

Mobile Device Management Enrollment - iOS

How to enroll your Apple device into AirWatch Intelligent Hub

Requirements

In order to enroll your Apple device, you will need the following:

- Ensure you are eligible to enroll in mobile device management software
- Have you Apple ID and Password
 - If you do not have an Apple ID, please [create one](#). You can [create an Apple ID without entering credit card information](#)
 - If you have an Apple ID but forgot the password, you can [reset your Apple ID password](#).
- iOS device cannot be [jailbroken/compromised](#).
- Active Mednet AD Account.
- PIN or Password enabled on your iOS device.
- A backup of your personal data from your iOS device (recommended).

Instructions

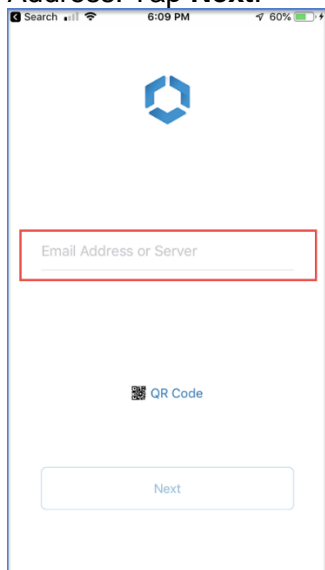
Use the steps below to enroll an iOS device.

Please note, steps 9 and 10 regarding profile install from settings applies to iOS 12.2 and above.

1. Navigate to <https://awagent.com> from your iOS web browser or scan the QR code to the left with the device's built-in camera (ability to scan a QR code without a third-party app is a feature available in for iOS 11+)
2. Download Intelligent Hub Agent from the App Store
3. Open the Intelligent Hub Agent

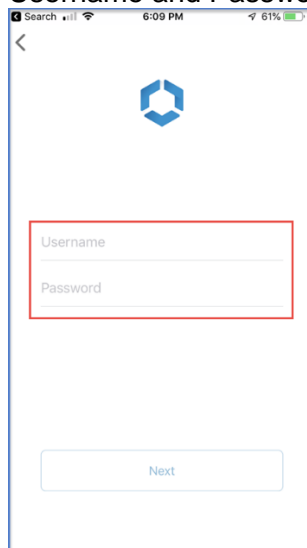


4. In the first screen, type in your Email Address. Tap **Next**.



The screenshot shows the first screen of the Intelligent Hub Agent app. At the top is the UCLA Health logo. Below it is a red-outlined input field labeled "Email Address or Server". Underneath the field is a QR code icon with the text "QR Code" next to it. At the bottom is a "Next" button.

5. Type in your Active Directory (AD) Username and Password and tap **Next**.



The screenshot shows the second screen of the Intelligent Hub Agent app. At the top is the UCLA Health logo. Below it are two red-outlined input fields: "Username" and "Password". At the bottom is a "Next" button.

6. Accept Terms and Conditions.



Terms and Conditions

PERSONAL MOBILE DEVICE USAGE AGREEMENT

("BRING YOUR OWN DEVICE" PROGRAM)

IMPORTANT – PLEASE READ CAREFULLY: Your acceptance of the terms of this Agreement is required before you will be permitted to access UCLA System Restricted Information with a personal mobile device such as tablets and smart phones.

This Personal Mobile Device Usage Agreement ("Agreement") constitutes an agreement between The Regents of the University of California, on behalf of the UCLA Health and the David Geffen

Accept

7. Read the Workspace Services information. Tap **Next**.



Workspace Services

This is required before the app can be installed. You automatically receive:



Direct installation of all corporate resources.



Secured corporate network access.



