

State of Utah

MOBILE DEVICE MANAGEMENT (MDM)

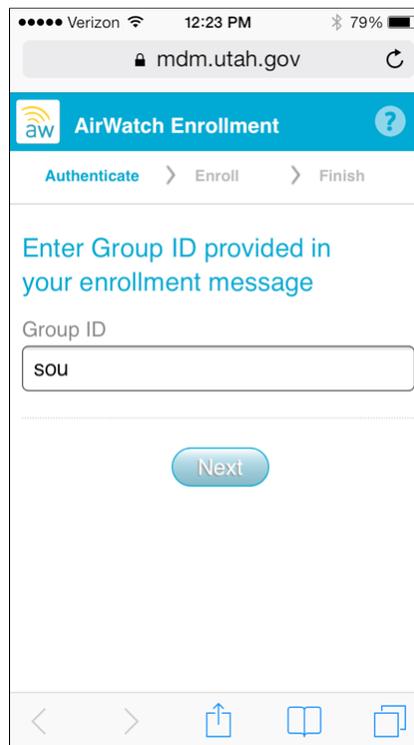


iOS Setup & Install
Instructions

1. On your internet enabled (3/4G or WiFi) **Mobile device**, open **ANY** Internet browser and navigate to “<http://mdm.utah.gov>”



2. In the Group ID field, enter “**sou**”, then select “**Next**”.



3. Enter your UMD “username” and “password”, then select “Next”.

Verizon 12:23 PM 79%

mdm.utah.gov

aw SOU (Change)

Authenticate > Enroll > Finish

Enter your credentials to authenticate your device.

Username
username

Password
●●●●●●

Show Characters

Previous Next

4. Select “Next” to the message from Safari (skip this step if you are not presented with it).

Verizon 12:23 PM 79%

mdm.utah.gov

aw TEMP (Change)

Authenticate > Enroll > Finish

Additional information is

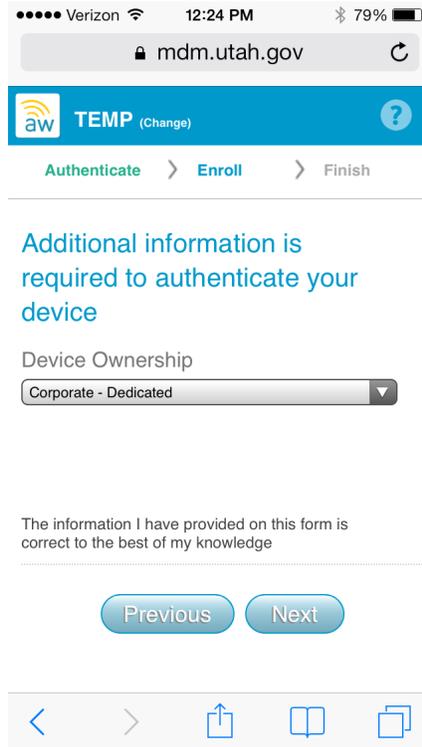
Safari Will Not Save Your Password Because "utah.gov" Requested Passwords Not Be Saved

OK

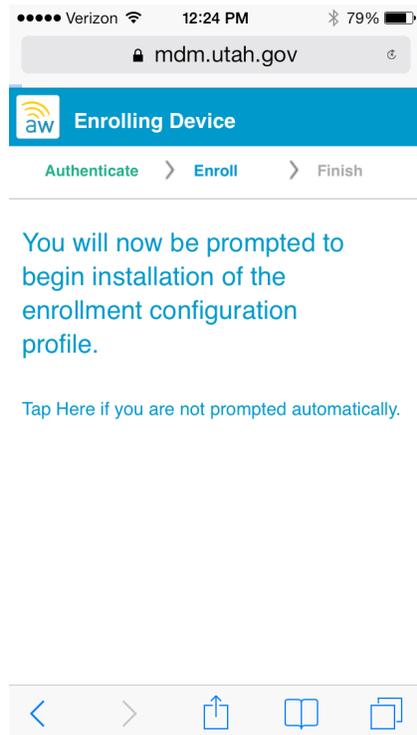
The information I have provided on this form is correct to the best of my knowledge

