

DCJ iPhone Enrolment User Guide

The following guide provides information on how to activate and enrol your new device in DCJ's mobile device management software for the first time and then install DCJ Corporate applications. You will need to complete this process prior to using your new device and this will take up to 60 minutes.

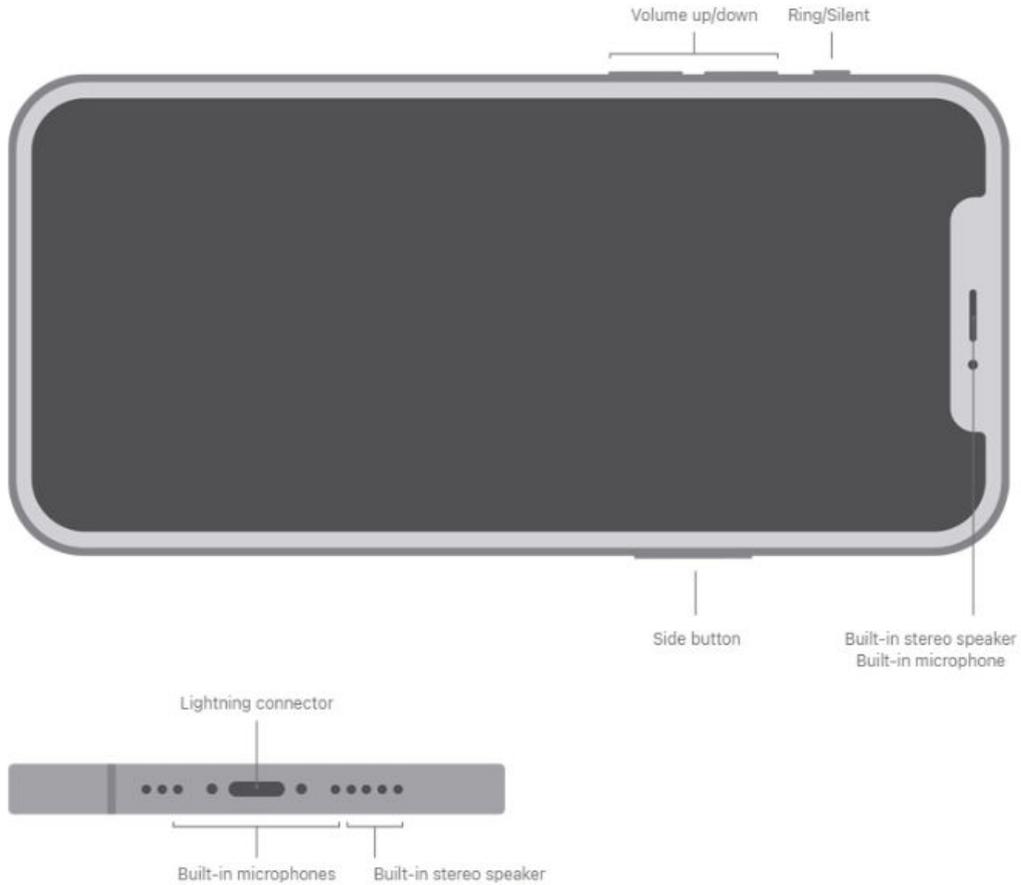
Prerequisites:

1. Make sure you have backed up data from your old device following the Data Transfer Guide. (www.telestar.com.au/wp-content/uploads/2023/09/Transfer-Guide-from-old-device-to-new-device.pdf)
2. Insert your new or an existing SIM card from your old device into your new device using the SIM card tool or paperclip.

You're now ready to activate and enrol your phone. Please complete Part A, Part B and Part C in this guide.

Please note that this device is managed by the NSW Department of Communities and Justice (DCJ) and will require the recipient to have an active DCJ IT Network account that is used to login to IT systems.

If have any issues with enrolment, please contact Telestar Help Desk mdm@telestar.com.au or 1300 658 687.

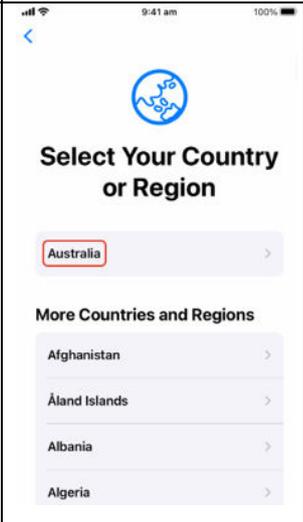
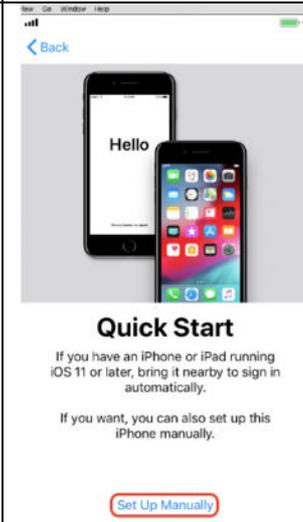
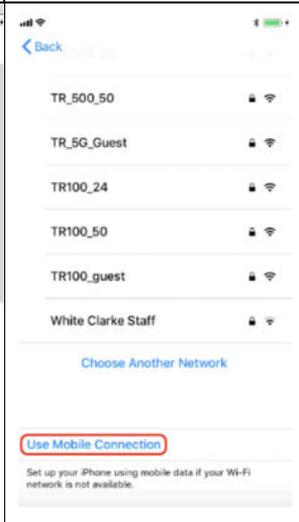


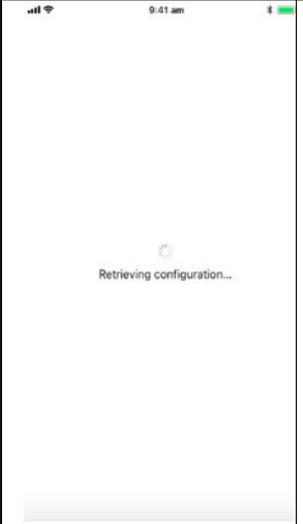
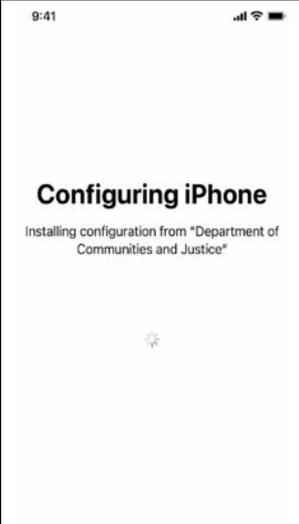
Contents

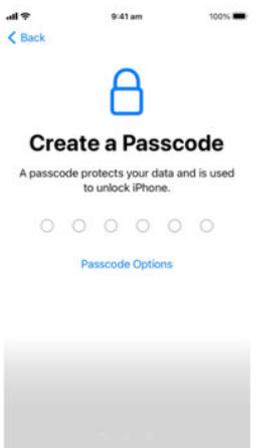
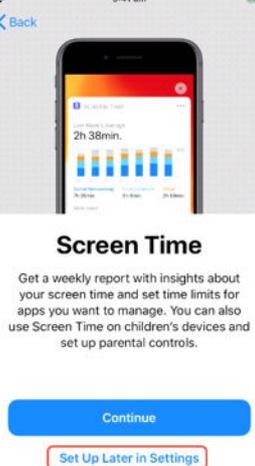
| | |
|---|-----------|
| DCJ iPhone Enrolment User Guide | 1 |
| Part A – Device Activation & Setup | 3 |
| Part B – Device Enrolment | 6 |
| Part C – Corporate Applications | 9 |
| Part D – Setup Okta Verify on your DCJ Phone | 10 |
| Video Enrolment Guide..... | 11 |

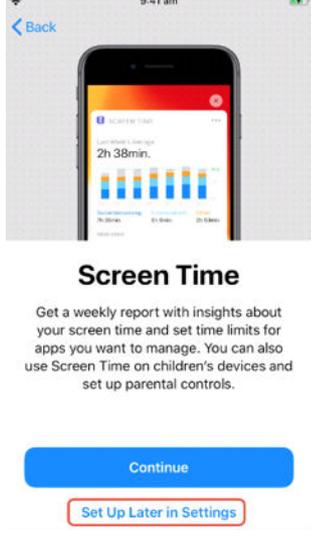
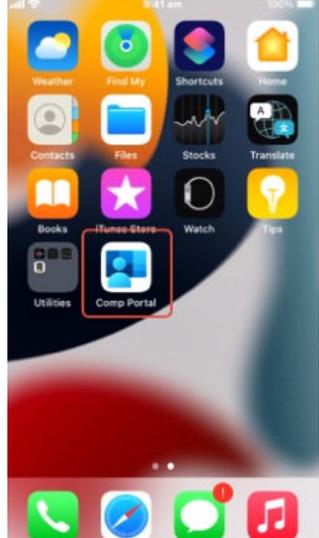
Part A – Device Activation & Setup

Estimated time to complete: 15 minutes.

