

MobileIron MDM - Device Registration & Application Installation

1. Before you start

Prior to setup you will need to know the following information.

EZCORP / AZCORP Active Directory user name and password Lotus Notes Internet password (This is your Sametime or ChannelZ password).

If you do not have an EZCORP/AZCORP account then you will use a local account created by your administrator. You should receive this account in an email.

For MobileIron to work properly on your device it must have location services enabled. It must also have a passcode.

IMPORTANT! We recommend that you perform a FULL backup of your device before you start the MobileIron configuration in case you have to wipe the device after installation of MobileIron.

2. Validating access to the Traveler Server

Connect to the Traveler server URL from his/her computer while connected to the corporate network (Zurich network).

This will not work if user is connected at home unless y using VPN. EMEA:

Zurich Mail	http://cendm0264.zurich.com/servlet/traveler
Zurich Mail 2	http://cendm0265.zurich.com/servlet/traveler
Zurich Mail 3	http://cendm0266.zurich.com/servlet/traveler
Zurich Mail 4	http://cendm0267.zurich.com/servlet/traveler
Zurich Mail 5	http://cendm0384.zurich.com/servlet/traveler
Zurich Mail 7	http://cendm0400.zurich.com/servlet/traveler
Zurich Mail 8	http://cendm0401.zurich.com/servlet/traveler
Zurich Mail 9	http://cendm0402.zurich.com/servlet/traveler
Zurich Mail 10	http://cendm0403.emea.zurich.corp/traveler
Zurich Mail 11	http://cendm0404.emea.zurich.corp/traveler
Zurich Mail 12	http://cendm0405.emea.zurich.corp/traveler

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AMER: For Zurich Mail - <https://uswnt002.amer.zurich.corp/servlet/traveler>

For Zurich Mail 2 - <https://uswnt003.amer.zurich.corp/servlet/traveler>

For Zurich Mail 3 - <https://uswnt004.amer.zurich.corp/servlet/traveler>

For Zurich Mail 4 - <https://uswnt005.amer.zurich.corp/servlet/traveler>

You will be prompted that there is a problem with the website certificate. The website is fine. You should Click **'Continue to this website'**

You will be prompted to login. Ask user to write your external email address and your Notes Internet/Sametime password.



If you have access to the Traveler server you will see a status of **'Lotus Notes Traveler server is available.'**



3. Connecting to the MobileIron server

Using your computer, login to the Mobile Device Management registration site

EMEA: <https://mdmeu.zurich.com>

NA: <https://mdmna.zurichna.com>

You will be automatically redirected to a secure HTTPS login for this site.

4. Registering your device

At the [MyPhone@Work](#) screen login using your EZCORP / AZCORP or local defined user name and password.

A login screen titled "MyPhone@Work". It features two input fields: "UserID:" and "Password:". Below the password field is a "LOG IN" button. The background is a light blue gradient.

You will see the 'Device Registration with MobileIron' screen.

A "Device Registration with MobileIron" screen. At the top, it says "Device Registration with MobileIron". Below this is a checkbox labeled "My device has no phone number". The "Country:" dropdown is set to "United States". Below this is a section for "Country Prefix and Number Code (no space, no leading zero)". The "Mobile:" field is split into two parts: "1" and "4085551717". Below this are dropdowns for "Operator:" (set to "-Select-"), "Platform:" (set to "-Select-"), and "Device Language:" (set to "English"). At the bottom, there is a checkbox labeled "I own this device" which is checked. Below the checkbox are "Register" and "Clear" buttons.

Country – Select your country. Once you choose the country, your country code will automatically be populated

Mobile – Input the mobile number of your device. If this device does not have a number associated to it then select 'My device has no phone number' at the top of the screen.

Operator – If you selected a country outside of the United States, this option will be grayed out. Mobile Iron only needs to know the operator in the US.

Platform – Select the type of device you are using (iOS, Android, etc)

