



# **Magnet™ Mobile for iOS**

## **User Guide**

### **2.0**

**Revision A**

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# 1. Introduction

This user guide provides instructions for installing the Magnet™ Mobile Setup@Work app and activating your @Work account on your iOS device.

## Intended Audience

This user guide is intended for employees of an organization who use the Magnet Mobile Setup@Work app to install and manage mobile enterprise apps on their iOS devices.

## Setup App

All enterprise apps distributed by an enterprise through their enterprise app store (and not the Apple iTunes App Store) must have the required certificates and configuration profile on iOS devices. Setup@Work app is an app that is used for installing the configuration profile on your device (refer to *Chapter 2, Your Setup@Work Account*).

## Apps@Work

After activating your device, you can access Apps @Work to install and manage apps (refer to *Chapter 3, Apps@Work*). Some apps are required by your enterprise to be installed on your device, meaning that these apps cannot be deleted. All apps installed on your device are kept in the App Store, where you can easily find and launch them.



## 2. Your Setup@Work Account

Each device can support only one registered user; however, you can register your account on multiple devices. Release 2.0 supports iOS version 6.1.2 and later as well as the following devices:

- iPhone 4 and 4s
- iPhone 5
- iPad (2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> generation)
- iPad mini

### Before You Begin

Ensure that your device has the following:

- a working data connection
- e-mail access to your organization
- a Passcode Lock is set up on your mobile device
- other installed config profile removed



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For security reasons, only one config profile is allowed to be installed on iOS devices at one time. You need to remove the previously installed config profile before installing the Magnet application or the installation will fail. Go to Settings --> General-->Profile, and tap App Management. Refer to ***Solving Profile Installation Failed Scenarios*** on page **21** for detailed instructions.

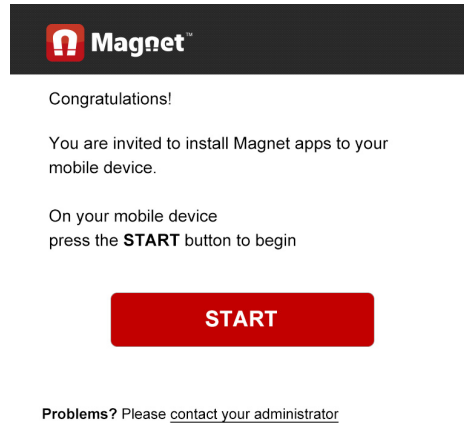
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# Installing Setup@Work App



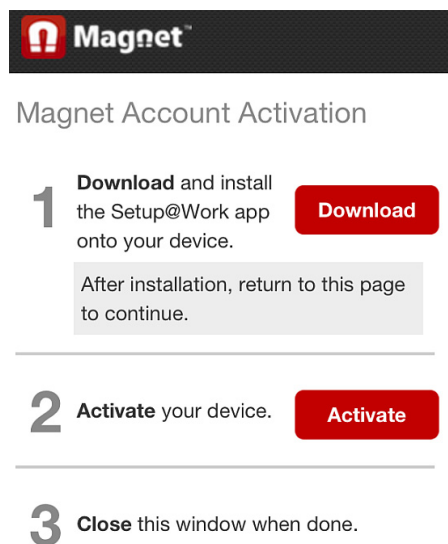
Both iPhone and iPad have the same functionalities although the screens may be slightly different. Screens shown in this guide illustrate an iPhone experience.

- 1 Open the account activation e-mail from your mobile device similar to the following.



- 2 Tap **START**.

A browser window opens that takes you directly to an installation page similar to following:





**3 Tap Download.**

A dialog box appears asking to install Setup@Work.



**4 Tap Install.**

When installation is complete, the Setup icon appears on the home screen, as shown in the following.



