



Rebuilding your XCover phone

Considerations for rebuilding your Xcover Pro

Please follow this guide to assist you in re-setting and rebuilding your phone.



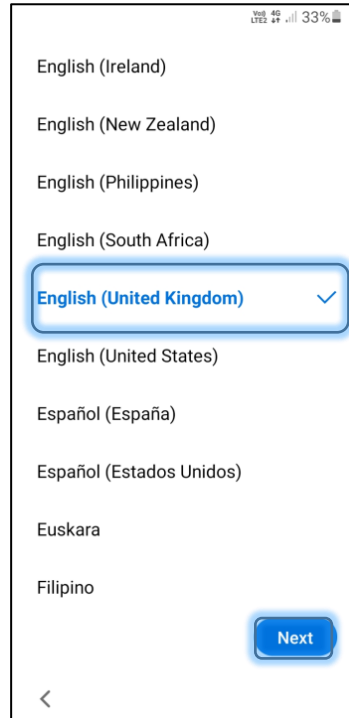
Some things to consider...

- It can take between 10-40 minutes
- Rebuilding needs a **good** 4G connection, or connection to a Wi-Fi
 - Guidance on joining Gov Wifi can be found on BOB

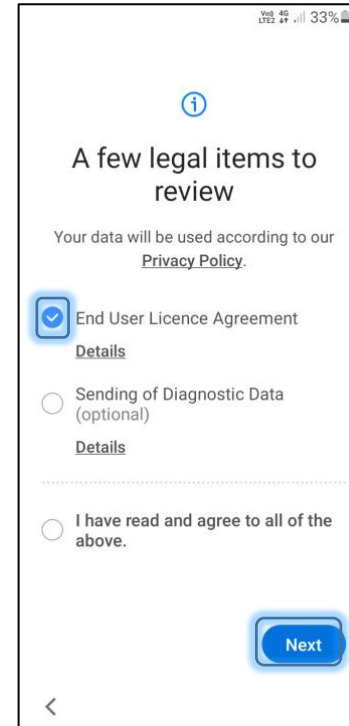
Setting up your mobile phone



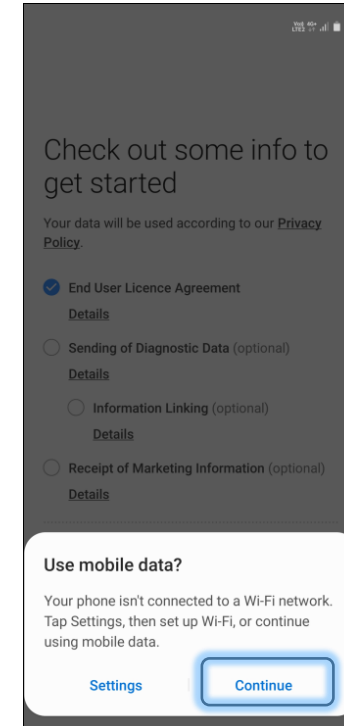
Press the blue button (Start)



Select preferred language
Press Next

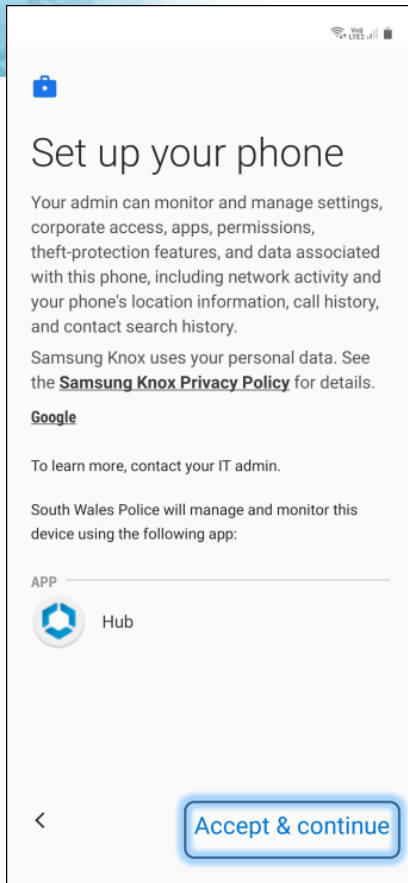


Tick the top box only
Press More then
Next



Press continue if you
have 4G, if not press
settings and join a WiFi

Setting up your mobile phone



Set up your phone

Your admin can monitor and manage settings, corporate access, apps, permissions, theft-protection features, and data associated with this phone, including network activity and your phone's location information, call history, and contact search history.

Samsung Knox uses your personal data. See the [Samsung Knox Privacy Policy](#) for details.

Google

To learn more, contact your IT admin.

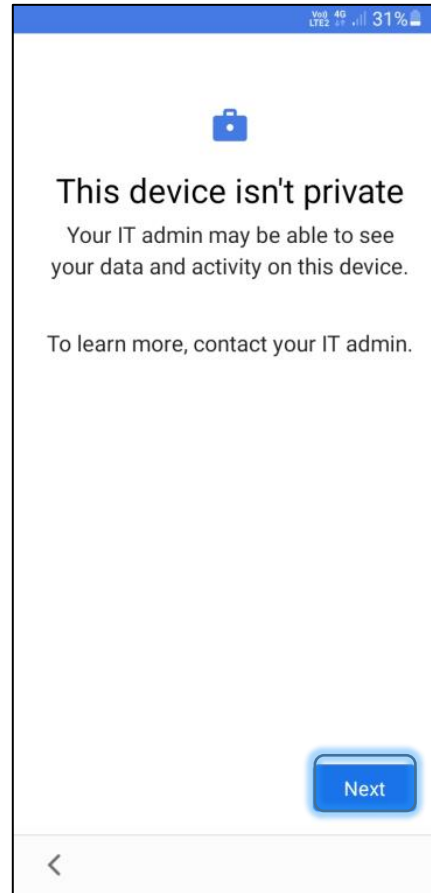
South Wales Police will manage and monitor this device using the following app:

