Mobile Application Management (MAM) and Mobile Device Management (MDM) for IOS

Step 1 - Unenroll from the current mobile device management tool, if applicable

If you are currently enrolled in Workspace One for mobile device management, you must first unenroll. If you are not, proceed to Step 2.

NOTE: When you unenroll from the current MDM tool, you may lose your MobilePASS+ MFA token. If this occurs, submit this Pegasus ticket to have your token added back to your device.

1. Open the **Settings** app:
2. Tap **General** then scroll down to **Device Management**.
3. Select the management profile "Workspace Service."
4. Scroll down and select **Remove Management**.

Hub

5. Delete the **Hub** app.

Step 2 - Enroll in Microsoft Mobile Device Management

6. Open the Apple App Store and download the **Intune Company Portal** app.

7. Open the Intune Company Portal app.
8. Input your first.last@vumc.org account, then input your VUMC ID & password, if prompted.
9. Tap **Begin**.
10. Review the privacy screen, noting what IT can and cannot see on your device, then tap **Continue**.
11. Download the management profile when prompted by tapping **Allow**, then **Close**, then select **Continue now**.
12. Tap continue and follow the instructions to install the management profile:

- Go to the **Settings** app.
- At the top select **Profile Downloaded** then select **Management Profile.**
- Tap **Install**, input your device's PIN,
  tap **Install,** then **Trust,** then **Done.**

13. Return to the Intune Company Portal app and tap **Continue**. This step may take some time process and you may need to set a passcode to complete this step. Tap **Done.**
14. You are now enrolled. Under the "**Apps**" section of the Company Portal you can find VUMC-managed applications to install, such as Outlook and Teams.

Step 3 - Opt into Microsoft Mobile Application Management

1. To get started, download Microsoft Authenticator and Outlook.

   15. On the Apple App Store download

   - Microsoft Authenticator

   - Outlook

   - Intune Company Portal App

2. Launch Outlook and sign in with your first.last@vumc.org credentials.

   16. Start using the application immediately.
   17. Within a few hours of opting in you will see a prompt indicating that the application is protected and needs to restart. This will start the registration process.
      - Tap **OK** when prompted:
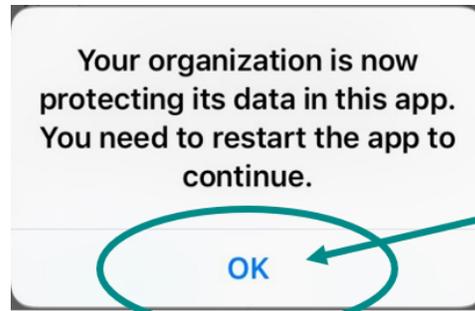
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  - Configure a memorable PIN.

3. You are now registered for Microsoft mobile application management/MAM.