

EOTSS Intune MDM Support: Microsoft Intune MDM install for Commonwealth-issued iOS Devices



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*Prepared by the Massachusetts Executive Office of Technology Services and Security
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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 a Commonwealth-issued iOS device.

These instructions are for Commonwealth-issued iOS devices ONLY.

You have upgraded to the latest version of iOS.

In order to download, install and configure Intune MDM, your device must be running the latest iOS software.

Change the name of your iOS device

You will need to change the name of your iOS device prior to enrollment. You will name the device based on:

1. your Secretariat's three-letter MMARS code
2. followed by "-C-" ("*C*" is for *cellphone*)
3. followed by your first initial and last name



EXAMPLE:

Ace Smith works for EOTSS. They will rename their phone: **TSS-C-ASmith**

1. TSS
2. -C-
3. ASmith

QUICK INSTRUCTIONS

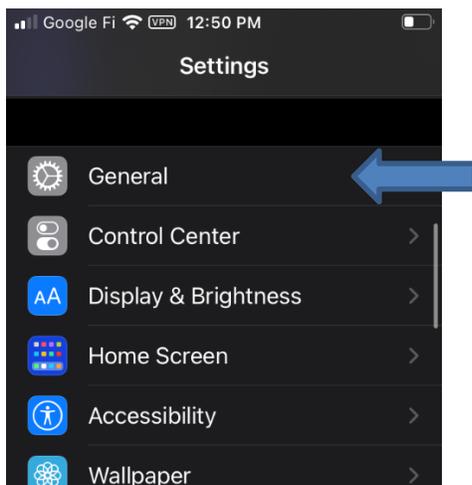
Open "Settings" > "General" > "About" > "Name"

LONG INSTRUCTIONS

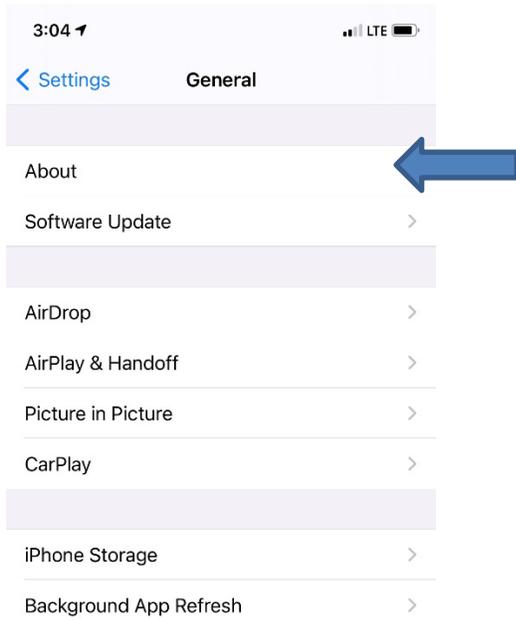
Step 1: Open "Settings" from your home screen.



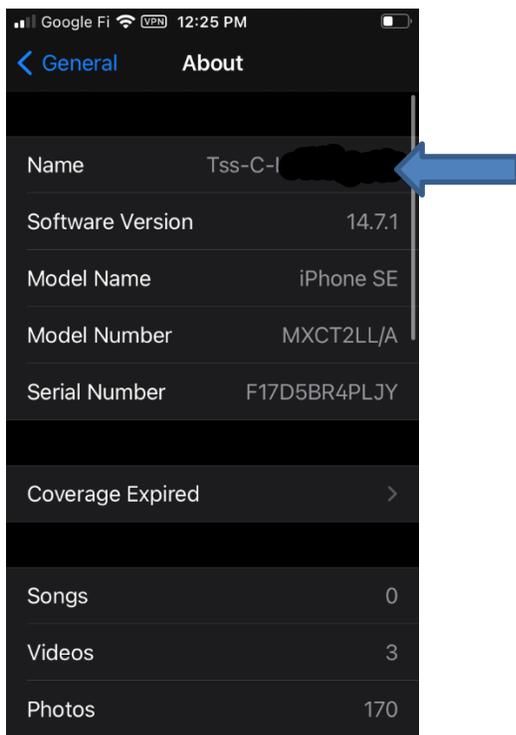
Step 2: Click "General".



