International Phone Initialization

(Rev 02/08/2023)

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. 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**.
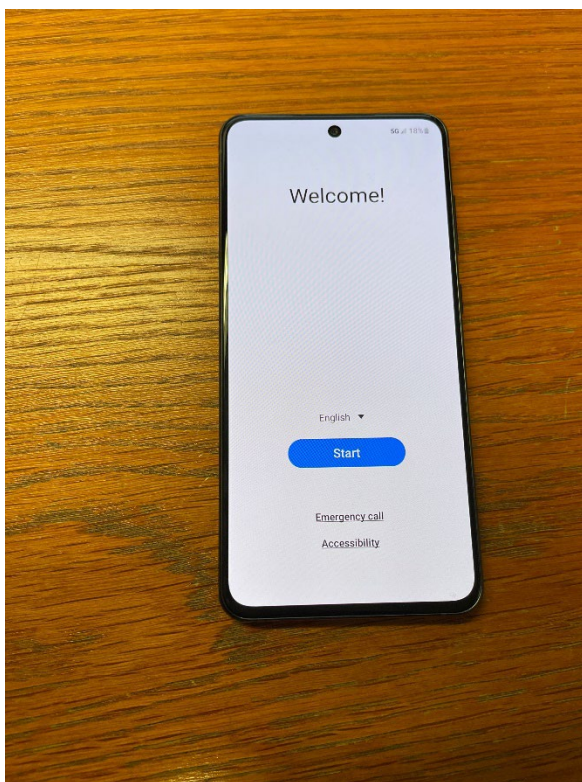
3. The next page has "For your review" at the top, tap the first two circles that start with, "**I agree to the terms and conditions…**" and "**I agree to the privacy policy.**" Then tap **Agree**.
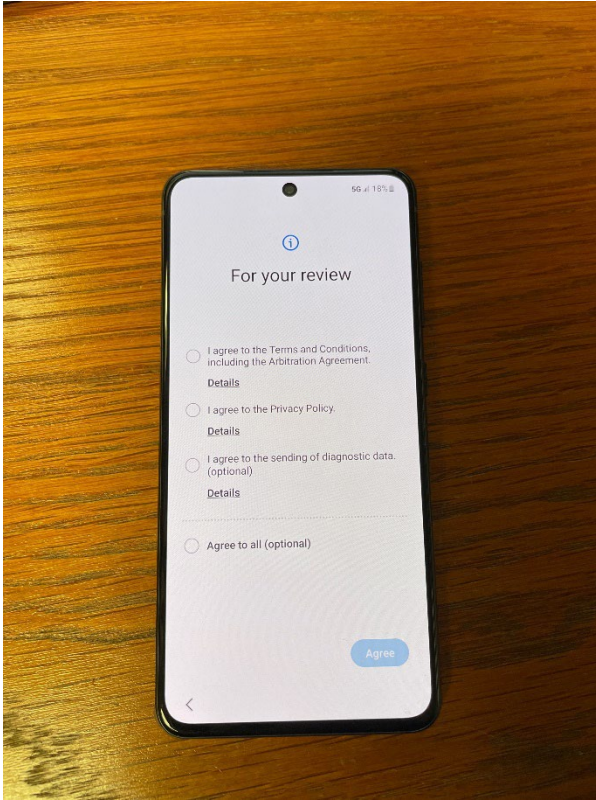
4. The next screen will be titled "Phone activation" and will detail how the phone is now activated, tap **Next**.
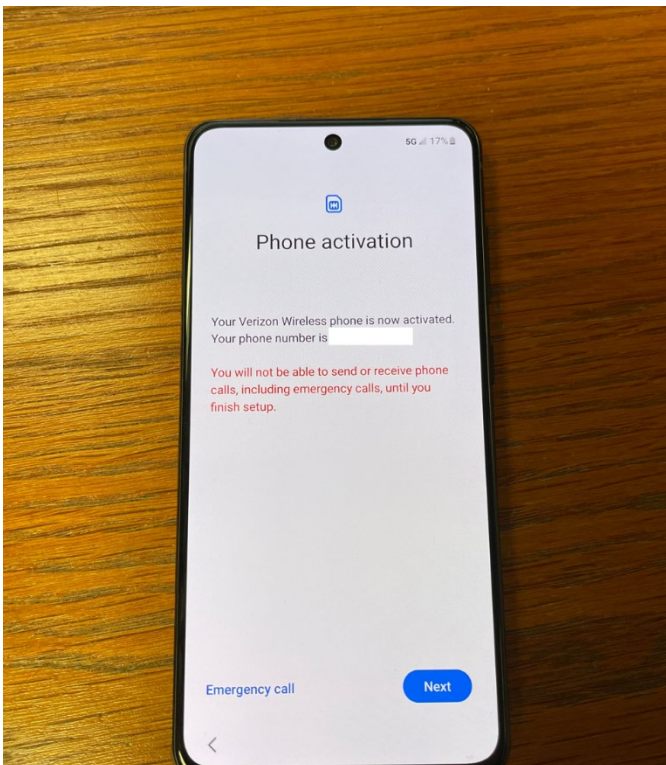
5. If you are not connected to WIFI, it will prompt you to connect. Connect to a stable WIFI connection as you will be downloading and installing apps later in this process. Tap **Settings** to go through the steps to connect to a **trusted** WIFI network.


