Intune Enrollment Guide

This guide is for iPhone, iPad, and Android devices.

BEFORE YOU BEGIN

The next few pages will help you get ready for Intune and select the right guide for your device.

Don’t Worry About the Page Count

- This document has several pages that provide different enrollment processes for different types of devices. You will only follow the pages that apply to your device – not every page in this guide.

- A progress indicator at the bottom of each slide will show how far along you are in the process.

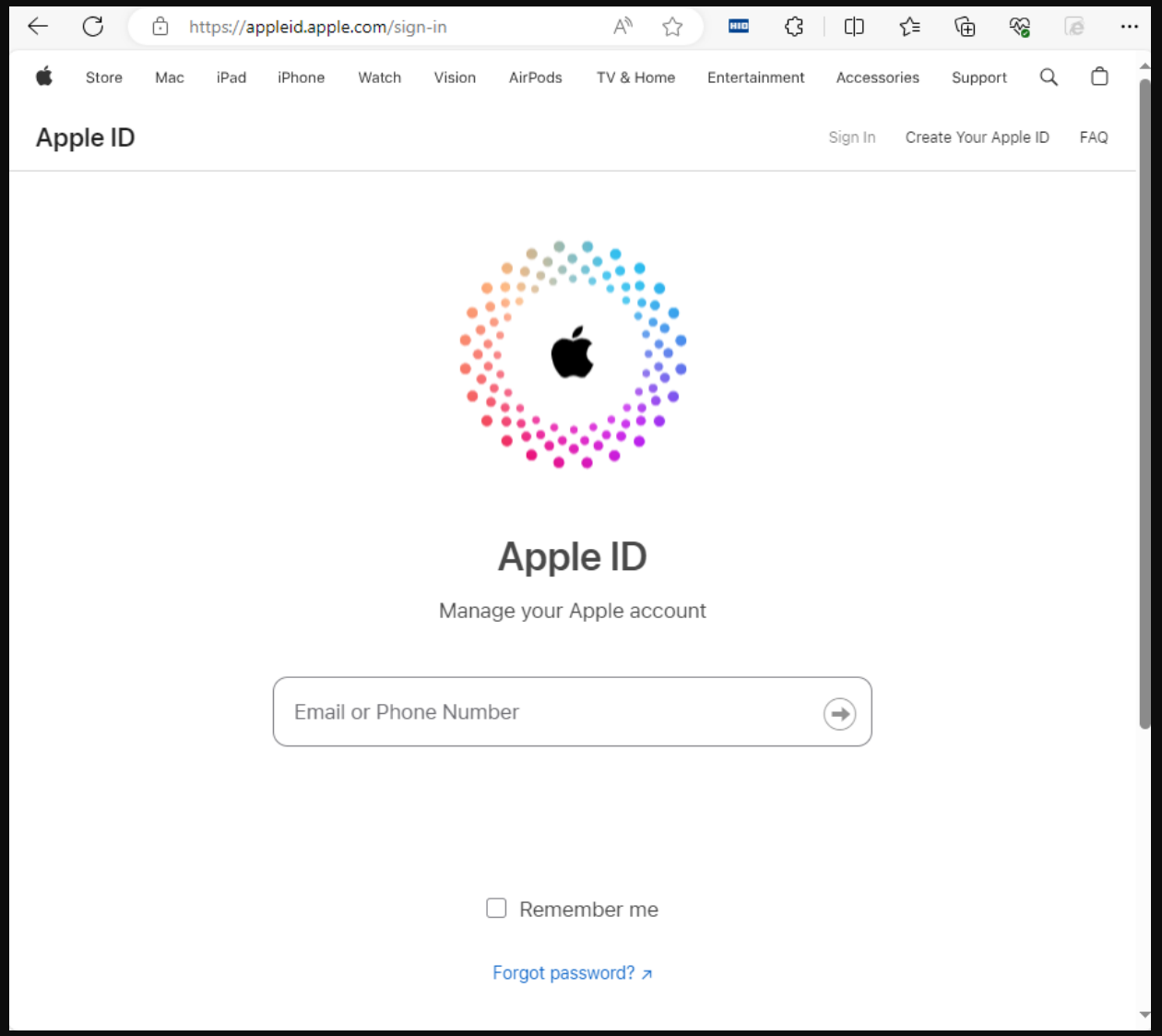
- The guide will walk you through the basic steps of enrolling in Intune, which include:
  - Prerequisites – things you should do before you start the enrollment process.
  - Device preparation – removing old MDM management from your device and getting it ready for Intune.
  - Intune Enrollment – applying Intune management to your device.
  - Derived Credentials – setting up your device to work with encrypted email.

Apple ID (iPhone and iPad only)

- Gather your Apple ID email address and password. You can test or reset your Apple ID credentials at https://appleid.apple.com.

  If you have forgotten your Apple ID or password, it could take more than 6 hours to get it reset.

- Your Apple ID is your personal account. The Enterprise Service Desk is unable to assist with recovering or resetting your Apple ID credentials.



NASA Computer

- Gather your NASA computer and smartcard.
- If you're working remotely, make sure you're connected to a NASA VPN.

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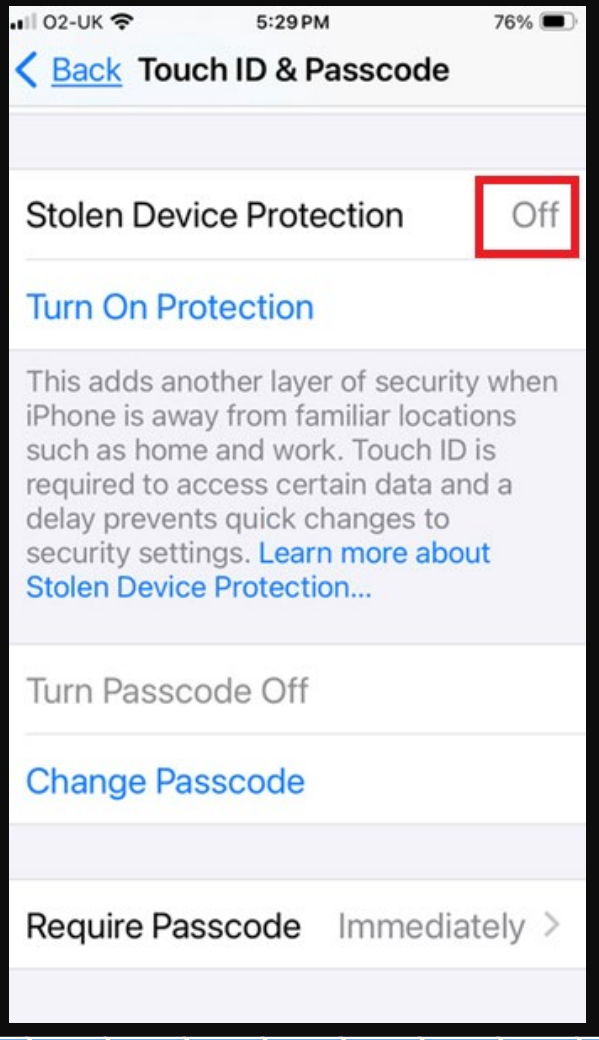
Wi-Fi

- Make sure your device has a strong Wi-Fi connection.
- Do not use the Wi-Fi network named “nasa” because your device will temporarily lose access to that network during enrollment.

Stolen Device Protection (iPhone only)

IMPORTANT: This process requires a 60-minute security delay to complete. Please plan accordingly.

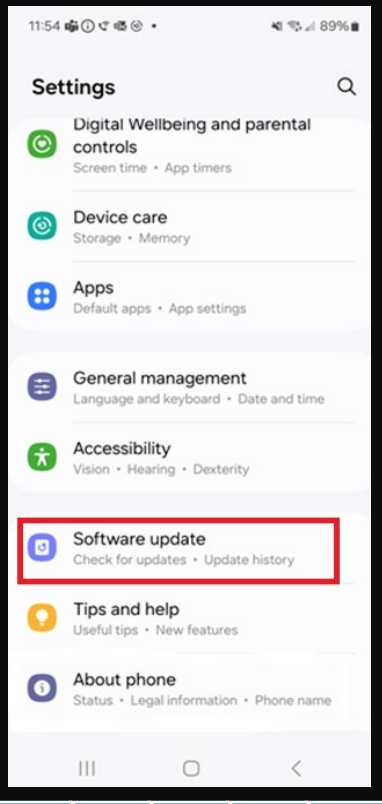
- Temporarily turn off Stolen Device Protection.
- You'll find this in the **Settings** app, under **Face ID & Passcode** or **Touch ID & Passcode**.
- Make sure **Stolen Device Protection** is off.
- When you try to turn off Stolen Device Protection, a 60-minute security delay starts before you can turn it off. You will get a notification when the security delay ends. You will then be able to turn off Stolen Device Protection.
- After you have completed Intune enrollment, you can turn this setting back on, if you wish.



Software Updates and Compliance

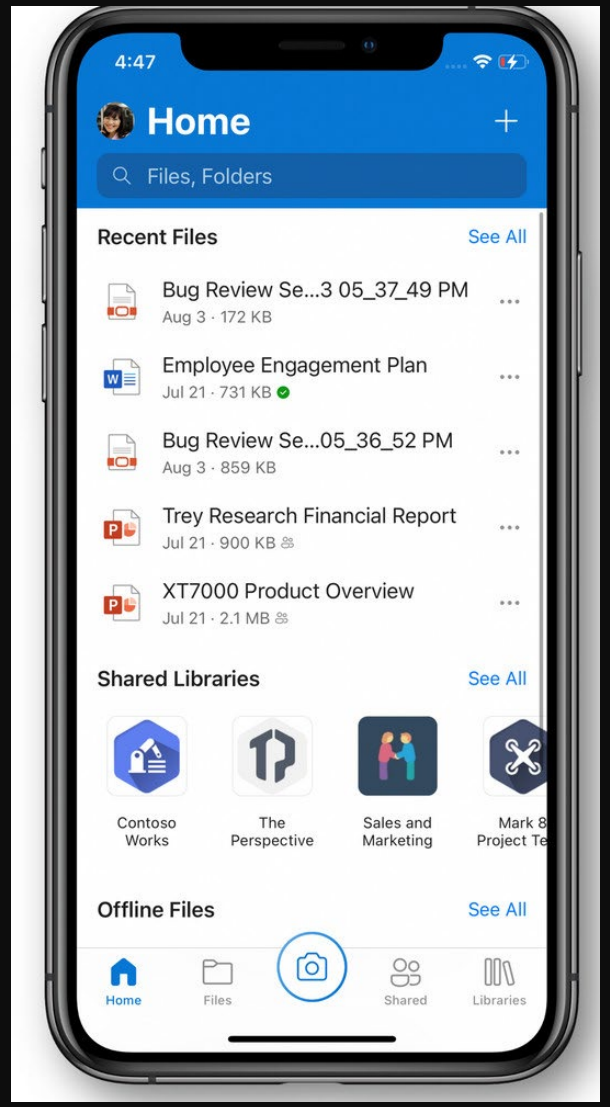
- Make sure your device is up to date and compliant.
  - **iPhone and iPad:** Open the **Settings** app, go to **General** > **Software Updates**, and install any updates that are available.

  - **iPhone and iPad:** If you have a restricted app or app clip on your device, it must be removed before you begin the migration. For a list of apps that are prohibited on MDM-registered devices, refer to KB0022050. Refer to iOS/iPadOS: Uninstalling Apps and App Clips for more information and removal instructions.
  - Android: From the **Home** screen, tap **Settings**. Tap **Software update**. Install any updates that are available.



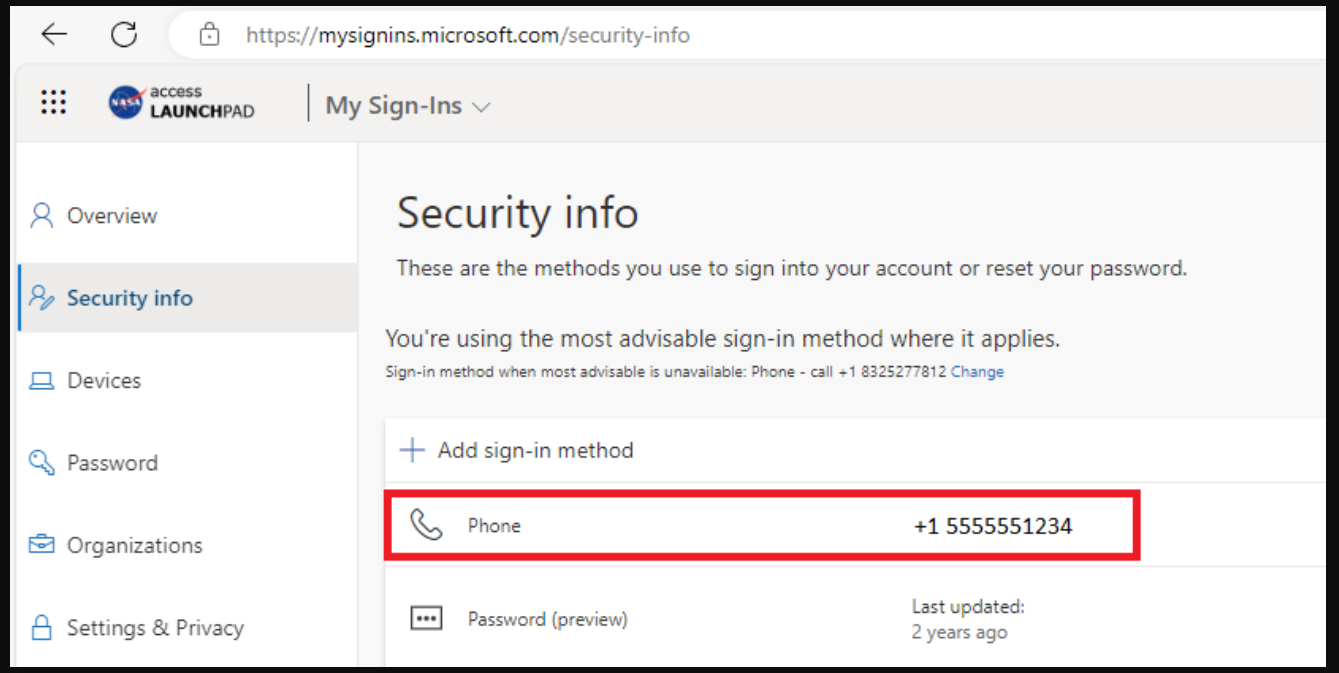
Sync NASA Data to OneDrive

- Take a moment to sync your important data to OneDrive or other approved cloud service.
- Use OneDrive, SharePoint, or Teams to store photos and documents for work.
- Data already in Outlook, Teams, SharePoint, OneDrive, and the other Microsoft apps is synced to the cloud automatically.
- For additional assistance syncing data to OneDrive, visit https://nasa.sharepoint.com/sites/EUSO/SitePages/Intune.aspx#sync-nasa-data-to-onedrive.



Multi-Factor Authentication

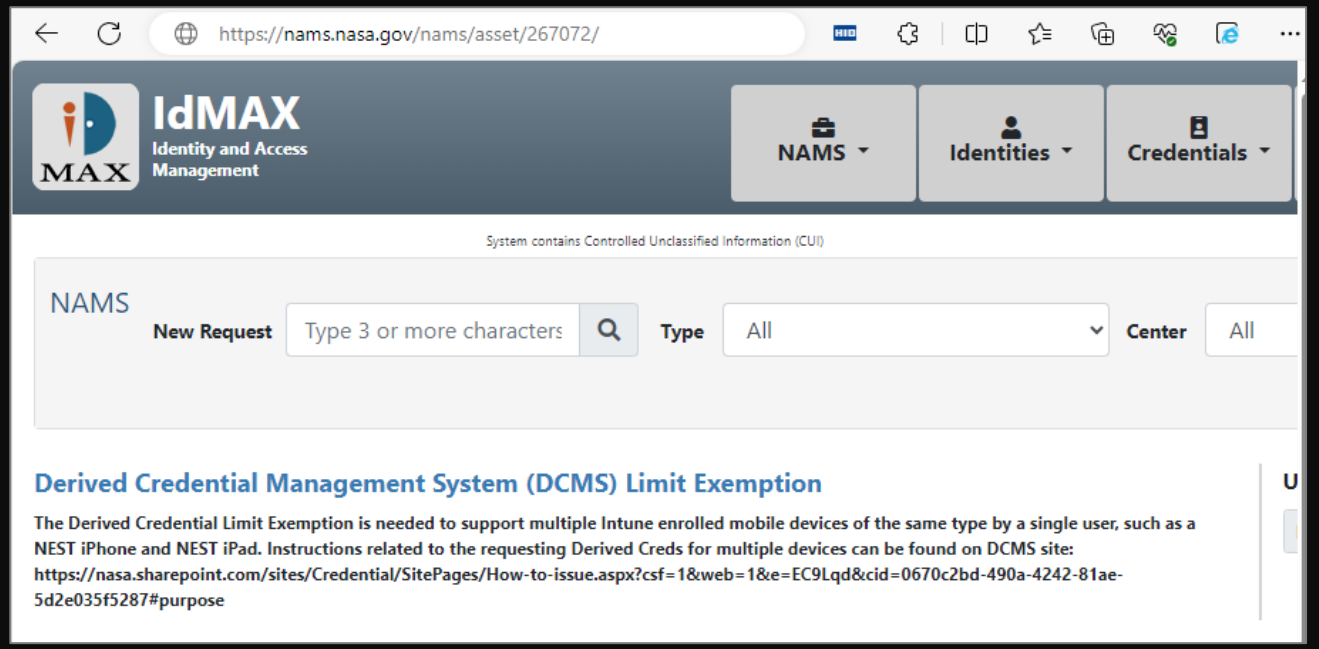
- Create a phone-number-based Multi-Factor Authentication sign-in method.
- You can add a phone number sign-in method at https://mysignins.microsoft.com/security-info in the **Security Info** section.
- Additional instructions for creating a sign-in method are available at https://nasa.sharepoint.com/sites/EUSO/SitePages/Intune.aspx#create-a-multi-factor-authentication-%28mfa%29-sign-in-method.
- Contact the Enterprise Service Desk if you need assistance creating a Multi-Factor Authentication sign-in method.



Note: If you are using an Android device, the phone number used for your sign-in method must not be the phone number of the device you are enrolling in Intune. Instead, use a phone number for an office phone, home phone, or a mobile phone other than the one you are enrolling in Intune.

Optional: Support for Multiple Devices

- If you are only enrolling **one** device in Intune, you can skip this page.
- If you will use more than one device with Intune at the same time (example: an iPhone and an iPad), you must be provisioned with the **Derived Credential Management System (DCMS) Limit Exception** in NAMS.
- Go to https://nams.nasa.gov/nams/asset/267072 and submit your request.
- Do not proceed until NAMS shows that provisioning is complete for this request.



Time

- Set aside 20-30 minutes to complete the Intune enrollment.
- Once you start the process, don’t take a break until you’re done.
- Taking a break between steps can cause some functions to time out and may require you to start over.
- We suggest you read through all the steps first to familiarize yourself with the different screens and choices, before you start executing the steps on your device.

Are you enrolling an iPhone/iPad or an Android device?

Select your answer:

iPhone/iPad
Go to page 14

Android
Go to page 17

Is your device currently enrolled in MaaS360, NASA's legacy MDM tool?

Select your answer:

Yes, my device is enrolled in MaaS360

Go to page 15

No, my device is not enrolled in MaaS360

Go to page 16

Who owns the device?

Select your answer:

I own the device (personally furnished equipment)

Go to page 45

NASA owns the device

Go to page 31

Who provided the device?

Select your answer:

I provided the device (personally furnished equipment)

Go to page 59

NASA provided the device through NEST (Agency provided)

Go to page 19

NASA provided the device outside of NEST (Org provided)

Go to page 59

Is your device currently enrolled in MaaS360, NASA's legacy MDM tool?

Select your answer:

Yes, my device is enrolled in MaaS360

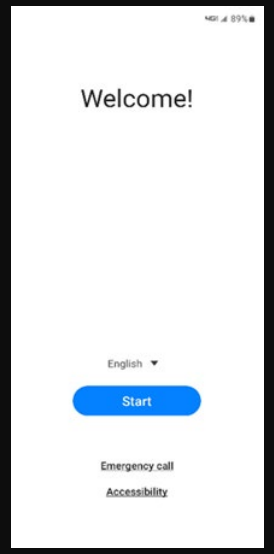
Go to page 70

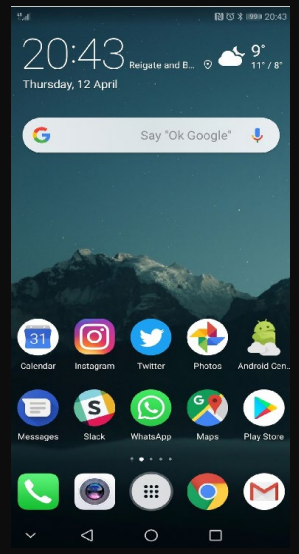
No, my device is not enrolled in MaaS360

Go to page 18

What do you see on your device right now?

Select your answer:





Welcome Screen

My device has not been set up yet.

Go to page 74

Home Screen

My device has been set up but isn't in Intune yet.

Go to page 73

Intune Enrollment Guide for New and Refresh Agency-Provided (NEST) iPhones & iPads

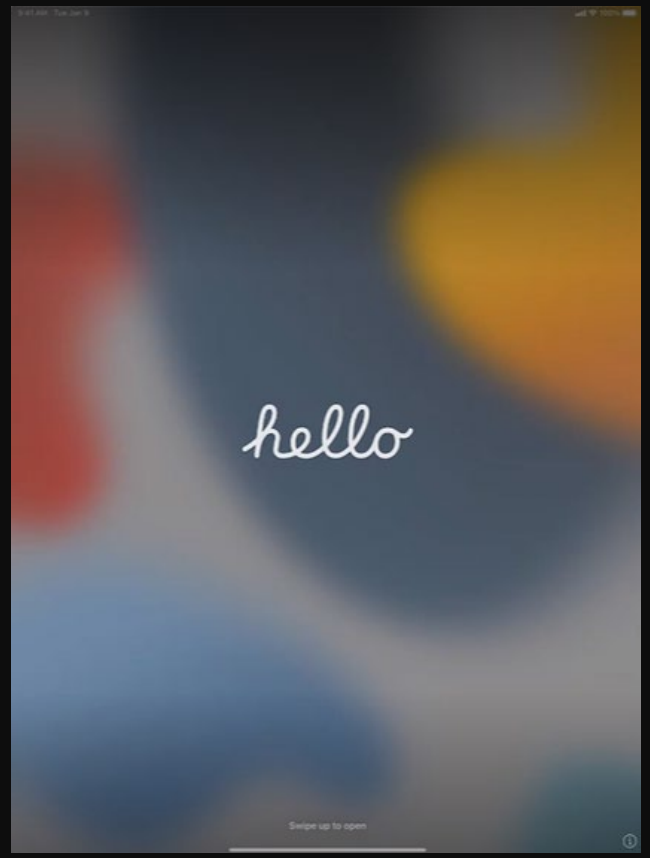
Agency-Provided New or Refresh iPhone/iPad Devices

When you turn on the device, you should see a "hello" screen, like the image on the right.

If you see the Home screen with all your apps, your device must be erased before you can continue.

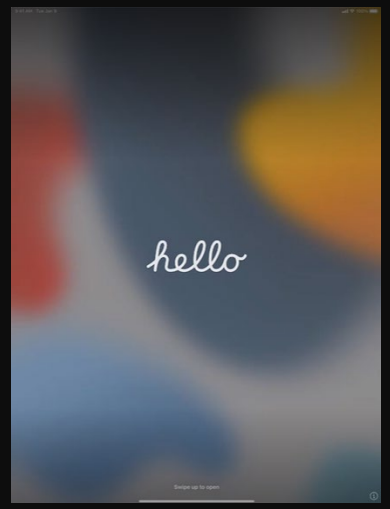
To erase the device:

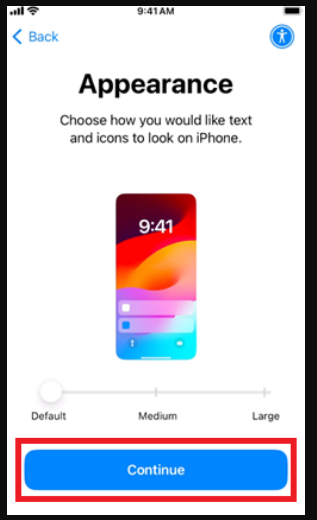
1. Open **Settings**.
2. Tap **General**.
3. Tap **Transfer or Reset**.
4. Tap **Erase All Content and Settings**.
5. Tap **Continue**.
6. Follow the remaining prompts on screen until your device restarts and displays the "hello" screen.

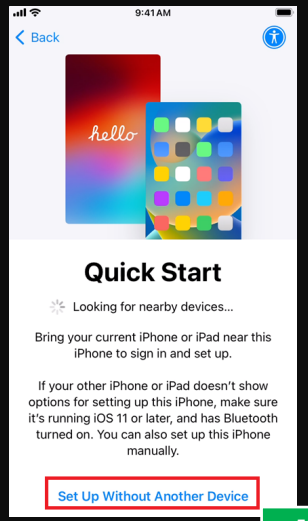


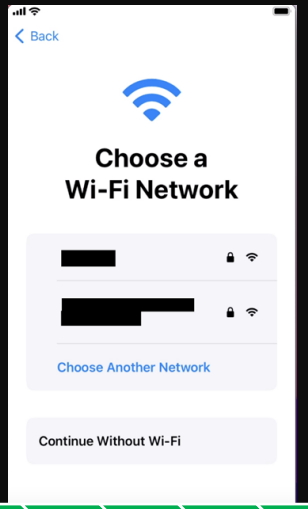
Agency-Provided New or Refresh iPhone/iPad Devices cont.

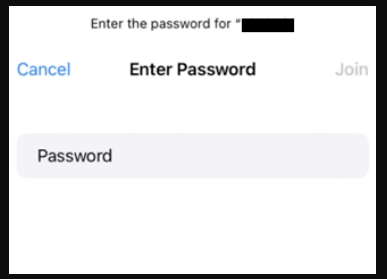
1. Swipe up or press the Home button to clear the “Hello” screen.
2. Choose a language.
3. Tap **United States**.
4. Adjust the appearance and then tap **Continue**.
5. Tap **Set Up Without Another Device**.
6. Select a Wi-Fi network.
7. Enter the password to the Wi-Fi network.
8. Wait for activation to complete.

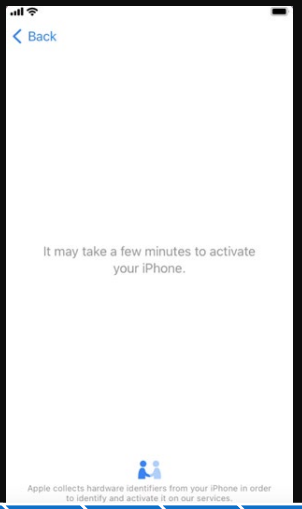












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Agency-Provided New or Refresh iPhone/iPad Devices cont.

9. Tap **Enroll this iPhone** to start Remote Management.

   Note: This screen will say **NASA Msfc,** regardless of your location.

10. Tap **Continue** to set up Touch ID or Face ID and follow the setup prompts.

11. Tap **Passcode Options**.

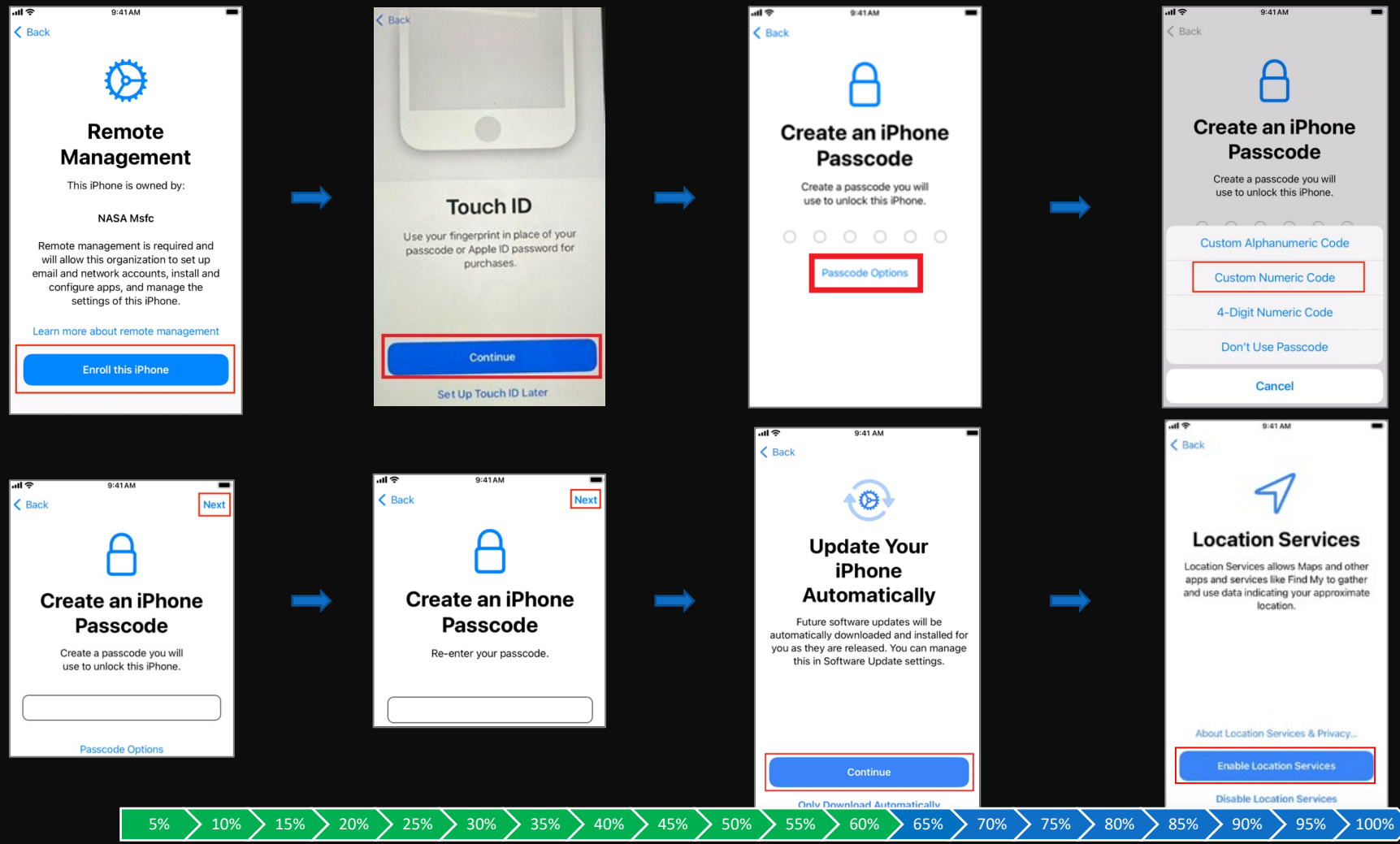
12. Tap **Custom Numeric Code**.

13. Create a complex 8-digit Passcode. Don't use repeating or sequential numbers (e.g., 11112222, 12345678, 87654321). Tap **Next**.

14. Re-enter the passcode and then tap **Next**.

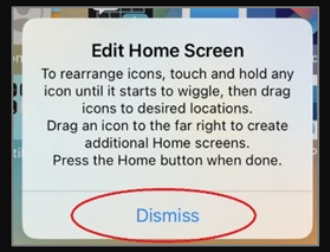
15. Tap **Continue**.

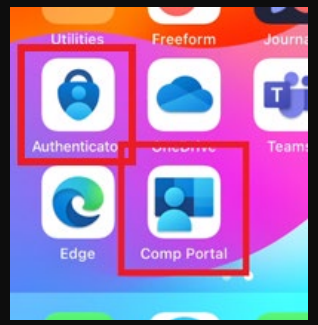
16. Tap **Enable Location Services**.

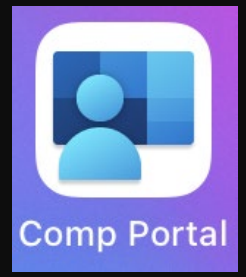


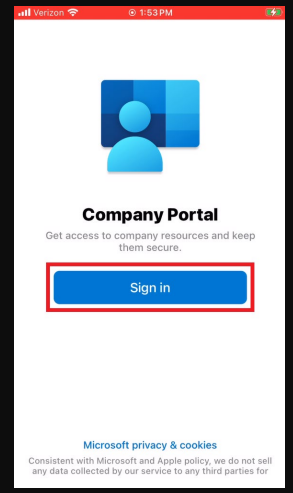
Agency-Provided New or Refresh iPhone/iPad Devices cont.