Step 3: Click “About”.



Step 4: Click “Name”.



Step 5: Change the name of your iOS device (see example above Step 1).

Install and Configure Microsoft Intune MDM Company Portal

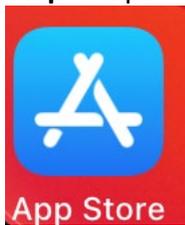
After you complete the name change, you may proceed to the app store to download the Company Portal app.

QUICK INSTRUCTIONS:

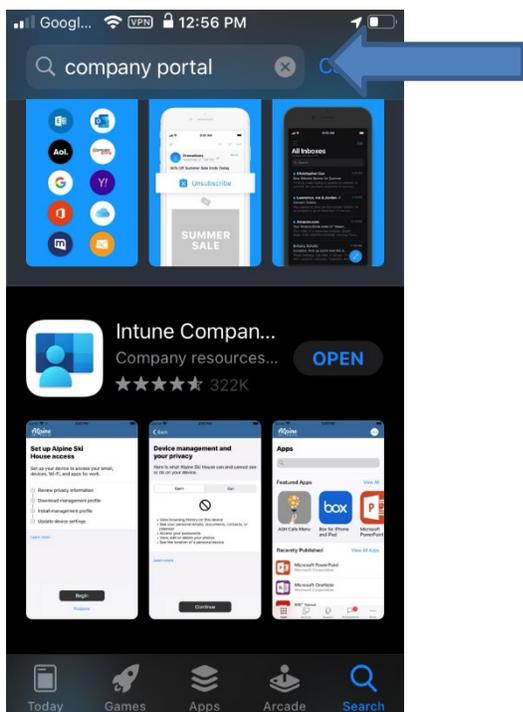
Open App Store > search for Company Portal (*it will be a blue icon*) > click "Get"

LONG INSTRUCTIONS

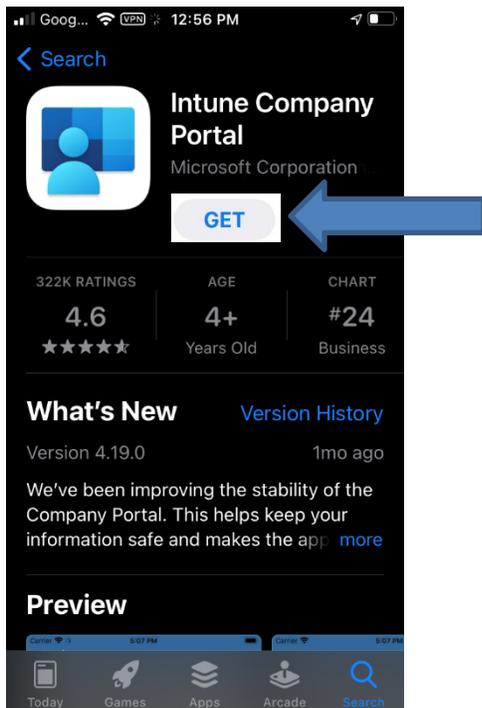
Step 1: Open the App Store from your home screen.



Step 2: Search for Company Portal (*it will be a blue icon*).



Step 3: Click “Get”.



Logging into the Microsoft Intune MDM Company Portal

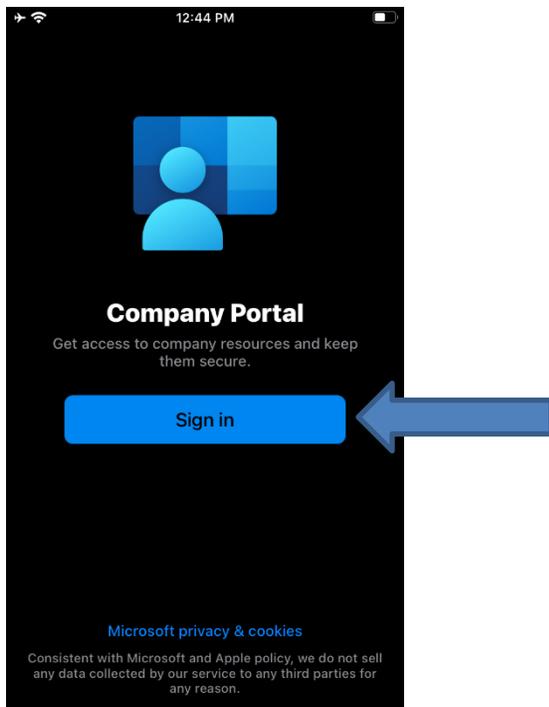
Now that you have downloaded the Intune Company Portal, you will need to login to the application using your Commonwealth email address.

