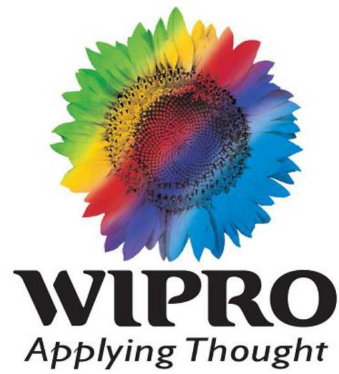


# STEP-BY-STEP GUIDE FOR MDM ENROLLMENT



## Table of Contents

|                                                                       |           |
|-----------------------------------------------------------------------|-----------|
| <b>1. Pre-Requisites .....</b>                                        | <b>3</b>  |
| <b>2. AirWatch Applications used Once Enrolled .....</b>              | <b>3</b>  |
| <b>3. Device Enrollment Steps - Android .....</b>                     | <b>4</b>  |
| <b>A. Existing Citrix MDM Users Migration Steps.....</b>              | <b>4</b>  |
| <b>B. New user MDM Enrollment Steps.....</b>                          | <b>9</b>  |
| <b>C. Steps to configure Corporate Wi-Fi for Android devices.....</b> | <b>17</b> |
| <b>4. Device Enrollment Steps - iOS.....</b>                          | <b>18</b> |
| <b>A. Existing Citrix MDM Users Migration Steps.....</b>              | <b>18</b> |
| <b>B. New user MDM Enrollment Steps.....</b>                          | <b>20</b> |
| <b>C. Steps to configure Wi-Fi network for IOS devices.....</b>       | <b>28</b> |

## **1. Pre-Requisites**

1.1 Android devices with Version 4.2 and above

1.2 Apple devices with iOS Version 6.x and above

## **2. AirWatch Applications used Once Enrolled.**

### **➤ Android Devices:**

- AirWatch Agent - Must
- AirWatch Inbox – Must be required for accessing emails
- Airwatch Content Locker – Must be required for opening Attachments
- Airwatch Browser (Optional) – Can be used for Intranet URL's

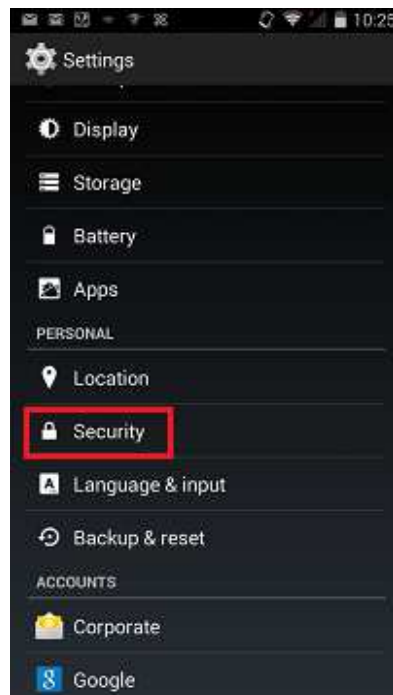
### **➤ iOS devices:**

- Airwatch Agent: Only AirWatch Agent is required and not required to install any other AirWatch apps for email or Attachments
- Email will be configured directly on default native client of the Device that is "Mail"

### **3. Device Enrollment Steps - Android (4.2 and above)**

#### **A. Existing Citrix MDM Un-Enrollment Steps:**

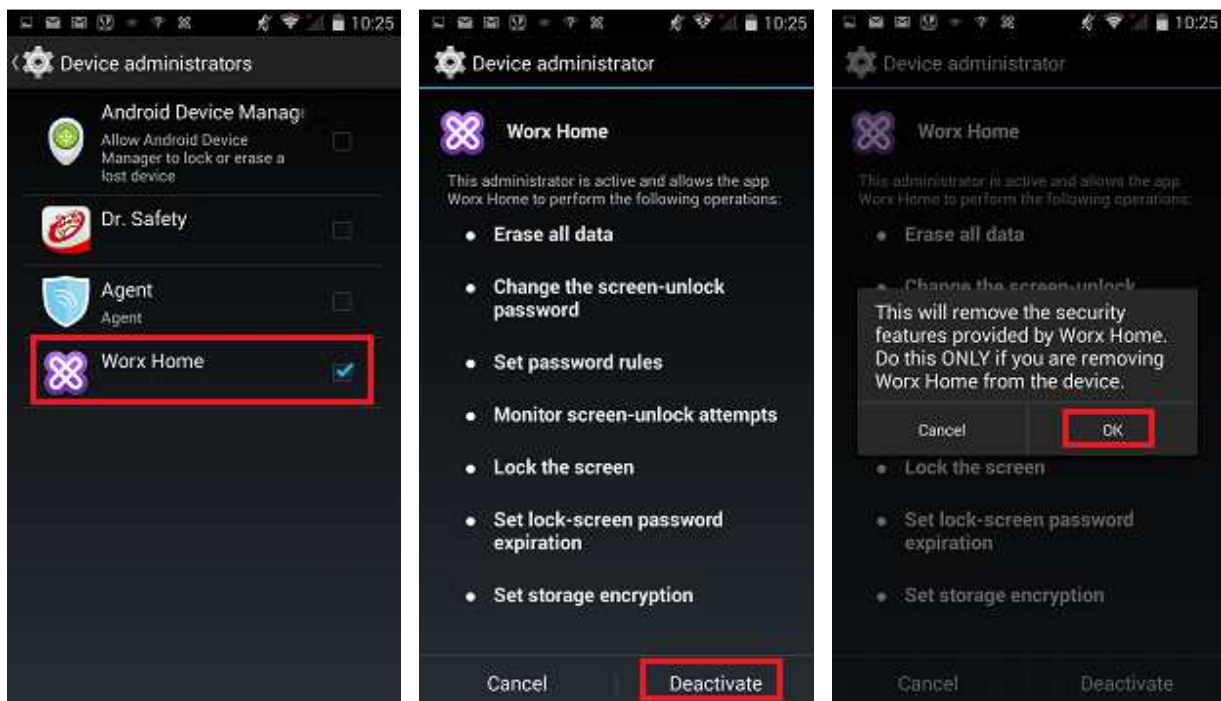
1. Citrix MDM needs to be unenrolled and corporate email needs to be removed before enrolling to new AirWatch MDM.
2. Go to Settings → Accounts → Exchange → Select Wipro Email Account → Remove Account
3. Go to 'Settings' of device and select 'Security' option



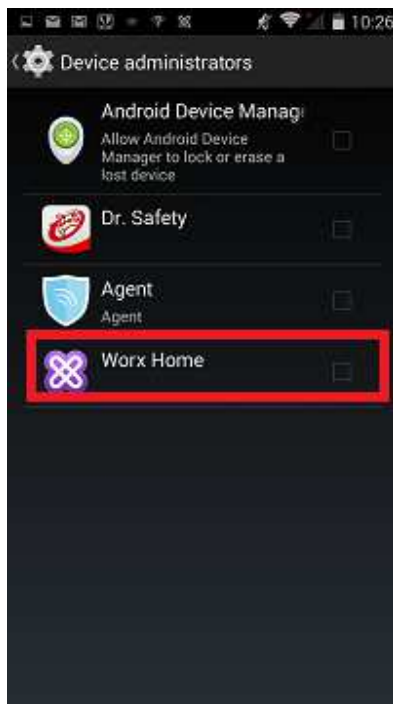
4. Select 'Device Administrators' from the Security screen



