GSD. Mobile Phone - Business access from private iOS/Android devices

Article ID: KB0040806
Created: 2025-01-29 09:40:26
Updated: 2025-01-29 09:40:26
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/e26fbaa71bf90a5470dacaa3604bcb11', 'value': 'e26fbaa71bf90a5470dacaa3604bcb11'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/50a39c48c3ca1a100acd33001501314c', 'value': '50a39c48c3ca1a100acd33001501314c'}

General Information:

Possible symptoms/errors:

Business access from private iOS/Android devices.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

This newly introduced service allows end-users to securely access their Fresenius company data from their private iOS/Android device.

There are two types of service available:

Business access from private iOS/Android devices - Light

Business access from private iOS/Android devices - Medium

IMPORTANT !!! Please advise user to order the service they need first. Be aware its only available to FDT and FSE employees.

In order to request Business access from private iOS/Android devices user needs to raise a request via IT ServicePortal:

Request form for Business access from private iOS/Android devices - Light Request form for Business access from private iOS/Android devices - Medium/"

Difference between Light and Medium Service on iOSLinkDifference between Light and Medium Service on AndroidLinkHow to enroll "Business access from private iOS devices" - LightLinkHow to enroll "Business access from private Android devices" - LightLinkHow to enroll "Business access from private iOS devices" - Medium

Link

How to enroll "Business access from private Android devices" - MediumLink

Difference between Light and Medium Service on iOS:

In the following table ,you can see the differences between the Light and Medium service:

Light Service

Medium Service

Company access for Microsoft Apps onlyCompany access with Microsoft and other business appsNo Intranet AccessIntranet Access via VPNNo MDM Enrollment neededMDM enrollment needed*No device password required Device needs a 6 digit device passwordMicrosoft Apps gets protected by App PinNo App Pin needed

How to enroll "Business access from private iOS devices" - Light:

This tutorial may help You to install Company Portal App, Microsoft Intune, on Your personal iOS device.Screenshots has been taken on iOS 14.5, therefore there might be some small differences, depends which You have installed on Your device.During the installation please consider to charge your device.

https://confluence.intra.fresenius.de/download/attachments/244464004/MAM%20iOS.mp4?version=1&modificationDate;=1669974712248&api;=v2

Picture Guide:

1. Advise user to open App Store, tap on magnifier, search one by one for 'company portal', 'Microsoft Outlook' , 'Microsoft Team' and 'Microsoft Authenticator' and tap on Install.

2. Open App Store, tap on magnifier, search for 'Outlook' and tap on Install. Once completed Tap on Open

To configure outlook application, make sure that Microsoft Authenticator is already activated on your device. If not, then please follow below article to activate the same.

https://aka.ms/mfasetup

MFA Article:

https://fnc.service-now.com/sp?id=kb_article&sysparm;_article=KB0010350

Now Tap on outlook to Open. Enter you're your email and click on add account. Then enter your password and tap on sign in and open the Microsoft Authentication app and enter the no which is shown on the phone. Once the request will approve then click on register to enroll your device.

It will checking the status of device. Then you need to tap on 'ok' to restart the outlook app. Again, open the 'outlook' app and it will continue the further process. Then you will get the pop up, here click on 'ok' and set your 6 digit PIN to secure Outlook app.

Now you are singed in, Click on 'turn on' and 'allow' notification to get notify on every new email. Now open 'Teams app' and select an account to sign in. Then app will check the status of account.

Click 'ok'. Now app will close and tap on teams, it will take sometime to checking the status. Now click on 'Allow' to activate notifications. Then click on 'ok' allow microphone access and select 'got it' to access teams msg.

How to enroll "Business access from private iOS devices" - Medium:

This tutorial may help You to install Company Portal App on Your personal iOS device.

Screenshots has been taken on iOS 14.5, therefore there might be some small differences, depends which You have installed on Your device.

During the installation please consider to charge your device.

https://confluence.intra.fresenius.de/download/attachments/245888577/BYOD%20Medium%20iOS.mp4?version=1&modificationDate;=1670847743628&api;=v2

Picture Guide:

Open App Store, tap on magnifier, search one by one for 'company portal' and tap on Install.

Open App Store, tap on magnifier, search for 'company portal' and tap on Install. Once completed Tap on Open and Tap on 'Sign in'.

To configure outlook application, make sure that Microsoft Authenticator is already activated on your device. If not, then please follow below article to activate the same.

https://aka.ms/mfasetup

MFA Article:

https://fnc.service-now.com/sp?id=kb_article&sysparm;_article=KB0010350

Here enter your 'Fresenius' Email id and tap on next and enter AD password. Tap on Sign in and approve the request from the Microsoft Authenticator app.

Once request will be approve then tap on allow to activate notifications settings for company portal app. Then Tap on Begin to start the setup and click on 'continue' to check device management and privacy settings on the device. Now tap on 'allow' to download management profile on the device.

Here click on 'close' and tap on 'continue' to install company profile on the device. Here close the company portal app now and go in the 'device settings'. Tap on 'Profile Downloaded' to download Fresenius profile on the device.

Now click on 'Management profile' and tap on 'install' to verify the company profile. Here you have to use device passcode to enroll profile on the device. Once the device passcode will authorize then click on 'install' to proceed further.

Then click on 'install' to import Microsoft Intune root certificate on the device. Then click on 'Trust' to enroll your apple device into device management, in order to access corporate resources on the device. Then click on 'done' and again open 'company portal' application to install profile.

Now click on continue and so that device compliance will start in backend, and if device meets Fresenius compliance requirement then profile installation will start. Then you will get some pop up to install applications on the device, please tap on 'install'. Then click on 'done' to finish setup. Then open outlook application and select 'add account'.

And tap on 'maybe later' to access emails on the device.

Difference between Light and Medium Service on Android: