

# DCJ iPad Enrolment User Guide

Please follow the steps below to begin using your new device:

- Make sure that prior to enrolment you have inserted your SIM card into the new device
- Make sure you set up your multi factor authentication options prior to enrolling
- Follow all the instructions on the guide(s) provided

This device is managed by the Department of Communities and Justice (DCJ). Please follow the instructions given in the attached document *Part A - Device Enrolment*, to setup/activate the device. This will enable your DCJ email account onto your mobile device and secure it. Email and calendar synchronisation are now available for your mobile phone via DCJ's Mobile Device Management (MDM) service. The MDM service allows for corporate settings to be applied, applications to be installed, synchronisation of email and calendar, and the device to be remotely wiped if it is reported lost or stolen. To access other corporate applications on your mobile device please follow instructions outlined in Part C of the document.

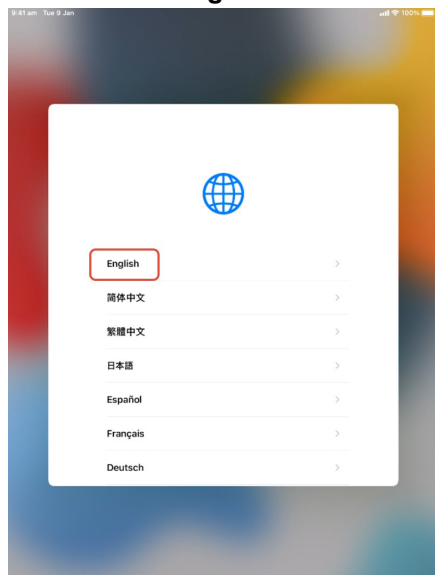
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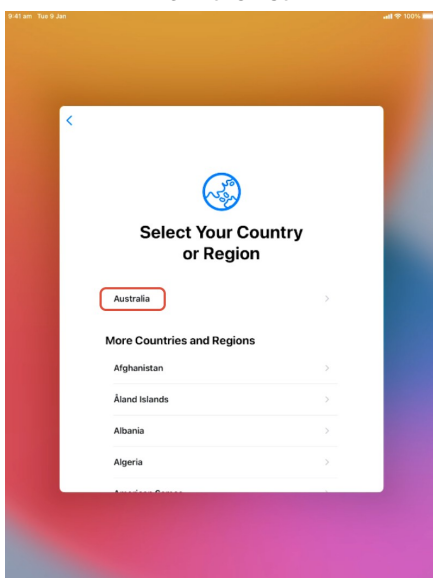
## Part A – Device Activation & Setup

**Estimated time to complete: 10 minutes**

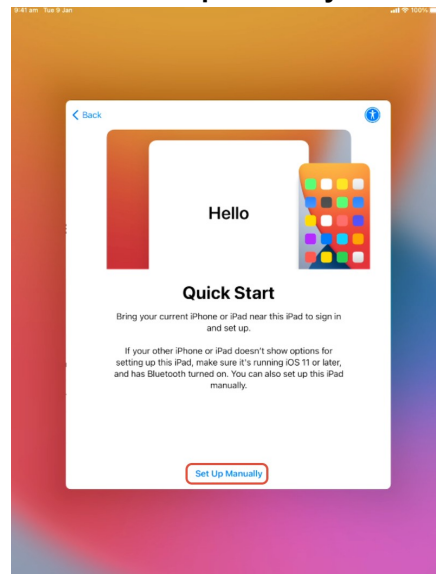
**Step (1)** Switch-on the device. On the Hello screen, tap the **'Home'** button at the bottom of the device; then tap **'English'**.



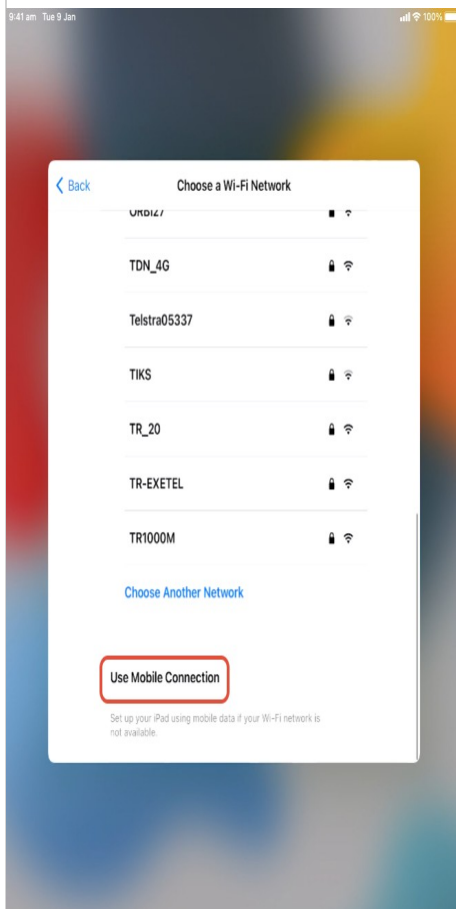
**Step (2)** On the Select your Country and Region screen; tap **'Australia'** from the list.