5. Click on 'Worx Home' (checked) and select 'Deactivate' and then click 'OK'



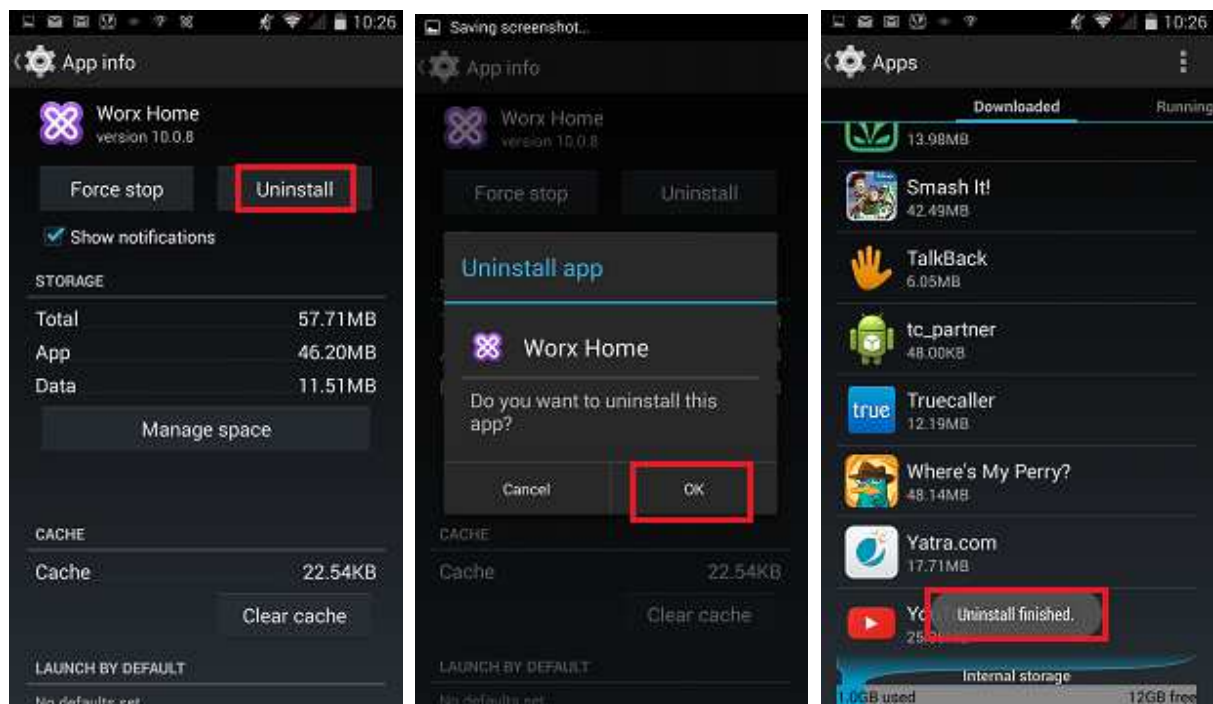
6. Once 'Worx Home' is deactivated 'Worx Home' will be unchecked on the same screen



7. To uninstall Worx Home application go to setting from the device and select 'Apps' and click on 'Worx Home'



8. Select 'Uninstall' and click 'OK' and wait for 'Uninstall finished' prompt

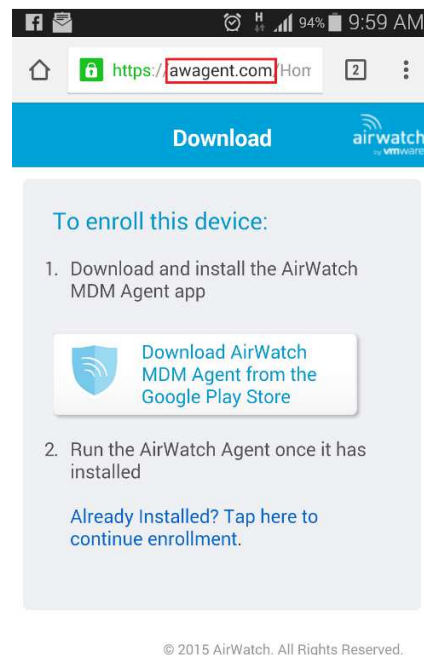


9. Once these steps are done follow the steps mentioned in new enrollment as below.

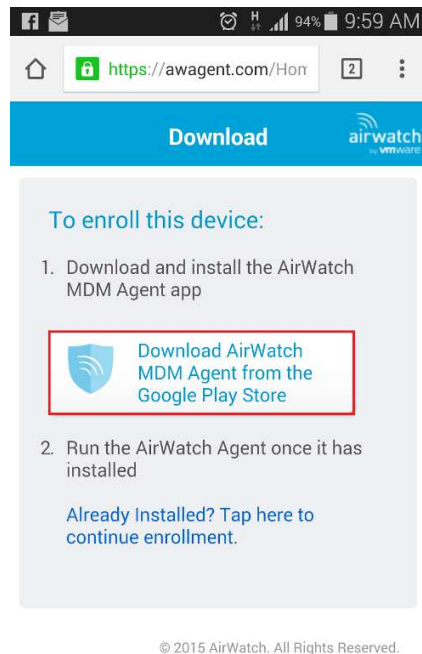


## **B. New MDM Enrollment Steps:**

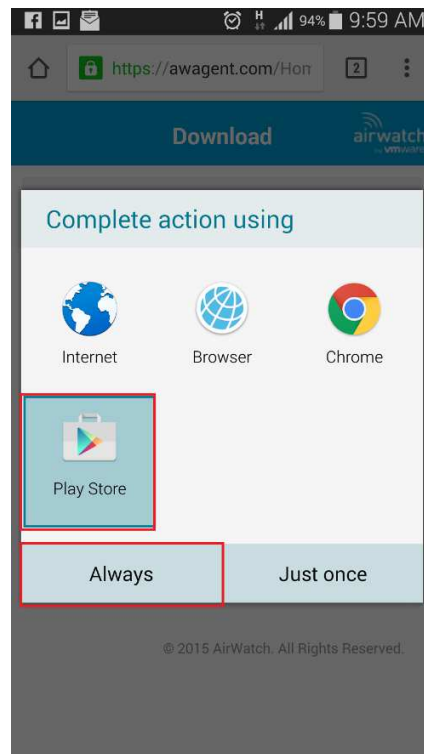
1. Enable cellular data or connect to Wi-Fi to access internet from the device
  - i. Go to Settings → Wireless & Networks → Mobile Networks
2. Ensure to delete Wipro email account If you are already accessing mails through your device.
  - i. Go to Settings → Accounts → Exchange → Select Wipro Email Account → Remove Account
3. Using the device's web browser, please navigate to [awagent.com](https://awagent.com)



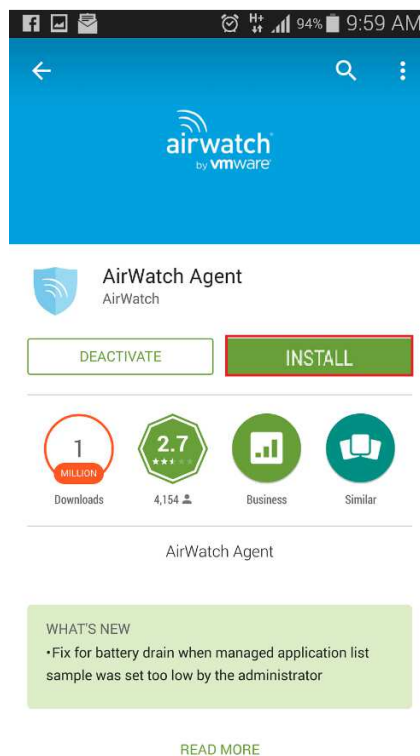
4. Click on 'Download AirWatch MDM Agent from the Google Play Store'