QUICK INSTRUCTIONS:

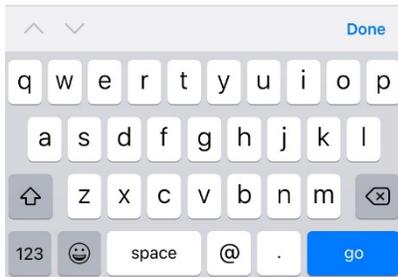
Open Company Portal > “Sign in” > enter Commonwealth email address > “Next” > enter password > “Sign in” > “Continue” > “Begin” > “Commonwealth of Massachusetts owns this device” > “Continue” > “Continue” > “Allow” > “Close” > “Settings” > “Profile Downloaded” > “Install” > “Install” > “Trust” > “Done” > “General” > “Continue” > “Continue”

LONG INSTRUCTIONS

Step 1: Open the Intune Company Portal app from your home screen and click “Sign in”.

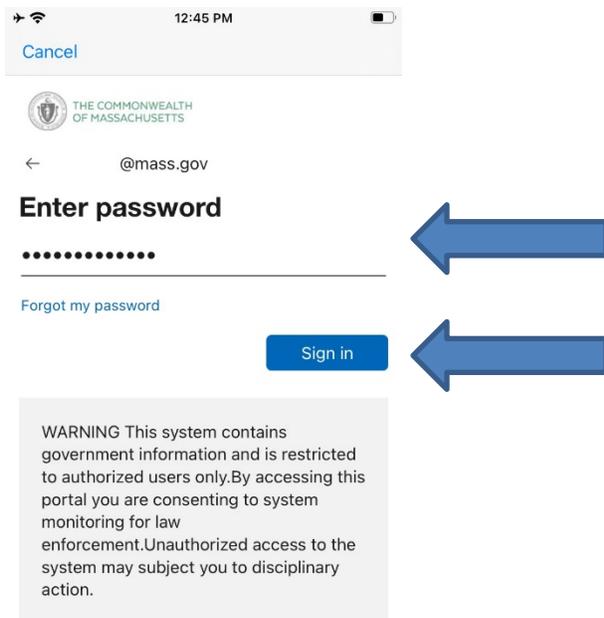


Step 2: Enter your Commonwealth email address and click “Next”.

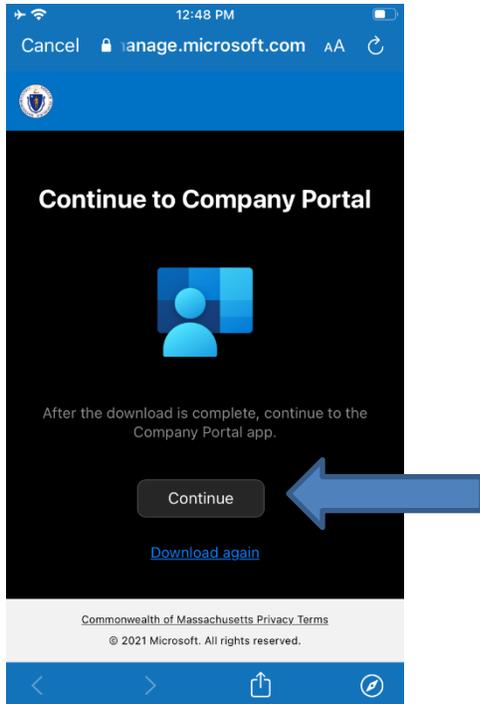


Step 3: Enter your password and click “Sign in”.

