

Setting up an Android Samsung Mobile Phone for Usage in Carmarthenshire County Council

For the Attention of Corporate Users

2021 - 2022

carmarthenshire.gov.wales

Cyngor **Sir Gâr**
Carmarthenshire
County Council



Contents

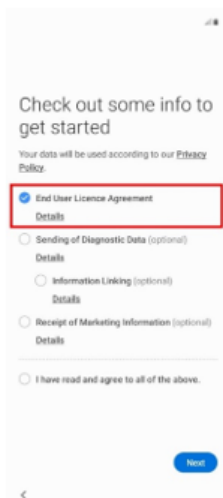
Before You Begin	1
Stage 1 – Initial Set Up	2
Step 1 – Powering on Your Device	2
Step 2 – Let’s Go!.....	3
Step 3 – Select Your Language.....	3
Step 4 – Check Out Some Info to Get Started	4
Step 5 – Choose a Wi-Fi Network	5
Step 6 – Set Up Your Phone	6
Step 7 – Welcome to Chrome	6
Step 8 – Sign In	7
Stage 2 – Your Work Checklist	8
Step 1 – Set a Screen Lock.....	9
Step 2 – Install Work Apps	10
Step 3 – Register Your Device	11
Step 4 – Register Your Device (Continued)	12
Home Screen Overview	13
Installing Additional Apps	14
Step 1 – Opening the Google Play Store	14
Step 2 – Locating an App to Install.....	15

Step 3 – Install the App	15
Step 4 – Opening the App	16
Troubleshooting	17
Logging a Call via Self-Service (Printed Documentation)	17

Before You Begin

The purpose of this document is to provide you with a step-by-step guide to setting up your new mobile phone, from turning the device on, to setting up the device for corporate usage. Each step contains a screenshot and a description explaining what you will need to do at that step. Please see the screen below, which is an example of what one of the steps will involve.

Step 4 – Check out some info to get started



On the next screen, you will be prompted to read and agree to some policies.

It is only necessary to agree to the **End User Licence Agreement** to advance (as seen in the screenshot).

Once you are ready, tap **Next**.

Figure 1: An example of one of the steps that you will encounter in this guide.

Please use the contents page for reference if you ever get stuck when setting up your mobile device. For example, if you are having issues connecting your device to your network then refer to Step 5 – Choose a Wi-Fi network which will explain briefly what you will need to do.

Stage 1 – Initial Set Up

Firstly, ensure the device is sufficiently charged and ensure that the SIM card is inserted. Once powered on (you may need to hold the single power button on the right side of the Samsung A21 for a few seconds) you will be greeted with the message shown in **Step 2**.



How Do I Insert the SIM Card?

1. You will have received an **ejector PIN** in the box with your new device. Insert the pin gently into the **hole** in the SIM tray, it will click open.
2. Look at the tray. Your SIM tray may differ depending on your model, but you will be able see where the SIM card goes by looking at the markings and symbols on the tray.
3. Place the **SIM** card with the gold-coloured contacts face down in the tray.
4. Gently push the **tray** back into your device. It will sit flush against your device if inserted correctly.

Step 1 – Powering on Your Device



To turn on your new device, please hold down the power button for a few seconds until the screen turns on.

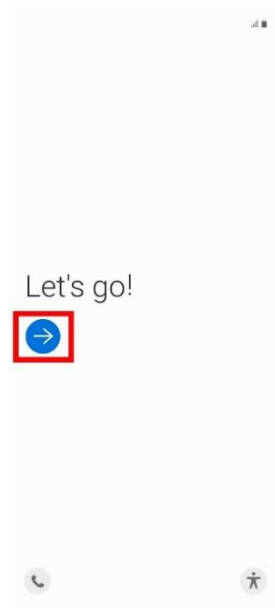
The power button is highlighted in this image.



Tip

If the screen switches off, this is an indication that the mobile has gone into sleep mode. Press the power button again to wake the device up.

Step 2 – Let's Go!



To begin, tap the blue circle button as highlighted in the screenshot.



Tip

If you have not already inserted the SIM card you will see a black box briefly appear at the bottom of the screen, stating to Insert a SIM Card. It is recommended to do this before continuing any further. Please see the details under **Stage 1 – Initial Set Up** for further information.

