Intune Enrolment Instructions for iOS Devices

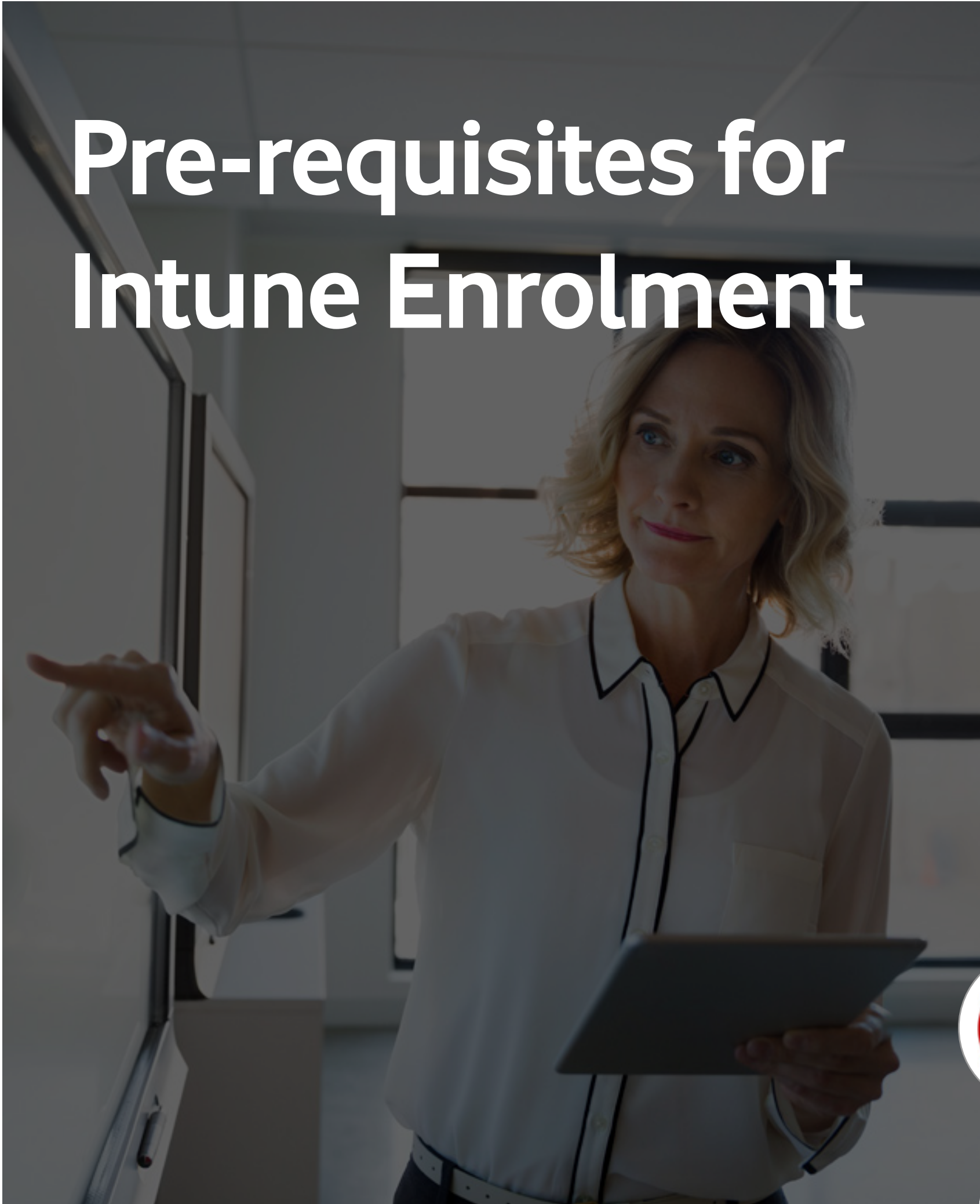# Table of contents

1

Pre-requisites for Intune Enrolment

Pre-requisites for Intune Enrolment

Minimum iOS OS 11.0 or higher

iOS and iPad devices with good internet connectivity (Wi-Fi or 5G/4G/3G)

Symantec VIP installed on a mobile device and registered with Vodafone. Refer **Symantec VIP Access** for registration procedure and refer **FAQs** around Symantec VIP.
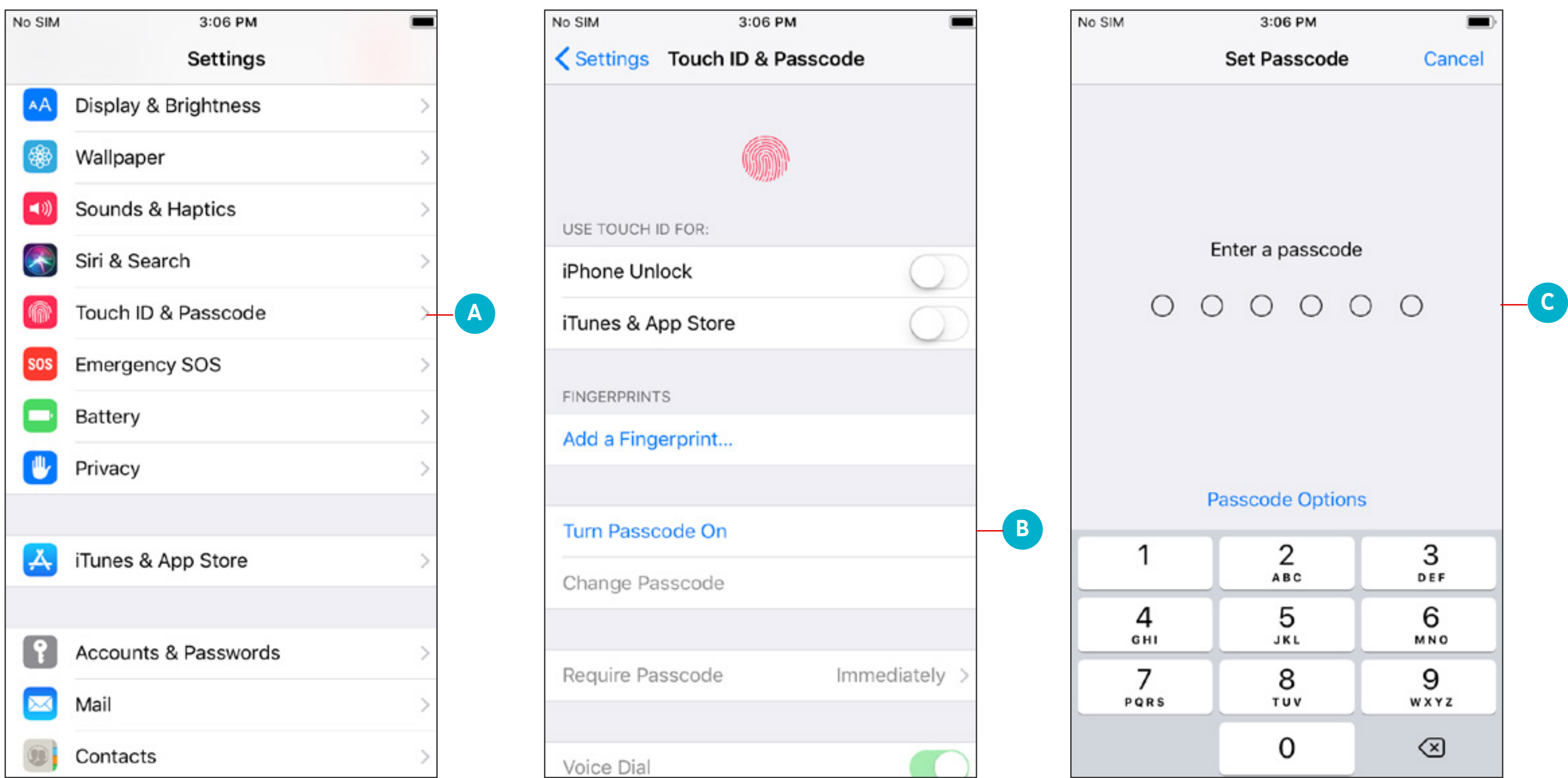
Device should not be enrolled into any other MDM platform.

1. Pre-requisites for Intune Enrolment

User needs to set a SIX digit device PIN. No repeated numbers or sequences

A Navigate to device Settings and tap on **"Touch ID & Passcode"**

B Tap on **"Turn Passcode On"**

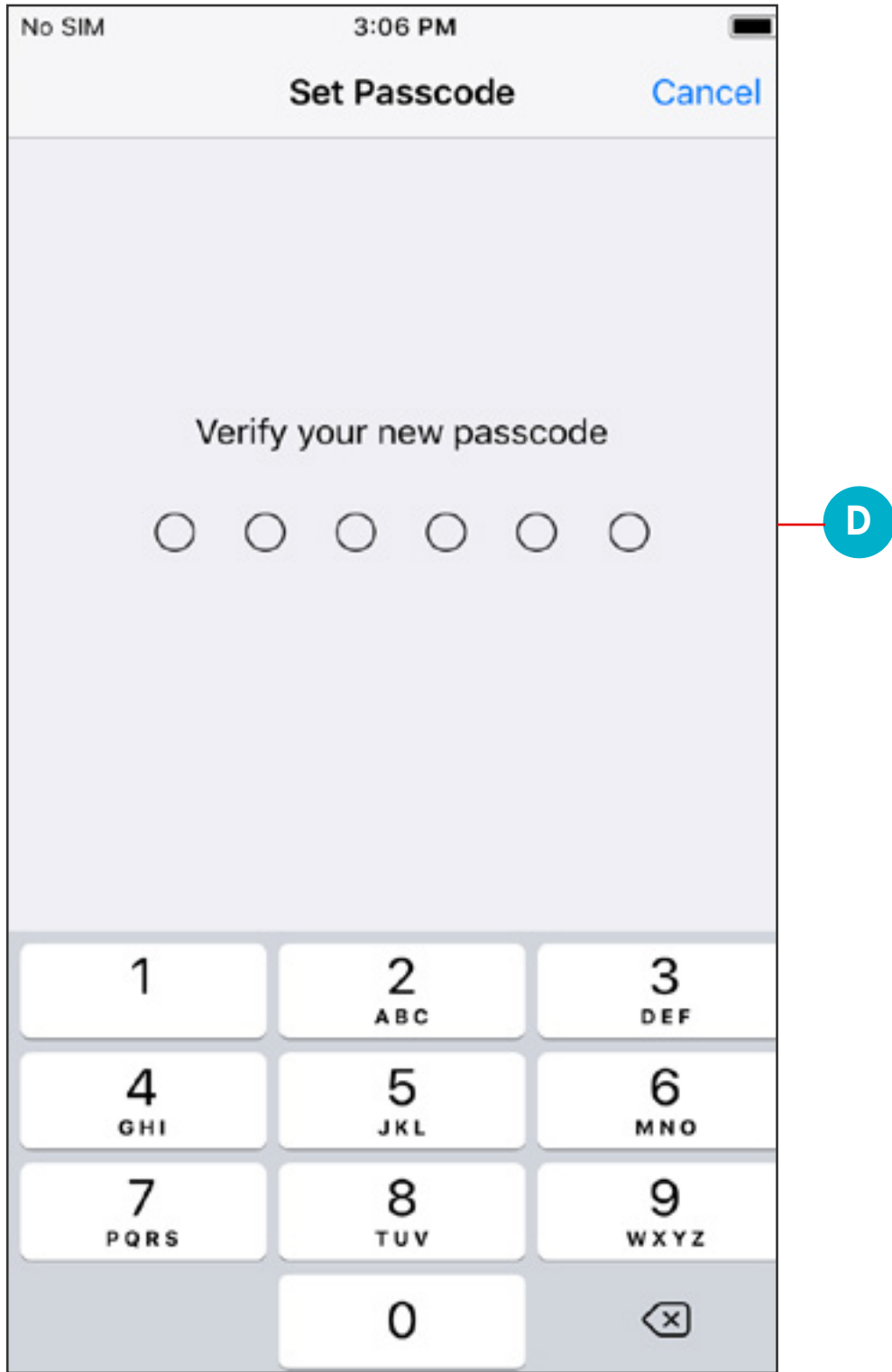**C** Enter a **Six digit** complex passcode

If you need IT support please use the **My IT self service** to raise a ticket, or contact your local **Customer Service Desk**.

1. Pre-requisites for Intune Enrolment

D **Re-enter the passcode** to set the device passcode

If you need IT support please use the **My IT self service** to raise a ticket, or contact your local **Customer Service Desk**.

Intune Enrolment Instructions | Version 1.3 | C2 - General   Table of contents   6
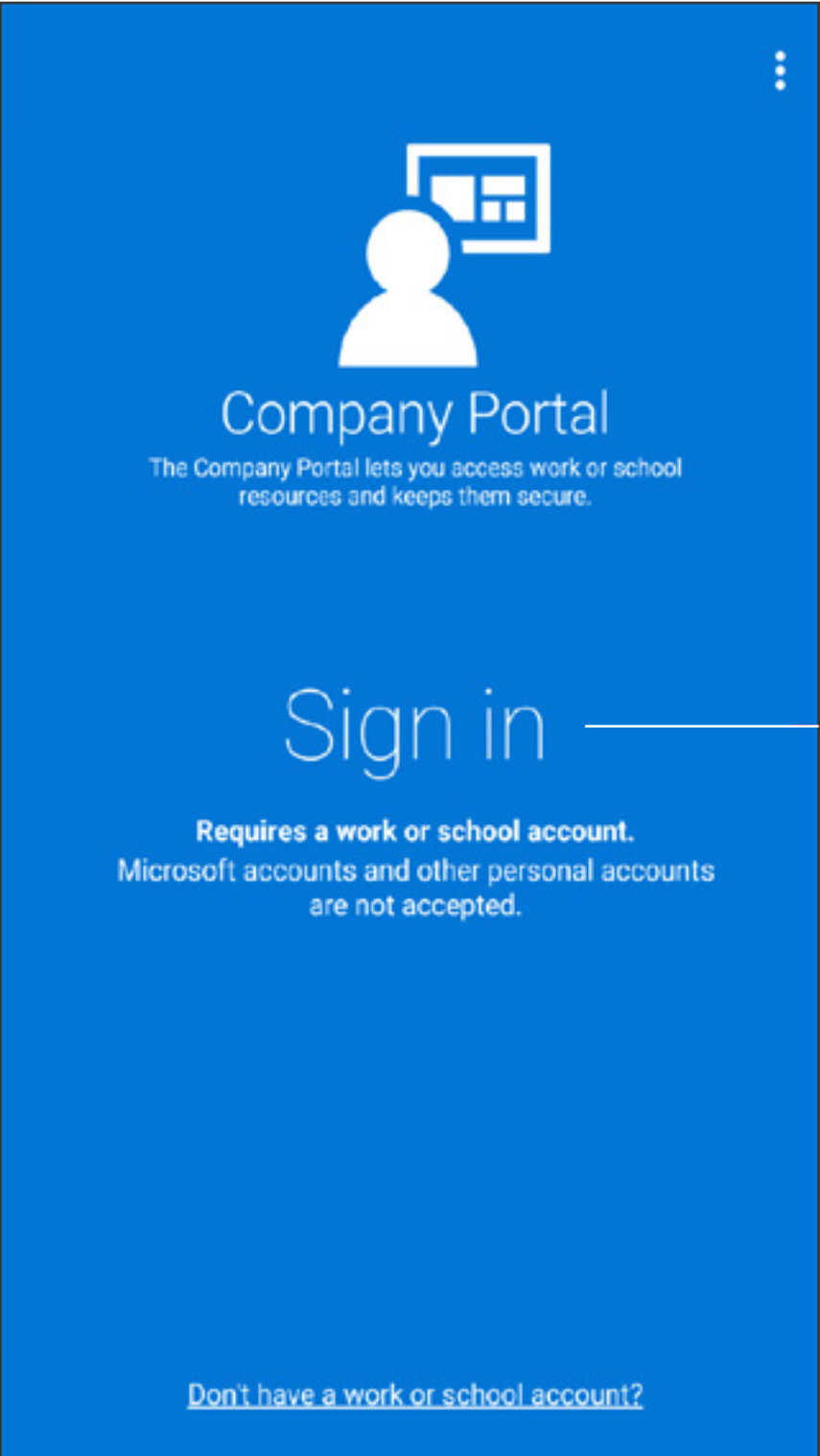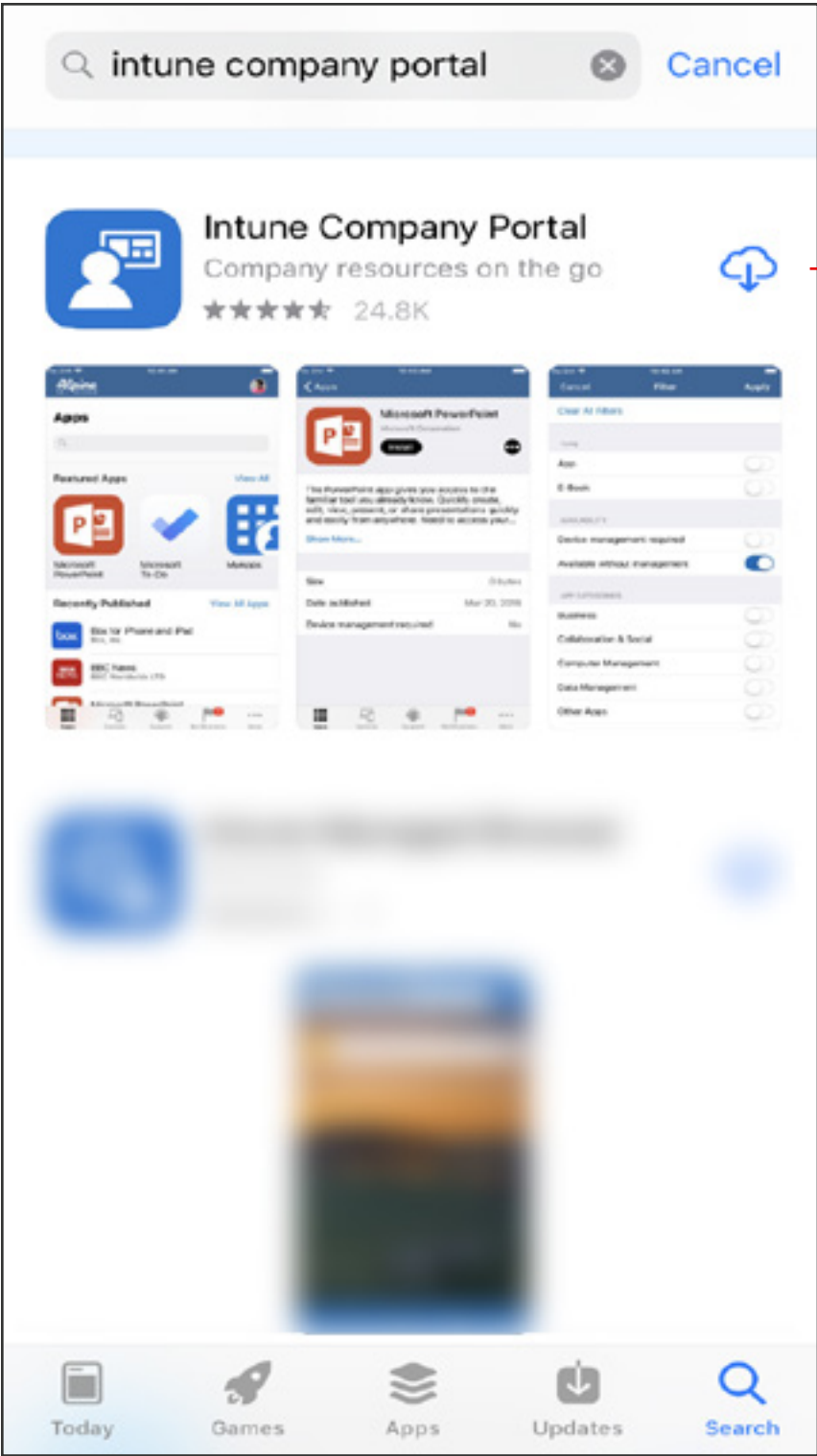
2

MDM Enrolment

On your device go to the '**App Store**' and search **Intune Company Portal.**

A Tap '**Install icon**' to begin the download.