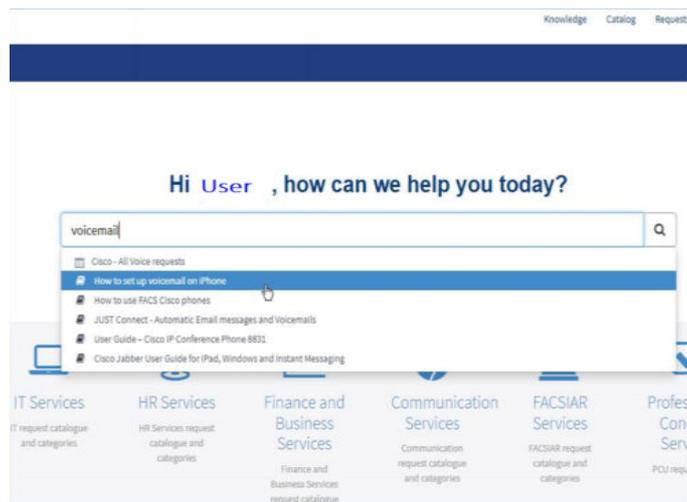
| | | | |
|---|---|---|--|
| <p>(1) Switch-on the device. On the Hello screen, tap the 'Home' button at the bottom of the device; then tap 'English'.</p> | <p>(2) On the Select your Country and Region screen; tap 'Australia' from the list.</p> | <p>(3) On the Quick Start screen, tap on 'Set Up Manually'.</p> | <p>(4) On the Network Section screen tap on 'Use Mobile Connection' at the bottom of the screen.</p> |
|  |  |  |  |

| | | | |
|---|---|--|---|
| <p>(5) A configuration notification will be displayed. When this is complete 'Next' will become available. Tap on 'Next'.</p> | <p>(6) On the Data & Privacy screen, tap on 'Continue'.</p> | <p>(7) On the Remote Management screen, tap on 'Next'.</p> | <p>(8) Configuring iPhone message will be displayed whilst the device will install the configuration. It will install the configuration profile on the device.</p> |
|  |  |  |  |

| | | | |
|--|---|--|---|
| <p>(9) Face ID screen is displayed. Tap on 'Set Up Later'.</p> | <p>(10) On the Create a Passcode screen, enter passcode of your choice. (Cannot be sequential or too simple).</p> | <p>(11) On the Create a Passcode screen, re-enter passcode.</p> | <p>(12) 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?'</p> |
|  |  |  |  |
| <p>(13) On the Apple ID screen, tap on 'Set Up Later in Settings'. And then tap on 'Don't Use' at the prompt.</p> | <p>(14) On this screen, tap on 'Continue'.</p> | <p>(15) On iMessage & FaceTime screen, tap on 'Continue'.</p> | <p>(16) On Screen Time screen, tap on 'Set Up Later in Settings'.</p> |
|  |  |  |  |