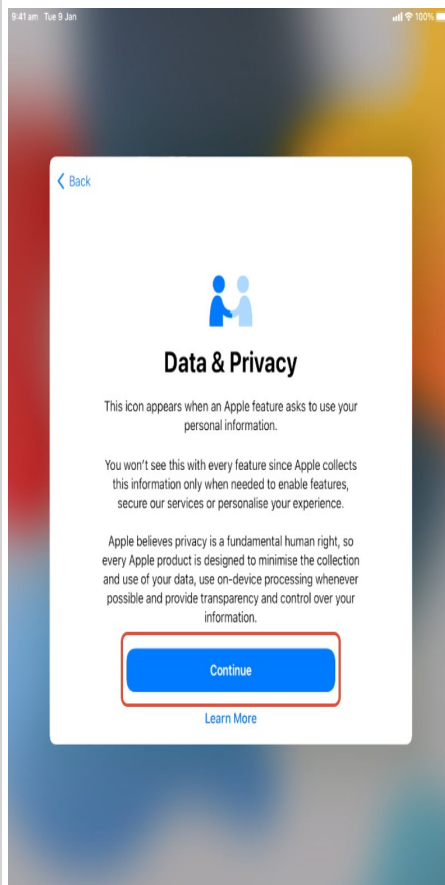
**Step (3)** On the Quick Start screen, tap on **'Set Up Manually'**.



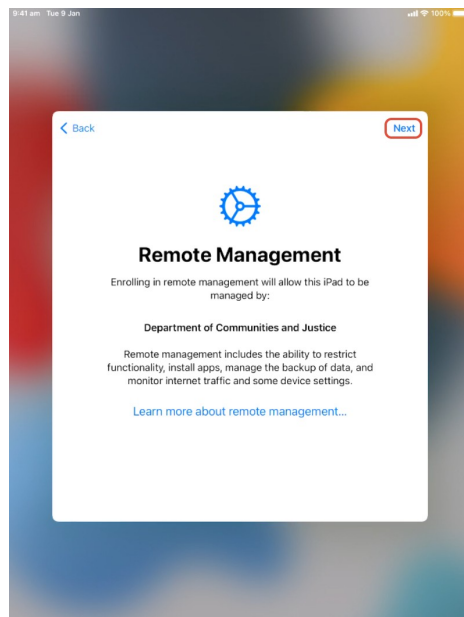
**Step (4)** On the Network Section screen tap on **'Use Mobile Connection'** at the bottom of the screen.



**Step (5)** On the Data & Privacy screen, tap on **'Continue'**.



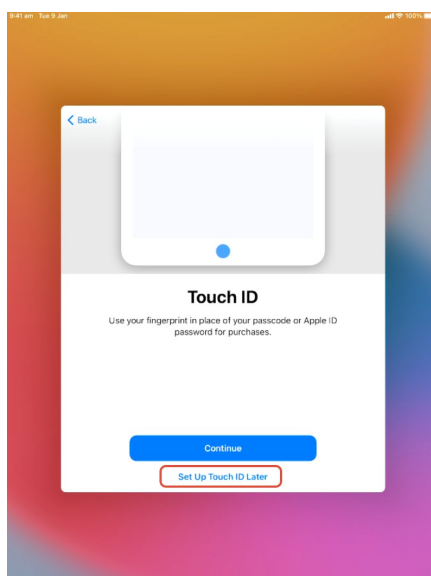
**Step (6)** On the Remote Management screen, tap on **'Next'**.



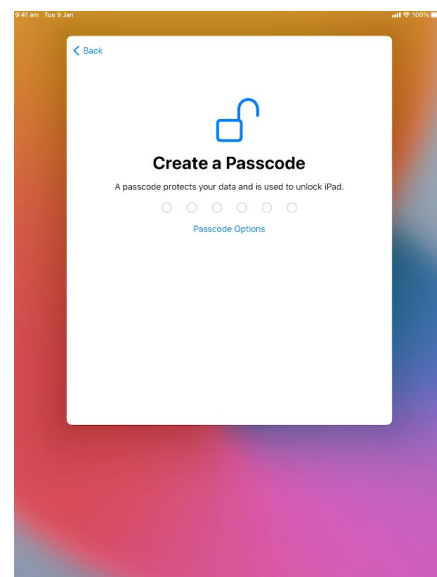
**Step (7)** Configuring iPad message will be displayed whilst the device will install the configuration. It will install the configuration profile on the device.



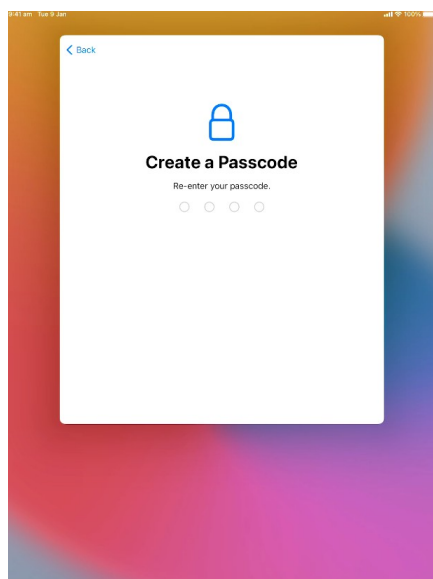
**Step (8)** Touch ID screen is displayed. Tap on **'Set Up Touch ID Later'**, tap **'Don't Use'** at the prompt and follow the prompts to set up passcode.



