

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.

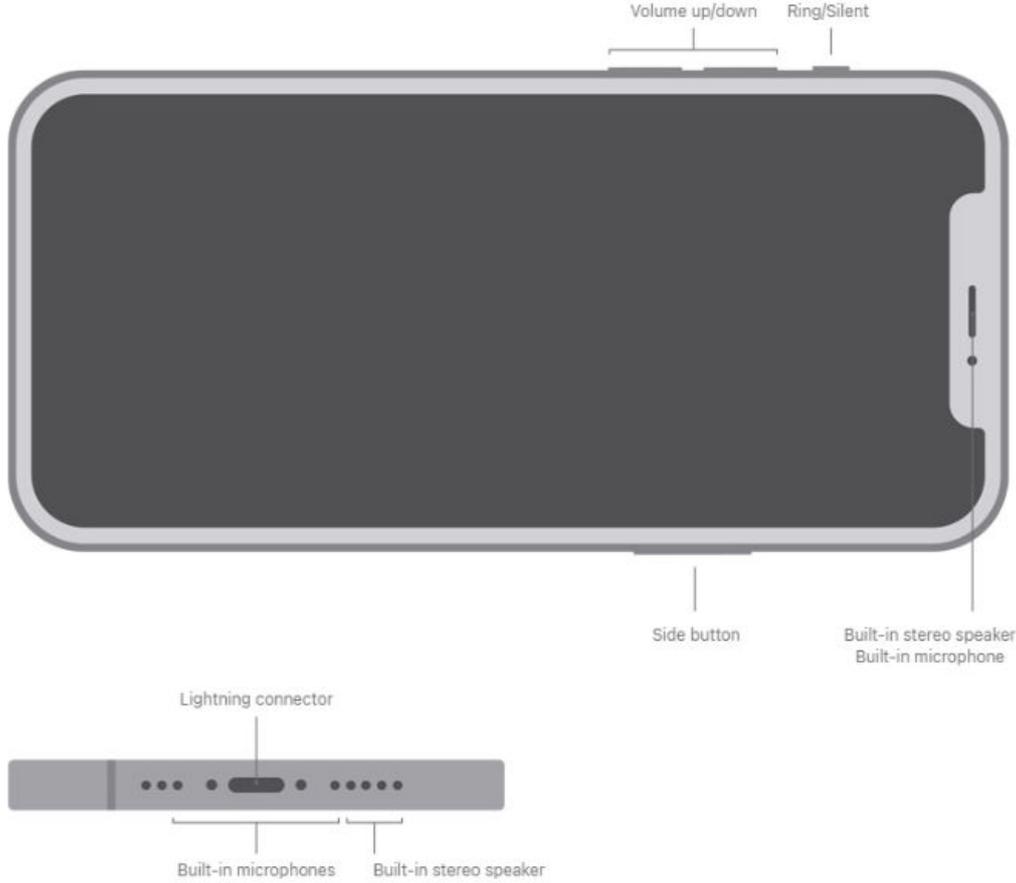
Prerequisites:

1. Make sure you have backed up data from your old device.
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 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 265 438.



