

Mobile Device Management

Enrolling iOS Devices


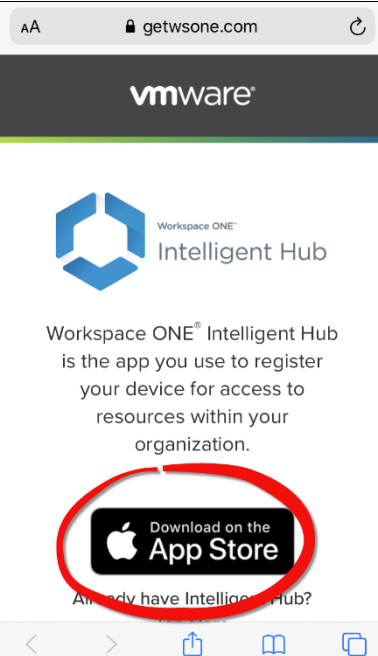
CAND IT Department
1/16/2020

Workspace ONE (previously “AirWatch”) is the Mobile Device management (MDM) system used by the entire judiciary. It’s required for all court-owned iPhones and iPads, and will be available for laptops in the future. After you receive the enrollment email from the system (see Step 1), follow the steps below.

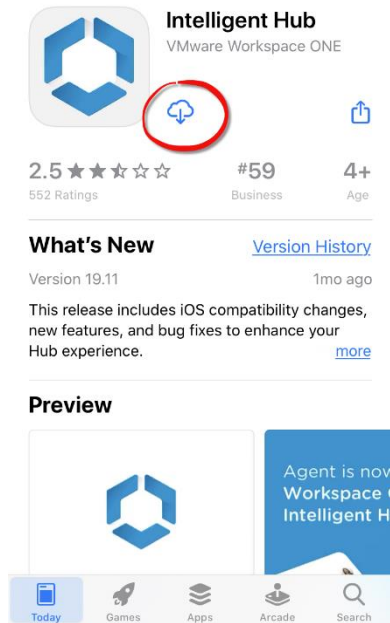
The process below should automatically go back and forth between the new “Hub” app, websites, and your device settings, but you may need to switch back and forth manually if it gets stuck or takes to long on a screen, so it’s recommended for you to close out of all apps besides email before you begin. After enrollment, your device will have one new Profile (security setting) plus three new apps, and CAND IT will be able to keep it updated and secure, as they are required to do.

For more information on Workspace ONE, please see <http://home.cand.circ9.dcn/ios/mdm/>

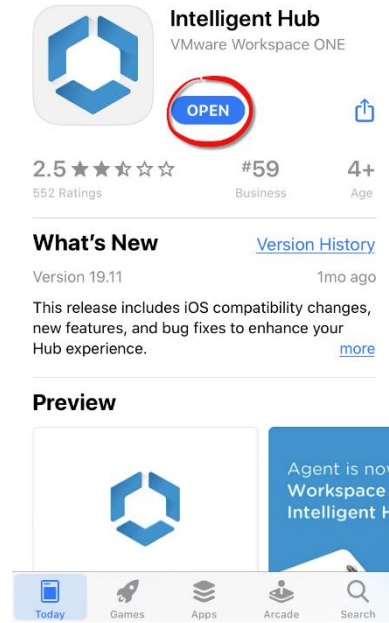
All questions and support requests should be sent to CANDHelp@gmail.com, or call 415-522-2011.

<p>STEP 1)</p> <p>You will be receiving an email from US Courts Mobile Device Management (AirWatchMDM@ao.uscourts.gov), with the subject “CAND Mobile Device Management Enrollment”. If you don’t have the email yet, contact IT, as you cannot continue the process without it.</p> <p>To start the process, access the email <u>from your iPhone and/or iPad</u> (you’ll need to do this process on all your iOS devices).</p> <p>Tap the link in the email to https://getwsone.com to test if you have the Intelligent Hub app on your device, and follow these steps...</p>	<p>2) If you don’t have the app, you’ll be prompted to install it.</p> <p>You can also go directly to the App Store and download Intelligent Hub from VMware.</p>  <p>If you do have the app, skip to step 5.</p>	
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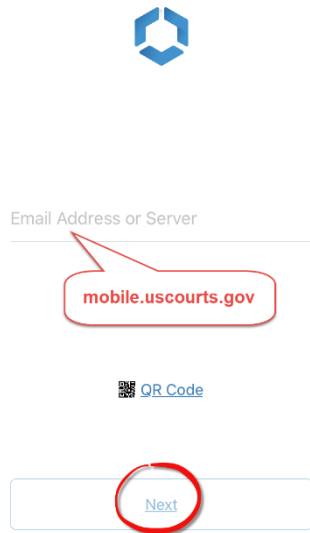
3) Download the app.



