GSD. Mobile phone - How to Setup Mobile Iron for iOS Device

General Information:

Possible symptoms/errors:

User wants to use Enterprise Mobility Services

Alternative names of the system:

MobileIron

IMPORTANT NOTICE:

MobileIron is only used by FME users so do NOT migrate FME (FMC) employees from MobileIron to Intune

Solution:

Note: This is installation guide MobileIron for iOS 12.2 or higher.

This guide will help the user install MobileIron on iOS version 12.2 or higher. The illustrations shown may vary slightly by device type or version.

Warning: Please make sure that the device is fully charged and has a Wi-Fi connection.

Advise user to start the Camera App or start Safari Browser. If user uses the Camera App scan the QR-Code of the email that they received from MobileIron. User will be redirected to MobileIron Registration Website.If they use the Safari Browser, please type-in following URL: https://emm.fresenius.com/go .MobileIron Registration Website will open.

2. On the MobileIron Registration Website, inform user to enter their Registration PIN of emailthat they received from MobileIron. After that ask them to click on "Register".

3. On the next screen ask user accept Terms of Service.

4. After acceptation, a configuration profile will be downloaded to users device.Ask user to Allow the download of the configuration profile.

5. After downloading the profile, user will get an information that the profile is available in Settings app. Advise them to Push "Close".

6. Ask user to Open "Settings" app.

7. In Settings app ask user check for "General" in the left column. Then on the right column inform they will find "Profile" and click on it.

NOTE: From iOS 15, the Profile Service can be found under "VPN and device Management".

MobileIron is recommended to install directly via Safari, since the QR code scan might fail mostly.

8. Advise user to Click on "Profile Service" and install the profile.

9. For installation user will be asked to enter their device passcode and click on "Install".

10. During the installation & configuration of the profile user will be asked to install certificateand trust the profile source.

11. After installation & configuration of the MDM Profile, user will receive App installation requests.Advise him to install all apps. It will take few minutes until all standard MI apps are installed.

12. After installation of MobileIron Standard apps ask user to open their MobileIron app to finish the activation of their device.

13. Advise user to open MobileIron app and to allow MobileIron to send notifications.

14. As additional step, ask user to go to "Settings" in MobileIron app (bottom right) and ask them to click on "Troubleshoot".

15. Then advise them to push "Check for Updates" and to click "Continue".

16. Now user's device is ready for business use.

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