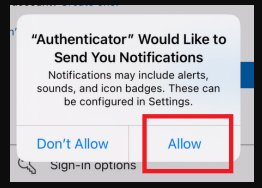
17. Wait for the **Edit Home Screen** message to appear, then tap **Dismiss**.
18. Wait until <u>both</u> **Comp Portal** and **Authenticator** are installed. They will install automatically.
19. Open **Comp Portal**.
20. Tap **Sign in**.
21. If prompted for notifications, tap **Allow**.
22. Tap **Sign-in options**.
23. Tap **Sign-in from another device**.
24. Take note of the code that appears.
25. On your NASA computer, open a browser and go to https://microsoft.com/devicelogin then enter the code from your device and click **Next**.

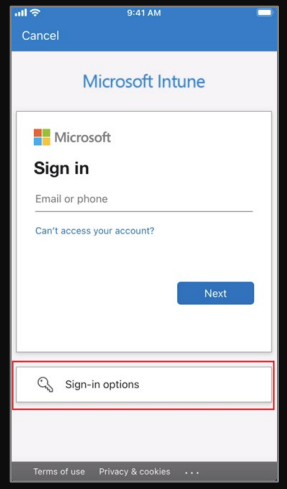


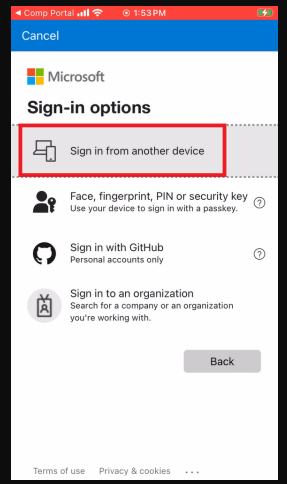


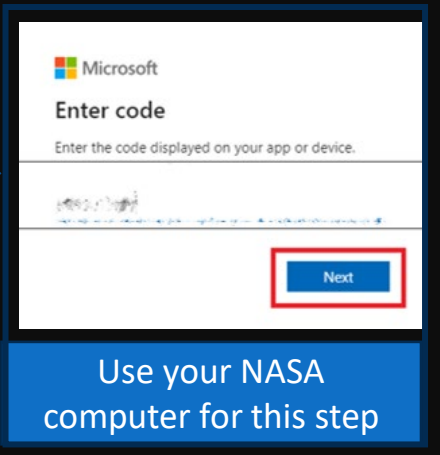












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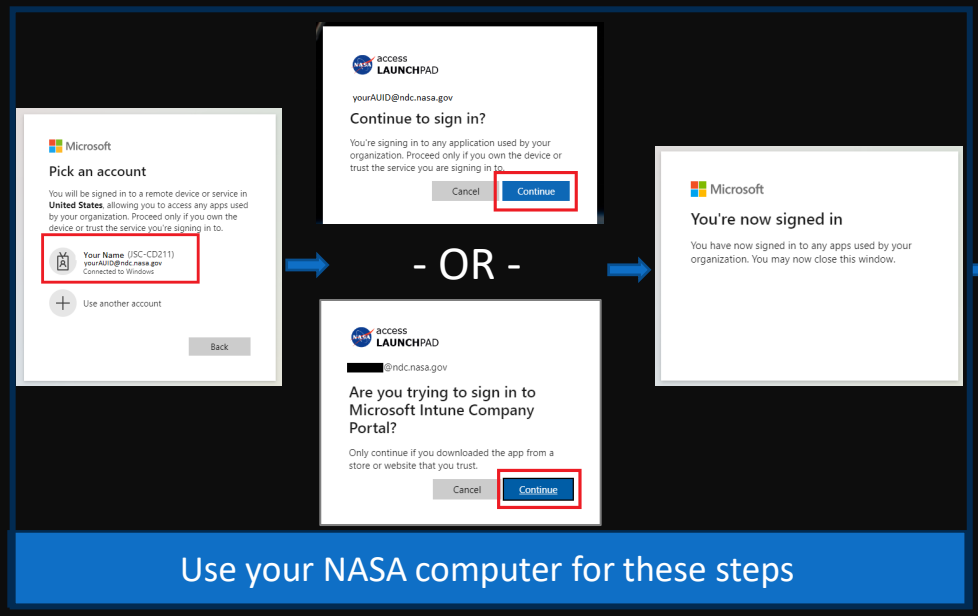
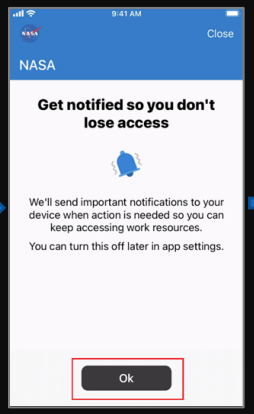
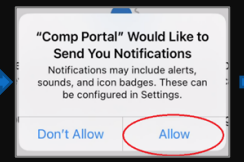
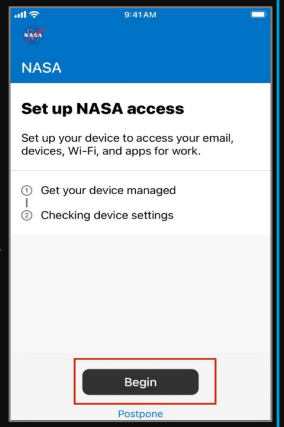
Agency-Provided New or Refresh iPhone/iPad Devices cont.

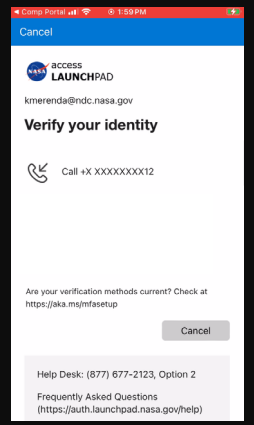
26. On your NASA computer, select your account and complete any additional prompts to log in.
27. Click **Continue** on the sign-in prompt.
28. Once your computer shows **You're now signed in**, return to your device.
29. Tap **OK**.
30. Tap **Allow**.
31. Tap **Begin**.
32. Select a method to **verify your identity** and follow the prompts to approve the sign-in request.
33. Tap **Continue**.
34. Tap **Done**.
35. Wait for your device to finish **checking device settings**.
36. If prompted to update the app, tap **Update**.

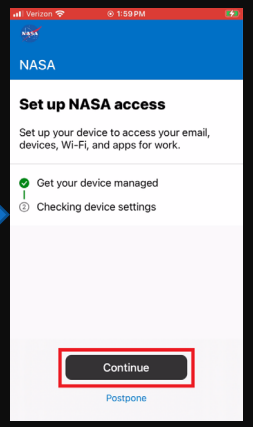


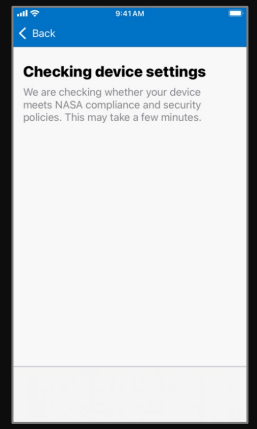


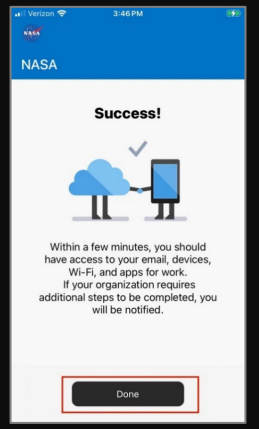


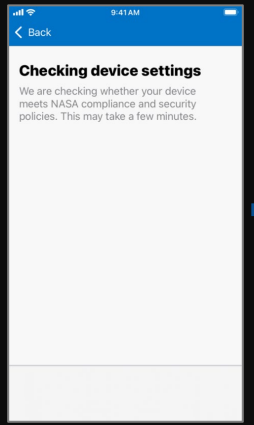


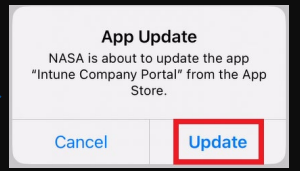






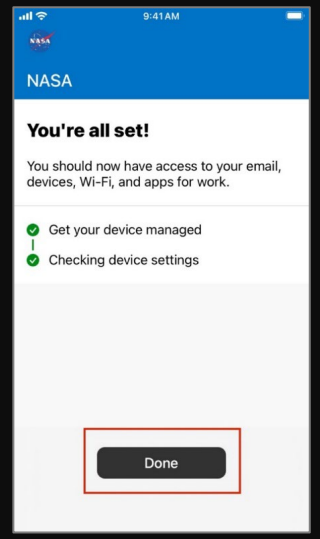


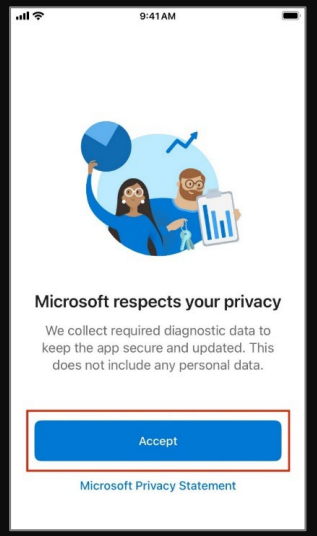


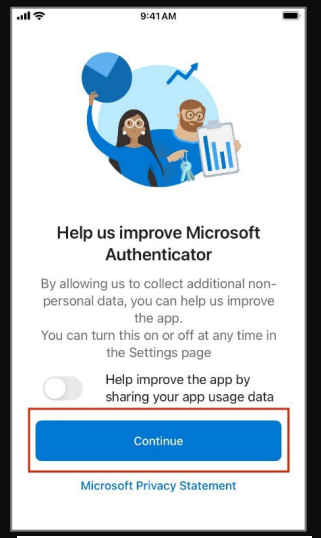


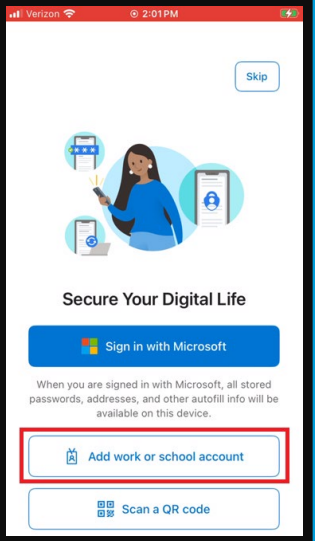
Agency-Provided New or Refresh iPhone/iPad Devices cont.

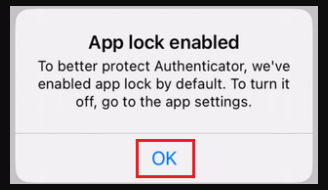
37. Tap **Done**.
38. Return to the Home screen, then open **Authenticator**.
39. Tap **Accept**.
40. Tap **Continue**.
41. Tap **Add work or school account**.
42. If an **App Lock Enabled** message appears, tap **OK**.
43. Look and confirm that your account is listed, but do not tap it.
44. Return to the Home screen, then open the **Teams** app.
45. Tap your NASA account.
46. Tap **Allow**.

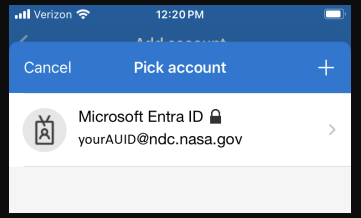


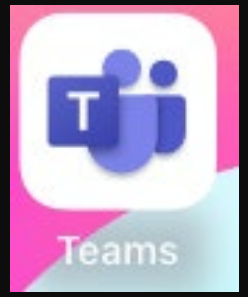


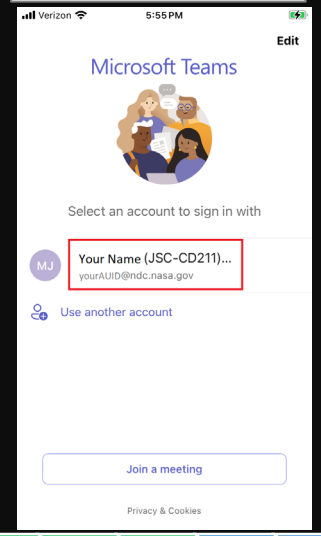


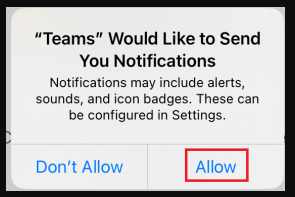






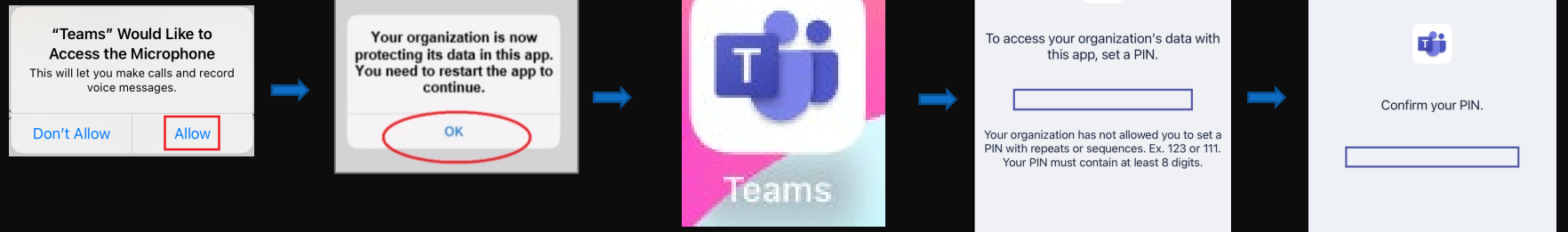


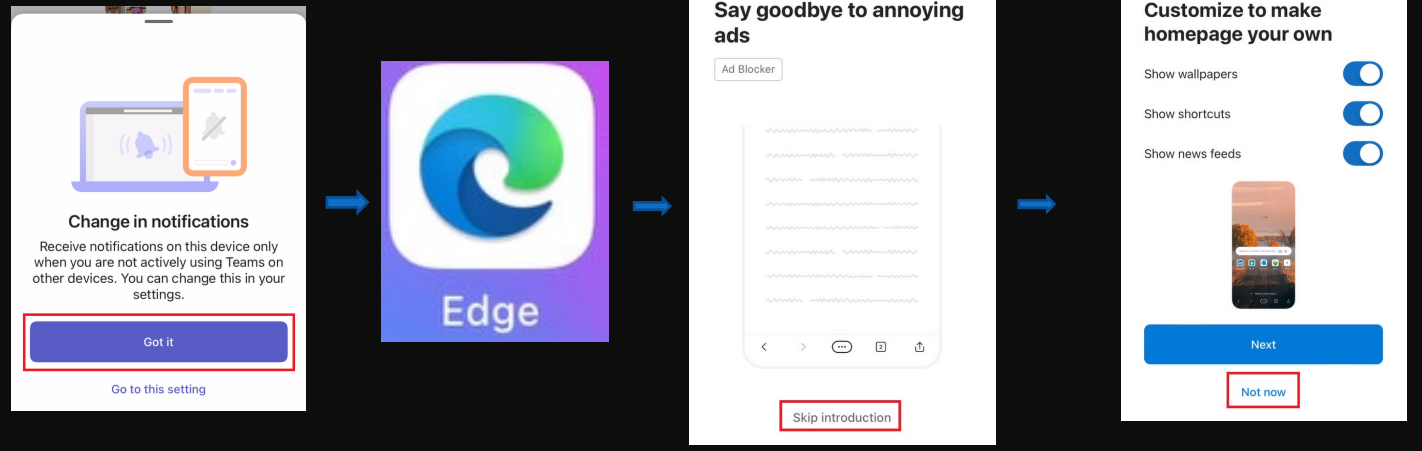




Agency-Provided New or Refresh iPhone/iPad Devices cont.

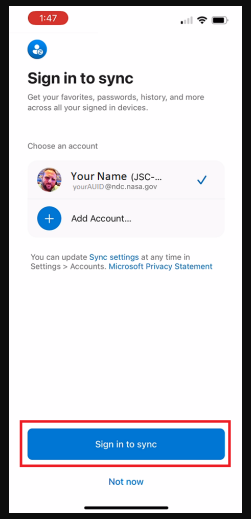
47. Tap **Allow**.
48. Tap **OK**. This will cause the app to close and return you to the Home screen.
49. Open **Teams** again.
50. Create a complex 8-digit PIN. Don't use repeating or sequential numbers (e.g., 11112222, 12345678, 87654321).
51. **Confirm your PIN** by entering it again.
52. Tap **Got It**.
53. Return to the Home screen and open the **Edge** app.
54. Tap **Skip Introduction**.
55. Tap **Not now**.





Agency-Provided New or Refresh iPhone/iPad Devices cont.

56. Tap **Sign in to sync** OR tap **Continue**.
57. Tap **Not now**.
58. Uncheck the **Help Improve Microsoft** bubble, then tap **Confirm**.
59. Tap **OK**, which will close Edge.
60. Open the **Settings** app. If necessary, tap the back arrow in the upper-left corner until you reach the main Settings page.
61. Scroll down the list of settings until you find **Edge**, then tap it.
62. Tap **Default Browser App**.
63. Tap **Edge** to make a checkmark appear next to it.
64. Return to the Home screen, then open the **Comp Portal** app.



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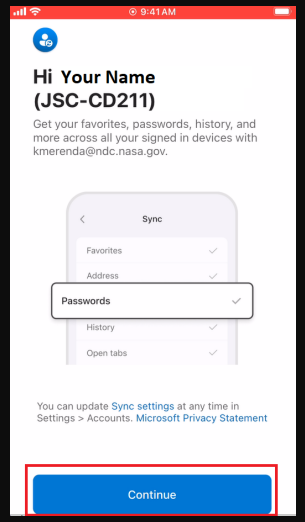
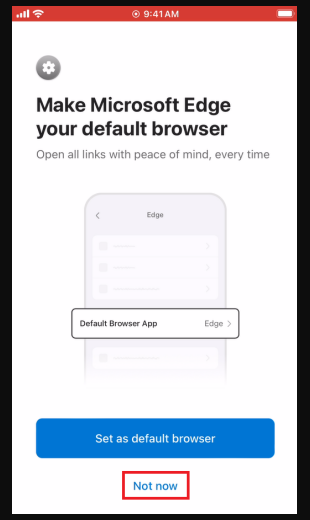
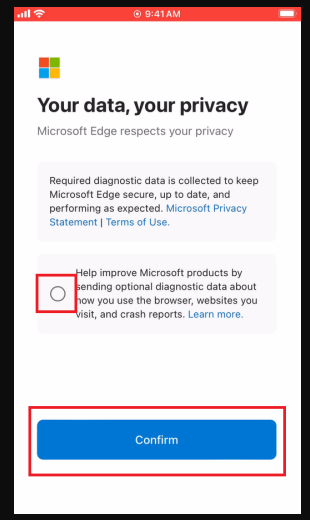
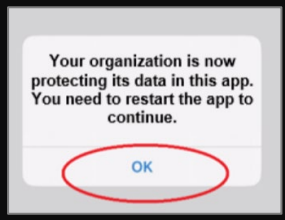
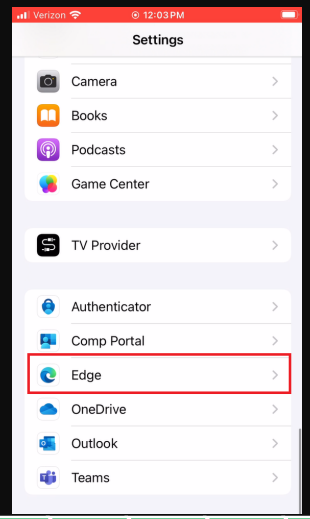
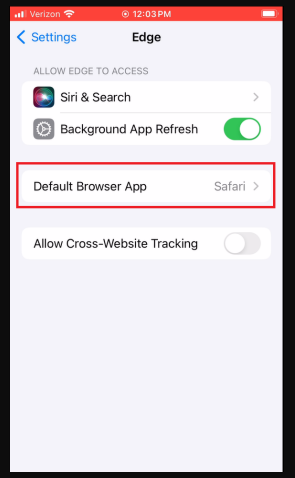


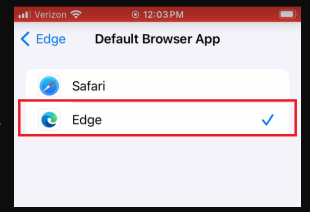


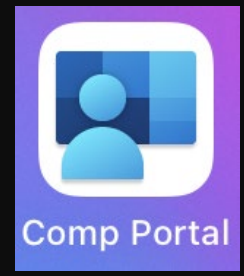






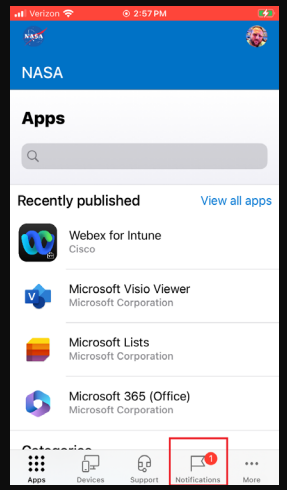


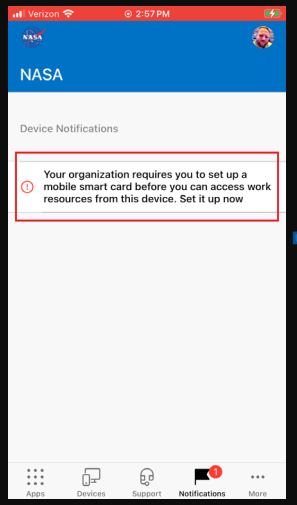


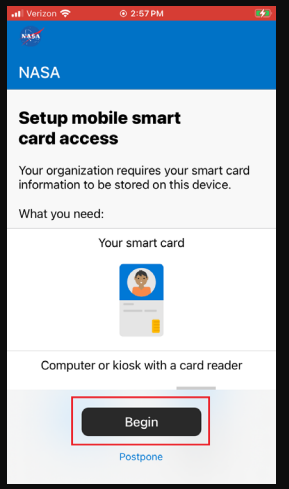


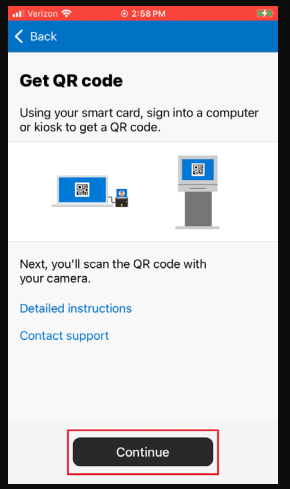
Agency-Provided New or Refresh iPhone/iPad Devices cont.

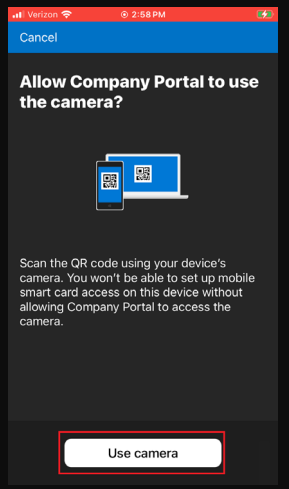
65. Tap **Notifications**.
66. Tap the **mobile smartcard** message that appears.
67. Tap **Begin**.
68. Tap **Continue**.
69. Tap **Use Camera**.
70. Tap **Allow**. This will activate the camera on your device.
71. With the camera view still showing on the device screen, set your device down and return to your NASA computer.
72. On your NASA computer, go to https://ssrp.nasa.gov/StartPage/ then click **Begin**.
73. If prompted to **Select a certificate for authentication**, select the certificate with your name, then click **OK**.

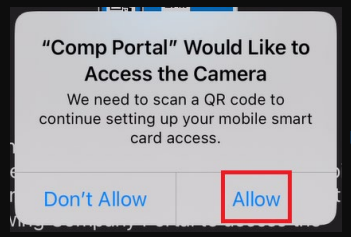


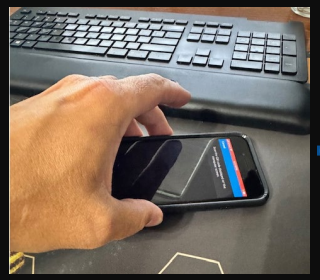


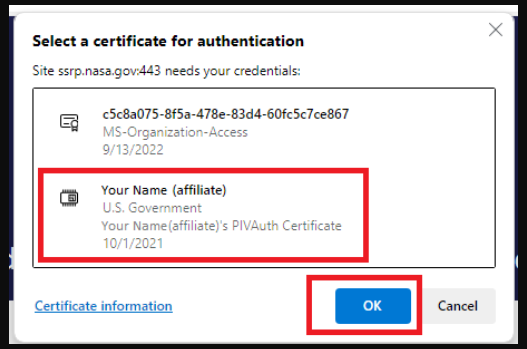












Use your NASA computer for these steps

Agency-Provided New or Refresh iPhone/iPad Devices cont.

74. If prompted to do so, enter your smartcard PIN, then click **OK**.

75. If this is the first or only device you will have in Intune, select **Enterprise-Managed Device Registration**.
    - OR -
    If you already have another device enrolled in Intune, select **Additional Device Registration**.
    Don't see Additional Device Registration?

76. Wait for a **QR code** to appear on your computer screen.

77. Pick up and unlock your device, then point the rear camera at the QR code on your computer screen and allow it to scan.

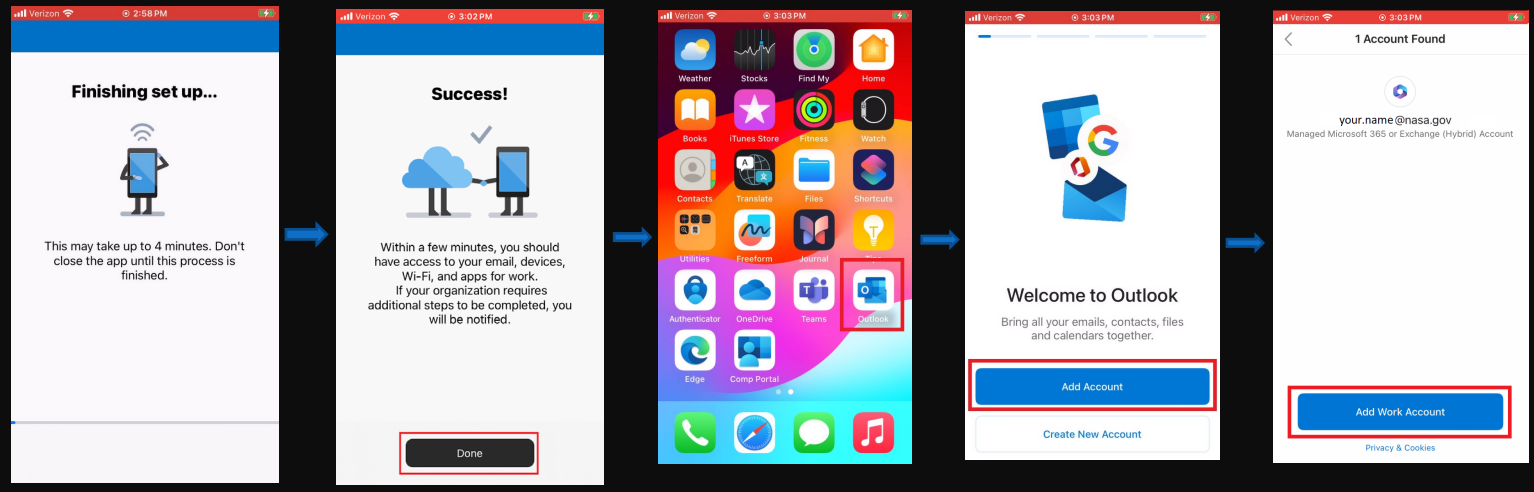
78. Wait up to 4 minutes for the setup to finish. If you receive a "something went wrong" message, contact the ESD for assistance.

79. Tap **Done**.

80. Return to the Home screen, then open the **Outlook** app.

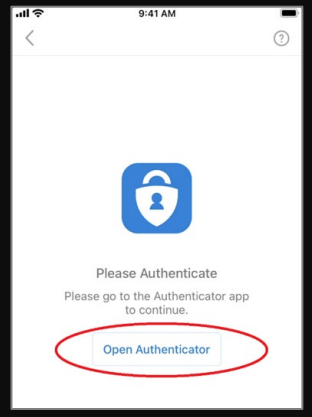
81. Tap **Add Account**.

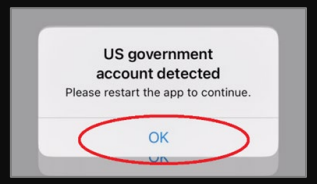
82. Tap **Add Work Account**.

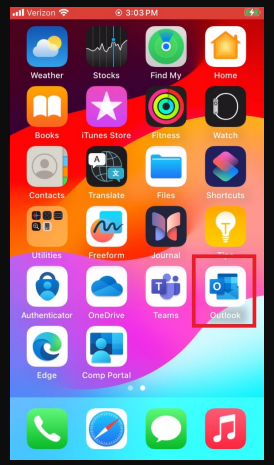


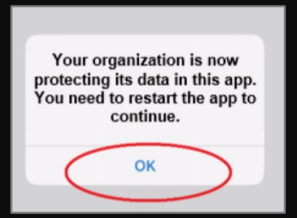
Agency-Provided New or Refresh iPhone/iPad Devices cont.

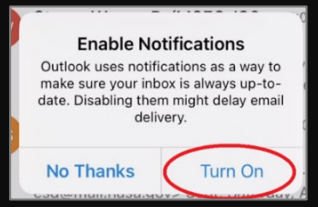
83. Tap **Open Authenticator**.
84. Tap **OK** on the US government popup. Outlook will close.
85. Open **Outlook** again.
86. Tap **OK**.
87. Tap **Turn On**.
88. Tap **Allow**.

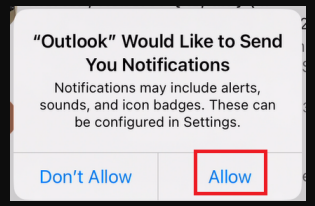












Congratulations! Your device is now enrolled in Intune and ready to use.

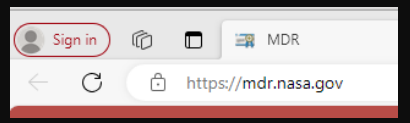
Do you have another device to enroll in Intune? If so, click here to start over.

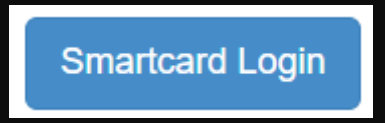
Intune Migration Guide for NASA-Provided iPhones & iPads in MaaS360

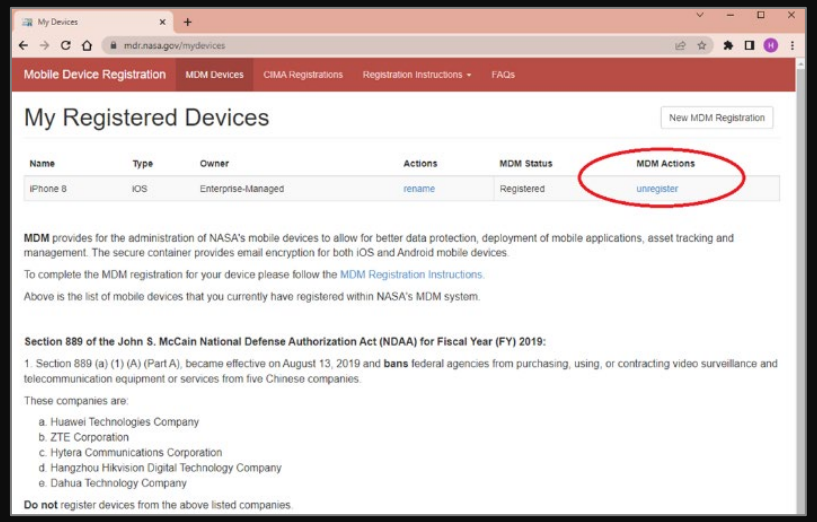
This guide is used for devices provided by NASA through NEST and devices provided by NASA but not through NEST.