Previous Next

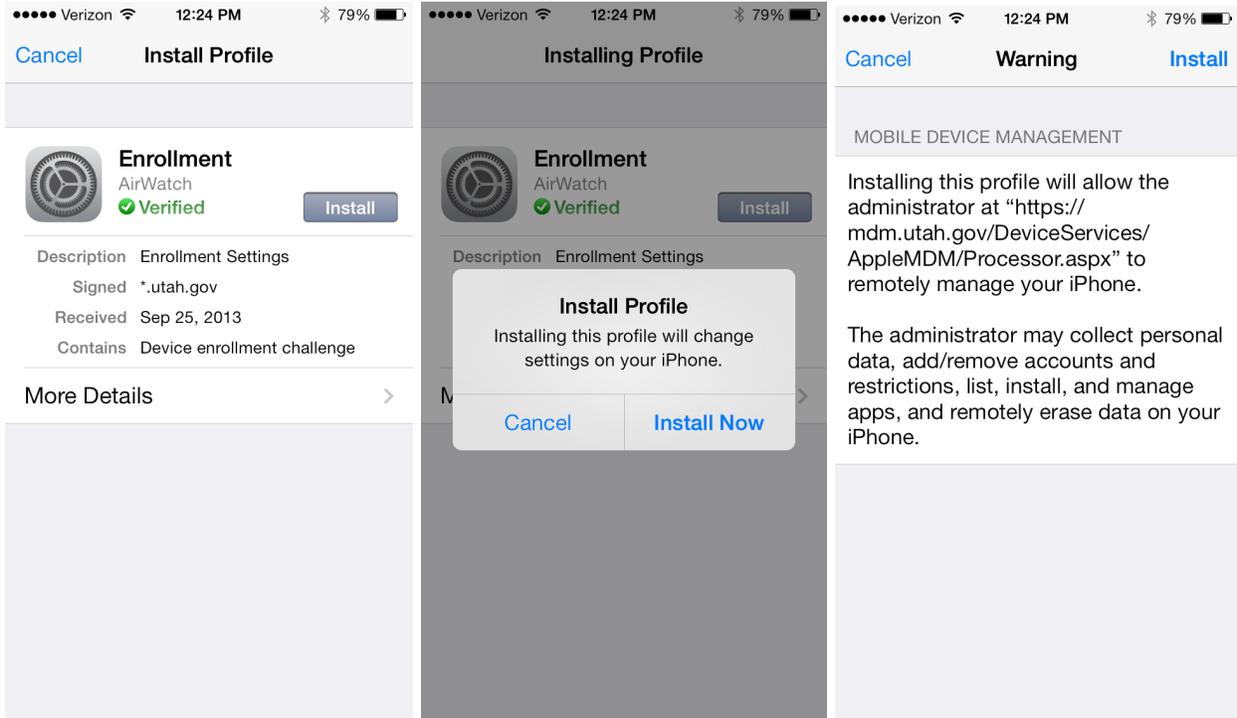
5. Select the device ownership type, by clicking on the drop down arrow, then select “Next”. If you are not presented with this screen, please go to the next step.



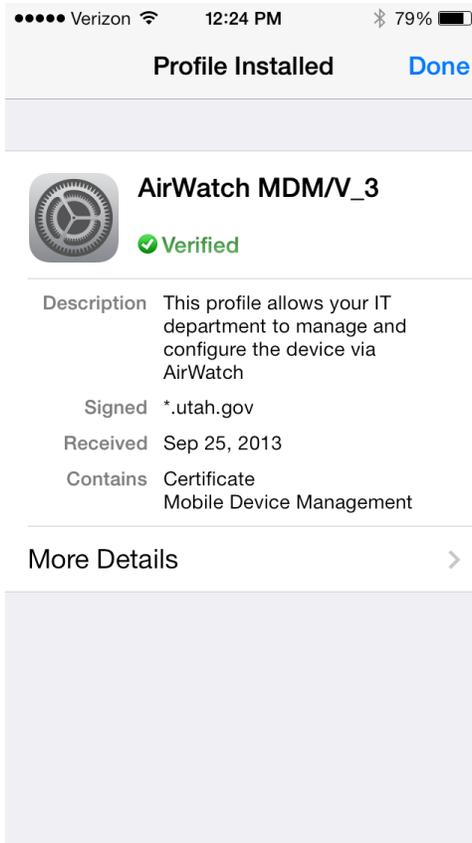
6. You will be presented with the “Enrolling Device” screen (which requires no action).



