## Mobile Device Registration for Android

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## **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

## <u>Example</u>

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				
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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				

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## **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. '<u>Rooted</u>' 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**

## Step 1:



Step 2:

- 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.



- 1. Tap Menu button and then Tools
- 2. Tap Uninstall application

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- 1. Tap **Yes** to confirm to remove the Lotus Traveler
- 2. Tap **OK**

## Step 4:



1. Uninstall complete.

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## Mobile Device Registration

### Step 1:

- pwe
- 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.



Recommended QR code reader for Android

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#### Step 2:



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

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_ <b>_</b> В рис	<b>WC</b> Register Your Android
Please login begin the re	below with your enterprise credentials to gistration process for your device.
Username:	iyip002
Password:	
Owner:	Employee Owned Device
Terms:	Please click here to review the Terms of Service and End User Agreement.
	V I Agree To The Terms
	Let's Register

- 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.

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## Step 4:



- 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-la test.apk

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## Step 5:



## Step 6:

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Mobile@Work				
mob	ile.pwchk.	.com		
	2		_	
1	2 авс	3 def		
4 сні	5 JKL	6 MNO	Done	
7 PQRS	8 TUV	9 wxyz	*	
Sym	0 +	#	*	

- 1. Install Mobile@work from Google Play store
- 2. After install the app, click Open

- 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

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## Step 7:



- Activate Device administrator for the MobileIron app, Tap CONFIGURE
- 2. Tap Activate

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## 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.

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### **Step 10:**



- 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:

	)彩 💮 🖧	. <b>d</b>  81% <mark></mark> 14:39	📟 🔜 🎆	)🕅 💮 🖧	14:41
🔅 Select F	PIN		🔯 Select F	PIN	
	Select PIN			Confirm PIN	
Cancel			Cancel		OK
1	2	3	1	2	3
Δ	5	6	4	5	6
				0	
7	8	9	7	8	9
•X	0	Next	×	0	Next

 Enter the password twice to confirm your new PIN/Password

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## **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.htm I)
- 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.

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### Step 2:

🗎 🔤 🥵 🗊 📶 🚰 11:46 AM	💄 🗟 🗞 💽 🛛 😹 🖇 🖇 👔 🔒 1:37 PM		
🔯 Encrypt device	🔯 Encrypt device		
You can encrypt accounts, settings, downloaded applications, and their data, media, and other files. Once you encrypt your device, a password will be required to decrypt it each time you power it on.	You can encrypt accounts, settings, downloaded applications, and their data, media, and other files. Once you encrypt your device, a password will be required to decrypt it each time you power it on.		
Encryption takes an hour or more. Start with a charged battery and keep device plugged in until encryption is completed. Interrupting may cause you to lose some or all data.	Encryption takes an hour or more. Start with a charged battery and keep device plugged in until encryption is completed. Interrupting may cause you to lose some or all data.		
Charge battery to above 80%			
Encrypt device	Encrypt device		

- 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!

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## 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.

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# Certificate configuration for Wifi

## Step 1:



- Certificate Configuration is required from MobileIron. Tap CONFIGURE to start.
- 2. Tap Next

## Step 2:



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

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P41 😂 🖞 🖼 67% 🧰 21:48	A A A A A A A A A A A A A A A A A A A	7 🔏 💼 18:55	
Certificate Setup	Certifica	te Setup	
-b0163d01_287c_4572_9015_f6411f333f4e -PricewaterhouseCoopers Asia Root	•4bca9ea0_fcdc_43 8e9	a0_b6df_e9193e179	
	•PricewaterhouseCo	oopers Asia Root	
Extract from	Extract from 4bca9ea0_fcdc_	43a0_b6df_e9	
Paste Clipboard estract the certificates	Enter the password to extract the certificates.		
Cancel OK	Cancel	ок	
Magazarian View Security		View Details	
🕥 Wi-Fi Configuration Ready			
Certificate Setup			
+4bca9ea0_fcdc_43a0_b6df_e9193e17 8e9	9		
Name the certificate			
Name the certificate Certificate name: Certificate 1200 b6df e9193e1798e9			
Name the certificate Certificate name: Cectificate name: Cect_43a0_b6df_e9193e1798e9 The package contains: one user key one user certificate			
Name the certificate   Certificate name:   icdc_43a0_b6df_e9193e1798e9   The package contains:   one user key   one user key   one user certificate   Cancel OK			
Name the certificate Certificate name: fcdc_43a0_b6df_e9193e1798e9 The package contains: one user certificate Cancel OK			

