

US Phone Initialization + Reset

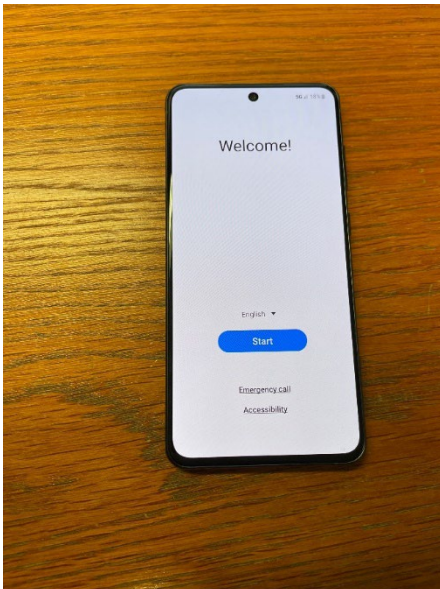
Rev (12/27/2023)

Overview

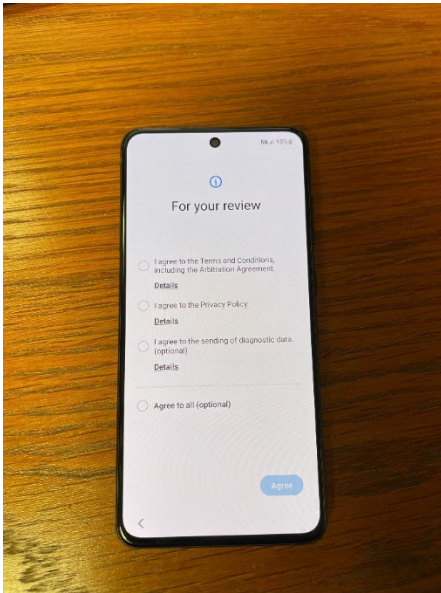
This will be the process of enrolling a phone into our MDM (Mobile Device Management). Fully charge your phone using the charger provided with the device and allow 30-40 minutes to complete setup. This will set up your new phone with both a work and personal profile where your corporate data will be separated from your personal information. For instance, you will be using Outlook, Teams, and OneDrive through your work profile. If you meet any issues during the setup process, contact groupitmdmstaff@opex.com.

Initial Setup

1. Keep your new phone and old phone powered off.
2. Turn on your new phone by holding down the power button.
3. After a few moments, you will be greeted by a white screen that has “Welcome!” at the top and “Start” at the bottom. Tap **Start**.



- The next page has “For your review” at the top, tap the first two circles that start with, “**I agree to the terms and conditions...**” and “**I agree to the privacy policy.**” Then tap **Agree**.



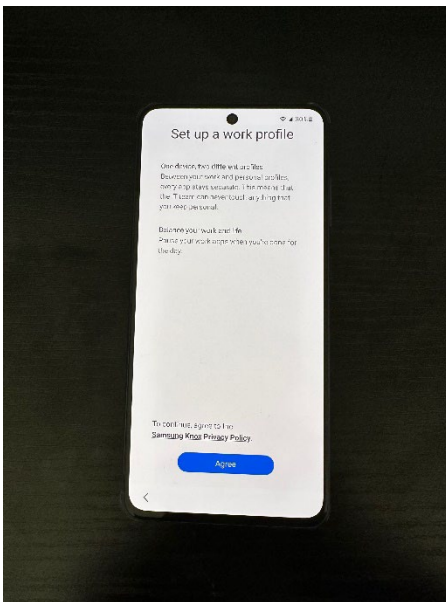
- The next screen will be titled “Phone activation” and will detail how the phone is now activated, tap **Next**.



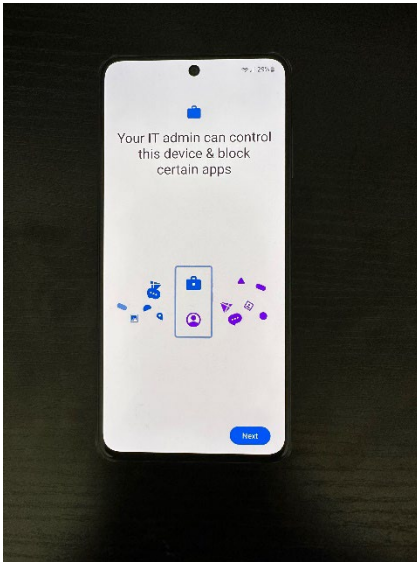
6. If you are not connected to WIFI, it will prompt you to connect. Connect to a stable WIFI connection as you will be downloading and installing apps later in this process. Tap **Settings** to go through the steps to connect to a **trusted** WIFI network.