**Step (9)** On the Create a Passcode screen, enter a non-sequential passcode of your choice.

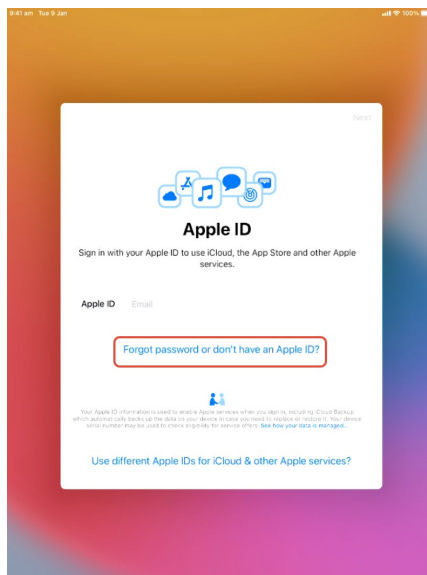


**Step (10)** On the same Create a Passcode screen, re-enter your passcode.

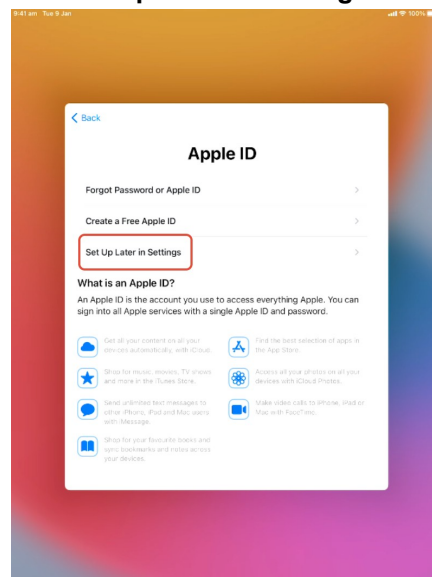


**Step (11)** The Apple ID screen will be displayed. You may choose to enter your Apple ID (optional) or tap '**Forgot password or don't have an Apple ID?**'

Note: If you enter Apple ID at this step, ignore steps 12 and 13.



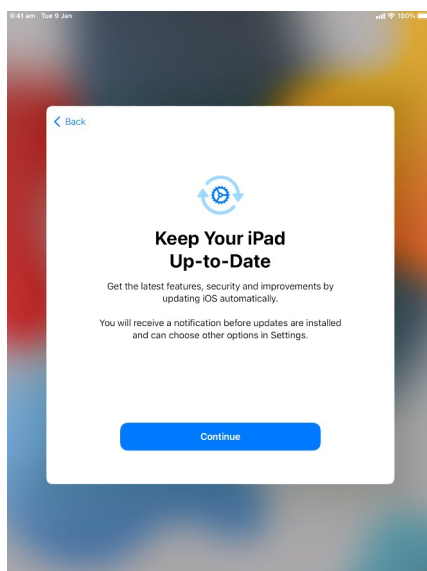
**Step (12)** On the Apple ID screen, tap on '**Set Up Later in Settings**'.



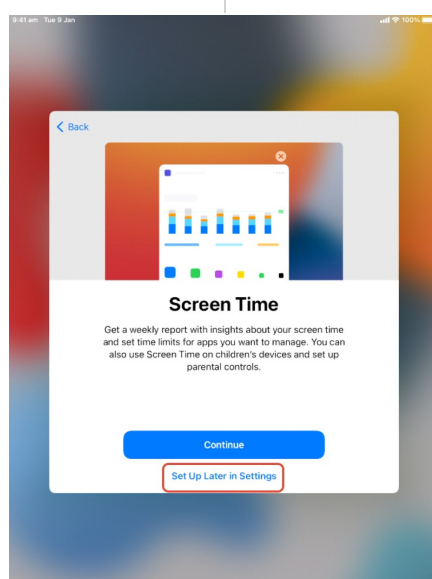
**Step (13)** On the Apple ID screen, tap '**Don't Use**' on the pop-up.



**Step (14)** On this screen, tap '**Continue**'.

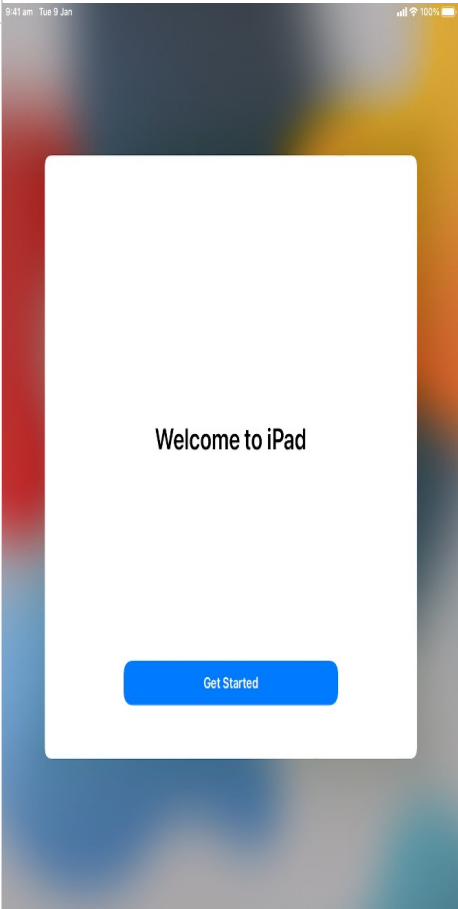


**Step (15)** On this screen, tap '**Set Up Later in Settings**'.

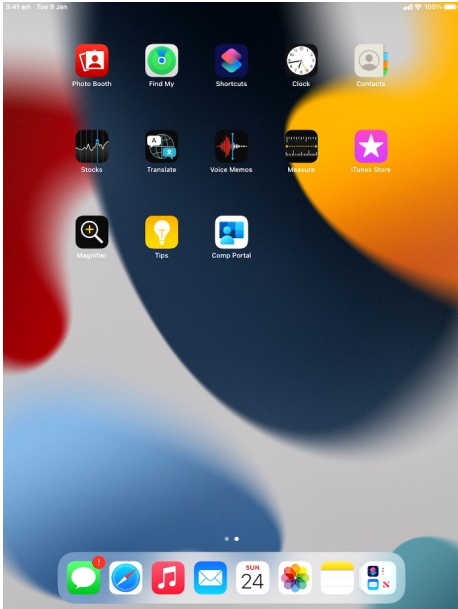


**Step (16)** On Appearance screen, select either the **Light or Dark** display option depending on your preference and click "**Continue**".

