

**To see instructions on how to fix email on your phone, please click the appropriate link below**

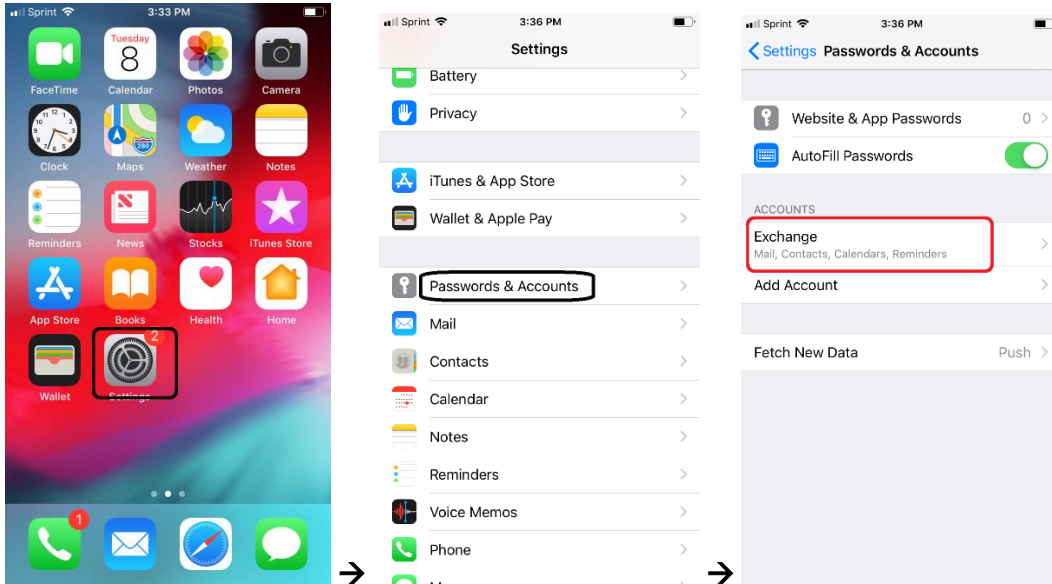
[How to fix email on SPIN issued iPhone](#)

[How to fix email on BYOD iPhone](#)

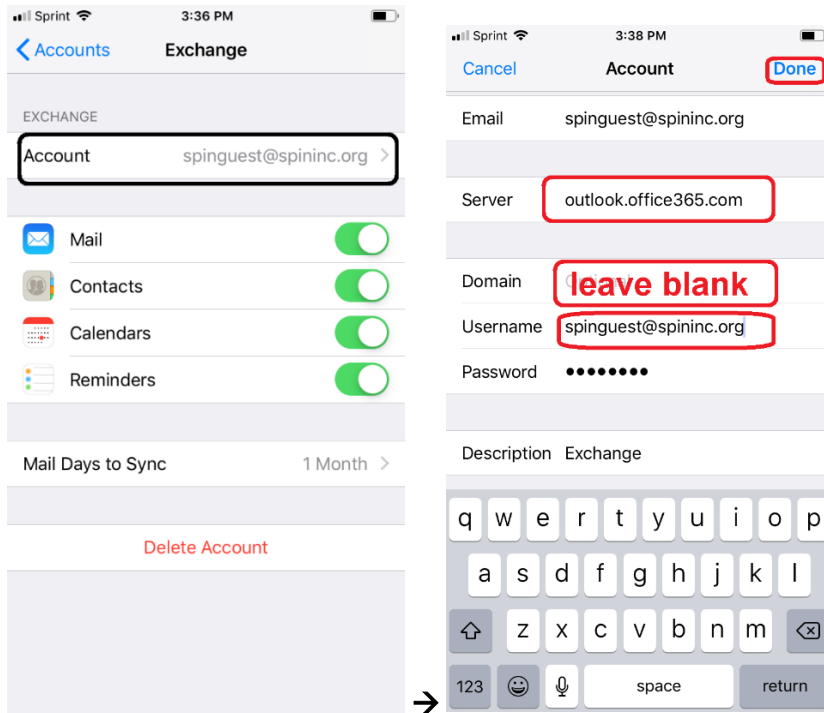
[How to fix email on BYOD Android Phone](#)

## O365 - updating email settings on SPIN issued iPhone

1. From the home screen, go to Settings -> Passwords & Accounts -> Exchange
  - a. If you don't have the latest Apple OS installed the spin email settings will be listed under *Mail*



