Mobile Device Registration for Android

GTS Firmwide Infrastructure
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pwc

Document Control

This section aims to keep track the changes of the document. Please kindly remind some guidelines below:

1.   *The changes are listed in descending order such that the reader can easily identify the changes that they need to pay attention to*
2.   *Use numbering instead of bullet point in each of the following section such that the "Description" can be easily reference to the corresponding changes in the document*

Example

Version	Author	Date	Description	Reviewed By	Review Date	Sign-Off By	Sign-Off Date
1.0	Ivan Yip	14-Jun-13	First draft				
2.2	Ivan Yip	21-Jun-13	Revised				
2.5	Clayton Yeung	20-Jul-13	Revised				
2.6	Ivan Yip	22-Jul-13	Added Remove previous Traveler				
2.7	Clayton Yeung	23-Jul-13	Revised				
2.8	Clayton Yeung	24-Jul-13	Revised				
2.9	Clayton Yeung	25-Jul-13	Revised				
3.1	Clayton Yeung	26-Jul-13	Re-ordered and updated steps				
3.2	Clayton Yeung	29-Jul-13	Revised encryption section				
3.3	Ivan Yip	24-Aug-13	Revised for new client version				
3.4	Messaging	09-May-18	Revised for QRCode &Web link				

Table of Contents

Getting Started

For a smooth registration, please read the following points before starting:

1. **Backup and save your personal data from the mobile device before you begin**.

2. Only support **Android 4.0 and above**

3. 'Rooted' devices are not supported.

4. Username and password refers to **GUID** and **GUID password**.

5. You must set a **6 character (letter or number) PIN** for the device.

6. Password should not be easily guessed (e.g. **DO NOT USE AAAAAA, 111111**)

7. If you forget your passcode and have entered your passcode incorrectly 10 times, your device will be forced to wipe all data (factory reset). If failed to enter your passcode incorrectly after a few attempts, **DO NOT RESTART** your mobile device, immediately contact your local GTS helpdesk x3888 for further instructions.

8. Remove existing firm provided Notes Traveler mail client

9. Once you have entered your credentials to begin the registration, an email will be sent to you with the required **server name** and **PIN**.

10. You will need to encrypt the device to protect your personal and firm data.

11. After encryption you will need to enter your device passcode upon starting your device each time, if entered incorrectly 10 times, your device will be forced to wipe all data (factory reset) from the internal mobile device storage. **Do not forget your passcode.**
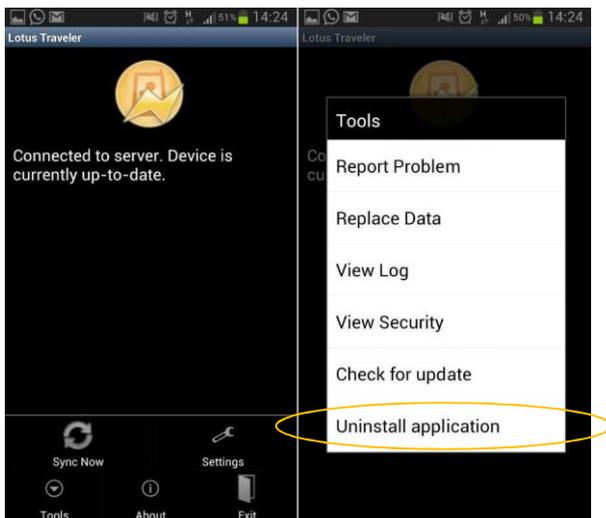
Removing Notes Traveler

