ENROLLING MOBILE DEVICES INTO INTUNE

Note: If your device is currently enrolled in Ivanti mobile device management, you need to un-enroll (or "retire") your device with Ivanti before enrolling in Intune.

Prerequisites
- iPhone or iPad running iOS 15 or 16 (eventually 16 or 17)
- Android device running version 11 and higher (eventually 12 and higher)
- At least 6GB of available free space

iOS/iPadOS Enrollment (See Android instructions on page 6.)

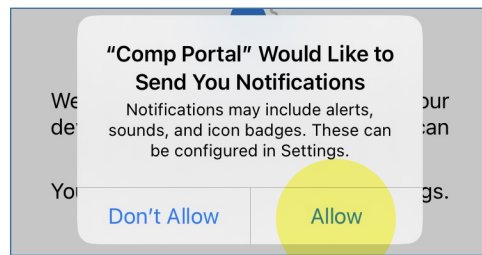1. Download **Intune Company Portal** and **Microsoft Authenticator** from the App Store.
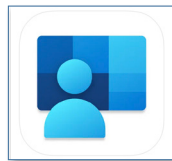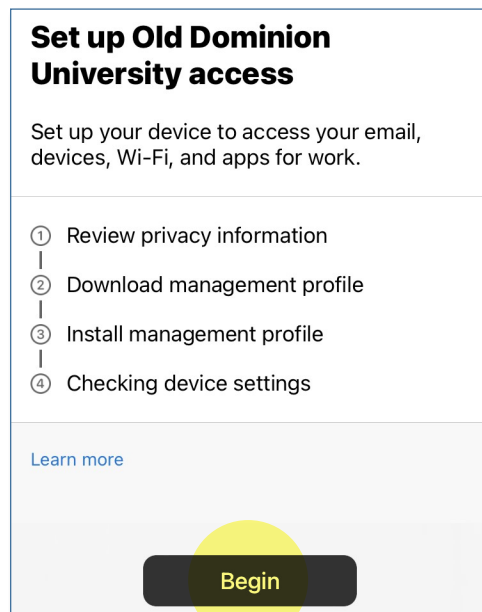
Intune Company Portal   Microsoft Authenticator

2. Open **Company Portal**, sign in with your staff username and password, and follow the prompts. *Do not sign into the Microsoft Authenticator app just yet. You'll be prompted later.*

3. Click either **Don't Allow** or **Allow** for notifications. (We recommend you **Allow**.)

> **"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

4. Click **Begin** to start the enrollment process on your device.

> **Set up Old Dominion University 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
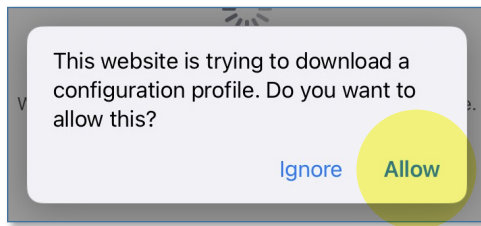> ④ Checking device settings
>
> Learn more
>
> Begin