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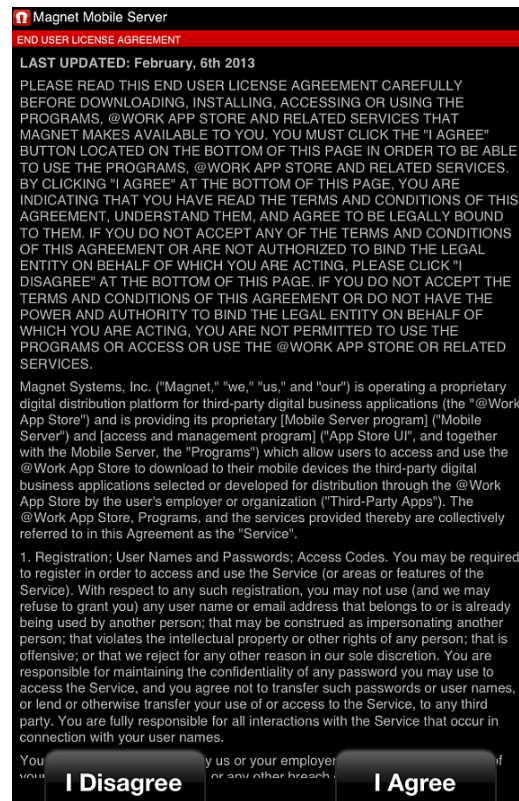
Do not start the Setup app at this point. You need to return to the browser window from which you started this process in step 2.

---

**5 Return to the browser window from which you started this process in step 2, and tap **Activate**.**

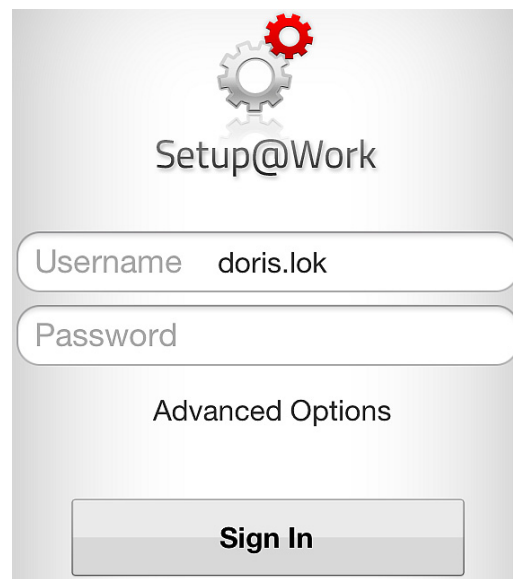
The End User License Agreement appears.





6 Tap **I Agree** to continue.

A screen appears showing your account information.



7 Enter the password that is provided by your administrator.

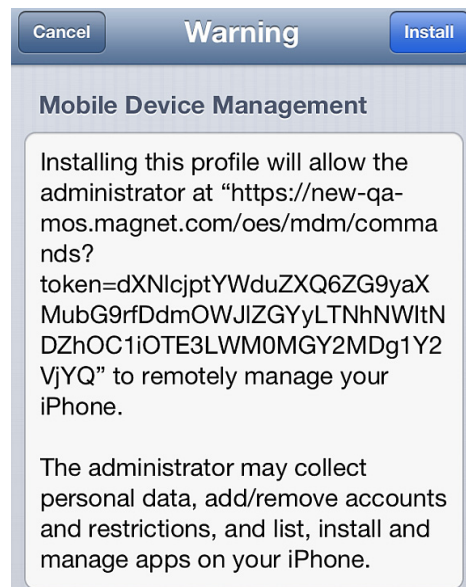
8 Tap **Sign In**.

Setup@Work is preparing to install the provisioning profile.



9 Tap **Continue**.

The following screen appears.



10 Tap **Install**.



You are asked to set up Passcode Lock for your device if you have not yet protected your device. To passcode lock your device, go to Settings > General > Passcode Lock.

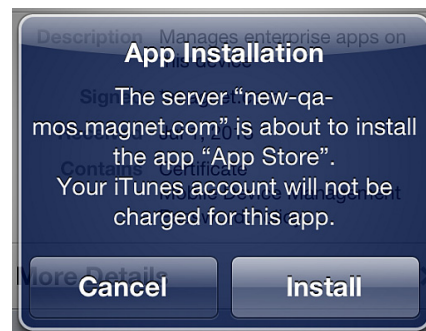


**11** Enter your passcode.



The profile installation will fail if you have other config profile installed on your device. Refer to ***Solving Profile Installation Failed Scenarios*** on page **21** for detailed instructions.

The App Installation screen appears.



