

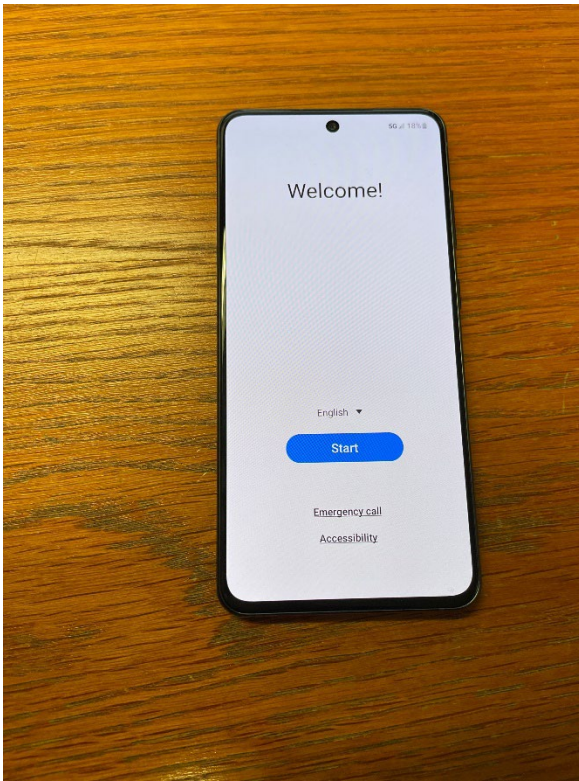
Overview

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. If you meet any issues during the setup process, contact

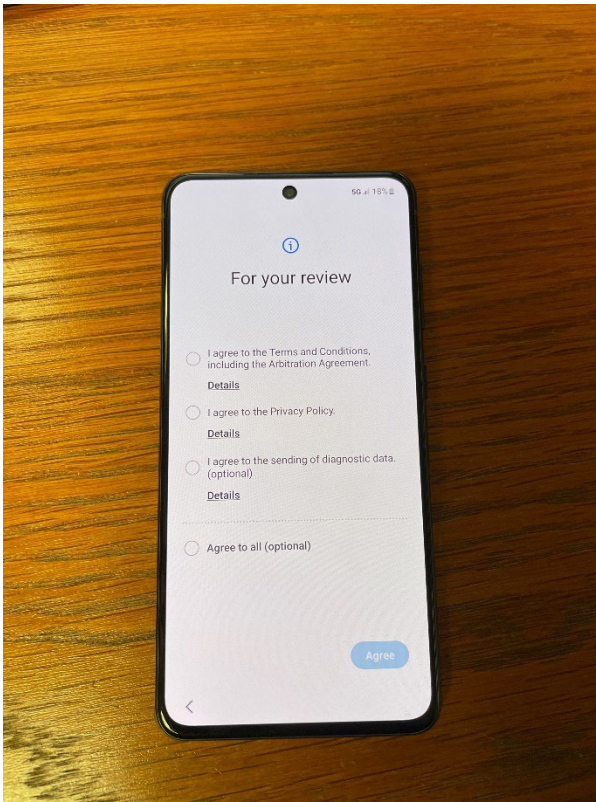
groupitmdmstaff@opex.com.

