

Personal Device Configuration

How to setup your own Mobile/Macbook with IBM IT and Email?

Two-Factor Authentication

Two-Factor Authentication provides ways to safeguard your IBM server accounts.

Click here to know more and complete the 2F authentication

Follow the instructions to set up your device; these instructions vary by platform

Click here to get IBM IT and Email on your Android Device

Click here to get IBM IT and Email on your iOS Device

Click here to get IBM IT and Email on your Macbook

Note: Windows and Linux Devices aren't eligible for this BYOD program.

Need more support? Explore FAQS



Add New Authentication Methods

Be ready for IBM's security enhancements

What's happening: w3id single sign-on (SSO) is adopting IBM Security Verify (ISV) for all internal application and tool authentication. This change provides a more secure enterprise, an enhanced user experience, and additional options for authentication. This transition has already started and will continue to evolve over the next few months.

Changes in two-factor authentication: Two-factor authentication (2FA) refers to those occasions when, during your sign-in process, you are prompted to verify your identity using an additional form of identification (e.g., phone number or email). Until recently, w3id had been using the phone number and email address listed in BluePages as default second-factor options. Going forward, w3id will no longer be using BluePages for this information, so make sure to keep ISV up to date. All IBMers will need to enroll in second factor authentication methods.

Take action now to avoid disruption: Beginning March 15th, all w3id's may be required to provide a second factor of identification with the new system. All IBM Employees, Contractors, and Owners/Admins of functional ids need to register. You can prevent unplanned disruptions by registering your preferred authentication methods now by following the instructions below.

Note: - For any New Hire it won't ask OTP for first 10 W3 Logins, hence configure 2FA with link for SMS & Email

<https://login.w3.ibm.com/usc/settings/security>

2FA Setup Instructions Video – <https://ibm.biz/configure2FA>

Set Up Your Android Device



Set Up Your Android Device

Help@IBM

Overview

To use an Android mobile device for work, IBM employees must agree to the terms and conditions of the IBM Mobile Device Standards and the IBM MaaS360 Terms and Conditions.

Prerequisites: Your Android device must meet the following requirements-

Only devices listed in the below link are compatible for MaaS360 Configuration,
*If your device is not listed, PLEASE DO NOT PROCEED with configuration.

[*Is your Android Device IBM Enterprise Compatible? Click here to check!*](#)

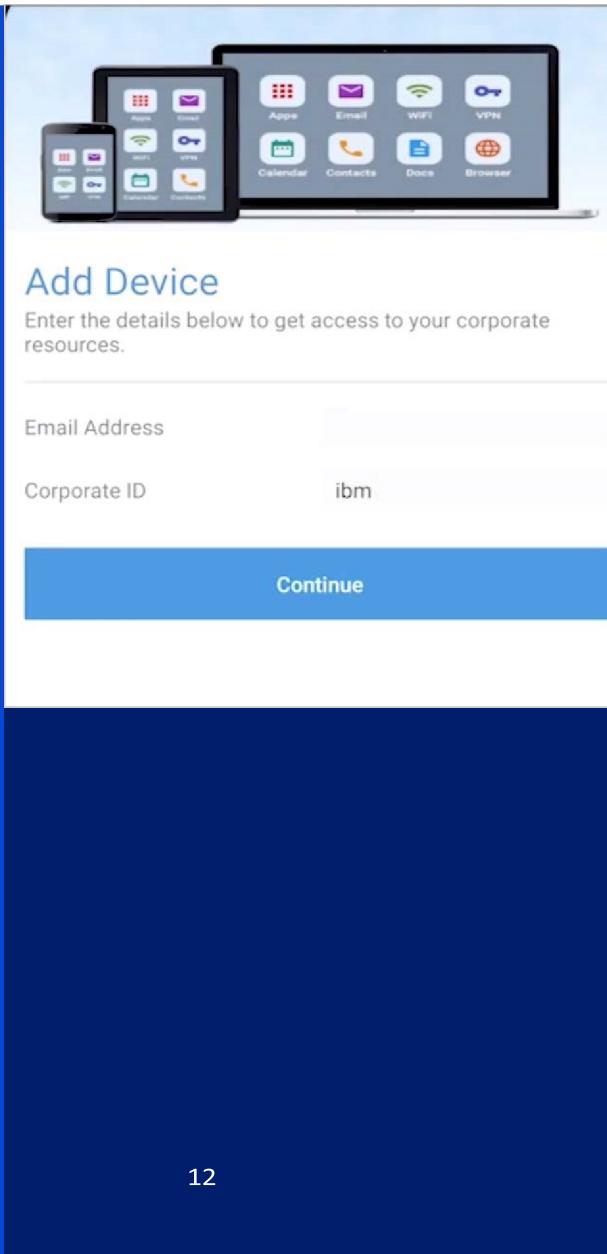
Step 1

Open a browser and go to **m.dm/ibm**.

Tap Install to go to the Google Play Store, select MaaS360 MDM for Android, and tap Install.

When the installation completes, tap open.

Enter your IBM email address and enter **ibm** in the Corporate ID field, then tap Continue.



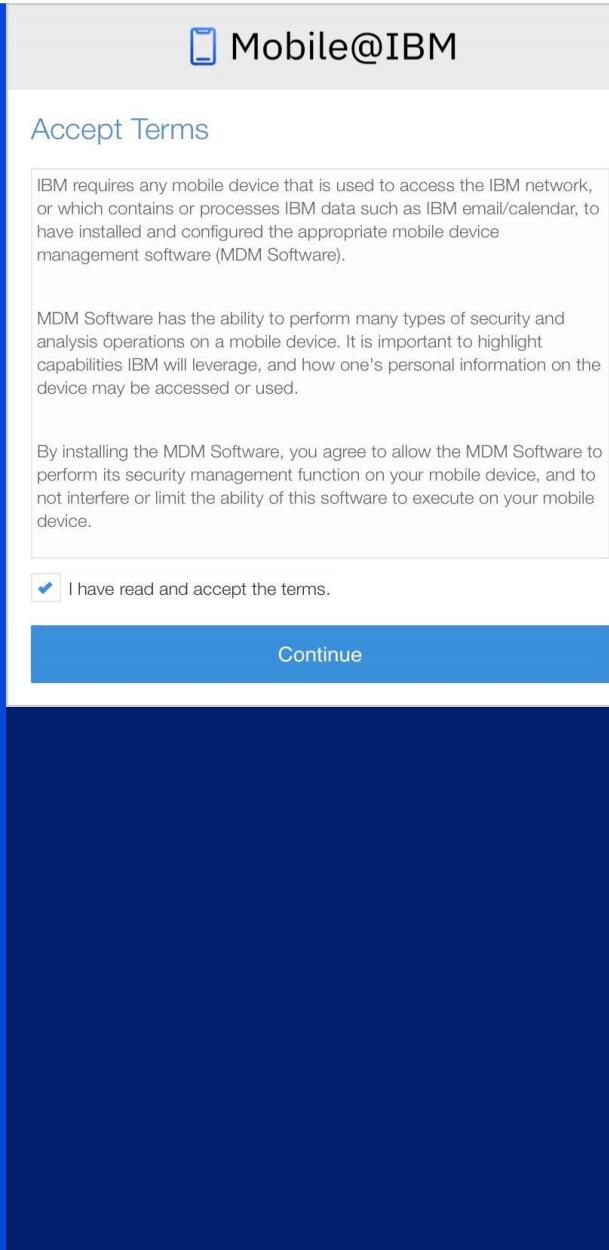
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Step 2

