MDM End User Android Enrollment Guide

This guide is intended to assist you with enrolling your Android device into the Workspace ONE Mobile Device Management (MDM) program. After successful enrollment, your device will be able to safely access VUMC resources. Enrollment on encrypted devices should take approximately 15 minutes. Time may vary based on the speed of your internet connection. The enrollment workflow will vary by device manufacturer and OS level.

The following need to be complete prior to enrollment:

- Ensure you have the latest available version of Android OS on your device
- Android OS must be version 6 or later and cannot be rooted
- An available Internet connection (cellular or wireless)
- A Google account is required on the device to download the Intelligent Hub from the Play Store
- Device encryption is required with MDM. Follow the steps in the Appendix at the end of this guide to encrypt your device. Encrypt your device before enrolling.

Step 1: Download the Workspace ONE Intelligent Hub

- On your device, open your web browser and go to GetWSONE.com Tap on the link **Go to Google Play Store** to open the Workspace ONE

  Intelligent Hub app page in the Google Play Store . If prompted to choose an application to complete this action select the Play Store app. Tap **Install** to download the Intelligent Hub app and then tap **Accept** at the App permissions prompt to initiate the download.
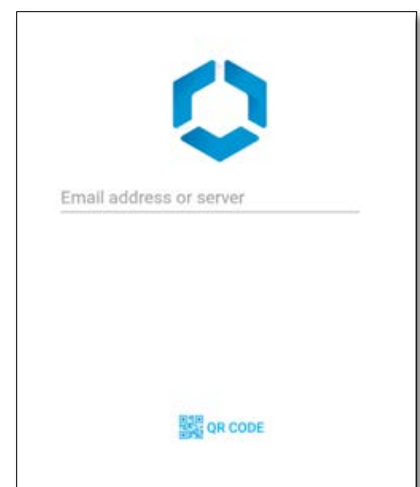
Step 2: Launch the Workspace ONE Hub App and Begin Enrollment

To begin enrollment, open the Workspace ONE Hub App and follow one of the following procedures: (do NOT use email)

- Enter **Server Details**. Use vumc-d.awmdm.com as the Server name and BYOD for the Group ID. Tap **Next** to continue.
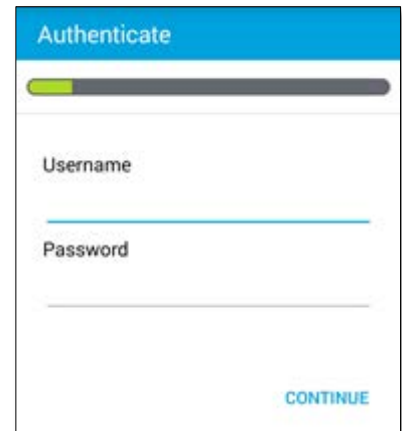
               OR

- Tap **QR Code**. Scan the following QR code

Step 3: Authenticate

On the next screen, you will be asked to authenticate with your vunet username and epassword.

Note: These are the same credentials you use to sign into your computer or access email.

Step 4: Accept Terms of Use and Data Collection

You will be prompted to accept the Terms of Use before you can complete enrollment and allow Workspace ONE to collect information about your device. After reading through the policy, tap **Agree** and **Accept** when prompted to continue.

Step 5: Set up Work Profile and Enroll Device

The Hub will need to install the MDM profile in order to keep company assets and the data secure. Tap **Next** to continue and then follow the onscreen instructions and select **Continue**, **Install**, and **Activate** as prompted.

Note: Older devices may be prompted to start encryption. See end of document for additional steps.
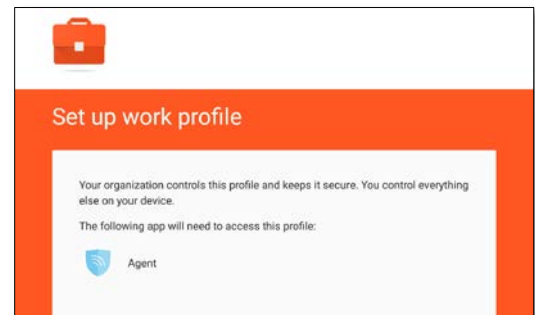
## Step 6: Complete Enrollment

You will be redirected to the Workspace ONE Hub Account screen where you can view your device information. **Enter device passcode when prompted to confirm current password** (may be in notifications)

