

Workspace ONE – Android Enrollment process



Introduction:

This guide is intended to assist you with enrolling your Android device into the TCL Unified Endpoint Management solution that is “**Workspace ONE**”. Enrollment should take approximately 15 minutes, but time may vary based on the speed of your internet connection.

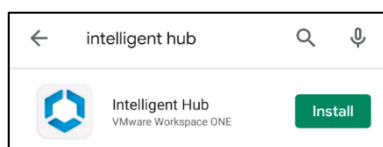
The following prerequisites need to be completed before beginning enrollment:

- Ensure you have the min Android 7.x on your device
- Uninterrupted Internet connection (cellular or wireless)
- Ensure your device is fully backed up prior to enrolling your device
- Ensure to take back-up of parallel apps (what's-app, contacts etc) prior to enrolling your device
- Boxer will be the only allowed mail client after you enroll your device
- **FAQ can be found here**
- Additional privacy information can be found here: [Your Privacy Matters](#)

Important: - if your device is configured with Mass 360 or Boxer email client, uninstall the them prior to enrolling your phone to “Intelligent Hub”.
Unenrollment instructions for Maas360 can be found [here](#)

Installing Intelligent Hub

Step 1: - Go to The **Google Play Store** and search **Intelligent Hub**. Download and install the app on your device.

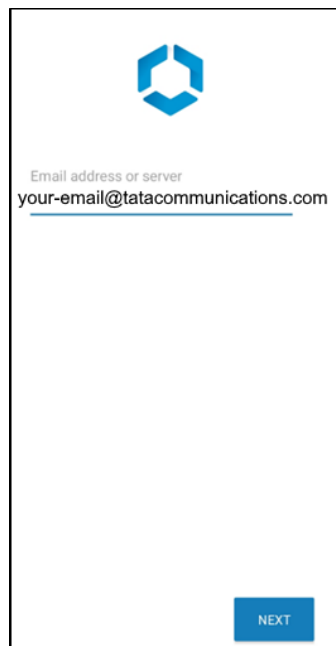


Step 2: - **Launch** the **Intelligent Hub** to continue enrolment

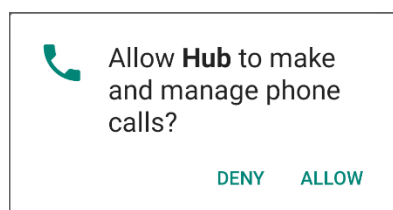


Enrolling Android Phone to Intelligent Hub

Step 1: - Open the Intelligent Hub application and in **Email address or Server Field**, enter your **TATACOMM email address** and tap **Next**

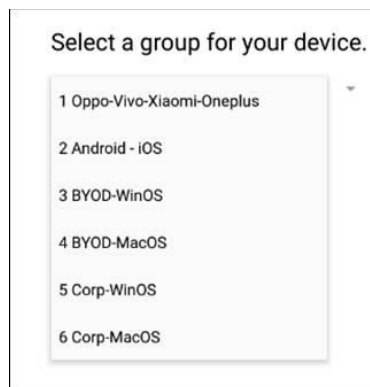


Step 2: - **Allow** the access when prompted



Step 3: Select the Group from drop-down based model of your phone and Tap Next

- Xiaomi, VIVO, OPPO and OnePlus phones – **Select Opp-Vivo-Xiaomi-OnePlus**
- Other model phones – **Select Android – iOS**



Step 2: - On following screen enter your **Domain User ID and Password** and tap on **Next**

A screenshot of a mobile application login screen. At the top center is a blue hexagonal logo. Below the logo, the text "Username" is followed by a text input field containing "your-username". Below that, the text "Password" is followed by a text input field containing seven dots and a cursor. To the right of the password field is a small icon of an eye with a slash through it, indicating a toggle for password visibility.

Step 3: - After reading the **Terms and Conditions**, and **Privacy policy**, tap **I understand**. Review the **Data Sharing Policy** and choose if you want to share app data or not.

×

Terms and Conditions


**Tata Communications
BYOD Policy**

1. INTRODUCTION
The trend of personally-owned devices being used to connect and process corporate data is increasing in the corporate environment. In parallel it is also imperative to ensure that confidentiality, integrity, and availability is maintained while adopting this trend. To achieve this objective, Tata Communications Ltd. and its subsidiaries (Tata Communications) grants its employees, contractors, partners and vendors (referred to in this policy collectively as 'users' or individually as 'user') the privilege of purchasing and using smartphones, tablets and laptops of their choosing at work for their convenience or for business purposes, subject to the terms of this policy. Tata Communications reserves the right to revoke this privilege if users do not abide by the policies and procedures outlined below.

2. OBJECTIVE

ACCEPT

← Privacy




Your privacy matters.
VMware Workspace ONE collects information that is required to provide secure access to your work data and applications. Below you will find an overview of data collected by Workspace ONE and Hub to provide optimal performance, security and support. For information about how your company handles information collected by Workspace ONE, please contact your company.

