

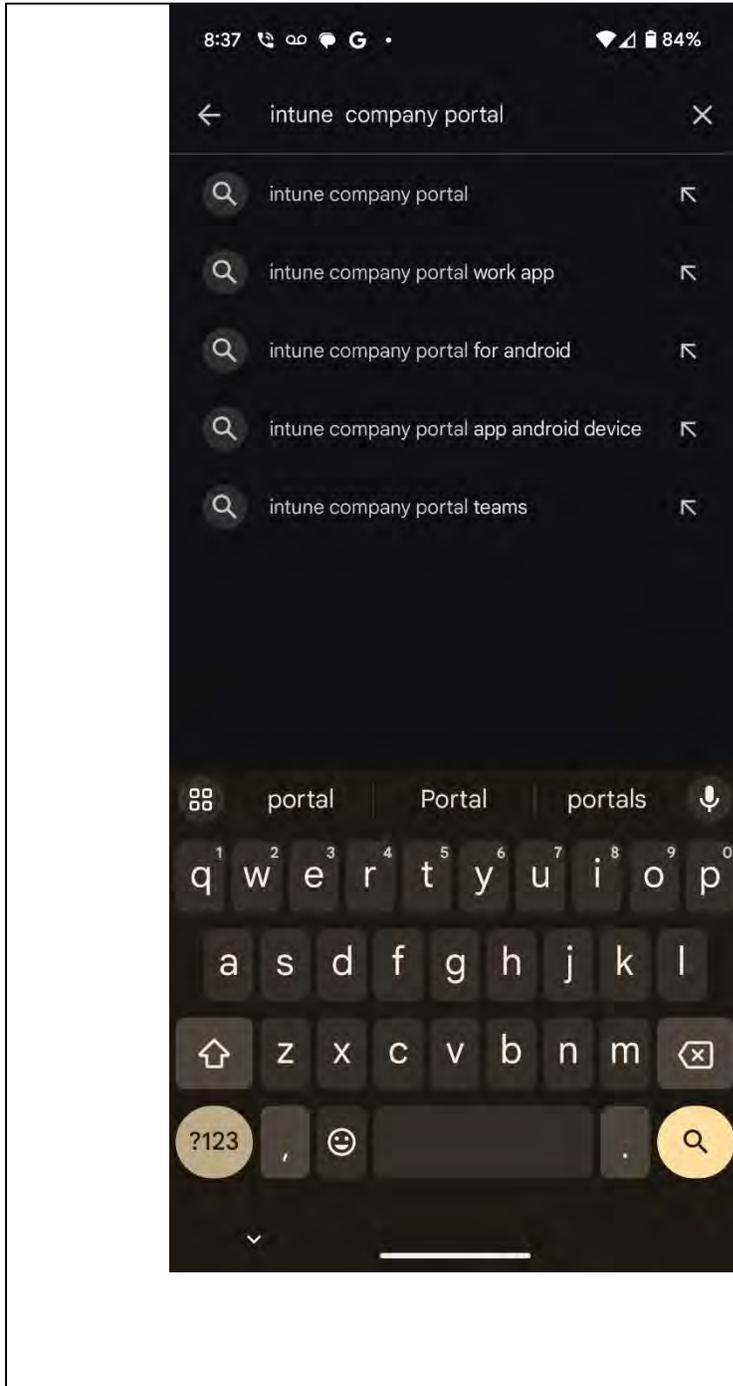


Bring Your Own Device (BYOD) Program

Enroll Device with Android Work Profile

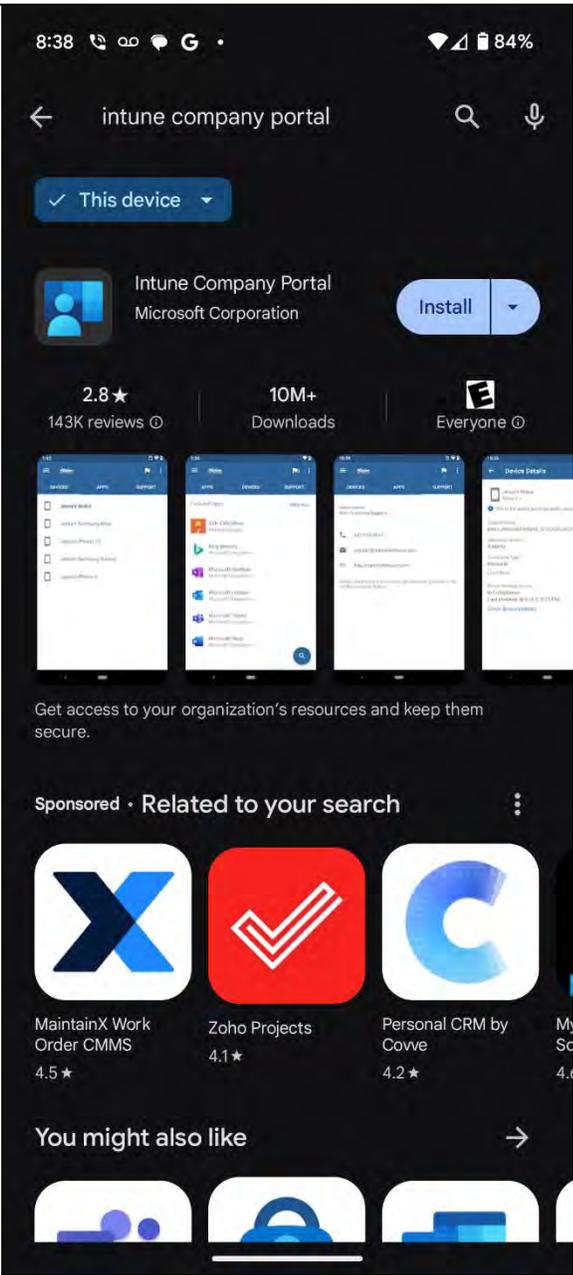
During the enrollment process for BYOD you will come to a screen that mentions that compliance policies have not been assigned to your device yet. You will be presented with an option to "Check device settings" at the bottom of the page, this is a common occurrence and can take **10-15 minutes** to clear. On page 16 of this document, it references this exact occurrence.

For any issues please call the Service Desk 216-957-3280



Open the Google Play store on your android device.

On the top search bar search **Intune company portal.**



8:38 84%

← intune company portal

✓ This device

Intune Company Portal
Microsoft Corporation

Install

2.8★
143K reviews

10M+
Downloads

Everyone

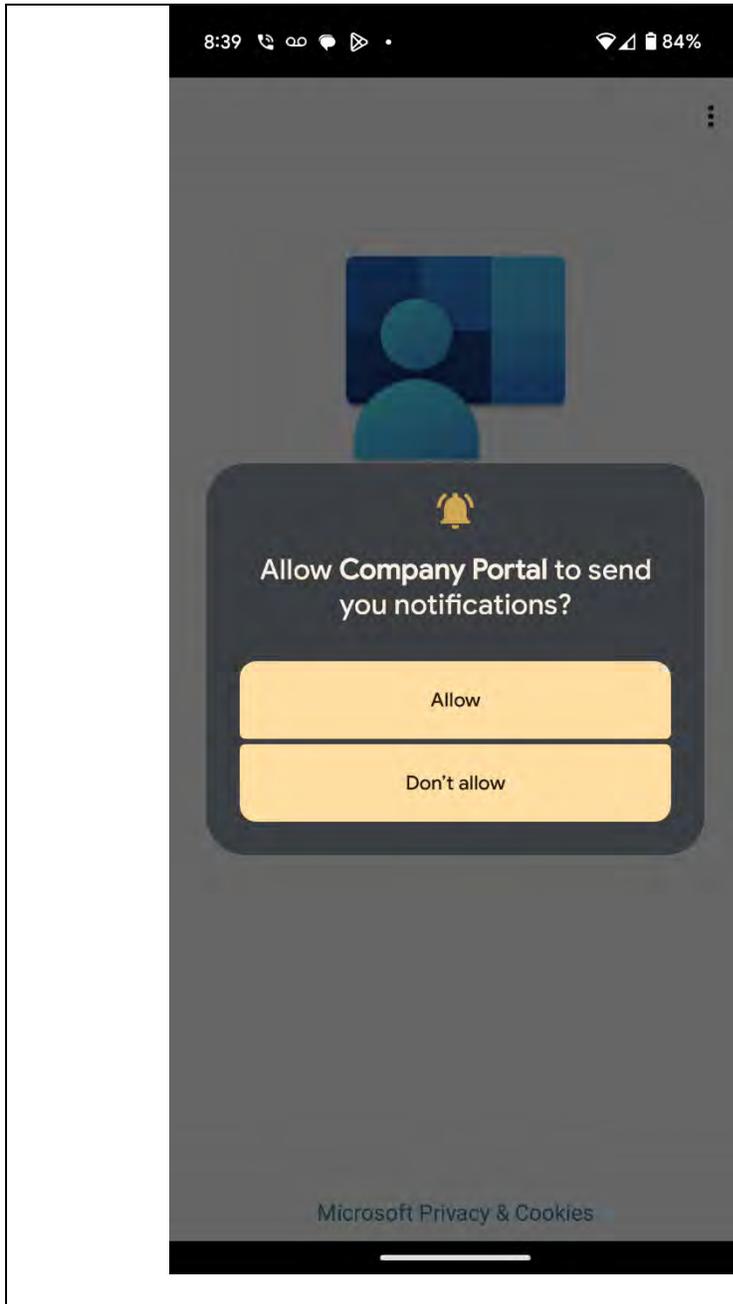
Get access to your organization's resources and keep them secure.

