Canadian Regions Tablet Initialization

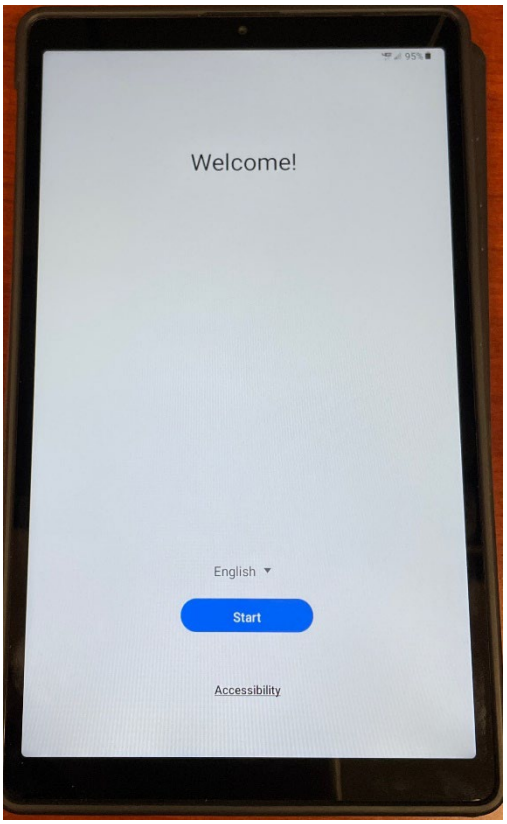
Rev (02/07/2023)

Overview

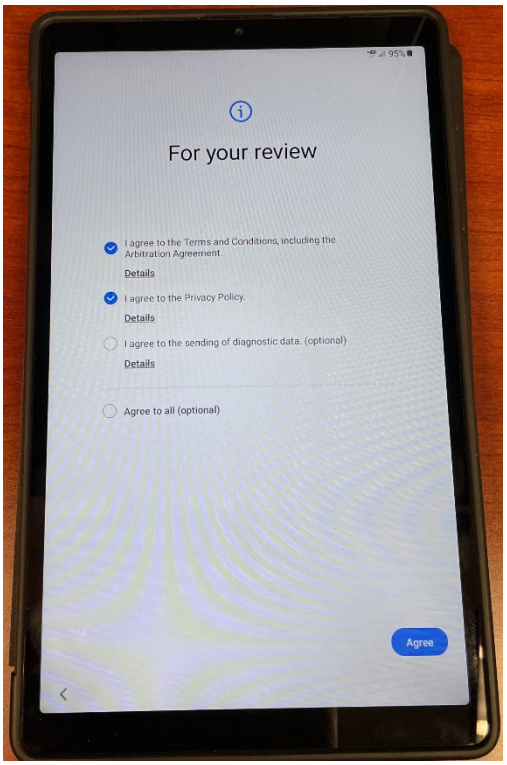
This will be the process of enrolling a tablet into our MDM (Mobile Device Management). Fully charge your tablet using the charger provided with the device and allow for 30-40 minutes to complete setup. If you meet any issues during the setup process, contact groupitmdmstaff@opex.com.

Initial Setup

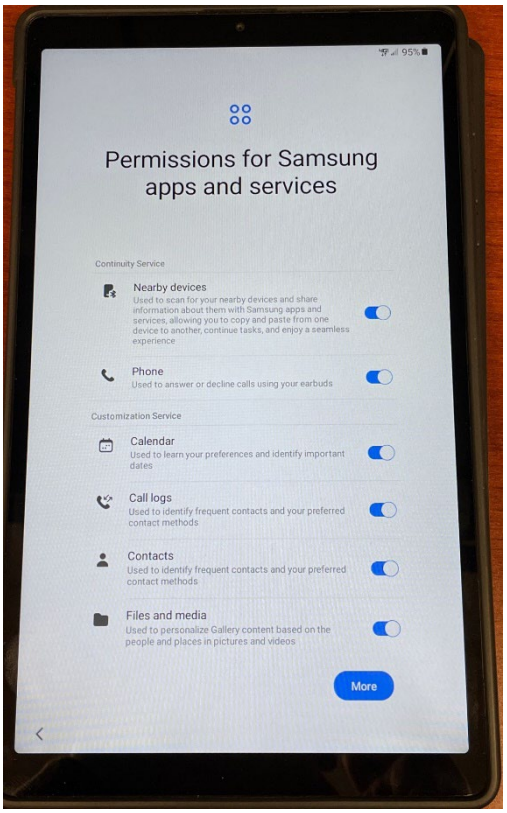
1. Turn on the tablet by holding down the power button.
2. After a few moments, you will be greeted by a white screen that has “Welcome!” at the top and “Start” at the bottom. Tap **Start**.



