Mobile Device Management
Mobile Iron to AirWatch Migration
iOS Devices (iPad, iPhone, iPod)
Documentation - End User

Version 1.1

Contents
Definitions ........................................................................................................................................... 1
Expected Time Taken to complete...................................................................................................... 1
What do I need, or need to know? ..................................................................................................... 1
What Sections do I need to complete? ............................................................................................... 2

Section One: Ensure your device is up to date ................................................................................... 2
Section Two: Ensure all your Applications are up to date .................................................................. 3
Section Three: Verify App Data on your Device.................................................................................. 3
Section Four: Remove MobileIron Management ............................................................................... 8
Section Five: Connecting to BYOD Wireless...................................................................................... 10
Section Six: Enrolling into AirWatch ................................................................................................. 17
Section Seven: Remove the BYOD Wireless ...................................................................................... 28
Conclusion ......................................................................................................................................... 30

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 90 minutes if completing all sections.

What do I need, or need to know?
1. An iPad, iPhone or iPod with Mobile Iron already installed and enrolled on the device
2. A valid Apple ID Username and Password  
3. A valid Login provided by the Catholic Education Office or your School  
4. If completing this documentation from home you should be connected to a wireless network with internet access  
5. A blank sheet or paper and a pen/pencil  

What Sections do I need to complete?

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<thead>
<tr>
<th>Completing this documentation at Home</th>
<th>Completing this documentation at School</th>
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<td>Complete Sections One, Two, Three, Four and Six</td>
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Section One: 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

![Settings Menu]

3. Then tap **Software Update**

![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 Two: Ensure all your Applications are up to date
In order to follow the rest of this guide all your apps must be up to date. To complete this task follow the steps below. **Read through the entire section first and then complete it on your device.**

1. Open your **App Store**

2. Tap the **Updates** tab on the bottom of your screen. **Note: you may be prompted to agree to new terms and conditions, you will need to agree to these before you can update any apps**

3. If any App Updates are available they will appear here. To Update all Apps tap 'Update All'

4. Wait until all apps have updated prior to continuing to the next section

Section Three: Verify App Data on your Device
In futures steps we will be removing the Mobile Iron Management Profile from your device. We need to make sure that when doing so it does not delete any data from Apps you have downloaded via Mobile Iron. **Read through the entire section first and then complete it on your device.**

1. On the Home Screen of your device tap **Settings**
2. Tap **General**
3. Scroll down to the bottom of the right column until you see **Profiles and Device Management**. Tap **Profiles & Device Management**
4. Tap Catholic Education Office

5. Tap Apps (Note: If you don’t have anything under apps please skip to Section 4 now)
6. Tap into each App and check the **Restrictions**

7. If the App displays the restrictions: **‘App and data will be removed when device is no longer managed’** write the App name down. We will need it later.

8. If the App displays the restriction: **‘This app is not restricted in any way’** there is NO need to write the app name down. Go to the next step.
9. For each App that you have written down, follow the following steps to UN-restrict each of the Apps.

10. Open ‘Apps@School’ on your home screen
11. If prompted to select a certificate select the certificate circled below

12. Search the first App on your list by typing the name in top right hand corner of the screen as shown below
13. Tap on the App you searched for and tap either ‘Request’ or ‘Reinstall’ or ‘Update’ (Regardless of the status of the app)

14. This will reinstall the restricted App
15. Mark it off your list you made in the previous steps
16. Once you have tapped ‘Request, Reinstall or Update’ move onto the next steps, don’t wait for something to happen as everything will happen in the background.
17. Repeat steps 10-16 until you have worked through your list
18. Go back to Apps under Catholic Education Office and recheck each app to ensure your App has changed from ‘App and data will be removed when device is no longer managed’ to ‘This app is not restricted in any way’
19. Once you have completed all steps you all your Apps have changed to **This app is not restricted in any way** continue to **Section Four**.

**Section Four: Remove MobileIron Management**

The following steps will guide you through removing the Management profile from your device. **Read through the entire section first and then complete it on your device.**

1. Ensure you have completed Section Three to avoid losing any data from Apps you have downloaded from Apps at School.
2. On the Home Screen of your device tap **Settings**
3. Tap **General**
4. Scroll down to the bottom of the right column until you see **Profiles and Device Management. Tap Profiles & Device Management**

<table>
<thead>
<tr>
<th>General</th>
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<tbody>
<tr>
<td>Display &amp; Brightness</td>
<td>Background App Refresh</td>
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<td>Wallpaper</td>
<td>Auto-Lock</td>
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5. Tap **Catholic Education Office**

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6. Tap ‘Remove Management’
7. Tap ‘Remove’ again

8. Enter your passcode if you have one
9. The Management Profile will now be removed.
10. Return to your Home Screen
11. Locate the MobileIron Application of your device and tap and hold on the app until it starts to wiggle.

12. Tap the cross on the top left hand side of the App. Then tap Delete.

Section Five: 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 prompted 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 Six: 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 then 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 and for **Students** it is your username with @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 prompted ‘Install Profile’. Tap ‘Install’

9. When prompted ‘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 prompt 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 prompted 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 Seven: 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 migrated your device to AirWatch. Please refer any issues to your local ICT Co-ordinator or Technical Support Officer for action.