

EPIC TRAINING



Install Microsoft Intune on Personal iOS and iPadOS Quick Start Guide

HOUSTON
Methodist[®]
LEADING MEDICINE

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Houston Methodist requires Mobile Device Management (MDM) on any mobile device used to access HM email, mobile Epic applications (such as **Haiku** or **Canto**) and other applications that may contain patients' protected health information (PHI). This requirement protects patients' PHI, and you won't be able to access these applications on your device without installing MDM. MDM also ensures you have an updated iOS version installed and a device passcode.

Important

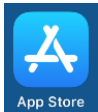
When you enroll your device, HM can't see your personal information. For more information and a list of what can and can't be seen, read [this Microsoft article](#).

Before installing **Intune**, make sure your device is updated to the latest version. To check/update your device, go to **Settings > General > Software Update** and tap **Download and Install**. **Note:** iPhones 7 Plus or older can't receive the update, because they're no longer supported by Apple. If you're not on the latest version, you may receive this email.



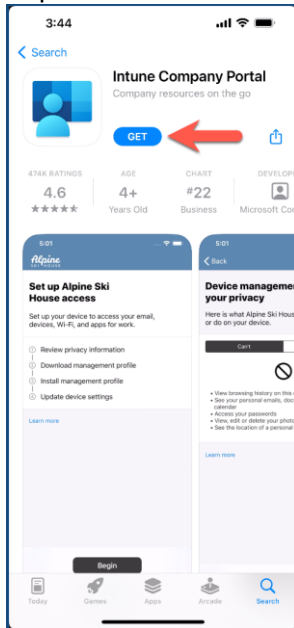
Intune Installation Instructions

1. Go to the Apple App Store and search for "Intune Company Portal".





2. Tap Get.



3. Swipe up from the bottom of the screen or tap the **Home** button (if your device has a **Home** button on the screen), find the **Comp Portal** icon and open it.



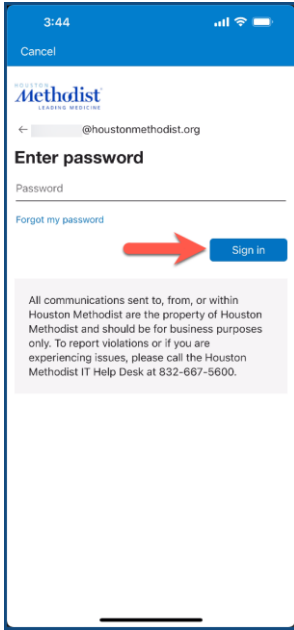
4. Enter your full HM email address. If you weren't assigned an HM email address, you can enter your HM user ID as an email address (e.g., TMHXX@houstonmethodist.org), then tap **Next**.

Important Note:

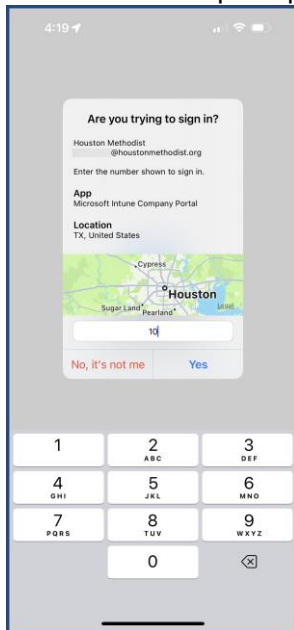
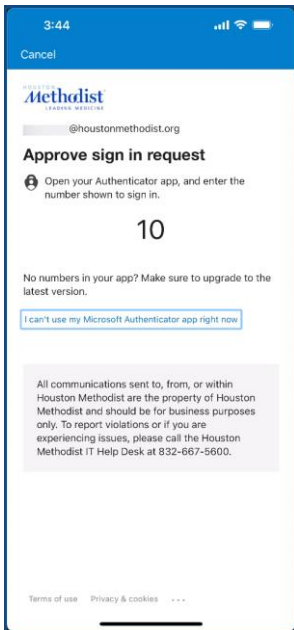
- You must use your HM email address or username@houstonmethodist.org to log in. **Intune** won't install if you don't use your Houston Methodist credentials.
- If you've been assigned an HM email address, you must enter it. ***The HM user ID format won't work if you have an existing HM email address.***



- 5. Enter your password, then click **Sign In**.

