

MobileIron Self-Help User Guide for iOS Devices

Before you begin

For existing iPhone/iPad

If you have received an iPhone/iPad from the department and it was used by other users, please make sure the device was factory reset before given to you. The pre-existing application/data/settings installed by the previous owner of the device may cause an issue when the MobileIron is installed. Please contact the previous owner to erase all contents and settings as this process may require the previous owner's Apple ID & password to reset the device (please see the Apple KB article – What to do before selling or giving away your iPhone, iPad, or iPod touch – <https://support.apple.com/en-au/HT201351>)

If the device was not reset and the previous owner was not contactable, please follow the instruction below that you may try to erase or reset the device. Try 'erase' device first then if failed, 'restore to factory settings'.

- Erase your iPhone, iPad, iPod touch, or Apple Watch – <https://support.apple.com/en-au/HT201274>
- Restore your iPhone, iPad or iPod touch to factory settings – <https://support.apple.com/en-au/HT201252>

If all fails, you may require to get an Apple support to reset the device. Please contact the service desk and provide the IMEI number when requested. GovConnect rep will issue you a proof of purchase (POP) of your device to have you get an Apple support.

- Find the serial number or IMEI on your iPhone, iPad or iPod touch – <https://support.apple.com/en-au/HT204073>
- Apple support online: <https://support.apple.com/en-au>
- Apple support contact: 1300 321 456

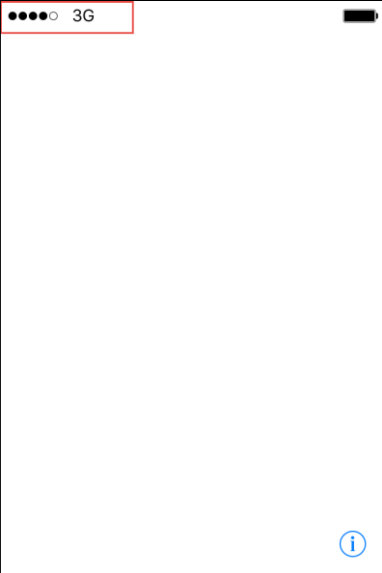
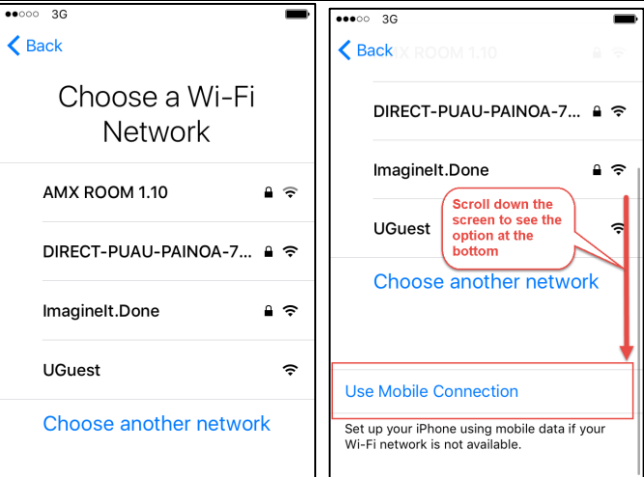
For new iPhone/iPad