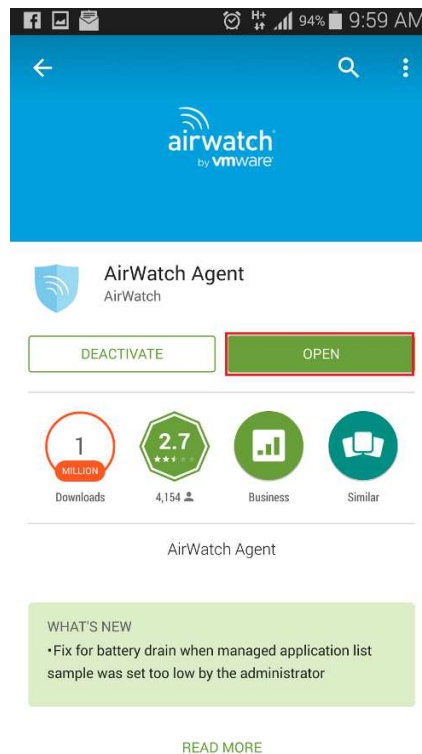
5. Select 'Play Store' or\and click 'Always'



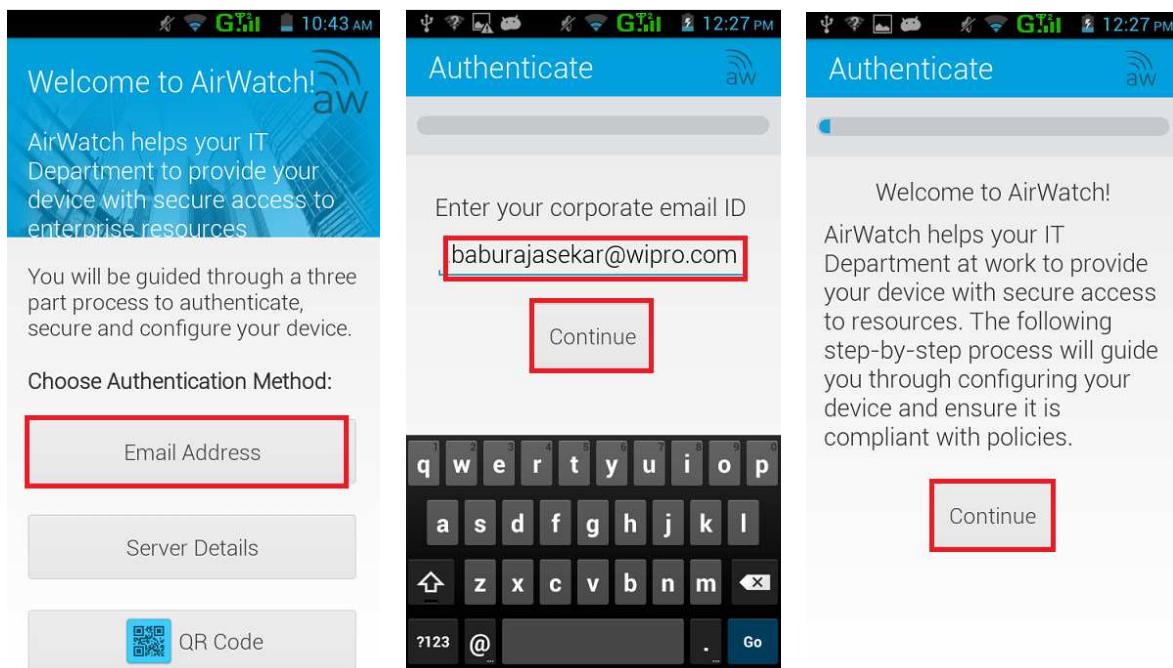
6. Click on 'Install' to install AirWatch Agent



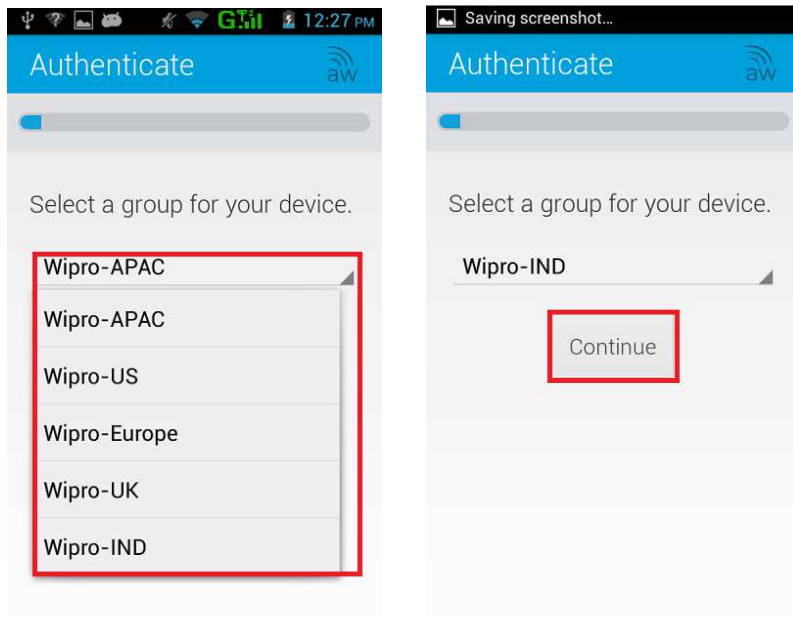
7. Click 'Open' once agent is installed



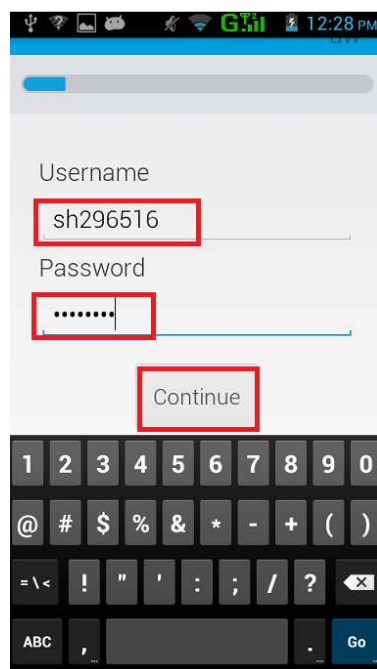
8. Click on 'Email Address and enter you email address and continue



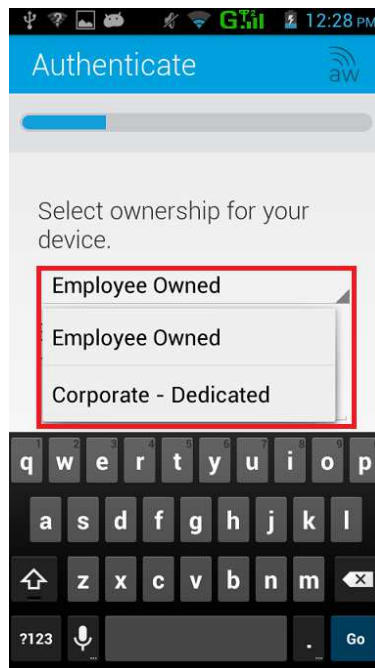
9. Select a group based on your base location and continue (For e.g.: If your base location is Bangalore select 'Wipro-IND' group; if you location is New Jersey select 'Wipro-US' group)



