Self Registration of Apple Devices

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Owning Team:	Scope:
Director of Information Security	*Self Registration of Apple Devices*
Originator: *Information Security Compliance Manager*	
Revision Date: 11-29-2017	

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Self Registration

Overview   Self registration of mobile devices allows users to have control over the devices they use for business related services. Only associate mobile devices, smart phones, tablets, etc., that are used to access HRB data sources (email, files, intranet sites, etc.) should be registered with the system.

Installing HRB's MDM Hub

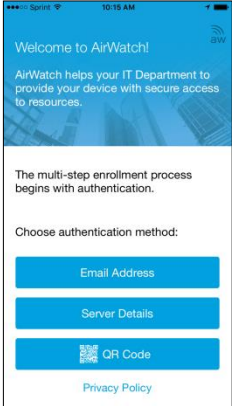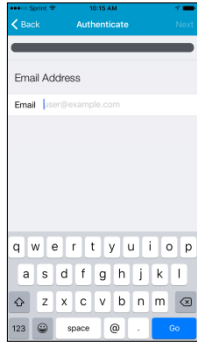**Apple Hub Downloading**   This section provides a walkthrough of the registration process. This section assumes the user already has an Apple ID and is able to access the Apple App Store. If you do not have an Apple ID please set one up prior to continuing this document.
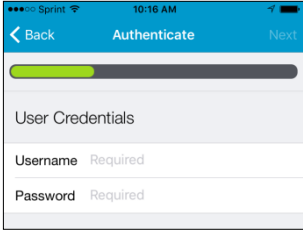
Step	Action
1	Open the App Store on your device.
2	Perform a search for the Intelligent Hub **Intelligent Hub** [4+] VMware Workspace ONE AirWatch, LLC #65 in Business ★★★⯪☆ 3.6, 67 Ratings Free
3	Install Hub from your app store.

Installing HRB's MDM Hub, Continued

Apple Hub Install
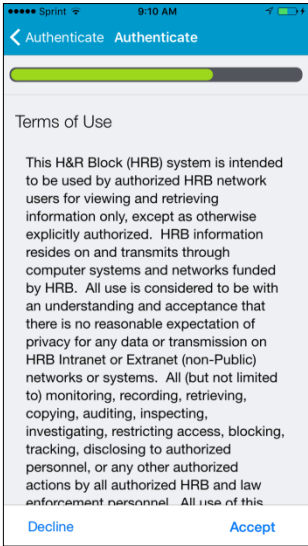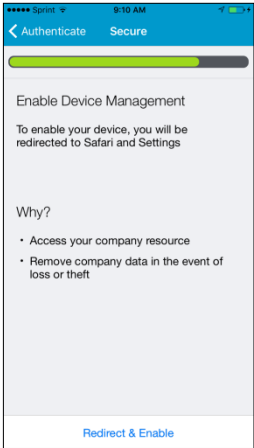
Step	Action
1	Once the Hub is downloaded and installed click on it to open the Hub and continue the registration.
2	The Hub will open to the "**Welcome**" page. Here you are presented with options. Select the Email Address button. Enter your email address in the provided field.
3	Enter your HR Block email address in the field provided. Click "Continue" or "Go" at the bottom of the screen
4	The "**Authenticate**" page is now displayed. Use your HRB domain credentials to authenticate to this page. These are the credentials that you use to log into your laptop or computer.

Installing HRB's MDM Hub, Continued
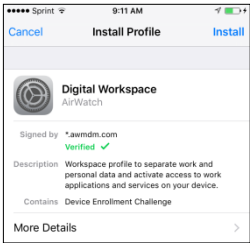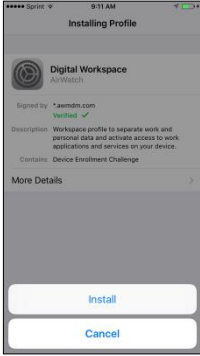
Apple Hub Install, continued

Step	Action
5	Click "**Done**" on the keyboard or "**Continue**" from the screen to submit your login credentials.
6	The "**Terms of Use**" page is now displayed. Read the terms and client either "**Accept**" or **Decline**" from the bottom of the screen. **Note:** "**Accept**" must be selected to continue registration and access HRB systems with mobile devices.
7	You are now required to "Enable Device Management" select the "**Redirect & Enable**" from the bottom of the screen.