APP

Hub

< Accept & continue

Press
Accept &
continue



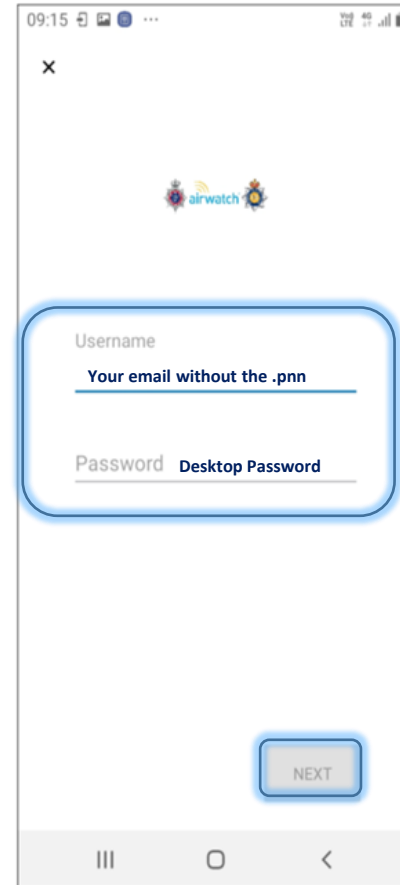
This device isn't private

Your IT admin may be able to see your data and activity on this device.

To learn more, contact your IT admin.

Next

Press Next



09:15

airwatch

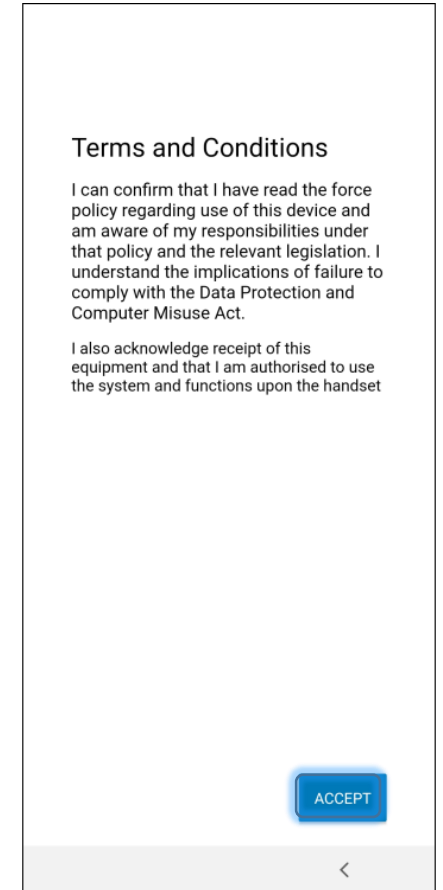
Username

Your email without the .pnn

Password Desktop Password

NEXT

Enter your details
Username: Your email WITHOUT
the .pnn
Password: Current Desktop
Password
Press Next



Terms and Conditions

I can confirm that I have read the force policy regarding use of this device and am aware of my responsibilities under that policy and the relevant legislation. I understand the implications of failure to comply with the Data Protection and Computer Misuse Act.

I also acknowledge receipt of this equipment and that I am authorised to use the system and functions upon the handset

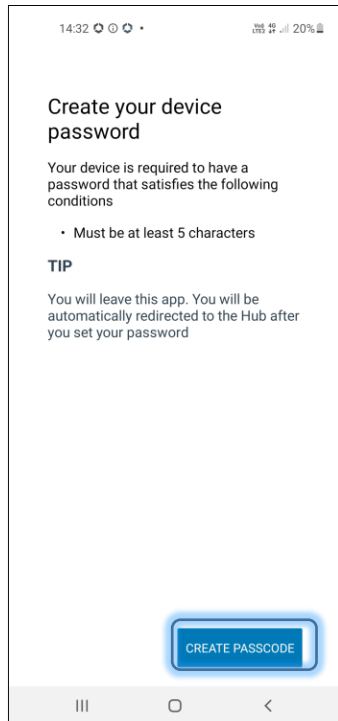
ACCEPT

Press Accept

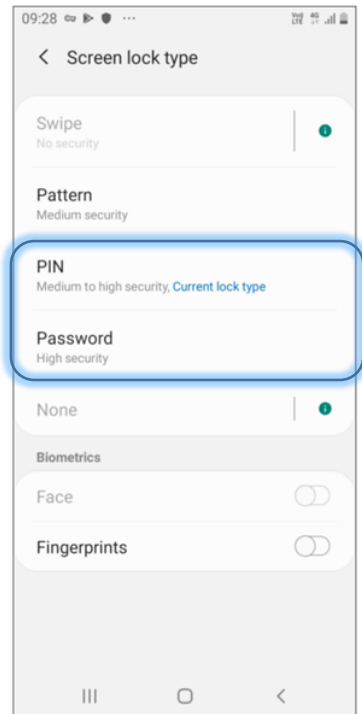


Setting up your security passwords

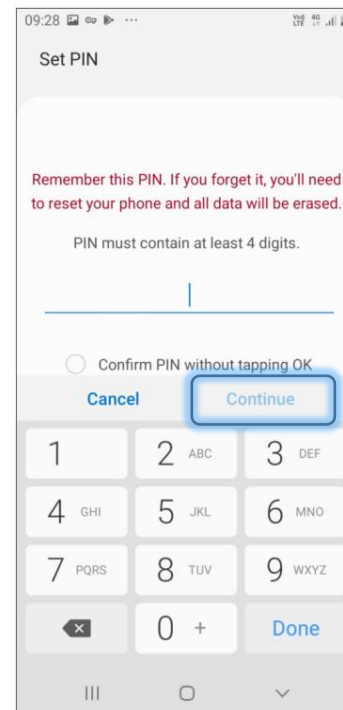
Note: This passcode is for your Apps – email, BOB, etc. It could be the same as your phone PIN.



