

# Mobile Email and FMOL Apps for Apple iOS and Android

Mobile Email	FMOL Apps	FMOL Apps fail after upgrade	Notes
<p>1) Download and install <b>Intune Company Portal</b> from the app store.</p> <p>2) Follow the prompts, entering your work email address, username, and password when prompted.</p> <p>3) Configure native mail or Outlook application.</p> <p>Instructions provided below</p>	<p>1) Before accessing FMOL apps remotely, Multi-Factor Authentication (MFA) enrollment must first be setup.</p> <p>2) Download the <b>Citrix Receiver</b> from the app store for mobile devices or <b>www.citrix.com</b> on personal computers. The settings are as follows:</p> <p><u>Address:</u> access.fmolhs.org  <u>User Name:</u>  <u>Password:</u>  <u>Domain:</u> fmol-hs  <u>Store:</u> ExtStore1                      All employee's except Angels  <u>Store:</u> ExtAngels1                      Angels employee's only</p>	<p>Most issues will be resolved by uninstalling and reinstalling. Additionally, residual profiles may need to be manually removed.</p> <p><u>Apple:</u> Settings &gt; General - Scroll to the bottom and open "Profiles". Remove the awmdm.fmolhs.org profile. If you do not have the option of "Profiles" then they have been removed.</p> <p><u>Android:</u> Settings &gt; Lock Screen and Security &gt; Other Security Settings &gt; Device Administrators - deactivate and removed the awmdm.fmolhs.org profile.</p>	<p>It may take up to 24 hours before you can register for email on your device after being granted access.</p>

Links to instructions below:

[iOS Intune Setup](#)

[Android Intune Setup](#)

[Native Email Setup](#)

[Outlook Setup](#)

Note: In the event an app stops working uninstalling previous versions of apps, removing profiles and installing the new version may be required.



The IS Support Center can be reached 24 hours a day, 7 days a week by phone at (866) 532-4772 or online at <http://issc>.