B Next open the app and tap on **Sign in** to begin the enrolment process.

(!) **Important Note**

Before you start this enrolment, you will need to un-enrol/remove any existing device management (Air Watch).
To remove AirWatch from the device, you need to Remove the profiles by Going into iOS Device Settings > General > Device Man-agement > Remove Profile. Once profile is removed you can uninstall AirWatch.
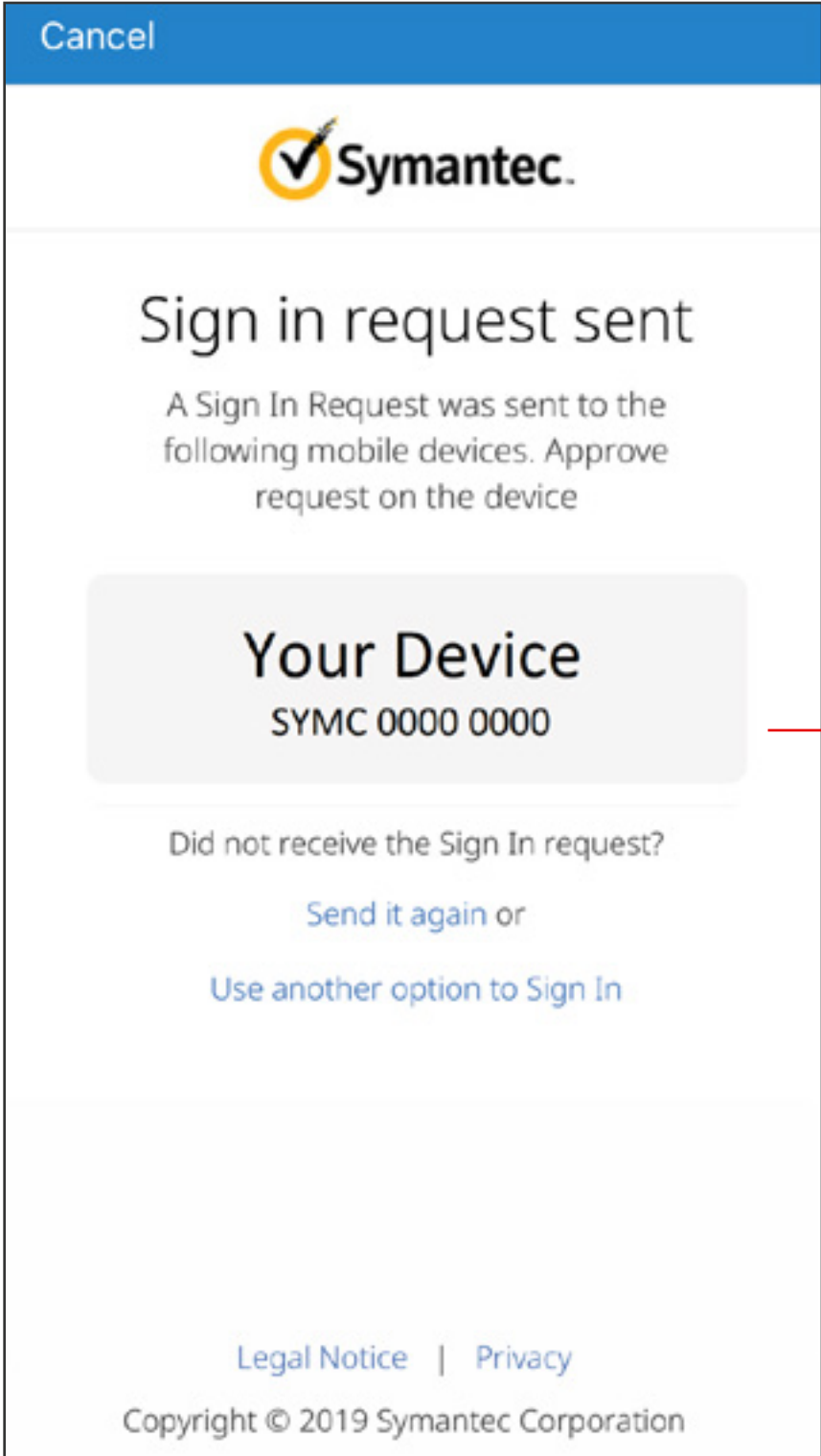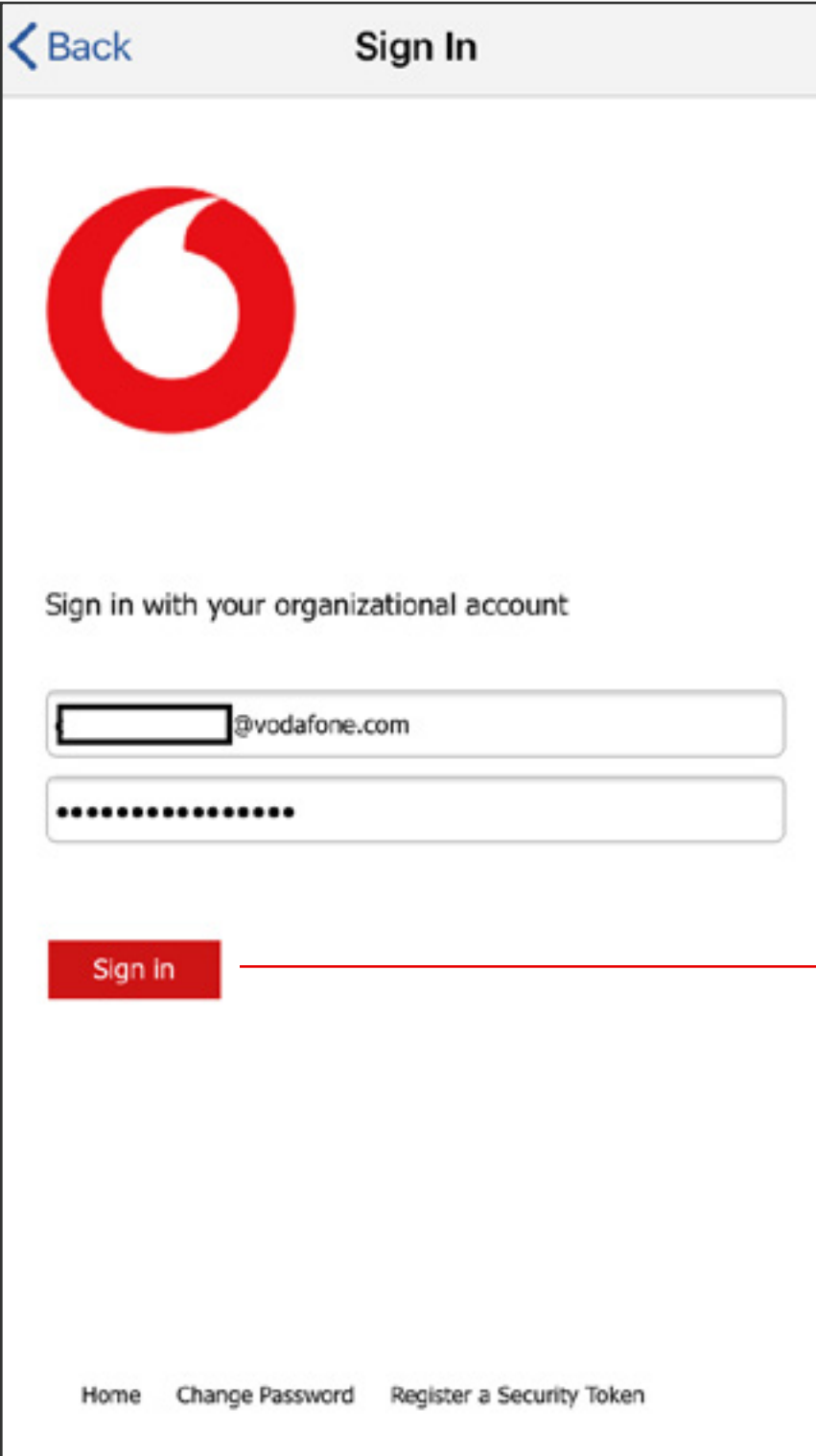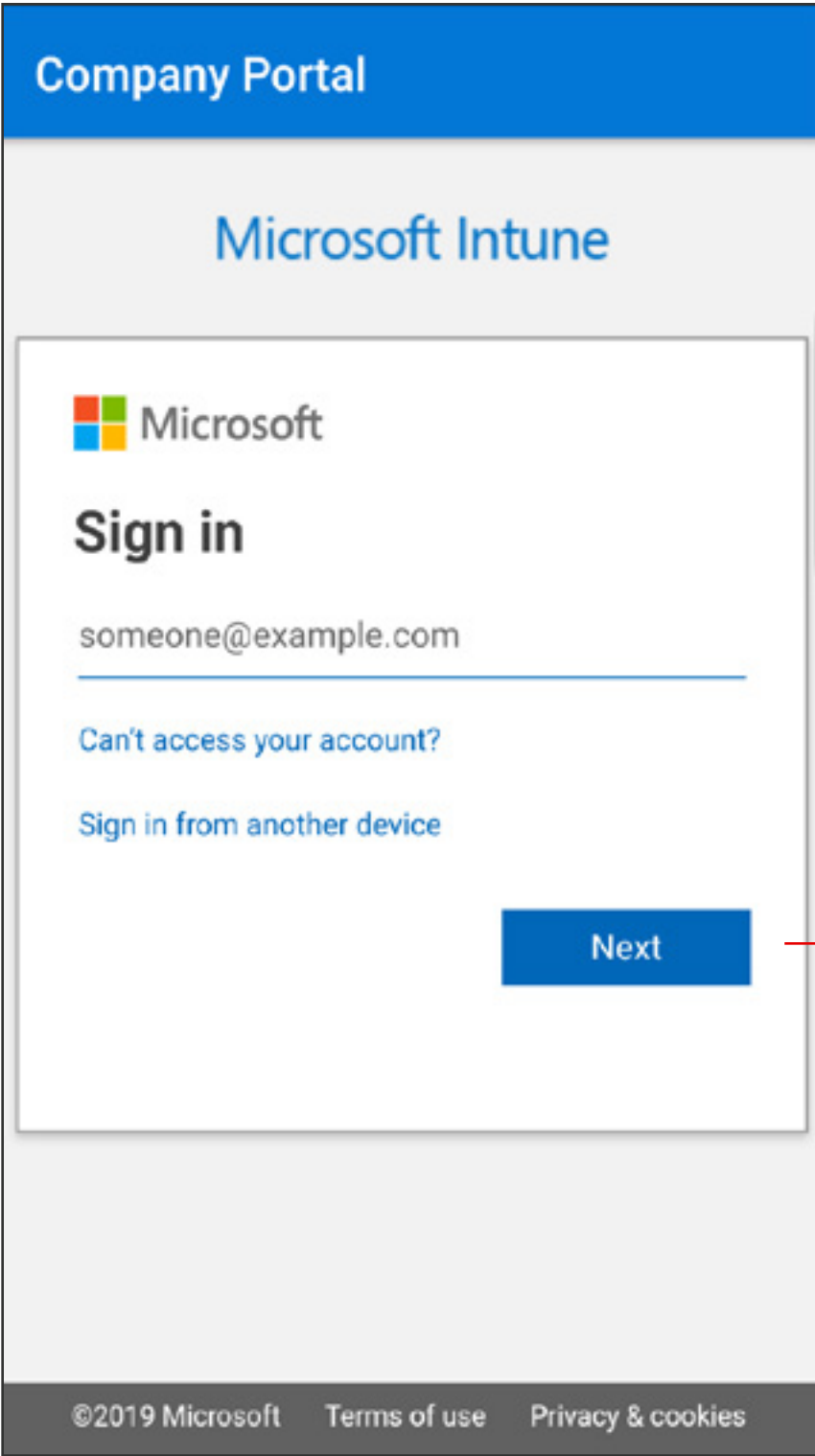

If you need IT support please use the **My IT self service** to raise a ticket, or contact your local **Customer Service Desk**.

Enter your Vodafone corporate email credentials.

A Enter Vodafone email, tap **Next**

B Enter password, tap **Sign In**

C **Symantec VIP** will send a Sign in request approval notification to your registered devices. You need to approve it.
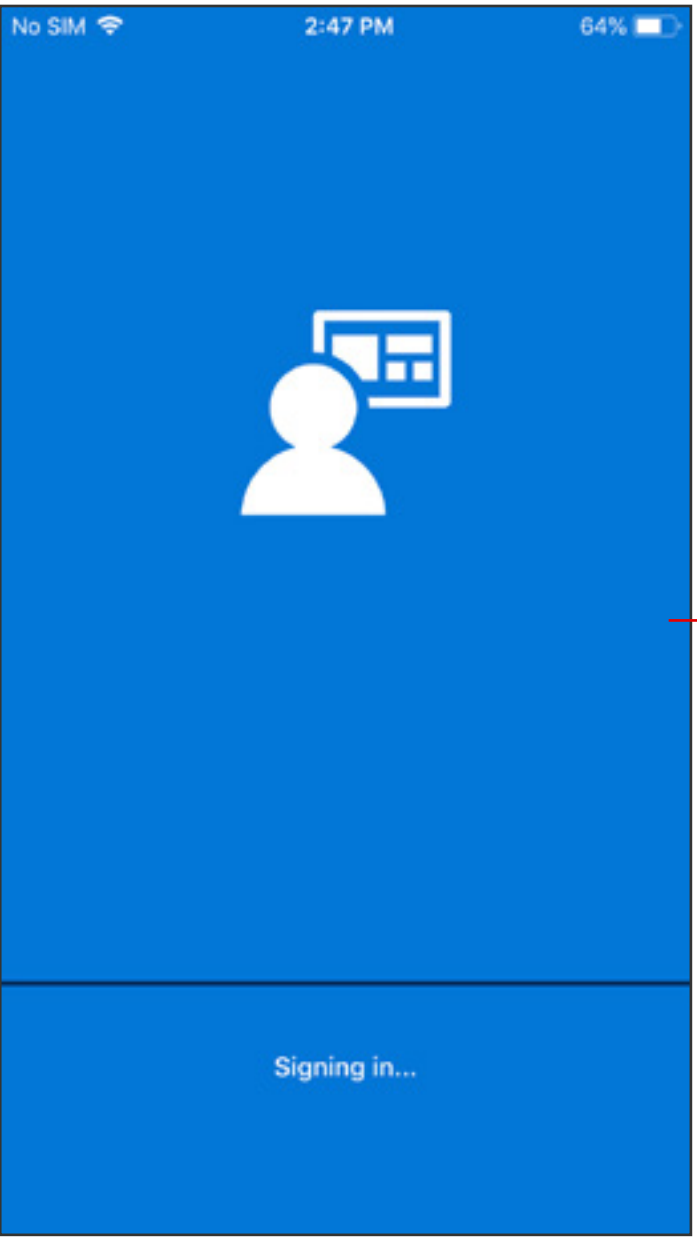
If you need IT support please use the **My IT self service** to raise a ticket, or contact your local **Customer Service Desk**.

D **Accept** the prompt from Symantec VIP app.

E **Read** Terms of Use

F Tap **Accept**

G After successful authentication, wait until you are signed into **Company Portal app**.