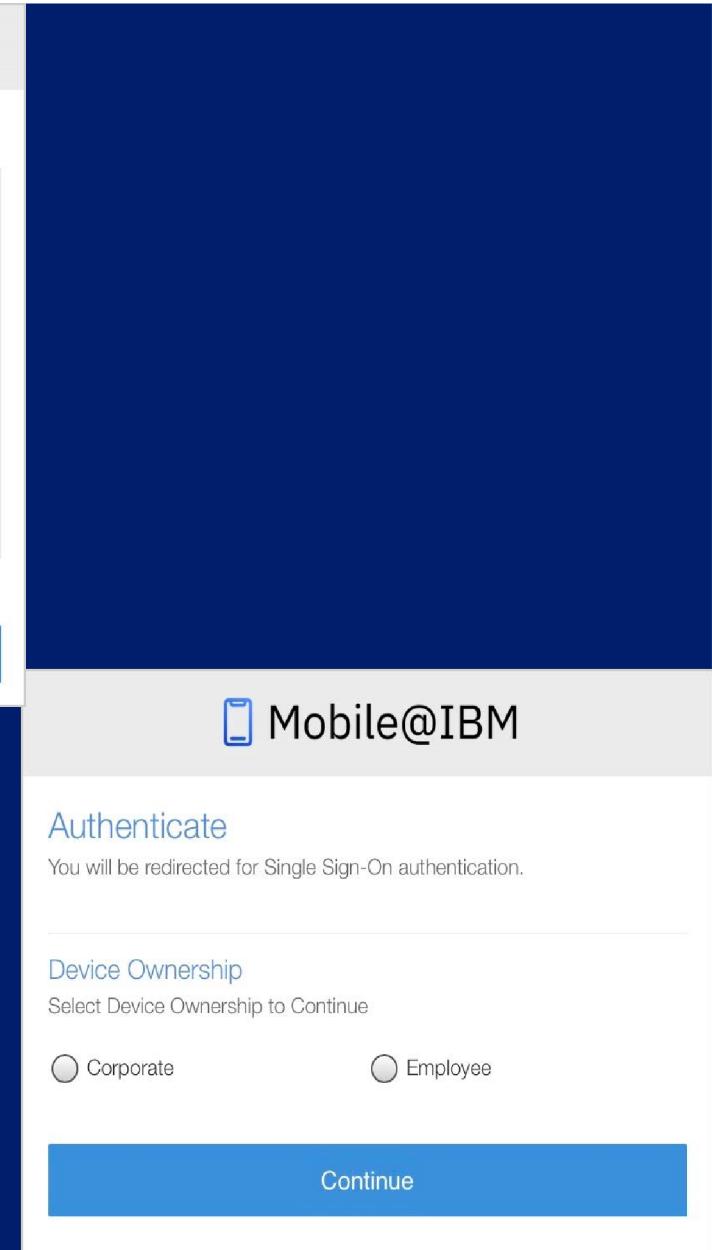
Select Employee as the device ownership type, tap Continue, then sign in with your w3id and password. If your device prompts you to allow MaaS360 to make and manage phone calls, tap Allow.

Review the steps, then tap Continue. Read and agree to the terms, then tap Continue. On the Validating Setup screen, tap Continue.

Note: On Samsung mobile devices, you receive a Samsung KNOX Privacy Notice when attempting to set up your device. Tap Accept to agree to the terms and conditions and Accept.



The screenshot shows the 'Accept Terms' screen for the Mobile@IBM setup. At the top, there's a header with the Mobile@IBM logo. Below it, a section titled 'Accept Terms' contains two paragraphs of text explaining IBM's requirements for mobile device management and the capabilities of the MDM Software. A checkbox labeled 'I have read and accept the terms.' is checked, and a large blue 'Continue' button is centered at the bottom of the screen.

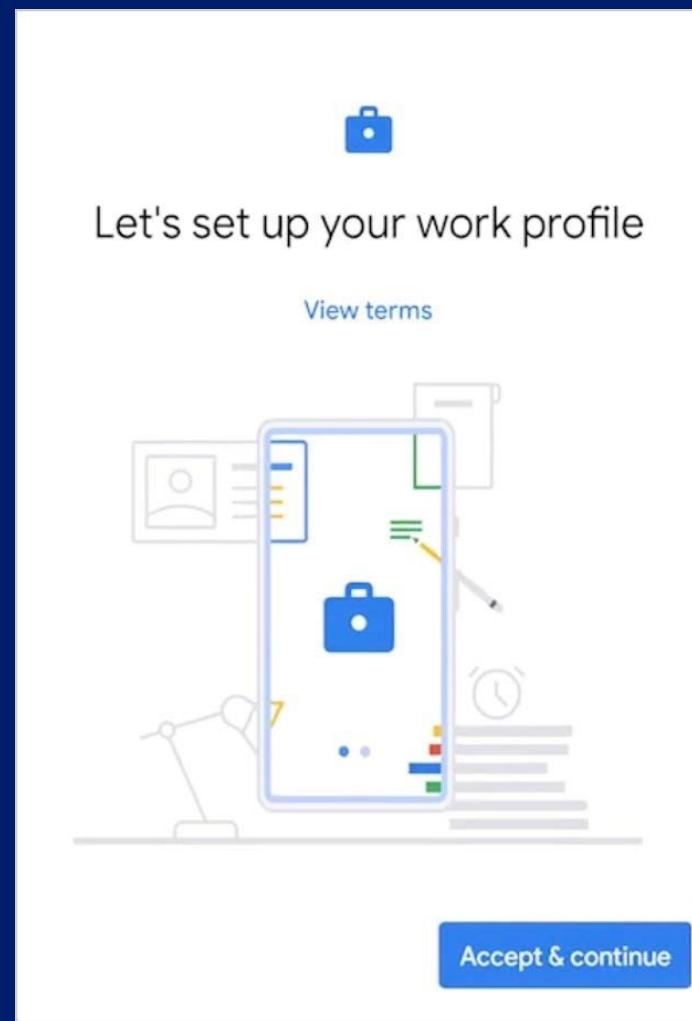


The screenshot shows the 'Authenticate' screen for the Mobile@IBM setup. It features the Mobile@IBM logo at the top. Below it, a message states 'You will be redirected for Single Sign-On authentication.' A horizontal line separates this from the 'Device Ownership' section. In this section, there are two radio buttons: 'Corporate' (unchecked) and 'Employee' (unchecked). A large blue 'Continue' button is located at the bottom of the screen. The IBM logo is visible in the bottom right corner.

Step 3

On the “Let’s set up your work profile” screen, review and accept the terms.

Your Android work profile is being set up. Accept any prompts that appear. Create a PIN for your work profile. When the “Setup complete” screen appears, tap Continue.



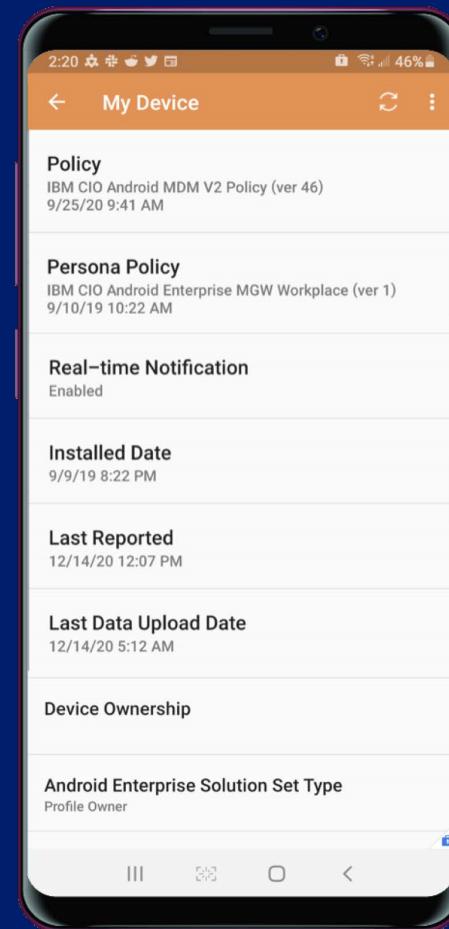
The screenshot shows the progress of the setup. At the top, there is a blue briefcase icon and the text "Creating Work profile...". Below this, a grey circle icon with a blue briefcase inside is shown next to the text "Work apps have a badge on their icon.". The next section is titled "IBM MaaS360" and displays the message "Setup complete". It states "Android enterprise has been successfully configured. You can now uninstall MaaS360 app outside Android enterprise." A large blue "Continue" button is at the bottom.

Step 4

Next, verify that you have successfully installed MaaS360.

Open MaaS360 from your Work Profile, tap Settings, then tap My Device. The following policies appear within 24 hours:

- **Policy:** IBM CIO Android MDM V2 Policy
- **Persona Policy** IBM CIO Android Enterprise Workplace.



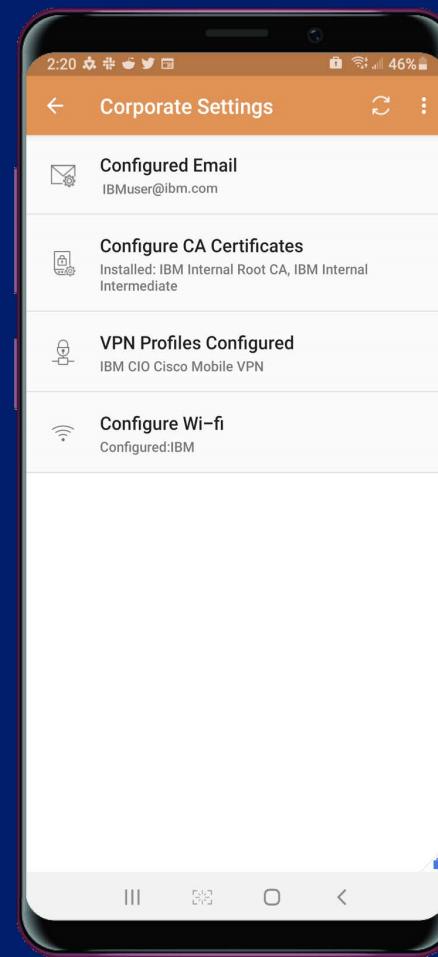
Step 5

After MaaS360 is successfully installed, set up VPN access:

1. Open MaaS360. Tap Settings, Corporate Settings, then Configure VPN profiles.
2. Tap Continue, and when Google Play opens AnyConnect, tap Install and proceed through the prompts.
3. When prompted to “Allow AnyConnect to make and manage phone calls,” tap Deny.

Certificates that display under Configure CA Certificates in MaaS360:

- **IBM Internal Route CA**
- **IBM Internal Intermediate**



Finish the Setup



For iOS and Android users

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Install Apps

After the MaaS360 profile installs, you have access to either the IBM App Store for iOS or the Enterprise Google Play Store for Android. Work applications should only be installed from one of these app stores.

You can now download the necessary apps (e.g., Slack, Cisco Webex Meetings, BluePages).

Note: For Android users, the “Work profile” layout on your device varies depending on your device type. Your IBM apps have a small icon in the lower-right corner to differentiate them from your existing apps.



Install and Set Up the Verse Mobile App

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Overview

The Verse app provides access to your IBM emails, calendar, and contacts on your mobile device. The process to set up the Verse app varies depending on if you're on Cloud Mail.

- If you're on Global Domino Mail, your Notes mail server name starts with MWW, refer to [Install the Verse App \(Global Domino Accounts\)](#).
- If you're not on Global Domino Mail, your Notes mail server name starts with a D, refer to [Install the Verse App \(Non-Global Domino Accounts\)](#).

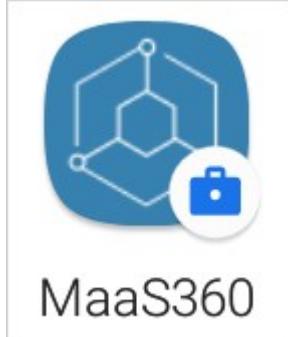
If you don't know your Notes mail server name, refer to [Find Your IBM Mail Server](#).

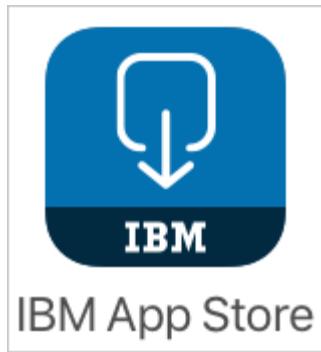
Note: Before you can set up Verse, you must enroll your device using MaaS360. If you haven't set up your device for work, refer to [Install MaaS360](#).

Install the Verse App (Global Domino Accounts)

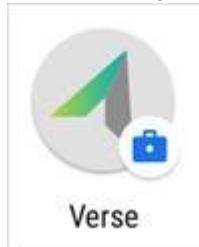
To install the HCL Verse app:

1. Open the MaaS360 app and tap IBM App Store.

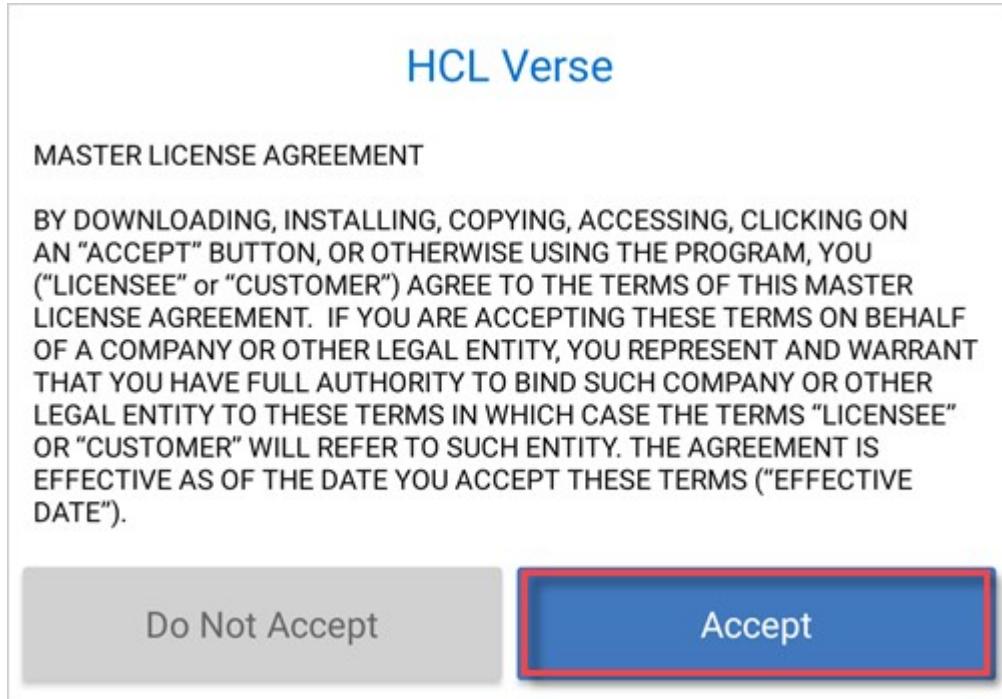




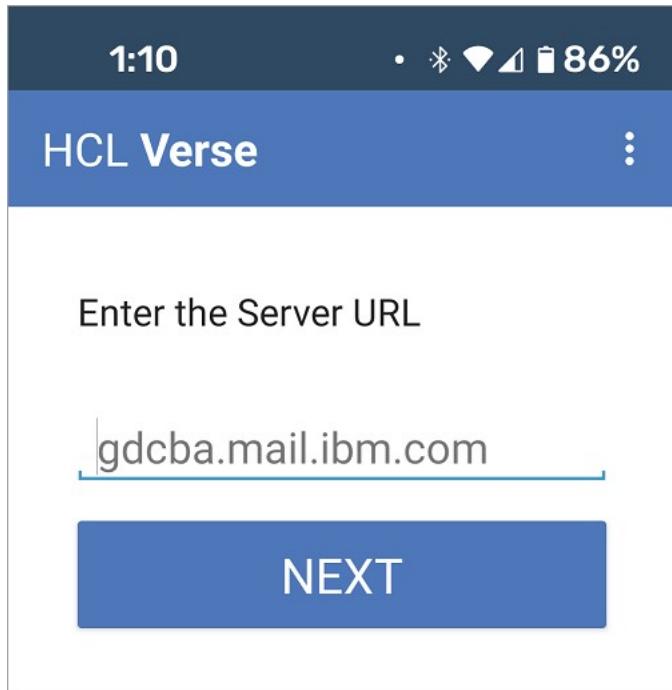
2. Search for the HCL Verse app and tap Install. This redirects you to the Google Play Store for installation. Proceed through the installation prompts and then open the Verse app.