**12** Tap **Install**.

You are returned to the home screen while installation is under way. The installation is complete when the icon is displayed.

When multiple apps are installed, they are downloaded and installed in the same order on the device as shown in the following examples.



## Removing Your @Work Account



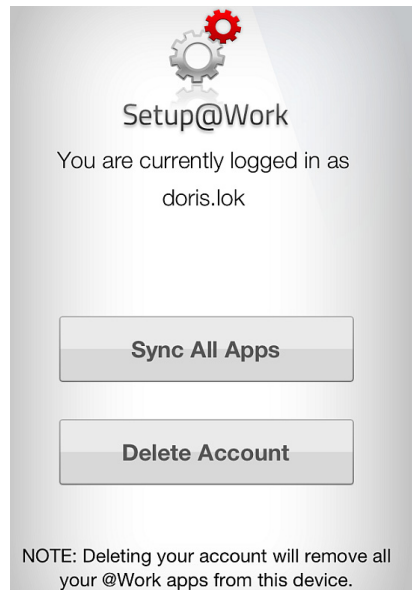
**Do not delete the Setup app until you have first deleted your @Work account.**

When you delete your @Work account, all enterprise applications on your device will be removed and you will be signed out of your @Work account immediately. The Setup app remains on your device when you want to re-register later.



Removing your @Work account does not remove any personal apps that are installed on your device.

- 1 Tap the Setup icon on the home screen.



- 2 Tap **Delete Account**.  
A dialog box appears asking for confirmation.
- 3 Tap **Yes, delete**.





### 3. Apps@Work

Apps@Work is an app that is installed automatically when you activate your Setup@Work account. You need this app to install and manage all enterprise apps. Apps@Work enables you to

- look up all enterprise authorized applications that are available to you
- view and launch the enterprise applications that you have installed from Apps@Work
- send e-mail message to IT support

Apps@Work manages all enterprise apps, which are organized in categories for easy lookup. The following table lists and describes non-functional apps that may be included with Apps@Work by your administrator.



These sample apps listed in the following table are for reference only and they may not be included in the Apps@Work. You will see apps that are made available to you by your company.

Some apps are designated “Required” (indicated by ☒ in the table). If removed, these apps will re-install whenever the connection is active.

Categories	Apps	Description
Finance	AP/AR	Access sales invoices as well as accounts payable and receivable.
	Budgeting	Enter income and expenses; display bar charts and graphs.
	Expense Approvals <input checked="" type="checkbox"/>	Approve expense reports.
HR/Admin	401(k)	Calculate annual return based on your account balance.
	EAP <input checked="" type="checkbox"/>	Access information on Employee Assistance Programs.
	LinkedIn	Tracks activity updates and status of your LinkedIn contacts.

Categories	Apps	Description
IT	Applications Management	Manage and group system applications.
	Jira Mobile	Track your Atlassian Jira server issues.
	System Dashboard	View your system performance and usage data.
	Twitter	Track and post your updates on the social networking site.
Legal	Contracts	Organize your contracts for easy recall.
	NDA	Track non-disclosure agreements.
	Patents	Track the status of patents you and your enterprise have filed.
Operations	Facilities	Manage tasks related to facilities and their maintenance.
	Shipment Dashboard	Track shipping costs and delivery statuses.
	Vendor Management	Maintain vendor database, including search capability.
Support	Case Tracking	Track the statuses and statistics of problem reports.
	HelpDesk <input checked="" type="checkbox"/>	Retrieve reported issues and resources used to resolve them.
	Knowledge Base	Access your enterprise information repository.
Sales/Marketing	CRM	Organize your Customer Relationship Management information.
	Marketing Workspace	Classify and organize marketing materials.
	Sales Group Forum	Organize information by clients, product areas, etc.
System	Apps@Work <input checked="" type="checkbox"/>	Find new enterprise apps and install them.





