



Samsung Phone Quick Reference Guide



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Going to Settings

1. Place your fingers at the very top edge of the screen and swipe towards the bottom.
2. You should then find a “Cog” or “Wheel” at the top right of the window that appears → tap that.



Change How I Unlock Phone

1. Go to [Settings](#)
2. Scroll down until you see 'Lock Screen' and tap it
3. Tap 'Screen Lock Type'
4. Enter the current Pin you use to unlock your phone the tap 'Next' located at the top right of the keypad
5. You will then be at a screen where you can choose between 'Pattern', 'Pin' and 'Password'
6. To change your pin tap 'Pin'
7. Enter the new Pin you would like to use to unlock your phone
 - NOTE: you cannot use a pin that you have used previously on this device
8. Confirm the new pin

To change to a 'Pattern' to unlock your phone you will need to tap 'Pattern' instead of 'Pin' when you get to Step 6. Then enter the Pattern of your choice and tap 'Continue' to follow the prompts.

To change to a 'Password' to unlock your phone you will need to tap 'Password' instead of 'Pin' when you get to Step 6. Then enter the Password of your choice and tap 'Continue' to follow the prompts.



Change Password to Unlock Work Apps

1. Go to [Settings](#)
2. Scroll down until you see 'Workspace' and tap it
 - NOTE: You may be prompted to enter the current password programed to open Workspace if you haven't opened Workspace in the last 15 minutes
3. Tap 'Workspace Lock Type'
4. You will then be prompted to enter the current Password you use to unlock your Workspace and tap 'Next' located at the top right of the keyboard
5. You will then be at a screen where you can choose 'Password'
 - NOTE: PIN and Pattern should be grayed out
6. To change your password tap 'Password'
7. Enter the new Password you would like to use to unlock your workspace
 - Note: you cannot use a password that you have used previously on this device
8. Click continue to follow the prompts



Set up Biometrics for Phone

1. Go to '[Settings](#)'
2. Scroll down until you see 'Biometrics and security' and tap it
3. You will then see options for 'Face recognition', 'Irises' and 'Fingerprints'. You may register all three. However you would like to unlock your phone is the option you should choose.
4. Once you tap the option you have chosen to register, you will be prompted to enter the current PIN you use to unlock your phone.

If you chose 'Face' → tap 'Register Face' → tap Continue → Follow Prompts → tap Continue → Keep your face still and in the square → select your preferences and tap 'OK'

Note: This is the weakest form of security because some can use a picture of you to log in your phone.

If you chose 'Irises' → tap 'Register Irises' → tap Continue → Follow Prompts → tap Continue → Keep your eye(s) still and in the circle(s) → select your preferences and tap 'OK' → if you'd like select 'Iris unlock' to unlock your phone with your eyes

If you chose 'Fingerprints' → tap 'Add fingerprint' → watch the demo → place the scanner [located on the back of the phone under the camera lens] at the bottom of your finger tip then swipe your finger in a slow fluid motion down the scanner maintaining contact until the whole fingertip is scanned → tap 'Done' if done or 'Add' if you would like to add another fingerprint → follow prompts → if you'd like select 'Fingerprint unlock' to unlock your phone with your fingerprint

Note: Fingerprint is the best form of security



Finding your Workspace

1. From the home screen place your finger anywhere and swipe up
 2. If you look at the bottom of the screen you will see two words 'Personal' or 'Workspace', one of them will be highlighted. That is the space that you are currently in.
 3. If 'Workspace' is not highlighted then tap it and you will enter your Workspace
- NOTE: Notice the shields at the bottom right of all the application icons. This indicates that this version of the app is a 'Workspace App' and is associated with your [work credentials programmed in the phone](#).



Set up Biometrics for Workspace

NOTE: You must have your [biometrics registered](#) already to accomplish this.