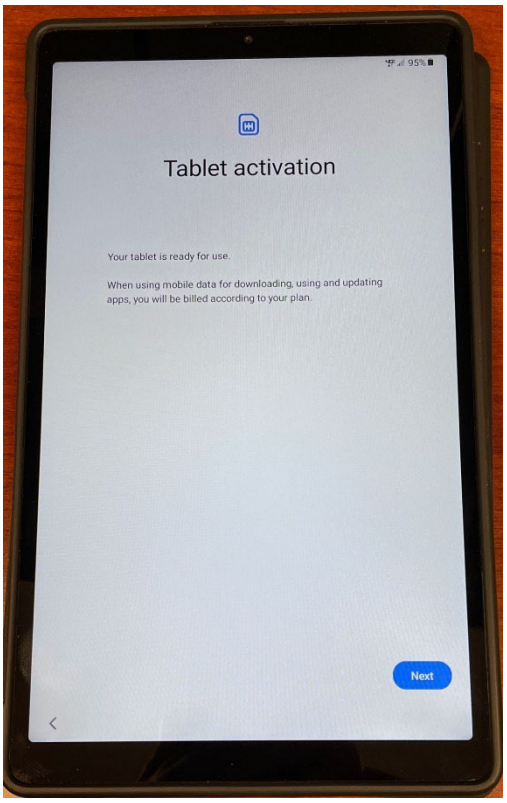
3. The next page has “For your review” at the top, tap the first two circles that start with, “I agree to the terms and conditions…” and “I agree to the privacy policy.” Then tap **Agree**.



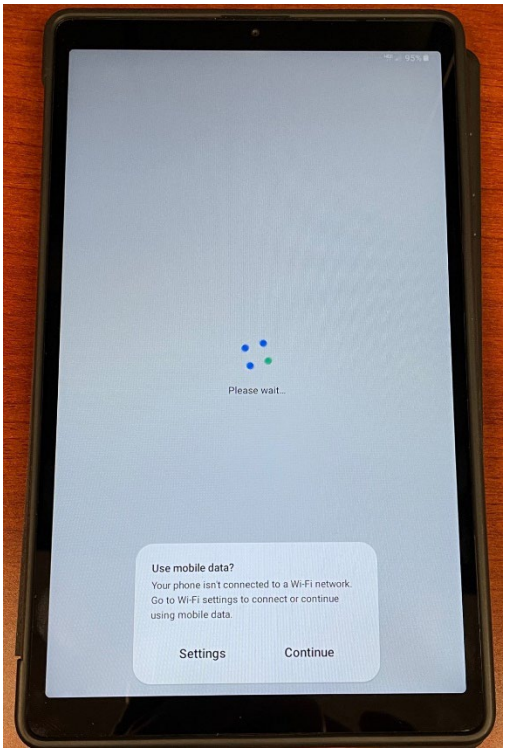
4. On the next page titled “Permissions for Samsung apps and services” tap **Agree** at the bottom.



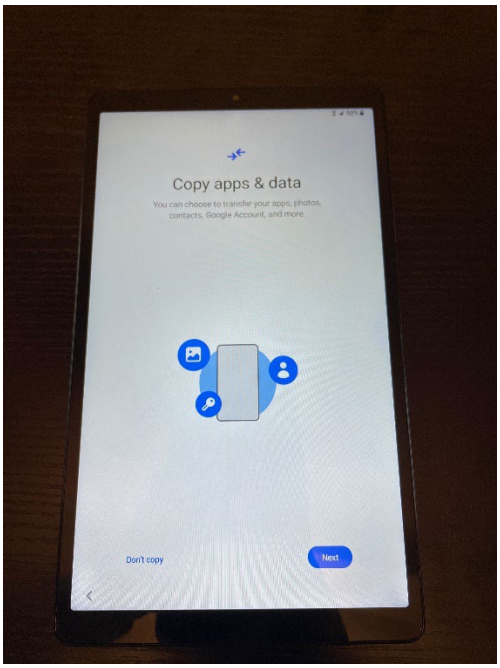
5. The next page will go through tablet activation, tap the **next** button.



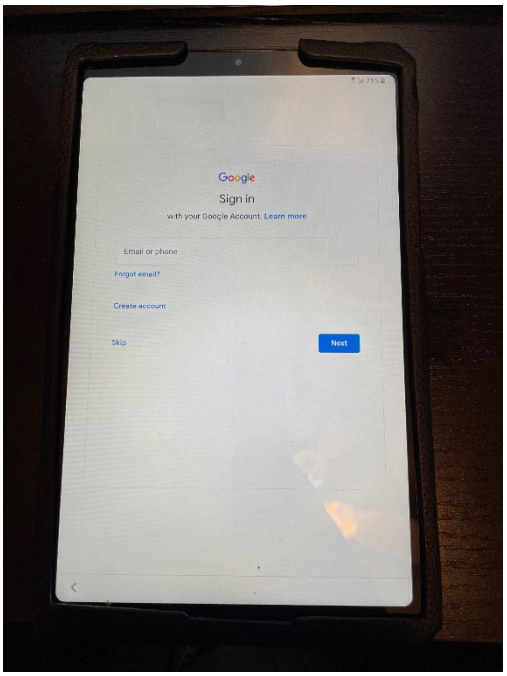
6. If you are not connected to WIFI, it will prompt you to connect. Connect to a stable WIFI connection as you will be downloading and installing apps later in this process. Tap **Settings** to go through the steps to connect to a **trusted** WIFI network.



