EOTSS Intune MDM Support: Microsoft Intune MDM instructions for Existing Commonwealth-issued iOS Devices with Apple Business Manager

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Ensure your device is compatible

Before getting started, you need to ensure that:

You are enrolled in Multi-Factor Authentication (MFA).

In order to enroll in Intune MDM, you must be enrolled in MFA. Instructions on how to set up MFA can be found here: https://www.mass.gov/guides/set-up-azure-ad-mfa

You have an existing Commonwealth-issued iOS device.

These instructions are NOT for new ("out of the box") Commonwealth-issued iOS devices. These instructions are for existing Commonwealth-issued iOS devices ONLY.

You have access to a wireless internet connection.

In order to download, install and configure Intune MDM, your device must connect to the internet.

NOTE ON APPLE IDs:

You must use a Commonwealth-issued Apple ID on your new Commonwealth-issued iOS device.

*During device setup, the only credentials you will be prompted for are your Commonwealth AD username and password. Any and all iOS apps you require may be downloaded from the Intune Company Portal. However, in order to use the iMessage feature, you must sign in through Settings using your Commonwealth-issued Apple ID (see **Log in to iCloud**, below).*

Back up and wipe your device

Because you will use a new Commonwealth-issued Apple ID on your Commonwealth-issued iOS device, you will need to factory reset your iOS device in order to properly enroll in Intune MDM for iOS.

BACK UP YOUR iOS DEVICE

Before factory resetting your device, **please make sure you back up your data**. To do so, please follow Apple's latest instructions, found here: https://support.apple.com/en-us/HT203977

Step 2: Factory reset your iOS device by following Apple's latest instructions, found here: https://support.apple.com/en-us/HT201274

Step 3: Power off your iOS device (if not already powered off).

Step 4: Power on your iOS device.

Sign into your iOS device

You will need to power on your device and run through a few prompts prior to opening the Company Portal.

NOTE: These prompts are slightly different than those you would normally see on a personal iOS device.

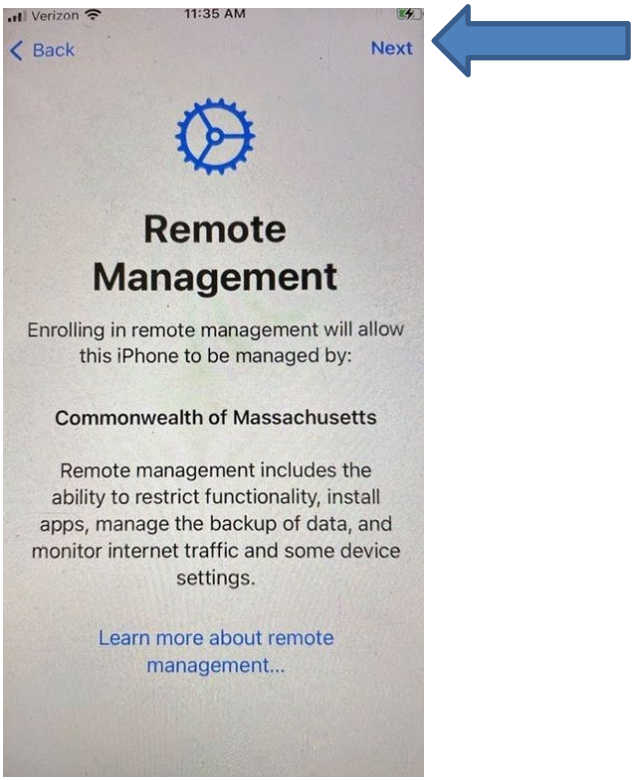
QUICK INSTRUCTIONS

Power on device > language > country > wifi > “Next” > “Get Started” > “Dismiss”

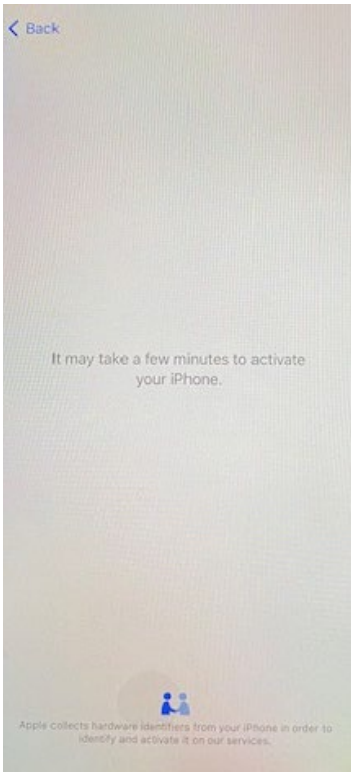
LONG INSTRUCTIONS

Step 1: Power on your device, and swipe to open. When prompted, select your preferred language and country, then connect to a wifi network.

