Intune Enrollment on Apple Devices

Revised February 2024

UAB Health System
Information Services

This covers how to install Microsoft Intune Mobile Device Management on your Apple iPhone. The installation process may change slightly as Apple updates its software, but shouldn't be substantially different from what you see here. The same is true if you're installing on an iPad.

2

Intune encrypts your device and requires you to set a long passcode or a biometric ID to use it. It also allows the device to connect to our secure Wi-Fi network. We require these safeguards to prevent unauthorized individuals from accessing Protected Health Information (PHI) or other sensitive data.

Although HSIS can't use Intune to view your personal information, it's an added layer of security for your device, even if you own it. If you don't want to install Intune, you may be eligible to get a Basic Work Device — check with your department.

Please note that you are prohibited from storing PHI in third-party applications like Notes that sync data through iCloud.
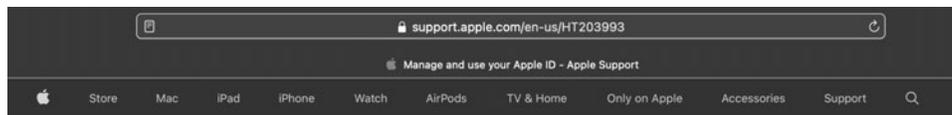
Security info

Keep your verification methods and security info up to date.

UPDATE INFO >

You must be enrolled in Multi Factor Authentication to proceed. If you haven't done that yet, please refer to the MFA tutorial before proceeding. If you're already enrolled in MFA, you can install Intune on any data network.

You will also need an Apple ID, which lets you use Apple services like the mobile App Store. An Apple ID is always an email address. If you're installing Intune on a personal device, you may already have one set up with your own email address. It's better to use it rather than your uabmc.edu address as your Apple ID, even if you're installing on a Basic Work Device. This will make it easier to purchase any apps and take them with you when you leave UAB.

Consult Apple's support page, shown here, for more information on Apple ID.

7:36

< Back   **Face ID & Passcode**

detection may not work with some sunglasses. Face ID will always require attention when you're wearing a mask.

Attention Aware Features

iPhone will check for attention before dimming the display, expanding a notification when locked, or lowering the volume of some alerts.

Stolen Device Protection   Off

Turn On Protection

This adds another layer of security when iPhone is away from familiar locations such as home and work. Face ID is required to access certain data and a delay prevents quick changes to security settings. Learn more about Stolen Device Protection...

Turn Passcode Off

Change Passcode

Require Passcode   Immediately >

UNLOCK WITH APPLE WATCH

Franklin's Apple Watch

Use the secure connection to your Apple Watch

If you're running iOS version 17.3 or later, open the Settings app and navigate to Face ID & Passcode, as shown. Look for Stolen Device Protection and make sure it's turned off. (You can re-activate it after Intune installation is complete.)

11:51

< Search

Intune Company Portal
Company resources on the go

256K RATINGS	AGE	CHART	DEVELO
4.5 ★★★★½	4+ Years Old	#59 Business	Microsoft C

What's New

Version History

Version 4.12.0

1mo ago

We fixed some wiring, moved some code around, and generally made Intune better. We updated your   more

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Open the App Store on your device and search for "Intune company portal". Next, install the app, which is called Comp Portal. After installing it, tap Open or navigate to the app on your home screen and launch it from there.
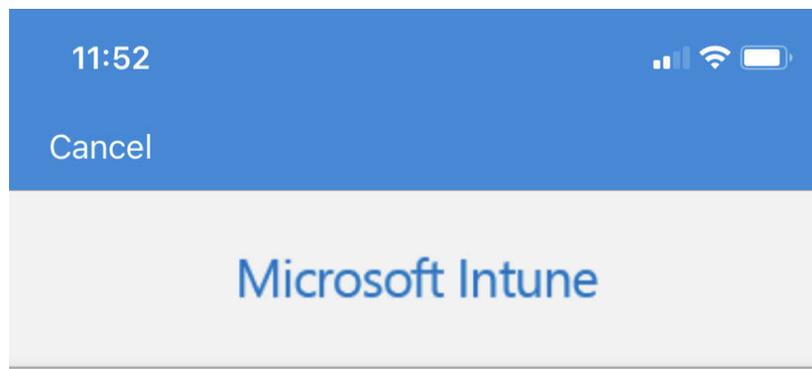
You'll see a Microsoft Intune Sign In screen like this. Enter your full uabmc.edu email address (someone@uabmc.edu) and tap Next. **Make sure not to enter your uab.edu email address by mistake**.

UAB MEDICINE

← ftessler@uabmc.edu

Enter password

••••••••••••

Forgot my password

Sign in

Please enter your uabmc ID in the form of "email@uabmc.edu".

Now, enter your uabmc.edu password and tap Sign In. This is the same password you use to log in to IMPACT and other systems.

Approve sign-in?

