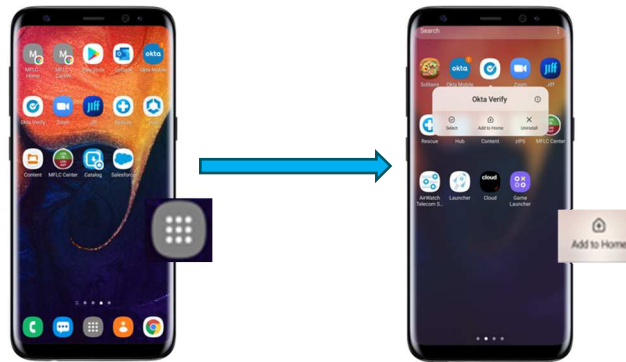


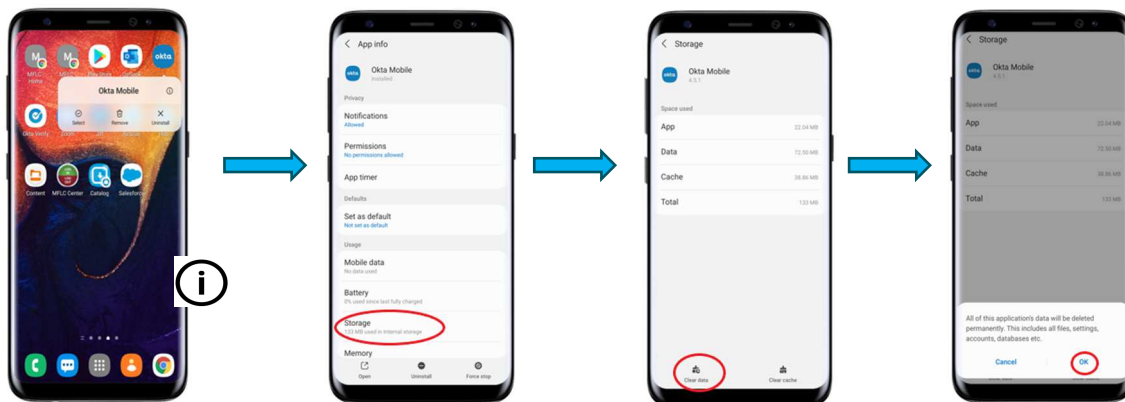
End of Rotation: Preparing your Smartphone

At the end your assignment, follow the below steps to prep your phone for the next MFLC in the position. You'll need to delete data from applications, clear caches and remove email accounts. Following this is guide is vital to set up the next counselor for success. For additional support, please contact the MFLC Service Center via MFLCChangeRequests@MagellanHealth.com or 855-653-6352 (7am-6pm CST, M-F).

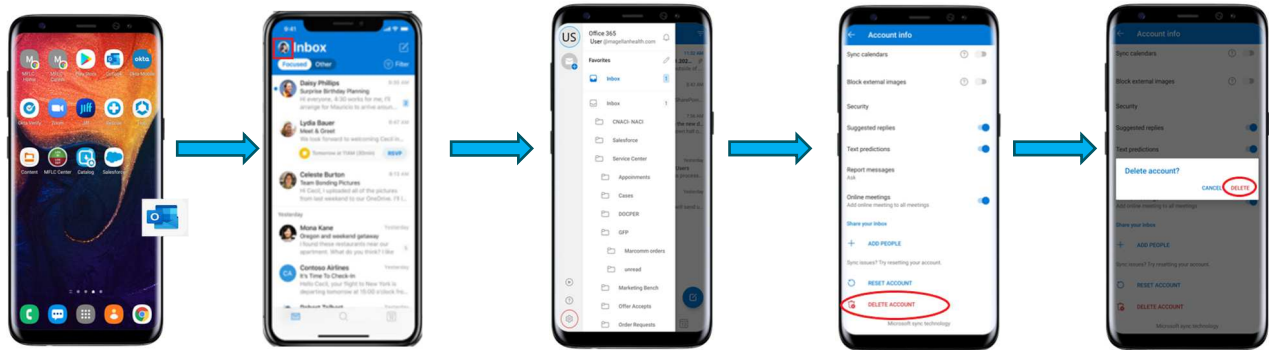
Step 1: Review home screen. Ensure the apps Outlook, Okta Mobile & Okta Verify are present. If they are not, add them to the home screen by going to Apps. Locate the app. Touch and hold the app icon, select "Add to Home."



