

2. Installing the apps

2.1 Get an Apple ID

Skip these steps if you have an Apple ID.

Prerequisites: To get an Apple ID, access to e-mail is required.

1. On a computer where you have access to your e-mail, open an internet browser.
2. In the search bar, type appleid.apple.com and press Enter.
3. Click "Create an Apple ID."
4. Complete the form.

In the Apple ID box, type your work e-mail address.

5. At the bottom of the form, click "Create an Apple ID."
6. Open your e-mail and open the message from Apple, "Verify your Apple ID."
7. In the message, click the link "Verify now."

The Verify page opens in your internet browser.

8. Type your Apple ID and password and click "Verify Address."

Continue with section 2.2, "Associate a credit card with your Apple ID."

2.2 Associate a credit card with your Apple ID

Skip these steps if you have used a credit card with your Apple ID.

1. Press the button next to the iPad screen.

2. Tap the App Store .

3. Tap Purchased at the bottom of the screen.

4. Tap Sign In in the middle of the screen.

5. Tap "Use Existing Apple ID."

- a. Tap the Apple ID box and type an e-mail address. (For keyboard help see section 1.11, "Tap a box and type.")
- b. Tap the password box and type a password.
- c. Tap OK.


6. Tap Review in response to the message, "This Apple ID has not yet been used in the iTunes Store."
 - a. Tap "United States" and tap Next.
 - b. Swipe up to see the end of the terms and conditions.
 - c. Tap Agree.
 - d. Tap Agree again.
7. Tap and type your credit card information.
 - a. Tap Next.

The message appears, "Your Apple ID has been successfully created."
 - b. Tap Done.
8. Press the button next to the iPad screen.

2.3 Install the Sophos Mobile Control app

Prerequisites: To install the Sophos Mobile Control app, two IDs are required:



- [redacted] network user name and password
- Apple ID and password (for an Apple ID see section 2.1, "Get an Apple ID.")

1. Press the button next to the iPad screen.
2. If a Wi-Fi symbol  appears in the upper-left corner of your screen, disconnect from Wi-Fi this way:

- a. Tap the Settings app .

- b. Tap Wi-Fi in the left section of the screen.

If Wi-Fi is not visible, touch and drag the left section of the screen up and down to find Wi-Fi.

- c. Tap to change the Wi-Fi switch from on  to off .
- d. Press the button next to the iPad screen.

3. Tap the Safari app .

4. Tap the search box at the top of the screen.

5. Type [redacted].com and tap Go. (For keyboard help see section 1.11, "Tap a box and type.")

- a. Tap the Customer box. Type [REDACTED].
- b. Tap the User name box. Type your user name for the [REDACTED] network.

In most cases, your user name is a first initial and last name, like [REDACTED].

- c. Tap the Password box. Type your password for the [REDACTED] network.

The password is the same as you use to log in to the [REDACTED] network on a computer.

- d. Tap Login.
- e. Tap "Not Now" in response to the message, "Save This Password?"

The "Register device" page opens.

6. Tap "Register new device."
7. Tap "Install the app."

The Sophos Mobile Control app appears in the App Store.

- a. Tap Get.
 - b. Tap Install.
8. If asked to sign in, tap "Use Existing Apple ID."
 - a. Type your Apple ID and your password and tap OK.
 - b. Tap Yes in response to "Save Password for Free items?"

Continue with section 2.4, "Configure the Sophos Mobile Control app."

2.4 Configure the Sophos Mobile Control app

1. Press the button next to the iPad screen.

2. Tap the Safari app 

The "Register device" page opens.

3. Tap "Configure app."
4. Tap OK if a message says, "Control would like to send you notifications."
5. Tap Open in response to the message, "Open in Control."

The Install Profile opens for the Sophos Mobile Control app.

- a. Tap Install.
- b. Tap the iPad's passcode.

- c. Tap Install. (Ignore the warnings.)
- d. Tap Trust in response to a message about "Remote Management."
- e. Tap Done.

The "Register device" page says, "The enrollment was successful."

A notification may appear that says, "Your device is now compliant."

Continue with section 2.5, "Sync the Sophos Mobile Control app."

2.5 Sync the Sophos Mobile Control app

1. Press the button next to the iPad screen.

2. Tap the Sophos Mobile Control app



If the app is not visible, touch and drag the screen left and right to find the app.

When the app opens, it synchronizes and confirms compliance.

3. Tap Allow in response to the message, "Allow Control to access your location even when you are not using the app."
4. Tap Cancel in response to the message, "Control: Your device is not compliant."
5. If a message appears, "Location Accuracy: Turning on Wi-Fi will improve location accuracy," tap OK.

2.6 Install apps listed in the Sophos Mobile Control app

1. Press the button next to the iPad screen.

2. Tap the Sophos Mobile Control app



3. Tap Apps.

4. For each app listed as Required or Recommended, do the following steps:
 - a. Tap the app's name, such as OpenVPN Connect.
 - b. Tap Install.
 - c. Tap Install in response to a message about "App Installation."
 - d. If the message appears, "Installation has been queued," tap OK.
 - e. If requested, type the password for your Apple ID and tap OK to sign in to the store.

- f. Tap <Apps.
5. Tap <Sophos Mobile Control.

2.7 Install the OpenVPN app


1. Press the button next to the iPad screen.

2. Tap the Safari app .

3. Tap the search box at the top of the screen.

4. Type https://userportal. [redacted] and tap Go. (For keyboard help see section 1.11, "Tap a box and type.")

- a. Tap Continue in response to the message, "Cannot Verify Server Identity."

If the page does not open, tap the refresh symbol .

- b. Tap the User name box. Type your user name for the [redacted] network.

In most cases, your user name is a first initial and last name, like [redacted].

- c. Tap the Password box. Type your password for the [redacted] network.

The password is the same as you use to log in to the [redacted] network on a computer.

- d. Tap Login.

The "Welcome to the UserPortal" page opens.

5. Tap "Remote Access."

- a. Tap Install, which is next to "Click here to install the SSL VPN configuration on your Android or iOS device."

- b. Tap "Not Now" in response to the message, "Save This Password?"

6. Tap "Open in OpenVPN."

7. Below "1 new OpenVPN profile is available for import," tap the plus sign .

- a. Tap the Password box. Type your password for the [redacted] network.

- b. Tap the Connection switch on .

- c. Tap Yes in response to the message, "OpenVPN: Allow OpenVPN to enable VPN connection."



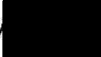
The status changes to connected and packets are received.

2.8 Install the FileExplorer app







1. Tap the button next to the iPad screen.
2. Tap the App Store .
3. Tap the search box in the upper-left corner.
4. Type fileexplorer and tap Search.
5. Next to the listing for FileExplorer Free, tap Get.
6. Tap Install.
7. If requested, type the password for your Apple ID and tap OK to sign in to the store.

Continue with section 2.9, "Configure the FileExplorer app."


2.9 Configure the FileExplorer app

1. Tap the button next to the iPad screen.
2. Tap the FileExplorer app .
3. Tap the plus sign + near the top center of the screen.
 - a. Tap Windows.
 - b. Tap to the right of Display Name. Type  Z: Drive
 - c. Tap to the right of Host Name/IP. Type /public
 - d. Tap Save.

The shared drive appears in the left section of the screen.

4. Tap the shared drive " Z: Drive."
 - a. Tap the Login box. Type  \ followed by your user name for the  network.
For example,   is the login name for .

To find the backslash character \, tap  and tap  for more symbols.

- b. Tap the Password box. Type your password for the  network.
- c. Tap Login.

Folders appear on the right section of the screen.