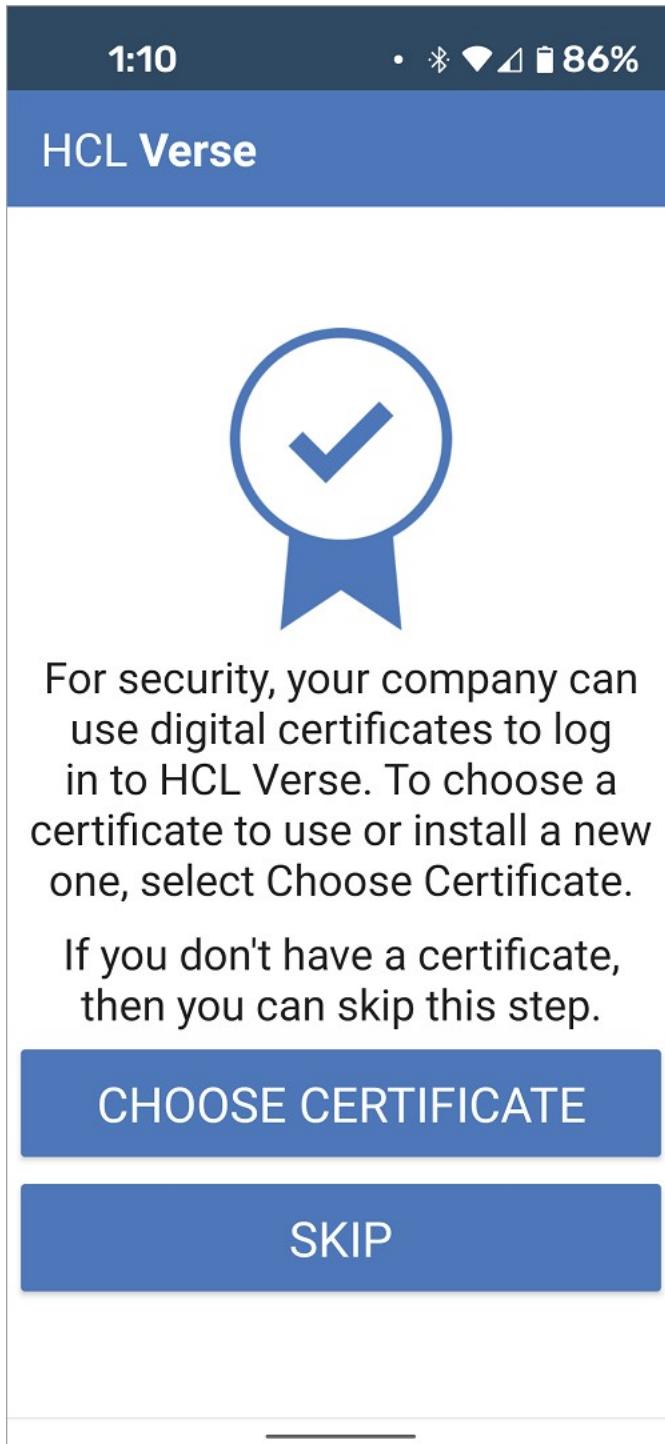
3. Tap Accept.



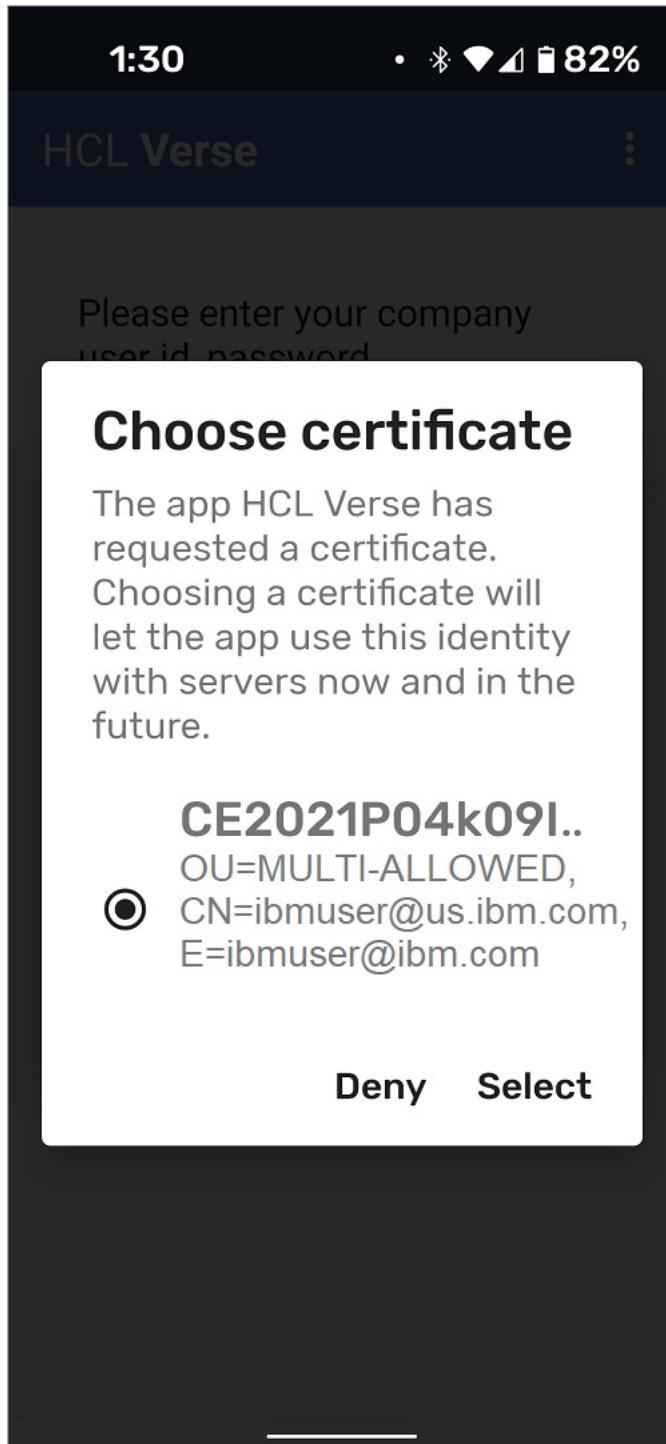
4. Enter **gdcba.mail.ibm.com** in the Server Address field and click Next.



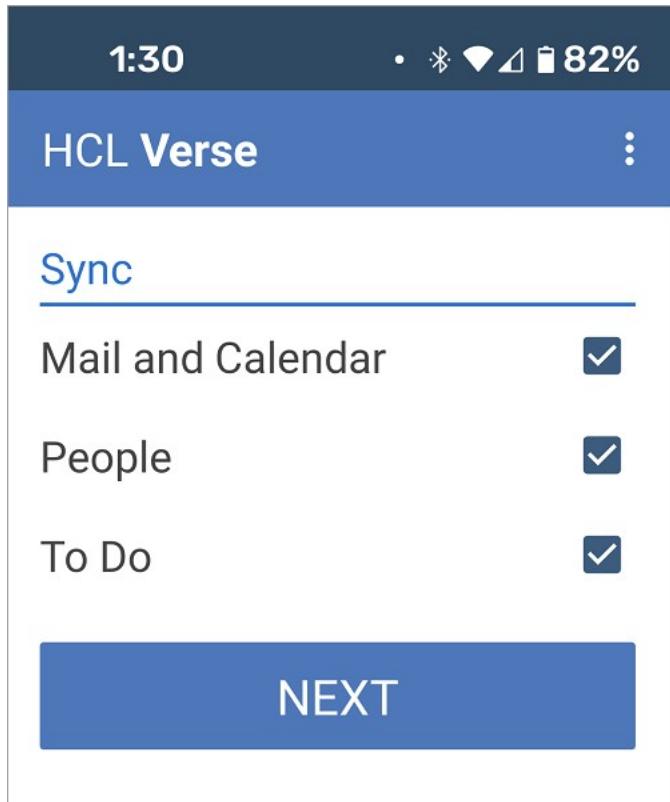
5. Click CHOOSE CERTIFICATE.