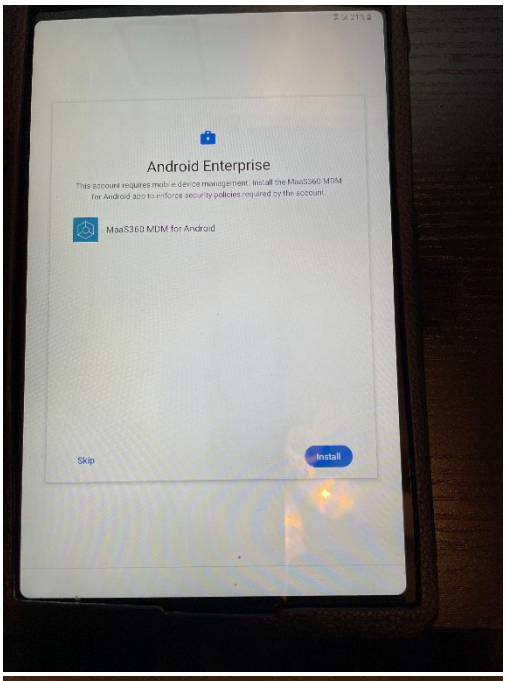
7. Once connected, you will transition to a page titled “Copy Apps & data” tap **Don’t copy** on the bottom left.

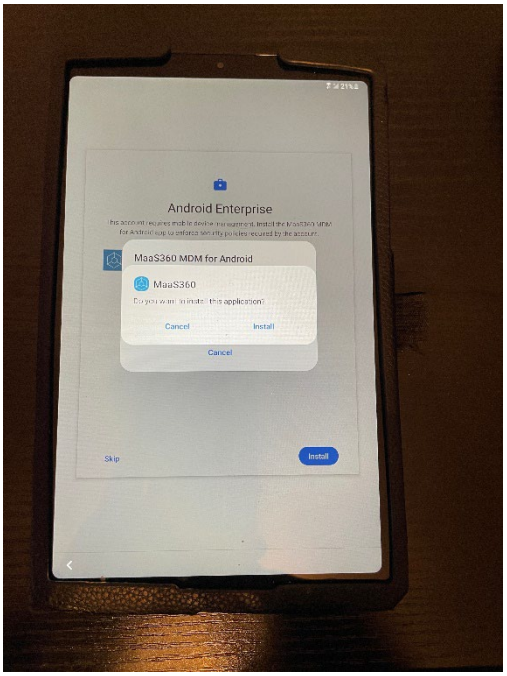


8. This will lead you to a Google Sign in page, normally you would use your own Google Account, but type in **afw#maas360** into the email box.