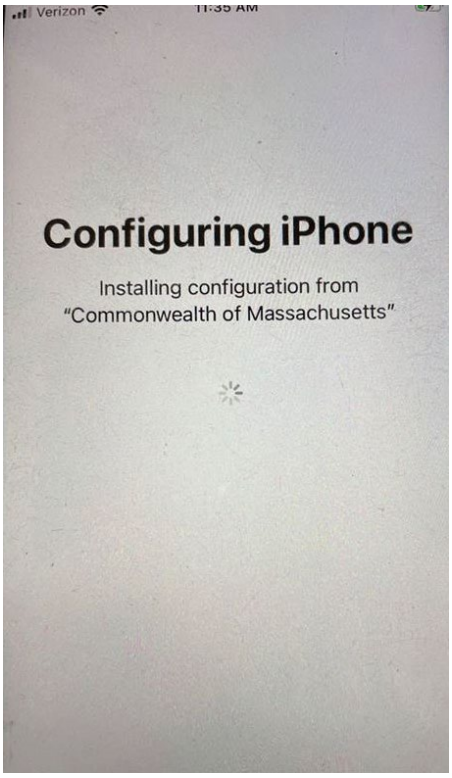
Step 2: Once connected to a wifi network, the below screen will appear. Click “Next”.



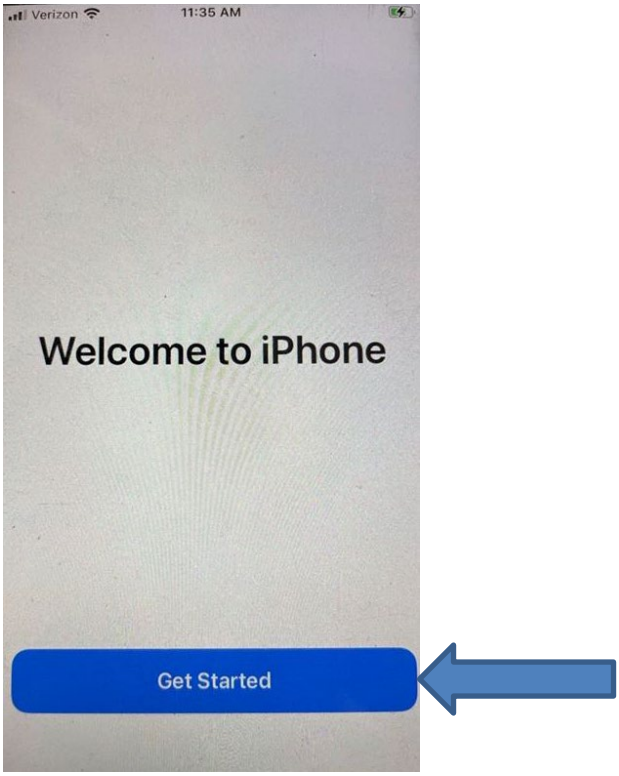
Step 3: The below screen will appear; there is no action to take. Move to Step 4.



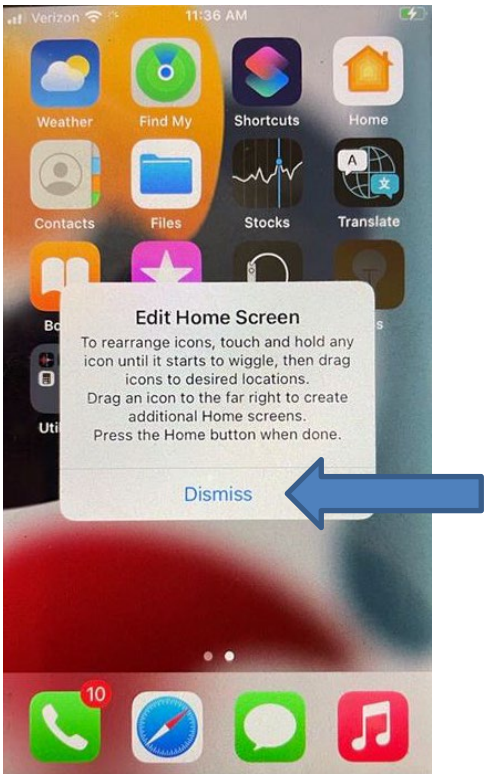
Step 4: The below screen will appear; there is no action to take. Move to Step 5.



Step 5: The below screen will appear; click “Get Started”.



Step 6: The below message will pop-up on your screen; click “Dismiss”.