! **Important Note**

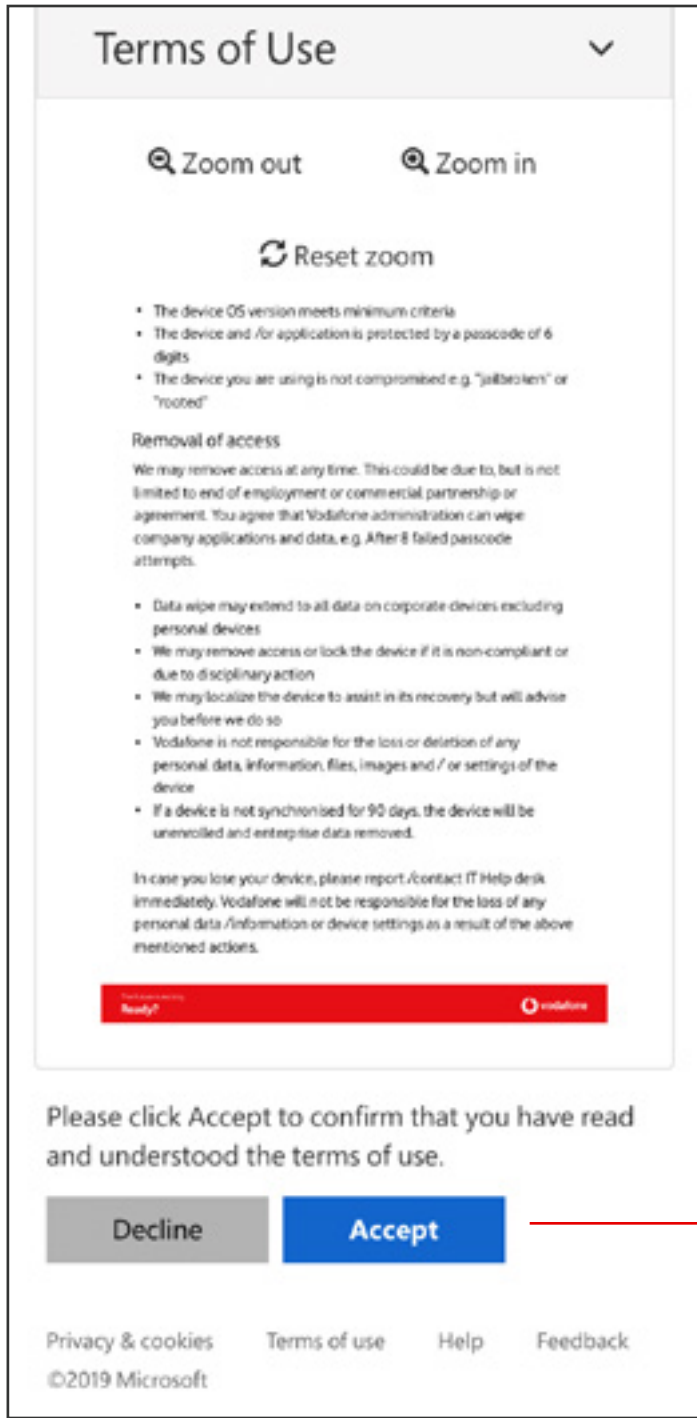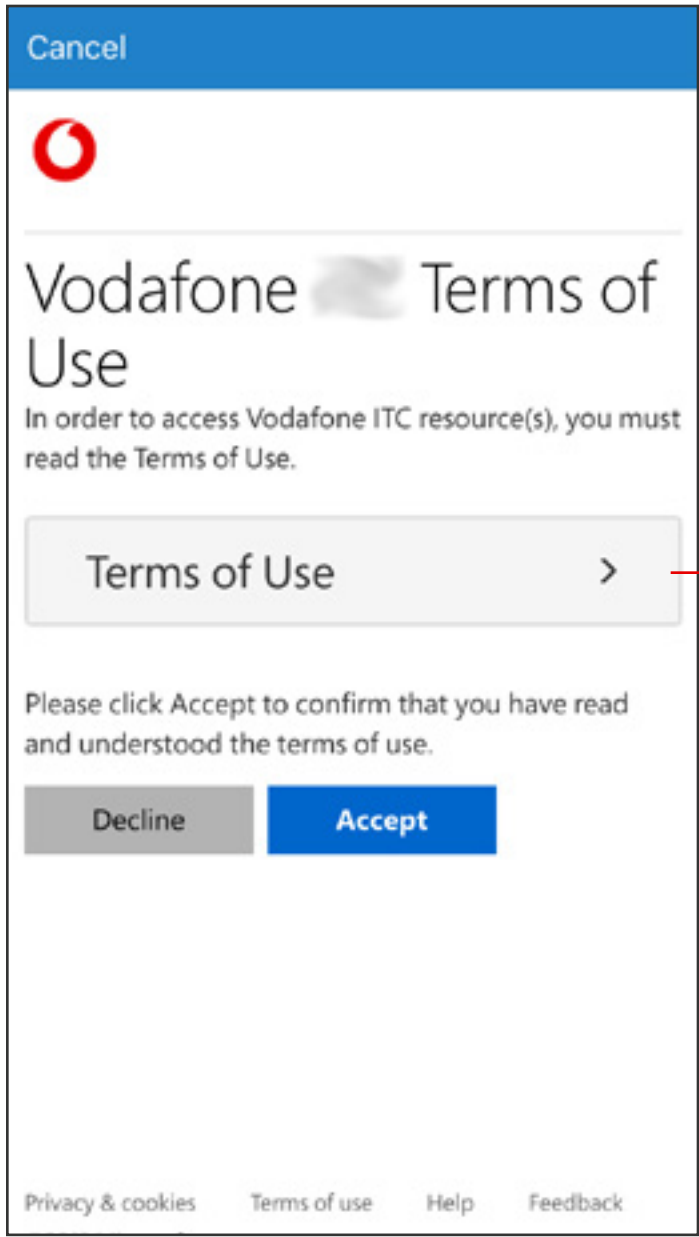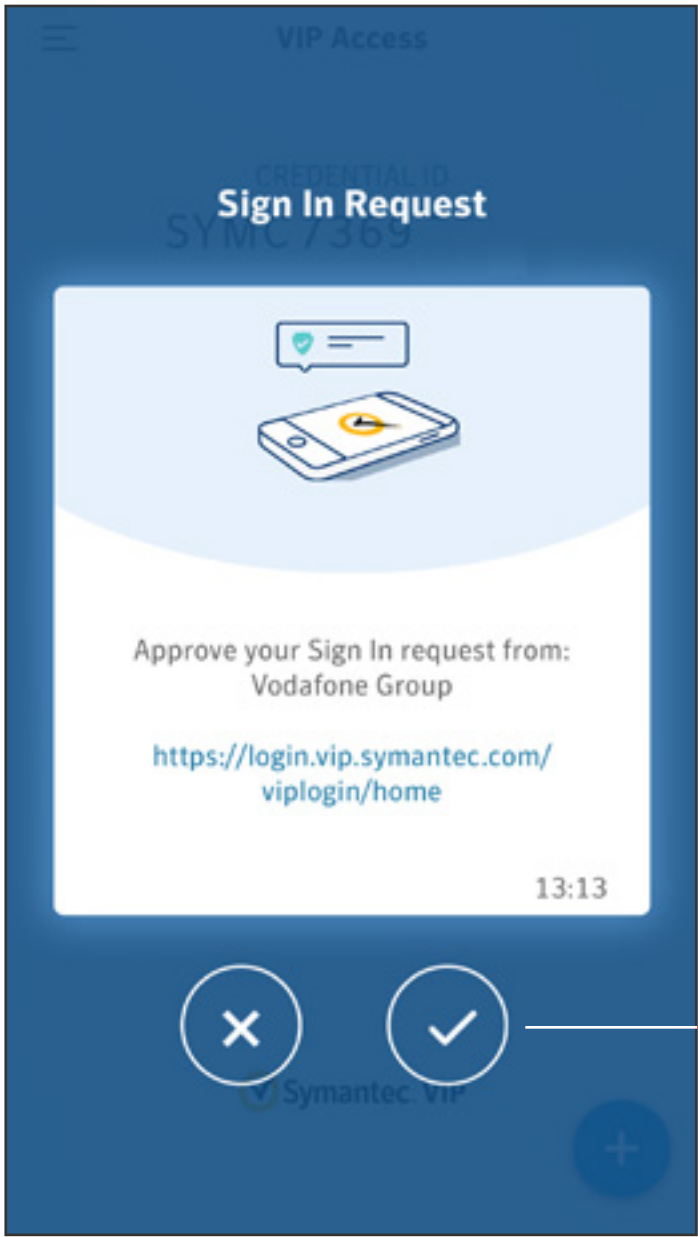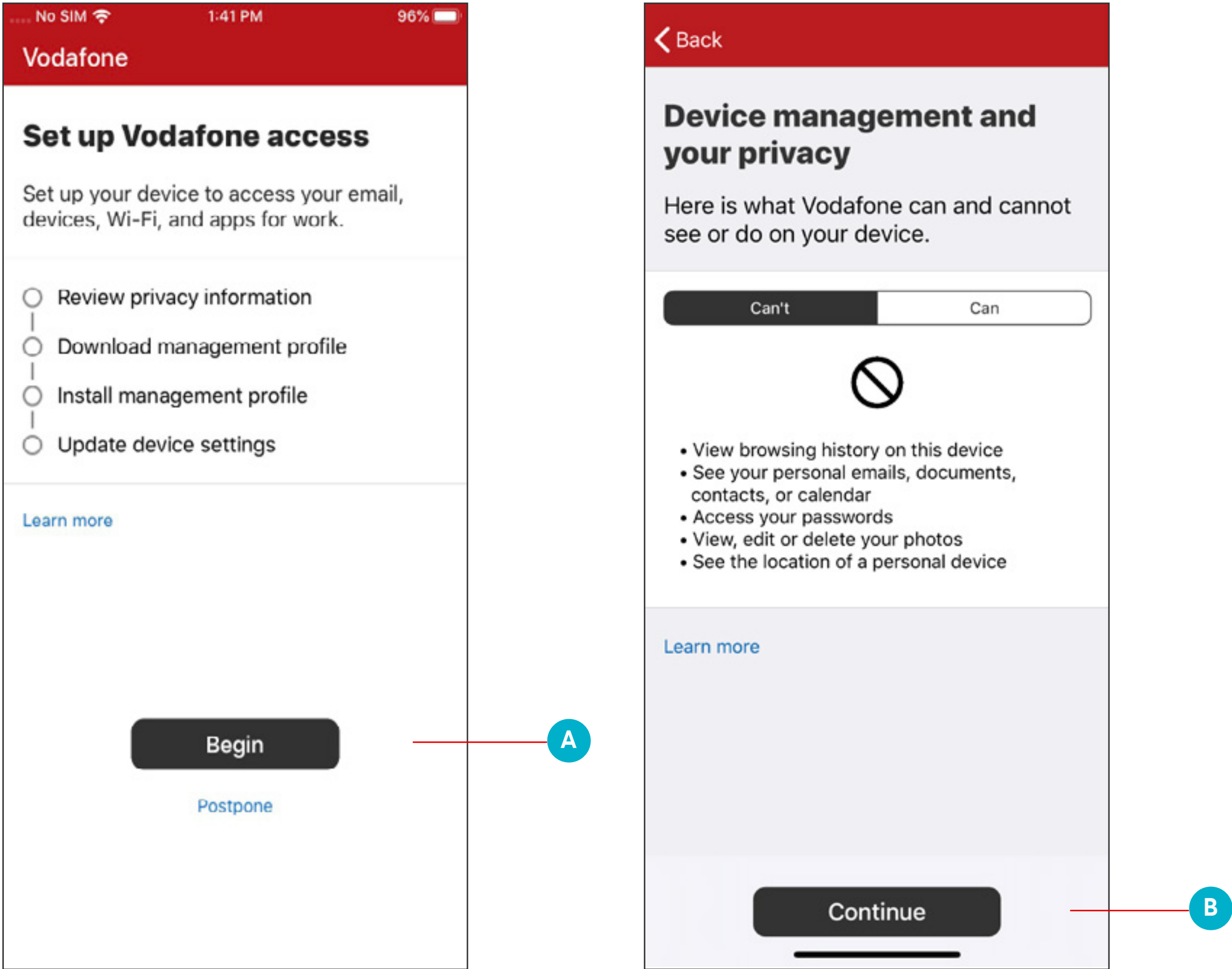- Download **Vodafone End User Agreement** from here.

If you need IT support please use the **My IT self service** to raise a ticket, or contact your local **Customer Service Desk**.

2.3 MDM Enrolment iOS Enrolment Instructions

The first screen explains the steps/scope that will be needed to set up and manage your device.

A   Tap **Begin** to proceed

B   The next screen explains what device information Vodafone IT will be able to see. Tap **Continue** to proceed
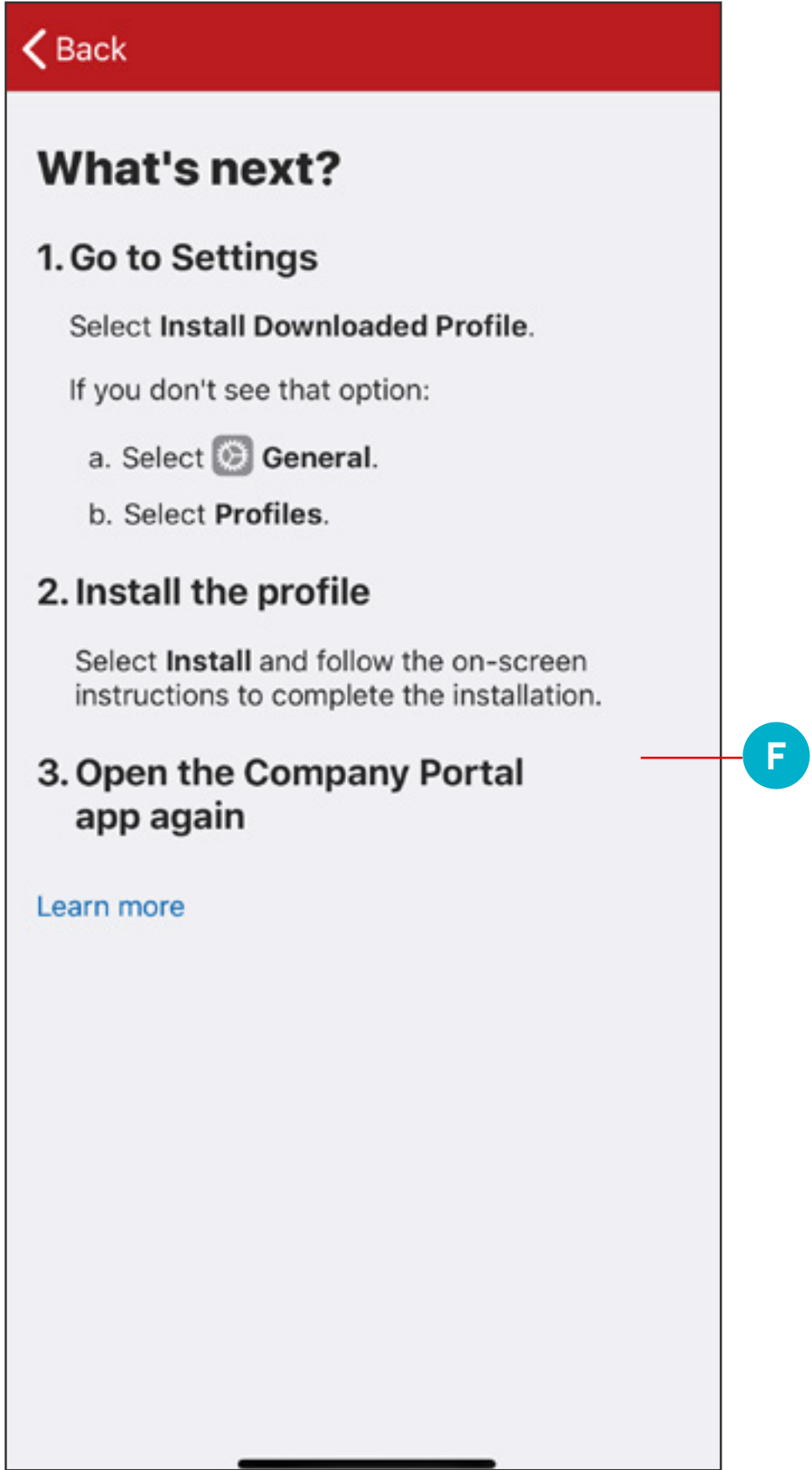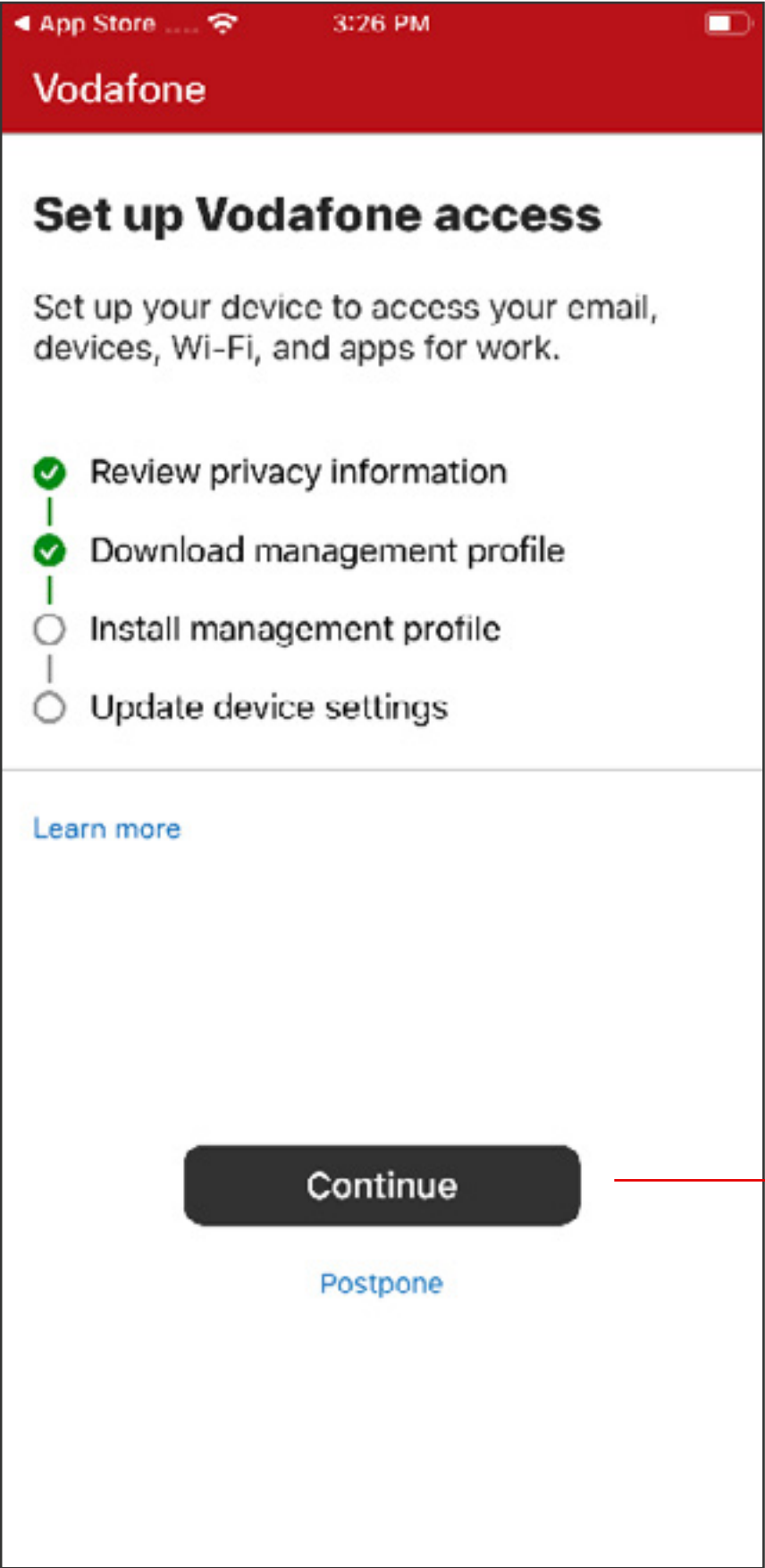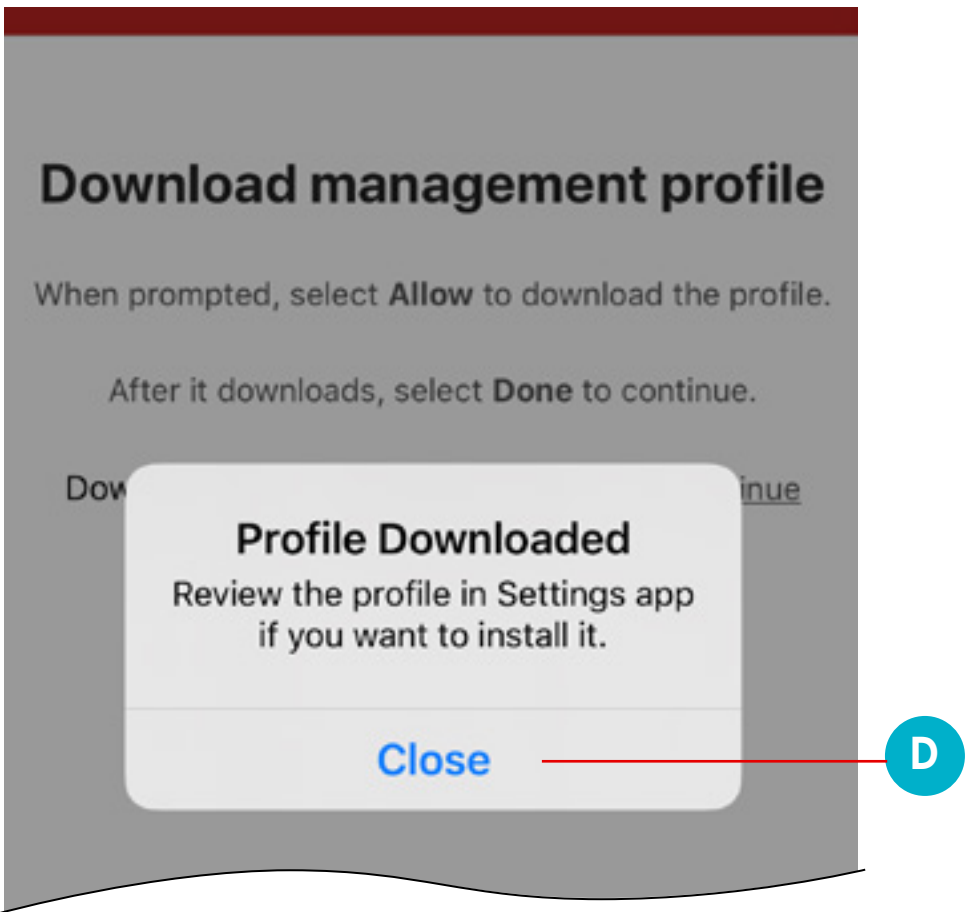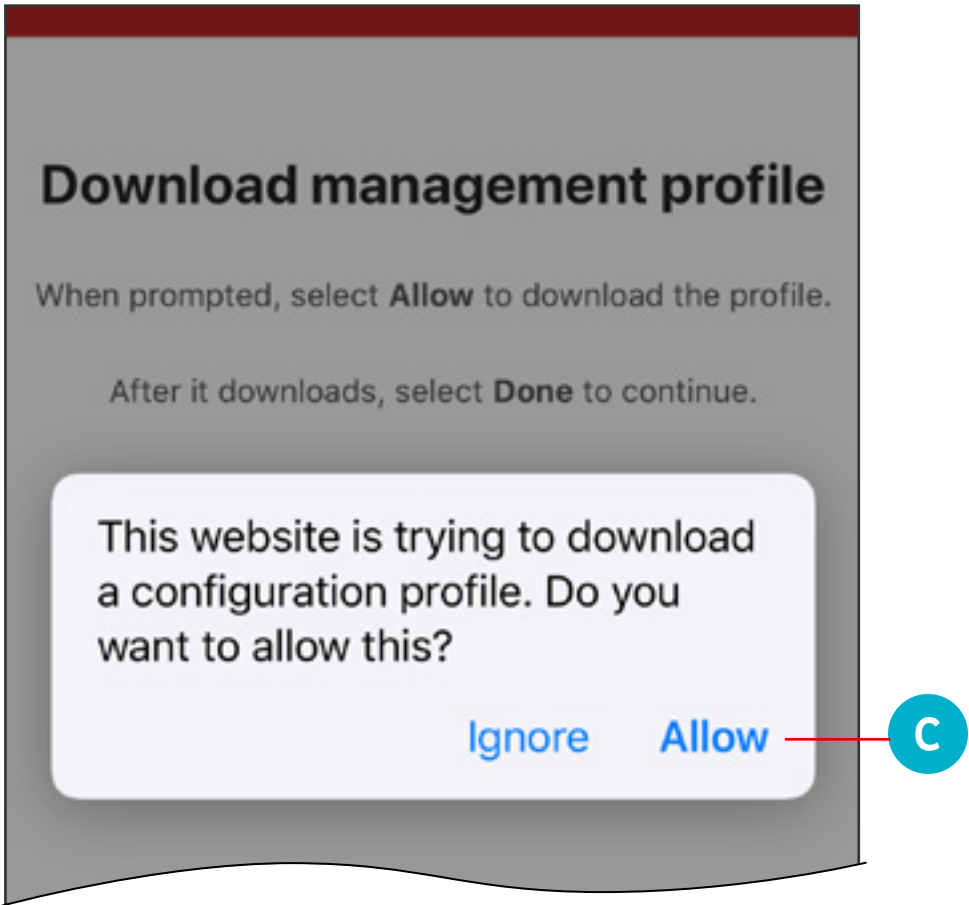

