

Setting Up Your iOS Device



Introduction

This process will help you setup your device with the following through Workspace One (formerly AirWatch):

1. P&G Email
2. P&G App Store
3. Productivity Application Bundle (apps that we push automatically to your phone through AirWatch)
4. Device Passcode (enforce a device passcode)

Prerequisites

The following must be true prior to setting up your iOS device

1. You have a good network connection
2. Your device battery is at least 75% charged and/or plugged in
3. You have an Apple ID
 - a. If you don't have an Apple ID, please follow the instructions on the Apple site:
<https://appleid.apple.com/#>

If you experience any issues during the setup of your device please contact your local helpdesk:

<http://itsolutions.pg.com/help/Pages/ITSupport.aspx>

Setup Instructions:

Please complete these steps in order to setup your mobile iOS device

Implement Required Device Settings

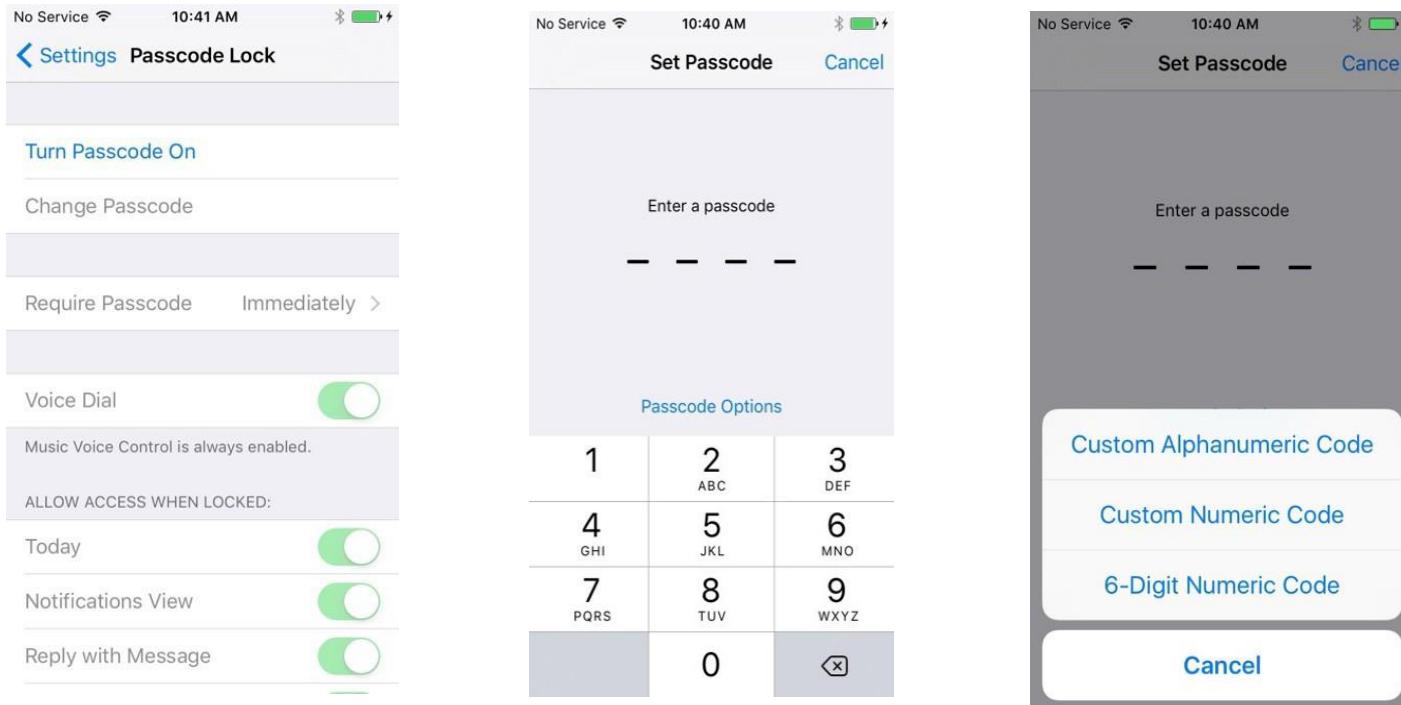
1. If you haven't already, please setup Ping ID. For PING ID instructions please go here: <http://pg2go.pg.com/pgmobileapp/Ping/iPhone.html>
2. If this is a **device replacement**, please complete the following steps (otherwise skip to step 2)
 - a. Un-enroll your existing device
 - a. On your old device navigate to Settings-> General-> Device Management –> Select Device Manager (i.e. Workspace Services) -> Remove Management.
 - ii. Remove the MDM profile (remove management)
 - b. On your PC go to <https://mdm.pg.com/MyDevice?ac=pg> > select the old device that you are replacing > delete it from AirWatch Self-Service Portal

Delete Device

Delete the Device from Self-Service Portal.

3. Update your device to an (**please see link below for approved OS**) approved iOS version - iOS 11 - iOS 12
 - a. Go to https://pgglobalenterprise.service-now.com/pgsp? id=pg_kb_article&sys_id=9e625f2bdb358fc4ce0effd31d961992 to find out more on approved versions and how to update

4. Settings-> Passcode-> Turn passcode on-> Password Options-> 6-digit passcode



Be sure to take note of this passcode as you will need it later

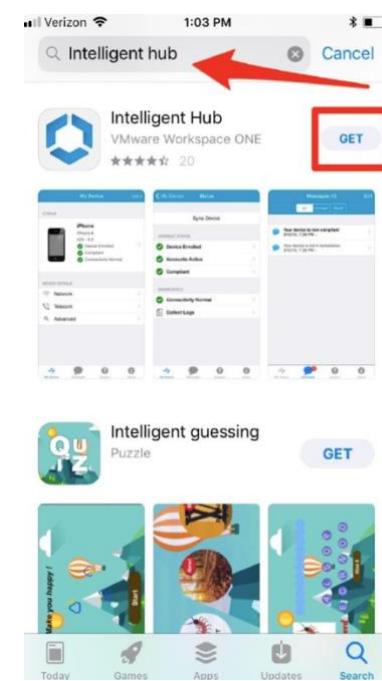
Download Intelligent Hub Application and Enroll in Workspace One (Formerly AirWatch)

In the following steps you will download and install the AirWatch Agent, launch and configure the agent, authenticate using your P&G username & password and install an application bundle.

1. Open the Apple App Store application on your device.



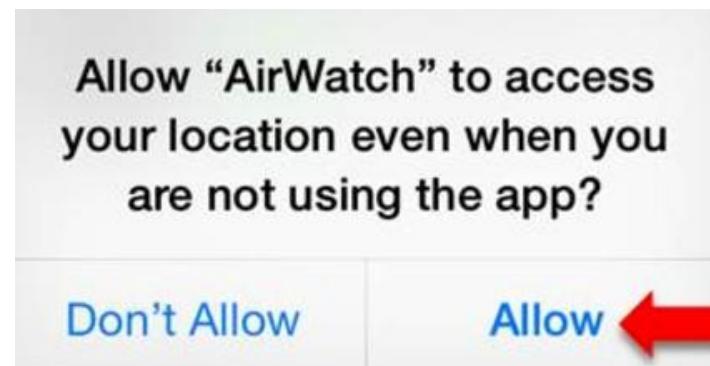
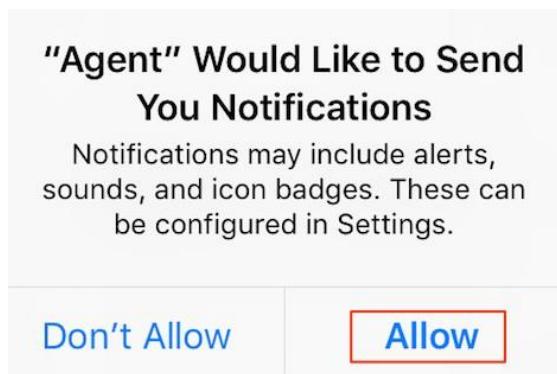
2. Search for Intelligent Hub and install the Intelligent Hub application