1. If you are an existing Notes Traveler user, please remove the existing Notes Traveler before registration.

2. Tap Lotus Traveler Apps

⊖ *You must uninstall the existing client first before you can install the new Notes Traveler client.*
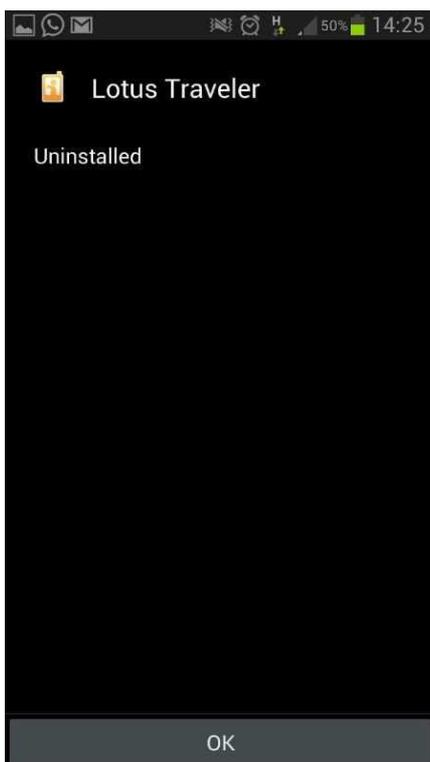
Step 2:

1. Tap **Menu** button and then **Tools**

2. Tap **Uninstall application**

Step 3:

1. Tap **Yes** to confirm to remove the Lotus Traveler

2. Tap **OK**

Step 4:

1. Uninstall complete.

Mobile Device Registration

Step 1:

1. Scan the QR code or type
   https://mobileapps.pwchk.com/MobilityRegistratio
   n/MobilityRegistration.html
   in your Internet Browser

⚠ *Recommend to use the default mobile device manufacturer Internet browser.*

QR Droid (Android)

Recommended QR code reader for Android

Step 2:

1. Read the Terms of Service and tap **'Close This Window'** at the bottom to exit.

Step 3:

1. Enter your **GUID/GUID Password**.

2. Tap the **I Agree To The Terms** checkbox.

3. Tap **Let's Register**

⊕ **Be Patient, it will take 10-15 seconds** to load. If you get a warning message about timeout or pending device for registration, please check your mailbox for an email from **CNHK GTS Mobility Admin** for the Server name and PIN, then **skip to step 5.**

Otherwise, reload the registration page and attempt to register again or contact your local GTS helpdesk.
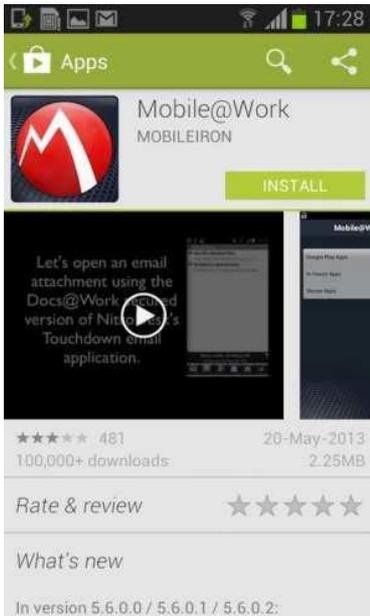
Step 4:
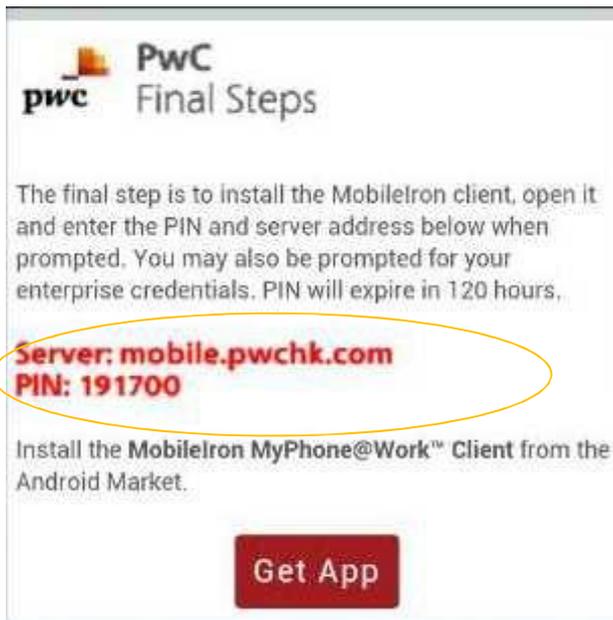
1. You will get the **PIN** and **server information**, Please **RECORD** it down or capture a screenshot.
   (An email with the same information will also be sent to your Mailbox)

2. Tap **Get App**

🔴 *For devices bought in China that may not include Google Play, you may download the software from:*
   https://support.mobileiron.com/MIClient-latest.apk