If you need IT support please use the **My IT self service** to raise a ticket, or contact your local **Customer Service Desk**.

When you proceed Intune Company Portal will download the configuration profile in settings. You will have to manually install the profile after that.

C Tap **Allow** to open setting to configure profiles.

D **Close** the dialog box showing profile is downloaded.

E Tap on **Continue**.

F This screen will show you the steps you need to perform to install the profile manually.

⚠ **Important Note**

For iOS<12.0, Intune Company Portal will route you to install Configuration Profile automatically. You don't need to manually install it.

Download management profile

When prompted, select **Allow** to download the profile.

After it downloads, select **Done** to continue.

This website is trying to download a configuration profile. Do you want to allow this?

Ignore   Allow   — **C**

Download management profile

When prompted, select **Allow** to download the profile.

After it downloads, select **Done** to continue.

Dow...   ...nue

Profile Downloaded
Review the profile in Settings app if you want to install it.

Close   — **D**

◀ App Store   3:26 PM

Vodafone

Set up Vodafone access

Set up your device to access your email, devices, Wi-Fi, and apps for work.

✓ Review privacy information
✓ Download management profile
○ Install management profile
○ Update device settings

Learn more

Continue   — **E**

Postpone

❮ Back

What's next?

1. **Go to Settings**

   Select **Install Downloaded Profile**.

   If you don't see that option:

   a. Select ⚙ **General**.
   b. Select **Profiles**.

2. **Install the profile**

   Select **Install** and follow the on-screen instructions to complete the installation.

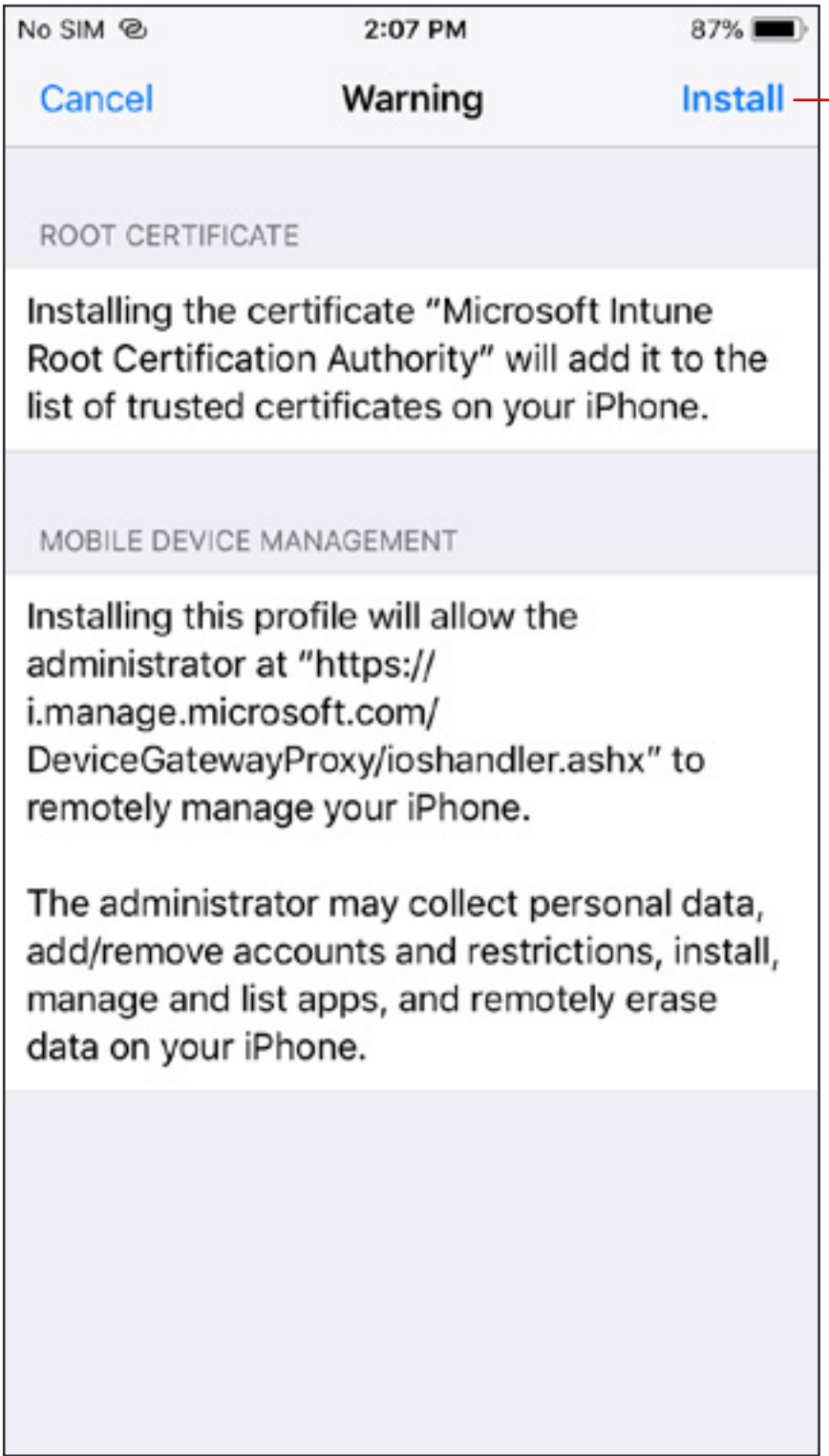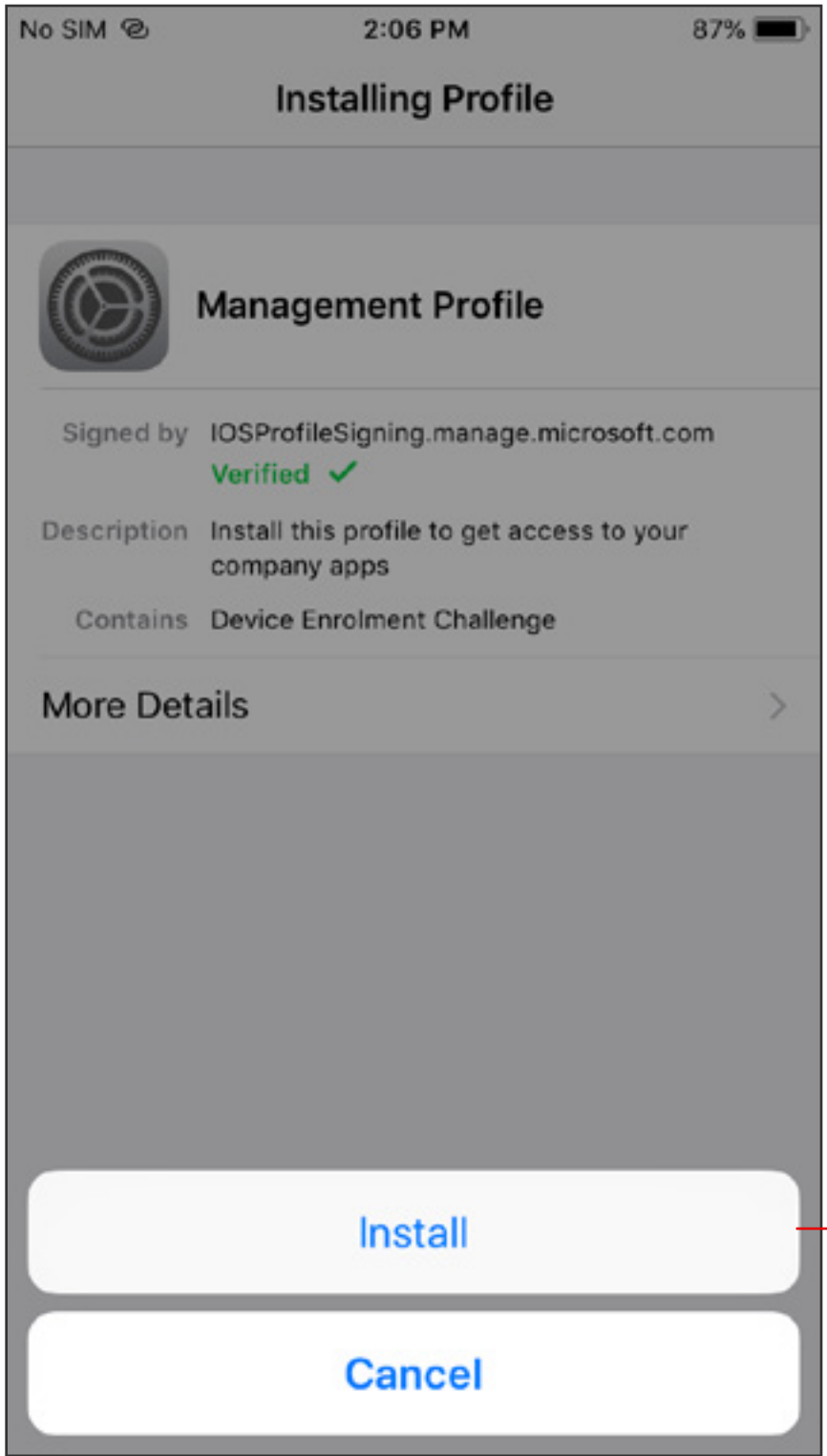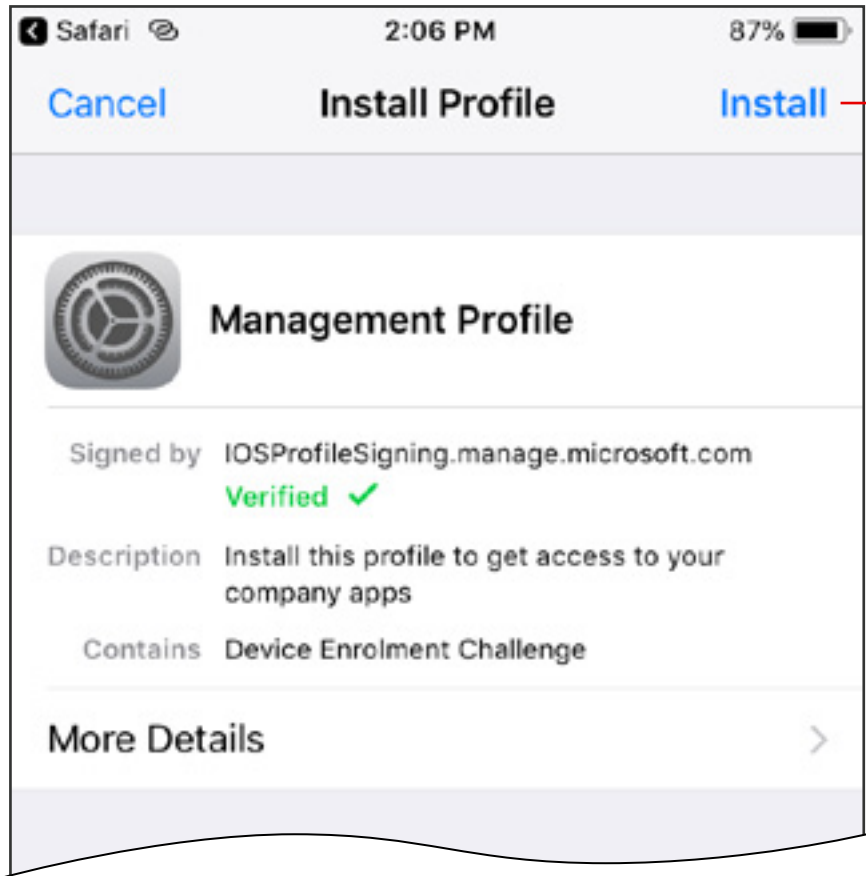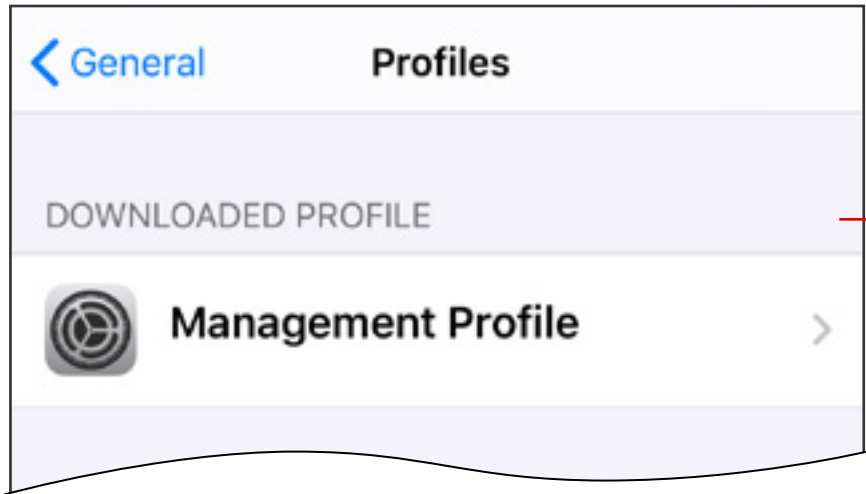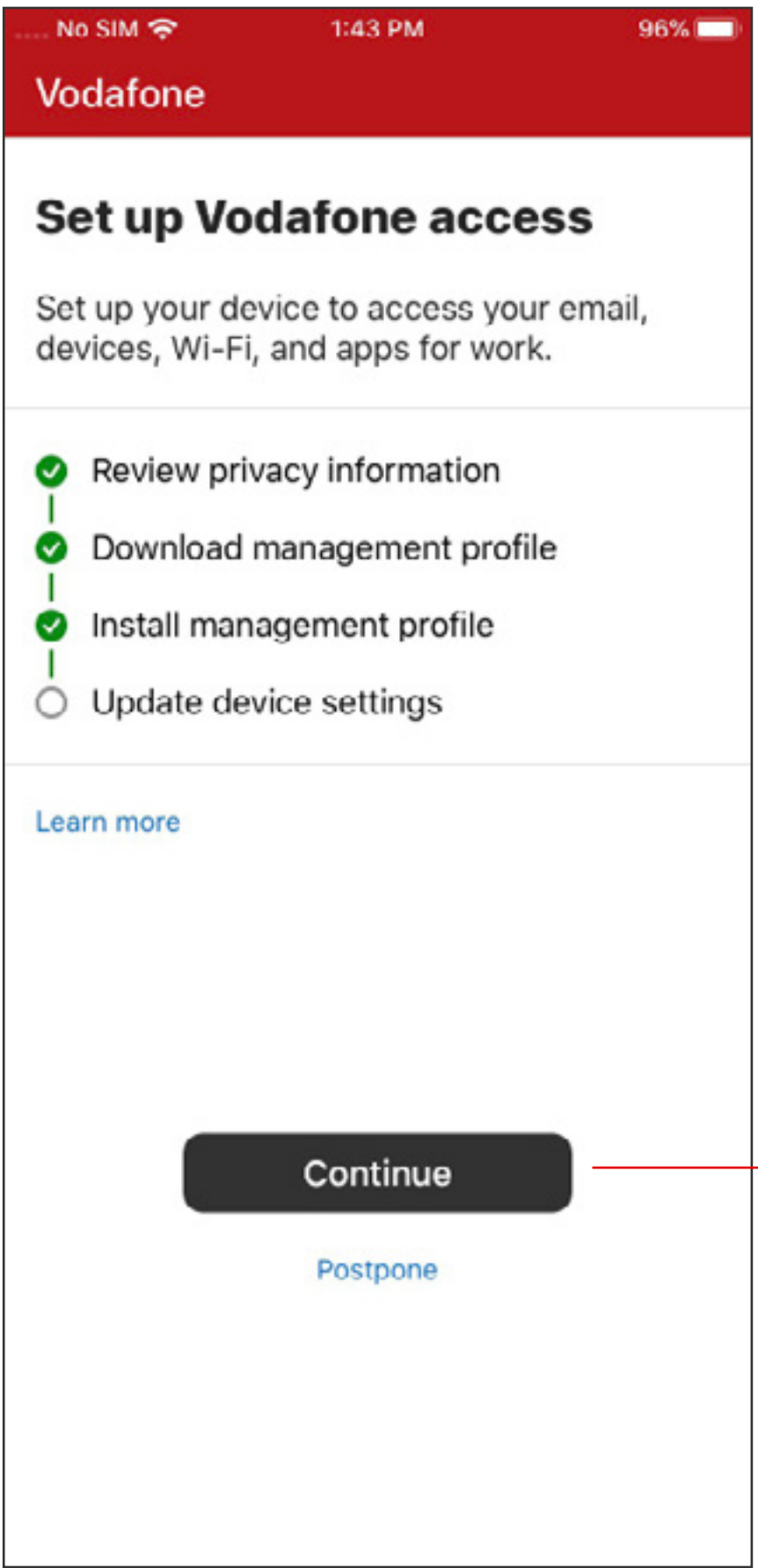3. **Open the Company Portal app again**

