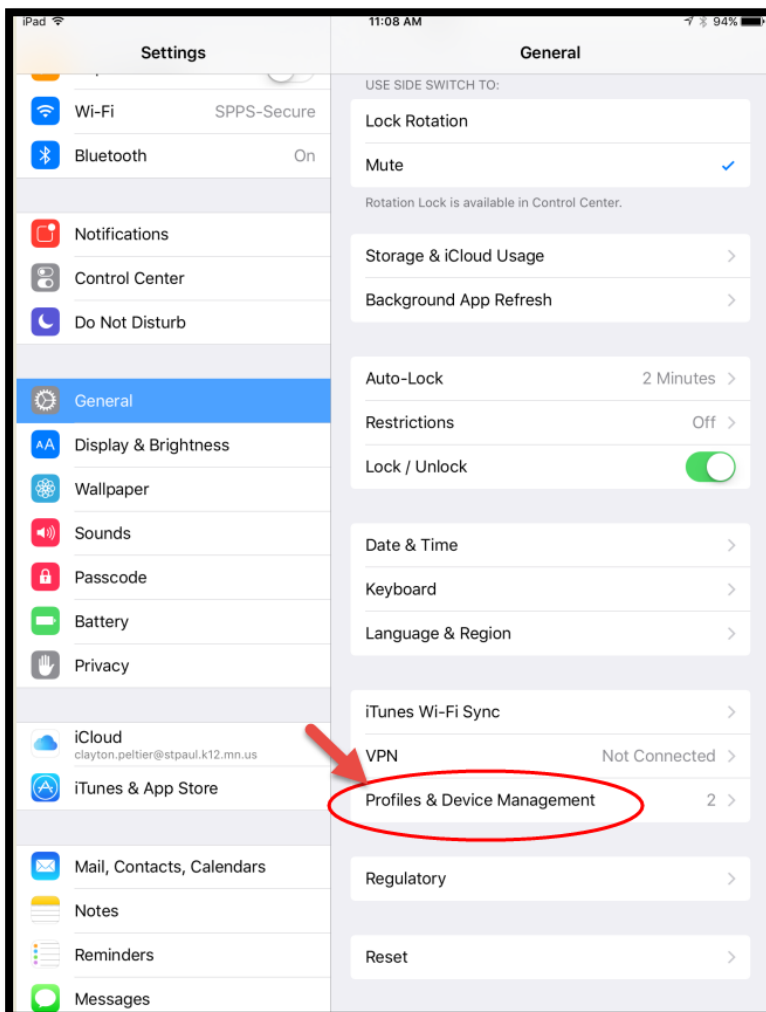# Lotus Notes - iOS 9 iPhone/iPad Issue Resolution

For those who upgraded to iOS9 on their iPhones or iPads, this process can be used to remove Lotus Notes and re-install.
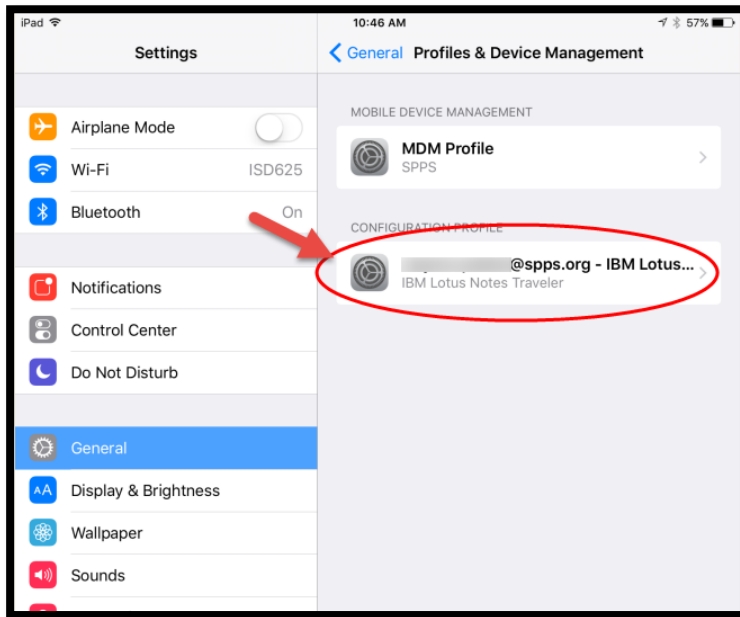
For those who HAVE NOT YET upgraded to iOS9 on their devices, please see **How To Uninstall Traveler From Your iPad/iPhone/iPod Touch on iOS8.X**

