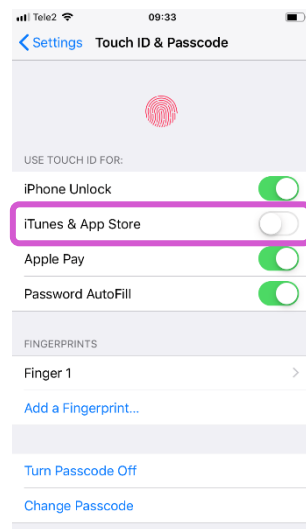# JÖNKÖPING UNIVERSITY

Enroll JU phone (iPhone) in Intune/MDM

- Preparations:

  - **N.B!** Before you start the enrollment, you will first have to set up MFA according to the manual *MFA – English – (version/date)*, that you can find here: https://ju.se -> IT Helpdesk -> FAQ/Manuals -> search for "MFA".

  - Deactivate TouchID for iTunes and App Store; **Settings** -> **Touch ID & Passcode** -> turn off **iTunes and App Store**.
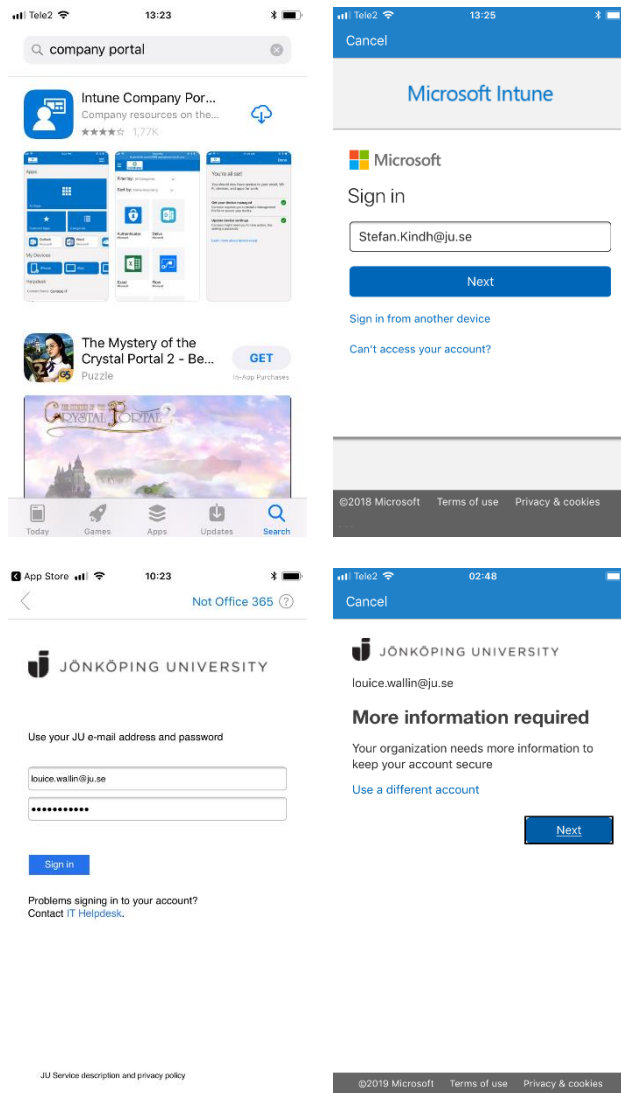
Enroll the device

- Open **App Store** and look up and install the app **Intune Company Portal**.

- Open Intune Company Portal and log in with your email address and password. *Since multifactor authentication (MFA) is enabled on the account, you will have to confirm the login on the device that you have configured MFA on.*

- Tap **Begin** to start the process to grant the device access to the JU resources.

- Read the information about what the JU administrators can and cannot see when the device is enrolled. Tap **Continue**.