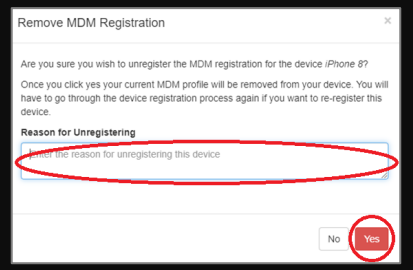
NASA-Provided iPhone/iPad Devices

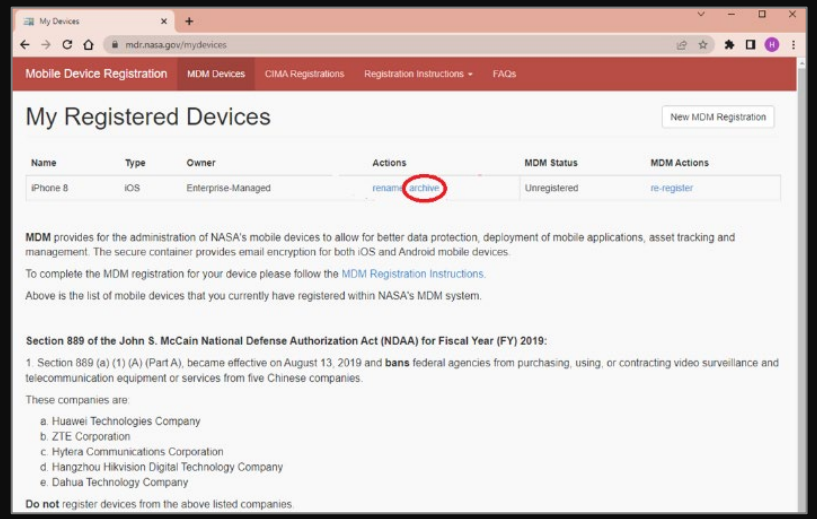
1. Open a browser on your NASA computer and go to https://mdr.nasa.gov.
2. Click **Smartcard Login**.
3. Locate the device you are migrating to Intune, then click **Unregister**. If you have multiple devices, only unregister one at a time. Do not unregister the next device until the first one has been enrolled in Intune. If the device you are migrating is not listed, skip to step 7 on the next page.
4. In the “Reason for Unregistering” field, enter **migrating to Intune** then click **Yes**.
5. In the “Actions” column, click **archive** for the device you unregistered.
6. Click **Yes**.





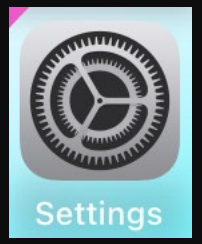


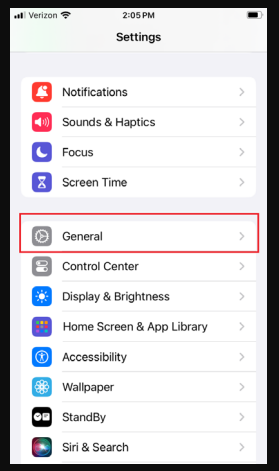


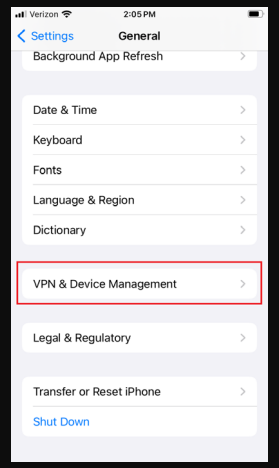


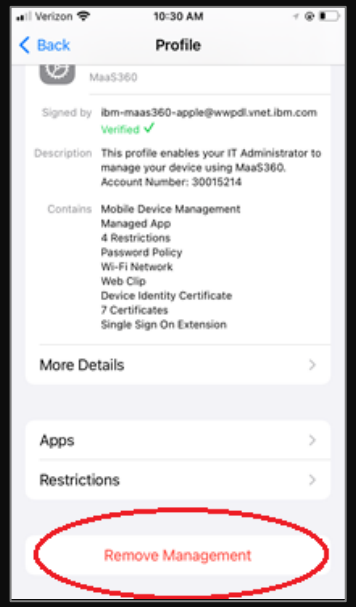
NASA-Provided iPhone/iPad Devices cont.

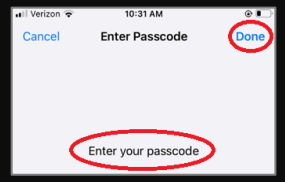
7. Open the **Settings** app on your device.
8. Tap **General**.
9. Scroll to the bottom and tap **VPN & Device Management**.
10. Tap **MaaS360 MDM Profile**. If you do not see MaaS360 MDM Profile listed, please skip to step 14.
11. Scroll to the bottom of the profile and tap **Remove Management**.
12. Enter your **passcode** then tap **Done**.
13. Tap **Remove Management**.
14. Return to the Home screen.
15.

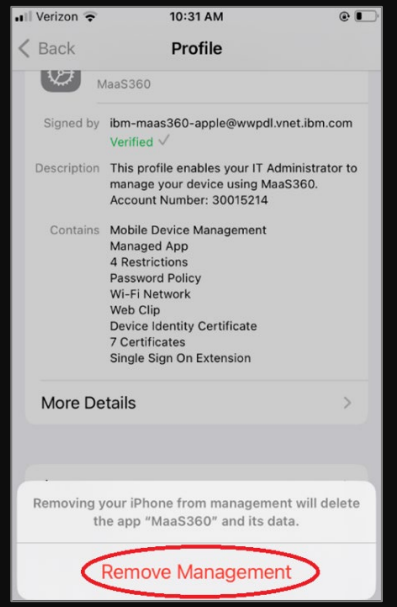


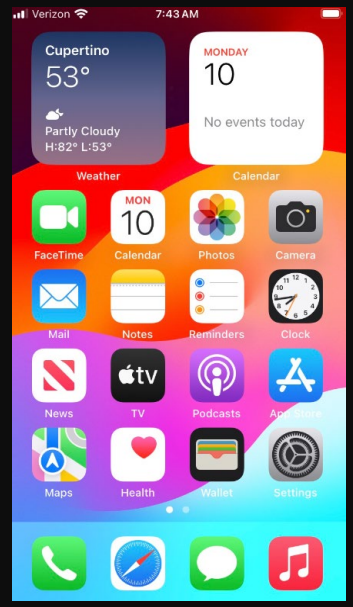






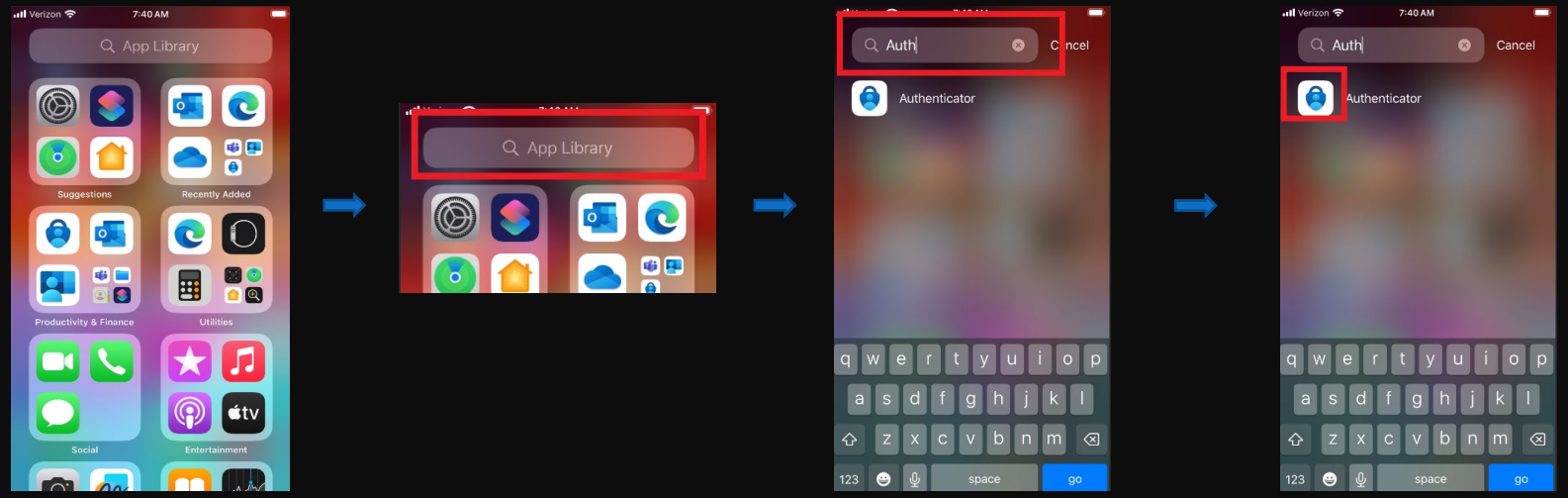


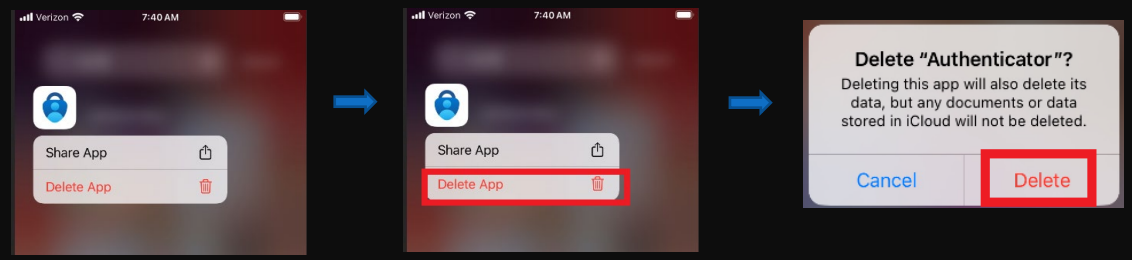


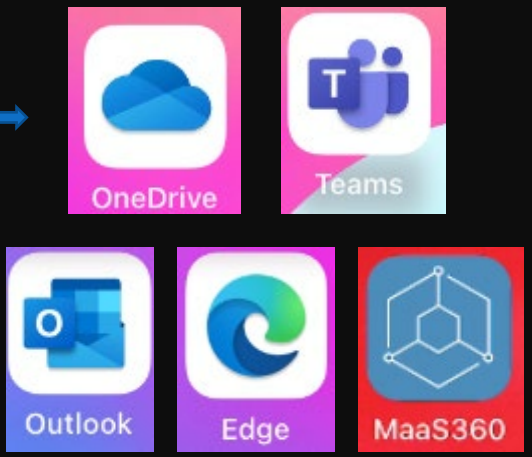


NASA-Provided iPhone/iPad Devices cont.

15. Swipe from right to left across the middle of your Home screen until you reach the App Library.
16. Tap in the **App Library** search box at the top of the screen.
17. Type **Authenticator** in the search box at the top of the screen.
18. If you see the Microsoft **Authenticator** app with the blue lock icon in the list, press and hold the app icon until a menu appears.
19. Tap **Delete App**.
20. Tap **Delete**.
21. Repeat steps 16-20 to search for and delete **Outlook**, **Teams**, **Edge**, **OneDrive**, and **MaaS360**. You may not be able to find some of these apps when you search – that's OK. Delete the apps you do find, then go to the next step.

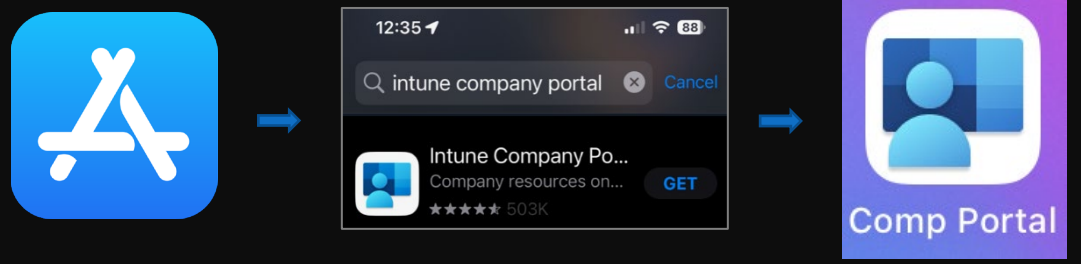


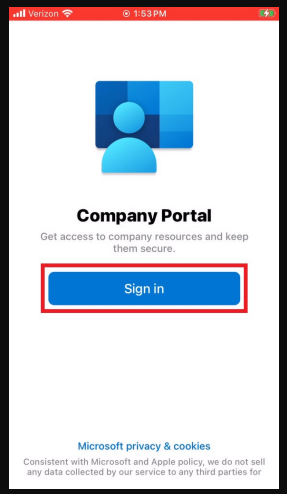


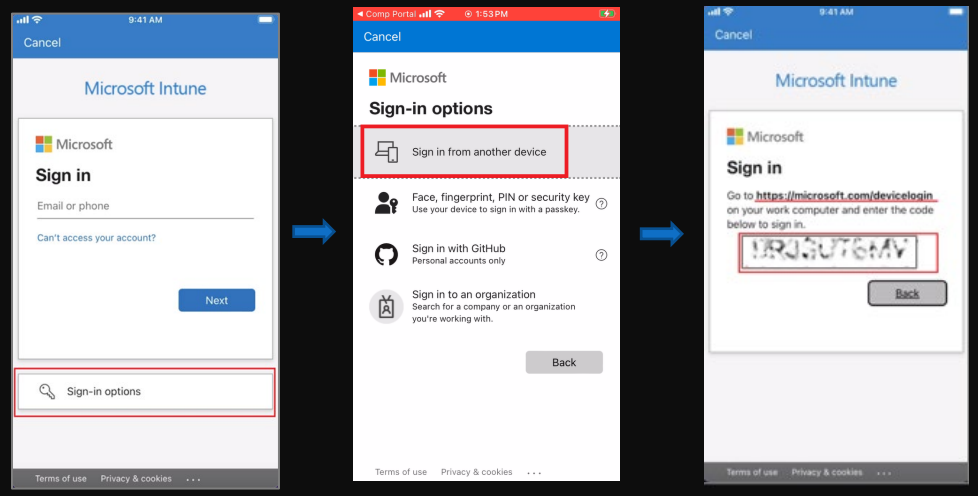


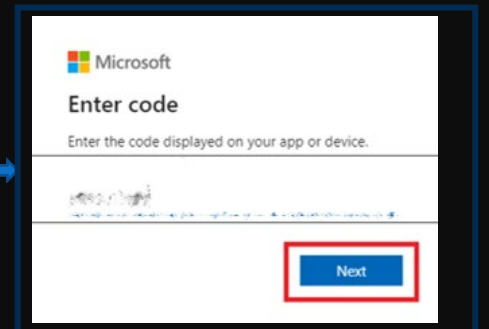
NASA-Provided iPhone/iPad Devices cont.

22. Open the **App Store** app.
23. Search for and install **Intune Company Portal**.
24. Return to the Home screen and open **Comp Portal**.
25. Tap **Sign in**.
26. Tap **Sign-in Options**.
27. Tap **Sign-in from another device**.
28. Take note of the code that appears.
29. On your NASA computer, open a browser and go to https://microsoft.com/devicelogin then enter the code from your device and click **Next**.





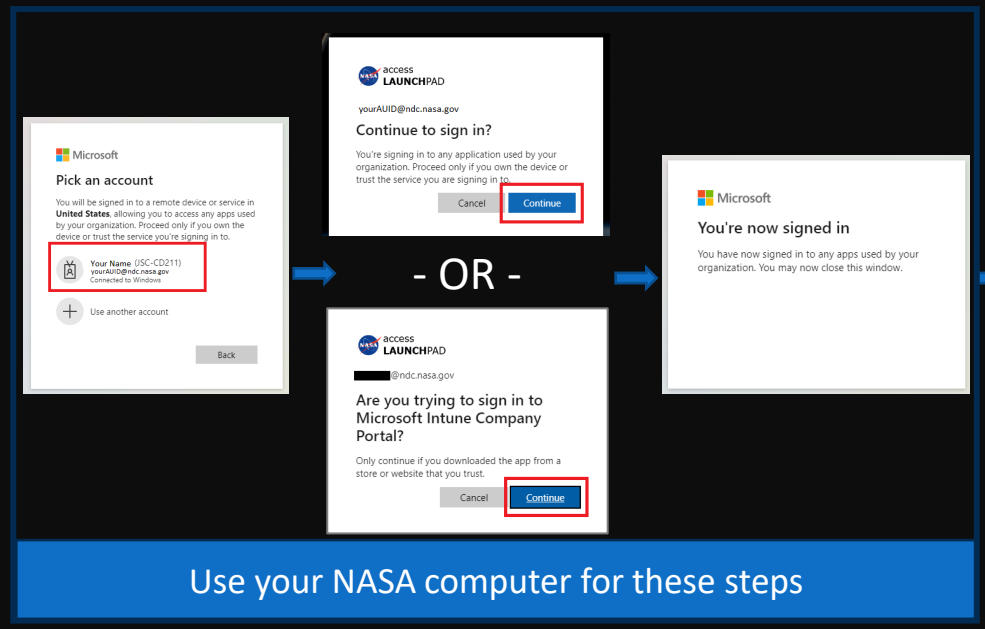


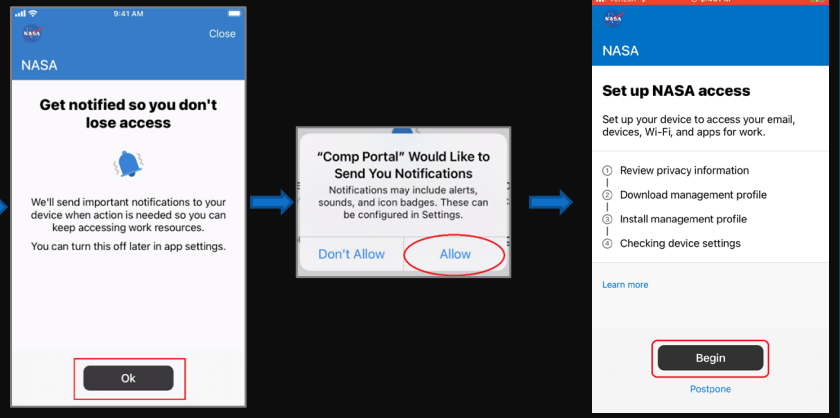


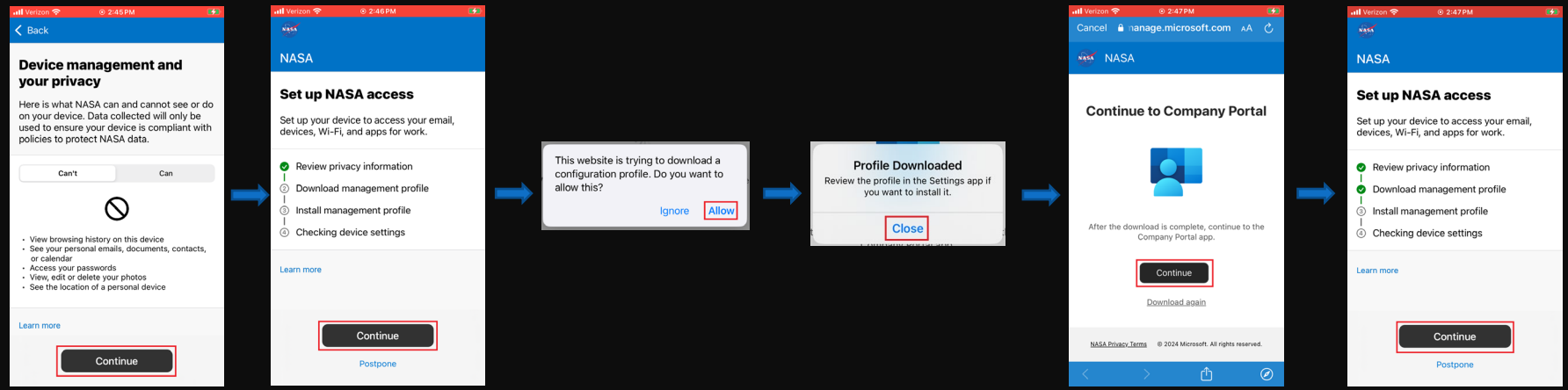
Use your NASA computer for this step

NASA-Provided iPhone/iPad Devices cont.

30. On your NASA computer, **pick an account** and complete any additional prompts to log in.
31. Click **Continue** on the sign-in prompt.
32. Once your computer shows **You're now signed in**, return to your device.
33. Tap **OK**.
34. Tap **Allow**.
35. Tap **Begin**.
36. Tap **Continue**.
37. Tap **Continue**.
38. Tap **Allow**.
39. Tap **Close**.
40. Tap **Continue**.
41. Tap **Continue**.

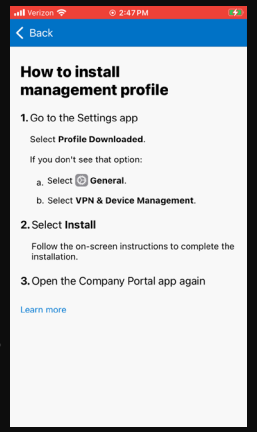


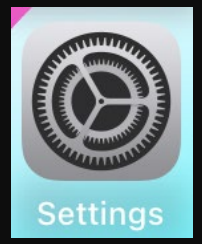


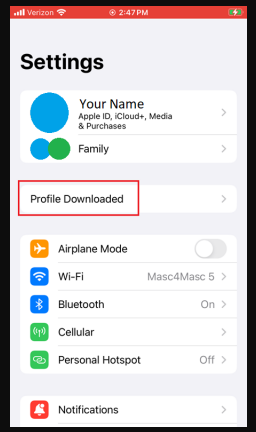


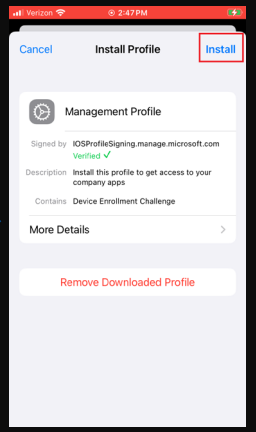
NASA-Provided iPhone/iPad Devices cont.

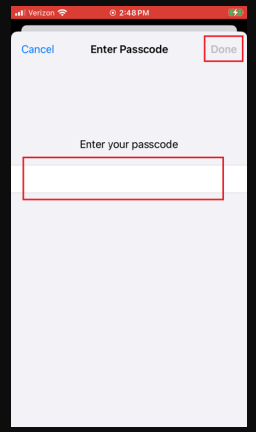
42. Once the **How to install management profile** screen appears, return to the Home screen.
43. Open the **Settings** app.
44. Tap **Profile Downloaded**. If you see **More for your iPhone**, tap that message then tap **Profile Downloaded**.
45. Tap **Install**.
46. Enter your **passcode** then tap **Done**.
47. Tap **Install**.
48. Tap **Install**.
49. Tap **Trust**.
50. Tap **Done**.
51. Return to the Home screen and open **Comp Portal**.
52. Tap **Continue**.
53. Wait for Company Portal to finish **checking device settings**.

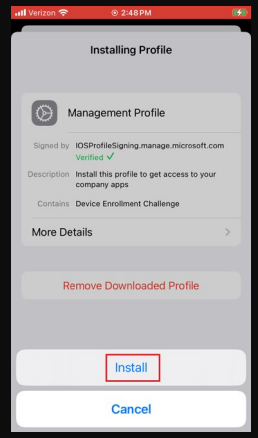


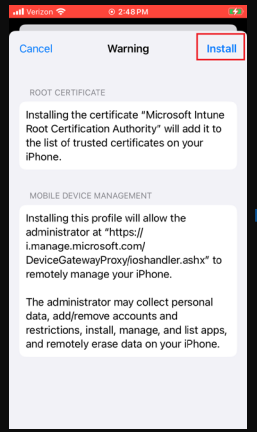


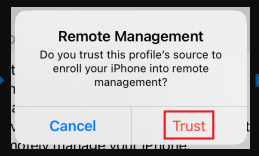


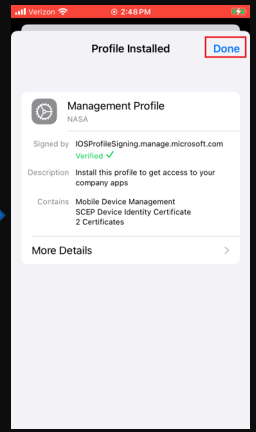


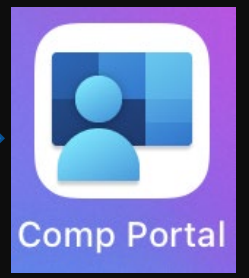


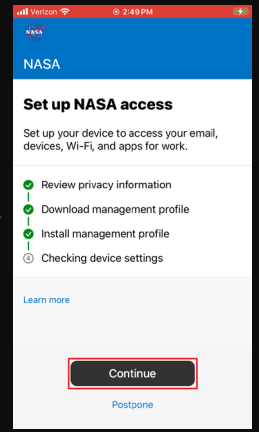


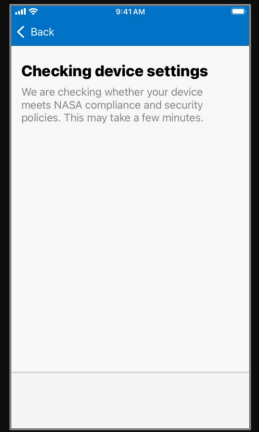












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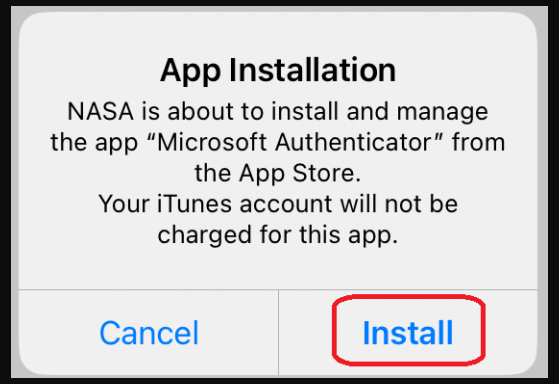
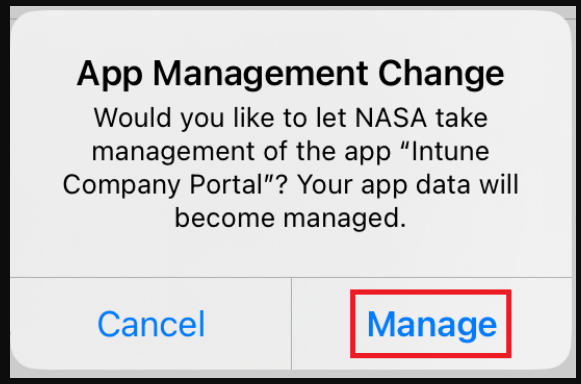
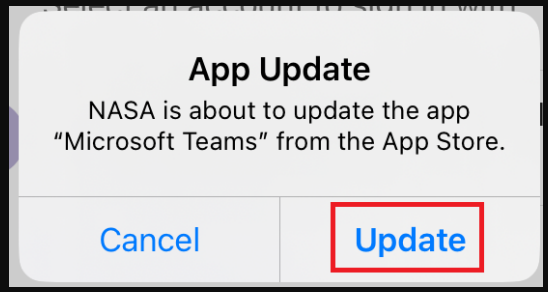
NASA-Provided iPhone/iPad Devices cont.

Through the remaining steps, you may see several prompts for App Installation, App Management Change, and App Update.

Whenever you encounter these prompts, tap **Install**, **Manage**, or **Update**.





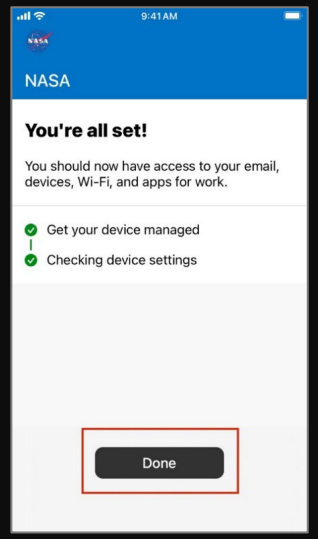


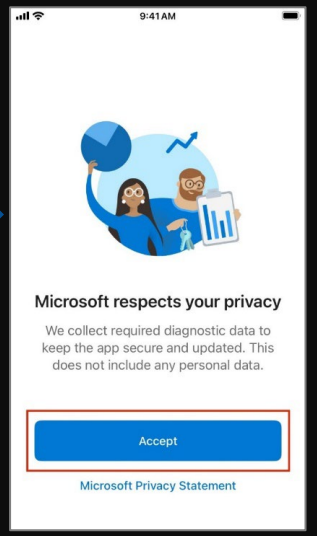
Note:

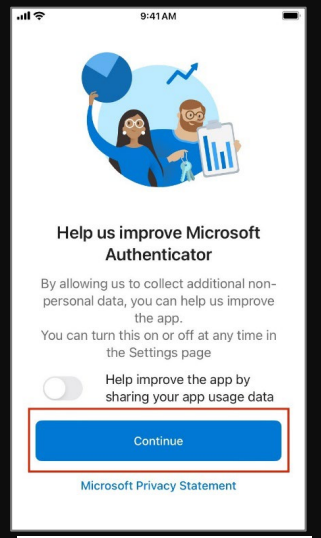
- The **App Installation** prompt tells you that Intune needs to install a work app on your device.
- The **App Management Change** prompt appears when you have installed an app that can be used for work. Intune needs your permission to *manage* the app so it can keep NASA data within the app secure.
- The **App Update** prompt appears when Intune detects that one of your managed apps may be out of date and needs an update.

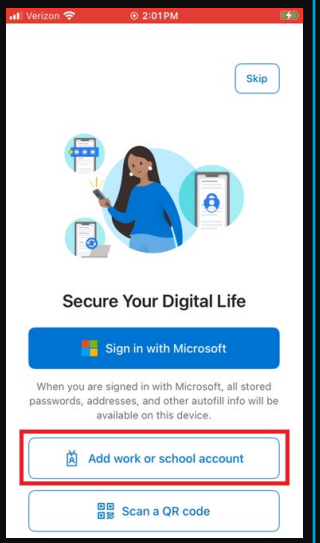
Agency-Provided New or Refresh iPhone/iPad Devices cont.

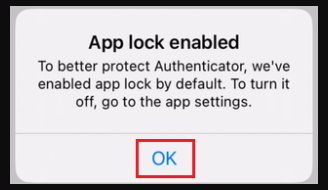
54. Tap **Done**.
55. Return to the Home screen, then open **Authenticator**.
56. Tap **Accept**.
57. Tap **Continue**.
58. Tap **Add work or school account**.
59. If an **App Lock Enabled** message appears, tap **OK**.
60. Look and confirm that your account is listed, but do not tap it.
61. Return to the Home screen, then open the **Teams** app.
62. Tap your NASA account.
63. Tap **Allow**.

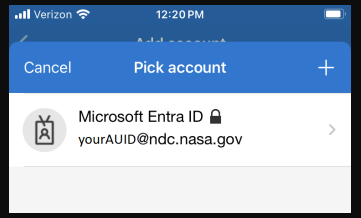


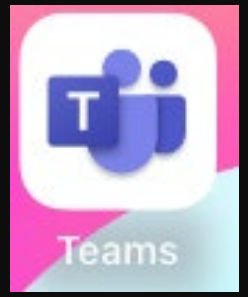


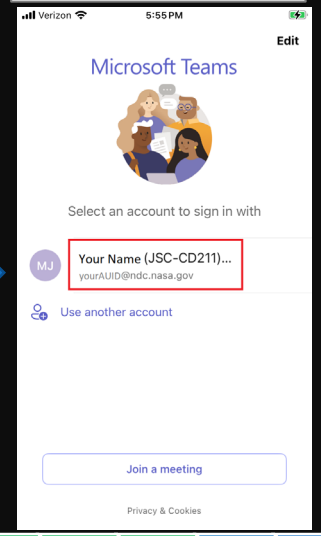


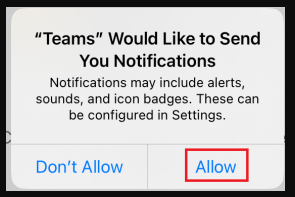












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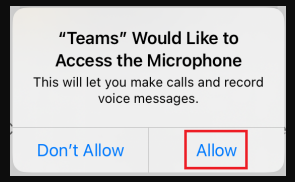
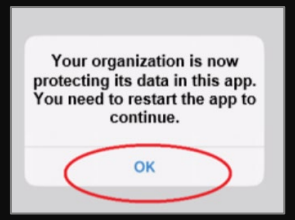
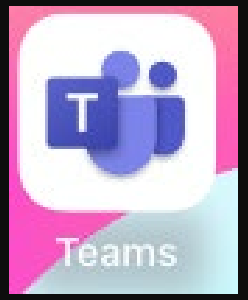
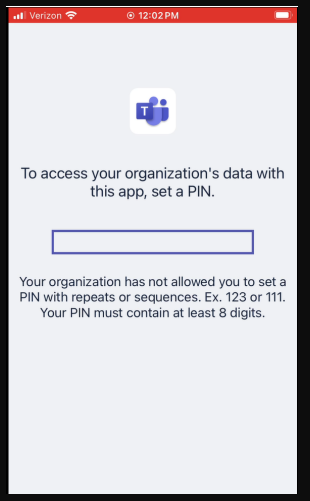
Agency-Provided New or Refresh iPhone/iPad Devices cont.

