

Self-Registration of Company-Supplied Apple Devices

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Please Note: Wireless Support does not support the following Apps:

- Pro Snap
- Real Estate
- Microsoft Teams

NOTICE:

If you choose to install the **Intune Company Portal** App you will not be able to use the following with Apple:

iCloud Backup

iCloud Photos

iCloud Keychain

Downloading Microsoft Outlook Email App

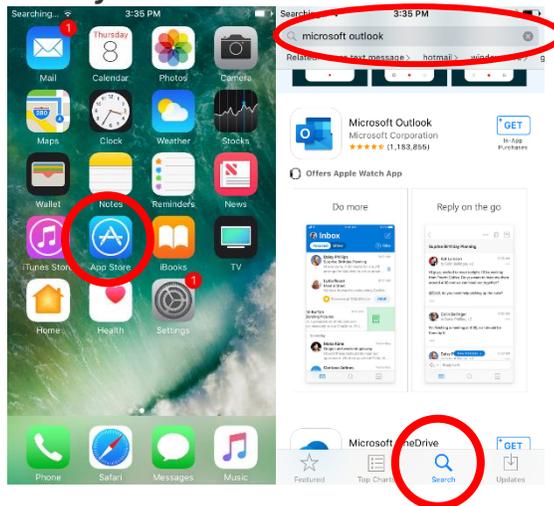


NOTICE

You will no longer use the Mail App or Calendar App with Apple Company Email and Calendar will be accessed through the Outlook App

This section assumes the user already has an Apple ID and can access the App Store. If you do not have an Apple ID, please set one up prior to continuing this document.

1. Open the App Store on your device.
 - a. Click the search button at the bottom right of your screen
 - b. Search for **Microsoft Outlook**

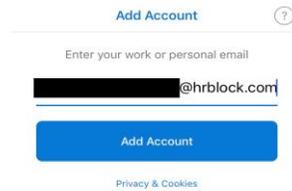


2. Select **Get**, then Select **Install**
 - a. If it has been downloaded before it will have a Cloud Symbol

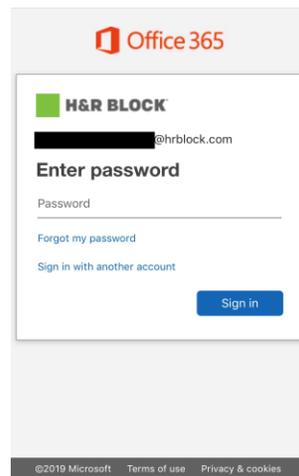


3. Once the app is downloaded and installed **open** the **Outlook App**

4. Enter your **H&R Block Email Address** and click **Add Account**



5. You will then be prompted to enter your **H&R Block Password**



6. At this time, Outlook will ask you to setup a PIN
- a. The PIN can be the same as your current iPhone PIN if it follows Microsoft guidelines listed.
 - b. After this is setup, you may use Touch ID or Face ID (depending on your device) to access your account without typing the PIN each time.

REMINDER

You will no longer use the Mail App or Calendar App with Apple Company Email and Calendar will be accessed through the Outlook App

Troubleshoot Microsoft Outlook

Save Contacts to Phone - When a user enrolls their device into Outlook, there is a chance that their contacts will not automatically save back into the phone.

1. Open Outlook App
2. Select Portrait Icon (top left)
3. Open to Settings (bottom left cogwheel)
4. Open your email (O365 Account)
5. Make sure Save Contacts is turned on

Note: iCloud Contacts must be turned on in Settings as well.

Focused Inbox - Some employees enjoy using the Focused Inbox for their e-mail. Change this setting to your preferred choice:

1. Open Outlook App
2. Select Portrait Icon (top left)
3. Open to Settings (bottom left cogwheel)
4. Focused Inbox (On/Off)

Message Threading - Some employees group their e-mail by conversation and other employees keep their e-mail based on when they received it. Change this setting to your preferred choice:

1. Open Outlook App
2. Select Portrait Icon (top left)
3. Open to Settings (bottom left cogwheel)
4. Organize by Thread (On/Off)
 - a. If you set this to 'On', your messages will be grouped by conversation.

Notifications – If you are not receiving notifications correctly, use the steps to adjust accordingly.

