User Guide for MDM

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Overview

Note: If you have not gone through the Multi-Factor Authentication setup yet please close this guide and go through that process first. If you do not there will be problems with this setup.

Microsoft Mobile Device Management enables MMS employees to securely access company data from the comfort of their phone. Currently, MMS only supports the use of Office applications (excluding OneDrive) for Android and Apple phones. Please review the following document for step-by-step instructions on everything related to MDM. If you have any questions or something is not clear within this document, please contact IT by sending an E-mail to support@mmsholdings.com.

Installation / Initial Setup

Android:

1. On your mobile phone, install Microsoft's Intune Company Portal from the Google Play Store



2. After installation is complete, launch the Intune Company Portal app and click "Sign in"



3. Enter your MMS username and password, then click "Next"



4. A screen stating that you will need to install a management profile and update settings will





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5. The next screen will give a brief explanation of what enabling the MDM management profile will give MMS access to view on your device – click "Continue"

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MMS Holdings Inc	
MMS Holdings Inc cares about your privacy.	
While setting up your device, you will see some Androic system screens requesting permissions to help your company secure your device.	
 MMS Holdings Inc can never see: Call and Web history Location Email and text messages Contacts Passwords Calendar Camera roll MMS Holdings Inc may see: Model Serial number Operating system App names Owner Device name Manufacturer Phone number for corporate devices More about privacy 	
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6. The next screen is an overview of the rest of the steps before setup is complete – click "Next"



7. Allow Intune Company Portal access to make and manage phone calls and to your contacts (this is only to allow the Company Portal app pull your device's serial number)



8. Activate the Intune Company Portal management profile – click "Activate"

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9. If you have a Samsung device agree to the Samsung Knox Privacy Policy and click "Confirm"

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Samsung Knox Privacy Policy

Samsung Electronics ("Samsung") Knox offers a comprehensive mobile security solution for business and personal use by providing additional security and protection for the Android operating system. In addition, it provides enhanced security for your device by offering an automatic update service for its Security Enhanced (SE) for Android. This automatic update service will continuously update new security policies to detect and counteract new malicious code, and other security risks on your device. You also understand and agree to the mechanism that routes network data traffic through a proxy server or VPN gateway by default. In order to validate and activate the Knox solution and to provide the automatic update service for SE for Android, Samsung will need to process certain information such as your device identifier(s), device software version, OS version and device location information. Samsung may also use this information to improve Knox services and to perform statistical analysis. Samsung will collect, use and share your information in accordance with Samsung's Privacy Policy at https://account.samsung.com/membership/pp.

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	CANCEL		CONFIRM
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10. You are now finished – click "Done"



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Note: The Intune Company Portal application is only used to install the management profile on your device. You now have to go back to the app store to install the associated Office applications. MMS currently supports to use of Outlook, Word, and Excel

Apple:

1. On your mobile phone, install Microsoft's Intune Company Portal from the Apple App Store



2. After installation is complete, launch the Intune Company Portal app and click "Sign in"

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Company Portal
Get access to company resources and keep them secure.
Sign In
Microsoft Privacy & Cookies

3. Enter your MMS username and password, then click "Next"

4. A screen stating that you will need to install a management profile and update settings will appear – click "Begin"

5. The next screen will give a brief explanation of what enabling the MDM management profile will give MMS access to view on your device – click "Continue"

6. The next screen is an overview of the rest of the steps before setup is complete – click "Continue"

8. Install the management profile – click the "Install" button (you will be prompted to do this multiple times and will have to enter your password)