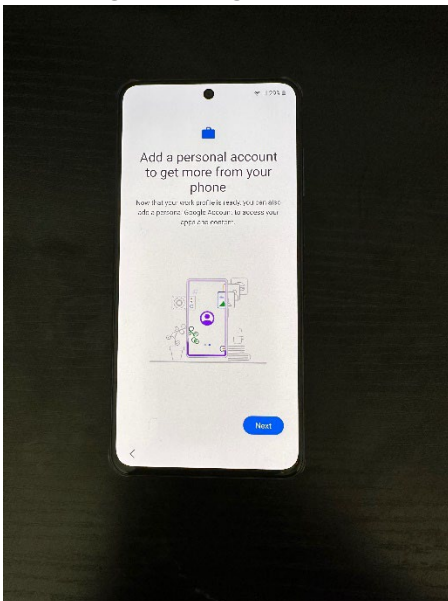
7. A few screens will load including “Checking For Updates” and “Getting Ready For Work Setup”. After a few moments you will come to a screen titled “Set up a work profile,” tap **Continue**.



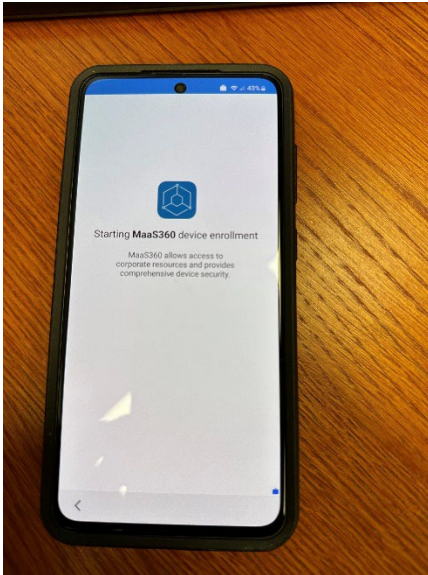
8. After this, you will encounter various pages with the text “Work apps are kept in your work profile & managed by your IT” at the top. Once this is done loading, you will come to the page shown below, tap **Next**.



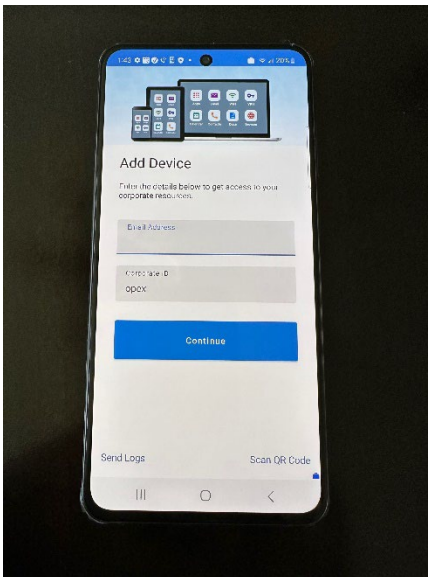
9. It will begin loading more information, you will eventually come to the page shown below.



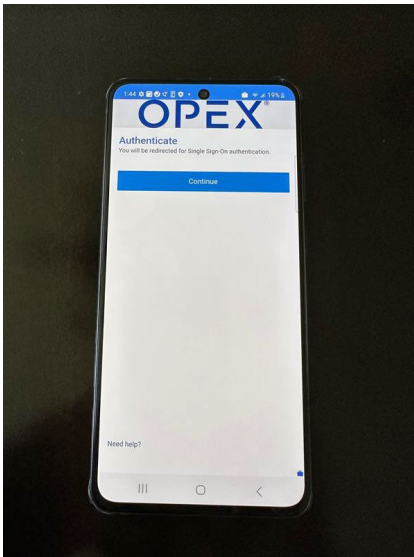
10. A page titled “Starting MaaS360 enrollment” will come up, this begins loading the MDM enrollment process.