Step 5:

1. Install Mobile@work from Google Play store

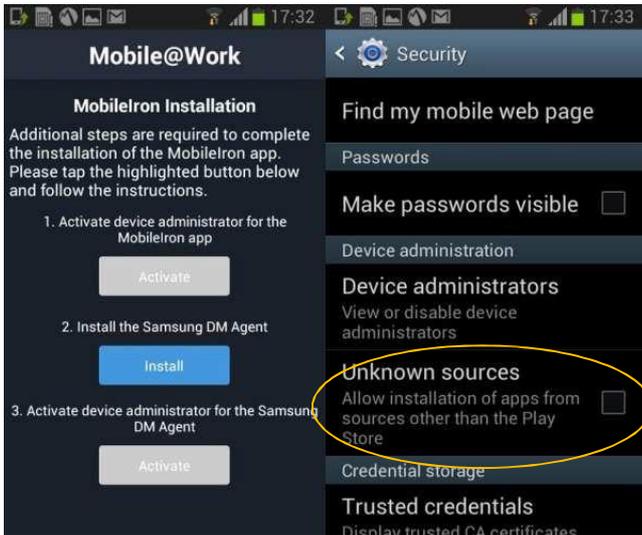2. After install the app, click Open

Step 6:

1. Enter the following information in Moblieiron Mobile@work ▪
   - ▪ Server Address - **mobile.pwchk.com**
   - ▪ Registration PIN - **As recorded or from the mail sent to your Mailbox**

2. Tap **Register**

Step 7:
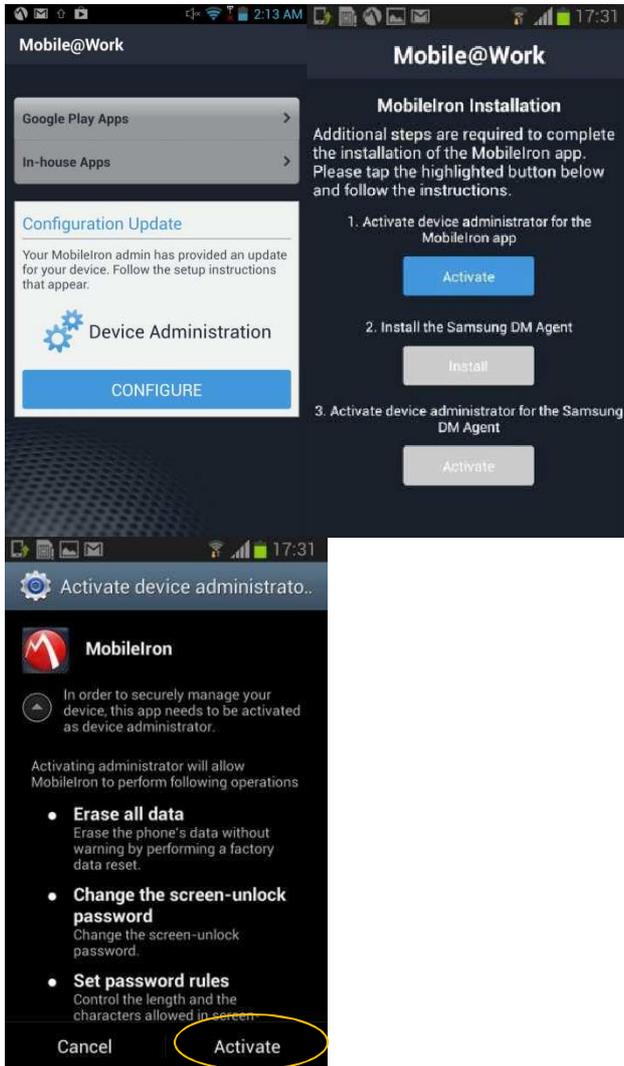
1. Activate Device administrator for the MobileIron app, Tap **CONFIGURE**

2. Tap **Activate**

Step 8:

1. Enable **Unknown sources** and tap **OK**

⚠️ *This step may vary between different mobile device manufacturers.*

Step 9:

1. Tap **Activate** to enable device administrator rights for the Samsung DM Agent.

Step 10:

1. The System will check your existing passcode if your passcode is not a **6 character (letter or number) PIN**. You are required to change to a secure passcode. Tap **CONFIGURE**

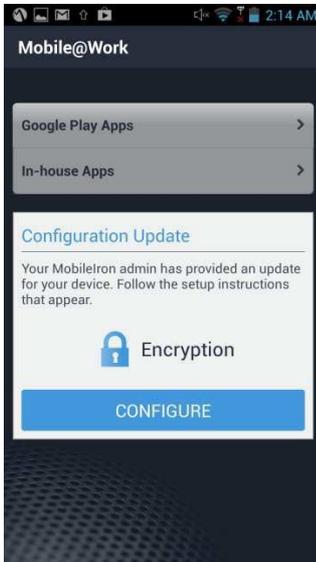2. Tap **PIN** (number only) or **Password** (Number and Letter)

Step 10:

1. Enter the password twice to confirm your new PIN/Password

Device Data protection

Step 1:

1. Encryption Configuration is required from MobileIron. Tap **CONFIGURE** to start.

⚠ *You MUST backup or save your data before proceeding with this step. In order to protect your data, once encrypted, devices that do not support decryption will need to perform a full device wipe (factory reset), which will remove all data from the primary storage of the device. Also note that encrypting some devices may cause slow performance; please refer to our registration FAQ for more details.* (http://gtsportal/mobility/FAQs.html)

⚠ *Your mobile device **MUST be connected to your manufacturer power adapter and plugged into the wall socket for this step, DO NOT use a USB cable connected from your computer!** During the encryption, you will not be able to use your phone or receive any data or phone calls.*

⚠ *You will need to set a device passcode to proceed with this step.*

Step 2:

1. Battery needs to be at least **80%** charged before encrypting the device.

2. Tap **Encrypt device** to start the encryption, the device will reboot and start to encrypt.

⚠ *Please note that encryption may take at least **30 – 60 minutes or more** to complete. **Keep charging your device during this time and MUST NOT interrupt the encryption process! Interruption can potentially CAUSE DATA LOSS!***

Step 3:

1. After device reboot, the encryption process will start. Wait until it reaches 100% to complete.

2. The device will reboot again.

⚠ ***DO NOT disconnect the device power adapter until the encryption is complete!***

Step 4:

1. Once the device restarts, you need to input the encryption password which is the same as **your device passcode**, then tap **done**.

🔴 This password is required every time you restart your device.

