

User Guide for MDM

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Overview

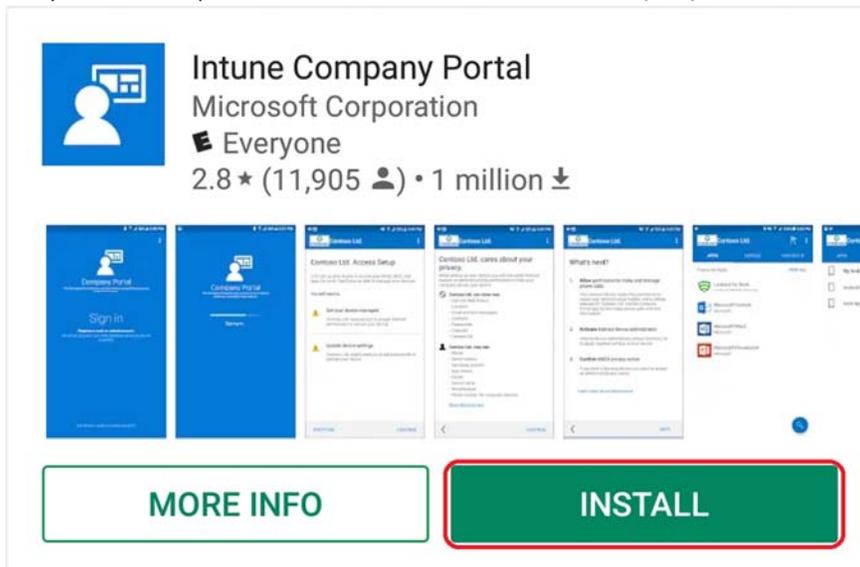
Note: If you have not gone through the Multi-Factor Authentication setup yet please close this guide and go through that process first. If you do not there will be problems with this setup.

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@msholdings.com.

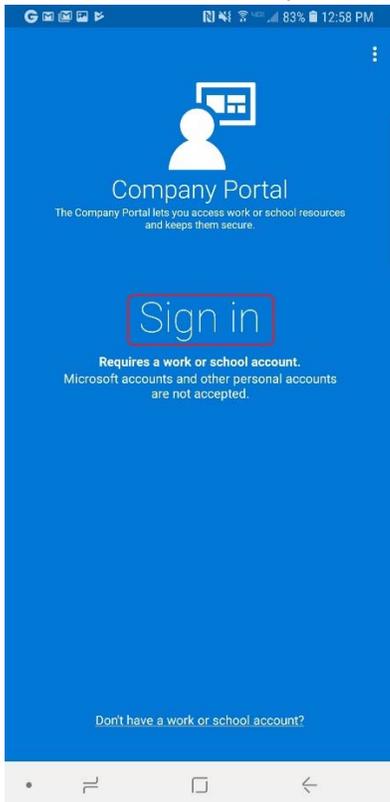
Installation / Initial Setup

Android:

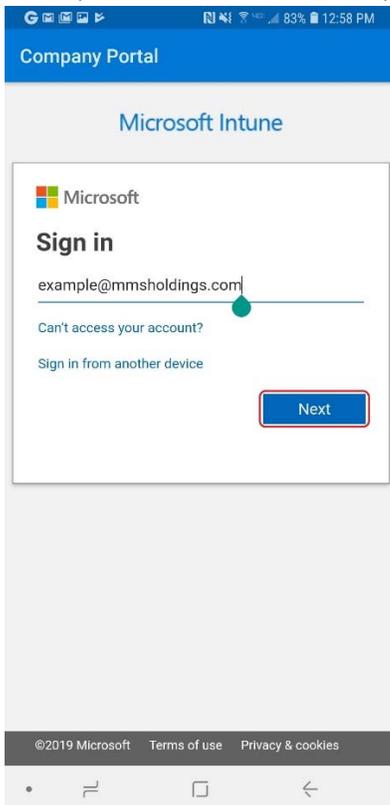
1. On your mobile phone, install Microsoft's [Intune Company Portal](#) from the Google Play Store



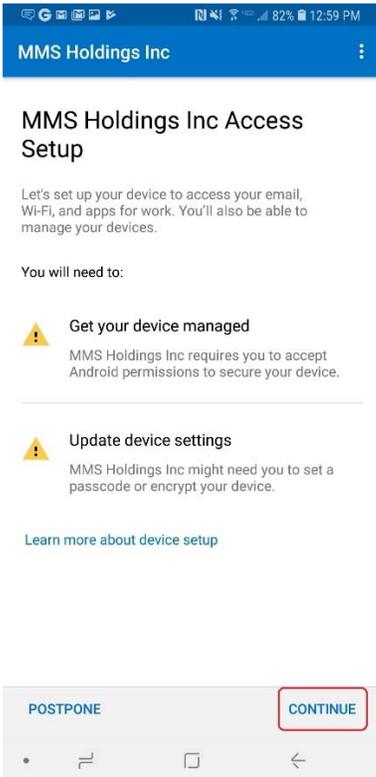
2. After installation is complete, launch the [Intune Company Portal](#) app and click “Sign in”



