

User & Branch Setup Overview

1. Initiate Innovo Deliver conversation with Branch Manager & Operations Manager go over high level Innovo Deliver:
 - a. Plan training for all Drivers and Back-up Drivers
 - i. How-To video on Anvil
 - ii. How to Guides on Anvil
 - b. Review timing of devices, determine best phone turn around date.
****Branches will be 2-3 days without devices****
 - c. Request list from Ops Mngr of all users requiring Innovo Deliver username & password, including Branch Manager.
 - d. Submit the user access list as request to Self Service - Innovo / Productivity Tool Request - Innovo Deliver. Specifically request ops mngr to be copied on users email. Users will receive an email from Innovo with their username & login.
2. Once all drivers are trained, receive a confirmation from Ops manager to proceed.
3. Request corporate admin to purchase new iPhone devices for all numbers. Once phone order has shipped, a 30-day window for Activation initiates.
4. Submit Self Service - Innovo / Productivity Tool Request - Innovo Deliver, request for Innovo Branch set up, request including:
 - a. Add branch to Innovo Deliver App
 - b. Add branch to Innovo Deliver Web
 - i. Request access for Branch & Ops Manager
5. Create a **Message Group** in order to identify who receives trackers in order to maintain shipping discrepancies. Typically, an Admin, Ops manager, and Lead are the standard recipients. Submit Self Service - Eclipse General Support - Warehouse request **Message Group** for Branch, request to include:
 - a. **Message Group ID** = [Branch].DRIVER
 - b. **Description** = [Branch].DELIVER
 - c. User Ids =
 1. **Branch Admin** (important to set admin first, as first user_id is assigned owner of tracker)
 2. **Asst Ops Mngr** (or equivalent Warehouse/City Desk Lead)
 3. **Ops Mngr**
 - d. **Control Files:**
 1. Innovo Deliver User to be Notified on Manifest Complete = add branch message group
 2. Innovo Deliver User to Notify of Stop Discrepancies = Blank
 3. Innovo Deliver Skip Complete Notification if No Discrepancies = No
 6. Train the 3 users on the message group by having them take the Job Trackes - Training EDU on Anvil-Operations-Delivery-Innovo Delivery folder.

New Group - Message Group Maintenance	
Message Group ID :	VLAX
Message Group Type :	
Description :	VLAX.DRIVER
Security Level :	-
User IDs	

Ad Account & Alias Request

1. **Create Ad Account Name:**
 - Grand Rapids Innovo Driver
2. **Create Master E-mail with Branch ID & Password:**
 - vgrpinnovo.driver@vikingelectric.com
 - Password: 10+10Eq20
3. **Request licenses:**
 - EMS E5
 - O365 E1
4. **Add to group:**
 - GRP_US_VIKING_INTUNE_DRIVER
5. **Alias requests with Branch Id & Last 4 Digits of Phone Number:**
 - VGRP.6209@vikingelectric.com
 - VGRP.9526@vikingelectric.com
 - VGRP.1805@vikingelectric.com
6. Request Master E-mail to be forwarded to following group:
 - US_VIKING_Innovodriver
- 7*. Request Password(s) for Master e-mail account.

**We are still working to understand how we can efficiently receive a "generic" password in order to authenticate and receive emails from the master.

Phone Set-up Quick Overview

1. Power device On, and select language.
2. Select option to **Set up Manually**.
3. Choose the following **Wifi Network** and enter password:
 Network: **eclipsewpa**
 Password: **lindeneclipse**
4. **Create passcode:** 123456
5. **Apps & Data:** select Don't Transfer Apps & Data.
6. **Apple ID:** select Forgot password or dont have Apple ID
7. Select: **Select a Free Apple ID**
 - a. First Name: Branch ID
 - b. Last Name: Last 4 # of phone
 - c. Birthday: Any date > 18 years ago
 - d. Email: [Branch_id] . [Last 4 # of phone] @vikingelectric.com
 - i. Example: VGRP.1805@vikingelectric.com
 - e. Password: [City] + 1234
 - i. GrandRapids1234
 - f. Select **Use a different Number** to verify phone
 - i. Enter Number: 612-269-2557
 - g. Enter passcode sent to alternate phone
 - h. **Agree** to Terms and Conditions
8. Continue through set up screens until you reach the Home Screen
9. **Verify** the e-mail
 - a. Go to Settings, select Verify Your Email Address, and select Send Code
10. If AT&T, download Intune Company Portal
 - a. Sign in with Existing Apple ID
 - b. Continue Setting up Apple ID information and Screens
11. In the Intune app, sign in with Master email and password
12. Enter a new passcode = to Phone number including area code
 example: 2183481805

