

Enroll your iPhone or iPad in the "bring your own device" program (BYOD)

Please follow the steps below to configure your iPhone or iPad to receive corporate services, including wireless LAN, email, calendar and contacts. In addition, the company may install apps specific to your line of business.

If you need assistance setting up BYOD services, please contact the [MGTI Service Desk](#).

- Notes:**
- **Windows password change:** After you set up BYOD services, whenever you change your Windows password on your computer, it will be necessary to update your company email password and the office Wi-Fi password on your iPhone or iPad.
 - **MMC's wireless policy:** Review MMC's wireless policy at support.mmc.com/policies.
 - **If you no longer wish to participate in the BYOD program at some time in the future,** click [here](#) for instructions to unenroll your device.
 - **If you are a Mercer colleague,** please visit [Mercer Link](#) for more information about Mercer's mobile apps.
 - **Certain iCloud options will no longer be available once your device is enrolled.** For example: "Find My (iPad/iPhone)", "iCloud Backup", "iCloud Drive".

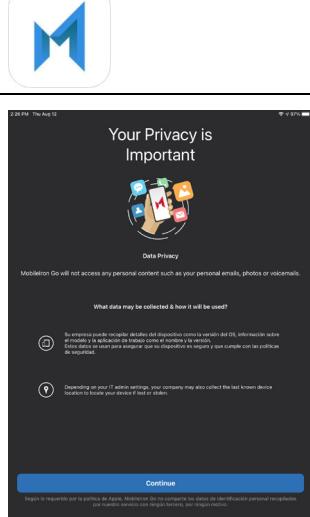
Preparation

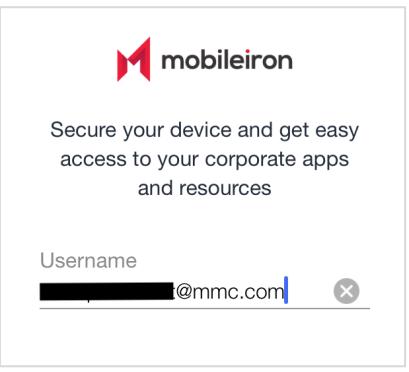
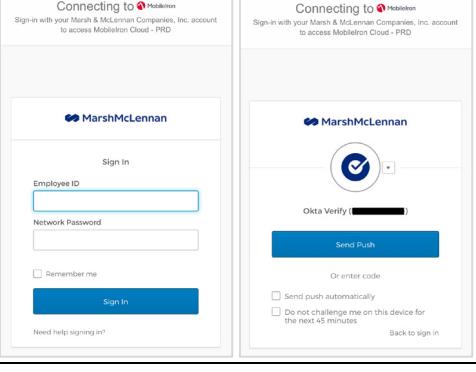
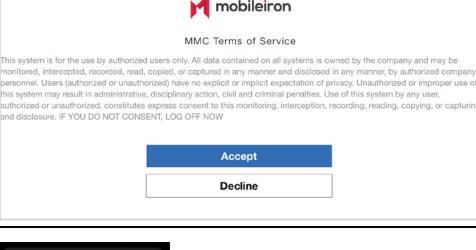
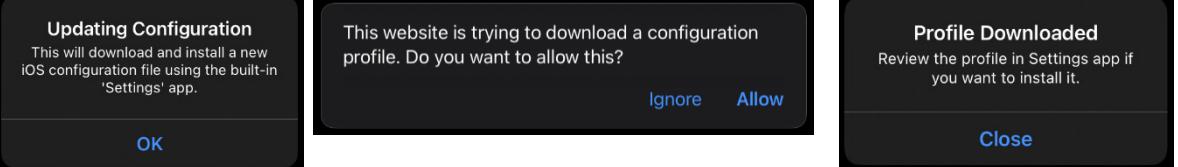
<input checked="" type="checkbox"/>	AS YOU PROCEED, MARK EACH TASK COMPLETE
<input type="checkbox"/>	Have the following information ready <ul style="list-style-type: none">• Your Windows username and password (used to sign in to your computer).• Your Apple ID and password.
<input type="checkbox"/>	Update to the latest version of iOS <ul style="list-style-type: none">• Tap Settings General Software Update and follows prompts to download and install the update.
<input type="checkbox"/>	If you don't already have an existing passcode, or if your existing passcode has fewer than 6-digits, you must set a new passcode with a minimum of 6 digits (required for corporate services) <p>Depending on your device model, tap Settings Passcode or Settings Touch ID & Passcode or Settings Face ID & Passcode. Enter your current passcode if prompted, then follow the steps below:</p> <ul style="list-style-type: none">• If your current device passcode has fewer than 6 digits, tap Change Passcode. Enter the current passcode again when prompted. At the prompt to enter a new passcode, tap Passcode Options, then tap Custom Numeric Code. – OR –• If your device does not currently have a passcode, tap Turn Passcode On, then tap Passcode Options, then tap Custom Numeric Code. – THEN –• Enter a new passcode with a minimum of 6 digits and tap Next. (<i>the passcode cannot contain repeating, ascending or descending numbers</i>).• Re-enter the new passcode and tap Done. <p>IMPORTANT NOTES: When you install and configure the MobileIron app on the next page, you will use this device unlock passcode. You will also use it whenever you power on, restart, or wake up your device. Once your device is enrolled, its passcode will expire every 90 days, and you will be prompted to enter a new passcode. Previous passcodes cannot be re-used until a certain amount of time has passed. If you forget your passcode, you can login to a web site to unlock your device – click here for instructions.</p>