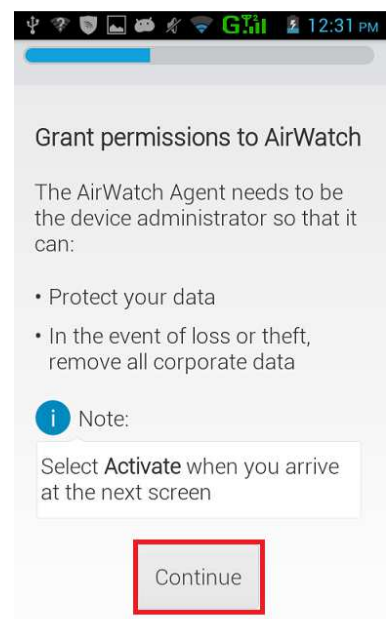
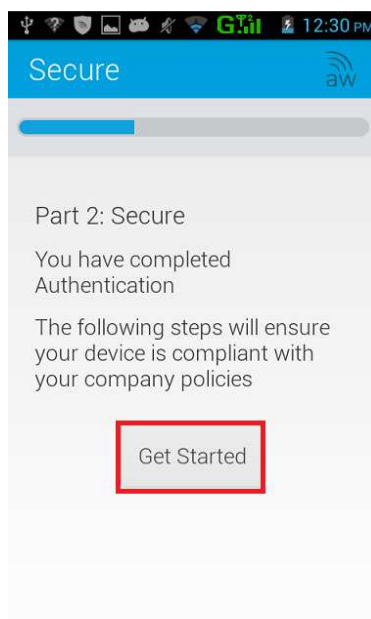
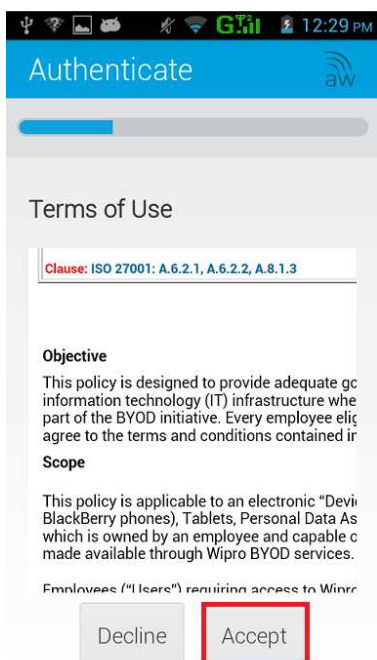
**10.** Enter your username\AD-ID and password and continue



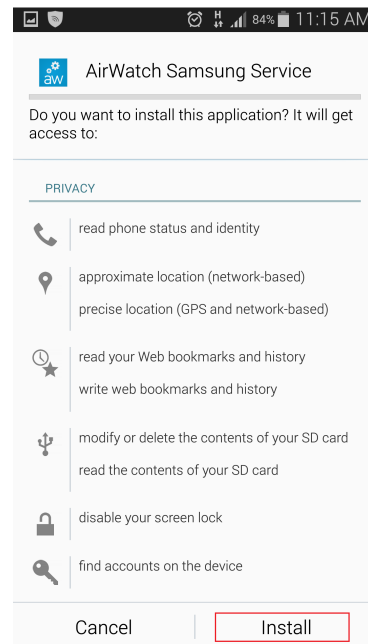
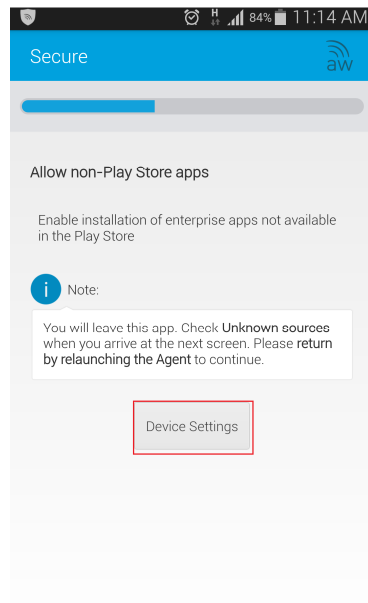
**11.** Select ownership option as 'Corporate –Dedicated' if the device is provided by Company else choose 'Employee Owned'



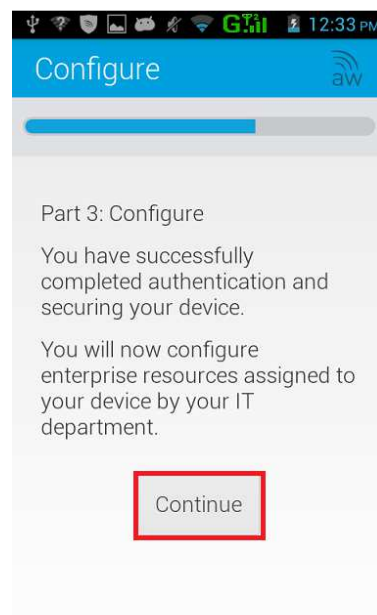
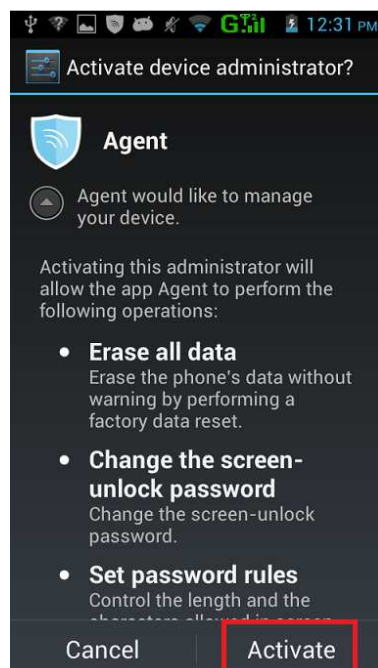
12. Read and accept Terms of BYOD Acceptance policy, click 'Get Started' and continue



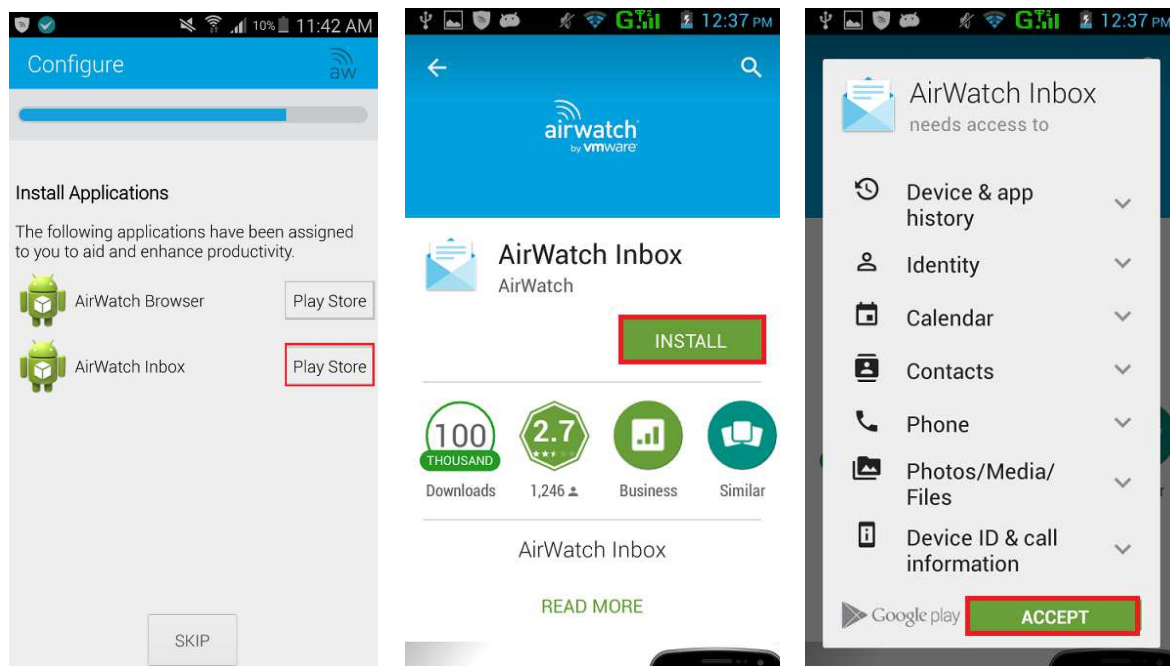
13. Optional steps: i) if in your device installation of non-play store apps are not allowed below screen would be prompted. ii) Samsung devices might get 'AirWatch Samsung Service' prompt select 'Install'