Initial setup

1. Turn on the phone by holding down the power button.
2. 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**.



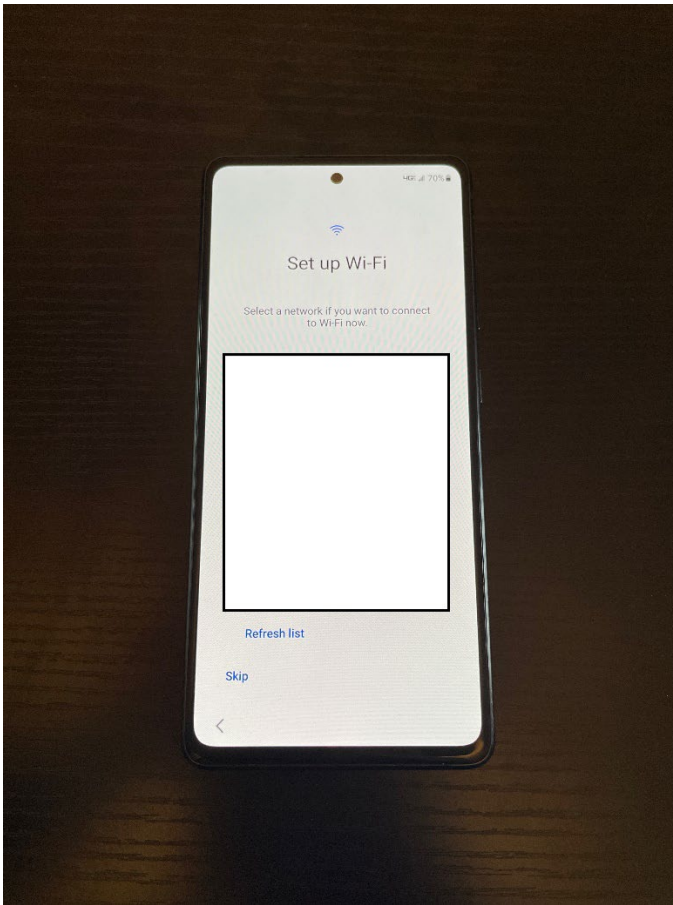
3. The next page has “For your review” at the top, tap the first two circles that start with, “I agree to the terms and conditions...” and “I agree to the privacy policy.” Then tap **Agree**.



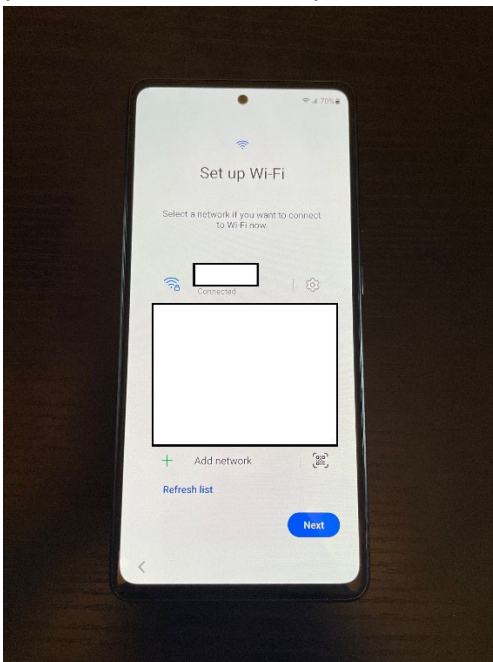
4. The next screen will be titled “Phone activation” and will detail how the phone is now activated, tap **Next**.



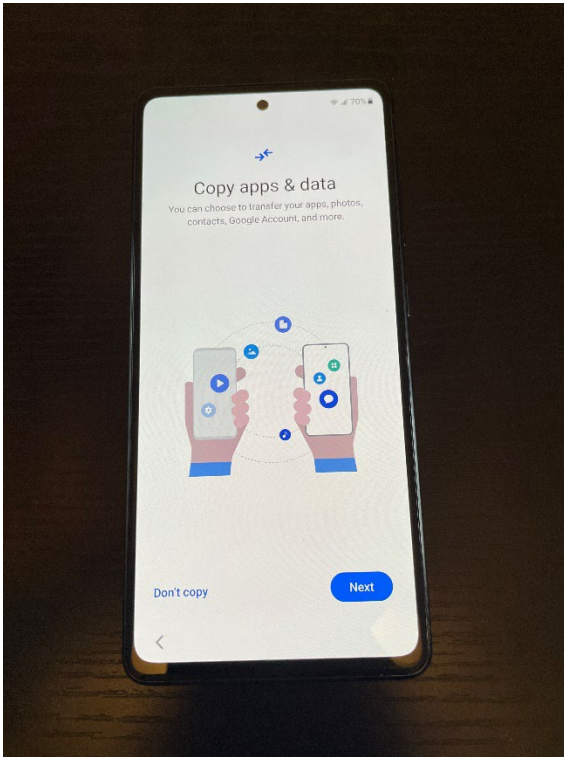
5. The next page will be titled “Set up Wi-Fi”, this will prompt you to select your WiFi from a list of available connections. Select a **trusted** and **known** network (with a lock icon on it). This is important to maintain the security of the information provided during this process.