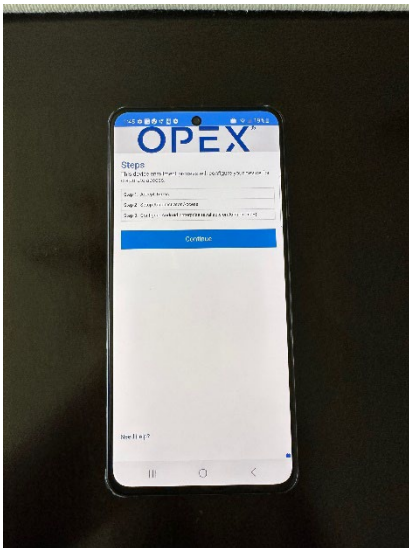
11. Under email address, type in your email address (ex: jdoe@opex.com). The corporate ID should be **OPEX**.



12. On the next page, tap **Continue**.



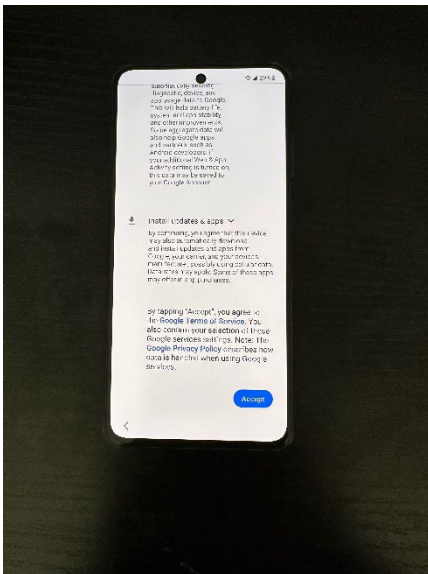
13. The following pages will deal with signing into CyberArk. You will use your email address and password and pre-set up MFA.
 - a. If you have trouble with CyberArk, email GroupITSecurity@opex.com.
14. After you are signed in, you will come to a page with terms of conditions, tap **Continue**.



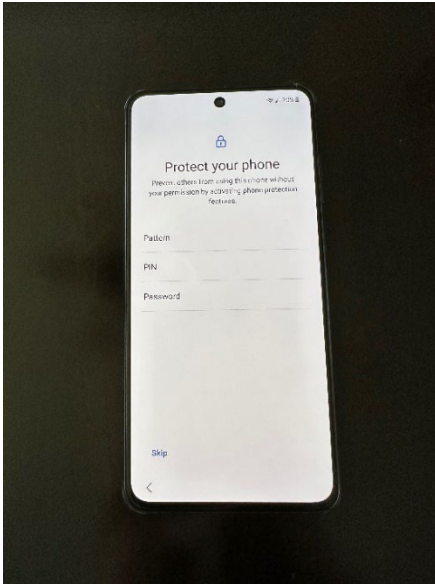
15. On the “Accept Terms” page, tap the “I have read the terms and conditions” check box then tap **Continue**.



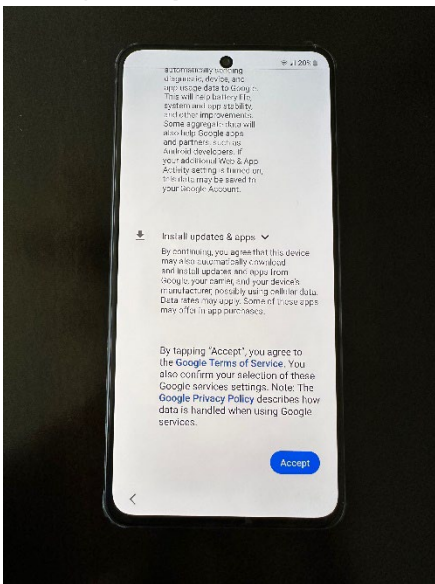
16. The next page details permissions for Google, scroll down and tap **Accept**.



17. Then it will prompt you to enter in a PIN, do **not** tap skip as this will cause your device to be out of compliance later in the process. Tap **PIN** and enter a PIN of your choosing.