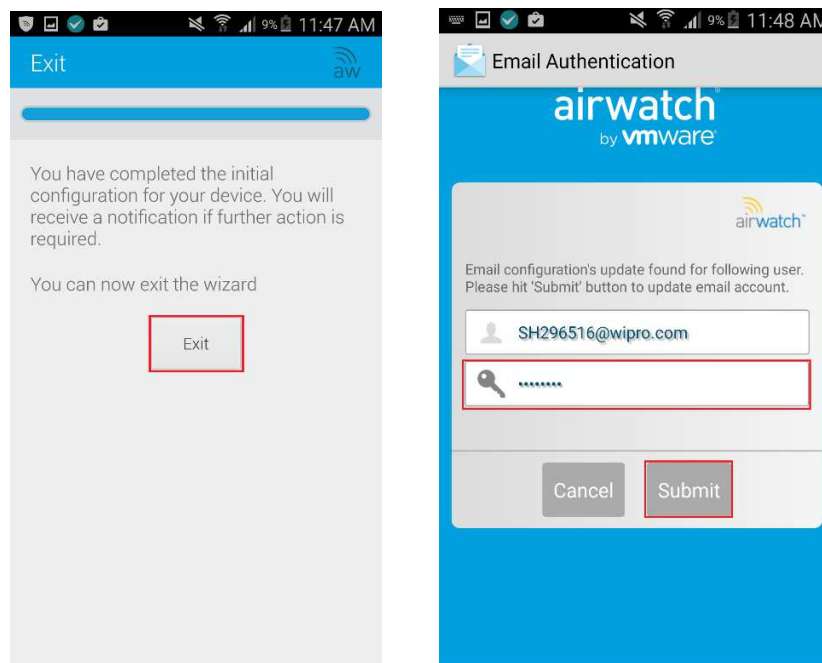
14. To activate agent, click 'Activate' and continue



15. Install Airwatch Inbox by clicking on 'Play Store' and click 'Install' and 'Accept'

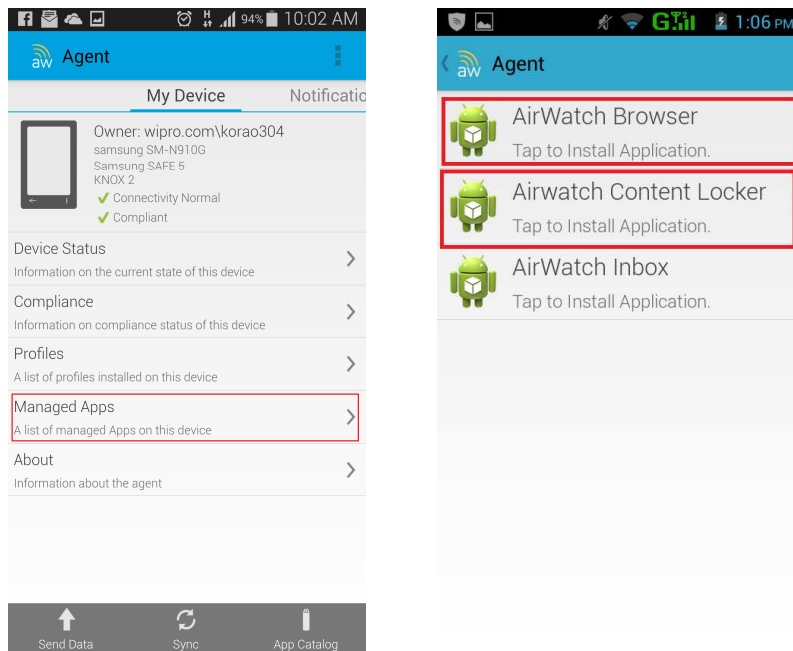


- 16.** Once 'Inbox' is installed, screen will be redirected to following screen, select 'Exit' to complete configuration and Inbox will open automatically and key your password and submit



- 17.** To install secure browser and secure content, launch Agent and select 'Managed Apps'





For any assistance please log a helpline ticket at <http://helpline.wipro.com> under BYOD category.

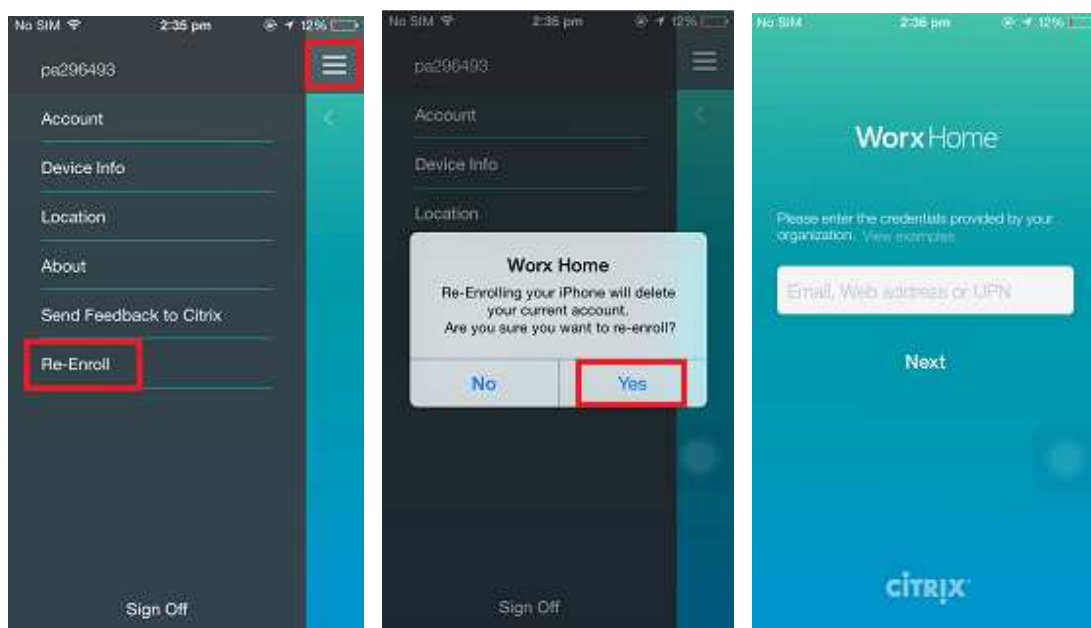
### **C. Steps to configure Corporate Wi-Fi for Android devices:**

