# Bring Your Own Device Program

How to Enroll Your personal iOS device in BYOD

During the enrollment process for BYOD you will come to a screen that mentions that compliance policies have not been assigned to your device yet. You will be presented with an option to "Retry" at the bottom of the page, this is a common occurrence and can take <mark>10-15 minutes</mark> to clear. On page 25 of this document you will find the article referencing this exact occurrence.

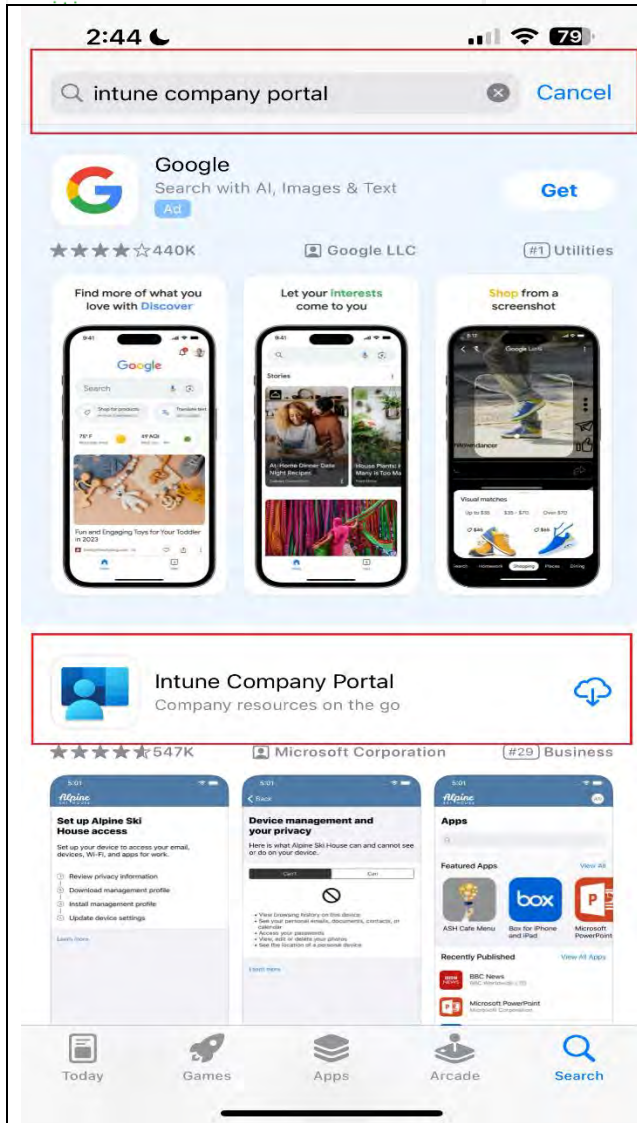**For any issues please call the Service Desk 216-957-3280**
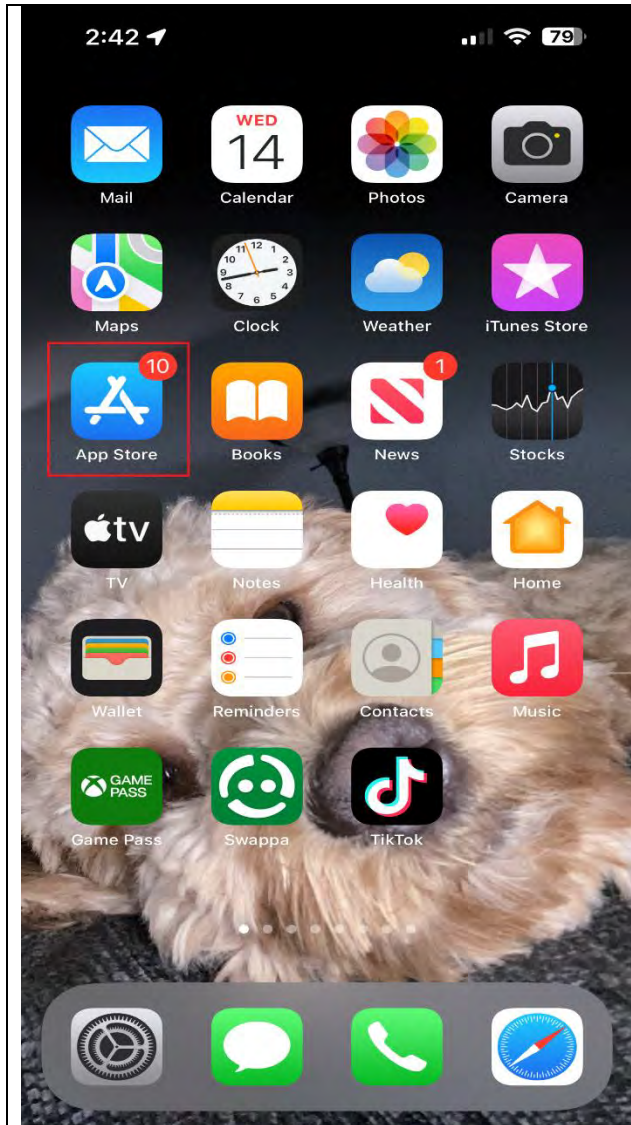
Connect mobile device to WiFi

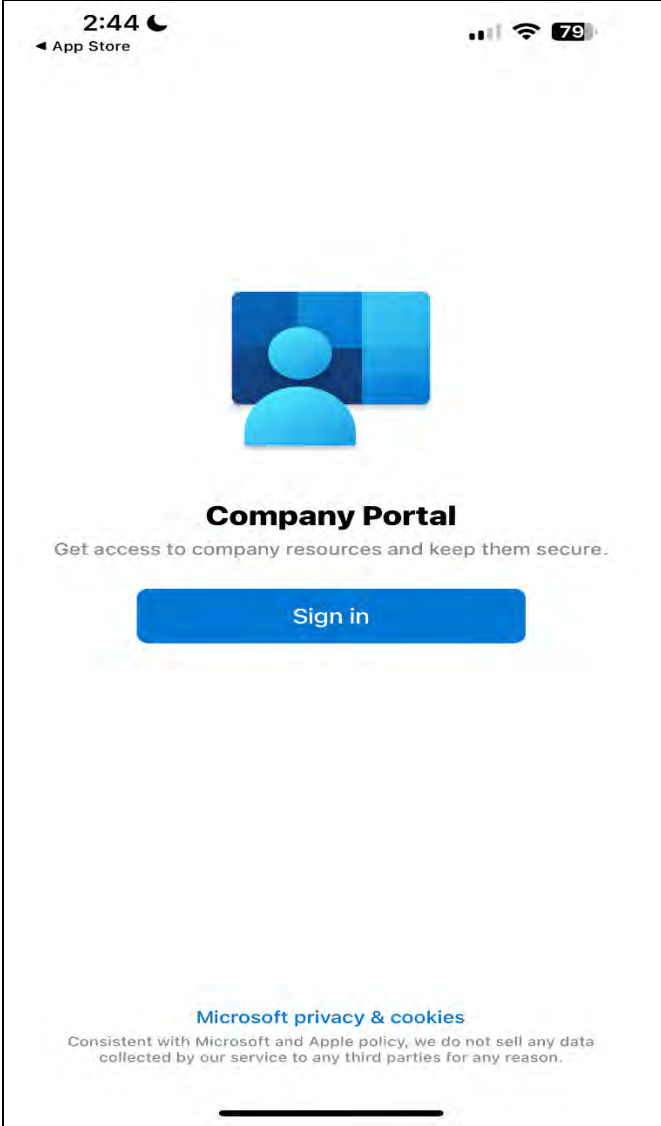Open the **App Store**.

Click **Search**.
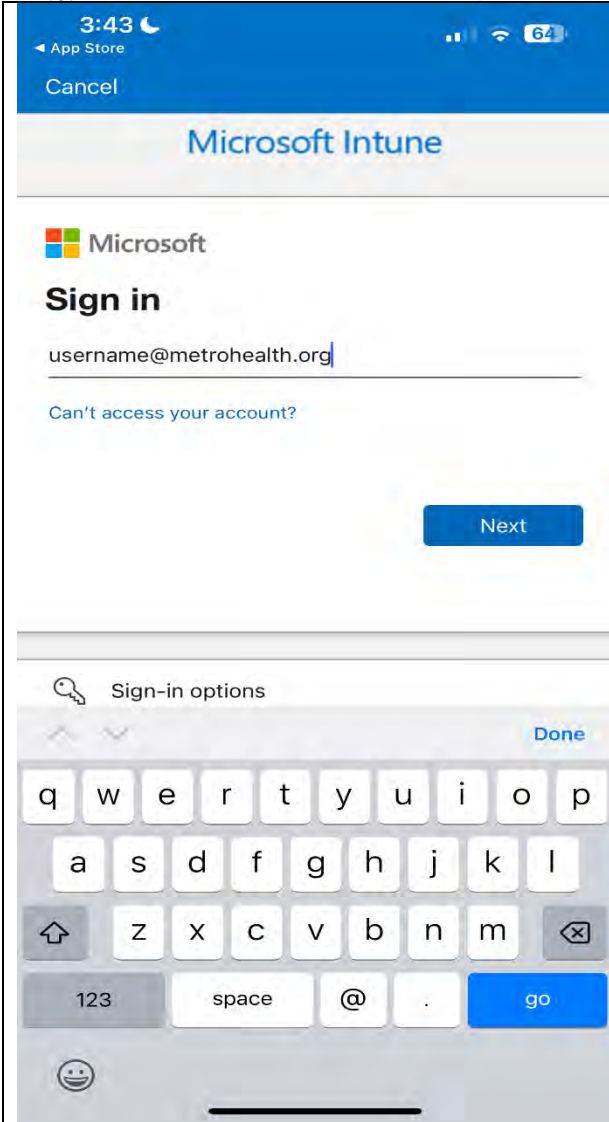
Search for **Intune Company Portal**.

Click the **Install/Get** button.

New users will see Install/Get and not the Cloud.

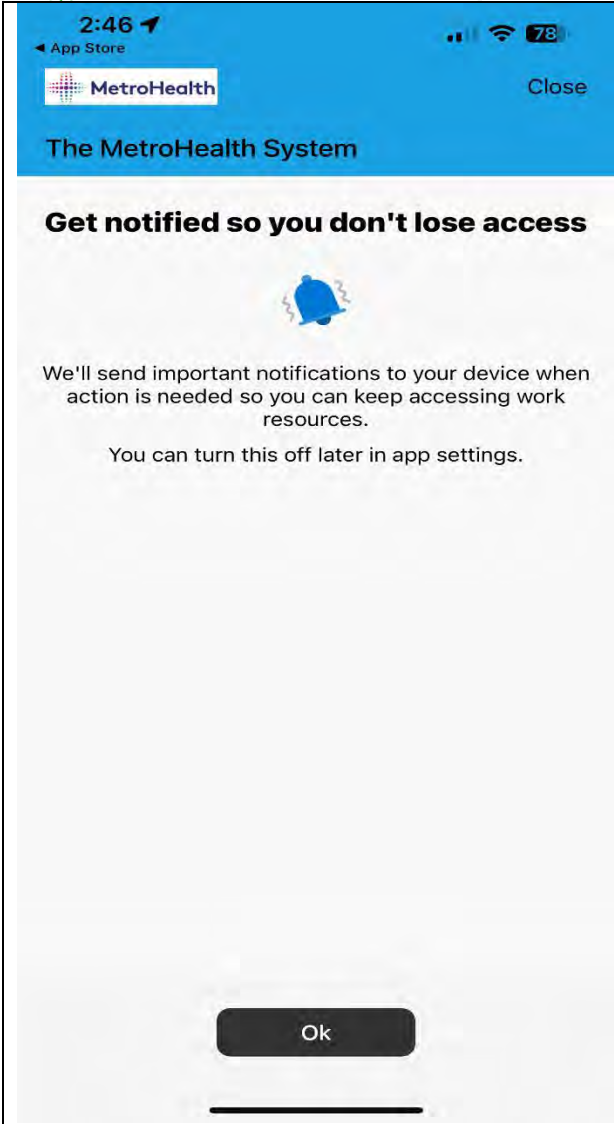Once installation is complete click the **Open** button.

![MetroHealth logo]
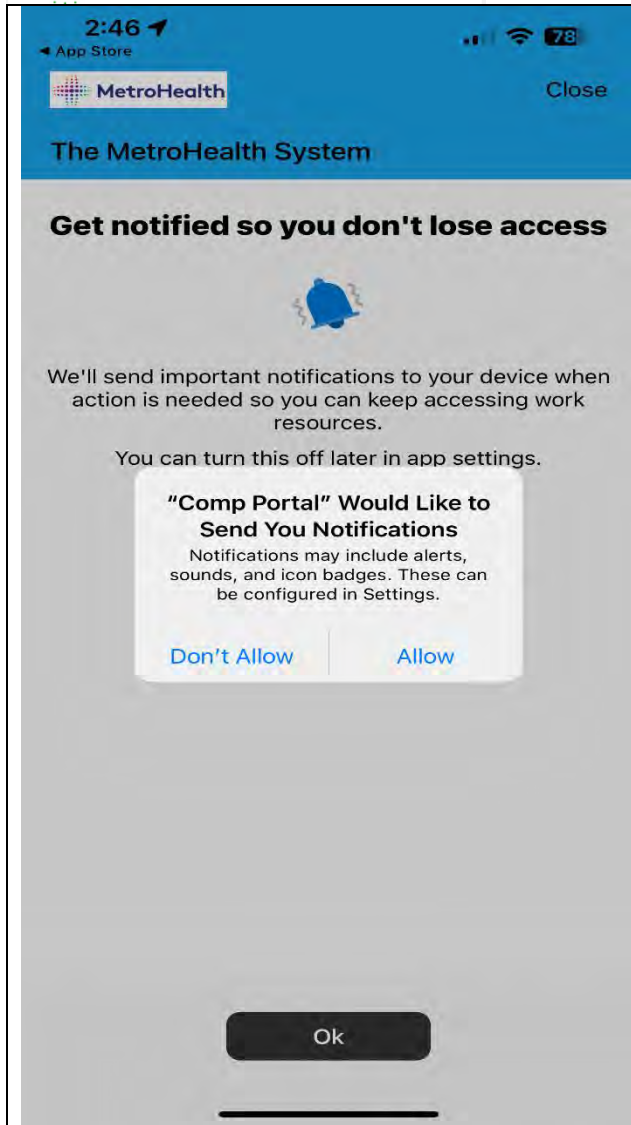

2:44
◄ App Store

Company Portal
Get access to company resources and keep them secure.

Sign in

Microsoft privacy & cookies
Consistent with Microsoft and Apple policy, we do not sell any data collected by our service to any third parties for any reason.

Click **Sign in**

Enter your corporate email address. Click **Next**.