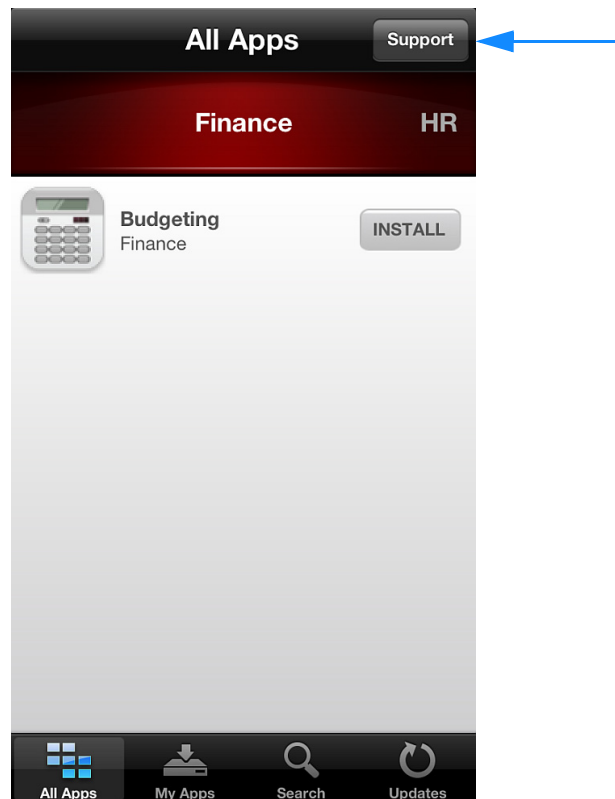
## Sending a Message to IT Support

Two e-mail templates are provided.

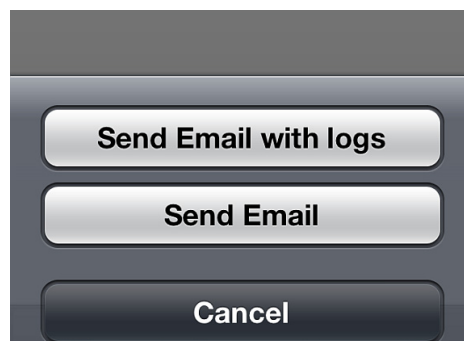
- **Email with logs** enables you to automatically attach a log file to IT support when you have encountered a problem.
- **Email** enables you to compose basic messages with no logs attached.

## Sending E-mail with Logs Attached

- 1 Tap the Apps icon on the home screen.




- 2 Tap **Support** to display e-mail options.



**3 Tap Send Email with logs.**

An e-mail template similar to the following appears:

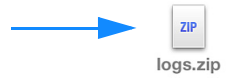


Cancel Problem report... Send

To: support@magnet.com

Cc/Bcc:

Subject: Problem report for Apps applicat...



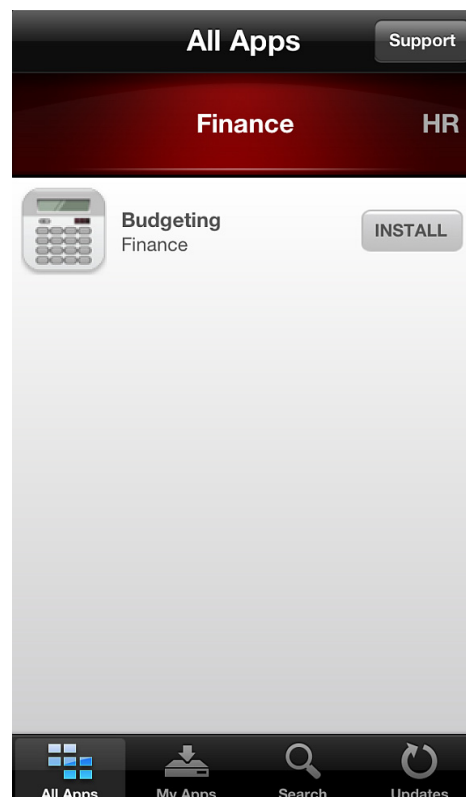
Sent from my iPhone

**4 Tap the Subject line to change the subject of your e-mail.**

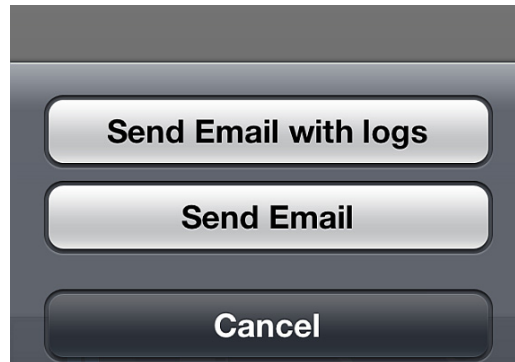
**5 Tap Send to send your e-mail.**

## Sending an E-mail Without Logs

**1 Tap the Apps icon on the home screen.**



- 2 Tap **Support** to display e-mail options.



