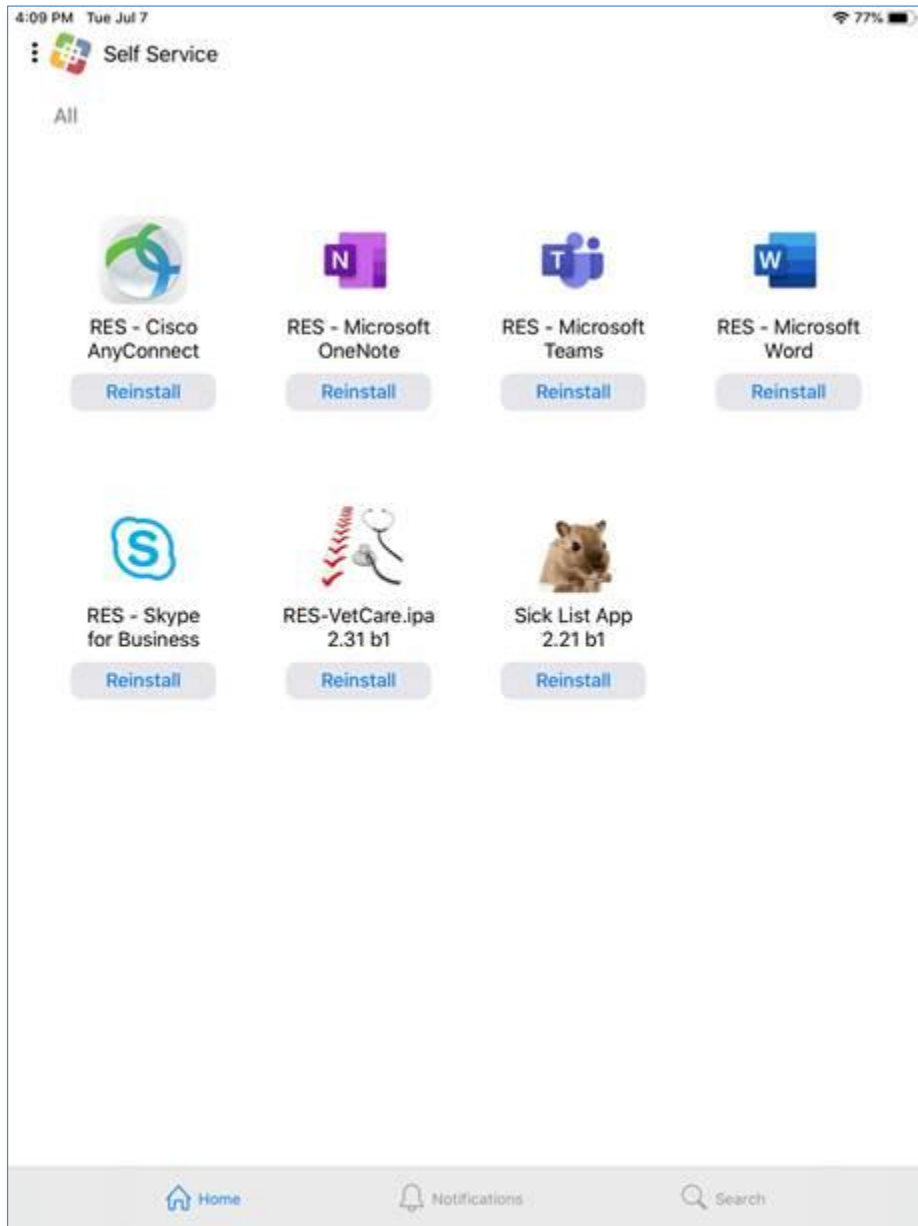


Manually installing apps

Tap “Self Service” to load the Self Service app. You should see the two apps listed with the new build numbers. If those versions aren’t listed please try our steps in “Wrong versions listed or stuck installing” below.



If the correct build and version numbers display, tap reinstall/install.

