

MARS



MARS Mobile FAQ

Installing Microsoft Intune and MARS Mobile

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| How can I get added to Microsoft Intune? | Contact the IT Help Desk to request access: helpdesk@houstonmethodist.org or 832.667.5600 |
| Can I install MARS Mobile app on my Android device? | Not available yet on Intune |
| Why install Microsoft Intune Company Portal? | Only way to use MARS Mobile app on your iPhone or iPad |
| What does the email welcoming me to multi-factor authentication mean? | You can set up Intune, maximum of 15 devices per person |

Trouble Shooting

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| What if I don't have an HM email address? | If you don't have a HM.org email: <ul style="list-style-type: none">Physicians, residents, fellows – enter your HM username, add "@houstonmethodist.org" so it looks like an email address, then enter your passwordAll others, contact the IT Help Desk: helpdesk@houstonmethodist.org or 832.667.5600 |
| What if I accidentally skip Company Portal setup? | Go back and complete setup |
| What if the MARS Mobile app doesn't install? | Tap Comp Portal , tap MARS Mobile app to reinstall |
| What if the Installing button stays gray after I tap "Install"? | Tap Done . Go back to your home screen . Tap MARS Mobile |
| What if I get "Connection Issue"? | Tap OK , wait a few minutes and retry |
| What if I get "Cannot Open Page"? | Make sure your MARS Mobile app is set up |
| Has the issue with attachments for Travel and Expense been resolved? | Microsoft is addressing the issue |

HR Approval Questions

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| Will HR approvals be available in the Approval tile? | Yes, starting Oct. 23, 2017. |
| Does the back button work in Approvals? | Yes, for mobile and desk top, starting Oct. 23, 2017 |

Managing MARS Mobile

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| What if I accidentally delete any app icons? | Reinstall them – you can delete MARS Mobile if you want |
| How do I remove MARS Mobile app? | Tap Settings , tap General , tap Device Management , tap Management Profile , tap Remove Management , tap Remove Management ; you'll see "Removing Profile" (When you see "App Installation" notifications, tap Install) |
| What iOS version is required for Intune? | Verify your iPhone or iPad is on latest Apple iOS version. Check by: tap Settings , tap General , tap Software Update You'll see this message: "Your software is up to date" |

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