Mobile Device Installation Support

Summary

The Mobile Device service has a setup and configuration support offering, to provide assistance in the setup and configuration of your mobile device or tablet.

Features

- Initial setup your mobile device with Yale services and applications such as E-mail, Duo, and Wifi
- Data transfer for devices on Yale's mobile plans
- Setup of backup or recovery options such as Find my iPhone and iCloud for devices on Yale's mobile plans

Who can use it?

The Mobile device installation service is available to SOM faculty and staff members

How much does it cost?

There is no cost for SOM IT to assist faculty and staff. This service is not available for students

How do I get it?

The SOM IT Service Desk offers in person Deskside support Monday - Friday, 8:00 a.m. - 5:00 p.m. EST by calling (203) 432-7777 to schedule an appointment, or email us a request at somit@yale.edu

Related Policy and Procedures

- All users of Yale University computing and networking facilities are expected to read and abide by the Information Technology Appropriate Use Policy. For additional information, please familiarize yourself with the Policies and Procedures related to HIPAA Security.

Related Knowledge Articles

- How to turn on wifi calling
- iOS Known Issues and workarounds
- iPhone Activation Instructions
- Kindle
- Mobile Devices: Find My iPhone Requirement
- Mobile Devices: Lost or Stolen Devices
- Outlook on Android
- Outlook on iOS devices