

# GSD. Global – Mobile phone – Migration from MobileIron to Microsoft Intune on iOS device

**Article ID:** KB0039778

**Created:** 2024-12-19 14:03:35

**Updated:** 2024-12-19 14:03:35

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General Information:

Possible symptoms/errors:

User wants to migrate an iOS mobile device from MobileIron to Microsoft Intune.

Alternative names of the system:

IntuneMobileIronEmail App

**IMPORTANT NOTICE:**

Screenshots has been taken on iOS 15.2, therefore there might be some small differences, depends which iOS/iPadOS user has installed on their device.

Solution:

This tutorial will help user to migrate from MobileIron to Microsoft Intune, on their iOS device.

This guideline is also available on the Confluence intranet:

<https://confluence.intra.fresenius.de/display/mobile/Step-by-Step+Migration+Guide>

**NOTE:** During the installation, user should consider charging their device and if possible, use Wi-Fi.

This Step-by-Step guide contains the following sections:

Section1 (Installation of the Intune Company Portal) Section2 (Retiring MobileIron) Section3 (Intune Enrollment) Section4 (Sync Contacts and Configure Outlook)

Section1 (Installation of the Intune Company Portal)

Step1: Advise the user to tap on "Apps@Work".

Step2: Then, to tap on "Intune Migration".

Step3: And to tap on "PREPAID".

Step4: Tap on "Install".

Step5: Tap on "OK".

Step6: Advise the user to wait until Comp Portal App is installed.

Section2 (Retiring MobileIron)

Step7: Ask the user to tap on "MobileIron".

Step8: Then, to tap on "My Devices".

Step9: And to tap on "Show my devices".

Step10: Now, user the needs to enter their AD credentials and tap on "OK".

Step11: Ask them to select the device to retire.

Step12: Advise the user to tap on "Retire Device".

Step13: Then, to tap on "Retire Device".

Step14: Here, user needs to enter their AD Password and tap on "OK".

Step15: Ask them to tap on "OK".

Step16: Now, user must wait until all MobileIron Apps disappear (This can take up to 5 Minutes)

Section3 (Intune Enrollment)

Step17: Advise the user to tap on "Comp Portal".

Step18: Then, to tap on "Sign in".

Step19: And to enter their email address and to tap on "Next".

Step20: Here, user must use their Microsoft Authenticator Method to sign in.

Step21: Ask them to select their email address.

Step22: Then, to tap on "Continue".

Step23: And tap on "OK".

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