

GSD. Global – Mobile Phone – Microsoft Intune installation on iOS devices

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General Information:

Possible symptoms/errors:

User wants to install Intune on iOS device

Alternative names of the system:

Company Portal App

IMPORTANT NOTICE:

During the installation please advise user to charge their device.

Solution:

Advise user to open App Store, tap on Search, search for company portal and tap on Install.

Once completed advise user to Tap on Open.

Advise user to Tap on Sign in, then enter their email address and tap on Next.

User will be asked to type in their Active Directory/Windows password, then tap on Sign in.

When Second Factor Authentication window will appear, inform user to enter the code they get via SMS/Call/ Authenticator App, then tap on Verify.

Now advise user to Tap on OK, Allow and Begin.

NOTE: If there are only two steps instead of four please check this Guide

Advise user to click Continue On the 'Device management and your privacy' screen, then tap Continue on 'Set up Fresenius access' and inform user to wait until 4 checkmarks will appear.

The user will be asked to download and install the Fresenius management profile. Advise user to click Allow to download the profile and Close if the Profile has been downloaded.

Once it is downloaded, advise user to navigate to Settings, Profile Downloaded then Push on it.

When the Install Profile appear, user needs to tap on Install.

Advise user to Enter their device Passcode (the code to unlock their device), then follow the installation.

To continue with the Profile Installation, advise user to click Trust on Remote Management screen, then tap Done and Management Profile should be visible on the list.

Once completed, inform user to go back to Company Portal App, tap on Continue, and wait till the setup completes.

After the verification, advise user tap on Done. User will be moved to Apps container.

At this stage the Company Portal App setup completes.

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

Guide: <https://confluence.intra.fresenius.de/pages/viewpage.action?spaceKey=mobile&title;=How+to+set+up+a+brand+new+DEP+device>