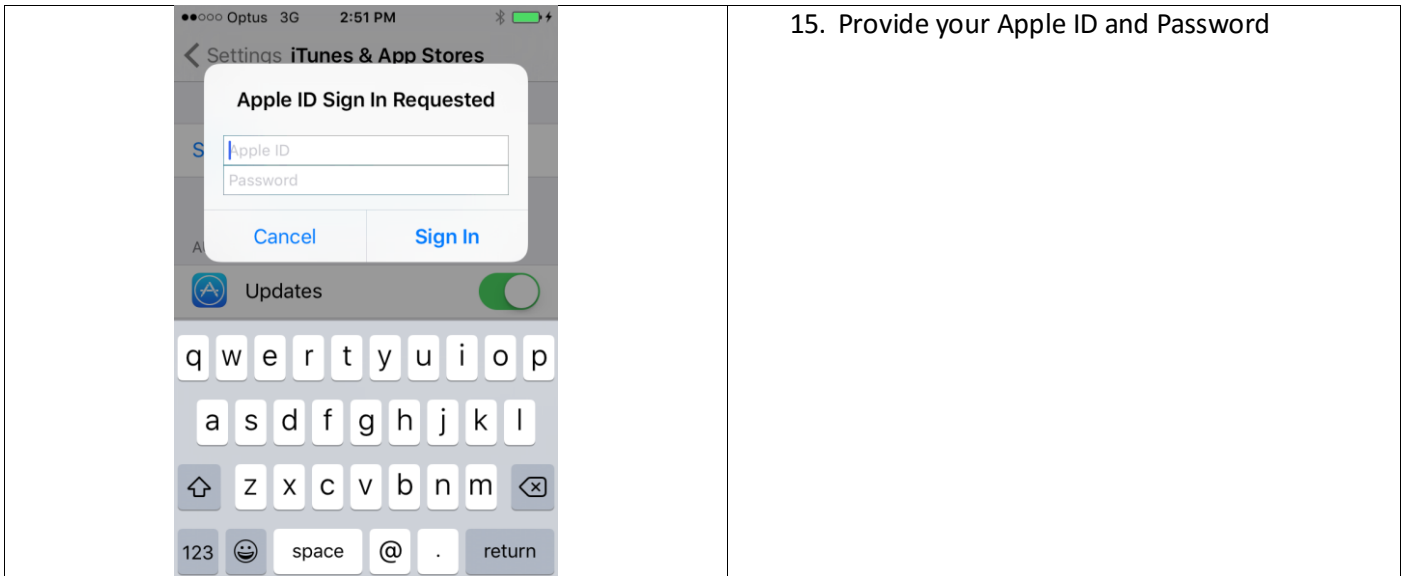
Before setup iPhone/iPad, please make sure that you have a valid Apple ID for your new iPhone/iPad (Please do not try to use an Apple ID for your personal phone). If you don't have one, we **recommend** your work email to create a new Apple ID for your work iPhone/iPad as it will give you ease to remember when you lost it. However, any valid emails can be used for creating an Apple ID to setup your new iPhone/iPad. Please refer to the Apple KB article to create a new Apple ID below.

- Create and start using an Apple ID – <https://support.apple.com/en-au/HT203993>

Also, please make sure to keep the Apple ID & password created as the credentials are managed by Apple which GovConnect service desk won't be able to support when it's got lost. You may have to contact Apple support regarding any Apple ID related issues.

iPhone/iPad initial Setup (skip to MobileIron Installation if your device has been initialized already)

	<ol style="list-style-type: none"> 1. Insert SIM and make sure you have a carrier signal at the top 3/4G (Optus or Telstra). <ul style="list-style-type: none"> • <i>If no 3/4G indicator appeared, your mobile data service hasn't been activated yet. Please restart your device or re-insert the SIM and see if it appears.</i>
<ol style="list-style-type: none"> 2. Select language – English 3. Select your country or Region – Australia 	
	<ol style="list-style-type: none"> 4. In Choose a Wi-Fi Network – select Use Mobile Connection at the bottom of the screen (you may scroll down to the bottom to see this option) <ul style="list-style-type: none"> • <i>If you are at home Wi-Fi, you may connect to the home Wi-Fi.</i> • <i>If you are at office, the office Wi-Fi may have blocked/restricted on accessing the internet depending on where you are connecting. In this case, it's always safe to 'Use Mobile Connection'.</i> • <i>If there is no Use Mobile Connection option, make sure you have 3/4G signal indicator at the top and scroll the screen down to the bottom.</i>
<ol style="list-style-type: none"> 5. Location services – Enable location Services 	
<ol style="list-style-type: none"> 6. Create a passcode 	
<ol style="list-style-type: none"> 7. Restore or transfer your information and Data – select Set Up as New iPhone 	
<ol style="list-style-type: none"> 8. Apps & Data – Set up as New iPhone 	
<ol style="list-style-type: none"> 9. Apple ID – Don't have an Apple ID or forget it? > Set Up Later in Settings > Don't Use 	
<ol style="list-style-type: none"> 10. Terms and Conditions – Agree 	
<ol style="list-style-type: none"> 11. Siri – Turn On Siri Later 	
<ol style="list-style-type: none"> 12. Diagnostics – Don't Send 	
<ol style="list-style-type: none"> 13. Welcome to iPhone – Get Started 	
<ol style="list-style-type: none"> 14. Go to Settings > iTunes & App Store > Sign in 	