- 3 Tap **Send Email**.

An e-mail template similar to the following appears:

A screenshot of an email composition screen. At the top is a dark header bar with a 'Cancel' button on the left, the text 'Problem report...' in the center, and a 'Send' button on the right. Below the header are three text input fields. The first field is labeled 'To:' and contains the text 'support@magnet.com'. The second field is labeled 'Cc/Bcc:' and is empty. The third field is labeled 'Subject:' and contains the text 'Problem report for Apps applicat...'. Each field is separated from the one below it by a thin horizontal line.

Sent from my iPhone

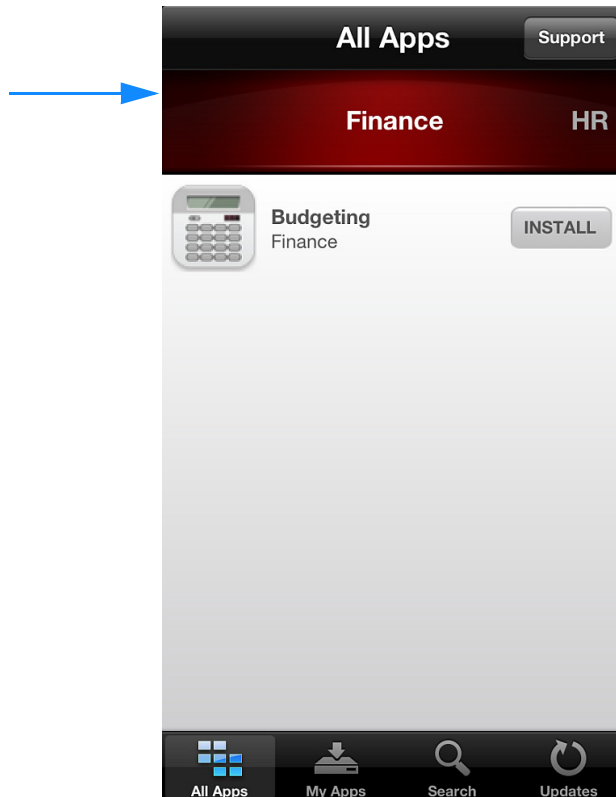
- 4 Tap the **Subject** line to change the subject of your e-mail.
- 5 Tap **Send** when you are done composing your e-mail.



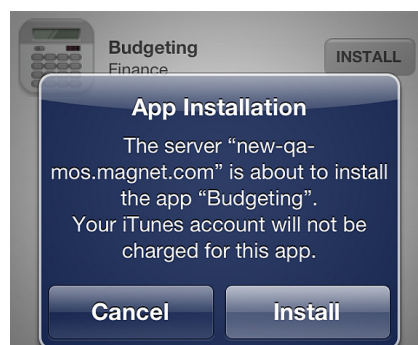
## Installing an Additional App

Required apps are installed when you activate your Setup@Work account. Installing apps in Apps@Work is free of charge.

- 1 Tap the Apps icon on the home screen.