Sponsored · Related to your search

- MaintainX Work Order CMMS 4.5★
- Zoho Projects 4.1★
- Personal CRM by Cove 4.2★

You might also like

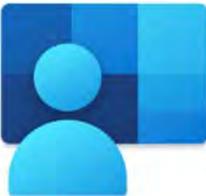
Once it loads click **install** and then once its installed click **open**.



Click **Allow** to receive notifications from the company portal.

8:39    84%





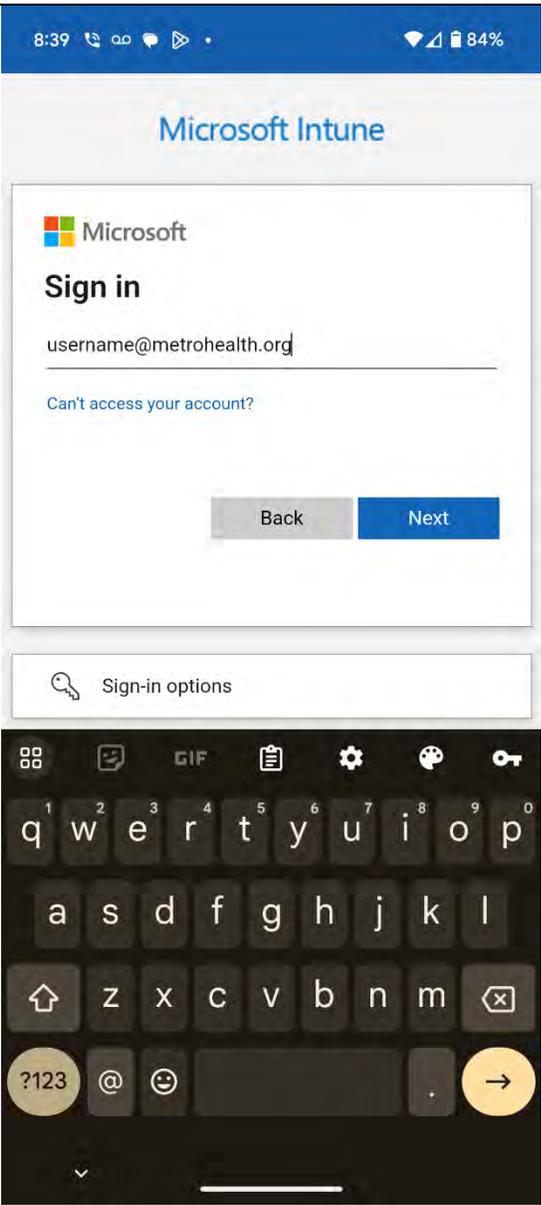
Company Portal

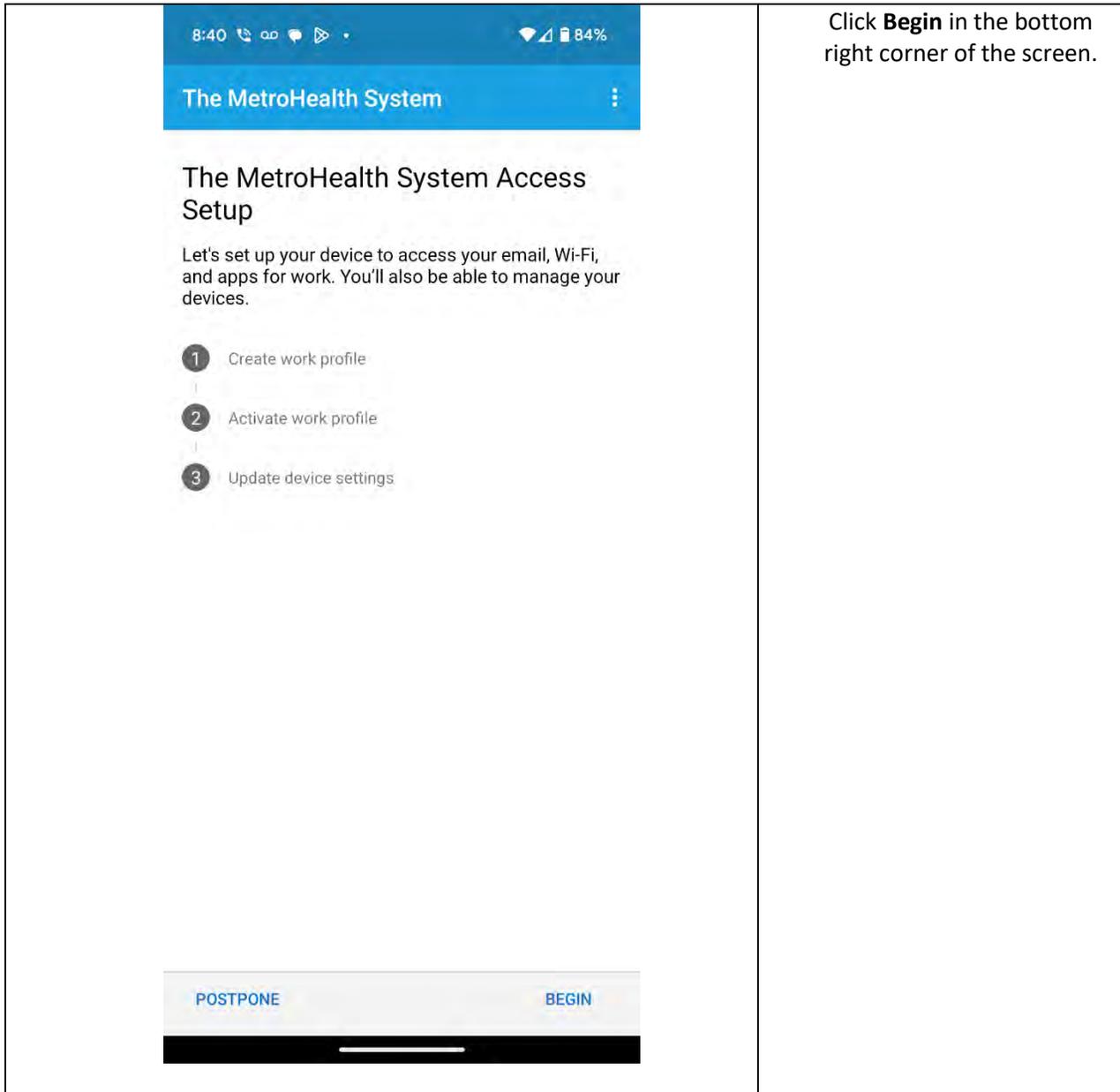
Get access to company resources and keep them secure.

