

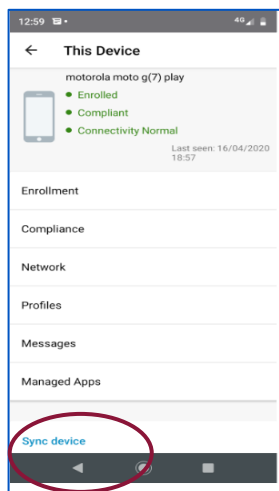
# Resolve Camera/Email Access on Sony or Samsung Phone

Once the Camera on mobile devices are enabled, users may have to sync their device to their profile for Emails or Camera.

## Quick Reference Guide

### Emails work but not Camera

- From Home Screen → [Hub](#) app or [Agent](#) app → [This Device](#)
- Select [Sync Device](#)



- Select [Re-Apply Profile](#)
- When a notification is displayed, swipe down on the phone screen to view the notification “[Airwatch Exchange Email Password Required](#)”
- Select notification, follow directions, enter (Windows) password
- When prompted, select [Activate](#), Outlook will synchronise
- Check the email account and calendar displayed are the user’s [Merseycare.nhs.uk](#) account



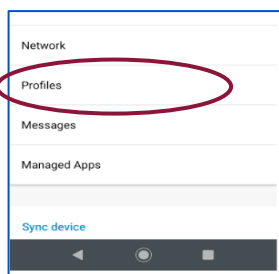
Synchronisation may take up to 20 minutes

### Change default calendar to users email account

- From Calendars, add a test appointment using own [Merseycare](#) calendar account.
- [Uncheck](#) any other calendars that appear.

### Camera works but not Emails

- From Home Screen → [Hub](#) app or [Agent](#) app → [This Device](#)
- Select [Profiles](#)



### Change Contacts to users contacts

- From Contacts, select own [Merseycare](#) email account, to view.
- If sync does not happen, restart mobile device and attempt the process again.

- Select Profile that most closely matches [AirWatch Android Exchange Active Sync](#)

To book training or speak to a trainer, please get in touch via:

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