Wrong versions listed or stuck installing

Overview of the steps (hopefully you can get the app installed before getting to step 5):

1. Forget and re-connect to the wifi
2. Manually uninstall the app from the device
3. Reboot the i-device
4. If you are working from home – make sure you are connected to the vpn
5. Try to reinstall the apps from Self Service
6. Provide us with the device name so we can troubleshoot this further.

STEP 1 – Reconnect to the wifi

Go to Settings > Wi-Fi > tap blue “i” icon (for information) > tap ‘Forget this Network’

Tap ‘forget’ on the popup that confirms forgetting the network:



Then, reconnect to the wifi (Eduroam if you are on campus)

NOTE: use your full Gatorlink email address for Eduroam

EX: gatorlink@ufl.edu

STEP 2 – Uninstall the app manually

To manually uninstall the app, apply a long press on the icon, until it starts ‘dancing’ or you get a menu. If it dances you click the X on the icon to remove it, in the menu there is a delete option.

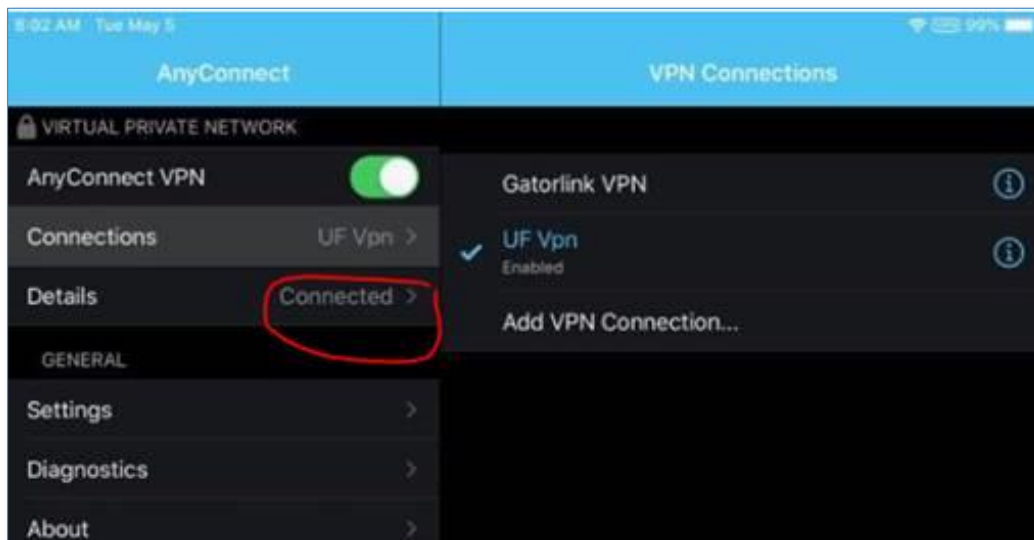
Once that is done let them sit for a minute to see if the install happens automatically, if not try a reboot, STEP 3).

STEP 3 – Reboot the i-device

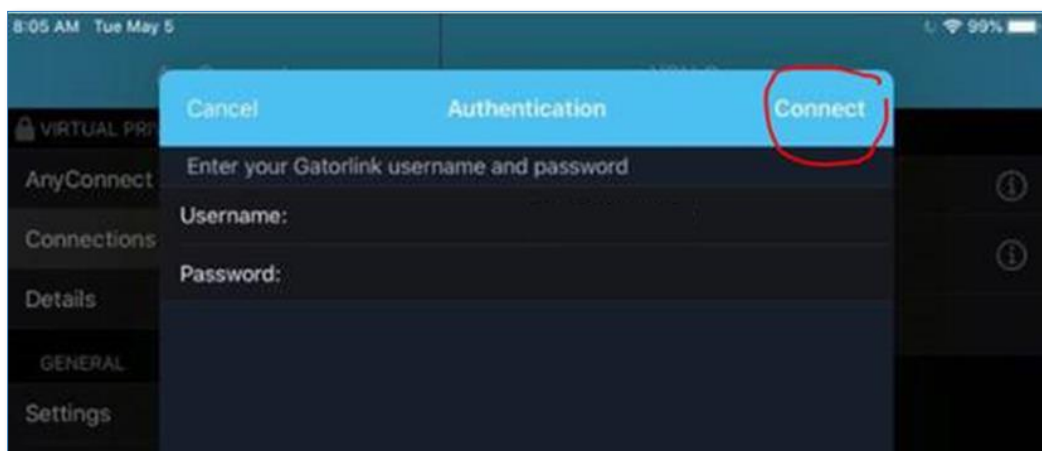
Now, restart the i-device and log back in. Confirm you are connected to the wifi (refer to STEP 1 if needed)