5. Click **Continue**.
   ([See what type of information ODU can view on your enrolled device.](#))
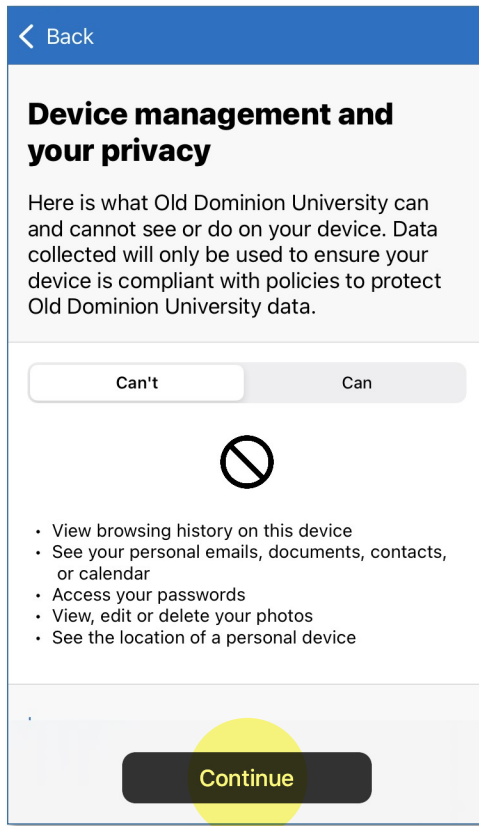
6. Click **Continue** to download and install the management profile.
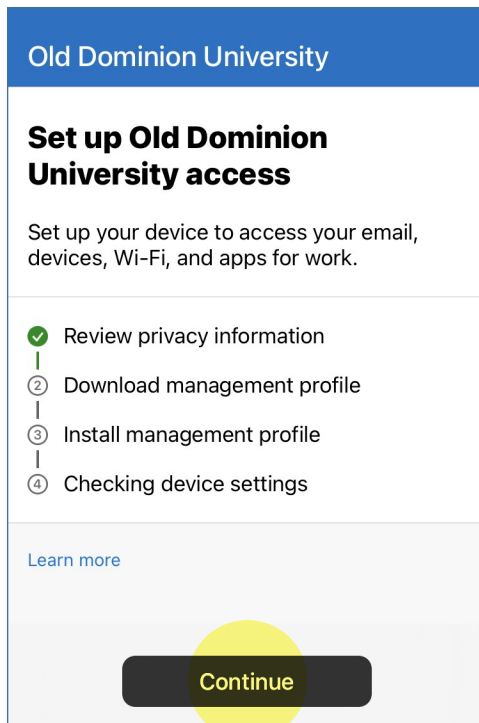
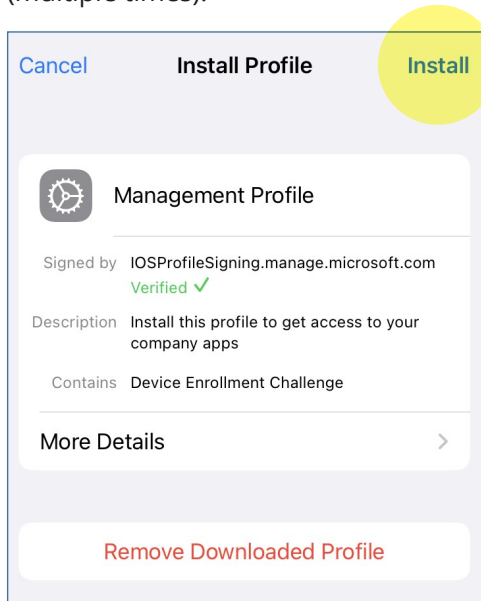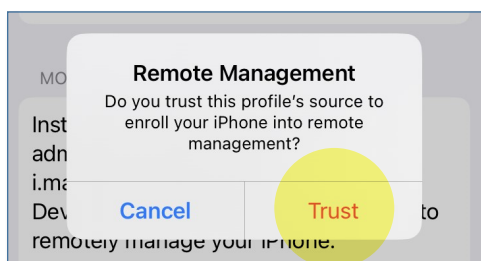7. Click **Allow** to download the management profile, then click **Close**.

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

Ignore   **Allow**

8. Open the **Settings** app on your device.

Settings

9. Click **Profile Downloaded** near the top of Settings.

Profile Downloaded   >

✈ Airplane Mode   ⬤
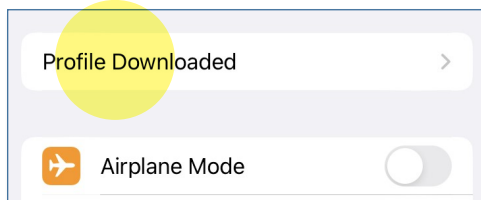
10. During the management profile installation, click **Install** each time you're prompted (multiple times).

