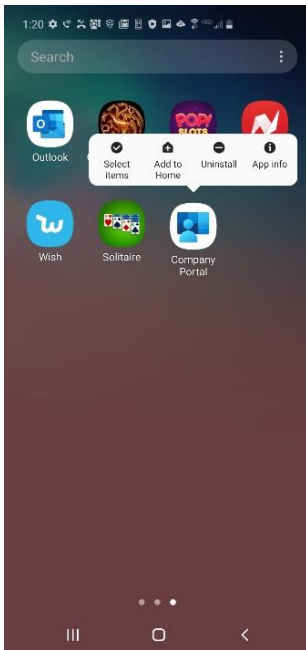


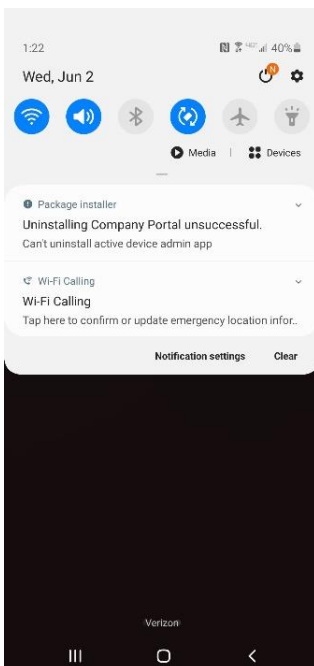
# Android Migration

## 1. Uninstall the Outlook and Company Portal apps.

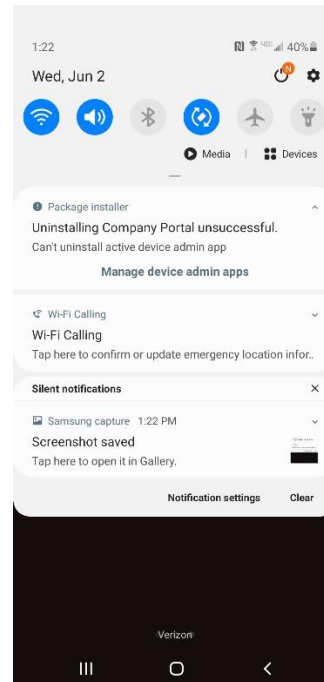
- a. Tap and hold the app icon until a menu pops up, then click **uninstall**.



- b. When uninstalling the Company Portal app, you may get an error message like this:

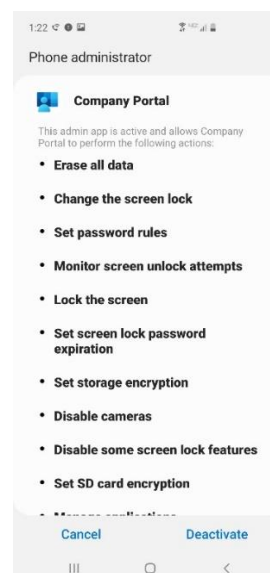


- c. If you do, click the small drop down arrow, and then click on **Manage device admin apps**



- d. You can now **uncheck** the **Company Portal** app as a 'Device admin app'.

On the next screen, click **Deactivate**. When asked if you want to continue, click **Ok**. Once this is finished, **return to step a. to uninstall the Company Portal app.**



## 2. Reinstall the Company Portal app.

- a. Open the Google Play store and search for Company Portal.

**Download the Intune Company Portal app** with this icon:



- b. Once it is installed, **launch the app and click Sign In.**
- c. At the **Arch Capital Group Inc. Access Setup** screen, click **BEGIN**.
- d. **Review** the Privacy details and click **CONTINUE**.
- e. At the **What's next?** screen, click **NEXT**.
- f. Click **Allow for any permission requests**.
- g. At the **Activate device admin app** click **Activate**.
- h. At the **KLMS Agent** screen, check the box to **agree to the terms and conditions**, then click **CONFIRM**.
- i. At the **Choose the best category for this device** screen, choose **Android Device** and then click **DONE**.
- j. If everything went well, you will land at the **You're all set!** screen. Click **DONE**.

## 3. Reinstall the Outlook app

- a. Open the Google Play store and search for Outlook.

**Download and install the Microsoft Outlook app.** When it is finished installing, **open the app**.

- b. Click **Add Account**
- c. Enter your **email address** and click **Continue**.
- d. When it asks if you would like to **add another account**, click **Maybe Later**.
- e. You should now be logged in and your messages will begin downloading.