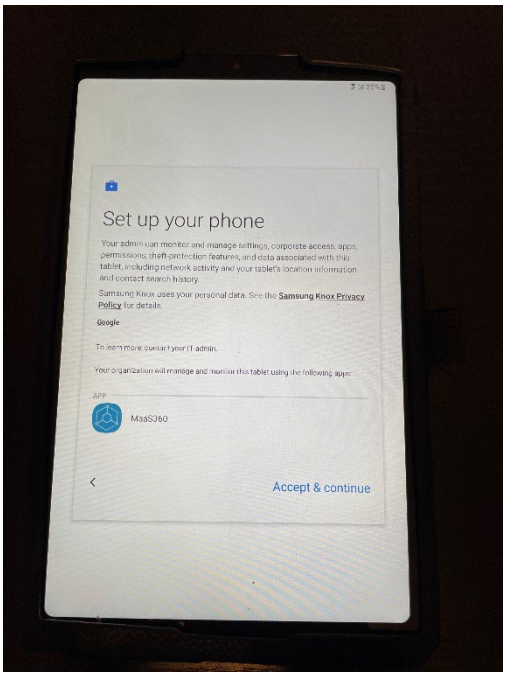


9. It will go through a series of steps, tap **install** on all of them.

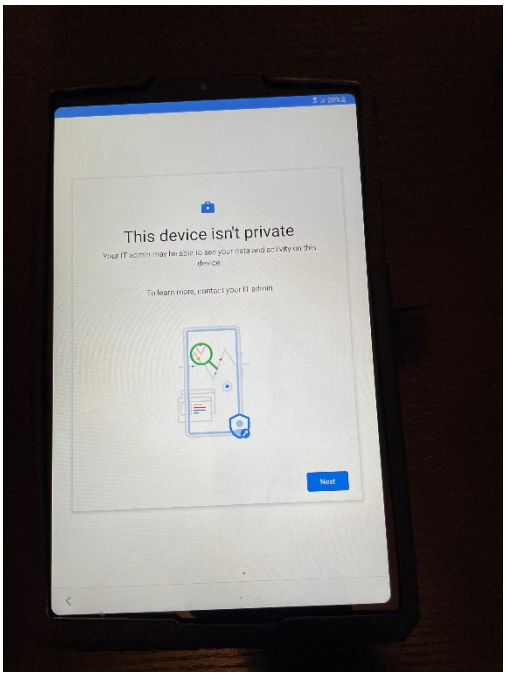




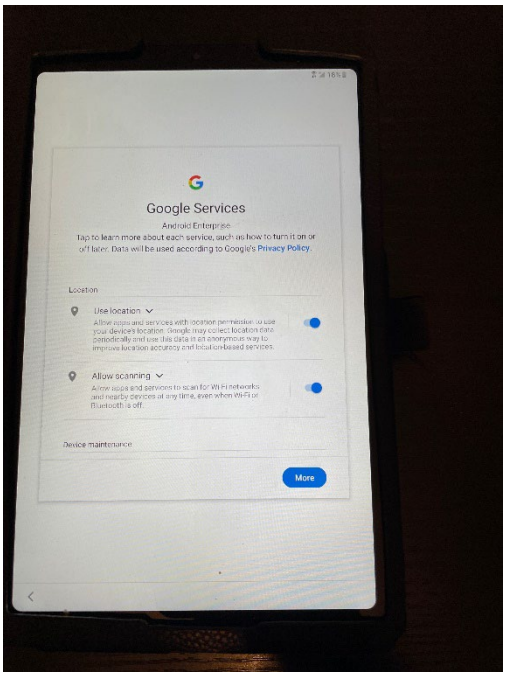
10. It will lead to a page titled “Set up your phone”, tap **accept & continue**.



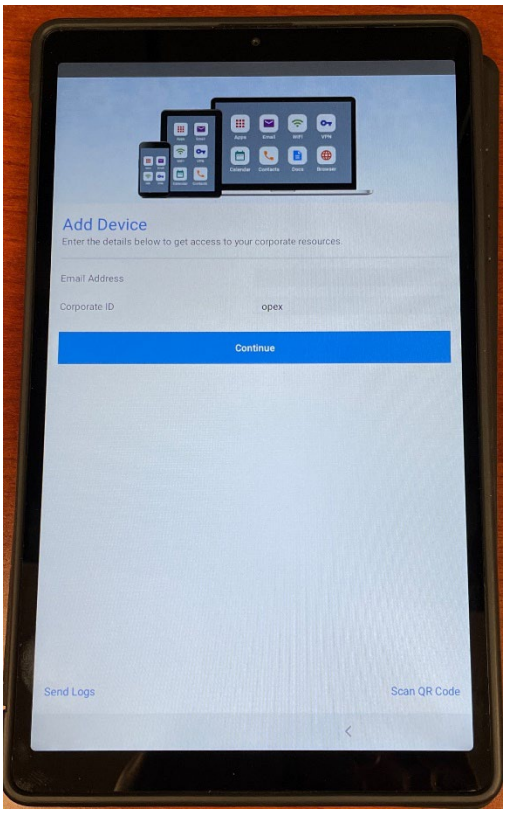
11. After a few loading steps, it will bring you to a page describing that IT has control over the device, tap **Next**.



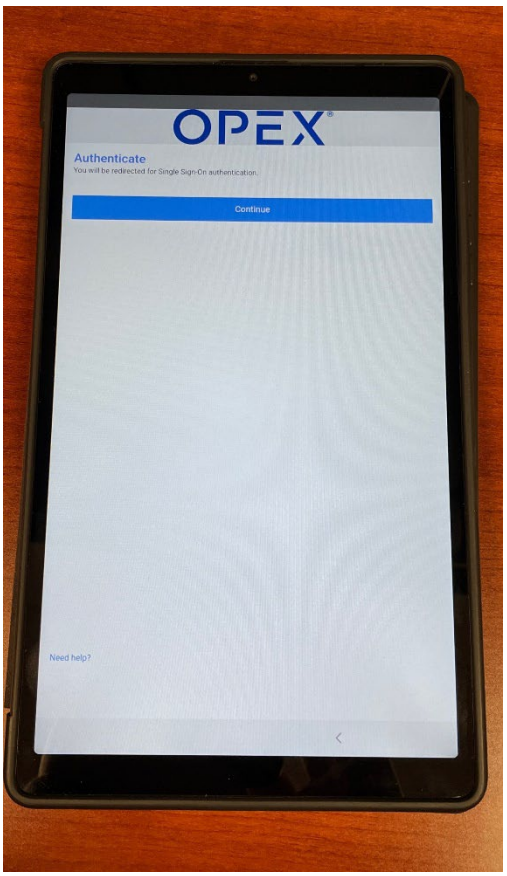
12. On the “Google Services” page, scroll down then hit **agree**.