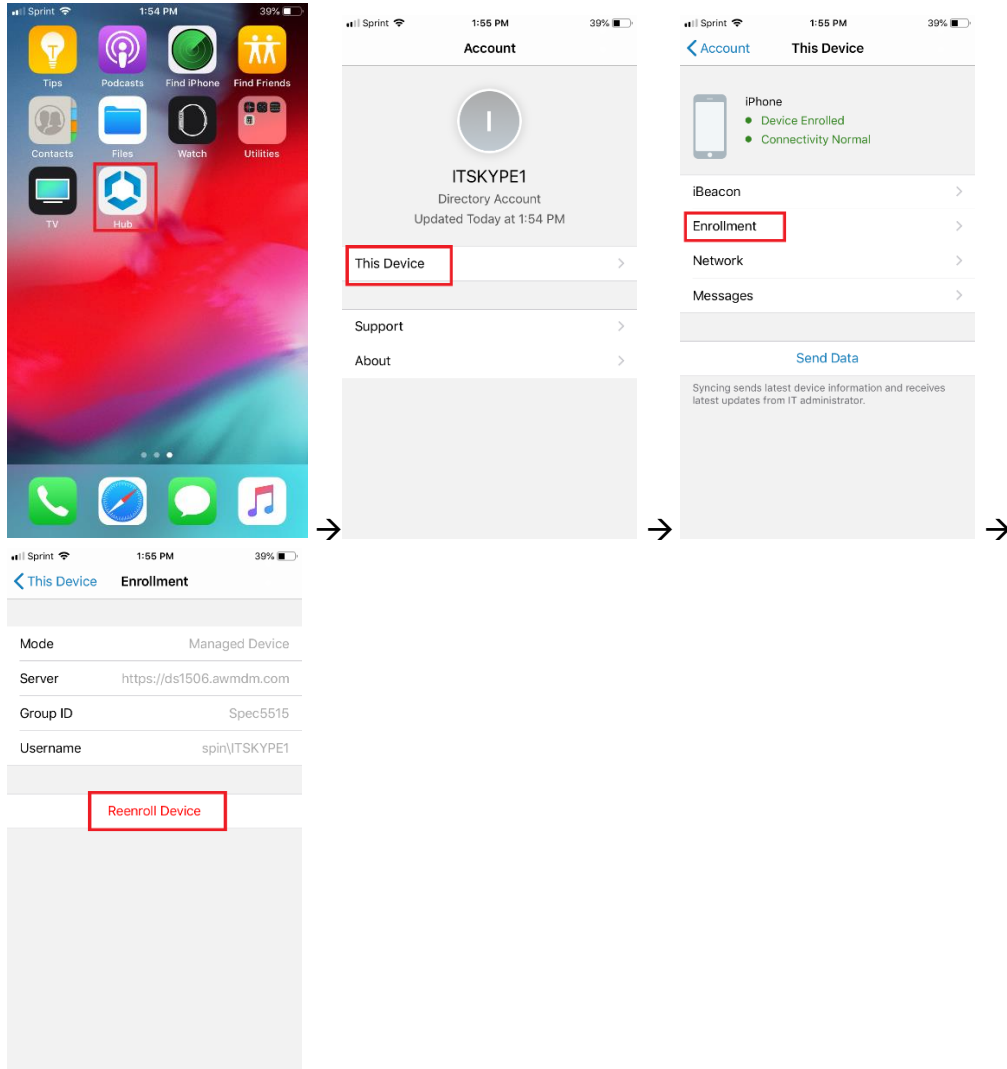
2. On the next screen tap on the top where it shows the "Account" and your work email address, then edit the account settings to match the screenshot below on the right. The server will change to "outlook.office365.com", the username will change to your full SPIN email address, and the domain must be left blank (remove any text you see in that box). When everything is correct, tap "done".



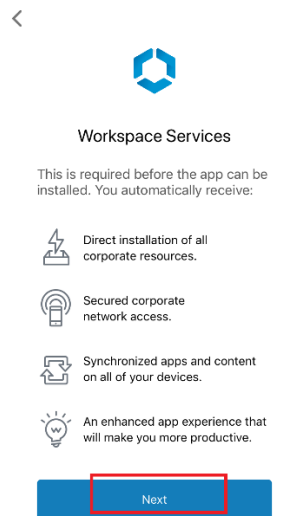
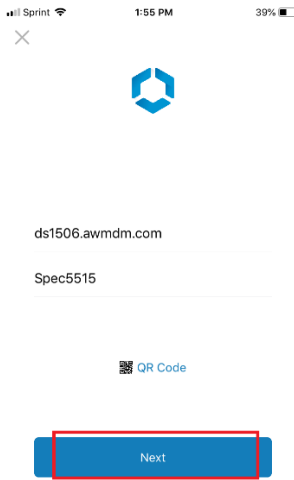
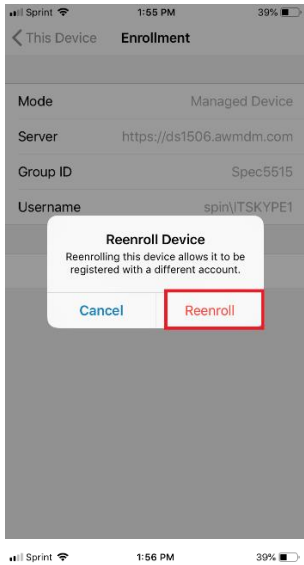
3. After tapping “done” your settings will save and your email, calendar items and Contacts should start downloading to the phone within a few minutes.