MobileIron Installation

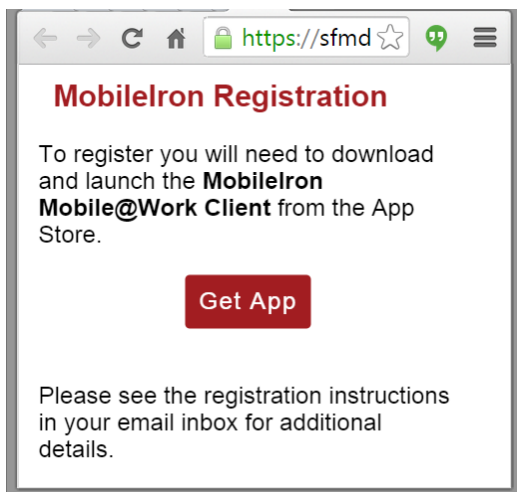
	<p>iOS Update</p> <ul style="list-style-type: none"> • Go to Settings > General > Software Update • See if the IOS is 9.1 or later. If not, please connect to a WIFI network and update it to the latest version. • Note: <i>the version less than 9.1 may have a compatibility issue when proceeding to install apps on the device.</i>
	<ul style="list-style-type: none"> • Now, Disable WIFI • Go to Setting > WIFI and disable it



- Go to Safari
- Type the Mobile Device Management web address
- <https://sfmdm.servicefirst.nsw.gov.au/mifs/c/d/ios.html>
- **Note:** When having message “page not found”, double check if any spelling mistakes.
- **Note:** If it still does not work, open any other website like www.google.com to check if internet is working. If Internet is not working, see if you have good signal strength on top of the screen

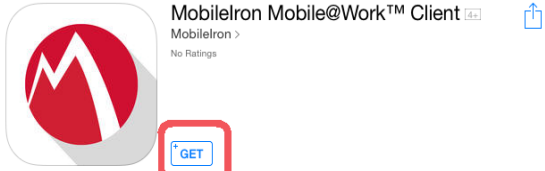
OR Alternatively you can

- Go to **Apps Store > Search > “MobileIron”**



- Click the following icon to get MobileIron install.
 - Select “Get App”
- You will be redirected to the App Store

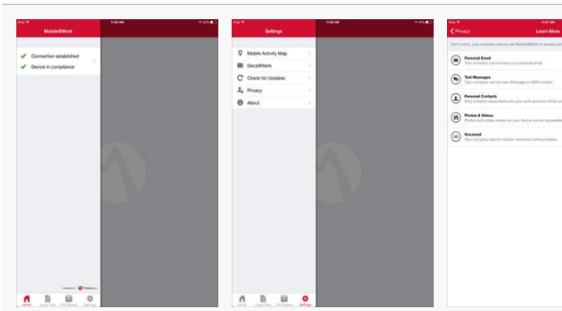




MobileIron Mobile@Work™ Client 
MobileIron >
No Ratings




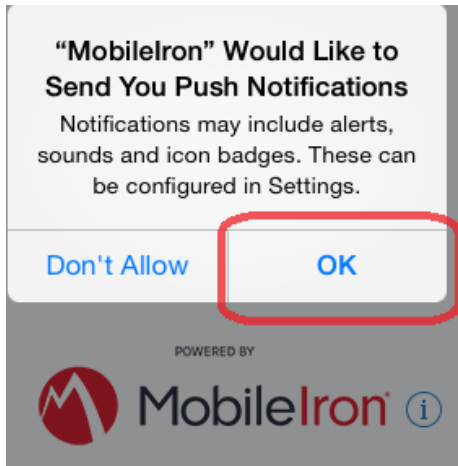
Details Reviews Related



Description

MobileIron's Mobile@Work™ app seamlessly integrates your iOS device with your company's mobile operations.