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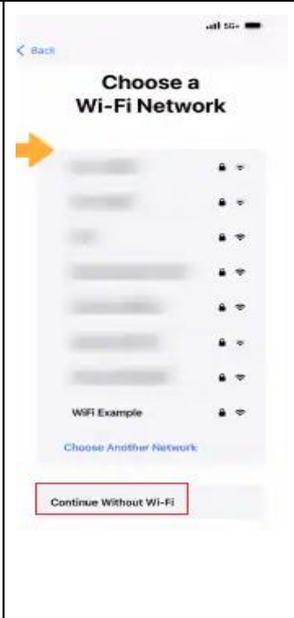
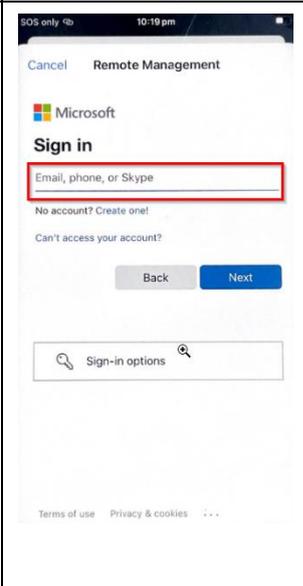
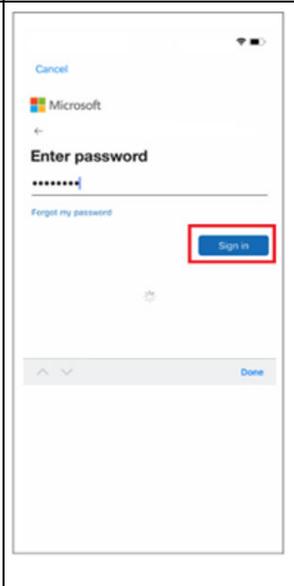
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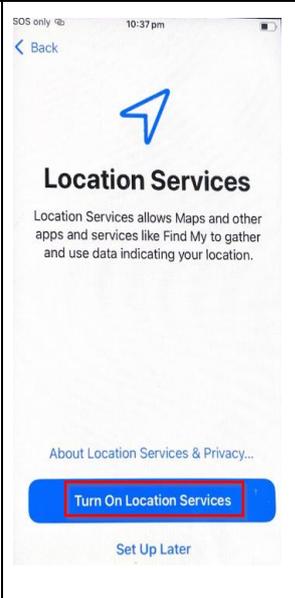
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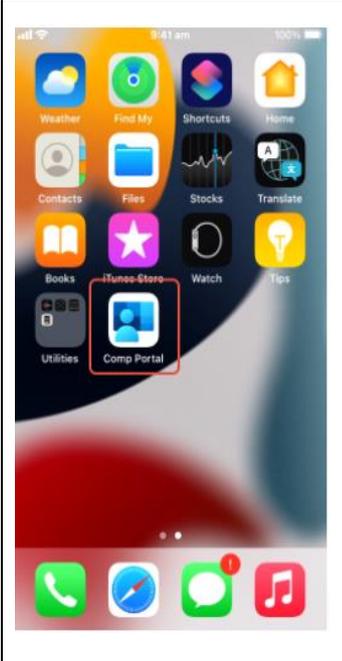
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Part A – Device Activation & Setup

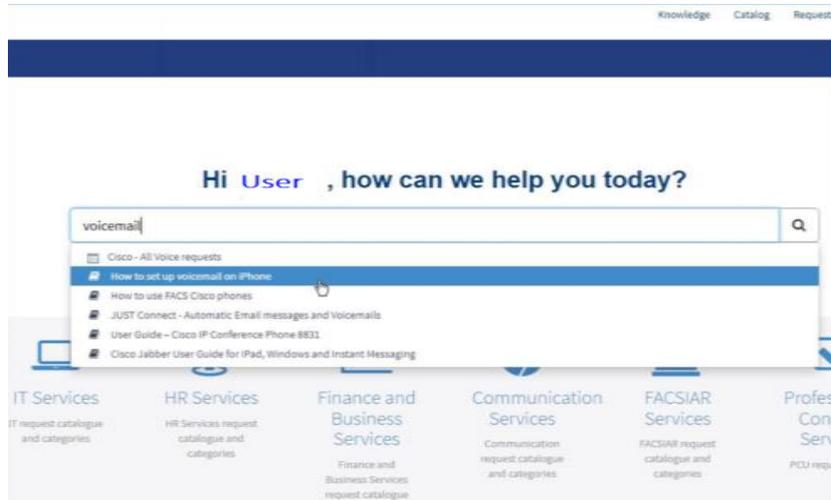
Estimated time to complete: 15 minutes.