- The next screen will show information about what will happen during the installation. Tap **Continue**.
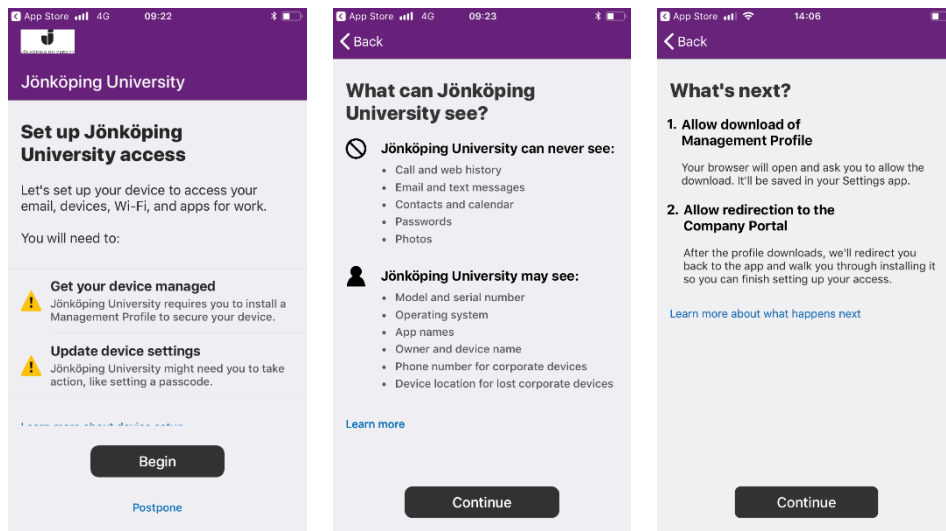
- You are now being redirected to Safari where you have to tap **Allow** in order to download the Management Profile.

- Tap **Close** when the Management profile is downloaded.