## BYOD Iphone Email Update Instructions after moving to cloud

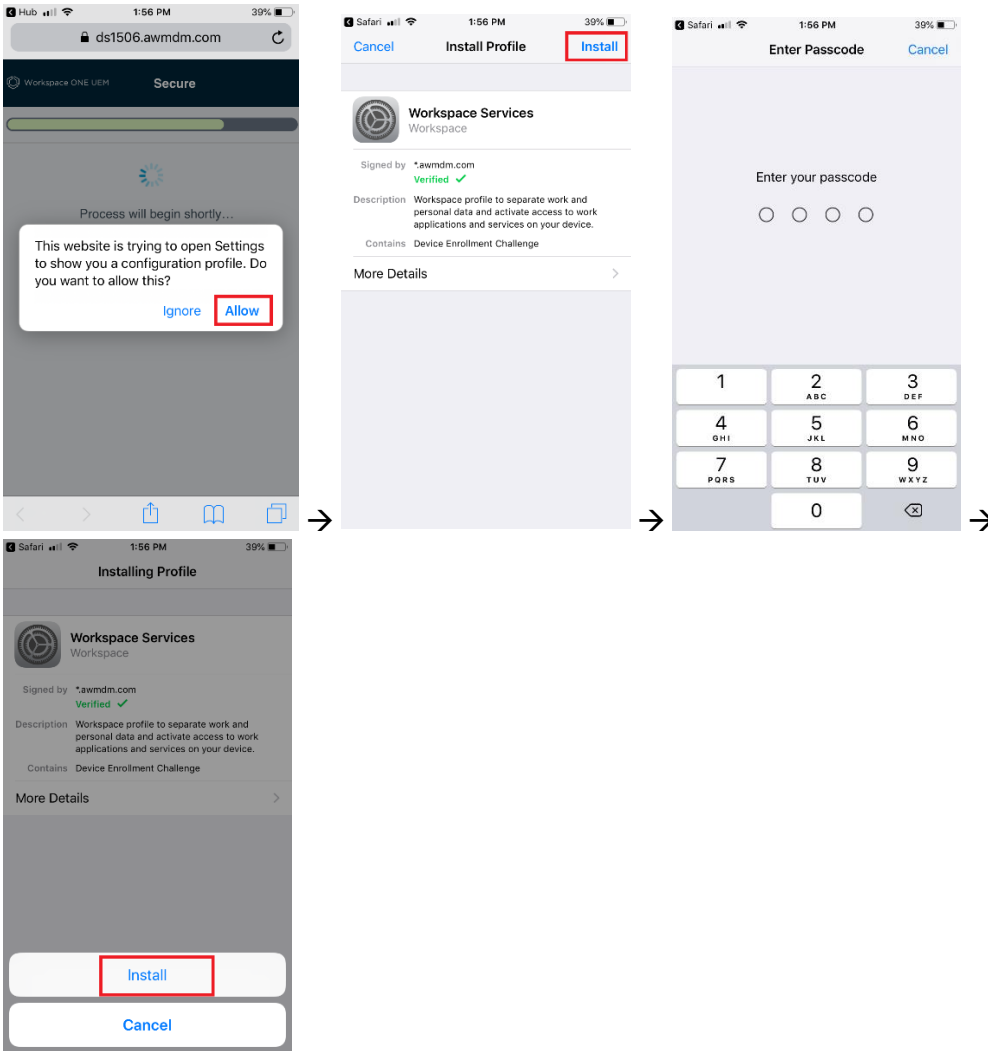
1. After your email has been migrated to the cloud, you'll notice the email app prompts you for a password to your SPIN email. Do not try to enter a password as that will most likely fail.
2. Go to the home screen and find the "Hub" app and open it. In the app select This Device → Enrollment -> Reenroll device. When prompted to confirm choose "Reenroll" again.