<p>(1) Switch on the device. On the Hello screen, swipe up; 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 Without Another Device'.</p>	<p>(4) On the Choose a Wi-Fi network, select 'Continue Without Wi-fi'.</p>
			
<p>(5) A configuration notification will be displayed. When this is complete Tap on 'Next'.</p>	<p>(6) On the Remote Management screen, tap on 'Enrol This iPhone'.</p>	<p>(7) On the Microsoft Sign-In screen, enter your DCJ email address in the format below and tap 'Next'.</p>	<p>(8) Enter your DCJ network password. And Click Sign in</p>
			

<p>(9) The iPhone is now configuring and downloading management profiles</p>	<p>(10) Tap 'Continue'</p>	<p>(11) Tap 'Turn on Location Services'</p>	<p>(12) When the below prompt appears, tap on 'Change Now'.</p>
			

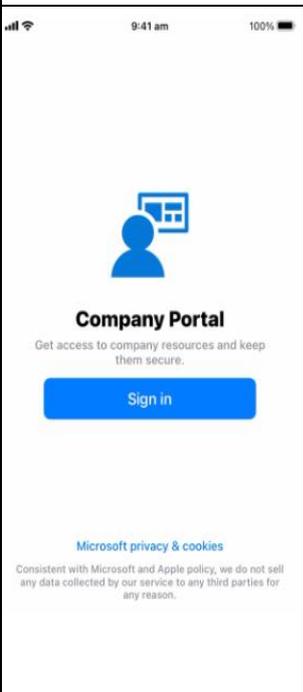
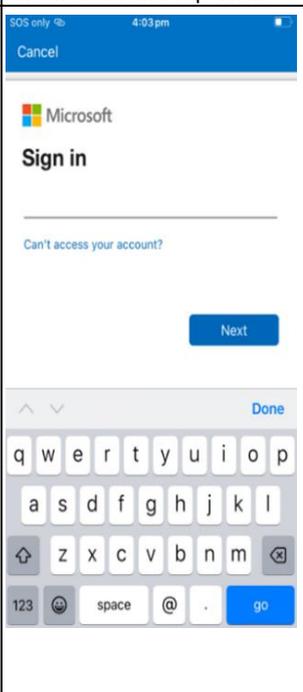
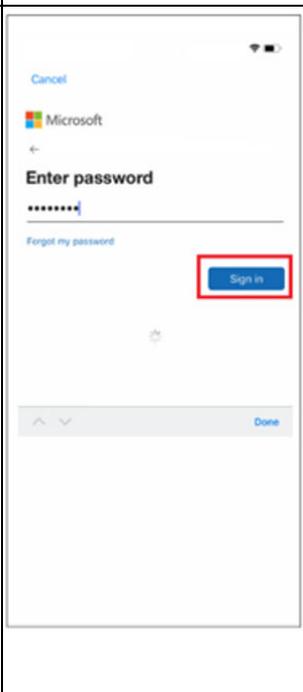
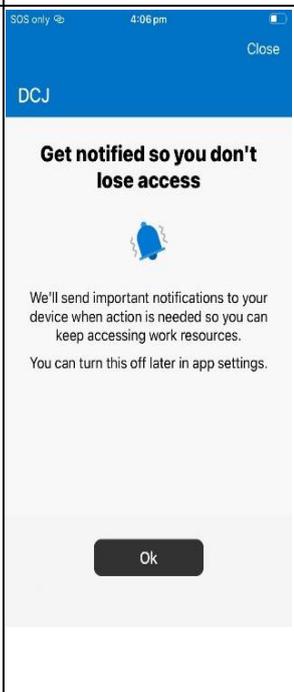
<p>(13) Enter a new passcode and tap on 'Continue'."</p>	<p>(14) Re-enter the new passcode and tap on 'Set Passcode'.</p>	<p>(15) To access Corporate Resources, select 'Company Portal' and follow the instructions in Part B</p>
		