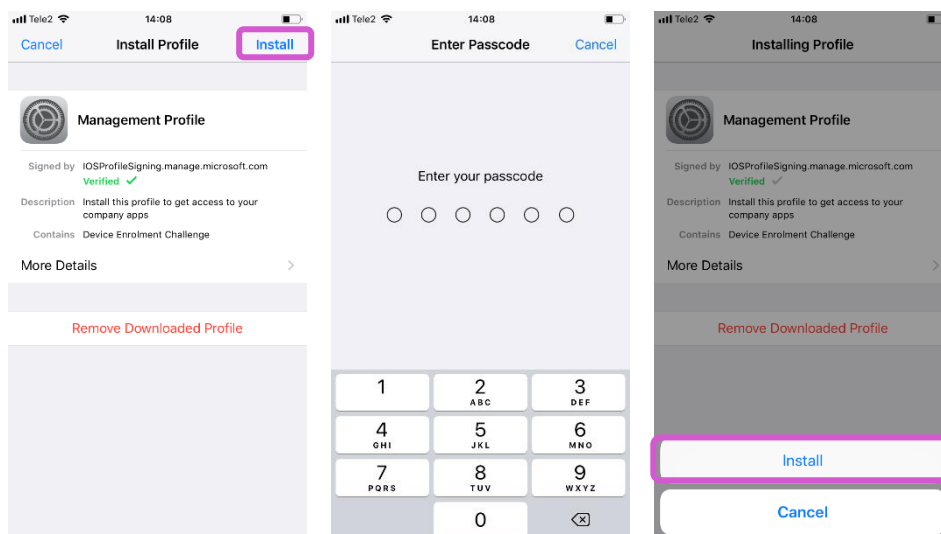- Tap **Open** to open the Company Portal again.
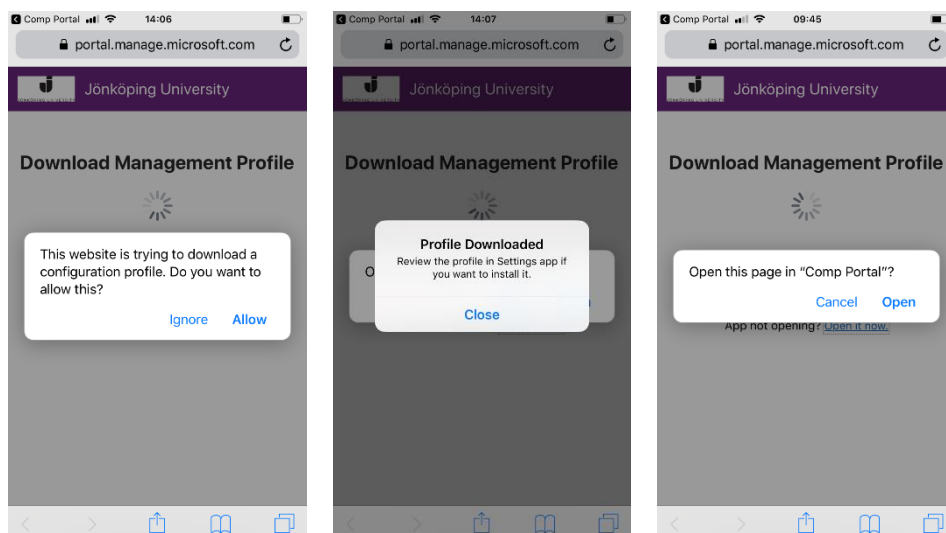
- The Management Profile has to be installed manually:
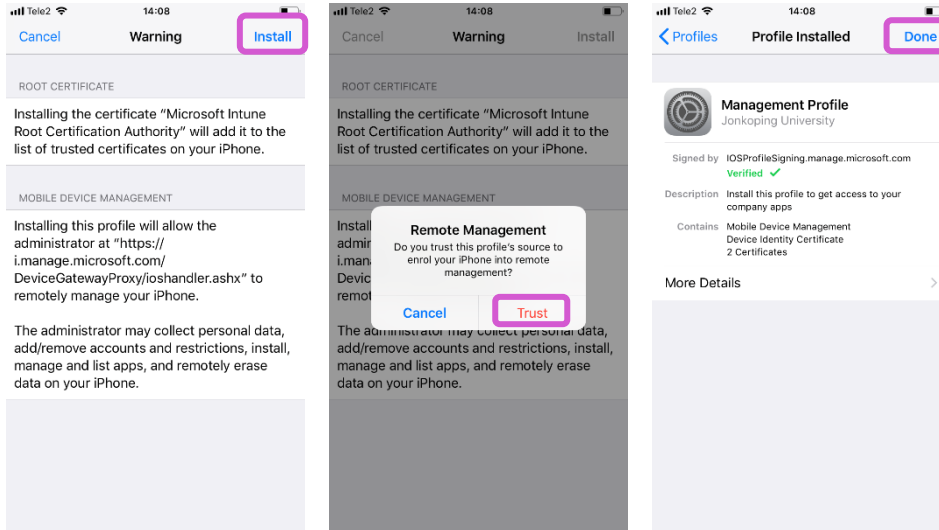
- Open **Settings**