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

11. On the Remote Management prompt, click **Trust**. You will be prompted for your device PIN.

MO

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

Inst
adn
i.ma
Dev
remotely manage your iPhone.

Cancel   Trust   to

12. After the management profile has been installed, click **Done** and close the Settings app.
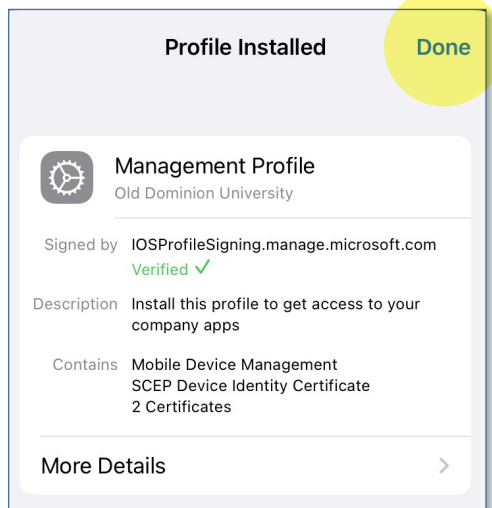

13. Switch back to Company Portal and click **Continue** a few times to complete the registration of the device.
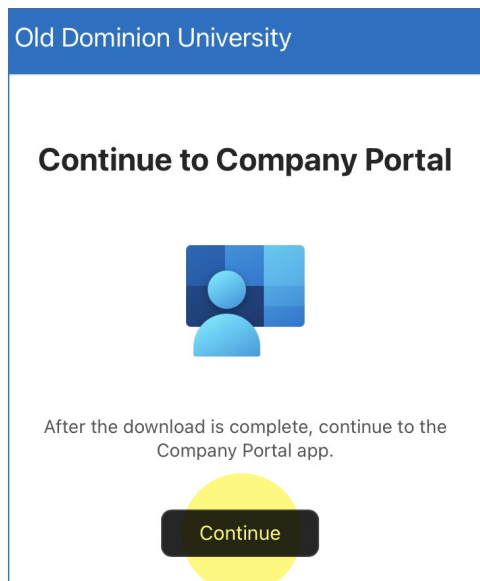

14. After registration is complete, the following apps will be installed automatically on your device: Microsoft Edge, Microsoft 365 (Office), Microsoft Outlook, Microsoft Teams, GlobalProtect, and Zoom for Intune. Two links for websites will also be added: one for MIDAS and the other for Leo Online. Click **Install** each time you are prompted.
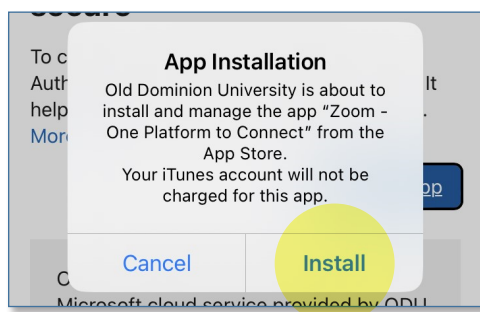
15. Depending on the apps already installed on your device, you may receive a notification to allow ODU to manage the app. Click **Manage** when you receive the notification.
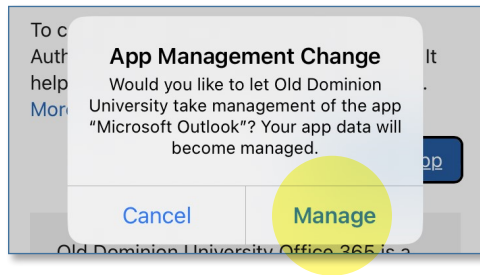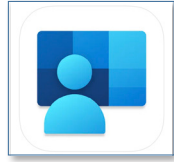