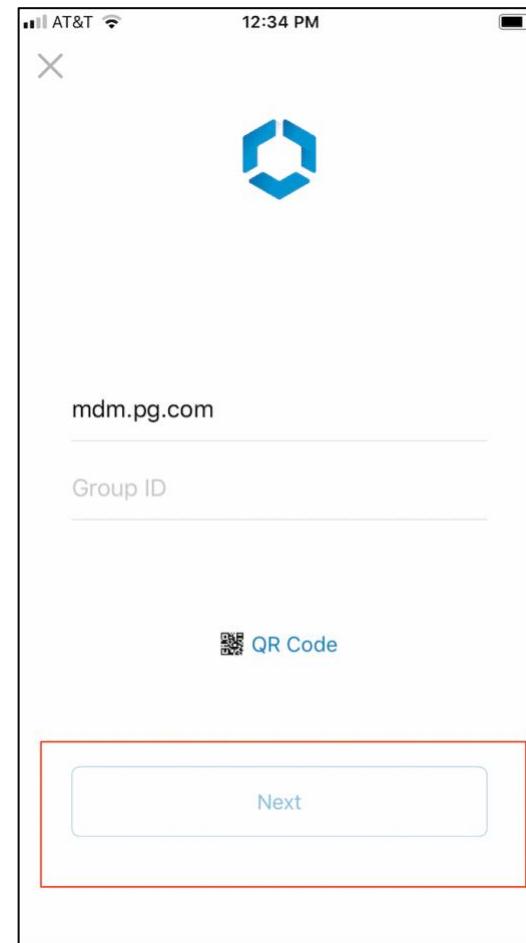
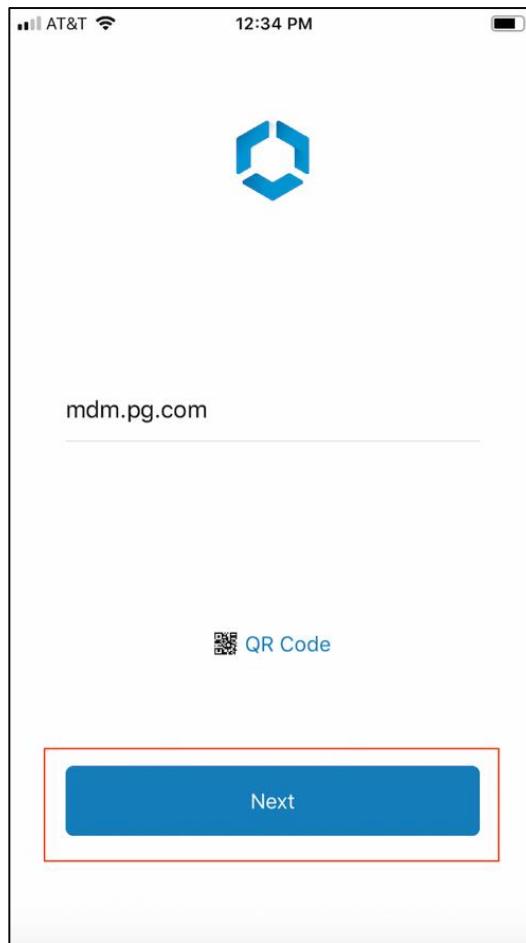
3. Open the Intelligent Hub Application



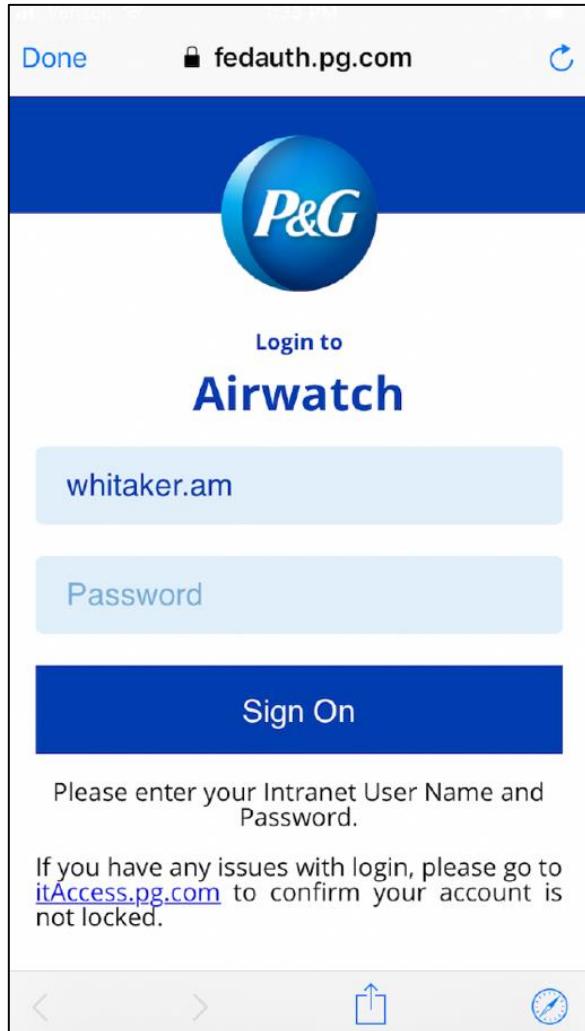
- a. If you are prompted for “AirWatch Would Like to Send You Push Notifications” and/or “AirWatch Would Like to Use Your Current Location” tap OK.



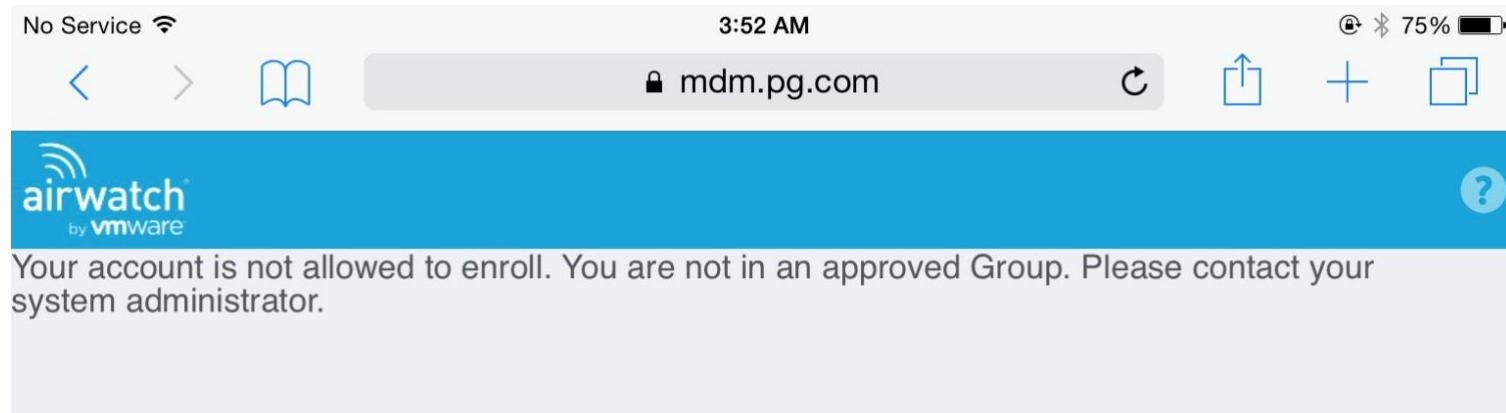
4. When prompted for Server Address enter **mdm.pg.com**.
5. The group ID will depend on your device role:
 - a. Company owned device WITH Email access: **PGEMAIL**
 - b. Company owned device WITHOUT Email access: **PGNOEMAIL**
 - c. Employee owned device (Bring Your Own Device): **BYOD**
 - d. If you do not know which Group ID to use, please contact your direct supervisor



6. The next step will require you to enter your P&G credentials. (e.g. whitaker.am & Password.)



7. If there were no errors, please continue to step 8. Otherwise see the following troubleshooting steps
 - i. You are only allowed to have a certain number of devices based on your enrollment permissions. If you see the following message you may need to remove previously enrolled devices.



