MDM End User iOS Enrollment Guide

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

The following prerequisites need to be completed prior to enrollment:

- Ensure you have the latest version of iOS on your device
- iOS must be version 10 or later and cannot be jailbroken
- An available Internet connection (cellular or wireless)
- An Apple ID is required on the device to download the Intelligent Hub app from the App Store
- **Removal of existing VUMC Exchange email configurations**

Step 1: Download the Workspace ONE Intelligent Hub App

- On your iOS device, open the Safari web browser and go to **GetWSONE.com** Tap on the **Go to Apple AppStore** link**.** Your device will open the Intelligent Hub app page in the Apple AppStore. Tap on the **GET** button or the Cloud icon to download the Intelligent Hub app. Enter your Apple ID and password if prompted. The Hub App is a free application and there is no charge to download.

Hub

Step 2: Launch the Workspace ONE Hub App and Begin Enrollment

To begin enrollment, open the Workspace ONE Hub app and follow <u>one</u> of the following procedures:

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

  OR
- Or Tap **QR Code**. Scan the following QR code.
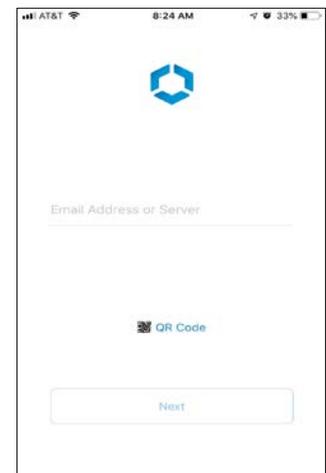
Step 3: Authenticate

On the next screen, you will be asked to authenticate to with your VuNetid username and epassword. *Note: These are the same credentials you use to sign-in to your computer and/or email.*

Enter your credentials and tap **Next** at the top to continue.
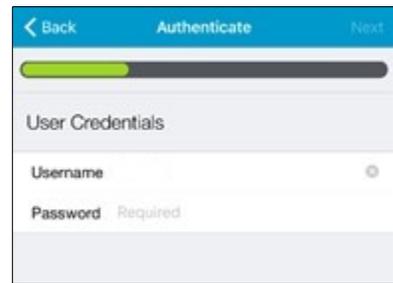
Step 4: Accept Terms of Use

To proceed with enrollment, you must accept the Terms of Use agreement. Read the policy and tap **Accept** at the bottom to continue. At the end of enrollment, a Privacy App ✋ installs on the home screen and contains full details for information that is collected and not collected by VUMC MDM.

Step 5: Install MDM Profile

You are now ready to install the MDM profile. Follow these steps to complete the process:

1. Tap **Redirect & Enable** at the bottom of the screen to enable Device Management.
2. On the following screen, tap **Install** in the upper right corner to install the MDM profile.
3. You may be prompted to enter your device passcode (used to unlock your device) if one has already been set up. After entering your passcode, tap **Install** at the prompt to confirm the MDM profile installation.
4. On the next screen, tap **Install** at the MDM warning prompt and then **Trust** at the Remote Management prompt to allow VUMC to manage your phone.
5. Tap **Done** in the upper right corner.
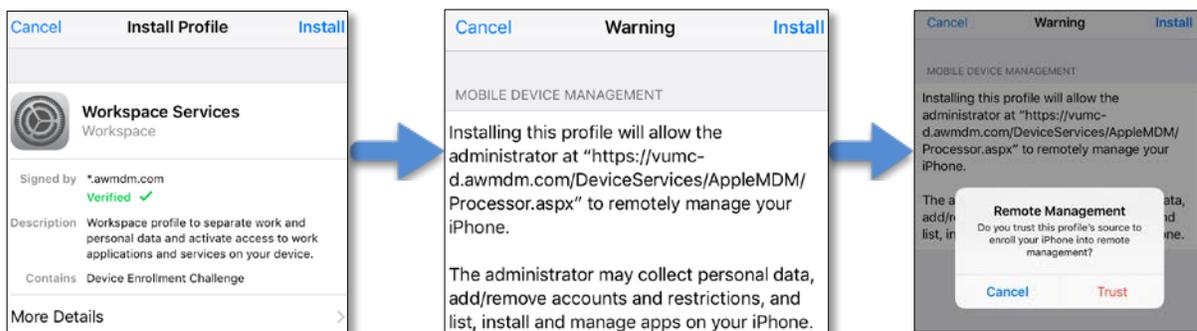
6. Tap **Open** at the Open page in Hub prompt.
7. Tap **Allow** when the Workspace ONE Hub prompts to send you notifications.

8. Once device enrollment is complete, Tap **Done** at the prompt to return to the Hub. You should confirm that your device status in the Hub is "Device Enrolled" with "Connectivity Normal."

Step 6: Set Device Passcode

Now that your device is enrolled, policies will begin to download to your device that require you to set a passcode. If you already have a passcode that meets requirements, you will not be prompted. When prompted, tap **Continue**, enter and confirm your passcode, and select **Done**.

Step 7: Configure Email

After a few minutes, an email profile will push to your device.

Launch **Mail** to access your email on your device and enter your epassword. You may experience slow response and delays while messages sync to your device for the first time.
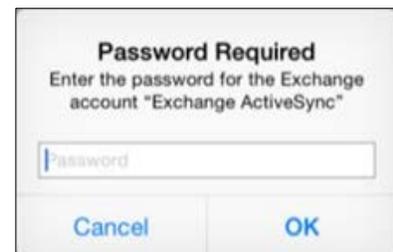
Additional email client options are available for download

from the VUMC Apps Catalog on your home screen. VMware Boxer will download and install preconfigured for active sync and will only require your epassword for login. MS Outlook will require manual entry of active sync configuration settings. Please contact the Help Desk at 615-343-4357 (343-HELP) for additional support.

If you do not wish to have email on your device or are using an email client other than the native iOS email, please submit the following request to stop receiving the automatic email profile push on your device: https://pegasus.mc.vanderbilt.edu/request/discover/info/?id=1501