1. Go to '[Settings](#)'
2. Scroll down until you see 'Workspace' and tap it
 - NOTE: You may be prompted to enter the current password programed to open Workspace if you haven't opened Workspace in the last 15 minutes
3. Tap 'Workspace Lock Type'
4. You will then be prompted to enter the current Password you use to unlock your Workspace and tap 'Next' located at the top right of the keyboard
5. Scroll down to 'biometrics'.
6. Select whichever biometric you'd like [as long as it's been registered] 'Fingerprints' or 'Iris'




Set up Biometrics for Website Log In

NOTE: You must have your [biometrics registered](#) already to accomplish this.

1. When you log in to a website utilizing your Username and Password for the first time you will notice a window pop-up. "Save sign-in information?"
2. Should you wish, you can select the option in this window to "Sign in using biometrics next time"
3. Select that option and then select 'Remember'



Turning WiFi On & Off

1. Place your fingers at the very top edge of the screen and swipe down towards the bottom.
2. You should find an icon at the top left that looks similar to this 
3. If it is blue then WiFi is on. If it is gray then WiFi is off
 - NOTE: To select the WiFi network you desire hold that icon down until another window pops up. Ensure WiFi is turned on then select your network.



Turning WiFi Calling On & Off

1. Tap on the Phone App Icon.
2. Go to the menu ☰ located at the top right of the screen then press 'Settings'.
3. Go down to 'WiFi Calling' and turn it on.



Turning Personal Hotspot On & Off

1. Place your finger at the very top edge of the screen and then swipe towards the bottom of the screen.
2. You will see time and date displayed at the very top left of the window that appears. Place your finger on the time/date and then swipe down toward the bottom of the screen again.
3. On this page you should see more functions displayed. Some will be gray (inactive) and others will be blue (active). Find the function labeled 'Mobile Hotspot'. If it is gray, tap it and it should turn blue, meaning it has been activated.



Changing Screen Time Out

1. Go to '[Settings](#)'
2. Scroll down until you see 'Display' and tap it
3. Scroll down until you see 'Screen timeout' and tap it
4. You will then be prompted to choose from multiple options ranging from 15 seconds up to 10 minutes. Make your selection.



Changing Text Message Size

1. In 'Messages' click the conversation you would like to view.
2. Then place 2 fingers on the conversation portion of the screen.
3. Separating the fingers will enlarge the view and bringing them closer together will shrink the view.



Downloading Apps

1. You are only able to download Apps that MobileIron permits. They control this through an app called Apps@Work.
2. Tap on Apps@Work and it will take you to a homepage where you can navigate to 'Home', 'Categories', and 'Updates'.
3. You can also search for an app by clicking the magnifying glass icon located at the top right.

If you don't have the Apps@Work App:

1. You can access the "Apps Store" by tapping on your Mobile@Work App.
2. Tap on the ☰ located at the top left then tap on the 'Apps@Work' option.



Add / Remove Apps from Home Screen

1. Place you finger on the app you would like to add / remove from the home screen.
2. Options will appear in a bubble above that app. One of those options will either say 'Add to Home' or 'Remove from Home'.
3. Once it is on your home screen you can move it around an place it where you like.



Adding Widgets to Home Screen

1. Place you finger on any open space on the Home Screen and hold it there.
2. Options will appear at the bottom of the screen.
3. Select the option 'Widgets'
4. You will then be presented with multiple Widget options to choose from.
5. Select your desired widget and place it on the Home Screen where you desire



CaC Credentials (PureBred) on the Phone

1. Go to eLSP and navigate to the Service Desk page by clicking 'Service Desk' located at the top right.
2. Submit a ticket to make an appointment to have PureBred installed on your Samsung Phone.
3. On the day of your appointment you will need to bring your CaC and your Samsung Phone with you.



Adding Personal Email to Phone

1. Adding an email account to the 'Personal Email' App has been blocked by MobileIron.
2. However, if you have a Gmail account you can sign in with that in the Gmail App.
3. Navigate to your Personal Apps page by swiping up or down on the Home Screen and then tap 'Personal' located at the bottom left of the screen.
4. Find a folder labeled 'Google' and tap it.
5. Find the 'Gmail' App and tap it.
6. You will then be prompted through the log in process.