1. Once enrollment is finished, a notification will be available on device to connect to 'NexGenW!F!@W'.
2. Click on the Wi-Fi notification and enter AD credentials:
  - i. Identity = <AD user ID>
  - ii. Password = <AD user password>
3. Once connected to 'NexGenW!F!@W', click on advanced option and set the proxy details:
  - i. Proxy address: <enter proxy detail of your respective location> (For e.g. For Bangalore enter: Proxy4.wipro.com)
  - ii. Port: 8080

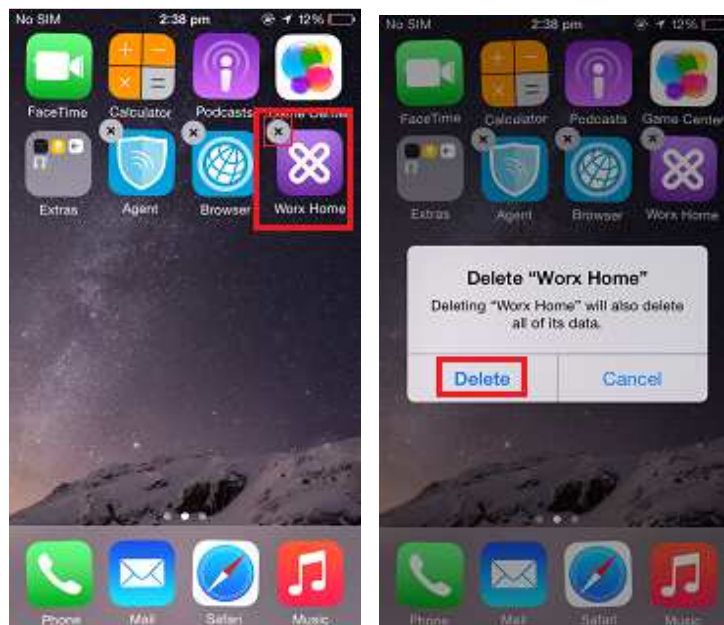
## 4. Device Enrollment Steps - iOS (6.x and above)

### A. Existing Citrix MDM Un-Enrollment Steps:

1. Open 'Worx Home' app and go to options and select 'Re-Enroll' and select 'Yes' and following screen will be observed



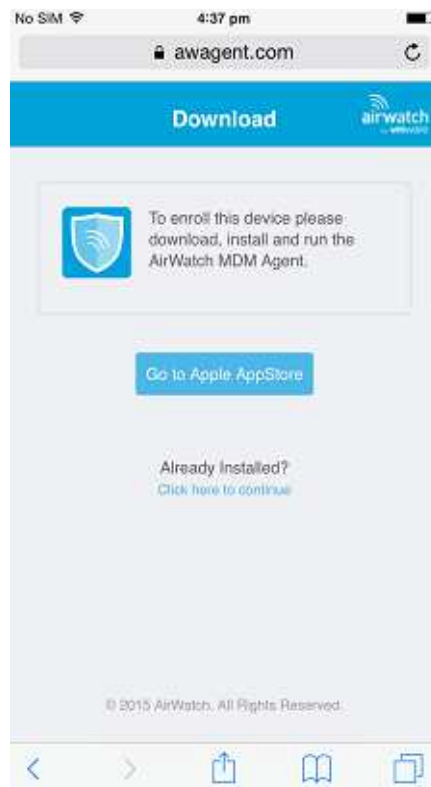
2. Once above step is done tap on the 'Worx Home' and click on cross and click 'Delete' to uninstall the app



3. Go to Settings → General → Profile & Device Management → "Wipro Infotech Ltd - xxx" → Delete Profile (Profile will be related to mobility.wipro.com)
4. Also ensure that Wipro email account is deleted by navigating to Settings → Mail, Contacts, Calendars → <Select Wipro Email Account> → Delete Account

**B. New MDM Enrollment Steps:**

1. Enable cellular data or connect to Wi-Fi to access internet from the device
  - i. Go to Settings → Cellular → Cellular Data
2. Ensure to delete Wipro email account If you are already accessing mails through your device.
  - i. Go to Setting → "Mail, Contacts, Calendars" → Exchange → Delete Account
3. Using the device's web browser, please navigate to [awagent.com](http://awagent.com)



4. Click on 'Go To Apple Appstore' and once redirected to appstore click on 'Get' to install application



5. Once installed click on 'Open' or launch 'Agent' app from your phone and click on 'Email Address'



The multi-step enrollment process begins with authentication.

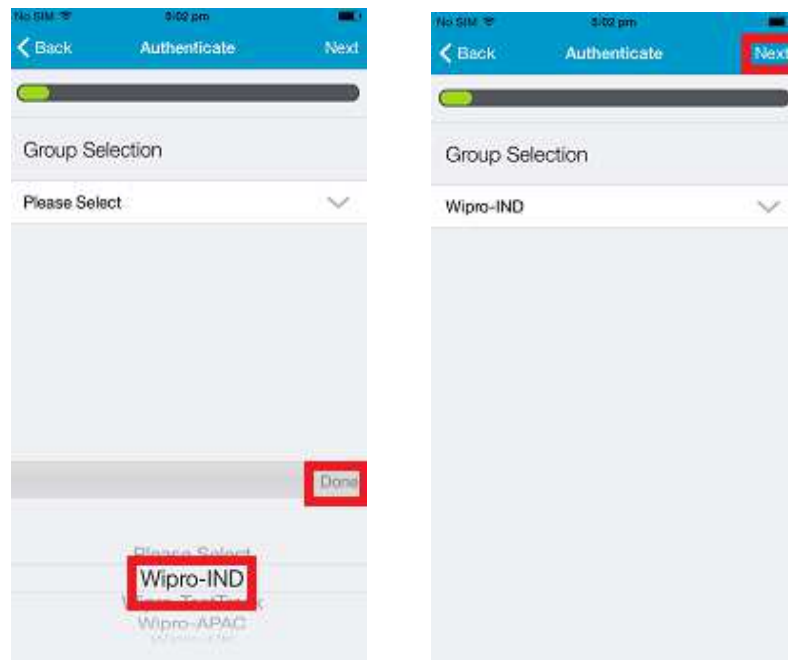
Choose authentication method:



6. Enter you email address and click next



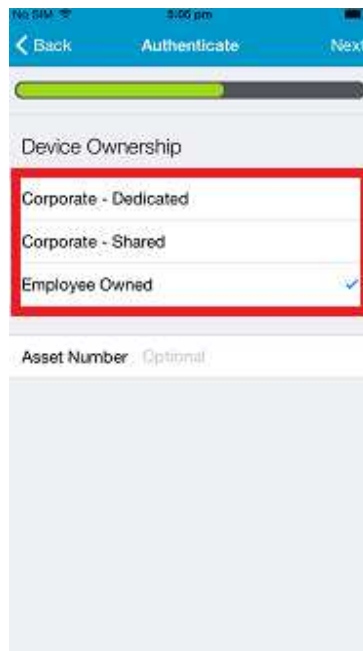
7. Select a group based on your base location and click done and click next (For e.g.: If your base location is Bangalore select 'Wipro-IND' group; if you location is New Jersey select 'Wipro-US' group)