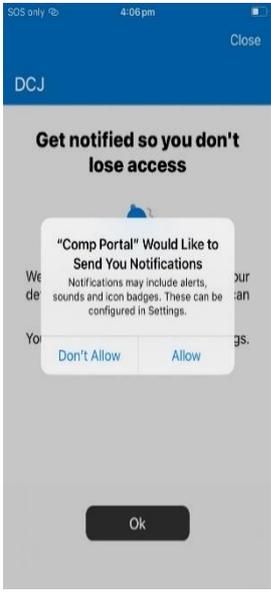
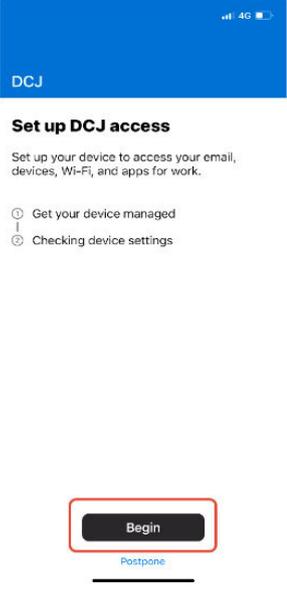
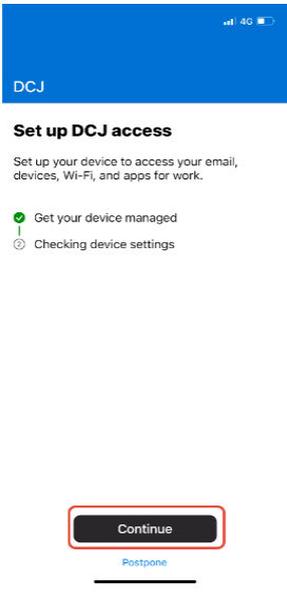
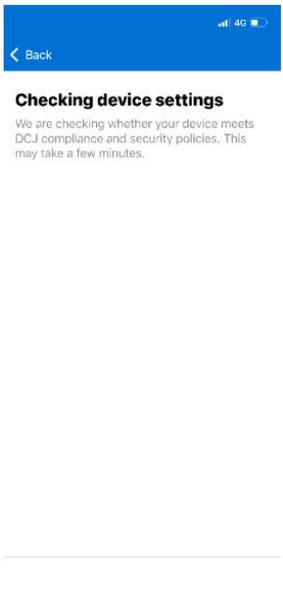
(20) Ensure you set up the voice message that callers hear when you are not able to answer your phone. Voice message setup instructions can be found in the ServiceNow Portal. Search for 'voicemail', then select "How to set up voicemail on iPhone" as shown in the screenshot below.

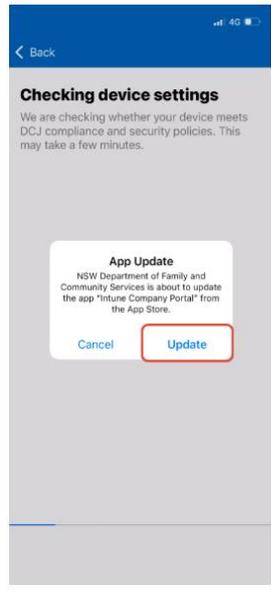
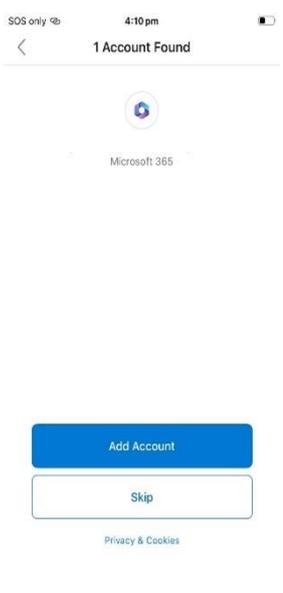