Step 3 – Select Your Language



On the next screen, you will be prompted to select your country/region.

Search for the **English (United Kingdom)** by swiping on the screen and then tap on the region.

Once you have tapped English (United Kingdom), tap the **Next** button to proceed.

Step 4 – Check Out Some Info to Get Started

Check out some info to get started

Your data will be used according to our [Privacy Policy](#).

End User Licence Agreement
Details

Sending of Diagnostic Data (optional)
Details

Information Linking (optional)
Details

Receipt of Marketing Information (optional)
Details

I have read and agree to all of the above.

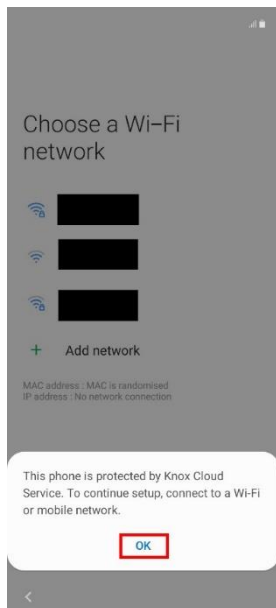
Next

On the next screen, you will be prompted to read and agree to some policies.

It is only necessary to agree to the **End User Licence Agreement** to advance (as seen in the screenshot).

Once you are ready, tap **Next**.

Step 5 – Choose a Wi-Fi Network



You will be informed that the device is protected.

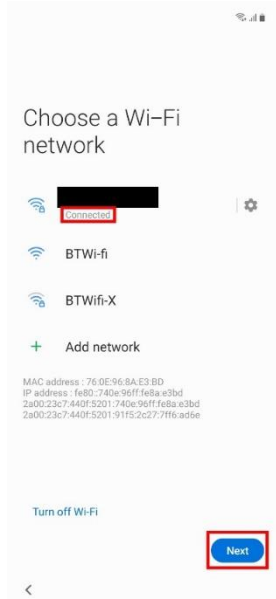
Tap the blue **OK** to proceed.

You will now be connecting the phone to the internet. From the listed networks, search for your **Wi-Fi Network name** (this name can usually be found on the back of your internet hub) and tap it.

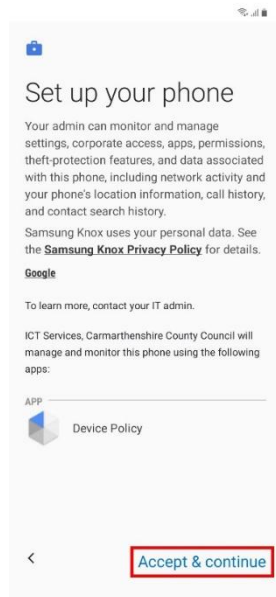
You will be prompted to enter your **Wi-Fi password**. If you have not already set a new Wi-Fi password, then this should also be located on the back of your internet hub.

Once successfully connected, you will see "**Connected**" underneath your Wi-Fi name.

Tap the blue **Next** button to advance.



Step 6 – Set Up Your Phone

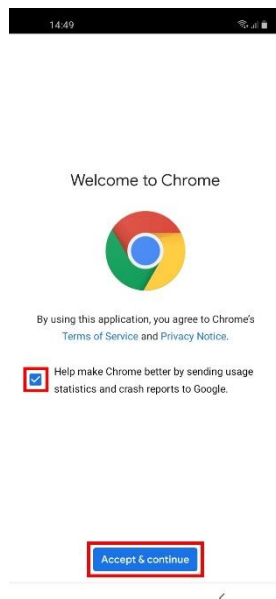


You may need to wait a moment whilst updates complete before you see this step.

Once you see the screen on the left, please take your time to read the device policy and once ready, tap **Accept & continue**.

The phone will then configure, this may take some time. Eventually, you will be notified that “This device isn’t private”, once you see a blue button titled **Next**, tap it to continue.

Step 7 – Welcome to Chrome

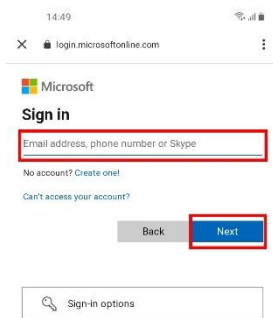


You may need to also wait a moment whilst further updates are completed before you see this step.