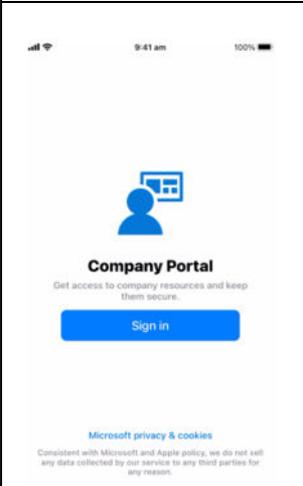
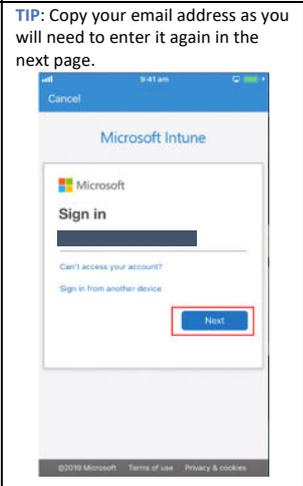
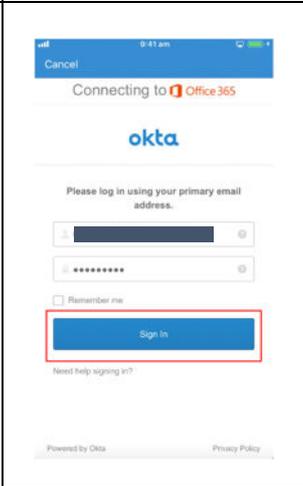
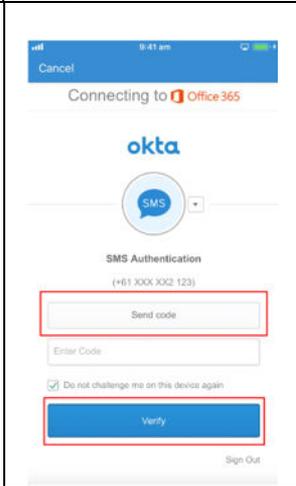
| | | |
|--|--|--|
| <p>(17) On Appearance screen, select either the Light or Dark display option depending on your preference and click "Continue".</p> | <p>(18) On the Welcome to iPhone 'Swipe up to get Started'.</p> | <p>(19) To access Corporate Resources, select to open 'Company Portal' and follow instructions in Part B. Note: Failure to sign in within 24 hours, the device may require a factory reset.</p> |
|  |  |  |

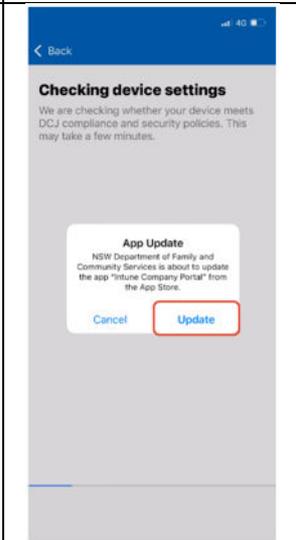
(20) Ensure you setup the voice message that callers hear when you are not able to answer your phone. Voice message setup instructions can be found in the ServiceNow Portal. Search for **'voicemail'**, then select **"How to set up voicemail on iPhone"** as shown in the screenshot below.

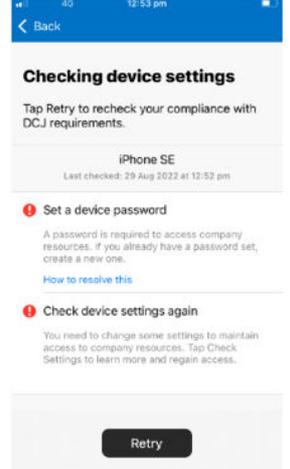
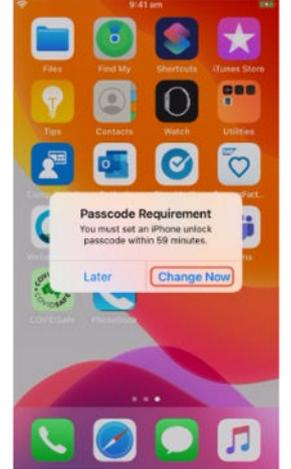
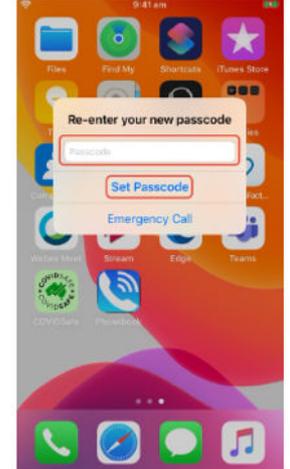