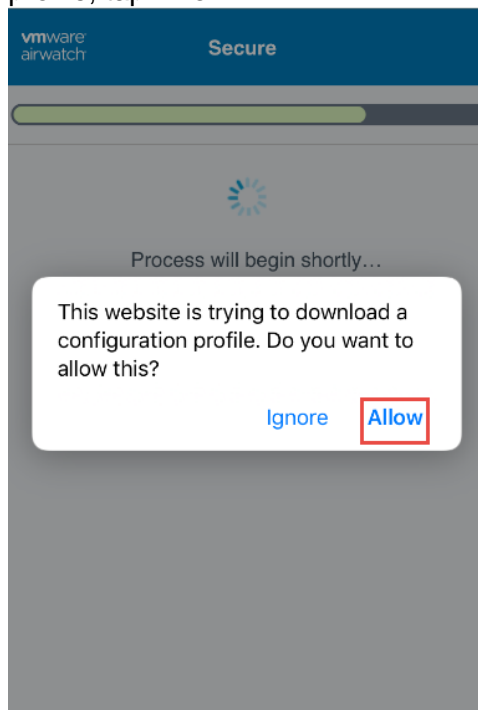
Synchronized apps and content on all of your devices.



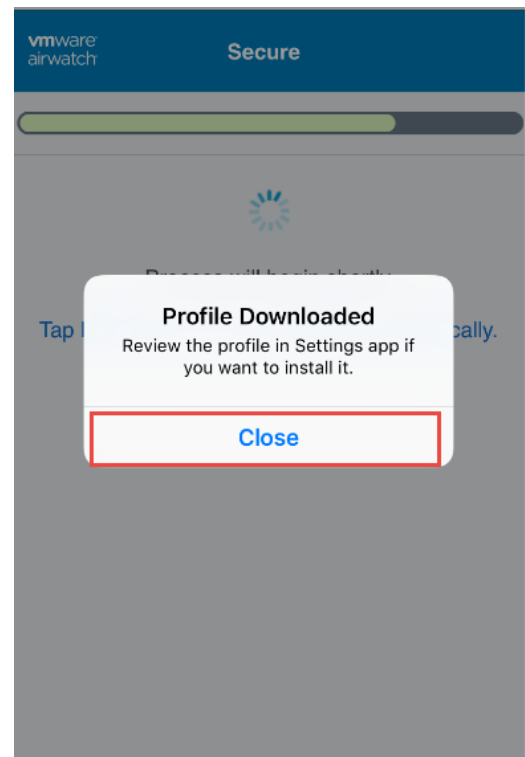
An enhanced app experience that will make you more productive.

Next

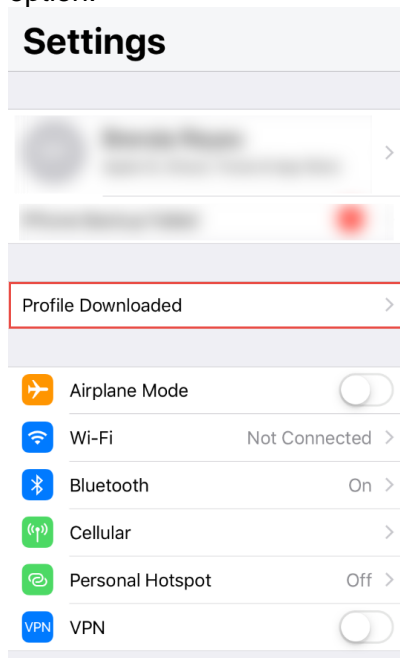
8. If you receive a prompt that the website is trying to open Settings to show and download a configuration profile, tap **Allow**.



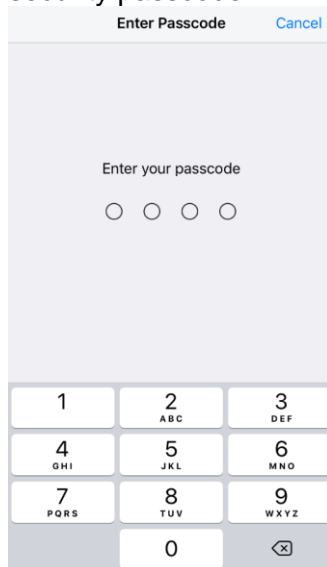
9. Once the profile has been downloaded, select **Close**.