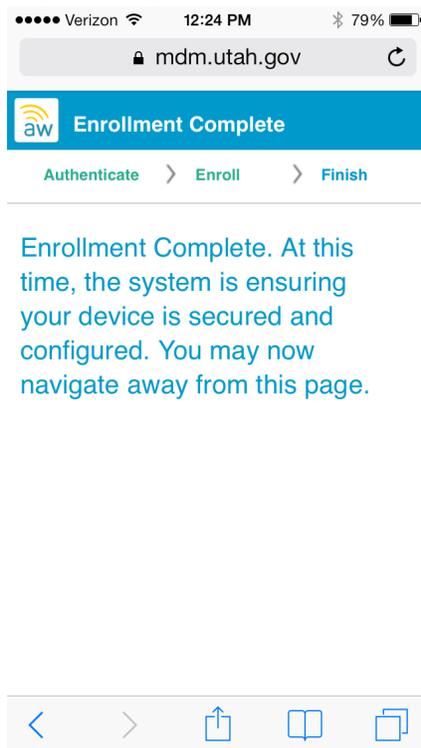
7. Select "Install", "Install Now", then select "Install", to install the enrollment profile.



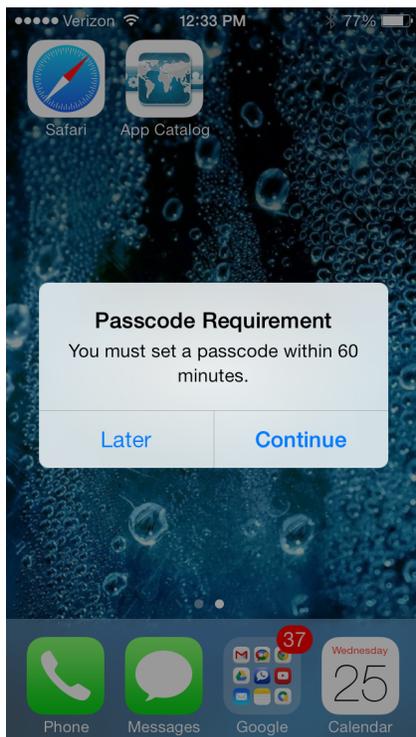
8. Select "Done".



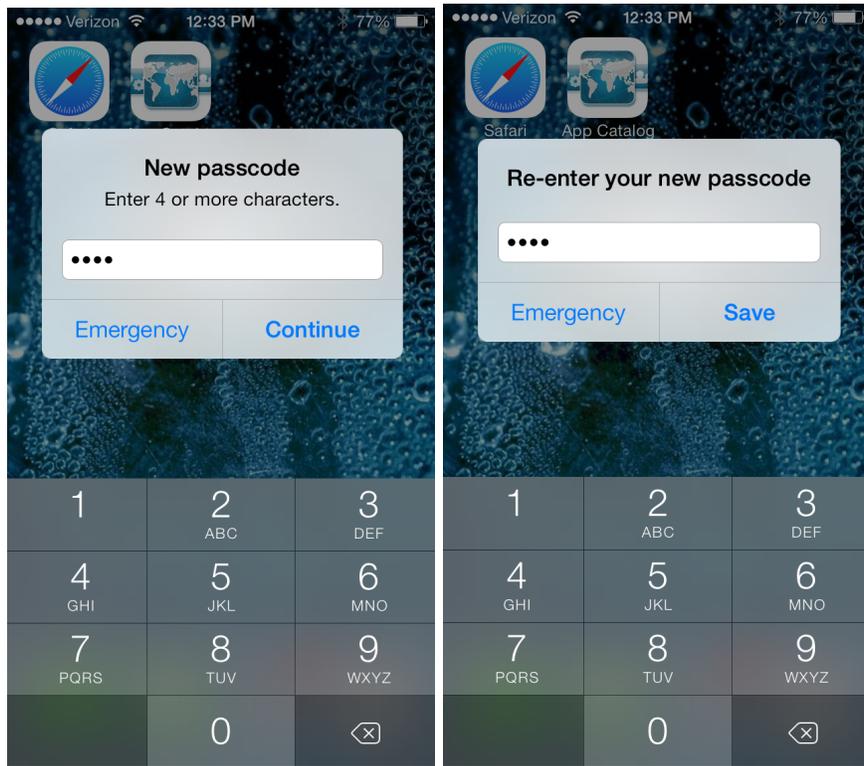
9. You will see the message stating “**Enrollment Complete**”. Press the **HOME** button.



