

# Resolve Camera /Email Access on Motorola or Vodafone Phones

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

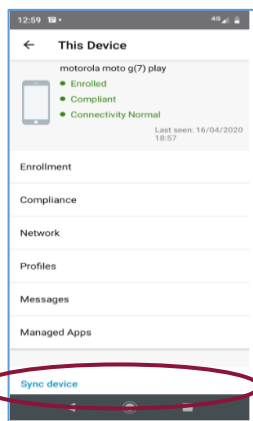
### Emails work but not Camera

- From Home Screen → [Hub](#) app or [Agent](#) app



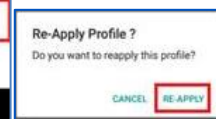
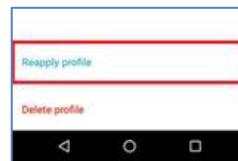
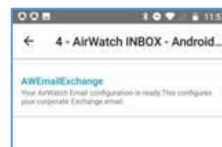
Swipe bottom-up on the phone screen to find the Hub or Agent app in Apps if not on the Home Screen

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



### Camera works but not Email

- Open Agent or Hub app
- Select → [This Device](#)
- Select → [Profiles](#) → select profile that includes [AirWatch INBOX](#)
- Select → [Re-apply profile](#).



Airwatch Inbox will automatically open:

- Select [sign in](#)



If Airwatch Inbox does not open, select the Inbox app to be prompted to log in.

- Enter current (Windows) password



MCT users, will need to create a new 8 digit pin for their mailbox, even if it says 6 digits required.

If Authentication Failed, re-enter PC/Windows Login password and click the green arrow.

If the above fails, restart phone and repeat the instructions.

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

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