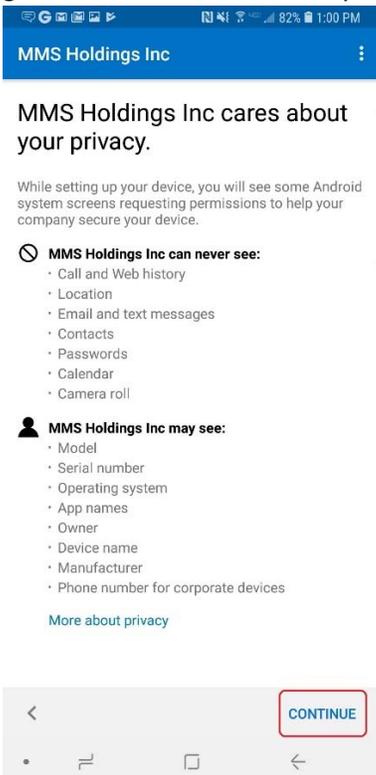
3. Enter your MMS username and password, then click “Next”



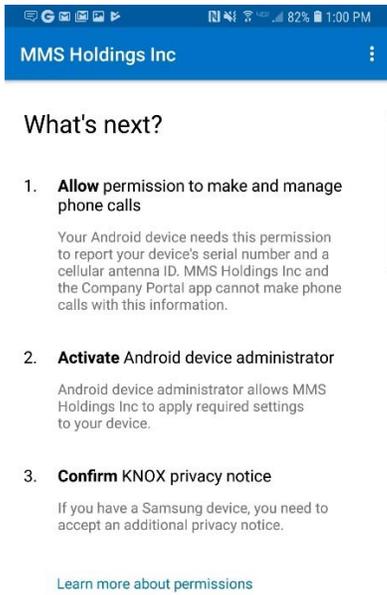
4. A screen stating that you will need to install a management profile and update settings will appear – click “Continue”



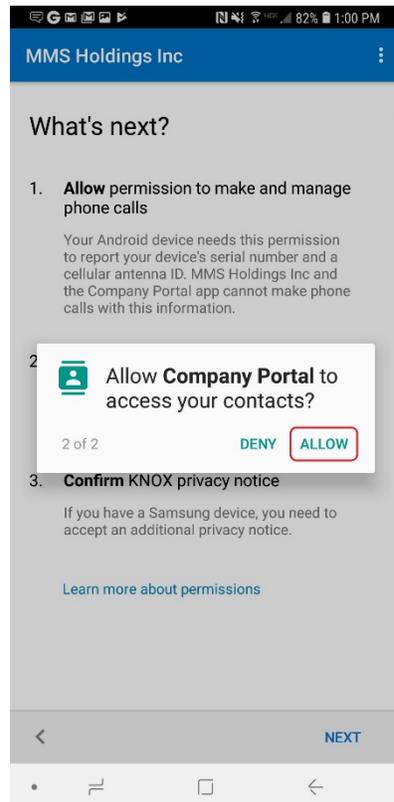
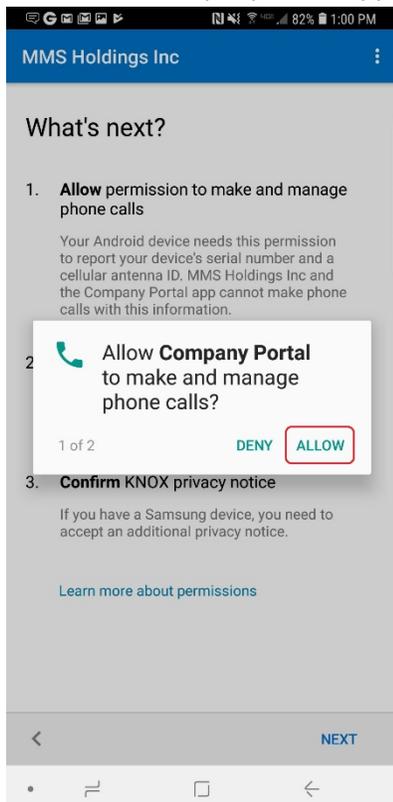
5. The next screen will give a brief explanation of what enabling the MDM management profile will give MMS access to view on your device – click “Continue”



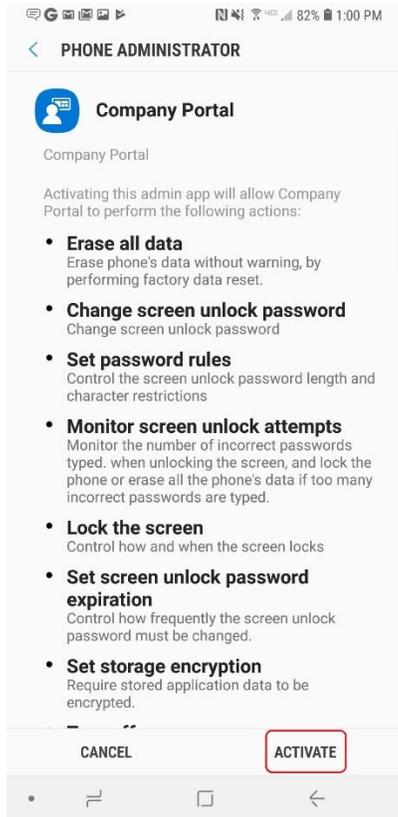
6. The next screen is an overview of the rest of the steps before setup is complete – click “Next”