Please see the following instructions (you performed these in the required device settings section, but it please completes them again if you see the above error)

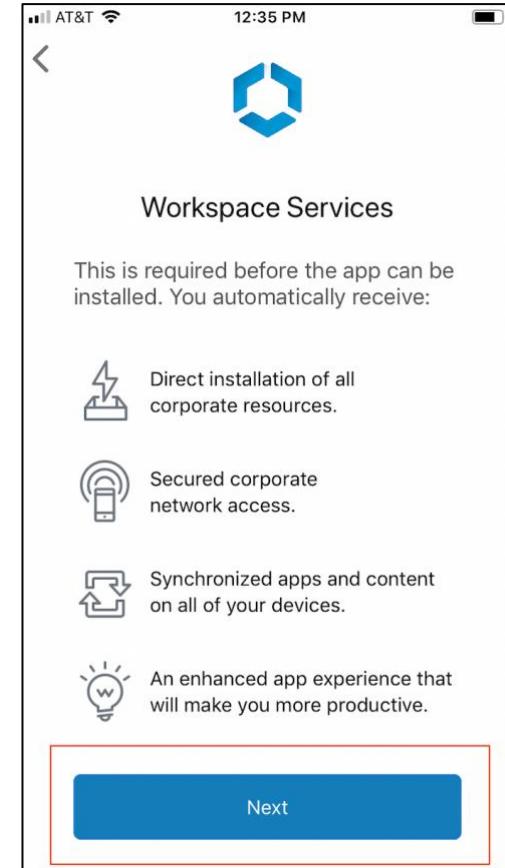
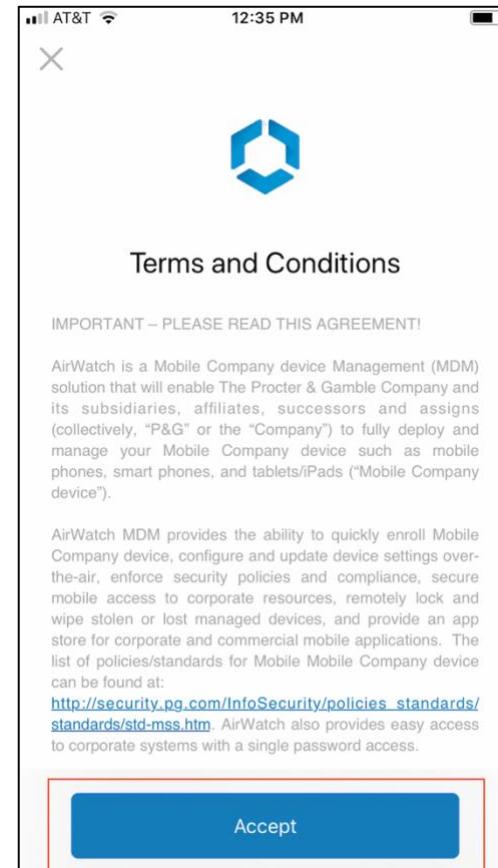
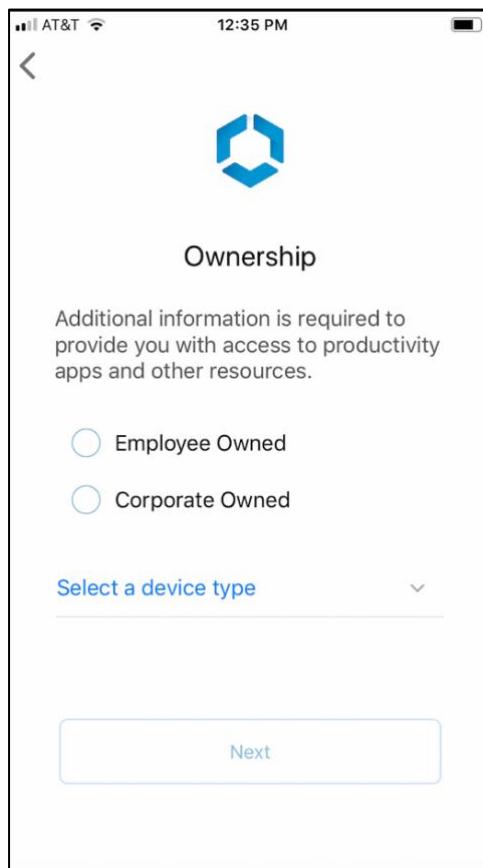
1. Delete devices from AirWatch: <https://mdm.pg.com/mydevice?ac=pg>
2. Contact support if 1-2 fail to resolve the problem:
<http://itsolutions.pg.com/help/Pages/ITSupport.aspx>

8. Select the device ownership, then Click Next

- a. Corporate: Owned by P&G
- b. Employee Owned: BYOD

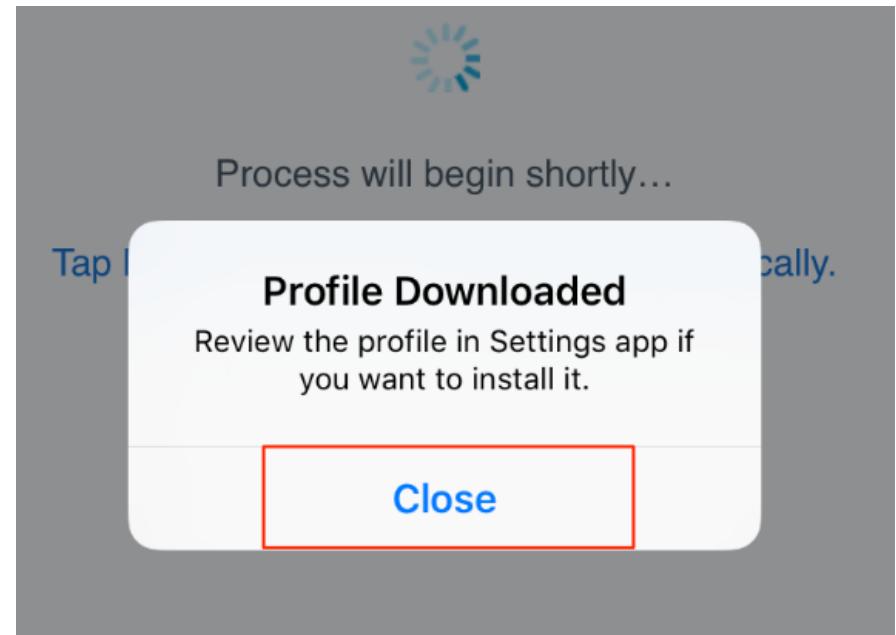
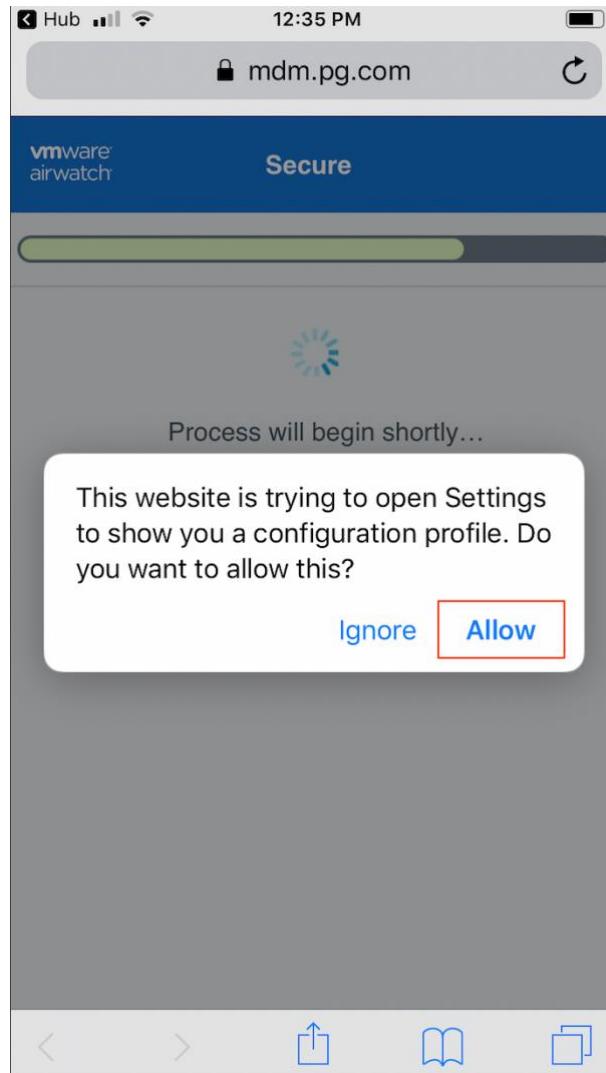
9. Accept the terms of use when prompted