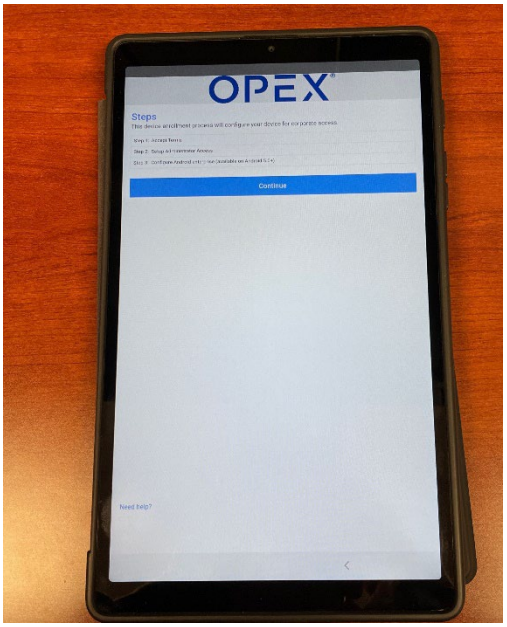
13. Now you will begin signing into with your OPEX email account. On the next page, type in your email address in the box next to “Email Address” (ex: ntyler@opex.com). You may have to put **opex** into the “corporate ID” box.
14. **Potential Known Issue: After this step it may take you to the typical 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.**



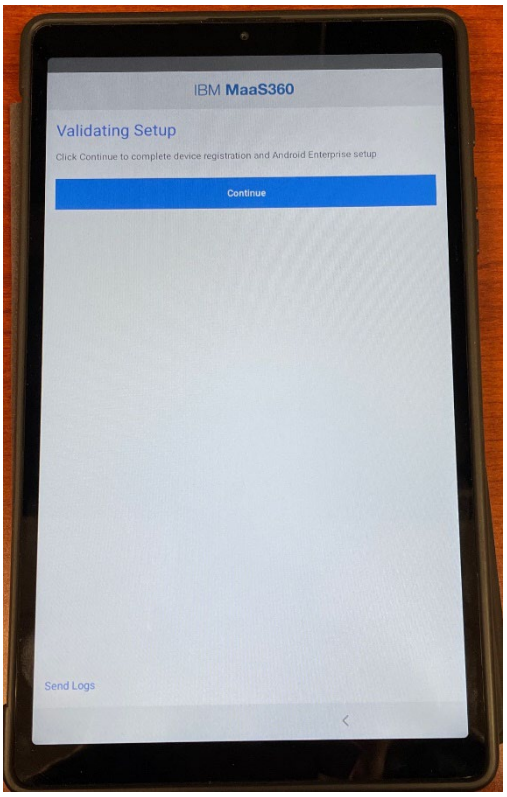
15. On the next page, tap the **continue** button.



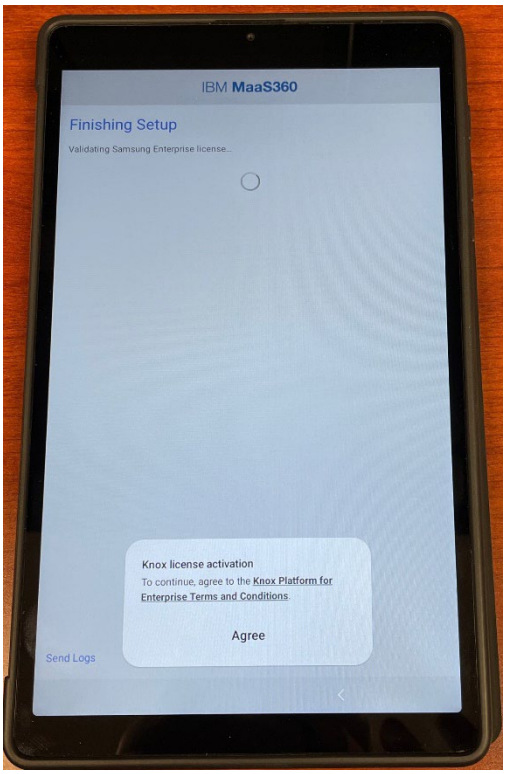
16. The next steps take you through our CyberArk sign in page. You will have to authenticate using your set up MFA (Multi Factor Authentication) method. **If you are having any issues with these steps, please contact GroupITSecurity@opex.com.**
17. Once you are authenticated with CyberArk, you will be asked to accept the terms. Tap the **continue** button.