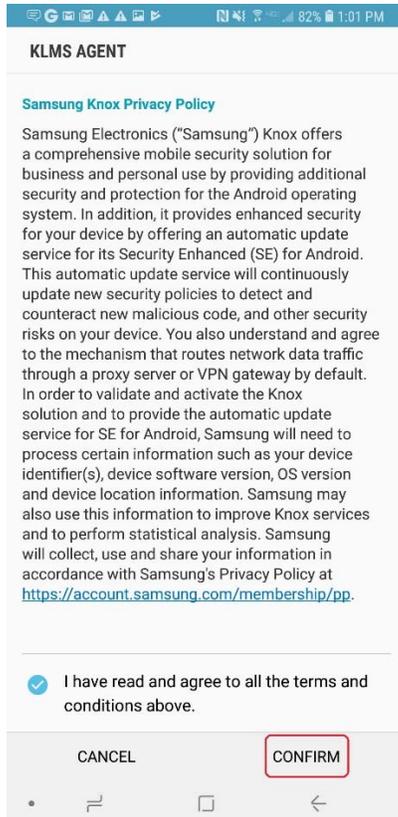
7. Allow [Intune Company Portal](#) access to make and manage phone calls and to your contacts (this is only to allow the Company Portal app pull your device's serial number)



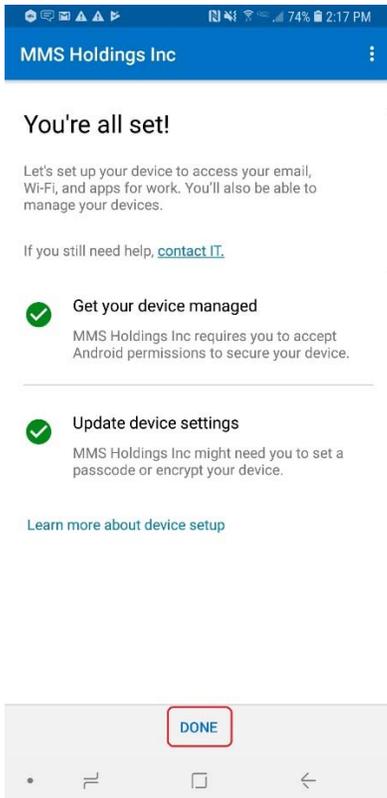
8. Activate the **Intune Company Portal** management profile – click “Activate”



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



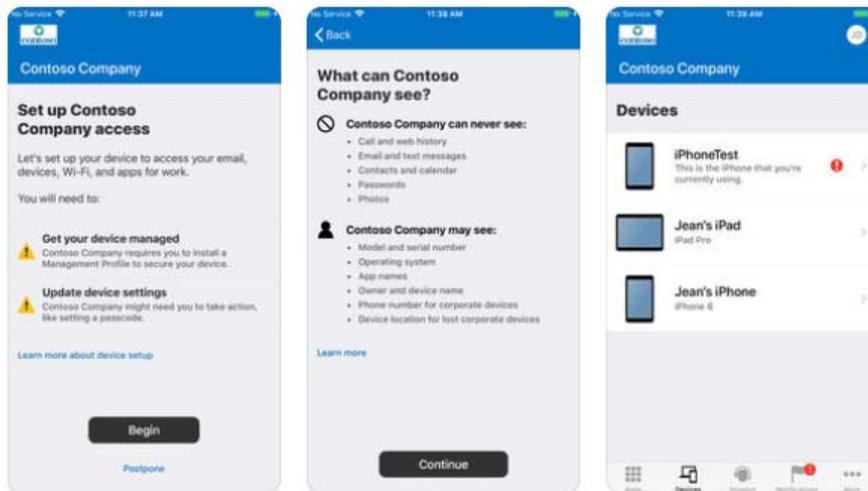
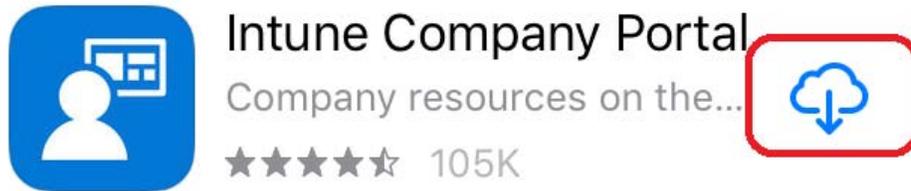
10. You are now finished – click “Done”