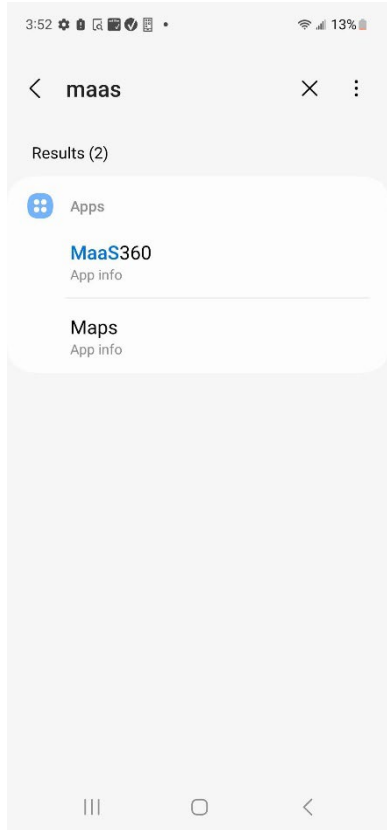


18. After loading more pages, you will come to another Google permissions page, scroll down and tap **Accept**.

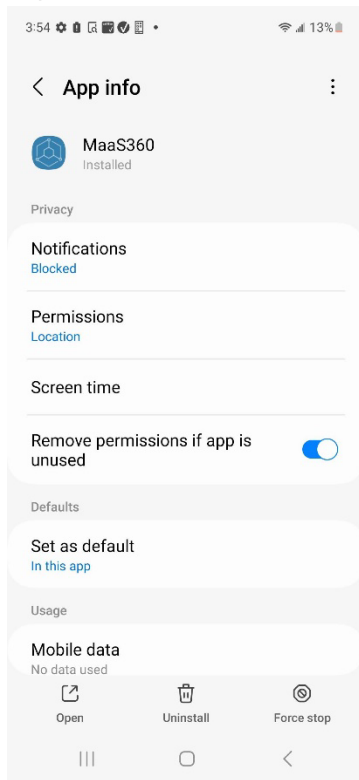


19. The next step will take you to your phone's home screen with a couple of apps already pinned.
20. Swipe down from the top and tap on the **settings** icon.

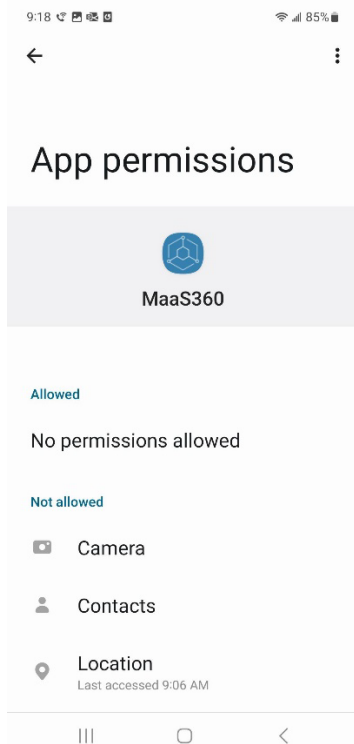
21. Tap the search icon and type in Maas360 and tap on it in the list.



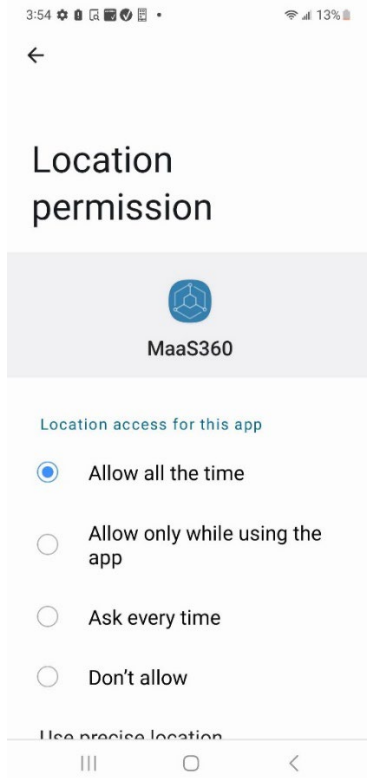
22. Tap on the “Permissions” item in the list.



