

Install Microsoft Intune on iOS

Microsoft Intune is the new managed security application that is replacing MaaS360. Please follow the below instructions to install it.

1: Microsoft Multi-Factor Authentication (MFA) is required for installing Intune. It's also required if accessing Outlook Webmail (<https://webmail.uabmc.edu>) offsite. Please follow the below steps first before installing Intune.

Note: You must use your user@uabmc.edu email address to log into MFA. If you have a user@uab.edu account with MFA and signed in using that, please log out (Click the blue round icon on the upper right, then select Sign Out) and use your uabmc.edu login instead.

1. When on-site at UAB, browse to <https://myprofile.microsoft.com> on a desktop computer or laptop, or have a mobile device connected to uabhs_mobile.
(If you are **not** inside of UAB, i.e. at home, and have an active Citrix account or VPN, you can log into <https://citrix.hs.uab.edu>, and click on the MFA Enrollment icon to enroll). If you do not have either and are offsite, please contact the Support Desk at (205) 934-8888.
2. A "Sign in" page will appear. Type in your username@uabmc.edu email address and click next.
3. Enter your password and click "Sign in".
4. Once authenticated, click "UPDATE INFO" located in the security tile.
5. If pre-enrollment has not occurred, you will be walked through steps to enroll for MFA. Otherwise, click the "Add method" button
6. You will be given options to either use the Authentication App on a smartphone or a Phone number to receive SMS texts for codes.
7. Follow the on-screen guide to configure your options.
8. You can also refer to the attached document, "MFA Instructions.docx", which contains screenshots, if needed.

2: If you have any device(s) (iPad, old iPhone) with MaaS360 on it, you'll need to remove MaaS360 and install Intune, otherwise you will experience issues receiving email. To remove MaaS360, please see the Word attachment: "1. iOS - Removing MaaS360". Currently, Android devices are not yet supported with Intune.

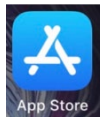
Vocera instructions are also attached, if needed.

Note: After Intune is installed, you may receive an email that your device is in temporary quarantine. This is a normal part of the installation process. It may take up to 20 minutes before your emails and calendar appointments appear on your device.

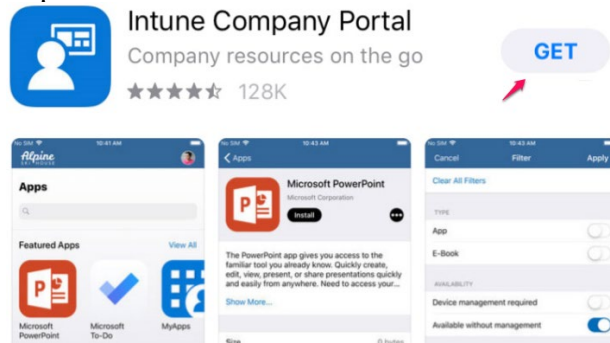
Intune Installation

1. Turn on the device, go through the setup screens, and when prompted for WiFi, select **uabhs_public**, then tap the Accept button, then Done (If you do not see this, please use your personal WiFi network to log in). Tap Next in the upper right corner. Go through the normal set up screens until initial setup is configured and you are in your device.

