

Upcoming service update for Rutgers Connect on mobile devices

OIT Help Desk

Tue 1/29/2019 5:45 PM

To: OIT Help Desk <help@oit.rutgers.edu>

Rutgers Connect Users:

The Office of Information Technology will be implementing updates for Rutgers Connect on mobile devices from Monday, February 4, through Friday, February 8. The updates are necessary for data protection and stability. In most cases, these updates will be transparent, though you may be prompted to re-enter your password. If you experience persistent issues accessing your Rutgers Connect email, calendar, or apps on your mobile device during this period, please follow these steps:

For iOS Devices:

- Open the Company Portal app (Comp Portal) on your device. This is an app allowing for Rutgers Connect access on mobile devices.
- When prompted, re-enter your Rutgers Connect password.
- If re-entering your password does not fix the issue, please visit Settings > Passwords & Accounts and re-enter your Rutgers Connect credentials.

If the Company Portal app is reporting that your device is out of compliance, but you have followed all the steps above, please allow time for the new settings to propagate.

If these instructions do not resolve the issue, you can remove your Rutgers Connect account from your device and re-add it. Directions on how to do this can be found at:

<https://oit.rutgers.edu/removing-and-re-adding-mobile-device-management-ios-devices>

For Android Devices:

In most cases, the issue can be resolved with Android devices by entering your Rutgers Connect password when prompted.

Questions and Further Assistance:

If you have questions or require assistance, please contact your department's IT staff or reach out to your local Office of Information Technology Help Desk:

<https://oit.rutgers.edu/help>

Thank you,

OIT Help Desk

Camden | 856-225-6274 | help@camden.rutgers.edu

Newark | 973-353-5083 | help@newark.rutgers.edu

New Brunswick/RBHS | 848-445-HELP (4357) | help@oit.rutgers.edu

Departmental contacts list | <https://oit.rutgers.edu/connect/help>