Step 7: The Company Portal will start downloading automatically

Configure Microsoft Intune MDM Company Portal

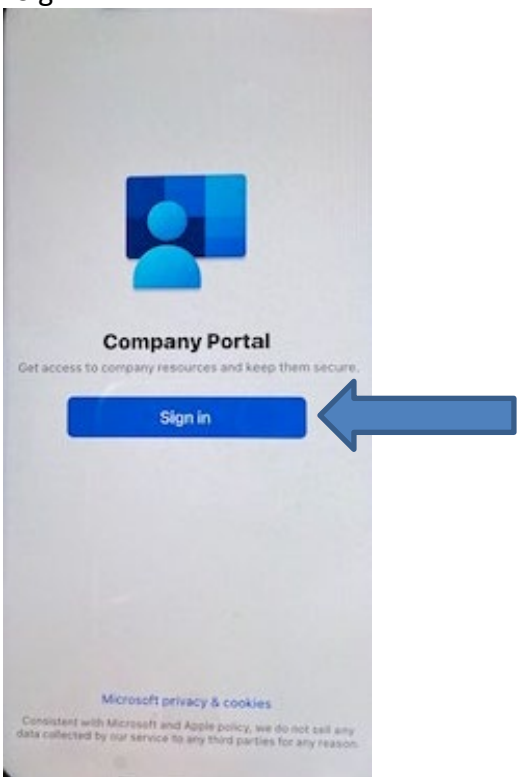
Once the Company Portal app downloads and installs on your iOS device, you may sign into and configure the Company Portal.

QUICK INSTRUCTIONS:

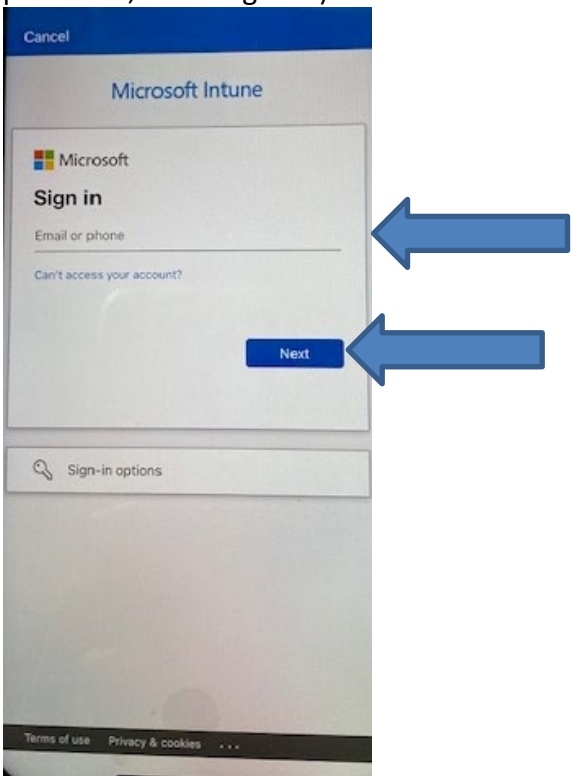
Open Company Portal > “Sign in” > username > “Next” > password > “Sign in” > “Ok” > “Allow” > “Begin” > “TSS” > “Continue” > home screen > “Change Now” > device passcode > “Continue” > confirm device passcode > “Set Passcode” > Company Portal > “Retry” > “Done”

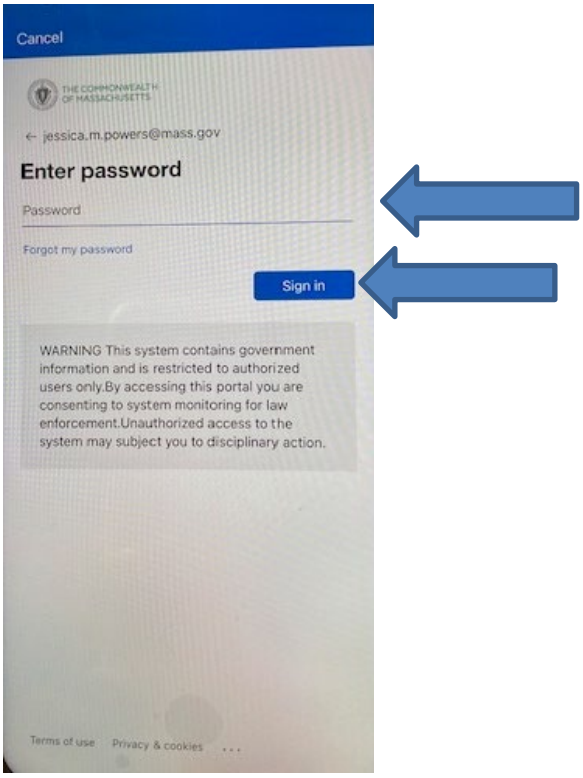
LONG INSTRUCTIONS

Step 1: Open the Company Portal from your home screen. The below screen will appear; click “Sign in”.