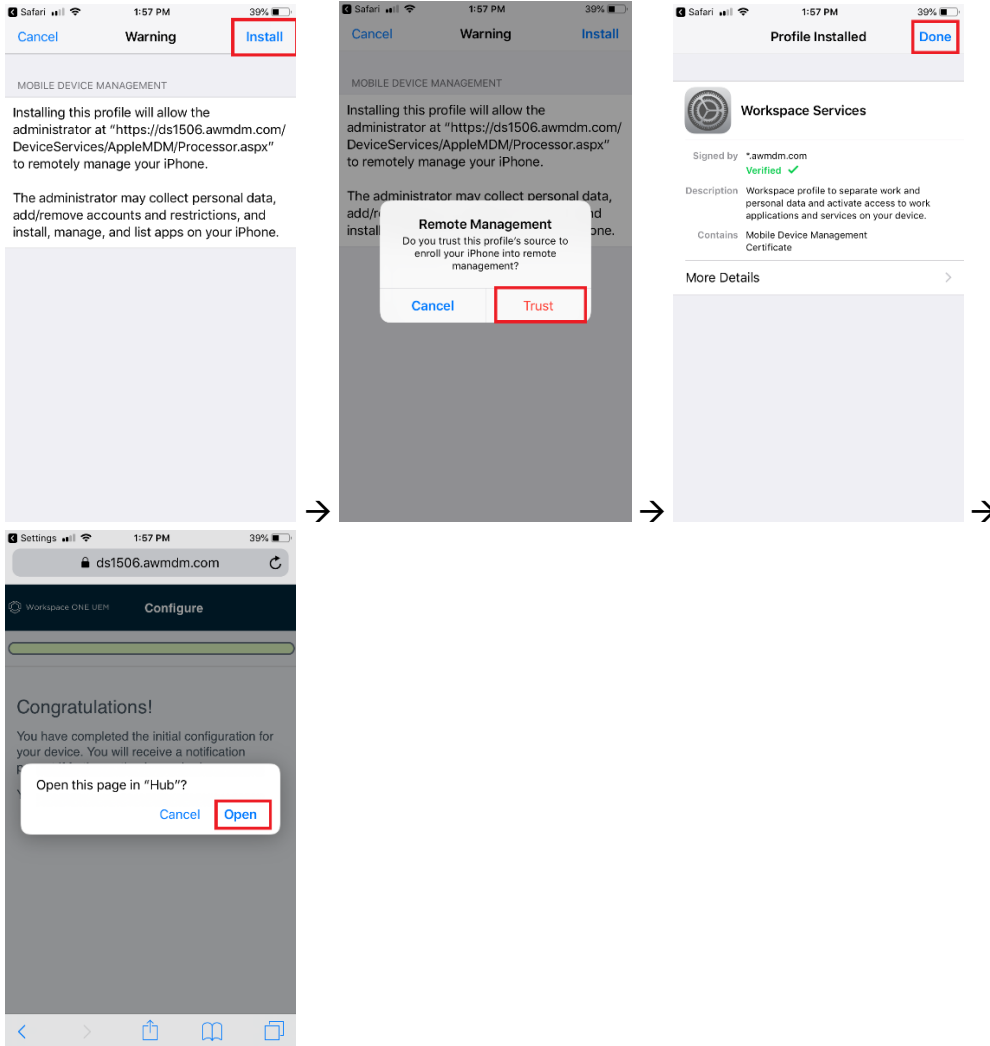
3. Once you confirm the "Reenroll" option you'll see the server settings. Tap "Next" without changing anything. On the next screen enter your SPIN network username and password as shown and tap "next". Tap "next" again on the "workspace services" info screen.