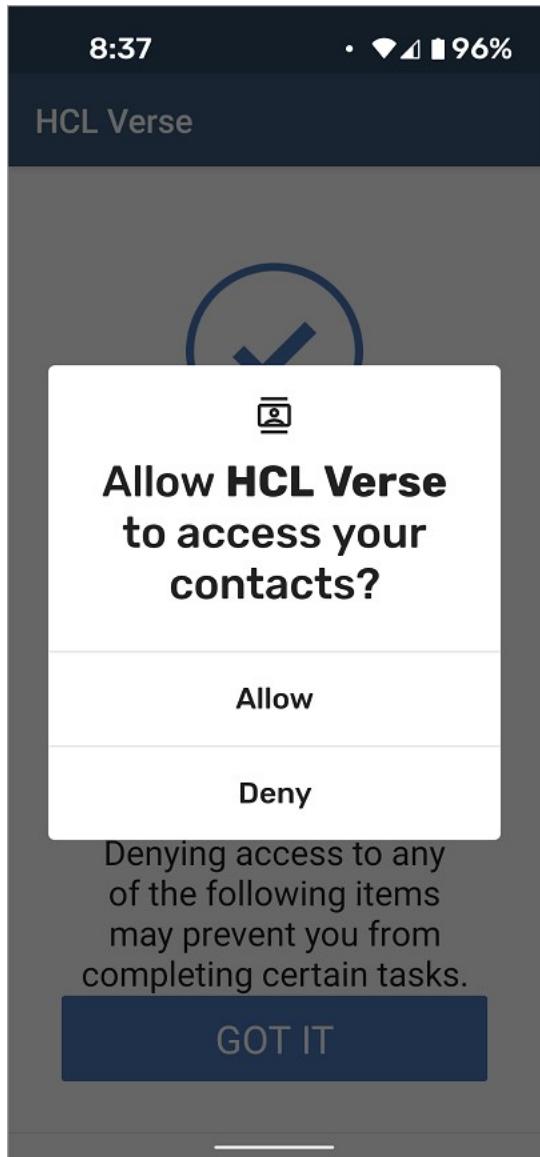
6. Select the certificate and click Select.



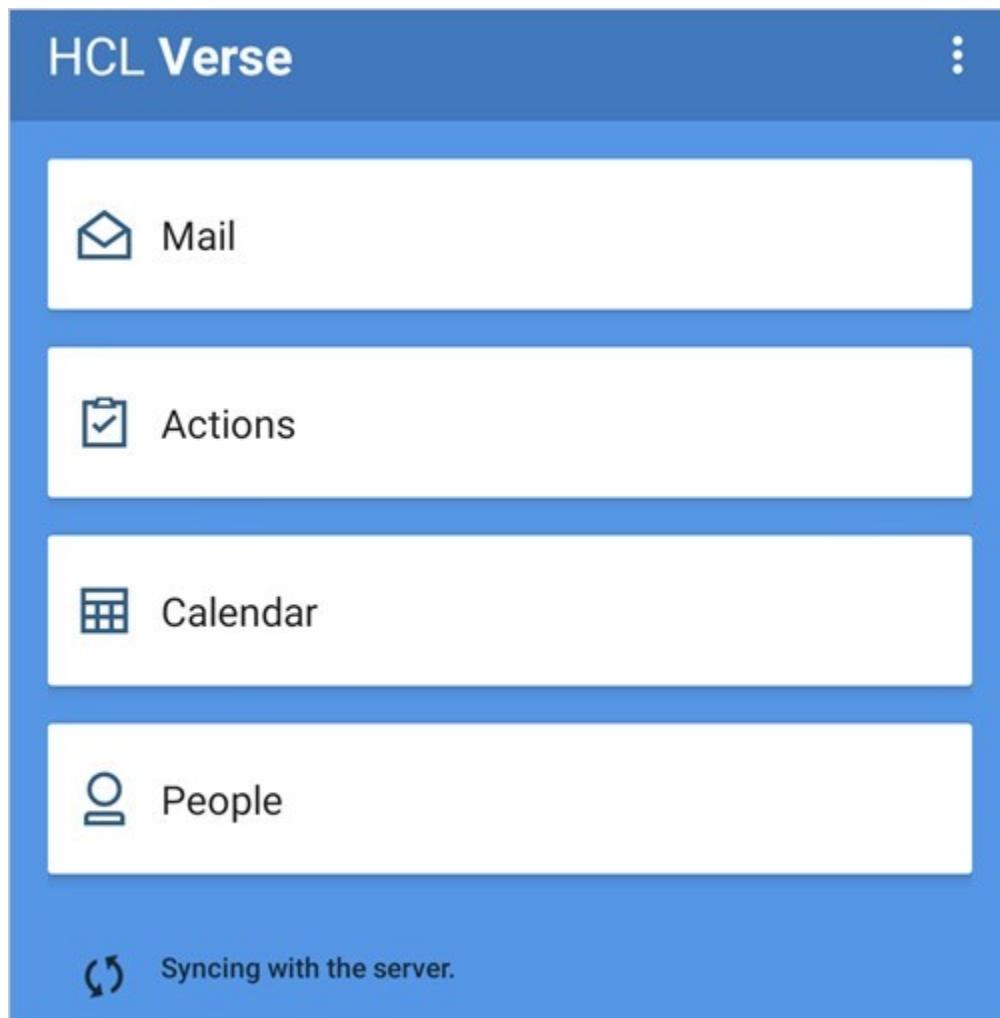
7. Tap Next.



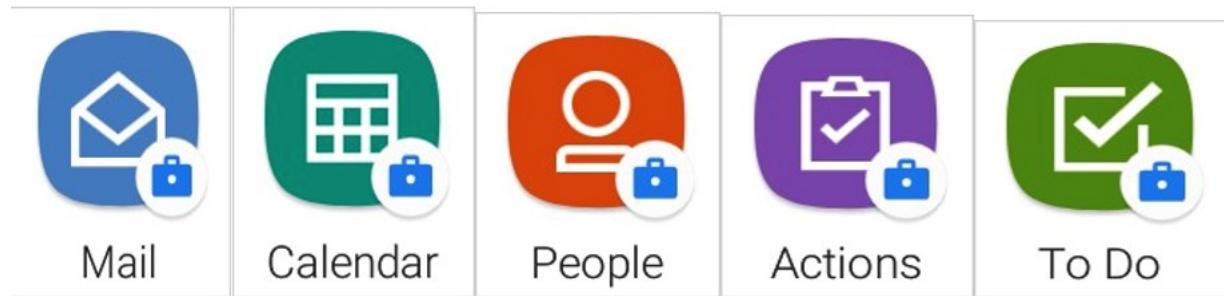
8. Tap Allow to give HCL Verse access to your contacts.



Verse is now set up. Allow up to an hour for your mail, calendar, and contacts to sync with the server for the first time.



You can access your mail, calendar, and contacts from within the Verse app, or you can add the individual icons to your Home screen for quicker access. These apps can be found in your All Apps screen.



Set Up Your Apple iPhone or iPad



For Android devices, skip to slide 11.

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6

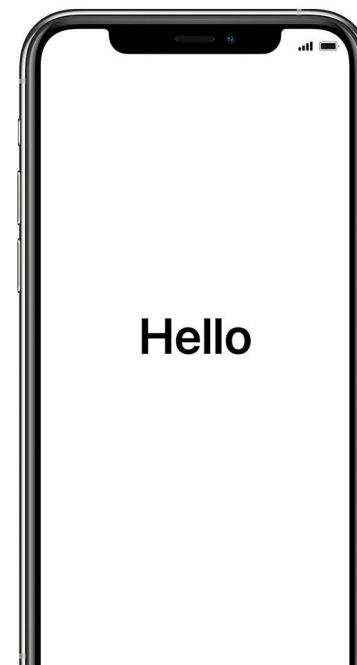
Before You Get Started

Before you start setting up your mobile device, review some important details about this guide:

[Mobile Setup Guide](#) |

IBM

- First, ensure you have access to Wi-Fi.
- Next, if IBM provided your iPhone, it might be registered in Apple's Device Enrollment Program (DEP), which automates some of the enrollment steps.
- Ensure your device is running the latest version of iOS or Android before continuing.
- If you need help at any point, ask a peer or your manager for the IBM Help Desk contact information.