First check that your iOS settings allow Notifications from Outlook:

- Settings App on iPhone > Notifications > Outlook
 - o Adjust the banners, vibration, alert tone and badges to your liking
 - o To ensure your Outlook icon shows how many new emails are in your inbox, select 'Badges' to green.

Second, check the Outlook Notification settings:

1. Open Outlook App
2. Select Portrait Icon (top left)
3. Open to Settings (bottom left cogwheel)
4. Notifications
 - o Here you can adjust more direct notifications

Installing Microsoft Authenticator



Some users may not have to install Microsoft Authenticator.

If Outlook does not ask you to install Authenticator and your mail begins to load (please allow 30 minutes), you're ready to go and can skip the next steps.

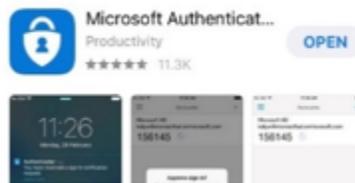
1. After clicking sign in in Outlook you'll be asked to download the **Microsoft Authenticator** app to register your device.
2. Please click, **Get the app**
 - a. This will take you to the Apple App store.



3. Once in the App Store, you will see an icon that says **GET** or the Cloud icon.
 - a. Select either icon to download Microsoft Authenticator.

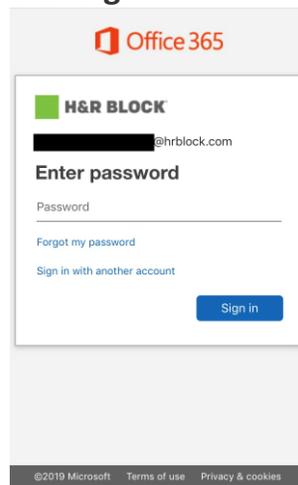


4. Once it has finished downloading, click "Open."

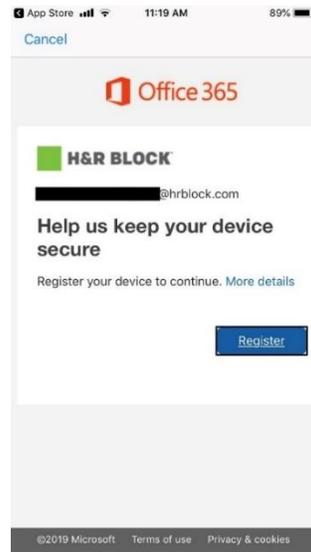


5. You will then be prompted for your **SSO Password**.

6. Enter your password and click **Sign In**



7. Click **Register** on the next screen.

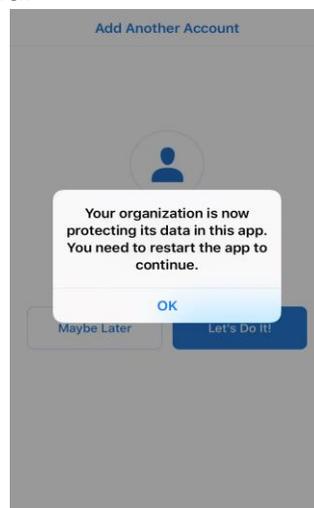


8. After clicking “register,” the below notice will appear.

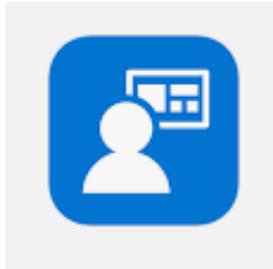
a. Once you click **OK**, Authenticator will force close.

i. This is normal behavior securing your connection.

ii. When the application closes, open Outlook and your emails will begin to load.