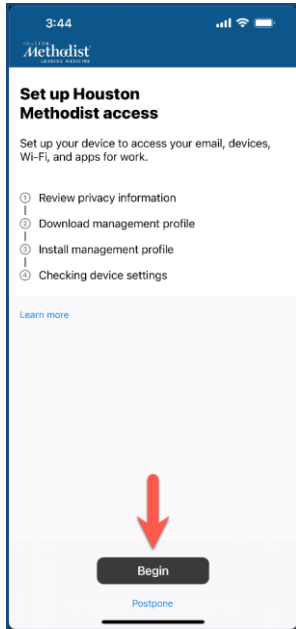


- 6. You'll be prompted to verify your identity through a **Call**, **Text** or the **Authenticator** app (if installed). The example below shows verification via the **Authenticator** app, where you'll receive a pop-up and will need to acknowledge that you're trying to sign in and enter number shown. If you receive the code via a **Call** or **Text**, enter the code when prompted.

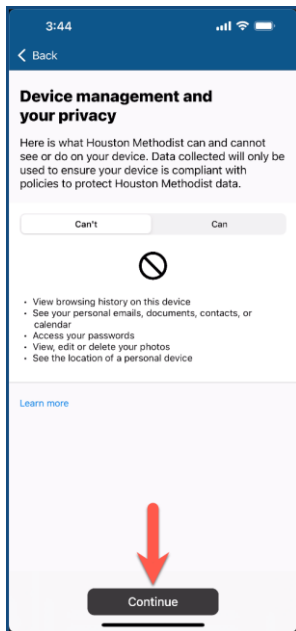




7. Once authenticated, **Intune** enrollment starts. Tap **Begin**.

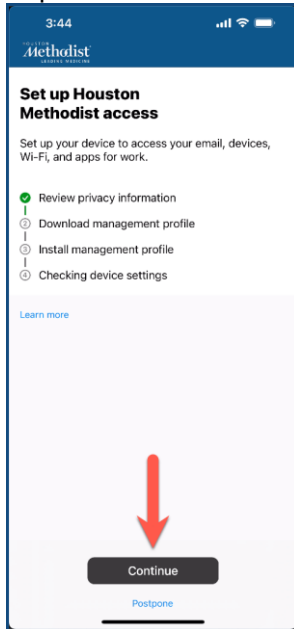


8. Tap **Continue** to acknowledge review of privacy information.

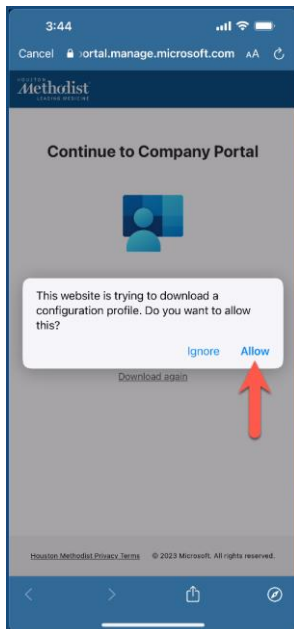




9. Tap Continue to download management profile.