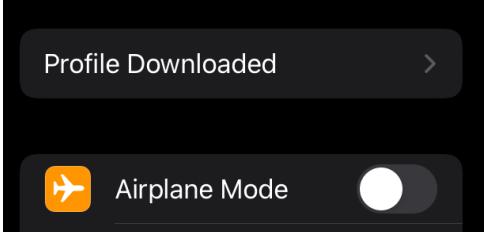
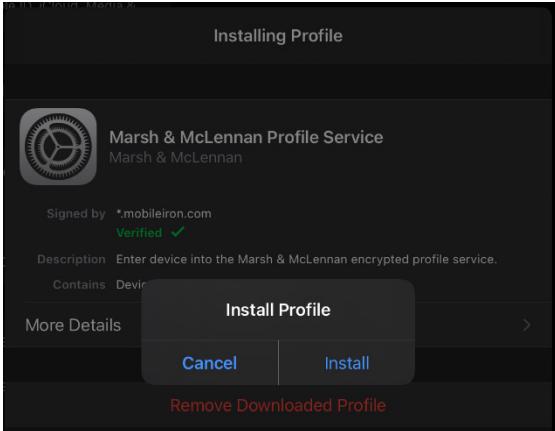
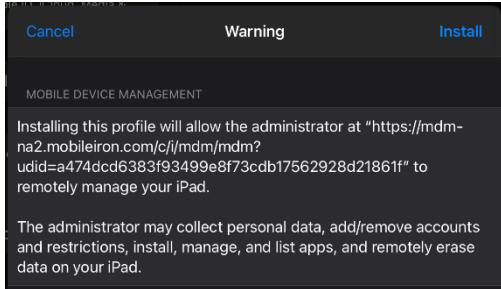
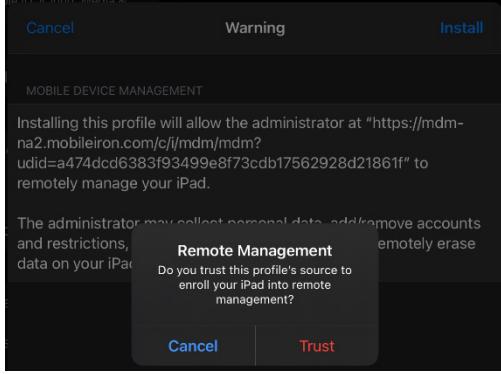
Remove Past Device Management (may not apply)

