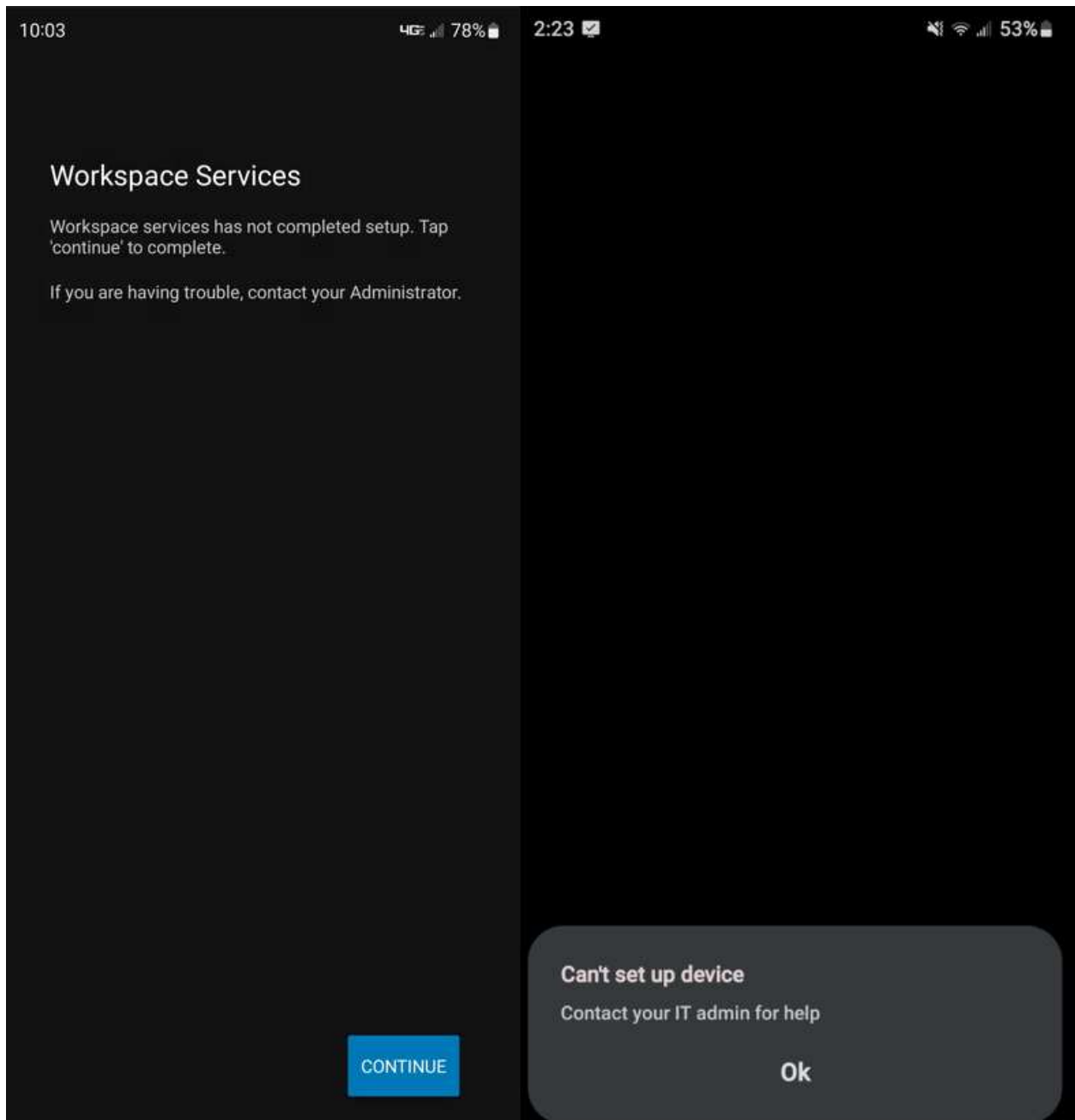


## Android 13 Work Profile Fix

It appears Samsung S22 (possibly others) devices running Android 13 are unable to enroll into Work Profile mode. The user will see an error during Work Profile creation and will not be able to complete enrollment.