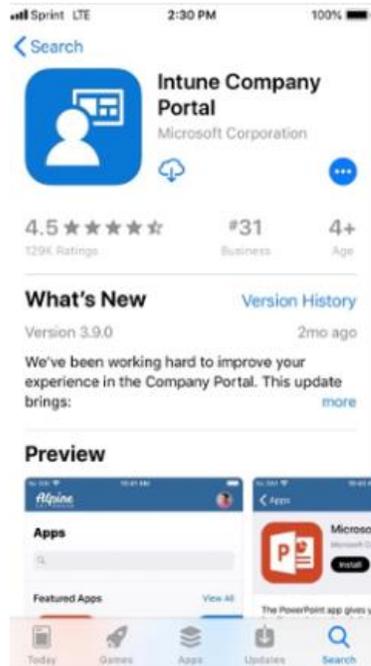
Installing Intune Company Portal



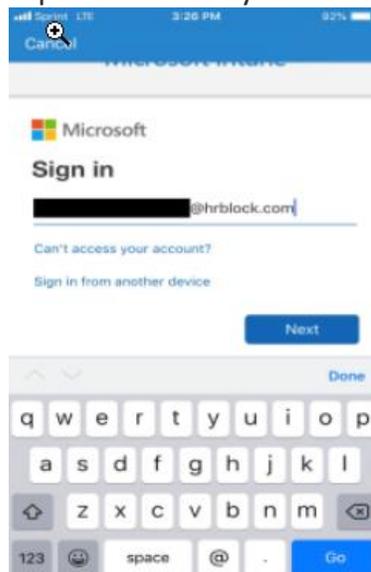
- Intune Company Portal App is required if you use apps like Pro Snap and Real Estate.
- Once **Intune Company Portal** is installed you will not be able to use the following with Apple:
 - **iCloud Backup**
 - **iCloud Photos**
 - **iCloud Keychain**
- If you have Intune Company Portal installed & registered on the iPhone the MDM Team can temporarily remove your Apple Passcode that is required to get into the phone.
- If you do not have Intune installed and can't remember your passcode or Apple says it is incorrect the phone will have to be Factory Reset with iTunes.
 - This means the phone will be wiped and all data removed.
 - There is no way around this as it is a security feature setup by Apple.

If you wish to install the Intune Company Portal App please proceed to the next page.

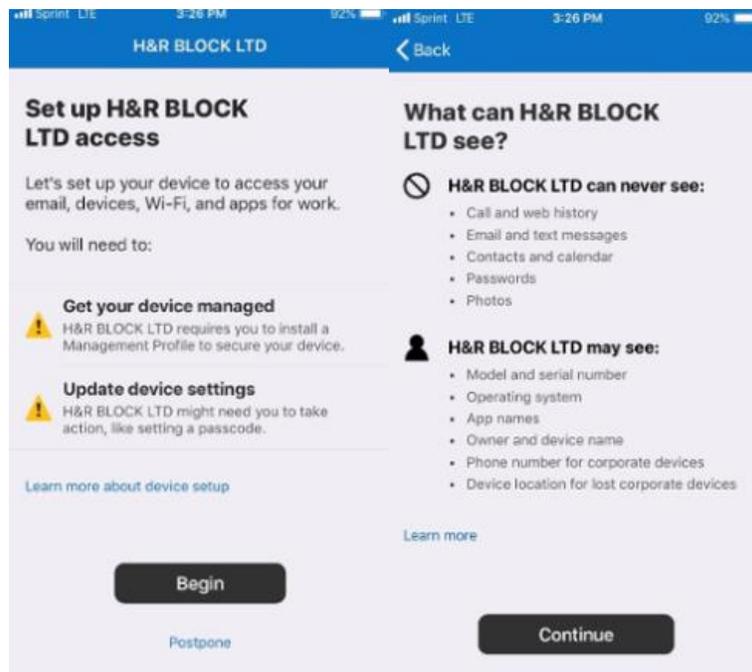
1. Open the App Store on your device.
2. Using the search bar at the bottom right of your screen, search for **Intune Company Portal**.
3. Select the download icon to install the application from the App store.



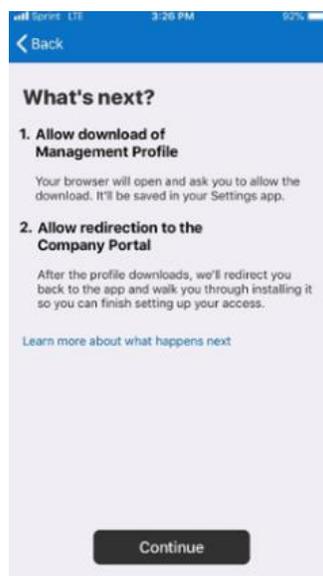
4. Once the app is downloaded and installed, click the icon to open the app and continue your registration.
5. Enter your **H&R Block Email Address** and click **Add Account**
 - a. Select **Next**
 - b. You will then be prompted to enter your **H&R Block Password**.