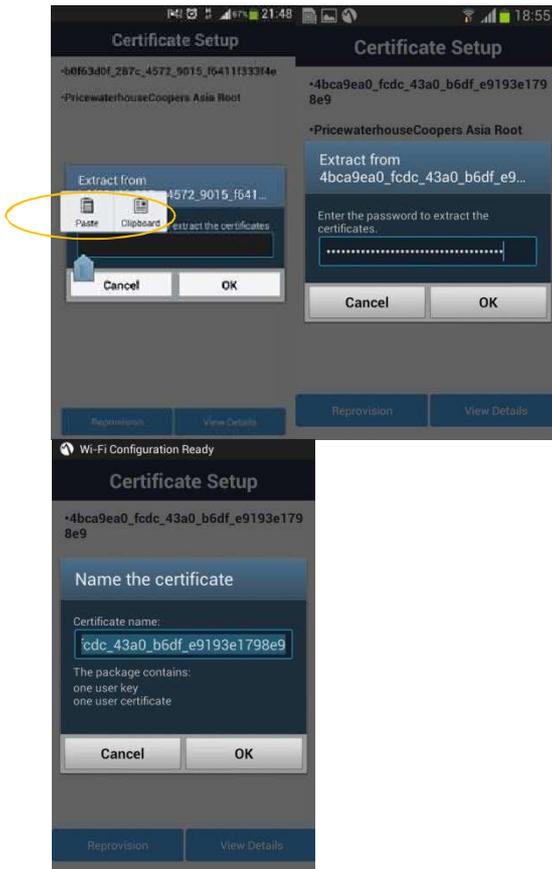# *Certificate configuration for Wifi*

Step 1:
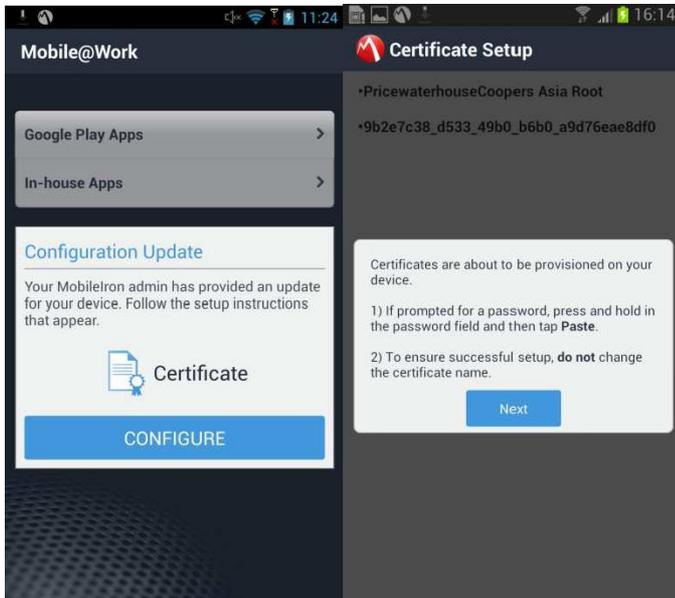
1. Certificate Configuration is required from MobileIron. Tap **CONFIGURE** to start.
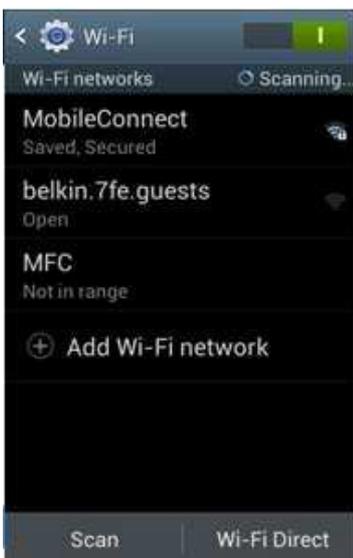
2. Tap **Next**

Step 2:


1. Tap **OK** to install the first certificate

Step 3:

1. The certificate password is already copied into the **device clipboard**

2. **Hold** your finger on the password field until **Paste** appears**,** then tap **Paste** and **OK**

3. Keep the Certificate name unchanged and click **OK**

4. Certificate install completed

Step 6:

1. Go to Android Wi-Fi setting to bring up the list of available wireless networks. Note: you will need to be in the office for this step.

2. The new Wi-Fi network **MobileConnect** is now available.

3. Tap **MobileConnect** and then tap Connect to start using the office Wi-Fi

⚠ *If you do not see the MobileConnect network or appears as Not in range then turn off then turn on your Wi-Fi again*
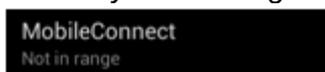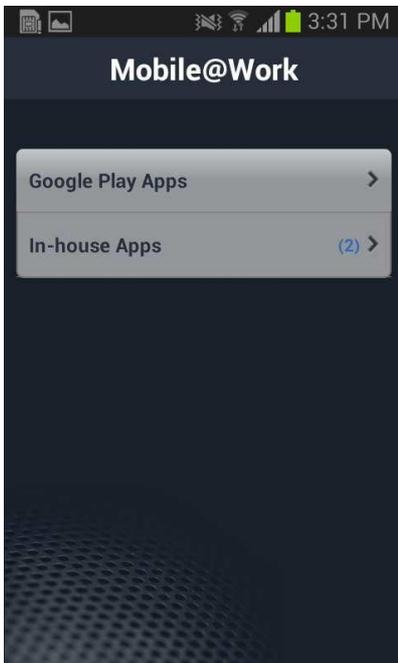
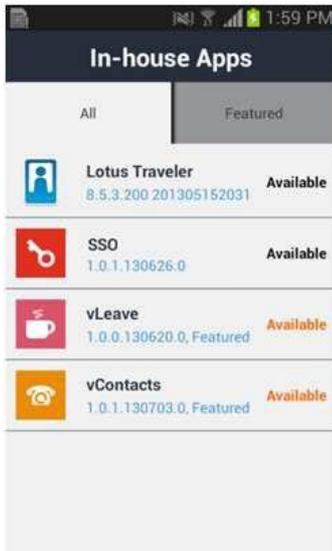# *Install PwC apps*