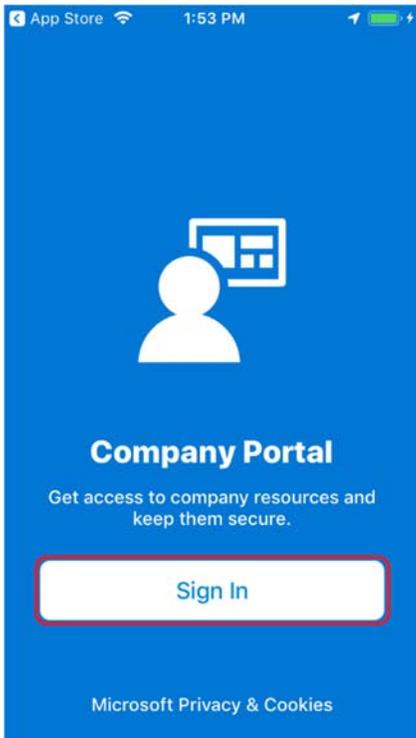
Note: The Intune Company Portal application is only used to install the management profile on your device. You now have to go back to the app store to install the associated Office applications. MMS currently supports to use of Outlook, Word, and Excel

Apple:

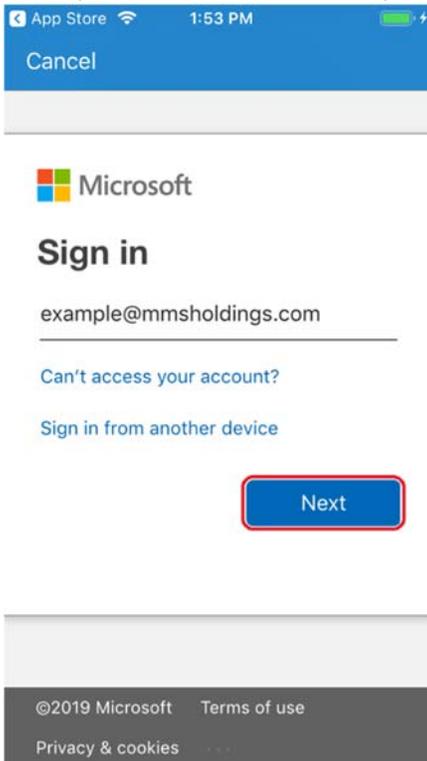
1. On your mobile phone, install Microsoft's [Intune Company Portal](#) from the Apple App Store



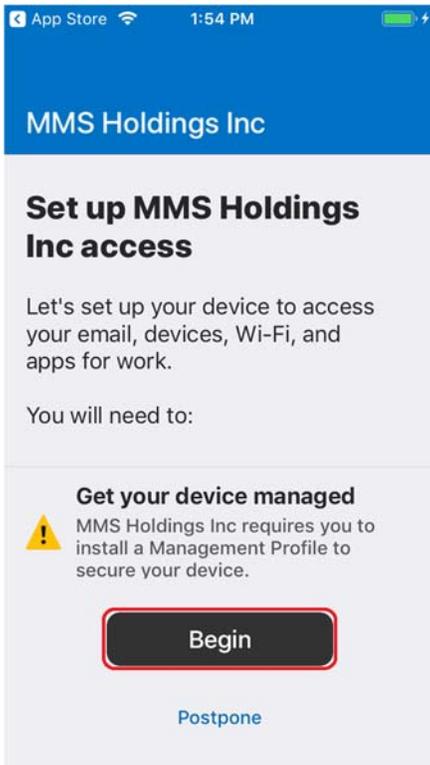
2. After installation is complete, launch the [Intune Company Portal](#) app and click "Sign in"



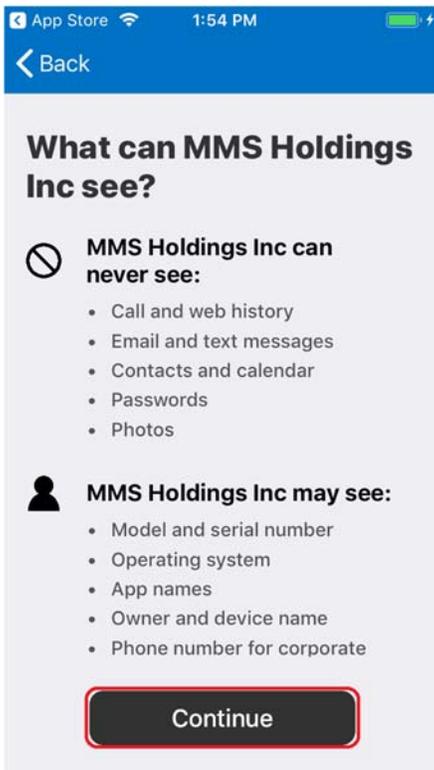
3. Enter your MMS username and password, then click “Next”



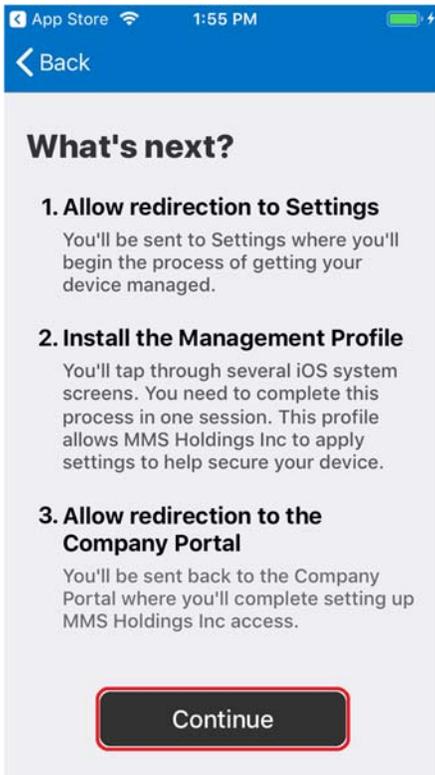
4. A screen stating that you will need to install a management profile and update settings will appear – click “Begin”