Overview:

This process will take you through the setup process of the Apple ID Alias and the iPhone. The Corporate Phone Specialist will order the driver phones. Currently VLAX and VDUL are the only branches using AT&T service, while all others use Verizon. Depending on the service, the AD account set up will vary:

Verizon: automatically registers the device with Intune, which needs to be removed and replaced with Airwatch (see set up below).

AT&T: does not register device, see below for how to set up Airwatch on the device.

Create Apple ID Alias

1. Submit a **Help Desk Request** to create an alias for the e-mail account below. [Do Not proceed until you have the new Alias.](#)

E-mail Account: **vesinnovo.driver@vikingelectric.com**

The Alias needs to include the Branch ID + "." (period) + Last 4 digits of the phone.

Example Alias: **VDUL.1806@vikingelectric.com**

iPhone Setup

1. Turn on the device to see the "Hello" screen, then select your Language & Country.



2. On the Quick Start Screen, select the option to **Set Up Manually**.



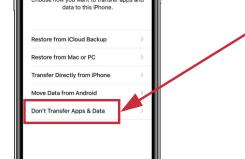
3. Select the following Wifi Network, and password:

Network: **eclipsewpa**

Password: **lindeneclipse**

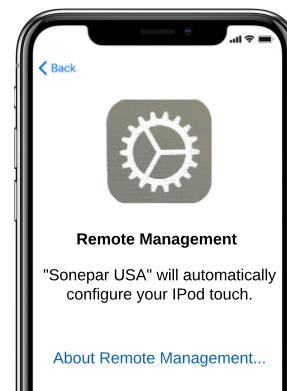


4. Select the option **Don't Transfer Apps & Data**



*****Verizon Steps Only in Red*****

6. The **Remote Management** screen will display, select Next.



7. Use the following AD account to log into Remote Management:

Ad Account: **vesinnovodriver**

Password: **1qaz!QAZ**

8. Create a generic passcode of **123456**



- If the screen only displays 4 circles, select the **Create Custom Numeric Password** option



9. Select **Forgot password or don't have an Apple ID?**

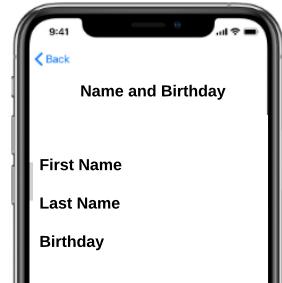


- Select **Create a Free Apple ID**



- On the name & birthday screen, enter

First Name: **Branch**
Last Name: **Last 4 Digits of Phone #**
Birthday: **1/1/2000**



10. Enter the alias e-mail for the phone.



11. Create a new password. Use the branch id and last 4 digits of the phone number for the password. **The first character must capitalized:**

Ex: Vdul1806

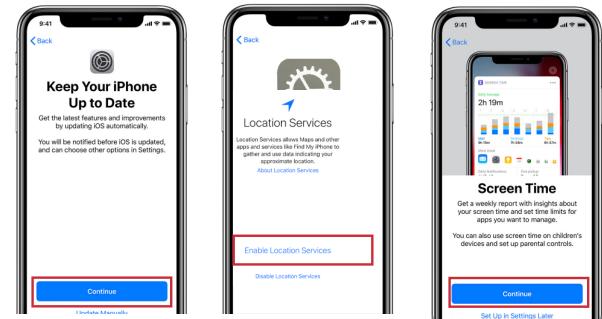
12. On the Phone Number screen, enter the **corporate phone number**, and select **Verify using Text**.