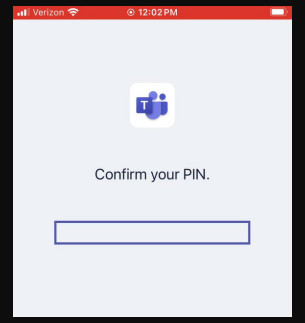
64. Tap **Allow**.
65. Tap **OK**. This will cause the app to close and return you to the Home screen.
66. Open **Teams** again.
67. Create a complex 8-digit PIN. Don't use repeating or sequential numbers (e.g., 11112222, 12345678, 87654321).
68. **Confirm your PIN** by entering it again.
69. Tap **Got It**.
70. Return to the Home screen and open the **Edge** app.
71. Tap **Skip Introduction**.
72. Tap **Not now**.

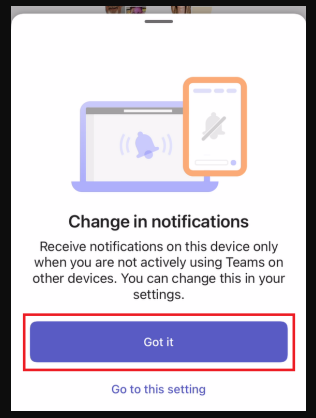


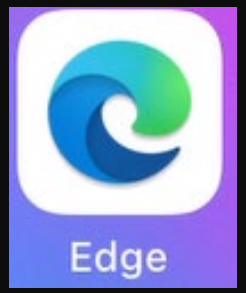


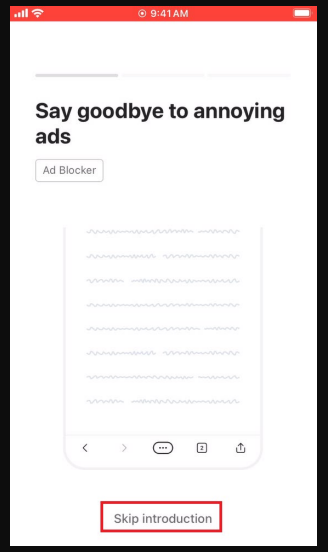


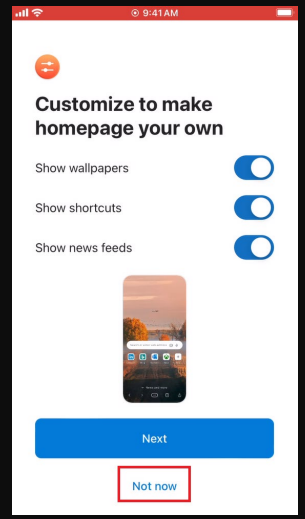






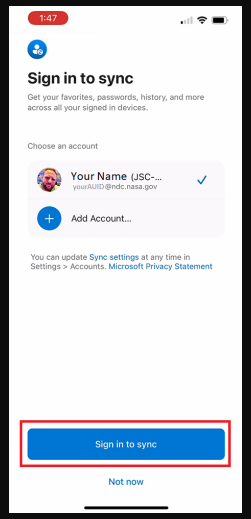






Agency-Provided New or Refresh iPhone/iPad Devices cont.

73. Tap **Sign in to sync** OR tap **Continue**.
74. Tap **Not now**.
75. Uncheck the **Help Improve Microsoft** bubble, then tap **Confirm**.
76. Tap **OK**, which will close Edge.
77. Open the **Settings** app. If necessary, tap the back arrow in the upper-left corner until you reach the main Settings page.
78. Scroll down the list of settings until you find **Edge**, then tap it.
79. Tap **Default Browser App**.
80. Tap **Edge** to make a checkmark appear next to it.
81. Return to the Home screen, then open the **Comp Portal** app.



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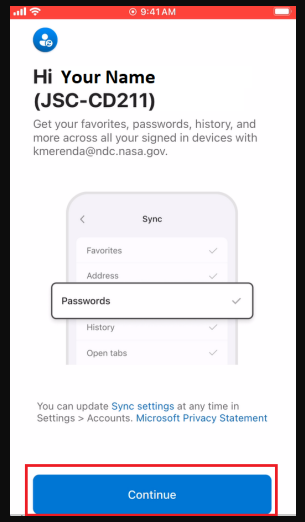
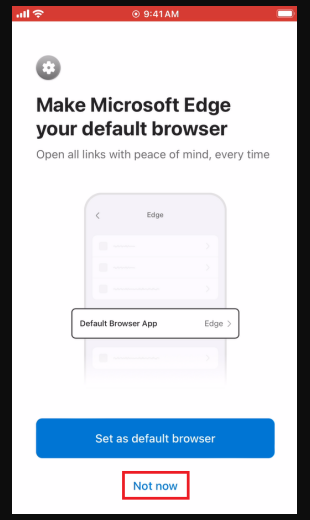
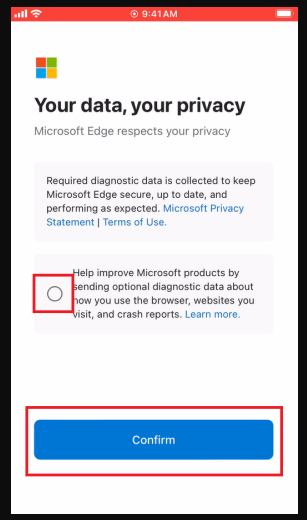
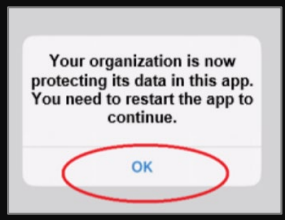
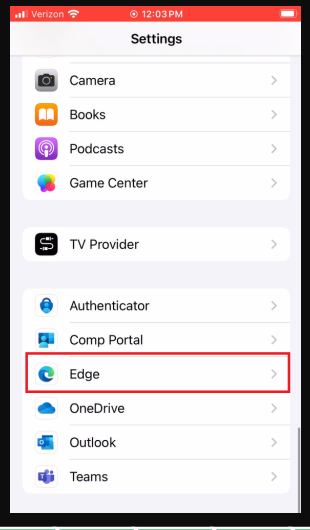
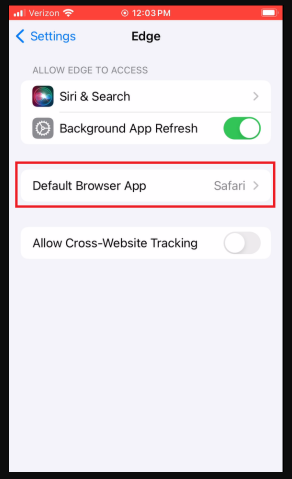


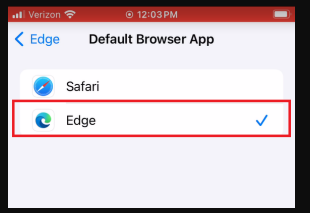


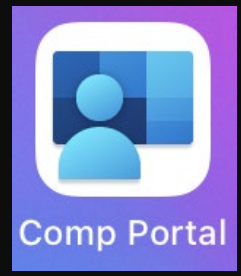






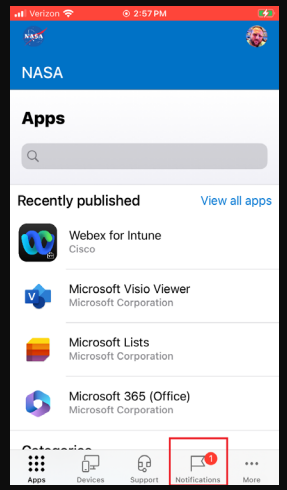


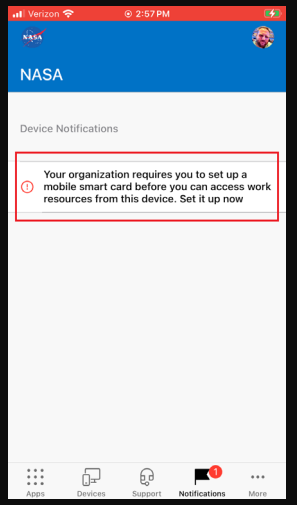


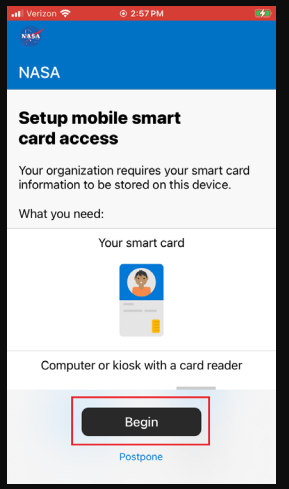


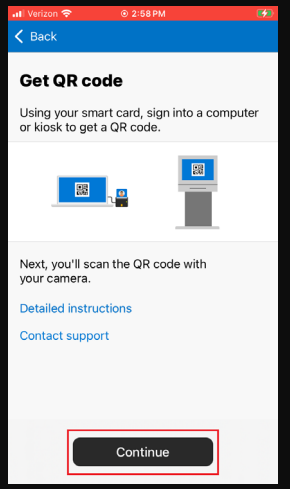
Agency-Provided New or Refresh iPhone/iPad Devices cont.

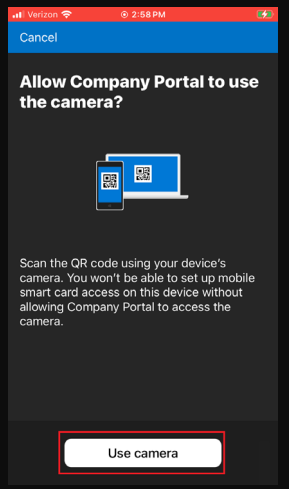
82. Tap **Notifications**.
83. Tap the **mobile smartcard** message that appears.
84. Tap **Begin**.
85. Tap **Continue**.
86. Tap **Use Camera**.
87. Tap **Allow**. This will activate the camera on your device.
88. With the camera view still showing on the device screen, set your device down and return to your NASA computer.
89. On your NASA computer, go to https://ssrp.nasa.gov/StartPage/ then click **Begin**.
90. If prompted to **Select a certificate for authentication**, select the certificate with your name, then click **OK**.

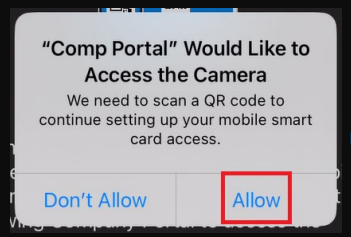


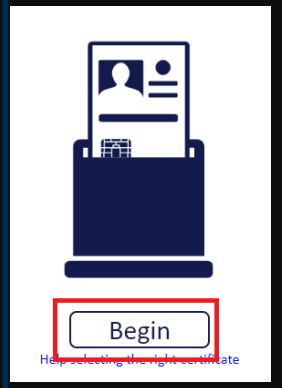


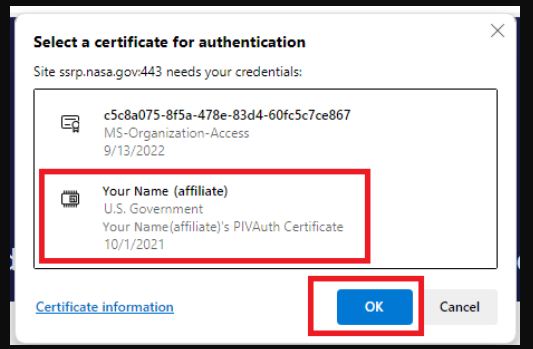












Use your NASA computer for these steps

Agency-Provided New or Refresh iPhone/iPad Devices cont.

91. If prompted to do so, enter your smartcard PIN, then click **OK**.

92. If this is the first or only device you will have in Intune, select **Enterprise-Managed Device Registration**.
    - OR -
    If you already have another device enrolled in Intune, select **Additional Device Registration**.
    Don't see Additional Device Registration?

93. Wait for a **QR code** to appear on your computer screen.

94. Pick up and unlock your device, then point the rear camera at the QR code on your computer screen and allow it to scan.

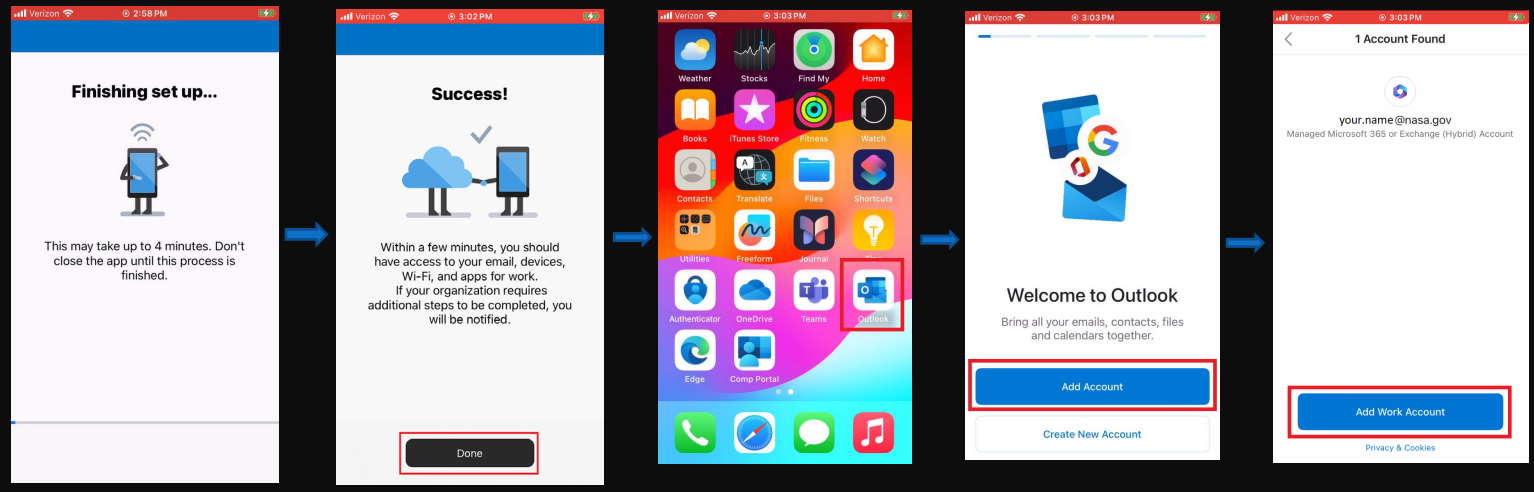
95. Wait up to 4 minutes for the setup to finish. If you receive a "something went wrong" message, contact the ESD for assistance.

96. Tap **Done**.

97. Return to the Home screen, then open the **Outlook** app.

98. Tap **Add Account**.

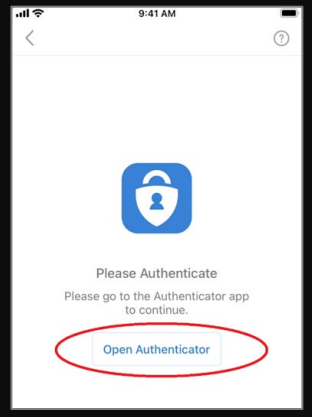
99. Tap **Add Work Account**.

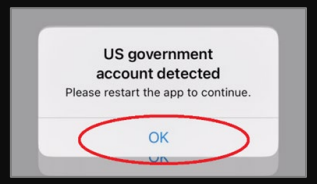


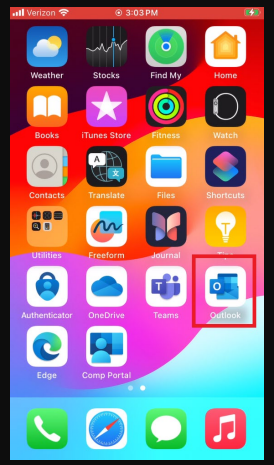
5% 10% 15% 20% 25% 30% 35% 40% 45% 50% 55% 60% 65% 70% 75% 80% 85% 90% 95% 100%

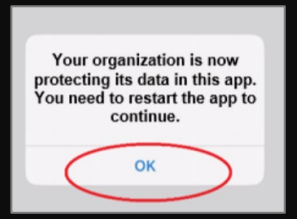
Agency-Provided New or Refresh iPhone/iPad Devices cont.

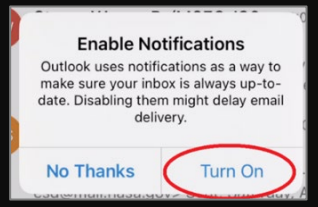
100. Tap **Open Authenticator**.
101. Tap **OK** on the US government popup. Outlook will close.
102. Open **Outlook** again.
103. Tap **OK**.
104. Tap **Turn On**.
105. Tap **Allow**.

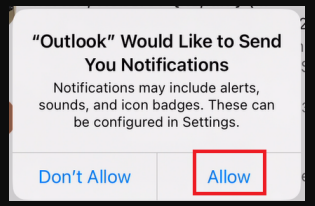












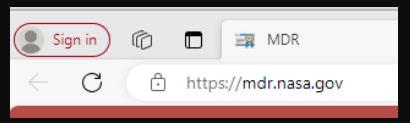
Congratulations! Your device is now enrolled in Intune and ready to use.

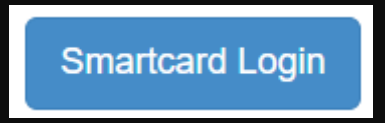
Do you have another device to enroll in Intune? If so, click here to start over.

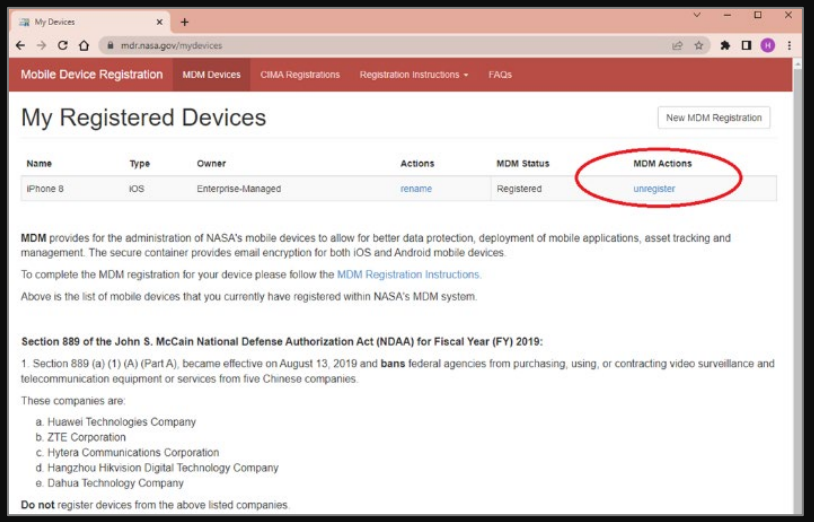
Intune Migration Guide for Personally Owned iPhones & iPads in MaaS360

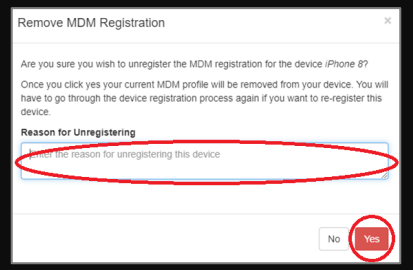
Personally Owned iPhone/iPad Devices

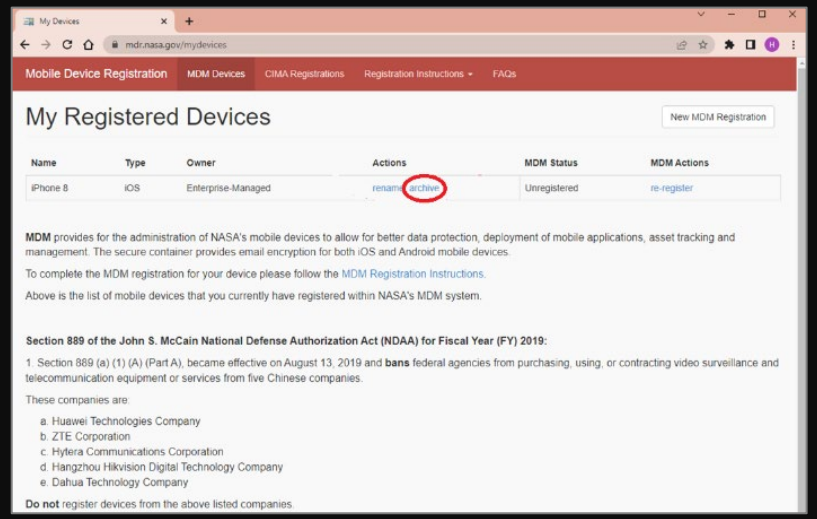
1. Open a browser on your NASA computer and go to https://mdr.nasa.gov.
2. Click **Smartcard Login**.
3. Locate the device you are migrating to Intune, then click **Unregister**. If you have multiple devices, only unregister one at a time. Do not unregister the next device until the first one has been enrolled in Intune. If the device you are migrating is not listed, skip to step 7 on the next page.
4. In the “Reason for Unregistering” field, enter **migrating to Intune** then click **Yes**.
5. In the “Actions” column, click **archive** for the device you unregistered.
6. Click **Yes**.





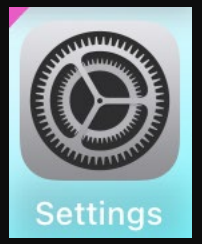


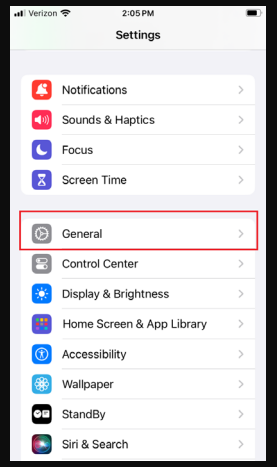


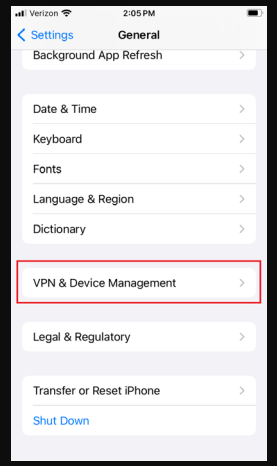


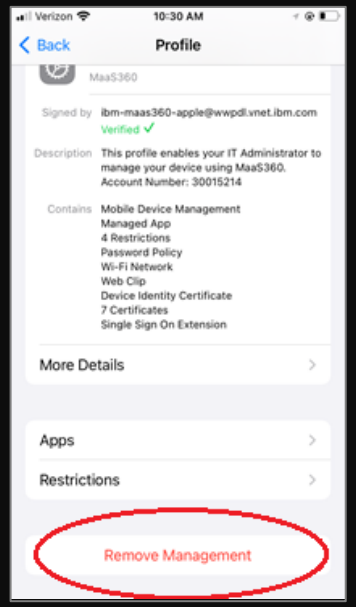
Personally Owned iPhone/iPad Devices cont.

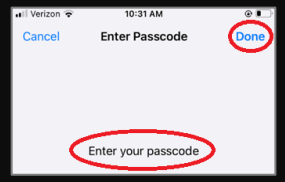
7. Open the **Settings** app on your device.
8. Tap **General**.
9. Scroll to the bottom and tap **VPN & Device Management**.
10. Tap **MaaS360 MDM Profile**. If you do not see MaaS360 MDM Profile listed, please skip to step 14.
11. Scroll to the bottom of the profile and tap **Remove Management**.
12. Enter your **passcode** then tap **Done**.
13. Tap **Remove Management**.
14. Return to the Home screen.
15.

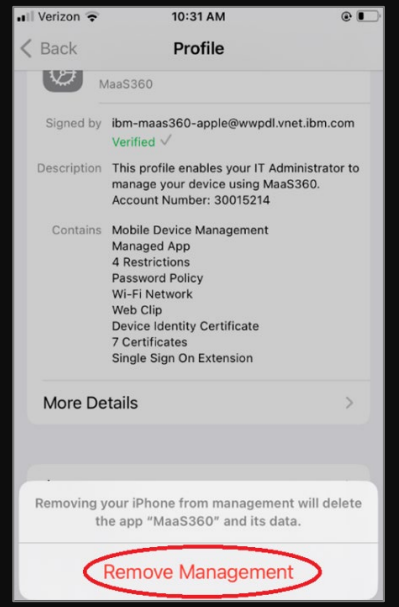


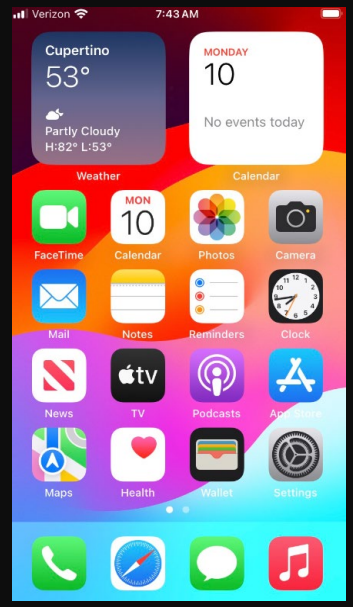






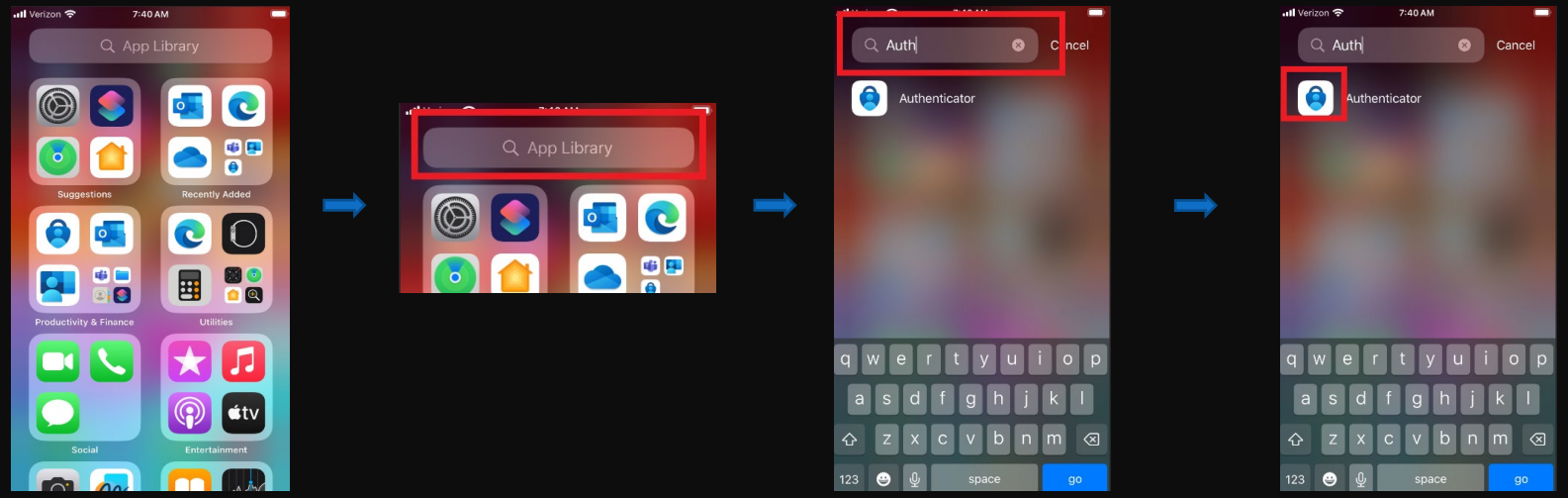


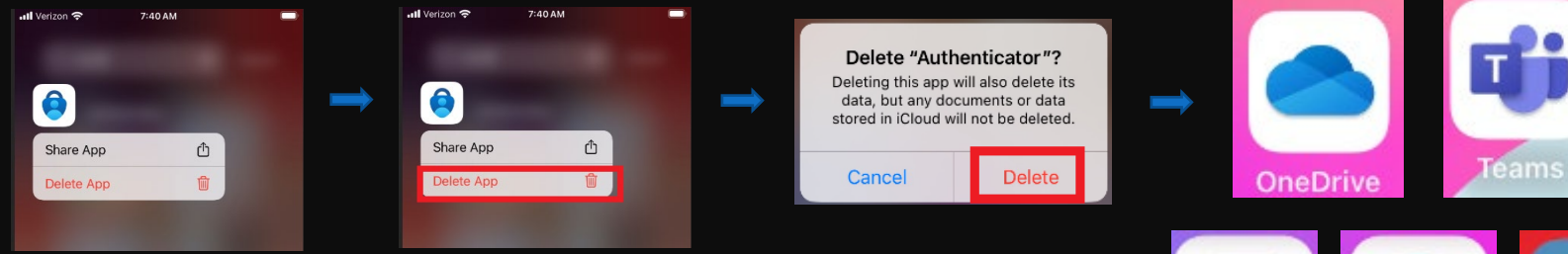


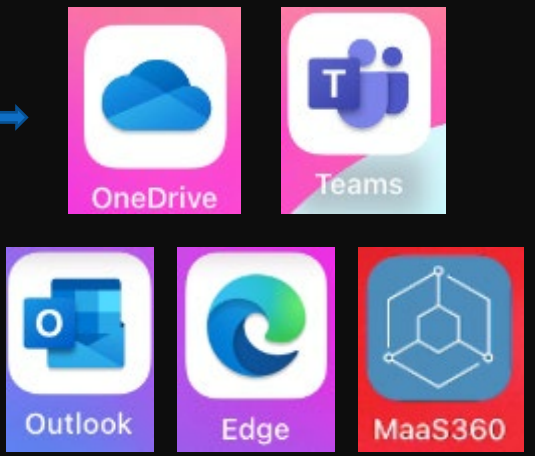


Personally Owned iPhone/iPad Devices cont.

15. Swipe from right to left across the middle of your Home screen until you reach the App Library.
16. Tap in the **App Library** search box at the top of the screen.
17. Type **Authenticator** in the search box at the top of the screen.
18. If you see the Microsoft **Authenticator** app with the blue lock icon in the list, press and hold the app icon until a menu appears.
19. Tap **Delete App**.
20. Tap **Delete**.
21. Repeat steps 16-20 to search for and delete **Outlook**, **Teams**, **Edge**, **OneDrive**, and **MaaS360**. You may not be able to find some of these apps when you search – that's OK. Delete the apps you do find, then go to the next step.



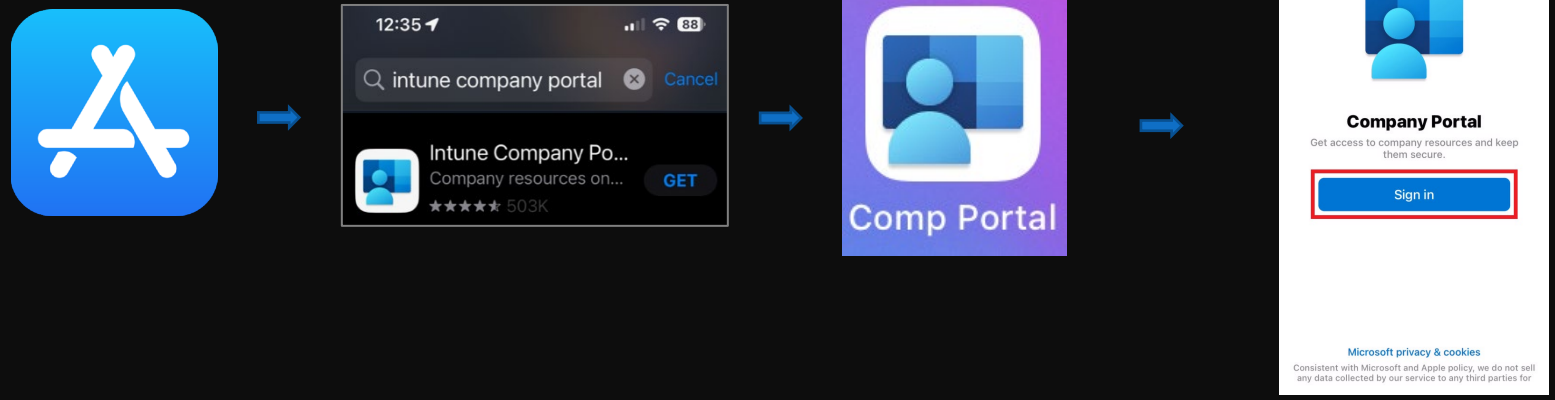


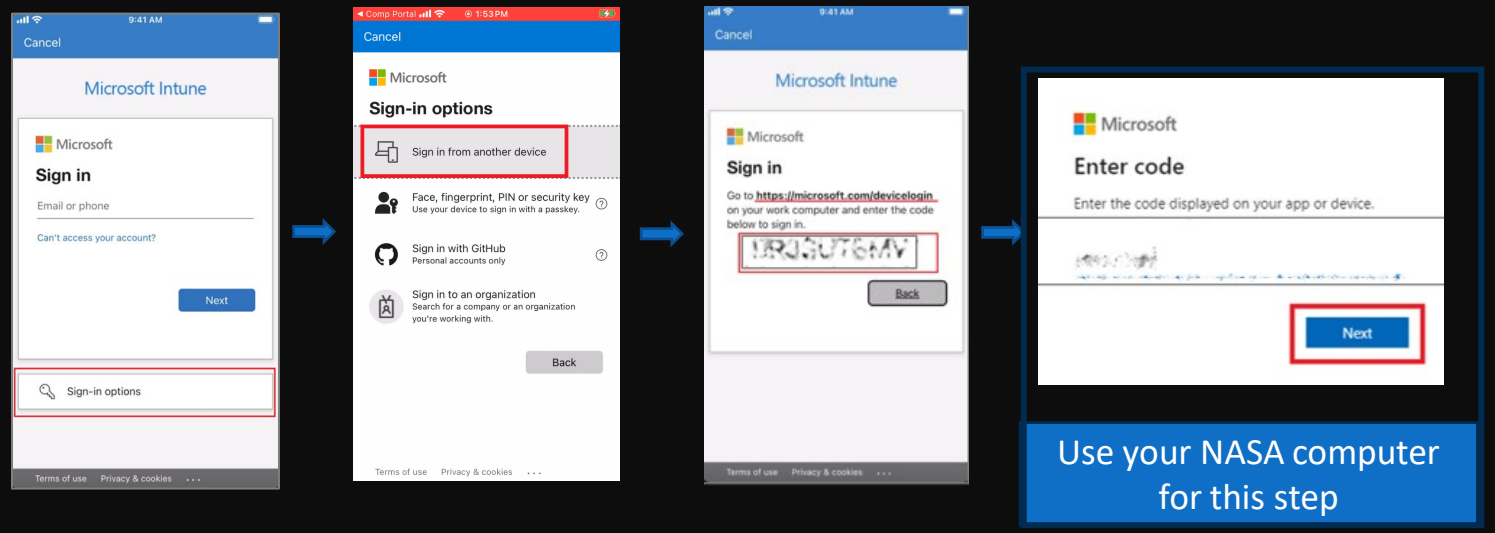


5% 10% 15% 20% 25% 30% 35% 40% 45% 50% 55% 60% 65% 70% 75% 80% 85% 90% 95% 100%

Personally Owned iPhone/iPad Devices cont.