DEP-Enabled Devices

Your IBM-issued iPhone might be DEP-enabled. Turn on your device and go through the activation process. On the Apps and Data screen, select “Don’t Transfer Apps and Data,” then tap Next. A Remote Management screen appears. Tap Next, and the following prompt is auto-populated. Tap Next. Read and agree to the terms, then tap Continue.

Your device now begins the enrollment. Finalize any other settings, if prompted, then go to slide 17.

Note: If the device has already been activated, check to see if the device is DEP-enabled by going to Settings and looking above your name, if you see “This iPhone is supervised and managed by IBM,” continue to slide 6.

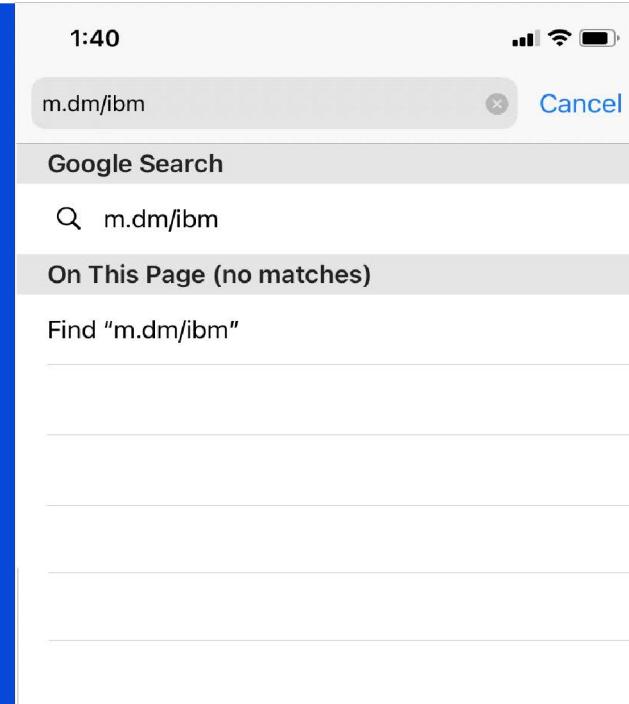


Step 1

Launch Safari, then go to **m.dm/ibm**.

Under Device Ownership, select Corporate if IBM provided you with the device, or Employee if you own the device. Click Continue, then sign in with your w3id and password.

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Mobile@IBM

Authenticate

You will be redirected for Single Sign-On authentication.

Device Ownership

Select Device Ownership to Continue

Corporate

Employee

Continue

IBM

Step 2

Review the steps, then click Continue. Read and agree to the terms. Once you agree and tap Continue, a Download Profile window appears. Tap Download. If prompted, tap Allow. A Profile Downloaded prompt appears when the download completes.

 Mobile@IBM

Accept Terms

IBM requires any mobile device that is used to access the IBM network, or which contains or processes IBM data such as IBM email/calendar, to have installed and configured the appropriate mobile device management software (MDM Software).

MDM Software has the ability to perform many types of security and analysis operations on a mobile device. It is important to highlight capabilities IBM will leverage, and how one's personal information on the device may be accessed or used.

By installing the MDM Software, you agree to allow the MDM Software to perform its security management function on your mobile device, and to not interfere or limit the ability of this software to execute on your mobile device.

I have read and accept the terms.

[Continue](#)



Download Profile

On clicking on Download the "MaaS360 MDM Enrollment" profile will be downloaded to the device.

Once download is complete, please go to Settings > Install Downloaded Profile and install the "MaaS360 MDM Enrollment" profile to complete installation.

[Download](#)

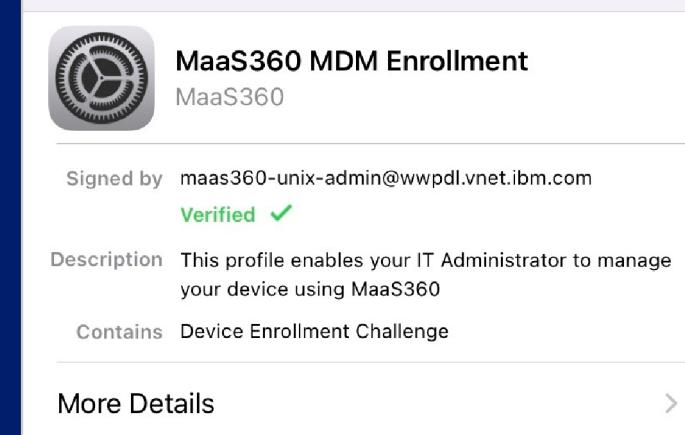
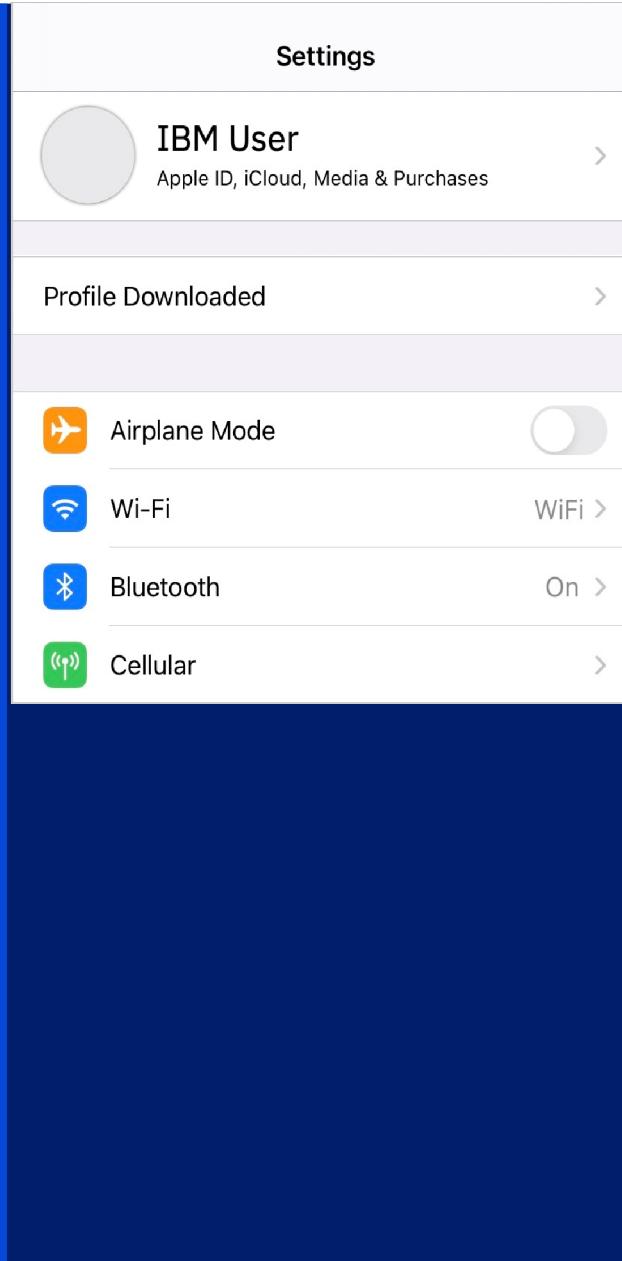


Step 3

Open Settings, then tap Profile Downloaded. Tap Install then enter the device's passcode. Tap Install again and follow the prompts to finish the install. Tap Done.

Note: If you don't install the profile within eight minutes of downloading it, it's automatically deleted.

Go back to your Safari browser and tap Continue. The enrollment is now complete. Close Safari.