Clicking on the **Password** field.
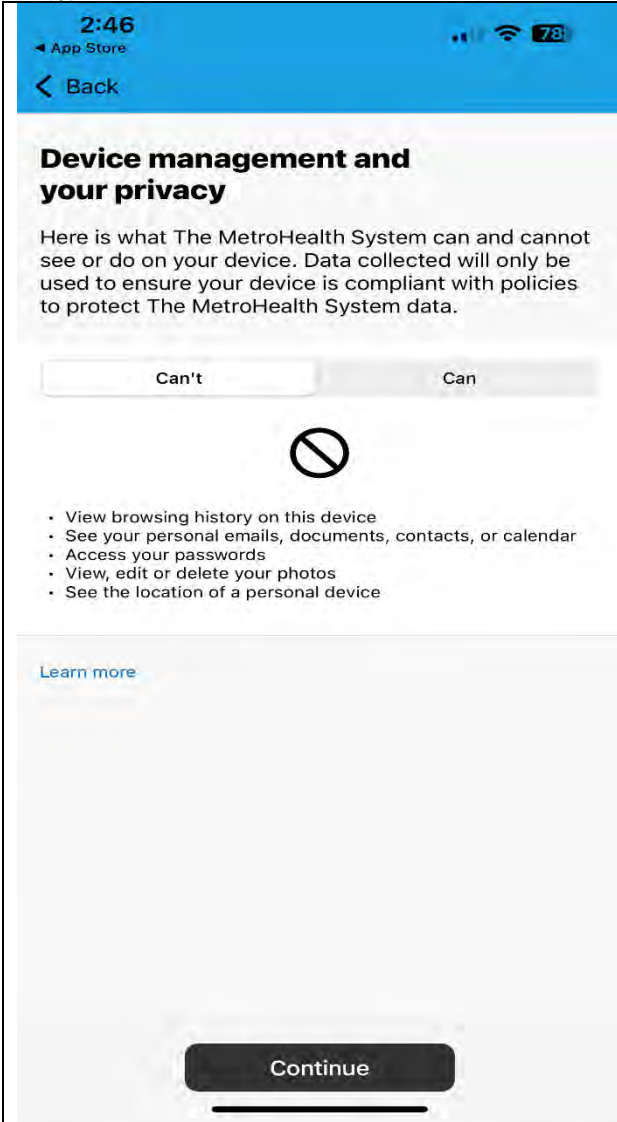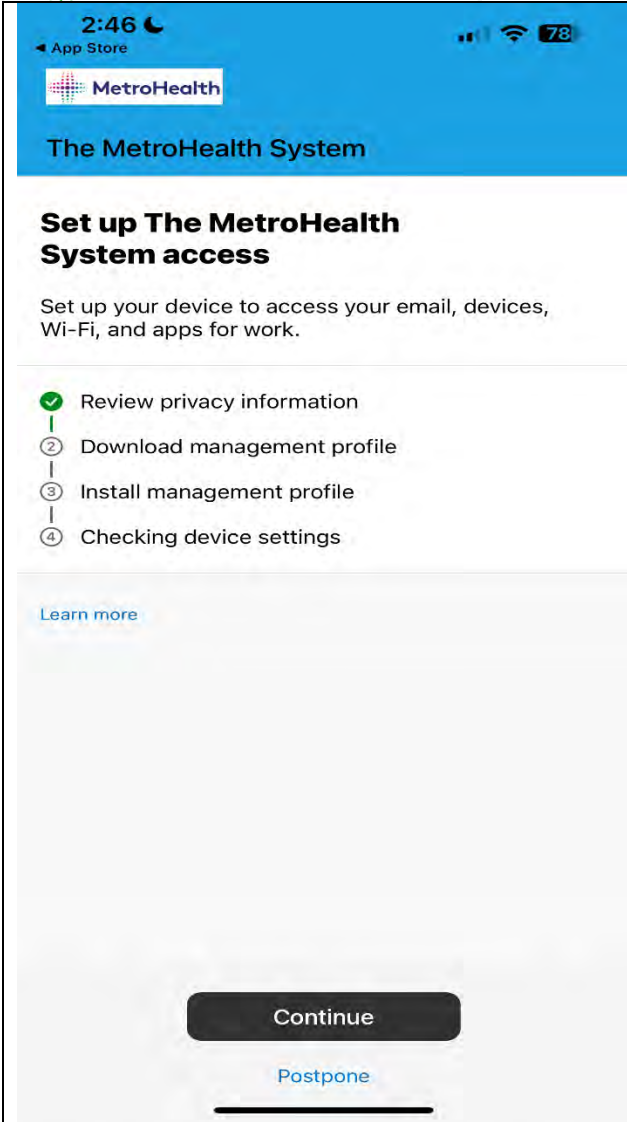
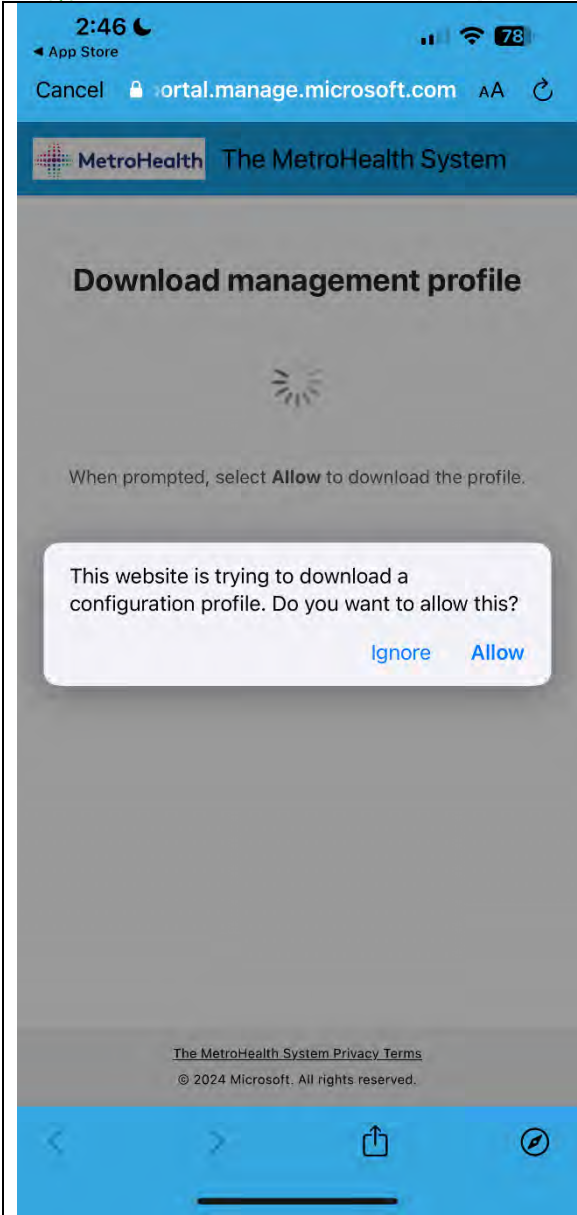Enter your password and click **Sign in**.
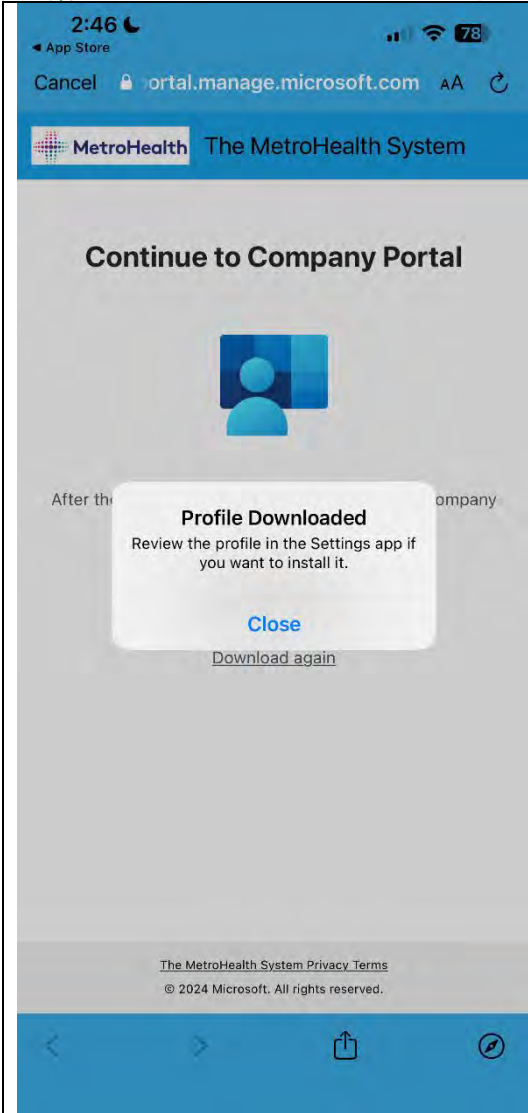
Click **Ok.**

Click **Allow**.
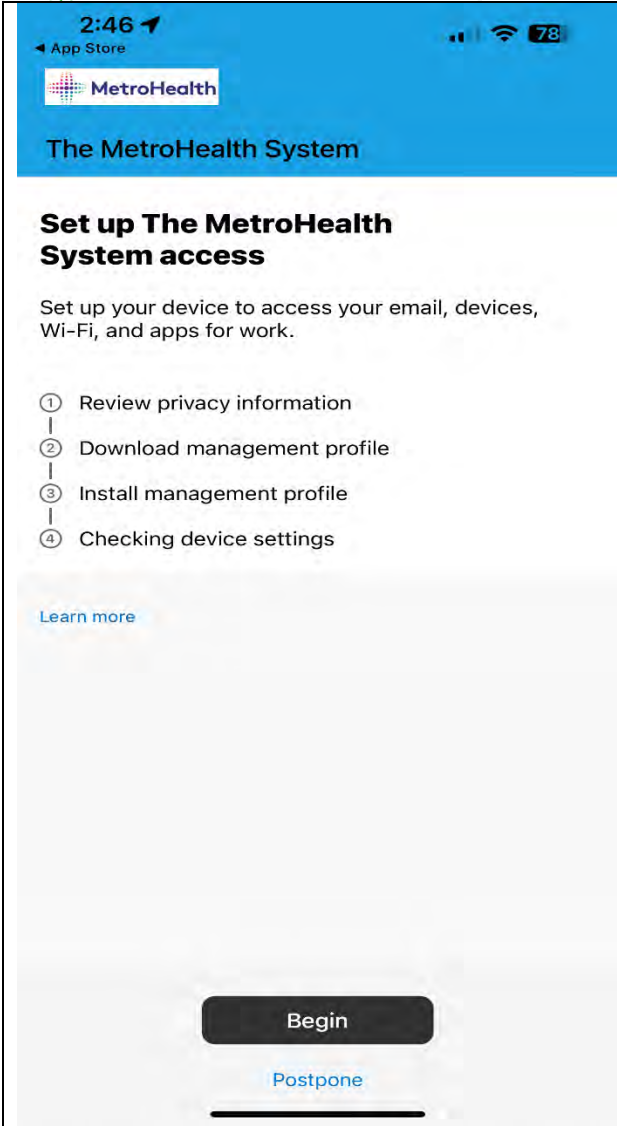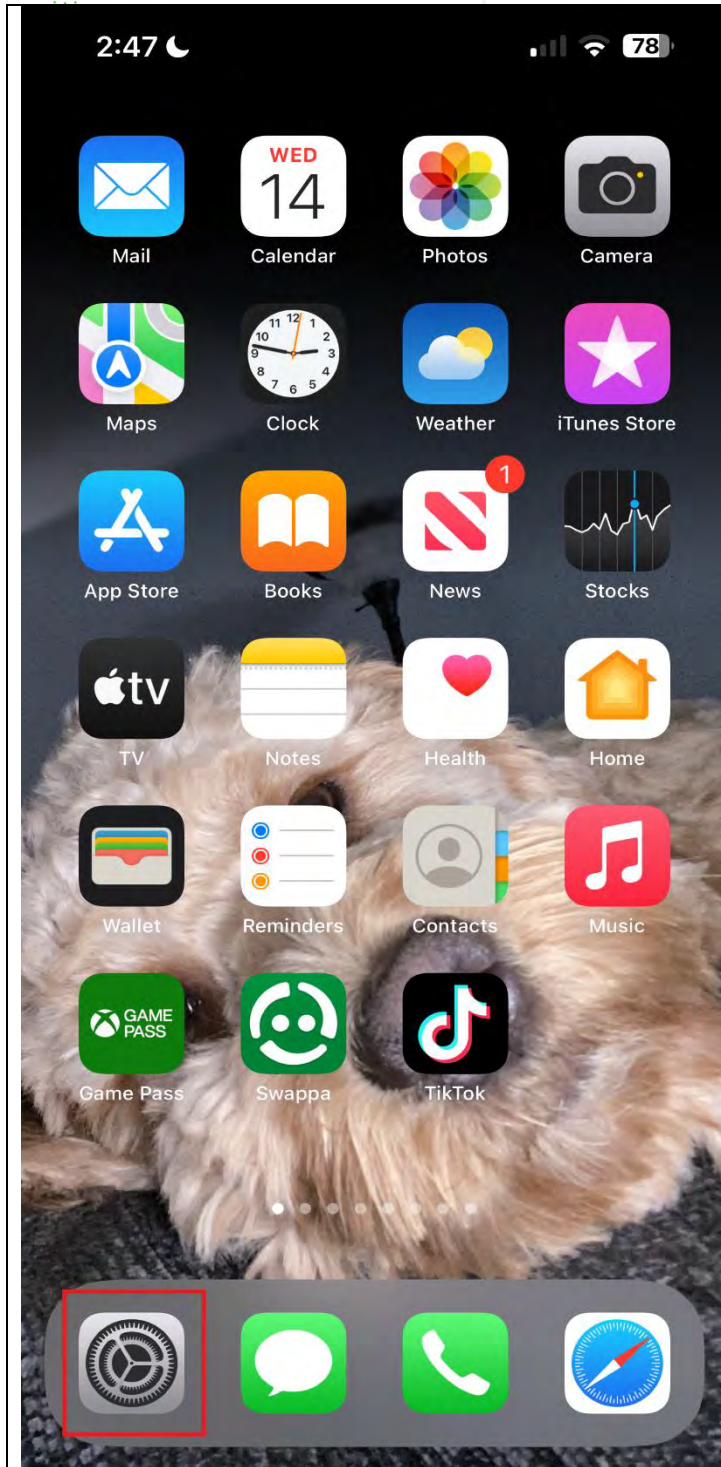
Click **Begin**.
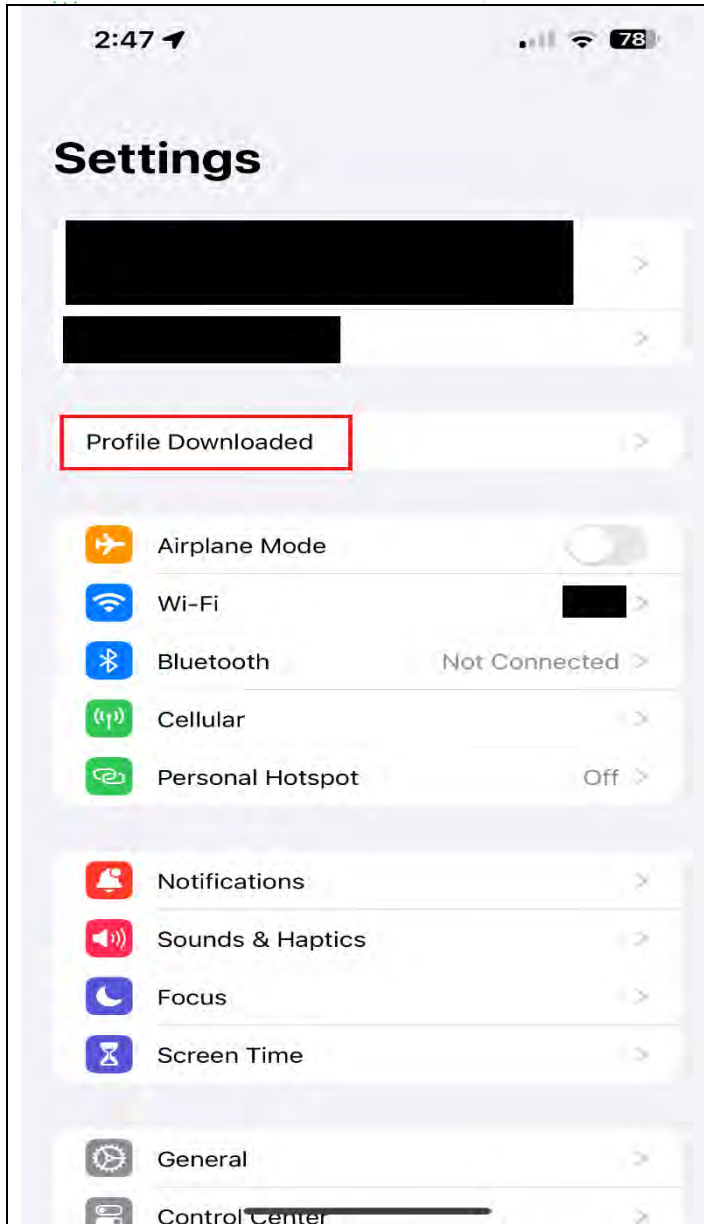
Click **Continue**.