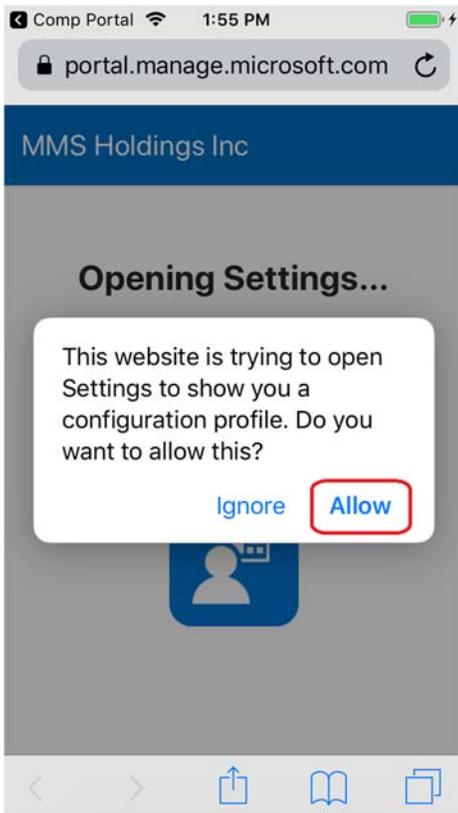
5. The next screen will give a brief explanation of what enabling the MDM management profile will give MMS access to view on your device – click “Continue”



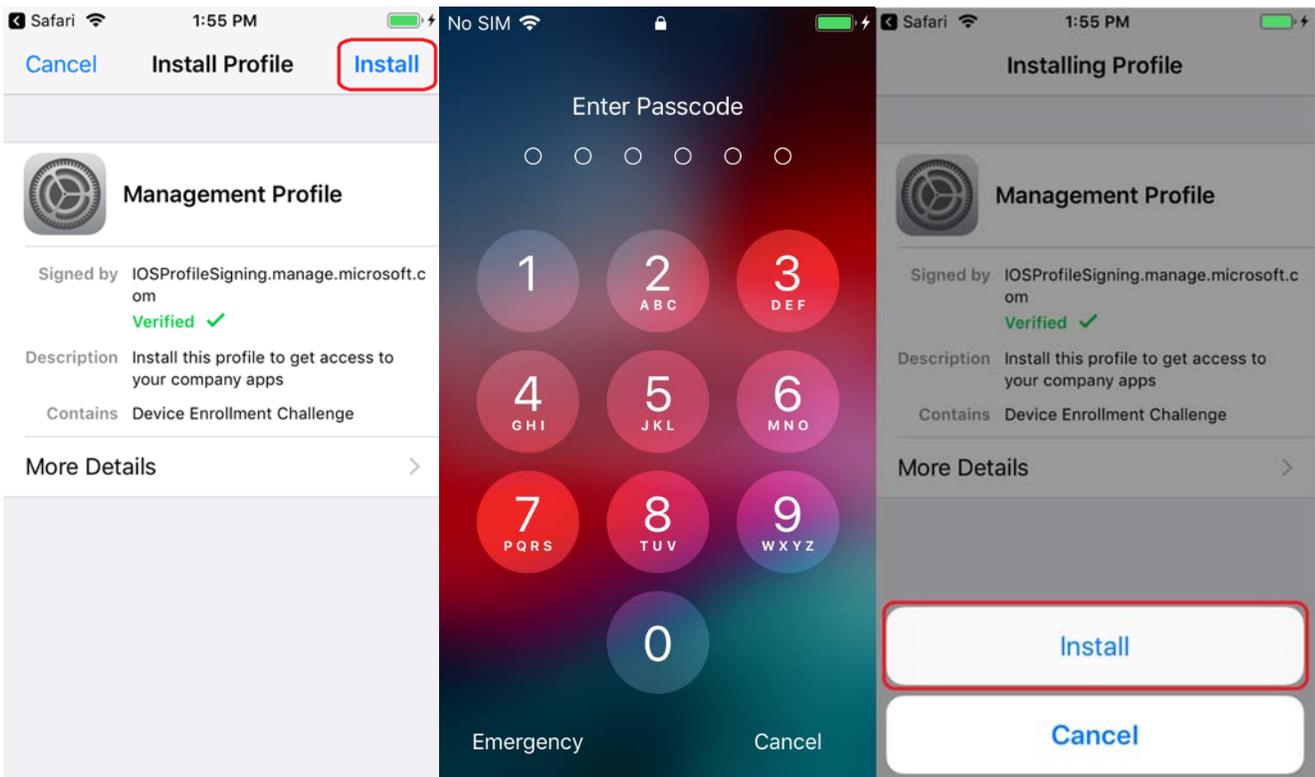
6. The next screen is an overview of the rest of the steps before setup is complete – click “Continue”