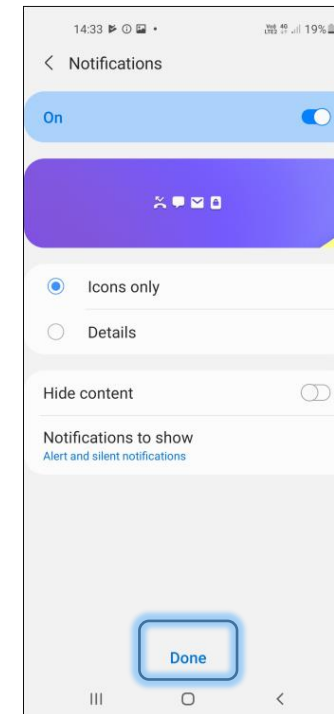
Press Create passcode



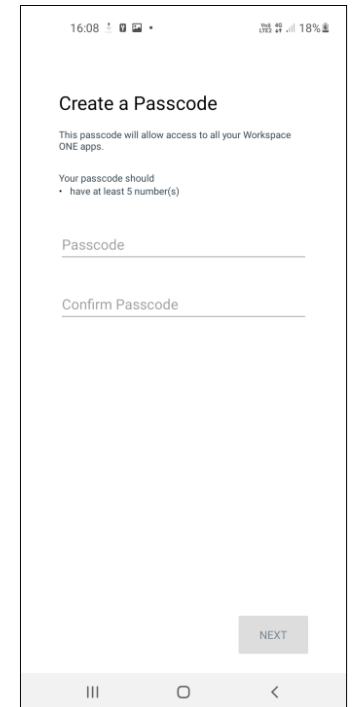
Press PIN or Password



Enter details, continue, then confirm



Press Done



Enter and confirm your passcode
Press Next

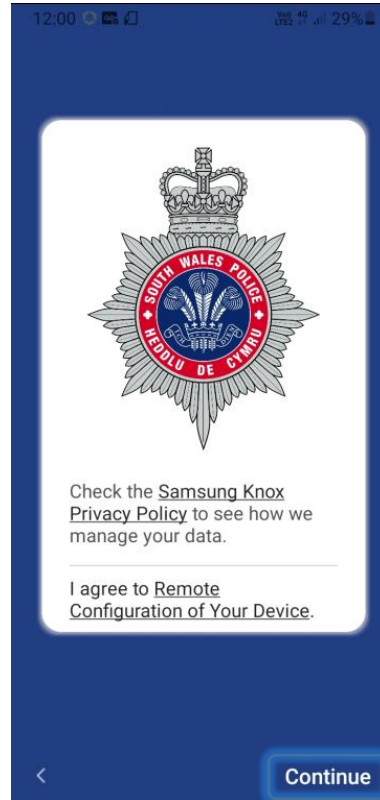
Note: You will need this PIN or Password every time you switch on your mobile phone. If you forget it, you will have to completely re-set your phone and you will lose all stored data.