[SIGN IN](#)

[Microsoft Privacy & Cookies](#)

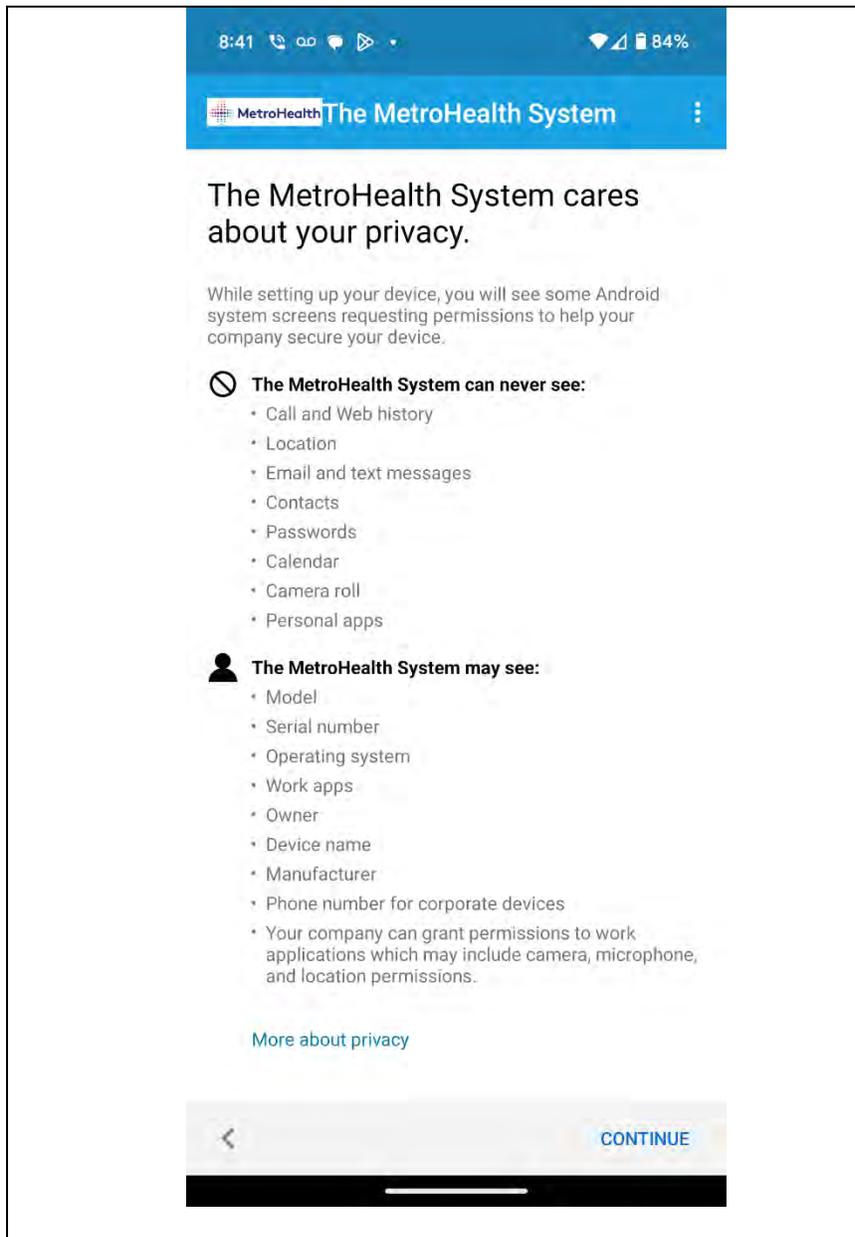
Click **Sign in**

 <p>The screenshot shows a mobile device screen with a blue status bar at the top displaying the time 8:39, signal strength, Wi-Fi, and 84% battery. Below the status bar is the Microsoft Intune header. The main content area features the Microsoft logo, the text "Sign in", and a text input field containing "username@metrohealth.org". Below the input field is a link that says "Can't access your account?". At the bottom of the sign-in area are two buttons: "Back" and "Next". Below this is a section titled "Sign-in options" with a key icon. At the very bottom of the screen is a virtual keyboard with a dark background and white keys, including a yellow arrow key on the right.</p>	<p>Sign in to the Intune Company Portal with your MetroHealth email address.</p>
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The screenshot shows a mobile application interface for 'The MetroHealth System'. At the top, there is a blue header bar with the text 'The MetroHealth System' and a three-dot menu icon. Below the header, the title 'The MetroHealth System Access Setup' is displayed. A paragraph of text reads: 'Let's set up your device to access your email, Wi-Fi, and apps for work. You'll also be able to manage your devices.' Below this text is a vertical list of three steps: 1. Create work profile, 2. Activate work profile, and 3. Update device settings. At the bottom of the screen, there are two buttons: 'POSTPONE' on the left and 'BEGIN' on the right. The 'BEGIN' button is highlighted in blue. The status bar at the top shows the time as 8:40 and battery level at 84%.

Click **Begin** in the bottom right corner of the screen.



8:41 84%

The MetroHealth System

The MetroHealth System cares about your privacy.

While setting up your device, you will see some Android system screens requesting permissions to help your company secure your device.

The MetroHealth System can never see:

- Call and Web history
- Location
- Email and text messages
- Contacts
- Passwords
- Calendar
- Camera roll
- Personal apps

The MetroHealth System may see:

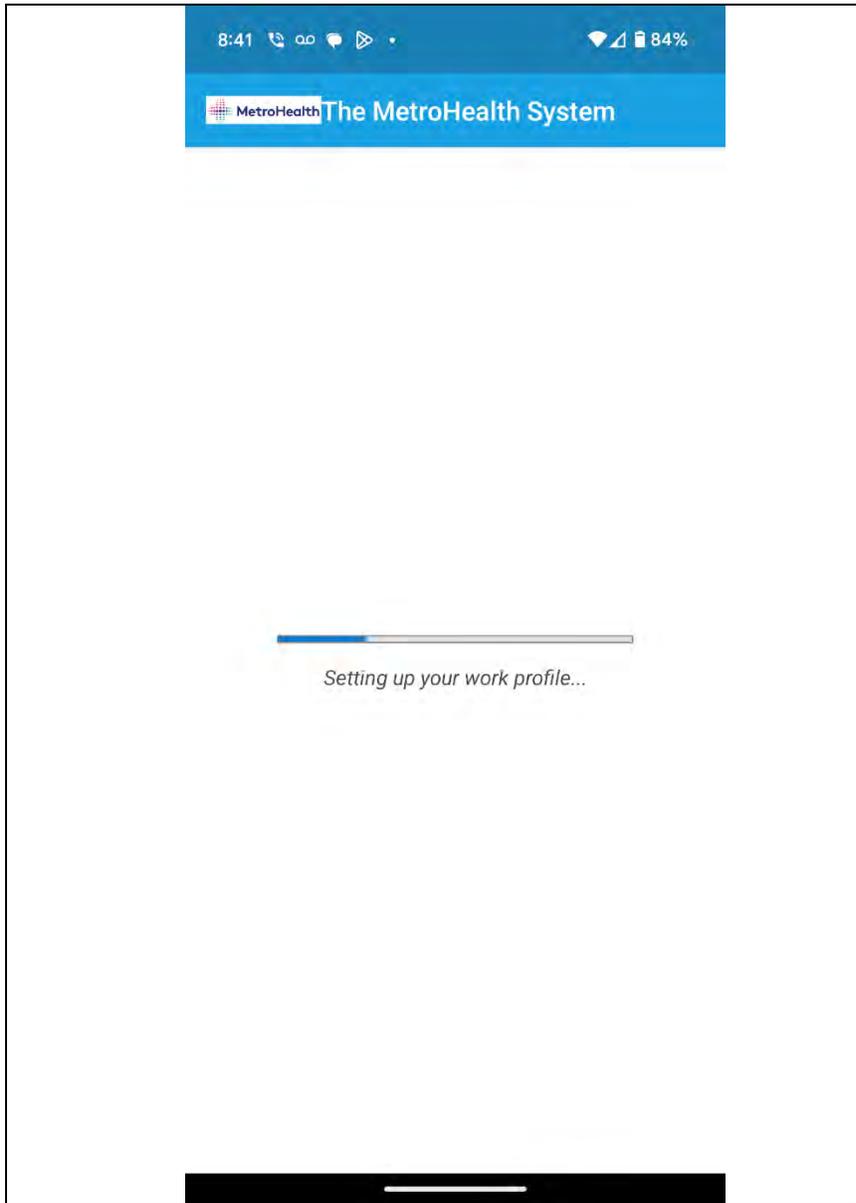
- Model
- Serial number
- Operating system
- Work apps
- Owner
- Device name
- Manufacturer
- Phone number for corporate devices
- Your company can grant permissions to work applications which may include camera, microphone, and location permissions.