6. 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 your phone," tap **Continue**.
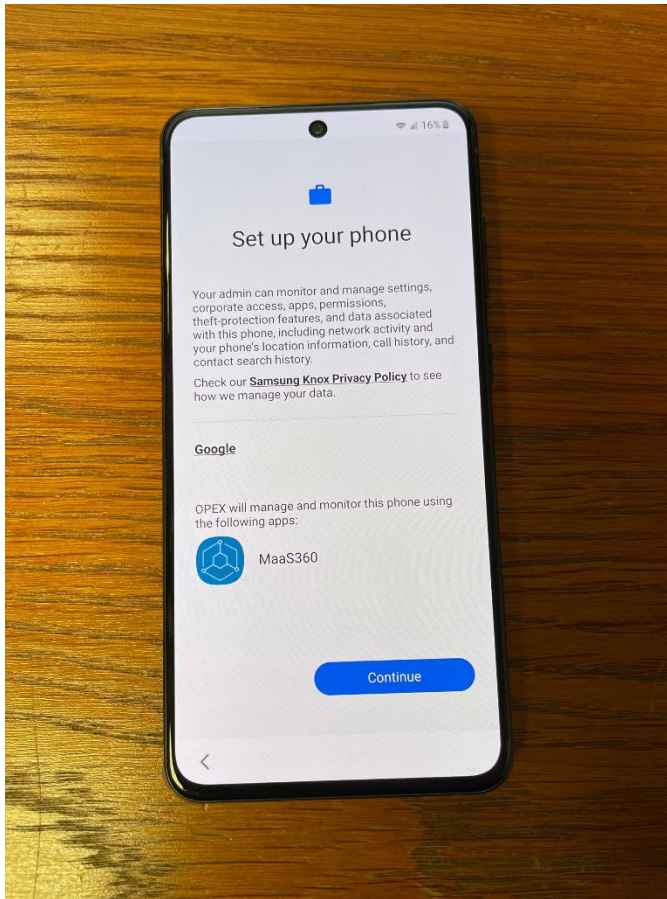
7. After this, you will encounter various pages with the text "Setting up your device..." at the bottom. Once this is done loading, you will come to the page shown below, tap **Next**.
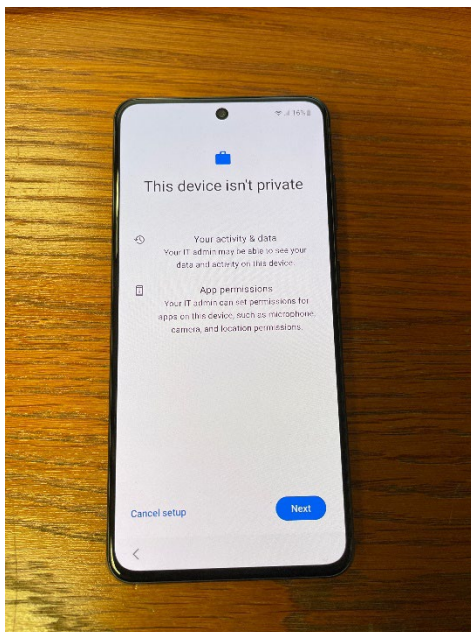
8. **Potential Known Issue: After this step it may take you to the typical home screen with apps. If this happens, swipe up to get to the list of apps and tap on the Maas360 app to get to the next step.**

