# Reregistering in MobileIron

The best way to resolve MobileIron issues is to reregister your device. Please follow the instructions below to remove your registration and reregister.

Access the MobileIron User Portal from any desktop computer at https://mdmcore.iot.in.gov/mifs/user/login.jsp and login with your State email address and password.

Locate the device you wish to reregister and choose "Retire"

Check the box labeled "I understand that this action cannot be undone" and click "Retire the Device".
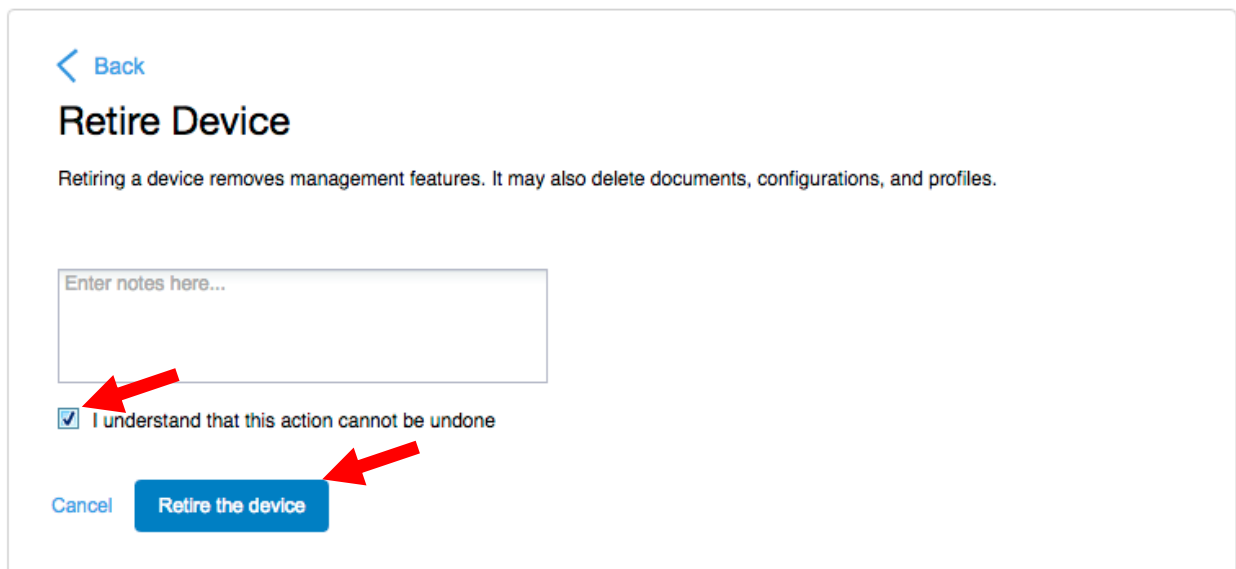
You may now log out of the MobileIron User Portal.

MobileIron will remove all State installed information from your device. If after a few minutes the information is not removed, please complete the steps linked below to manually remove the MobileIron information.

[Remove the Device Management Profile from iPhone](#)

[Remove the Device Management Profile from Android](#)

Then, make sure that the MobileIron app itself is uninstalled.

Once you have completely retired your device. Please follow the procedures below, to reregister your device in MobileIron.

Access the MobileIron platform from your mobile device:

NOTE: Please ensure your device has the latest operating system installed before proceeding with the below.

iPhone:

Log into the appropriate site from your iPhone

    State owned devices: https://mdmportal.iot.in.gov

    Personally owned devices: https://byodportal.iot.in.gov

Log in with your State email and password to complete the process.

[Illustrated instructions can be found here](#)

Android:

Access the Google Play Store and install the MobileIron Mobile@Work app, but DO NOT open it.

Log into the appropriate site from your iPhone

    State owned devices: https://mdmportal.iot.in.gov

    Personally owned devices: https://byodportal.iot.in.gov

Log in with your State email and password to complete the process.

[Illustrated instructions can be found here](#)