10. Tap Next to continue

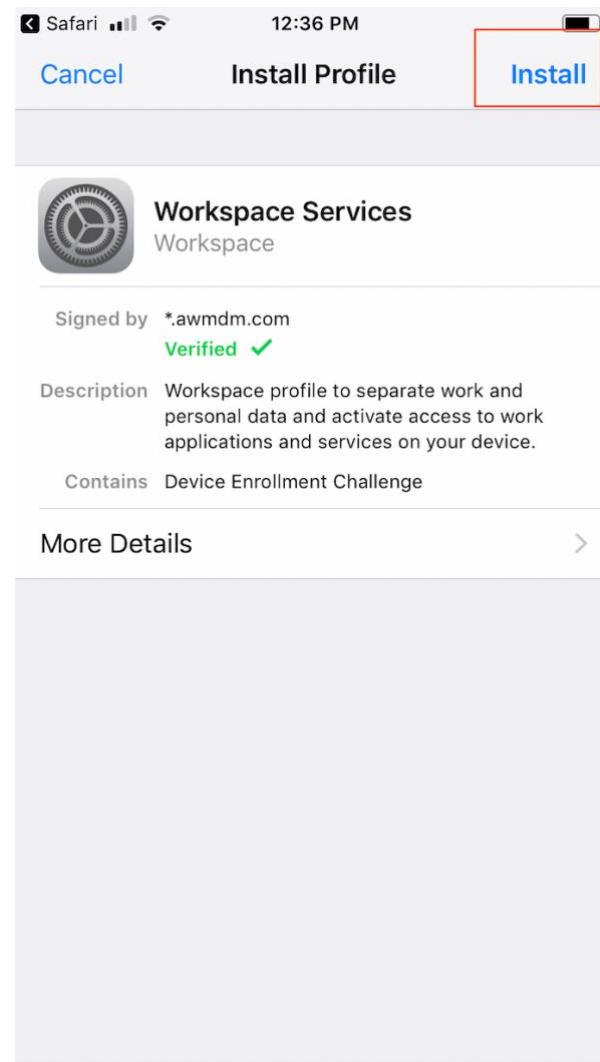
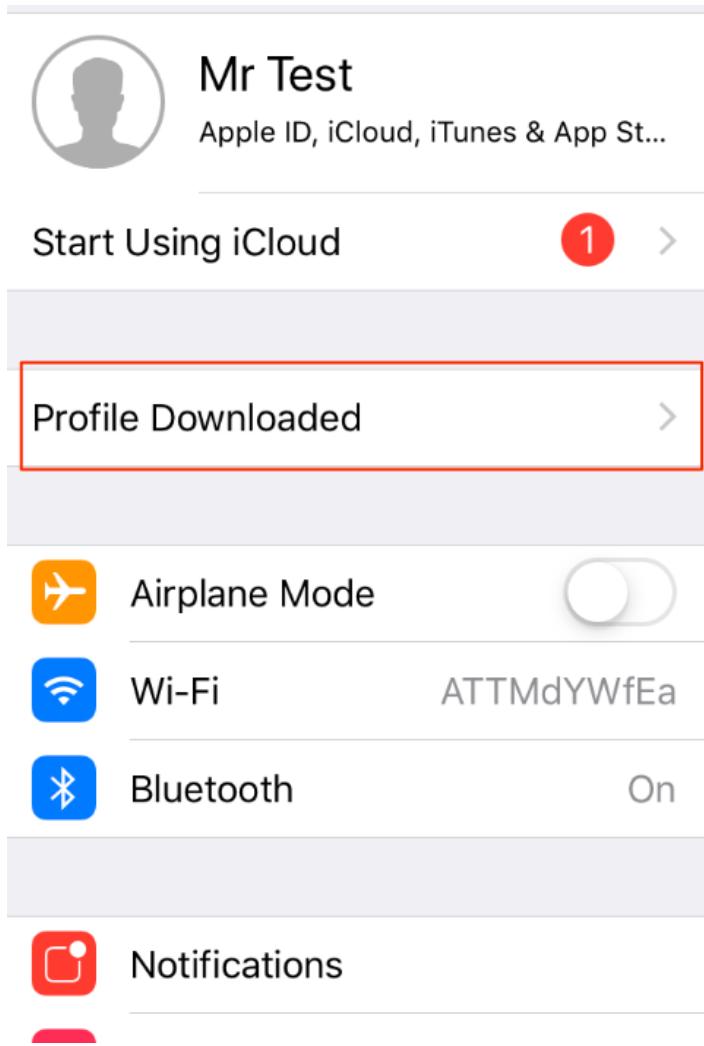


11. Select Allow to allow Settings to open and show you the configuration profile. Select close and navigate to Settings to install the profile.

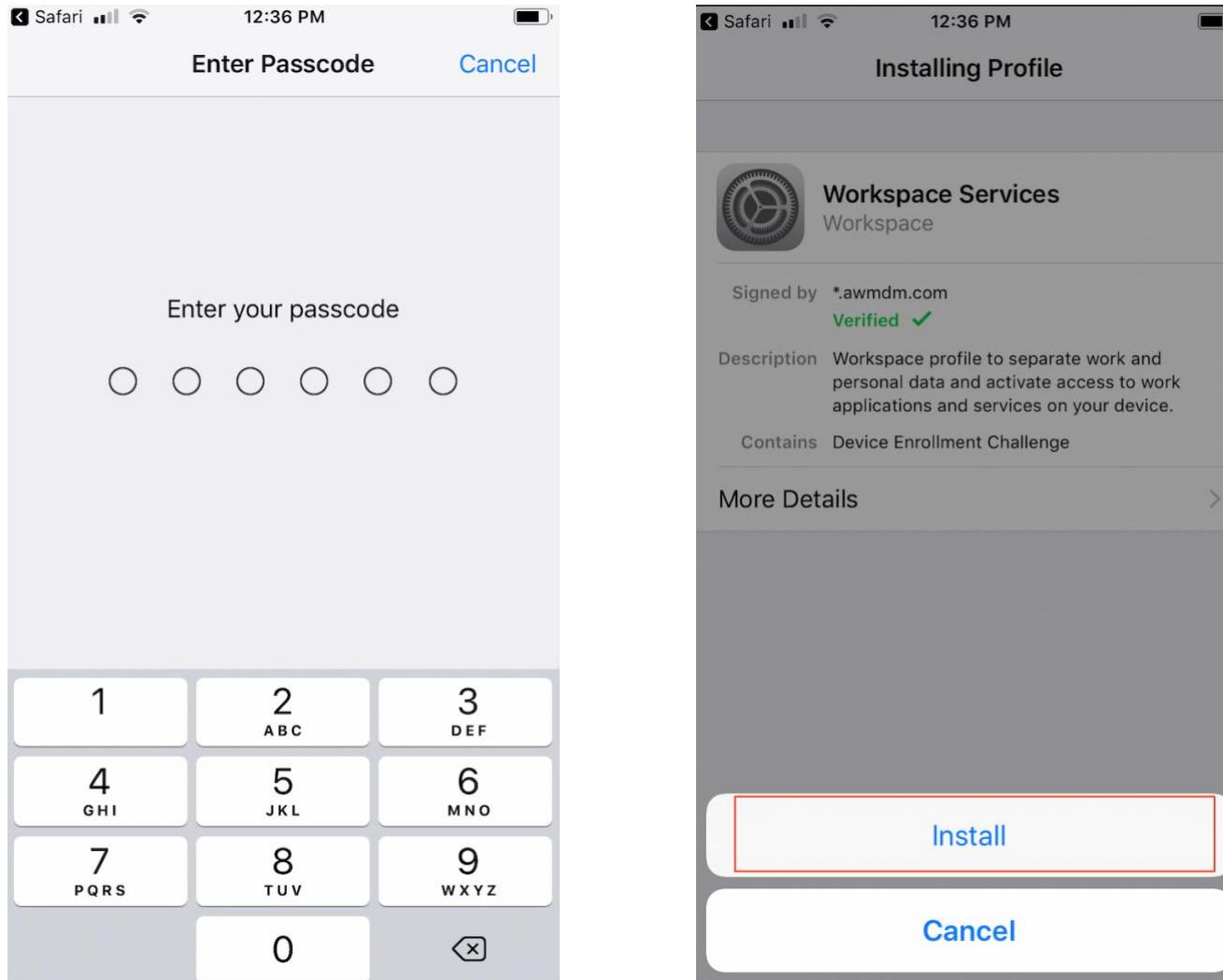
****If you are running an iOS Version less than 12.2 your device will automatically redirect to Safari to install the profile and finish configuration. If you are redirected, please continue to follow the prompts to install the profile configuration.****



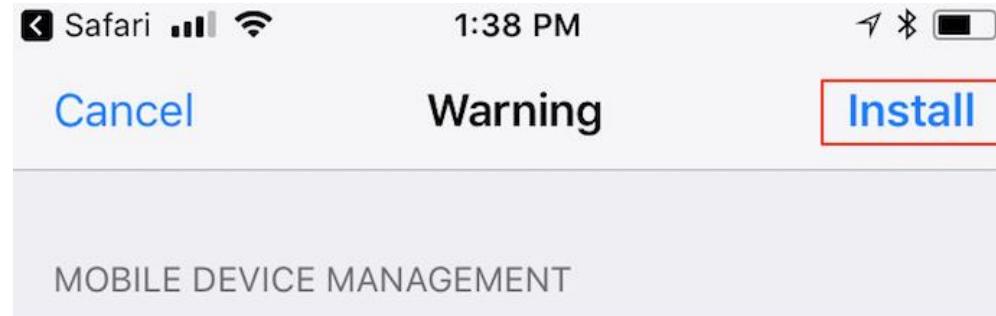
12. Once you are in the device settings, Select Profile Downloaded at the top of the screen. Then Select Install to install the profile.