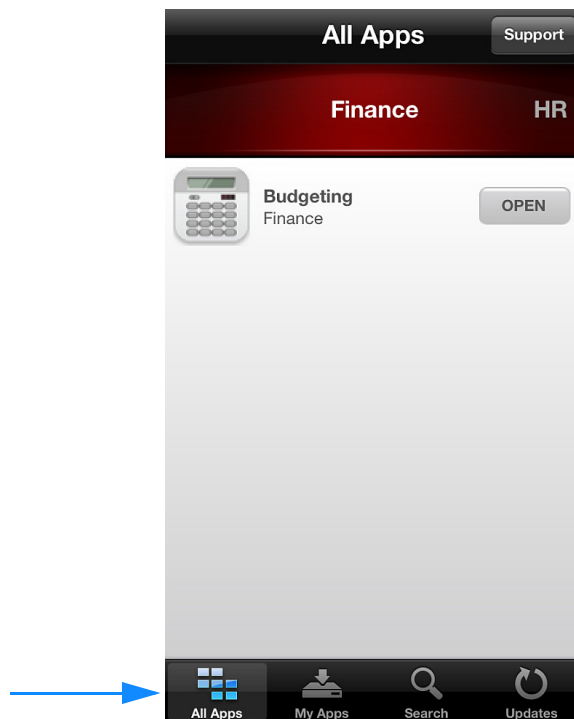
- 2 Swipe the app carousel to browse through the categories; apps available appear below the selected category.
  - **INSTALL** indicates apps that are available to be installed.
  - **OPEN** indicates apps that are already installed on your device.
- 3 Select the app you want to install, tap **INSTALL**.  
A dialog asking for confirmation appears.



**4 Tap Install.**

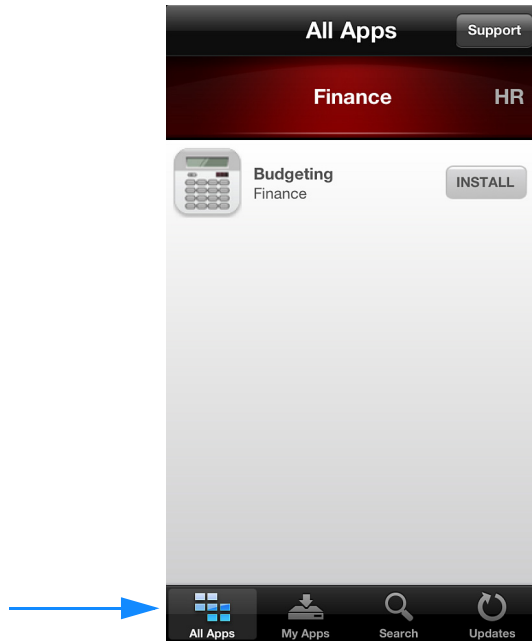
You are returned to the home screen, and the icon of the app is displayed when the installation is complete.

## Launching an App

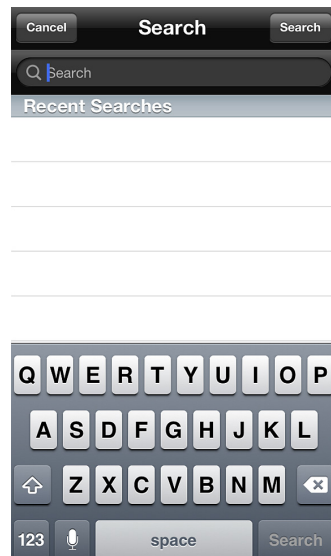
**1 Tap the Apps icon on the home screen.****2 Tap My Apps to display apps that are installed on your device.****3 Tap OPEN on the app you want to launch.**

## Searching for an App

- 1 Tap the Apps icon on the home screen.



- 2 Tap **Search** to display the key pad.



- 3 Enter the app title you want to search.



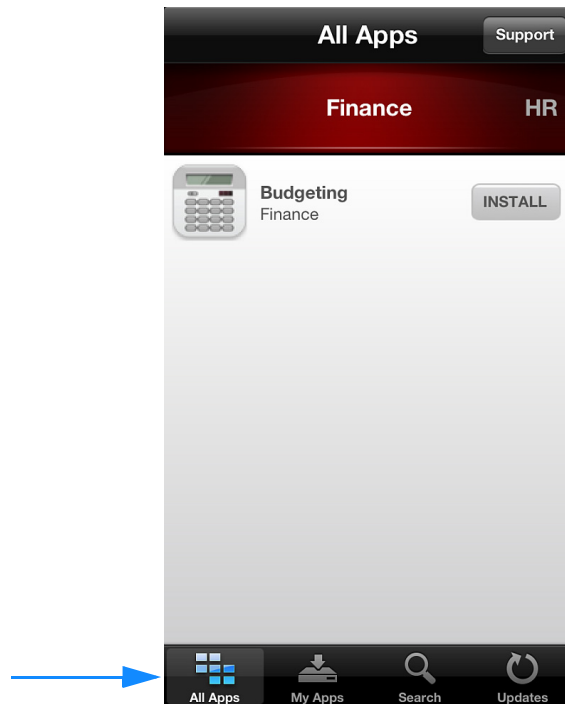
The Search function is not case-sensitive.