How To Uninstall Traveler From Your iPad/iPhone/iPod Touch on iOS9
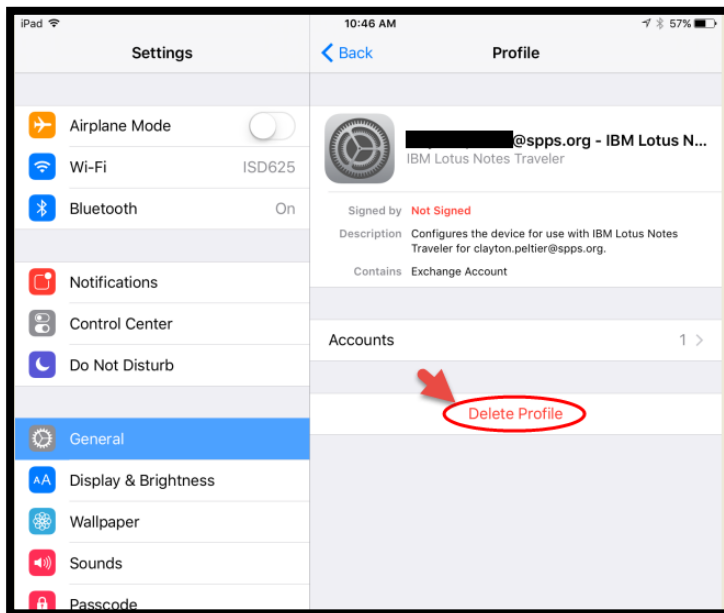
1. Open Settings and tap on General to view the General settings
2. Tap Profiles, (may be Profiles & Device Management on iPads)

3. Tap on the IBM Traveler Profile for your device

4. Tap on the "Delete Profile" option

5. Enter your passcode and tap "Done", if prompted.
6. Tap "Delete" in the Delete Profile pop-up window
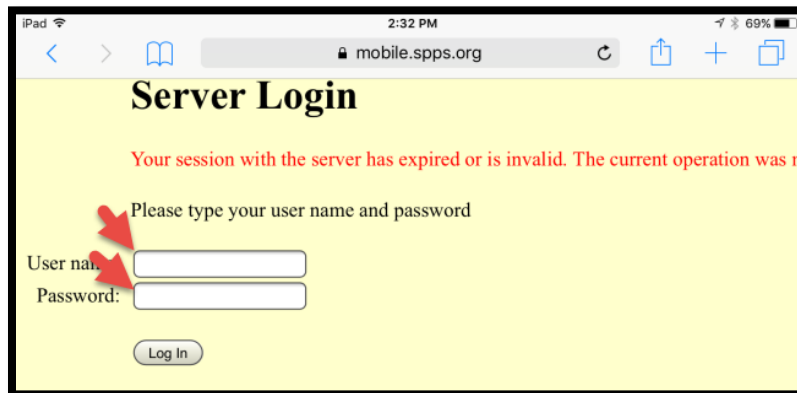   NOTE: Some devices may also show an "Exchange" profile. Delete that one as well.

Your Lotus Notes Traveler is now uninstalled from your iPhone/iPad. The next series of steps installs Lotus Notes Traveler back onto your iPhone/iPad. Proceed to re-install Lotus Notes.

How To Uninstall Traveler From Your iPad/iPhone/iPod Touch on iOS8.X

1. Open Settings
2. Open General Settings
3. Scroll down until you see the IBM Traveler Profile
4. Open the Profile
5. Select the Remove option
   NOTE: Some devices may also show an "Exchange" profile. Delete that one as well.
6. You MAY also choose to update the device to iOS9 by going to Settings -> General -> Software Update. Be advised this could take some time. If you choose to update to iOS9 at a later time, proceed to install Traveler on you device.
7. Once the update to iOS9 is complete, you may see the Hello screen. Swipe thru the first couple of screens and your device should eventually end up at the Home page.
8. Proceed to install Lotus Notes Traveler

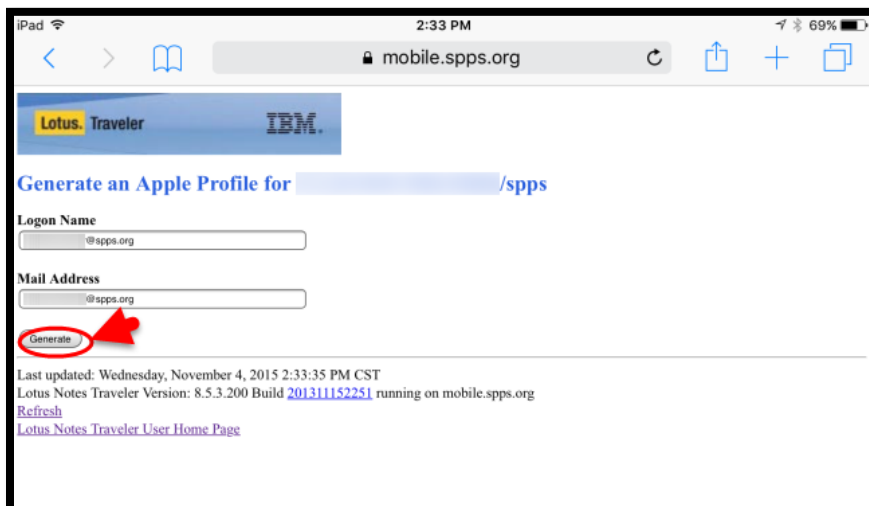**How To Install Lotus Notes Traveler on Your iPhone**