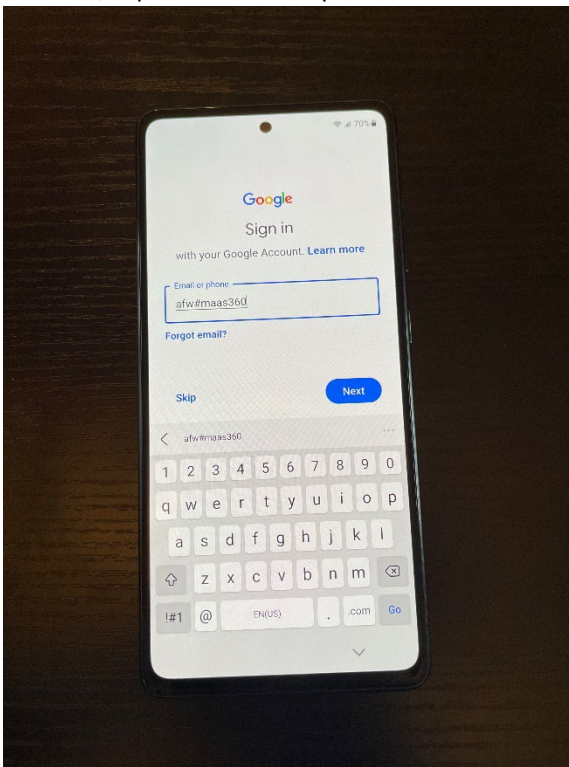
6. Once you select a network and successfully authenticate, you will see “connected” listed under your selected network. Tap **Next**.



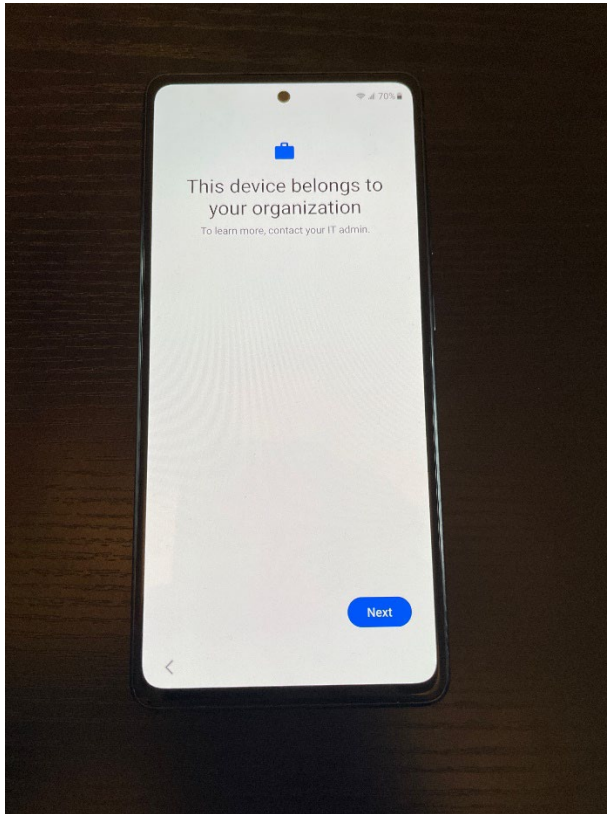
7. After a few moments you will come to a screen titled “Copy apps & data” tap **Don’t copy**.



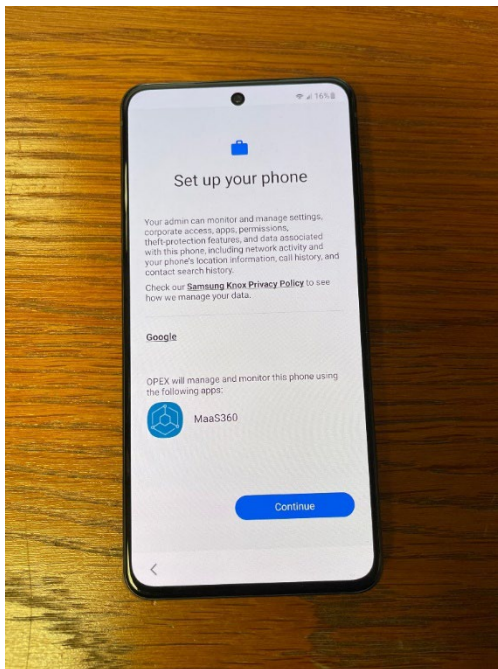
8. The next screen will take you to the Google sign in page. Instead of typing in your personal email account, tap the “email or phone” text box and type **afw#maas360** and tap **Next**.