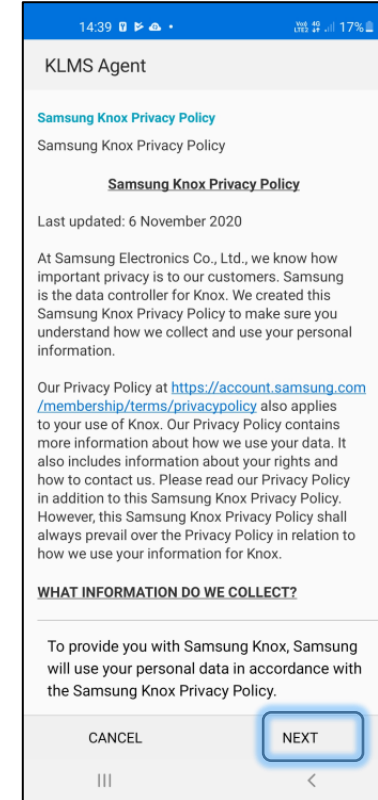
Setting up your mobile phone



Press Next



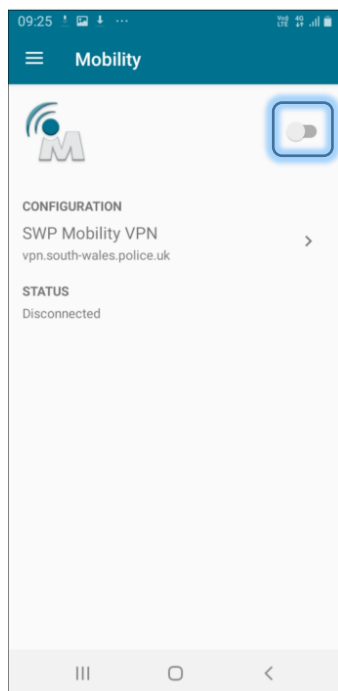
Click Continue



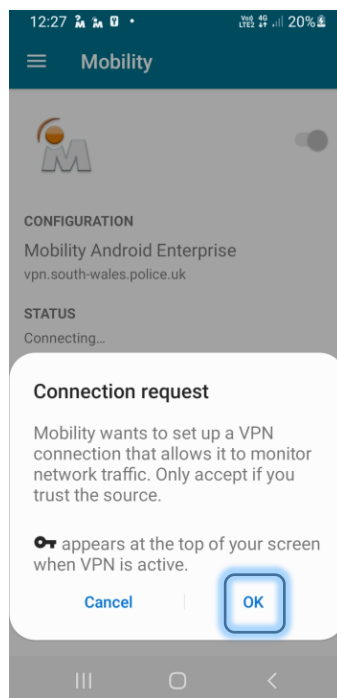
Press Next

Mobility

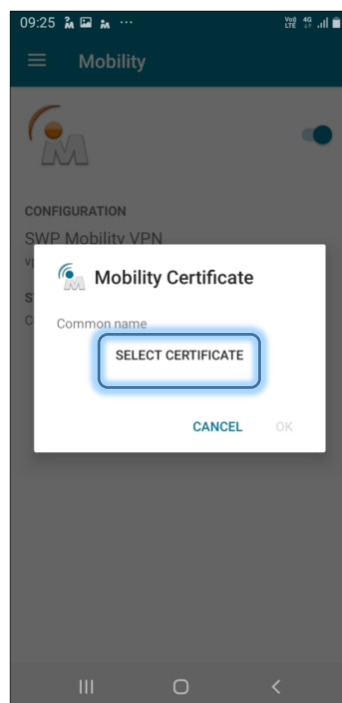
From your home screen, swipe up and click on the Mobility App (It could take a few minutes for the Mobility App to appear)



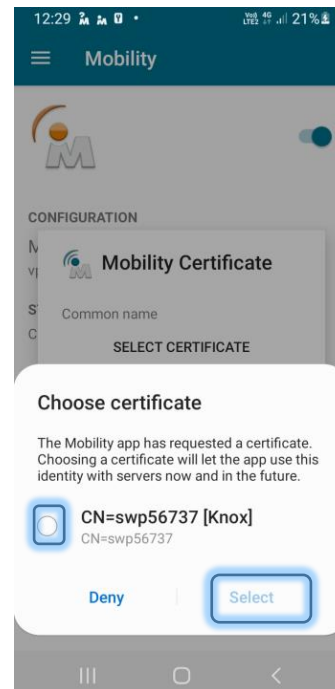
Drag the circle across to switch on



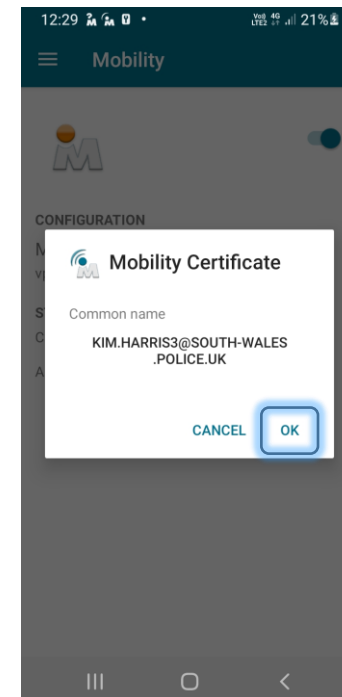
Click OK



Click on the words
SELECT CERTIFICATE



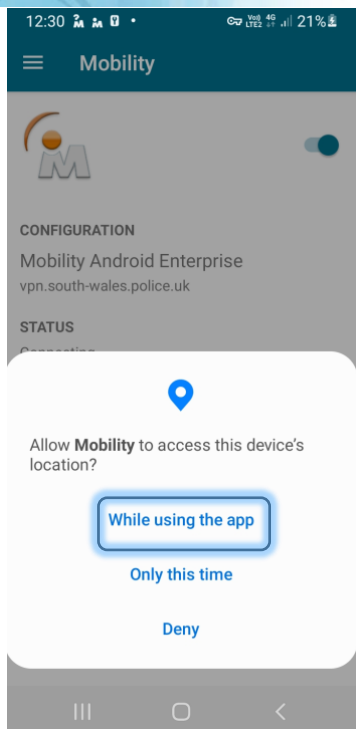
Click on your force
number and press select



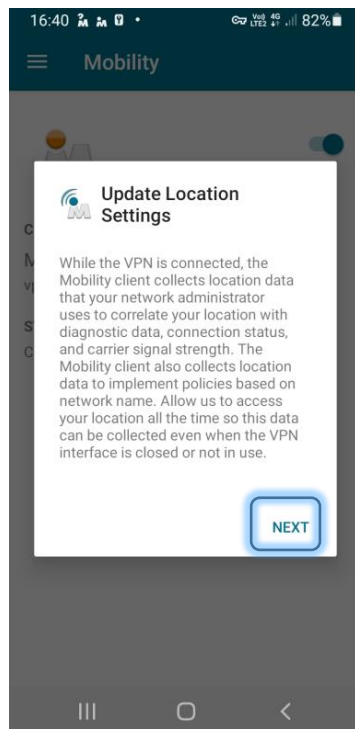
Click OK

Mobility

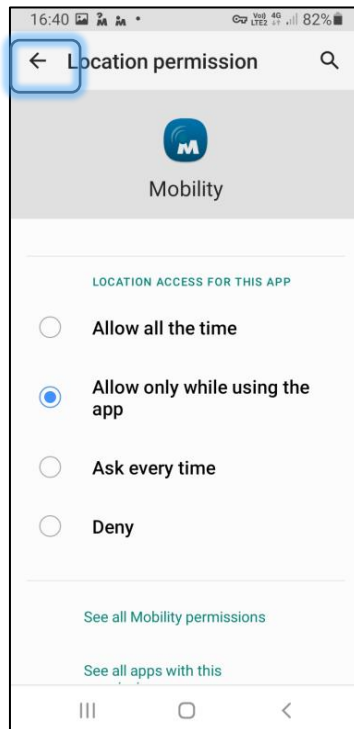
Remember: Mobility needs to be on for your apps to work. If apps are not working always check this is on