- Tap the '**GET**' button (or sometimes small cloud shaped icon ), it will turn green and allow you to install the app.
- Select 'Install App'
- You may be prompted to input your Apple ID Password.
- Tap into the field to type in your details
- Application will download. A blue status bar is shown within the icon demonstrating the progress.



"MobileIron" Would Like to Send You Push Notifications

Notifications may include alerts, sounds and icon badges. These can be configured in Settings.

Don't Allow

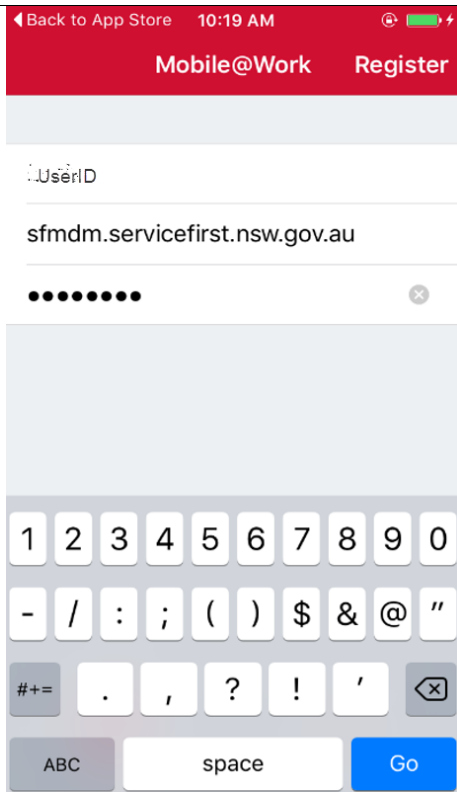
OK

POWERED BY

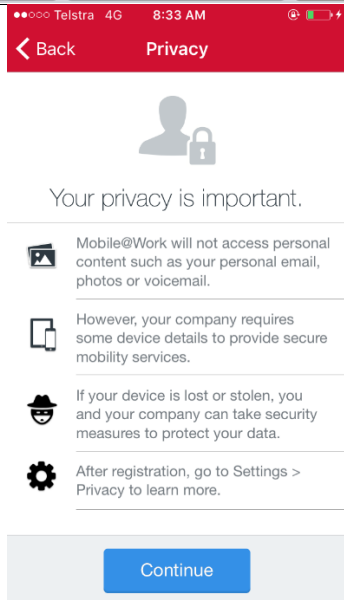


MobileIron 

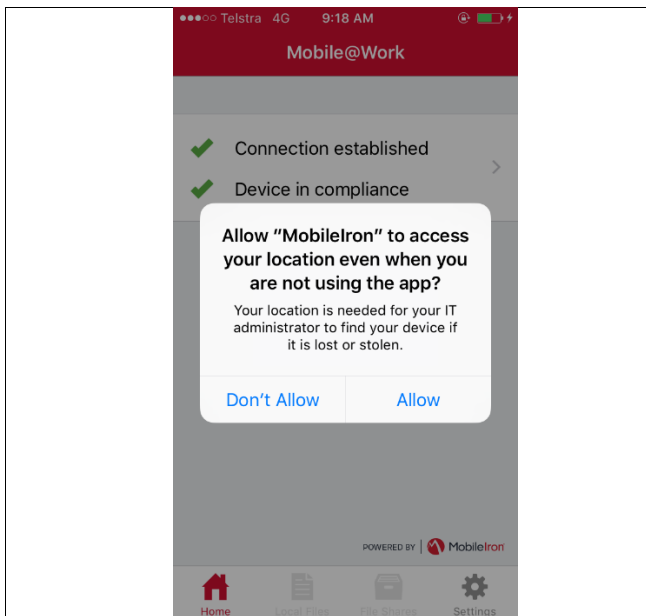
- Once App has completely downloaded, the option will appear for you to '**Open**' the App.
- Select '**Open**'
- You may be prompted to allow or disallow Push Notification from the App. If so, Push Notification should always be allowed. This refers to message sent from the app or admin to you, and they will pop up on your screen.
- Select '**OK**'