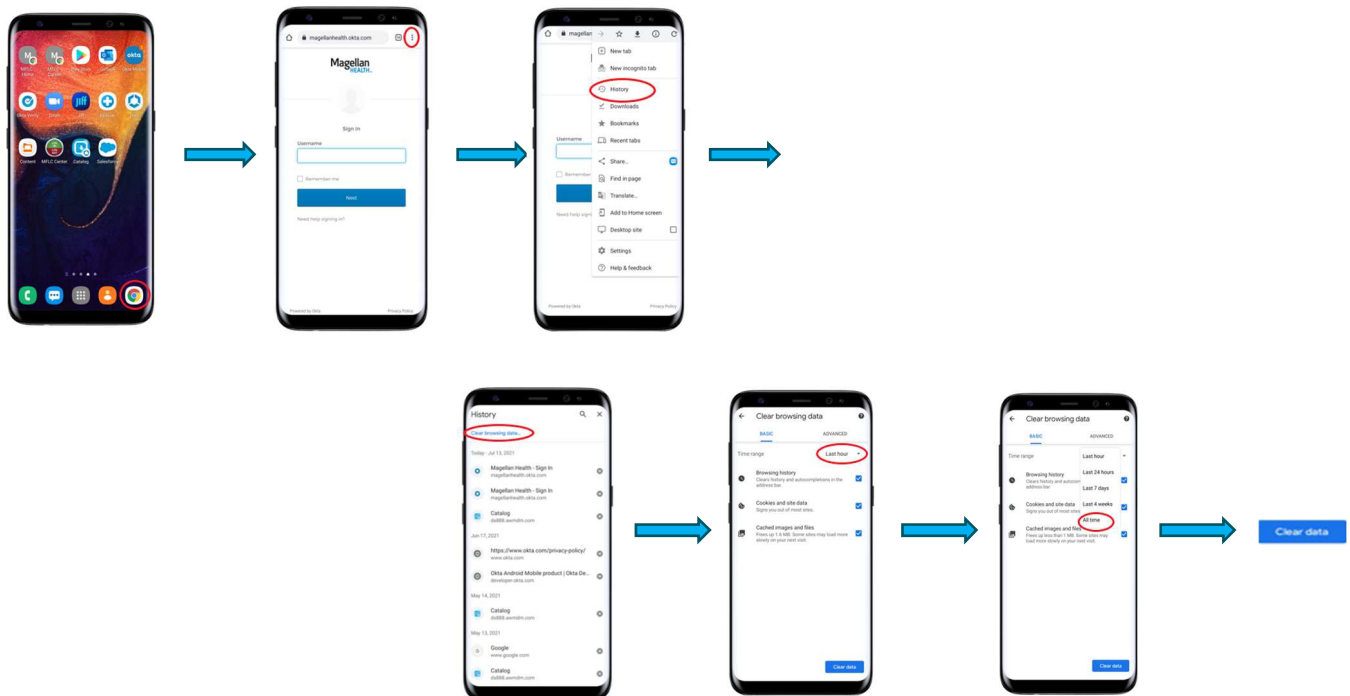
Step 2: Delete Data from Okta Mobile & Okta Verify by touching & holding your finger down on the app icon until the "Home" screen for the app appears. Options for you to select will appear as shown. Select the info icon. Select "Storage." Select "Clear Data." Select "Ok." *Remember - Follow this process for both apps.*



Step 3: Delete your Account on Outlook from the app. Open the Outlook app. Select your icon (image or initials). Select Settings (gear icon). Scroll down to select your Account. Select “Delete Account”