**Step (17)** If Welcome to iPad screen appears, tap on '**Get Started**'.



**Step (18)** To access Corporate Resources, select to open '**Company Portal**' and follow instructions in Part B.  
Note: Failure to sign in within 24 hours, the device may require a factory reset.



## Part B – Device Enrolment

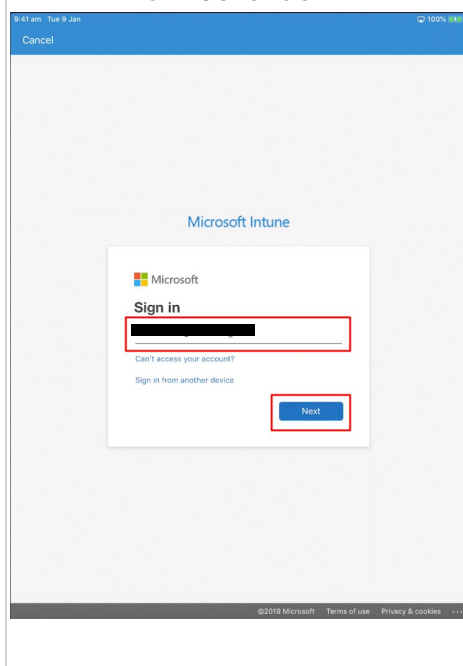
**Estimated time to complete: 20 minutes**

**Step (1)** On the Microsoft Intune Sign In screen. In the Username field, enter your DCJ email address in the format below and tap on **'Next'**.

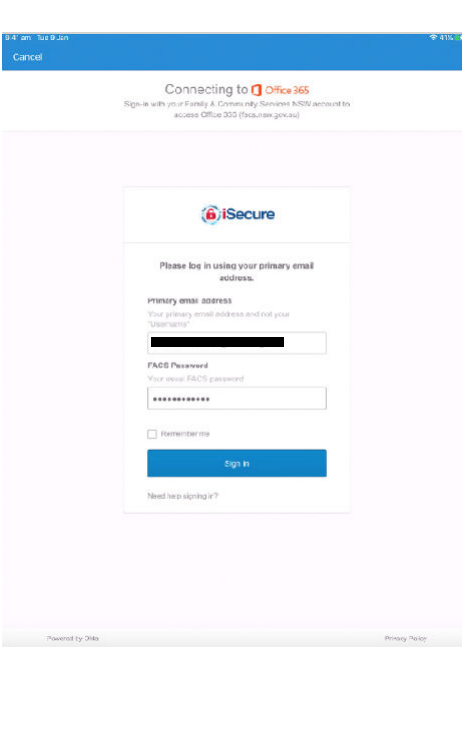
e.g.

Firstname.Lastname@facs.nsw.gov.au

**Note:** Your iPad may trigger a Keyboard gestures tutorial. Tap on **“Continue”**



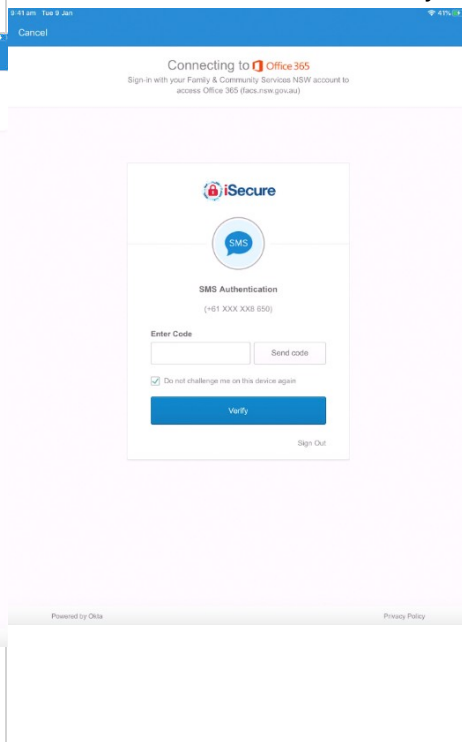
**Step (2)** On the iSecure screen, enter your email address and DCJ network password. Then, tap on **'Sign In'**.



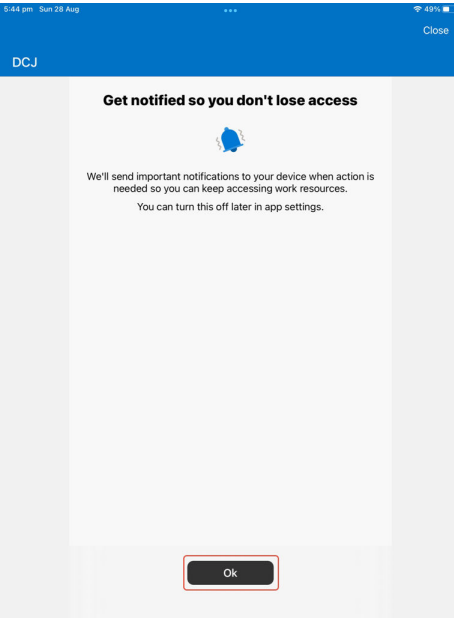
**Step (3)** Tap on **'Send Code'** and enter the code sent to your mobile number.