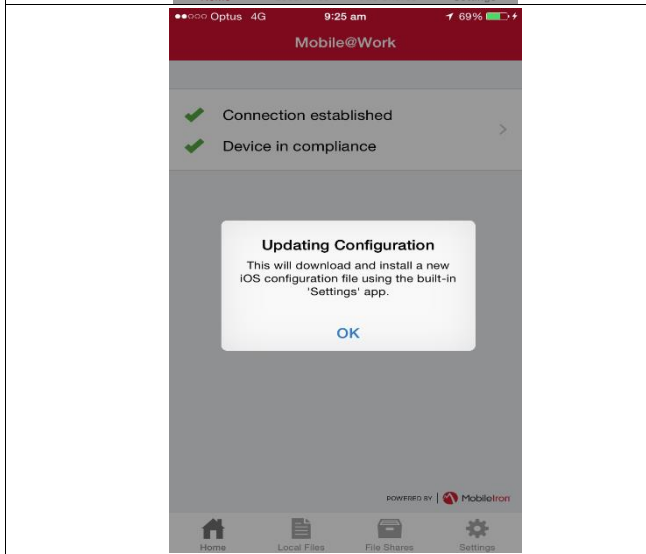
- Provide user ID (Network ID)
- Next
- In Server field, Enter **sfmdm.servicefirst.nsw.gov.au**
- Next
- Enter password – Your Windows login password
- Go



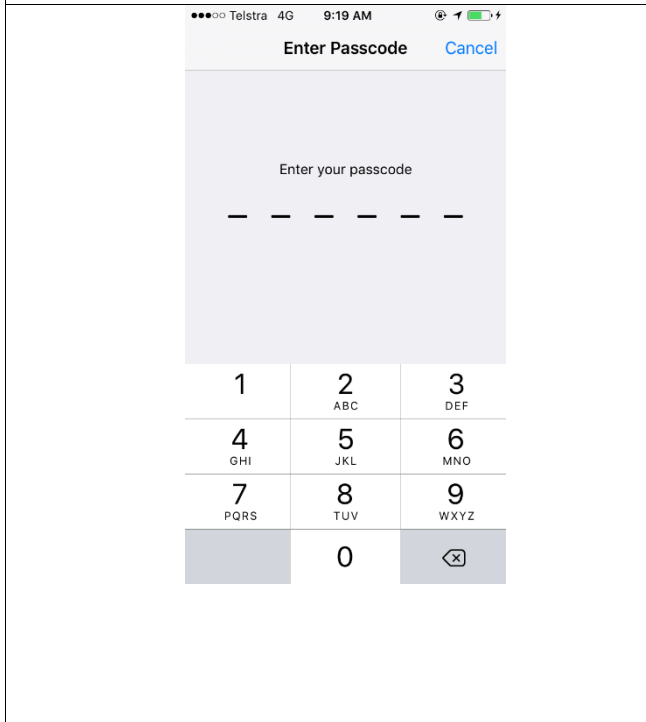
- Click 'Continue' on the Privacy screen



