlook

1. Navigate to the **Work** tab of your device's app tray, then open **Outlook** to continue.

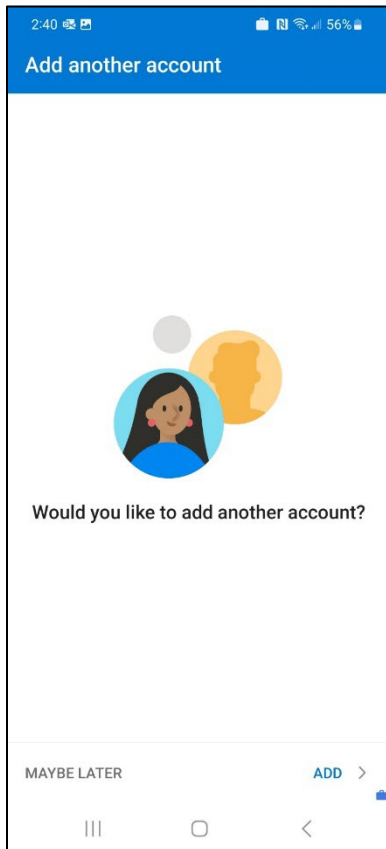


Note: After enrollment, your device may take several minutes to check-in and install the default applications shown below. If you do not yet see Outlook listed in the application tray, please check back after a few minutes.

2. Tap **Add Account**. Verify your Office 365 account is already selected, then tap **Continue**.



3. If you have another account you would like to add to your Outlook you may tap **Add**, otherwise tap **Maybe Later** to proceed to your inbox.



Known Issues

Legacy Android devices may not have all the Certificates they need (or turned on) to accept policies and configurations from the Android for Work management profiles. Do the following to check the proper settings on most Android devices.

1. On your Android device go to Settings.
2. Tap Biometrics and Security.
3. Tap Other Security Settings.
4. Tap View Security certificates.
5. Tap Under System.
6. Scroll down to find **The USERTRUST Network**.
7. There should be 2 USERTRUST certificates. Most likely, one of them is in a disabled state. If this is the case, please enable it and continue with your enrollment.