(p) 612-269-2557



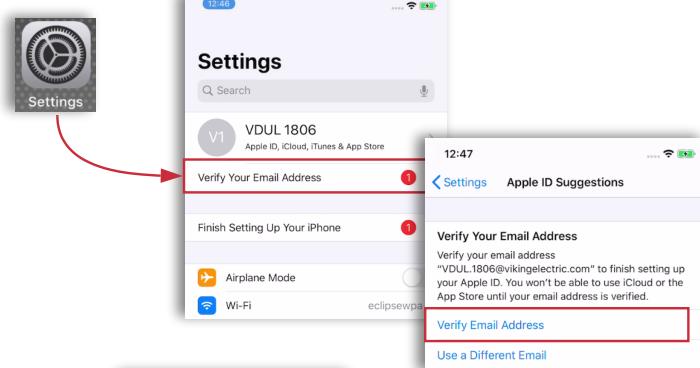
13. Agree to the **Terms and Conditions**

14. Navigate through the remaining feature screens (there may be additional ones not shown)

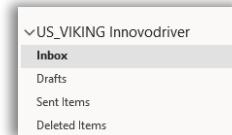


15. Go to the phone's **Settings** to verify your e-mail.

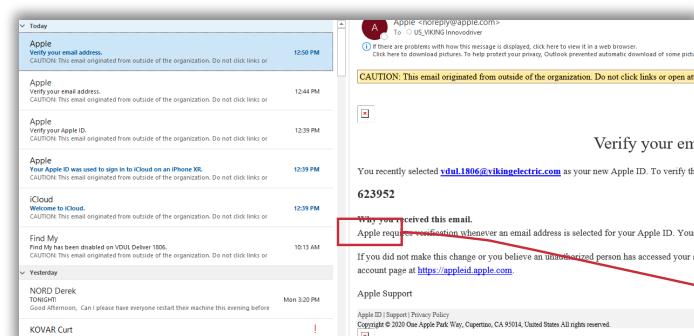
- a. Select **Verify Your Email Address**



- b. Open the **US_VIKING Innovodriver** shared inbox.



- c. Find the verification e-mail and enter the **Verification Code** in the phone.



*****AT&T Steps Only in Red - Airwatch/Intelligent Hub Install *****

Airwatch Setup



- 16.** Open the App Store, select Search on the bottom right.

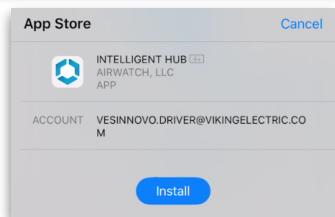


- a. In the Search bar, type **Intelligent Hub**

- b. Select the download option.

- c. Select Install, and enter the Apple ID password.

- d. You may be prompted to complete your Apple ID, complete the fields to continue.



- 17.** Once downloaded, open the application, and enter the corporate e-mail address and select Next.

vesinnovo.driver@vikingelectric.com

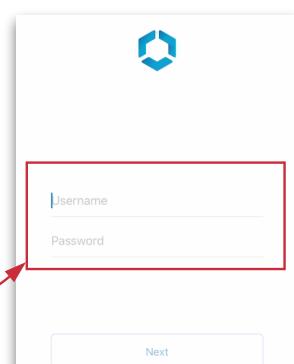
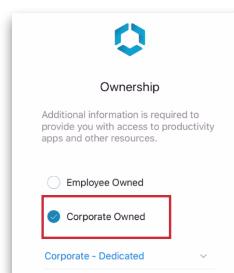


Cancel	Complete your Apple ID	Next
vdul1806@vikingelectric.com		
To make purchases with your Apple ID, you need to accept the Apple Media Terms & Conditions, then add a payment method.		
United States		
Agree to Terms and Conditions <input checked="" type="checkbox"/>		
By tapping Next, you acknowledge that you agree to the Apple Media Terms and Conditions.		
<input type="text"/> First Name: VDUL <input type="text"/> Last Name: 1806		
BILLING ADDRESS <input type="text"/> Street: 451 Industrial Blvd NE <input type="text"/> Street: Optional <input type="text"/> City: Minneapolis <input type="text"/> State: Minnesota <input type="text"/> Zip: 55413 <input type="text"/> Phone: 612 269-2557		

- 18.** Enter the Ad account and Password, and select next.