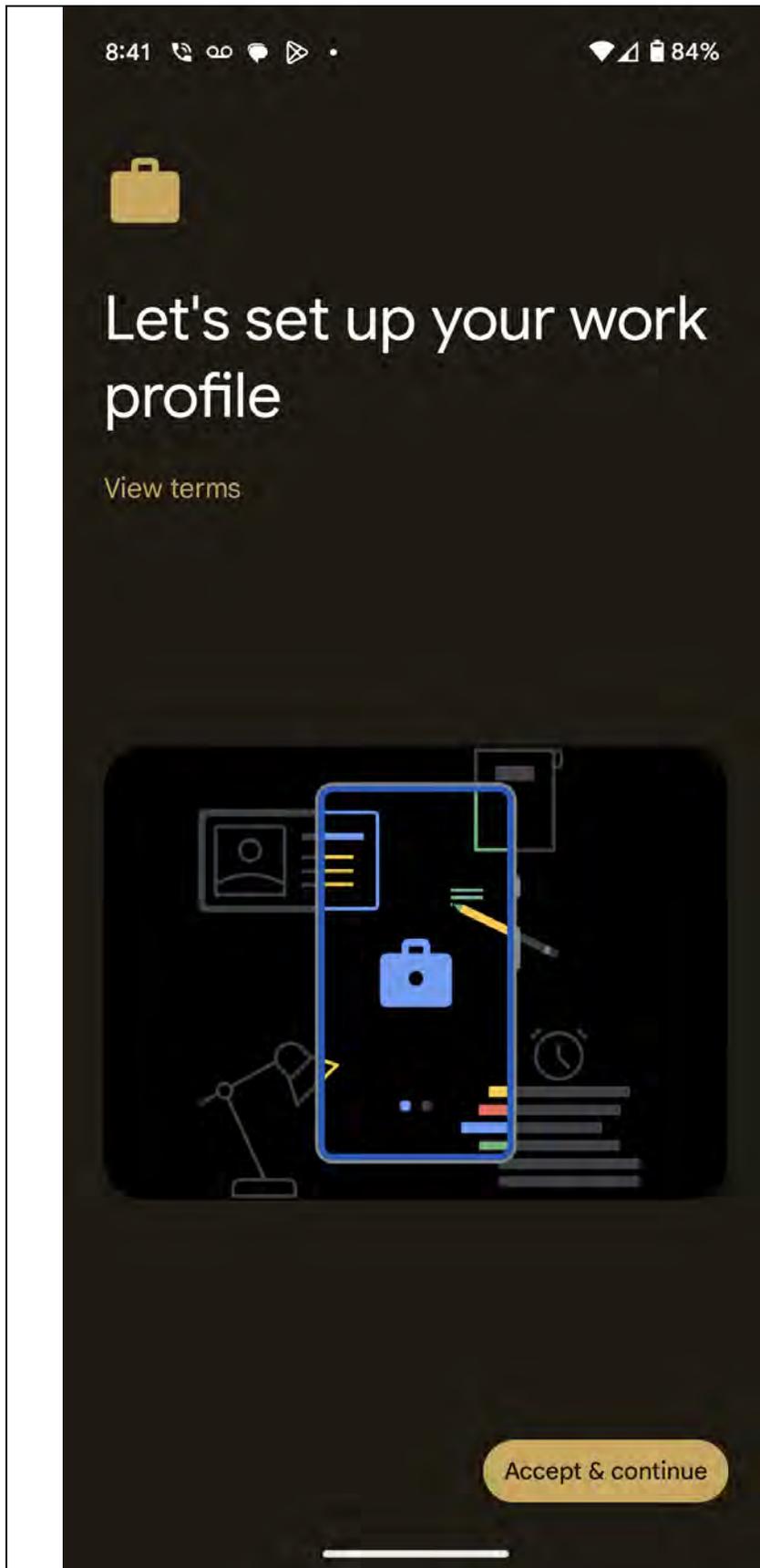
[More about privacy](#)

CONTINUE

This screen tells you what data we do/do not collect.

To keep going with the installation click **Continue** in the bottom right corner of the page.

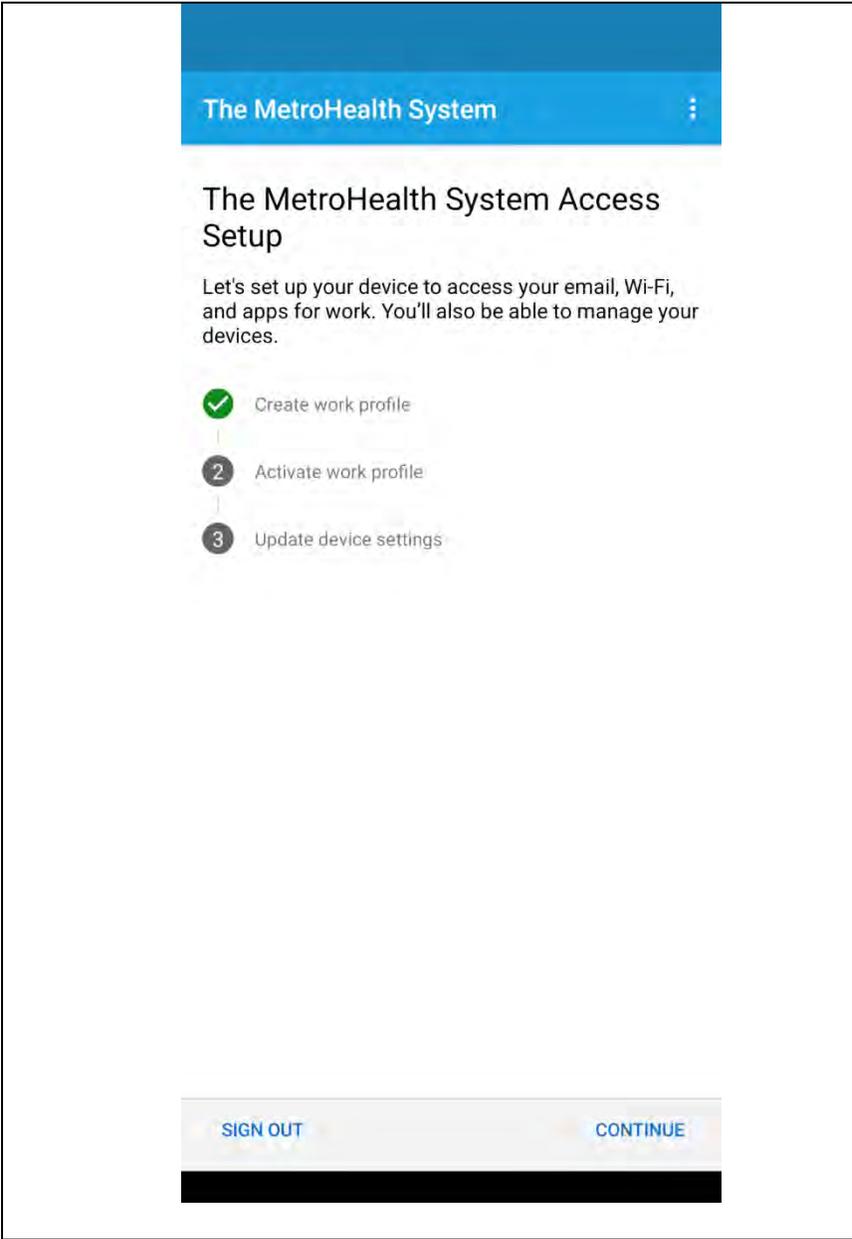
 <p>The screenshot shows a mobile application interface. At the top, there is a blue header bar with the MetroHealth logo and the text "The MetroHealth System". Below the header, the screen is mostly white with a thin blue progress bar and the text "Setting up your work profile..." centered on the screen. At the bottom, there is a black bar representing the mobile home indicator.</p>	<p>The screen will change setting up your work profile. This process can take 3-5 minutes.</p>
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Following the last page this screen will load next to finish creating the work profile on your device. Click **accept and continue** in the bottom right corner of the screen. This will take a few minutes to complete.



Once the profile is setup it will go to this screen. Click **Next** in the bottom right corner of the screen.

 <p>The MetroHealth System</p> <h3>The MetroHealth System Access Setup</h3> <p>Let's set up your device to access your email, Wi-Fi, and apps for work. You'll also be able to manage your devices.</p> <ul style="list-style-type: none">1 Create work profile2 Activate work profile3 Update device settings <p>SIGN OUT CONTINUE</p>	<p>It will take a moment to load to this page, Click continue in the bottom right.</p>
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Registering your device...

The screen will go to another loading page as it activates the work profile.

Choose the best category for this device

This category helps your company support provide access to company resources for this device. After setting this category, you must contact your company support to change it.