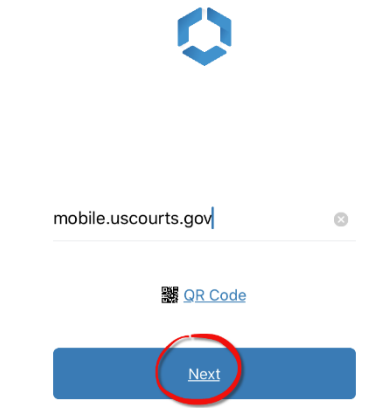
4) Once installed, tap **OPEN**.



5) When launched, **Hub** will prompt for "Email Address or Server". Enter **mobile.uscourts.gov**
Do not enter an email address here!



6) Enter **mobile.uscourts.gov** and tap **Next**.



6) You'll then be prompted for a **Group ID**. Enter **CAND**

mobile.uscourts.gov

Group ID **CAND**

QR Code

Next

7) ...then tap **Next**.

mobile.uscourts.gov

cand

Next

8) Enter your **court email address** and your **JENIE password**, then tap **Next**.

<

Username **Your Court Email Address**

Password **Your JENIE password**

Next

9) Tap **Save Password**

We value your privacy

We don't collect We may collect

Messages
Keep text messages private.

Personal Email
All of your passwords are private.

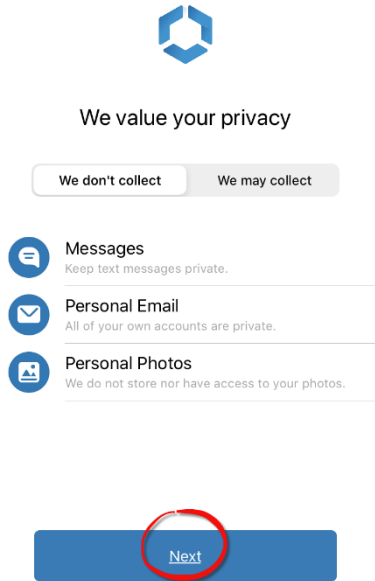
Would you like to save this password in your iCloud Keychain to use with apps and websites on all your devices?

You can view and remove saved passwords in Passwords & Accounts settings.

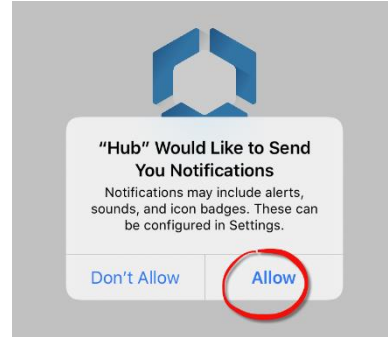
Save Password

Not Now

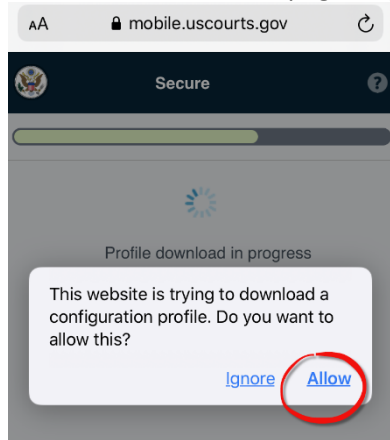
10) This screen is information only, and displays what data will and won't be collected. Tap **Next**.



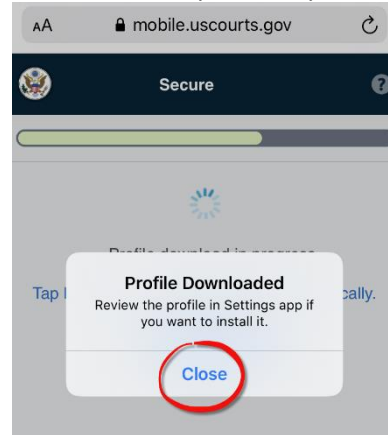
11) Tap **Allow**.