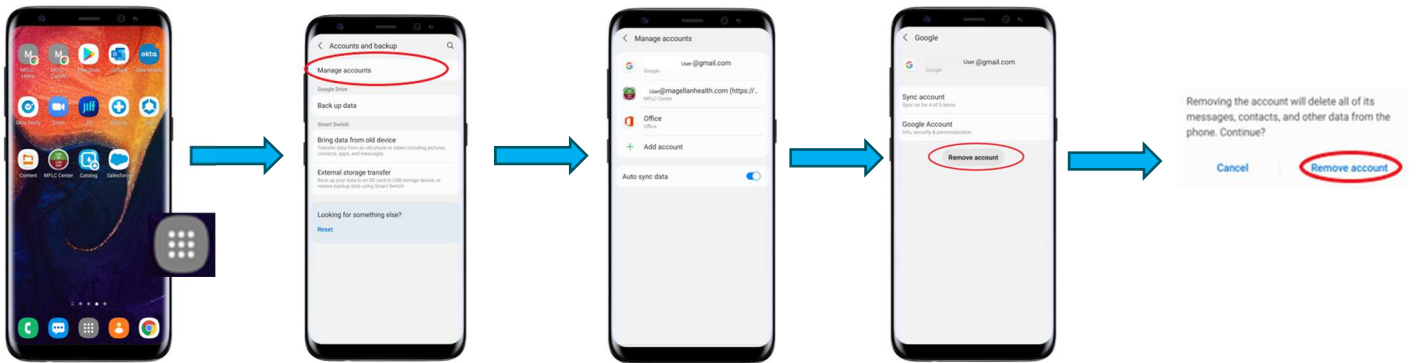


Step 4: Clear your Cache on all browsers. Each browser varies on process. We'll cover how to do this on Chrome as this the default browser added on Magellan-issued smartphones. Open Chrome. Select the 3 dots in the upper right hand corner. Select “History.” Select “Clear Browsing Data.” Select the Time range drop-down (default is “Last Hour”). Within the drop down, select “All Time.” Finally, select “Clear Data.”

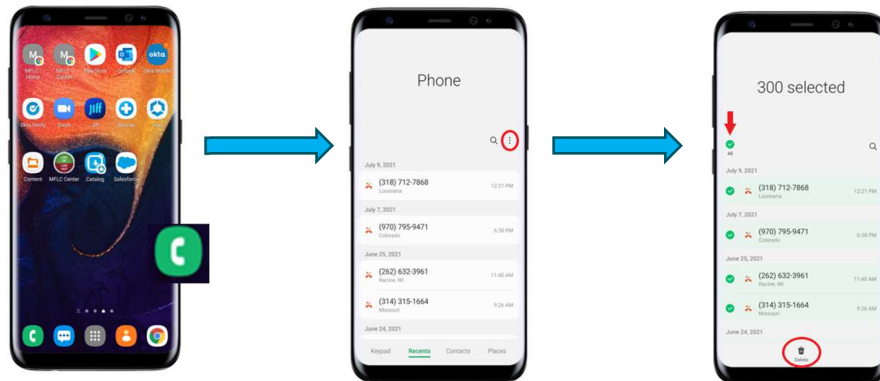


If you have added email accounts to the device, follow the below steps. If you have only used the Outlook Mobile app, you can move on to the next steps.

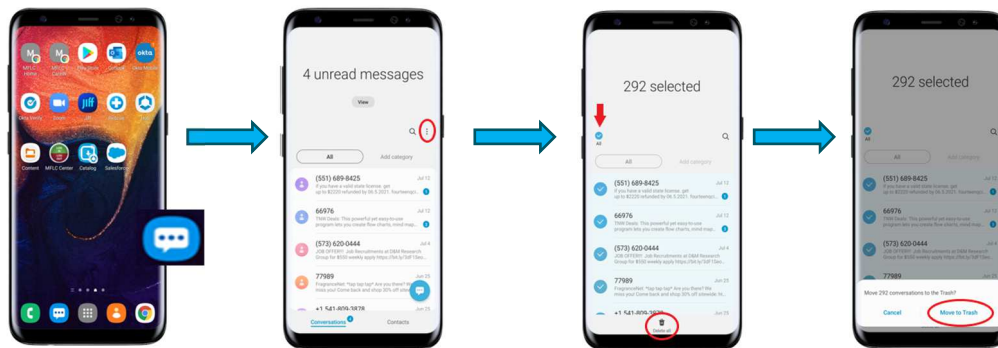
Step 5: Remove Gmail & Magellan Email Accounts. Go to the apps, select “Settings.” Scroll to locate the “Accounts and backup.” Select “Manage Accounts.” Select the email account you want to remove. Select “Remove account.” *Remember - Follow this process for any email accounts.*



Step 6: Clear Call History. Open the Phone app. Select the 3 dots in the right. Select the “All” option. Then, select “Delete.”