13. Enter your device passcode to continue (this is the passcode you setup in the required device settings section) Then select Install.



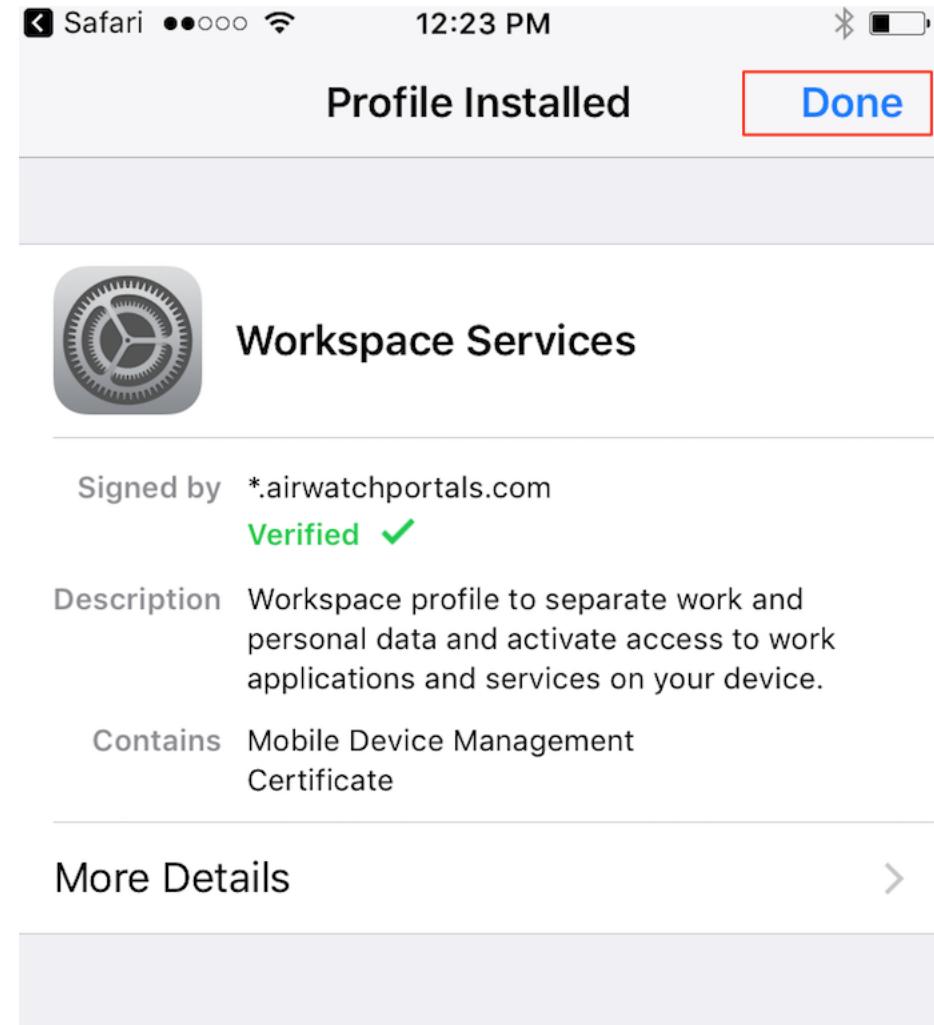
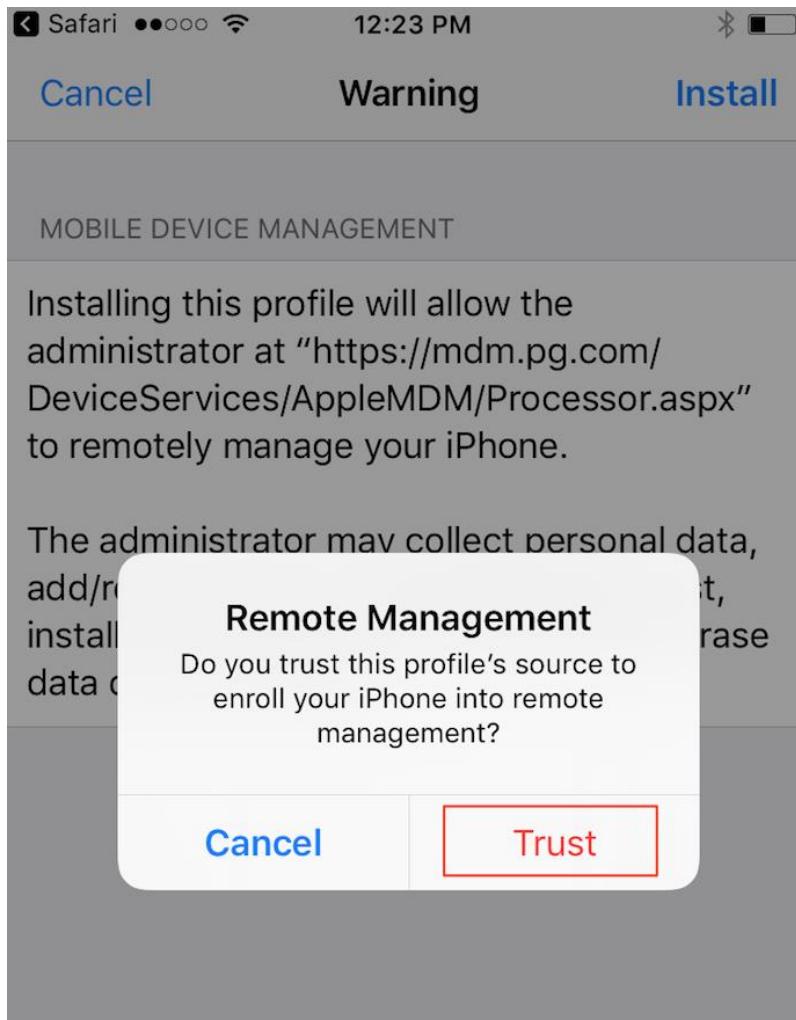
14. You will now be prompted to install. AirWatch will only manage your corporate settings and applications.
AirWatch will NOT manage or change your non-corporate applications or settings.



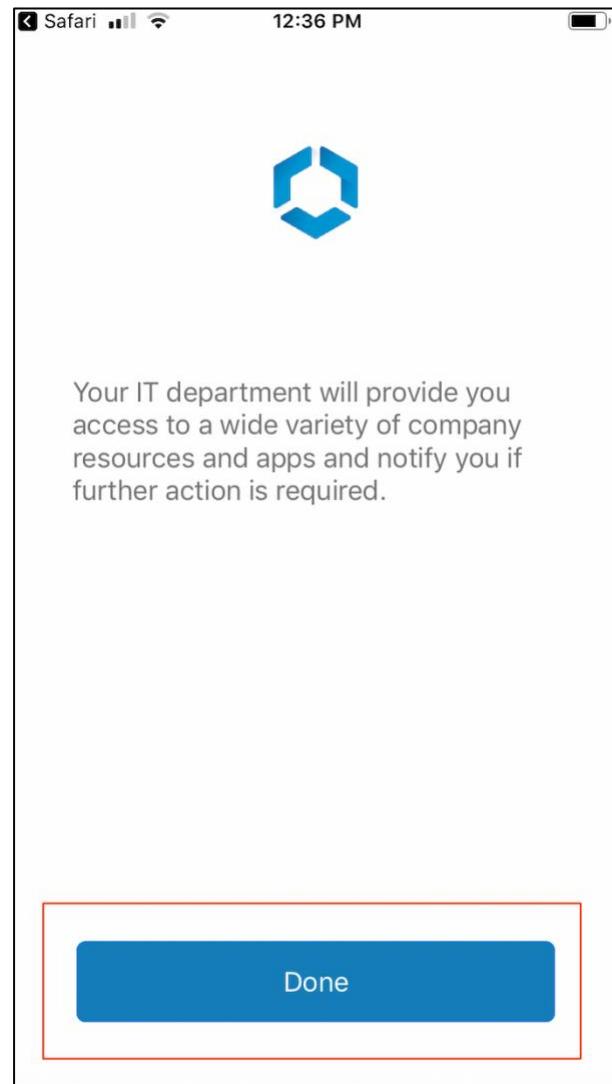
Installing this profile will allow the administrator at "<https://mdm.pg.com/DeviceServices/AppleMDM/Processor.aspx>" to remotely manage your iPhone.