- Tap **Profile Downloaded.**
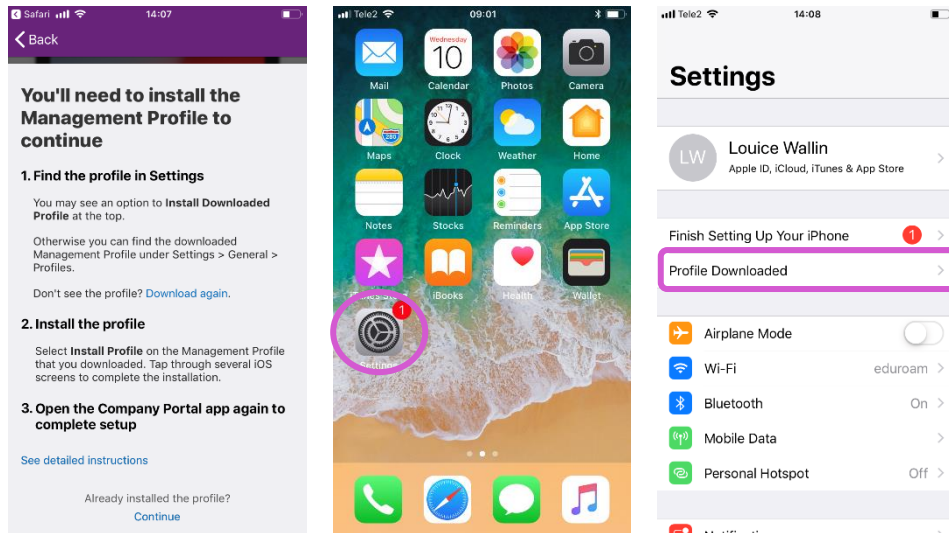
- Tap **Install** and enter your passcode, then tap **Install** once more.
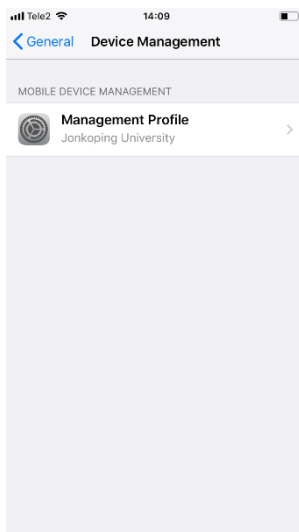
- Tap **Install** followed by **Trust** on the dialog box that shows, and then tap **Done** on the next step.

- When the Management Profile has been installed, it should look like in the picture below.
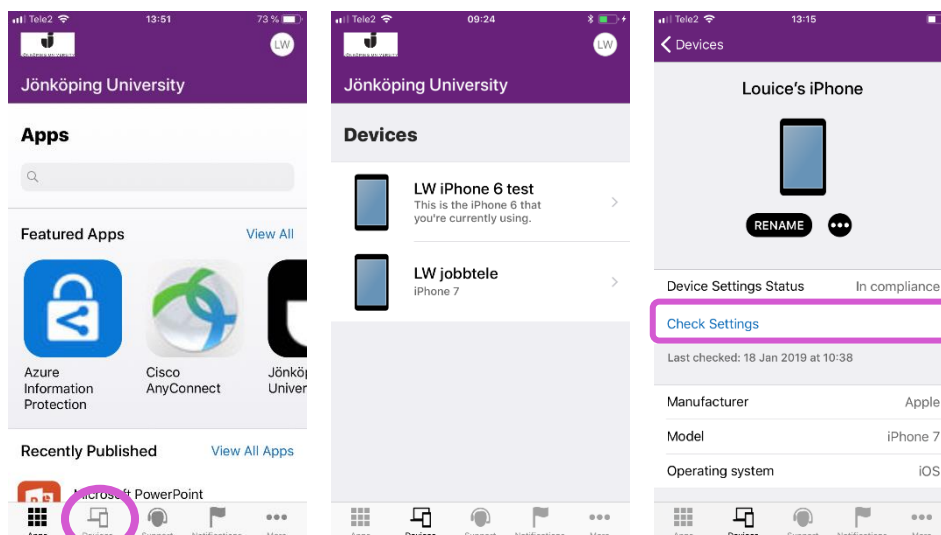
JÖNKÖPING UNIVERSITY

- Tap **Manage** or **Install** on the dialog boxes that shows. The managed apps will now be downloaded.

  Managed apps (that will be installed/downloaded on the device): OneDrive, Outlook, Authenticator, Blustar, AIP Viewer, JU Mobile and Teams.