Contact your company's IT administrator if you want to find out how to un-enroll your device and discontinue access to this app.

Data Collected by Hub
Tap here for an overview of the data that this app may collect about device hardware, diagnostics and user information to function properly, and to secure

I UNDERSTAND

← Data Sharing



Want an even better app experience?
Help us improve and develop new app features and functionality that will make you even more productive.

We would like to collect information about your usage of our app to better understand how users interact with our apps and how we can improve the app experience. We analyze this usage data in the aggregate and not in any way that identifies you. You can change this setting at any time.

For information about how VMware handles your usage data if you elect to share this data with VMware, visit <http://www.vmware.com/help/privacy.html>

I AGREE

NOT NOW

Step 4: - On the Next Screen, tap **Activate the device admin app** to proceed

Activate device admin app?

allowed in screen lock passwords and PINs.

Monitor screen unlock attempts
Monitor the number of incorrect passwords typed when unlocking the screen and lock the phone or erase all the phone's data if too many incorrect passwords are typed.

Lock the screen
Control how and when the screen locks.

Set screen lock password expiry
Change how frequently the screen lock password, PIN or pattern must be changed.

Set storage encryption
Require that stored app data be encrypted.

Disable cameras
Prevent use of all device cameras.

Disable some screen lock features
Prevent use of some screen lock features.

Activate this device admin app

Cancel

Uninstall app

Step 5: - Create a passcode

Set the **4-digit passcode** and **re-enter to confirm**

The passcode should

- have at least 4 number (s)
- should not be repeating the number (e.g. 3110 – Not allowed, 3183 – Allowed)
- Should not be ascending or descending (e.g. 1234 – ascending not allowed / 4321 – descending not allowed)

Create a Passcode

This Passcode will allow access to all your WorkspaceOne apps

Your passcode should

- have at least 4 number(s)
- not be repeating /ascending /descending

Passcode

..... ✓

Confirm Passcode


..... ✓

NEXT


Step 6: - Tap **Next** to give permission to **Contact, Location and Phone**

Permissions


Hub needs access to the following device capabilities.

**Contacts**
Used for runtime permissions related to contacts and profiles on this device.

ALLOW

**Location**
Used for permissions that allow accessing the device location.

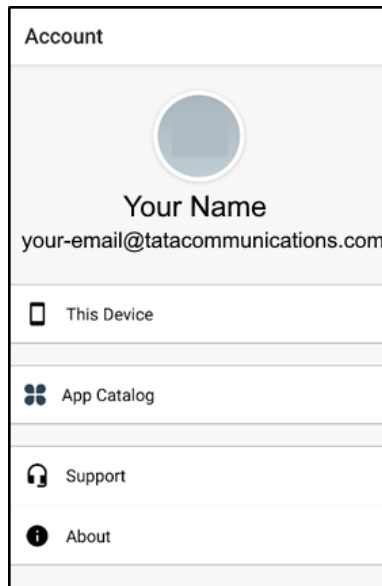
ALLOW

**Phone**
Used for permissions that associated telephone.

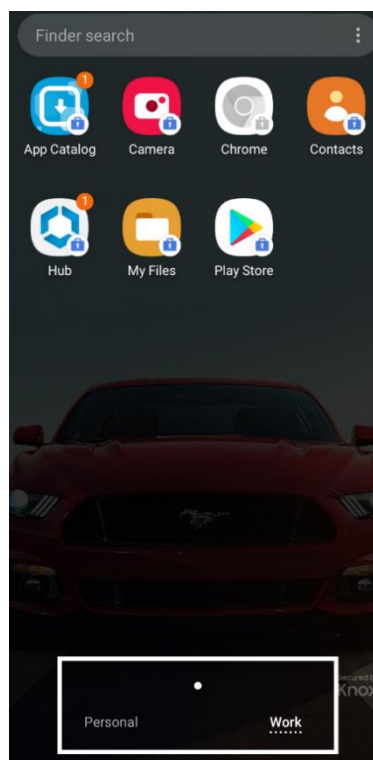
GRANTED

NEXT

Step 7: - This completes the configuration of Intelligent Hub , you should be able to see the following screen.



Note: This will also create a work profile on your phone as shown below (Not applicable for **Xiaomi, VIVO, OPPO, OnePlus phones and Android version 8 and below phones**). The work applications will have briefcase icon on them.



Installing Boxer and Web Workspace One Application

Note Workspace One Boxer (mail app) and Web (browser) will be auto installed on your phone.