Installing HRB's MDM Hub, Continued
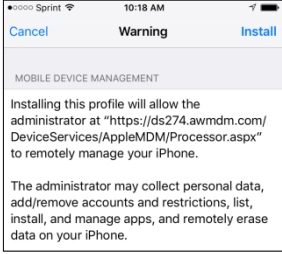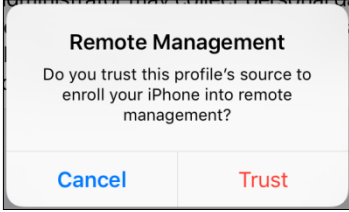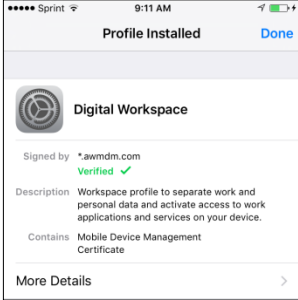
Apple Hub Install, continued

Step	Action
8	The screen will change at least once without prompt until the "**Install Profile**" page is displayed. This installs the control profile for the HRB MDM system to the device. Make sure that the green Verified is located in the middle of the screen under "**Signed by**". If it is verified then click "**Install**" from the upper right of the screen.
9	Enter the pass code for the device to continue the install. This is the PIN code used to access the device.
10	The software will now ask you to verify the install. Select "**Install**" from the popup at the bottom of the screen.
11	The profile will now install to the device. This may take some time be patient.

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Installing HRB's MDM Hub, Continued
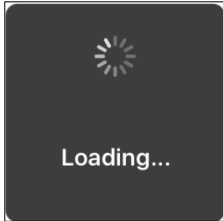
**Apple Hub
Install**,
continued

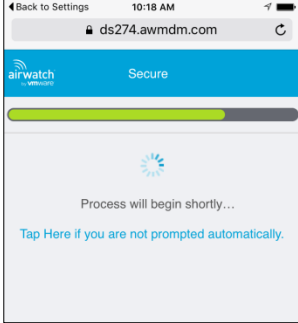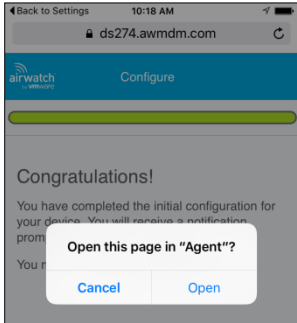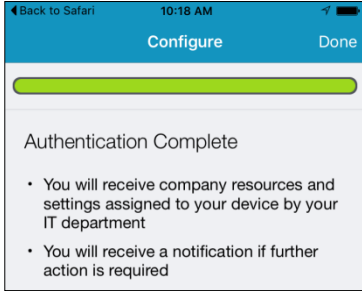| Step	Action
12	You will receive a "Warning" page for "Mobile Device Management". Click "**Install**" from the upper right corner of the screen to continue. ●○○○○ Sprint 10:18 AM Cancel **Warning** **Install** MOBILE DEVICE MANAGEMENT Installing this profile will allow the administrator at "https://ds274.awmdm.com/DeviceServices/AppleMDM/Processor.aspx" to remotely manage your iPhone. The administrator may collect personal data, add/remove accounts and restrictions, list, install, and manage apps, and remotely erase data on your iPhone.
13	A "**Remote Management**" popup will request that you "**Trust**" this system for remote management. Click "Trust" to continue. **Remote Management** Do you trust this profile's source to enroll your iPhone into remote management? Cancel **Trust** **Note:** If you have used an MDM previously this may not pop up.
14	The profile should finish its installation and you should be taken to a screen like the one below. If so click "**Done**" from the upper right corner of the screen to complete the profile installation. ●●●●● Sprint 9:11 AM **Profile Installed** **Done** **Digital Workspace** Signed by *.awmdm.com Verified ✓ Description Workspace profile to separate work and personal data and activate access to work applications and services on your device. Contains Mobile Device Management Certificate More Details >

Installing HRB's MDM Hub, Continued

Apple Hub Install, continued
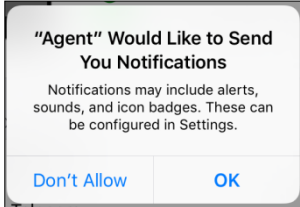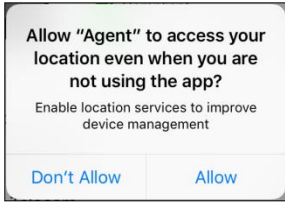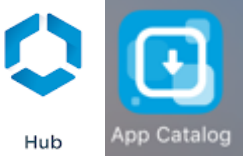
Step	Action
15	Your screen will indicate it is processing then open another screen with "Congratulations!" and a pop-up that will ask if you'd like to open this in "Hub"? Select "**Open**."
16	You will be directed to the following screen. Select "**Done**" from the upper right corner.

NOTE: At this point, it may take a few minutes while Intelligent Hub loads profiles and policies. Please be patient and let it finish. |

Installing HRB's MDM Hub, Continued

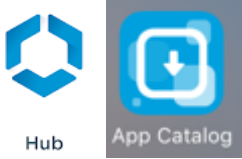|	Step	Action
Apple Hub Install, continued	17	**Notifications:** **"Allow"** the Hub system to send you notifications. "Agent" Would Like to Send You Notifications Notifications may include alerts, sounds, and icon badges. These can be configured in Settings. Don't Allow OK **Hub Location Access:** "**Allow**" the Hub system to verify location of the device. Allow "Agent" to access your location even when you are not using the app? Enable location services to improve device management Don't Allow Allow **NOTE:** <u>Location services are not used to track personnel or monitor in any way! System Administrators do not have access to monitor nor view locations of individual devices. This service is used to locate stolen devices, and allocate resources based upon geographical location only!</u>
	18	After all installations for the Profile are complete the following two application icons should be available on your screen. Hub App Catalog Due to updates to the Hub apps these icons may not look exactly the same.
	19	Afterwards if you have a new phone or have not changed your phone's PIN in more than 90 days you will be asked to "**Create a Passcode**" or "**Change your Passcode**". **Note**: this will happen every 90 days and the last 5 codes are remembered and not allowed for reuse.
	20	**APP Installs!!!!** Depending on the speed of the connection you should receive requests for install of software. Please click "**Install**" on all these items.