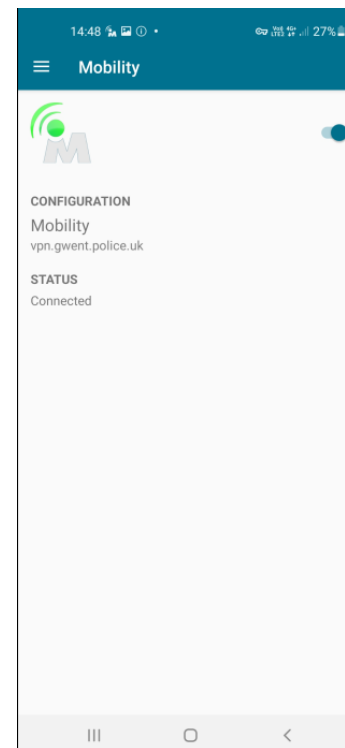
Press While using the app



Press Next



Select Allow only while using the app
Press the back arrow

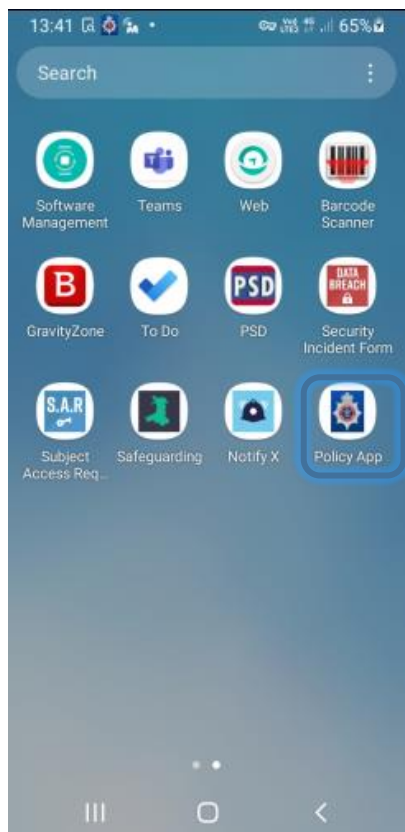


Once connected, mobility will turn green and a key will appear in the top left hand corner

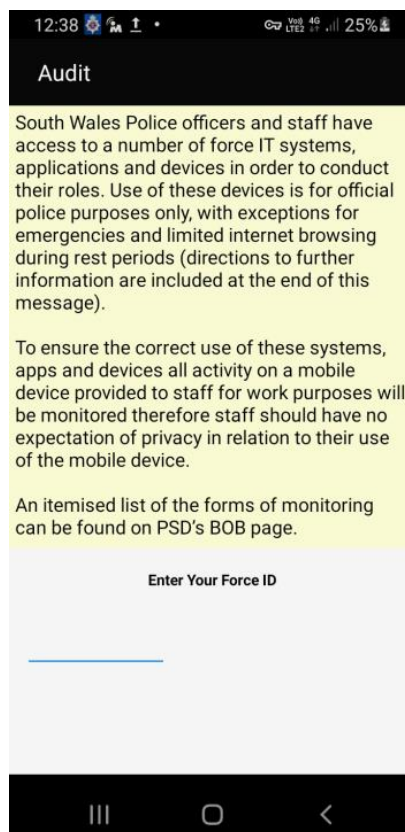
Note: If it takes a while to connect, slide it off and back on again, or try turning off your WiFi

Agreeing to SWP terms and Conditions

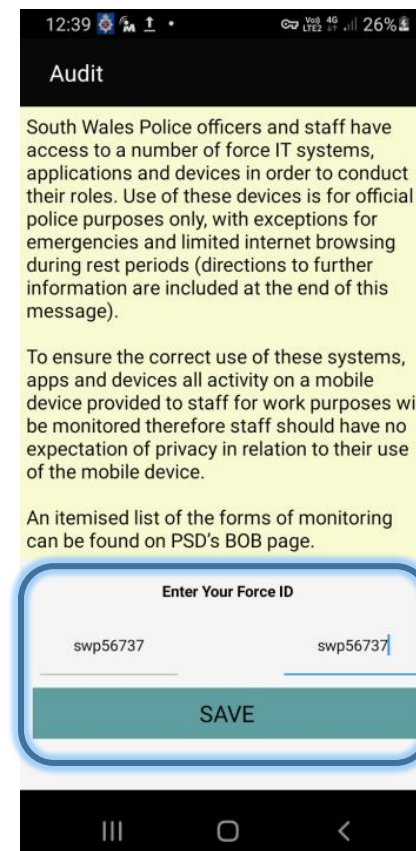
From your home screen, swipe up and click on the Policy App