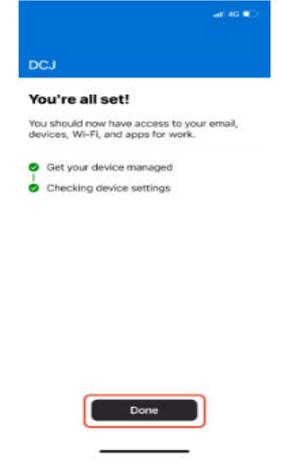
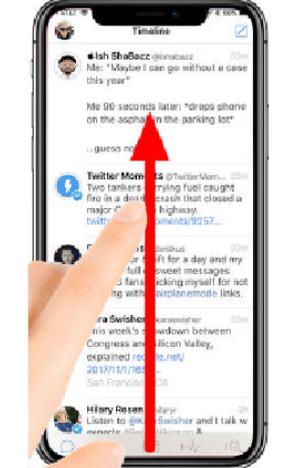
Part B – Device Enrolment

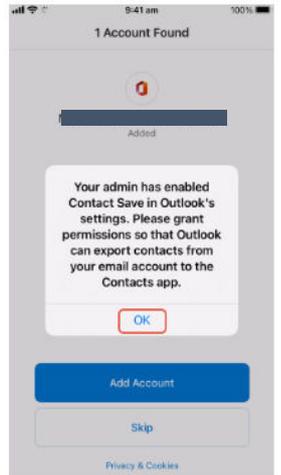
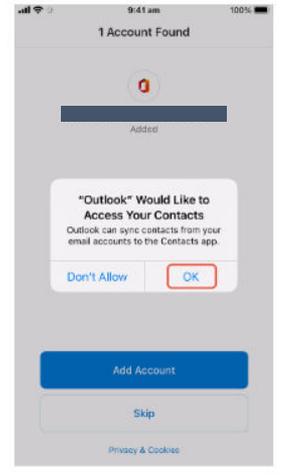
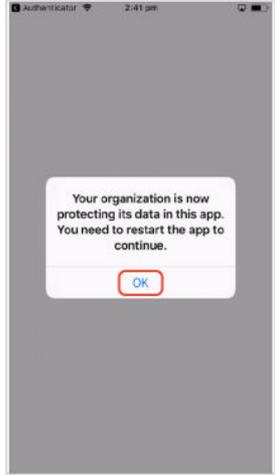
Estimated time to complete: 20 minutes.

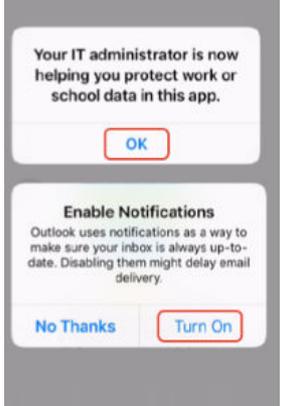
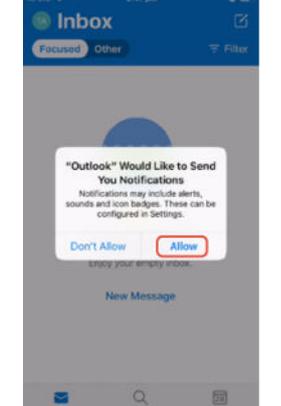
| | | | |
|--|--|---|---|
| <p>(1) On the Company Portal screen, select 'Sign In'.</p> | <p>(2) On the Microsoft Intune Sign In screen; in the Username field, enter your DCJ email address in the format below and tap 'Next'.</p> <p>For e.g. Firstname.Lastname@facs.nsw.gov.au</p> | <p>(3) On the iSecure Page, please enter your email address and DCJ network password. After that tap 'Sign In'.</p> | <p>(4A) Select your preferred second factor from the drop down menu and follow the steps prompted. In this example we will select the SMS factor that is linked to the mobile service on this phone. Tap on 'Send Code', enter the code sent to your mobile number and then tap on 'Verify'.</p> |
|  | <p>TIP: Copy your email address as you will need to enter it again in the next page.</p>  |  |  |

| | | | |
|---|---|---|---|
| <p>(7) Tap on 'Begin'.</p> | <p>(8) When Continue become highlighted, tap on 'Continue'.</p> | <p>(9) Wait on this screen as the company portal configures the device. The screen will redirect once it is completed.</p> | <p>(10) Tap on 'Update' button on the App Update notification.</p> |
|  |  |  |  |