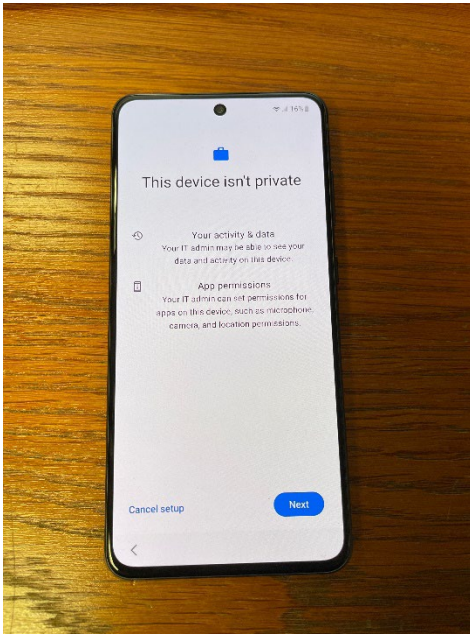
9. After a few moments, you will come to the page titled “This device belongs to your organization”, tap **Next**.



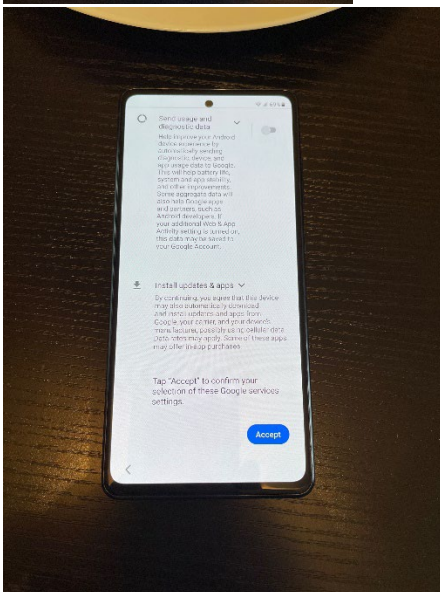
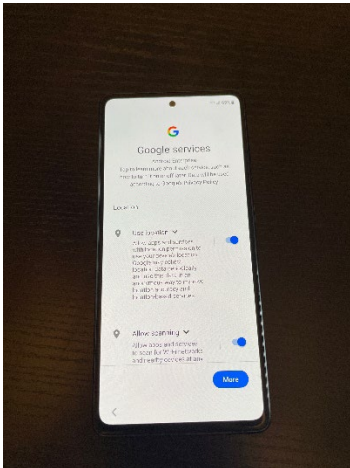
10. Next page is titled “Set up your phone”, tap **Continue**



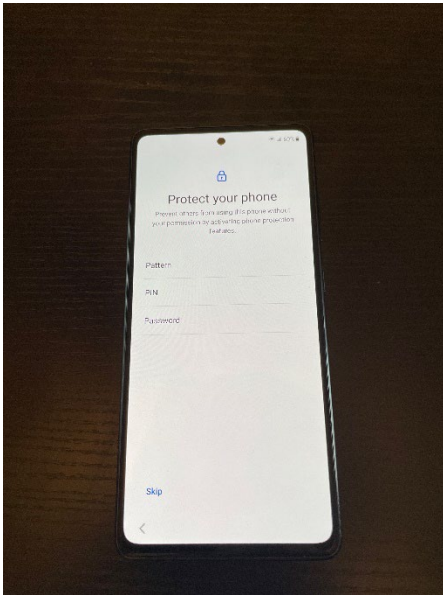
11. After this, you will encounter various pages with the text “Setting up your device...” at the bottom. Once this is done loading, you will come to the page shown below, tap **Next**.