18. 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.
19. The next page will ask you to "click the continue button to register your device," tap **continue**.

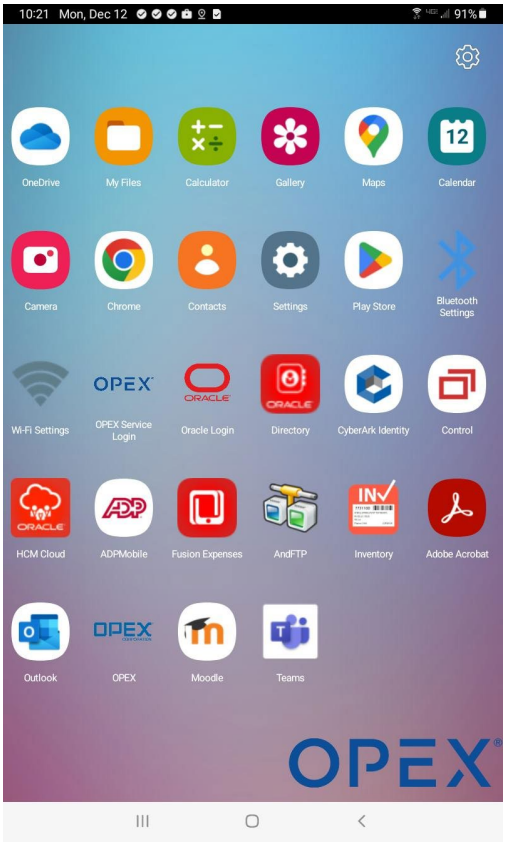


20. Finishing the first setup, you will need to accept the terms of Samsung Knox. On the popup, tap **Agree**.



21. On the last page, tap the **close** button.

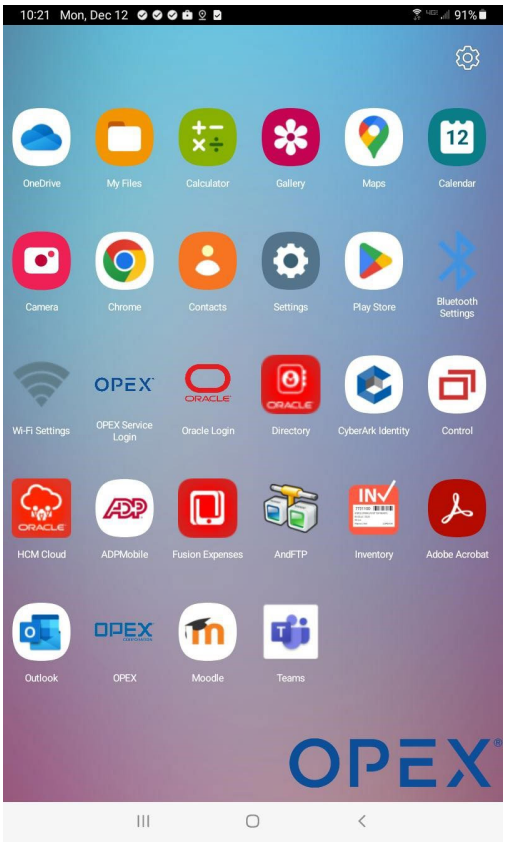
22. You will now go to a screen with the OPEX logo at the top and “App Catalog” and “Settings.”
    a. If you do **not** see this screen and are prompted with a regular home screen, swipe up to get to your list of apps and tap on the Maas360 app. You can continue the steps from there.
23. Tap on **settings**. You will be prompted with this screen, and it may take a few minutes for anything to change in “Compliance Status.” Eventually, it will show up that you need to change your PIN (Personal Identification Numbers) to stay compliant. Tap **Set Device PIN** to set a new PIN on your device.
24. You are all done! Let the device synchronize up to download and install all the apps on your device (may complete in around 30 minutes or more depending on your WIFI speeds and stability). Once the device is compliant, it will begin to look like the next image.
    a. If you have waited over 30 minutes (may be more depending on your connection speed) and the device has not downloaded and installed any apps, please contact groupitmdmstaff@opex.com.