STEP 4 – If you are not on campus, connect to the AnyConnect VPN

Tap the AnyConnect app to open. Confirm that you are connected. Under Details it should say “Connected”.



If not, please reconnect to the vpn and log in with your Gatorlink credentials and tap “Connect”



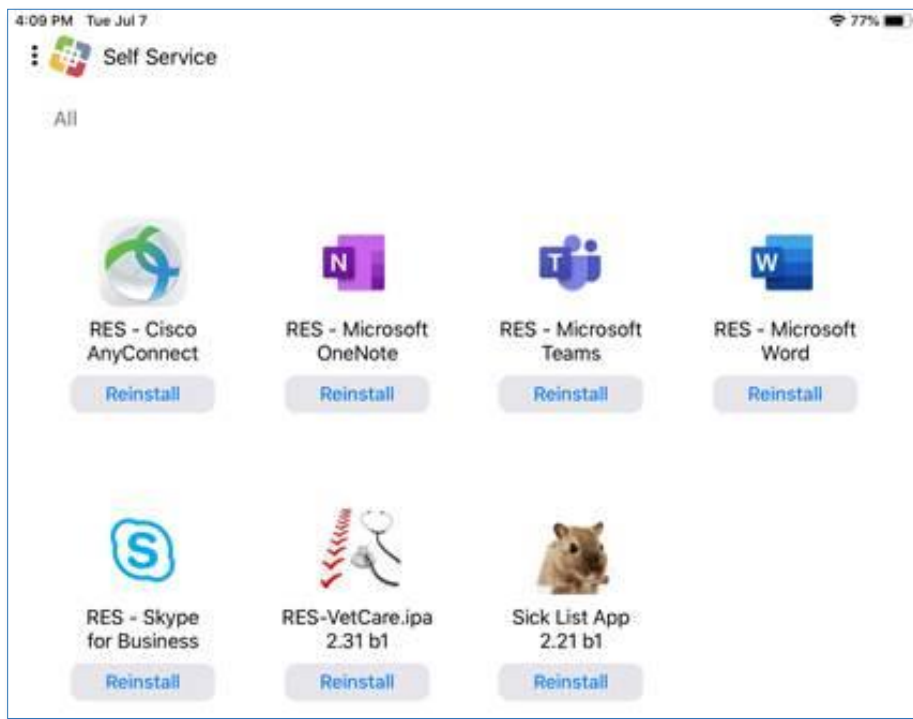
If you have 2FA (two factor authentication) enabled, you will need to use the Duo app to authenticate

STEP 5: Try to reinstall the apps through the Self Service App:

Now that you have completed Steps 1-3 (if needed) you should have a connection to the internet.

Tap “Self Service” to load the Self Service app. You should see the two apps listed with the new build numbers:

If the apps displayed DO NOT have the new version and build numbers STOP and go to STEP 6



If the correct build and version numbers display, tap reinstall/install. Try logging into the apps to see if you can load them.

If not, continue to Step 6.

STEP 6 – Provide us with Device Names

If you have completed all of the above steps and either the new versions won't install OR the new build and version numbers are not as indicated above, then we need the name of your device.

Tap Settings > General > About > and provide us with the value of 'Name'

Please send this to helpdesk@research.ufl.edu