The administrator may collect personal data, add/remove accounts and restrictions, and list, install and manage apps on your iPhone.

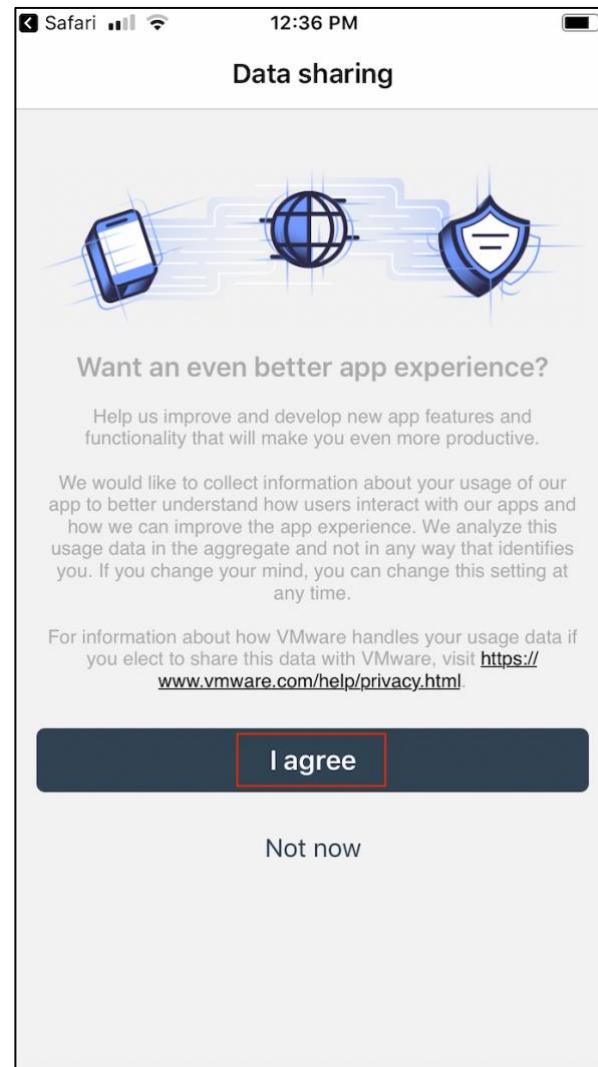
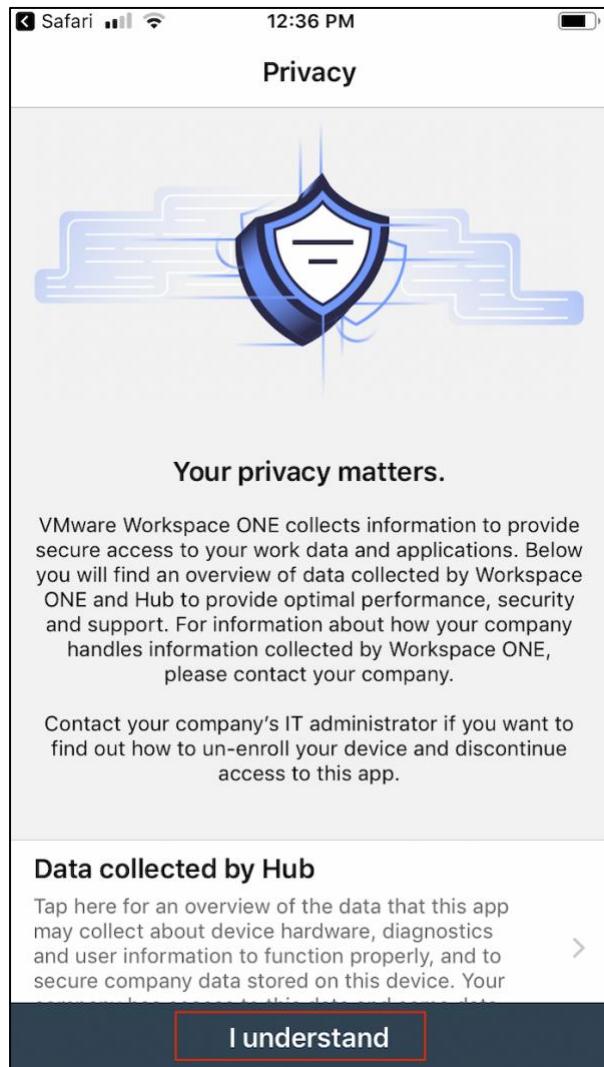
15. Tap Trust to enable the profile followed by tapping done on the next prompt.



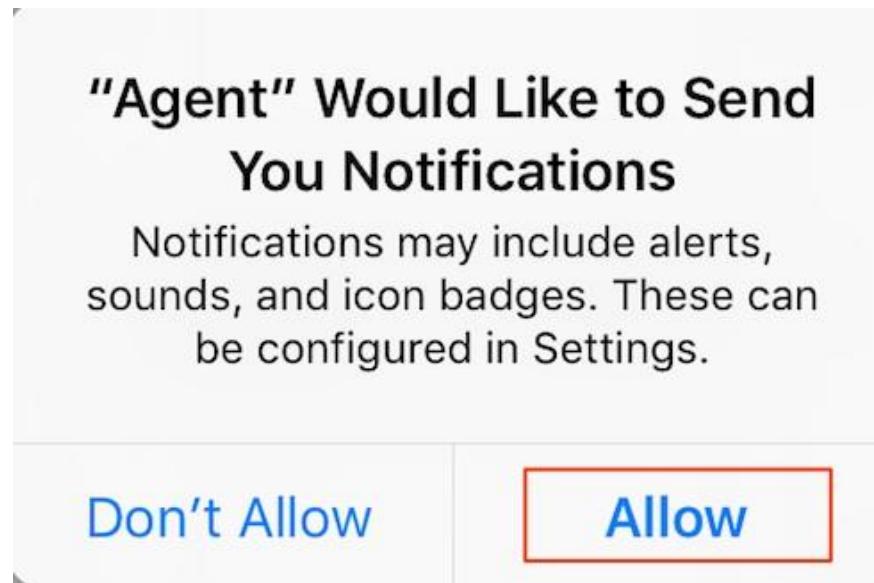
15. Next navigate to the home screen on your device and open the Hub application. Then Select Done.



16. Select 'I Understand' to agree to the privacy settings of the Hub.
17. Select 'I Agree' to help improve VMware application data.



18. Once the configuration profile is applied you will be prompted to start downloading applications. Tap on install for these applications. You may also be prompted to sign into iTunes using your Apple ID and password.

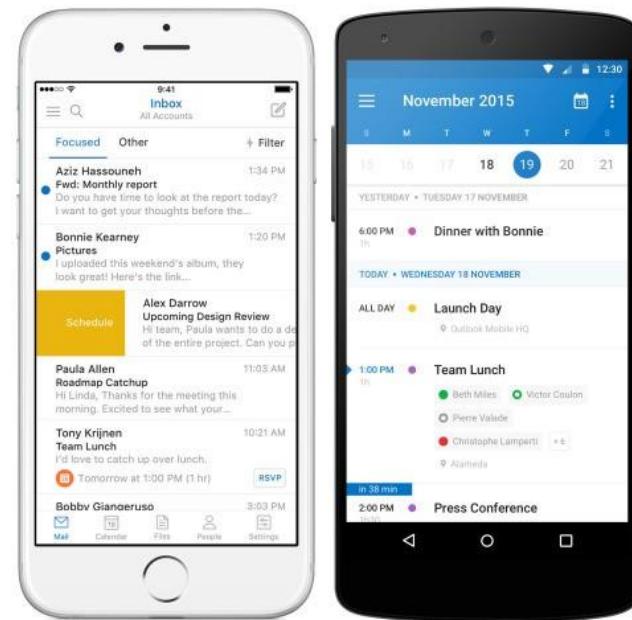


Setup Outlook App On iOS & Android

The Outlook App is the new official app for P&G email, calendar, and contacts on mobile devices (CorporateMobile, YourMobile, Blended Payment).