Learn more

— **F**
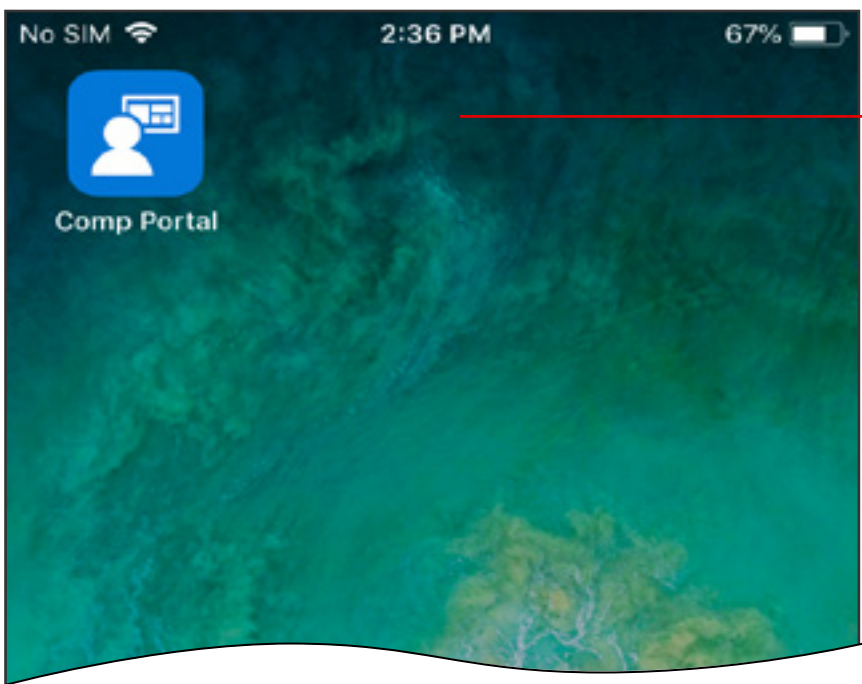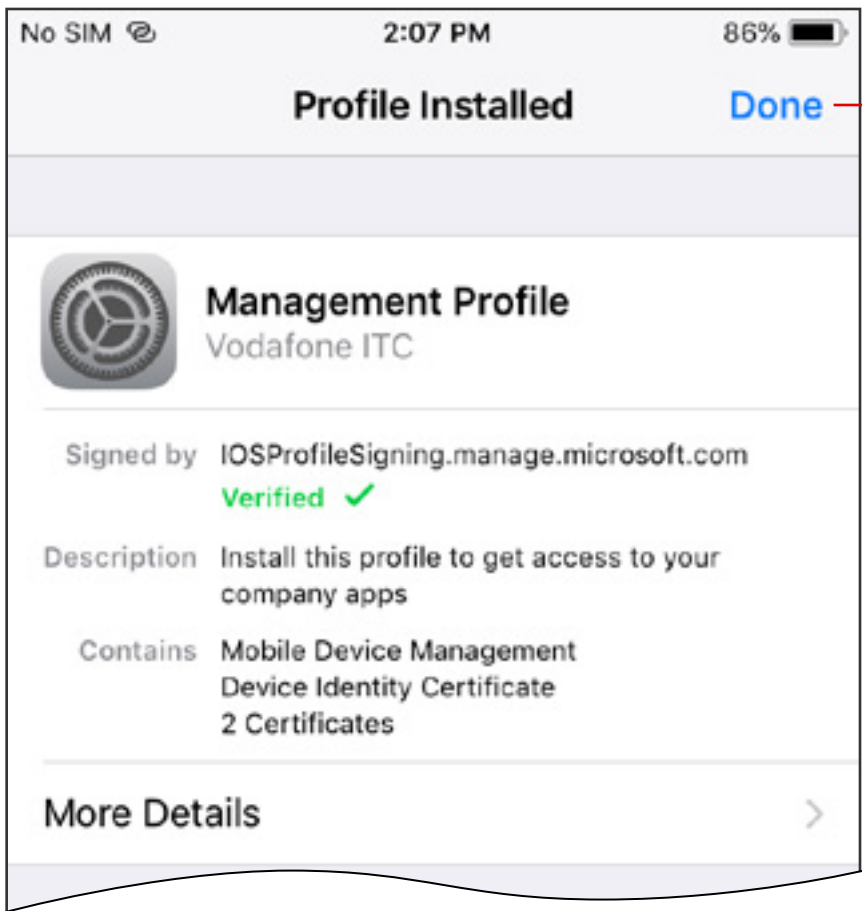
If you need IT support please use the **My IT self service** to raise a ticket, or contact your local **Customer Service Desk**.

iOS Enrolment Instructions

Navigate to device Settings->General->Device Management. (Profiles & Device Management in iOS 13.0+)

A Tap on the downloaded profile

B Tap **Install** to proceed

C Again tap **Install** to confirm installing profile

D At the warning screen tap **Install** to continue with the configuration process
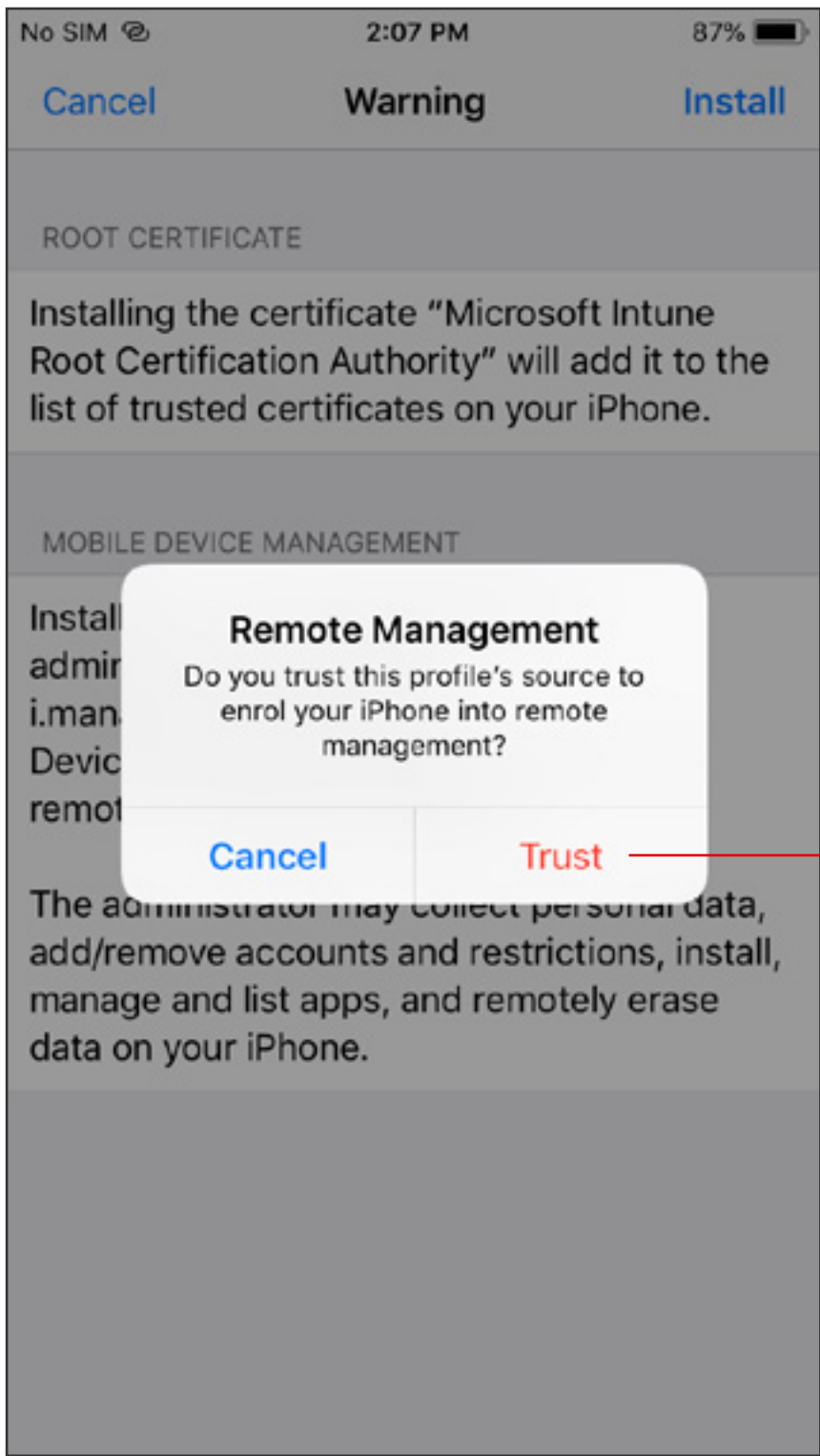
You will receive a pop-up to trust remote management.

A Tap on **Trust**.

B Tap on **Done** once the profiles are installed. (For iOS<12.0, Intune Company Portal will route you to install Configuration Profile automatically. You don't need to manually install it.)

C Open the Intune Company Portal app.

D Tap on **Continue**.

⚠ **Important Note**

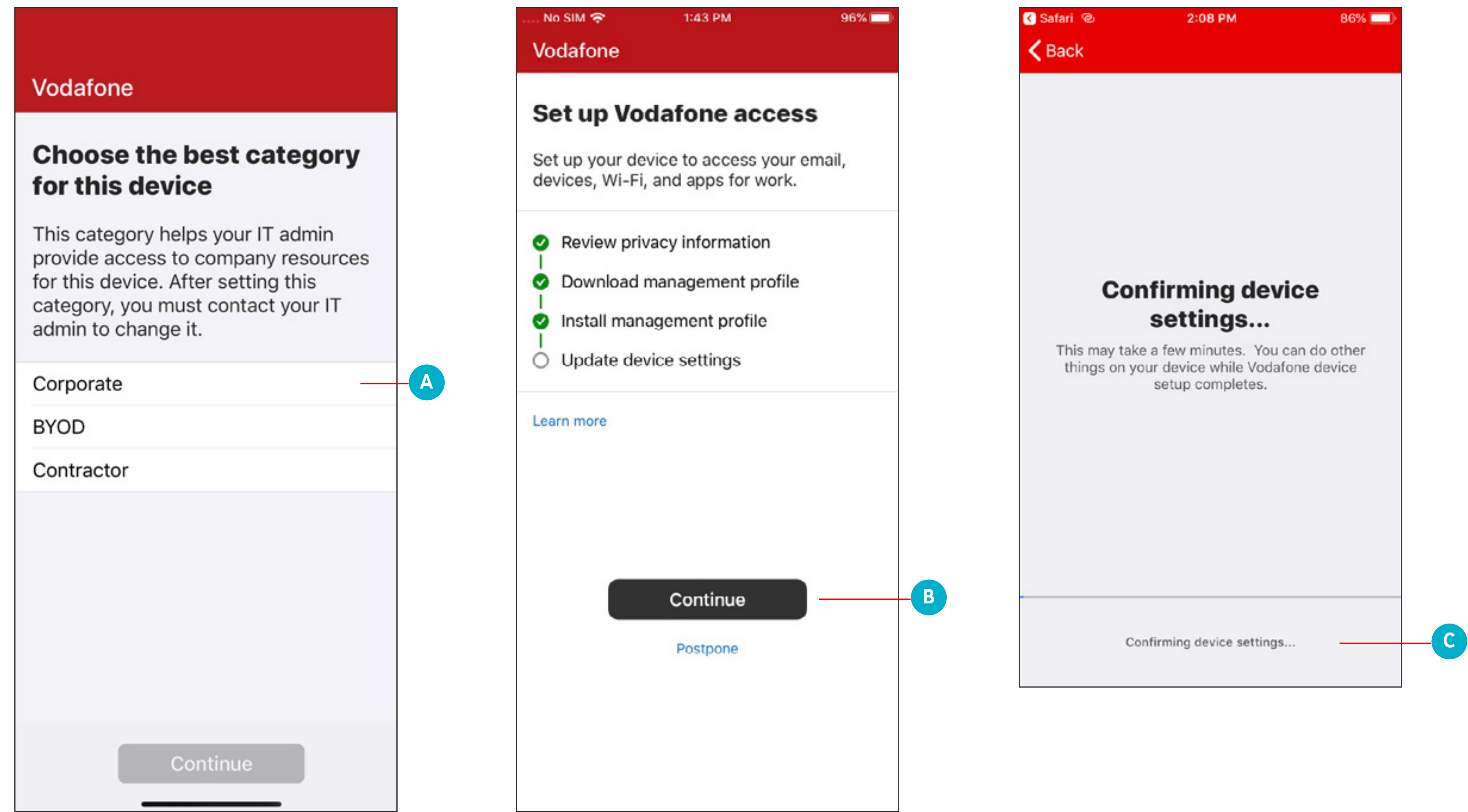If you choose to 'Cancel' the setup process at this stage, you will need to start over from step-1.

If you need IT support please use the **My IT self service** to raise a ticket, or contact your local **Customer Service Desk**.

The first part of the enrolment is now complete, and confirmation will be shown with a green tick icon.

A From the **Categories**, choose the device type.