UAB Health System
ftessler@uabmc.edu

Deny | Approve
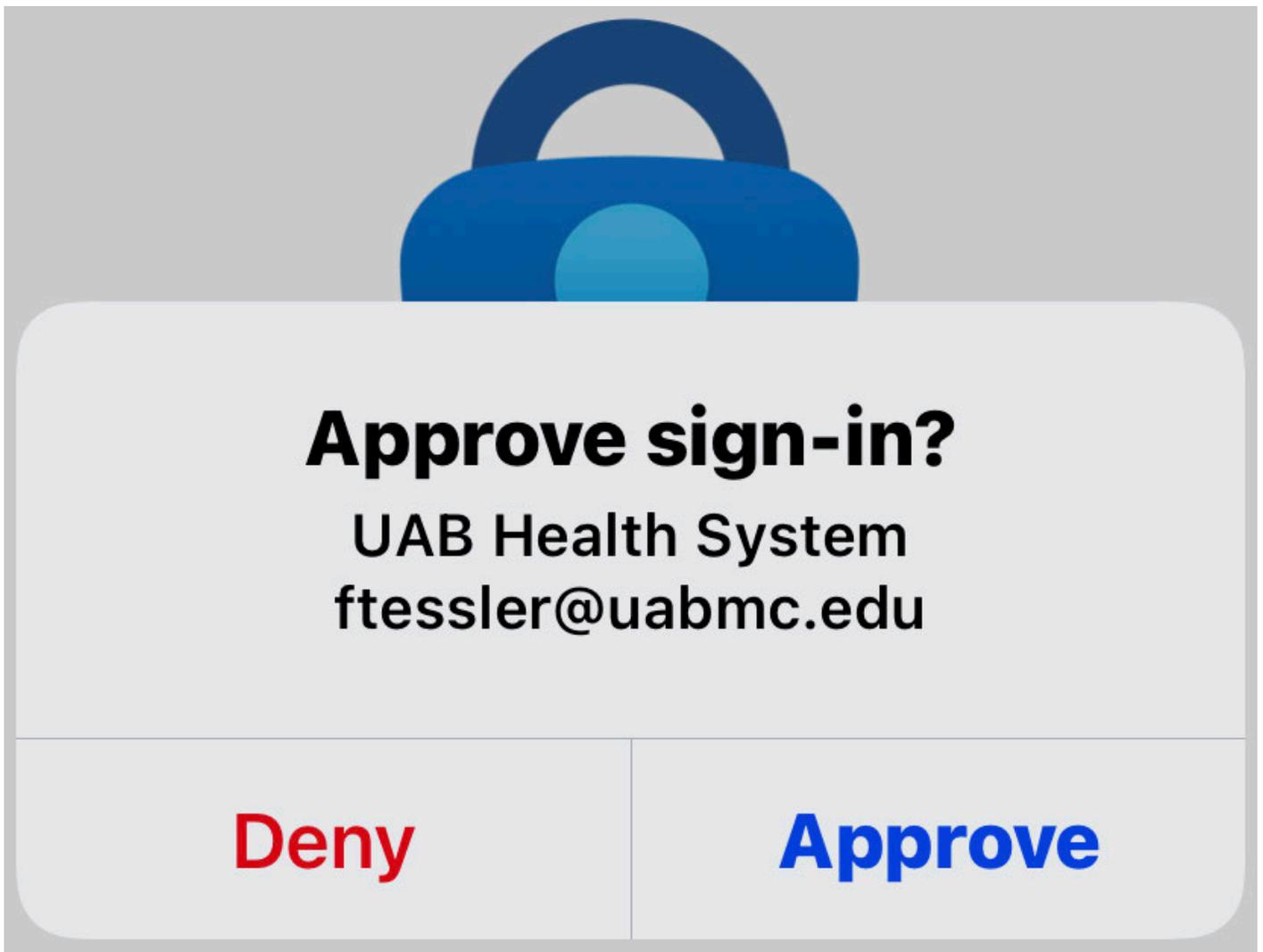
This is where Multi Factor Authentication comes in. You'll be asked to approve the sign in request using the method you specified when you enrolled in MFA. In most cases, that will involve the same device that you're installing Intune on. In this example, you would respond to the approval notification and tap Approve to proceed.

11:54

UAB Health Systems

Set up UAB Health Systems access

Set up your device to access your email, devices, Wi-Fi, and apps for work.