2. Please go to the Apple App Store and search for: "Intune Company Portal".



3. Tap Get.

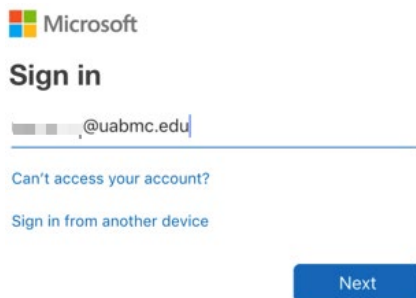


4. Tap the Home button, find the Intune Comp Portal icon and open it

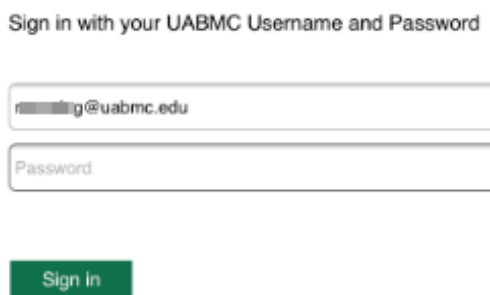


5. Enter your full uabmc.edu email address (ex: username@uabmc.edu), then tap Next

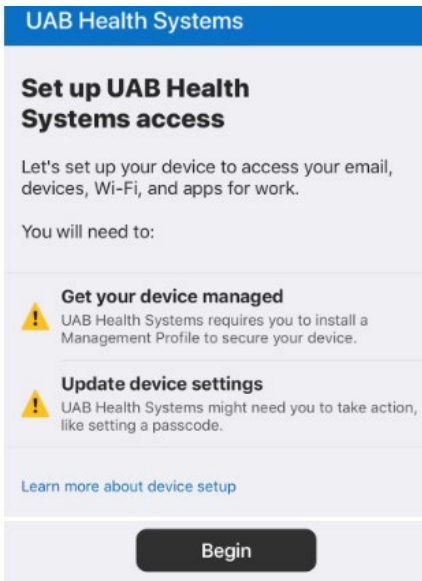
NOTE: You must use your user@uabmc.edu email address to log into MFA. If you also have a user@uab.edu Campus account with MFA and used that to sign in, Intune will fail to install. If you accidentally used a uab.edu address to log in, you will need to remove/delete the Intune app (called "Comp Portal" on your device), reinstall Intune again, and continue from Step #4.



6. For Password, use your uabmc.edu email password, then tap Sign In



7. Once authenticated, Intune enrollment starts. Tap Begin



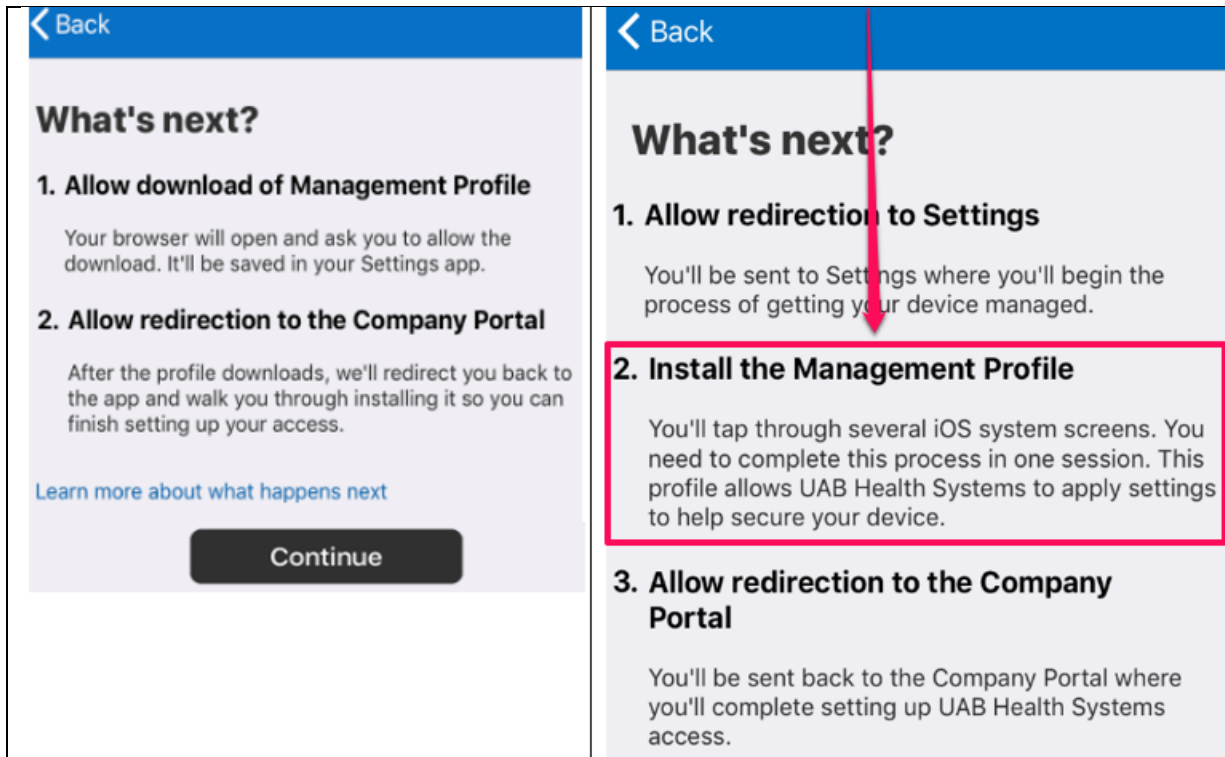
8. Tap Continue



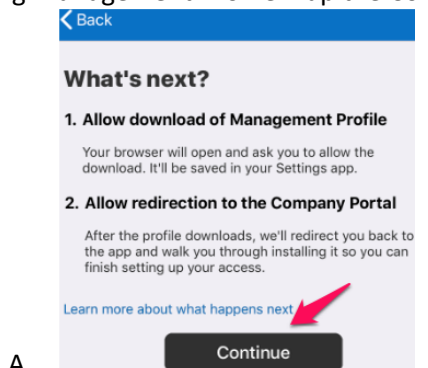
9. Tap Continue

10. **Installing Management Profiles:** Apple recently changed the way profiles are installed. On iOS 12.14 and below, profiles are installed via a prompt. (On devices with iOS 12.2 and higher, you must go to Settings>Profile Downloaded to install these profiles.)