B Tap on **Continue** to confirm device settings.
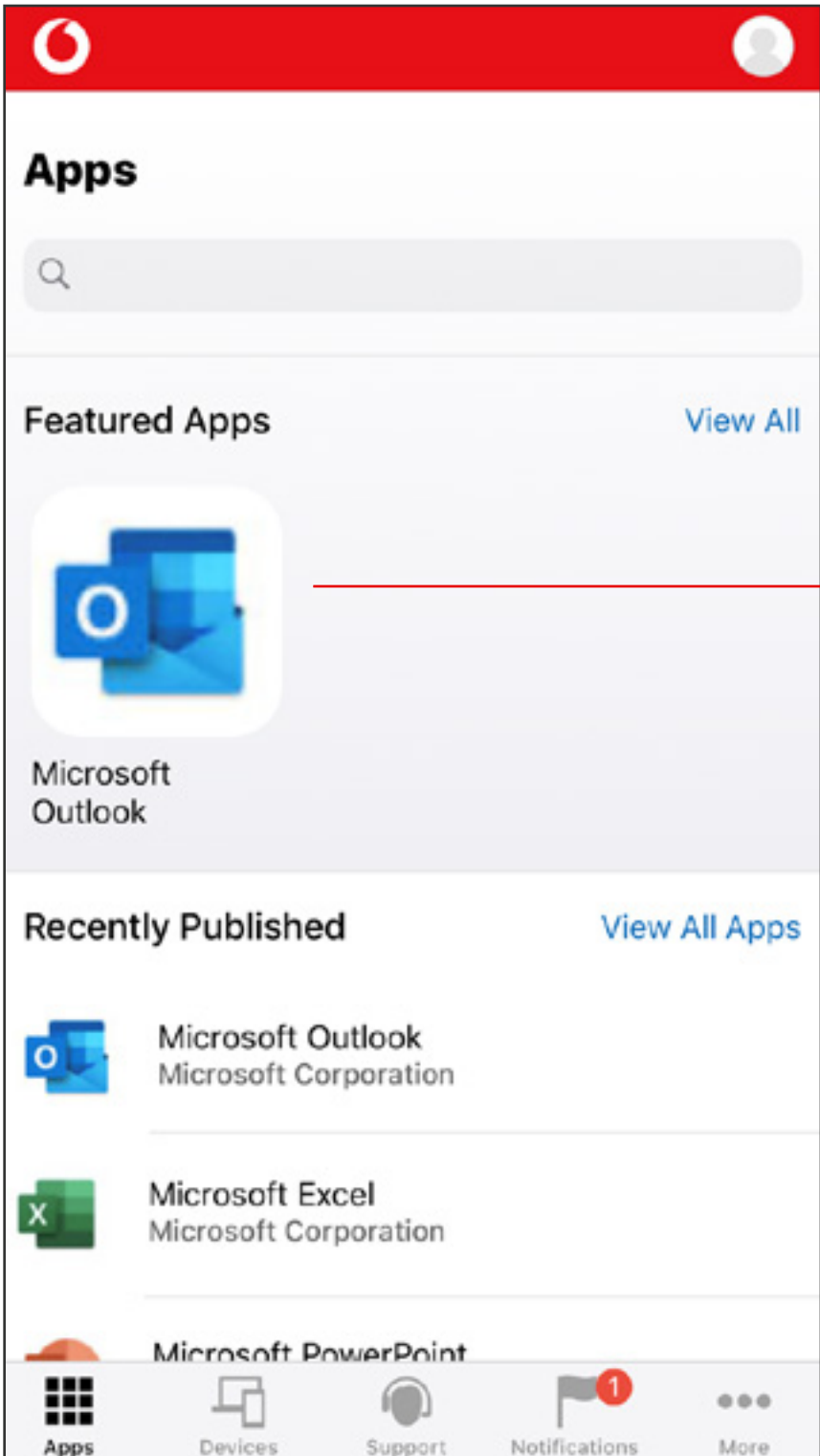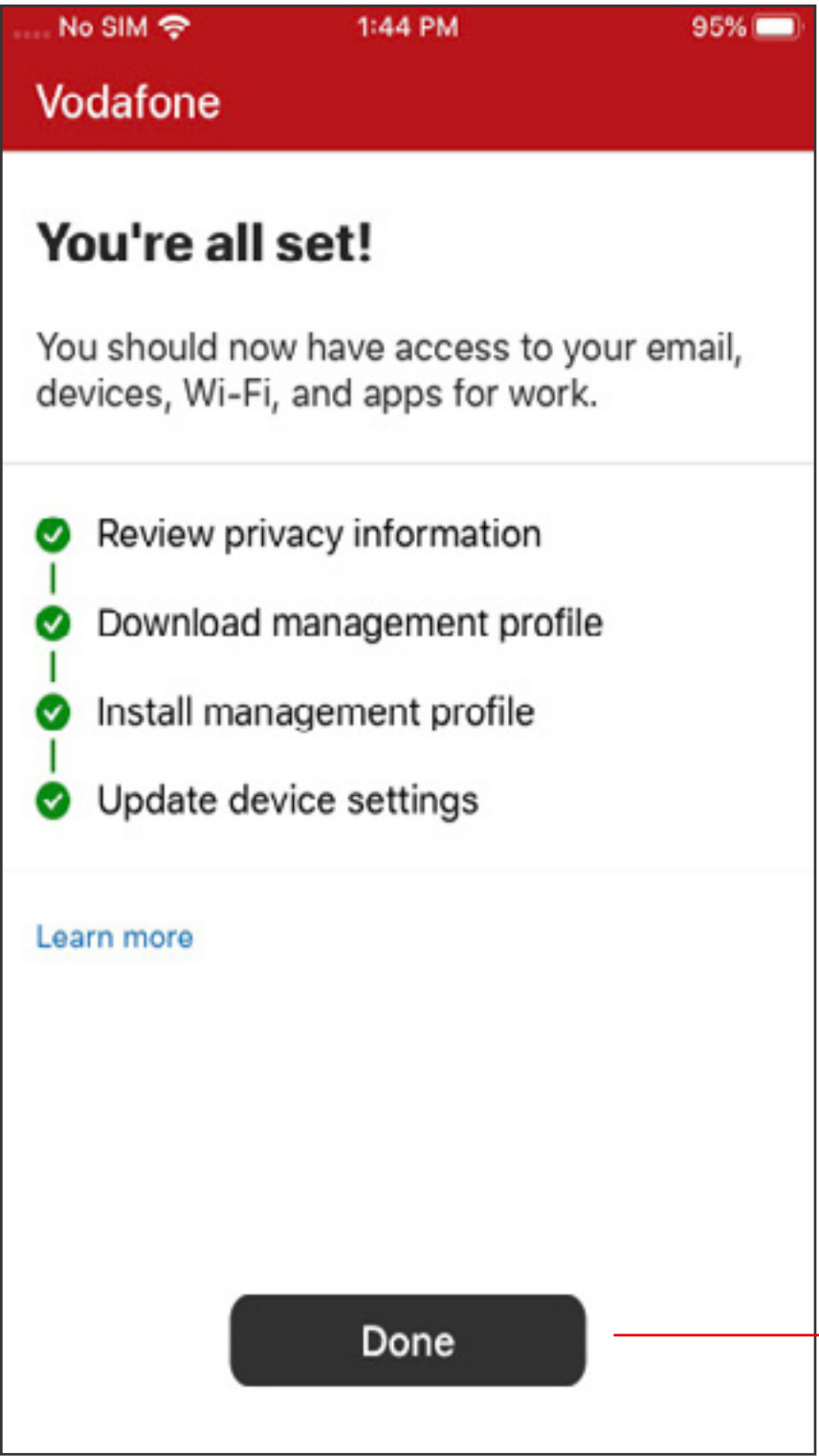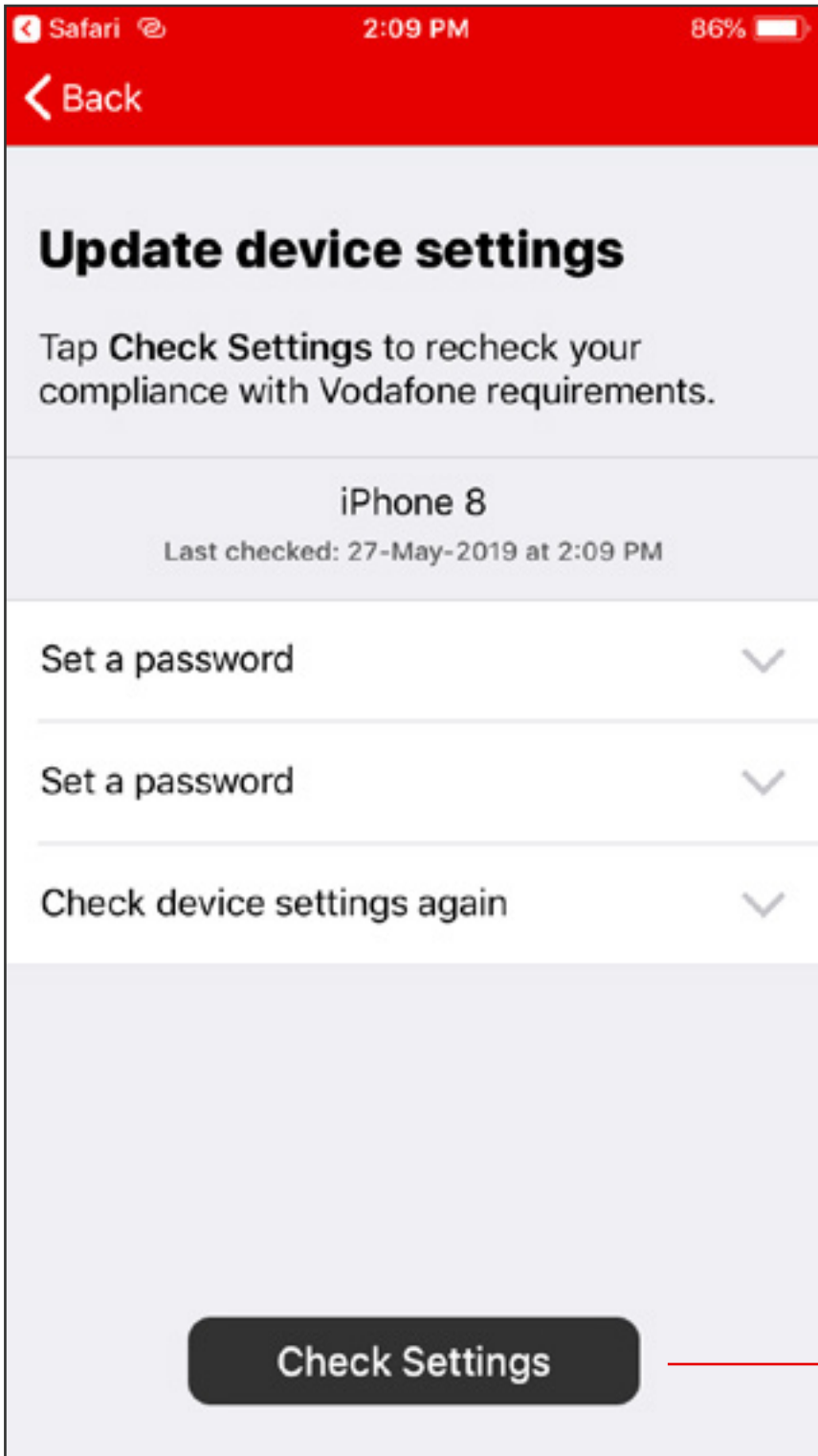
C This will confirm device settings.

If you need IT support please use the **My IT self service** to raise a ticket, or contact your local **Customer Service Desk**.

iOS Enrolment Instructions

D Update the settings to make your device complaint and then tap on **Check Settings**.

E Tap on **Done** to Finish the enrollment process. At this stage, the mobile device is enrolled successfully.

F Intune Company Portal app will open. You can navigate to: **"Apps"** section to see apps **"Devices"** section to see you enrolled devices.

If you need IT support please use the **My IT self service** to raise a ticket, or contact your local **Customer Service Desk**.
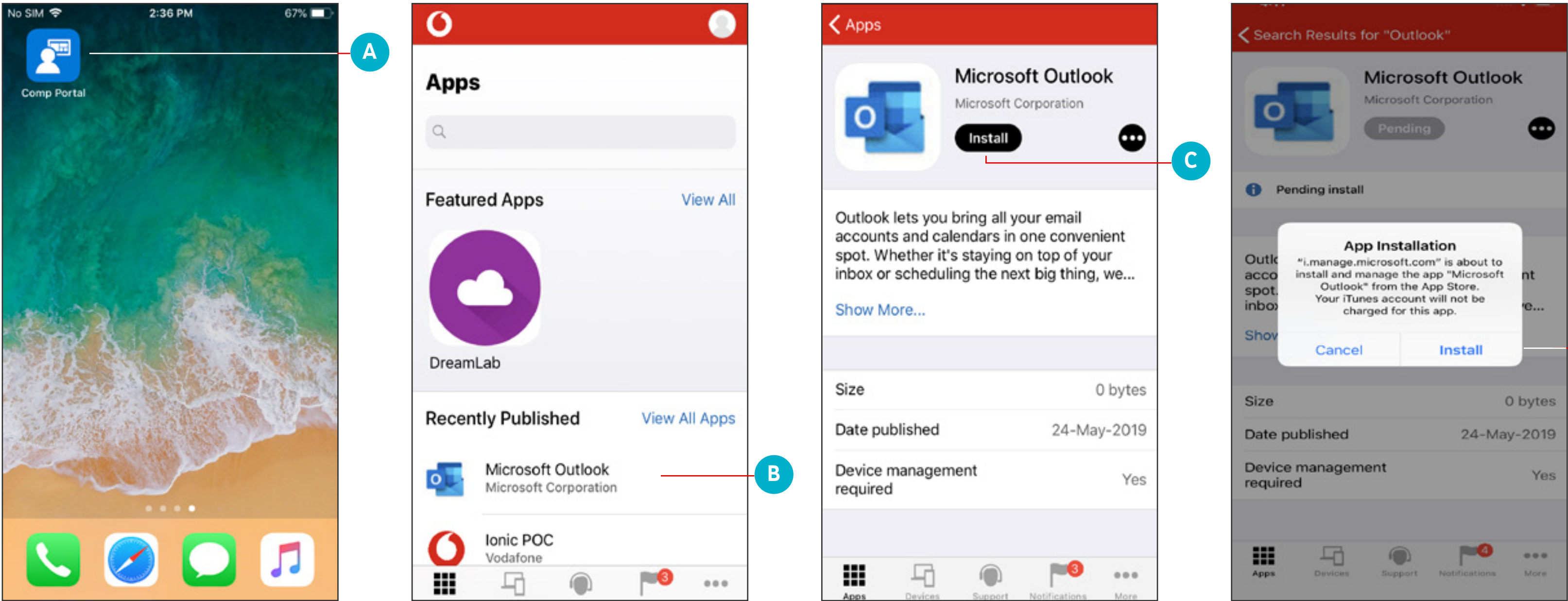
3

Outlook on Mobile - Configuration

3.1 Outlook on Mobile App Installation

To install Outlook iOS App

A Open **Intune Company Portal**

B "**Apps**" section to see apps
"**Devices**" section to see you enrolled devices

C Select **Outlook** and tap on **Install**

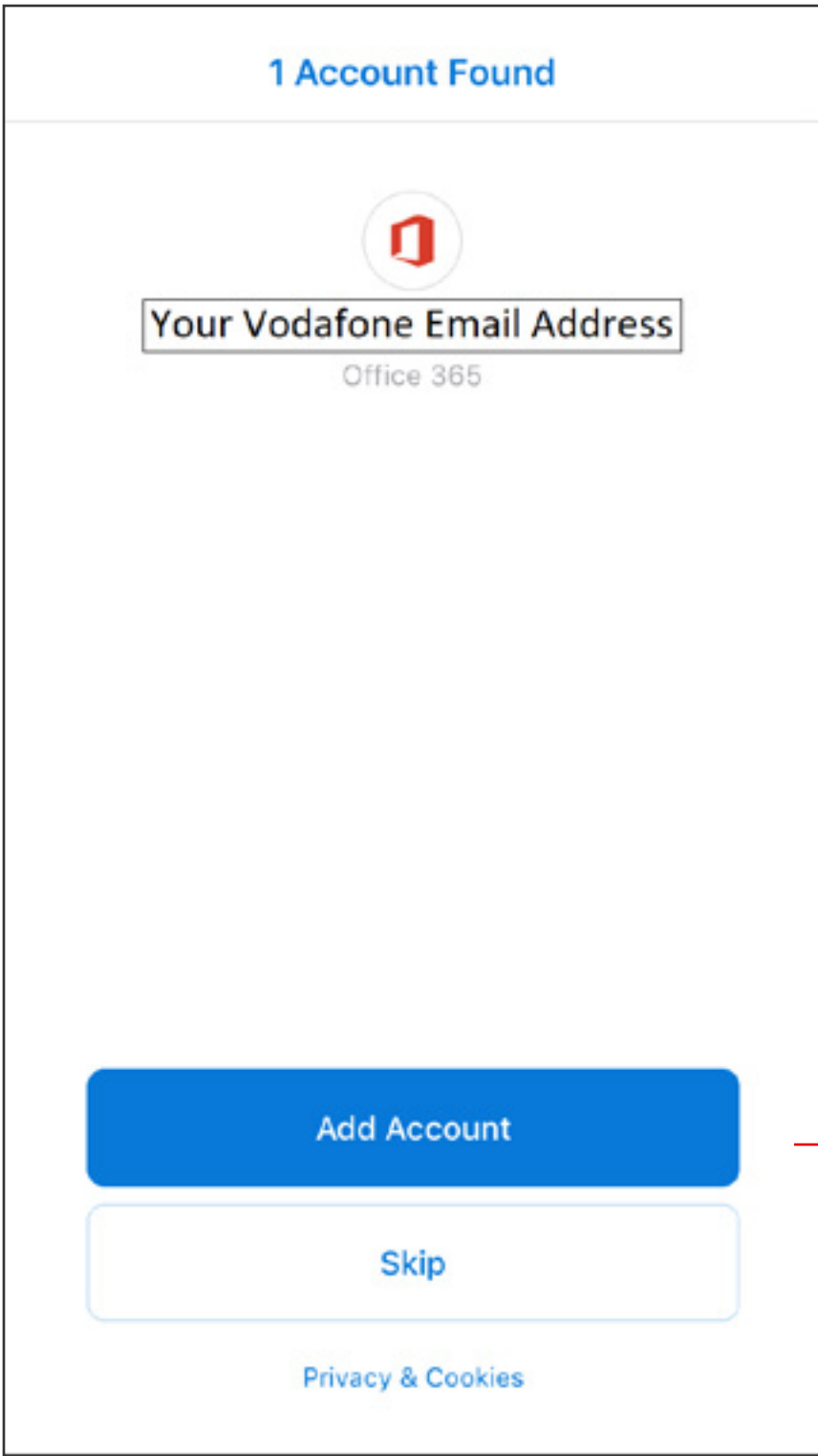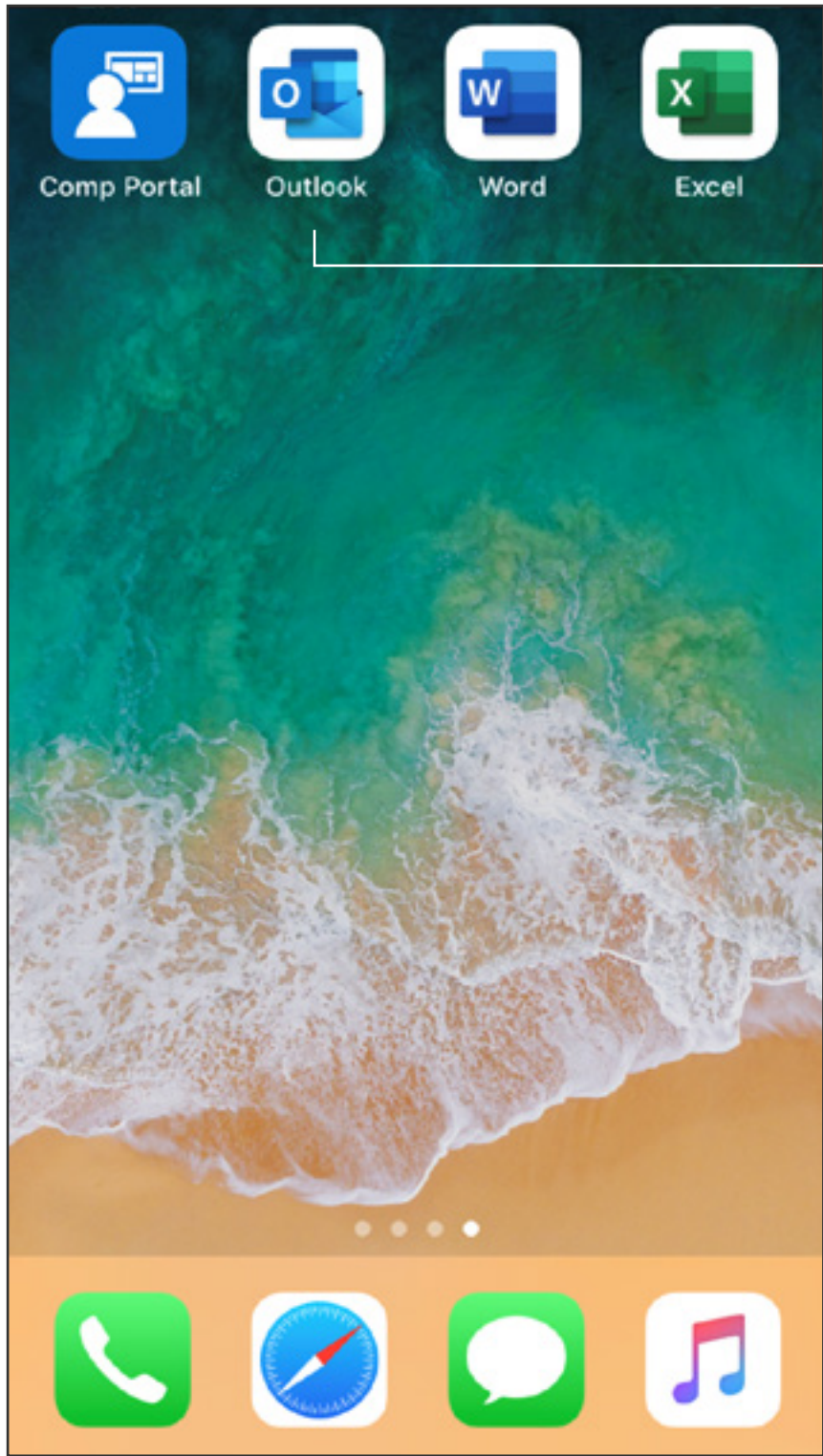**D** On next screen, tap on **Install**