- When you have tapped **Install** and/or **Manage** for all the managed apps, the device should be enrolled, and you should see *You're all set!* (as shown in the second picture). Tap **Done**.
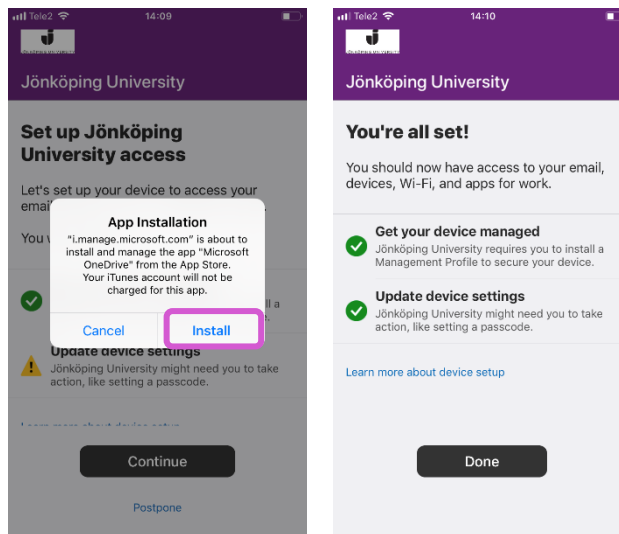
- The phone is now ready. In the **Comp Portal** app, you can see your devices and also manually start a synchronization; Open **Comp Portal**, go to **Devices** and select the device you want to sync and then select **Check Settings** to check that the device is *In compliance*.

Configure Outlook

You can skip the Outlook configuration if you intend to only use the native mail/calendar on the device.

- Open the Outlook app and tap **Add Account** (you will have to enter your JU email manually if it's not showing like in on the second picture). You can now add additional email accounts, select **Maybe Later** if you don't wish to do this.

- A message is showing, saying that the organization is now protecting the data. Tap **OK** - the Outlook app will close and you will have to open it again).
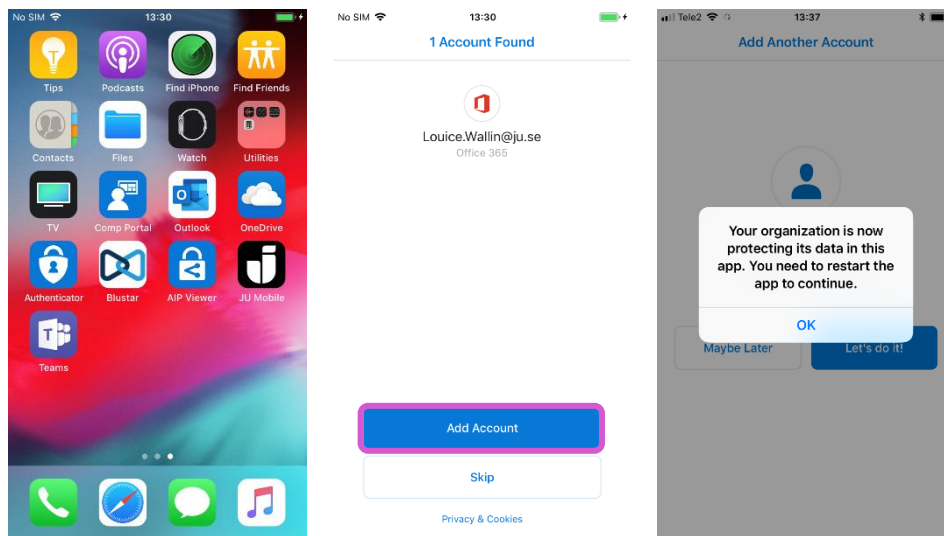
- A new feature in Outlook is *Focused Inbox*, that divides your inbox into two folders; *Focused* and *Other*. If you do not want this feature, you can turn it off by tapping on your picture/Inbox in the upper left corner, followed by the cogwheel in the lower left corner and then disable *Focused Inbox*.
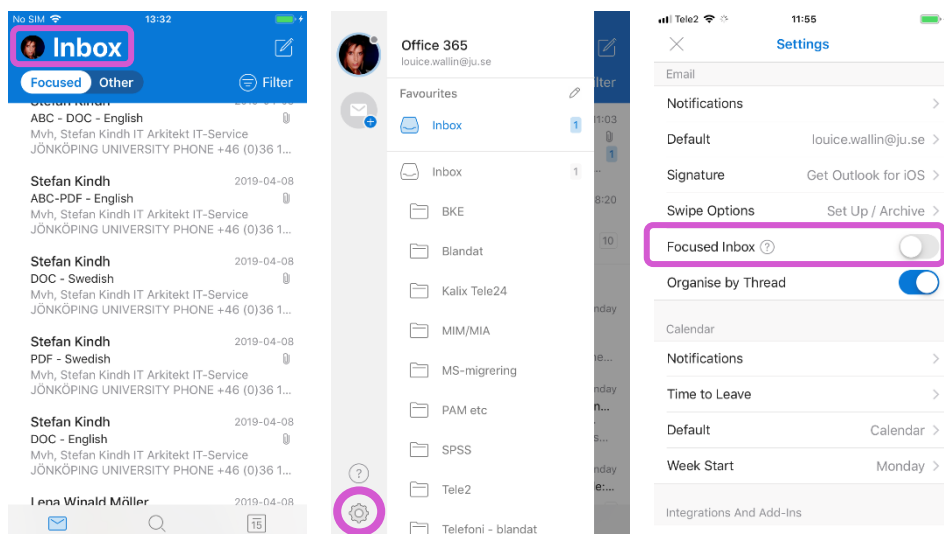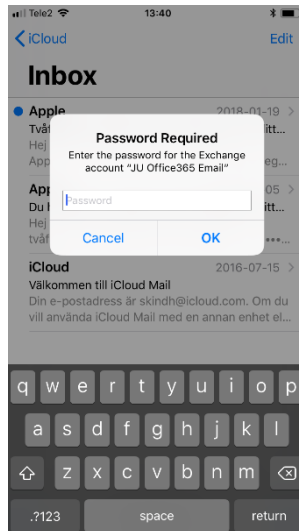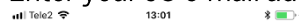
Configure native mail