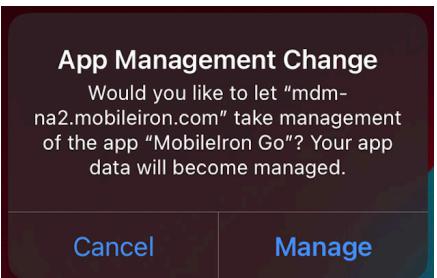
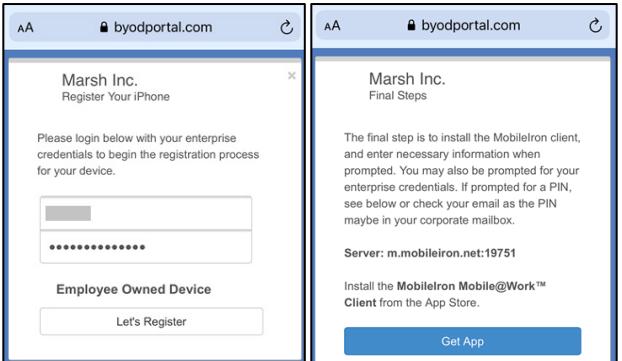
<input checked="" type="checkbox"/>	AS YOU PROCEED, MARK EACH TASK COMPLETE
<input type="checkbox"/>	<p>Navigate to Settings > General > Device Management. If no Device Management listed, you are not enrolled and you can continue to the next section. Otherwise, complete the following steps.</p> <ul style="list-style-type: none"> • Select any management listed that was assigned to you from IT team. • Select Remove Management. • Confirm Remove Management.

Install and Configure Corporate Apps

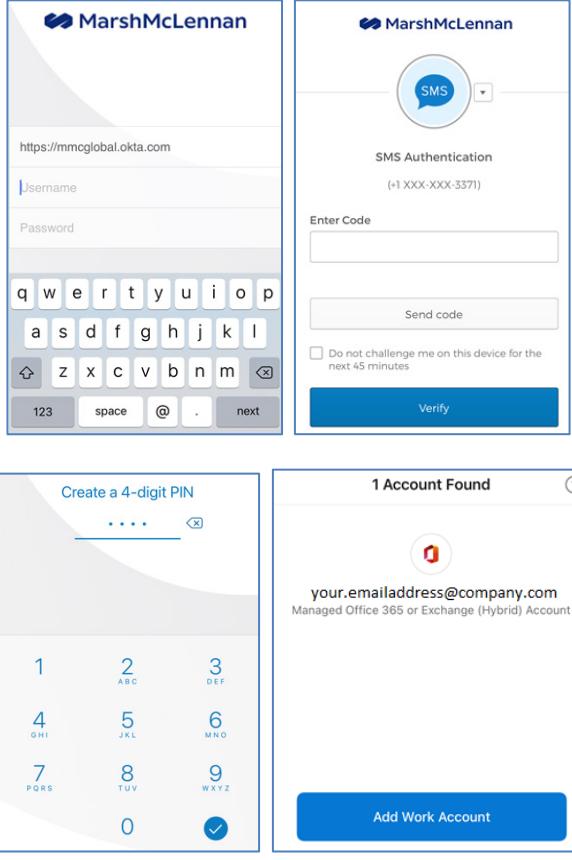
<input checked="" type="checkbox"/>	AS YOU PROCEED, MARK EACH TASK COMPLETE	(Note: some screens may not be shown below)
<input type="checkbox"/>	<ul style="list-style-type: none"> • Verify Safari is your default browser. • Tap Settings Safari and click Default Browser App then select Safari. If there is no option for Default Browser, Safari is already set and you can continue with next step. 	
<input type="checkbox"/>	<ul style="list-style-type: none"> • Open the Apple App Store and search for MobileIron Go. • Install the App 	 <p>MobileIron Go MobileIron</p>
<input type="checkbox"/>	<ul style="list-style-type: none"> • If prompted, input the Apple ID and password 	
<input type="checkbox"/>	<ul style="list-style-type: none"> • When the installation completes, tap the MobileIron Go icon to open it. 	
<input type="checkbox"/>	<ul style="list-style-type: none"> • When prompted for to allow notifications, click Allow. • When prompted with privacy information, tap Continue. 	