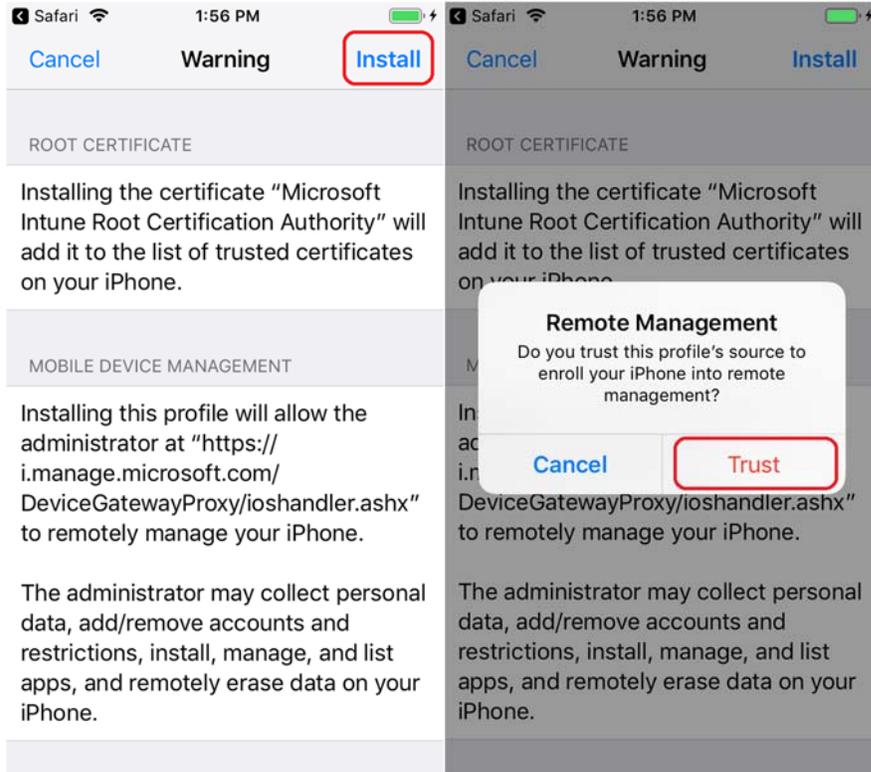
7. Allow [Intune Company Portal](#) to open your settings to setup the configuration profile



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)

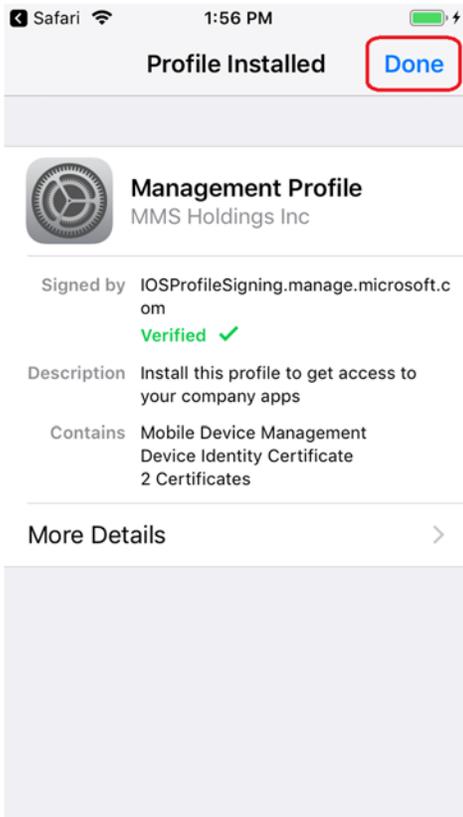


9. Now that

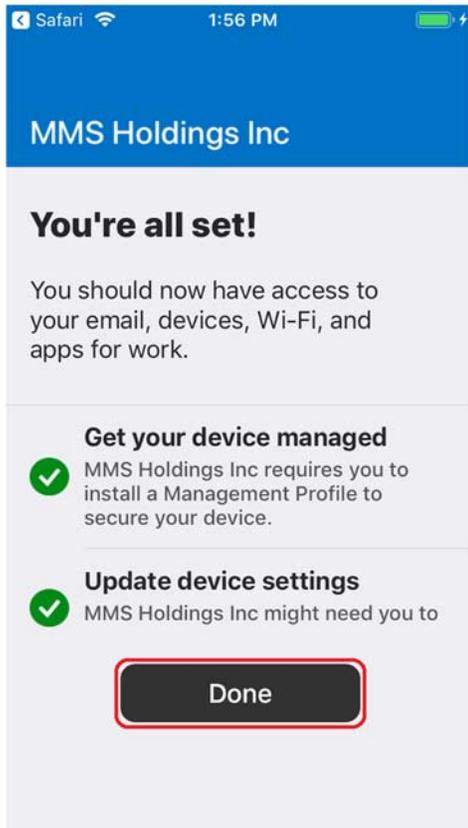


the

management profile has been installed click the "Done" button (you will now be brought back to the app view)