## Step 6:



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

- 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

MobileConnect Not in range

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## 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

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## Step 4:





1. Tap the Apps you want to install

- 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.

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# Email Configuration

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Step 1:

Step 2:

In-house Apps		
	All	Featured
R	Lotus Traveler 8.5.3.200 201305152	Available

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

- 1. Tap **Download** and then **Install** Lotus Traveler
- 2. Tap **Install** and **Open** Lotus Traveler

Description Description Lotus Traveler Lotus Traveler R Available Available 8.5.3.200 201305152031 8.5.3.200 201305152031 Updated on: 26/06/2013 Size: 4.46MB Download completed, click on Install button to install the app. Description Updated on: 26/06/2013 Size: 4.46MB Stay updated with the latest mail and calendar invites. Read and respond to emails while online or offline for flexible workforce productivity. Description Stay updated with the latest mail and calendar invites. Read and respond to emails while online or offline for flexible Mail Instantly view your mailbox with one tap workforce productivity. - Instantly view your mailbox with one tap
- Clean and simple layout
- Move mail to the desired Personal Folders
- Auto look up mail recipient name by
entering their PwC initials
- Customisable mail notifications Mail - Instantly view your mailbox with one tap - Clean and simple layout - Move mail to the desired Personal Folders Auto look up mail recipient name by entering their PwC initials
Customisable mail notifications Search for mail or folders
Customisable signatures 🖹 📥 🛓 🛱 😹 👔 📶 🗋 2:04 PM 🛛 📓 🖬 🛨 🛍 😹 🚡 📶 🗋 2:04 PM A Lotus Traveler i Lotus Traveler Do you want to install this ✓ Application installed application? Allow this application to: Your personal information modify your contacts, read call log, Read Internet history and bookmarks, read your contacts, write call log Services that cost you money directly call phone numbers Your messages ages (SMS) Network communication Done Cancel Install Open

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	Ê	3😂 🛜 📶 📋 2:04 PM
Lotus Trav	eler	
Internation	al Program L	License Agreement
Part 1 - Gei	neral Terms	
BY DOWNL ACCESSING OR OTHER AGREES TO YOU ARE A OF LICENSE THAT YOU LICENSEE AGREE TO	OADING, INS 3, CLICKING WISE USING THE TERMS CCEPTING T EE, YOU REP HAVE FULL TO THESE TE THESE TERM	STALLING, COPYING, ON AN "ACCEPT" BUTTON, THE PROGRAM, LICENSEE S OF THIS AGREEMENT. IF "HESE TERMS ON BEHALF "RESENT AND WARRANT AUTHORITY TO BIND ERMS. IF YOU DO NOT MS,
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https	s://app	mail06.pwchk.com/trav
Hear	name.	

1. Tap Accept to agree to the Lotus Traveler license agreement.

1. Enter the following for the Lotus Traveler configuration

> • Server: https://appmail06.pwchk.com/traveler

- User name: GUID
- Password: GUID Password

el

User name:

g003001

Password:

.....

Cancel Next

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## Step 5:



## Step 6:



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

- 1. Lotus Traveler must be installed in the Internal Data Storage
- 2. Tap **Finish** to complete the installation
- 3. Configuration Completed

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## Step 7:



1. Lotus Traveler package installed in your device.

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