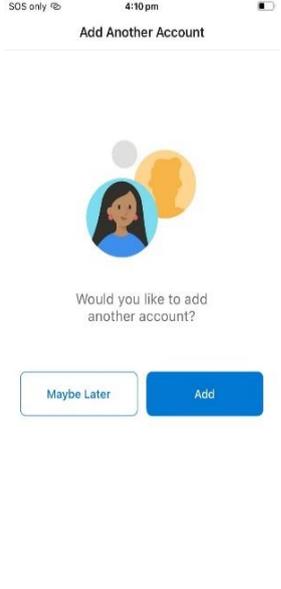
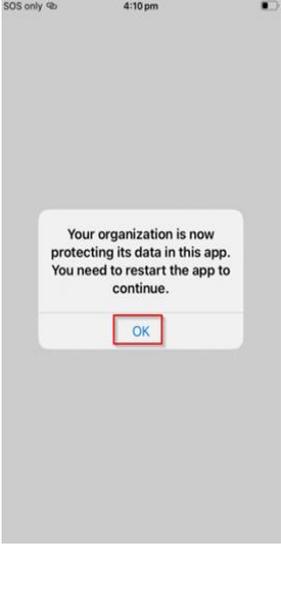
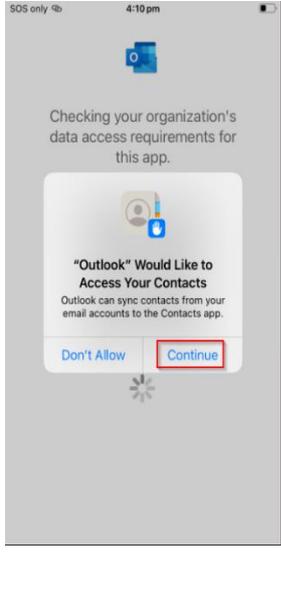
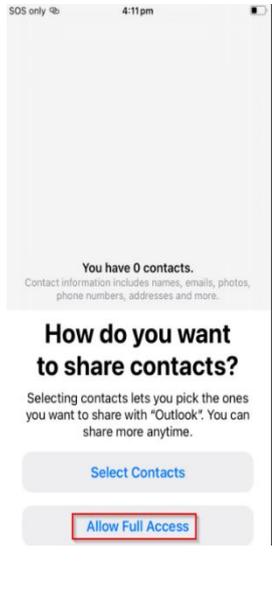
Part B – Company Portal Sign-In

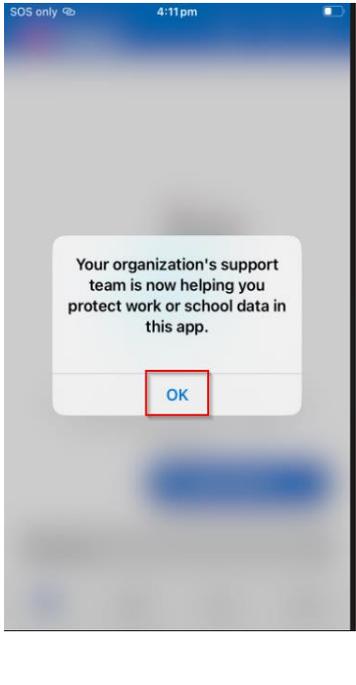
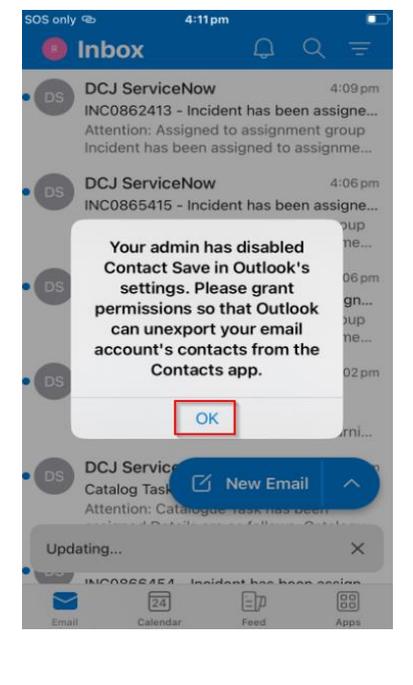
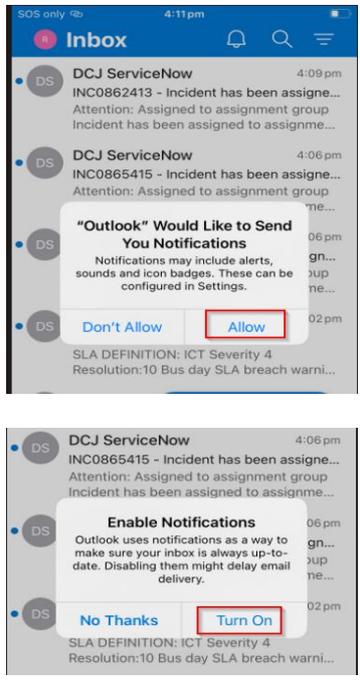
Estimated time to complete: 20 minutes.