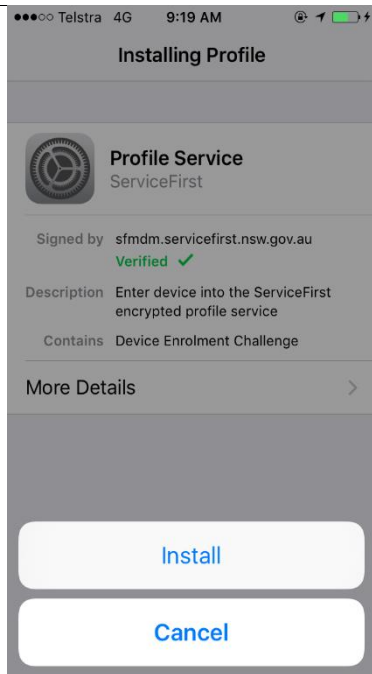
- Tap **'Allow'** for MobileIron to access location to allow administrator to find device if lost or stolen



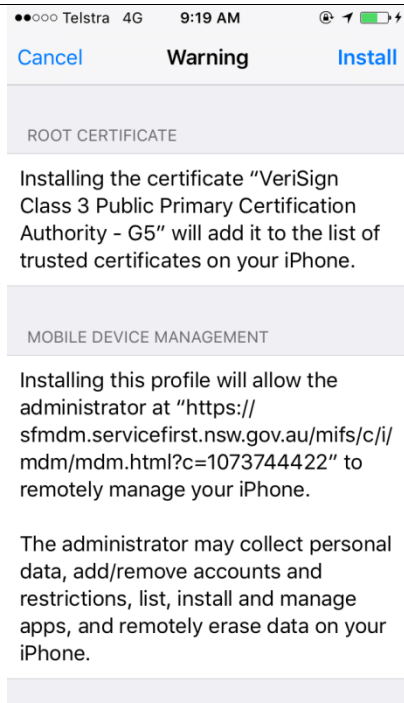
- Updating Configuration
- Select **'OK'**



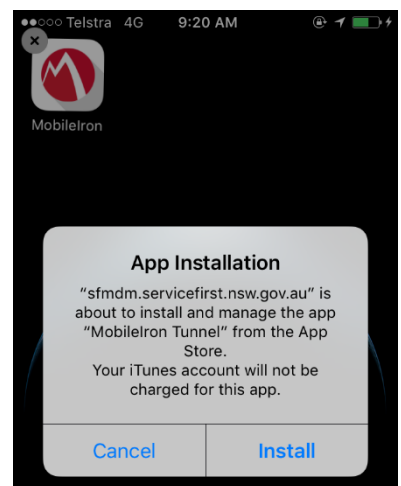
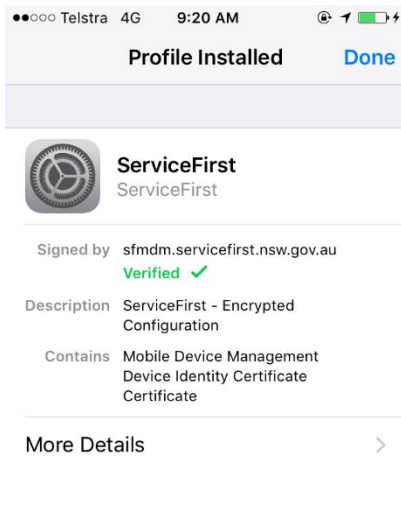
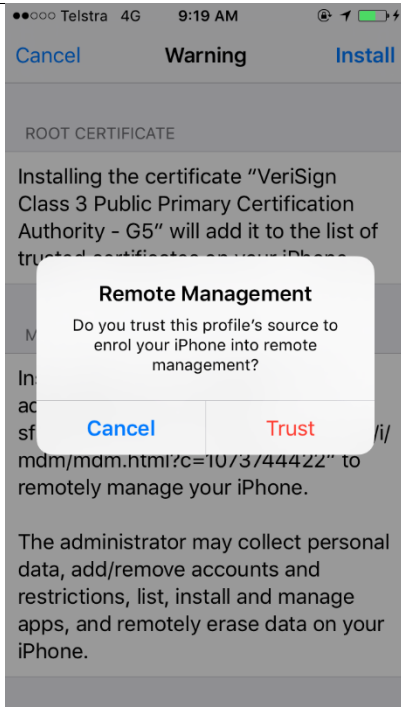
- You may be prompted to enter your 4 digit passcode