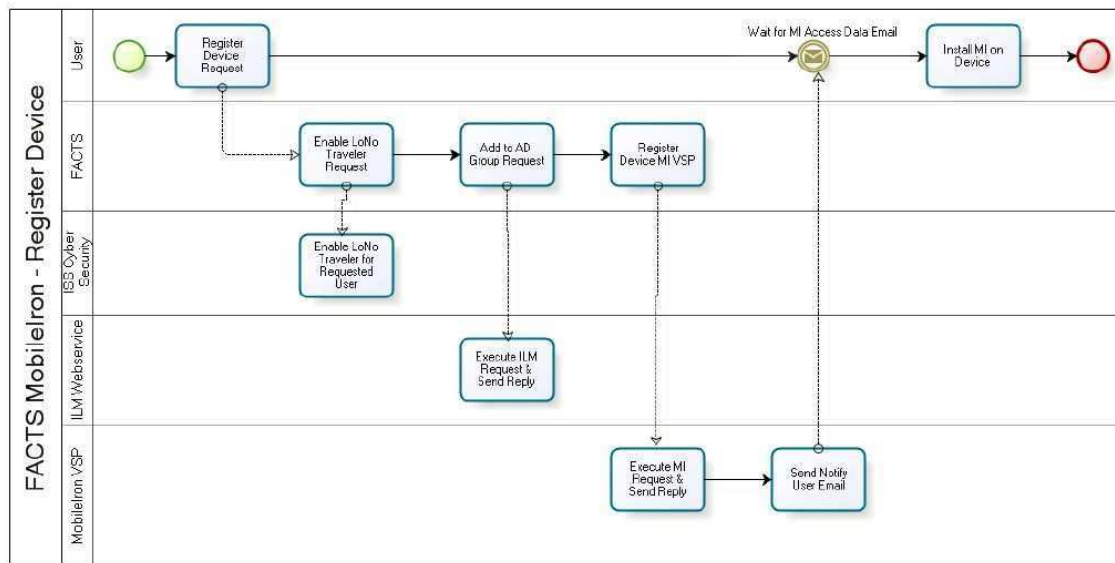
Device Language – Select the language used by your mobile device

I own this device – Uncheck this box if your device is company owned.

Click 'Register'

CH: Process Overview - Registration / Deregistration of device

Register Device process:



Prerequisite

- User need of MobileIron services
- User has to be listed in Swiss Contact Feed
- User has valid: zPrimaryKey, GAD ID, email address

5. Opening the text or email

You will receive a text message from the Mobile Device Management registration server.

Note: If you have a device without a phone number you will only receive the email into your corporate mailbox.

You will need to open that email and input the web address from it into the browser on your mobile device.



Open the text message:



6. Installing the Mobile Iron app

Click on the web address inside the text message.

EMEA: <https://mdmeu.zurich.com/mifs/c/d/ios.html> ;

NA: <https://mdmna.zurichna.com/mifs/c/d/ios.html>, <https://mdmfarmex.farmersinsurance.com/mifs/c/d/ios.html>

This will take you to the MobileIron server and prompt you to install the MobileIron application.



MobileIron Registration

To register you will need to download and launch the **MobileIron MyPhone@Work™ Client** from the App Store.

Get App

Click 'Get App'

You will be redirected to the Apple App



Click 'Install' to install the MobileIron application

Input your iTunes credentials to download the app. If you don't have one, you need to create one.



The MobileIron app will download and install onto your device.



7. Installing the profiles

1. Open the MobileIron app:



2. Input the server name EMEA: "mdmeu.zurich.com".
NA: "mdmna.zurichna.com" Click
Register.



3. Input your EZCORP / AZCORP or locally defined username and password. Click 'Next'.



You will be logged into the MobileIron server to begin the profile configuration on your device.

4. Click 'OK' to allow MobileIron to use your current location.
 - MobileIron uses location services to assist in locating lost or stolen devices. If you select 'Don't Allow' then your profile will not install correctly and you will not receive mail on your device.



5. Click 'Install' at the Install Profile screen.



6. Click 'Install Now' to install the profile.



7. If you already have a passcode on your device you will be prompted to input it now. If you do not have a passcode you will be prompted later during the installation to create one. (Note the passcode must be 8 digits alpha or numeric.) Input your passcode.



Your device will go through a series of 'Installing Profile' and 'Enrolling Certificate'.



8. Next you will be prompted to install the Root Certificate to allow administrative management of your device.
Click 'Install' to install the certificate.



9. Your device will go through another series of 'Enrolling Certificate' and 'Installing Profile'.



10. The profile is now installed.
Click 'Done'.



8. Setting a new passcode

Now that the profile registration is complete the profiles will be pulled down to your device. **If you did not already have a passcode set on your device you will be prompted to do so after the profiles install.

1. Click 'Continue' to set your passcode now. It is NOT recommended that you wait as it could delay receiving mail on your device.



2. Input a passcode and click 'Continue'.



3. Re-enter your new passcode and click 'Save'.



9. Login to your Zurich Mail account

Next you will be prompted for your "Zurich Mail" password. This may take 5-10 minutes to prompt.