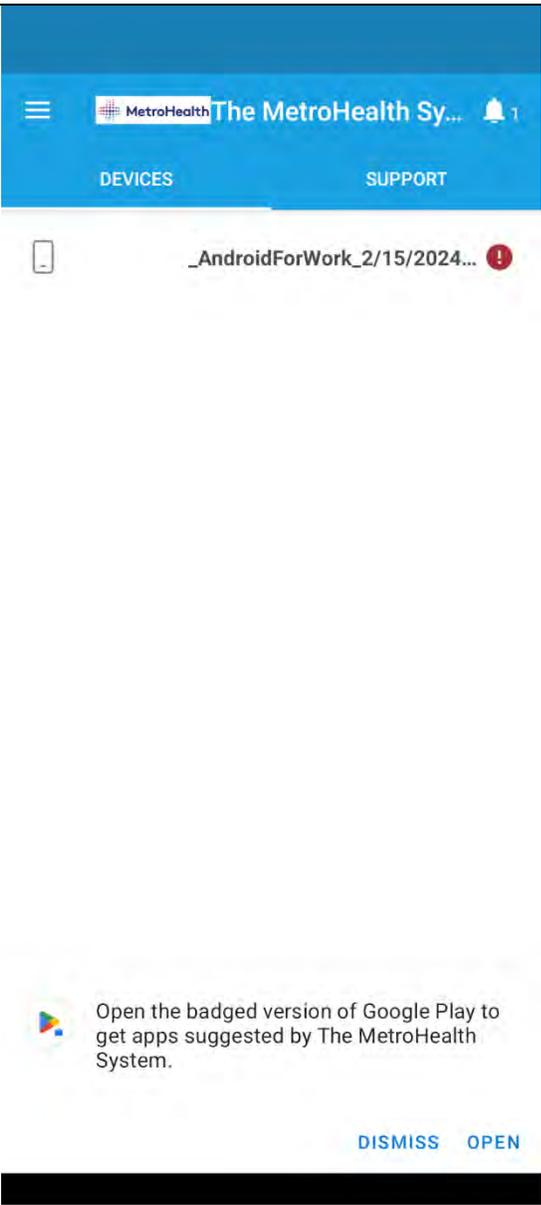
Categories

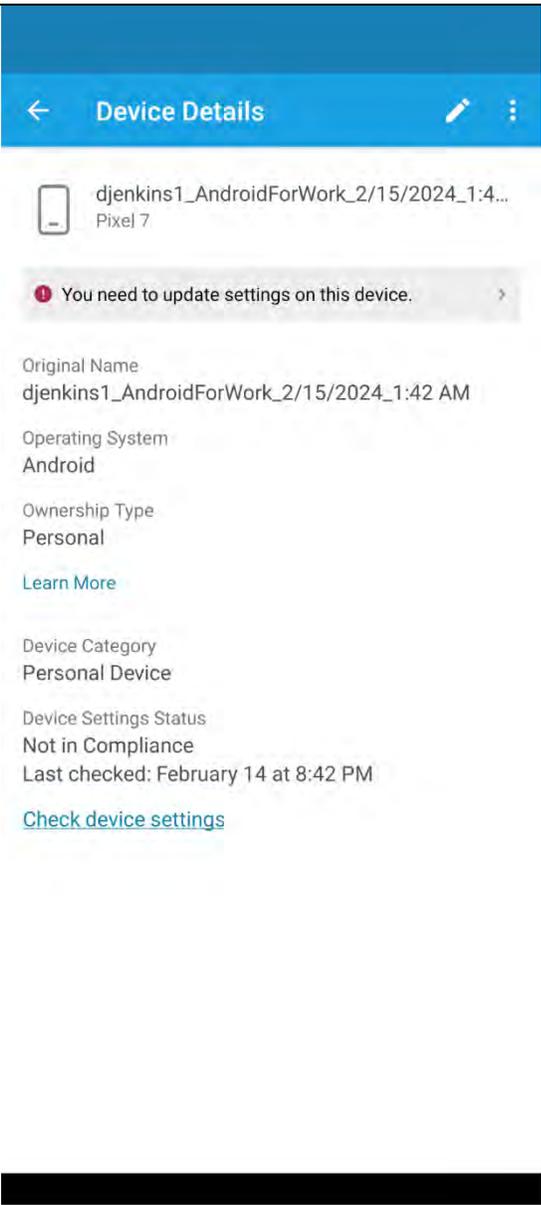
- MHS Device
- Personal Device
- Patient Use
- Ovatient Device