① Review privacy information

② Download management profile

③ Install management profile

④ Check device settings

Learn more

Begin

Postpone
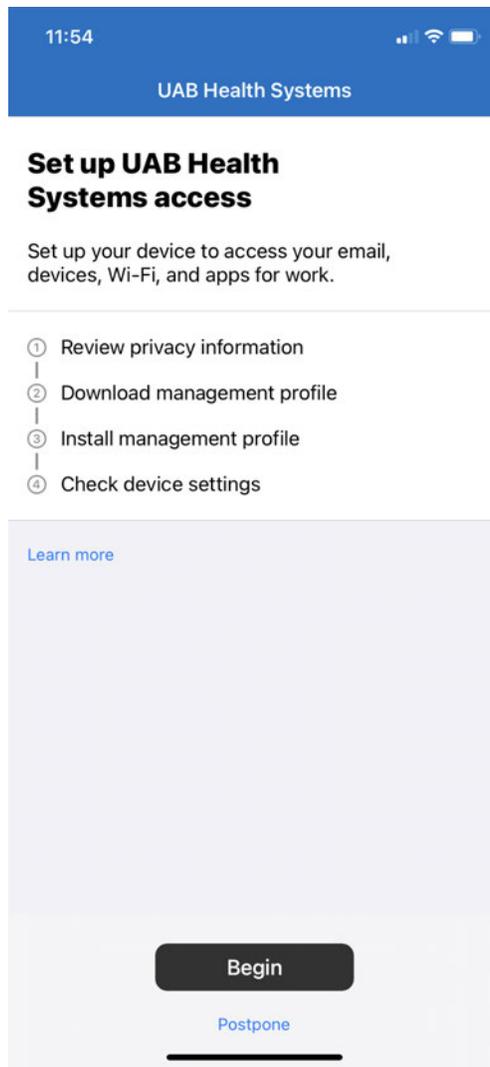
You'll see a screen with four installation steps, as shown here. Tap the Begin button at the bottom to go to the next step.
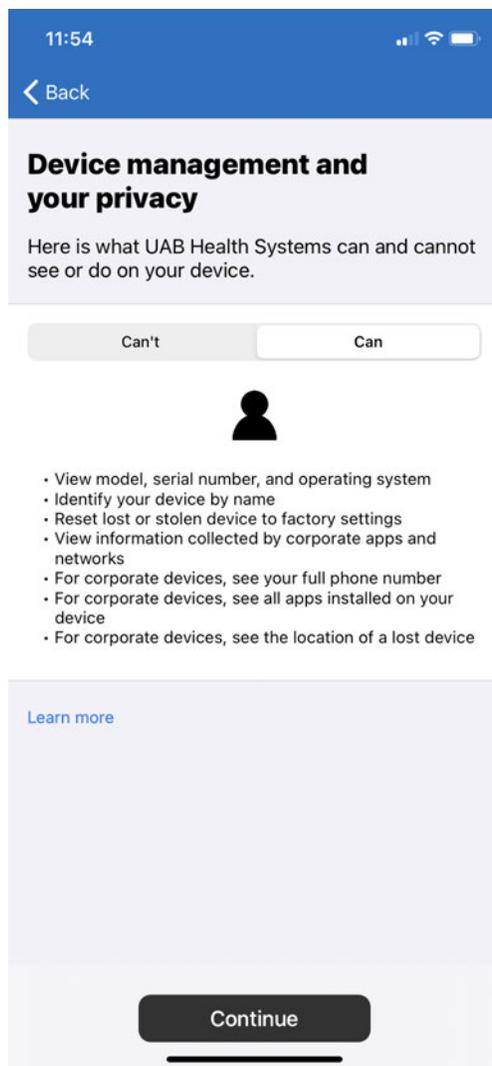
This screen shows you how Mobile Device Management with Intune affects your privacy. You can display what HSIS Can't and Can do by tapping the appropriate tab. Tap Continue when you're ready to go ahead with the installation.
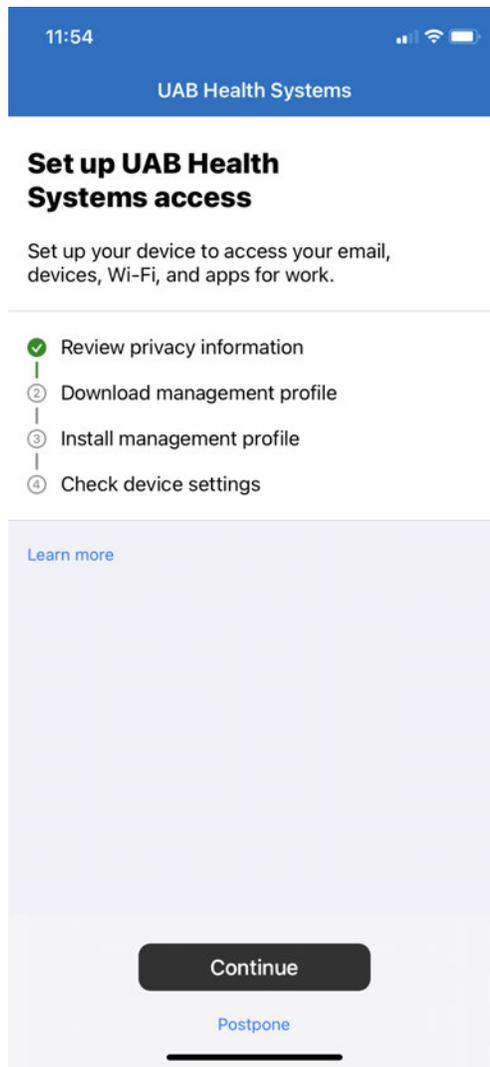
A check mark will appear next to the first step. Tap Continue at the bottom of the screen to proceed.

Download management profile

When prompted, select **Allow** to download the profile.

After it downloads, select **Done** to continue.

Downloaded the management profile? Continue now.

This website is trying to download a configuration profile. Do you want to allow this?