Click **Continue**.

Click **Allow**.

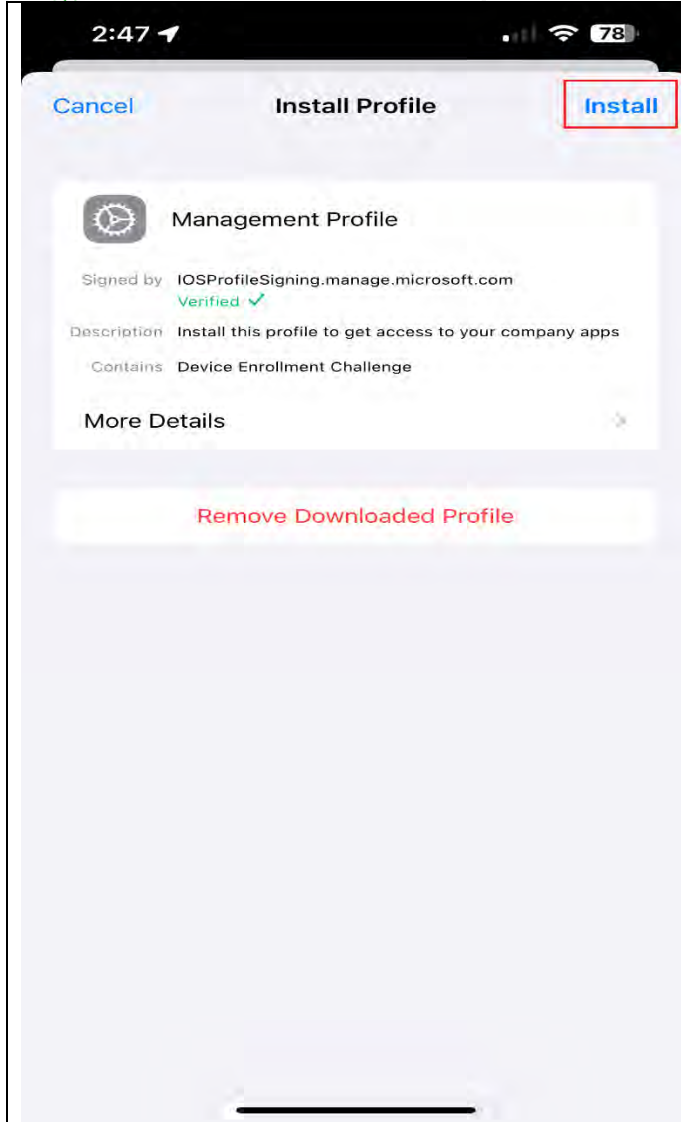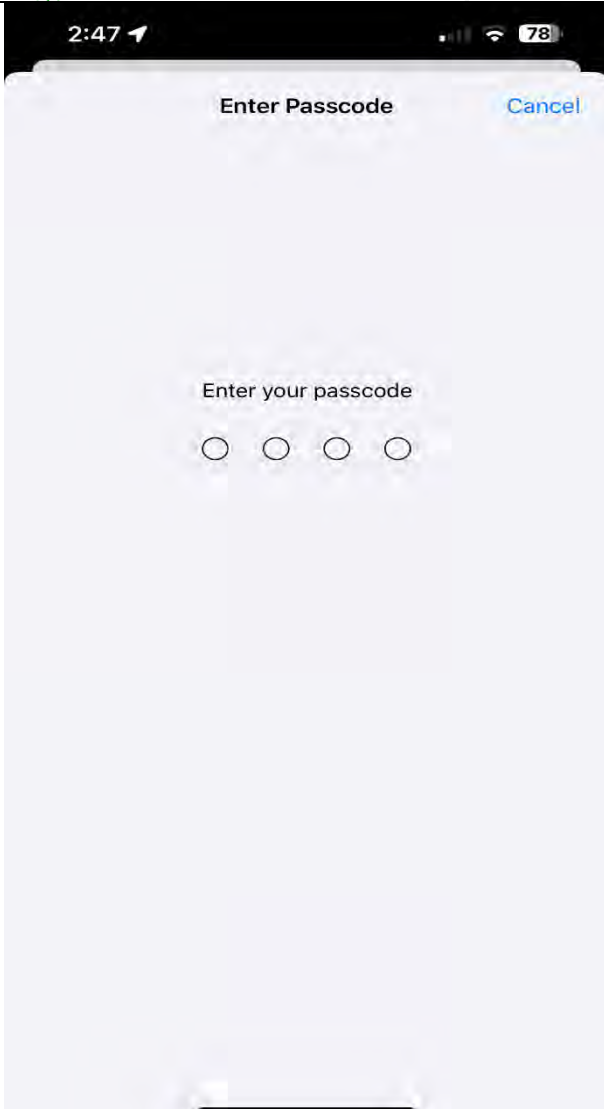|	Click **Close**.
Screenshot of iPhone showing Company Portal page with "Profile Downloaded" dialog	Return to the **HOME Screen** on the iPhone.

Open **Settings**

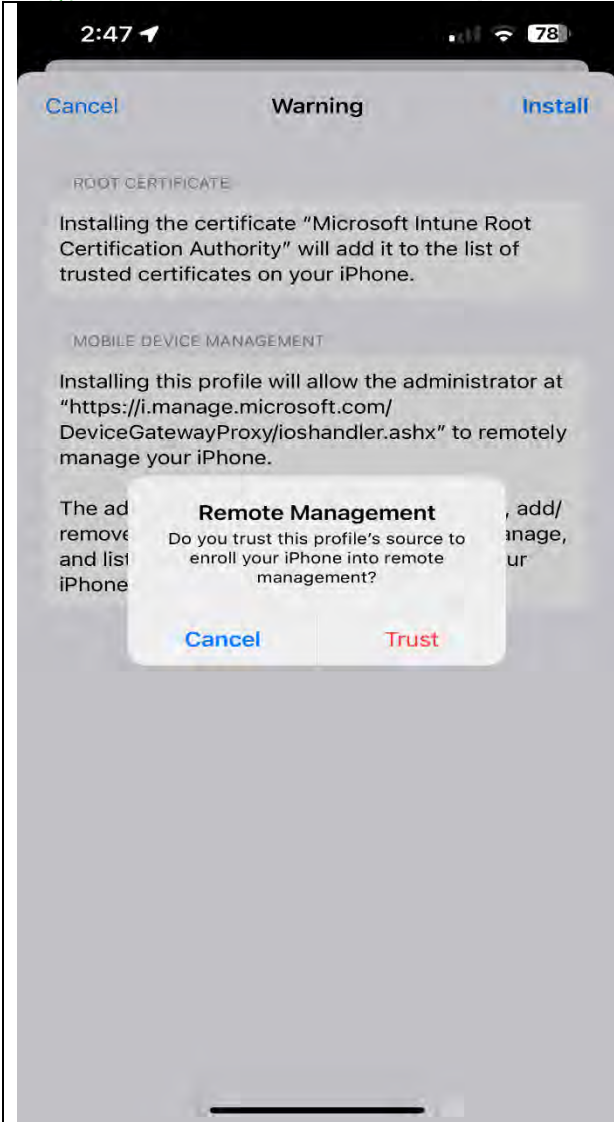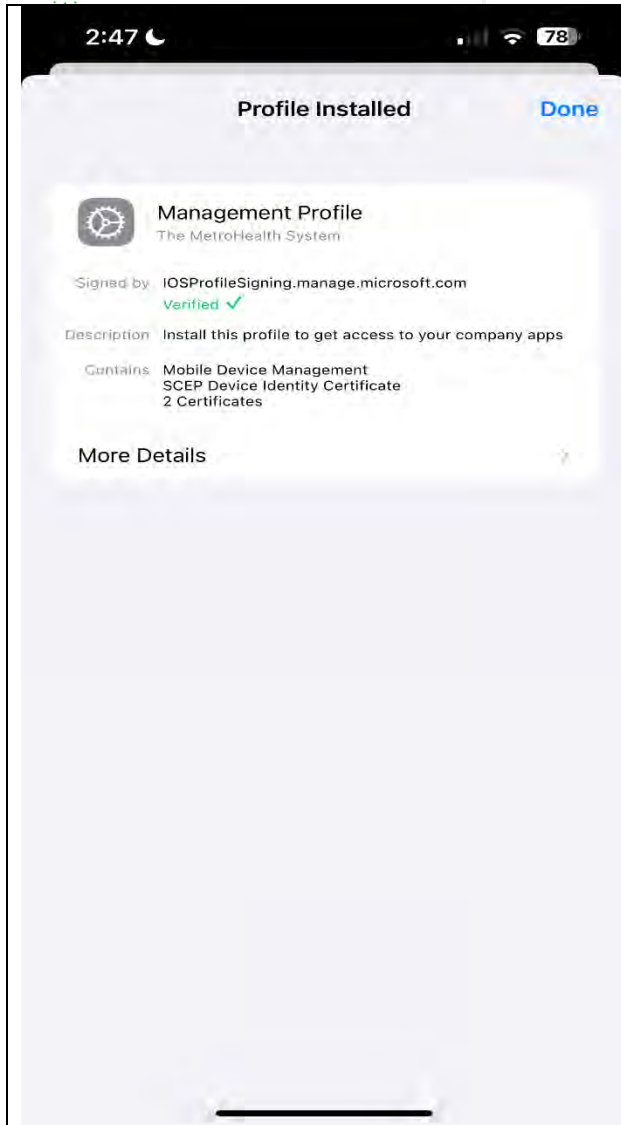Click **Profile Downloaded**