Step 1:

1. The MobileIron installation creates the MobileIron icon on your home screen.

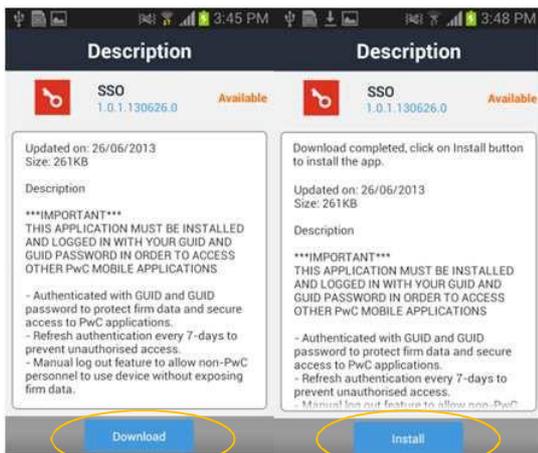2. Tap the app to access and browse the PwC AppStore
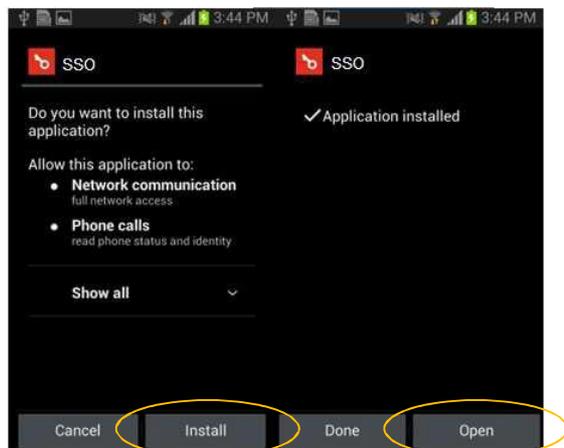
Step 2:

1. Tap **In-house Apps**

Step 3:

1. Tap the Apps you want to install

Step 4:

1. Tap **Download** to first download the PwC apps into your device

2. Tap **Install** to install the PwC apps

3. Tap **Install** to confirm the installation

4. Application Installed and Tap **Open**

🔴 *Note: When not installing apps, it is recommended to uncheck "Unknown Sources" from "Settings -> Security" to protect your device from malicious apps.*
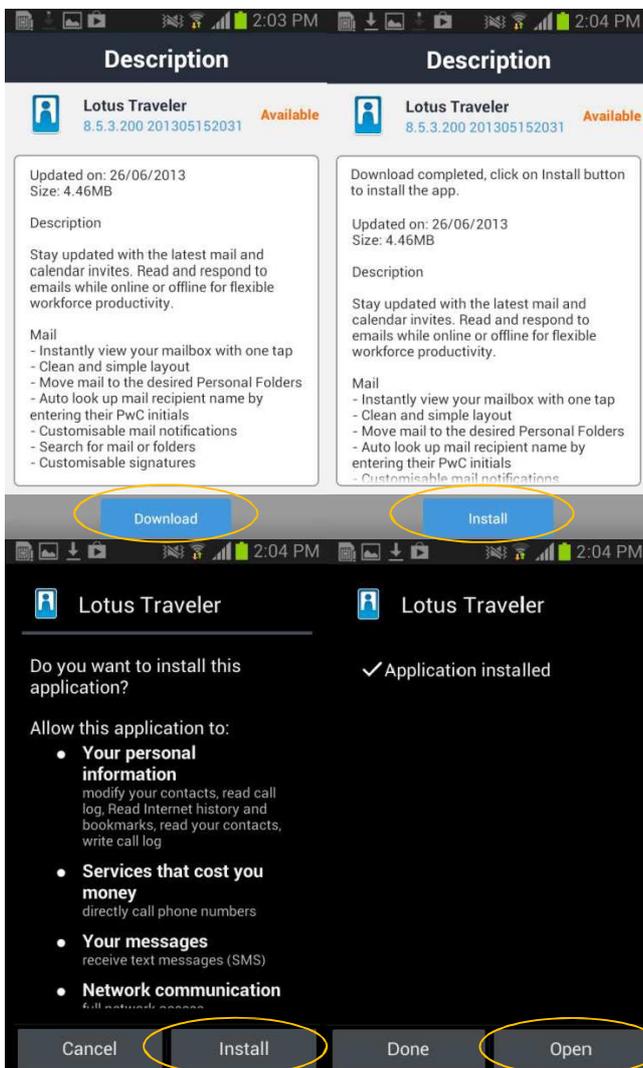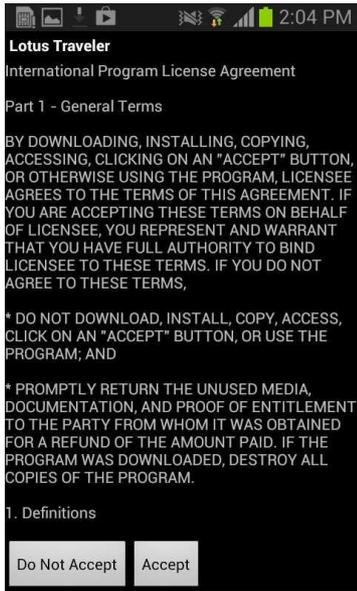
Email Configuration