16. When your email is added to Outlook, you will be prompted to download and install **Microsoft Authenticator** from the App Store. (If it is already installed, you will be prompted to log in instead.)
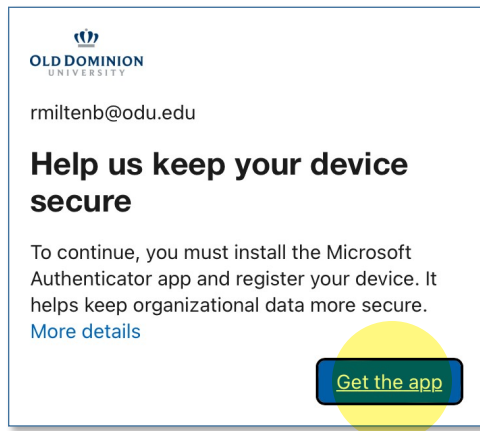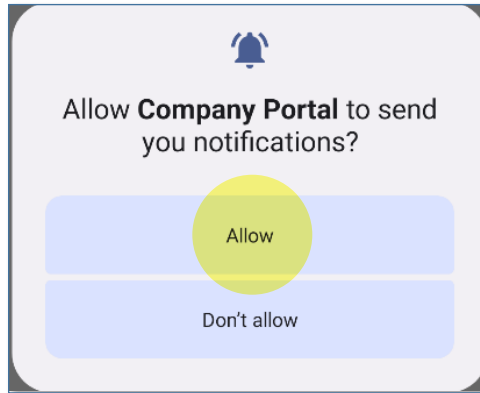
Android enrollment
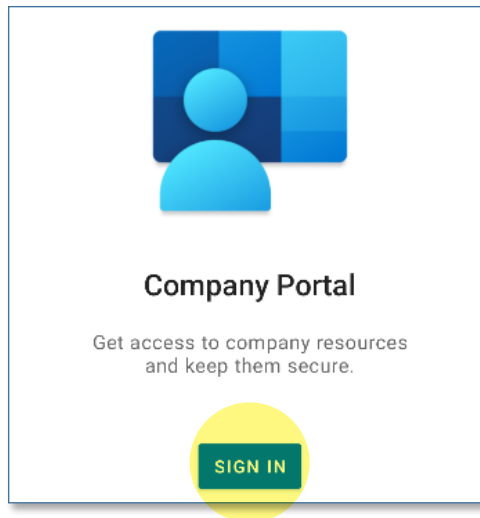
1. Download **Intune Company Portal** from Google Play.
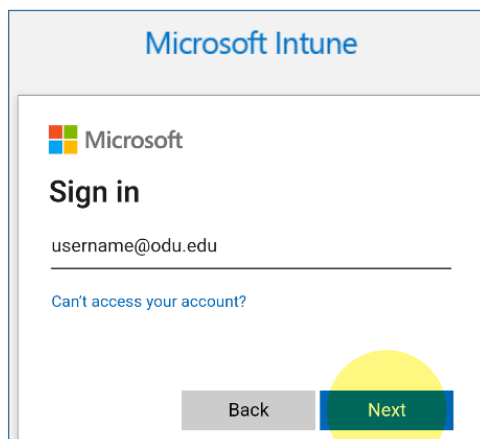