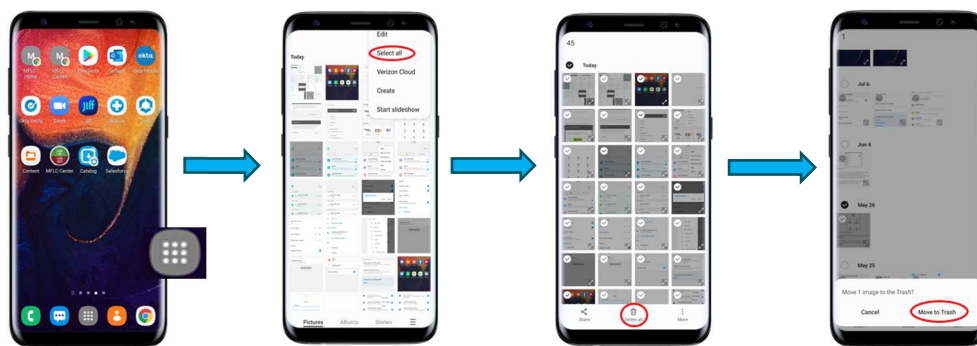
Step 7: Clear Text History. Open the Message app. Select the 3 dots in the right. Select the “All” option. Then, select “Delete.” Select “Move to Trash.”



Step 8: Update your voicemail greeting. Open the Phone app. Tap & Hold 1. Enter your voicemail password when prompted & press #. Select 4 to change personal options. To advance through the menu to record greeting, press 3. Press 1 to record your voicemail message. To change your personal greeting, press 3. Press # to end the record. Please refer to your Regional Supervisor for direction on what the script should be.

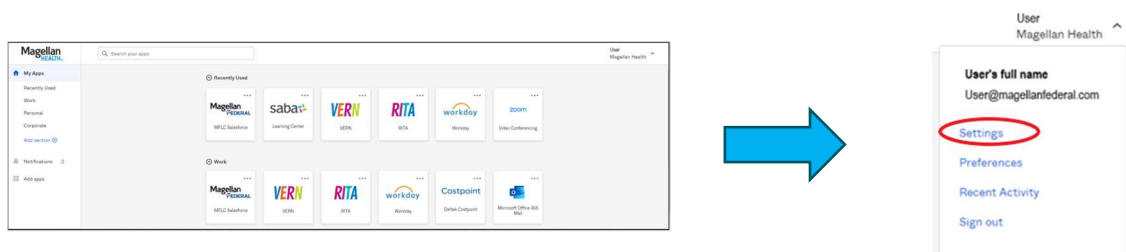


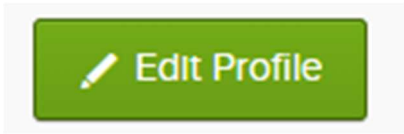
Step 9: Remove all photos from Gallery. Go to the apps, select “Gallery.” Select all. Select “Delete all.” Then, select “Move to Trash.”



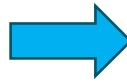
If you have used your Magellan-issued smartphone to utilize Multifactor Authentication (MFA) Method Okta Verify or SMS Authentication make sure you follow the below steps to reset MFA.

Step 10: Login to Okta via Chrome Type in <https://magellanhealth.okta.com/> (MFA reset is not available on Okta Mobile) & sign into Okta. Select the dropdown menu (located by your name). Select “Settings.” Select Edit. You will be prompted to verify your password & authenticate. Select “Remove” on all MFA methods you have associated with your Magellan- Issued Smartphone. Select “Yes.” For additional support, call the MFLC Service Center at 855-653-6352 (7am-6pm CST, M-F).





✓ Extra Verification	
Extra verification increases your account security when signing in to Okta and other applications you use	
Okta Verify	Remove
Google Authenticator	Set up
SMS Authentication	Remove
Voice Call Authentication	Set up



✓ Remove Google Authenticator

Are you sure you want to remove Google Authenticator enrollment?

Yes No