Step 4

When the MaaS360 profile has downloaded, prompts appear to install IBM MaaS360 and the IBM App Store. Tap install on both prompts. When prompted to enable notifications, tap Allow. Your MaaS360 enrollment is complete. Skip to slide 17 to finish the setup.



Configure Email on iOS Device

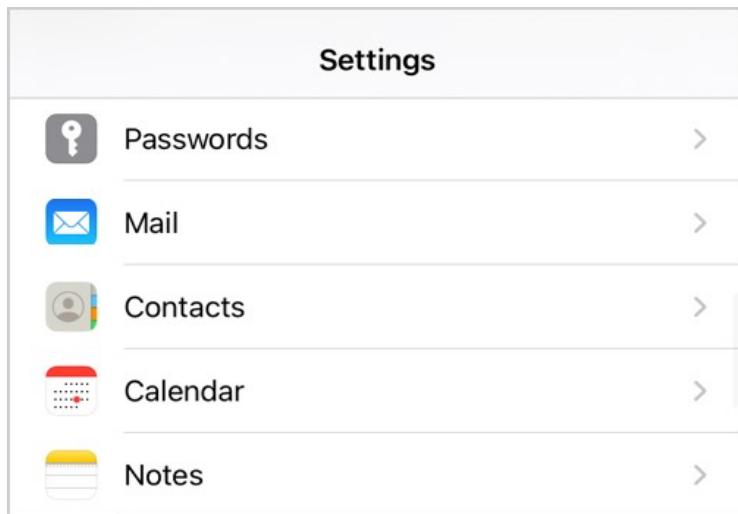
The steps to set up your device vary depending on whether your mail server is on Mail@IBM Global Domino, Domino, or Outlook.

To find your mail server, type your email address below, and then click "Look up."

Verify the IBM Global Domino account

To complete the setup, verify that the IBM Global Domino account has been sent to your device.

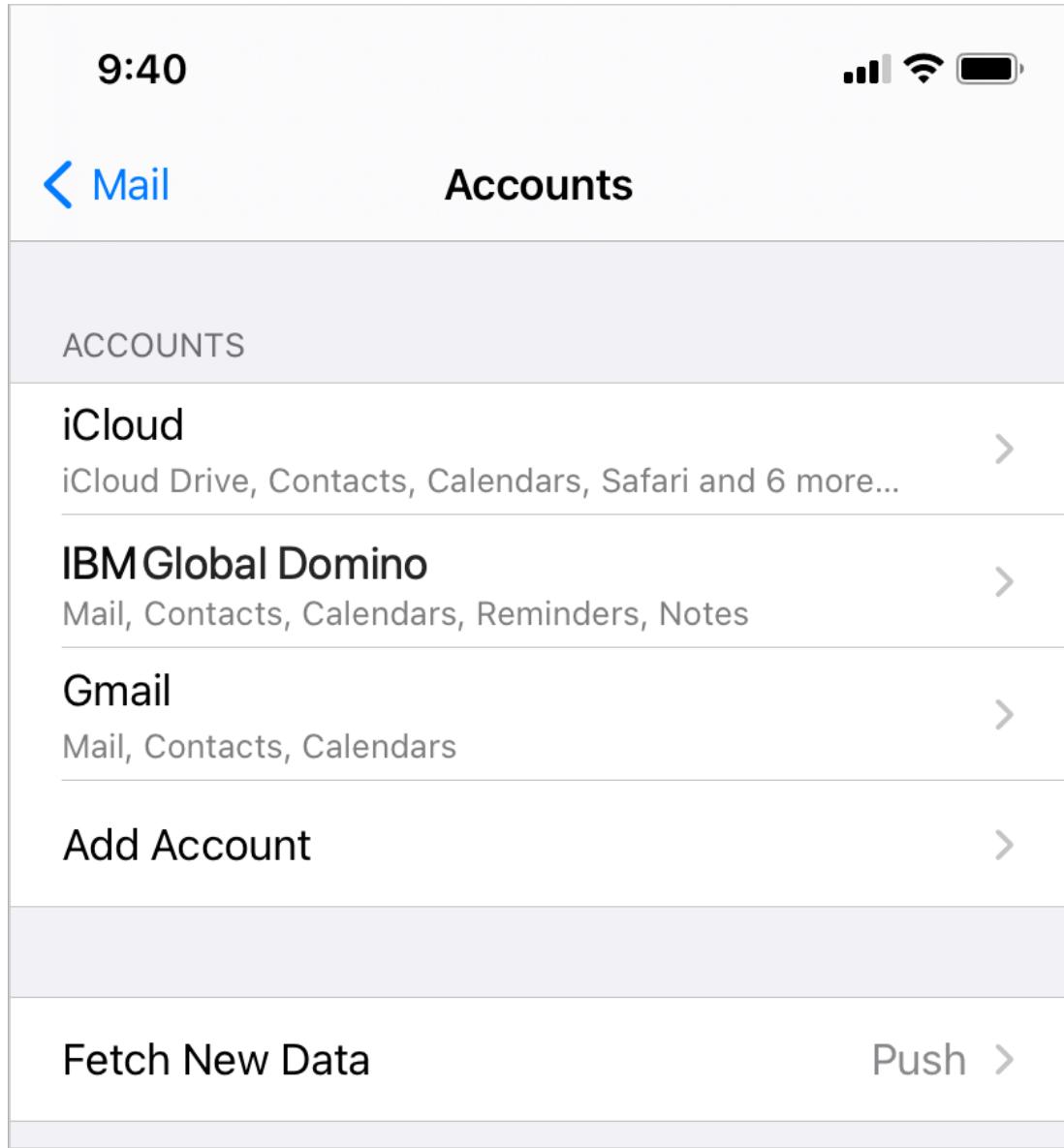
1. Open the Settings app.
2. Tap Mail.



3. Tap Accounts.

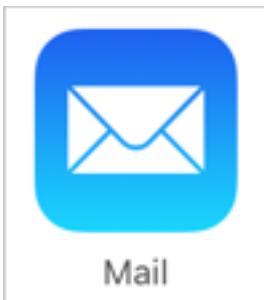


4. Verify that IBM Global Domino appears under Accounts.



Access IBM Global Domino

Your emails download from the Cloud Mail server to your mobile device. You can access your emails using the Mail app and your calendar entries in the Calendar app.



Congratulations!

Success!

Setup is now complete. You can read your emails using the Apple Mail app and check your calendar entries in the Apple Calendar app after your device has had time to sync. Now is a good time to complete these other tasks:

- Confirm that you can access w3 websites with your browser using VPN. VPN is automatically set up by MaaS360, so launch your browser and check that <https://w3.ibm.com> loads successfully.
- Set Your Default Calendar Account so calendar entries you create on your device show up on your computer.
- Set Your Default Contacts Account so that contacts you create on your device show up on your computer.
- Set the Number of Days to Sync Email to indicate the number of days worth of email that should be stored on your device.

Bring Your Own Device – Setup your Macbook with IBM IT and Email

This guide will assist you to setup your personal Macbook Computer so you have access to IBM IT and Emails.