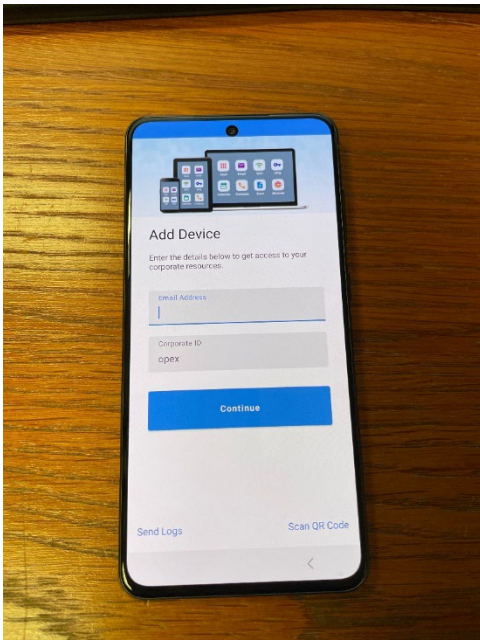
12. The next page titled “Google Services”, scroll down, and uncheck (by tapping the toggle button) next to “Send usage and diagnostic data”. Tap **Accept**.



13. The next page titled “Protect your phone” will prompt you to entering in a PIN. Tap **PIN** and go through the steps to set up a PIN.



14. **Potential Known Issue:** After this step it may take you to the typical home screen with apps. If this happens, swipe up to get to the list of apps and tap on the Maas360 app to get to the next step.
15. Now you will begin signing into your OPEX email account. On the next page, type in your email address in the box next to “Email Address” (ex: jdoo@opex.com). You may need to type in the corporate ID which is **opex**.



16. On the next page, tap the **continue** button.

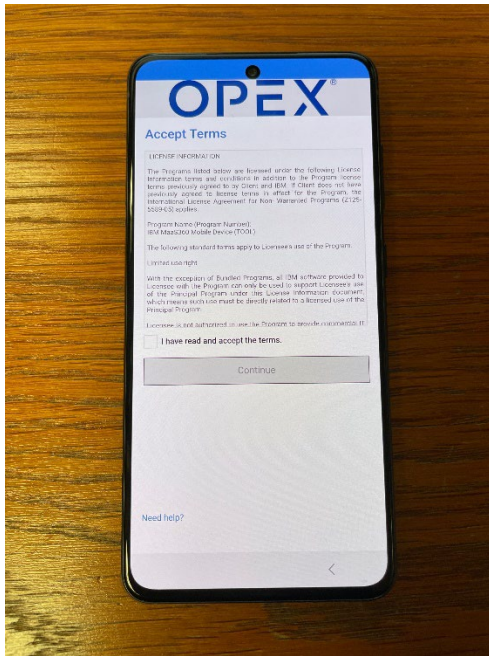


17. The next steps take you through our CyberArk sign in page. You will be required to authenticate using your set up MFA method. **If you are having any issues with these steps, please contact GroupITSecurity@opex.com.**

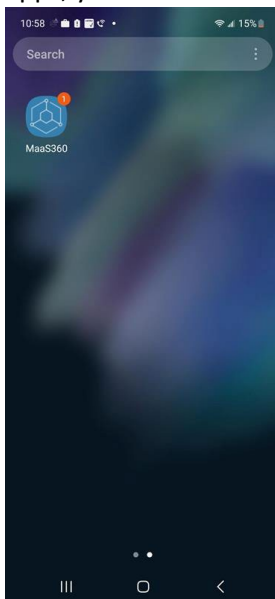
18. Once you are authenticated with CyberArk, you will be asked to accept the terms. Tap the **continue** button.



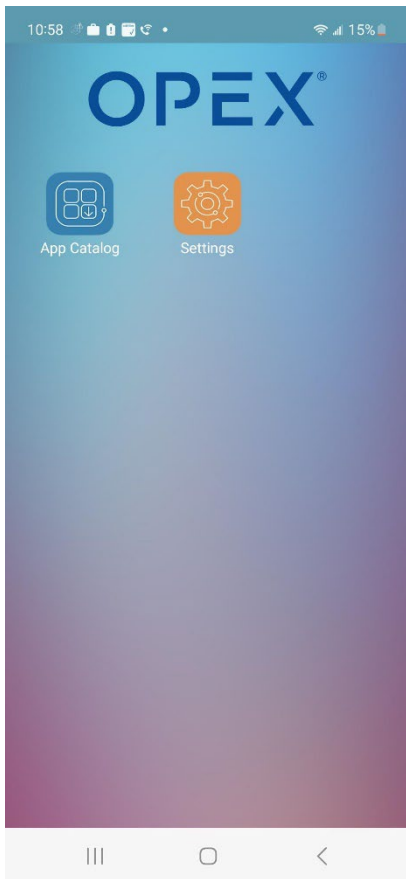
19. Once again, it will ask to accept more terms. This time, tap the checkbox next to “I have read and accept the terms” and tap the **continue** button.