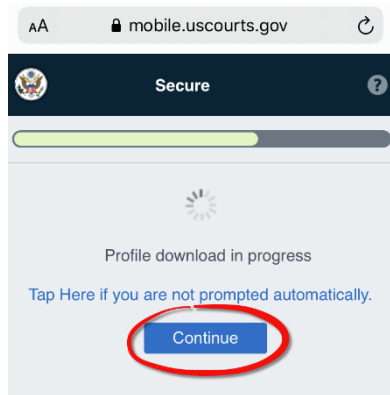
12) You'll then be sent to a web page. Tap **Allow**.



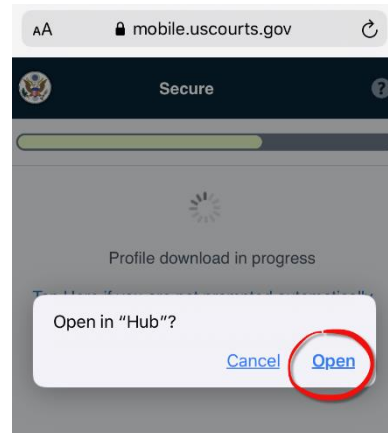
13) After download completes, tap **Close**.



14) Tap **Continue**



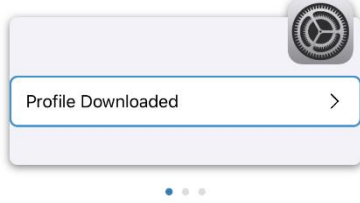
15) The site will send you back to the **Hub** app. Tap **Open**.



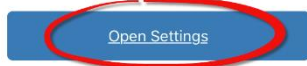
16) The **Hub** app will now send you to your device's Settings app. Tap **Open Settings**.

Almost done!

Just a few more steps to enable Workspace Services on your device.

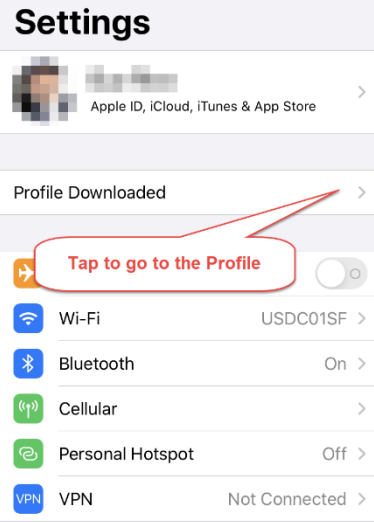


1. In the 'Settings' app, locate and tap "Profile Downloaded".
2. Install the "Workspace Services" Profile.
3. Trust "Remote Management".



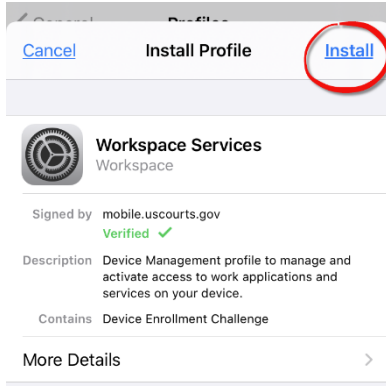
[Retry downloading Profile](#)

17) In your **Settings** app, tap **Profile Downloaded**.

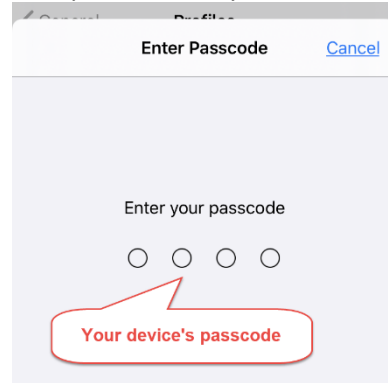


If you don't see this, scroll down to **General > Profiles and Device Management**, and tap **Workspace Services**.

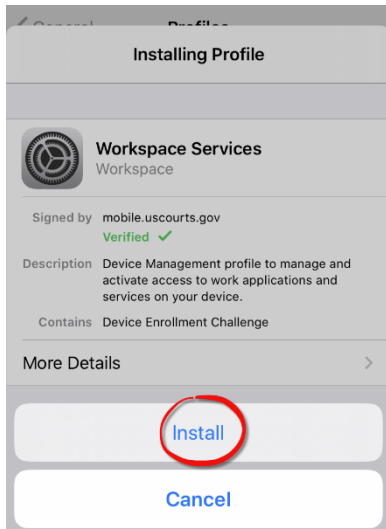
18) Tap **Install**.