- If you want to use the native mail app, you will first have to enter the password for your JU account.

Configure other JU distributed apps

- Enter your JU e-mail address to log in to *OneDrive and Teams*.

- *BluStar/CMG Web*: Use your landline extension and the password that you selected for your BluStar login.
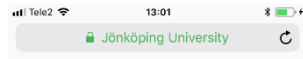
- *JU Mobile*: Enter your JU username and password to log in.
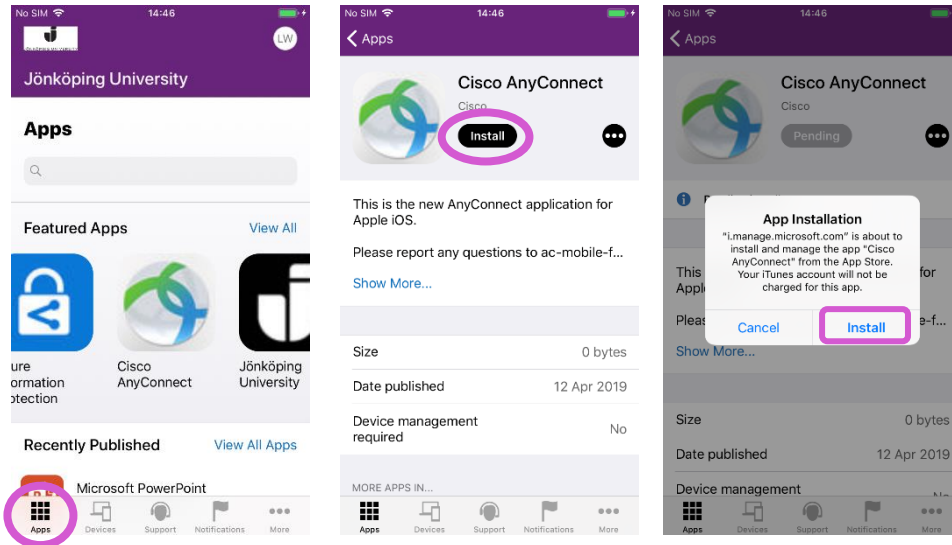
- *VPN/AnyConnect*: Install *Cisco AnyConnect* from the Company Portal app:

  o Open **Company Portal**

  o Tap on **Cisco AnyConnect**.

