

TotalMobile and iPhone Troubleshooting 15/11/2021

➤ Activate Touch ID

Touch ID uses a fingerprint scanner located on the Home button to scan your fingerprint and unlock your phone. To avoid having to put in your phone passcode every time your phone locks itself, it is strongly recommended to enable Touch ID. Here's how:

Go to [Settings > Touch ID & Passcode > Use Touch ID for: iPhone Unlock \[ON\]](#) > Place your preferred finger or thumb on the Home Button and follow the on-screen instructions.

Under Fingerprints, Go to 'Add a Fingerprint...' and repeat the process up to 5 times to allow unlocking with different fingers or the same finger from a different angle.

➤ Change your Passcode

Go to [Settings > Touch ID & Passcode > Enter your current passcode > Scroll down to Change Passcode](#).

➤ Passcode Requirement Pop Up

This will pop up periodically over the hour from when it first appears. Select [Change Passcode](#) and follow on-screen instructions to set a passcode.

➤ The iOS 15.1 'Download and Install' button is greyed out.

This happens if you are Not Connected to WiFi and/or your phone Battery is Low (below 50%).

Connect to a stable wireless internet connection, charge the phone or keep it plugged in and try again.

➤ My phone does not have any Apps on it.

If this is the first time set up of the phone: connect to the internet and ensure you are on iOS 15.1 ([Settings > General > About](#)).

The [Comp Portal](#) app will be automatically installed. Sign in to the Comp Portal app using your [@scotborders.gov.uk](#) or [@sbcares.co.uk](#) login.

Stay connected to the internet and your apps will be automatically downloaded and installed.

➤ My phone has been wiped/reset.

This may have been done deliberately or accidentally, for example as a result of entering the wrong phone passcode too many times.

If your phone has been wiped or reset follow the initial setup instructions on screen:

1. Select [English](#).
2. Select [United Kingdom](#).
3. Tap [Set Up Manually](#) at the bottom of the screen.
4. Choose a Wi-Fi Network and Sign In to it.

5. Tap [Next](#) after you have successfully connected to a Wi-Fi network.
6. Tap [Next](#) on the Remote Management screen.
7. Tap [Get Started](#)

After a few seconds, the Comp Portal app will automatically be installed on your phone provided you are still connected to the Wi-Fi.

Sign in to Comp Portal using your @scotborders.gov.uk or @sbcares.co.uk email address. You will then be brought to the SBC portal.

1. Tap [Ok](#) on the first screen.
2. Tap [Begin](#) to Set Up SBC access.
3. Turn On Location Services pop-up.
 - a. Tap [Settings](#).
 - b. [Turn Location Services ON](#).
 - c. Double press the Home button.
 - d. Select the Comp Portal tab.
4. Choose the [Corporate](#) option then Continue.
5. [Done](#)

Outlook, Authenticator, Totalmobile, Teams, Ubeeqo, Yammer, Safe Hub, CM Mobile and Edge will now be installed automatically and you can log back in to the required apps.

➤ [How do I Log in to Totalmobile?](#)

Username: Employee/Payroll Number

Please ask your manager for your password.

➤ [Totalmobile App Crashes/Blank Screen.](#)

Touch and hold down the Totalmobile App until a menu pops up.

Go to [Remove App](#) > [Delete App](#) > [Delete](#).

Wait a minute and go to the [Comp Portal app](#) > [Sign In](#) > [Device](#) > [Check Status](#).

Once the status check is complete, Totalmobile should automatically be added in your home screen.

➤ [CM Mobile App Crashes.](#)

Touch and hold down the CM Mobile App until a menu pops up.

Go to [Remove App](#) > [Delete App](#) > [Delete](#).

Wait a minute and go to [Comp Portal app](#) > [Sign In](#) > [Device](#) > [Check Status](#).

Once the status check is complete, CM Mobile should automatically be added in your home screen.

➤ [Screen locks itself too quickly.](#)

Go to [Settings](#) > [Display and Brightness](#) > [Auto-Lock](#) > Select a time up to 5 minutes.