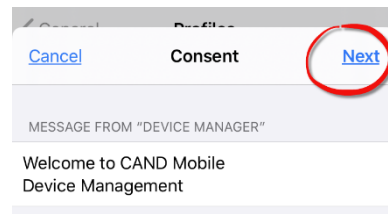
19) Enter the passcode for your device.



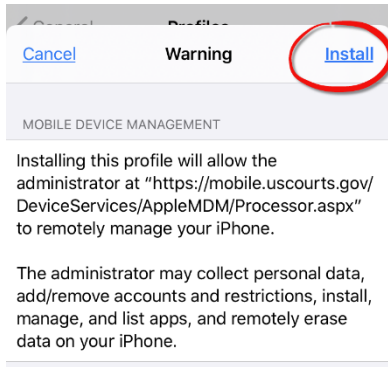
20) Tap **Install**.



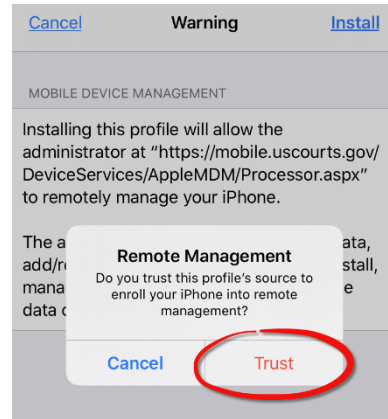
21) Tap **Next**.



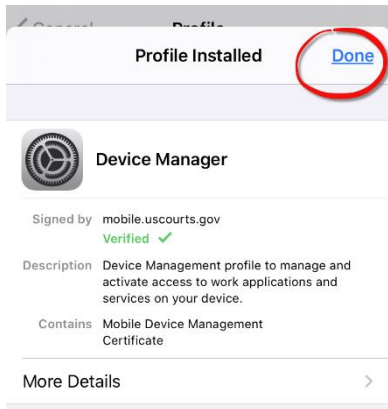
22) Tap **Install**.



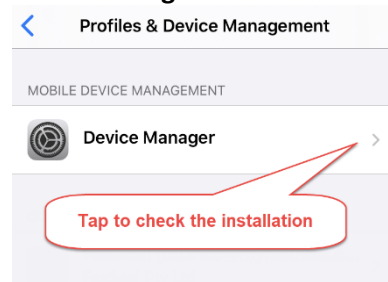
23) Tap **Trust**.



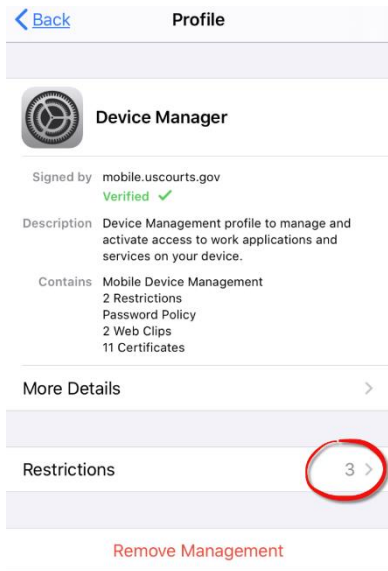
24) Tap **Done**.



25) Tap **Device Manager** to check the installation.



26) Tap **Restrictions**.



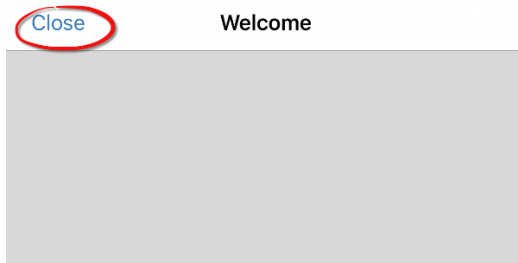
27) If you see these restrictions, you are done with the Settings app. If not, contact CAND IT.



28) Go back to the **Hub** app and tap **Close**.

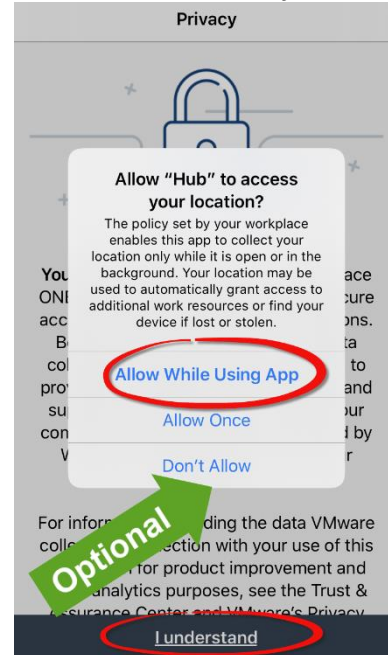
If Hub gets stuck and does not load after a minute or so, close out of the app (swipe up) and relaunch it. You may need to log in again.