Adding Work Email to Phone

1. Your local Wireless Telephone Communications Officer (WTCO) will assist you with this process. They will be the ones to coordinate your account transition to the new Samsung Phone.
2. If you do not know who your local WTCO is please contact the State WTCO, Kelvin Bell, at (512) 782-5926 and he will provide you with their contact information.



Getting to Work Email

1. Navigate to your Workspace Apps page by swiping up or down on the Home Screen and then tap 'Workspace' located at the bottom right of the screen.
2. You will then find an app labeled 'Email' with a blue shield at the bottom right of the app icon. Tap that app.
3. You may be prompted to log in to your Workspace via whatever settings you configured your phone to.



Checking Your Inbox... and other folders

1. If you are not automatically in your inbox once you log in to your work email, tap on the  located at the top left
2. When you see your 'Inbox' folder tap it.
 - NOTE: If you scroll down and tap the 'All folders' option you will see all of the other folders that you may have created in Exchange




Sending Emails

1. Once you log in to your work email you will notice a circle with a + sign in it's middle.
2. Tap that icon then select the option that says "Compose new email"
3. Once you've addressed the email, given it a subject, and composed the body of the email you are ready to send.
4. To send the email tap the "Arrow Head" shaped icon located toward the top right of the screen.




Sending Encrypted / Digitally Signed Emails

1. Should you wish to send an encrypted or digitally signed email click the menu icon  located at the top right after you have composed your email.
2. Select 'Security options'
3. Then select 'Encrypt' and/or 'Sign' as you desire.
 - NOTE: You can only send Encrypted or Digitally Signed emails from your Workspace email after you've installed [PureBred](#).



Changing Email Signature Block

1. Navigate to your DEE-Exchange Folders Page by tapping the  located at the top left.
2. Then go to settings by tapping the Cog located at the top right of the folder window that pops up.
3. Under 'Accounts' select DEE-Exchange.
4. Scroll down until you see 'Signature' ensure that it is activated.
5. Once activated, tap 'Signature'.
6. It will take you to a screen where you can enter the email signature you desire.
7. Tap 'Save' located at the top right.



Finding Files Saved on Phone

1. Navigate to your [Workspace](#).
2. Find the App labeled 'My Files'. Tap it.
3. You may be prompted to log in to your Workspace.
4. Here you will see 'Recent Files', 'Categories', and 'Internal Storage'.
5. If you do remember where the file is saved and it doesn't appear on this first page → go to Internal Storage and navigate to the folder the file was saved to.
6. If you don't remember where the file you seek is located you can search via tapping the magnifying glass located at the top right of the screen.



Copy and Paste

1. Once you've identified the text that you would like to copy, place your finger on a word located within the selection of text you wish to copy and hold it there until the word is highlighted (aka selected).
 2. There will be 2 selection cursors (they look like tear drops) that appear on either side of the word you touched. Move these cursors to the left or right until the entirety of the text you wish to select to copy is highlighted.
 3. Once you've selected the text you wish to copy, options will appear above the highlighted portion. Tap 'Copy'.
 4. Go to the desired location you wish to paste the text, ensure the cursor is in the spot you wish to paste the text, place your finger on the cursor and hold it there until the options bubble appears then tap 'Paste'.
- Note: You can only Paste items in a work app if that item was Copied from a work app. You can only Paste items in a personal app if that item was Copied from a personal app.



Taking a Screen Shot

1. Screen shots are prohibited once your screen displays anything from inside a work app. The phone will prevent you from taking a screen shot.
2. If your screen is displaying anything else (i.e. personal internet, home screen, personal files, etc.) you can take a screen shot by pressing the 'Power Button' and the 'Volume Down' button.
3. Your Screen Shot will then be save in your Personal Gallery.