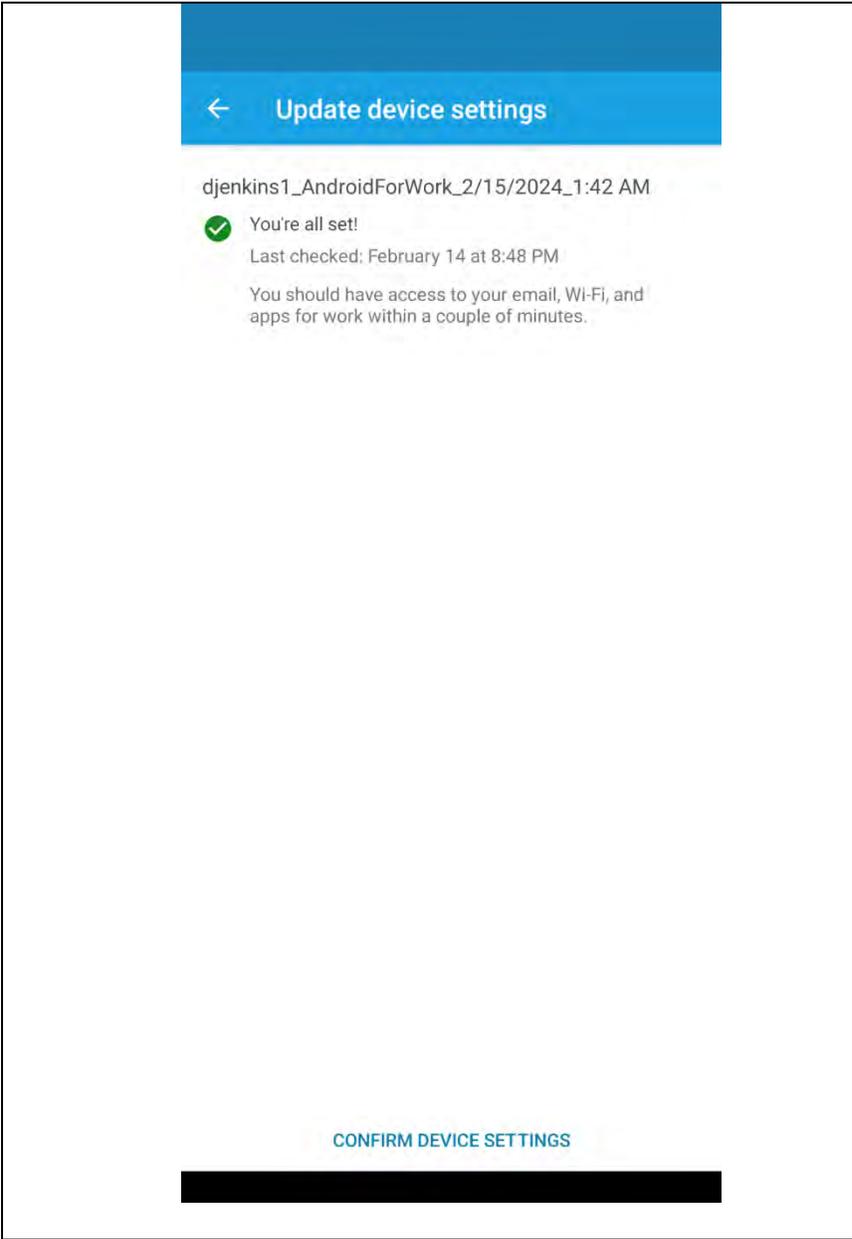
DONE

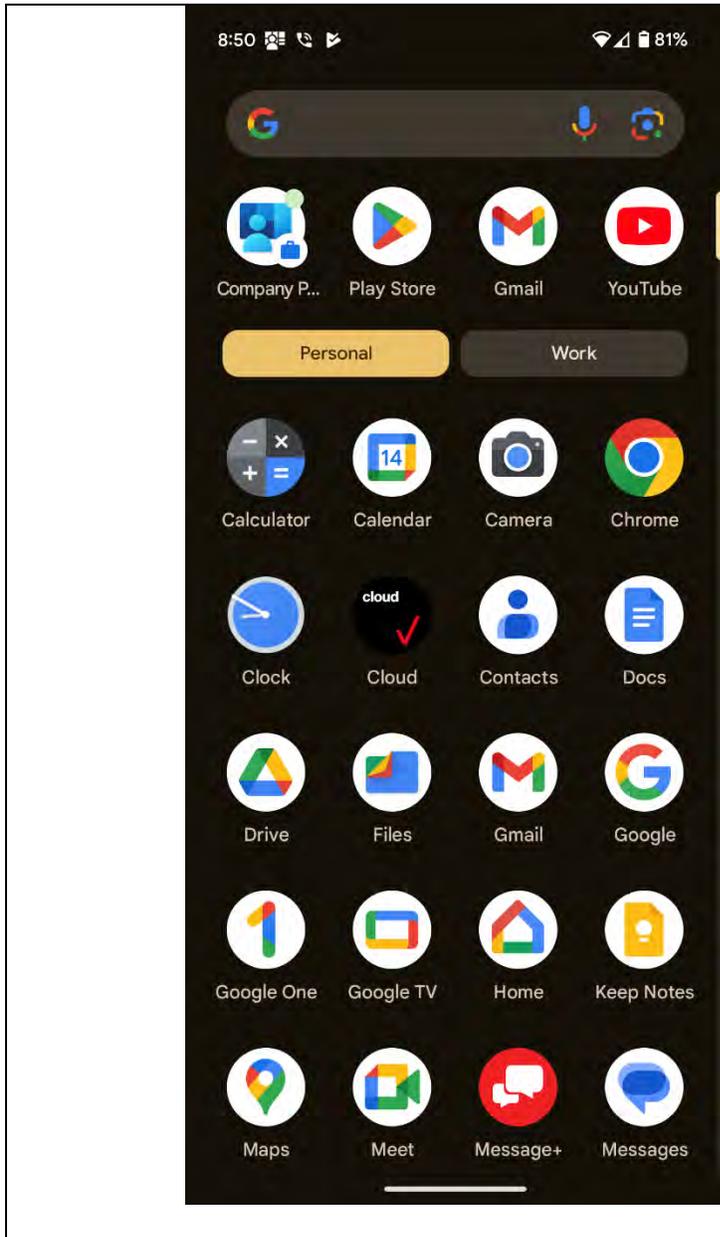
Once the profile is activated you will be prompted to select one of these options. For BYOD you will select **Personal device**.

The next page will say that “you’re all set” and you click the option of **Done**.

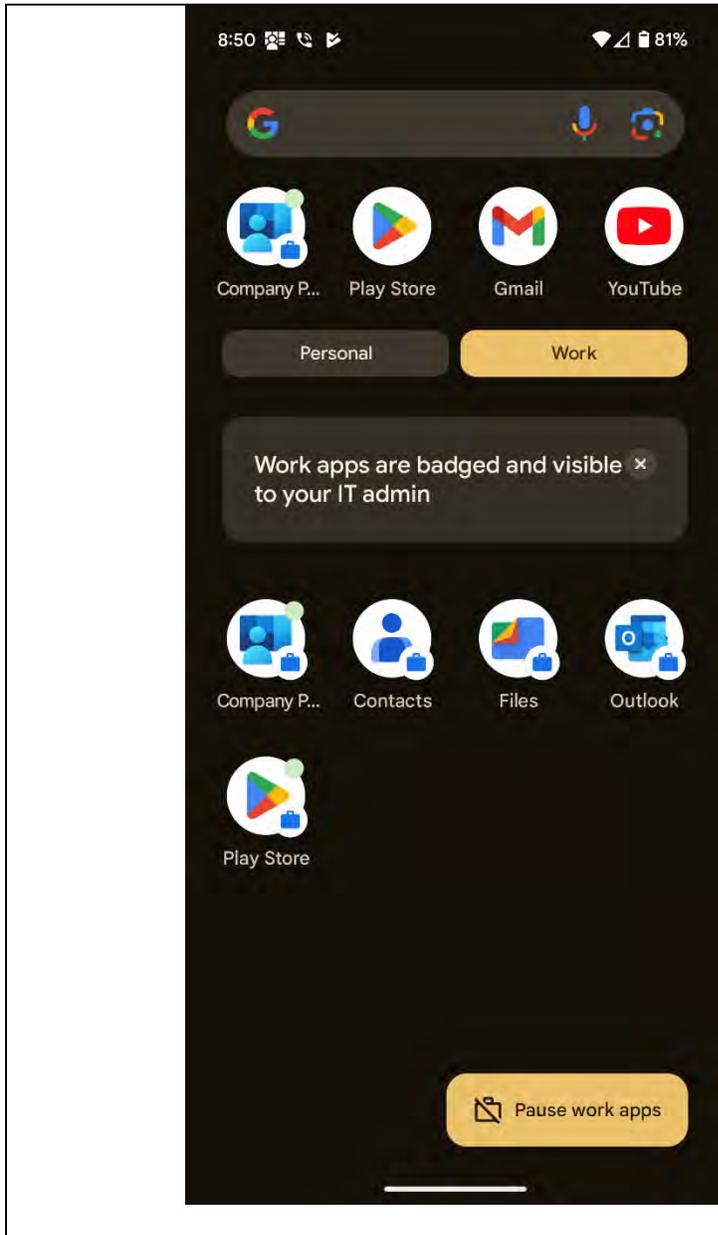
 <p>The screenshot shows the MetroHealth app interface. At the top, there is a blue header with the MetroHealth logo, the text "The MetroHealth Sy...", and a notification bell icon with the number "1". Below the header, there are two buttons: "DEVICES" and "SUPPORT". In the center of the screen, there is a notification for a device named "_AndroidForWork_2/15/2024..." with a red exclamation mark icon. At the bottom, there is a white notification card with the Google Play logo and the text "Open the badged version of Google Play to get apps suggested by The MetroHealth System." Below the card are two buttons: "DISMISS" and "OPEN". A black bar is visible at the very bottom of the screen.</p>	<p>Click the device in the center of the screen.</p>
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 <p>← Device Details</p> <p>djenkins1_AndroidForWork_2/15/2024_1:4... Pixel 7</p> <p>You need to update settings on this device.</p> <p>Original Name djenkins1_AndroidForWork_2/15/2024_1:42 AM</p> <p>Operating System Android</p> <p>Ownership Type Personal</p> <p>Learn More</p> <p>Device Category Personal Device</p> <p>Device Settings Status Not in Compliance Last checked: February 14 at 8:42 PM</p> <p>Check device settings</p>	<p>The device will start checking compliancy with the system before it will grant access to outlook and other apps.</p> <p>This process can take 10-15 minutes to fully check in and ensure that all policys are in place on the device and up to date.</p>
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 <p>The screenshot shows a mobile application interface. At the top, there is a blue header bar with a white back arrow and the text "Update device settings". Below the header, the device name "djenkins1_AndroidForWork_2/15/2024_1:42 AM" is displayed. A green checkmark icon is followed by the text "You're all set!". Below this, it says "Last checked: February 14 at 8:48 PM". A paragraph of text reads: "You should have access to your email, Wi-Fi, and apps for work within a couple of minutes." At the bottom of the screen, there is a blue button labeled "CONFIRM DEVICE SETTINGS" and a black rectangular bar.</p>	<p>Once compliancy is completed you will see this screen.</p> <p>Once here go ahead and close out the company portal app and go to your home screen.</p>
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Swipe up from the bottom and you will see that you now have the selection of **Personal** and **Work**.
Select **Work**.



Outlook and Teams will automatically install onto the device if you are connected to wifi during the enrollment however it will take some time for it to download automatically.

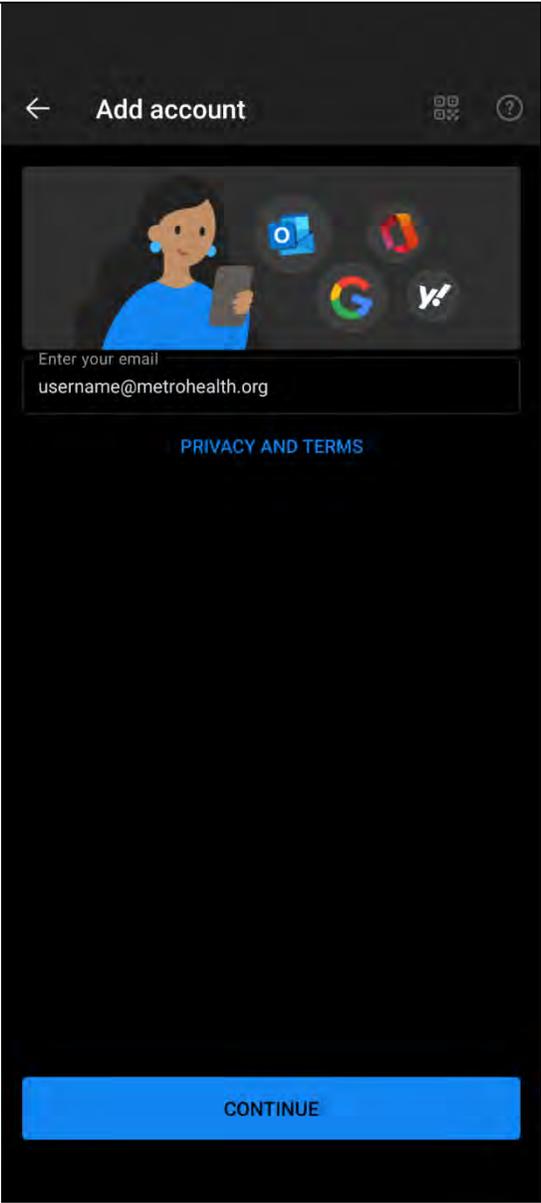
Alternatively, you can click the Play store shown on the picture and download it from there.