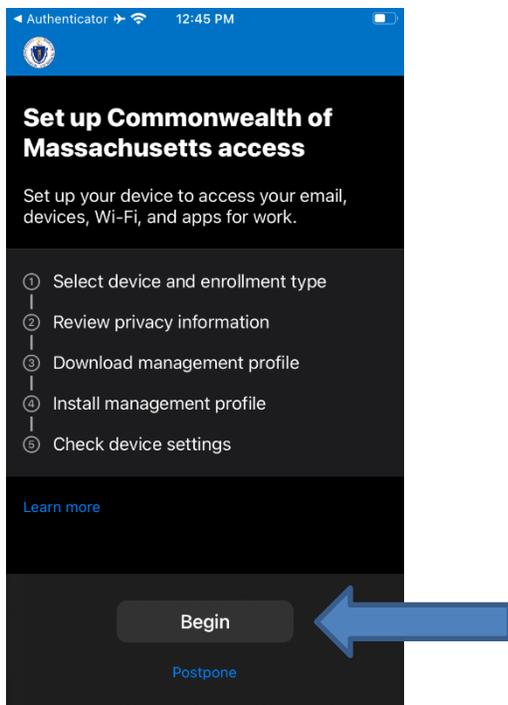
You will use your Active Directory (AD) email address and password. For more information on your AD account, click [here](#).



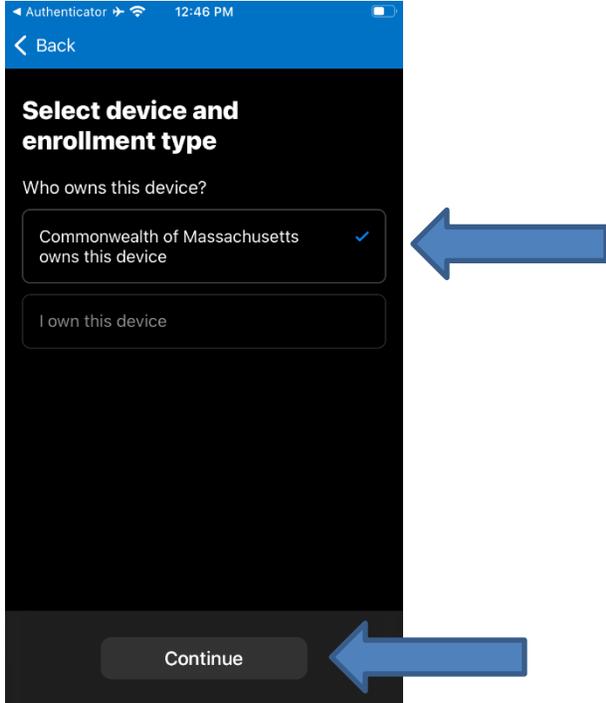
Step 4: Click “Continue”.



Step 5: Click “Begin”.



Step 6: Select “Commonwealth of Massachusetts owns this device”, and click “Continue”.

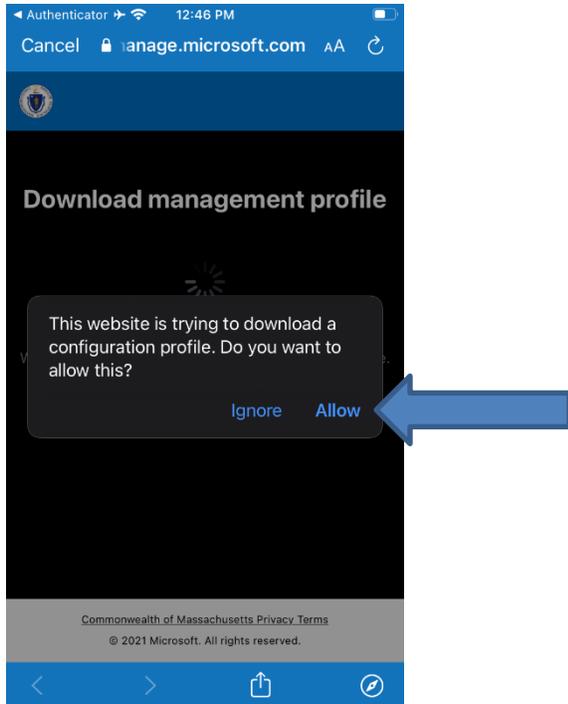


If you do not see this option, please **stop and contact your [agency's IT Help Desk](#).**