Ad Account: **vesinnovodriver**

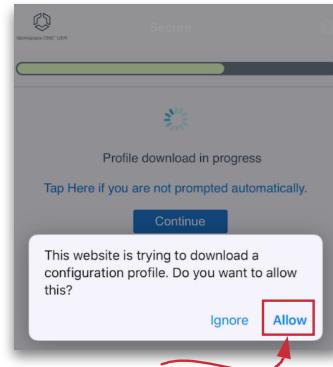
Password: **1qaz!QAZ**



- 19.** For Ownership, select **Corporate Owned** device, and select Next.

- 20.** Accept the Terms & Policies

21. You will be taken to a web page to download the profile, select **Allow** download.

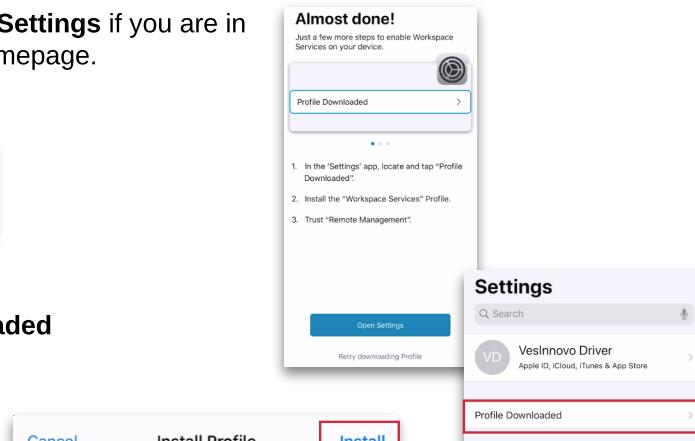


22. Once download is complete, either select **Open Settings** if you are in the app, or open the phone settings from the Homepage.

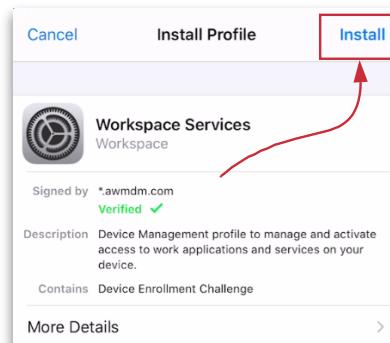
a. Select **Open Settings**



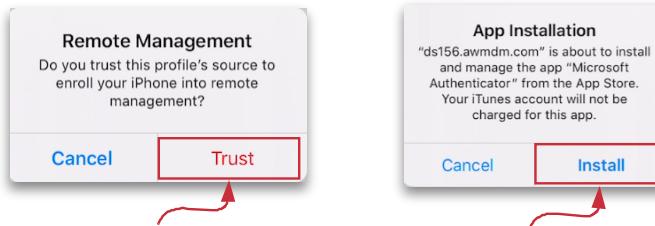
b. In the settings, select **Profile Downloaded**



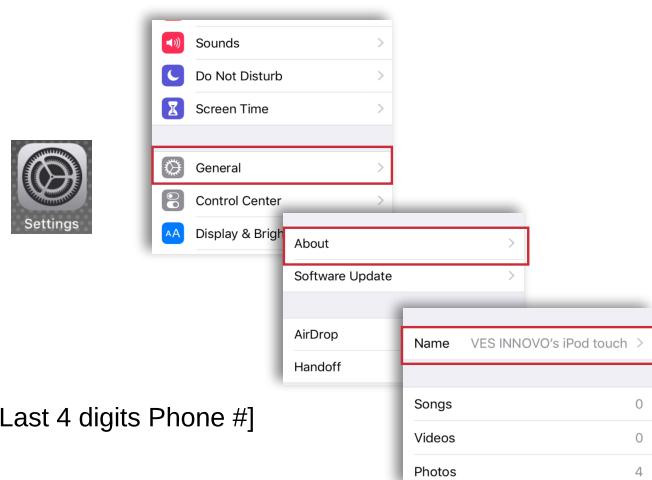
23. Select Install



a. You will be taken through a few authorization screens. Enter your Passcodes (and Passwords if prompted) and select Trust & Install to proceed with the download.