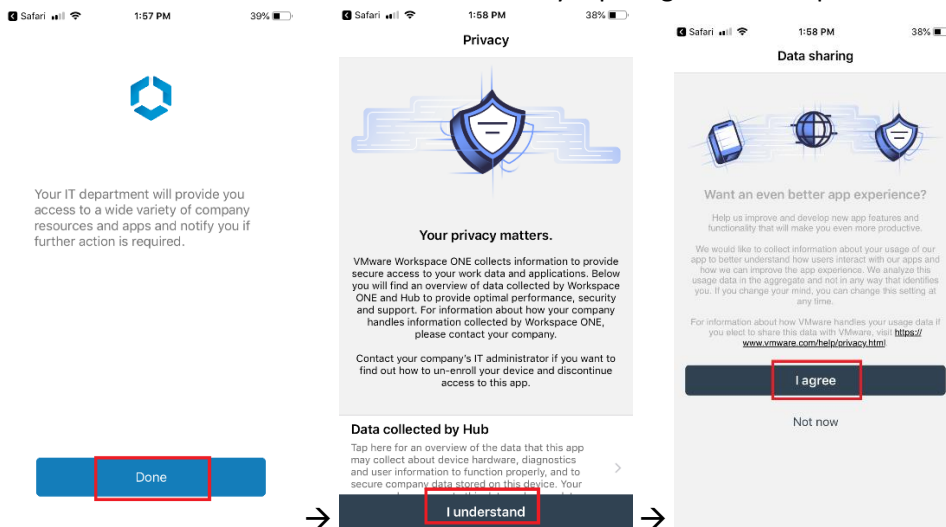
4. On the next screen tap “Allow” for the configuration profile, then “Install” on the next screen and enter your phone lock code when prompted. After entering the code tap “Install”.



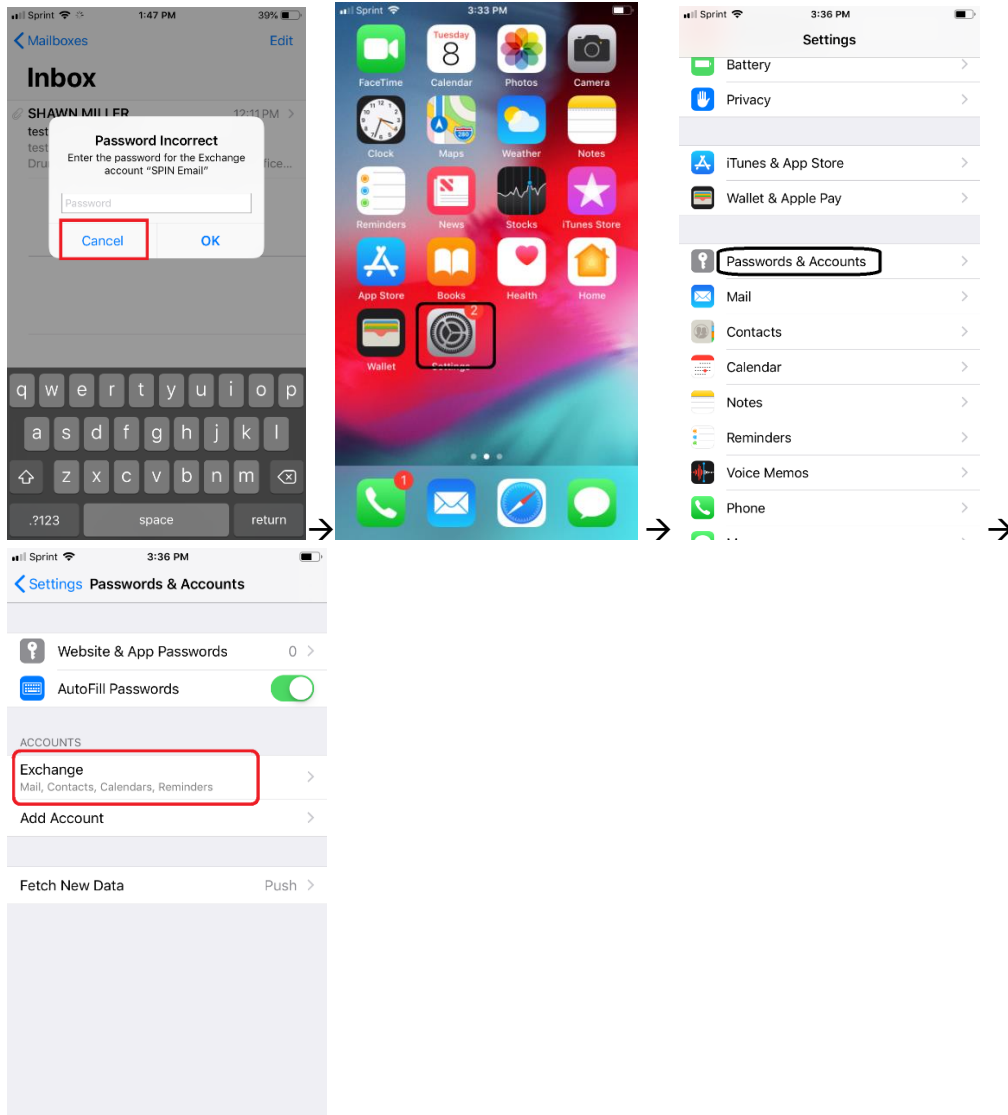
5. The next screen is another warning where you must tap "Install" again and then "Trust". Finally press "Done" to complete the profile installation. The screen will switch back to Safari where you must tap "Open" when prompted to open the page in "Hub".



