

GSD. Global – Mobile Phone – Business access from private devices

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General Information:

Possible symptoms/errors:

User wants to access Fresenius company data from their private iOS/Android device
User wants to enroll "Business access from private iOS devices" - Light
User wants to enroll "Business access from private iOS devices" - Medium
User wants to enroll "Business access from private Android devices" - Light
User wants to enroll "Business access from private Android devices" - Medium

Alternative names of the system:

N/A

IMPORTANT NOTICE:

User needs to order the service first. Be aware its only available to Kabi, FSE and FDT employees.

Company devices may not be rolled out with this service. These must continue to be rolled out via the Mobile Messaging Intune service

This is a Global IT security requirement and is binding for all employees.
Request form for Business access from private iOS/Android devices - Light
Request form for Business access from private iOS/Android devices - Medium

If the user only wants to know how to activate Outlook application on Android, GSD may follow the article KB0016683 - GSD. Global – Mobile Phone – User wants to know how to activate Outlook application on Android

Solution:

Users will be offered a new service to securely access Fresenius company data from their private iOS/Android device.

There are two types of service –

Business access from private iOS/Android devices – Light
Business access from private iOS/Android devices - Medium

Difference between Light and Medium Service on iOS

Difference between Light and Medium Service on Android

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

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

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

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

Difference between Light and Medium Service on iOS

The following table shows the differences between the Light and Medium service:

Light Service

Medium Service

Company access for Microsoft Apps only

Company access with Microsoft and other business apps

No Intranet Access

Intranet Access via VPN

No MDM Enrollment needed

MDM enrollment needed*

No device password required

Device needs a 6 digit device password

Microsoft Apps gets protected by App Pin

No App Pin needed

*The device is rolled out like a corporate device in Microsoft Intune (MDM system). The device is visible in the management view of the system. No private data is visible or restricted. The only visible data is the model and the last 4 digits of the mobile number.

How to enroll "Business access from private iOS devices" – LightRequest form for Business access from private iOS/Android devices - LightGSD Team should guide the user with the below steps to help the user to install Company Portal App, Microsoft Intune, on the personal iOS device: Screenshots has been taken on iOS 14.5, therefore there might be some minor differences, depends which the user have installed on their device. During the installation, please advise the user to charge the device first.

Open App Store, tap on magnifier, search one by one for 'company portal', 'Microsoft Outlook', 'Microsoft Team' and 'Microsoft Authenticator' and tap on Install. 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 the user's device. If not, then please advise the user to follow or guide him/her to adhere to the below article to activate the same: <https://aka.ms/mfasetup>

End-user MFA Article: https://fnc.service-now.com/sp?id=kb_article&sysparm_article=KB0010350

GSD article: KB0015768 - GSD. General - How to Set-Up Multi-Factor Authentication Method

Now Tap on outlook to Open. Enter the email and click on add account. Then enter the 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 the device.

It will check the status of device. Then the user needs to tap on 'ok' to restart the outlook app. Again, open the 'outlook' app and it will continue the further process. Then the user will get the pop up, click on 'ok' and set a 6 digit PIN to secure Outlook app.

Now the user is signed 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.