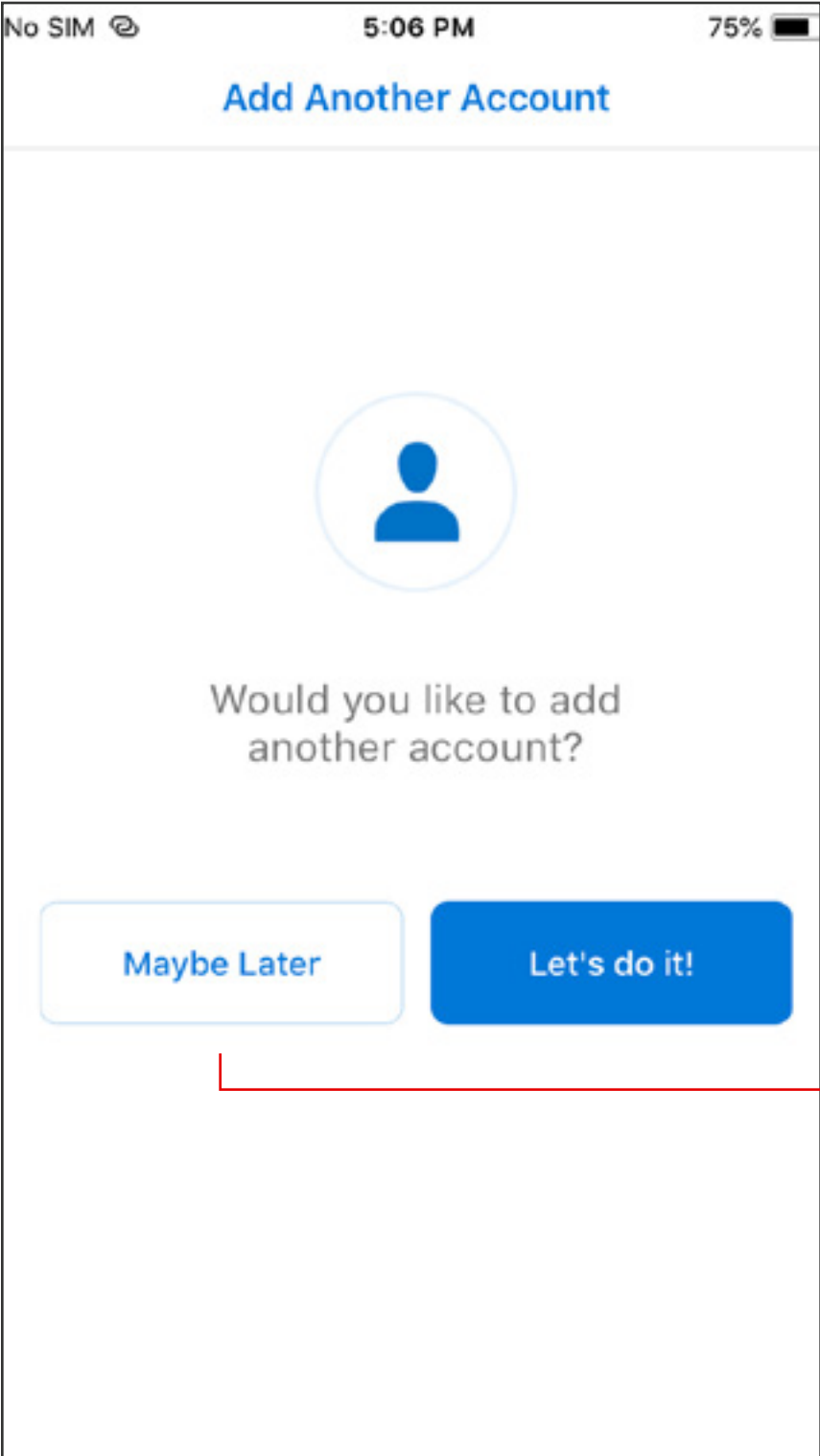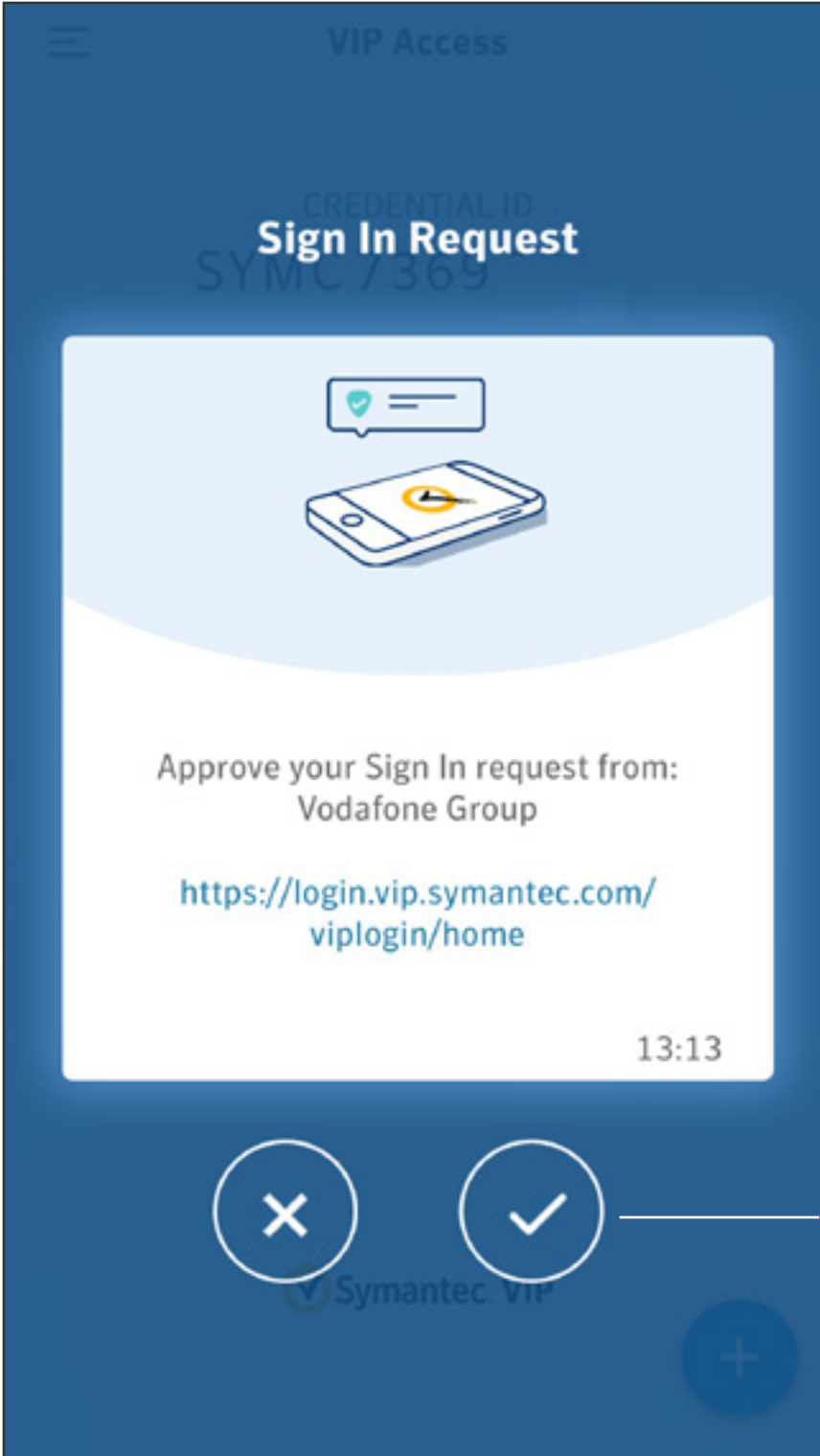If you need IT support please use the **My IT self service** to raise a ticket, or contact your local **Customer Service Desk**.

3.2 Outlook on Mobile App Configuration

To **configure** Outlook on mobile:

A Open the **Outlook** app

B Tap on **Add Account**

C Enter your Vodafone email credentials and tap on **Sign In**

If you need IT support please use the **My IT self service** to raise a ticket, or contact your local **Customer Service Desk**.

D Symantec VIP will send a **approval notification** to your registered devices, approve it

E **Accept** the prompt from Symantec VIP app

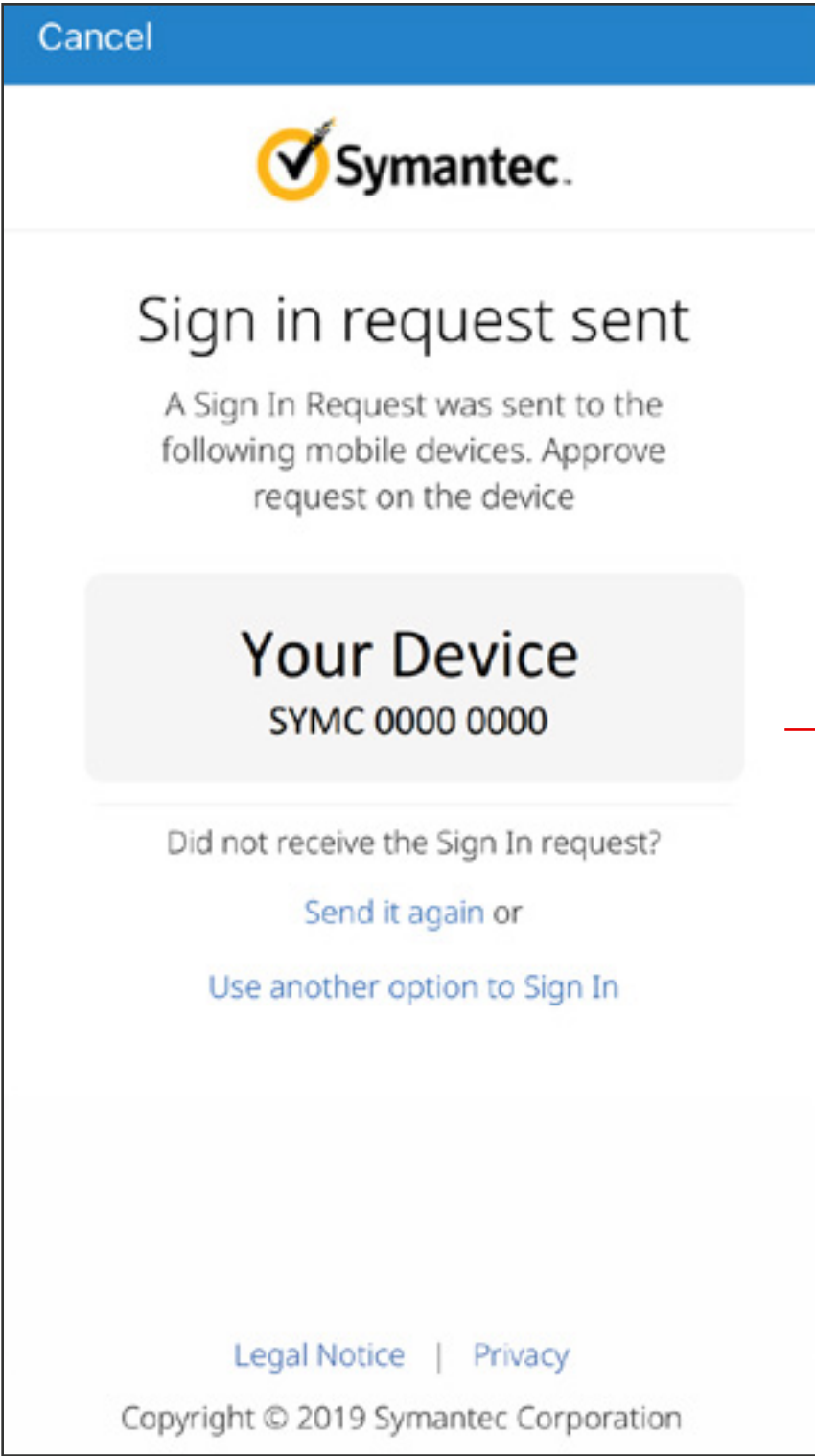**F** On the next screen if asked to add another account, tap **Maybe Later**

If you need IT support please use the **My IT self service** to raise a ticket, or contact your local **Customer Service Desk**.

3.2 Outlook on Mobile App Configuration

G Now you will be able to receive emails once you have successfully signed into the Outlook app

⚠️ **Attention**

When syncing email for the first time, some necessary security checks need to be performed to ensure your device and credentials meet security requirements which may take up to 15 minutes. Please do not be concerned if the first sync takes some time to complete.
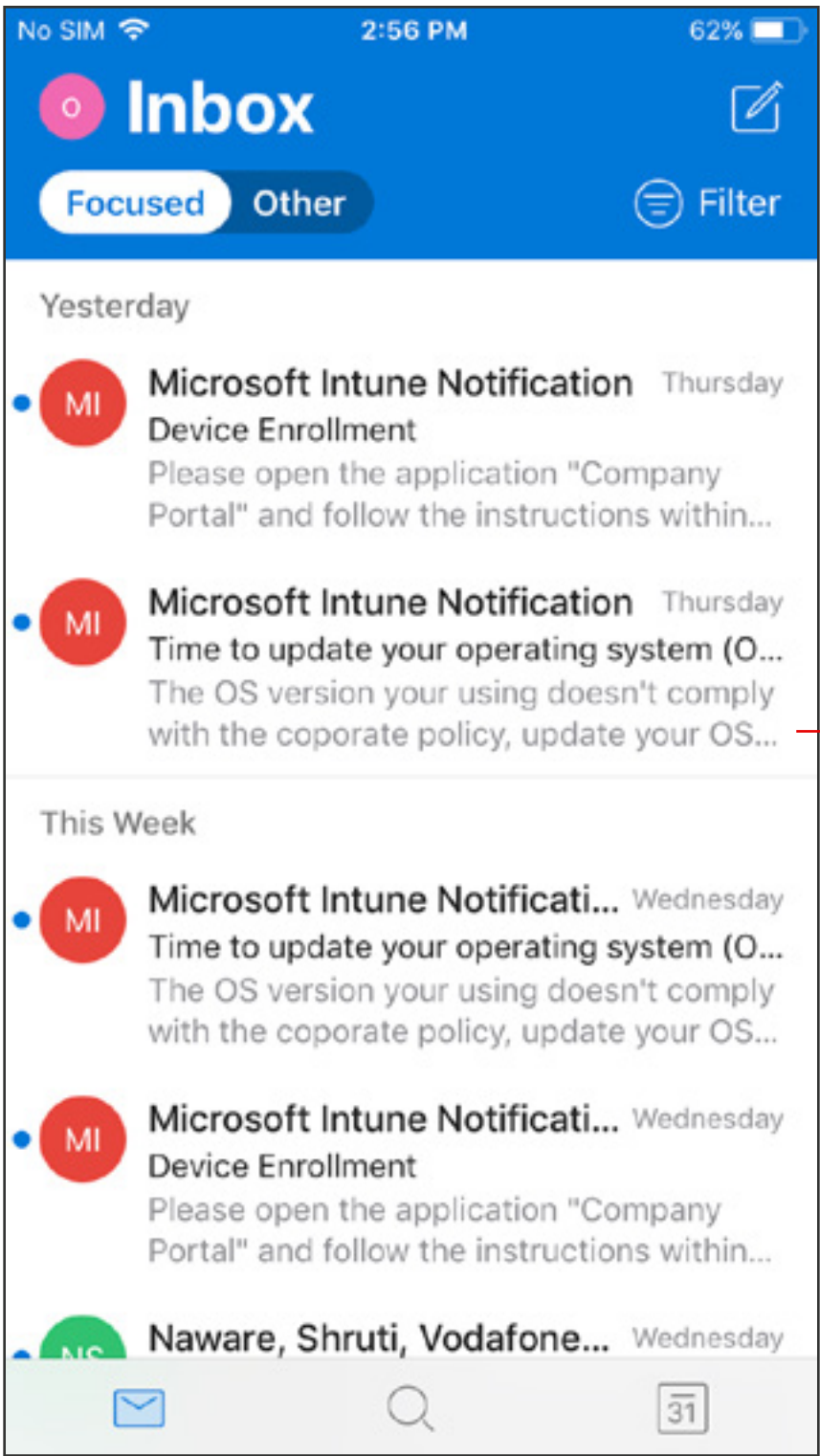
If you need IT support please use the **My IT self service** to raise a ticket, or contact your local **Customer Service Desk**.

4
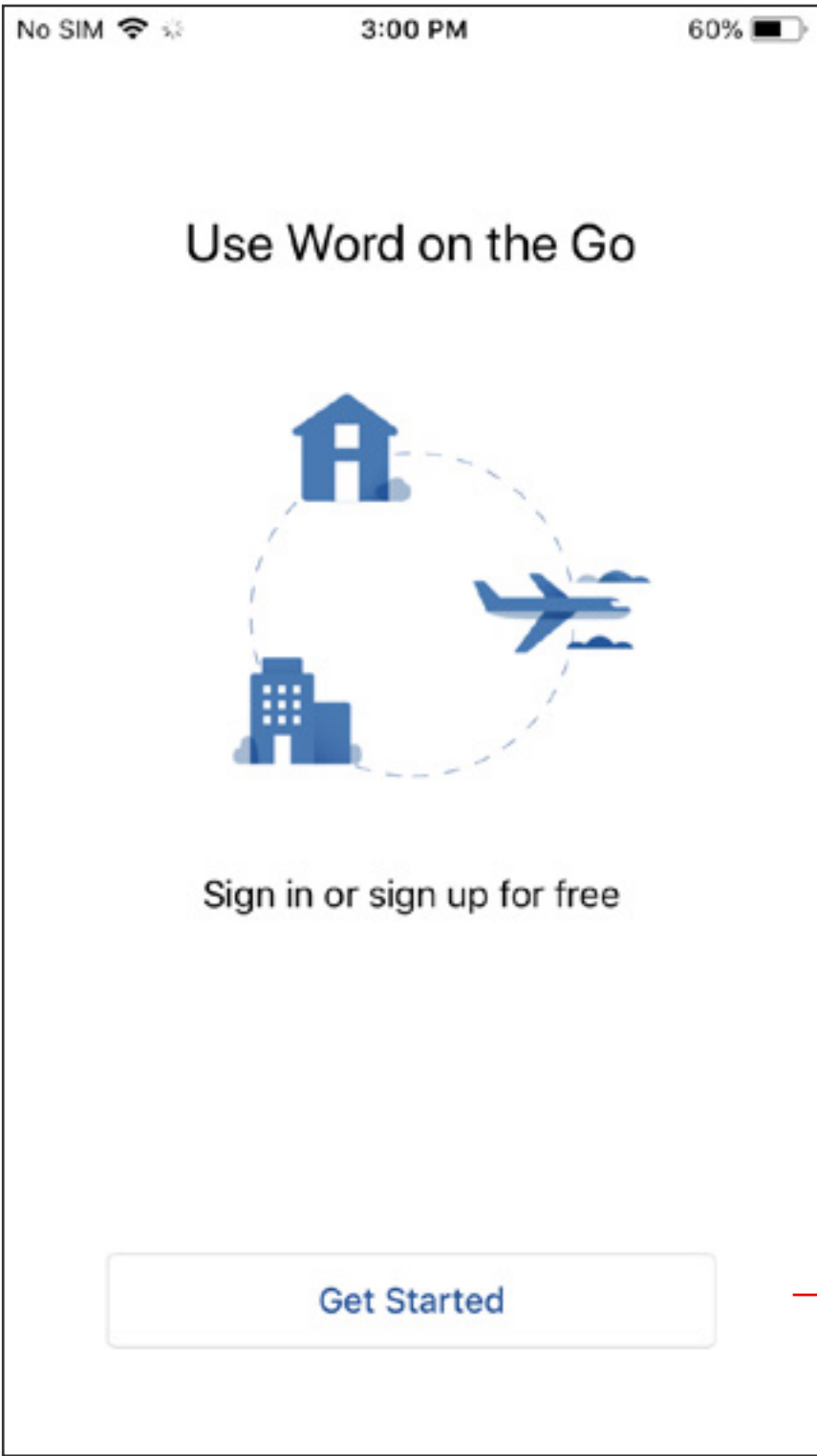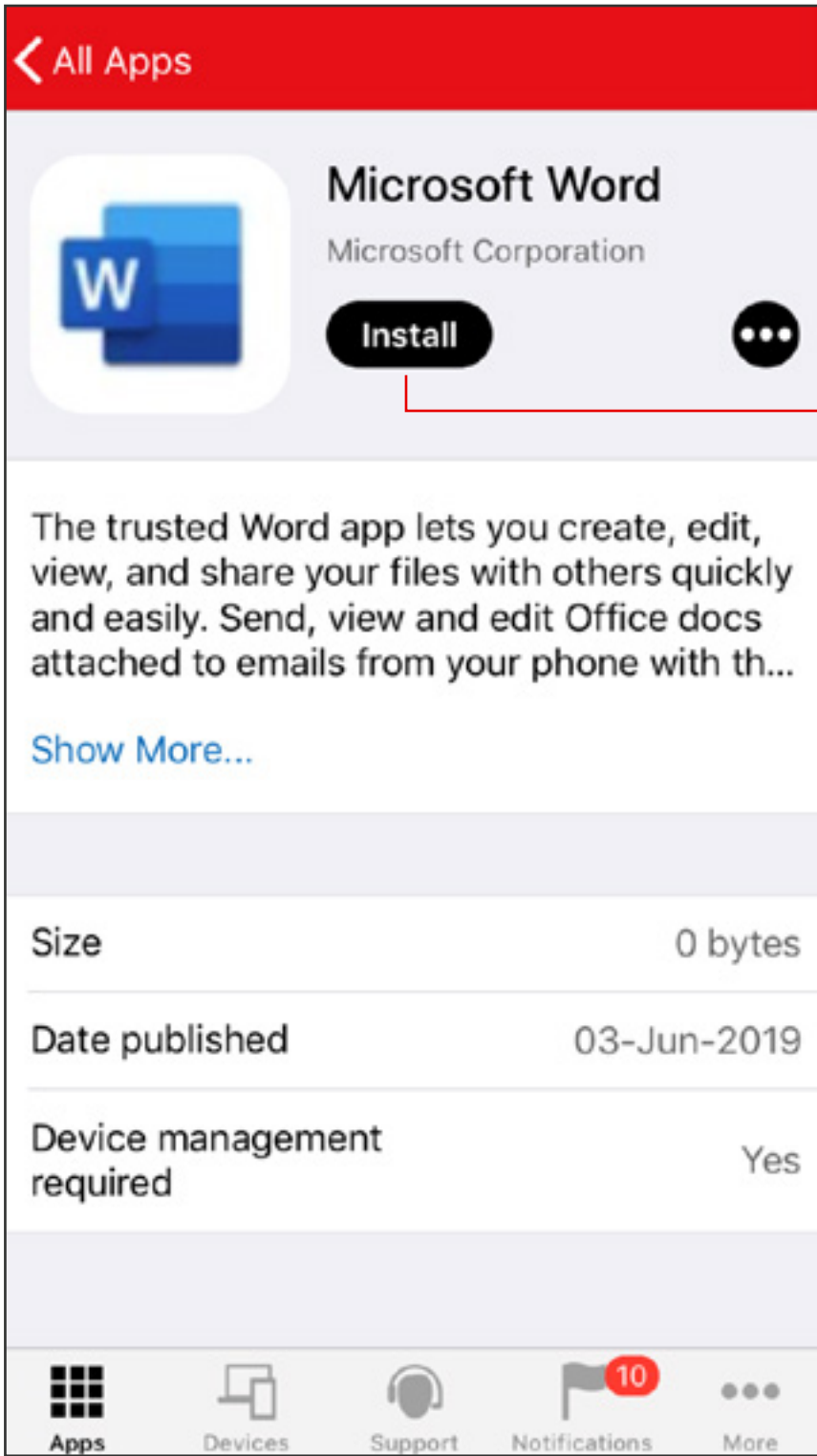
O365 & Apps Installation

4. O365 & Apps Installation

You can download the required apps from Intune Company Portal app section.
For **Microsoft Word**, follow the below steps:

A   **Search Microsoft Word** in Company Portal App section and **Download it**

B   **Open** the app from home page

C   Tap on **Get Started** to grant access to you media, files on your device

4. O365 & Apps Installation

D You can **Turn On the Notification** or tap on **Not Now** as per your needs

E You will receive a Notification ' **You're All Set** ', Tap on **Create or Edit Documents**

F Microsoft Word is **ready to use**
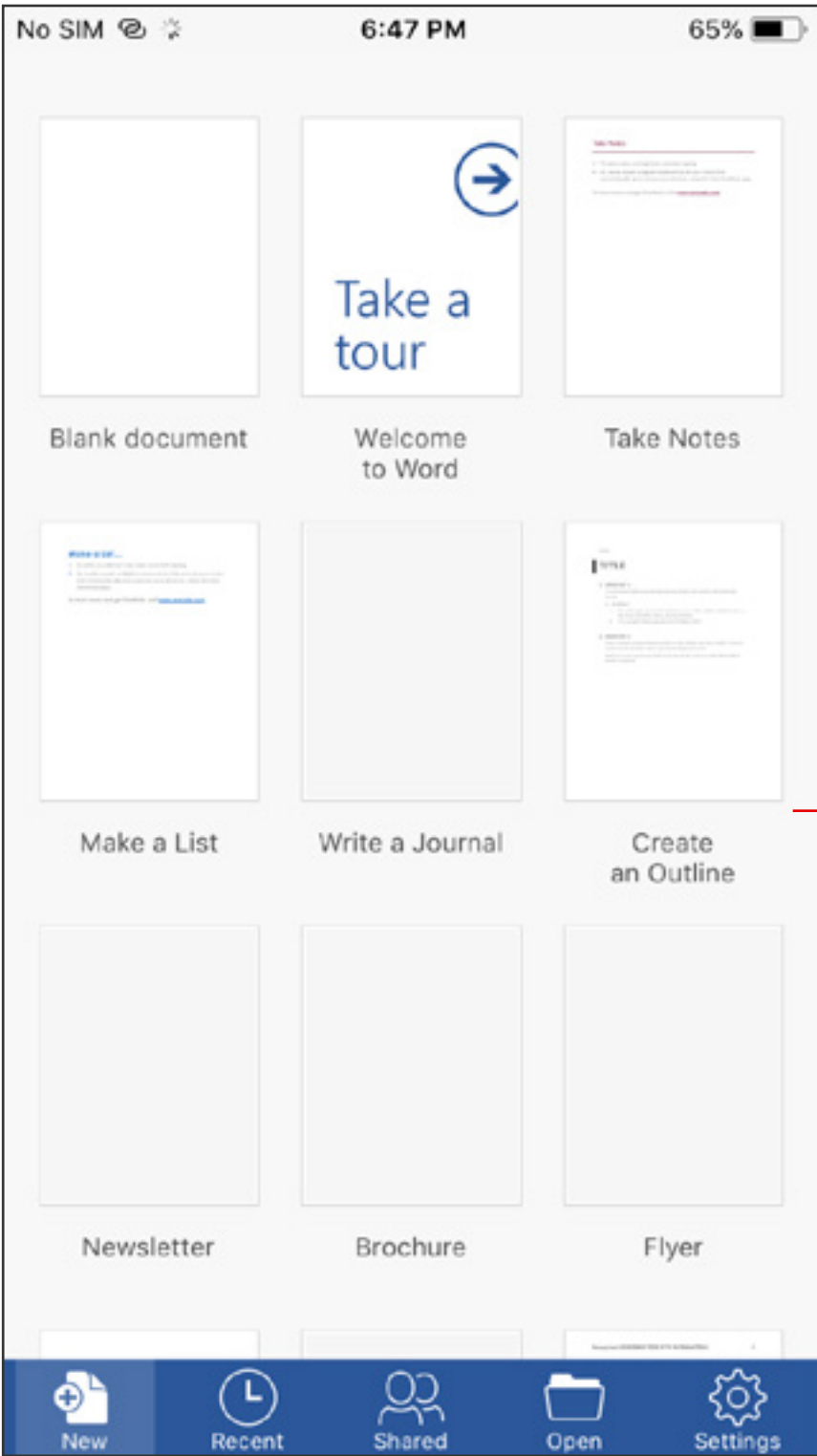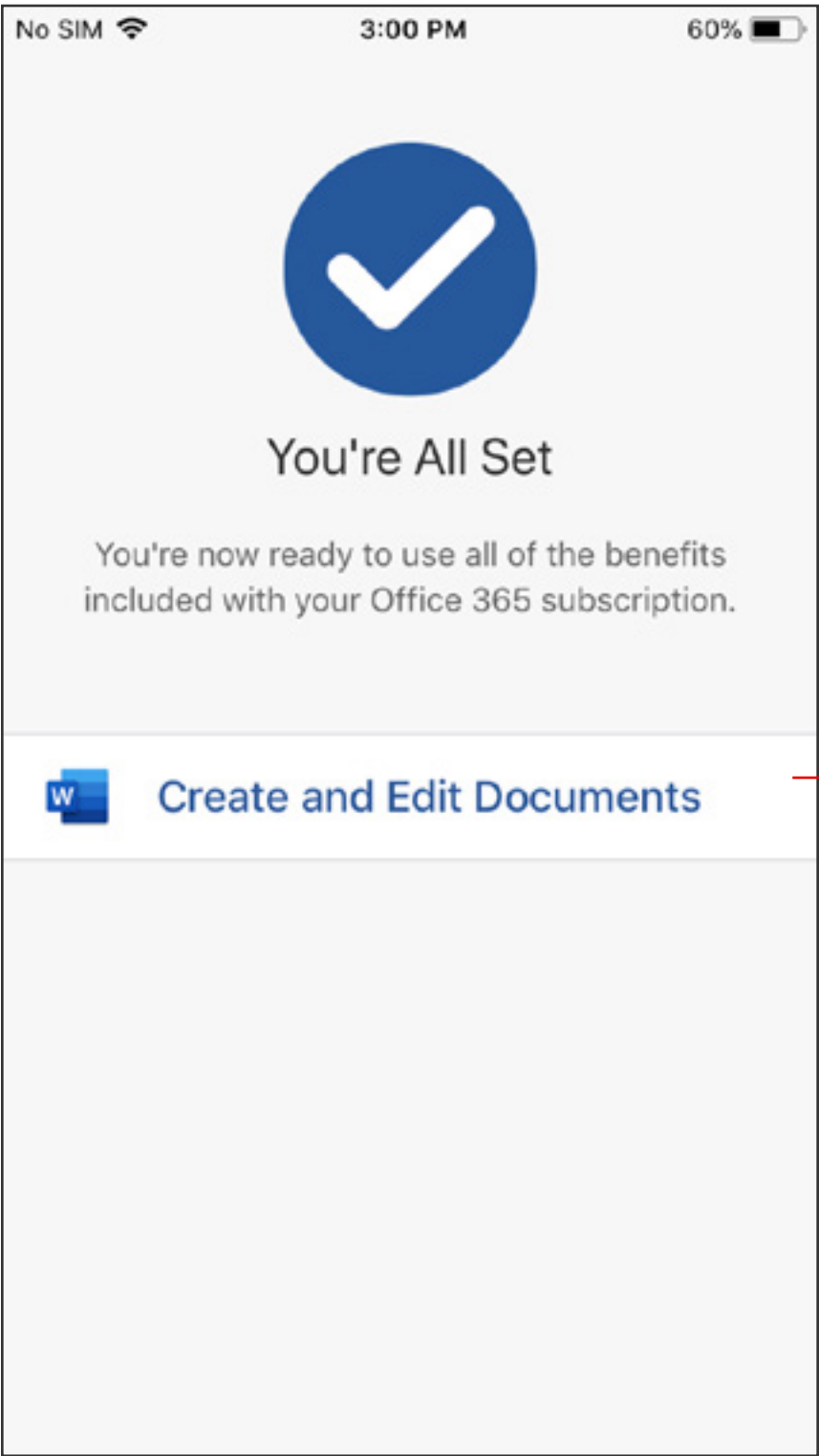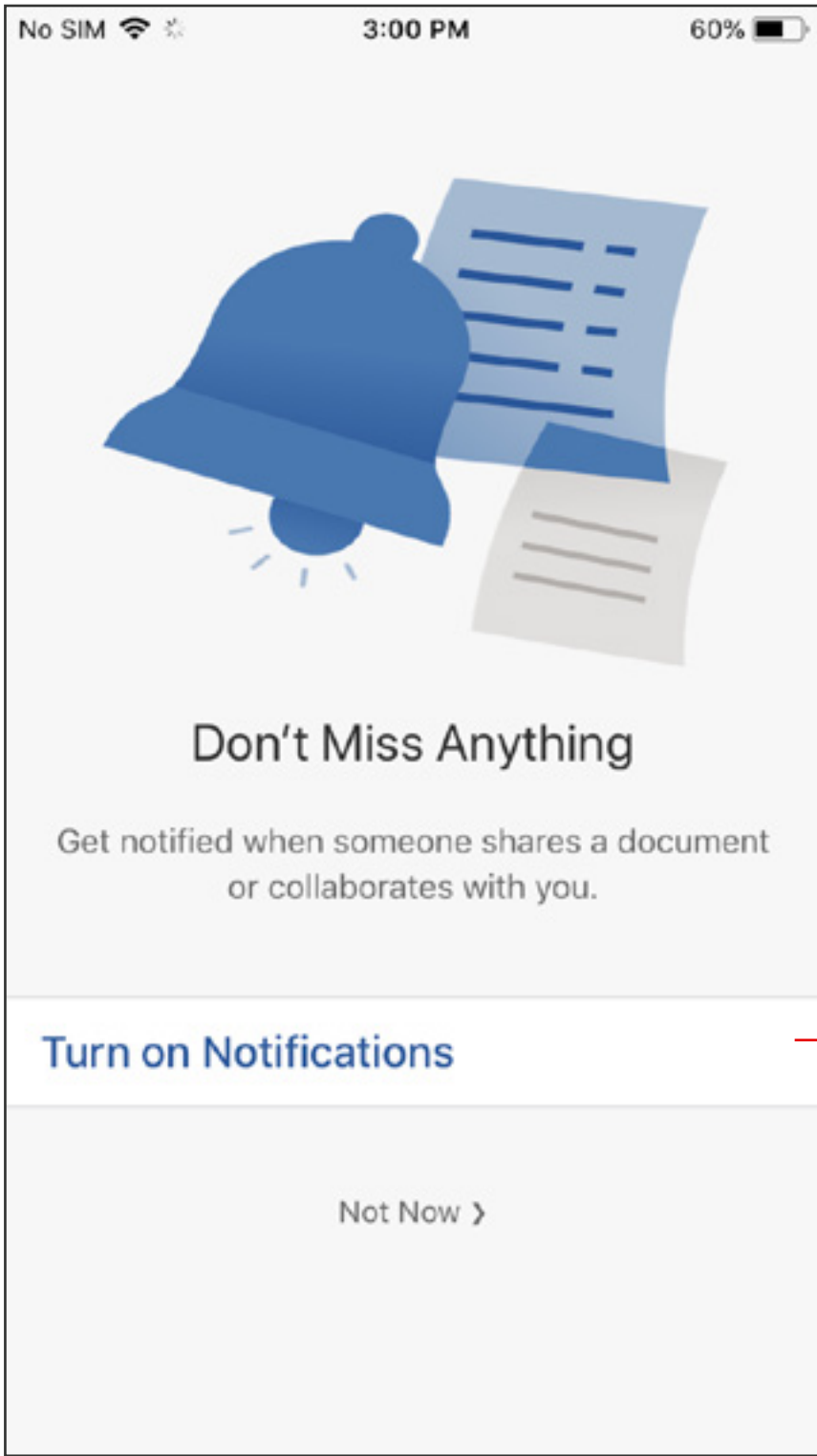
⚠️ **Attention**

Similarly you can download and configure all other required apps from managed app store.

If you need IT support please use the **My IT self service** to raise a ticket, or contact your local **Customer Service Desk**.

Thank you