

Guidance for Employees in China Using VIP Access on Mobile Devices

We recognize that some employees in China are experiencing difficulties downloading and activating the VIP Access application. This may be related to restrictions on access to certain mobile app stores, mobile carrier configurations, or device-specific settings.

The information below reflects the feedback we have received so far from employees, along with the current recommendations that have successfully worked for some users. These recommendations may not resolve the issue for every employee, but they represent the current known options available.

General Recommendation

Employees should first search for the VIP Access application in the app store available on their mobile device. Availability may vary depending on the device manufacturer, operating system, mobile carrier, region, and app store being used.

We have received feedback that the VIP Access application is available in the Apple App Store for some users. Employees using iPhone devices should search the Apple App Store to determine whether the application is available to them.

Employees using Android devices should search the app store available on their device, including Google Play Store if accessible, or other authorized app stores available to them.

Android Devices

Employees have reported two potential options:

Option 1: Download Through Google Play Store

1. Install and connect to Seagate's GlobalProtect VPN.
2. Enable Google services on the Android device, if available on the phone.
3. Access Google Play Store and download the VIP Access application.

Option 2: Direct App Installation

1. Obtain the VIP Access installation file (APK) from an approved company source.
2. Transfer the file to the mobile device and install it locally.

iPhone Devices

Based on feedback received so far, the VIP Access application appears to be available through the Apple App Store for some users in China.

Employees using iPhone devices should search the Apple App Store available on their device to determine whether they are able to download the application directly.

Important Notes

- We acknowledge that there is an issue impacting some employees in China who are attempting to download or activate VIP Access on mobile devices.
- The recommendations above are based on employee feedback and successful user experiences reported to date.
- Device models, operating systems, mobile carriers, regional settings, and app store availability may vary.
- Employees should follow company security policies when installing mobile applications.
- Employees should only use approved company sources when obtaining installation files or related application support.
- If you continue to experience issues downloading or activating VIP Access, please contact the Service Desk or the appropriate IT support team for assistance.

Employee Feedback Requested

We encourage employees to share feedback regarding their experience downloading or activating VIP Access. This includes feedback on:

- Whether the application was available in the app store on their device.
- Which app store was used.
- Whether the installation was successful.
- Any device, carrier, or configuration details that may be helpful.
- Any alternate method that successfully resolved the issue.

Employee feedback helps us identify additional solutions and share successful approaches with other employees who may be experiencing similar issues.

Current Status

- We recognize there is an issue impacting some employees in China who are attempting to install or activate VIP Access on mobile devices.

- The Android workaround described above has been successfully tested by an employee in China.
- We have received feedback that the VIP Access application is available in the Apple App Store for some users.
- Employees should search for the VIP Access application in the app store available on their device.
- This guidance reflects the feedback and experience shared with us so far.
- As additional feedback is received, we will continue to update and share helpful information with employees.

Closing

Thank you for your patience as we continue to gather feedback and identify practical options to support employees who may be impacted. We encourage employees to share their experiences and successful solutions so that we can continue to provide updated guidance and help others facing similar challenges.