If your prompt looks like this, continue to Step #11.	If your prompt looks like this, skip to Step #12.
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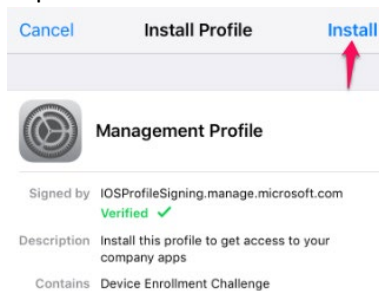


11. Installing Management Profile: Tap the Continue button.

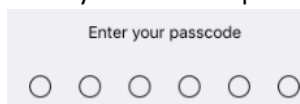


A.

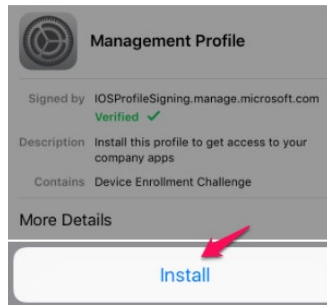
B. Tap Install



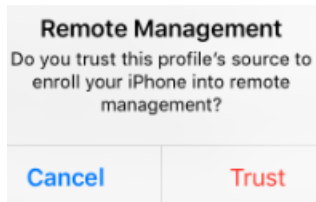
C. Enter your device's passcode when prompted



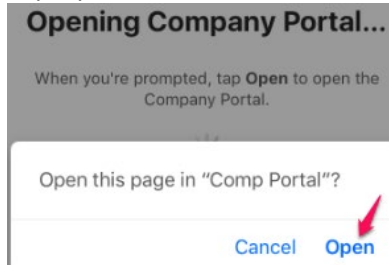
D. Tap Install



d. Tap Install, then Trust when prompted, then Done.



e. Tap Open

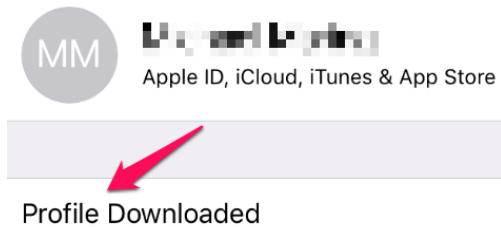


12. Installing Management Profile (iOS 12.2 and higher)

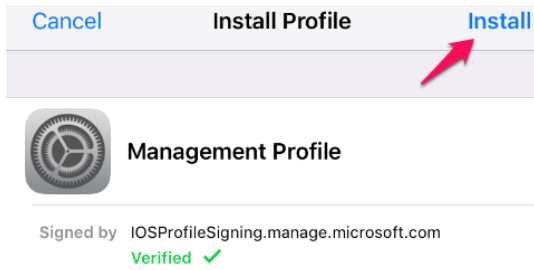
- a. On your device, go to the main Home Screen, find the Settings icon, and tap it



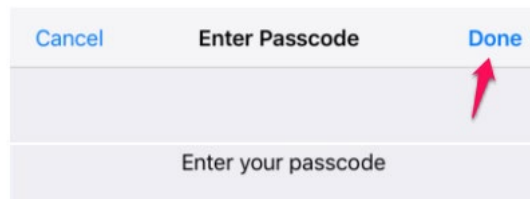
- b. Near top of screen, tap Profile Downloaded



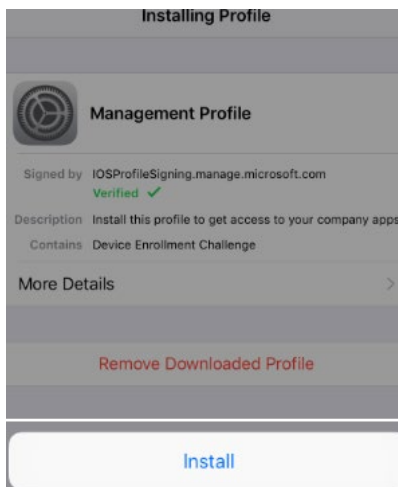
c. Tap Install



d. Enter your iPhone/iPad passcode, then tap Done in upper right corner



e. Tap Install

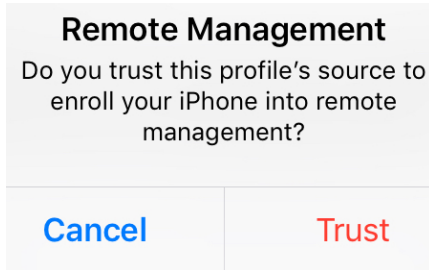


f. Tap Install to install the certificate

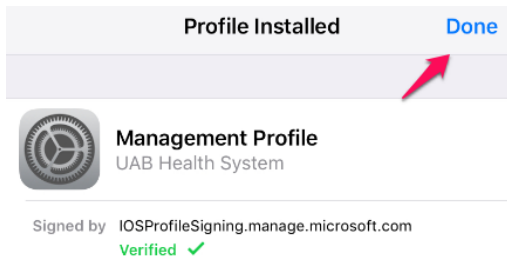


Installing the certificate "Microsoft Intune Root Certification Authority" will add it to the list of trusted certificates on your iPhone.