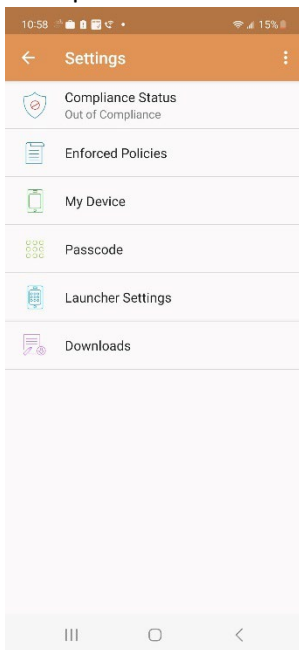
20. Now you will be redirected to the home screen. If you do not see the MaaS360 app on the home screen, swipe up to see your list of apps and tap **MaaS360**. It may be on the second page of apps, you can scroll to the left to see them.



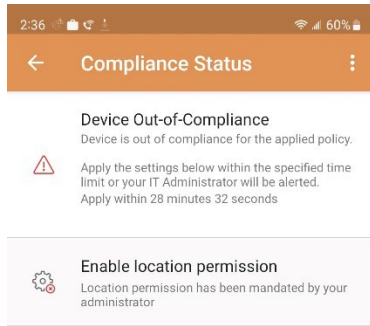
21. Tap **Settings** (the cog icon)



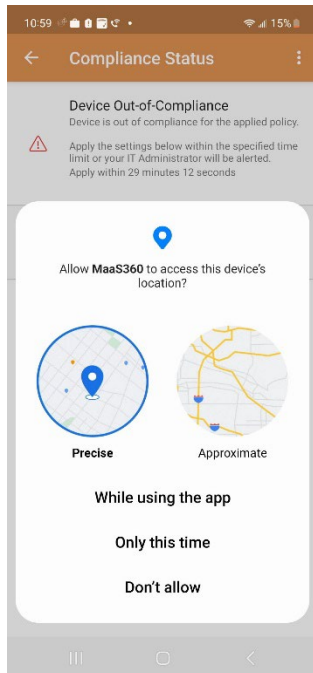
22. "Compliance Status" should show "Out of Compliance", tap **Compliance Status**.



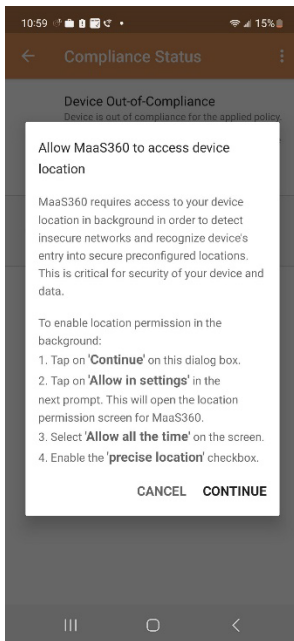
23. Once you are on the page, tap **Enable Location permission**.



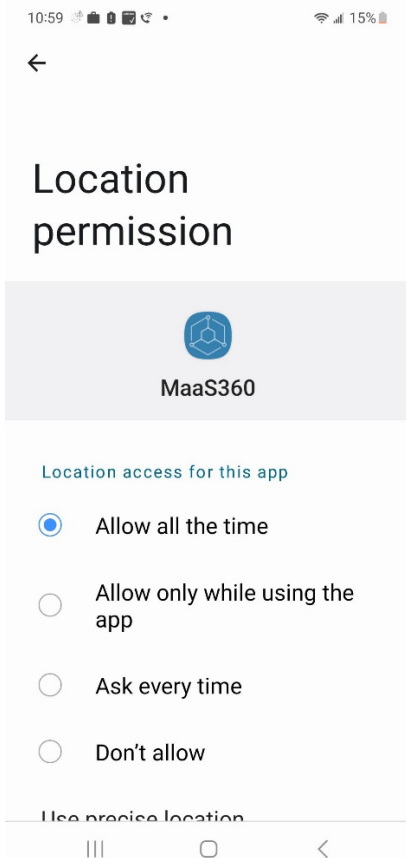
24. Make sure that “Precise” has a blue circle around it then tap **While using the app**.