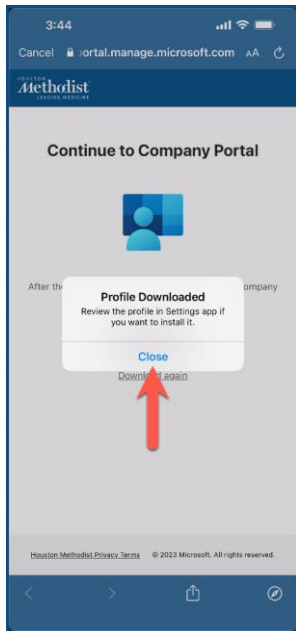


10. Tap **Allow** to download the configuration profile onto the device.

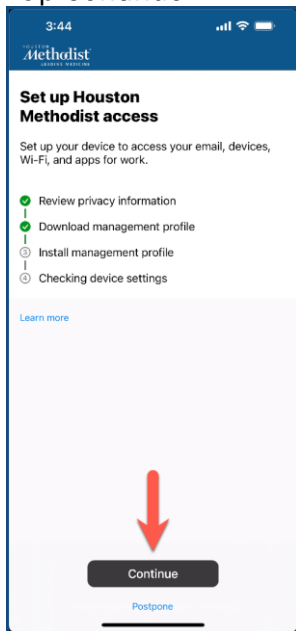




11. Once the **Profile** is downloaded, click **Close**.

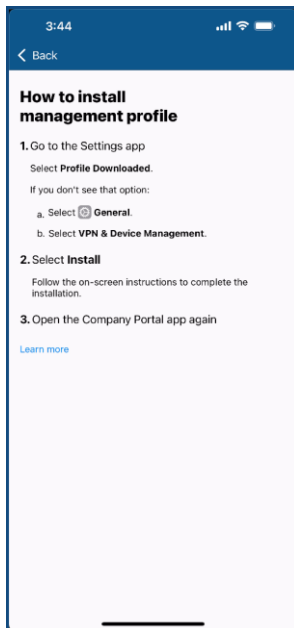


12. Tap **Continue**.





13. The following screen explains how to install the **management profile** that was just downloaded to the device.

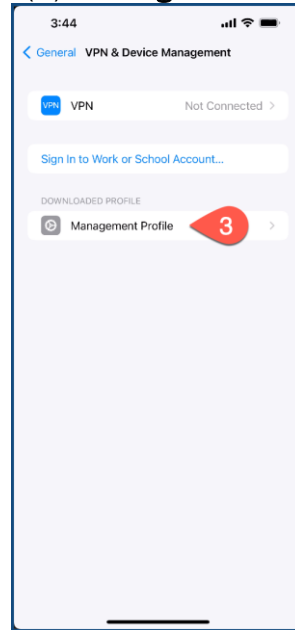
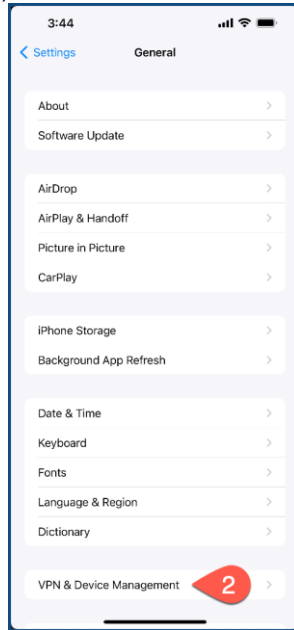
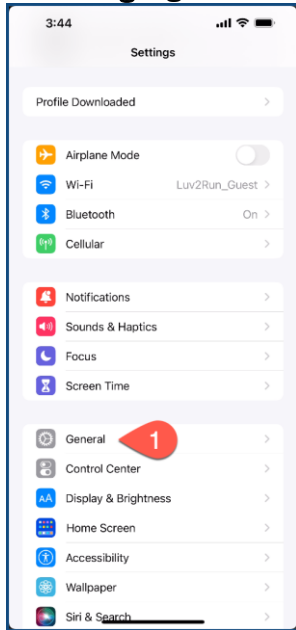


14. **Swipe up** from the bottom of the screen or tap the **Home** button (if your device has a **Home** button on the screen). Find the **Settings** app and tap it to open it.