  o Tap **Install** on the dialog box that shows.
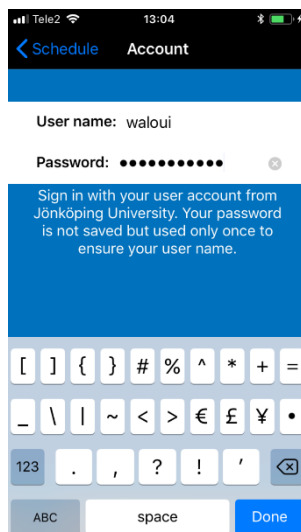
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- *VPN/AnyConnect*: VPN might be needed to access some of the services at JU. AnyConnect has to be configured the first time you connect to JU via VPN. Open AnyConnect and select **Connections** followed by **Add VPN Connection**. Enter a description for the connection and then enter the server address **vpn.hj.se**. Tap **Save** followed by **Allow**.
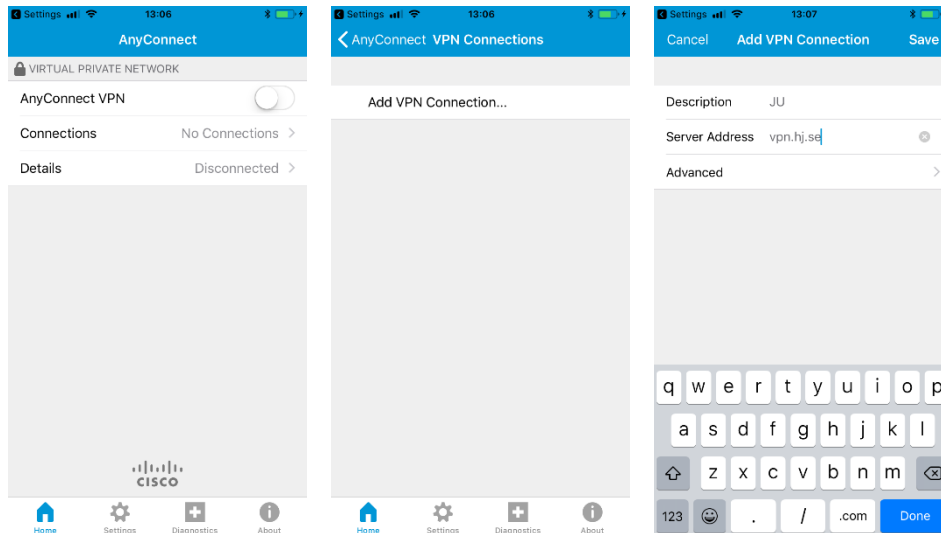
- To start a VPN session, turn on **AnyConnect VPN** and enter your JU username and password and then tap **Done**. A VPN icon will show in the upper information bar as long as you are connected.