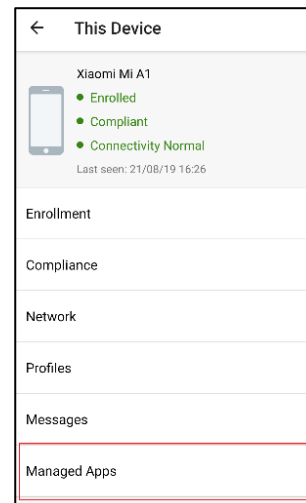
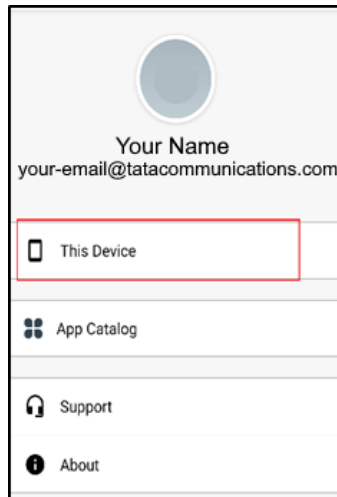
Boxer



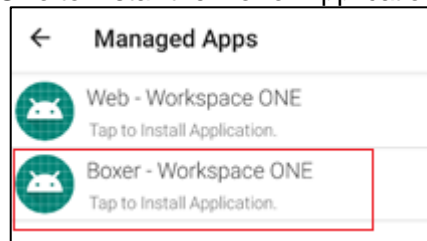
Web

For **Xiaomi, VIVO, OPPO, OnePlus** family phones (**all versions**) and **other model phones with Android OS below version 7** these applications will not be auto installed. To install these applications, follow the below steps

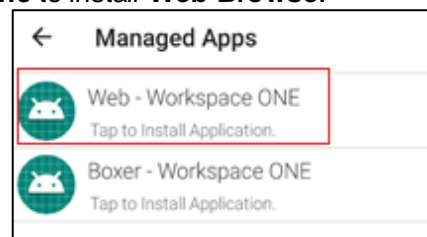
1. Open the **Intelligent Hub**,
2. Tap **This Device** and then select **Managed Apps**



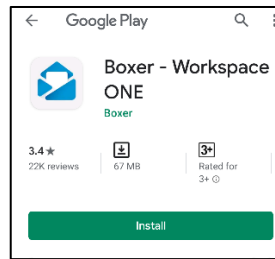
3. Tap **Boxer – Workspace One** to install the **Boxer** Application



4. Tap **Web – Workspace One** to install **Web Browser**



5. This will take you to Google Play/Store to install application, Download and Install the application. Follow the same steps to install the Web application

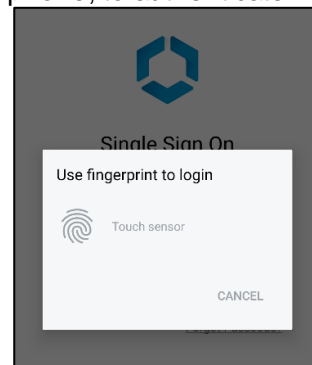
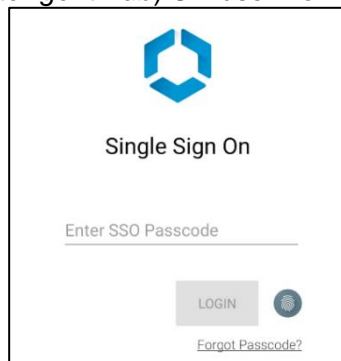


Configuring Boxer Workspace One Application for email access

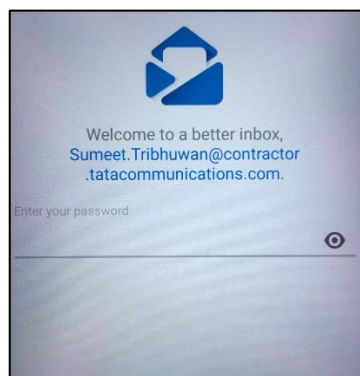
- Open the **Boxer** application



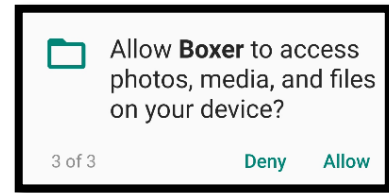
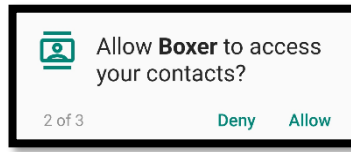
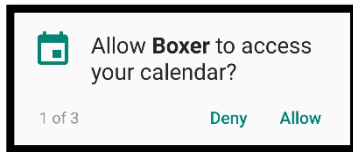
- Read the **Terms and Condition** and **Data Privacy** and tap **I accept / Agree** to proceed
- It will prompt to enter the **SSO Passcode** (*passcode you have set while configuring Intelligent Hub*) OR use **Biometric** enabled on your phone, to authenticate



- The next screen will prompt to **set a new passcode** for Boxer application. Set a new password and confirm the same (You can set the same passcode enabled for Intelligent Hub)
- The next screen will have your email address pre-populated. Enter your account password and tap Next to continue



- **Allow** access when prompted to continue



- This completes Boxer Configuration on your device. Your inbox will begin to synchronize, and email messages should start appearing over the next few minutes.

For any issues or query, contact eTAC

ETAC contact details

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