Duty, Honor, Texas Wallpaper

1. To receive the “Duty, Honor, Texas Wallpaper” contact your WTCO and they will text you the picture to use.
2. Once you receive the picture, save it to your Personal Gallery.
3. Return to your Home Screen the place your finger on any open space and hold it there until options appear at the bottom of the screen.
4. Tap the ‘Wallpapers’ option.
5. You will then see ‘My wallpapers’ located toward the top of the screen → tap on ‘Gallery’
6. Find the “Duty, Honor, Texas Wallpaper” you just saved to your Personal Gallery and tap it.
7. You will then be given the option to apply it to your Home screen, Lock Screen, or both (Home and lock screens). Select the option you prefer.
8. Then tap ‘Set as wallpaper’ on the following screen.




“If found please contact...”

1. Go to [Settings](#)
2. Scroll down until you see ‘Lock screen’ and tap it
3. Scroll down until you see ‘Contact information’ and tap it
4. Please use this template “If found, please contact [RANK] [FIRST MI LAST] [ALTERNATE PHONE #].”



Digitally Signing Documents

1. Navigate to your Workspace Apps page by swiping up or down on the Home Screen and then tap 'Workspace' located at the bottom right of the screen.
2. You will then find an app labeled 'MDS'. Tap it.
3. You will arrive at the home screen in the app with a big green button labeled "Open PDF". Tap that.
4. If you do not see the document you wish to open then navigate to the folders tab  → select 'Galaxay S9' → this will bring to all of your folders in your Workspace stored internally on your Samsung Phone → navigate to the folder/destination of the PDF you are trying to sign and select it to open it.
5. Once the PDF has opened inside the MDS App you will notice a shield with a check mark inside of it located at the top left. Tap it.
6. A window will appear with digital signature field option(s). Select the appropriate one then select your PureBred Digital Signature certificate.
 - NOTE: You must have [PureBred](#) installed.
7. Then select save.



Manually Signing Documents

1. Once you've [found the document](#) you wish to manually sign, tap it.
2. You will be asked how you want to open the document. Select 'Hancom Office Editor'.
3. Zoom in using the pinching motion with your fingers on the section you wish to manually sign.
4. Tap the screen and menu options will appear at the top.
5. One of those options is a comments option. Select that.
6. Then select 'Free draw' → Sign wherever desired → select 'Done' → then you can adjust the size, location, color, thickness, etc.
7. Once the signature is as you please, tap anywhere else.
8. The menu options will appear again. This time select the ☰.
9. Then you will have the options to 'Save' or 'Save as'.



Sending Files Saved on Phone

1. Once you've [found the document](#) you wish to send, place your finger on it and hold it there until a check mark appears next to it.
2. When the check mark appears you will notice options appear at the bottom of the screen.
3. Select the 'Share' option then select the Email icon.
4. From here you will follow the prompts to send an email.



Work Contacts (aka Searching the GAL)

1. Navigate to your [Workspace](#).
2. Find the Workspace Contacts App. This will pull up the Global Access List (GAL) and your Exchange Contacts.
3. When searching for individuals this App seems to find them easier when you search via FIRST NAME first and LAST NAME last (i.e. Joe Snuffy instead of Snuffy, Joe).




Log In to Websites with CaC

1. Navigate to your [Workspace](#).
2. Select the internet browser of your choice.
3. Navigate to the military webpage of your choice (i.e. eLSP, lperms, MyPay, DTS, EES, ATAAPS, etc.)
4. Tap 'OK' or 'Agree' if prompted then tap on the 'CaC Login' or 'Log In'
5. When your certificates pop up select your PIV certificate. You do not need to enter your PIN.
 - NOTE: You can only enter websites requiring a CaC (i.e. eLSP, myPay, lperms, etc.) after you have installed [PureBred](#).
 - Some pages may first appear strange and unlike the page you are used to. This is because they may not be optimized for mobile view. If this happens tap the ☰ at the bottom right of the screen and the select 'Desktop Version'.





Saving Websites to Favorites (Bookmarks)

In 'Samsung Internet':

1. When you have navigated to the website you desired and wish to bookmark it tap the  located at the bottom right.
2. Then select the 'Add page to' option
3. Then select Bookmarks
4. You will be prompted to save it as you wish, then click save.