1. Open Safari on your device
2. Enter http://mobile.spps.org and tap Go

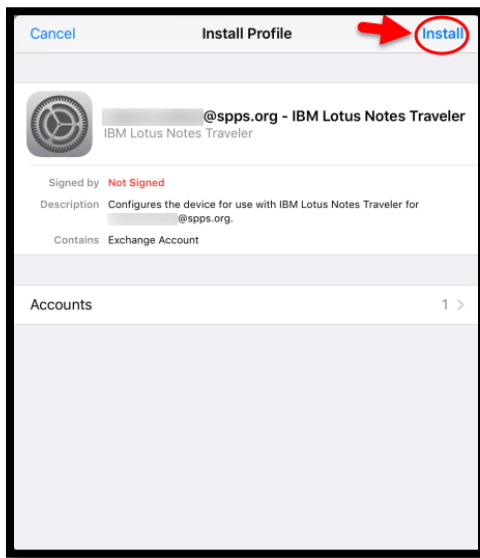3. Enter your Webmail user name, (firstname lastname), and password and tap Log In

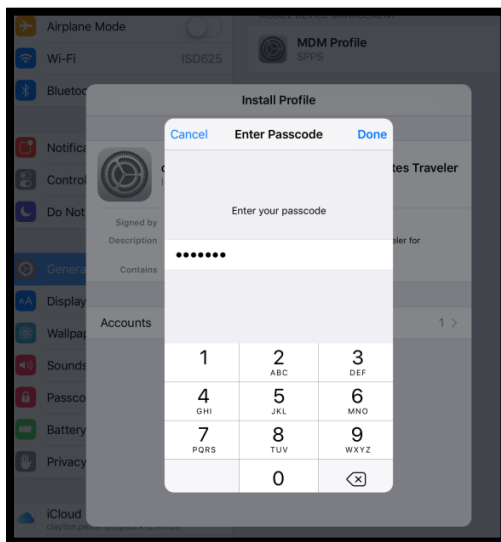4. Tap Configure your Apple iPhone/iPad/iPod Touch

5. Check to see that your Logon Name and Mail Address are correct and tap Generate
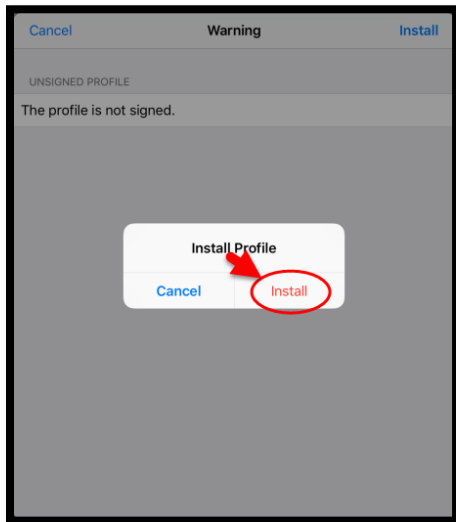
6. On the next screen tap Install

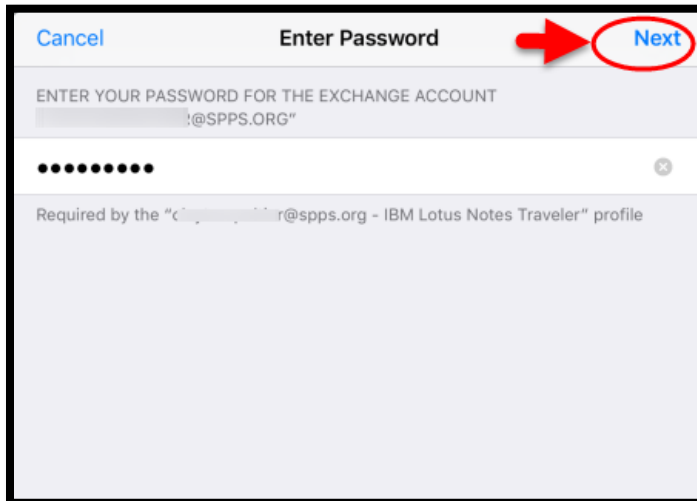7. Enter your passcode, (tap Done if prompted), and tap Next

8. Tap Install again

9. Tap Install on the Install Profile pop-up

10. Type in your Webmail password and tap Next

11. Tap Done – the installation is now complete and you can press the home button to return to the home screen.

12. To sync your calendar with Lotus Notes, go to Settings ->Mail, Contacts, Calendars, scroll down to Default Calendar – if not set to "Work", tap Default Calendar and tap "Work" to change it.