6. Your phone will return to the “Hub” app to finalize the enrollment process. Tap “Done” and then “I understand” on the next screen. Finally tap “I agree” to complete the enrollment.

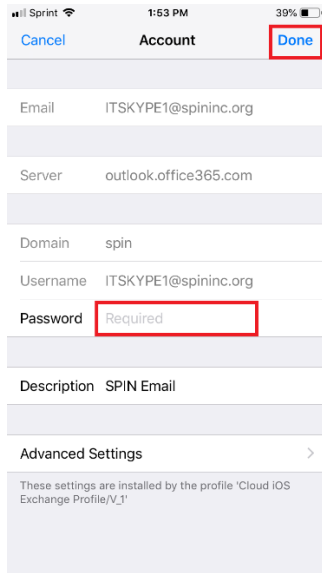


7. Go to the email app and you'll notice a password prompt. Press "Cancel" on the prompt, then from the home screen go to Settings → Passwords & Accounts -> select "Exchange" (might be "spin" or "work" email) to edit the account settings.





8. From the account settings screen enter your SPIN network password and then tap “Done”. If done correctly your email should start working again on the phone within a few minutes.



# How to Get Email Back on Your Android Phone

1. Please go to the “Intelligent Hub” app on your phone and click on it.




**2. Then click on “This Device” and “Unenroll device”**


## Account


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**Shawn Miller**  
SHMILLER@spininc.org

 This Device

 Support

 About

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## ← Enrollment

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Enrolled Server  
ds1506.awmdm.com