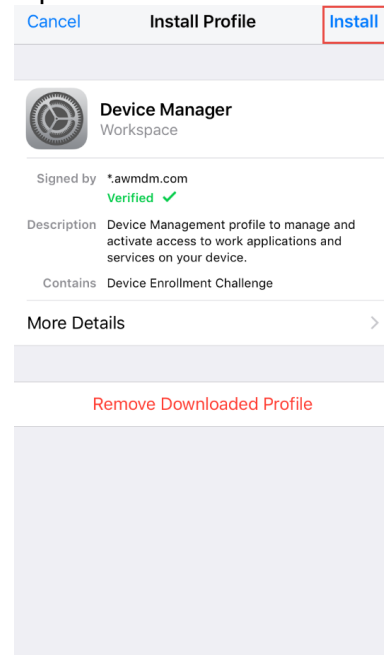
10. On your iOS device, go to Settings. **Select the Profile Downloaded** option.



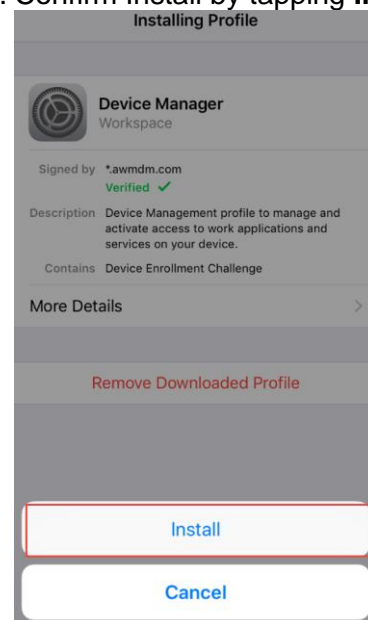
12. If prompted, enter your device security passcode.



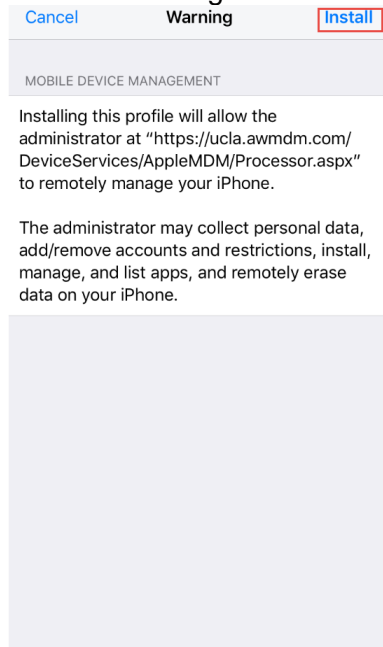
11. When the Install Profile pages displays, tap **Install**.



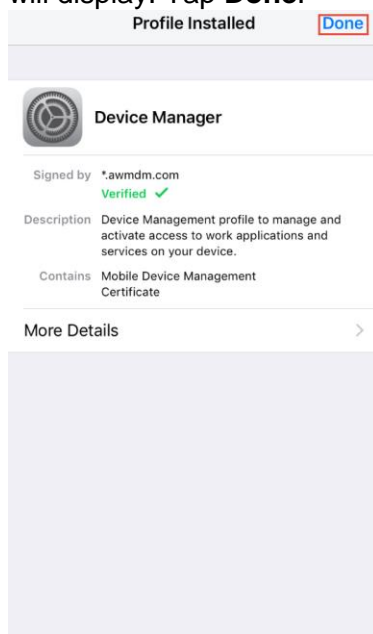
13. Confirm Install by tapping **Install**.



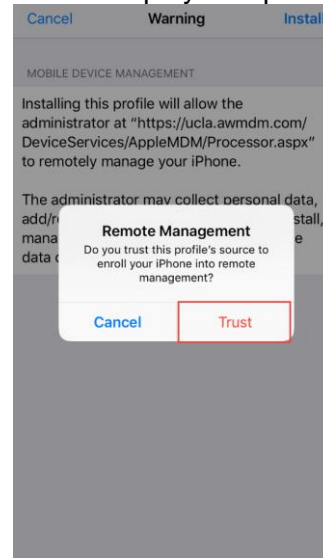
14. Select **Install** again.