Ignore   **Allow**

Next, you'll be asked for permission to download a configuration profile for Intune to your device. Tap Allow to go to the next step.

Download management profile

When prompted, select **Allow** to download the profile.

After it downloads, select **Done** to continue.

Downloaded the management profile? Continue now.

Profile Downloaded

Review the profile in Settings app if you want to install it.

Close

Once the profile has been downloaded to your device, which shouldn't take too long, tap Close.
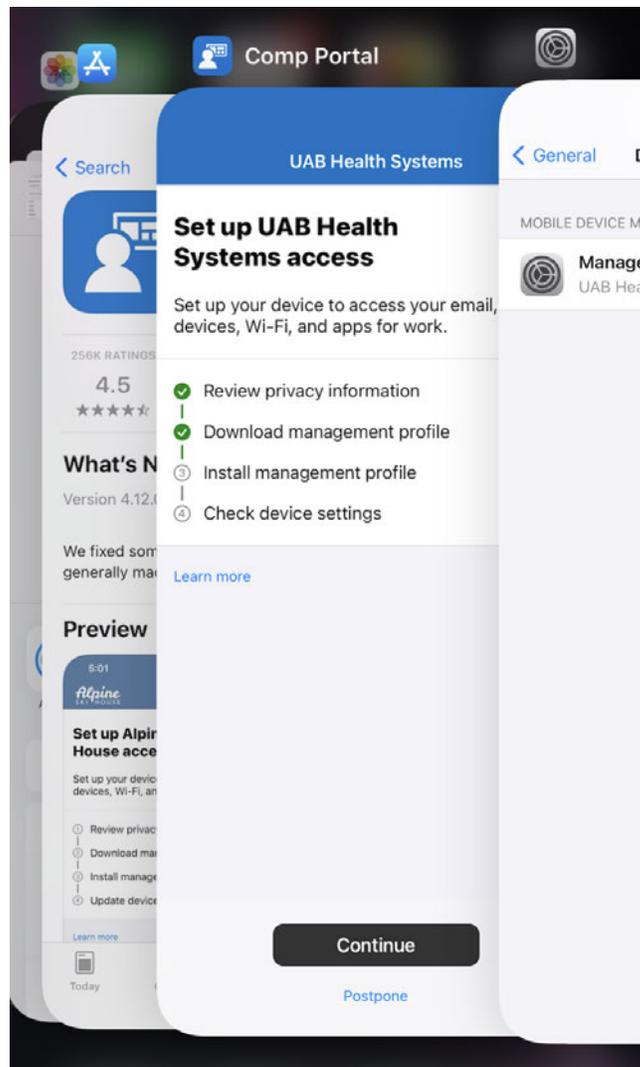
Now, go to the Settings app on your device. You can do this by going to your home screen and tapping the Settings icon or by using the app picker to go directly to the Settings app, as shown here.

Settings

Apple ID, iCloud, Media & Purchases

Finish Setting Up Your iPhone   1   ›

Profile Downloaded   ›

✈	Airplane Mode		⬜
📶	Wi-Fi		›
*	Bluetooth	On	›
📡	Cellular		›
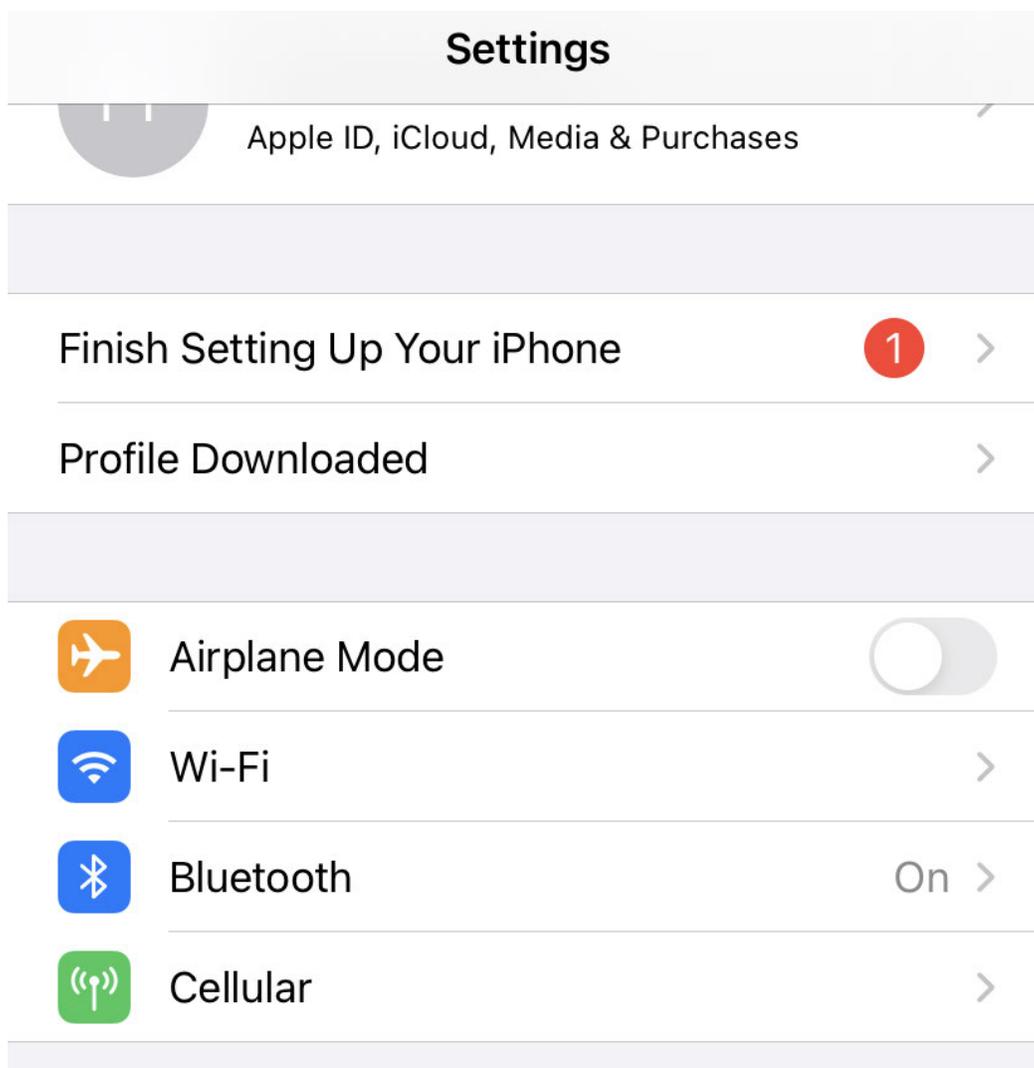
In the Settings app, tap Profile Downloaded. The profile contains everything Intune requires to set up your device for work use.