In 'Chrome':

1. When you have navigated to the website you desired and wish to bookmark it tap the  located at the top right.
2. Then simply tap the .



Transferring Contacts from iCloud

1. From a non-DoD or non-RCAS computer navigate to the iCloud website and sign in using your .mil@mail.mil email address.
 - Note: If you forgot or don't know your password you can reset your password via email using your .mil@mail.mil email address.
2. It may ask to send you an code. If so, select the option to send it via text message to your work phone number (selecting your apple device will send it to the phone you may have already turned in). Once you have successfully logged in to your iCloud, navigate to your contacts page.
3. You will notice the entire list of contacts that have been saved to your iCloud. Select all of them by clicking on the first contact and then pressing and holding down 'Ctrl' and then pressing 'A' on your keyboard. If that method fails, click on the first contact then scroll to the bottom of the list and while holding 'Shift' down on the keyboard click on the last contact.
4. Once all contacts are highlighted, click on the "Cog" or "Wheel" located at the bottom left of the screen then selected "Export Vcard".
5. Save this file to whichever destination you wish and then email that file as an attachment to the [personal Gmail](#) that you've associated with your Samsung phone.
6. Open the email on your phone via the Gmail App → tap on the attachment → click 'Save' → tap on 'Phone' → tap 'Select'



Transferring Exchange Contacts

1. Go to [Settings](#)
2. Scroll down until you see 'Workspace' and tap it. You may be prompted to log in to your Workspace.
3. Scroll down until you see 'Notifications and data' and tap it
4. Then tap 'Contacts and Calendar'.
5. Under 'Export data to Personal' ensure that the 'Contacts' portion is activated.

➤ NOTE: You may choose to do the same for your calendar should you wish.



Turning App Notifications On/Off

For apps that you wish to receive notifications on/off (i.e. Phone, Messages, Calendar, and Email)

1. Place your finger on the app that you wish to have notifications turned on/off.
2. When the bubbles appear with the different options look for the option that says 'App info' and tap it.
3. Scroll down until you see 'Notifications' and tap it.
4. On 'Show notifications' activate if you wish to turn the notification on and deactivate if you wish to turn them off.
5. If you activate the notifications you can then further specify the types of notifications you get and how they notify you by following the prompts deeper in this page.



Auto Spell Check

1. Inside the App you wish to turn Auto Spell Check on (i.e. email, messages, etc.) you will notice a “Cog” or “Wheel” immediately above the keyboard. Tap it.
 - Note: You cannot have any words typed for this to appear
2. Then tap the option that says ‘Smart typing’.
3. Then tap the option that says ‘Auto spell check’.
4. Ensure that ‘English’ is activated.



Other Frequently Asked Questions

1. Can I add another email account to my workspace email? **NO**
2. Can I add another calendar to my workspace calendar? **NO**
3. Do I need to wait for approval to update my phone when it notifies me? **NO**
4. Can I print from my phone? **NOT CURRENTLY**
5. Can I access the “G-Drive” from my phone? **NOT CURRENTLY**
6. What do I need to do to decrypt email? **Once you have installed [PureBred](#) your Workspace email will decrypt encrypted email automatically**



DUTY

BEAR TRUE FAITH & ALLEGIANCE TO THE STATE AND NATION. CULTIVATE AN ENVIRONMENT FOR ALL TO EXCEL. PREPARE MENTALLY, PHYSICALLY AND SPIRITUALLY TO DEPLOY AT HOME AND ABROAD. BE READY WHEN CALLED.

HONOR

HOLD THE PUBLIC TRUST IN THE HIGHEST REGARD, EXCEED STANDARDS AND EXPECTATIONS. ACT WITH UNDERSTANDING, INNOVATION, RESOURCEFULNESS, FLEXIBILITY AND URGENCY. DO ALL YOU CAN, WHERE YOU ARE, WITH WHAT YOU HAVE & ALWAYS PLACE THE WELFARE OF THOSE YOU LEAD FIRST.

TEXAS

EMBRACE THE COURAGEOUS SPIRIT OF OUR PEOPLE, HISTORY & CULTURE.