10. Upon pressing the **HOME** button, you will be prompted the set a passcode. Press “**Continue**” to see a passcode now.



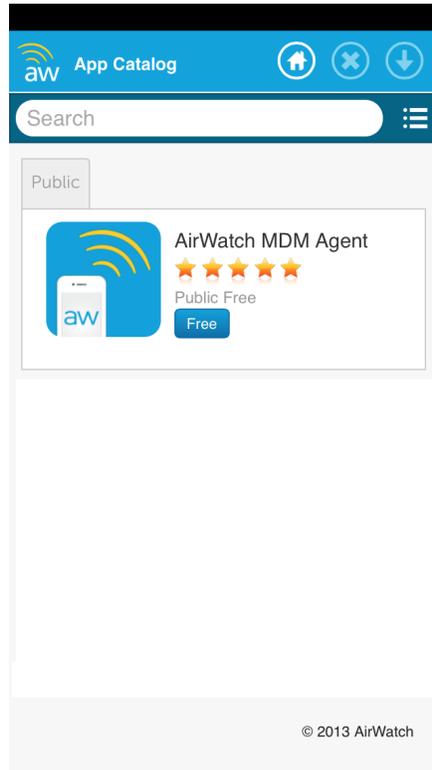
11. You will be required to enter the passcode **twice**. The select **“Save”**.



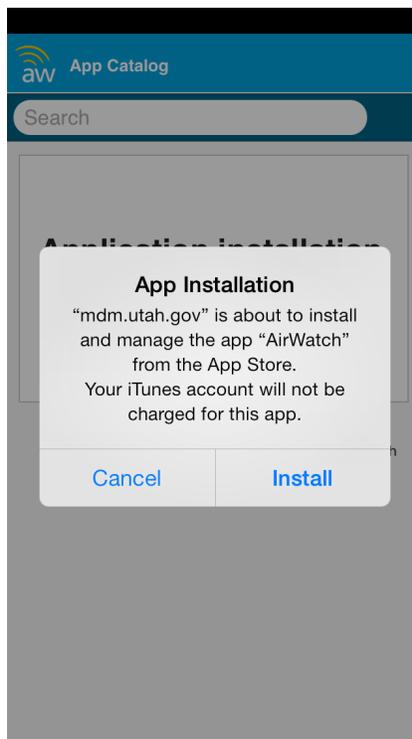
12. Open the new App Bookmark (Web Clip) named **“App Catalog”**.



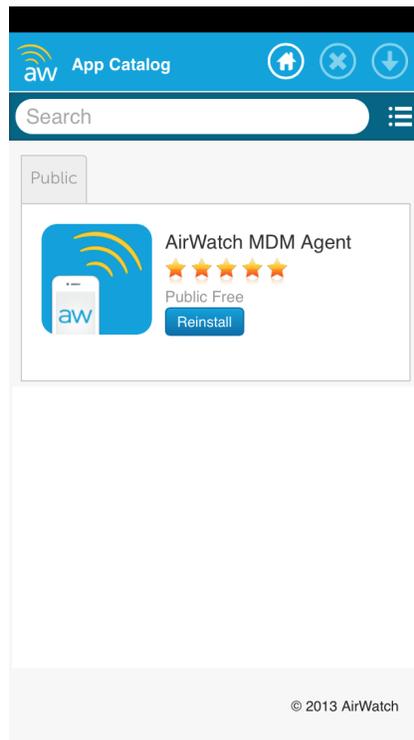
13. Select "Free".



