# MobileIron Delete and Reinstall Instructions

After migrating to Office 365, you will need to delete and reinstall MobileIron. This is necessary to connect your email to the MobileIron client on your mobile device. This process requires you to remember the passcode to unlock your device. If you do not remember the passcode, please contact the OMES Service Desk to have it reset.

1. Find the MobileIron application on your phone. Press and hold the icon until the icon begins to rock from side to side. Tap **X** in the upper left corner of the icon to delete the app.
2. When prompted, tap **Delete** to confirm the request.
3. To reinstall MobileIron, you must first navigate to the App Store by tapping on the App Store icon.
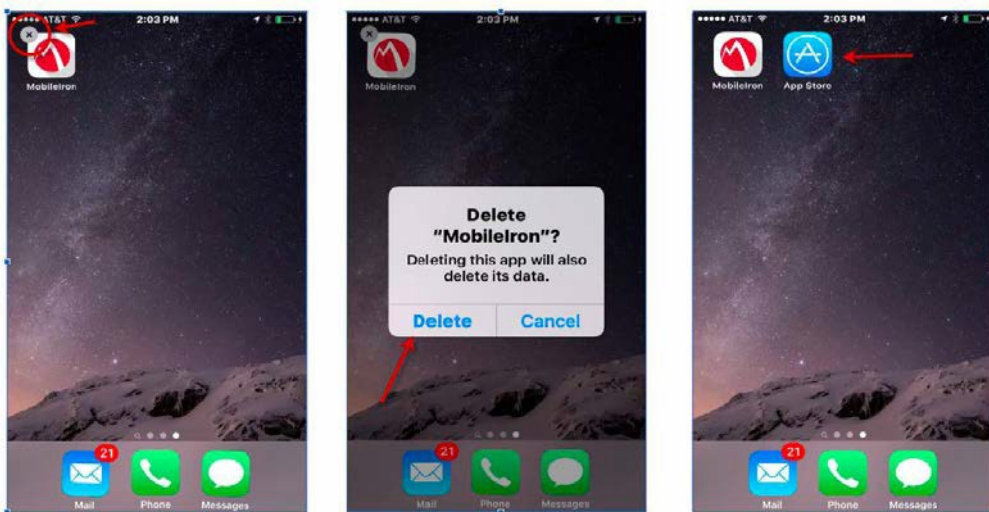