The Outlook App has improved security and a more modern mobile experience including:

- Support of P&G's new corporate standard for authentication through PING ID for increased security.
- Improved look & feel.
- Seamless inbox management with simple and customizable swipe gestures.
- Easy access to calendar and files right from your inbox.
- View and attach files from email and OneDrive.
- More reliable calendar event management.



What you need to do:

Setup the Outlook App by following the instructions below.

1. If you haven't already done so, ensure you install and setup Ping.
2. You should receive a notification requesting permission to install the Outlook App on your mobile device.

iOS Users Tap Install



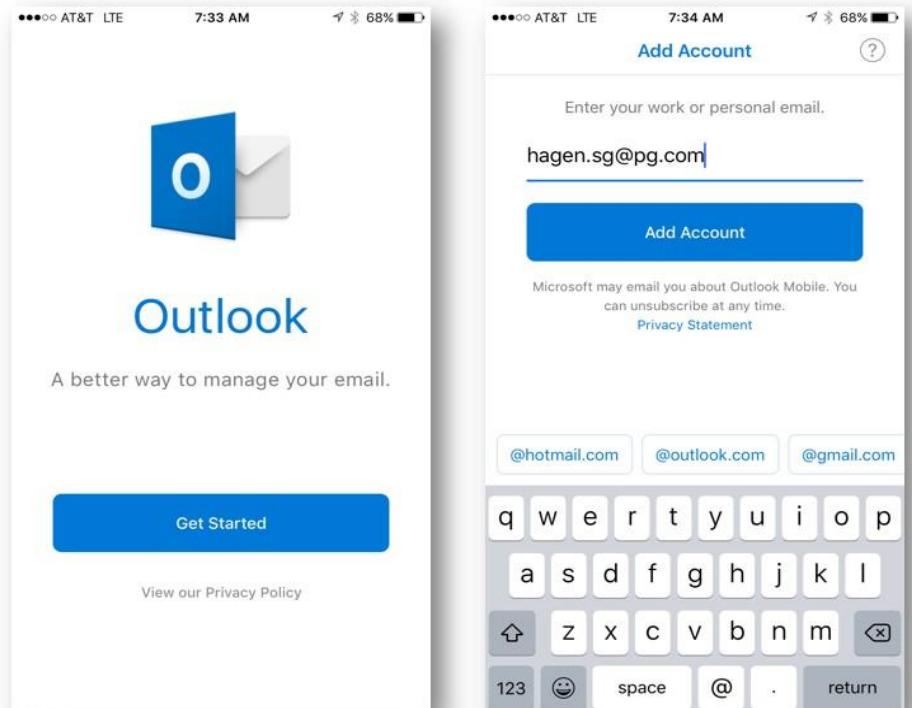
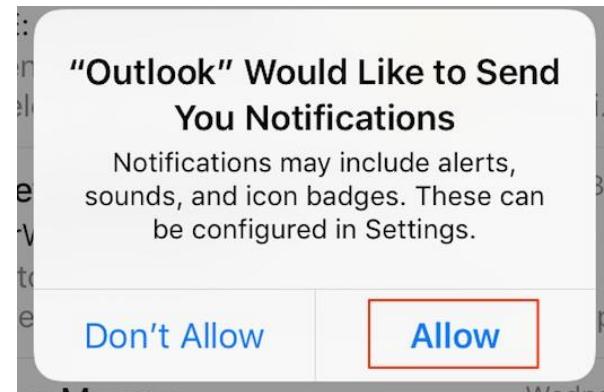
Note: If you did not receive this notification or you did not accept the prompt to install the app, you can install the Outlook App from the P&G AppStore on your iOS device.



1. After installing it, open the **Outlook App**.



2. Select **Allow** when prompted to allow notifications.
3. Tap **Get Started**.
4. Enter your **P&G email address** and tap **Add Account**.



- Authenticate using **Ping** on your mobile device. If you have set your desktop as your primary Ping device, you can manually enter the passcode number that Ping provides on your desktop.

The collage consists of five screenshots:

- Screenshot 1 (Ping ID App):** Shows an authentication request for SSO. It displays a smartphone icon with a loading circle and the text "Authenticating on iPhone 6S". Buttons for "Change Device" and "Settings" are at the bottom, and the Ping ID logo is at the bottom right.
- Screenshot 2 (Add Another Account Screen):** Shows a blue user icon with the question "Would you like to add another account?". Below it are two buttons: "Maybe Later" (white background) and "Let's Do It" (blue background).
- Screenshot 3 (Focused Inbox Screen):** Shows a list of emails from various senders. At the top, it says "Focused Inbox" and "We've put your most important, actionable emails here." Below are buttons for "Skip", three dots, and a right arrow.
- Screenshot 4 (Enable Notifications Pop-up):** A modal window titled "Enable Notifications" with the text: "Outlook uses notifications as a way to make sure your inbox is always up-to-date. Disabling them might delay email delivery." It has "No Thanks" and "Turn On" buttons, with "Turn On" highlighted by a red border.
- Screenshot 5 (Email Thread Preview):** A preview of an email thread between "Whitaker, Angie" and "Max Monroe" dated "Wednesday". The subject line is "RE: Ben...".

- Tap 'Maybe Later' on the **Add Another Account** screen.

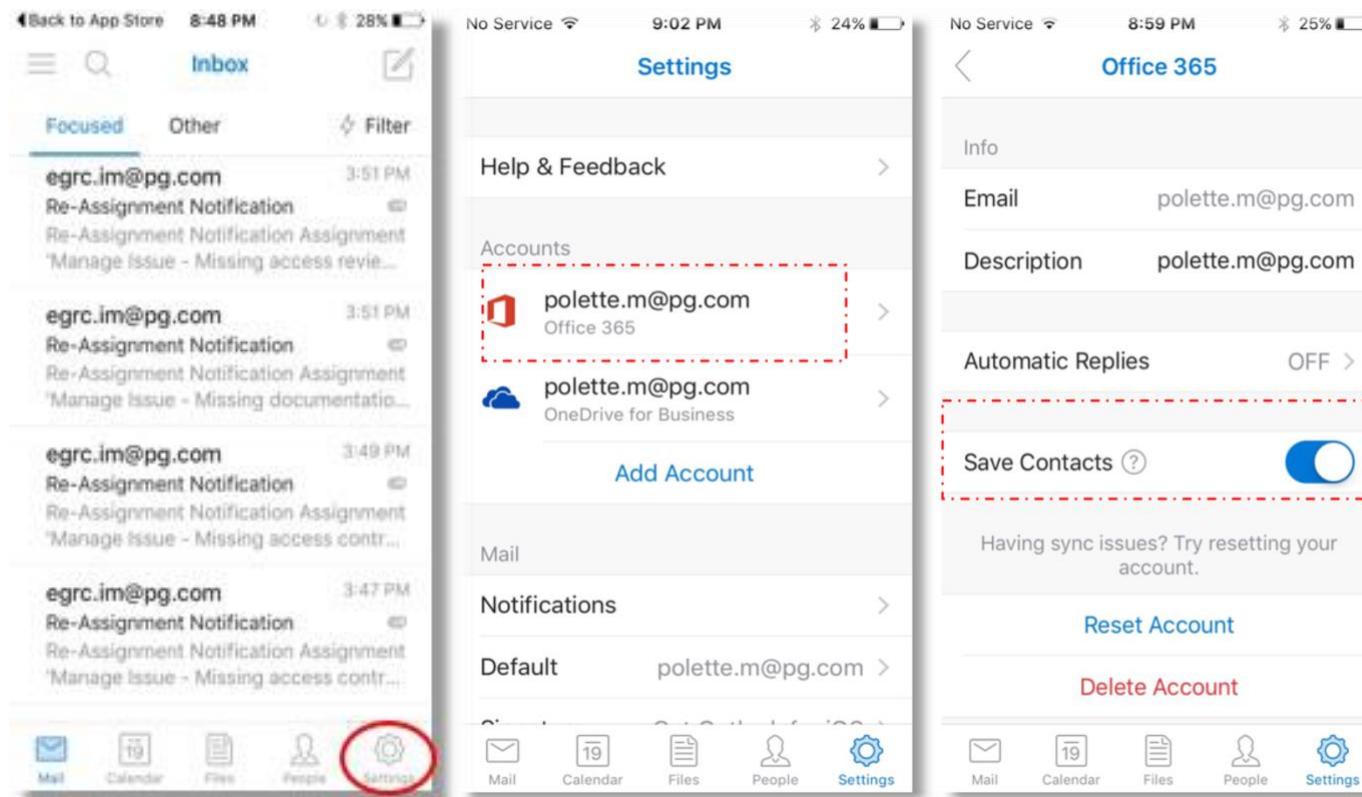
Tap **Skip** or swipe through the introduction screens.