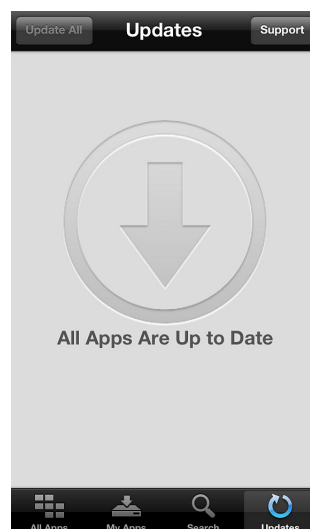
## Updating an App

You are notified when an update is available, you can immediately update the app by confirming the operation. This section provides instructions if you choose to update the app at a later time.

- 1 Tap the Apps icon on the home screen.



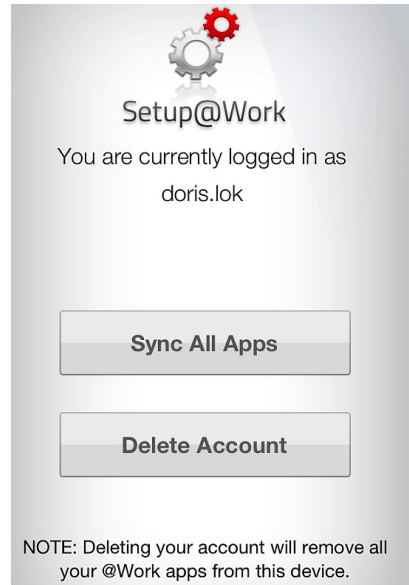
- 2 Tap Updates.



## Synchronizing All Apps

When you install a new app and to ensure that Apps@Work and actual apps on your device are synchronized, you may need to manually synchronize them.

- 1 Tap the Setup icon on the home screen.



- 2 Tap **Sync All Apps**.

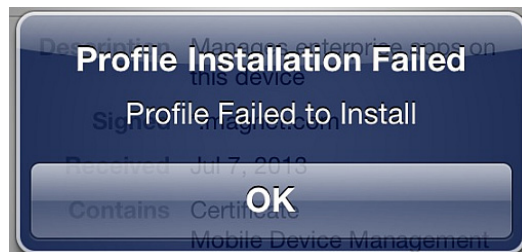




This section provides information to solve some common snags with account activation and Apps@Work.

### Solving Profile Installation Failed Scenarios

You are seeing the following message because your device may be installed with other config profile or the @Work account was removed but the config profile has not yet been removed.



### Removing Other Provisioning Profile

For security reasons, only one provisioning profile is allowed to be installed on iOS devices at one time. To install the Magnet application on your device, you need to first remove a previously installed provisioning profile from other provider:

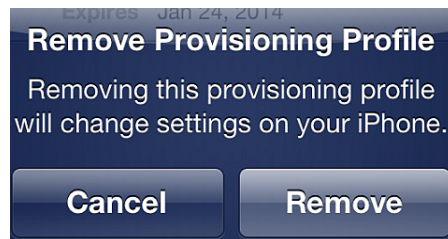
- 1 Go to Settings -->General -->Profiles.



2 Tap **App Store In House Dist....**



3 Tap **Remove**.



4 Tap **Remove** to confirm the operation.

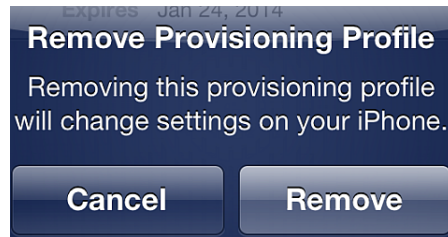
The provisioning profile is immediately removed from the profile.