| | | | |
|---|---|--|---|
| <p>(11) If passcode was not set or too simple, you will receive a prompt. Swipe up from the bottom of the screen to go to the home screen. Otherwise, proceed to Step (16)</p> | <p>(12) When the below prompt appears, tap on 'Change Now'.</p> | <p>(13) Enter a new passcode and tap on 'Continue'.</p> | <p>(14) Re-enter the new passcode and tap on 'Set Passcode'.</p> |
|  |  |  |  |

| | | | |
|---|---|---|---|
| <p>(15) Select 'Company Portal' from the Home screen.</p> | <p>(16) Tap on 'Done'.</p> | <p>(17) 'Swipe up from the bottom of the iPhone' to get back to the Home screen where you will find the corporate applications installed automatically.</p> | <p>(18) The Outlook app will automatically install to the device. Once installed, select 'Outlook' to open.</p> |
|  |  |  |  |

| | | | |
|---|---|--|---|
| <p>(19) On the Account Found screen, select 'Add Account'.</p> | <p>(20) Select 'OK'.</p> | <p>(21) Select 'OK'.</p> | <p>(22) Select 'OK'.</p> |
|  |  |  |  |

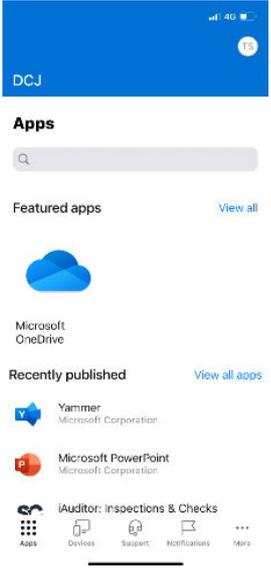
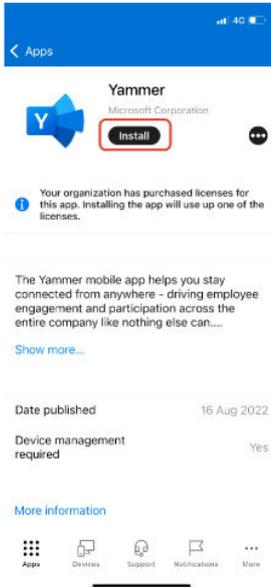
| | |
|--|--|
| <p>(23) Select 'OK' and 'Turn On' for these notifications.</p> | <p>(24) Select 'Allow'.</p> |
|  |  |

Your device has now been successfully enrolled and DCJ can manage this iPhone's settings.

Part C – Corporate Applications

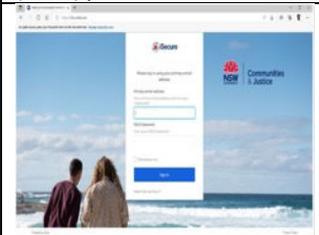
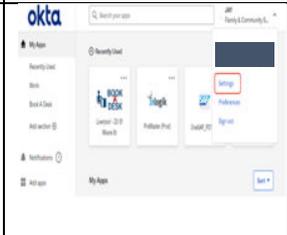
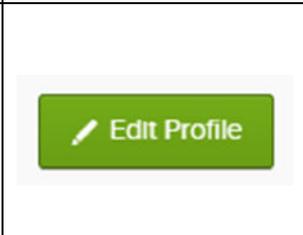
Estimated time to complete: 5 minutes.