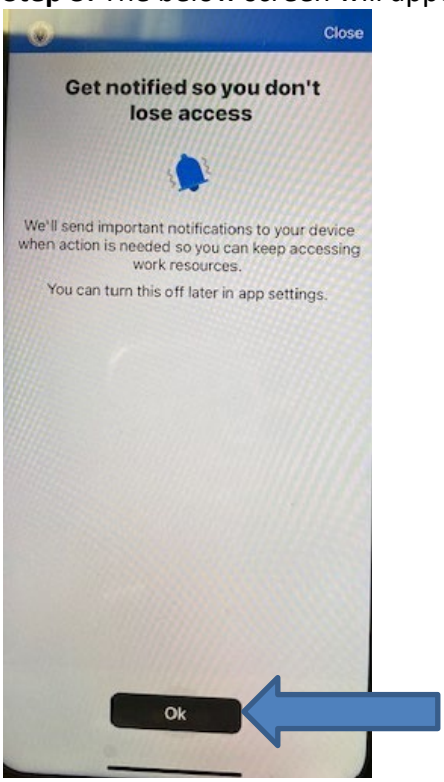


Step 2: Sign in using your Commonwealth AD credentials (enter username, click “Next”, enter password, click “Sign in”).

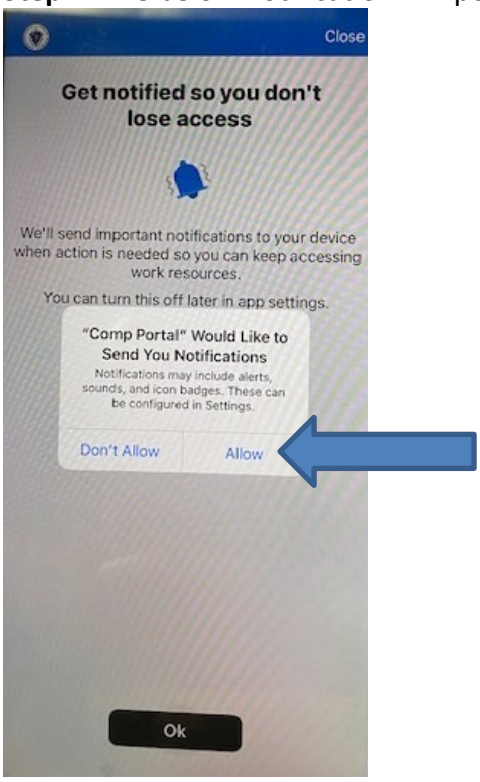




Step 3: The below screen will appear; click “Ok”.

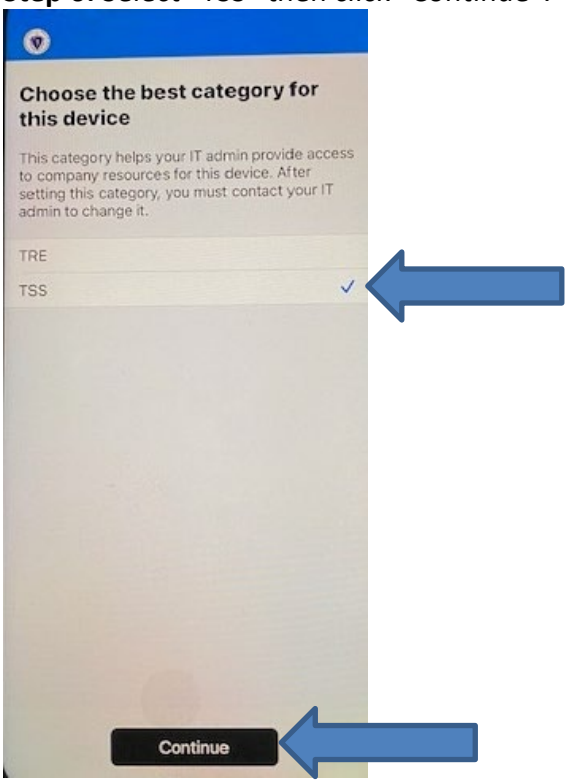


Step 4: The below notification will pop-up; click “Allow”.