Click **Install**

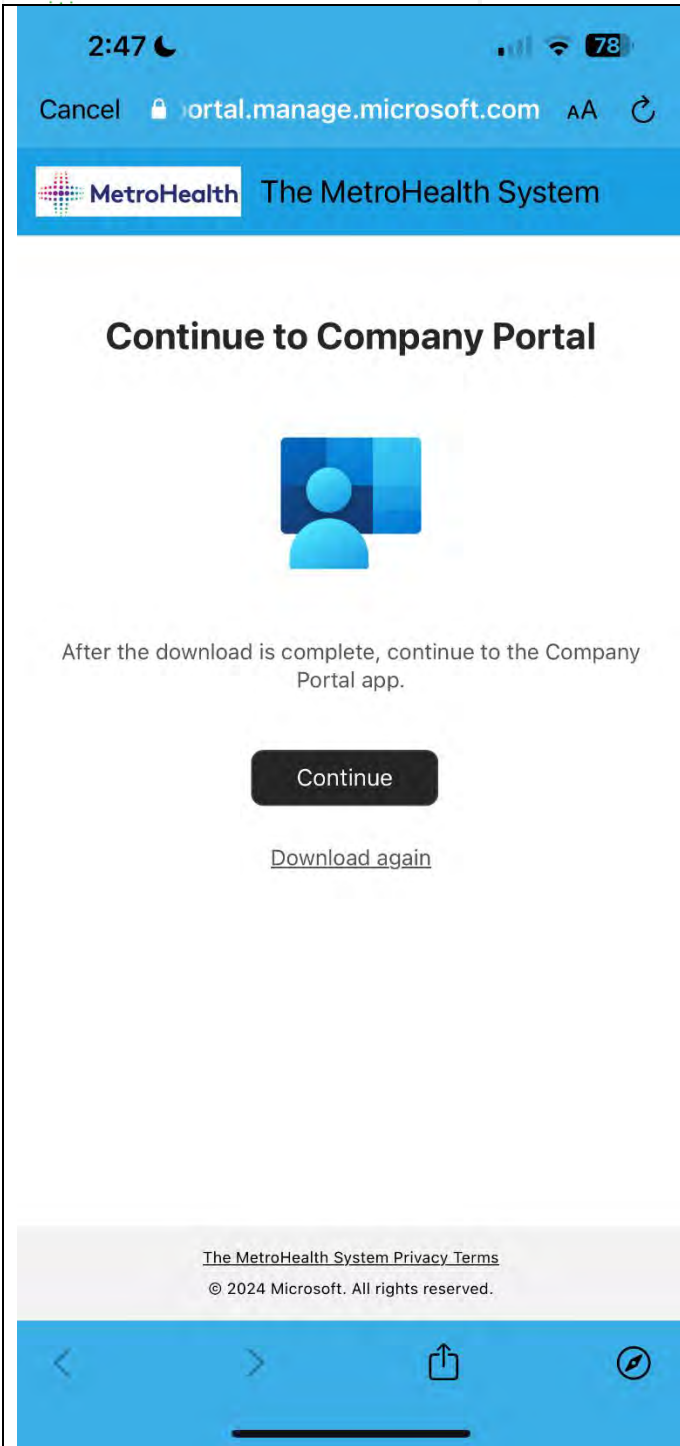Enter your passcode.
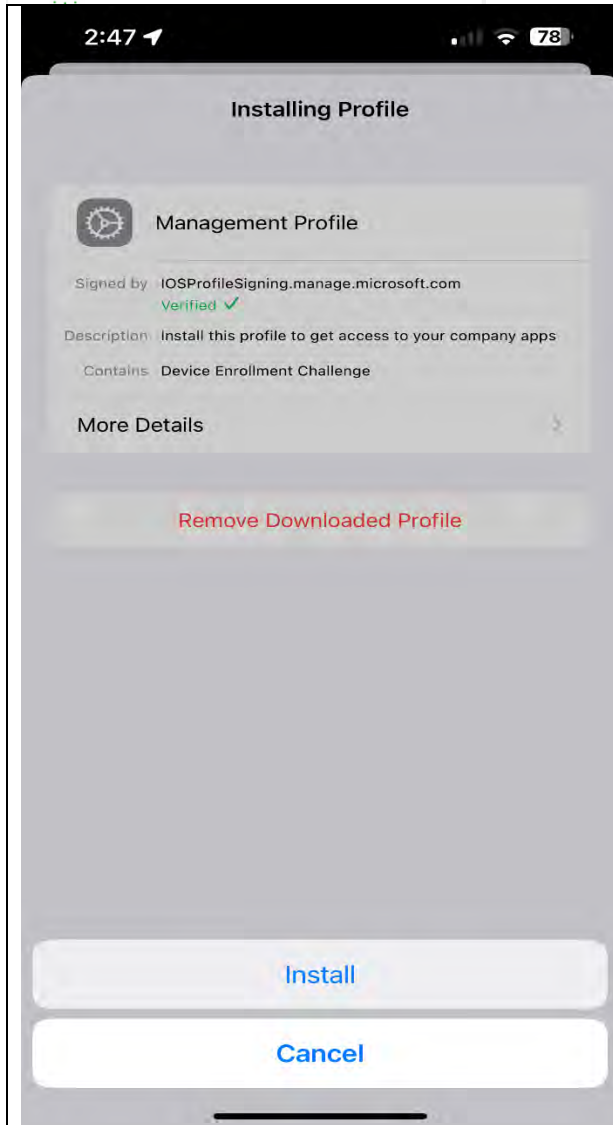
Click **Install**.
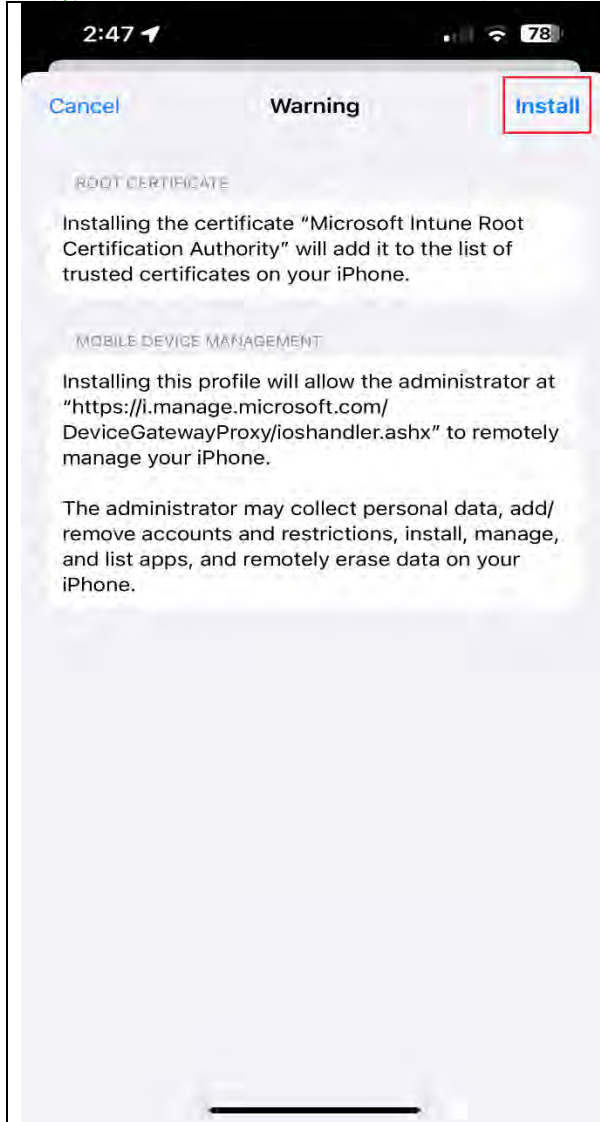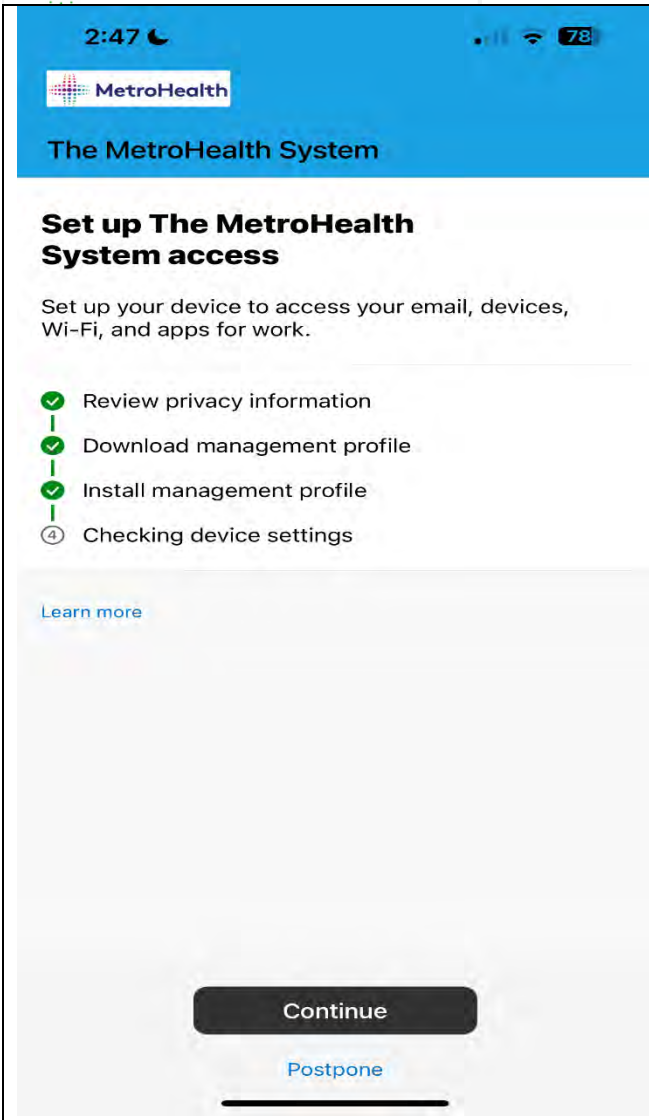
Click **Install**.

Click **Trust**.

Click **Done**.

On the next page **Go back to Home Screen** and open the **Company Portal** app again.

Click **Continue**.

Click **Continue**.
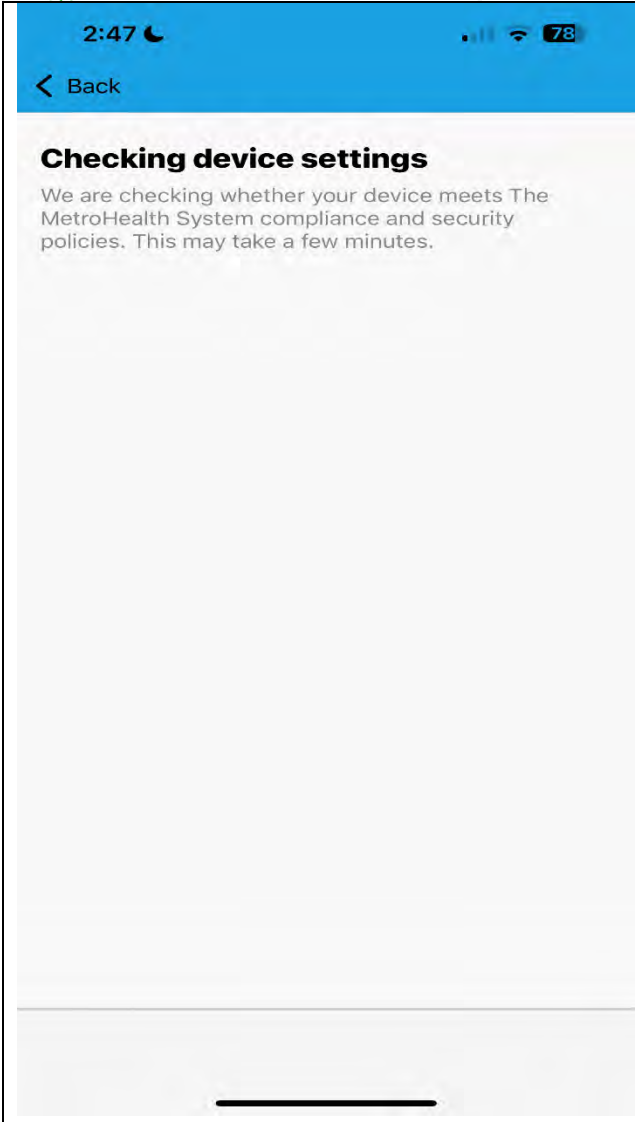
It will then begin checking all of the compliance and security policys to ensure everything is meet, this part can take anywhere from 10-15 minutes however it can be quicker then that depending on network speeds.

During this process you might see a screen with the option to **Retry,** if it comes up feel free to click it however it will still be checking everything in the background.
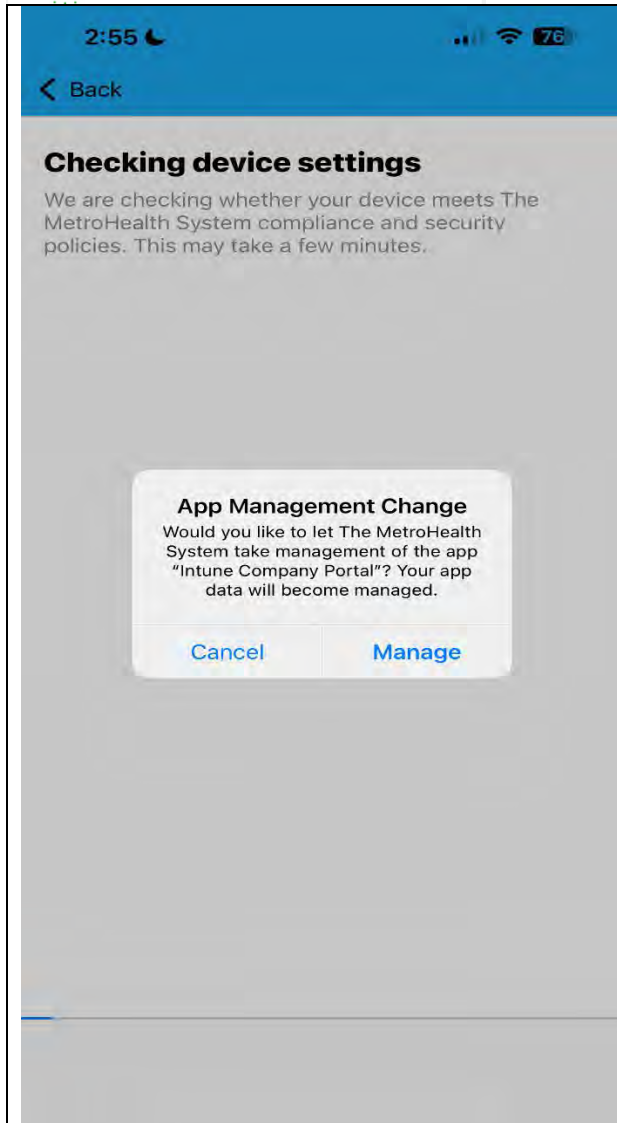
During the 10-15 minutes while it is checking the compliance and security policy's you will encounter this prompt.

Click **Manage**.
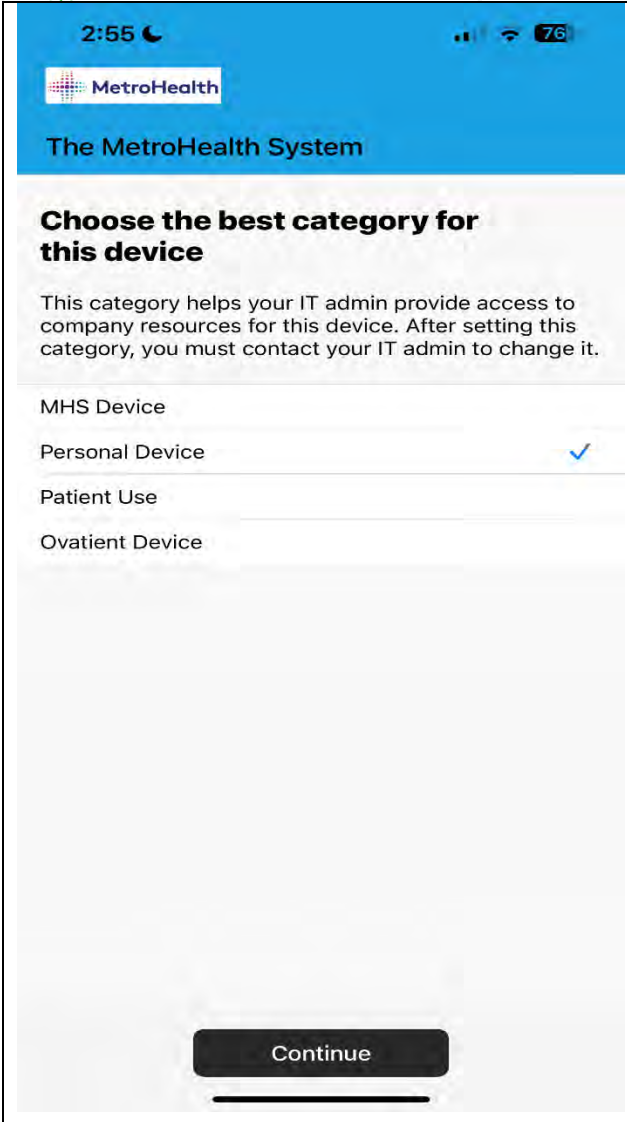
Once it has completed its check it will direct you to this page.

Click **Personal device**

On this page click **Other apps**

Click **Microsoft Outlook**.