10. You are now finished – click "Done"

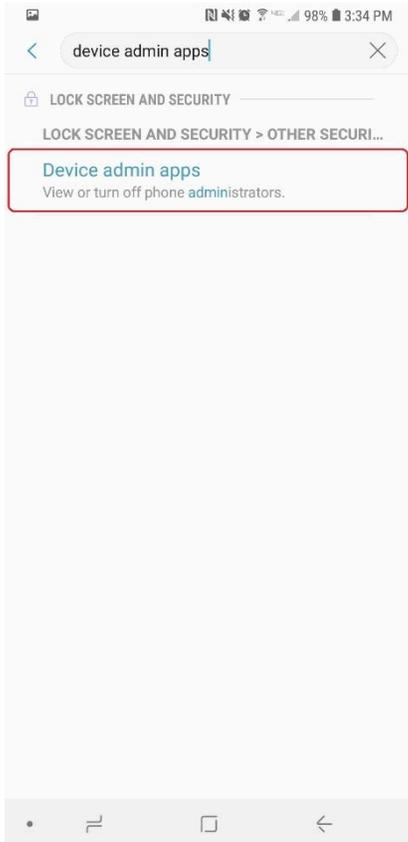


Note: The Intune Company Portal application is only used to install the management profile on your device. You now have to go back to the app store to install the associated Office applications. MMS currently supports use of Outlook, Word, and Excel

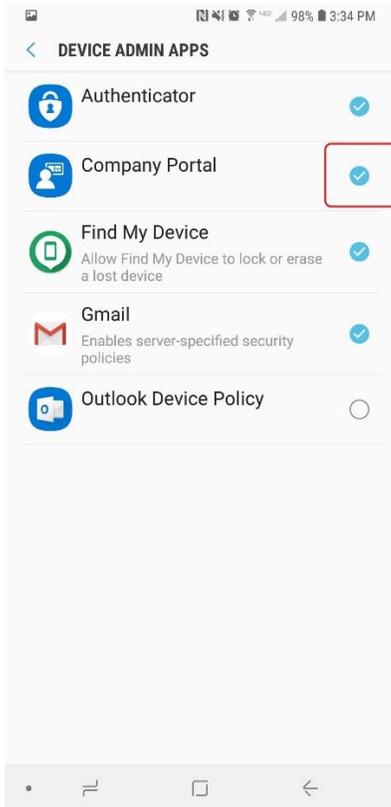
Uninstallation

Android:

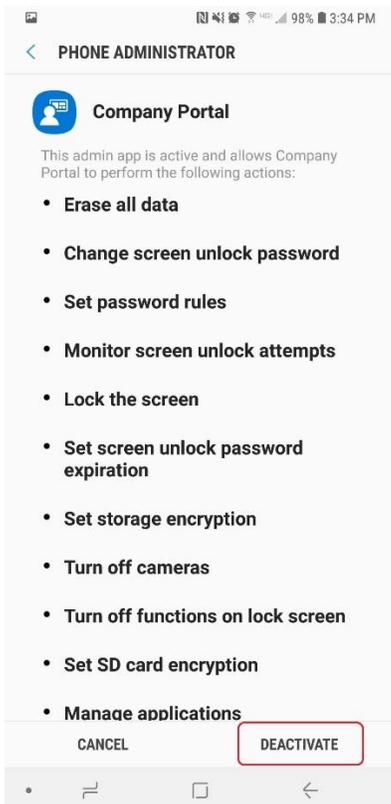
1. Navigate to your device settings and search for “device admin apps” – select the only option that appears



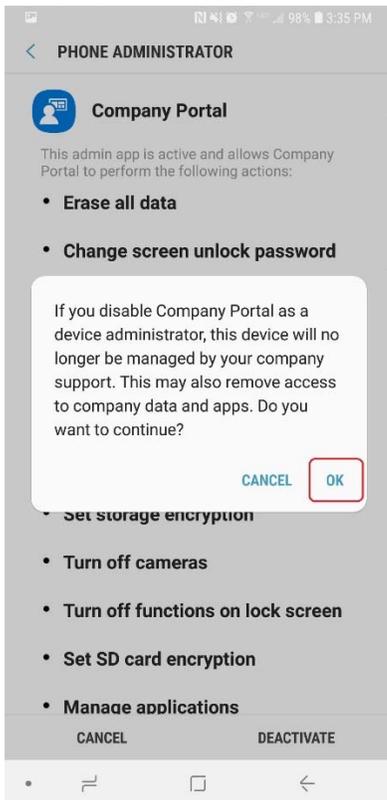
2. Uncheck the radio button for the “Company Portal” application