9. 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: jdoe@opex.com). You may need to type in the corporate ID which is **opex**.
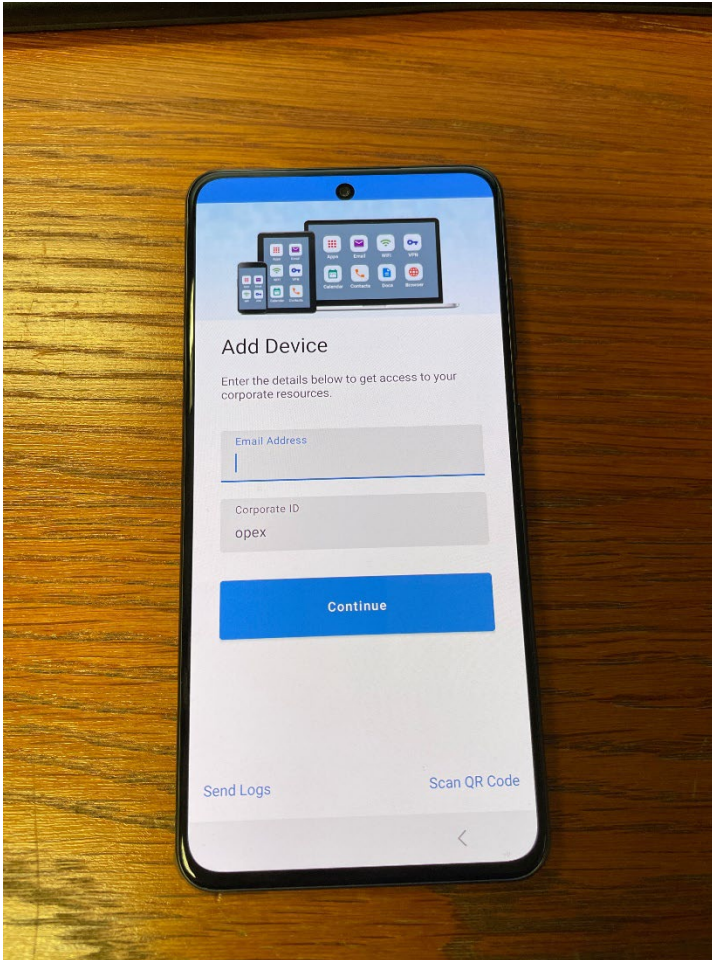
10. On the next page, tap the **continue** button.

11. 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.**

12. Once you are authenticated with CyberArk, you will be asked to accept the terms. Tap the **continue** button.
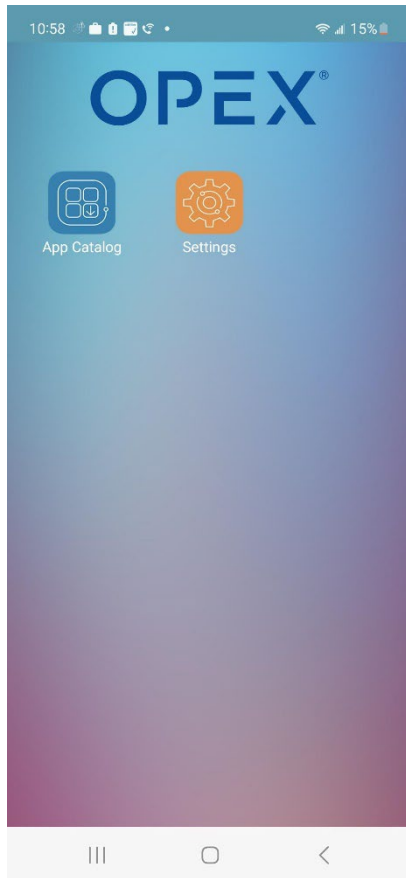
13. Once again, it will ask to accept more terms. This time, tap the checkbox next to "I have read and accept the terms" and tap the **continue** button.
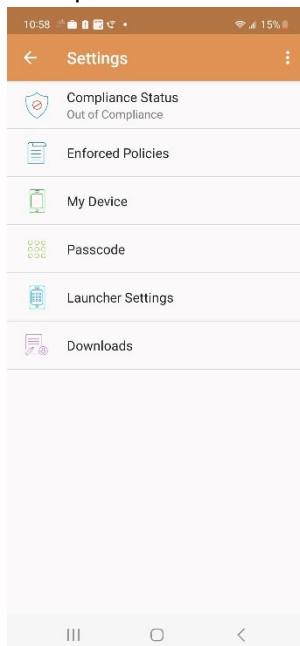