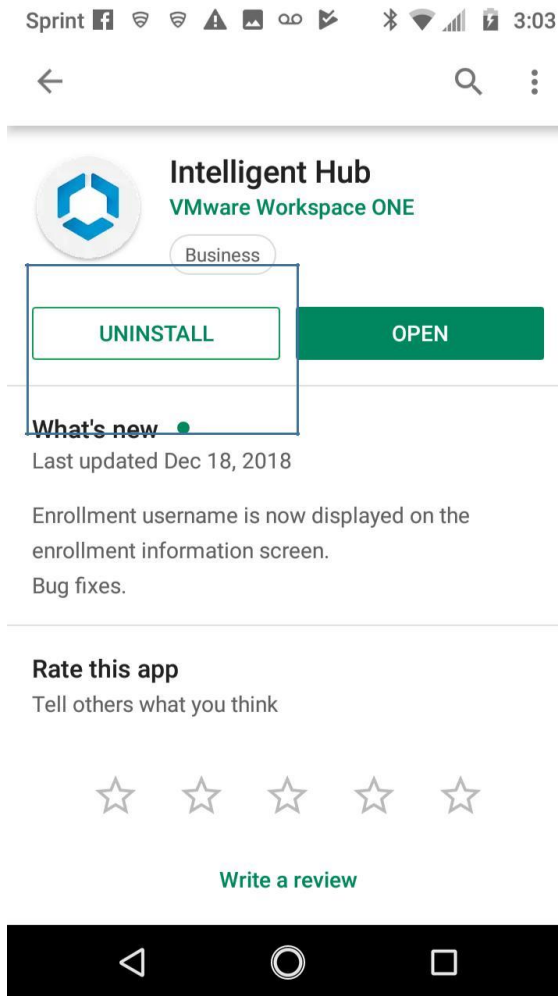
Enrolled Group ID  
Spec5515

Username  
Shawn Miller

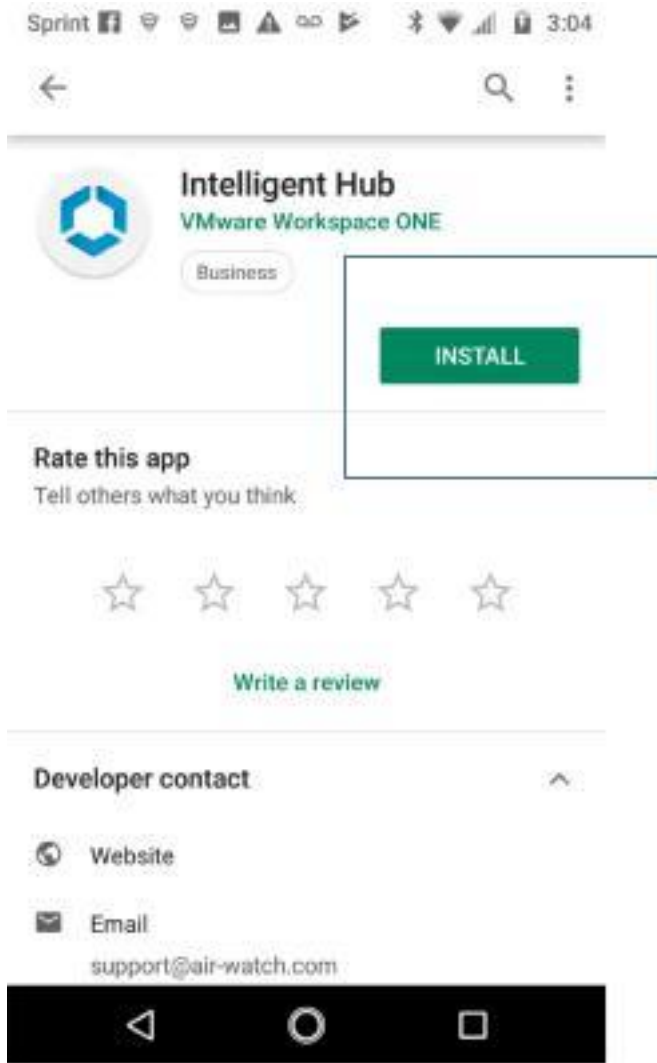
[Unenroll device](#)



**3. Then go to the Play Store and type in “Intelligent Hub”. After it appears, click “Uninstall”**



4. Then reinstall Intelligent Hub from that same screen.



5. Once it installs, open up the app and type in **YOUR** full SPIN email address.

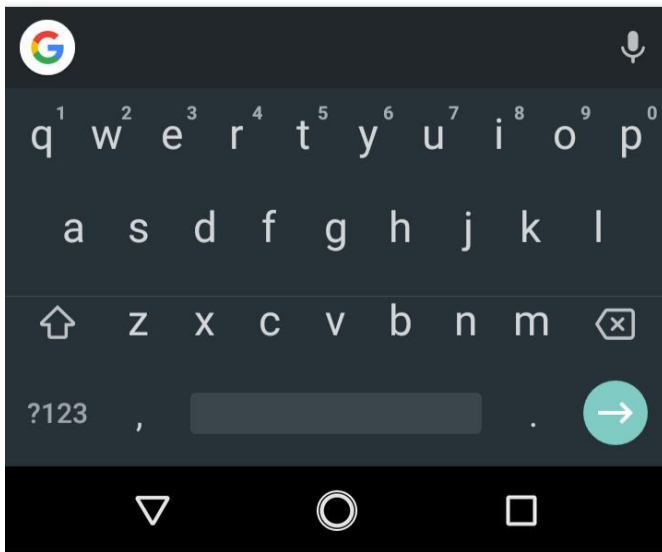
Sprint            3:05

Email address or server

shmillier@spininc.org



NEXT



6. Then type in your **JUST** your **SPIN** username (first initial last name) and your email password (same as Evolv).

Sprint

vmware® airwatch®

Authenticate with VMware AirWatch

Username  
shmilller

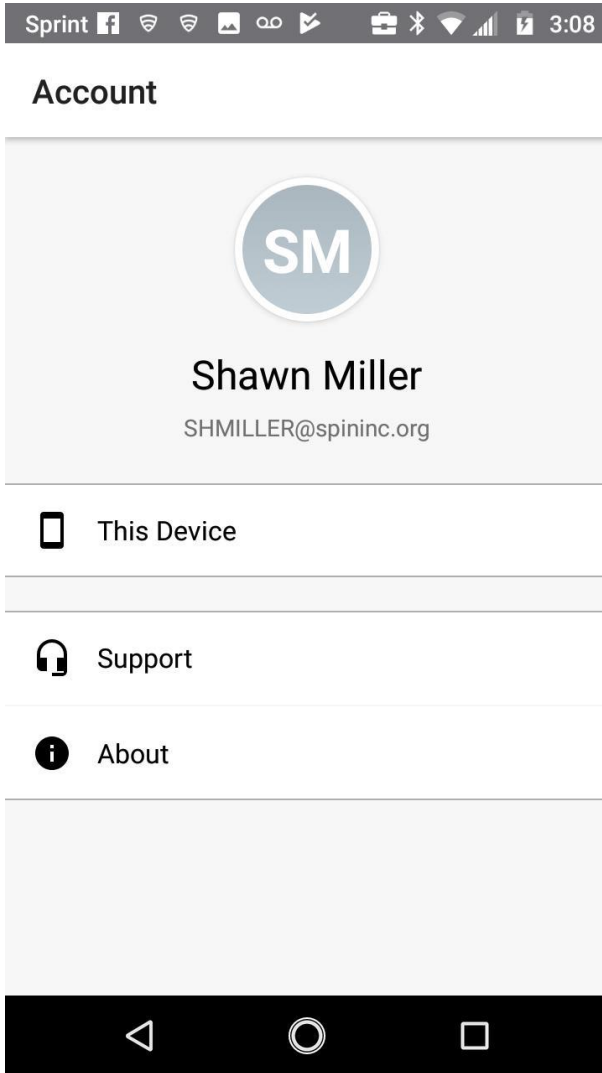
Password  
.....