22. Open the **App Store** app.
23. Search for and install **Intune Company Portal**.
24. Return to the Home screen and open **Comp Portal**.
25. Tap **Sign in**.
26. Tap **Sign-in Options**.
27. Tap **Sign-in from another device**.
28. Take note of the code that appears.
29. On your NASA computer, open a browser and go to https://microsoft.com/devicelogin then enter the code from your device and click **Next**.

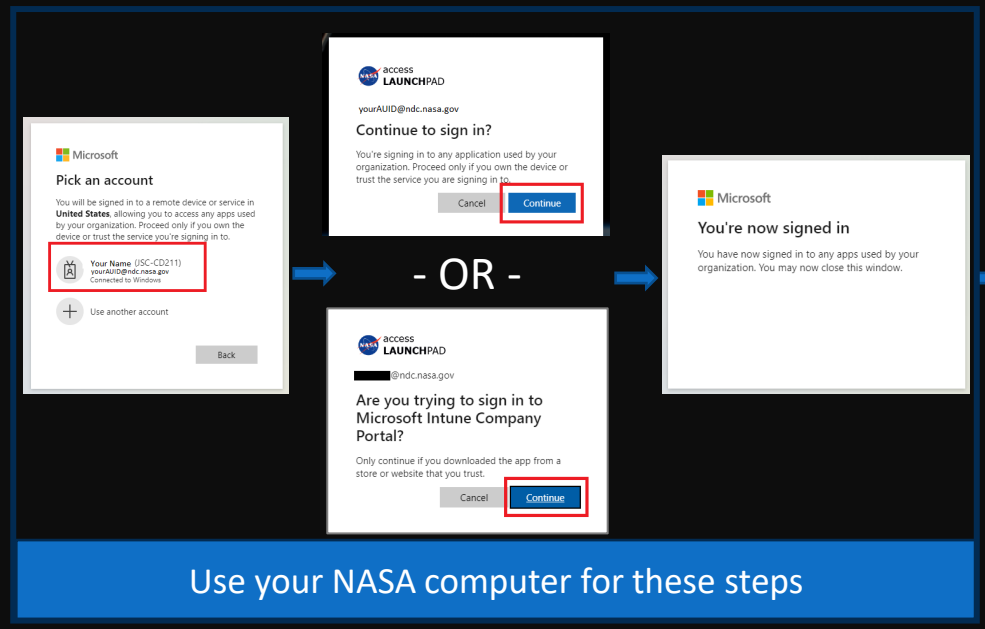


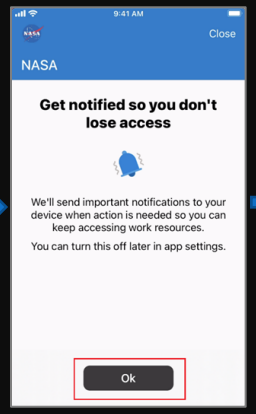


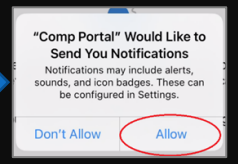
Use your NASA computer for this step

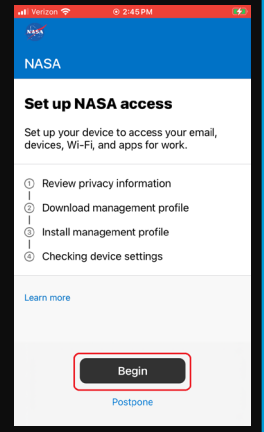
Personally Owned iPhone/iPad Devices cont.

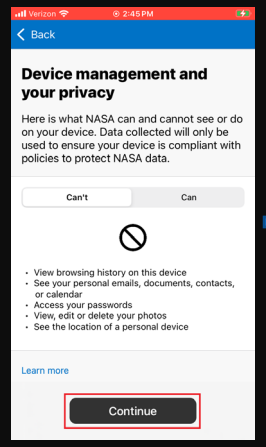
30. On your NASA computer, **pick an account** and complete any additional prompts to log in.
31. Click **Continue** on the sign-in prompt.
32. Once your computer shows **You're now signed in**, return to your device.
33. Tap **OK**.
34. Tap **Allow**.
35. Tap **Begin**.
36. Tap **Continue**.
37. Tap **Continue**.
38. Tap **Allow**.
39. Tap **Close**.
40. Tap **Continue**.
41. Tap **Continue**.

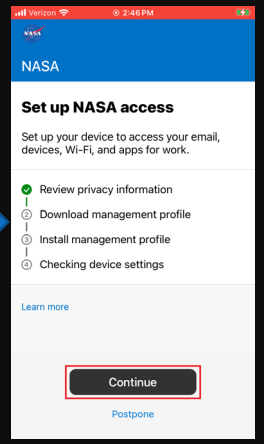


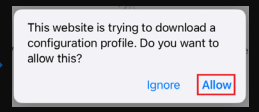


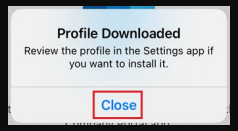


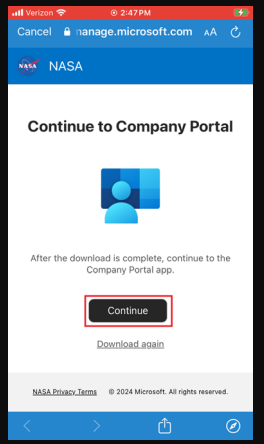


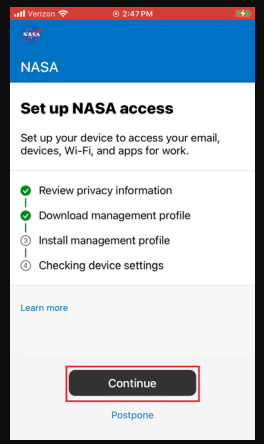






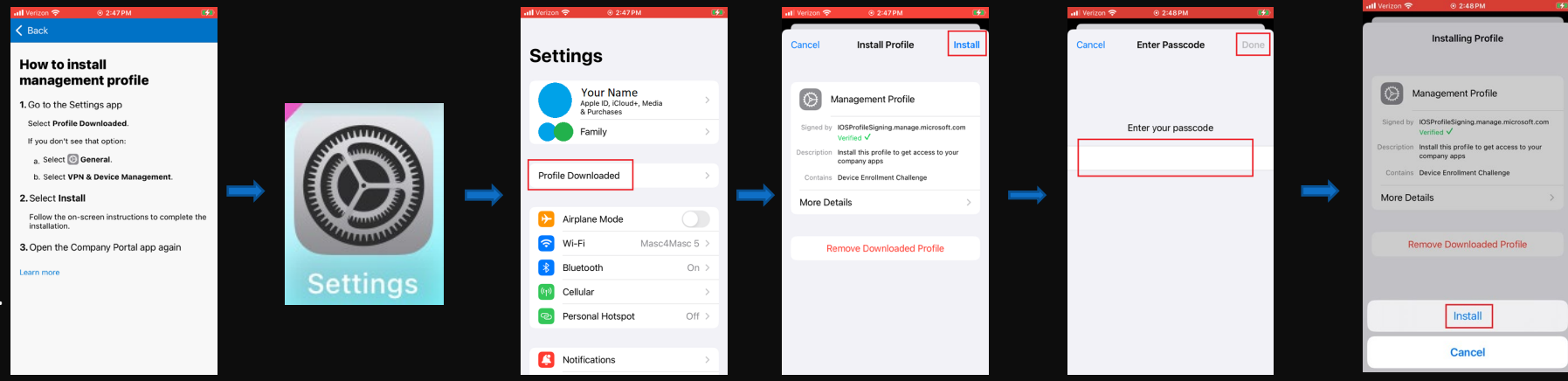


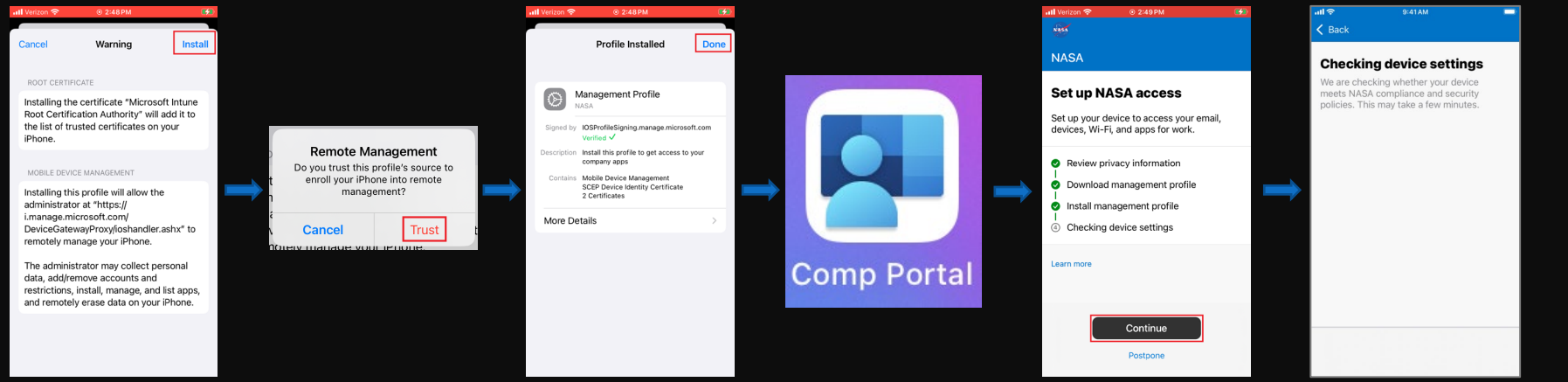




Personally Owned iPhone/iPad Devices cont.

42. Once the **How to install management profile** screen appears, return to the Home screen.
43. Open the **Settings** app.
44. Tap **Profile Downloaded**. If you see **More for your iPhone**, tap that message then tap **Profile Downloaded**.
45. Tap **Install**.
46. Enter your **passcode** then tap **Done**.
47. Tap **Install**.
48. Tap **Install**.
49. Tap **Trust**.
50. Tap **Done**.
51. Return to the Home screen and open **Comp Portal**.
52. Tap **Continue**.
53. Wait for Company Portal to finish **checking device settings**.

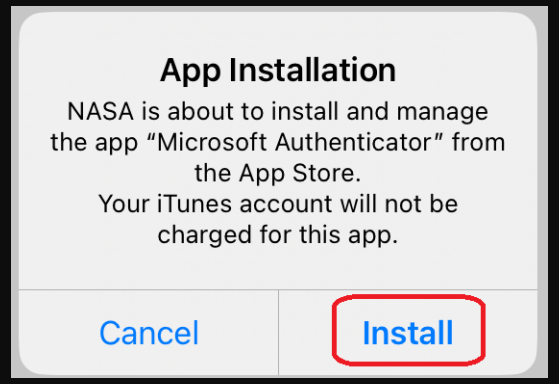


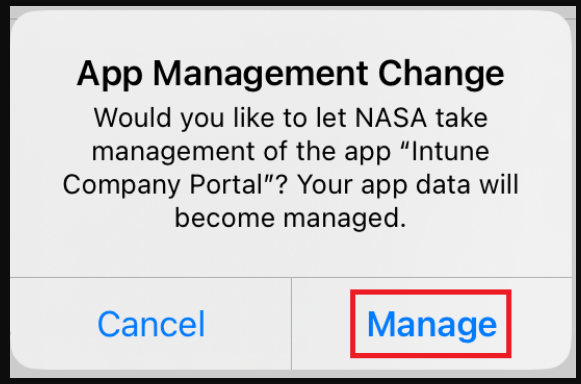


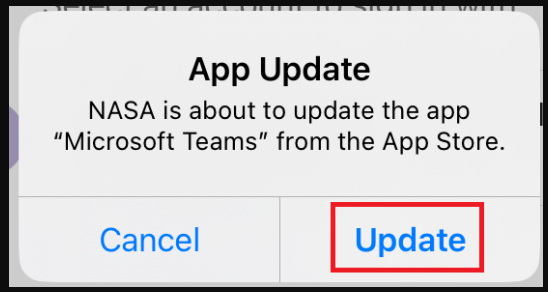
Personally Owned iPhone/iPad Devices cont.

Through the remaining steps, you may see several prompts for App Installation, App Management Change, and App Update.

Whenever you encounter these prompts, tap **Install**, **Manage**, or **Update**.





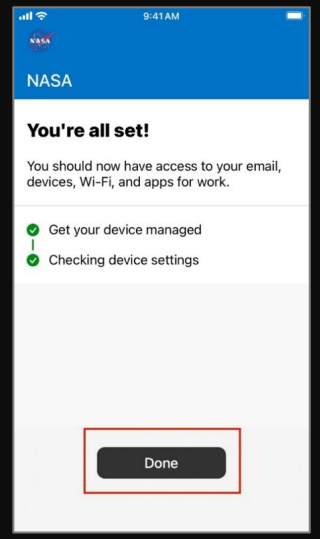


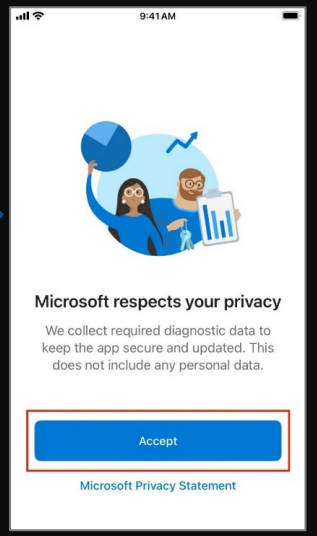
Note:

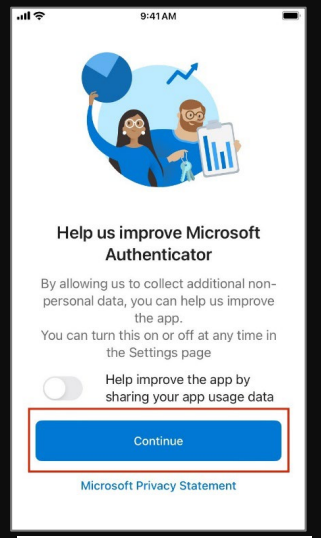
- The **App Installation** prompt tells you that Intune needs to install a work app on your device.
- The **App Management Change** prompt appears when you have installed an app that can be used for work. Intune needs your permission to *manage* the app so it can keep NASA data within the app secure.
- The **App Update** prompt appears when Intune detects that one of your managed apps may be out of date and needs an update.

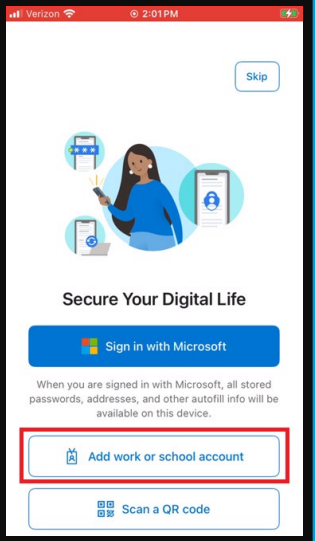
Personally Owned iPhone/iPad Devices cont.

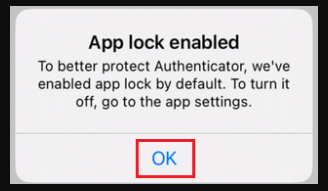
54. Tap **Done**.
55. Return to the Home screen, then open **Authenticator**.
56. Tap **Accept**.
57. Tap **Continue**.
58. Tap **Add work or school account**.
59. If an **App Lock Enabled** message appears, tap **OK**.
60. Look and confirm that your account is listed, but do not tap it.
61. Return to the Home screen, then open the **Teams** app.
62. Tap your NASA account.
63. Tap **Allow**.

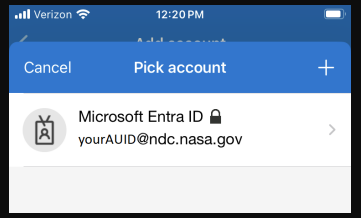


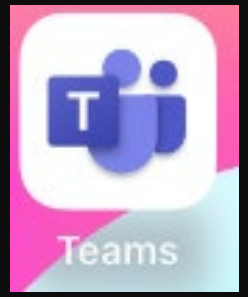


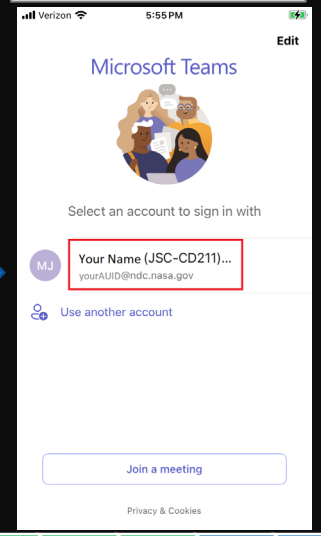


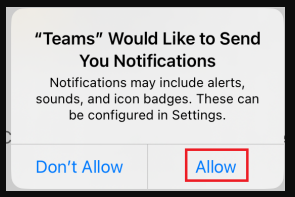






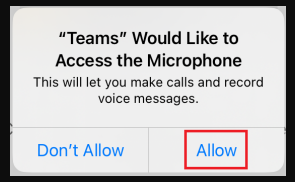


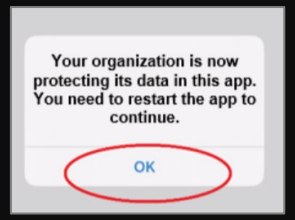


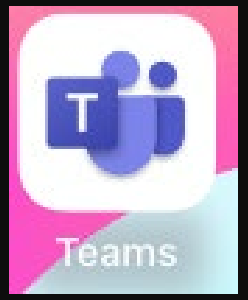


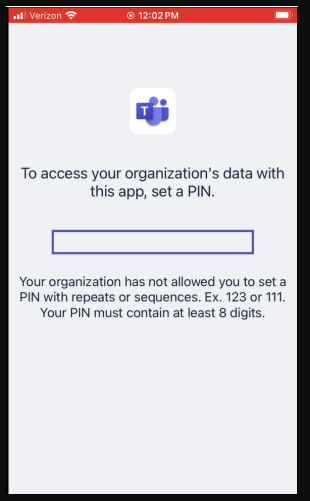
Personally Owned iPhone/iPad Devices cont.

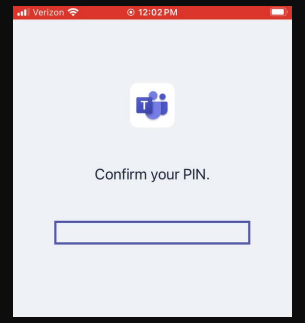
64. Tap **Allow**.
65. Tap **OK**. This will cause the app to close and return you to the Home screen.
66. Open **Teams** again.
67. Create a complex 8-digit PIN. Don't use repeating or sequential numbers (e.g., 11112222, 12345678, 87654321).
68. **Confirm your PIN** by entering it again.
69. Tap **Got It**.
70. Return to the Home screen and open the **Edge** app.
71. Tap **Skip Introduction**.
72. Tap **Not now**.

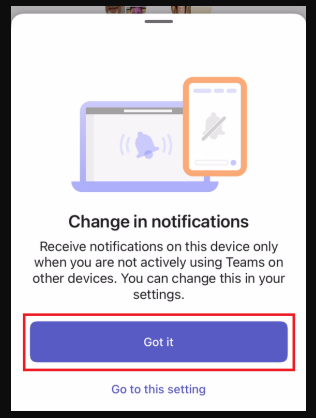


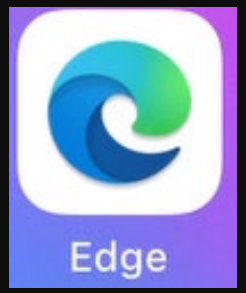


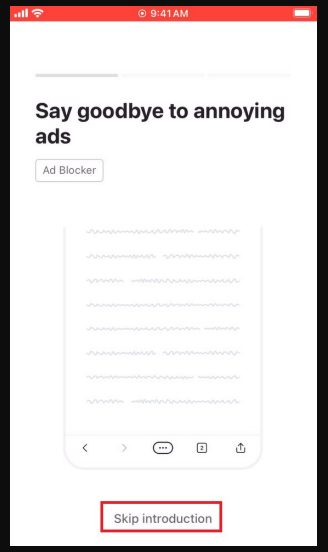


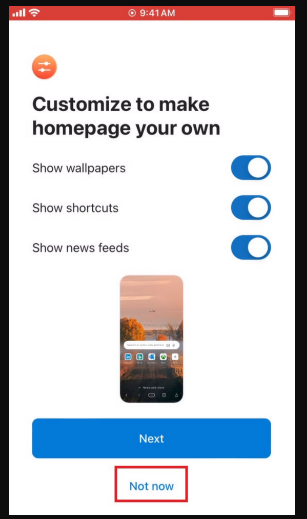






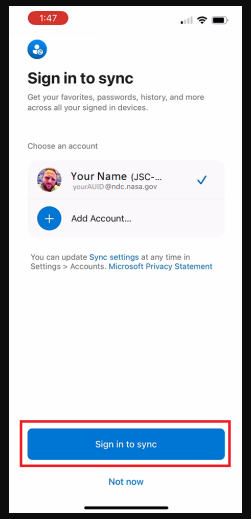




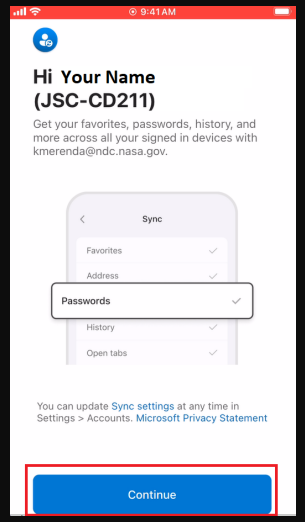


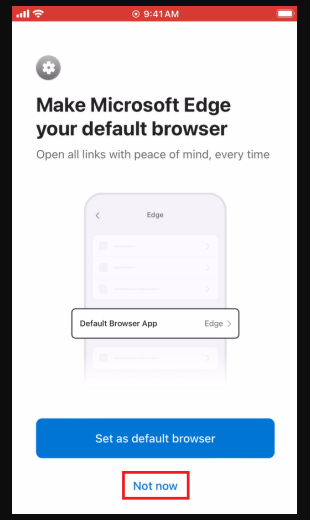
Personally Owned iPhone/iPad Devices cont.

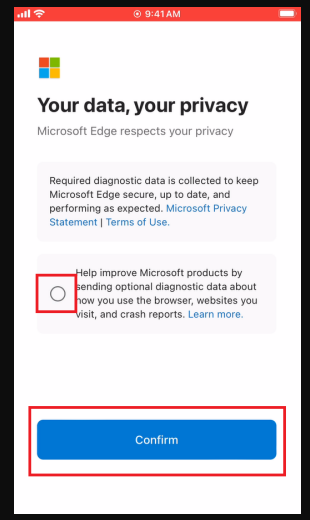
73. Tap **Sign in to sync** OR tap **Continue**.
74. Tap **Not now**.
75. Uncheck the **Help Improve Microsoft** bubble, then tap **Confirm**.
76. Tap **OK**, which will close Edge.
77. Open the **Settings** app. If necessary, tap the back arrow in the upper-left corner until you reach the main Settings page.
78. Scroll down the list of settings until you find **Edge**, then tap it.
79. Tap **Default Browser App**.
80. Tap **Edge** to make a checkmark appear next to it.
81. Return to the Home screen, then open the **Comp Portal** app.

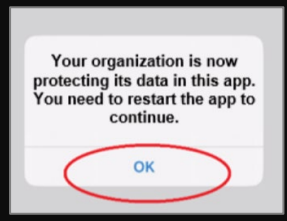


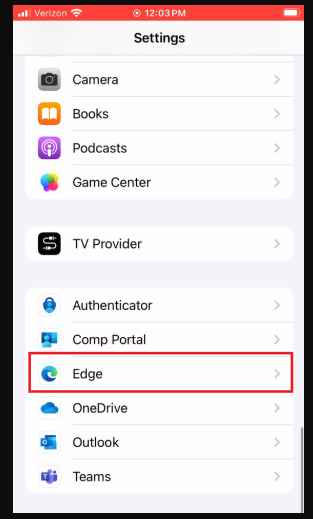
- OR -

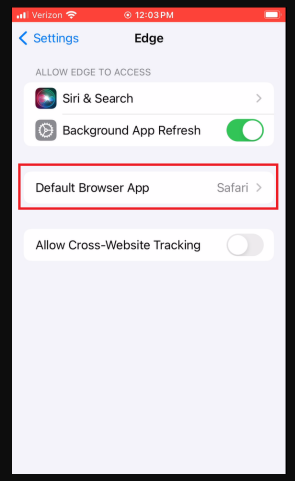


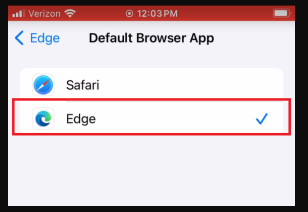


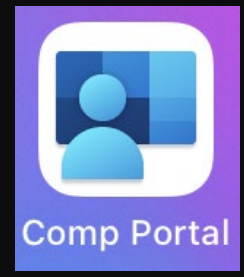






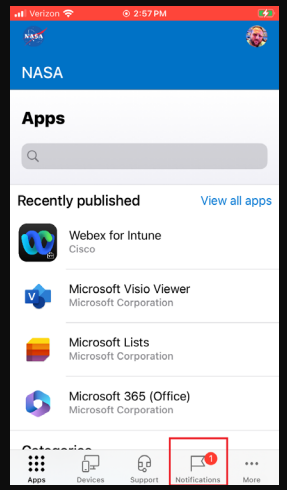


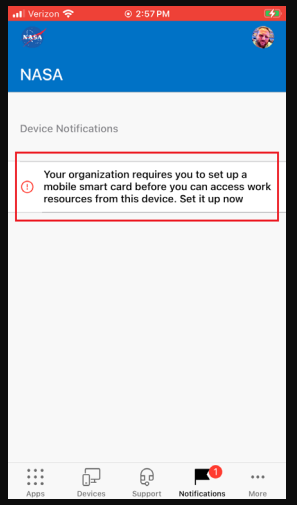


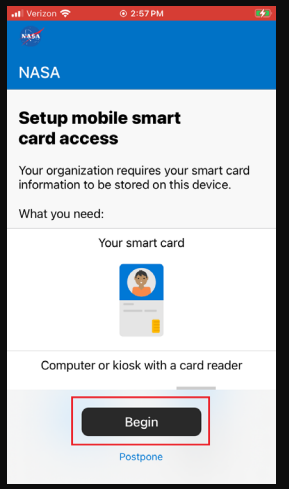


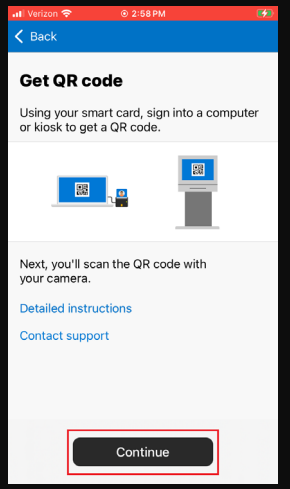
Personally Owned iPhone/iPad Devices cont.

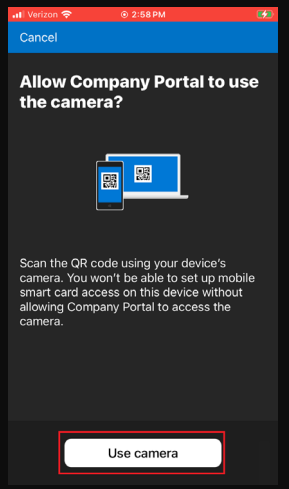
82. Tap **Notifications**.
83. Tap the **mobile smartcard** message that appears.
84. Tap **Begin**.
85. Tap **Continue**.
86. Tap **Use Camera**.
87. Tap **Allow**. This will activate the camera on your device.
88. With the camera view still showing on the device screen, set your device down and return to your NASA computer.
89. On your NASA computer, go to https://ssrp.nasa.gov/StartPage/ then click **Begin**.
90. If prompted to **Select a certificate for authentication**, select the certificate with your name, then click **OK**.

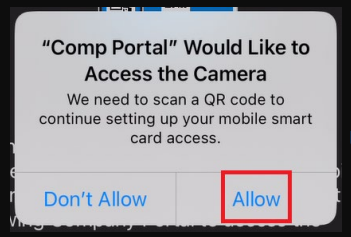


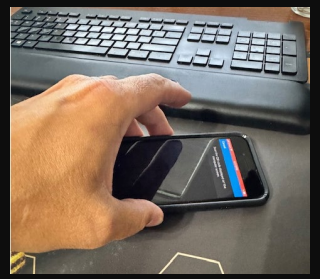


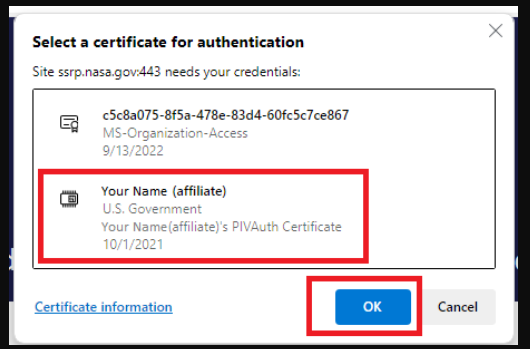








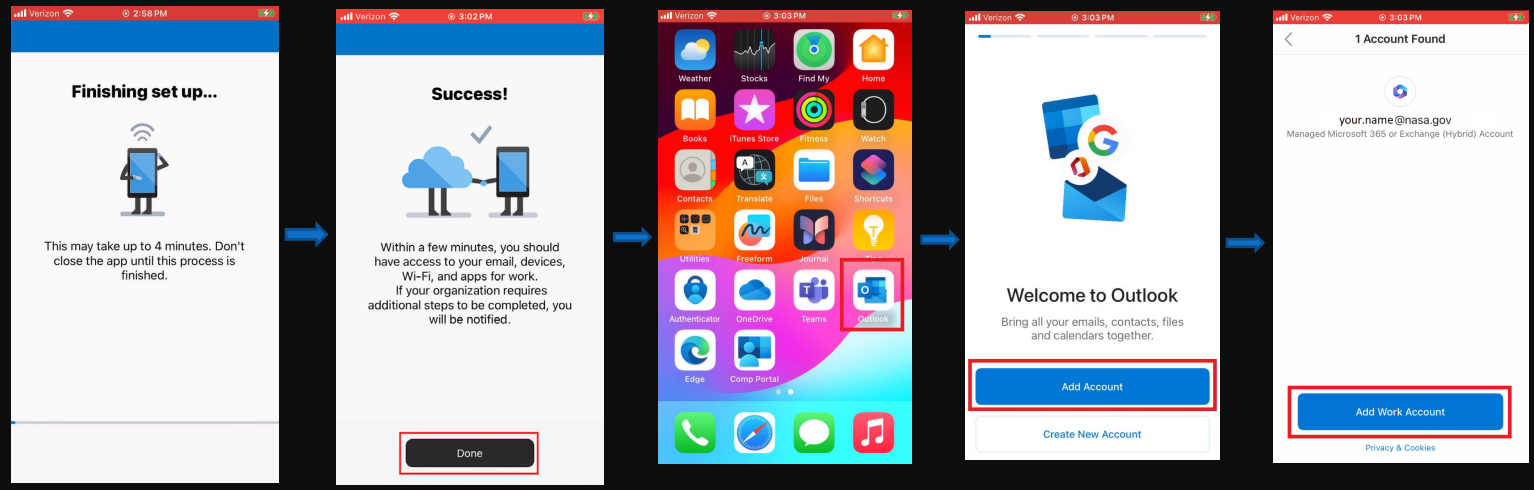




Use your NASA computer for these steps

Personally Owned iPhone/iPad Devices cont.