Click **install**

Click **install** once more**.**

After this go to the home screen.
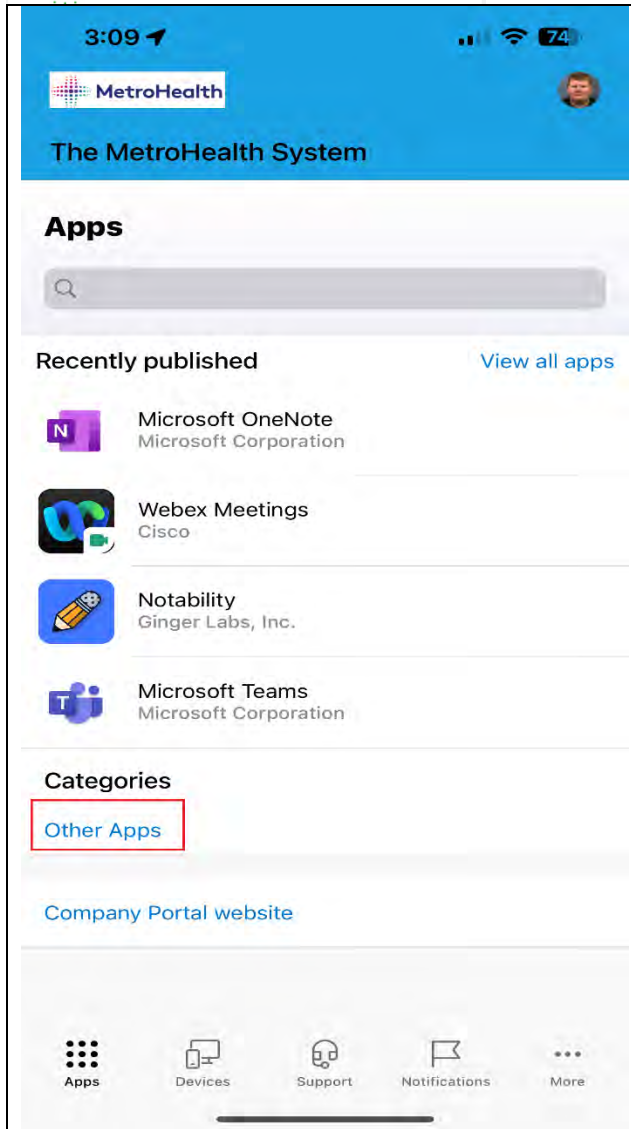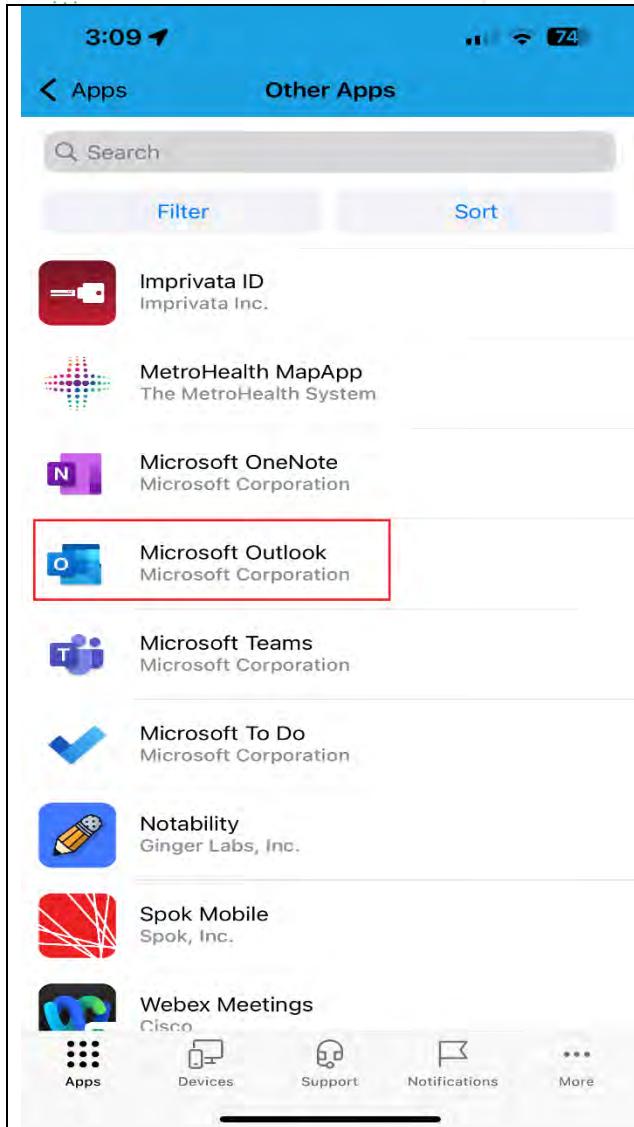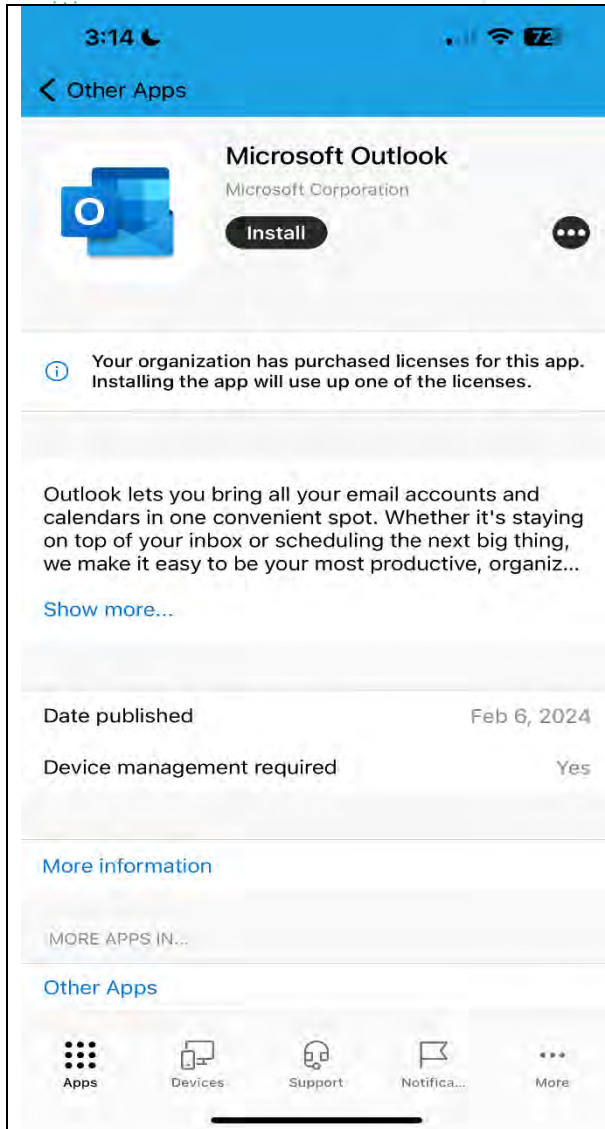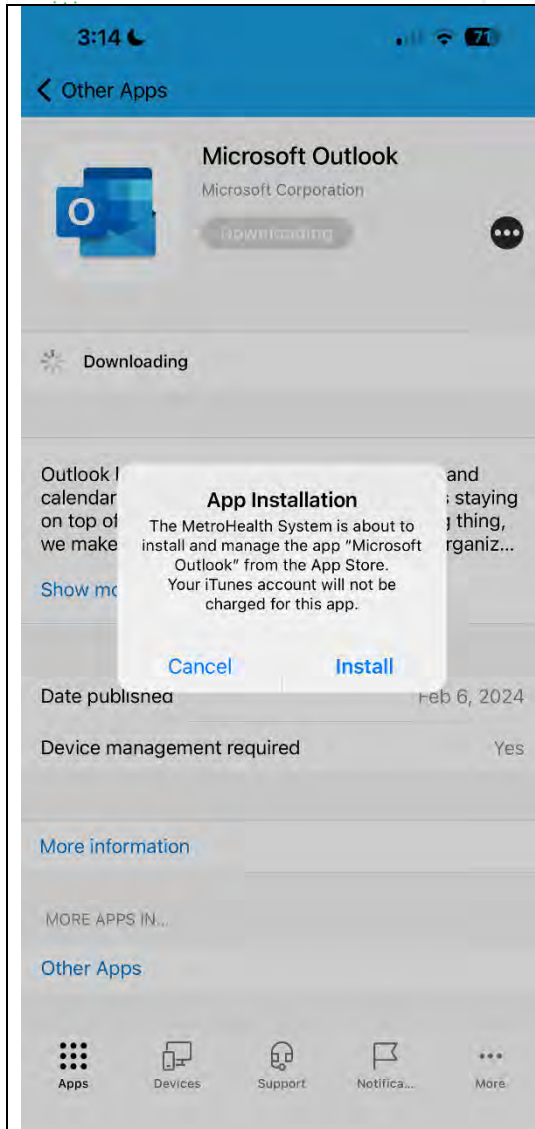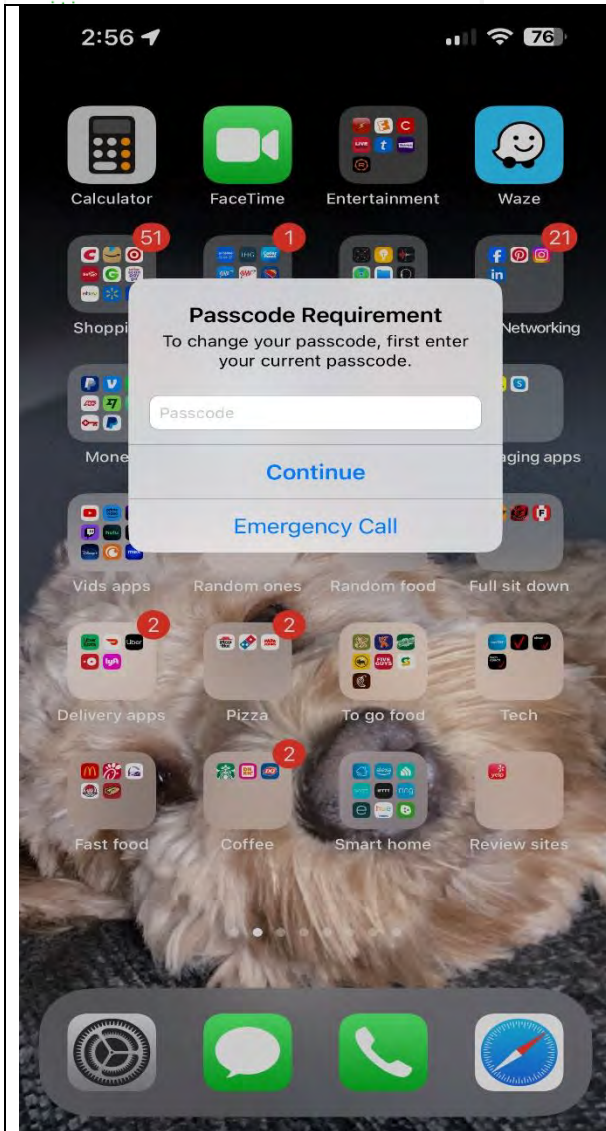
Around this point or possibly sooner you will be prompted to change your pin code to your device.
Enter your current pin code.
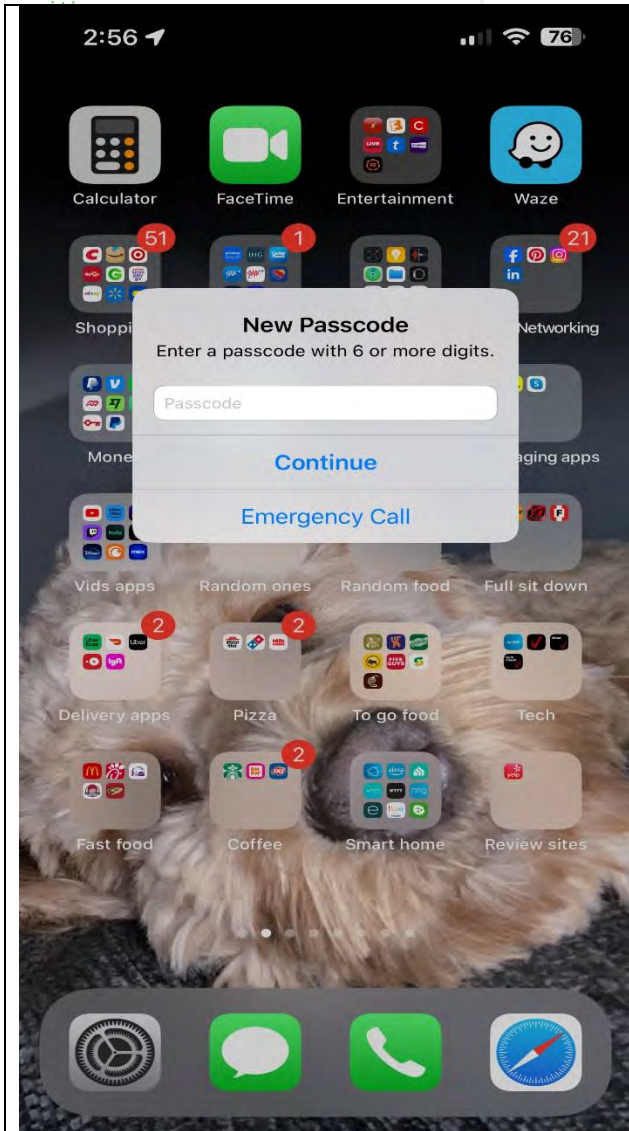
Enter a new pin code to your device.

The new pin code must be atleast 6 characters, you can use any combination of letters and or numbers.

This code will change every 90 days!
if you ever forget this code call the MetroHealth Service desk Immediately as they can reset this code as long as your device is still compliant.

Your facial/touch ID will still function like normal.
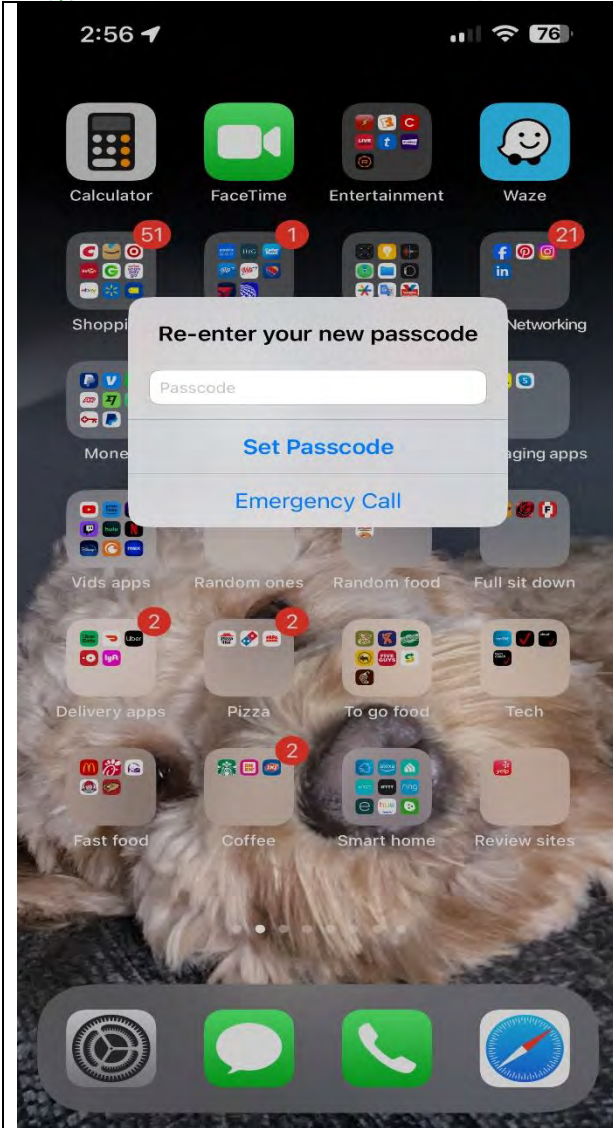
Enter your new pin code once more.