Installing HRB's MDM Hub, Continued

Apple Hub Install, continued

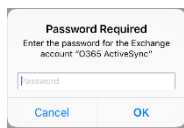| Step	Action
21	After all installations for the Profile are complete the following two application icons should be available on your screen. Due to updates to the Intelligent Hub apps these icons may not look exactly the same.

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HRB Company Email
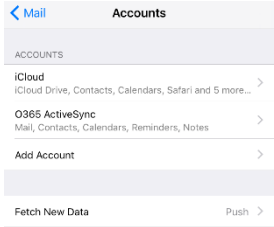
Company Email

Based upon your profile the company email configuration will be dynamically pushed and configured on your device. Follow the steps for your type of device below to complete/verify the configuration.

iOS Device Email

The Mobile Device Management system will push a mail profile to the device that is titled "**O365 ActiveSync**". For the iOS device, when first launching the native Apple Mail app, the email profile should initiate a popup requesting the password for your "***domain account.*** "

If this does not occur within a few seconds to a minute after launching the native Apple Mail app, proceed with the following steps to verify the settings and save the password for the email account.

| Step	Action
1	Enter the device **settings** app
2	Scroll down the main settings page until you find "**Accounts and Passwords**" and select this settings group.
3	In this group at the top of the page you should see an "Accounts" section. Within this section you should see the "**O365 ActiveSync**" account that was dynamically created by the system.
4	**Select** the "**O365 ActiveSync**" account group.
5	At the top of this account group you should see your corporate email listed. Select the email account to verify settings.
6	With the exception of the "**Password**" field all other fields should be grayed out and unavailable for modification. Enter your domain password in the "**Password**" field and then select "**Done**" from the upper right corner of the screen.

Installing HRB's MDM Hub, Continued

iOS Device Email, continued

Step	Action
7	This will start the verification process. Once this is complete all the items on this page should have green check marks next to them. If they do not call the TSC help line for assistance.
8	Once all items have the green check you can exit the settings app and use the native iOS email, calendar, and contacts apps for HRB email. Give 15-30 minutes for Mail, Contacts, and Calendar to load **Note:** If you have had HRB email setup on this device previously follow the directions in the "**Remove Original Exchange Config**" section to remove the original account from the device as it will no longer function properly.

Note: Sometimes upon the initial launch of the native Apple Mail app you will receive a "Cannot Get Mail" pop-up as shown.

Cannot Get Mail
The connection to the server failed.

OK
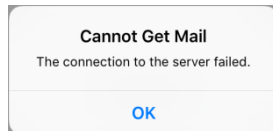
Select "OK" and your mail should still populate.

Remove Original Exchange Config

Scope	This section will assist you in identifying and removing any original HRB Exchange configurations from the native clients on the device.

IOS Device Email Account Removal

If you previously had your device synced with active sync, once the new "O365 ActiveSync" profile for email has been pushed and your password stored to the profile, you can delete the other account.

- Go to the settings on the phone
- Find and select the mail, calendar, contacts settings
- Verify that the "**Exchange ActiveSync**" account is listed
- Identify any other account connected to HRB Exchange email
  - Select this account
  - Slide to the bottom of the account screen
  - Select "Delete Account"
  - Select "Delete Account" once more
- Verify that the new "**Exchange ActiveSync**" is the only HRB account listed
- Close the settings app
- Verify that your HRB email, calendar and contacts are synced/syncing and working properly.

If you have any issues contact DLISMDM@HRBLOCK.COMfor assistance.

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Troubleshoot Hub

Scope   This section will assist if not all Check Marks are Green after install

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Check for Intelligent Hub Update
1. Open the App Store
2. Select Updates bottom right corner
3. Update Hub if there is an update available

Check for iOS Update
1. Setting
2. General
3. Update
4. Run update if one is available (must be connected to Wi-Fi)

Check for Connectivity Issues
1. Test carrier connection by making a call or going to Google on Safari
   a. If you cannot make a call or get online contact Wireless Support (913-856-2806) for further troubleshooting
2. If you can make a call do a **Network Reset**
3. Settings
4. General
5. Reset
6. Reset Network Setting
7. Phone will turn off and back on by itself
8. If you are still having Connectivity Issues please call Wireless Support for further Troubleshooting (913-856-2806)