

Enroll an iOS Device in Mosyle MDM

Purpose

This article will walk you through the simple steps to enroll your iOS device (iPhone or iPad) in your company Mobile Device Management (MDM) system. To complete this process you will need: your iPhone/iPod Touch/iPad, and a network connection (WiFi or cellular).

Update your Device

Before enrolling, let's assure that your device is healthy, secure and providing the best possible experience by making sure you are running the latest software. Keeping your device up-to-date assures that it has the latest security protections and can run the most up-to-date applications.

1. On your iPhone or iPad, open the Settings app (it looks like a silver gear box).
2. Tap *General > Software Update*. If there is an update, you will be presented with all relevant information about the update.
3. Tap the "Install" button to run the update. Updates can take up to 30 minutes. We recommend that you connect your iOS device to power during this process.

Enroll your Device

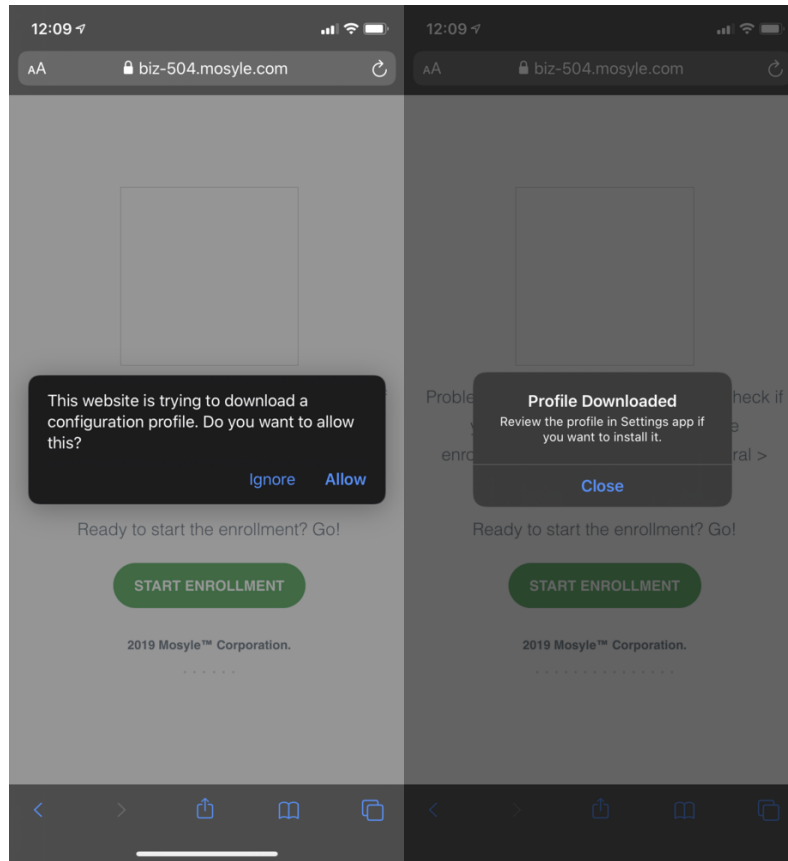
In order to enroll your device in Mosyle MDM, you will need your Enrollment URL. This is a unique web address that begins with <https://join.mosyle.com/>. If you do not have your Enrollment URL please open a ticket with GlobalMac IT requesting one.

1. Open Safari.

- From your home screen, tap the Safari icon.

2. Enter your Enrollment URL.

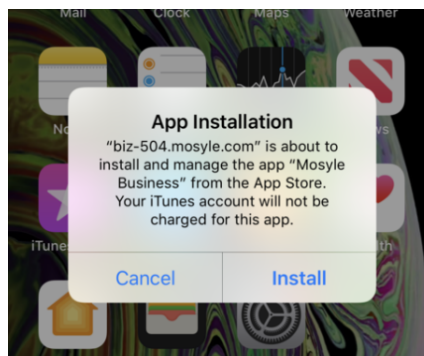
1. In Safari, tap on the address bar and enter your Enrollment URL. i.e. [join.mosyle.com/0x0x00](https://join.mosyle.com/)
2. Tap **Go**.
3. When prompted to allow the profile download, tap **Allow**.
4. When the **Profile Downloaded** message is displayed, tap **Close**.



3. Approve installation for profile.

1. Return to your home screen
2. Tap on Settings
3. At the top of the setting screen, below iCloud, tap on **Profile Downloaded**
4. On the **Profile Downloaded** page, tap **Install** in the upper-right

Once you have approved the profile installation, you will receive **App Installation** prompts. Please approve these to assure you receive all your corporate apps on your device.



New Devices, Upgrades, and Exchanges

At some point you will replace your current device. Applications and settings delivered via MDM are not included in backups and will not transfer to a new device. This includes email, contacts, calendars, and work-related applications. For a smooth transition to your new device you will need to enroll again using the “Enroll your Device” steps above.

When you are upgrading or exchanging a device, open a new request with GlobalMac IT by choosing “Create a Support Request” from the Contact Menu. We can discuss the process including removing management from your device and protecting your data when a device leaves your possession.

Apple Watch

If you have an Apple Watch, it is important to note that security measures enforced on your iPhone are also applied to any Apple Watch paired to that device. What this means to you is that you will likely be prompted to change your Apple Watch passcode to a six digit code to match the security policy enforced for your iPhone. Although this may seem like an inconvenience, it is important to remember that your Apple Watch unlocks when it is on your wrist and you unlock your iPhone. You will seldom if ever have to use the passcode on your Apple Watch for daily use, but this additional security keeps your data--and more importantly, your notifications--safe should you lose control of your Apple Watch.