- This is your Lotus Notes Internet password – also known as your Sametime password and ChannelZ password

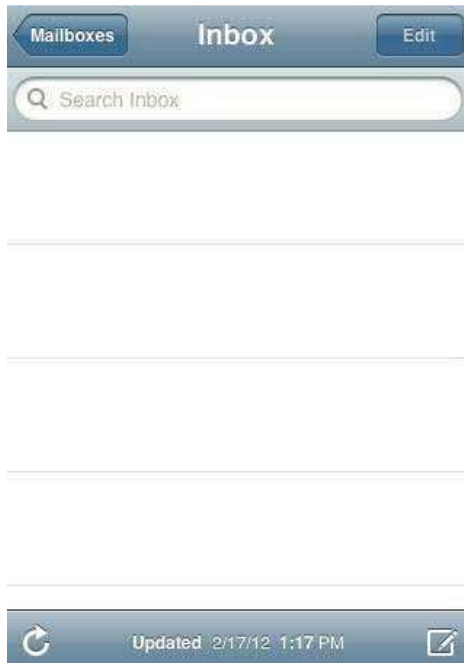
1. Input the password then click 'OK'.



2. Go back to your device homepage and select the Mail icon.



3. Your inbox should begin populating within a few minutes as your device connects to your corporate mailbox.
Note: If you have personal mailboxes on your device prior to installing MobileIron you may need to go to the mailboxes view and select 'Zurich Mail'.



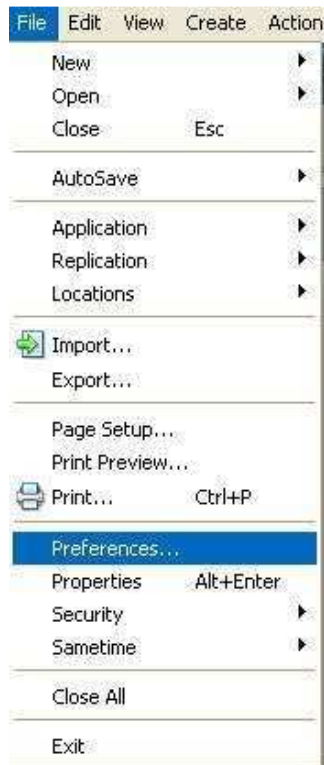
11. Reset Lotus Notes Internet password

1. Inside Lotus Notes hit CTRL-O.
2. Brings up the open database or open application box.
3. In the 'Look in' field type in your home mail server
 - Open Zurich Notes Address Book.
4. Go to people - search for your name.
5. Double-click on your name to open up your person document.
6. Click 'Edit Person' in the top left.

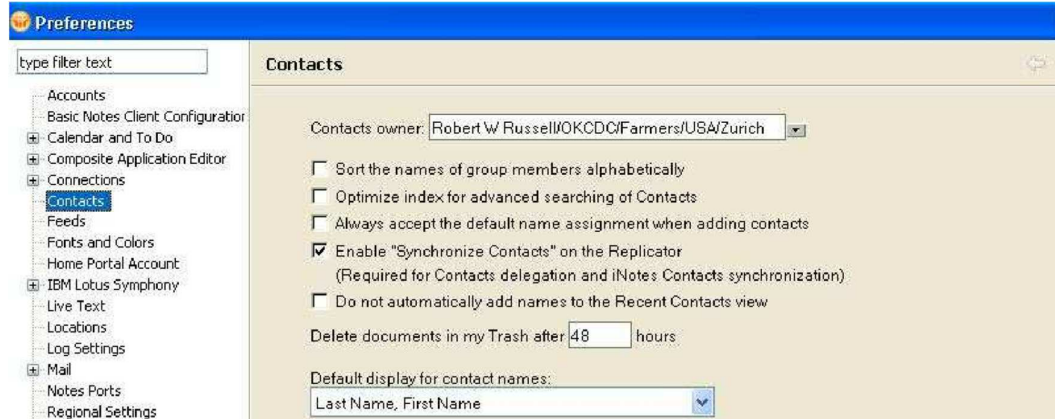
7. Click on the 'Enter password' button inside the Internet password field.
8. Enter a password then save & close.
9. Will take some time to replicate over to the Traveler server (can take up to 6 hours).

12. Synchronizing Lotus Notes Contacts

1. Open your mailbox and click on File-Preferences.



2. Select 'Contacts'.
Place a check mark next to 'Enable "Synchronize Contacts" on the Replicator'. Click 'OK'.



3. Click on 'Open' – 'Replication and Sync'.



You will see the Replication and Sync screen

4. Make sure 'Synchronize Contacts' is the only option checked.



Don't worry if there is a server other than your mail server listed under summary. It will synchronize to your home mail server.

5. Click 'Start Now'.