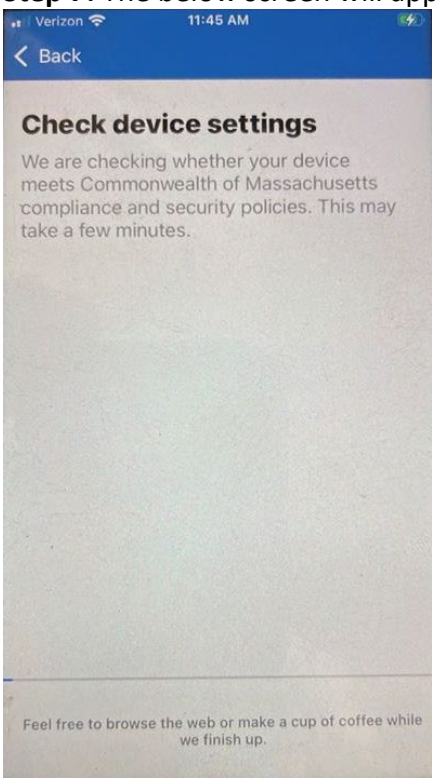


Step 5: The below screen will appear; click “Begin”.

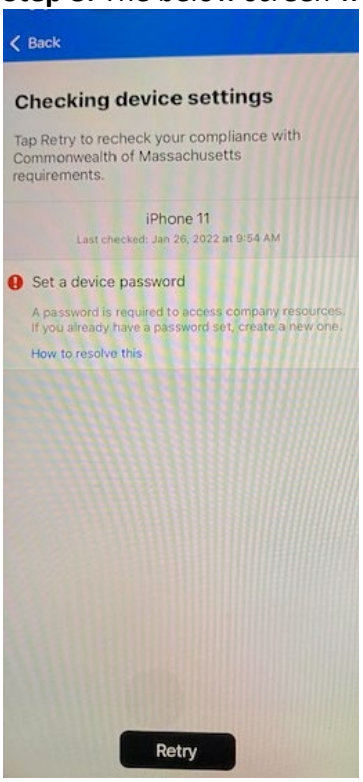
Step 6: Select “TSS” then click “Continue”.



Step 7: The below screen will appear; there is no action to take. Move to Step 8.

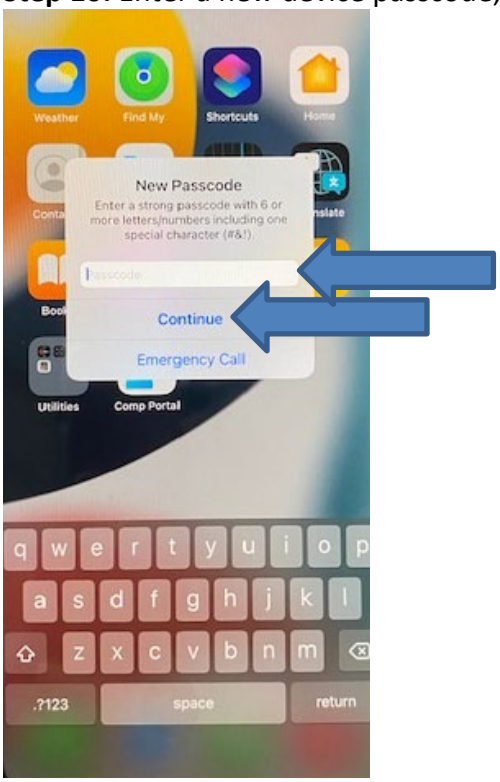


Step 8: The below screen will appear; there is no action to take. Move to Step 9.



Step 9: Navigate back to your home screen. The below notification will pop-up; click “Change Now”.

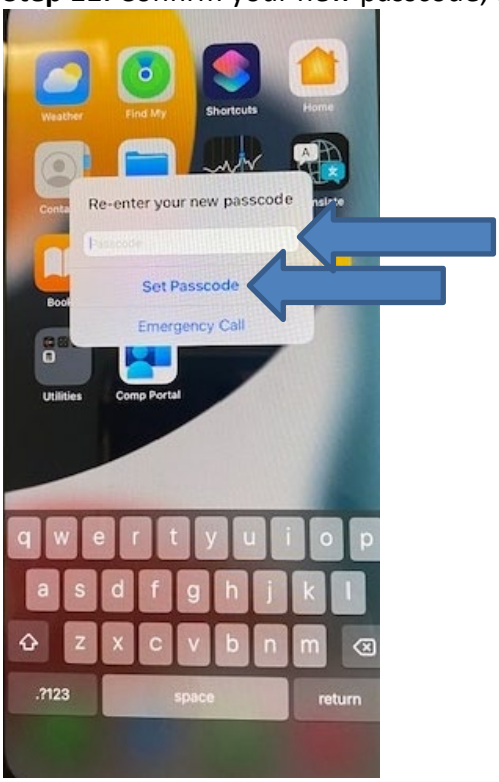
Step 10: Enter a new device passcode, then click “Continue”.