<p>(1) On the Company Portal screen, tap 'Sign In'.</p>	<p>(2) On the Microsoft Intune Sign-In screen; in the Username field, enter your work email and Tap 'Next'</p>	<p>(3) Enter your DCJ network password. And Click Sign in.</p>	<p>(4) Tap on "Ok"</p>
 <p>The screenshot shows the 'Company Portal' sign-in screen. At the top, there is a status bar with signal strength, time (9:41 am), and battery level (100%). Below the status bar is a blue header with a person icon and the text 'Company Portal'. Underneath, it says 'Get access to company resources and keep them secure.' and there is a large blue 'Sign in' button. At the bottom, there is a link for 'Microsoft privacy & cookies' and a small disclaimer.</p>	 <p>The screenshot shows the Microsoft Intune sign-in screen. At the top, there is a status bar with signal strength, time (4:03 pm), and battery level. Below the status bar is a blue header with the text 'Cancel'. Underneath is the Microsoft logo and the text 'Sign in'. There is a text input field for the username, with the placeholder text 'Can't access your account?'. Below the input field is a blue 'Next' button. A keyboard is visible at the bottom of the screen.</p>	 <p>The screenshot shows the DCJ network password entry screen. At the top, there is a status bar with signal strength, time (4:06 pm), and battery level. Below the status bar is a blue header with the text 'Cancel' and 'Close'. Underneath is the Microsoft logo and the text 'Enter password'. There is a text input field for the password, with the placeholder text 'Forgot my password'. Below the input field is a blue 'Sign in' button, which is highlighted with a red box. A keyboard is visible at the bottom of the screen.</p>	 <p>The screenshot shows the DCJ notification screen. At the top, there is a status bar with signal strength, time (4:06 pm), and battery level. Below the status bar is a blue header with the text 'DCJ' and 'Close'. Underneath is the text 'Get notified so you don't lose access' and a bell icon. Below the icon is the text 'We'll send important notifications to your device when action is needed so you can keep accessing work resources. You can turn this off later in app settings.' At the bottom is a black 'Ok' button.</p>

<p>(5) Tap 'Allow'.</p>	<p>(6) Tap on 'Begin'.</p>	<p>(7) When continue becomes highlighted, tap on 'Continue'</p>	<p>(8) Wait on this screen as the company portal configures the device. The screen will redirect once it is completed.</p>
			

<p>(9) Tap the 'Update' button on the App Update notification</p>	<p>(10). Tap on 'Done'.</p>	<p>(11). The Outlook app will automatically install on the device. Once installed, tap 'Outlook' to open</p>	<p>(12). On the Account Found screen, tap 'Add Account'</p>
			

(13) Tap 'Maybe Later'.	(14) Tap 'OK'	(15) Tap 'Continue'..	(16). Tap 'Allow Full Access'.
			

(17) Tap 'OK'	(18) Tap 'OK'.	(19) Tap 'Turn On', and then Tap 'Allow'
		

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>