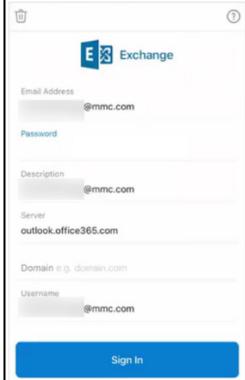
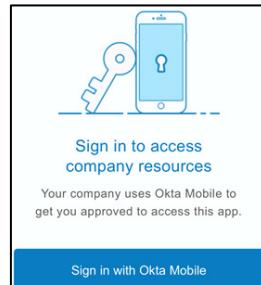
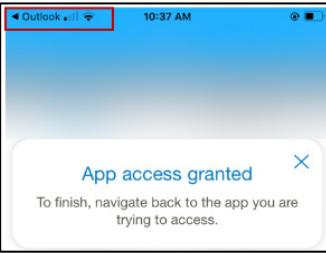
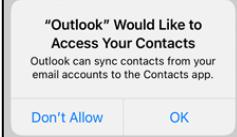
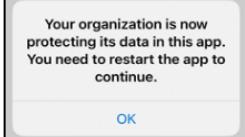
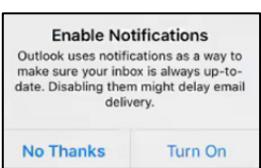
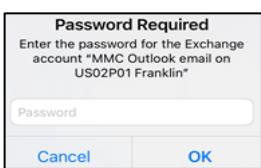
<input checked="" type="checkbox"/>	AS YOU PROCEED, MARK EACH TASK COMPLETE	(Note: some screens may not be shown below)
<input type="checkbox"/>	<ul style="list-style-type: none"> For the username, enter the email address of the person who will use the phone or tablet and click Continue. 	
<input type="checkbox"/>	<ul style="list-style-type: none"> You will then be prompted to authenticate with OKTA. Enter the OKTA information and sign in. 	
<input type="checkbox"/>	<ul style="list-style-type: none"> Accept the terms of service. 	
<input type="checkbox"/>	<ul style="list-style-type: none"> At the location use prompt, tap Allow While Using App. 	
<input type="checkbox"/>	<ul style="list-style-type: none"> MobileIron GO will download a configuration profile. Tap OK. Tap Allow. Tap Close. 	

<input checked="" type="checkbox"/>	AS YOU PROCEED, MARK EACH TASK COMPLETE <i>(Note: some screens may not be shown below)</i>	
<input type="checkbox"/>	• After the profile is downloaded, close MobileIron Go .	
<input type="checkbox"/>	• Open Settings .	
<input type="checkbox"/>	• Tap Profile Downloaded .	
<input type="checkbox"/>	• Tap Install . Enter your PIN if prompted, Tap Install . Then tap Trust .	  