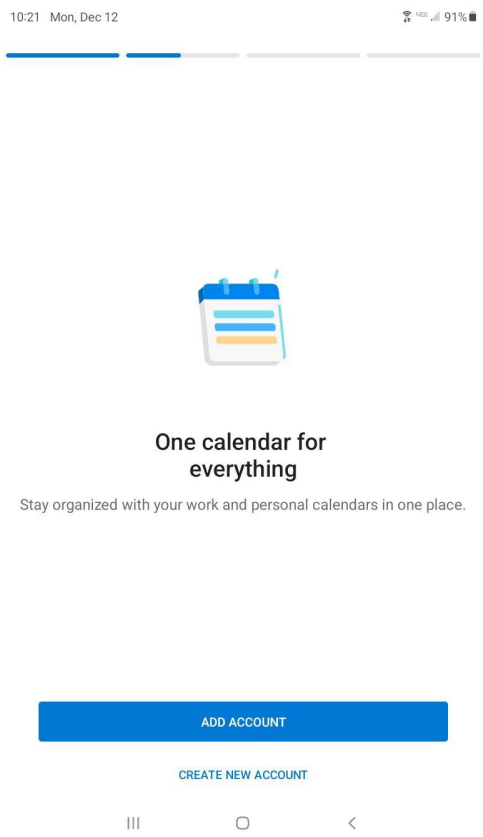
Outlook & Teams

1. Once your device is compliant and looks like the image below, you are ready to begin customizing and signing into your applications.

a. If you have waited over an hour and the device has not downloaded and installed any apps, please contact groupitmdmstaff@opex.com.

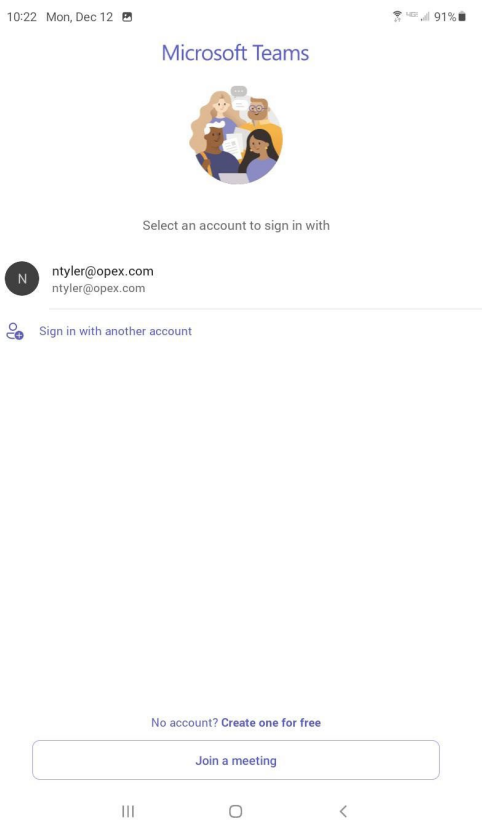


2. Tap on the “Outlook” app on last row of the home screen list of apps.
3. Once in the app you will see an introduction screen, tap the **Add Account** button.



4. You should see your name on the top in a list (ex: ntyler@opex.com), tap **Add Account** at the bottom.

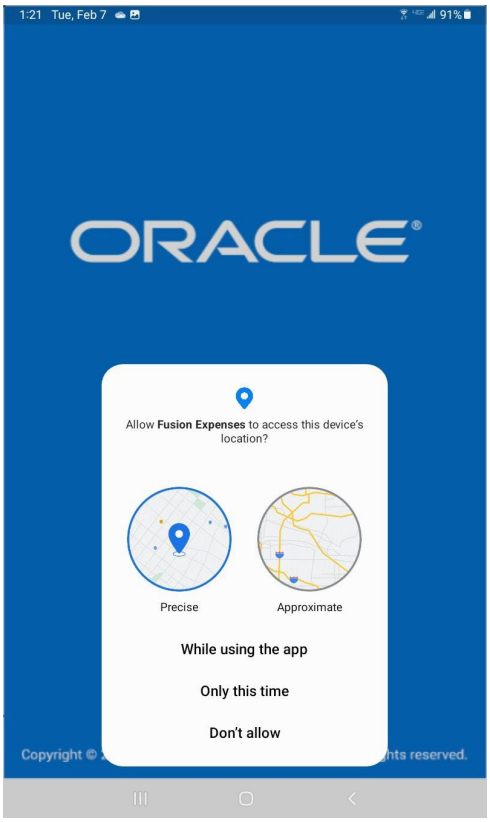
5. It will ask you to authenticate using CyberArk, like how you did when you first set up the tablet. Go through the steps and it will ask you to authenticate with your MFA of choice (should have been set up previously and may need your old tablet or phone).
6. The following screens will ask you to wait until you get to a screen with a privacy warning, tap the **Got it** button.
7. Press the home button on the bottom of the screen and go back to your home screen.
8. Now tap the “Teams” icon.
9. Once you are in the app, you will be greeted with a page like Outlook. Tap your name on the top.