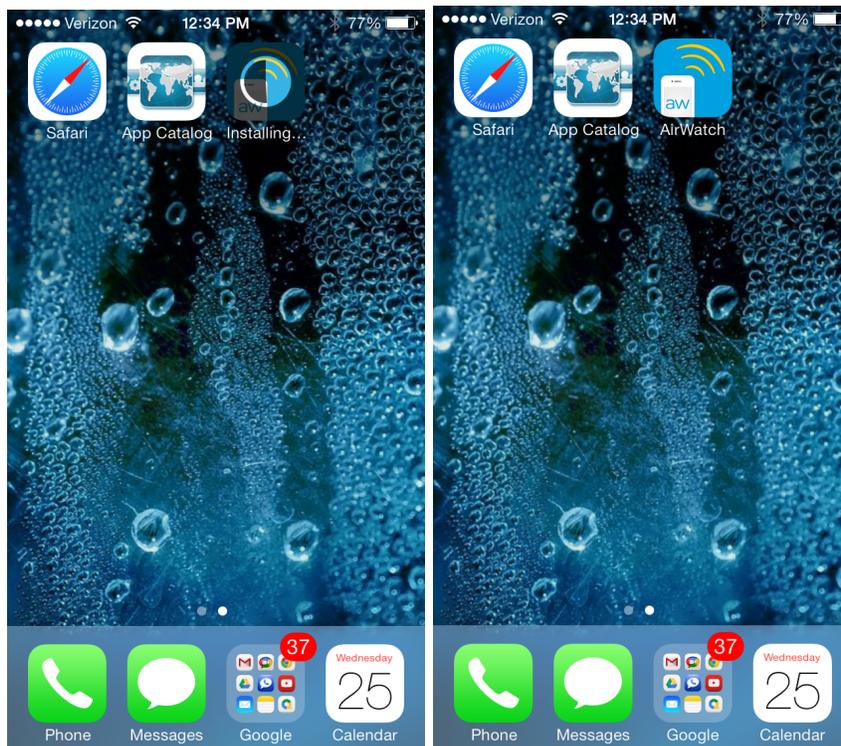
14. Select "Install".



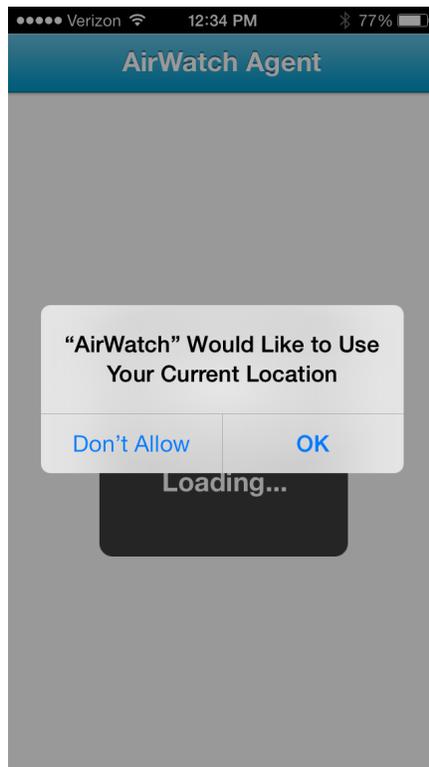
15. You will be brought back to the App Catalog. Press the **HOME** button on the device.



16. You will see the application installing. Once complete, open the “AirWatch” app.



17. You will be prompted to select the use of “**Location**” services. This is a personal choice.



18. Through the MDM Agent, you will see your device status. Then click on the “**Status**” area.



19. Select **“Login”**.



20. In the Group ID field, enter **“sou”**, Enter your UMD **“username”** and **“password”**, then select **“Done”**.



21. Your device has completed enrollment. Feel free to press the home button and carry on.



Managing your Device

Please log into the Device Self Service Portal to manage your own device. When you contact DTS for device support, DTS will assist you in accessing the Device Self Service Portal to manage your device.

The Self Service Portal can be found here: <https://mdm.utah.gov/mydevice>

To gain access to the Self Service Portal, enter the "Group ID" (**SOU**) & your **Username** and **Password**. This will be the same as your UMD account. Select "**Login**"

A screenshot of a web browser showing the "Self Service Portal" login page. The page has a light gray header with the text "Self Service Portal". Below the header are three input fields: "Group ID" with the text "SOU", "Username" with the text "username", and "Password" with masked characters ".....". Below the password field is a blue link that says "Forgot Password?". At the bottom of the form is a gray button labeled "Login".