Press Policy App



Read **all** information provided in the policy

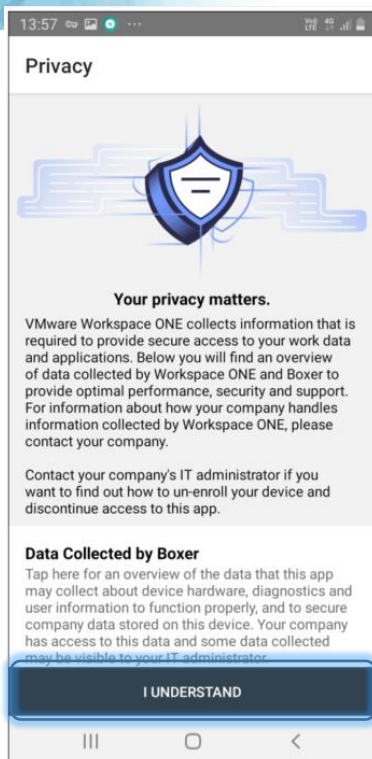


Enter your force number in both boxes
Press Save

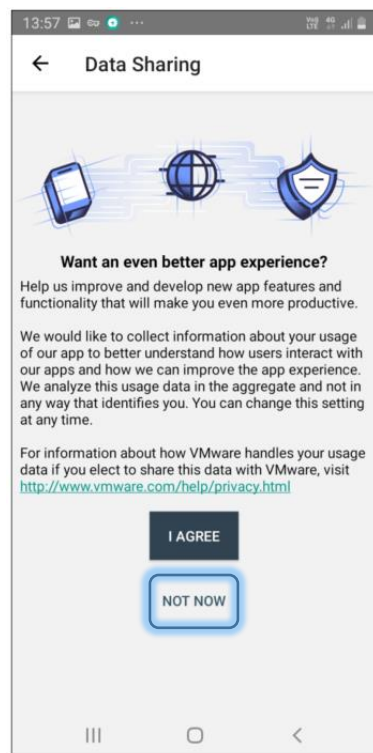


Vmware Boxer Emails

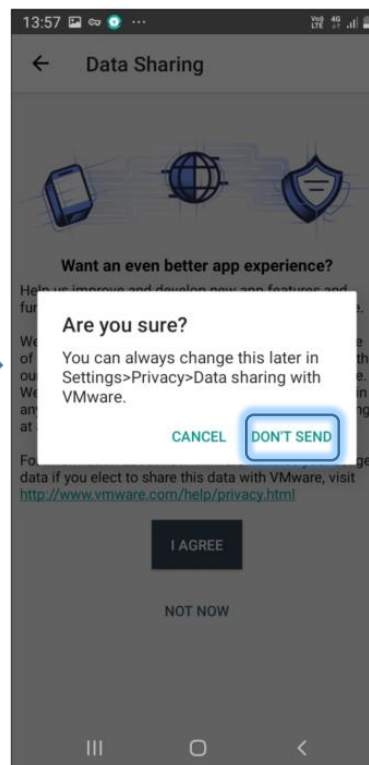
From your home screen, swipe up and click on the boxer app



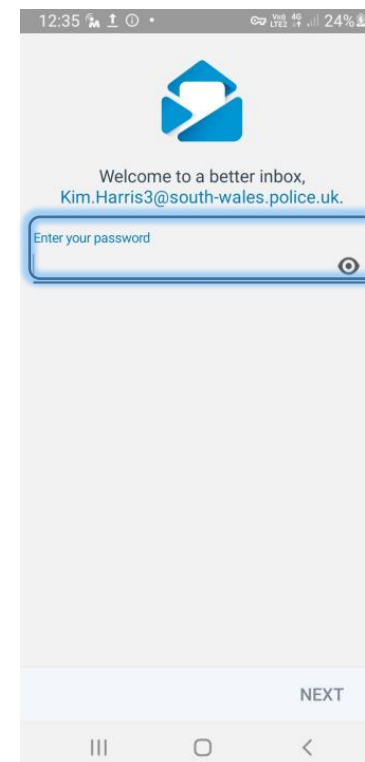
Click on I understand



Click on Not Now



Click on Don't Send



Enter your desktop password
Press Next and allow all pop ups.

This should pre-populate with your email address.

If it does not pre-populate with your email address, close all of the apps using the III button in the bottom left hand corner. Wait 5 minutes then click on Boxer and try again

Don't forget to change the password in the app when you change your desktop password

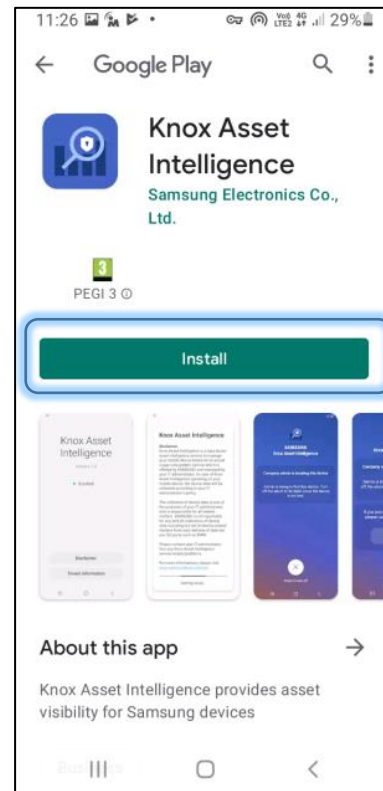


Knox Asset Intelligence

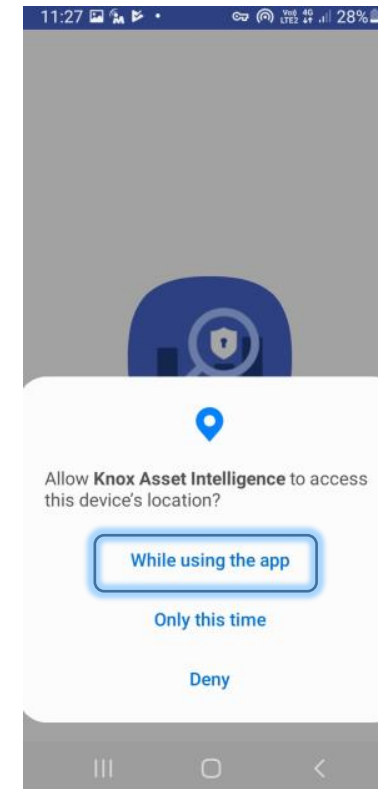
From your home screen, swipe up and click on Knox Asset Intelligence App