Cancel   **Install Profile**   Install

Management Profile

Signed by   IOSProfileSigning.manage.microsoft.com
            Verified ✔

Description   Install this profile to get access to your company apps

Contains   Device Enrollment Challenge

More Details   ›

Remove Downloaded Profile
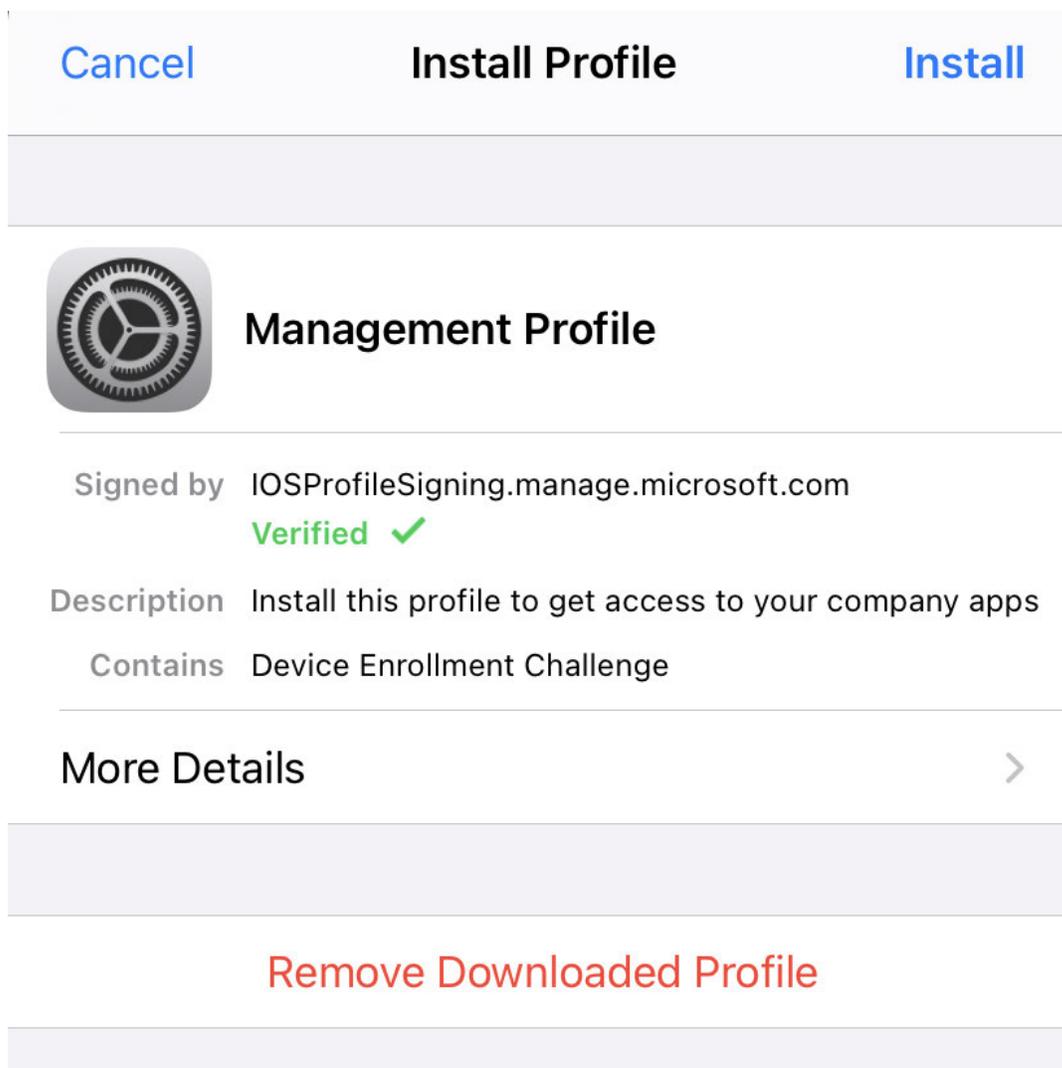
Tap Install at the top right. You'll have several opportunities to confirm that you want to go ahead with the installation.