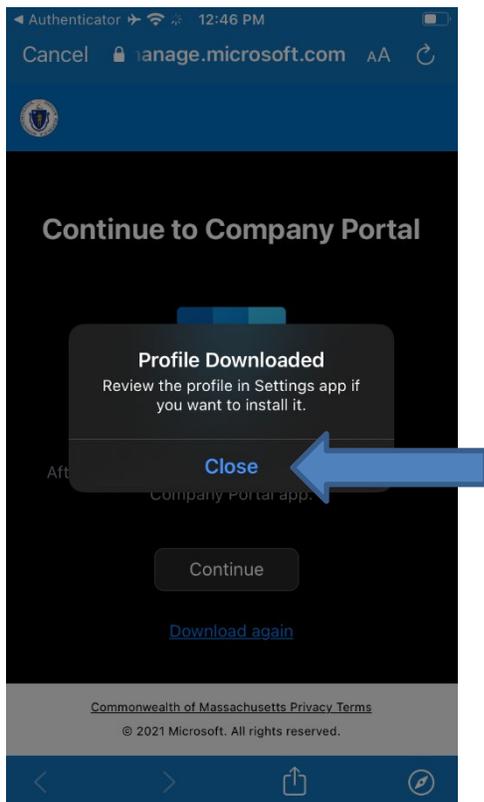
Step 7: Click “Continue”.



Step 8: Click “Allow”.



Step 9: Click “Close”.

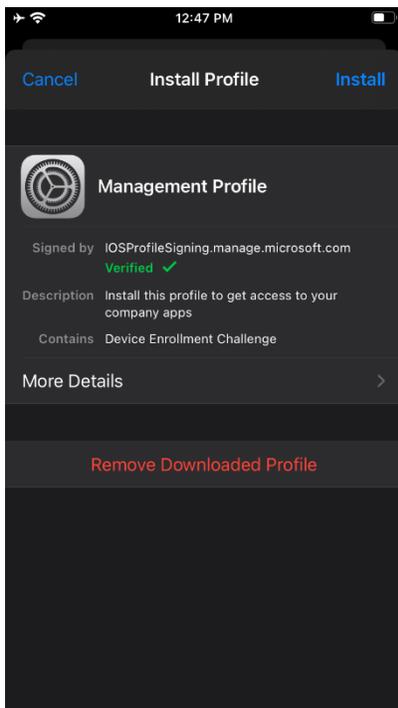


Step 10: Open “Settings” from your home screen, then click “Profile Downloaded”.

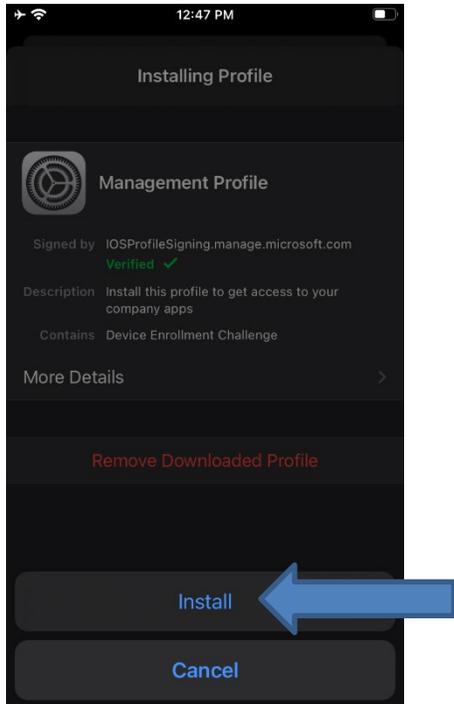


If you do not see this option, please **stop and contact your [agency's IT Help Desk](#).**