16. When the profile has finished installing, the "Profile Installed" page will display. Tap **Done**.



15. You will receive a warning message explaining the profile allows and administrator to remotely manage your device displays. Tap **Trust**.



17. Select **Done** on the next page.



Your IT department will provide you access to a wide variety of company resources and apps and notify you if further action is required.



Please note, this warning message is required by Apple and UCLA Health IT is unable to adjust the warning message. Please be aware of the following:

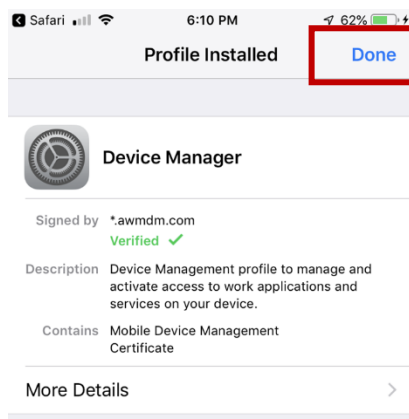
Upon separation, UCLA will only perform an enterprise wipe which only remove Exchange data from your device (email, calendar, notes, and task related to your AD username and password).

UCLA does not have mobile device management configured to capture any web viewing history. We will collect the following information to aid in device identification and troubleshooting:

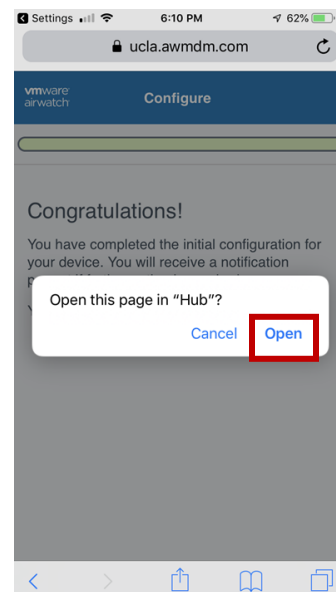
- operating system
- model
- display model
- last time device checked in with software
- enrollment status
- if it has been jailbroken
- encryption status
- current carrier
- home carrier
- International Mobile Equipment Identity number
- phone number

This information is viewed only when necessary to resolve problems for a specific device.

18. When the profile has finished installing, the Profile Installed page displays. Tap **Done**.



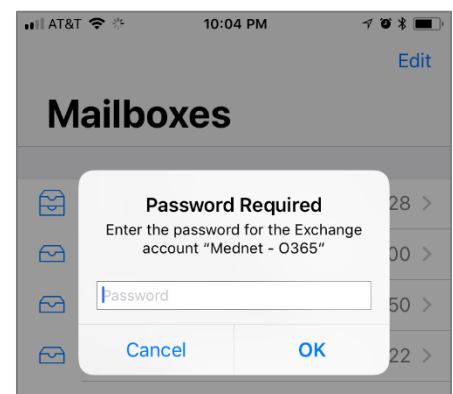
19. Tap **Open** after successful Intelligent Hub enrollment.



20. Enter your Mednet Email password when prompted.

Note: Syncing email may take up to 60 minutes.

If you do not automatically get prompted for your Mednet email password, open your mail client and you should get the prompt. After 60 minutes, if you do not see email after relaunching the Mednet – O365 mail app, please contact Customer Care.



Note: You may receive a quarantine email notice after enrollment with the following information:

To: Bruin, Joe <JBruin@mednet.ucla.edu>

Subject: Your mobile device is temporarily blocked from synchronizing using Exchange ActiveSync until your administrator grants it access.

Message: Your mobile device is temporarily blocked from accessing content via Exchange ActiveSync because the mobile device has been quarantined. You don't need to take any action. Content will automatically be downloaded as soon as access is granted by your administrator. Information about your mobile device:

Device model: iPhoneXXXX

Questions

If you experience any issues enrolling your device in mobile device management software, please contact Customer Care at 310-267-CARE (2273). Specialists are available 24/7 to provide support. For in-person support, stop by [IT Connect](#).