<input checked="" type="checkbox"/>	AS YOU PROCEED, MARK EACH TASK COMPLETE	(Note: some screens may not be shown below)
<input type="checkbox"/>	<ul style="list-style-type: none"> Tap Manage. Then tap Install. <p><i>Note: You will see this prompt multiple times as applications are installed, follow the same step each time.</i></p>	
<input type="checkbox"/>	<ul style="list-style-type: none"> Close Settings. Open MobileIron Go again. 	
<input type="checkbox"/>	<ul style="list-style-type: none"> Tap OK to allow the application to access the local network. The device is now registered in MobileIron. Close MobileIron Go. 	
<input type="checkbox"/>	<ul style="list-style-type: none"> When prompted for your enterprise credentials, enter your Windows username and password and tap Let's Register. Tap Get App when prompted to install the MobileIron Mobile@Work Client. Its page in the App Store opens automatically. <p>Tap Get, then tap Install.</p> <p>Enter your Apple ID and password if prompted.</p> <p>Tap Open when the download completes.</p> <p>Tap Allow at the prompt titled "MobileIron Would Like to Send You Notifications."</p> <p>Tap Continue at "Your Privacy is Important".</p>	

Microsoft 365 Setup Instructions

<input checked="" type="checkbox"/>	AS YOU PROCEED, MARK EACH TASK COMPLETE	(Note: some screens may not be shown below)
<input type="checkbox"/>	<p>Check your Home screen for Okta Mobile and Outlook apps – install them if they are not already present</p> <p>If Okta Mobile and Outlook were automatically installed during the previous setup steps, their icons should already be on your Home screen (sample below left). If they are not, you will need to open the Apps@Work app (sample below right) and install Okta Mobile and Outlook from there. Please do not open Outlook until you have completed the Okta Mobile setup first.</p> 	
<input type="checkbox"/>	<ul style="list-style-type: none"> Open Okta Mobile. The URL https://mmcgloba.okta.com should already be pre-filled. For Username, enter your Employee Number. For Password, enter your Windows password. Tap Sign In. Verify with your Multi Factor Authentication method when prompted. Depending on how you set this up, it may be sending a code via SMS text message, or it may be sending a push to the Okta Verify app, or it may be another method. Create a 4-digit PIN when prompted. Tap in the digits, then tap the “checkmark”. Re-enter the PIN when prompted. Make a note of this PIN as it may be required in the future. Once the PIN has been set, quit Okta Mobile. Open Outlook – your email address should be pre-filled. Tap Add Work Account. 	

<input checked="" type="checkbox"/>	AS YOU PROCEED, MARK EACH TASK COMPLETE	(Note: some screens may not be shown below)
<input type="checkbox"/>	<ul style="list-style-type: none"> When prompted for a password, enter your Windows password and tap Sign In. All other required information will be pre-filled. Tap Sign in with Okta Mobile. You may be prompted to complete the Multi Factor Authentication again, and/or you may need to enter the 4-digit PIN that you created in the previous step above. When you see “App access granted”, tap Outlook in the top left corner of the screen to navigate back to that app. If Outlook is not in the top left corner, return to your Home screen and tap the Outlook icon to open it again. 	  
<input type="checkbox"/>	<ul style="list-style-type: none"> Tap OK for “Outlook Would Like to Access Your Contacts”. Tap OK for “Your organization is now protecting its data ...” – Outlook will close. Open Outlook again and tap OK for “Your IT administrator is now helping you protect ...”. Tap Turn On for “Enable Notifications”. For “Password Required”, enter your Windows password and tap OK. Setup is complete, and your email, calendar and contacts will download into Outlook. 	    

Outlook: synchronize your contacts

<input checked="" type="checkbox"/>	AS YOU PROCEED, MARK EACH TASK COMPLETE	(Note: some screens may not be shown below)
<input type="checkbox"/>	<ul style="list-style-type: none"> Device Settings > Contacts Confirm that the Default Account is set to iCloud. <i>If you do not see this setting that is OK, the setting should only be available if you have more than one account added to your device. If there is no account connected to the device, then your Outlook contacts will be saved locally but will not be synced to other devices.</i> 	

<input checked="" type="checkbox"/>	AS YOU PROCEED, MARK EACH TASK COMPLETE <i>(Note: some screens may not be shown below)</i>
<input type="checkbox"/>	<ul style="list-style-type: none">Click the Settings gear.Select your Office 365 Mail account.Toggle ON the Save Contacts option. 