PREVIOUS NEXT

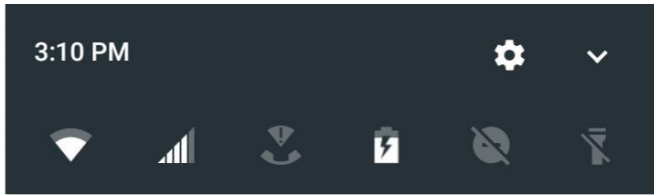
1 2 3 4 5 6 7 8 9 0  
@ # \$ \_ & - + ( ) /  
=\< \* " ' : ; ! ?   
ABC , 12 34 . →



7. After that, please select “Accept” and “Yes” through all of the prompts to correctly install the application. Once it is complete, you will see this screen.



**8. Once you see that screen, in the next minute to 3 minutes you will see the app “Boxer” start to automatically download on your phone.**



Facebook • 1h

Facebook

Find friends and see what's new.

Lookout • 5m

App Scans Complete

Tap for security analysis

Lookout • 1h

Tap for security analysis

221 apps are safe.

Download Manager • 68% • now ▾

Boxer - Workspace ONE

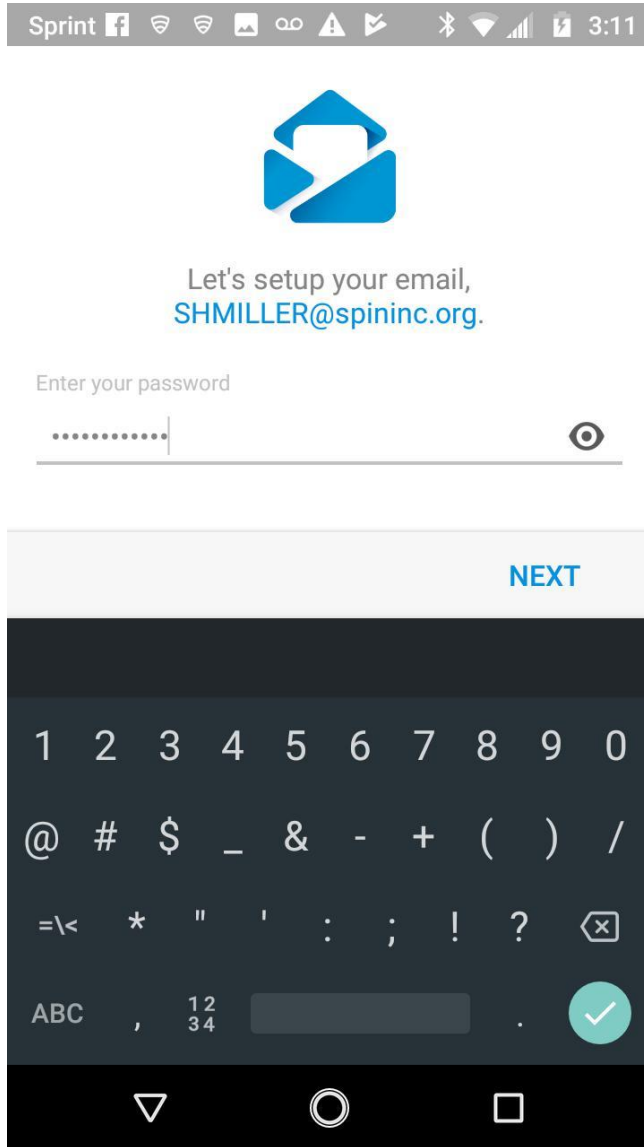
5 seconds left

Screenshot captured.

Tap to view your screenshot.



9. After “Boxer” installs, please open it and you should see your full SPIN email address at the top. Please type in your email password (same as Evolv) and click “NEXT”



10. After that, hit “Allow” to all three prompts and your SPIN email, calendar, and contacts should all be back like normal.