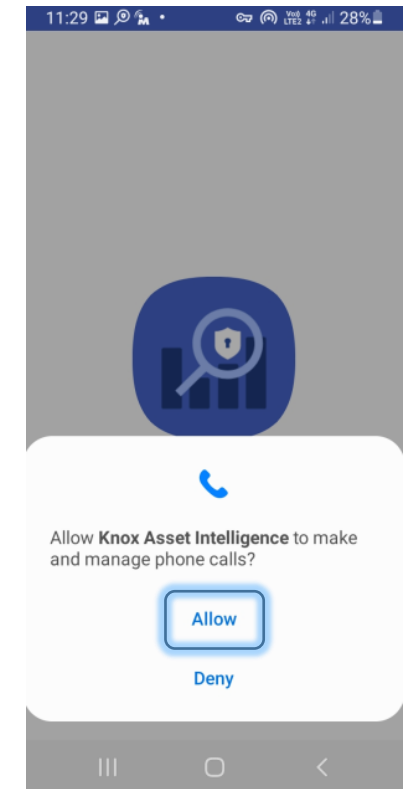
Open the Knox
Asset Intelligence
App



Click Install and
then Open once
downloaded



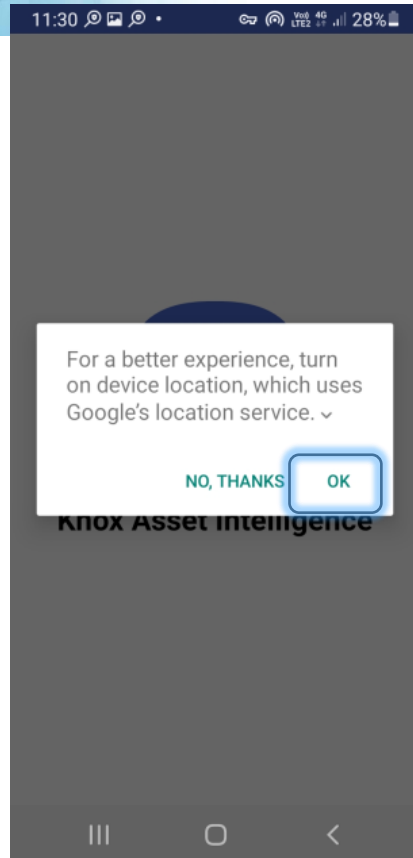
Click While using
the app



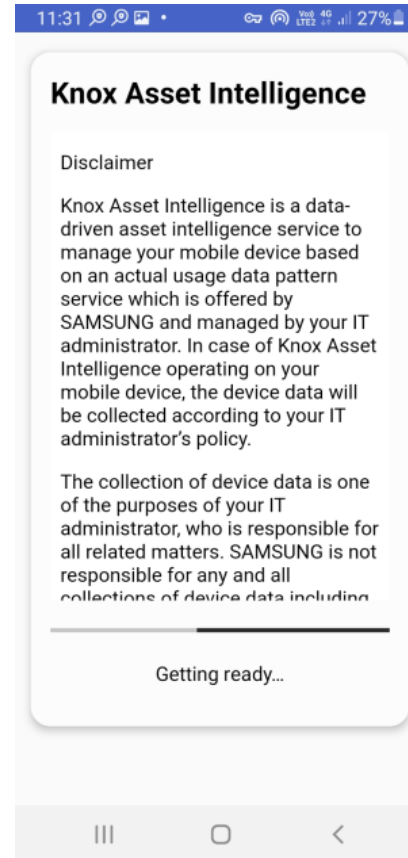
Press Allow to all pop ups.

Knox Asset Intelligence

From your home screen, swipe up and click on Knox Asset Intelligence App

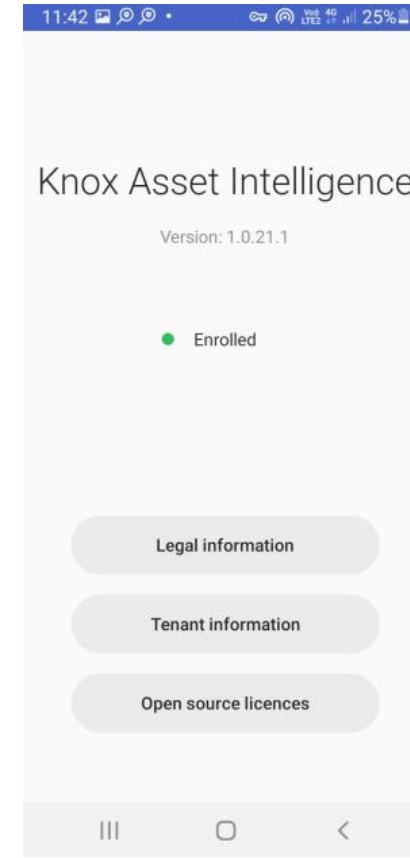


Press Ok to turn on Location



Your phone will begin configuring. Once complete your phone will show as enrolled