Tap the blue box at the bottom titled **Accept & continue** to accept Chrome's terms and conditions.

If you do not want to send usage statistics to Google, then please untick the blue box before proceeding.

Step 8 – Sign In



14:49

login.microsoftonline.com

Microsoft

Sign in

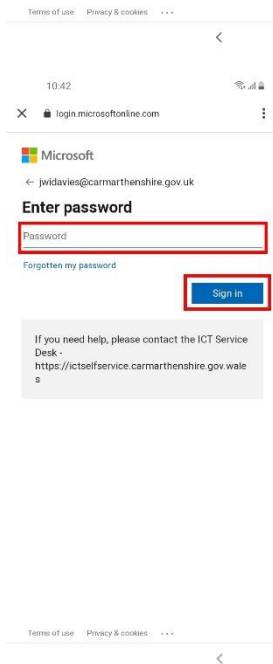
Email address, phone number or Skype

No account? Create one!

Can't access your account?

Back Next

Sign-in options



Terms of use Privacy & cookies

10:42

login.microsoftonline.com

Microsoft

← jvidavies@carmarthenshire.gov.uk

Enter password

Password

Forgotten my password

Sign in

If you need help, please contact the ICT Service Desk - <https://ictselfservice.carmarthenshire.gov.wales>

Terms of use Privacy & cookies

You will now be asked to sign into your Microsoft account.

Enter your corporate email address into the box. Your corporate email address is your corporate username@carmarthenshire.gov.uk then tap the blue **Next** button.

You will then be asked to enter your corporate password (the one you used to log into your laptop every day).

Once entered, tap Sign in to proceed.

Please note that if your department have Multifactor authentication (MFA) enabled you will be asked to provide a verification code. This asks for a code which will be received by phone.

The device will then update, which may take a few moments.



Tip

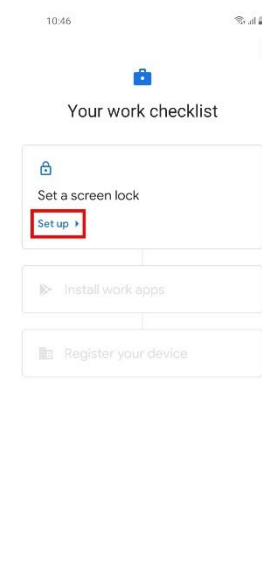
You may find it easier to type by tilting the mobile phone horizontally. This should cause the screen to rotate horizontally, resulting in a bigger keyboard. To return the view to display vertically, simply tilt the phone back to its original position.

Stage 2 – Your Work Checklist

Once you have successfully signed into your Microsoft Account in the previous step, you will then be introduced to “**Your work checklist**” by completing the steps in this stage you will have your device fully set up and ready to use.

Please note that at this point your device may have locked itself. You will need to unlock the device by swiping the screen upwards before starting Stage 2, Step 1.

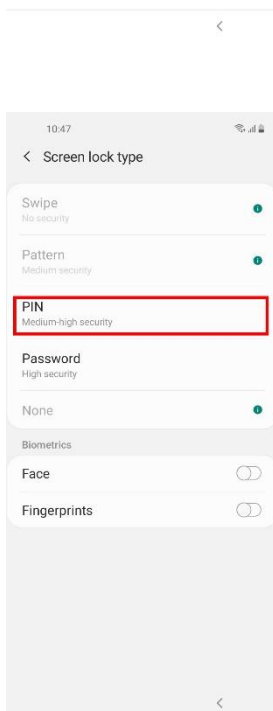
Step 1 – Set a Screen Lock



Tap the blue **Set up** text to add a screen lock.

Tap **PIN**, you will then be prompted to enter a number. Once you have entered a number, tap **Continue**, you will then be prompted to enter the PIN again to confirm.

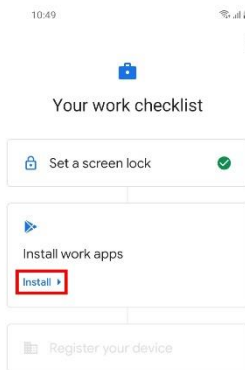
After this you will see the Notifications Screen, tap **Done** at the bottom of the screen to return to Your work checklist.



? What is a PIN number?