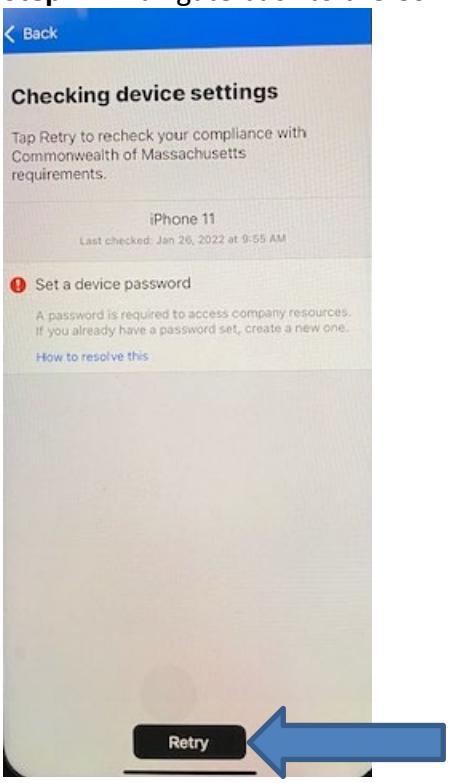
DEVICE PASSCODE REQUIREMENTS:

- ✓ 6 or more letters/numbers
- ✓ 1 special character

Step 11: Confirm your new passcode, then click “Set Passcode”.

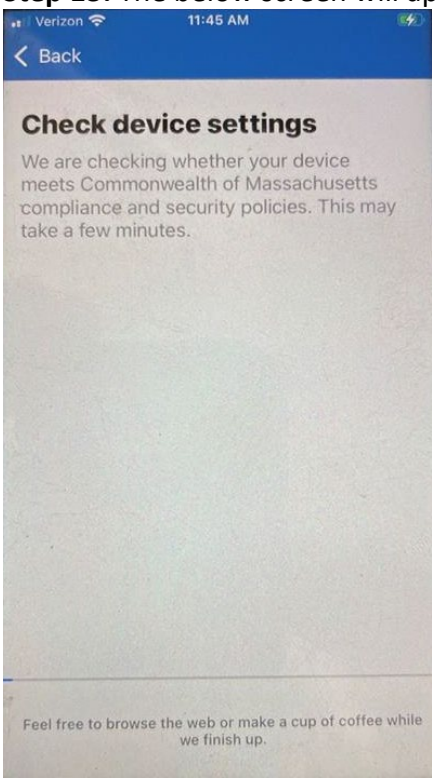


Step 12: Navigate back to the Company Portal. The below screen will appear; click “Retry”.

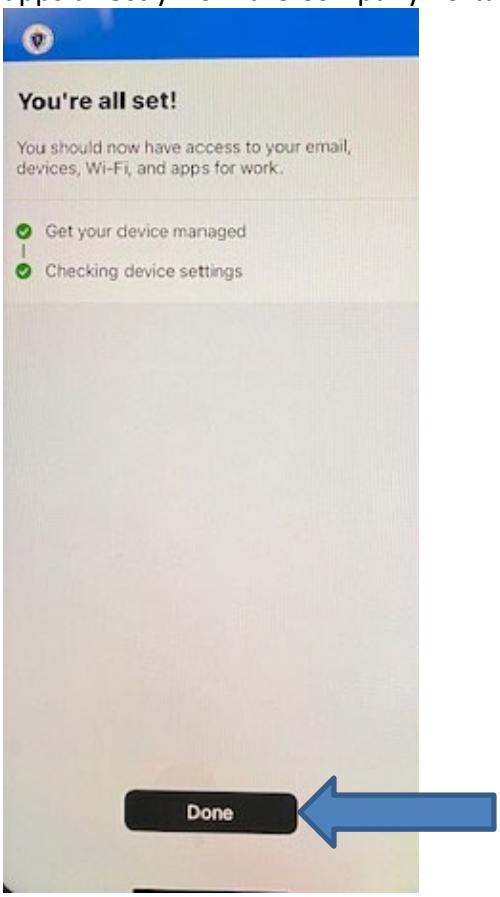


If you see the same screen after clicking “Retry”, <u>try again</u> – it may take a few moments for the changes to take effect in the background.

Step 13: The below screen will appear; there is no action to take. Move to Step 14.



Step 14: The below screen will appear; click "Done". You're all set! You can now download apps directly from the Company Portal.



The Apple Store is disabled. You will not be able to download and install apps through the Apple Store.

Instead, you will download and install apps directly from the Company Portal.

Download and Install Approved Apps from the Company Portal

Now that you have downloaded the Intune Company Portal, you will be able to download and install approved apps directly from the Company Portal.