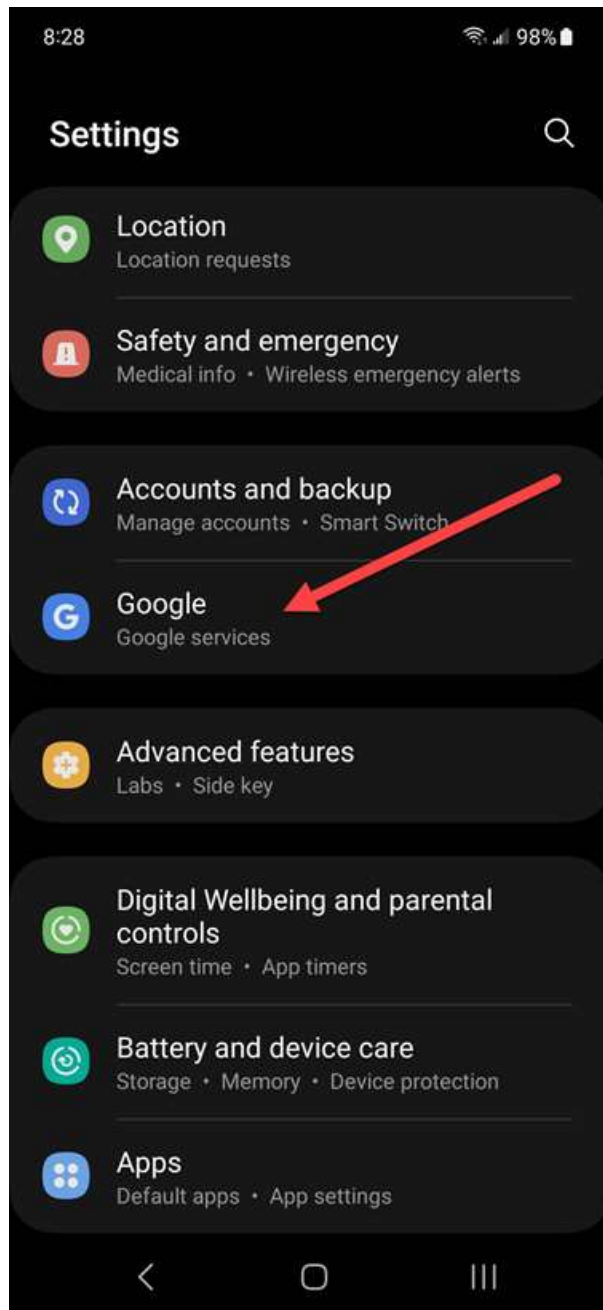
Examples of the reported error messages:



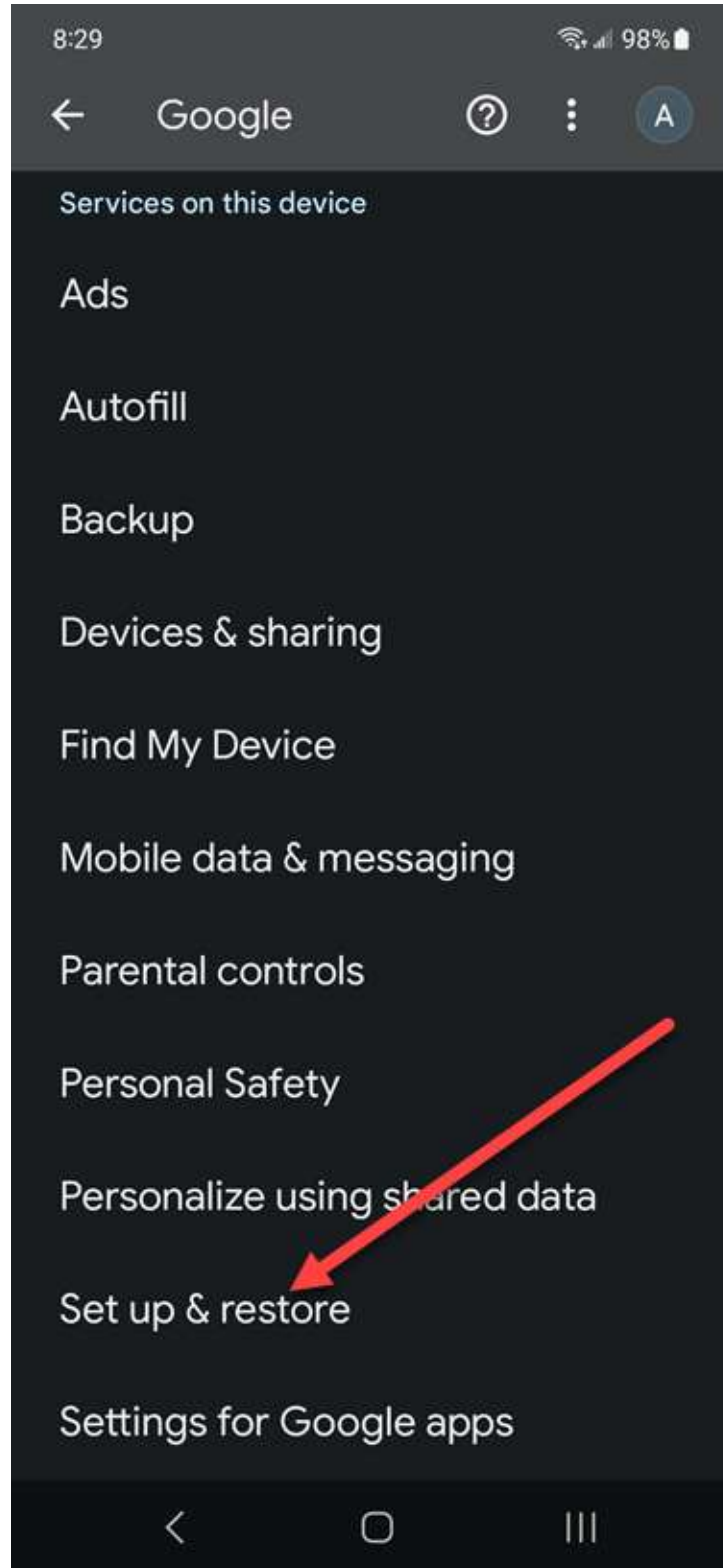
The reason the issue is happening is because the required files to create the Work Profile on the device appear to not be downloaded on the device by default. This maybe fixed in a future system update to the phone but in the meantime, you can trigger the download of the required files by doing the following steps:

**Before you begin first start off by having the user uninstall the Intelligent Hub from there phone then proceed with the steps listed below**

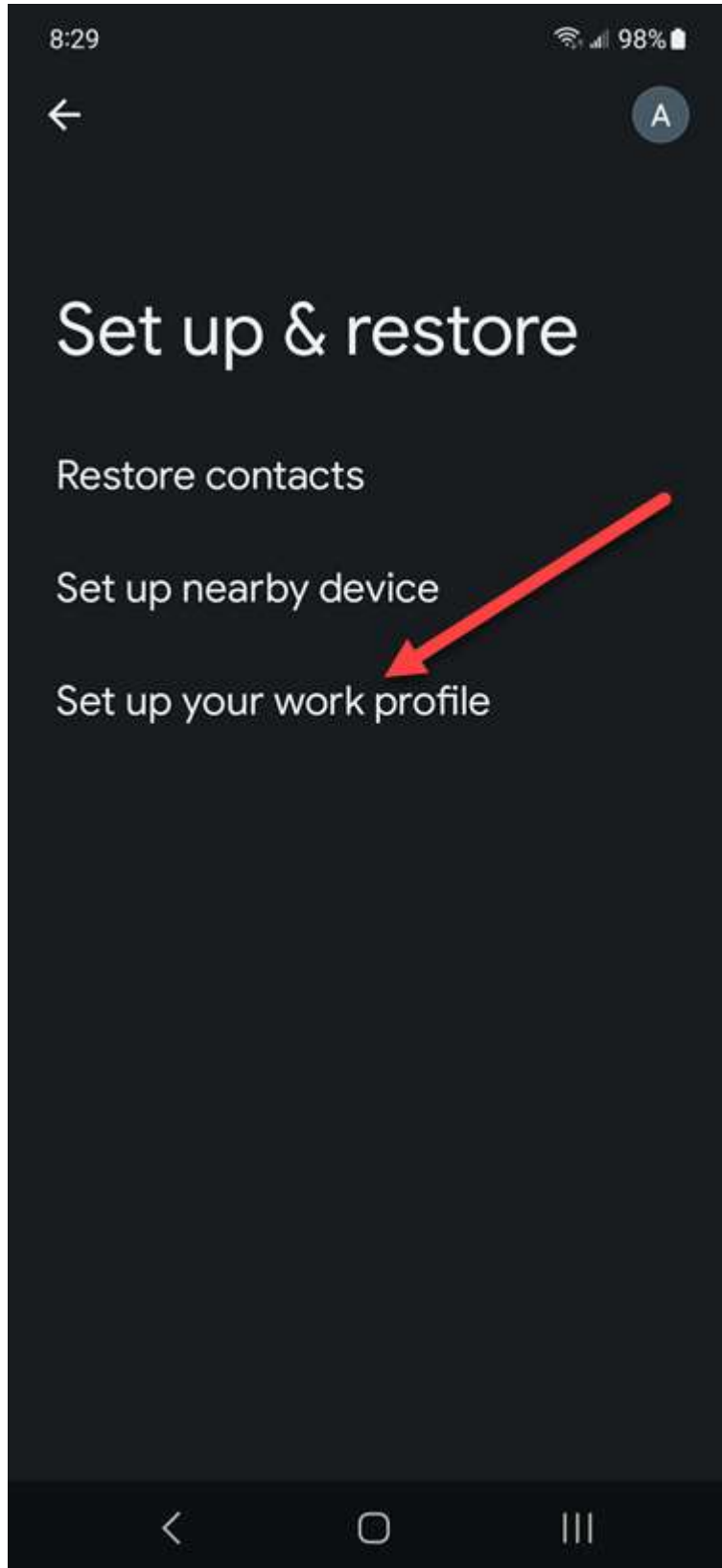
1. First go to the device **Settings** and scroll down and select **Google** from the list