The PIN is a number that you will need to enter each time the device goes to sleep. This will prevent unauthorized access to the device.

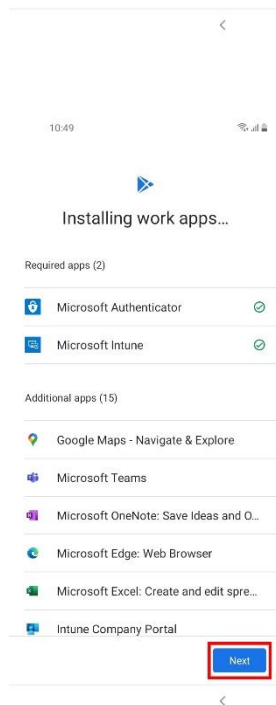
Step 2 – Install Work Apps



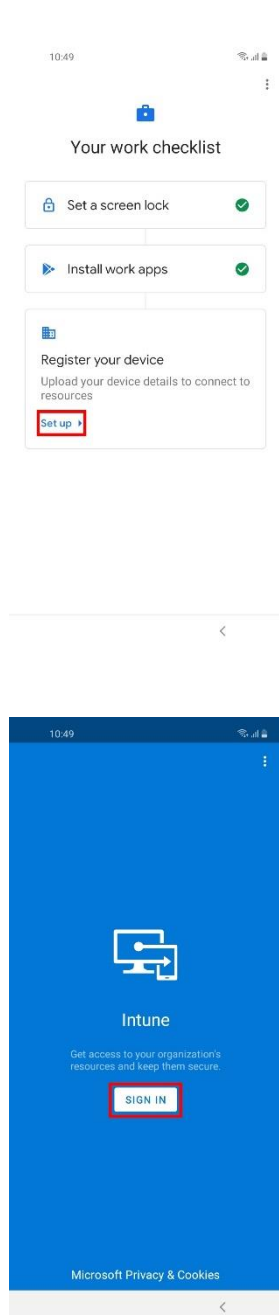
Once you have set up a screen lock, you will then be able to install work apps.

Tap the blue text titled **Install**.

After a few moments, you will see a blue **Next** button. Tap the **Next** button to proceed.



Step 3 – Register Your Device



Now tap the blue text titled **Set up**.

This is the last step and will register your device to access corporate resources.

You will see a blue screen with Intune in the middle. Tap the white **SIGN IN** box.

You will once again be prompted to sign into your corporate email account. Please refer to **Stage 1, Step 8** for additional information.

Once you have signed into your account, you will see a screen titled “Help us keep your device secure”, tap the blue button titled **Register**.

Step 4 – Register Your Device (Continued)



Set up Carmarthenshire County Council access
Get set up to connect to resources.

Register your device

CANCEL NEXT



Set up Carmarthenshire County Council access
Get set up to connect to resources.

Register your device

DONE

Once you have successfully signed into your account, you should eventually see the screen on the left. Tap **Next** to register your device.

After some time, you should see a blue checkmark besides “Register your device”, tap **DONE** to finish.

Please wait a moment, then tap the small square at the bottom of the screen. You will see a screen asking for you to select a home app. Ensure that **Microsoft Launcher** is selected by tapping it and then tap the button titled **Always**.

A box will appear asking to “Help us improve Microsoft Launcher” select **Not now** or **OK** based on your preference.

Congratulations, you have successfully set up your work mobile. You should now see the home screen with the Carmarthenshire County Council logo and be able to fully use the device.

Home Screen Overview

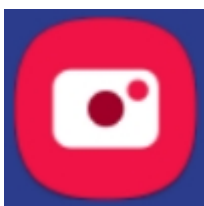


Edge



The default internet browser for corporate usage. Allows you to search the internet.

Camera



Used to take pictures directly from your mobile phone.

Search Bar



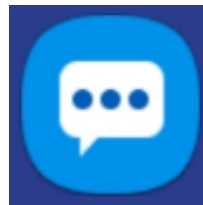
Can be used to search the entire device for apps, photos etc. and it also operates as a search engine to search the internet for content.

Phone



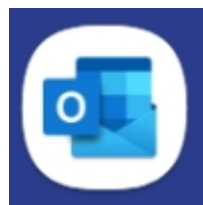
Used to make phone calls and view your contacts.