Installing Profile

Management Profile

Signed by IOSProfileSigning.manage.microsoft.com
Verified ✓

Description Install this profile to get access to your company apps

Contains Device Enrollment Challenge

More Details   >

Remove Downloaded Profile

Install

Cancel
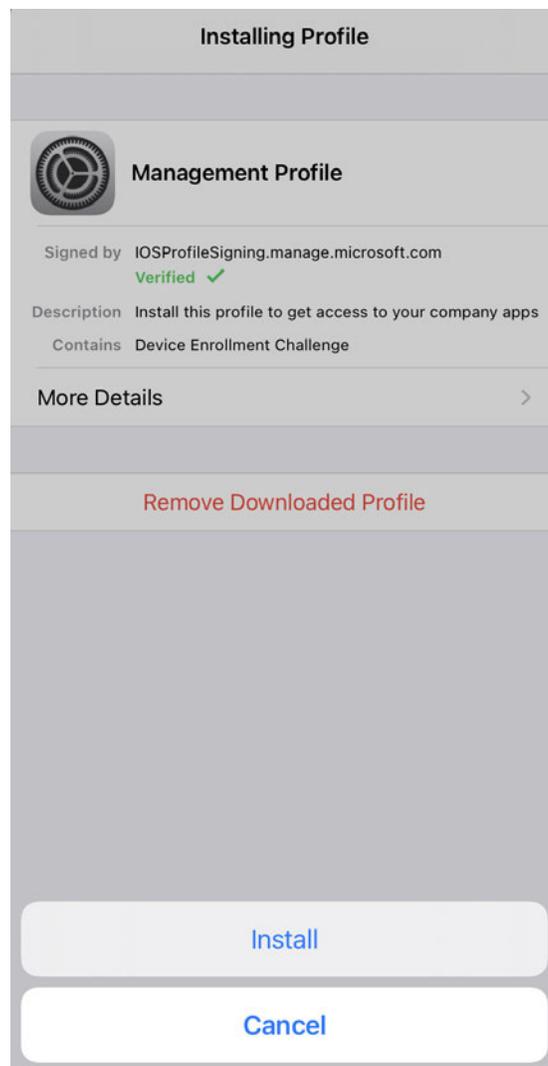
Tap Install at the bottom of the screen to install the profile.

Enter Passcode Cancel

Enter your passcode

○ ○ ○ ○ ○ ○
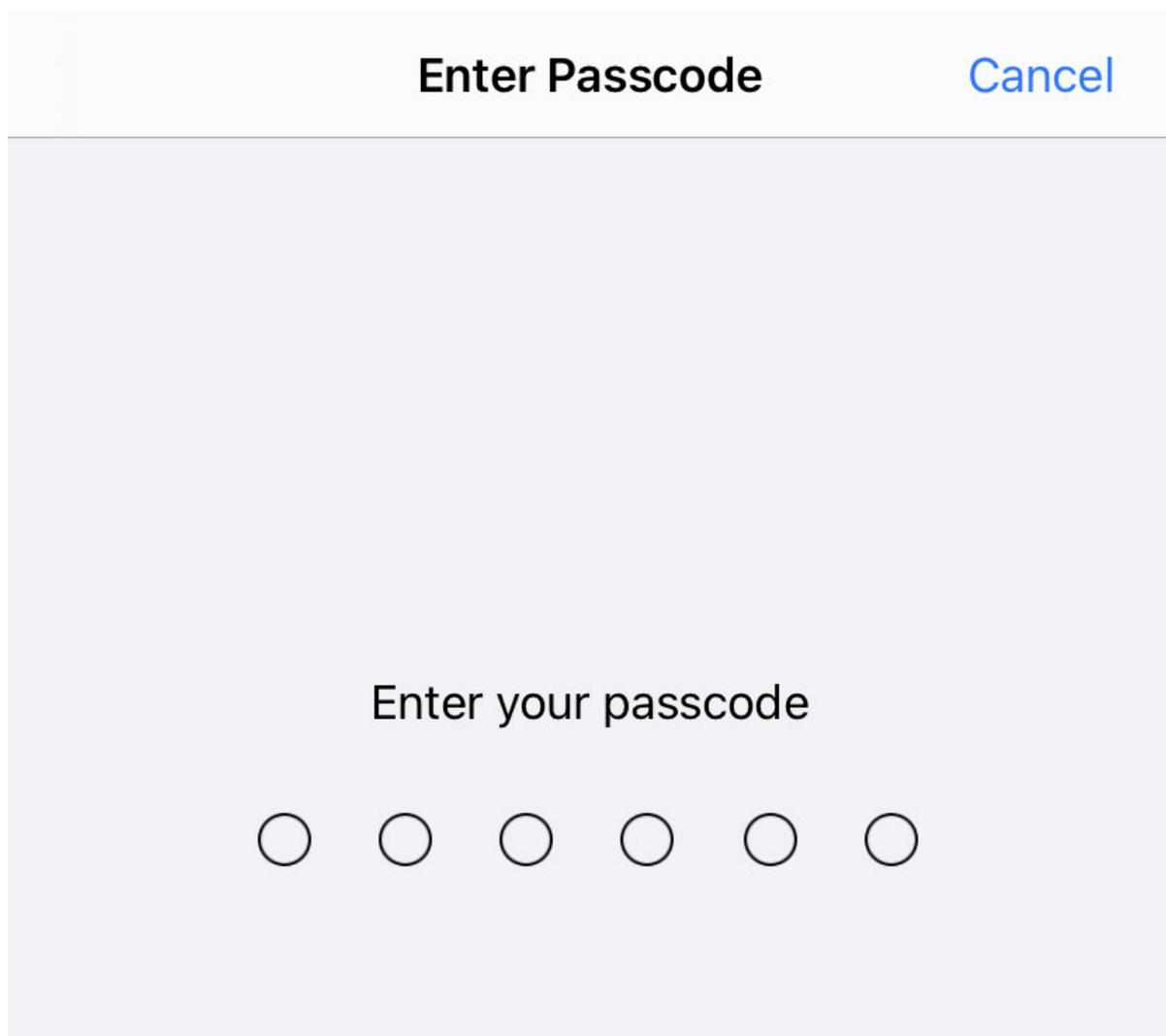
Enter your device's passcode to proceed. This is the character sequence you use to unlock it.