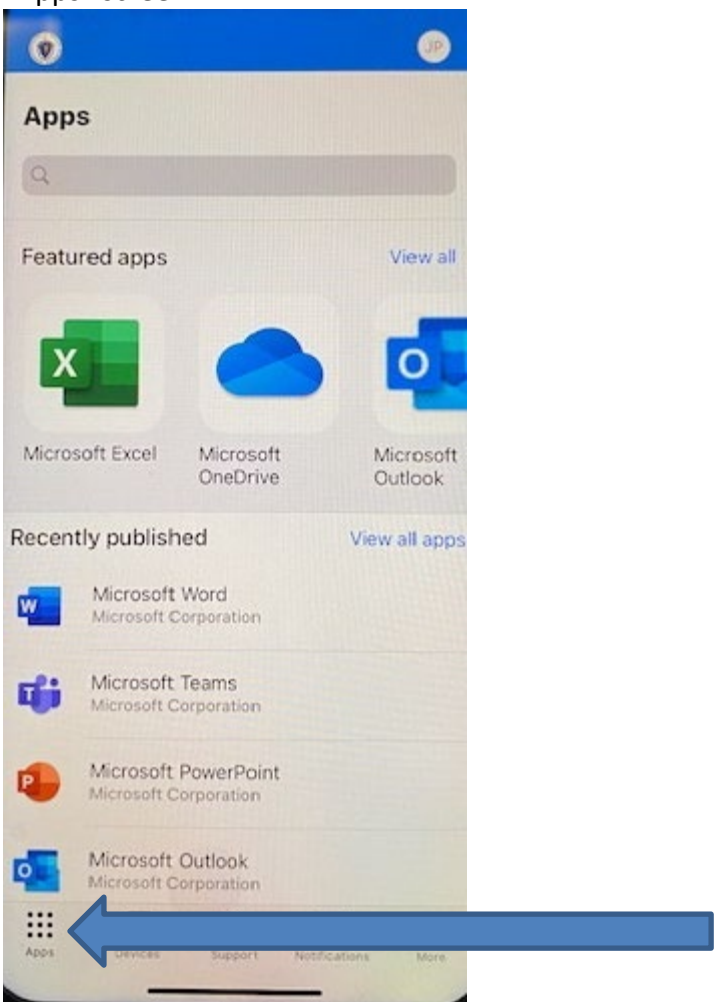
NOTE: The Apple Store is disabled; you will be unable to download and install apps from the Apple Store.

QUICK INSTRUCTIONS:

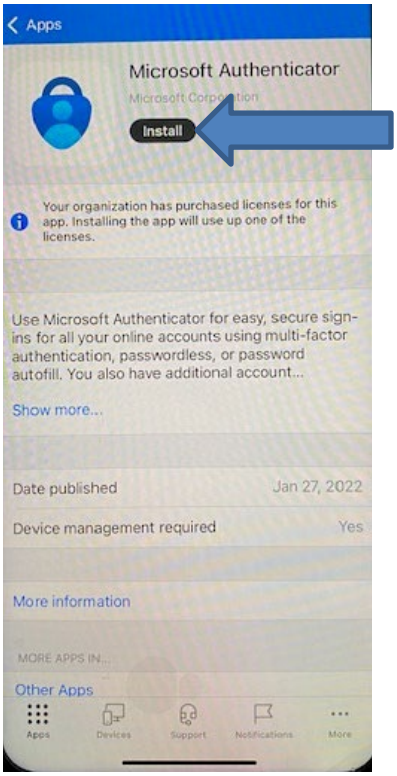
Open Company Portal > “Apps” > select app > “Install”

LONG INSTRUCTIONS

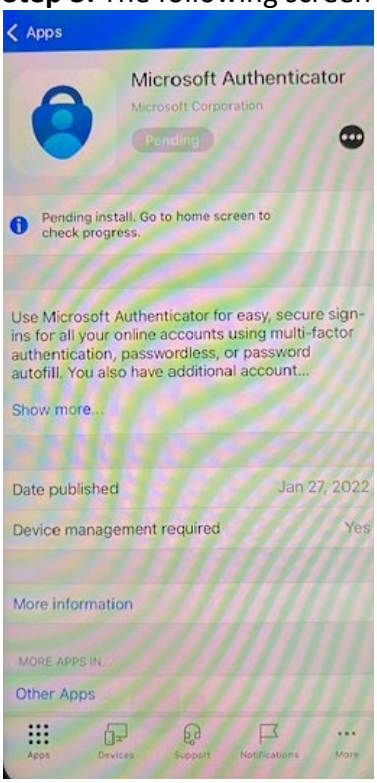
Step 1: Open the Intune Company Portal app from your home screen, and navigate to the “Apps” screen.