23. On the next page “App Permissions” tap on **Location** under “not allowed”.



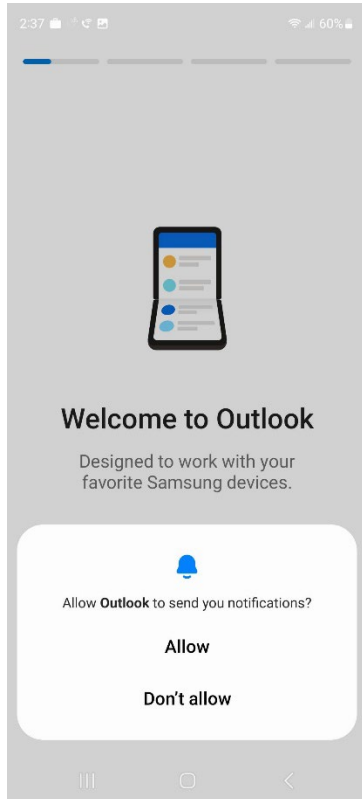
24. Tap “Allow all the time” then tap the **back button**.



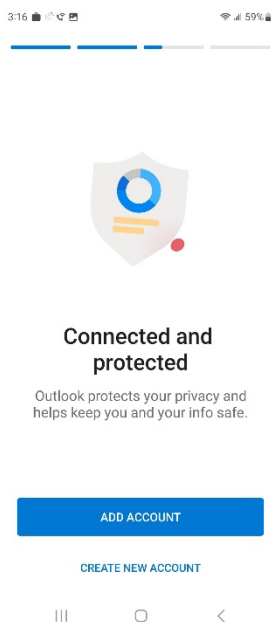
25. You are now compliant with the MDM!

Outlook Setup

1. It may take up to 30 minutes to an hour to finish downloading and installing the apps. If you do not see Outlook in your list of apps on your work profile, you can manually download and install it from the Play Store on the work profile.
2. Open the app list by swiping up, tapping the “work” profile and tap **Outlook**.
3. Once the app loads, it will prompt to send you notifications. We recommend you tap **Allow**, to allow you to receive alerts when you get an email.

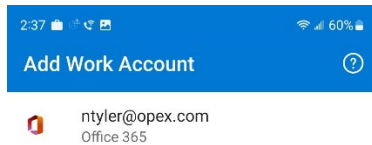


4. Tap **Add Account**.



5. The next page will show your OPEX email account already, since the device is tied to it. Tap **Add Account**.

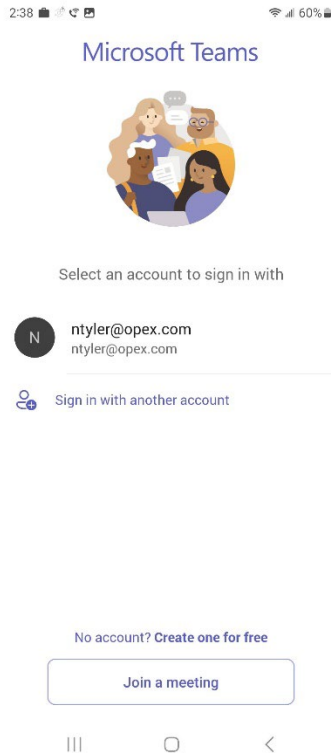
- a. **You may get a different screen than this, depending on if your device has synchronized completely with the MDM. If you do not see this screen, you will have to enter in your OPEX email address, and it will take you to the CyberArk page to sign in from there.**



6. The next step will take you to the CyberArk MFA sign-in process. You will need your OPEX email address and password provided by IT.
 - a. **If you are having any issues with these steps, please contact GroupITSecurity@opex.com.**
7. Once you are authenticated, you are all set to send and receive emails! It may take a few minutes for emails to flow down to your new device.

