Clearspan Mobile Installation for Android

1. In Google Play, search for **Clearspan Mobile**.

2. Tap **Install**.

3. Once the install completes, tap **Open**.

4. Read the **End User License Agreement** and then tap **Accept**.

5. Tap **Accept** again.

6. Tap **Skip**.
7. Enter **https://app.sip.net.internet2.edu** in the **Server Address** field.

8. Tap **Continue**.

9. Enter your Illinois Tech email address in the **Username** field and then your Clearspan password* in the **Password** field.

   *If you do not your Clearspan password, or forgotten it, you can reset it by following the instructions [here](#).

10. Tap **Allow** on all permissions prompts.
11. Read the **E911 Disclosure** and tap **Accept**.

![E911 Disclosure](image)

**E911 Disclosure**

WARNING: Do not use your soft phone to dial emergency services (e.g. 911) except from your registered physical location. Dialing emergency services at a location other than the registered physical location may route emergency calls to an incorrect dispatch center, potentially delaying or preventing emergency services. It is recommended that you maintain alternative access for emergency dialing.

[DECLINE][ACCEPT]

12. Confirm your mobile number is correct. If not correct, put in the right number. Tap **Continue**.

![Mobile Number Input](image)

Your phone number is required, and allows us to provide full support of calling capabilities.

3125551234

[Continue]
13. Confirm your mobile number again. Tap **Not Now**.

**Clearspan Anywhere Calling**

Would you like to configure Clearspan Anywhere to receive business calls while logged out?

Confirm your mobile number.

312-555-1234

- **Not Now**
- **Yes**

14. If successful, you should see the below screen.

If you need assistance, please contact:

**OTS Support Desk**

**Phone:** 312-567-3375 (x7DESK)

**Email:** supportdesk@iit.edu

**In-person:** Galvin Library, Upper Level