4. Type MobileIron in the App Store search field and tap **Search**.
5. Tap the iCloud icon to download.
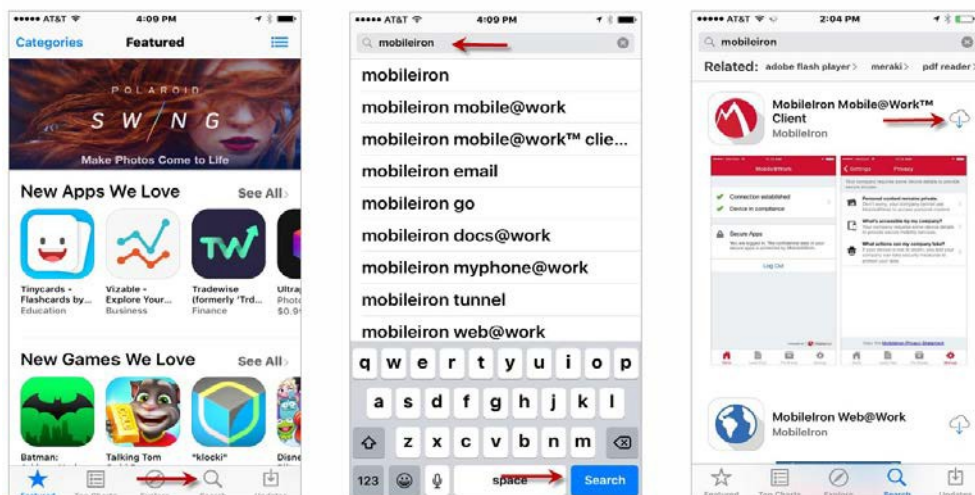
6. When the download is complete, tap **Open**.
7. Tap **OK** to allow MobileIron to send you notifications.
8. Type your email address in the username field and tap **Next**.
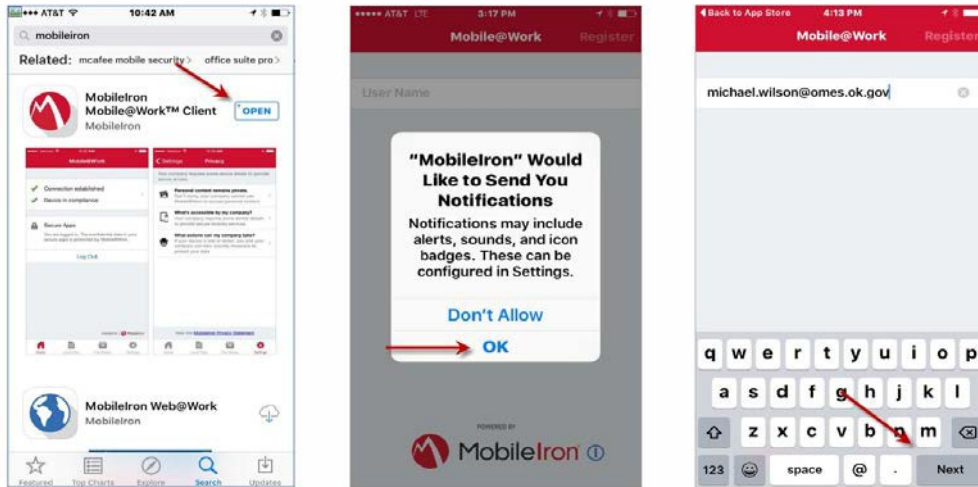
9. The server settings (mdm-mi.ok.gov) will auto-populate. Tap **Next** to accept these settings.
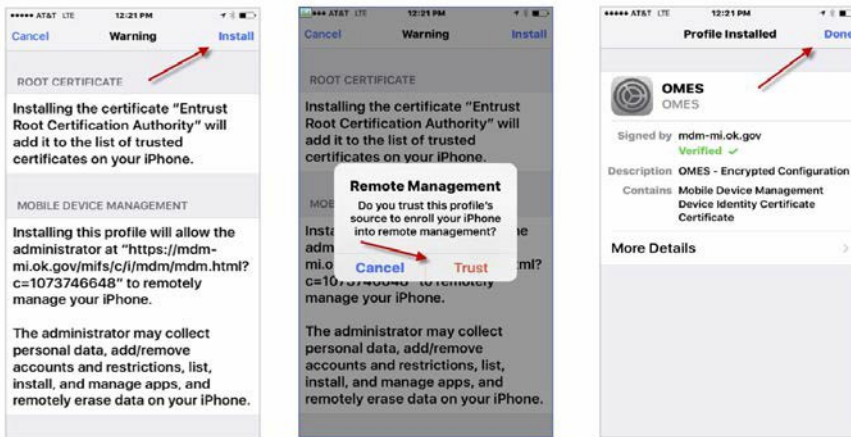10. Type your email password in the password field and tap **Register**.