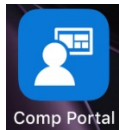
g. Tap Trust



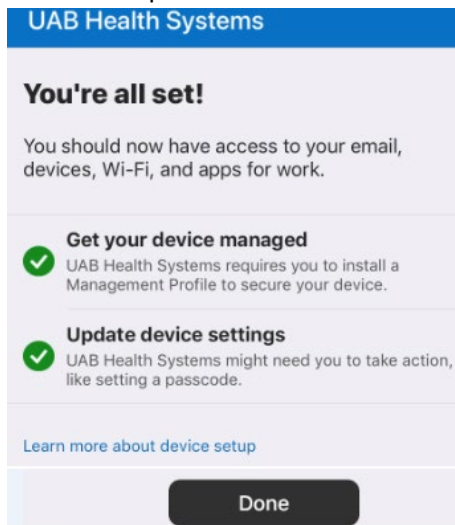
h. Profile is now installed. Tap Done



13. Once installed, go to your device's Home screen and look for the Comp Portal icon. Tap to open

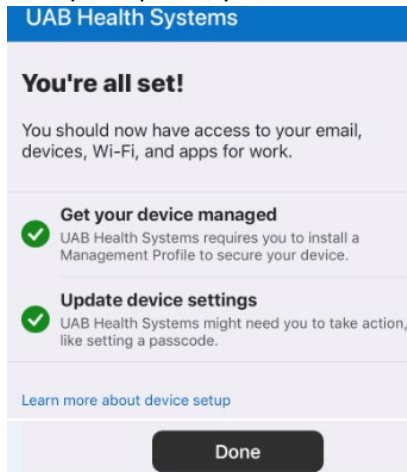


14. Intune checks requirements and displays 2 green checkmarks if installation is successful. **This may take a few minutes.** Tap Done. Your device is now compliant.



If Intune Did Not Verify Your Device as Compliant

1. Check your compliance status. Open Intune Comp Portal
2. Tap Notifications
3. Tap on the red exclamation point next to the notification alert
4. The Update Device Settings page will display what needs to be set for Intune to mark you as compliant. Tap Check Settings
5. Intune will attempt to display what settings need to be updated in order for the device to be compliant. When corrected, tap Check Settings to verify
6. If fully compliant, you will see this confirmation screen



Verify Secure WiFi Access

1. Go to your phone's Settings> Wi-Fi
2. If you see "uabhs_mobile" as the Wi-Fi, you are properly connected to the secured network. If you see "uabhs_public" instead, tap on it, then tap Forget This Network
3. Your device should automatically connect to the secured network, uabhs_mobile. If not, please wait up to 5 minutes, restart your device, and then check again.

Enable Email Access

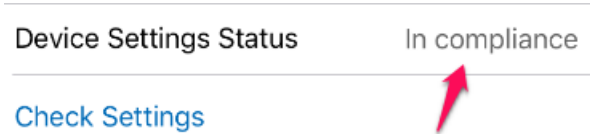
1. On your device, find and tap on the Comp Portal icon



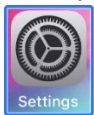
2. Tap on Devices, then tap on Check Settings



3. Verify your device is in compliance



4. Set up Email. Go to your Home screen, look for the Settings icon, and then tap on it. You should be prompted to enter your email password.



5. Next, tap the Mail icon on your device for mail.



You should receive an email saying your device is temporarily blocked from synchronizing. This is normal and can take up to **20 minutes** before you start receiving email.

6. It's also advisable to set your device's default calendar to match that of your Outlook calendar view. Go to Settings>Calendar>Default Calendar>
7. Tap on the Calendar listed directly underneath "UAB Health System Email" until you see the red checkmark.
8. Intune is now installed. If you use Vocera, please check your device for the app. If you do not see Vocera, please reinstall it by opening the Comp Portal icon on your device, tap Apps on the bottom left, then tap Vocera Collaboration Suite to install. Please follow the document, "1. iOS - Vocera Installation on iOS.docx" for configuration.