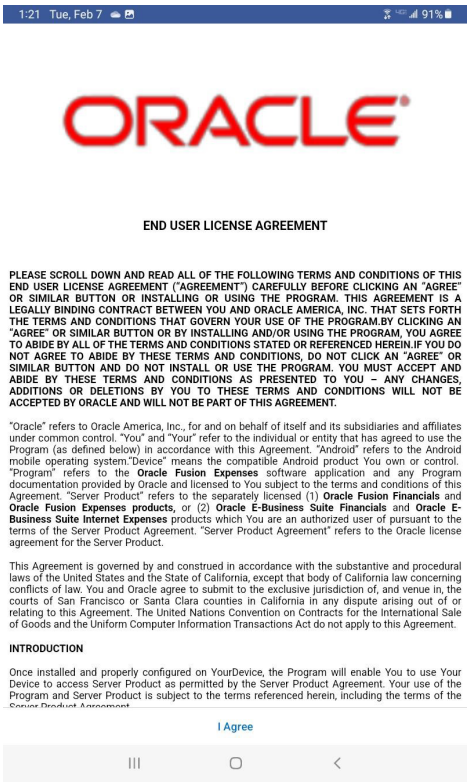
10. You will go through steps to be introduced to the app; you can scroll through that.
11. Tap the home button to go back to your home screen.
12. Tap on the “CyberArk” app.
13. Once you are in the app, it will ask you to authenticate using a similar method above during Outlook. Enter in your OPEX email address and password when prompted and authenticate using your chosen MFA.

Oracle Fusion Expenses

1. Tap on the Fusion Expenses app on the kiosk home page. If you do not see it, you may need to wait for the apps to finish installing and downloading after first setup.
2. Upon opening, it will ask for location permission. For this, you can tap **While using the app**.

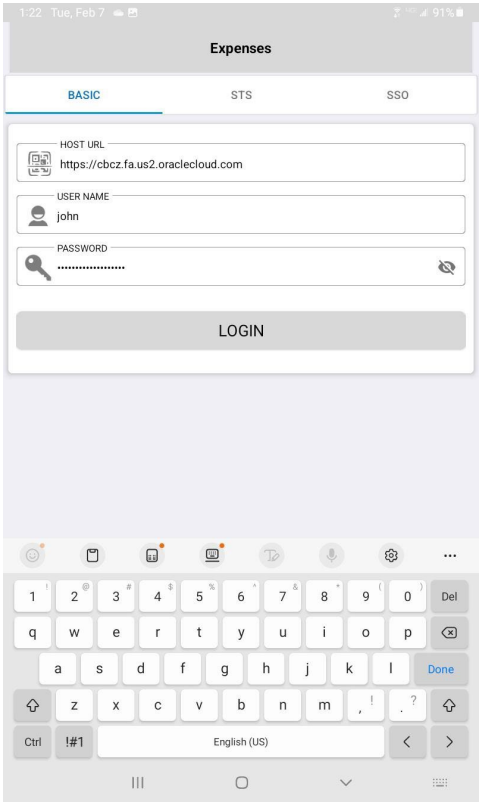


3. For “End User License Agreement”, tap **I Agree** at the bottom.

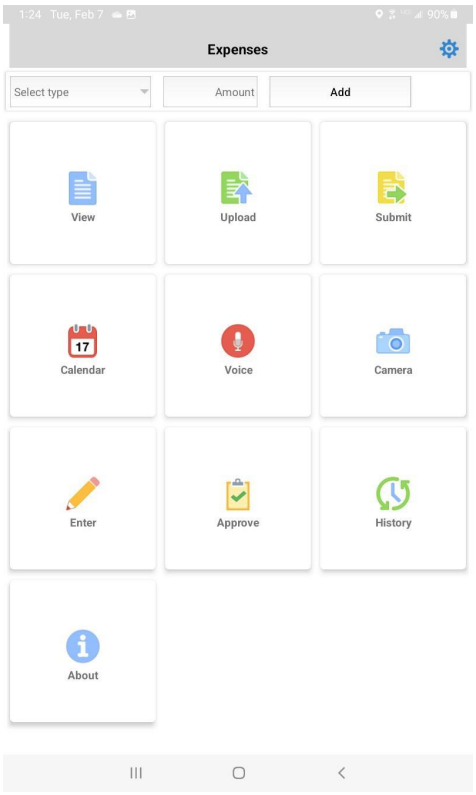


4. Under the “Basic” tab, enter the following information:

a. HOST URL: https://cbcz.fa.us2.oraclecloud.com
b. USERNAME: Your username for Oracle HCM, **not** Oracle EBS
c. PASSWORD: Your password Oracle HCM, **not** Oracle EBS.



5. Once that is completed, tap **LOGIN**. You may run into errors such as “The server with that specified hostname cannot be found”.
    d. Make sure your username and password are correct, use the “eye” icon to see if your password is typed correctly.
    e. Double check that the host URL is typed correctly, it should match exactly as written above.
6. It will go through some prompts and bring you to the landing page which looks like the picture below.


1:24 Tue, Feb 7
90%
Expenses
Select type
Amount
Add
View
Upload
Submit
17
Calendar
Voice
Camera
Enter
Approve
History
About