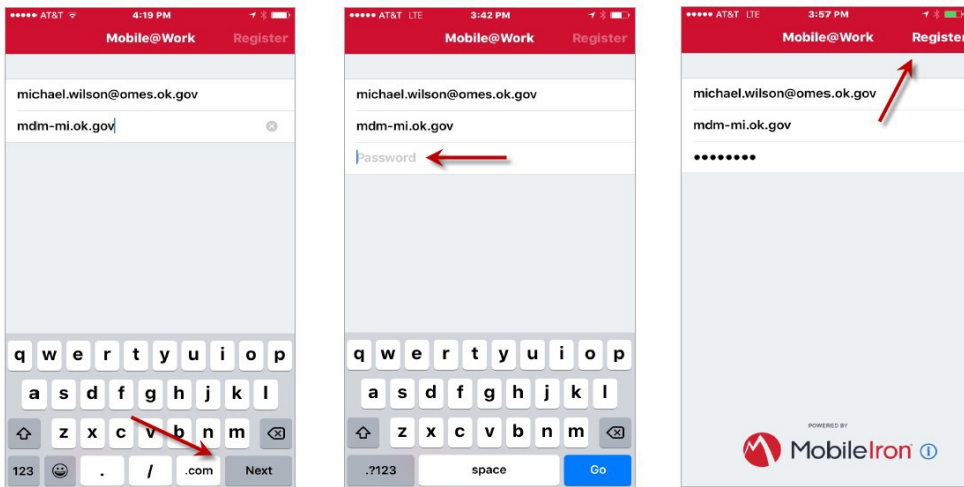
11. Tap **Continue** on the Privacy screen.
12. Tap **Allow** to give MobileIron permission to access your location.
13. Tap **OK** on the Updating Configuration screen.
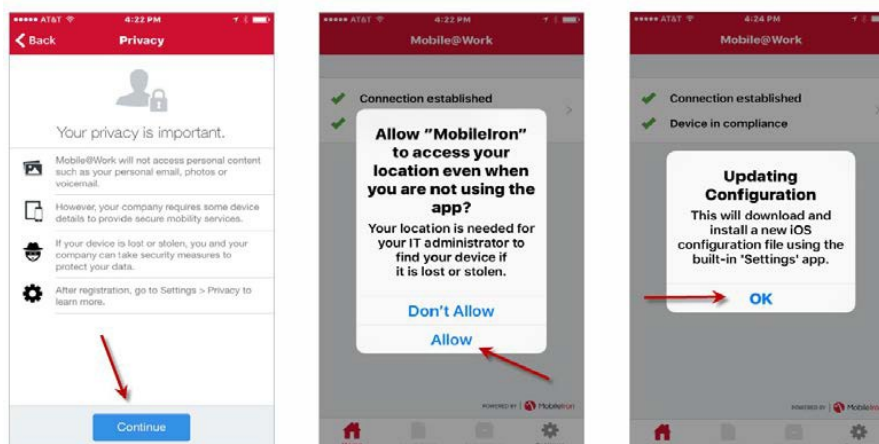
14. Tap **Install** on the Profile Service screen.
15. Enter your cellphone passcode and tap **Done**.
16. Tap **Install** on the Installing Profile screen.
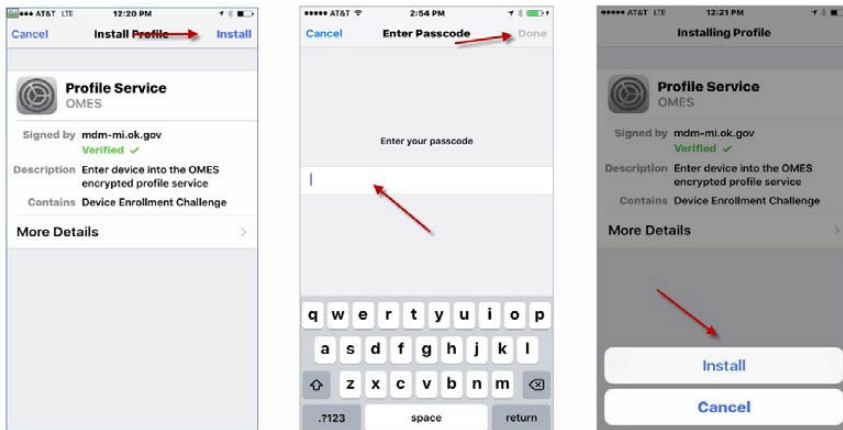
17. Tap **Install** on the Root Certificate warning screen.
18. Tap **Trust** on the Remote Management screen.
19. Tap **Done** on the Profile Installed screen.

20. Enter your email password on the Password Required screen and tap **OK**.
21. Tap the **Mail** icon to open your email.
22. Your email and personal folders will begin setup. You may receive a Cannot Get Mail message, which is normal and should go away within five minutes.
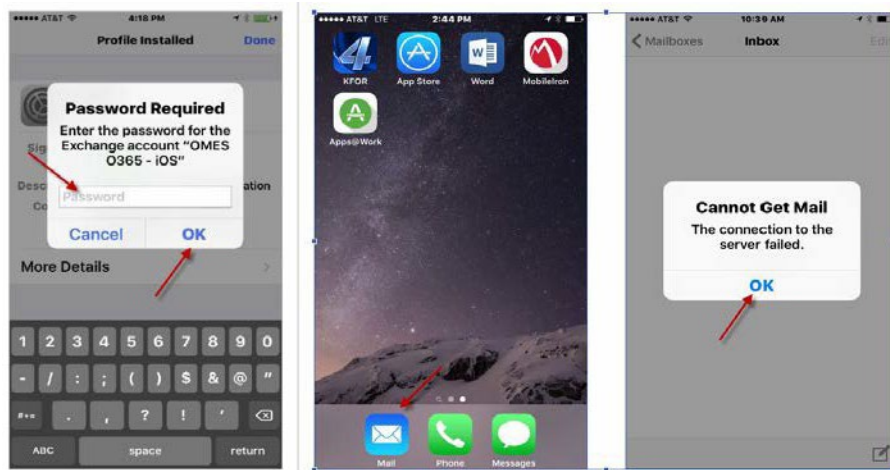
If you have any issues sending or receiving emails on your mobile device after completing this process, please contact the OMES Service Desk.