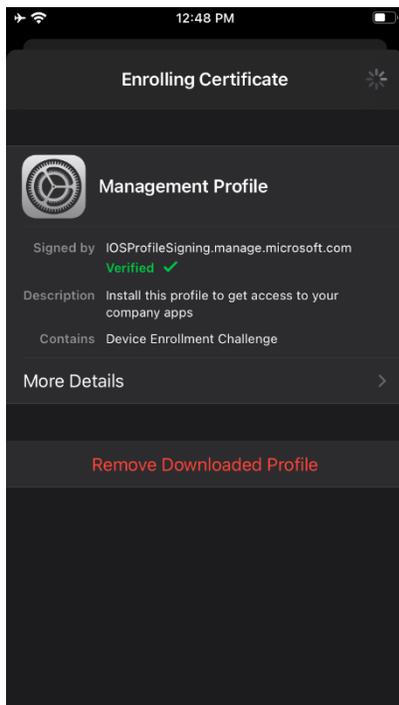
Step 11: Click “Install”.



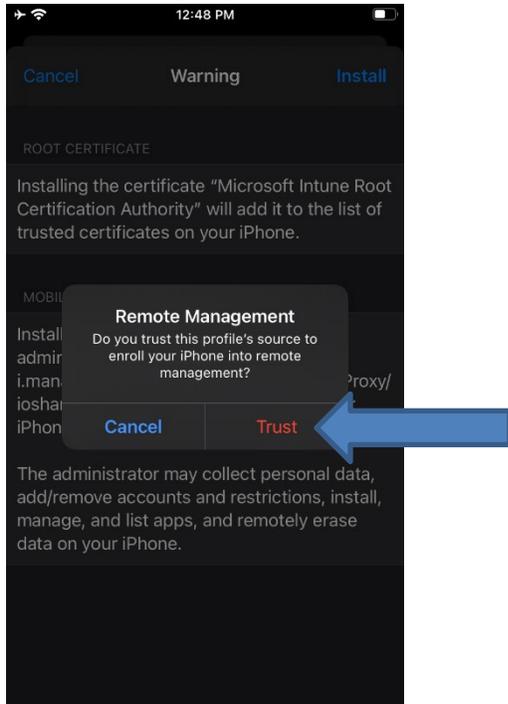
Step 12: Click “Install”.



Step 13: The below screen will be displayed; move to Step 14.

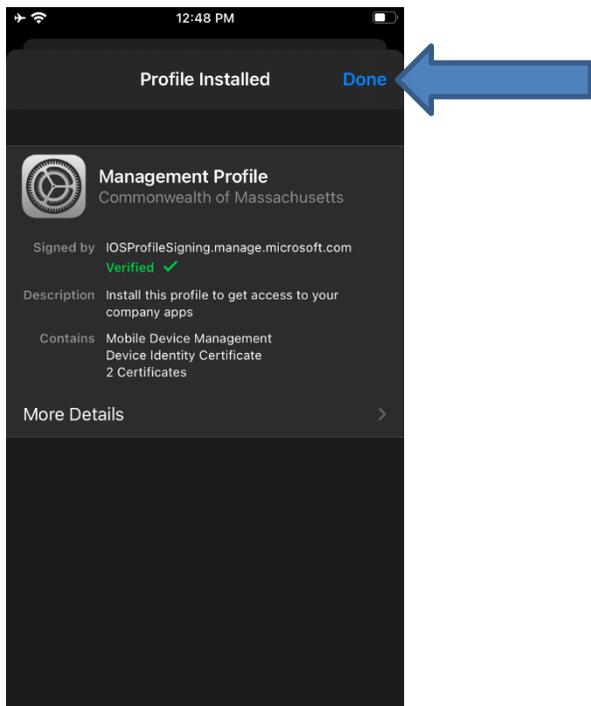


Step 14: Click “Trust”.