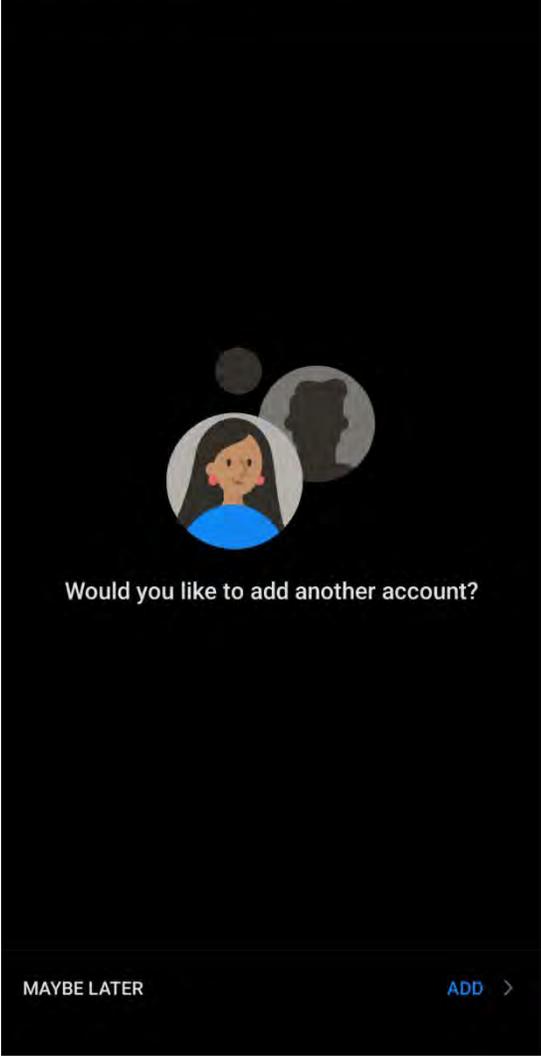
When it does download follow the instructions below

Click **Outlook**.

Note any app with the Briefcase icon on it is an app that falls under the work profile side of apps and is not a on the personal side of your phone.

	 <p>The image shows a mobile app welcome screen for Outlook. It features a dark background with a cluster of colorful icons (Outlook, Google, OneDrive, Word) in the center. Below the icons, the text reads "Welcome to Outlook" followed by "Bring all your emails, contacts, files and calendars together." At the bottom, there are two buttons: a large blue "ADD ACCOUNT" button and a smaller white "CREATE NEW ACCOUNT" button.</p>		<p>Click Add Account.</p>
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	<p>Sign in to the outlook with your MetroHealth email address.</p>
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	<p>Add another account</p>  <p>Would you like to add another account?</p> <p>MAYBE LATER ADD ></p>		<p>Click Maybe later.</p>
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screen tap, **Continue**.

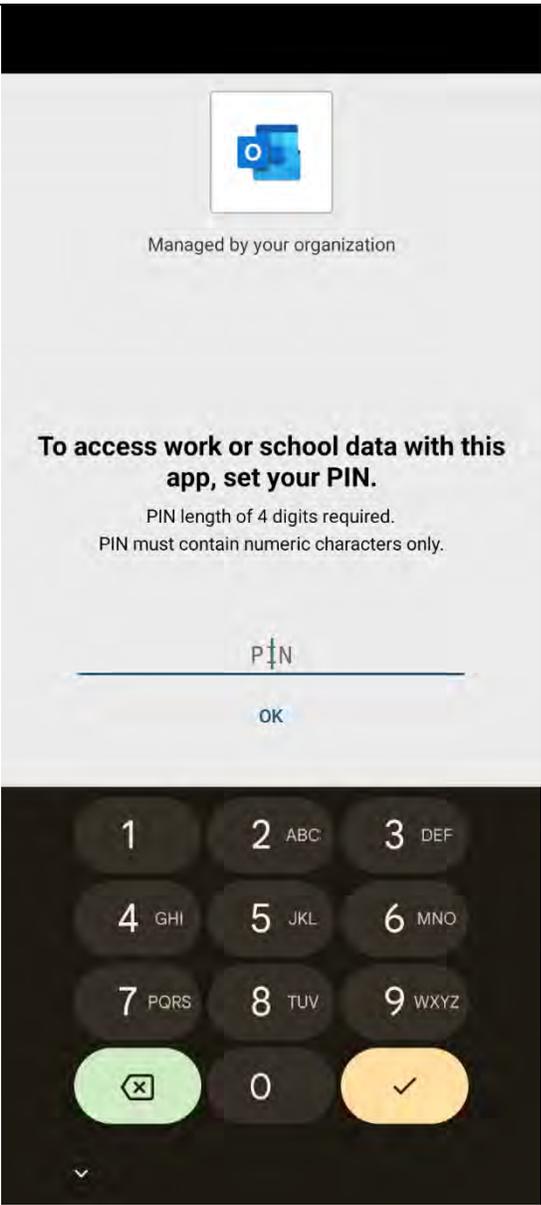
Get Access

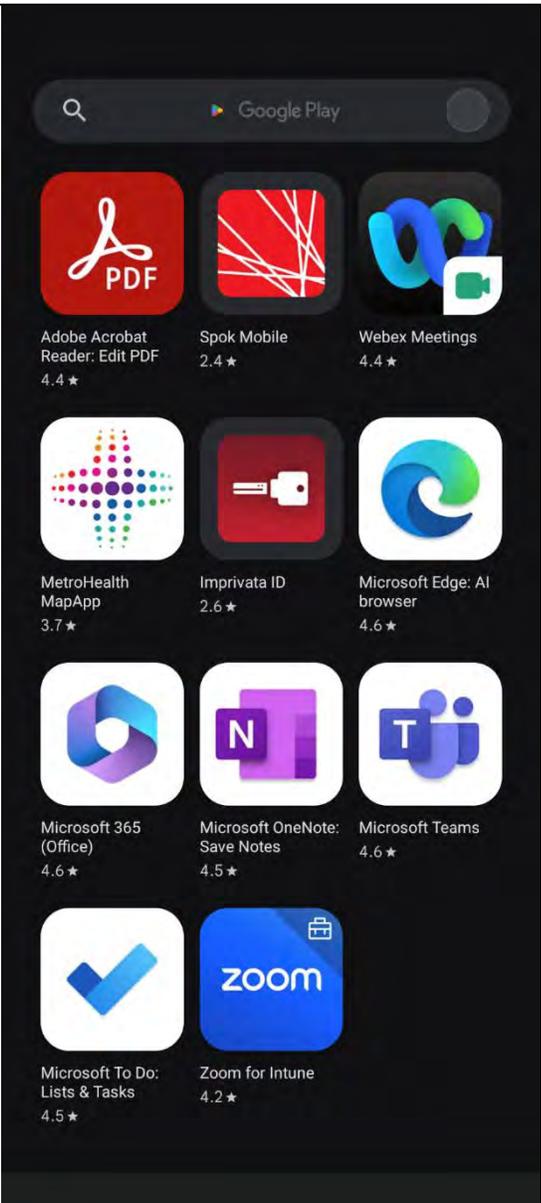
Your organization protects data in this app. You might need to set some things up to access your work or school data.