14. Now you will be redirected to the home screen. If you do not see the MaaS360 app on the home screen, swipe up to see your list of apps and tap **MaaS360**.
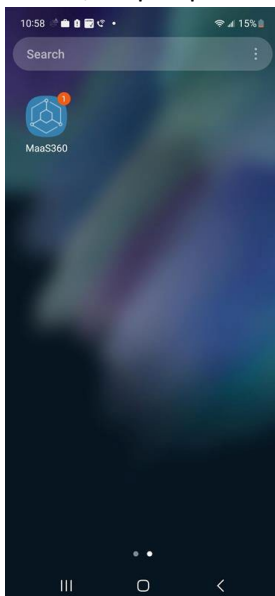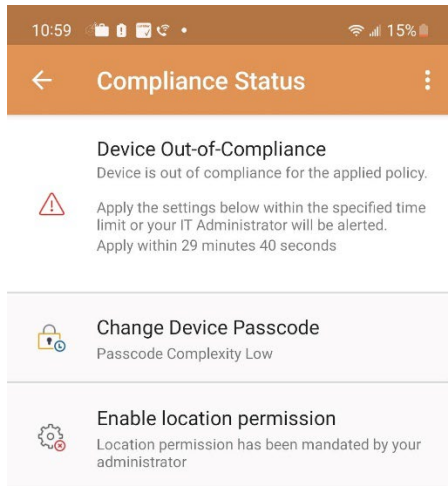

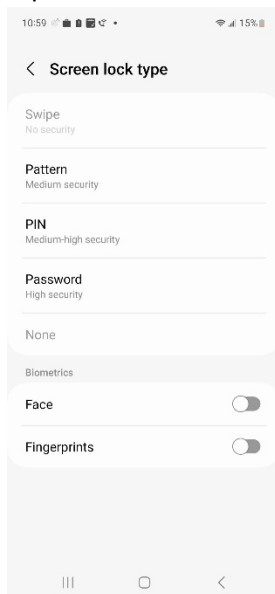15. Tap **Settings** (the cog icon)

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


17. It will show two items that need to be completed to maintain compliance with our MDM. Tap **Change Device Passcode**.
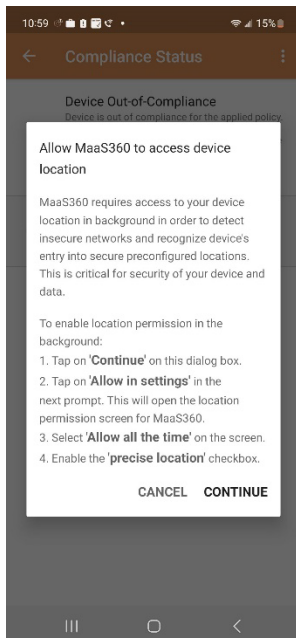
18. Tap **PIN**, there you will be able to create any PIN you would like to secure your new phone. Then tap **Done**.
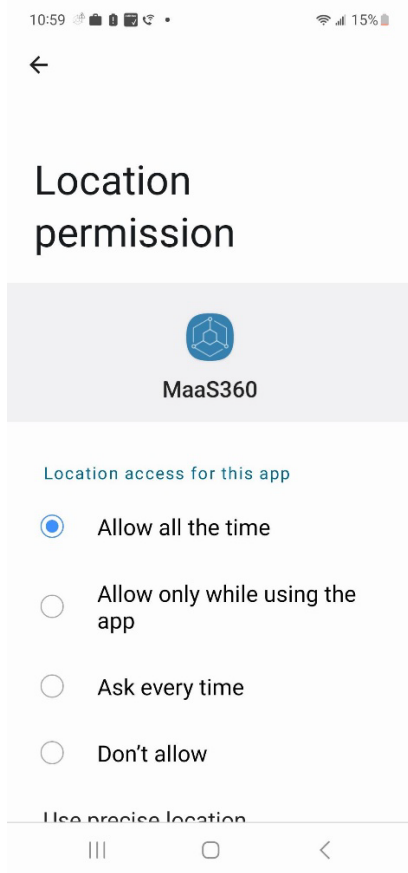

19. Once you are back on the screen from step 18, tap **Enable Location permission**.
20. Make sure that "Precise" has a blue circle around it then tap **While using the app**.
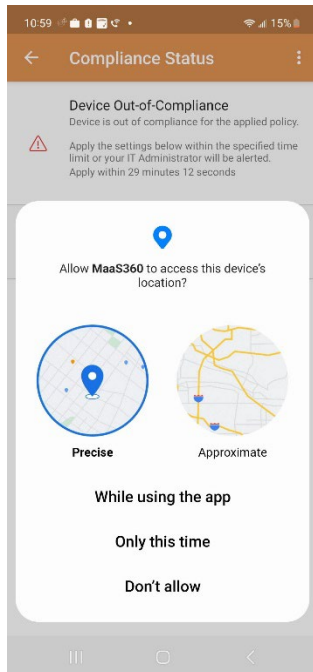
21. It will pop up asking for more permissions, tap **Continue**.

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

23. 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**.