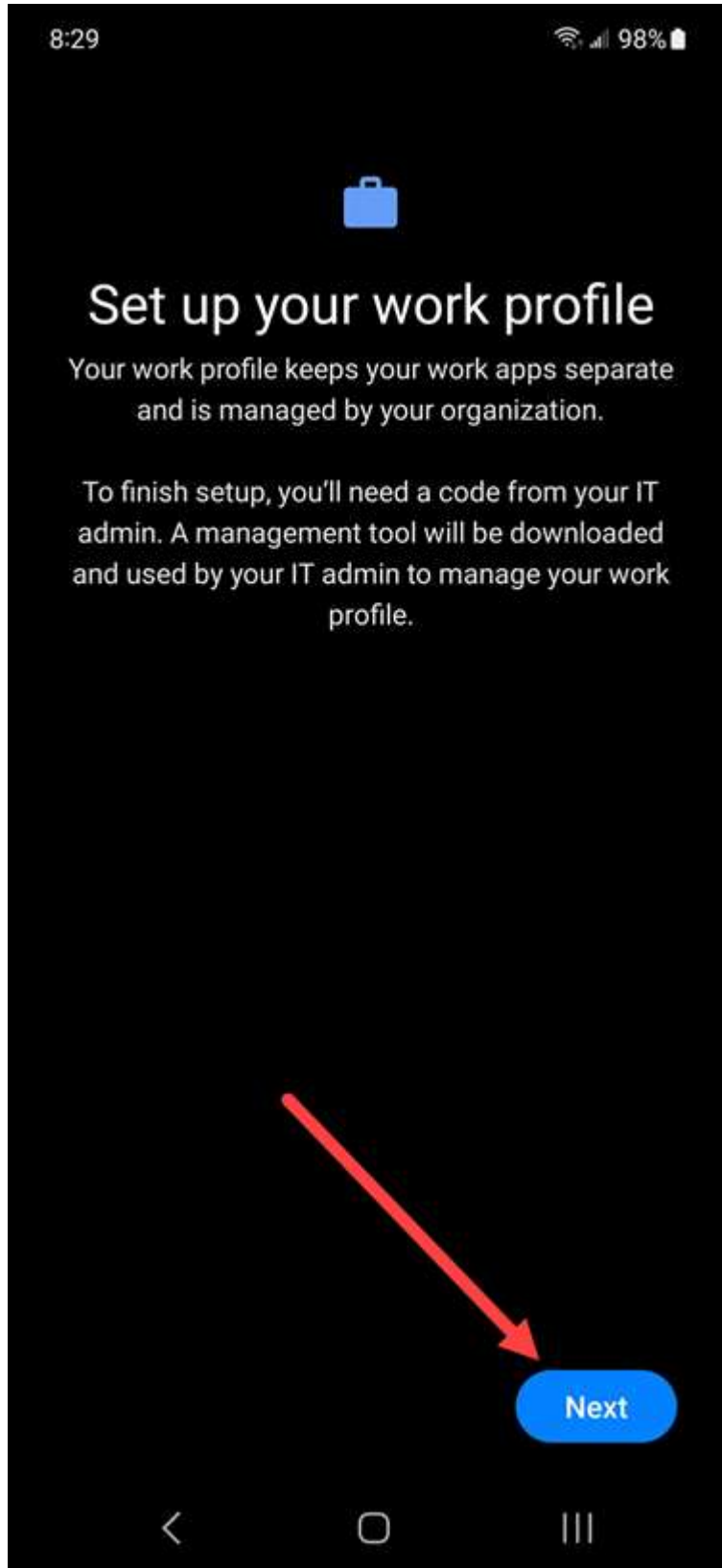
2. Now scroll down to the bottom and select ***Set up & restore***



3. Select *Set up your work profile*



4. Click **Next**



5. You will then be prompted to download the work profile once that has completed you will see a screen asking you to **Enroll this device** once the user see's this screen have them exit out and reinstall the Intelligent Hub and begin the enrollment process like normal.

