Mobile Device Management
AirWatch Enrolment
iOS Devices (iPad, iPhone, iPod)
Documentation - End User
Version 1.0

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Definitions
• MDM – Mobile Device Management
• Apple ID – An account created with Apple to allow users to purchase and download Music, Movies, TV Shows and Applications from the iTunes and App Store.
• Home Screen – The Screen where you launch your Apps from.

Expected Time Taken to complete
Expected completion time for this documentation is 30 minutes if completing all sections

What do I need or need to know?
1. An iPad, iPhone or iPod
2. A valid Apple ID Username and Password
3. A valid Login provided by Catholic Education IC&LT or your School
4. If completing this documentation from home you should be connected to a wireless network with internet access
Section One: Connecting to BYOD Wireless

In order to enrol you in the new AirWatch system you will need to connect to a Wireless Network.

Read through the entire section first and then complete it on your device.

1. Go to Settings on your Home Screen
2. Tap WiFi
3. Tap BYOD
4. Once connected to BYOD, you will be prompt with a login screen as seen below. **BEFORE** pressing proceed **tap** the **SSL Shield** as shown below. Once you have tapped the shield move onto the next step.

5. Give the device a few seconds to load. Once loaded the device will ask you to install the **Zscaler Root CA Certificate.** This is required to be able to use the internet on your device. **Tap Install.**
6. When Prompted with **Warning, tap Install** again.

7. You will be prompted again to **Install or Cancel. Tap Install** again.

8. If you have a passcode on your device you will be prompted to enter it. Enter your **Passcode**. If you do not have a passcode you will not have to complete this step.
9. The profile will install. Once completed you will be prompted with a screen similar to below. Tap Done.

10. On the Login screen tap Proceed
11. Return to your **Home Screen**
12. **Open** the **Safari** app on your iPad

14. When prompted, enter your **School Username and Password**.

15. Once logged in, google.com.au should appear. You are now ready to proceed to the next Section.
Section Two: Ensure your device is up to date

In order to follow this guide you must have iOS 9.1 or higher on your device. To check this please follow the steps below. **Read through the entire section first and then complete it on your device.**

1. **Open Settings** on your device
2. **Go to General** on the left hand side of the screen
3. **Then tap Software Update**
4. **If your device presents with 9.1 or higher and confirms your iPad is up to date you are ready to continue to Section 2, if not update your device by following the instructions on screen**
Section Three: Enrolling into AirWatch

This section will show how to enrol your iPad into AirWatch. Read through the entire section first and then complete it on your device.

Note: The order of steps in this guide may be slightly different than what occurs on your device. Be sure to read the entire section and be prepared to skip ahead and come back to previous steps if the steps are not in the correct order.

1. Download the AirWatch app by going to awagent.com in your safari web browser

2. Now tap ‘Go to Apple AppStore’

3. Tap ‘Get’ and then ‘Install’

4. If and When prompted enter your Apple ID Password
5. Wait for the ‘AirWatch’ agent to complete downloading and then close the app store by pressing the **Home Screen Button**

6. Open the AirWatch **Agent Application**

7. Choose the authentication method of ‘**E-mail Address**’
1. Enter the e-mail address supplied by either the Catholic Education Office or your School. For **Staff** your e-mail will be your username with [@cg.catholic.edu.au](mailto:cg.catholic.edu.au) and for **Students** it is your username with [@cgstudents.catholic.edu.au](mailto:cgstudents.catholic.edu.au). Once you have entered your e-mail address **tap Next**

2. Enter your **Username** and **Password** (This is your school username and password). Once you have entered your Username and Password **tap Next**

3. **Tap** the Ownership model that best matches the device’s owner. If the iPad is owned by you **tap ‘Employee Owned’**. If the device is owned by the School or Office **tap ‘Corporate – Dedicated’**. Once you have selected the correct Ownership option **tap Next**
4. Accept the Terms of User by tapping **Accept**

5. On the ‘Enable Device Management’ page tap ‘Redirect & Enable’
6. Allow the device to load. **Note:** The device will cycle through a few screens. Please be patient.

7. Once the ‘Install Profile’ window appears. **Tap ‘Install’**

8. When prompt ‘Install Profile’. **Tap ‘Install’**

9. When prompted with ‘Warning’. **Tap ‘Install’**. In this step you are acknowledging that the Catholic Education Office AirWatch system will have access to manage your device.
10. When prompted with ‘Remote Management’. Tap ‘Trust’. In this step you are confirming the previous step.


12. The device will cycle through a few different windows. Give the device a few moments until you are prompted to continue.
13. When prompted with ‘**Activation Complete**’, tap ‘Done’

14. Stay in the **AirWatch** app and allow it to load.

15. When prompt "**Agent** Would Like to Send You Notifications" tap ‘OK’
16. When prompted **Allow “Agent” to access your location even when you are not using the app** tap ‘Allow’ – This will enable us to locate your device in the event it is lost or stolen.

17. If you are prompted **Allow App and Book Assignment? Tap Continue. Note:** If you are not prompted to Allow App and Book Assignment go to **Step 26.**
18. You will automatically be redirect to the App Store.

19. When prompted ‘Sign in to associate account’. Tap Sign In

20. Enter your password for you Apple ID and tap OK

21. When prompt to Agree to Terms and Conditions and Apple Privacy Policy scroll down to the bottom of the window and tap Agree
22. Confirm the previous step by tapping Agree again.

23. You will then be prompted with ‘This organisation can now assign apps and books to you’. Tap OK
24. You will be redirected to the **AirWatch App**.

25. **Return to the Home Screen**

26. When prompted ‘Password Required’ for ‘Gmail Exchange ActivSync’ enter your password you use to login with your E-mail and then tap OK (This is your school password)
Section Four: Remove the BYOD Wireless
This section will show how to remove the BYOD wireless network.

1. Open **Settings**

2. Tap **Wifi** on the left hand pane of the screen

3. Tap the i in a circle on the right hand side of ‘**BYOD**’
4. Tap ‘Forget this Network’ and then confirm by tapping ‘Forget’ again

5. Ensure your device then connects to CGCEO_WPALAN
6. Close Settings by pressing your Home Screen Button

Conclusion
Congratulations! You have successfully enrolled your device into AirWatch. Please refer any issues to your local ICT Co-ordinator or Technical Support Officer for action.