Intune Company Portal

2. Open **Company Portal** and sign in with your staff username and password.

3. Click to either **Allow** or **Don't allow** notifications. (We recommend you **Allow**.)
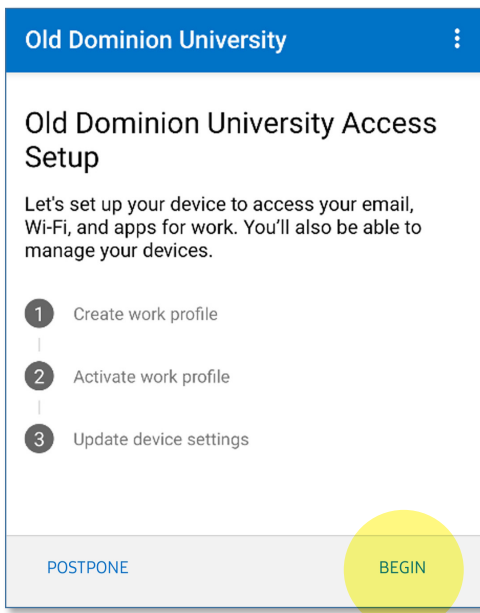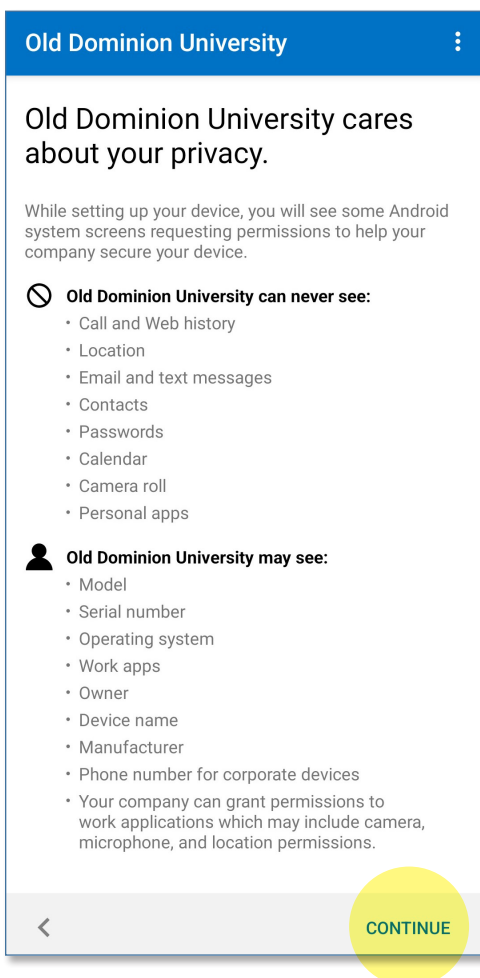

4. Click **Sign In**.

5. Sign into the Company Portal with your ODU credentials.

6. Click **Begin** at the bottom of the Old Dominion University Access Setup screen to start the process of creating the work profile on your device.
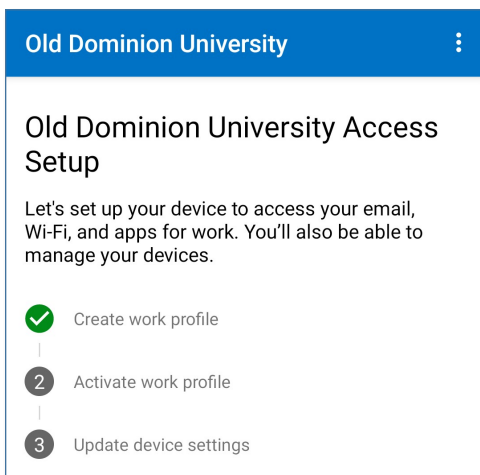

7. Click **Continue**. ([See what type of information ODU can and cannot view between your personal and work profiles.](#))
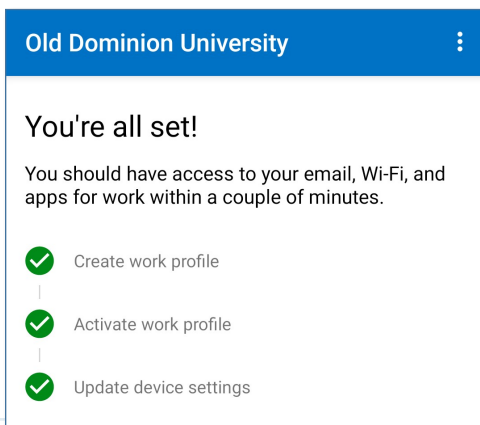
8. The next few steps will walk you through setting up a work profile on your device. Screens vary by device manufacture.