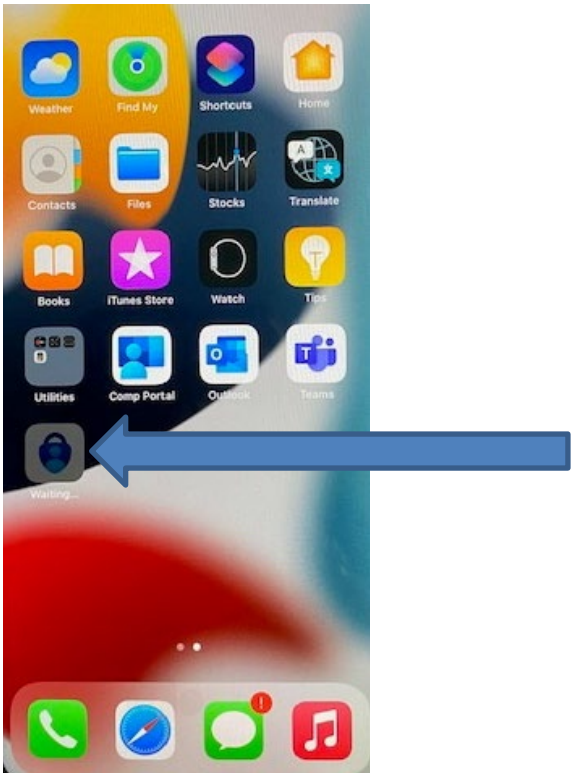
Step 2: Select the app you want; click “Install”.



Step 3: The following screen will appear; there is no action to take. Move to Step 4.



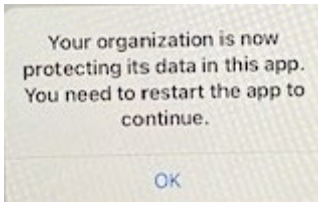
Step 4: Navigate back to your home screen; after a few moments, the app will begin to download and install.



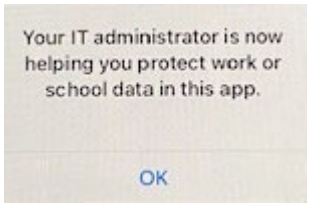
ONCE THE APP IS DOWNLOADED AND INSTALLED

You must perform the following actions before you may use the app(s) you have downloaded and installed:

1. Open the app
2. Select your Commonwealth ID
3. The following notification will pop-up; click OK:



4. Close, then reopen the app.
5. The following notification will pop-up; click OK.



Please note this is for initial app setup only; you will not be prompted to perform the above steps again.

Log in to iCloud

In order to use the iMessage feature, you must log into iCloud using your Commonwealth-issued Apple ID.

NOTE: During device setup, the only credentials you will be prompted for are your Commonwealth AD username and password. Any and all iOS apps you require may be downloaded from the Intune Company Portal.

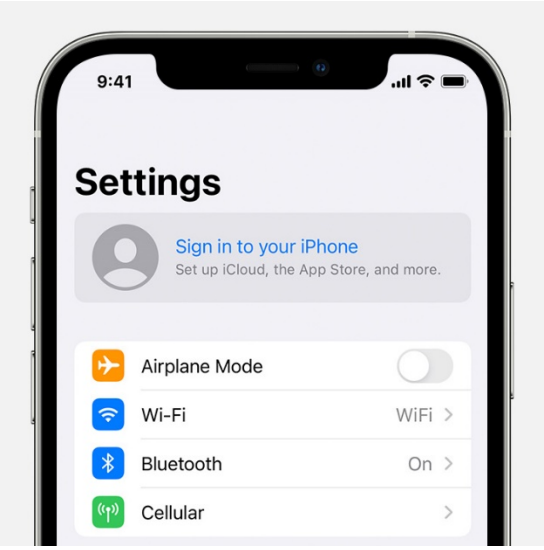
QUICK INSTRUCTIONS:

Open Settings > "Sign in to your [device]" > enter Commonwealth-issued Apple ID and password > enter verification code if prompted

LONG INSTRUCTIONS

Step 1: Open Settings from your home screen.

Step 2: Select "Sign in to your [device]"



Step 3: Enter your Apple ID and password.

Step 4: If prompted, enter the six-digit verification code sent to your trusted device or phone number and complete sign in.

Helpful Links

MFA

Multi-factor Authentication service page
https://www.mass.gov/multi-factor-authentication

How to set up Multi-factor authentication
https://www.mass.gov/guides/set-up-azure-ad-mfa

Multi-factor authentication FAQs
https://www.mass.gov/info-details/multi-factor-authentication-faqs

Changing your Azure MFA security information and default options
https://www.mass.gov/info-details/configuring-azure-mfa-security-options-and-changing-default-methods

Apple

Backup your data from your iOS device
https://support.apple.com/en-us/HT203977

Factory reset your iOS device
https://support.apple.com/en-us/HT201274

Support

Request IT support or services
https://www.mass.gov/how-to/request-it-support-or-services

ServiceNow Portal
https://massgov.service-now.com/sp