Then, tap on **'Verify'**.

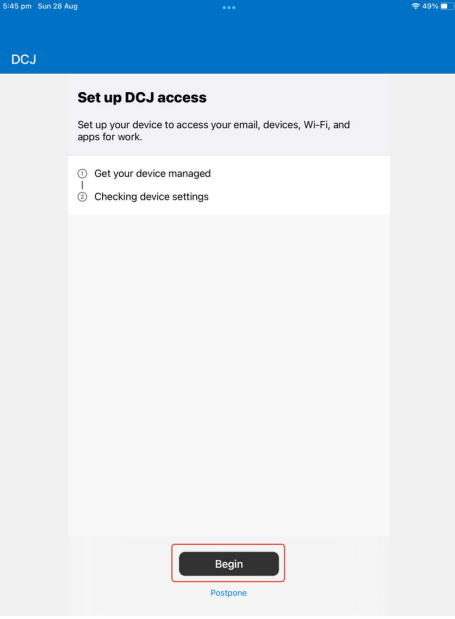
**Note:** To change the factor of authentication, tap on the drop down next to SMS icon and select Verify.



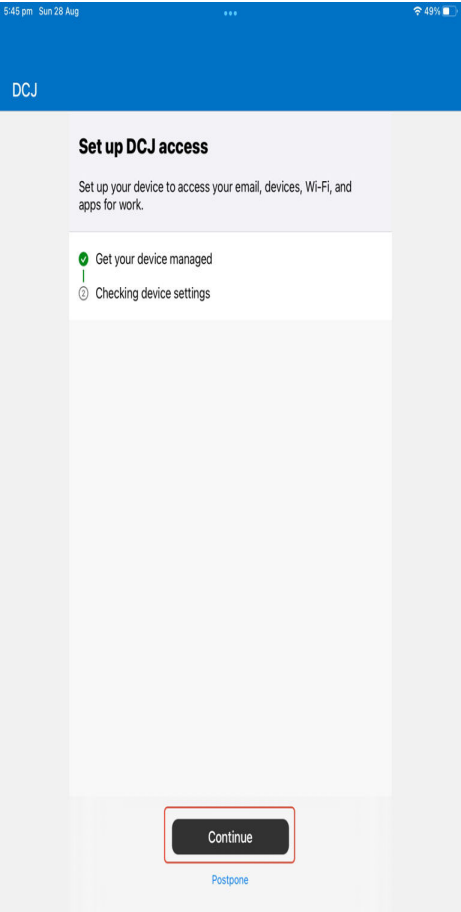
**Step (4) Tap on 'OK', then tap 'Allow'**