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		Cancel	Warning	Install	Cancel	Warning	Install		
		ROOT CERTIFIC	ATE		ROOT CERTIF	ICATE			
9.	Now that	Installing the o Intune Root C add it to the li on your iPhon	certificate "Mic ertification Auth st of trusted ce e.	rosoft nority" will rtificates	Installing the certificate "Microsoft Intune Root Certification Authority" will add it to the list of trusted certificates			the	
	MOBILE DEVICE	MANAGEMENT		Remote Management Do you trust this profile's source to enroll your iPhone into remote					
	Installing this administrator i.manage.mici DeviceGatewa to remotely m The administr	profile will allow at "https:// rosoft.com/ ayProxy/ioshand anage your iPh ator may collec	v the dler.ashx" one. t personal	In ac i.n Cancel Trust DeviceGatewayProxy/ioshandler.ashx" to remotely manage your iPhone. The administrator may collect personal					
		data, add/rem restrictions, ir apps, and rem iPhone.	ove accounts a nstall, manage, a notely erase dat	nd and list a on your	data, add/re restrictions, apps, and re iPhone.	emove accounts a , install, manage, emotely erase da	and and list ta on your		

management profile has been installed click

the "Done" button (you will now be brought back to the app view)

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	Profile Installed	Done
	Management Profi MMS Holdings Inc	e
Signed by	IOSProfileSigning.manage om Verified ✓	e.microsoft.c
Description	Install this profile to get a your company apps	ccess to
Contains	Mobile Device Manageme Device Identity Certificate 2 Certificates	ent e
More Det	ails	>

10. You are now finished – click "Done"

Note: The Intune Company Portal application is only used to install the management profile on your device. You now have to go back to the app store to install the associated Office applications. MMS currently supports to use of Outlook, Word, and Excel

Uninstallation

Android:

- 1. Navigate to your device settings and search for "device admin apps" select the only option
 - that appears

- 2. Uncheck the radio button for the "Company Portal" application
- 🕅 📲 🍘 🖀 🛥 🎿 98% 🛢 3:34 PM . < DEVICE ADMIN APPS Authenticator Ô **Company Portal** 0 0¹ Find My Device Allow Find My Device to lock or erase a lost device \bigcirc Gmail Enables server-specified security \bigcirc policies **Outlook Device Policy** 0 4 3. Click the "Deactivate" button 🔃 📲 😭 🖀 📲 🔏 98% 🛢 3:34 PM -< PHONE ADMINISTRATOR **Company Portal** This admin app is active and allows Company Portal to perform the following actions: • Erase all data • Change screen unlock password · Set password rules Monitor screen unlock attempts · Lock the screen Set screen unlock password expiration Set storage encryption Turn off cameras • Turn off functions on lock screen · Set SD card encryption Manage applications DEACTIVATE CANCEL

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4. A pop-up will ask you to confirm that you wish to deactivate - click "Ok"

5. Exit out of settings and navigate to the Intune Company Portal app, hold down the icon until the option to uninstall appears - click "Uninstall"

6. Confirm you want to uninstall by clicking the "Ok" button

7. You have now completely removed MDM from your mobile phone, all the restrictions imposed by MMS policy will no longer affect usability, but access to company data is no longer available

Apple:

1. Uninstall the Intune Company Portal app by holding down on the icon for around 5 seconds, then click the black "x" that appears in the upper left hand corner of the application's icon

2. Now open your iPhones settings and click the "General" button

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	Settings	
	Do Not Disturb	
I	Screen Time	>
\bigotimes	General	>
	Control Center	>
AA	Display & Brightness	>
*	Wallpaper	>
	Siri & Search	>
	Touch ID & Passcode	>
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	Battery	>
•	Privacy	>
Next,	select the "Device Manage	ment"
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3. button

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4. Select "Management Profile" (MMS Holdings Inc)

5. Click "Remove Management" (you will have to enter your device password)

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く Back	Profile	
	Management Profil MMS Holdings Inc	e
Signed by	IOSProfileSigning.manage om Verified ✓	e.microsoft.c
Description	Install this profile to get a your company apps	ccess to
Contains	Mobile Device Manageme Restriction Password Policy 2 Device Identity Certifica 7 Certificates	nt ites
More Det	ails	>
Restrictio	ns	2 >
R	emove Managemen	t 🔵

6. You have now completely removed MDM from your mobile phone, all the restrictions imposed by MMS policy will no longer affect usability, but access to company data is no longer available