GSD. Global – Mobile – How to use the MobileIron Self Service Portal

General Information:

Possible symptoms/errors:

Users want to know How to use the MobileIron Self Service Portal.

Alternative names of the system:

MobileIron

IMPORTANT NOTICE:

N/A

Solution:

This guide provides information about how to manage user's devices with MobileIron's Self-Service Portal.The Self Service Portal is available for you as soon as user have ordered one of our Mobile Services in Service Portal (ServiceNow). If they have not yet ordered a service, ask them to follow the link for instructions on how to order one of our mobile services.

The following sections give user all information about the MobileIron Self Service Portal. So open the individual sections of the topics that are interesting for they.The access to Self Service Portal (SSP) is only available inside Fresenius network.

To open it, advise user to use one of the following links:

Primary Link: https://emmcore.hg.fresenius.de/mifs/user/login.jspSecondary
Link: https://emm.fresenius.com/mifs/user/login.jsp

Note: If the Primary link does not work, then advise user to try with the Secondary link.

Once user can access SSP with one of the links, then they can manage their devices.

To login, ask user to use their Fresenius email address and their Windows Password.

What can user do in the MobileIron Self Service Portal?

After you have logged in, you will be taken to an overview page. On this page you will find all information about the mobile devices that are registered to you. (Device Informations)

Through the "Device Actions" you can lock your device if you lost it, and unlock it if you found it again. With the action "Retire" you can delete the company area on Android devices (Secure Apps

Manager).Important: Your private area on the device will not be deleted. With "More" you get the option to delete your complete device as well as the password to enter the company area on your mobile device.

On the right side of the portal you can "Order A New PIN" to register a new device. You will need this if you want to roll out a new or additional device. The device will then receive the same service as your other mobile devices.

These functions are explained in detail in the following sections.

How to order a new Registration PIN to register a new mobile device?

When you receive a new mobile device you need a Registration PIN to register it with Fresenius and synchronize your company data with the device. To do this, click on "Request Registration PIN".

Select the Platform (iOS - Apple or Android) of your mobile device. Tick the option "My device has no phone number", because the system reads out the phone number itself. Click the "Request PIN" button to order the PIN.

The PIN will be displayed directly and will also be sent by mail.

How to lock a device?

This function locks the mobile device. It can be unlocked with the previous device PIN code.

Choose the device and push the "Lock" button.

Approve the lock request with the button "Lock the device"

How can user unlock their device if they lost the passcode?

If you have lost your device code, you can unlock your device using the "Unlock" function.The Unlock command causes Mobile@Work for Android to attempt to remove the existing passcode from an Android device. If the attempt is successful, the user will be able to access the device with the default Swipe.On some devices, the Mobile@Work attempt to remove the passcode on an Android device fails. When the attempt fails, Mobile@Work sets the passcode to "0000".

You should not use Unlock unless you or the device owner have physical possession of the device.

Note: Never unlock a lost or stolen device.

Choose the device and push the "Unlock" button.

Approve the lock request with the button "Unlock the device".

It will take some minutes untill the MobileIron Portal will process this request.

Afterwards Mobile@Work will ask user to assign a device password again. The old password is "0000".

How to retire a mobile device?

Mobile devices that are no longer in use must be retired to remove the enterprise area.Retiring a device removes management features. It may also delete documents, configurations, and profiles.

Choose the device and push the "Retire" button.

Check the checkbox and approve the retire action with the button "Retire the device".

How to delete a mobile device if it was stolen?

If user wants to delete their mobile device, for example if it was stolen, advise them to use the "Wipe" option.

Choose the device and push the "Wipe" button.

Check the checkbox and approve the wipe action with the button "Wipe the device".The option to "Preserve data plan" & "Skip Proximity Setup" is only available for iOS devices.

How to reset the Secure Apps Passcode user has to enter to get into the company section on their device?

User's mobile company telephone is divided into a company and a private area. To access the corporate area to open apps, they need to enter a password. If user has forgotten this password, they can set a new one here.

Choose the device and push the "Reset Secure Apps Passcode" button.

This action generates a one-time PIN which user must enter in Mobile@Work on their device to reset the secure apps passcode.Advise user to approve the action with the button "Reset Secure Apps Passcode".

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization: N/A

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A