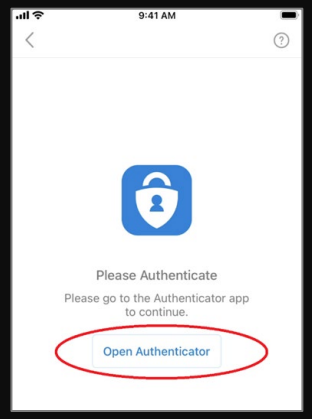
91. If prompted to do so, enter your smartcard PIN, then click **OK**.
92. Click **Personal Device Registration**.
93. Wait for a **QR code** to appear on your computer screen.
94. Pick up and unlock your device, then point the rear camera at the QR code on your computer screen and allow it to scan.
95. Wait up to 4 minutes for the setup to finish. If you receive a “something went wrong” message, contact the ESD for assistance.
96. Tap **Done**.
97. Return to the Home screen, then open the **Outlook** app.
98. Tap **Add Account**.
99. Tap **Add Work Account**.

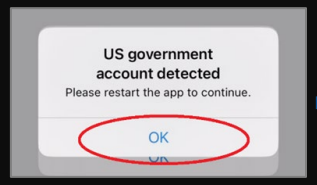


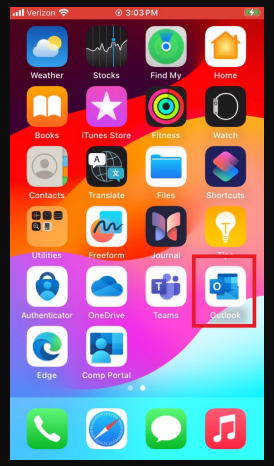
5% 10% 15% 20% 25% 30% 35% 40% 45% 50% 55% 60% 65% 70% 75% 80% 85% 90% 95% 100%

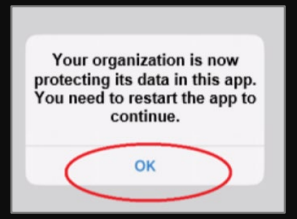
Personally Owned iPhone/iPad Devices cont.

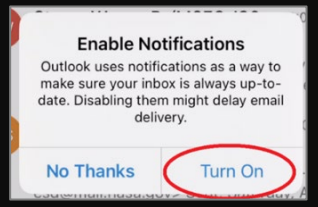
100. Tap **Open Authenticator**.
101. Tap **OK** on the US government popup. Outlook will close.
102. Open **Outlook** again.
103. Tap **OK**.
104. Tap **Turn On**.
105. Tap **Allow**.

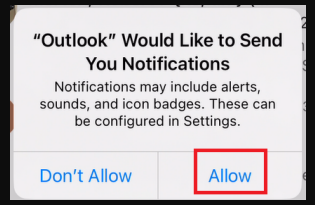












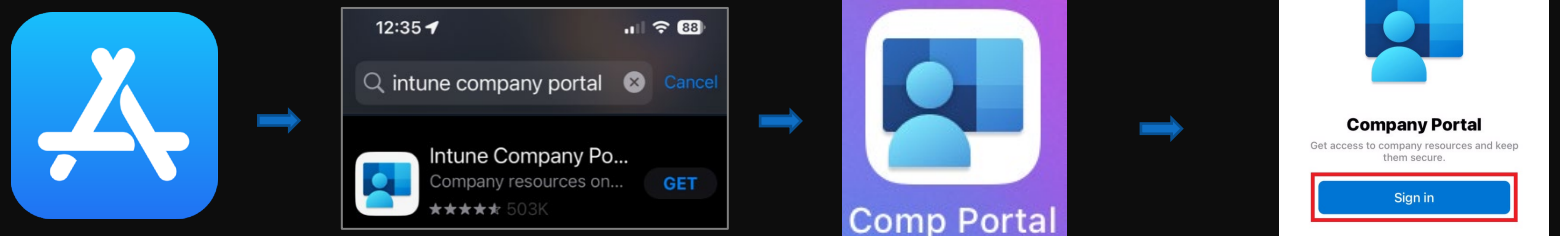
Congratulations! Your device is now enrolled in Intune and ready to use.

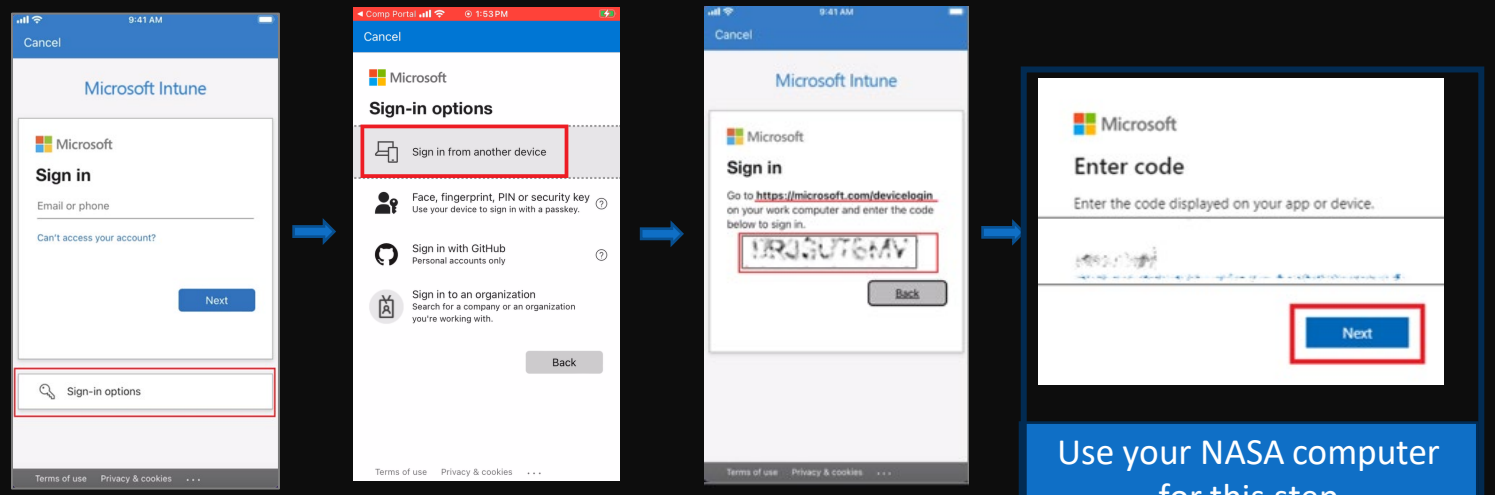
Do you have another device to enroll in Intune? If so, click here to start over.

Intune Enrollment Guide for New Personal and Org-Provided iPhones & iPads

New Personal and Org-Provided iPhone/iPad Devices

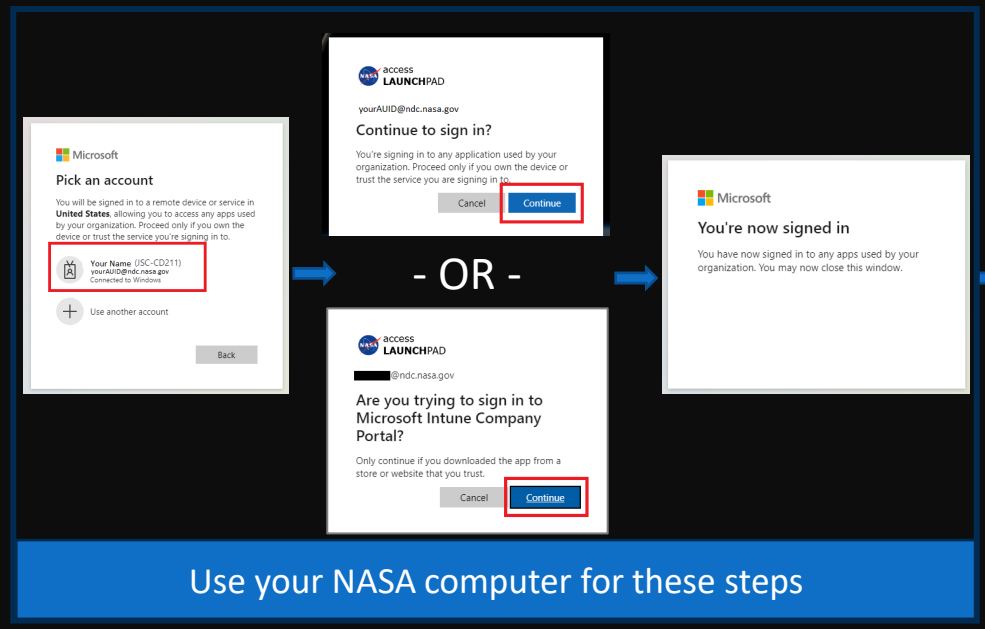
1. Open the **App Store** app.
2. Search for and install **Intune Company Portal**.
3. Return to the Home screen and open **Comp Portal**.
4. Tap **Sign in**.
5. Tap **Sign-in Options**.
6. Tap **Sign-in from another device**.
7. Take note of the code that appears.
8. On your NASA computer, open a browser and go to https://microsoft.com/devicelogin then enter the code from your device and click **Next**.

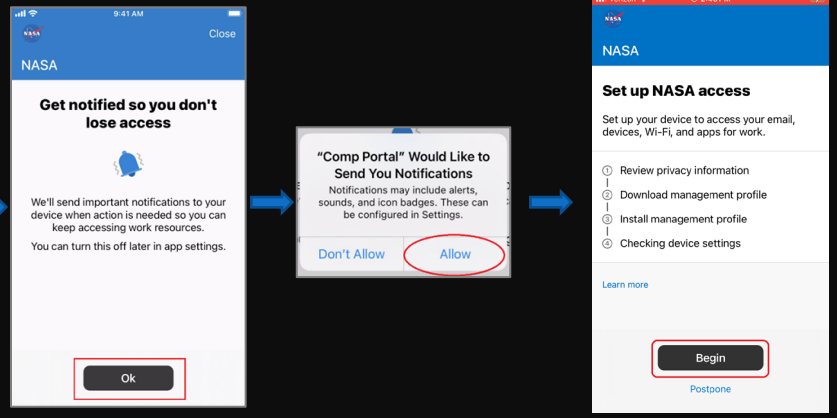


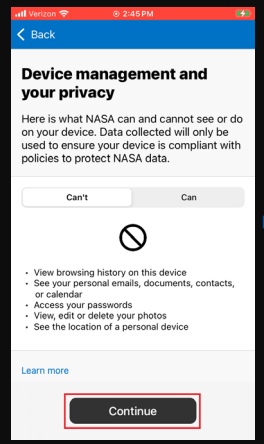


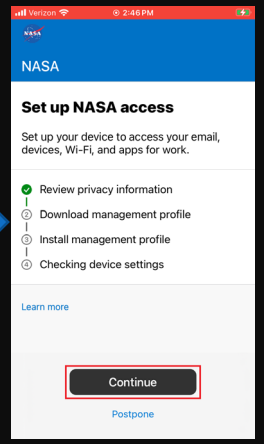
New Personal and Org-Provided iPhone/iPad Devices cont.

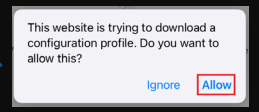
9. On your NASA computer, **pick an account** and complete any additional prompts to log in.
10. Click **Continue** on the sign-in prompt.
11. Once your computer shows **You're now signed in**, return to your device.
12. Tap **OK**.
13. Tap **Allow**.
14. Tap **Begin**.
15. Tap **Continue**.
16. Tap **Continue**.
17. Tap **Allow**.
18. Tap **Close**.
19. Tap **Continue**.
20. Tap **Continue**.

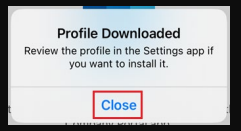


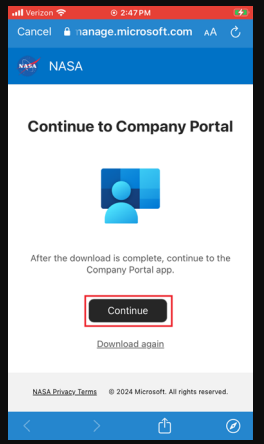


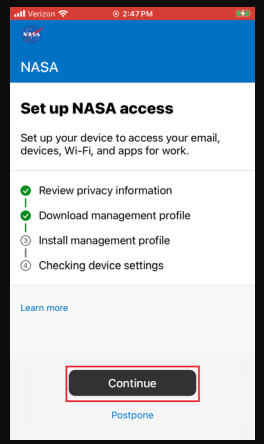






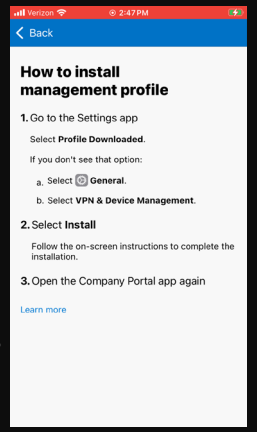


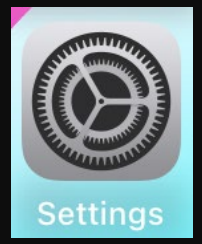


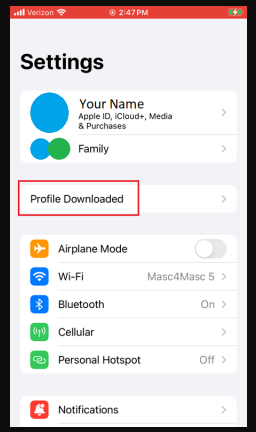


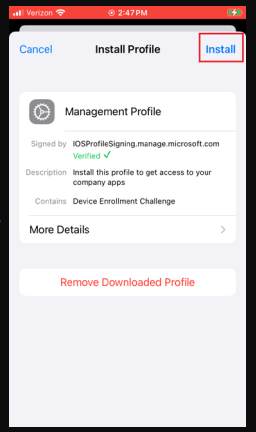
New Personal and Org-Provided iPhone/iPad Devices cont.

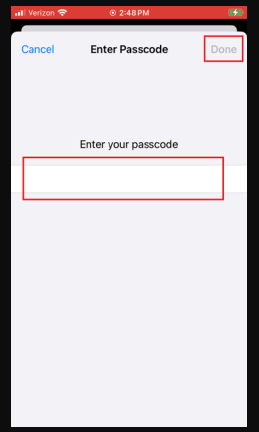
21. Once the **How to install management profile** screen appears, return to the Home screen.
22. Open the **Settings** app.
23. Tap **Profile Downloaded**. If you see **More for your iPhone**, tap that message then tap **Profile Downloaded**.
24. Tap **Install**.
25. Enter your **passcode** then tap **Done**.
26. Tap **Install**.
27. Tap **Install**.
28. Tap **Trust**.
29. Tap **Done**.
30. Return to the Home screen and open **Comp Portal**.
31. Tap **Continue**.
32. Wait for Company Portal to finish **checking device settings**.

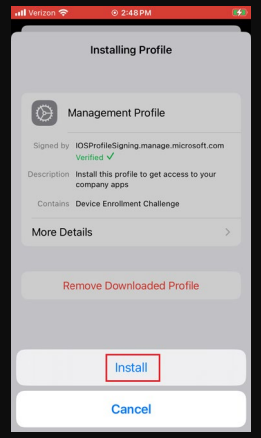


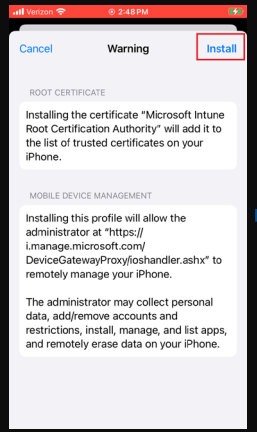


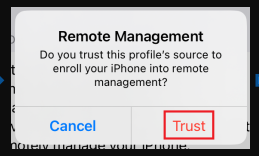


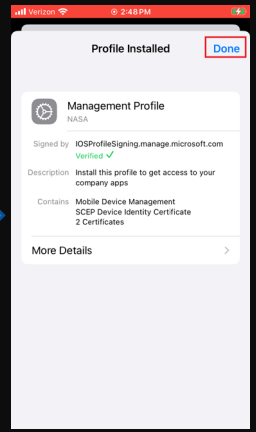


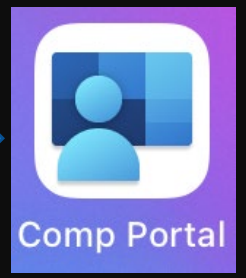


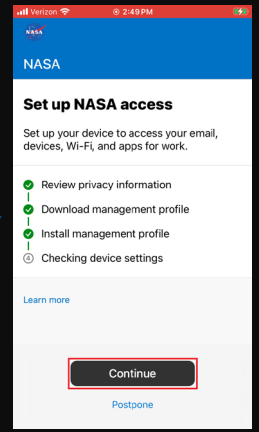


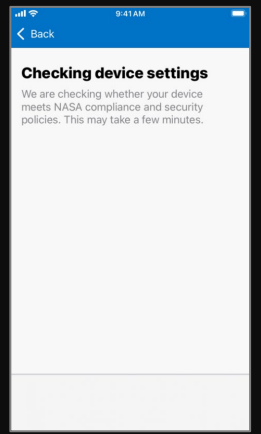








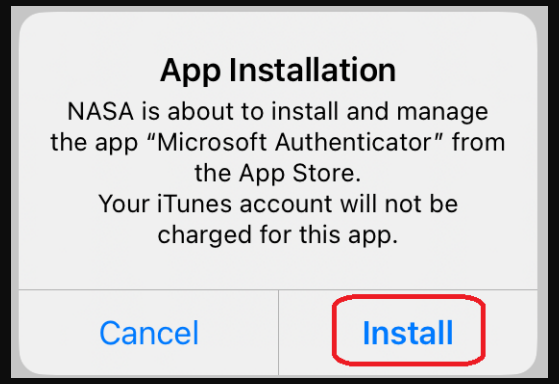


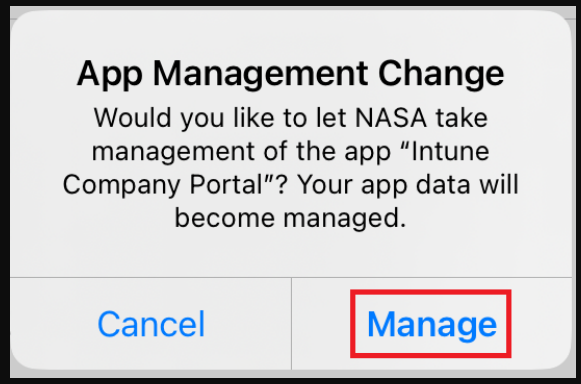


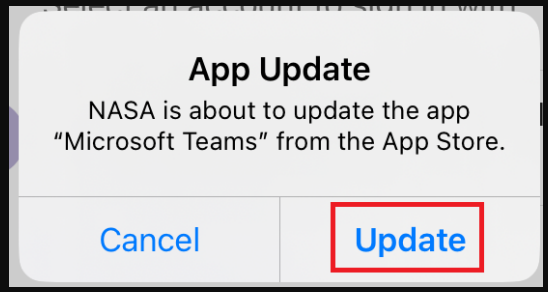
New Personal and Org-Provided iPhone/iPad Devices cont.

Through the remaining steps, you may see several prompts for App Installation, App Management Change, and App Update.

Whenever you encounter these prompts, tap **Install**, **Manage**, or **Update**.





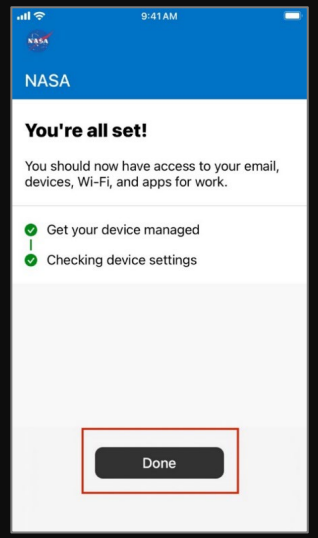


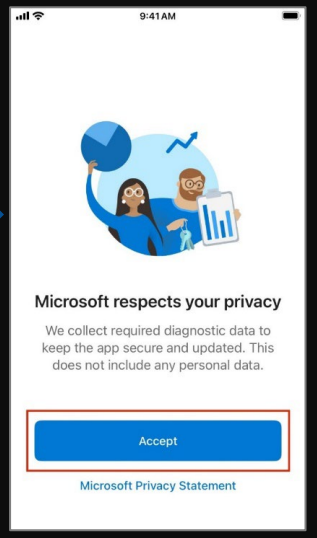
Note:

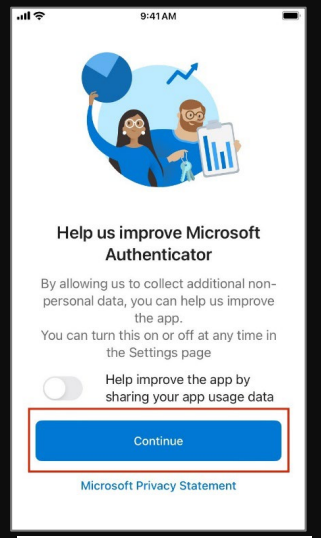
- The **App Installation** prompt tells you that Intune needs to install a work app on your device.
- The **App Management Change** prompt appears when you have installed an app that can be used for work. Intune needs your permission to *manage* the app so it can keep NASA data within the app secure.
- The **App Update** prompt appears when Intune detects that one of your managed apps may be out of date and needs an update.

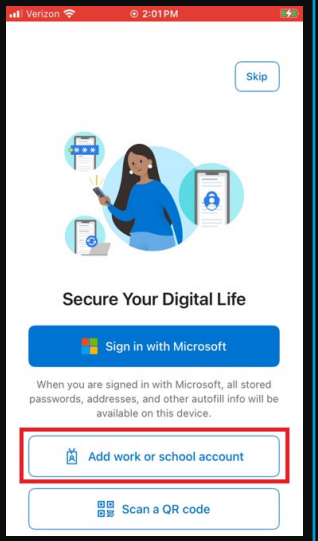
New Personal and Org-Provided iPhone/iPad Devices cont.

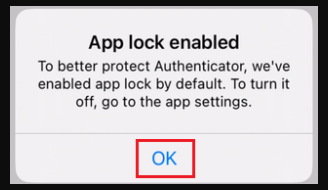
33. Tap **Done**.
34. Return to the Home screen, then open **Authenticator**.
35. Tap **Accept**.
36. Tap **Continue**.
37. Tap **Add work or school account**.
38. If an **App Lock Enabled** message appears, tap **OK**.
39. Look and confirm that your account is listed, but do not tap it.
40. Return to the Home screen, then open the **Teams** app.
41. Tap your NASA account.
42. Tap **Allow**.

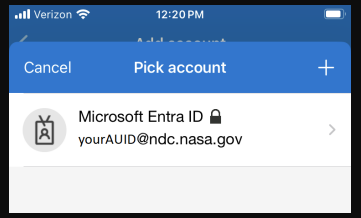


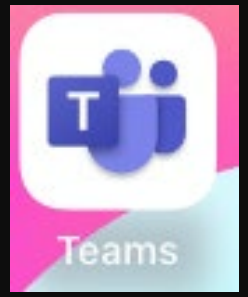


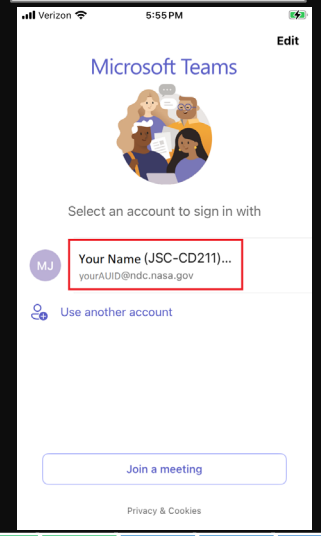


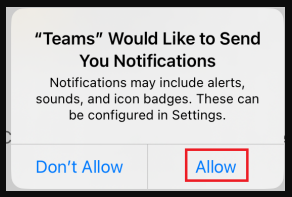






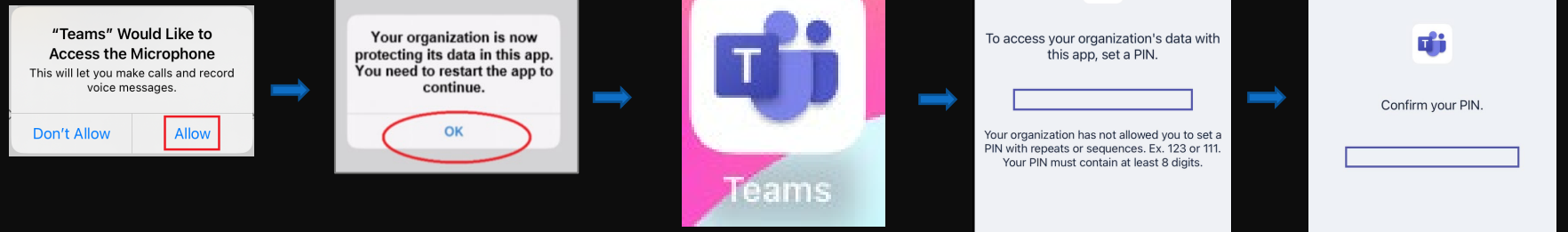


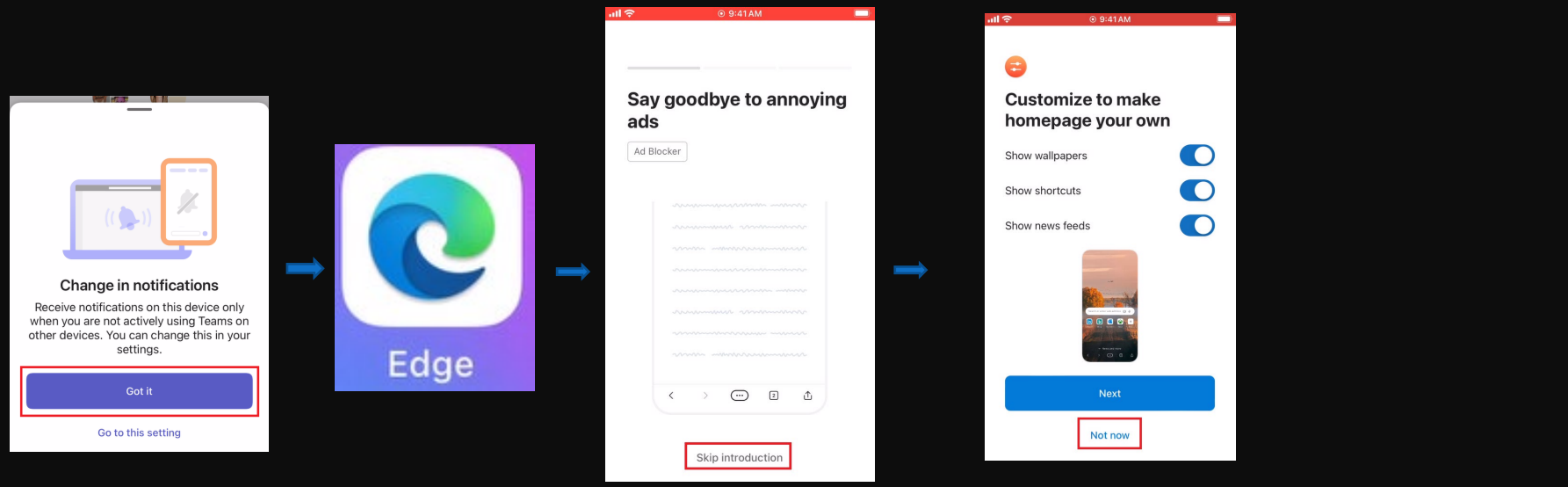




New Personal and Org-Provided iPhone/iPad Devices cont.

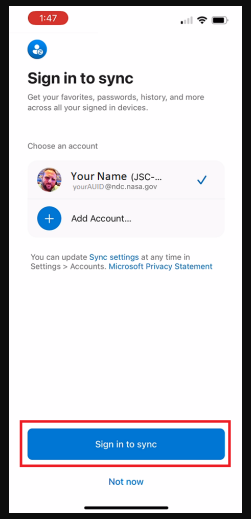
43. Tap **Allow**.
44. Tap **OK**. This will cause the app to close and return you to the Home screen.
45. Open **Teams** again.
46. Create a complex 8-digit PIN. Don't use repeating or sequential numbers (e.g., 11112222, 12345678, 87654321).
47. **Confirm your PIN** by entering it again.
48. Tap **Got It**.
49. Return to the Home screen and open the **Edge** app.
50. Tap **Skip Introduction**.
51. Tap **Not now**.



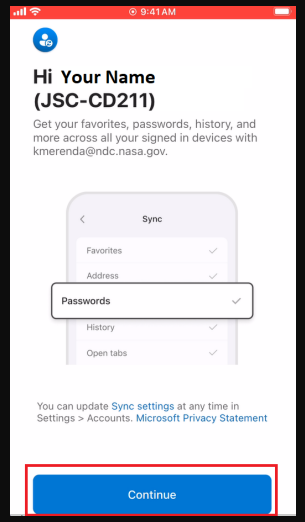


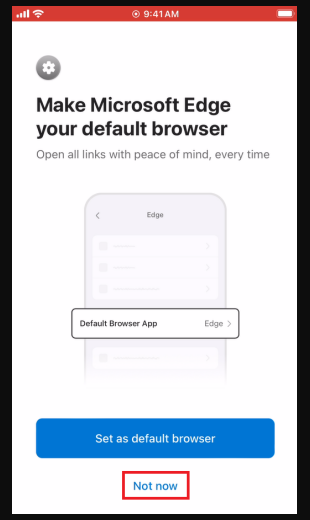
New Personal and Org-Provided iPhone/iPad Devices cont.

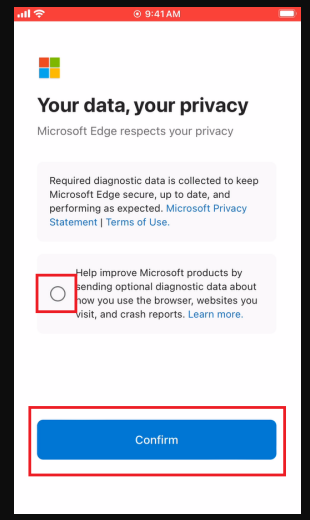
52. Tap **Sign in to sync** OR tap **Continue**.
53. Tap **Not now**.
54. Uncheck the **Help Improve Microsoft** bubble, then tap **Confirm**.
55. Tap **OK**, which will close Edge.
56. Open the **Settings** app. If necessary, tap the back arrow in the upper-left corner until you reach the main Settings page.
57. Scroll down the list of settings until you find **Edge**, then tap it.
58. Tap **Default Browser App**.
59. Tap **Edge** to make a checkmark appear next to it.
60. Return to the Home screen, then open the **Comp Portal** app.