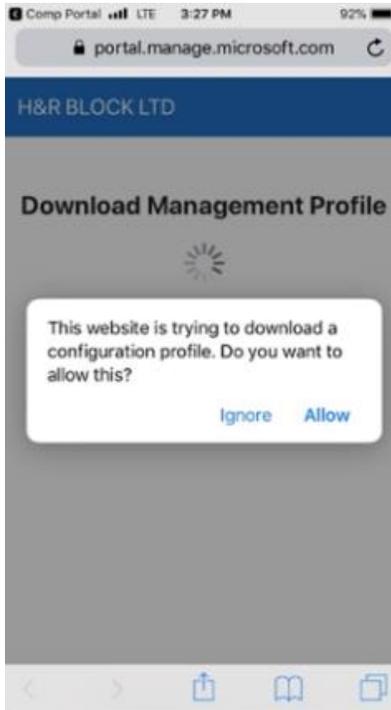
6. After entering your password, you will see notices on the next two screens.
- Click **Begin** and **Continue** to proceed



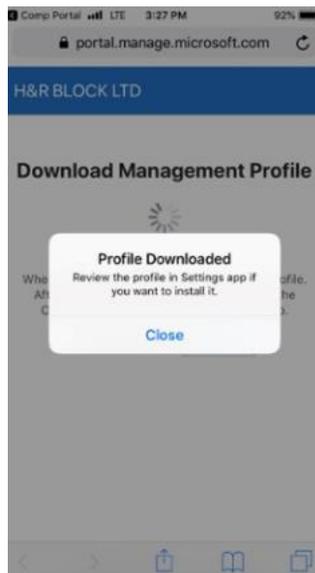
7. The next three screens will start the profile installation process.
- Click **Continue**



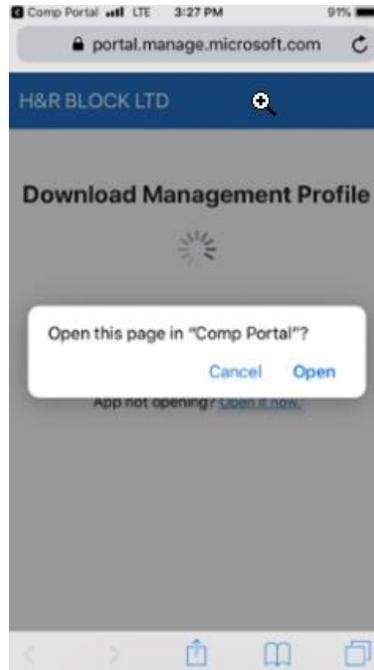
8. A notification will appear and ask if you would like to download a configuration profile.
 - a. Click **Allow**.



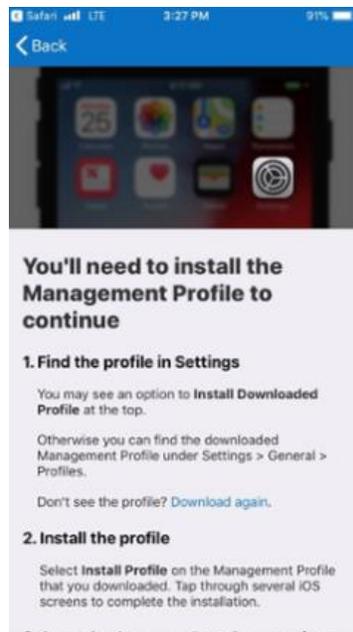
9. You'll receive another notification confirming that the profile was downloaded.
 - a. Click **Close**.



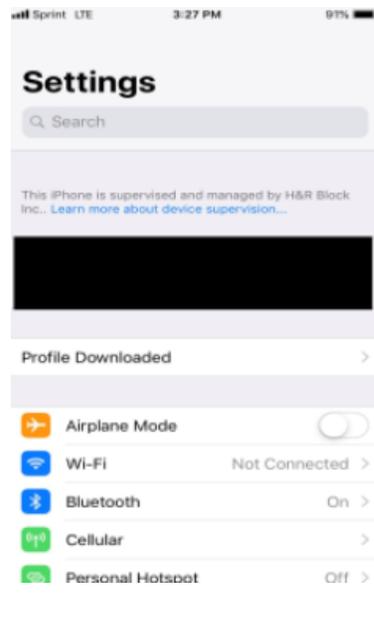
10. Next, you'll be asked to open the Management Profile page in the Company Portal app.
- Click **Open**.