Messages



Used to send a text message.

Outlook



App that works similarly to Outlook for laptop. Allows you to view your corporate emails, calendars etc.

Installing Additional Apps

It is possible to download additional apps on to your mobile, these apps have been approved for corporate usage. In addition, apps will be updated/added to the company portal that will become available to you, so it is worth checking it regularly for new apps.

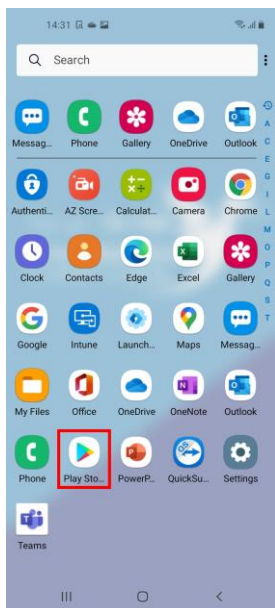
Step 1 – Opening the Google Play Store



Tap the **Play Store**, found on the app list screen.

? How Do I Access the App List?

To access the app list, simply swipe upwards from the middle of the home screen.



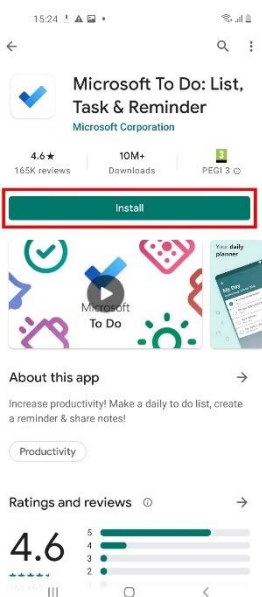
Step 2 – Locating an App to Install



You will see a list of apps that you can install for free.

Tap an app that you would like to install (you can use the search bar at the top of the screen to narrow down the results that appear).

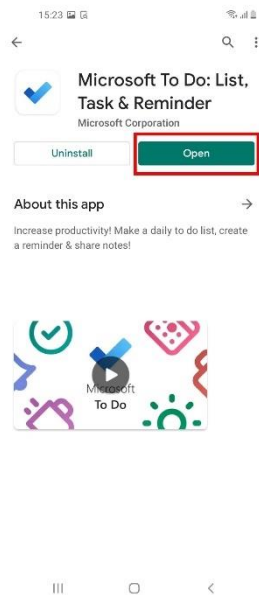
Step 3 – Install the App



Tap the green **Install** button to begin downloading the app.

Depending on your internet speed and the size of the app, this process may take some time.

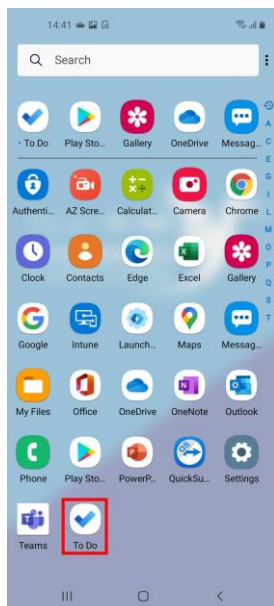
Step 4 – Opening the App



Once completed, tap the **Open** button to open the app.

You can also open the app from your app list. This can be done by accessing the home screen by tapping the square icon at the bottom of the screen, and then swiping up from the centre of the home screen to access the app list.

Congratulations, you have successfully installed an app.



Troubleshooting

If you have any technical issues regarding setting up your mobile device or are having issues with any of the steps found in this documentation, then please do not hesitate to get in touch with the IT Helpdesk. You can contact IT Helpdesk by clicking on the self-service icon below:



Logging a Call via Self-Service (Printed Documentation)

If you have printed this documentation, then please follow the instructions below to access the self-service portal and log a call.

From the desktop of your laptop, search for the icon titled **IT Helpdesk Self-Service**. It will look like the icon displayed above. Double-click on it and you will be redirected to the Self-Service page.

From the Self-Service, click on **Report a Problem**, found on the left, and complete the form that appears.



Tip

Alternatively, you can access the Self-Service by typing the following address into any internet browser and logging in with your corporate email account.

<https://ictselfservice.carmarthenshire.gov.wales/>

This can even be done on mobile devices!