**Step (5) Tap on 'Begin'.**

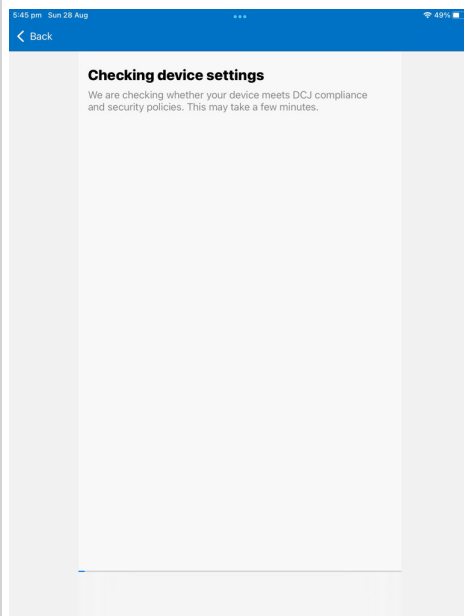


**Step (6) When Continue become**

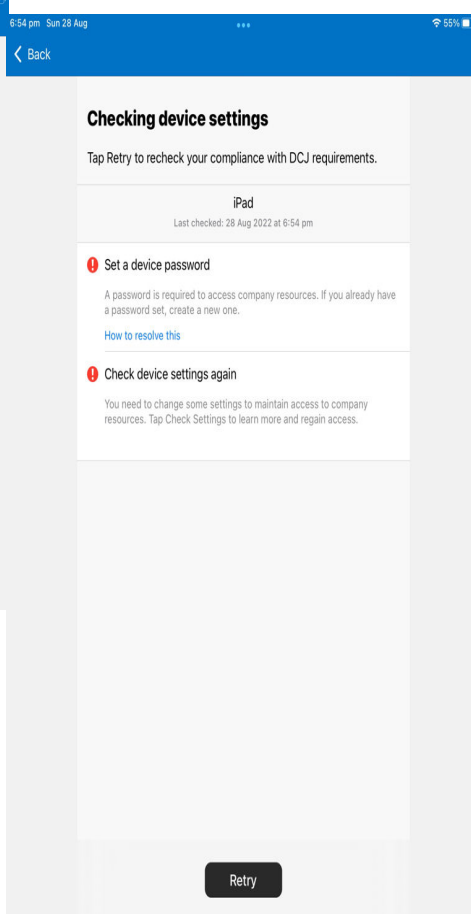




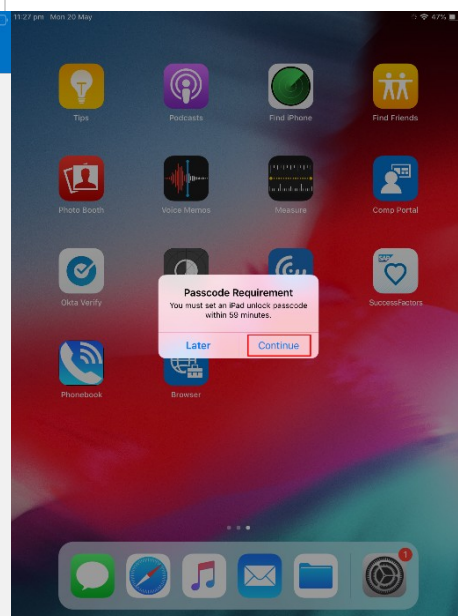
**Step (7)** Wait on this screen as the company portal configures the device. The screen will redirect once it is completed.



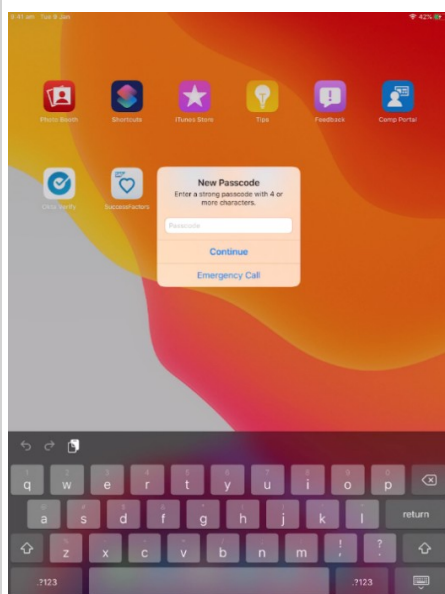
**Step (8)** If a Passcode has not been set or not strong enough you will receive a prompt, tap on **'Home'** button to go to the home. Otherwise proceed to **Step (13)**.



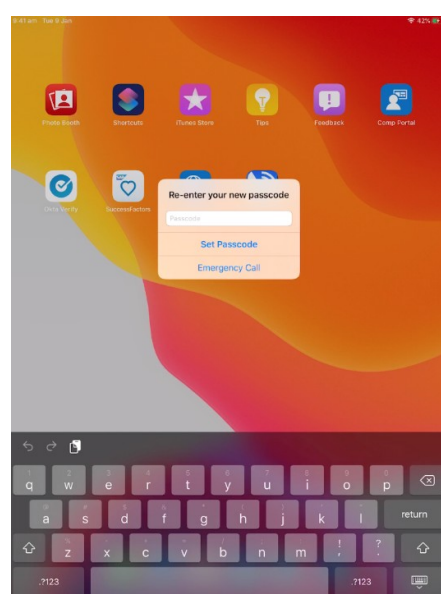
**Step (9)** When the below prompt appears, tap on **'Continue'**



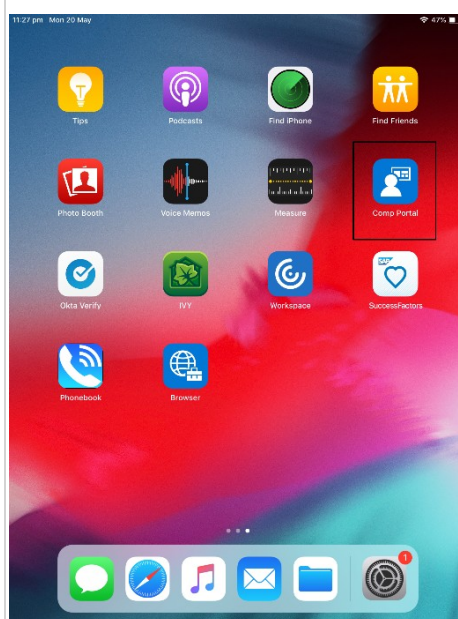
**Step (10)** Enter a new passcode and tap on **'Continue'**.