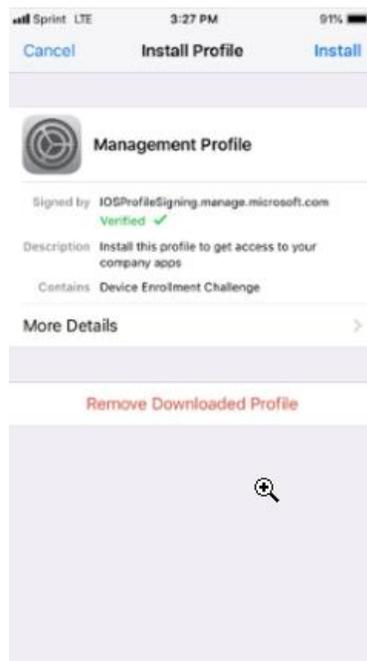
11. The instructions below will appear on the screen.
- Press the home button to exit the app.



12. Go to **Settings** by clicking the Grey Gear App Icon, and click **Profile Downloaded**



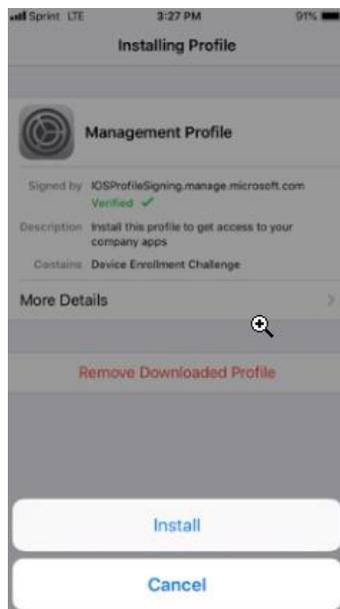
13. Then Click **Install** at the top right side of the screen.



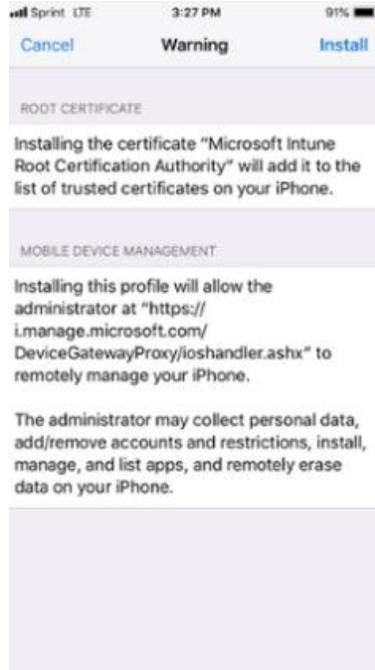
14. Enter your **PIN**.



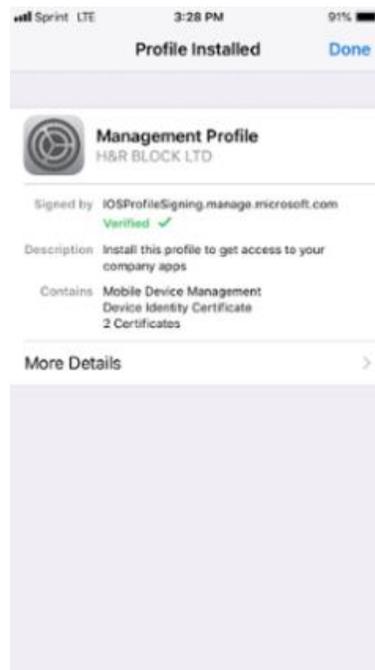
15. After you enter your PIN, click **Install**



16. You will be presented with a warning screen.
- Click **Install** at the top-right part of the screen.



17. Once the profile is installed, click **Done**



18. You should see a screen that says “You’re all set!”
- Select **Done**