Cancel	Warning	Install

ROOT CERTIFICATE

Installing the certificate "Microsoft Intune Root Certification Authority" will add it to the list of trusted certificates on your iPhone.

MOBILE DEVICE MANAGEMENT

Installing this profile will allow the administrator at "https://i.manage.microsoft.com/DeviceGatewayProxy/ioshandler.ashx" to remotely manage your iPhone.

The administrator may collect personal data, add/remove accounts and restrictions, install, manage, and list apps, and remotely erase data on your iPhone.

A warning screen like this one will appear. Read the notice, then tap Install at the top right of the display. Please note that this information, which was provided by Microsoft, doesn't accurately reflect what HSIS can do with Intune. For example, we can't access any of your personal data, nor can we see or manage your apps. Although we can completely erase the device if it's lost or stolen, we will only wipe your personal information if you ask us to.

Cancel   **Warning**   Install

ROOT CERTIFICATE

Installing the certificate "Microsoft Intune Root Certification Authority" will add it to the list of trusted certificates on your iPhone.

MOBILE DEVICE MANAGEMENT

Installing this profile will allow the administrator at "https://i.manage.microsoft.com/DeviceGatewayProxy/ioshandler.ashx" to remotely manage

The adm... , add/ remove ... anage, and list a... ur iPhone.

Remote Management
Do you trust this profile's source to enroll your iPhone into remote management?

Cancel   Trust

You'll see yet another warning asking if you trust the source of the profile. Tap Trust to go ahead.

Installing Profile

Management Profile

Signed by   IOSProfileSigning.manage.microsoft.com
Verified ✔

Description   Install this profile to get access to your company apps

Contains   Device Enrollment Challenge

More Details   >

Remove Downloaded Profile

A spinner at the top right will indicate that the profile is being installed. It shouldn't take more than a minute or so to finish.

Profile Installed   Done

Management Profile
UAB Health System

Signed by   IOSProfileSigning.manage.microsoft.com
             Verified ✔

Description Install this profile to get access to your company apps

Contains   Mobile Device Management
             Device Identity Certificate
             2 Certificates

More Details   ›

Profile installation will be complete when you see this screen. Tap Done at the top right to proceed.

You're all set!

You should now have access to your email, devices, Wi-Fi, and apps for work.

- ✅ Review privacy information
- ✅ Download management profile
- ✅ Install management profile
- ✅ Check device settings

Learn more

Done

Go back to the Comp Portal app on your device. All four steps should now be checked. Tap Done.

Get notified so you don't lose access

We'll send important notifications to your device when action is needed so you can keep accessing work resources.

You can turn this off later in app settings.

Ok

On the next screen, tap Ok to enable notifications for Intune.

