

Mobile Phone Operating System Updates

PURPOSE:

NKC employees who have mobile phone stipends and who regularly access NKC resources are required to keep their mobile phone operating system updated to within the most recent 2 minor updates from Apple or Google. Minor updates are classified as the number after the dot, such as 11.4, where the .4 is the minor update and 11 is the major update.

NKC IT monitors phones for current updates and may suspend your ability to use mobile apps to access NKC and/or Payroll may suspend your stipend.

APPLIES TO:

- NKc employees receiving a cell phone stipend

iPhone and iPad Devices:

1. Verify you have the most current update with the following steps
2. Tap the Settings icon> scroll to and tap General> tap Software Update
3. If there is an update to install you will see either "download and install" or "install update"
4. Wait for the update to complete and the phone will reboot
5. For more information about updates click this link to [Apple Support](#)
6. For problems with iOS updates contact your cell service provider

Android Devices:

1. Verify you have the most current update with the following steps
2. Open your phone's Settings app, tap System Updates, and tap Update now (some devices may be different)
3. If there is an update tap the Install button which might also read "Reboot and Install" or "Install System Software"
4. Wait for the update to complete and the phone will reboot
5. For more information about [updates](#) click this link to [Google Support](#)
6. For problems with Android updates contact your cell service provider