At the end of enrollment, you will notice a Work or Workspace icon installed on the Home screen or in Applications. Within this folder you will find your MDM resources. Icon shown may vary depending on the device*.*
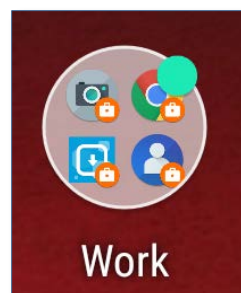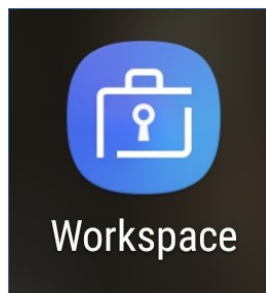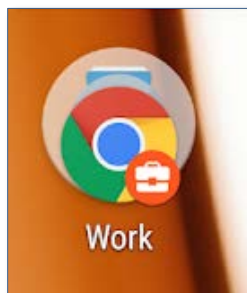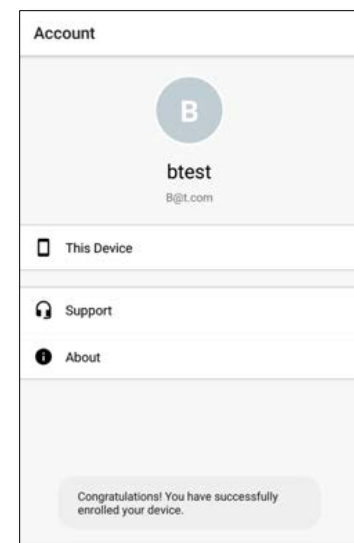
Step 7: Install Boxer Email Client from the VUMC Apps Catalog

The preferred email client for Android is Boxer and it is available in the App Catalog. Open
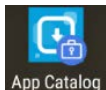
App Catalog [App Catalog icon] from the Work or Workspace icon on the home screen or in the Apps Folder or open the Hub app and select App Catalog. In the App Catalog tap **Install** next to the VMware Boxer listing, then tap **Install** on the prompt. Once install has completed, open Boxer

[Boxer icon] and enter your epassword. You may experience slow response and delays while messages sync to your device for the first time.
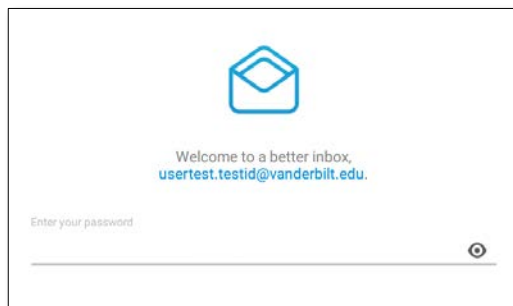
Note: The User Guide for Boxer is located at:

https://pegasus.mc.vanderbilt.edu/ViewKnowledge.aspx?id=13056

MS Outlook is also available for download from the VUMC App Catalog but will require manual entry of active sync configuration settings. Please contact the Help Desk at 615-343-4357 (343-HELP) for additional support.

Appendix: Encryption

Setup Device Passcode and Encryption

VUMC security policies will require you to set a passcode (used to unlock your device) and activate encryption on your device. If you have not already set up a device passcode or encrypted your device as part of completing the prerequisite steps, you will be prompted to do so. Follow the instructions on the screen to complete both tasks. Once the device reboots (after encryption is complete) you many need to re-open the Hub App to continue enrollment.

Important: Schedule time to complete the encryption process and **back up all data** on device and SD cards. Depending on the amount of data on your device, the encryption process can take anywhere from a couple of minutes, to an hour or more to complete once initiated. During the process, your device will be inaccessible. If you interrupt the process, you may lose some or all of your data. Plug your device into its charger. It must be charged to a minimum of 80% to start the encryption process

You will not be able to proceed to the next step until both tasks are complete.
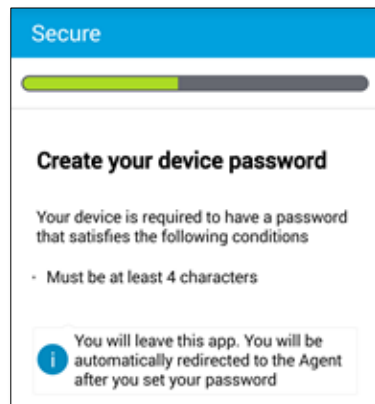
Device encryption is frequently enabled by default on devices that shipped with Android 6.x (Marshmallow).