**Step (11)** Re-enter the new passcode and tap on **'Set Passcode'**.

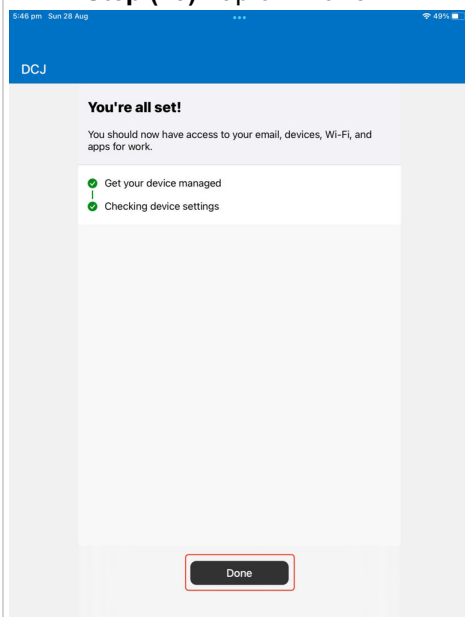


**Step (12)** Tap on the **'Comp Portal'** app.

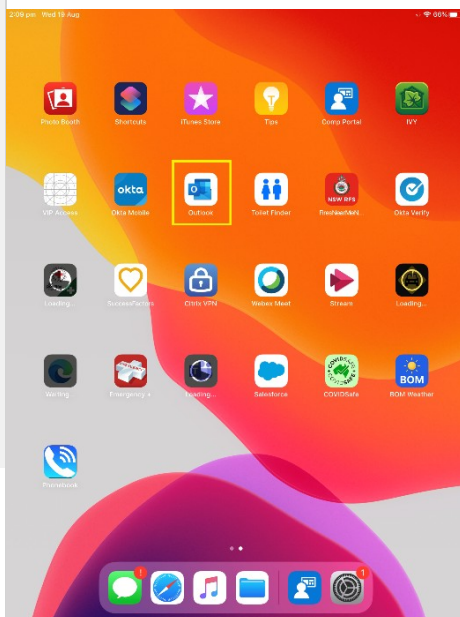




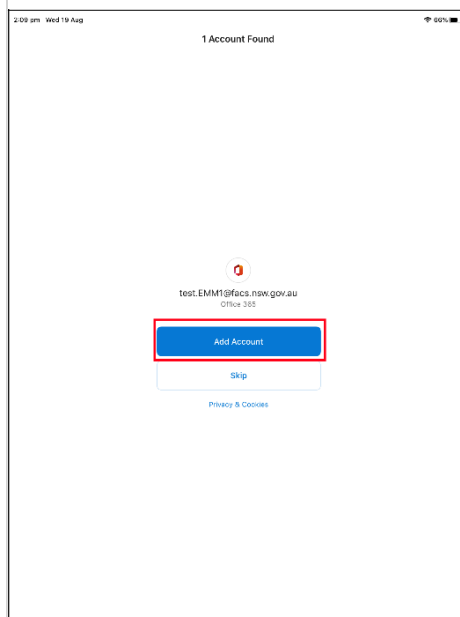
### Step (13) Tap on 'Done'.



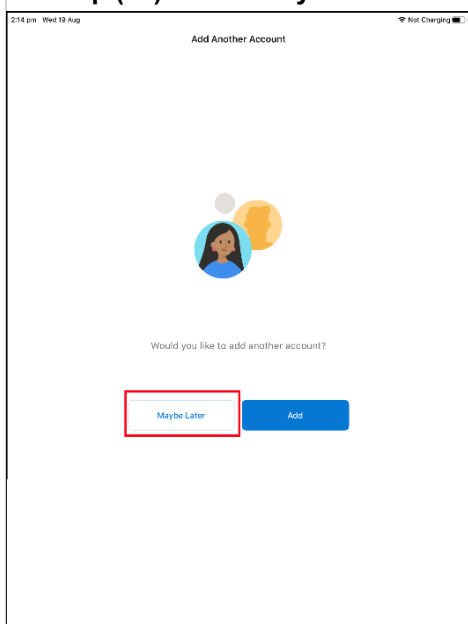
**Step (14) Go back to the home screen.**  
The Outlook app will automatically install to the device. Once installed, select **'Outlook'** to open.



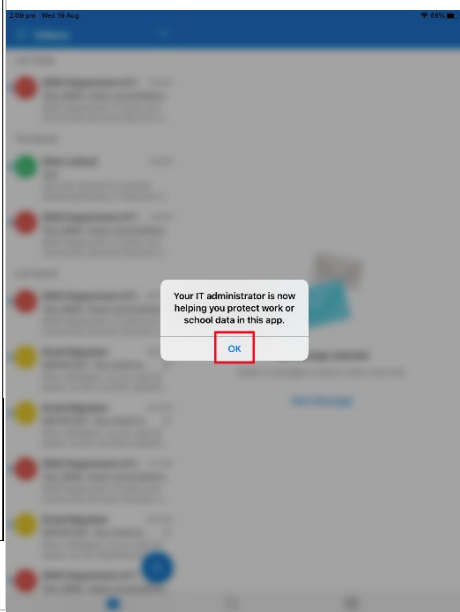
**Step (15) On the Account Found screen, select 'Add Account'.**



### Step (16) Select 'Maybe Later'



**Step (17) Select 'OK'.** Once Outlook closes, select **Outlook** to open it again.



**Step (18) Select 'OK' and 'OK' for contact saving.**

#### "Outlook" Would Like to Access Your Contacts

Outlook can sync contacts from your email accounts to the Contacts app.

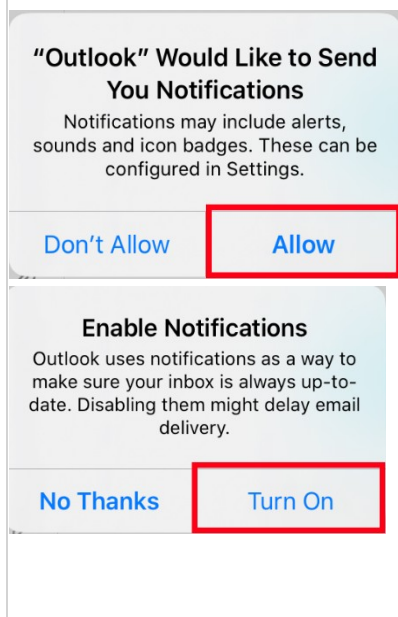
Don't Allow

OK

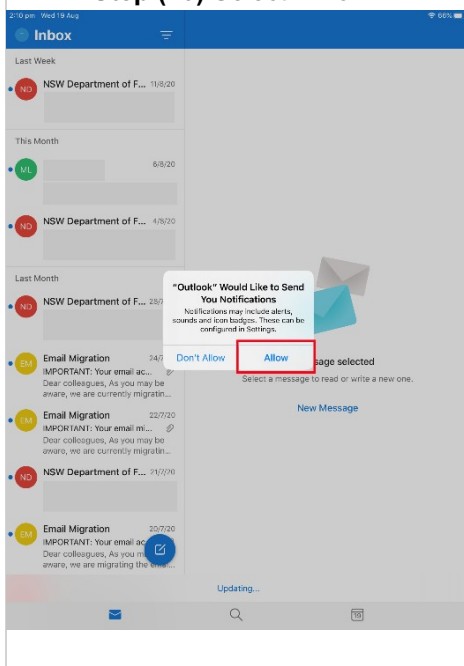
Your admin has enabled Contact Save in Outlook's settings. Please grant permissions so that Outlook can export contacts from your email account to the Contacts app.