Please note: the configuration could take up to 10 minutes



Google Play Store



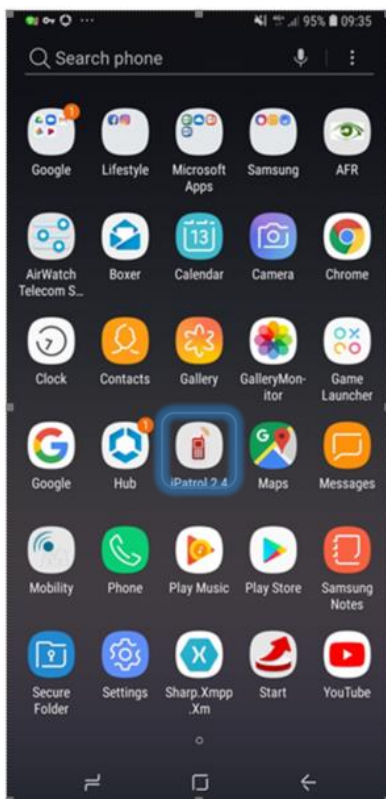
You will automatically be signed into Google Play Store.

The Play Store will show you all of the apps that are available to download.

To download an app:

- Open Google Play Store
- Select the app you want to download
- Click Install

Police Officers Only - iPatrol Log in



- Swipe up from your homepage and press the iPatrol icon
- Press Agree to the declaration
 - Note: If the declaration page does not load or freezes, close all of the apps using the III icon in the bottom left hand corner, then click on iPatrol again
- Log in with your email address **without the PNN** and desktop password.



Police Officers Only - Axon

From your home screen. Swipe up and click on each of the Axon Apps

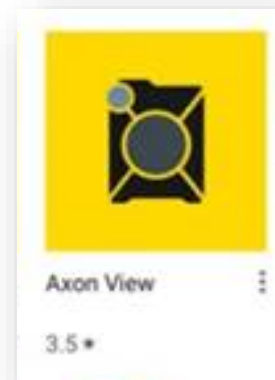


Axon Capture

All evidential photos **must** be taken through this app.

Agency: **demsc.uk**

Username and Password are the same as your evidence.com log-on



Axon View

Enables you to view your body worn footage on your phone via Bluetooth.

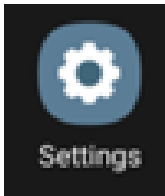
Agency: **demsc.uk**

Username and Password are the same as your evidence.com log-on

Remember to always use this app to take evidential photos, and to apply a category to your evidence

Setting up Biometrics

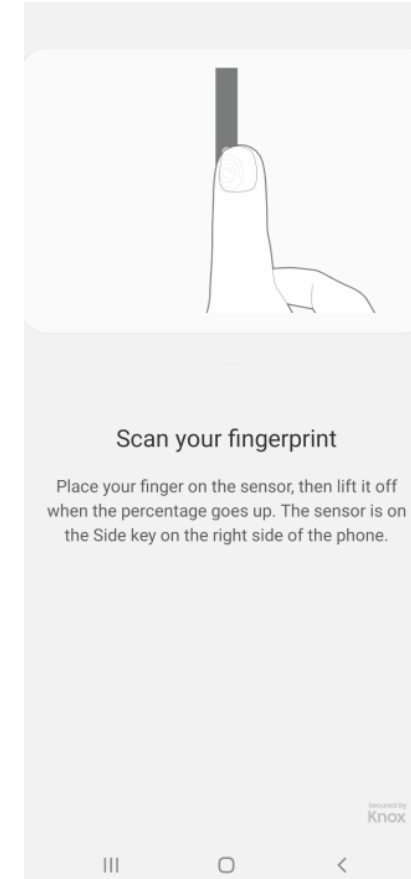
You may wish to use the fingerprint scanner to unlock your phone. If so, then follow the below optional steps:



Click on

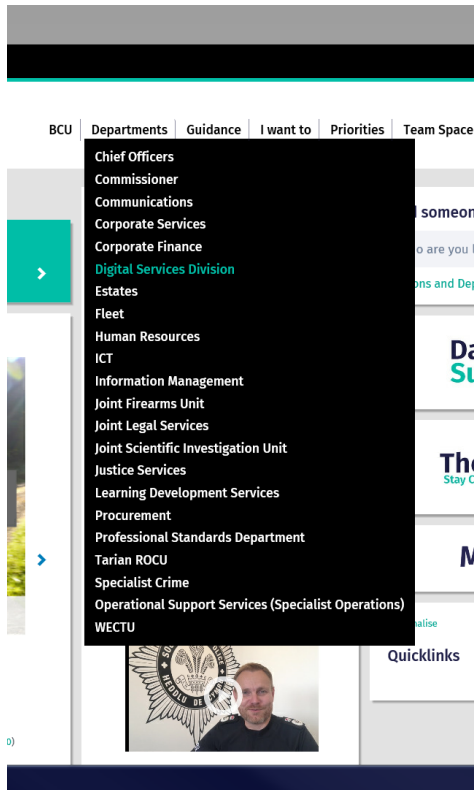
- Biometrics and Security
- Press Fingerprint
- Enter your password and follow the on screen instructions
- Press done
- Press turn on

From your home screen, swipe up and click on settings



Please note: Use of facial recognition has been restricted

Ongoing Support



DSD Training Hub

Here you will find How to Guides and Videos, plus DSD Trainer Contact Details

- Open BOB
- Click Departments
- Click Digital Services Division
- Click on Training Hub (Right hand side)

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