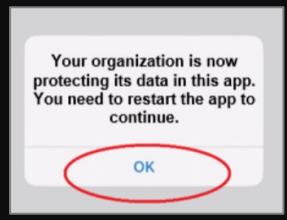


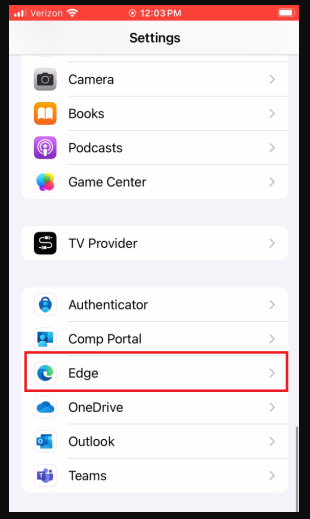
- OR -

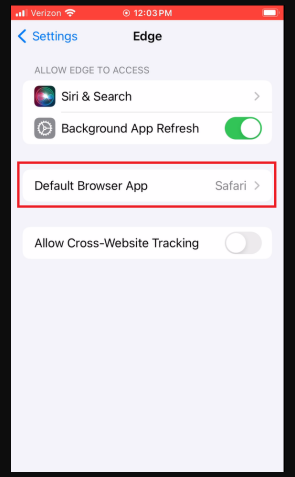


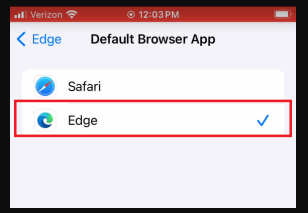


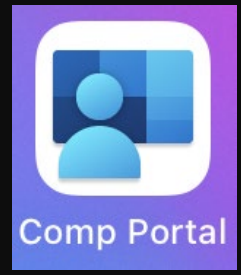






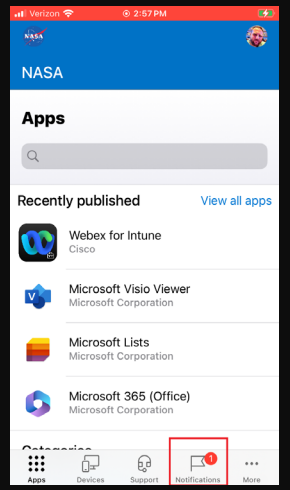


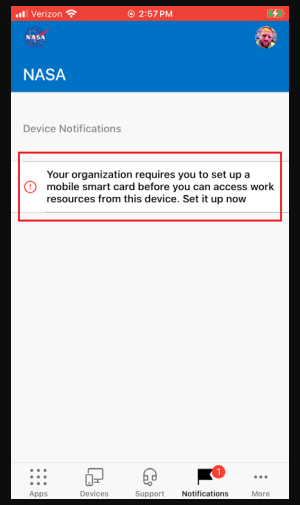


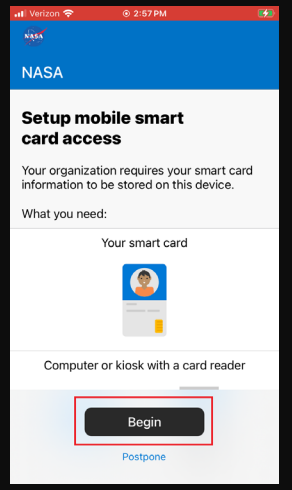


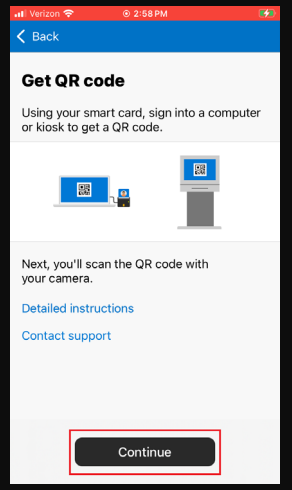
New Personal and Org-Provided iPhone/iPad Devices cont.

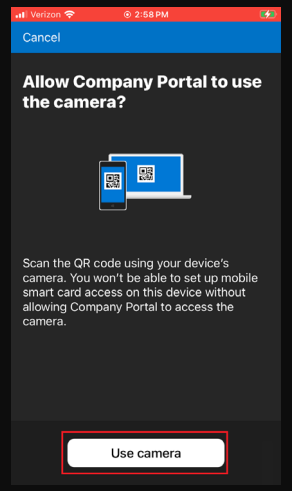
61. Tap **Notifications**.
62. Tap the **mobile smartcard** message that appears.
63. Tap **Begin**.
64. Tap **Continue**.
65. Tap **Use Camera**.
66. Tap **Allow**. This will activate the camera on your device.
67. With the camera view still showing on the device screen, set your device down and return to your NASA computer.
68. On your NASA computer, go to https://ssrp.nasa.gov/StartPage/ then click **Begin**.
69. If prompted to **Select a certificate for authentication**, select the certificate with your name, then click **OK**.

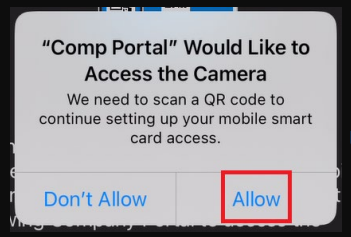


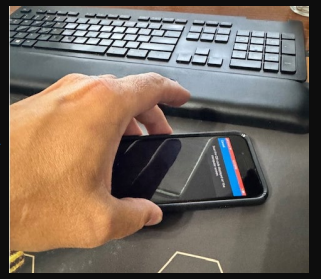


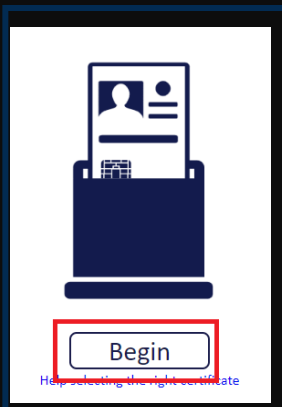


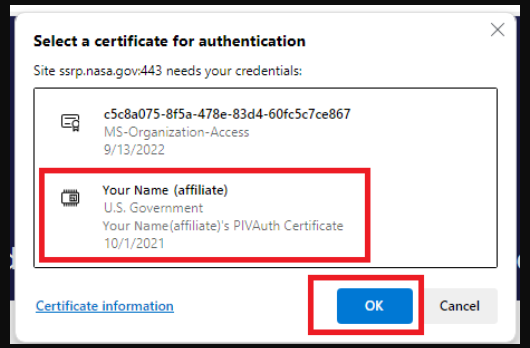












Use your NASA computer for these steps

New Personal and Org-Provided iPhone/iPad Devices cont.

70. If prompted to do so, enter your smartcard PIN, then click **OK**.

71. Click **Personal Device Registration** if you own the device**,** click **NASA Furnished Device Registration** if your organization provided the device, or click **Additional Device Registration** if you have already enrolled another device in Intune.

72. Wait for a **QR code** to appear on your computer screen.

73. Pick up and unlock your device, then point the rear camera at the QR code on your computer screen and allow it to scan.

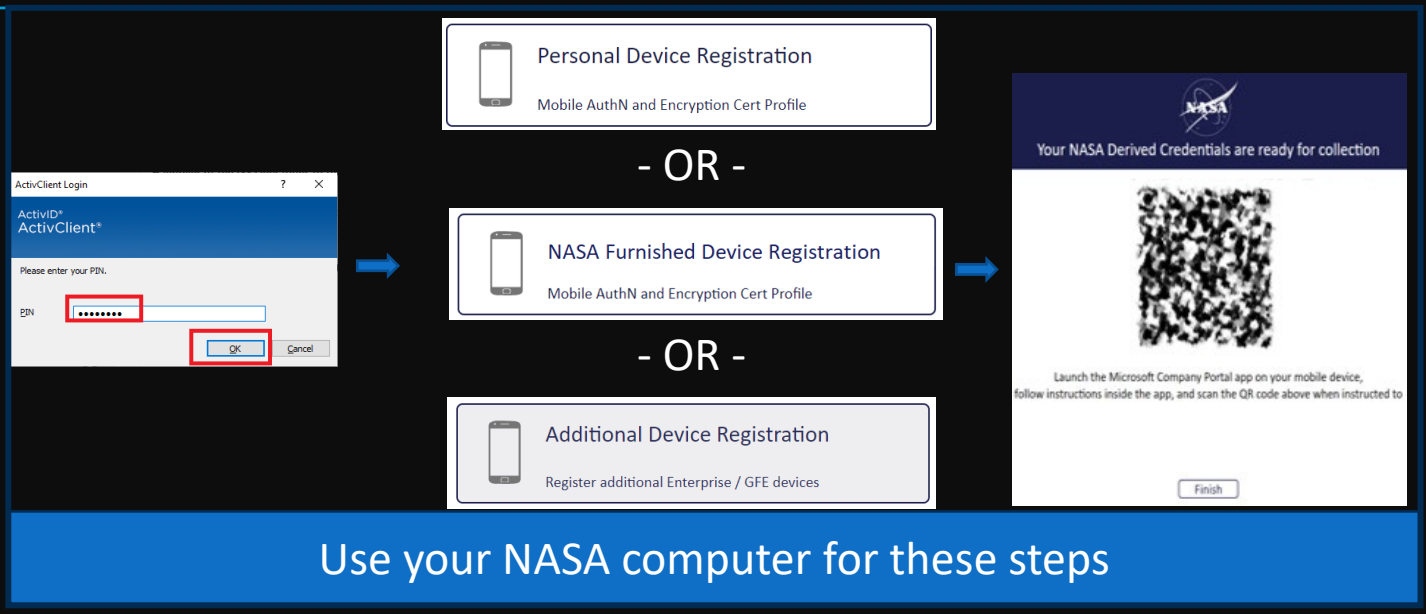
74. Wait up to 4 minutes for the setup to finish. If you receive a “something went wrong” message, contact the ESD for assistance.

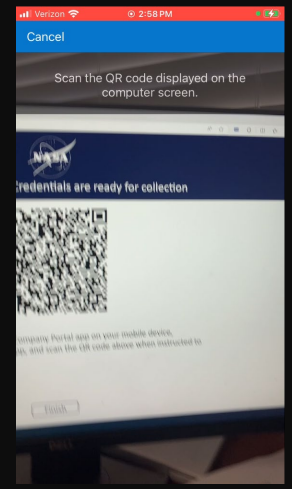
75. Tap **Done**.

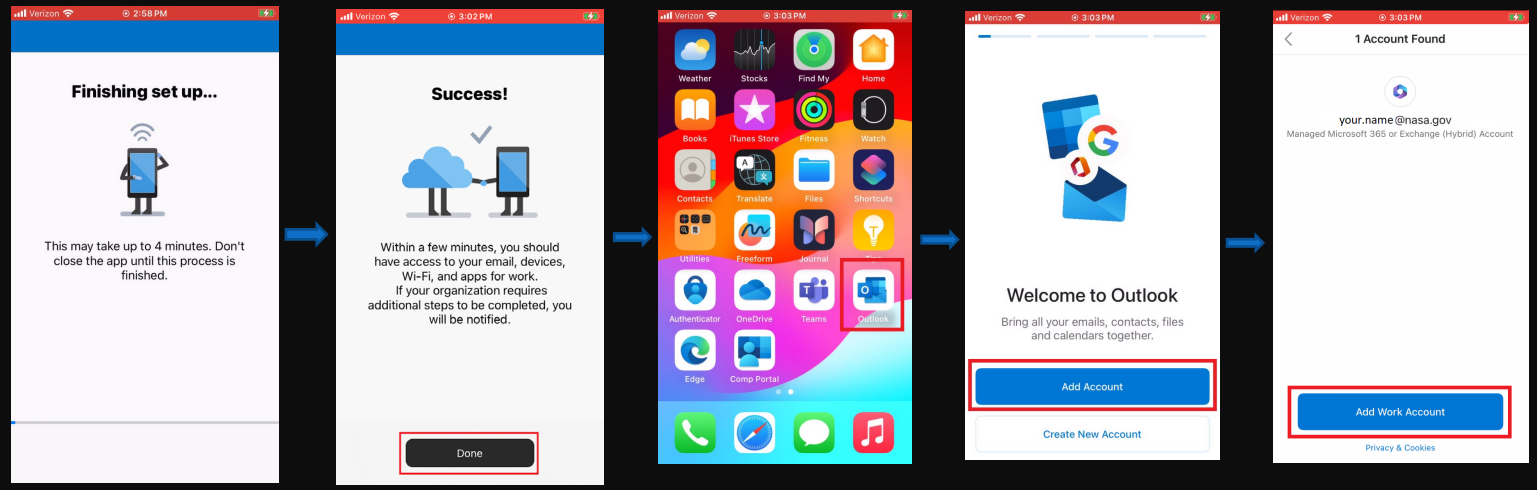
76. Return to the Home screen, then open the **Outlook** app.

77. Tap **Add Account**.

78. Tap **Add Work Account**.

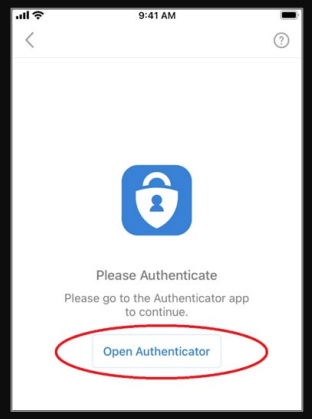


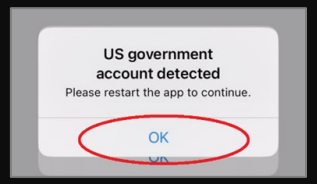


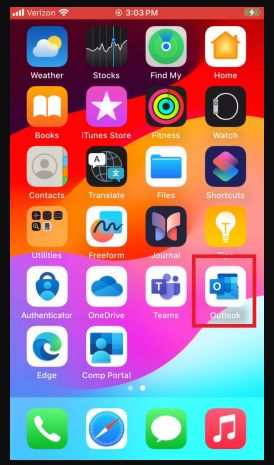


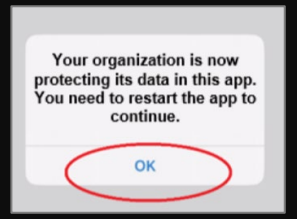
New Personal and Org-Provided iPhone/iPad Devices cont.

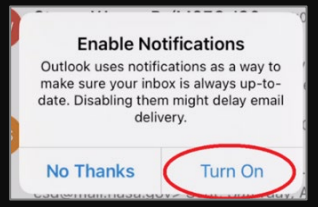
79. Tap **Open Authenticator**.
80. Tap **OK** on the US government popup. Outlook will close.
81. Open **Outlook** again.
82. Tap **OK**.
83. Tap **Turn On**.
84. Tap **Allow**.

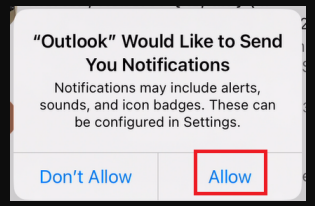












Congratulations! Your device is now enrolled in Intune and ready to use.

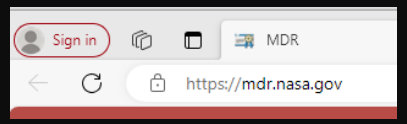
Do you have another device to enroll in Intune? If so, click here to start over.

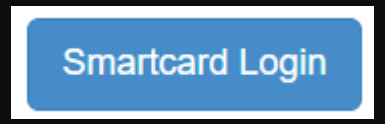
Device Preparation Steps for Agency-Provided (NEST) and Org-Provided Android Devices

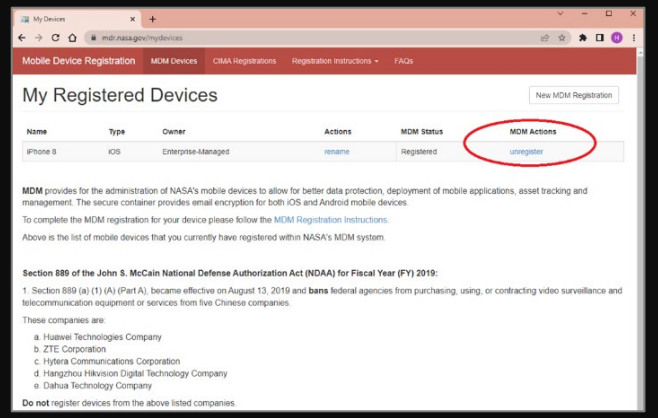
Device Preparation Steps for Agency-Provided and Org-Provided Android Devices

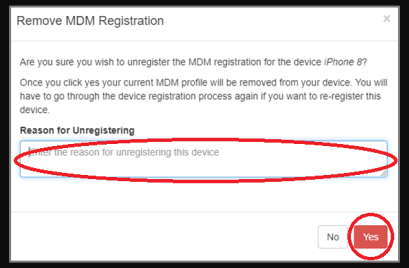
WARNING: The enrollment process requires that you reset your device. Before you begin, please ensure you have followed the steps to sync your personal and work data.

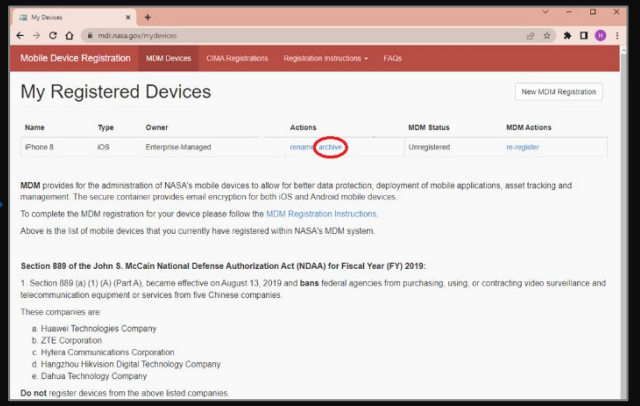
1. Open a browser on your NASA computer and go to https://mdr.nasa.gov.
2. Click **Smartcard Login**.
3. Locate the device you are migrating to Intune, then click **Unregister**. If you have multiple devices, only unregister one at a time. Do not unregister the next device until the first one has been enrolled in Intune. If the device you are migrating is not listed, skip to step 7 on the next page.
4. In the “Reason for Unregistering” field, enter **migrating to Intune**, then click **Yes**.
5. In the “Actions” column, click **archive** for the device you unregistered.
6. Click **Yes**.





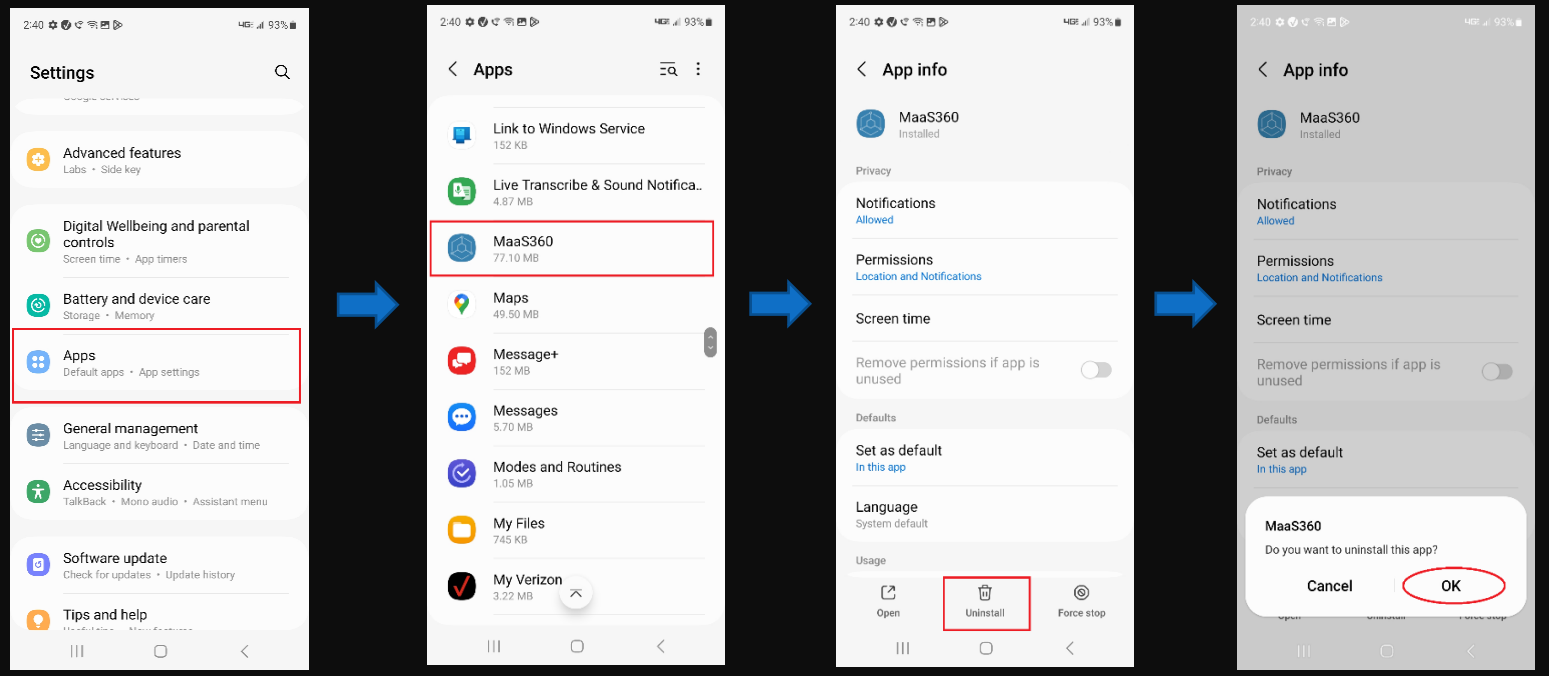






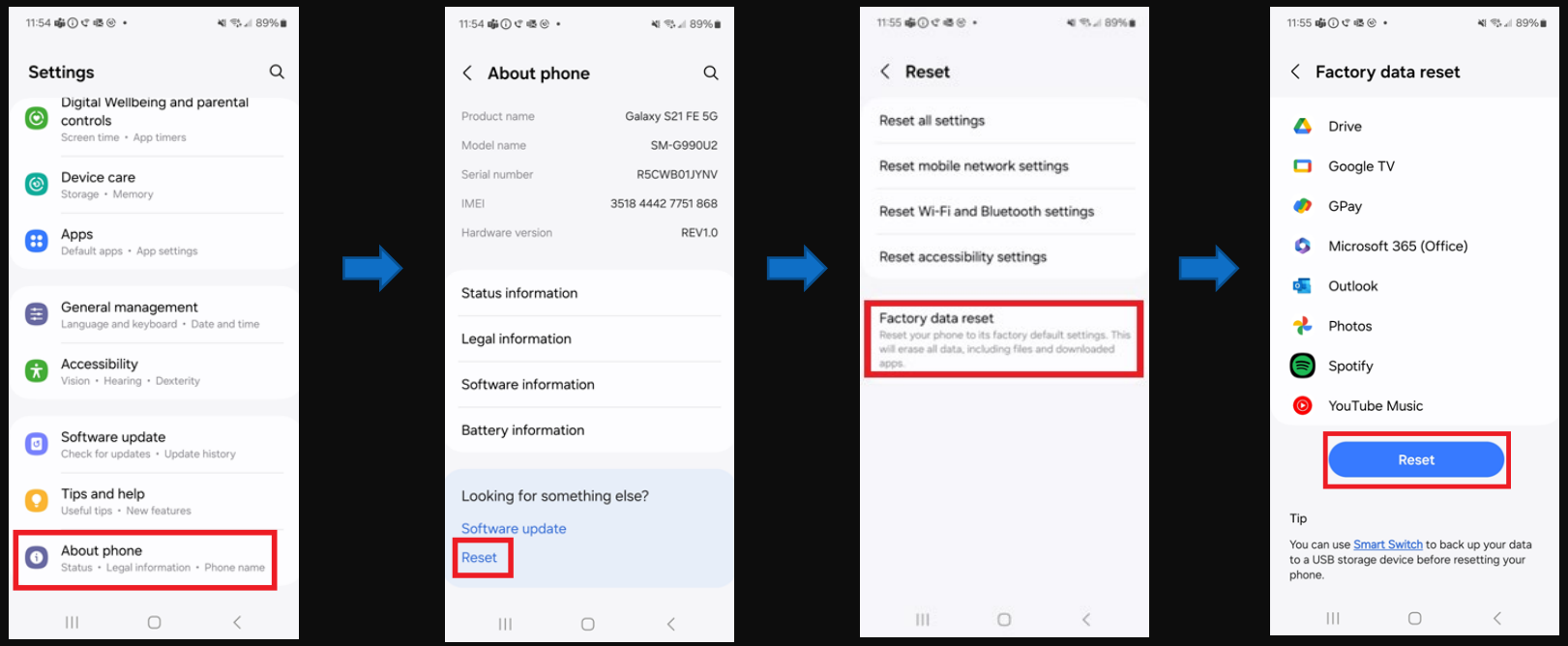
Device Preparation Steps for Agency-Provided and Org-Provided Android Devices

7. Open **Settings** and tap **Apps**.
8. Tap **Maas360**.
9. Tap **Uninstall**.
10. Tap **OK**.



Device Preparation Steps for Agency-Provided and Org-Provided Android Devices

11. Open **Settings**, scroll to the bottom, and tap **About phone**.
12. Scroll to the bottom and tap **Reset**.
13. Tap **Factory data reset**.
14. Tap **Reset**.



Who provided the device you are enrolling?

Select your answer:

NASA provided the device through NEST (Agency provided)

Go to page 75

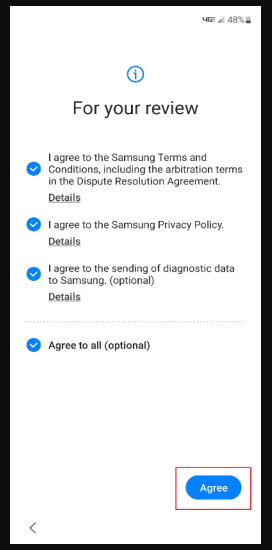
NASA provided the device outside of NEST (Org provided)

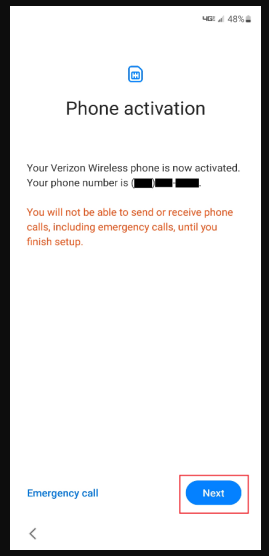
Go to page 86

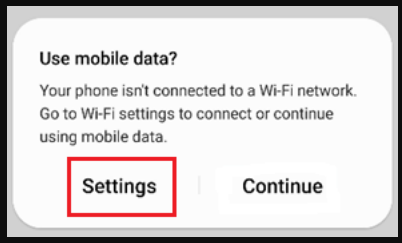
Intune Enrollment Guide for Agency-Provided (NEST) Android Devices

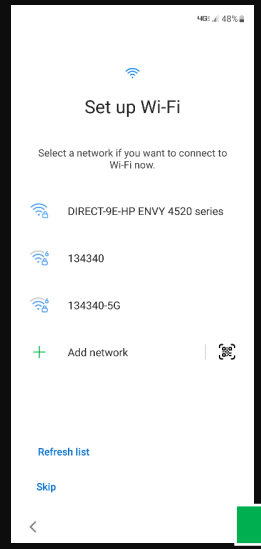
Agency-Provided Android Devices

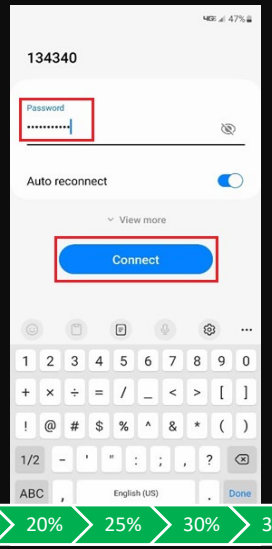
1. Tap **Start**.
2. Tap **Agree**.
3. Tap **Next**.
4. Tap **Settings**.
5. Select a Wi-Fi network.
6. Enter the password to the Wi-Fi network and tap **Connect**.
7. Tap **Next**.
8. Tap **Agree**.

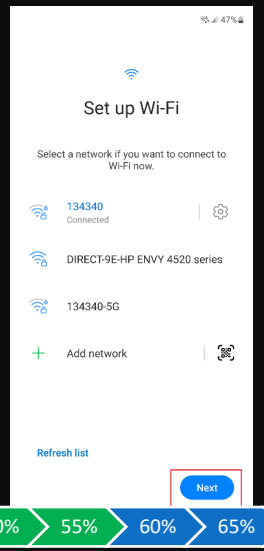


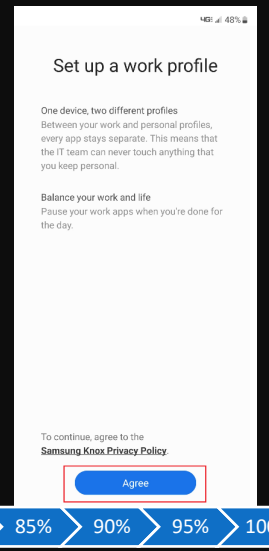








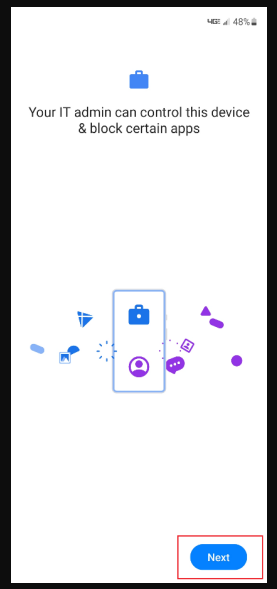


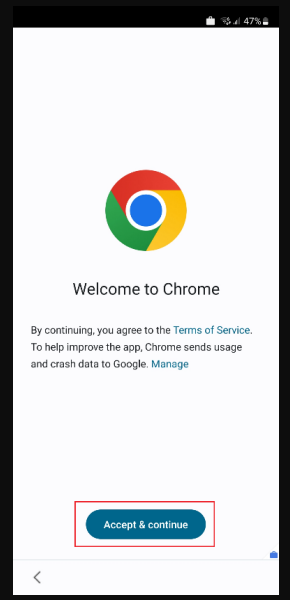


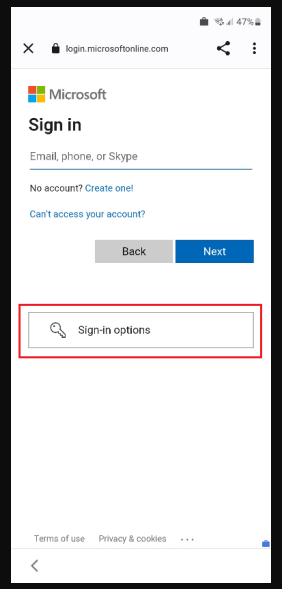
5% 10% 15% 20% 25% 30% 35% 40% 45% 50% 55% 60% 65% 70% 75% 80% 85% 90% 95% 100%

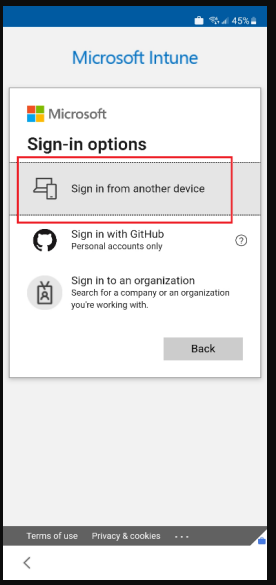
Agency-Provided Android Devices cont.

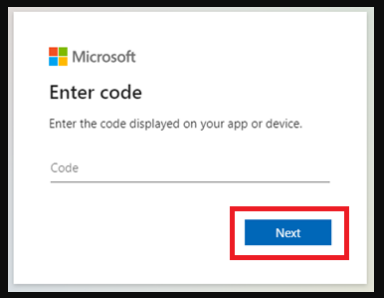
9. Tap **Next**.
   IMPORTANT: If you do not see this screen, contact the Enterprise Service Desk (ESD). Do not continue with the enrollment process.
10. Tap **Accept & continue**.
11. Tap **Sign-in options**.
12. Tap **Sign in from another device**.
13. On your NASA computer, open a browser and go to https://microsoft.com/devicelogin.
14. Enter the code from your device and click **Next**.
15. On your NASA computer, select your account and complete any additional prompts to log in.
16. Click **Continue** on the sign-in prompt.