- Installing Profile Service
- Select 'Install'

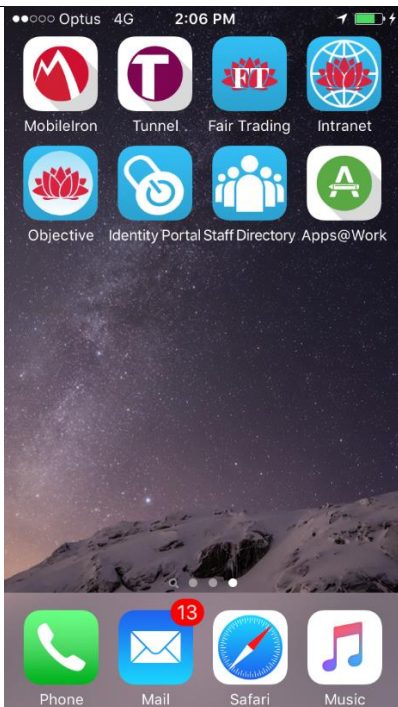
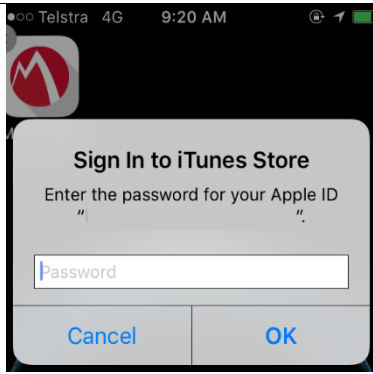


- Tap **Install** on ROOT Certificate message
- Tap **Trust**



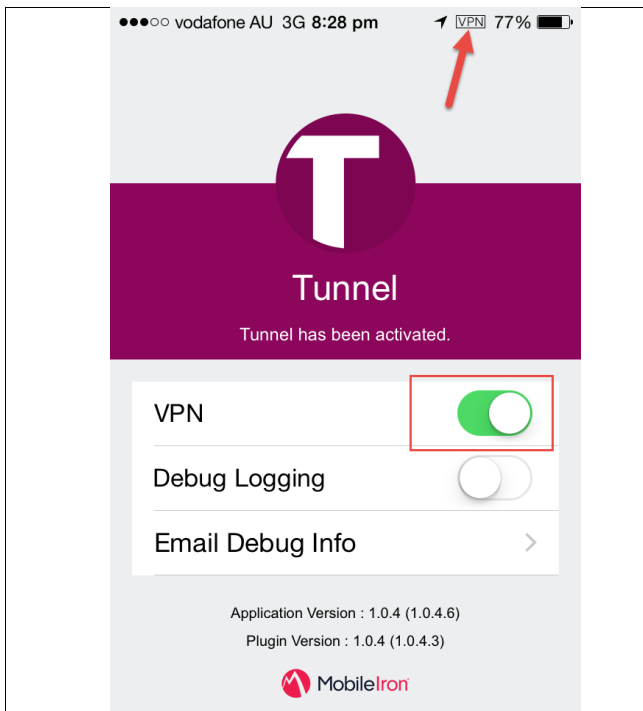
- Done

- Wait for a while till when being asked to install App
- Tap Install
- Provide apple ID/Password to proceed



- You will be re-directed back to default browser to see a '**Congratulations**' Page when done

- Once MobileIron is installed, you will see the icon appear on your home screen and you will get the Apps@work icon and other intranet icons on your homescreen.
- Open you emails, it will take about 5-10 mins to download your emails.
- Note: please don't forget to re-enable Wifi to Settings > Wifi



- Select Tunnel and tap **Activate**
- Then, select **VPN**, once **Tunnel VPN** is active you will see there is small VPN notification at the top of the screen