- Tap **Turn On** to enable notifications for the outlookapp.

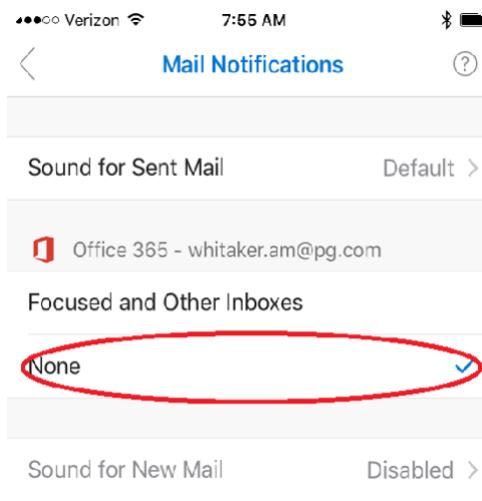
9. You should now see your inbox in the app. There are a few settings you should now review and change if needed. Tap settings in the bottom right.

10. Sync your contacts to your device's contacts app:

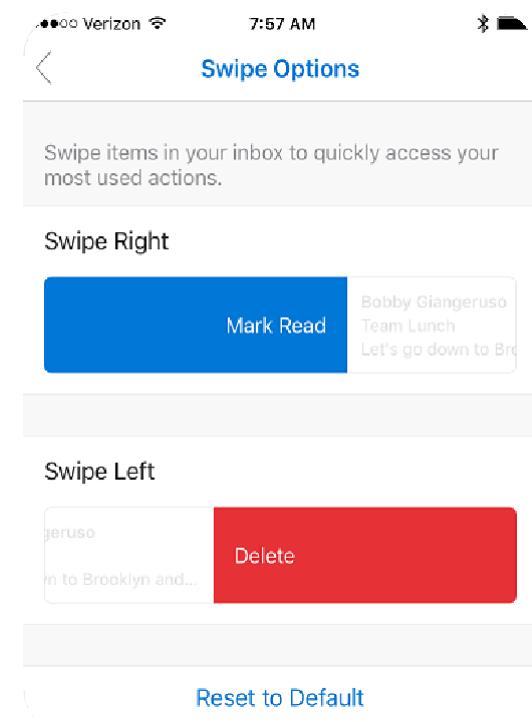
- Within the Outlook App Settings Accounts section, tap your **Office 365** account
- Turn on **Save Contacts**
- Agree to the confirm screen to save your contacts to your device



9. Once done saving contacts, tap on the back arrow on the top left. Go to **Notifications** under mail and set to “None” unless you want to be notified for every mail you receive.

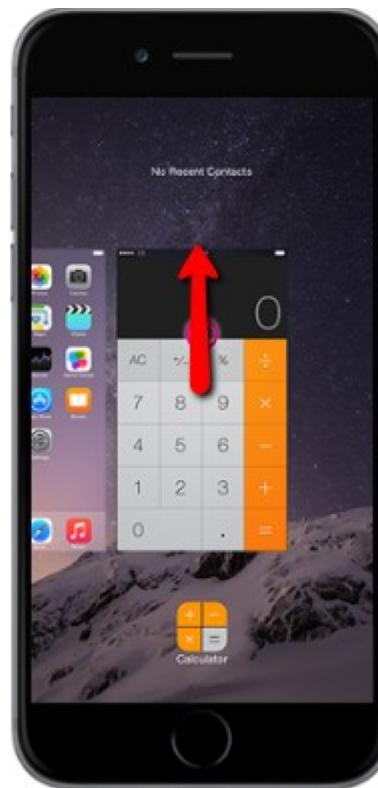


10. Once done with Notifications, tap on the back arrow on the top left. Go to **Swipe Options** to review and set as you like. For example, you may want to change the Swipe Left action to “Delete”.



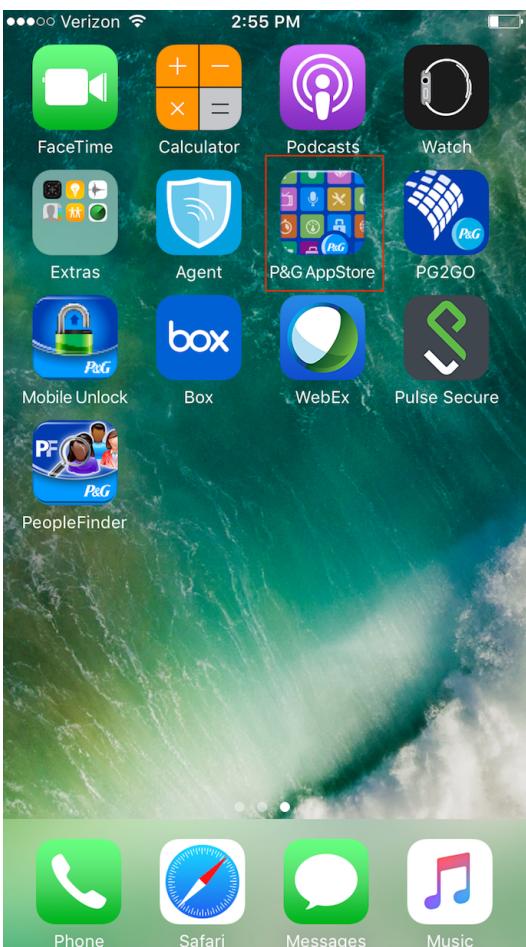
20. Close any applications that are still running.

- a. Double tap the home button
- b. Swipe the open applications upwards to close them.
- c. You may need to restart your phone for P&G email to start syncing.

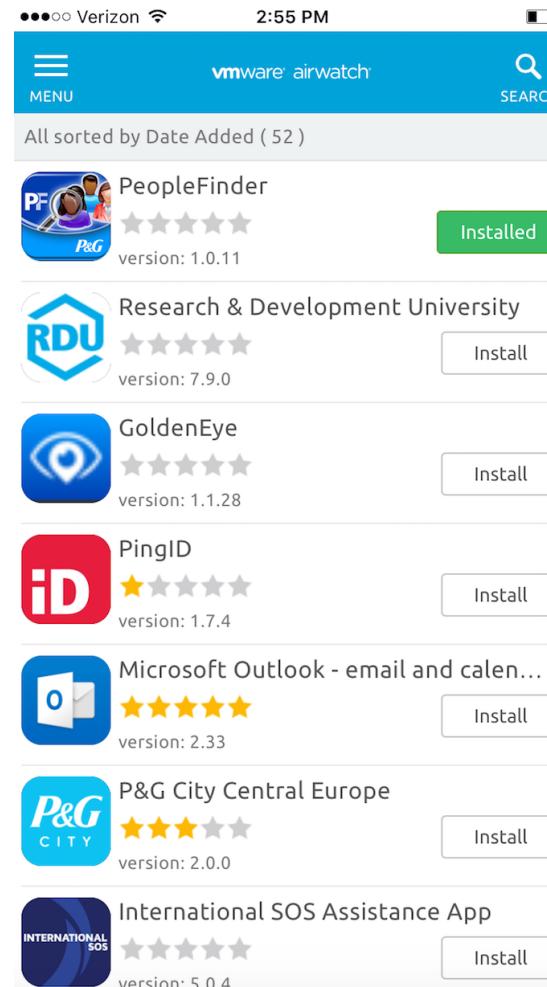


20. Navigate to the P&G App Store to find any recommended business application.

a. Select the P&G App Store icon.



b. Navigate and search through the available corporate apps.



COMPLETION

You have completed the setup of your device. If you have any problems during the enrollment process please contact your local helpdesk.

<http://itsolutions.pg.com/help/Pages/ITSupport.aspx>