Get notified so you don't lose access

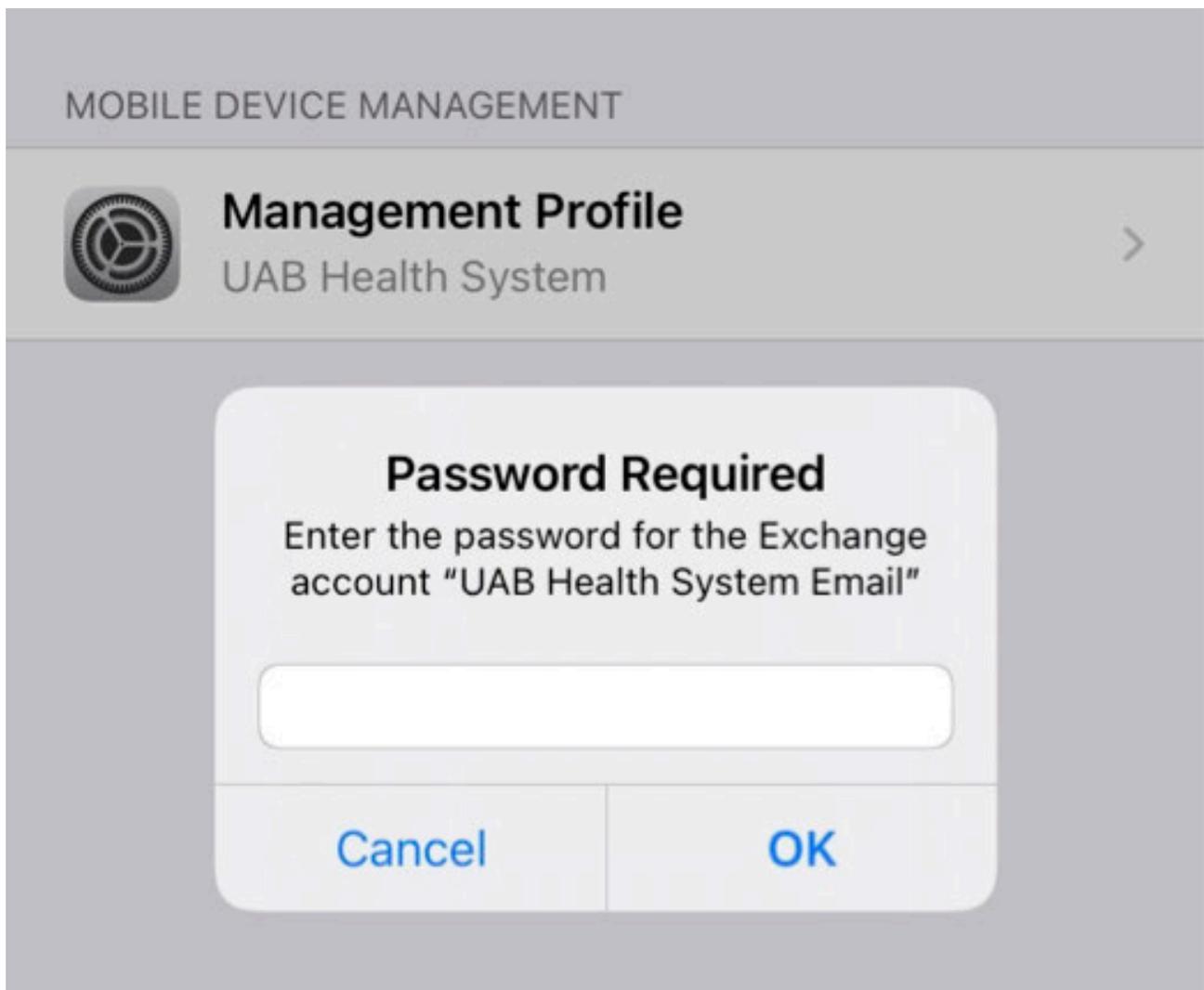We'll send important notifications to your device when action is needed so you can keep accessing

Yo⟨...⟩gs.

"Comp Portal" Would Like to Send You Notifications

Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.

Don't Allow   Allow

This screen lets you approve receiving notifications by tapping Allow. You can change this any time in the Settings app.

MOBILE DEVICE MANAGEMENT

Management Profile
UAB Health System

>

Password Required

Enter the password for the Exchange
account "UAB Health System Email"

Cancel   OK

Go back to the Settings app, where you'll be prompted to enter your uabmc.edu Exchange password, as shown here. This is required to access your email, calendar, and contacts using the phone's Mail, Calendar, and Contacts apps.

Your device is temporarily blocked from synchronizing using Exchange ActiveSync until your administrator grants it access.

Your device is currently in temporary quarantine. If you are enrolling your device, this is a normal part of the activation process. Your device will be released from quarantine soon. If have not recently enrolled your device, please do so by browsing to: https://www.oneuabmedicine.org/web/hsis/technical-support/accounts-request/mobile-device-access

Your device is temporarily blocked from accessing content via Exchange ActiveSync because the device has been quarantined. You don't need to take any action. Content will automatically be downloaded as soon as access is granted by your administrator.

Information about your device:

Device model:	iPhone11C8
Device type:	iPhone

It's normal for your device to be placed in "quarantine" after MDM installation. You'll receive a notice like this that you may view on any other device that lets you access your uabmc.edu email. This should resolve without any further action on your part, allowing your device to connect to the secure Wi-Fi network and access your uabmc.edu email.

Call the HSIS Help Desk (205-934-8888) if your device has not been released by approximately one hour.

THE END