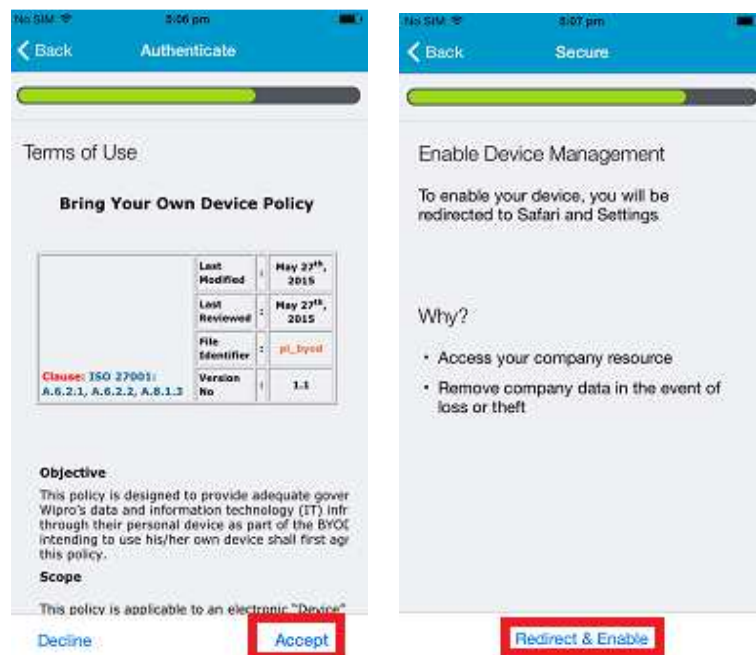
8. Enter your username\AD-ID and password and next



9. Select ownership option as 'Corporate –Dedicated' if the device is provided by Company else choose 'Employee Owned'

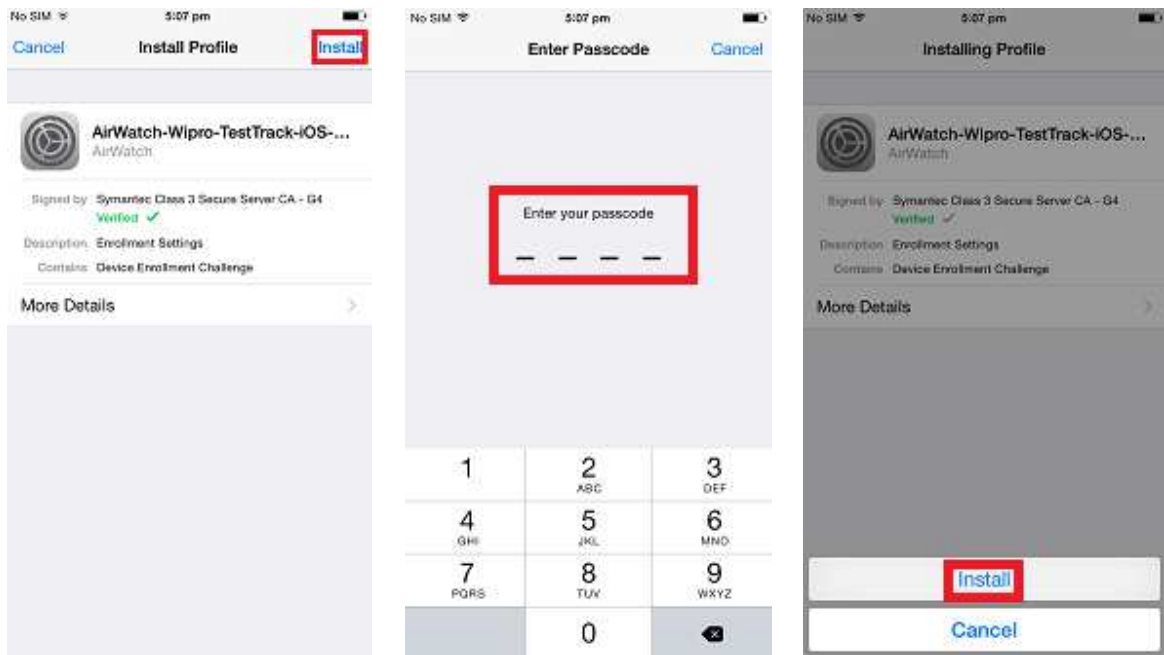


10. Read and accept Terms of BYOD Acceptance policy, click 'Redirect & Enable'

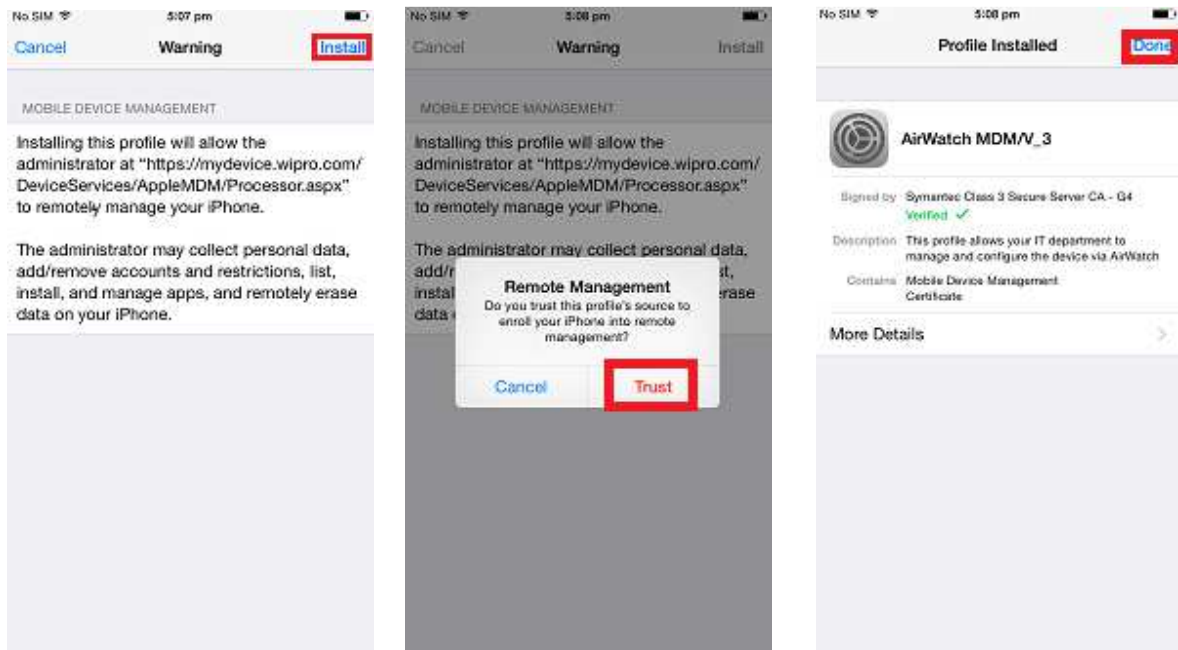


11. Click on 'Install' to install the profile and enter the passcode (if you already have passcode set on your device this passcode screen will appear) and again click on 'Install'