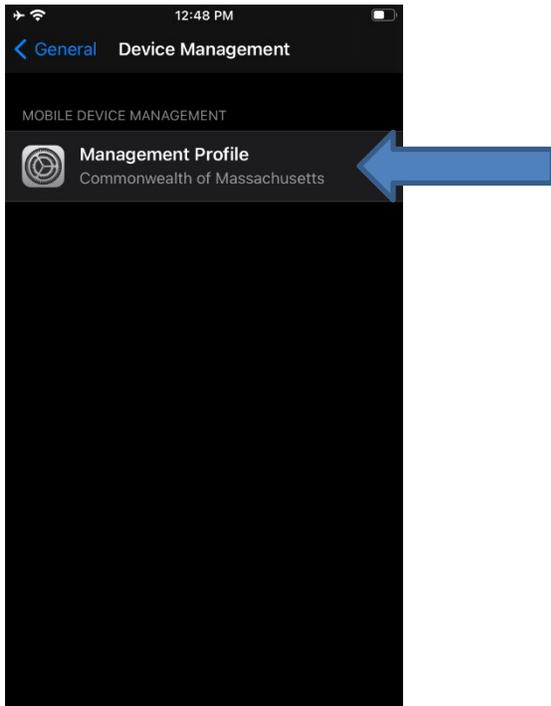


The previous screen will automatically change to this screen, and you will see this pop-up window.

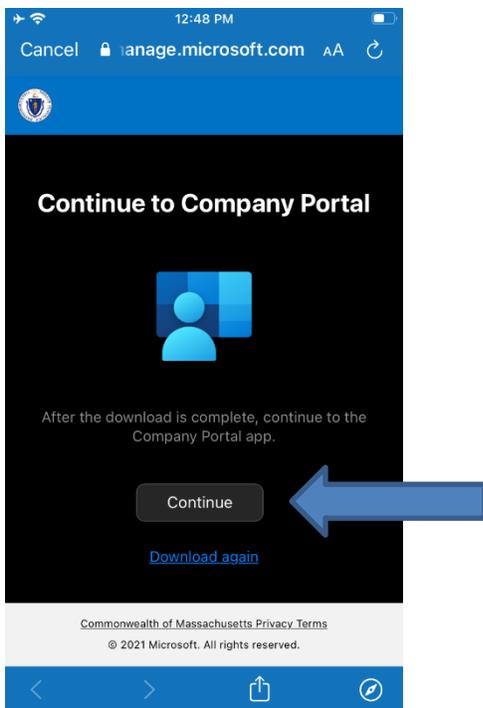
Step 15: Click “Done”.



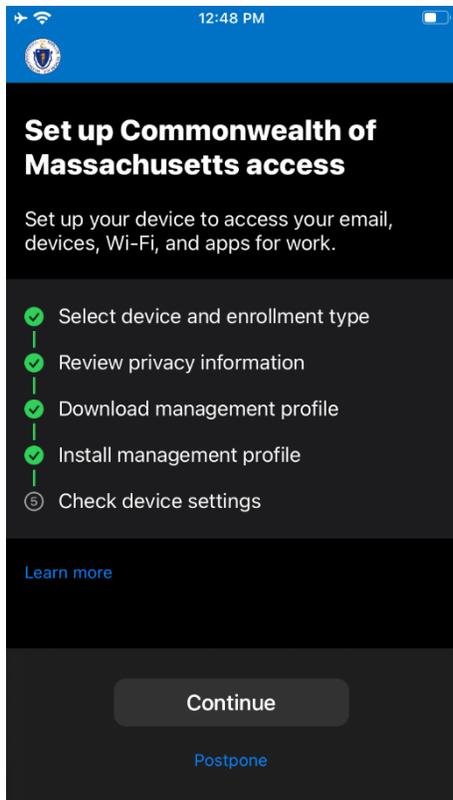
Step 16: Navigate back to Settings -> General -> Device Management. Click “Management Profile”.



Step 17: Click “Continue”.



Step 18: Click “Continue”.



You have successfully enrolled in Intune MDM for Commonwealth-issued iOS devices!

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>

Active Directory (AD) Account

How to reset your password

<https://www.mass.gov/info-details/how-to-reset-your-password>

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>