Step 1:

1. Install **Lotus Traveler** from the MobileIron In-house apps store.

Step 2:

1. Tap **Download** and then **Install** Lotus Traveler

2. Tap **Install** and **Open** Lotus Traveler

Step 3:

1. Tap **Accept** to agree to the Lotus Traveler license agreement**.**
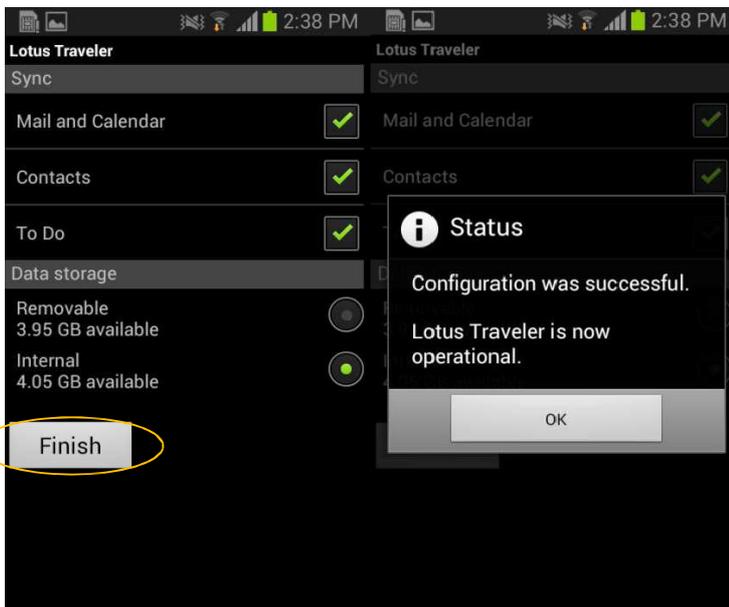
Step 4:

1. **Enter the following for the Lotus Traveler configuration**
   - Server: **https://appmail06.pwchk.com/traveler**
   - User name: **GUID**
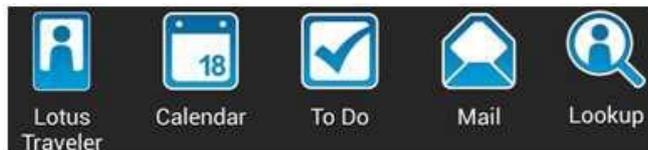
   - Password: **GUID Password**

Step 5:

1. Tap **Activate** to enable device administrator rights for Lotus Traveler

Step 6:

1. Lotus Traveler must be installed in the Internal Data Storage

2. Tap **Finish** to complete the installation

3. Configuration Completed

Step 7:

1. Lotus Traveler package installed in your device.