OK

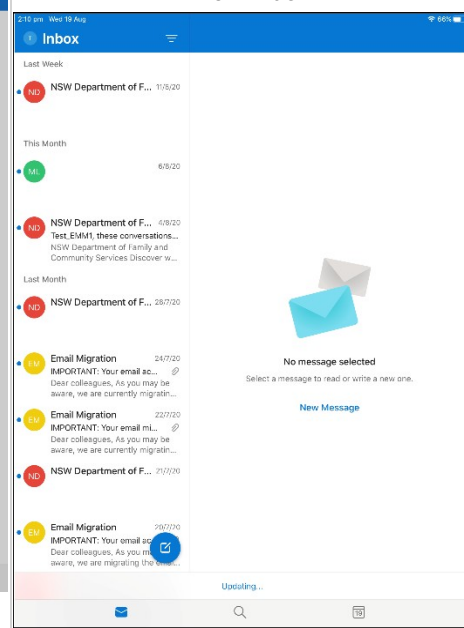
**Step (19) Select 'Turn On' and 'Allow' for these notifications.**



**Step (20) Select 'Allow'**



**Step (21) You should now see your Email Inbox.**



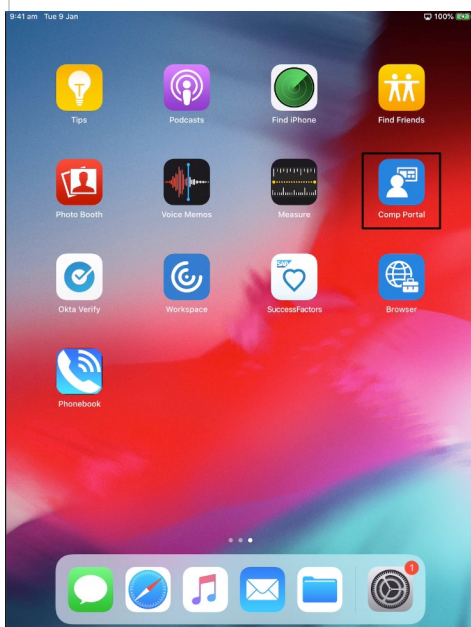
**Well Done! Your device has now been successfully enrolled and DCJ can manage this iPad's settings.**

## Part C – Corporate Applications

**Estimated time to complete: 5 minutes**

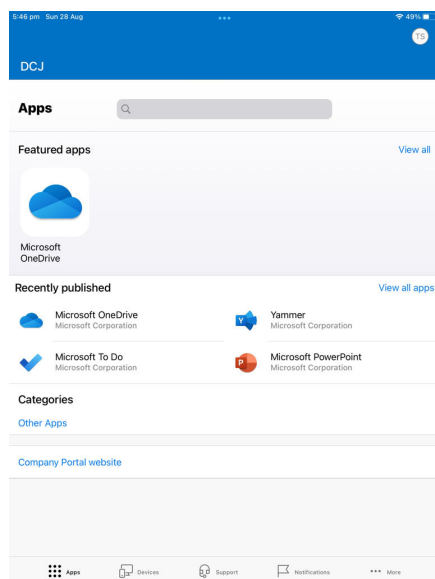
**Company applications have been made available for you to install on-demand. These can only be accessed through Microsoft's Company Portal app.**

**Step (1)** Tap on the 'Company Portal' icon to open the application on your mobile device.

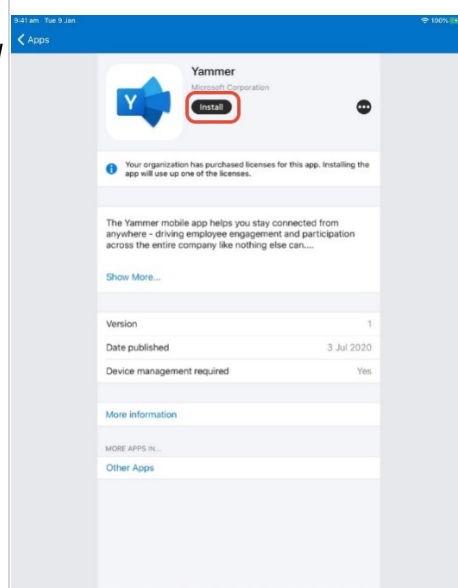


**Step (2)** On the Apps screen, tap on each app you want to install. For e.g. 'Yammer'

*Note: Tap on 'View All Apps' to see all the apps available for installation. For apps more than 150 MB in size will need Wi-Fi connection to download)*



**Step (3)** Tap 'Install' to install the app



**Step (4)** Go back to the home screen and the installed app will appear.



### **Video Enrolment Guide**

<https://youtu.be/9JU0vioq2Js>