**Note: Only Apple Computers with OS Mojave and Catalina can be configured with IBM IT and Email*

Before you begin, have the following items in place for a smooth setup experience:

1. Internet Access
2. Your IBM Intranet/w3 ID and Password provided to you by your People Manager.

You have two options to setup your personal Macbook Computer:

Click here to choose the Automatic Setup option

Click here to choose the Manual Setup option

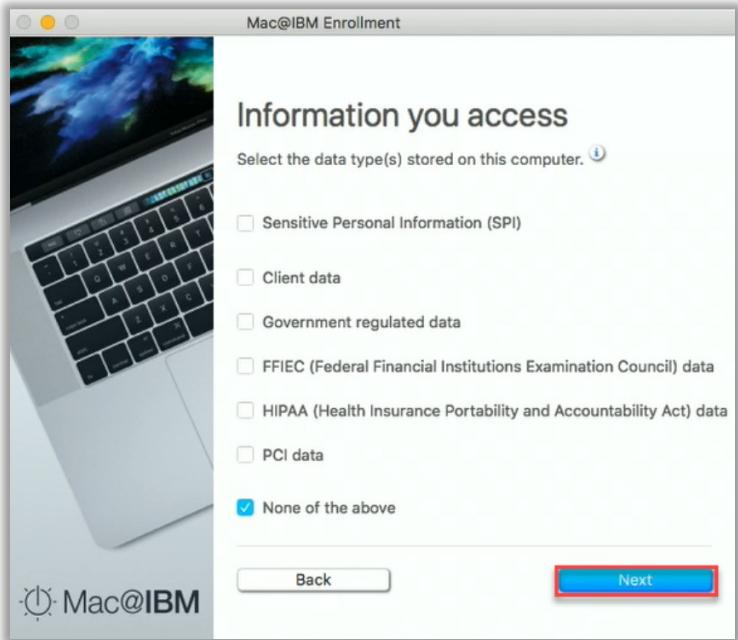
Setup your Macbook Automatically

STEP-1: Click on the link given below to enroll your Macbook with IBM. This might take a few minutes. [Setup My Macbook](#)



STEP-2:
In the Mac@IBM Enrollment window
enter your REGION, COMPUTER
TYPE, ASSET OWNER and USER
TYPE

Then tap on NEXT



STEP-3:

Select the type of data you plan to store on your Mac and then tap **NEXT**

STEP-4: RESTART YOUR MACBOOK

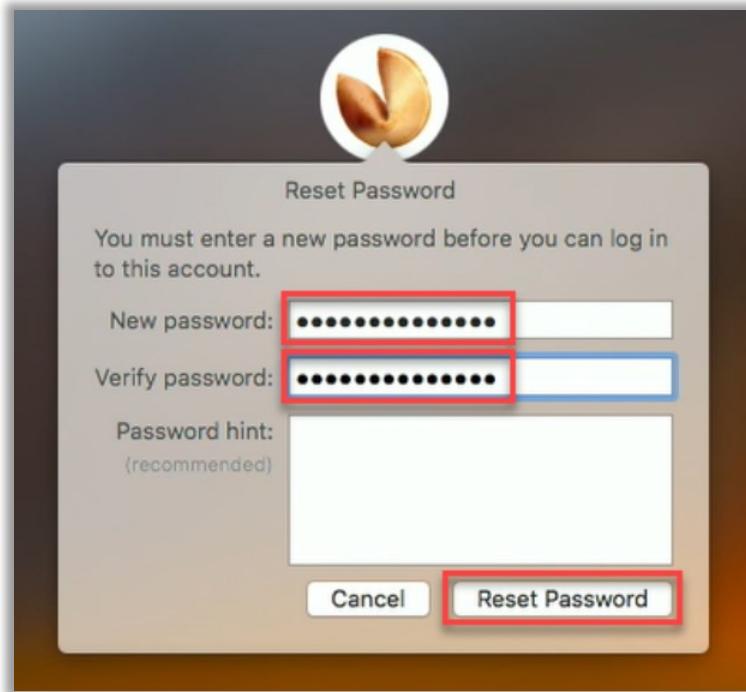
Once your registration is complete restart your Macbook. It will restart and continue the setup process.

Install apps on your Macbook



STEP-5:

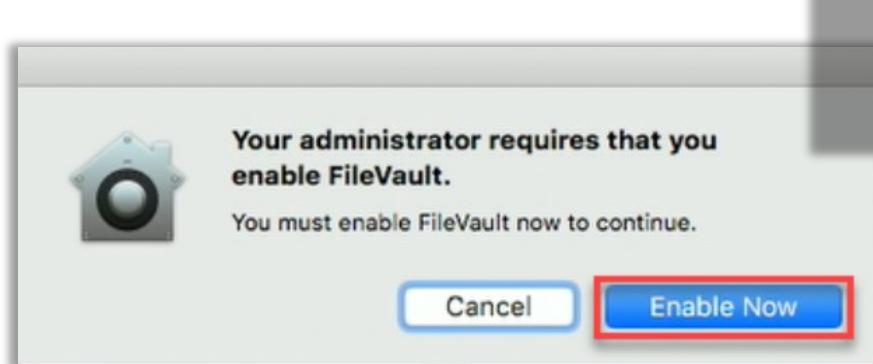
Enter the INTRANET/W3
PASSWORD you have received from
your People Manager or Onboarding
Success Partner



STEP-6:

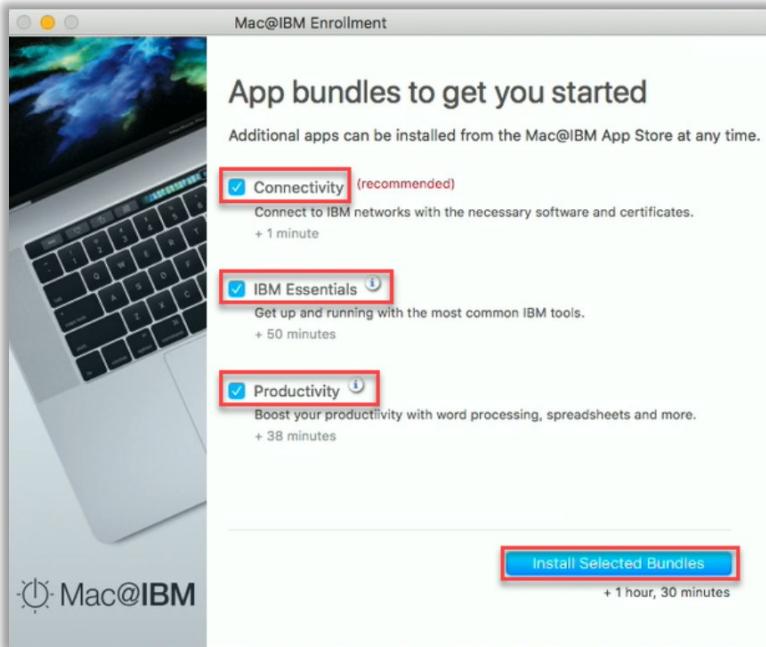
Enter a **NEW PASSWORD** of your choice twice and click **RESET PASSWORD**

Your chosen password must contain a minimum of fifteen characters in length and a mix of 2 character types viz. uppercase, lowercase, numbers, special characters.



STEP-7:

Tap **ENABLE NOW** to turn on FireVault



STEP-8:

Select the APP BUNDLES you want to install and tap **INSTALL SELECTED**

Connectivity Apps are IBM VPN and IBM WiFi

IBM Essentials Apps are IBM Notes, CrashPlan and BluePages

Productivity Apps are Microsoft Office and Slack



STEP-9:

After the app bundle installation is complete review the additional setup options and link on the **GET STARTED WITH YOUR MAC** window.
Then tap **CLOSE**

Congratulations! Your Macbook is ready to use for your IBM IT and Email.

Looking for more information?

[Click here to refer to the getting started with Mac at IBM](#)

Want to move your content from your previous computer to your new Mac?

[Click here to know how](#)

Q1: How do I configure IBM Emails on Mobile Device (Android / iOS) ?

Ans: Follow the configuration document shared by the Onboarding Team in the **Welcome Email**

Q2:What is the server address for HCL Verse App in mobile ?

Ans: gcdba.mail.ibm.com

Q3: Where will I get my Timesheet, ILC Code, HCL Notes ID file password & W3 id Password ?

Ans: Contact your **People Manager**.

Q4: As personal Windows Laptops are prohibited in IBM, how to access IBM links and apps ?

Ans: Personal MacBook with IBM's standard configuration can access IBM Apps and links (*mac config doc attached in Welcome Email*).

Note: Windows and Linux PCs aren't eligible for the BYOD program.

Q5: Is there any slack channel for Android and iOS device ?

Ans: **#mobile_at_ibm_android** and **#mobile_at_ibm_ios**

Q6: Where can I get IT Support ?

Ans: Call Support - +91-80-4177-7888 OR +91-20-4011-7700

Chat Support - <https://w3.ibm.com/help/#/>