Let's set up your work profile

View terms
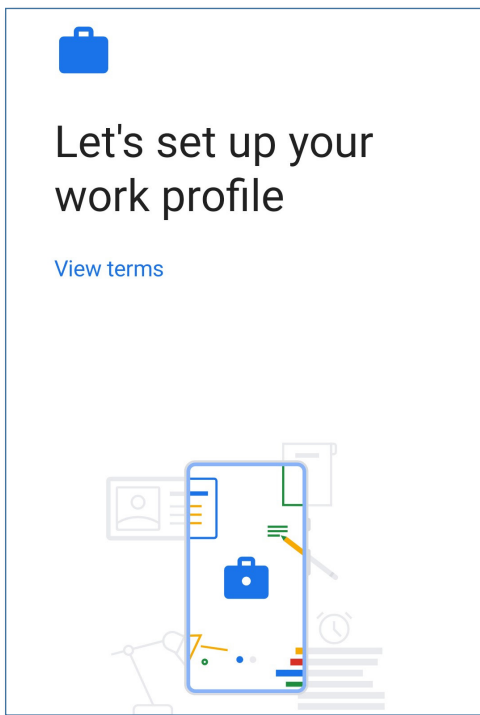
9. Click **Continue** at the bottom of the setup screen to finish enrollment. If you are prompted to select a category for your device, select **Faculty/Staff Personal Mobile** for faculty/staff accounts, or **Student Personal Mobile** for student accounts.

Old Dominion University

Old Dominion University Access Setup

Let's set up your device to access your email, Wi-Fi, and apps for work. You'll also be able to manage your devices.

✓ Create work profile

2 Activate work profile

3 Update device settings

10. When the enrollment process is complete, click **Done**.

Old Dominion University

You're all set!

You should have access to your email, Wi-Fi, and apps for work within a couple of minutes.

✓ Create work profile

✓ Activate work profile

✓ Update device settings

ITS

11. The **Your new work setup** screen will show you how to tell the difference between personal apps and work apps. Click **Got It** at the bottom to continue. You can then close the Company Portal app.
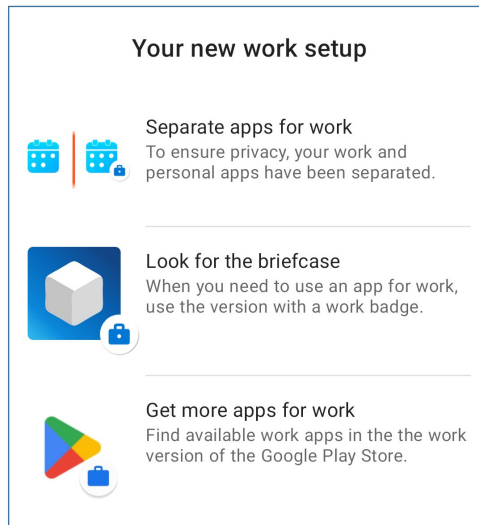
12. Depending on your device, the tabs for Personal and Work profiles can be found at the top or the bottom of your app drawer. (If you use a custom app launcher, check with the developer to see if they support Google Workspace apps. If not, you will need to disable it to view the Work profile.)
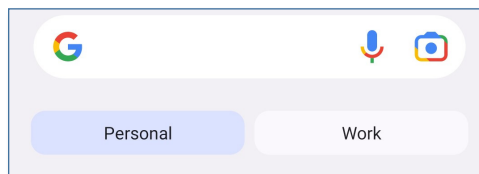
13. Click the **Work** profile tab to see the list of apps currently installed. A few apps will be automatically installed over the next few minutes, including Microsoft Edge, Microsoft 365 (Office), Microsoft Outlook, Microsoft Teams, and Zoom. Two links for websites will also be added: one for MIDAS and the other for Leo Online. This may take a few minutes based on your Internet connection. The Play Store has additional apps that can be installed on your device.