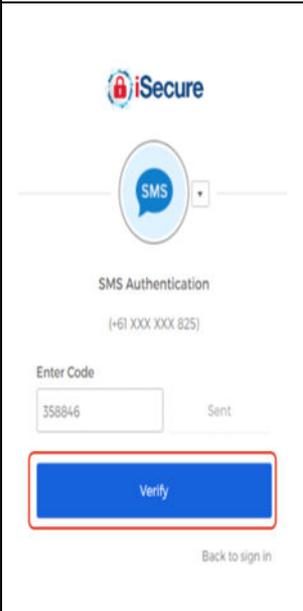
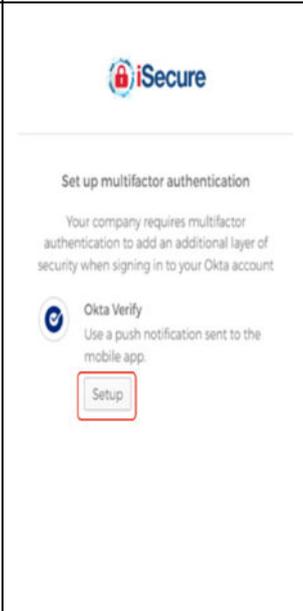
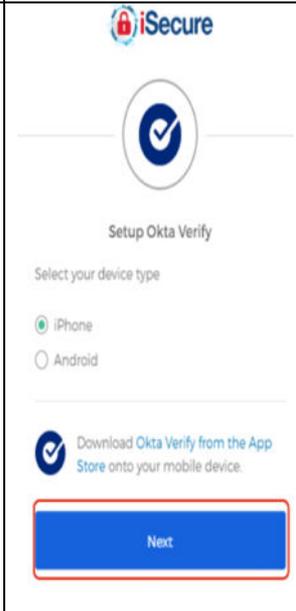
Company applications have been made available for you to install on-demand. These can only be accessed through Microsoft’s Company Portal app.

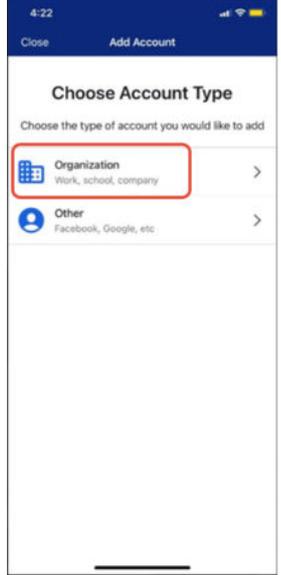
| | | | |
|---|--|---|--|
| <p>(1) Tap on the 'Company Portal' icon to open the application on your mobile device.</p> | <p>(2) On the Apps selection screen, tap on each app you want to install. For e.g. 'Yammer' Note: Tap on 'View All Apps' to see all the apps available for installation. For apps more than 200 MB in size will need Wi-Fi connection to download)</p> | <p>(3) Tap 'Install' to install the app.</p> | <p>(4) Go back to the home screen and the installed app will appear.</p> |
|  |  |  |  |

Part D – Setup Okta Verify on your DCJ Phone

This section provides instructions on how to set up Okta Verify for two-factor authentication. You will require Okta Verify to access DCJ systems when working outside of a DCJ office.

| | | | |
|---|---|--|---|
| <p>(1) On your computer, open https://facs.okta.com (https://facs.okta.com/%20) on a web browser (Google Chrome or Microsoft Edge). Sign in with your DCJ email address and DCJ Network (Citrix) password.</p> | <p>(2) At the top right-hand side of the screen click in your name, then click on Settings.</p> | <p>(3) Click on Edit Profile.</p> | <p>(4) Re-enter your FACS network (Citrix Password) and press verify.</p> |
|  |  |  |  |

| | | | |
|---|---|--|---|
| <p>(5) Press Send Code and once you receive the code on your Mobile Phone -> enter the code in the Enter code field -> click on Verify.</p> | <p>(6) Scroll down to the bottom of the page to the Extra Verification table. Click on Set up on the Okta Verify row. Note: If you see the remove button next to Okta Verify instead of Set up as pictured below, by clicking this it will remove Okta Verify from your old iPhone.</p> | <p>(7) Click on setup.</p> | <p>(8) Select your type of phone. DCJ issued mobile phones are iPhones, so click on iPhone and then click next.</p> |
|  |  |  |  |

| | | | |
|---|---|---|---|
| <p>(9) Open the Okta Verify App on your iPhone. If you can't find it download it from the Apple App Store.</p> | <p>(10) When you open the Okta Verify app on your iPhone, press on Get Started -> Next -> Add account -> Organisation (Work, School, Company).</p> | <p>(11) Press on 'Scan a QR Code'.</p> | <p>(12) From your iPhone, take a picture of the QR code displayed on your computer. Once the QR code has been scanned successfully, you will see an account added message appear, then click on Done.</p> |
|  |  |  |  |

You can now use Okta Verify when accessing DCJ systems when outside of an office. Please refer to ServiceNow for more information.

Video Enrolment Guide

Click the link for DCJ iPhone Enrolment User Guide Video

youtu.be/ZxfiHoUFPgo