



Council iPhone users – check your latest software version and update it today

If you use a corporate council family iPhone or iPad it is extremely important that you regularly check that you have the **latest version of the iOS software installed on your device** – this is key to keeping it safe and working properly.

Important

- If you have a council iPhone you should complete **Step 1** below as soon as possible
- If you discover that you do not have the latest software version carry out **Step 2** at the earliest opportunity.
- **Note** – if you do not regularly update your software your device may be disabled and it will stop working – this is because it will not have the latest security fixes to keep it working properly.

Step 1 – how do I check if I have the latest software version?

- Click the **Settings** app > **General** > **Software Update**
- The **Software Update** screen should show Automatic Updates **On**. If not please change this so that updates can automatically be applied.
- **Note that:** automatic updates can only take place if your device is at software version iOS 12 or above.
- Automatic updates will only take place when your device is connected through the necessary Wi-Fi- see the note below.

If you see a message that says **your software is up to date** you do not need to take any further action at this stage. However, you should get into the habit of regularly checking for updates as sometimes they do not happen automatically. **It is your responsibility to check your software is up to date and take the necessary action to update it as required - to keep your device secure and to keep it working properly.**

Step 2 – what do I do if I don't have the latest software version?

- If you do not have the latest version of the software you need to update it as soon as possible.
- This is to make sure your device continues to work as normal and is not disabled for security reasons.
- You need to complete this step **at the earliest opportunity** to carry on using your device as normal.



a) Using Wi-Fi to download the software

- If you see a message that says you **have a software update available** then you need to connect your device to a suitable Wi-Fi network, such as your home broadband, to update it as soon as possible
- You can also use a council provided Wi-Fi hub – for example if you are a homecarer.
- Please note that currently **you cannot update the software** using the council Corporate Wi-Fi network – you can only **use the council Corporate Guest Wi-Fi** to do this.
- The first time you switch on Wi-Fi on your iPhone you will be asked to enter your **Wi-Fi key** – you will only need to do this once as the phone will then remember it. However, should you change your Wi-Fi password you will then also need to update this on your device.
- **Section c** shows you how to **connect your iPhone to a Wi-Fi Service**
- **Section d** shows you how to **update your iPhone.**

If you don't have access to Wi-Fi to download the software you should let your [SAIRO](#) know as soon as possible.

b) Your device must be charged to download the software

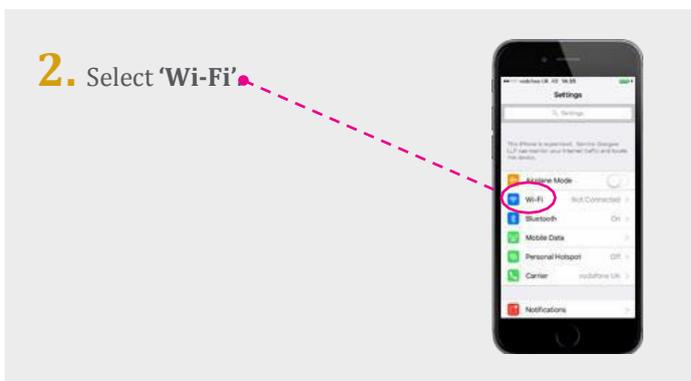
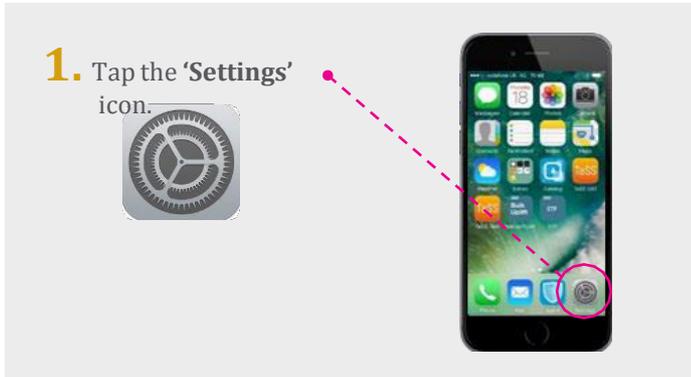
- For the software to be updated you need to make sure that **your device is charging or has over 50% power** to connect and complete the update process.
- Select **download** and **install** the software.
- If you receive an error message that says there is **not enough storage** on your device to allow the software to be updated you will need to release storage space.
- You can do this by moving work related content across to EDRMS before deleting it along with any personal items.



Device Security



c) How do I connect my device to a Wi-Fi service?



3. Select your network
 (*Remember* If you are choosing to do this in your home for the first time you will be asked to enter the Wi-Fi key-code information for your home. You will find this on the back of the broadband hub or you may have a card.)



Device Security



4. Tap on your 'home' Wi-Fi hub.



5. Enter your Wi-Fi password and tap 'Join'.



6. Once you have successfully connected to a Wi-Fi, you will see a tick next to the network and a Wi-Fi Connection at the top of the screen.





Device Security



d) How do I update my iPhone?

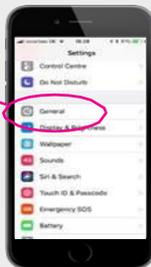
1. Unlock your phone with your fingerprint to reach the home screen.



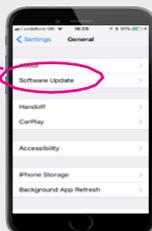
2. Tap the 'Settings' icon



3. Select 'General'



4. Select 'Software Update'

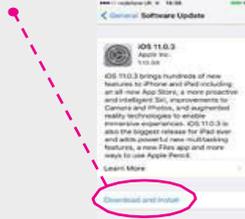




Device Security

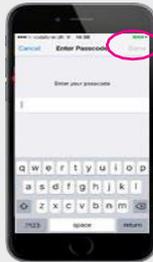


5. Select 'Download and Install'



6. Enter your **PASSCODE** and tap done.

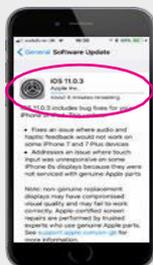
(Passcode is what you enter if Touch ID/Finger Print fails).



7. Tap '**Agree**' to begin the download



8. Please note, this update can take up to 1 hour to download.

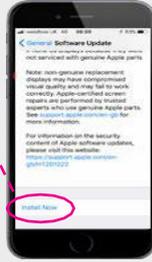




Device Security

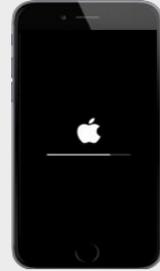


9. Once the download has completed, please scroll down and tap **'Install Now'**



10. You will see the following screen.

Your iPhone will begin to install the update. Please note you will be unable to use your iPhone while the update is being installed, this can also take up to 1 hour.



Once installed your iPhone will return to the home screen and your device can be used as normal.

#SafeGlasgow



Device Security



e) Where can I get support?

If you experience problems downloading the latest version of the software onto your device please phone the CGI Service Desk on 0141 287 4000.

#SafeGlasgow