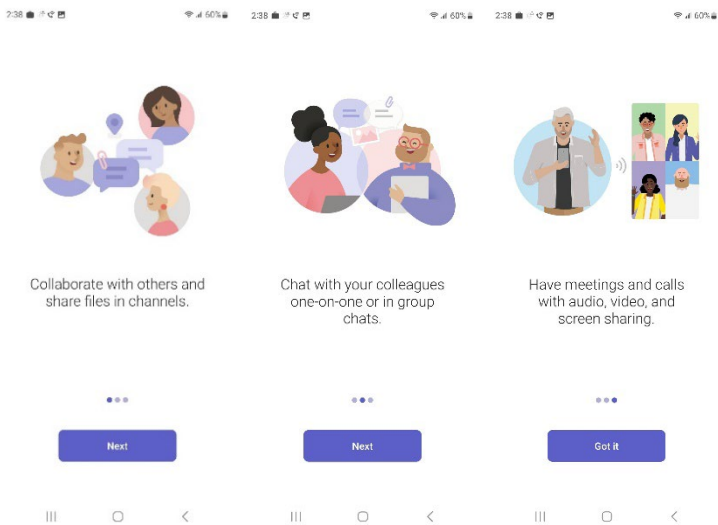
Microsoft Teams Setup

1. It may take up to 30 minutes to an hour to finish downloading and installing the apps. If you do not see Teams in your list of apps on your work profile, you can manually download and install it from the Play Store on your work profile.
2. Open the app list by swiping it up, tapping the “work” profile at the bottom and tap **Teams**.
3. If you follow the steps above to set up Outlook, your account will be automatically available to sign in. **Tap** your email address from the list.



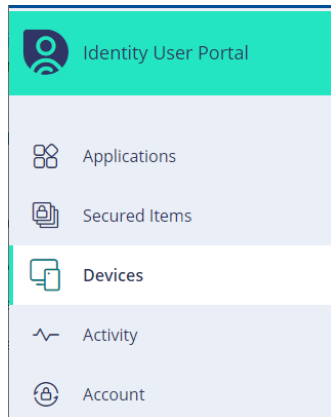
4. The next step will take you to the CyberArk MFA sign-in process. You will need your OPEX email address and password provided by IT.
 - a. **If you are having any issues with these steps, please contact GroupITSecurity@opex.com.**

5. Once you have signed in, press **next** on all the setup pages to finish the setup process.

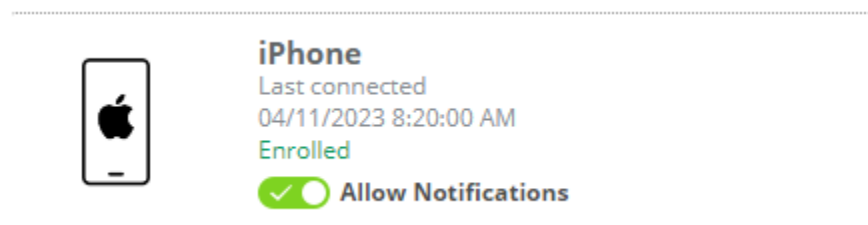


CyberArk Identity Setup

1. It may take up to 30 minutes to an hour to finish downloading and installing the apps. If you do not see CyberArk Identity in your list of apps on your **work profile**, you can manually download and install it from the Play Store on your **work profile**.
2. Open the app list by swiping up, tapping the “work” profile and tap **CyberArk Identity**.
3. Once the app is loaded, you will use your OPEX email address and password to sign in. Once you have authenticated with your pre-configured authentication method, the setup process will be completed.
4. If you are having issues receiving push notifications on your new phone setup, uninstall the app from your
 - a. Go to <https://opex.my.idaptive.app> and sign in using your OPEX email and password.
 - b. Click (or tap) on “Devices” on the left-hand side menu.