Open the Outlook app after entering this code.
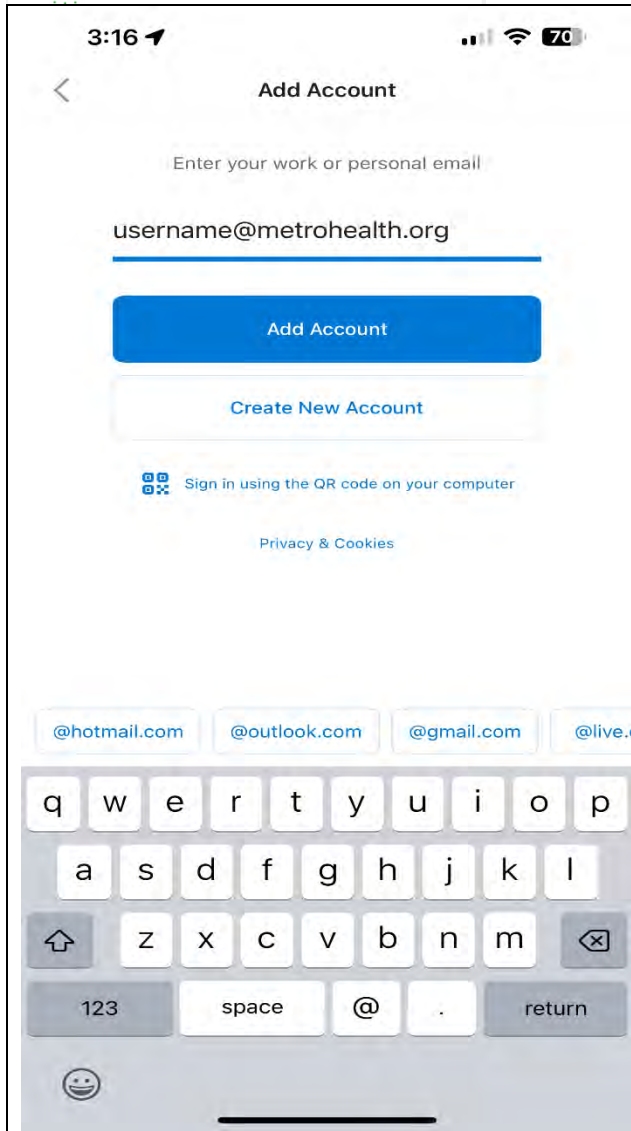
Click **Add account**.
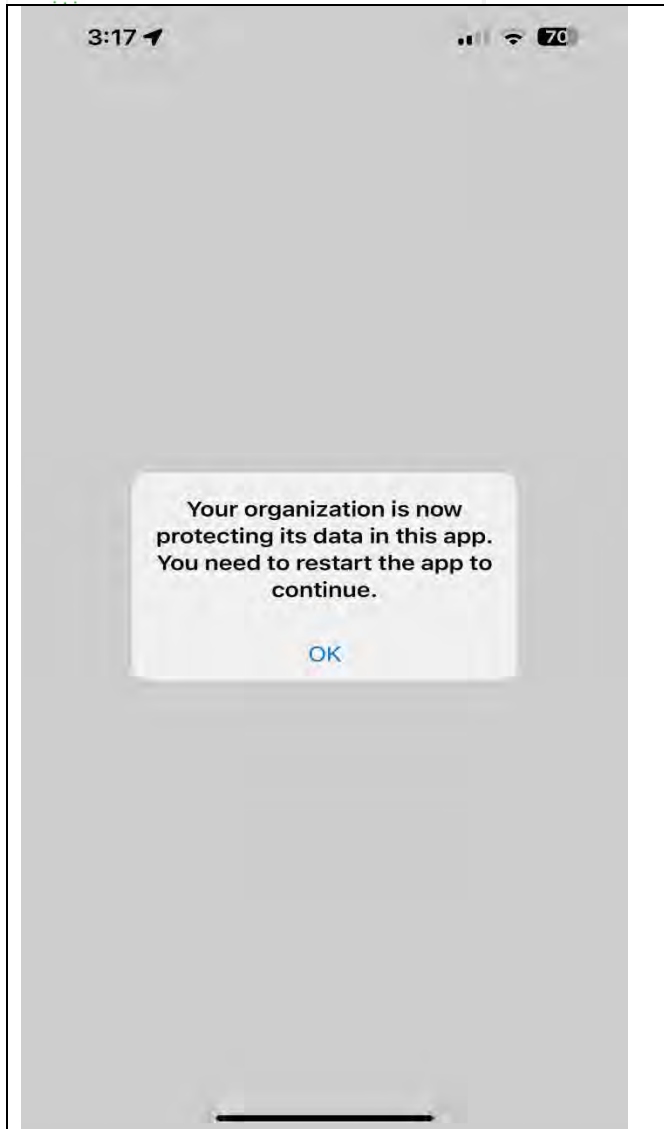
Enter your Metrohealth email address.
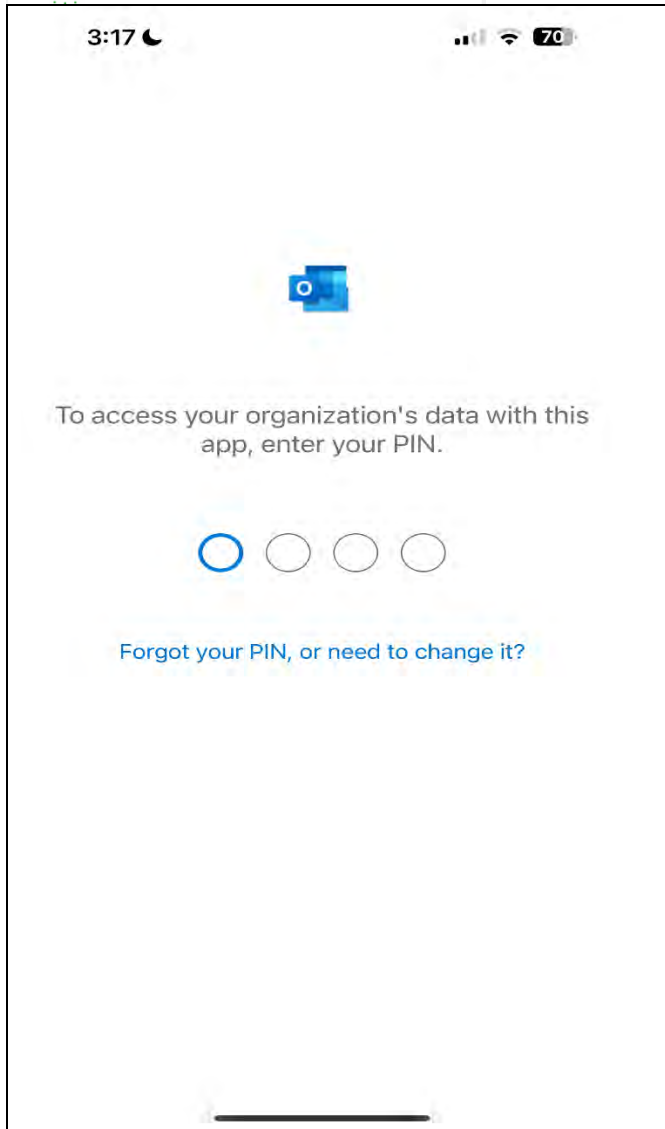
"There is a possibility that your email address may already be added in here, if so just click on it and it will automatically sign you in. If you have to manually enter your email address ignore this part then."

Click **add account**

Enter your **MetroHealth password** on the next page.

![MetroHealth logo]

3:17 ▪▫▫ ⌃ 📶 🔋70 **Add Another Account** [illustration of two people] Would you like to add another account? [Maybe Later] [**Add**]	Click **Maybe later**

Click **Ok**.

It will then close the outlook app automatically, re-open the outlook app again.

It will now prompt you to create a pin code that is shared between all Microsoft apps, I.E Outlook, Teams, Edge and so on.

This pin code never expires and you can reset it anytime you login by selecting "Forgot your pin, or need to change it?"

Create a 4 digit pin code now.
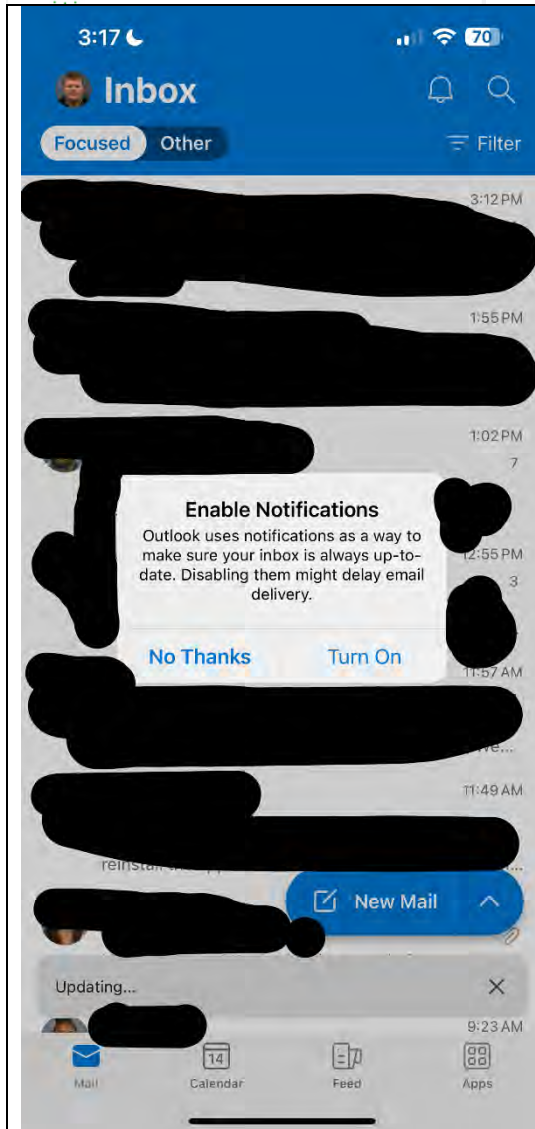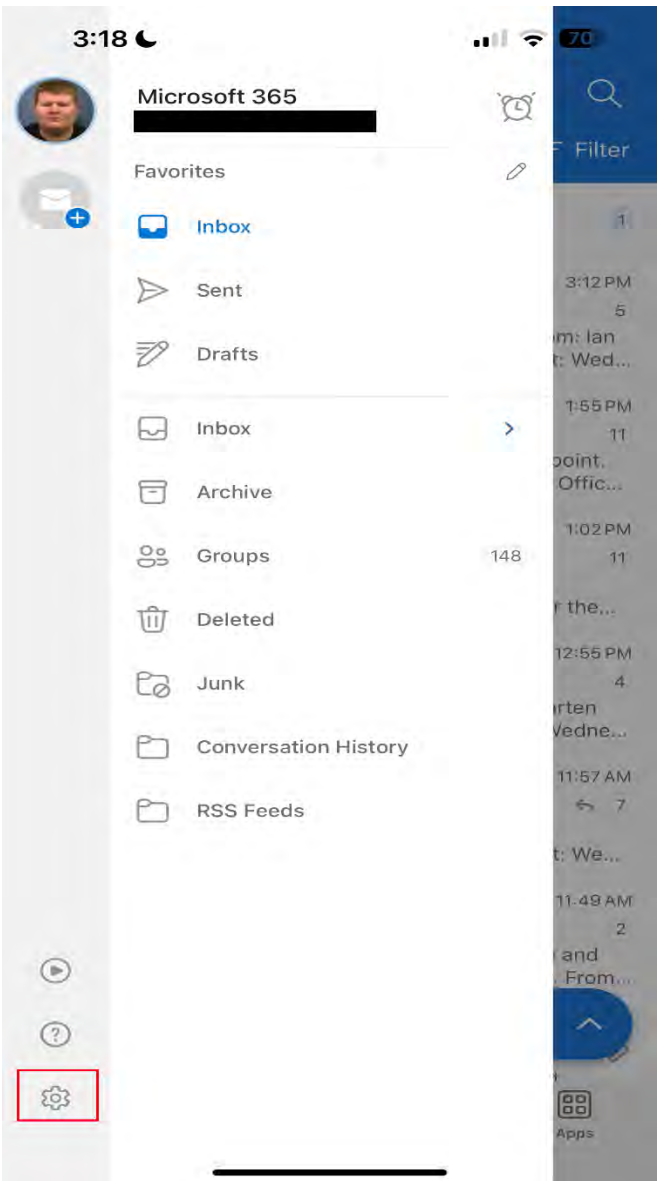
To receive notifications for new email click **Turn on.**
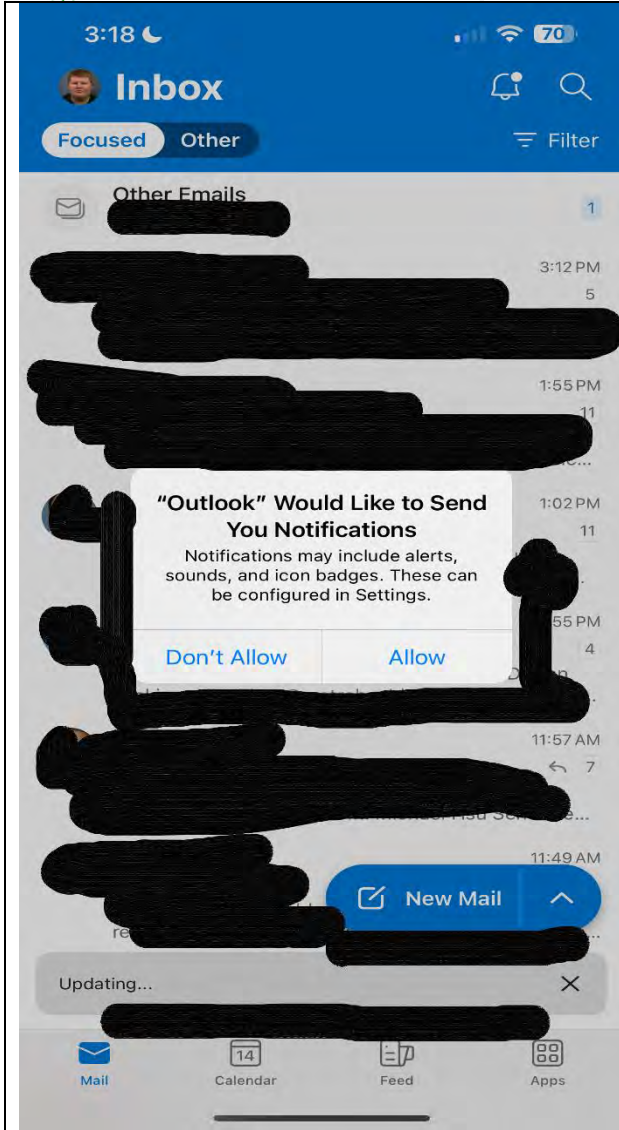
To receive notifications for new email click **Allow.**

Adding Personal Account to Outlook for iOS – Optional.