You'll then be prompted to complete the setup...

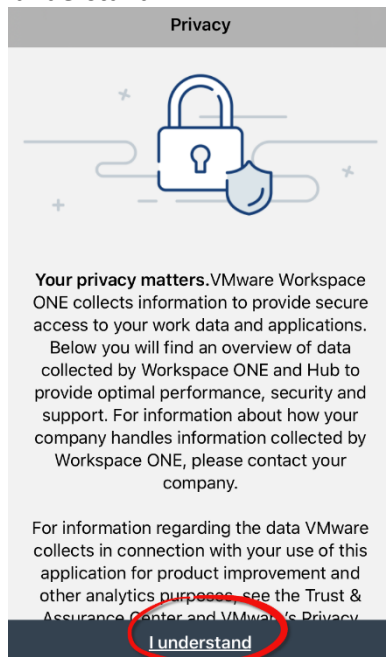


29) The **Hub** app can share the location of your device with the MDM system, which can be very useful if lost or stolen. CAND IT recomends allowing, but it's up to the user.

- See **NOTES at the end of this document**.



30) Tap **I understand**.



31) **Optional** - This setting allows the developer to gather anonymous data for improving the app.



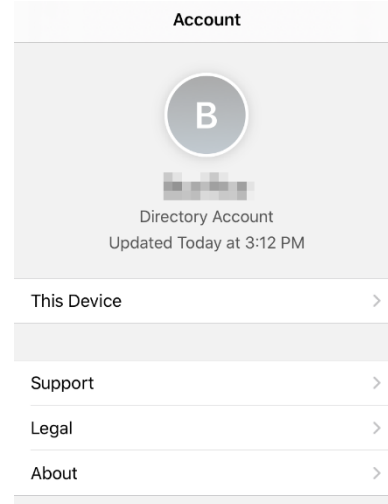
32) If you see this screen, tap **Done**.



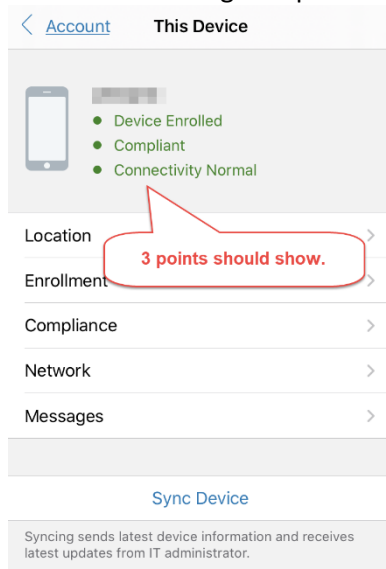
Your IT department will provide you access to a wide variety of company resources and apps and notify you if further action is required.



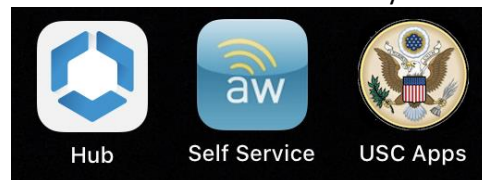
33) You should now see your account. Tap **This Device**.



33) Check that there are 3 green points showing.



34) **DONE!** You should now have 3 new apps on your device. Please do not delete any of them.



Hub is the app that supports the Mobile Device Management (MDM).

Self Service is a web site that can provide end user assistance with their devices. This is usually used only by CAND IT.

USC Apps has a selection of judiciary and locally supported apps which you can choose to install. In the future, more apps will be made available, and some may become mandatory.

NOTES:

- **iPhones:** When complete, go to **Settings > Personal Hotspot** and make sure it's set to **OFF**. Leaving Personal Hotspot set to ON when not required will cause network problems with any computer it's connected to by USB cable, as well as battery drain.
- If you chose to share Location Awareness (#29), you will be prompted later if you'd like to "**Always Allow**" or keep as sharing only while using the app. Choosing "Always Allow" helps CAND IT to find your device if it's ever lost or stolen.
- You may change your location awareness settings at any time from **Settings > Hub > Location**. Options are: **Never, Ask Next Time, While Using the App, or Always**. IT recommends **Always**.

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