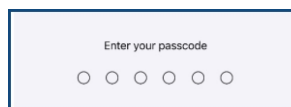
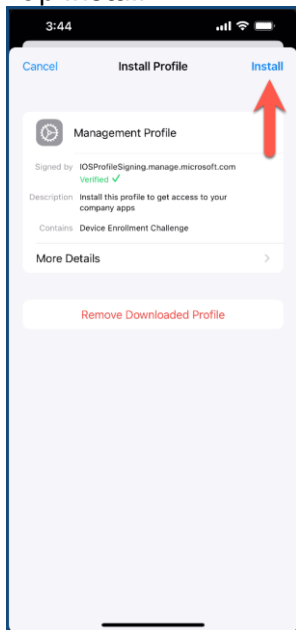




15. In **Settings**, go to **General** (1), **VPN & Device Management** (2), **Management Profile** (3).



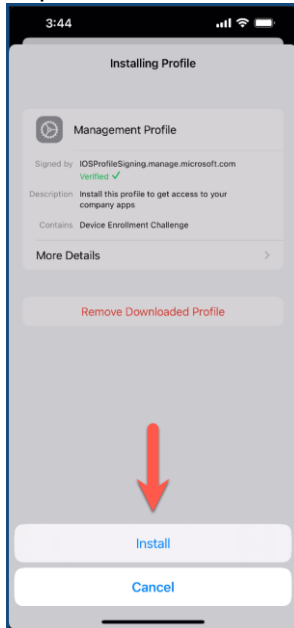
16. Tap **Install**.



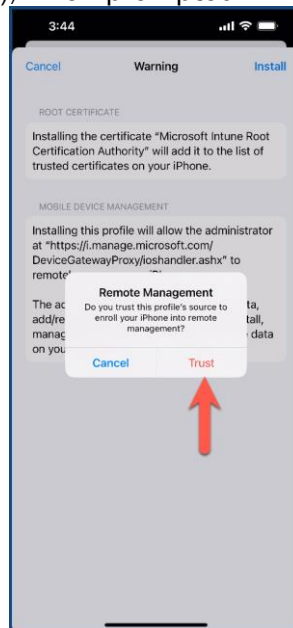
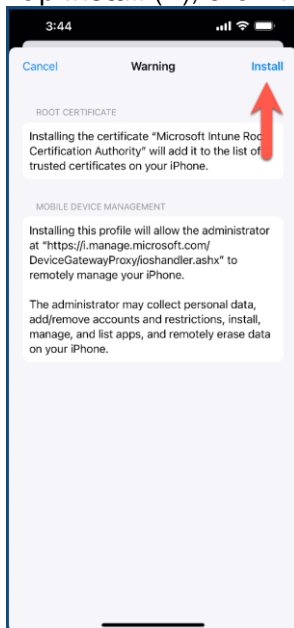
17. When prompted enter your device's **passcode**.



