

THE SDST NEWS

DTMB Smart Device Support Team

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WiFi Hotspot Troubleshooting

Did you know that your State issued smart phone includes a wireless hotspot that allows you to connect your laptop to the internet on the go? It's a great feature for mobile workers, or the occasional work from home situation. You might occasionally run into problems with your hotspot preventing you from connecting to it. Here are some easy steps that should help you get up and running ASAP! If these don't do the trick, check out the guide linked below for more in-depth help.

Rename your iPhone. Your iPhone name is also your wifi hotspot network name. Renaming it can resolve many issues. Open Settings, tap General, tap About, tap Name. Delete the current name and enter a new one. Tap Done. Your laptop will see this as a new network, so you will need to reconnect to your hotspot and re-enter the password.

Reset your network settings. On your iPhone or iPad, open Settings, tap General, tap Reset, tap Reset Network Settings twice. Your phone will reboot and you will need to enter your passcode when it is done.

Still having trouble? Try connecting a different laptop to your phone. If it works, you will need to call the Client Service Center and request assistance with your computer. If your hotspot won't work with *any* computer, you can let the CSC know that you'd like help fixing your smart phone's hotspot.

CSC Phone Number 800-968-2644

[WiFi Hotspot Troubleshooting Guide](#)

We want to hear from you!

Are there topics you'd like to see covered in a future issue of the Smart Device Support News? Send your suggestions to Linda Baker at bakerl@michigan.gov.

Reset Your Own Passcode!

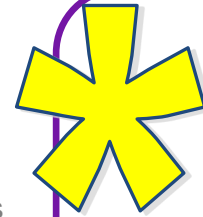


As most of you know, the State recently transitioned our Mobile Device Management system to a new Microsoft product called Intune. We'd like to thank you all for your assistance and patience as we bring the new solution online. We're happy to announce one of the most exciting new features of Intune —Self Service Passcode Resets for your smart device!

This service requires an enrolled iPhone, iPad, or Android device running Android 6.x or lower (**Android 7 does NOT support this feature**). For details on how to use this feature, follow the link for your device type below.

[iPhone and iPad Self Service Passcode Reset](#)

[Android Self Service Passcode Reset](#)



Reminder:
You must change your passcode every 90 days.

Passcode requirements:

- A minimum of five characters
- At least one letter, number, and special character (e.g. a period, exclamation mark)
- Cannot reuse any of the last four passcodes used

No Credit? No Problem!

Did you know that your Procurement Card cannot be used to purchase apps from the iTunes store? **So there's no need to add a credit card number to your Apple ID!** Check with your agency's Wireless Coordinator group for the process to request a paid app for your device without using a credit card. It's probably a lot easier than you think!