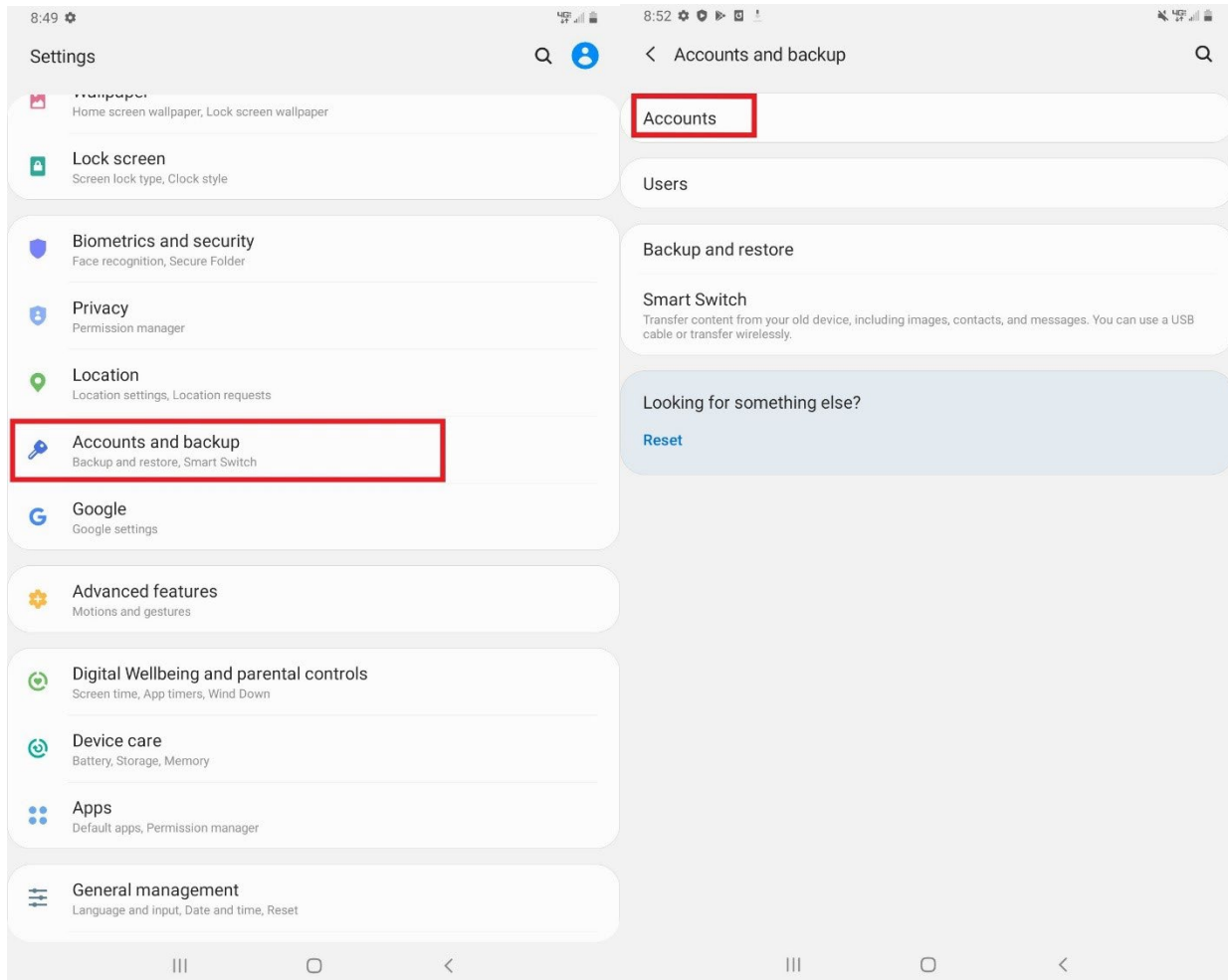
- c. Click (or tap) on “allow notifications” to disable notifications on all the devices that are not your new device. Then do the same for the new device to make sure your device is allowed notifications.



5. The setup for the phone is complete!

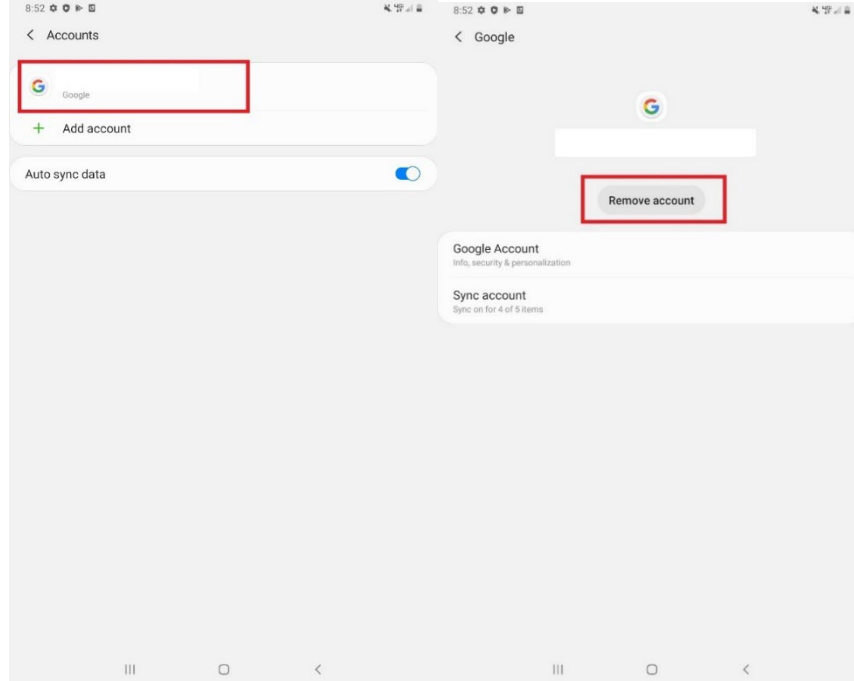
Resetting Your Old Device

1. Tap on Settings on your device, you can swipe down from the top and tap on the cog icon.
2. Scroll down and tap on **“Accounts and backup”**.
3. On the next page, tap on **“Accounts”**.