18. Tap Install.

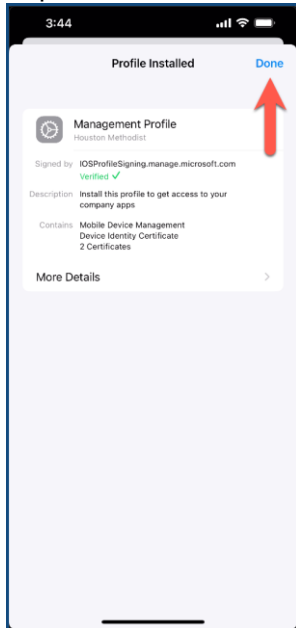


19. Tap Install (1), then Trust (2), when prompted.

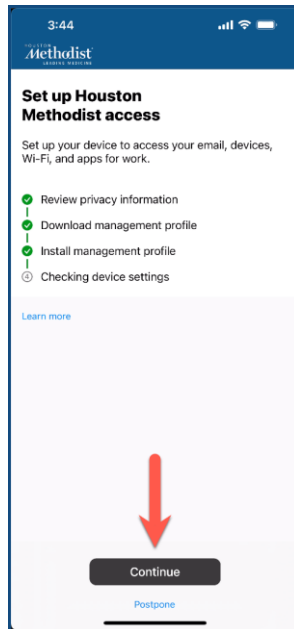
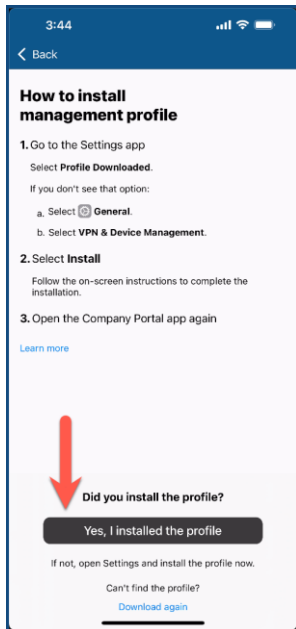




20. Tap **Done** on the **Profile Installed** window.

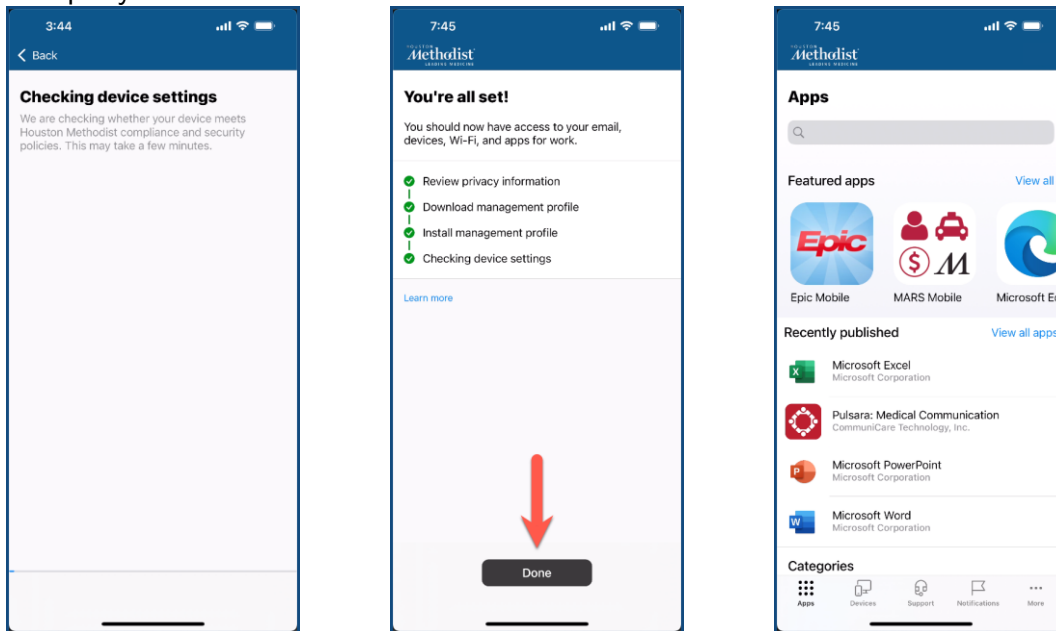


21. Go back to **Intune Company Portal** app and tap **Yes, I installed the profile**, and then click **Continue** on the next screen.





22. Intune checks device settings and displays **four green checkmarks** if installation is successful. This may take a few minutes. Tap **Done**. Your device is now compliant and enrolled in Microsoft Intune Company Portal.



If Intune Doesn't Verify Your Device as Compliant

If your device is non-compliant, it may be due to your device not being updated to the latest iOS version, or your device doesn't have a passcode. Once you update those settings, by following the steps below, your device will be enabled for access.

1. Check your compliance status. Open **Intune Comp Portal**.
2. Tap **Notifications**.
3. Tap the **red exclamation point** next to the notification alert.
4. The **Update Device Settings** page will display what needs to be set for Intune to mark you as compliant. Tap **Check Settings**.
5. Intune will attempt to display what settings need to be updated for the device to be compliant. When corrected, tap **Check Settings** to verify.
6. If fully compliant, you will see this confirmation screen. Tap **Done**.