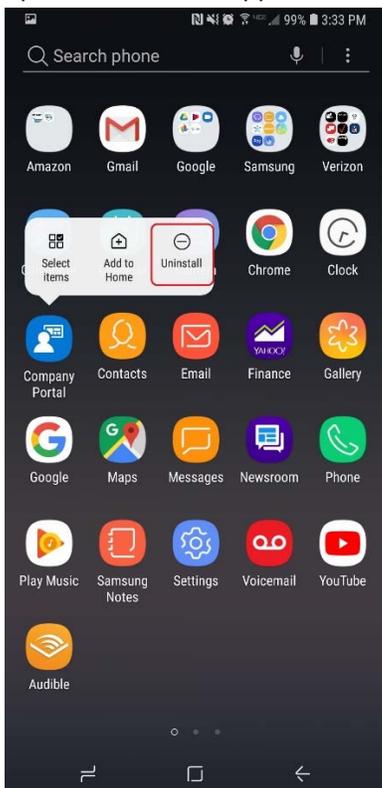
3. Click the “Deactivate” button



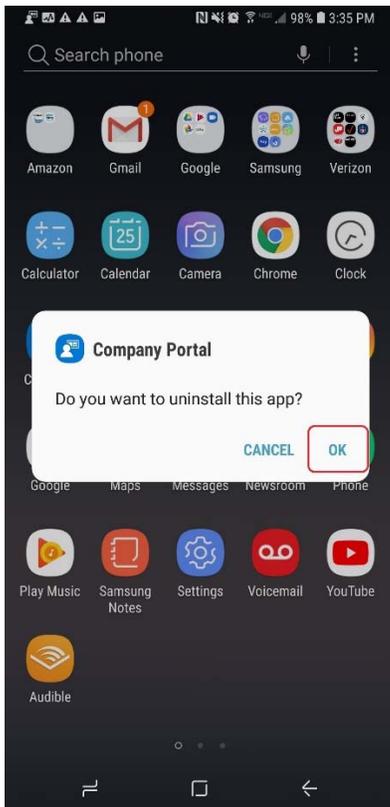
4. A pop-up will ask you to confirm that you wish to deactivate – click “OK”



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



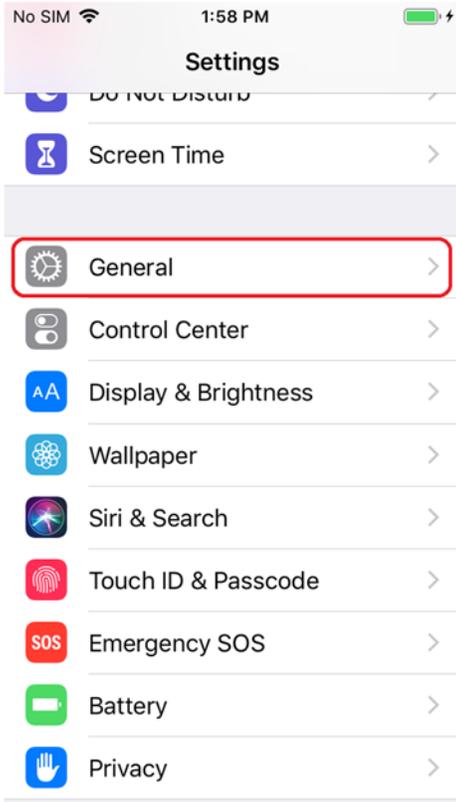
7. You have now completely removed MDM from your mobile phone, all the restrictions imposed by MMS policy will no longer affect usability, but access to company data is no longer available

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



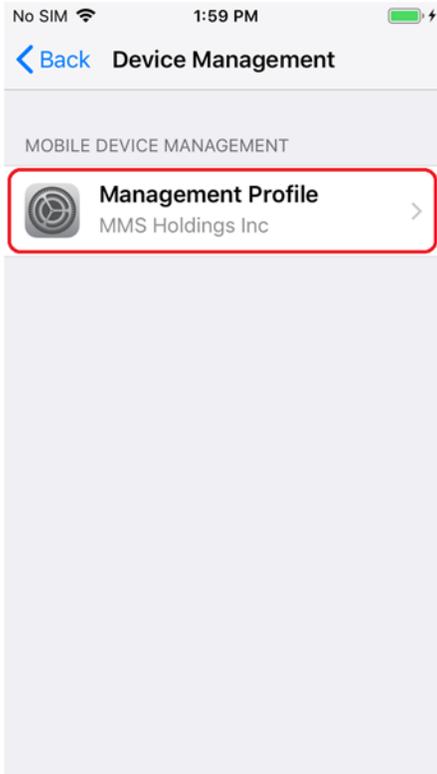
2. Now open your iPhones settings and click the “General” button



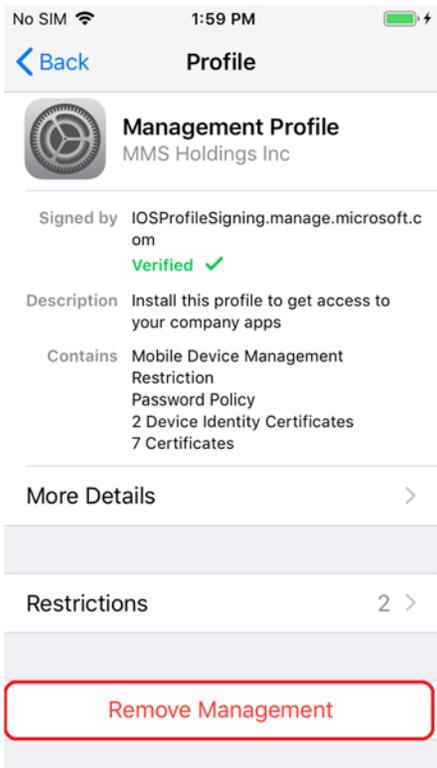
3. Next, select the “Device Management” button



4. Select “Management Profile” (MMS Holdings Inc)



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



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