In the upper left corner of your inbox click your **Profile picture** > ⚙️ in bottom left corner.
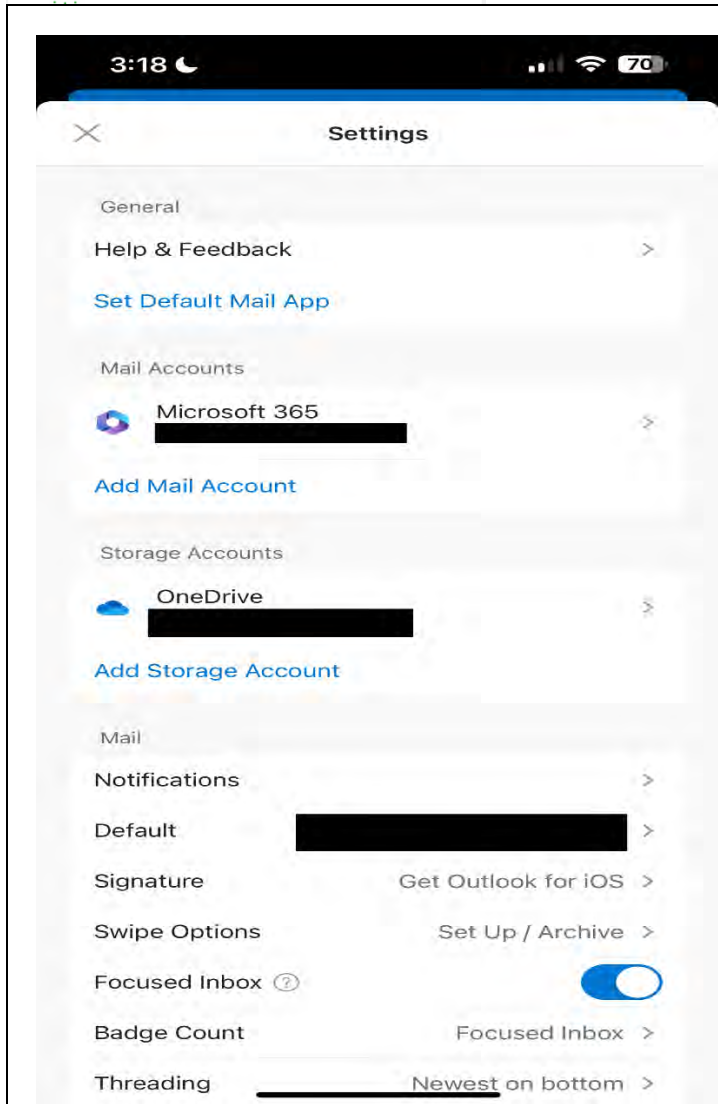
Click **add mail account** under the mail accounts option then select your personal email account type and sign in with those credentials.

Adding Microsoft teams Account for iOS.
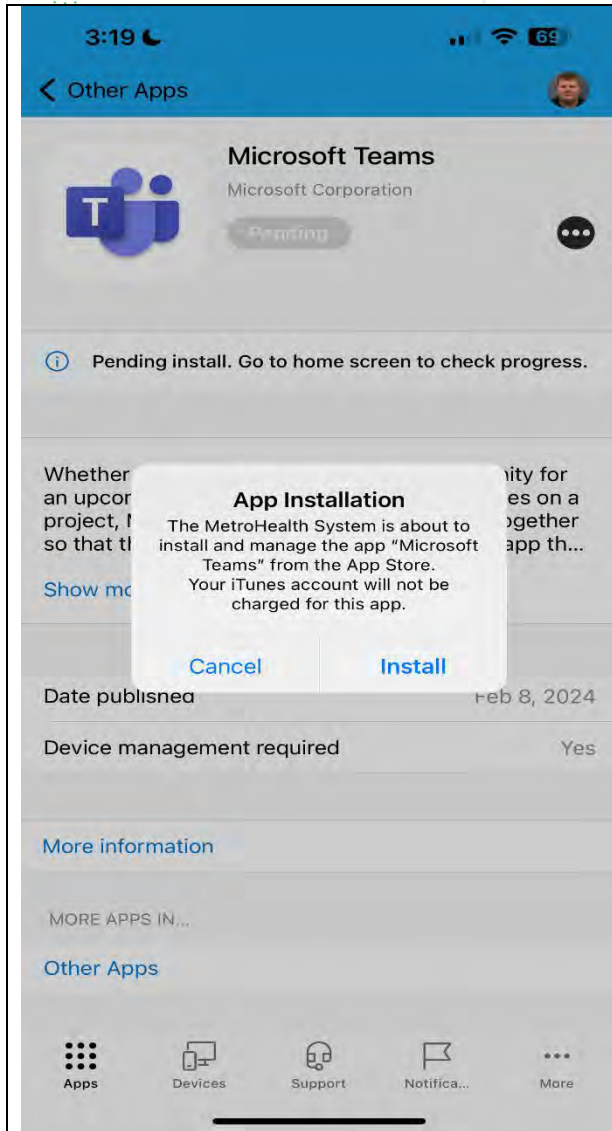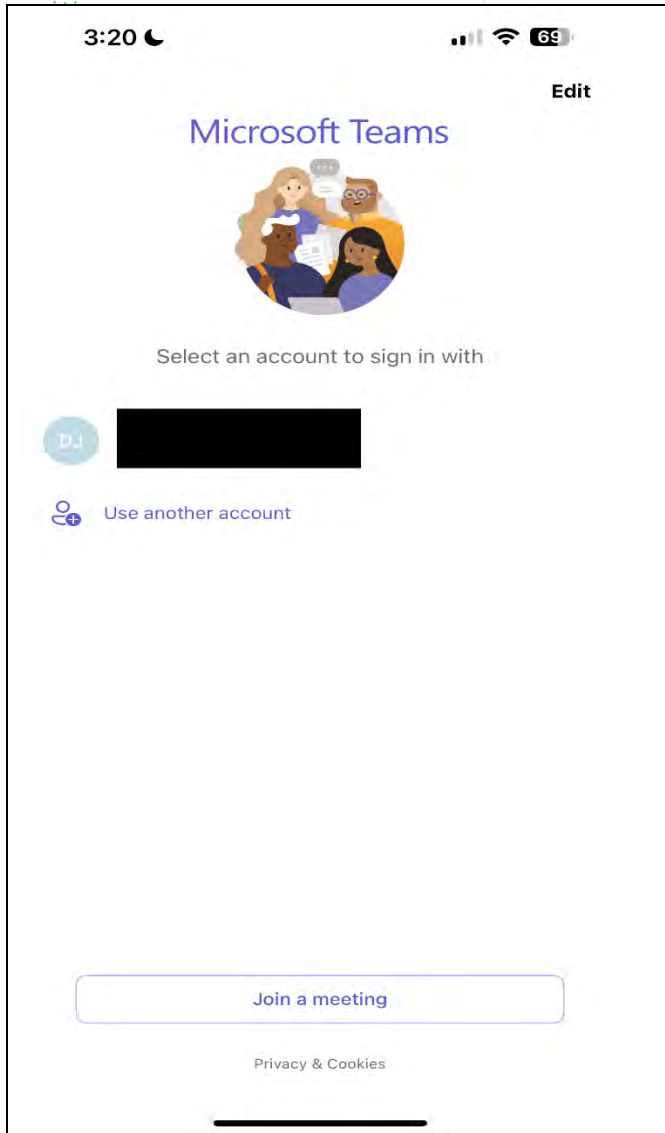
Go back into the **Company portal app**, click **Other apps** once more then select **Microsoft teams** this time.

Once on this page click **Install** twice as it comes up.
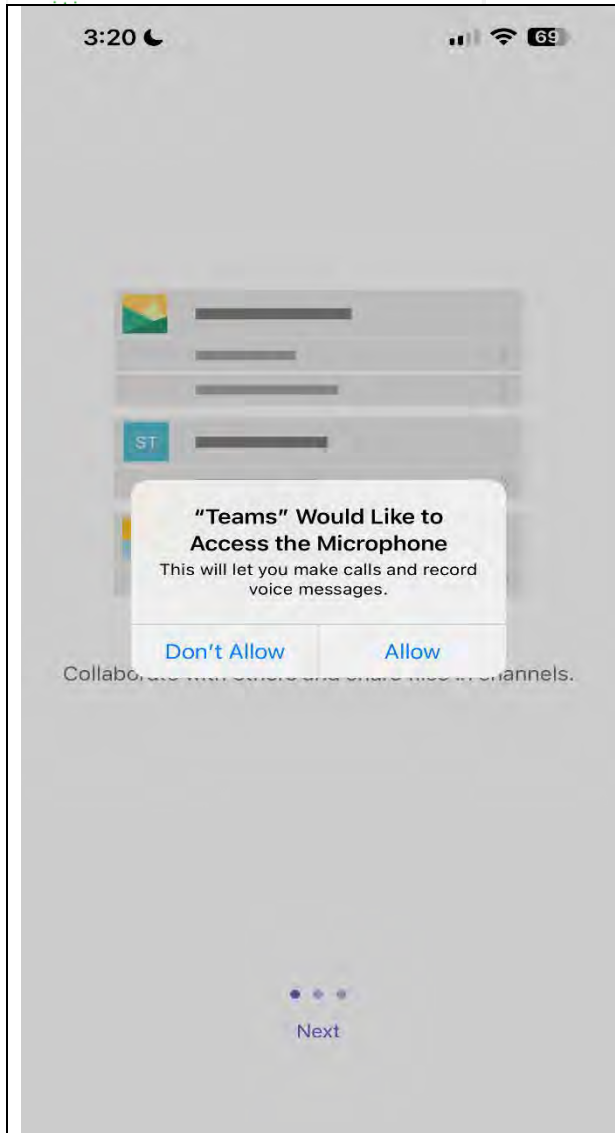
Once the app starts downloading **go to your home screen and wait for the app to download.**
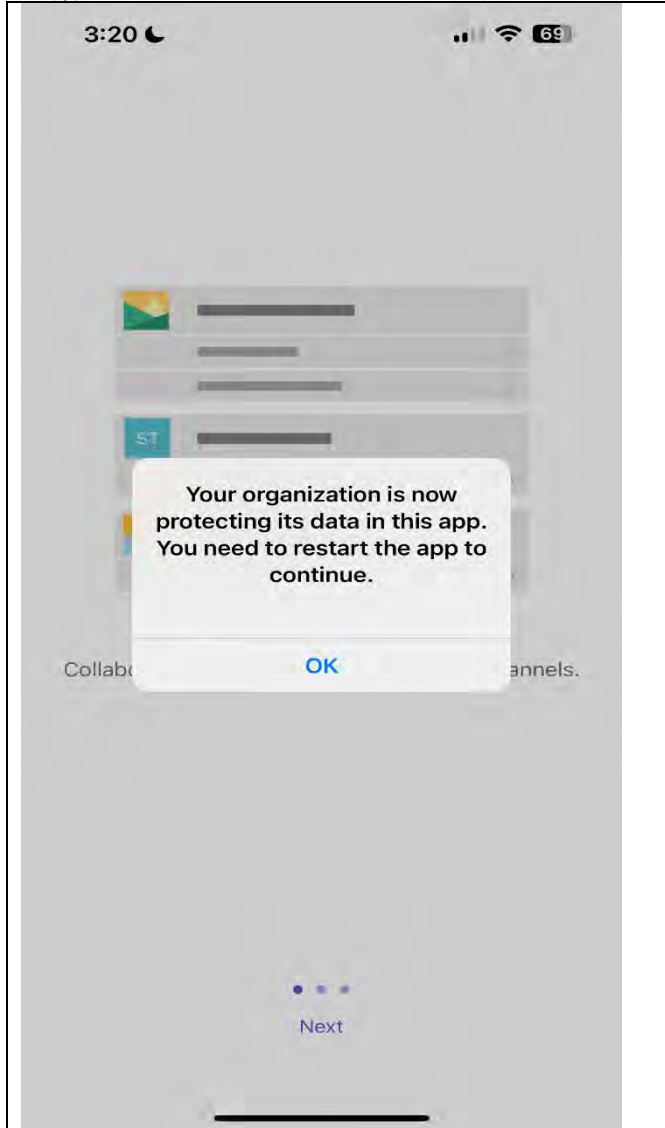
Once its downloaded open the app up.

Once you load the app up you should come to this screen, click your name in the middle of the screen where it is hidden for me.
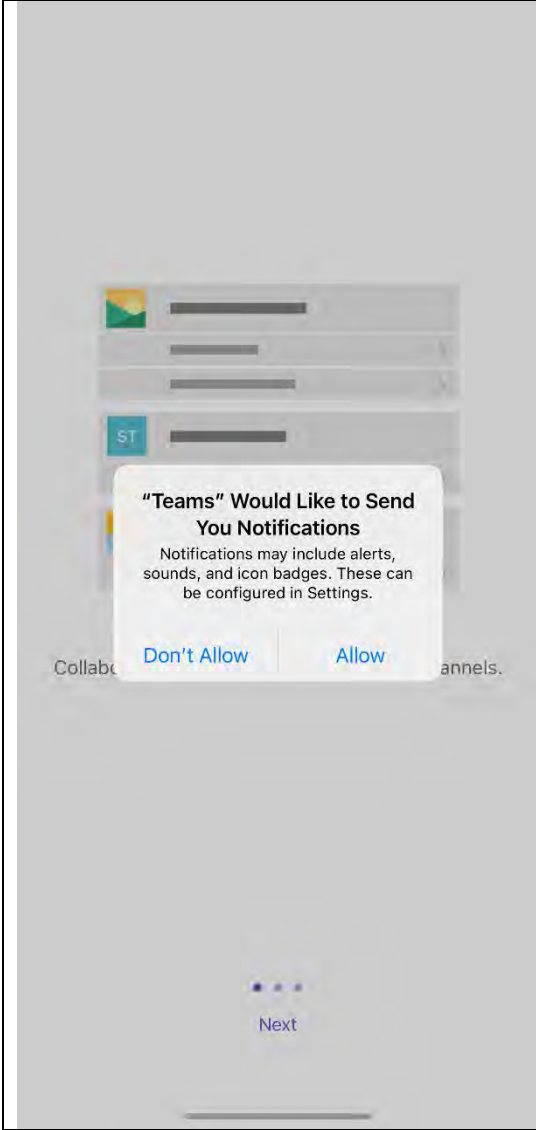
To receive notifications for Teams click **Allow.**

To join meetings and speak using your phone click **Allow. (This is optional)**

Click **Ok**, the app will close out the same way outlook did. Once it closes it go ahead and re-open teams and it will come up to all of your teams chats.