25. It will pop up asking for more permissions, tap **Continue**.



26. On the next page, select **Allow all the time**, then tap the back arrow at the top. You are finished!

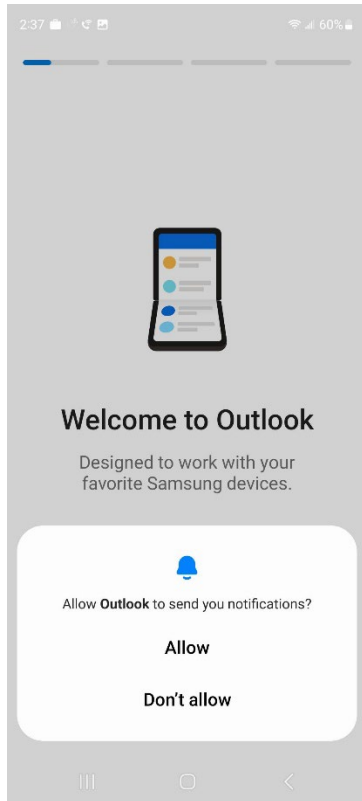


27. You are all finished with the setup of your new device! Apps will begin to download and install now that you are compliant. Give this some time as depending on your network speed it could take up to 30 minutes to an hour.

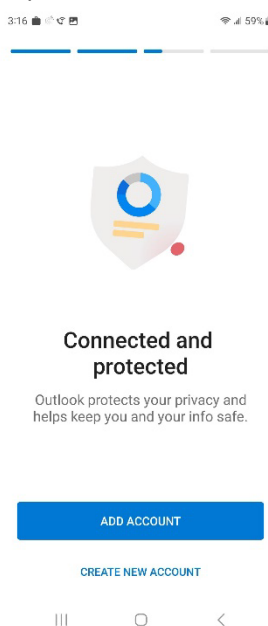
- a. If you have any issues after waiting an hour, please contact groupitmdmstaff@opex.com.

Outlook Setup

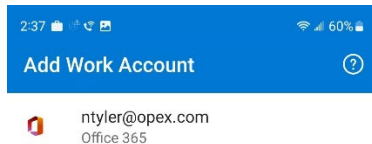
1. It may take up to 30 minutes to an hour to finish downloading and installing the apps. If you do not see Outlook in your list of apps, you can manually download and install it from the Play Store.
2. Open the app list by swiping up and tap **Outlook**.
3. Once the app loads, it will prompt to send 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**.



6. The next step will take you to the CyberArk MFA sign in process, similar to step 17 above. 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, you can manually download and install it from the Play Store.
2. Open the app list by swiping up and tap **Teams**.
3. If you followed the steps above to setup Outlook, your account will be automatically available to sign in. **Tap** your email address from the list.

Microsoft Teams



Select an account to sign in with

N ntyler@opex.com
ntyler@opex.com

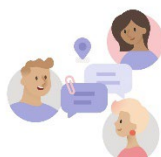
Sign in with another account

No account? [Create one for free](#)

Join a meeting



4. The next step will take you to the CyberArk MFA sign in process, similar to step 17 above. 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 of the setup pages to finish the setup process.



Collaborate with others and share files in channels.



Next



Chat with your colleagues one-on-one or in group chats.



Next



Have meetings and calls with audio, video, and screen sharing.



Got it



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, you can manually download and install it from the Play Store.
2. Open the app list by swiping up and tap **CyberArk Identity**.

3. Once the app is loaded, you will use your OPEX email address and password to sign in (similar to step 17 in the setup process above). Once you have authenticated with your pre-configured authentication method, the setup process will be completed.