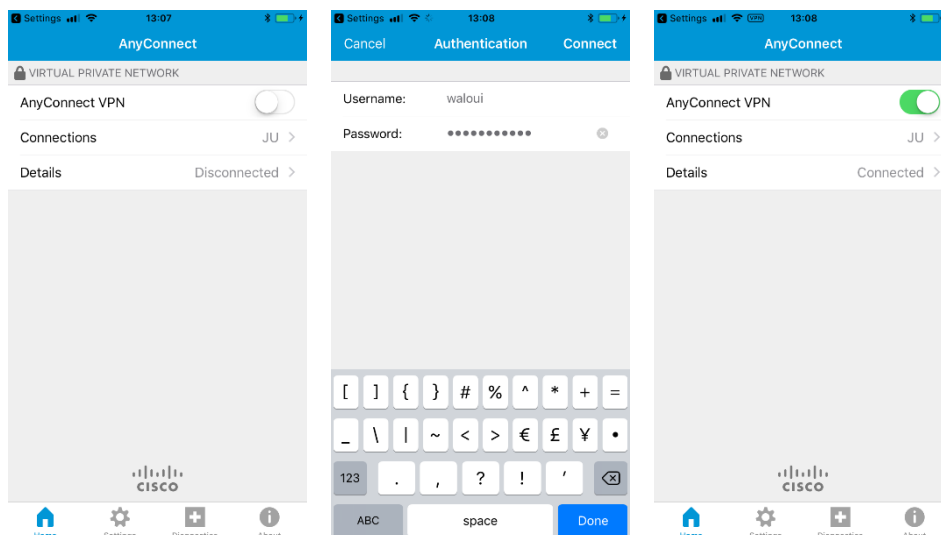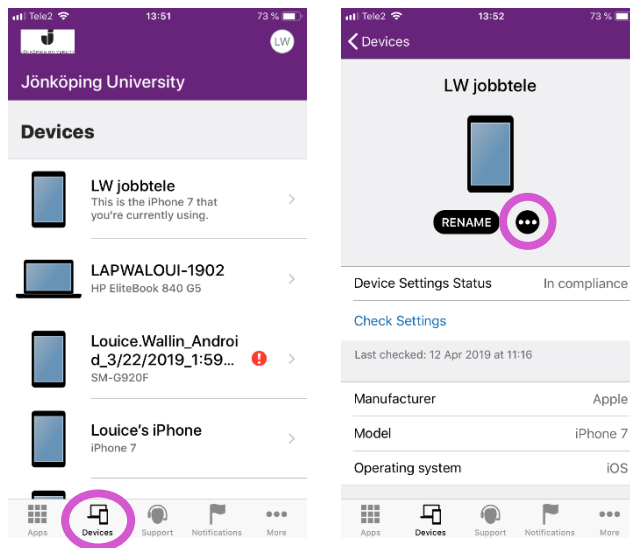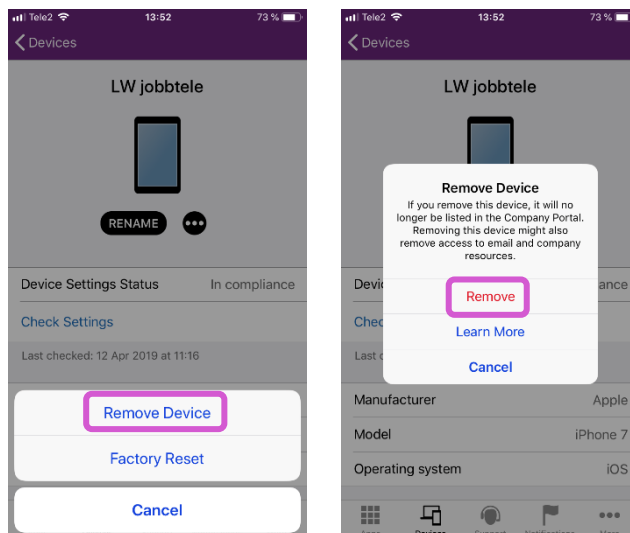
How to remove a device from Intune/MDM

If you experience any issues with the phone, it could be a good thing to remove it and add/enroll it again.

- Open the **Company Portal** and go to **Devices**.

- Select the device that you want to remove and tap on the icon with the three dots.

- Tap **Remove Device** followed by **Remove**.

N.B! When you remove the device the Company Portal app will stop working and the screen will turn black. You will have to double tap the home button and manually close the app.