17. Go into the iOS Settings to update the name of the device:



a. Select **General** settings, **About**

b. Enter the **Name** as following, [Branch_id] & "Deliver" & [Last 4 digits Phone #]

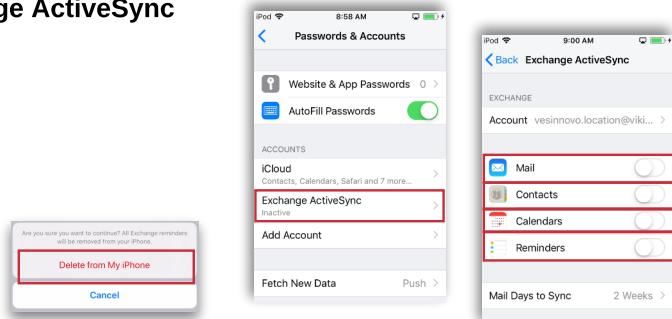
ex: VDUL Deliver 1806

Important Note: Enter the name to replicate the above example exactly. This is important as this is the title that will show on ALL messages.

18. Go back to Passwords & Accounts, and select **Exchange ActiveSync**

a. Turn **OFF Mail, Contacts, Calendar,Reminders**

b. If prompted, select **Delete from My iPhone**

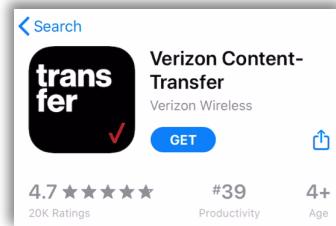


Apps to Download



19. Go to the App Store, and download the following applications:

a. **Verizon Content - Transfer**



b. **Google Maps - Transit & Food**



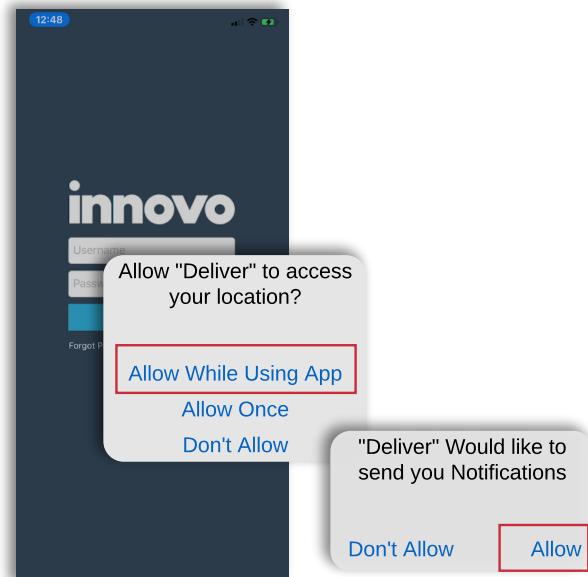
20. Exit settings to the homescreen.

- a. Locate the **Deliver & Google Maps** apps, and add it to the dock



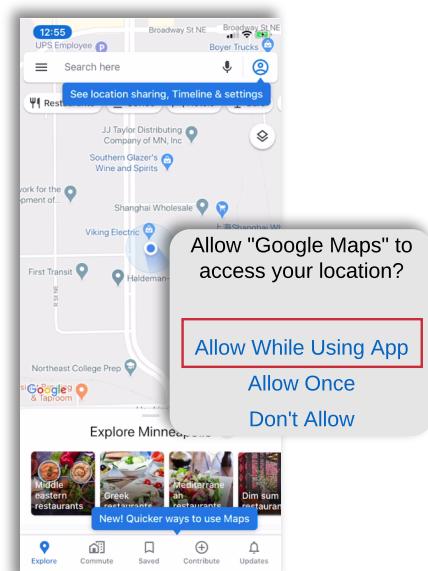
21. Open the Deliver App, select:

- a. Access Location: **Allow While Using App**
- b. Notifications: **Allow**



22. Open the Google Map App, select:

- a. Access Location: **Allow While Using App**



Final Steps

21. Install phone case. Cases are stored in the IT storage room.

- a. E-mail Corporate Specialist with the qty(s) and model(s) taken from inventory.

22. Create a transfer to send phone to appropriate Branch (save transfer #). Notify manager of incoming devices & transfer number. Send the following contents:

- a. How To Setup Guide - also found on Anvil



- b. Activation Card, this is sent with original shipment.



- c. Device with all contents in original box.

- i. If sending multiple devices, write the Phone# on the outside of the box.