[Learn more about app protection.](#)

-
- ✓ Recently connected
 - ✓ Device is supported
 - ✓ Everything's up-to-date
 - ✓ Device is healthy

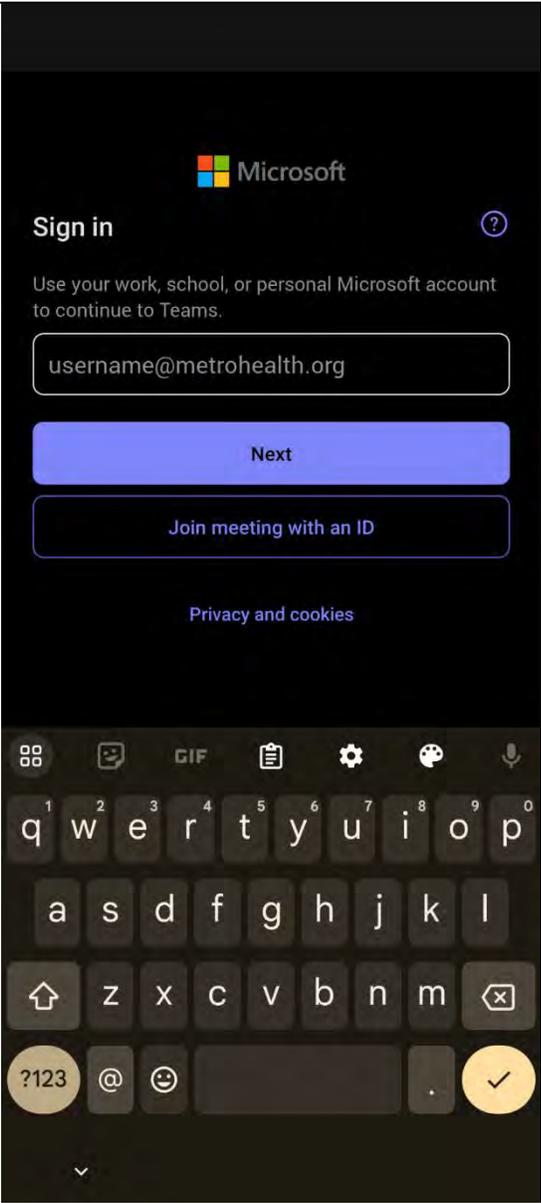
CONTINUE

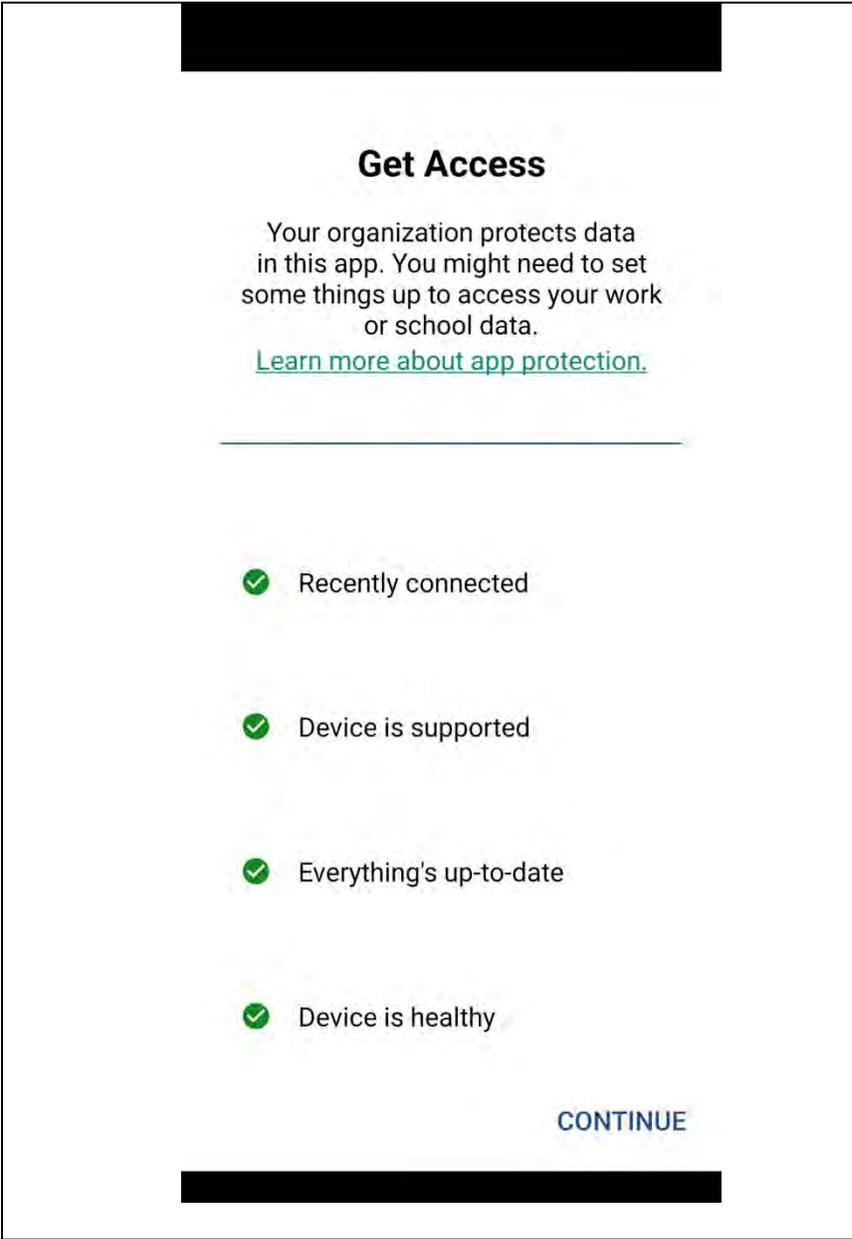
 <p>The screenshot shows the Outlook mobile app's PIN setup screen. At the top, there is an Outlook logo and the text "Managed by your organization". Below this, a bold instruction reads: "To access work or school data with this app, set your PIN." Underneath, it specifies "PIN length of 4 digits required. PIN must contain numeric characters only." A text input field labeled "PIN" is shown with a cursor. Below the field is an "OK" button. At the bottom, a numeric keypad is displayed with buttons for digits 1-9, 0, a backspace key, and a checkmark key.</p>	<p>Create a 4 digit pin code, it will make you type it in a 2nd time to re-verify it.</p> <p>This code never expires and can be changed anytime at the login page when opening up the outlook app.</p> <p>On the next page when it prompts you to allow notification click Allow if you would like to be notified of any new emails.</p> <p>After this close out outlook and go back to your home screen.</p> <p>Swipe up from the bottom again and go into the work profile once more and click Play store.</p>
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Click **Microsoft Teams**.
Click **Install** and once it is installed click **Open**.

You will come to a page asking if you would like to allow notifications for new messages and chats, click **Allow** if you would like to receive them.

 <p>The screenshot shows the Microsoft Teams sign-in interface. At the top, the Microsoft logo is displayed. Below it, the text 'Sign in' is followed by a help icon. A message states: 'Use your work, school, or personal Microsoft account to continue to Teams.' A text input field contains the email address 'username@metrohealth.org'. Below the input field are two buttons: a blue 'Next' button and a white 'Join meeting with an ID' button. At the bottom of the screen, there is a link for 'Privacy and cookies' and a virtual keyboard with various icons and keys.</p>	<p>Sign in to the Teams with your MetroHealth email address.</p>
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 <p>Get Access</p> <p>Your organization protects data in this app. You might need to set some things up to access your work or school data.</p> <p>Learn more about app protection.</p> <hr/> <ul style="list-style-type: none">✓ Recently connected✓ Device is supported✓ Everything's up-to-date✓ Device is healthy <p>CONTINUE</p>	<p>Click Continue.</p> <p>On the next page it will ask you to click through 3 prompts showing you how to use the teams app. Once you click through them you will then be presented with your teams messages.</p>
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	<p>If by this point you have not been prompted to change your pin code to your phone then swipe down from the top to your notifications and you should see a notification to update your device passcode.</p> <p>If no notification is there then go into phones settings>Security and Privacy (for google pixel) Lock screen and security (Samsung)>device unlock (Pixel) Screen lock type (Samsung)> for both you will select Pin and change it from there.</p> <p>The Pin code must be atleast 6 characters if using letters and numbers and if only using numbers then the minimum is 8 digits. <u>THIS CODE CHANGES EVERY 90 DAYS.</u></p> <p>If you ever forget this code please call the service desk right away for them to reset the pin code.</p>
	<p>After the pin code is changed you're free to access Metro related apps.</p>

Intune Quick Tips

Phone Unlock Passcode

Passcode must be enabled.

Passcode must be at the least 6 letters and numbers long or 8 numbers long.



Passcode must be changed every 90 days.

Cannot use your last 5 passcodes.

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, not the device default browser

Remove Android Work Profile from Device

	<p>Click device Settings. Click Accounts and backup. Click Manage accounts. Click Work. Click Work account and then Remove account. Click Managed account and then Remove account.</p>
	<p>Click device Settings. Click Work profile. Click Other security settings. Click Device admin apps. Turn off Company Portal and Delete.</p>
	<p>Uninstall Intune Company Portal using Play Store.</p>