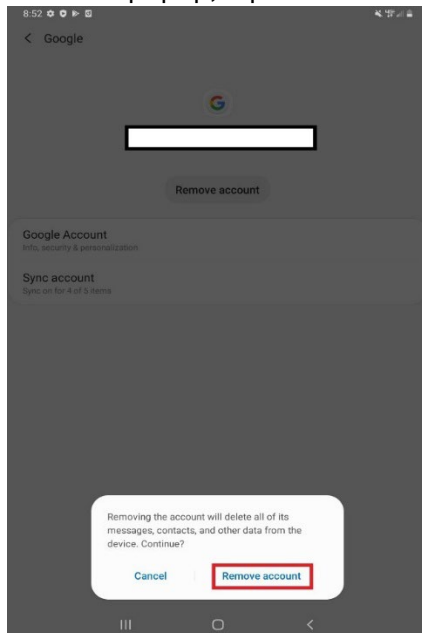


4. You should see your Google account listed above “Add account”, tap it.

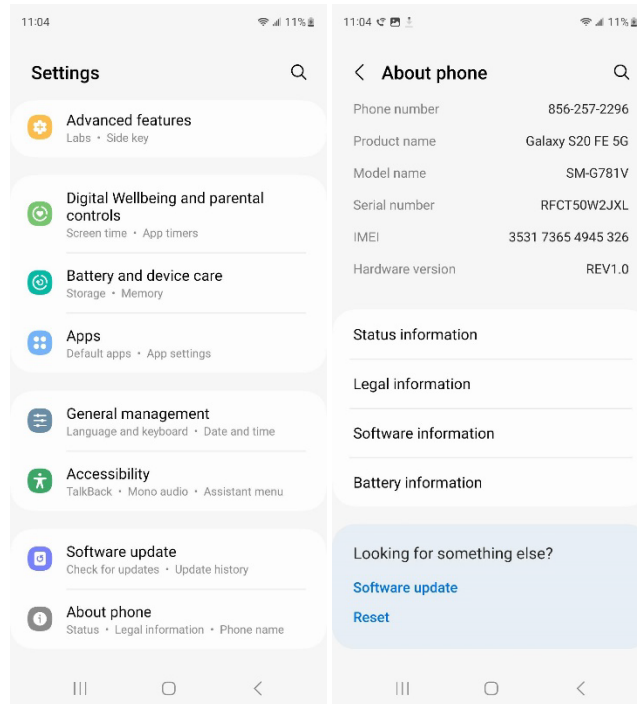
5. You will see a page with your Google accounted list (ex: yourpersonalaccount@gmail.com). Tap **Remove account**.



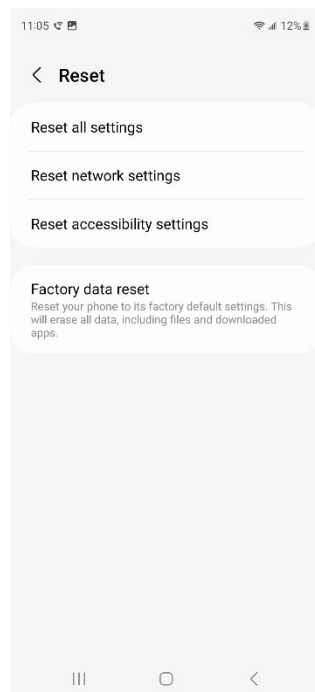
6. On the popup, tap **Remove account** again.



7. Then scroll down and tap on **About Phone**. Then scroll down and tap on **Reset** under “Looking for something else?”



8. On the next page, tap **Factory data reset**.



9. On the next page, tap **Reset**. Then enter in your set PIN. On the last page tap **Delete all**.