Once this is complete your phone is setup for BYOD and outlook and teams are configured for usage.

IOS BYOD Removal
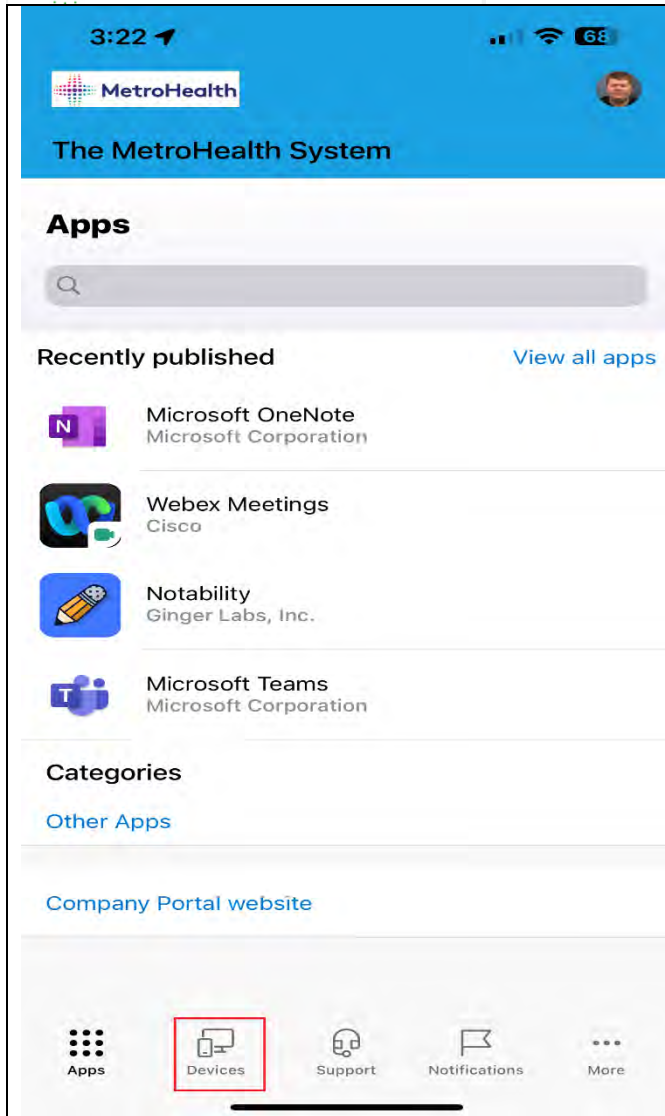
Open the **Company portal** once more, Click **Devices** at the bottom.
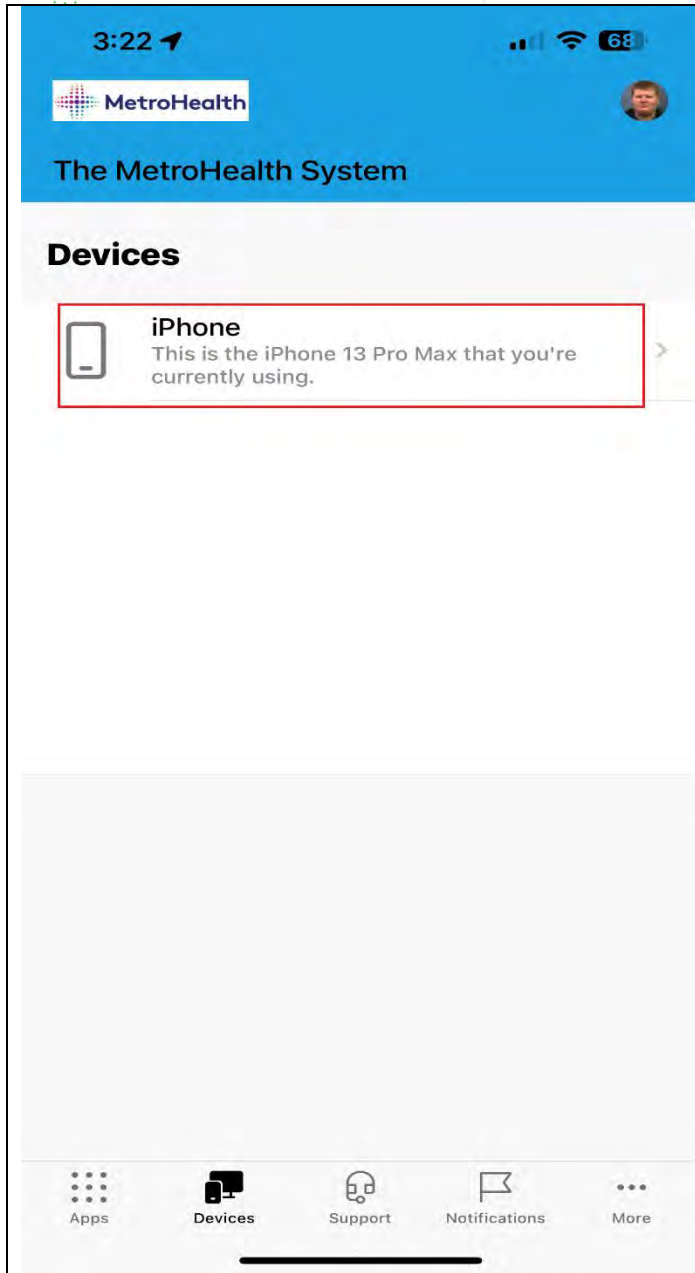
Select the device you currently are using.

Click the 3 little dots to the right of Rename.

Click on **Remove Device.**

DO NOT CLICK FACTORY RESET!!!! IF YOU DO THIS YOU WILL WIPE YOUR PHONE ENTIRELY removing all apps and all data not just the MetroHealth apps.

To do this properly only click Remove device.
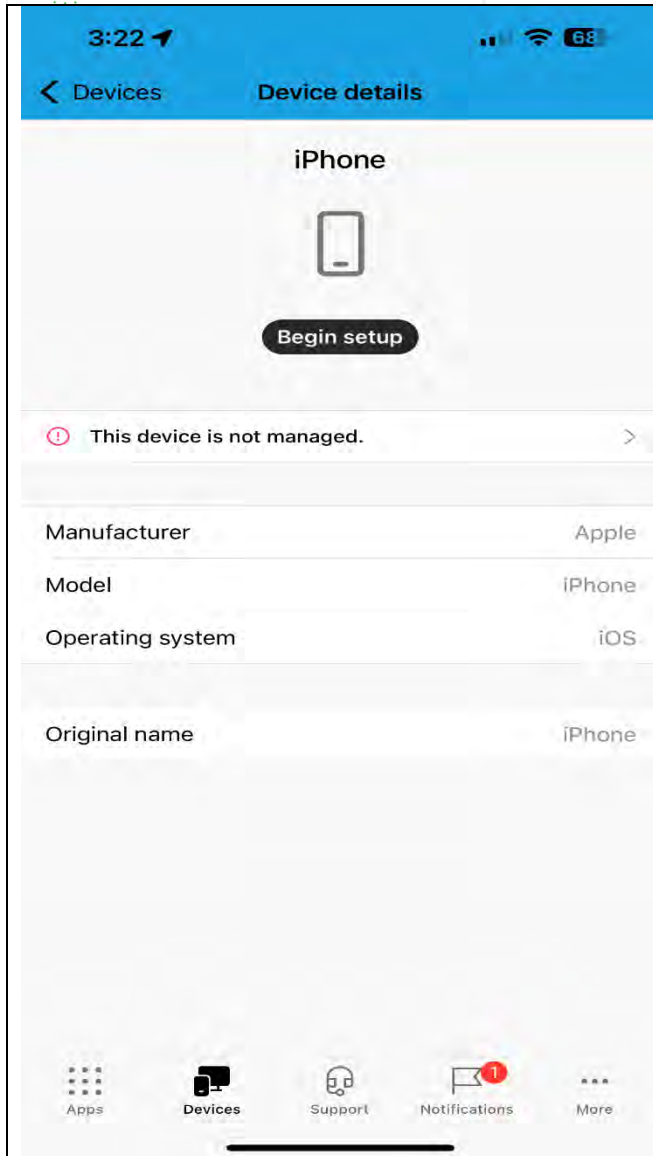
Once you click Remove device your screen will change to this page.

Following this the app company portal, outlook, and teams will all automatically delete from your phone removing all company data.
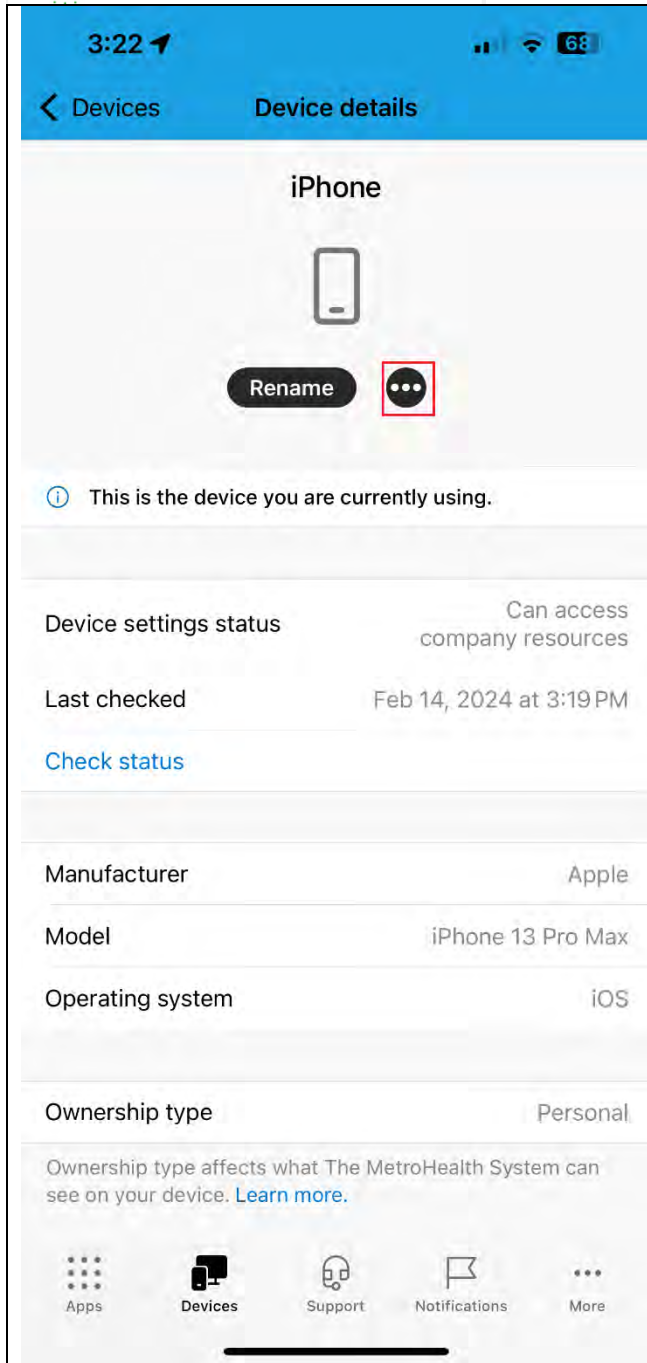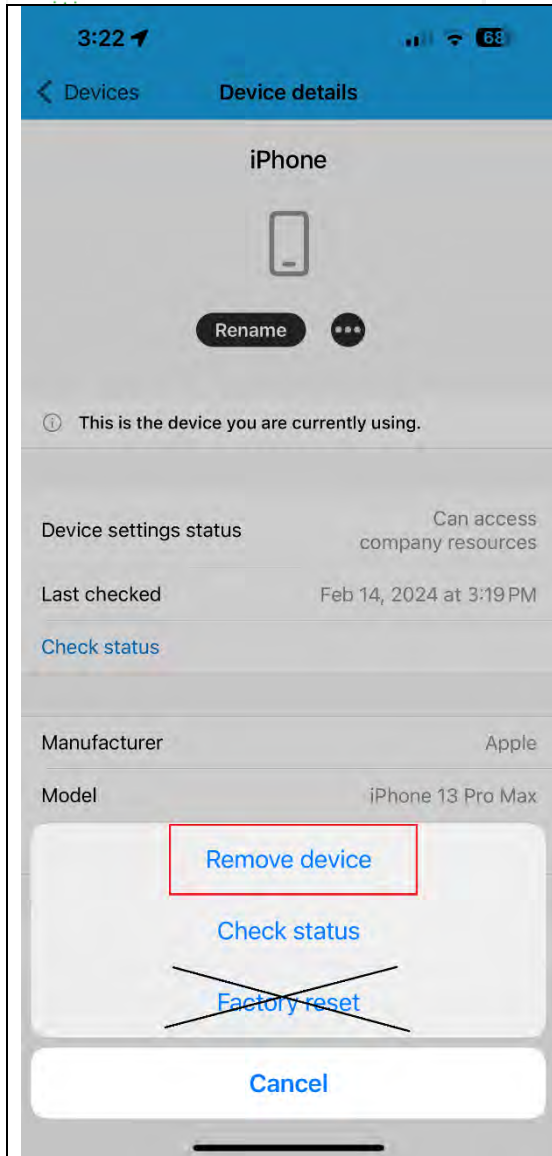
The local managed profile will also automatically delete as well.

To change your pin code to something other then a 6 digit code please follow the following link.

https://support.apple.com/en-us/HT204060

On iPhone X and later, or iPad with Face ID, go to Settings > Face ID & Passcode. On earlier iPhone models, go to Touch ID & Passcode. On devices without Touch ID, go to Settings > Passcode.

Intune Quick Tips

- Phone Unlock Passcode
  - Passcode must be enabled.
  - Passcode must be at the least 6 numbers and or letters long.
  - Passcode must be changed every 90 days.
  - Cannot use your last 5 passcodes. o Idle time before device is locked must be set to 5 minutes.
  - Number of failed logins before device will wipe all content and settings is set to 10 times. This is to prevent issues with theft.

- The Outlook Unlock PIN doesn't expire
- The Outlook PIN auto locks after 30 mins
- You cannot manually change the Outlook PIN but you can click "Forgot PIN" and reset it
- When opening weblinks from emails you will be directed to the Company Browser and need to log into device using your network credentials and Outlook PIN