## Removing a Previously Installed Magnet Provisioning Profile

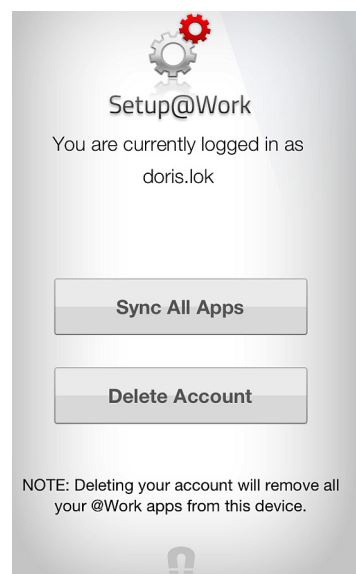
When the @Work account was removed, all apps including the provisioning profile were also removed. If you tried to reactivate the @Work account before the provisioning profile was removed (the provisioning profile might take longer to remove), the profile installation will fail.

1 Go to Settings -->General -->Profiles.



**2 Tap App Store In House Dist....****3 Tap Remove.****4 Tap Remove to confirm the operation.**

The provisioning profile is immediately removed from the profile.

**5 Remove the @Work account by tapping the Setup icon on the home screen.**

**6 Tap Delete Account.**

A dialog box appears asking for confirmation.

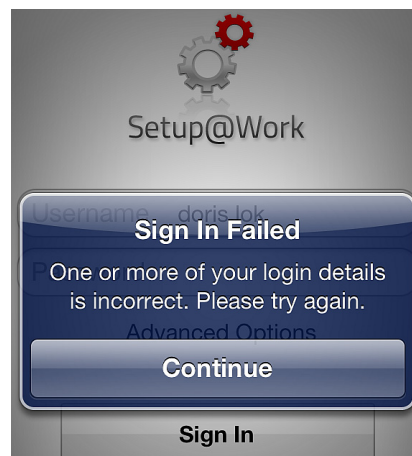
**7 Tap Yes, delete.**

**8 Install Setup@Work App as described on *Installing Setup@Work App* on page 4.**

## Solving Sign-in Scenarios

### Sign-in Failed Message

You are seeing the following message because your account has not yet activated although the Setup app has been downloaded. Refer to step 5 on page 5 for corrective action.



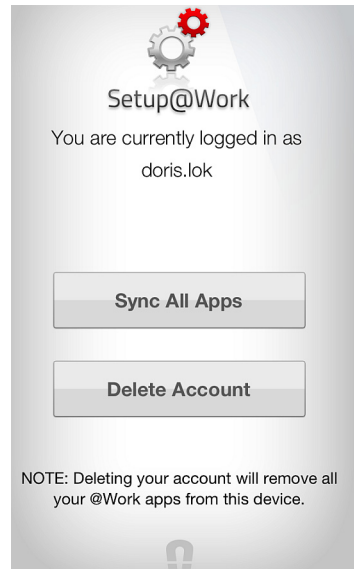
### Unable to Sign In to Your @Work Account

You are unable to sign in to your @Work account although you have successfully installed the Setup app and the App Store. This may be caused by the improper removal of the previous account from this device. When the Setup app was removed before removing the account, all configuration profiles and user credentials remained on the device as though the account was still active.

To solve this scenario:

**1 Tap the Setup icon on the home screen.**





- 2 Tap **Delete Account**.  
A dialog box appears asking for confirmation.
- 3 Tap **Yes, delete**.
- 4 Re-install Setup as describes in *Chapter 2, Your Setup@Work Account*.

## Solving Account Activation Scenarios

### Unable to Activate

- 1 Verify that all your user name and password (provided by your administrator) are correct.
- 2 Contact your administrator if problem persists.

### Registration Failed

- 1 Verify that the server URL (provided by your administrator) for your account is correct.
- 2 Contact your administrator if problem persists.



## Solving Apps@Work Scenarios

### Unable to Launch the Apps@Work

The App@Work requires a live connection to work.

- 1 Make sure your connection is live and try launching it again.
- 2 Contact your administrator if problem persists.

### Cannot Find an App

Verify that the app is actually installed. Refer to *Searching for an App* on page 18.

### The Deleted App Keeps Coming Back

An app that is required by your enterprise cannot be deleted and will be re-installed as soon as the connection is live. Refer to the table on page 11 to check if the app is required.