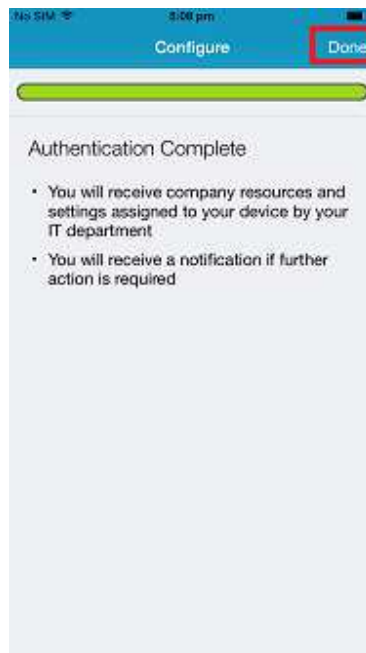




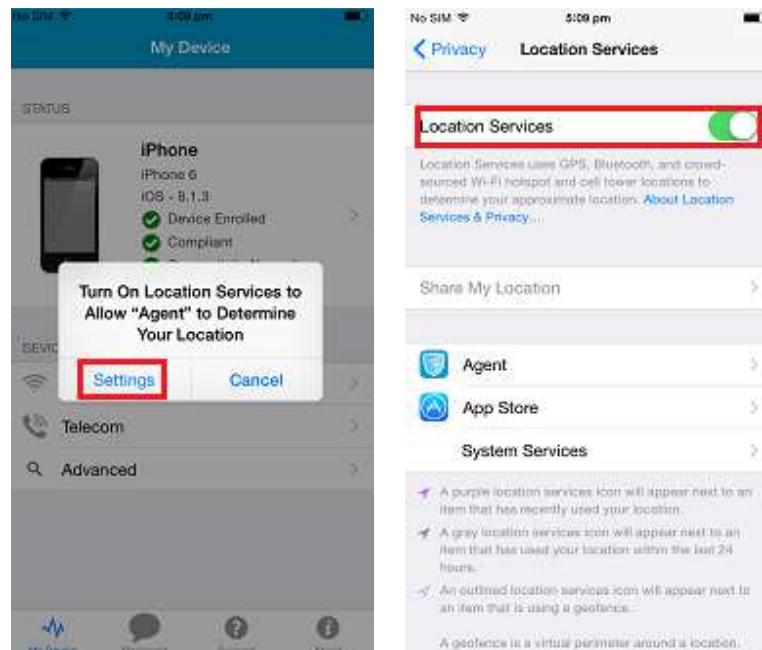
12. To complete the profile installation click on 'Install' again and then 'Trust' and then 'Done'



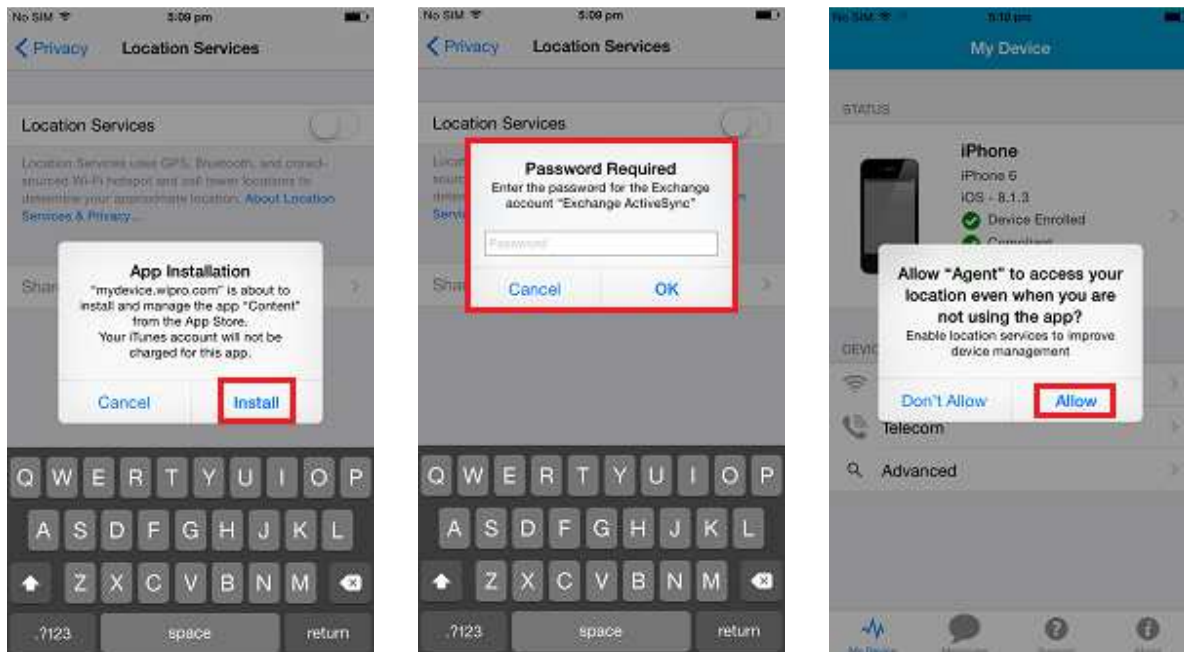
13. To complete the configuration click on 'Done'



14. Once prompted for Turn On Location services select 'Setting' and turn on the Location Services (*Recommended*)



15. **(Optional Step and may not be prompted in some devices.)** If prompted to install “Content” app, click on ‘Install’ and enter the exchange password and click on ‘Allow’ when prompted Agent to access your location (*Recommended*) and can be turned off once completed.



16. If passcode is not set in your device you will be prompted to set a passcode



17. Open your native email app on your device and wait for a few seconds to sync mails

For any assistance please log a helpline ticket at <http://helpline.wipro.com> under BYOD category.

**C. Steps to configure Wi-Fi network for iOS devices:**

1. Once enrollment is finished, you will be prompted to enter password for Wi-Fi network 'NexGenW!F!@W'. Enter your AD ID password.
2. Once connected to 'NexGenW!F!@W', please select small blue 'i' beside "NexGenW!F!@W" to view the IP settings and Under HTTP proxy select "AUTO" and then enter proxy detail of your respective location.

| Proxy Pac File                                                              | Location     |
|-----------------------------------------------------------------------------|--------------|
| <a href="http://autoproxy/IN.pac">http://autoproxy/IN.pac</a>               | India        |
| <a href="http://autoproxy/Adelaide.pac">http://autoproxy/Adelaide.pac</a>   | Adelaide     |
| <a href="http://autoproxy/Melbourne.pac">http://autoproxy/Melbourne.pac</a> | Melbourne    |
| <a href="http://autoproxy/Chengdu.pac">http://autoproxy/Chengdu.pac</a>     | Chengdu      |
| <a href="http://autoproxy/Dubai.pac">http://autoproxy/Dubai.pac</a>         | Dubai        |
| <a href="http://autoproxy/SA.pac">http://autoproxy/SA.pac</a>               | South Africa |
| <a href="http://autoproxy/US.pac">http://autoproxy/US.pac</a>               | US           |
| <a href="http://autoproxy/Singapore.pac">http://autoproxy/Singapore.pac</a> | Singapore    |
| <a href="http://autoproxy/Egypt.pac">http://autoproxy/Egypt.pac</a>         | Egypt        |
| <a href="http://autoproxy/Brazil.pac">http://autoproxy/Brazil.pac</a>       | Brazil       |
| <a href="http://autoproxy/UK.pac">http://autoproxy/UK.pac</a>               | UK           |
| <a href="http://autoproxy/Finland.pac">http://autoproxy/Finland.pac</a>     | Finland      |
| <a href="http://autoproxy/China.pac">http://autoproxy/China.pac</a>         | China        |
| <a href="http://autoproxy/Sydney.pac">http://autoproxy/Sydney.pac</a>       | Sydney       |
| <a href="http://Autoproxy/Japan.pac">http://Autoproxy/Japan.pac</a>         | Japan        |