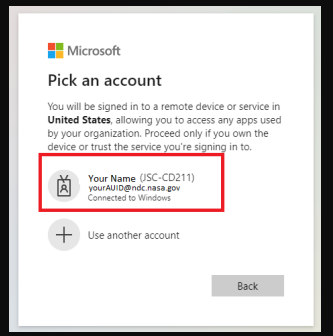


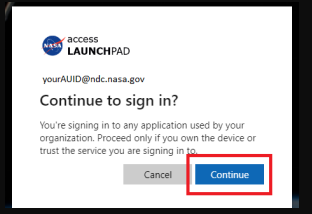












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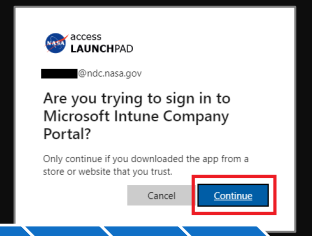
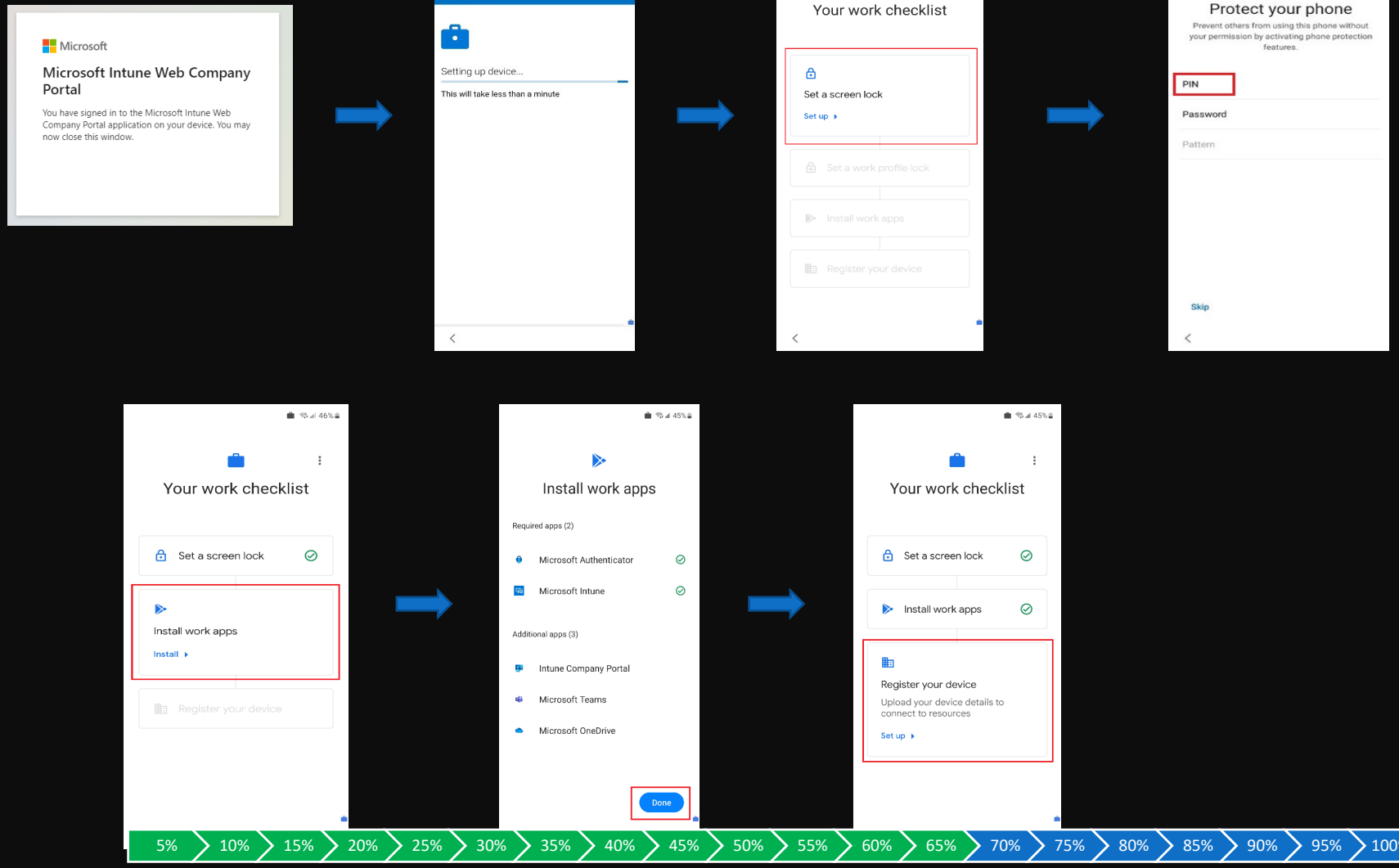


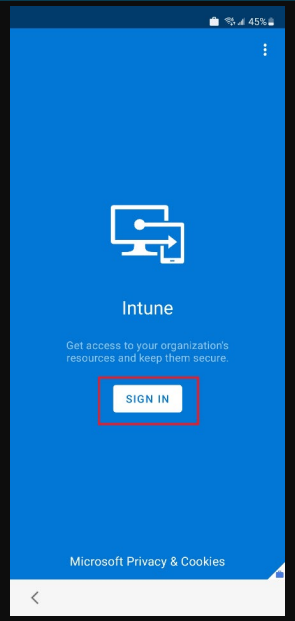
Agency-Provided Android Devices cont.

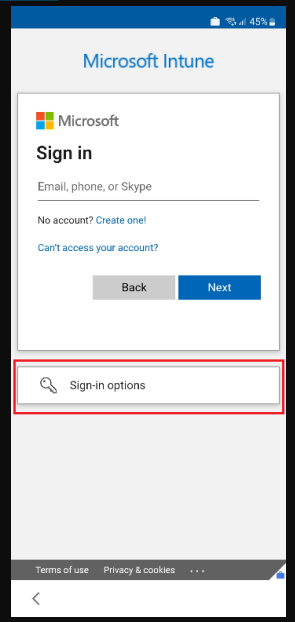
17. Once your computer shows “You have signed in …” return to your device.
18. The device screen will show “Setting up device …” You will need to wait about 3 minutes for the setup to complete.
19. Tap **Set up**.
20. Tap **PIN** and enter a complex 8-digit PIN. Don't use repeating or sequential numbers (e.g., 11112222, 12345678, 87654321).
21. Tap **Install**.
22. Tap **Done** when the work apps are installed.
23. Tap **Set up**.

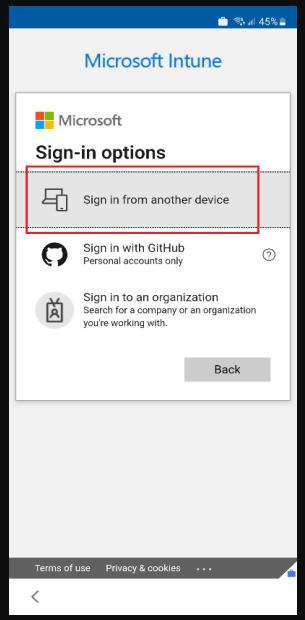


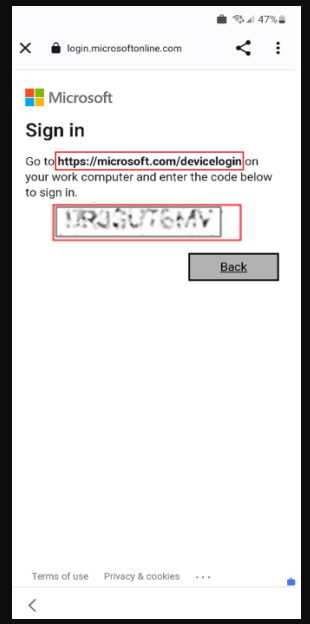
Agency-Provided Android Devices cont.

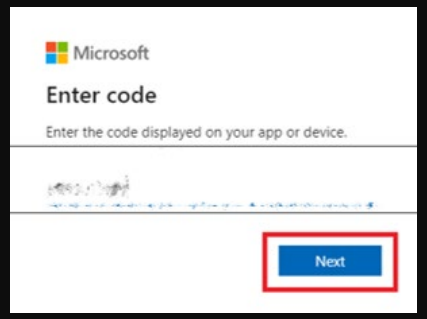
24. Tap **Sign In**.
25. Tap **Sign-in options**.
26. Tap **Sign in from another device**.
27. On your NASA computer, open a browser and go to https://microsoft.com/devicelogin.
28. Enter the code from your device and click **Next**.
29. On your NASA computer, select your account and complete any additional prompts to log in.
30. Click **Continue** on the sign-in prompt.
31. Once your computer shows “You have signed in …” return to your device.

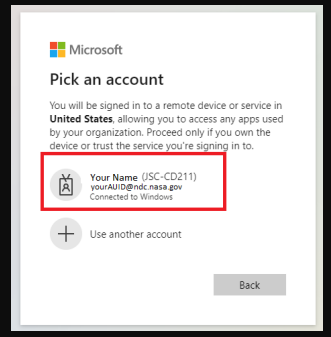


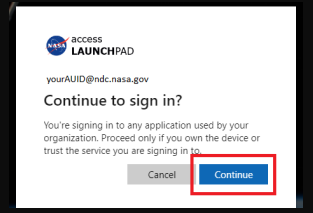












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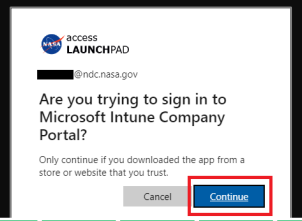

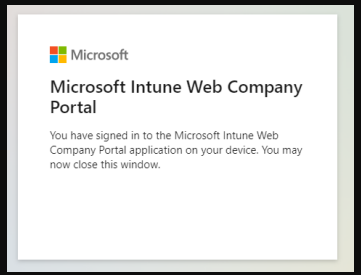

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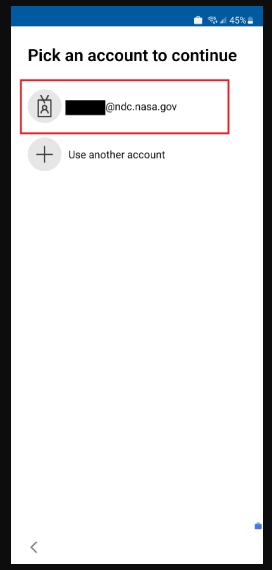
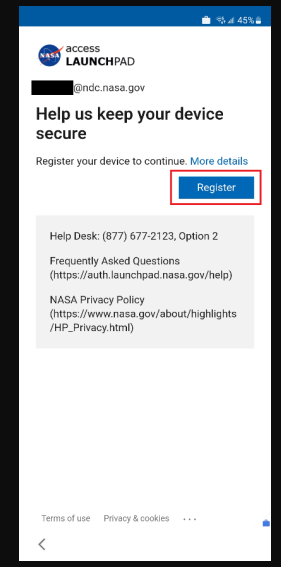
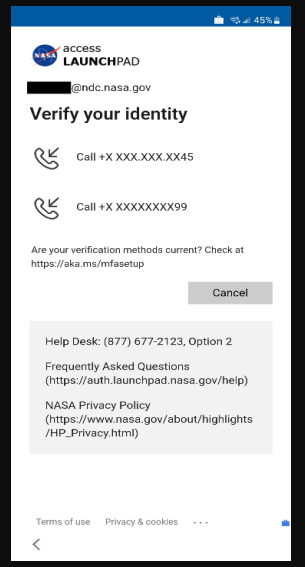
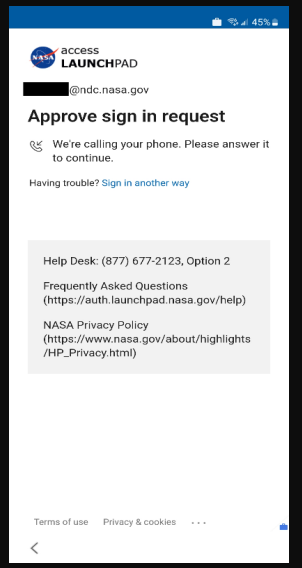
Agency-Provided Android Devices cont.

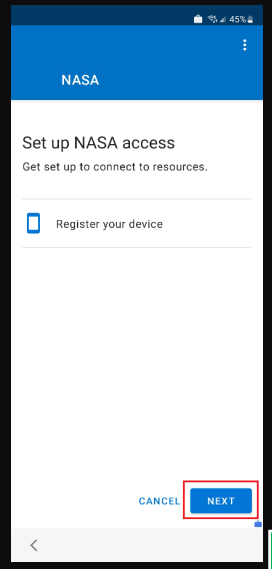
32. Tap your account.
33. Tap **Register**.
34. Follow the prompts to **verify your identity** and **approve the sign in request**.
35. Tap **Next**.
36. Tap **Done**.
37. Tap **Next**.
38. Tap **More**.

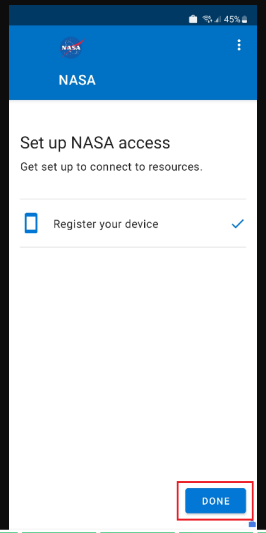


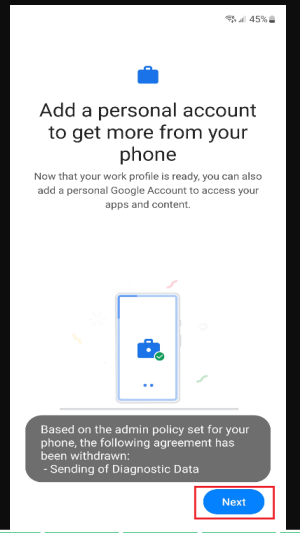


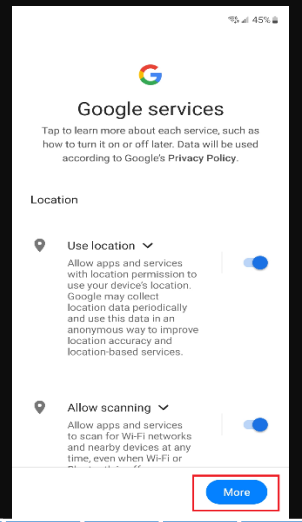






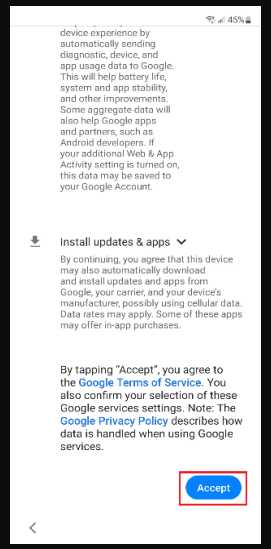


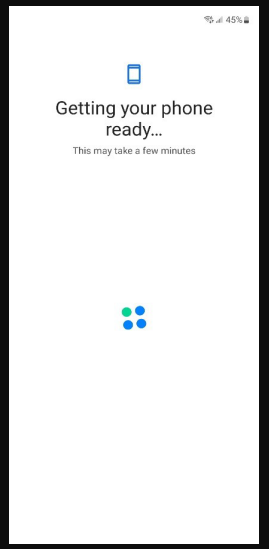


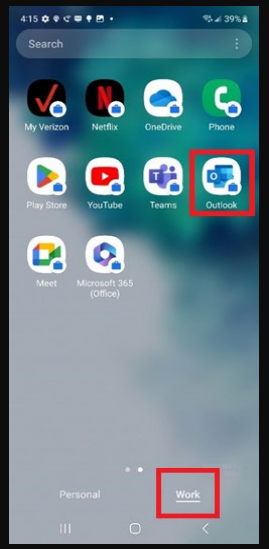


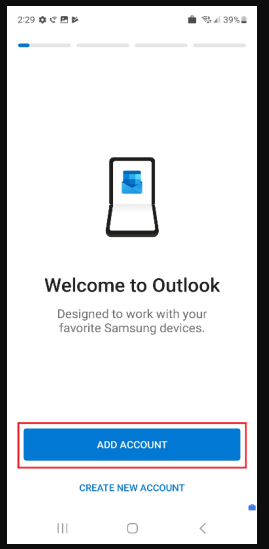
Agency-Provided Android Devices cont.

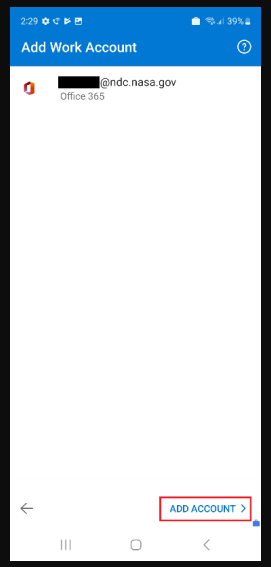
39. Tap **Accept**.
40. Wait a few minutes while the device gets ready.
41. Tap **Work** and then tap the **Outlook** app.
42. Tap **Add Account**.
43. Tap **Add Account**.
44. Tap **Continue**.
45. Enter a complex 8-digit PIN. Don't use repeating or sequential numbers (e.g., 11112222, 12345678, 87654321). Tap **Done**.
46. Confirm the PIN and tap **Done**.

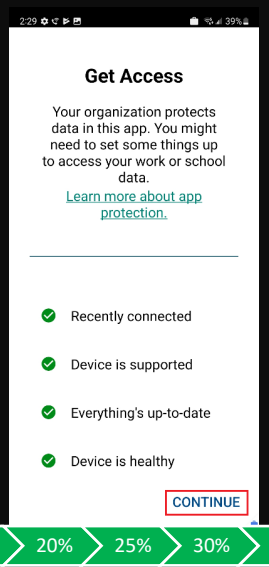


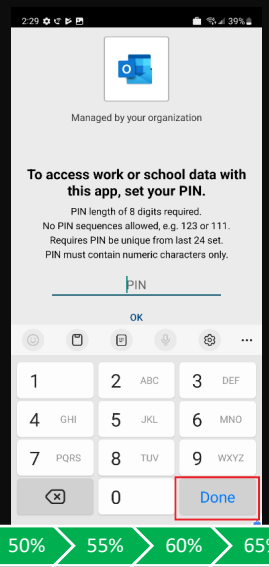


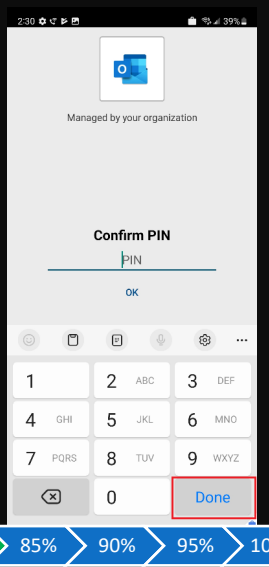












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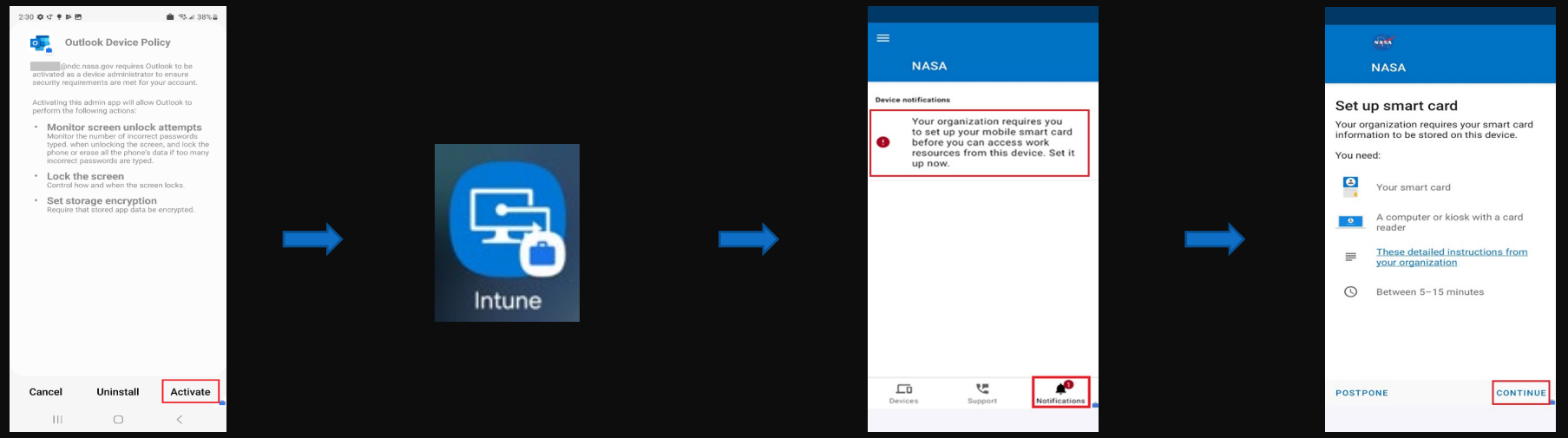
Agency-Provided Android Devices cont.

47. Tap **Activate**.
48. Return to the **Work** Home screen and then tap the **Intune** app.
49. Tap **Notifications** and then tap **Your organization requires you to …”**
50. Tap **Continue**.
51. Tap **Next**.
52. Tap **Next**.
53. Tap **While using the app**.



Agency-Provided Android Devices cont.

54. On your NASA computer, go to https://ssrp.nasa.gov/StartPage/ and log in with your smartcard and PIN.

55. If you are enrolling a NASA-owned device and it is the first or only device you will have in Intune, click **Enterprise-Managed Device Registration**.
    - OR -
    If you are enrolling a NASA-owned device and you already have another device enrolled in Intune, click **Additional Device Registration**.
    Don't see Additional Device Registration?

56. Wait for a **QR code** to appear on your computer screen. If it does not appear, contact the ESD for assistance.

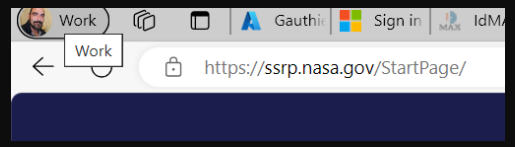
57. Point your phone's camera at your computer screen and allow it to capture the QR code.

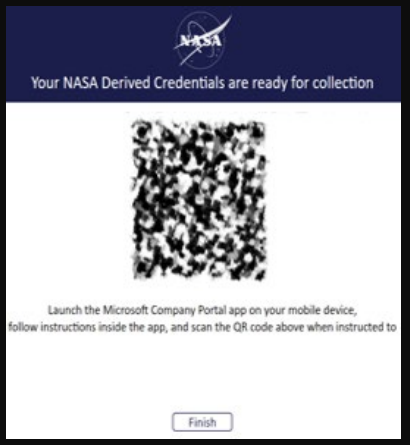
58. The device screen will change to say "Downloading and installing certificates…" Wait for the setup to complete. If you receive an error, contact the ESD for assistance.

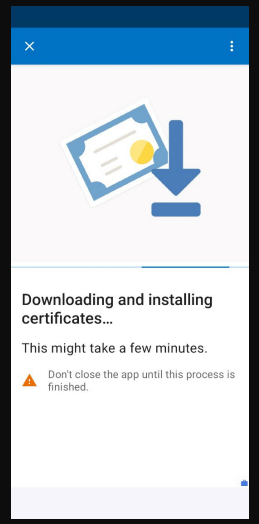
59. The device screen will change to say "Finishing set up…"

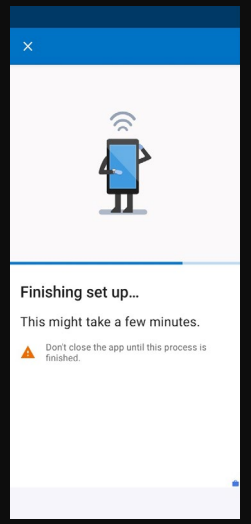
60. When the device screen displays "You're all set!" tap **Done**.

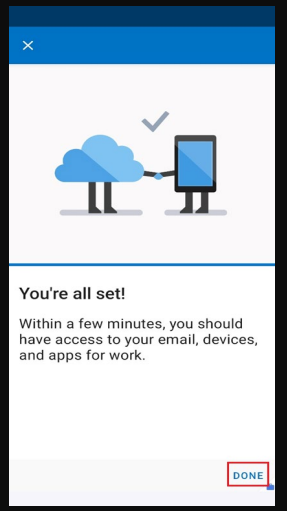
61. Once the Intune app displays "You're all set!" return to the Home screen.

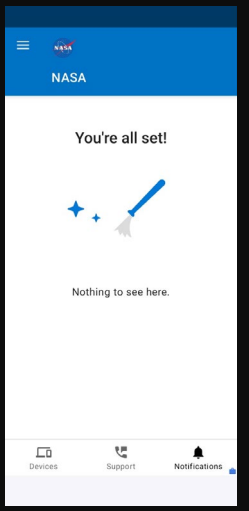






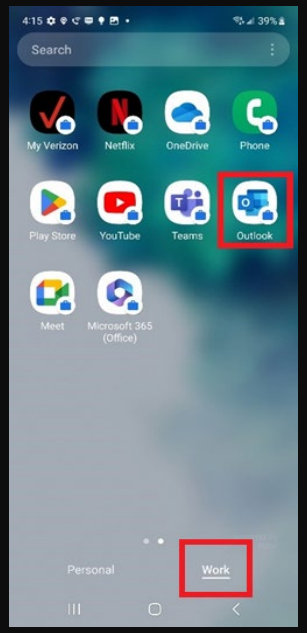


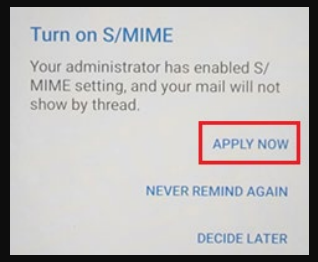


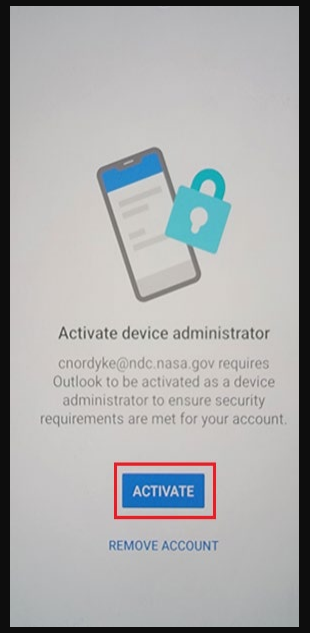


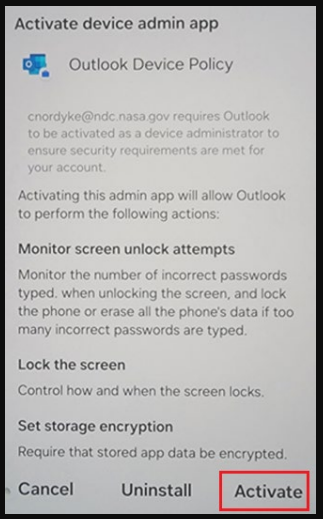
Agency-Provided Android Devices cont.

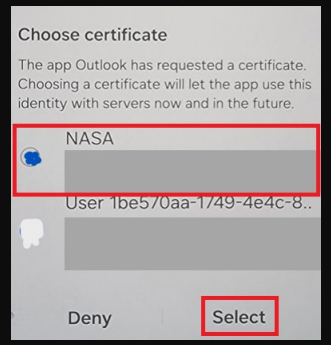
62. Tap **Work** and then tap the **Outlook** app.
63. Tap **Apply Now**.
64. Tap **Activate**.
65. Tap **Activate**.
66. Tap the **NASA** certificate (not Wi-Fi) and then tap **Select**.
67. Tap **Apply Now**.
68. Tap **OK**.
69. Tap **Next**.

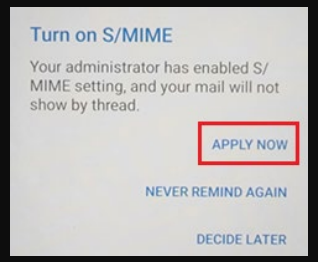


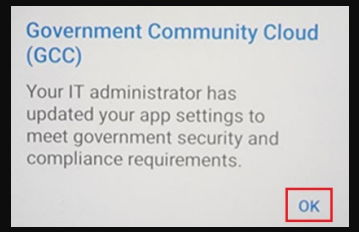


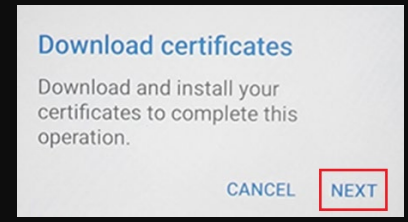








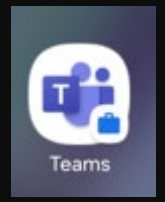


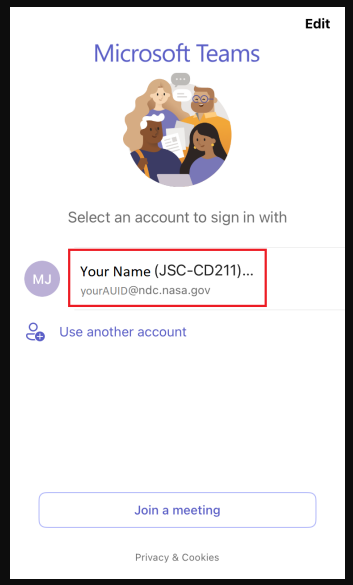


Agency-Provided Android Devices cont.

70. Return to your **Work** Home screen and then tap the **Teams** app.

71. Tap your account and follow the prompts to allow login.





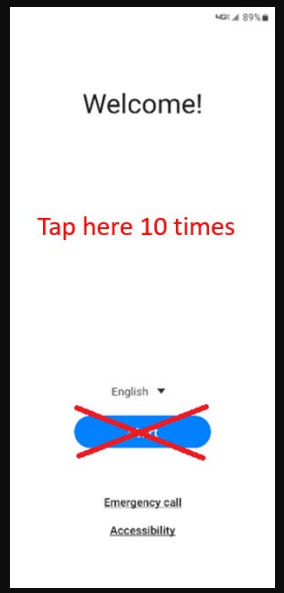
Congratulations! Your device is now enrolled in Intune and ready to use.

Do you have another device to enroll in Intune? If so, click here to start over.

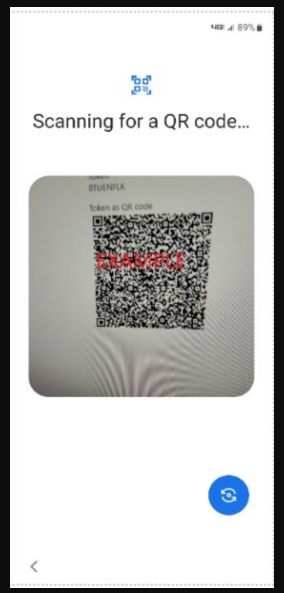
Intune Enrollment Guide for Org-Provided Android Devices

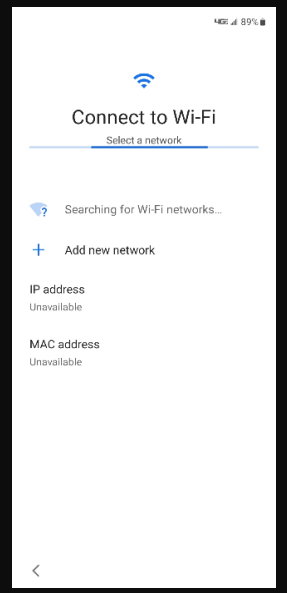
Org-Provided Android Devices

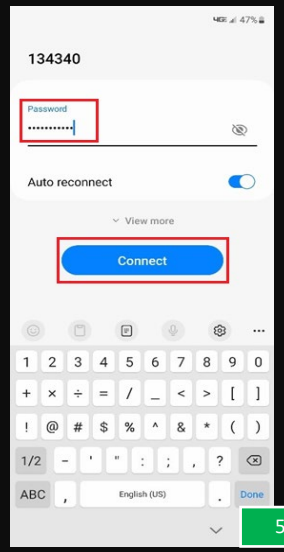
1. <u>DO NOT TAP START.</u> Instead, tap in the blank space area of the Welcome screen with 10 short, quick taps. (Be careful not to tap near the Start button or any other text.) This will open the Camera app.
2. Point your phone's camera at your computer screen and allow it to capture the QR code on this page.
3. Select a Wi-Fi network.
4. Enter the password to the Wi-Fi network and tap **Connect**.
5. Tap **Next**.
6. Tap **Agree**.

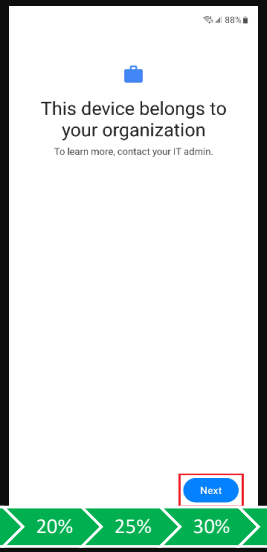


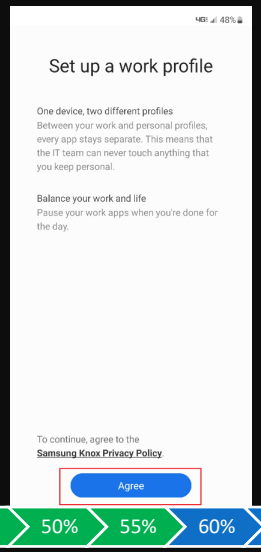
Scan This Code







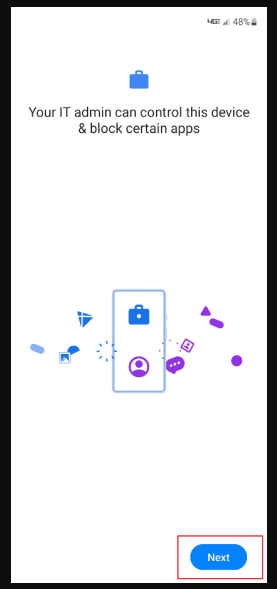


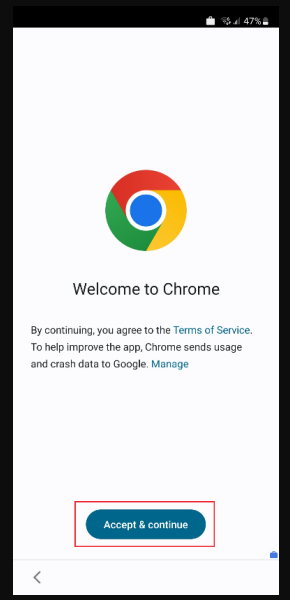


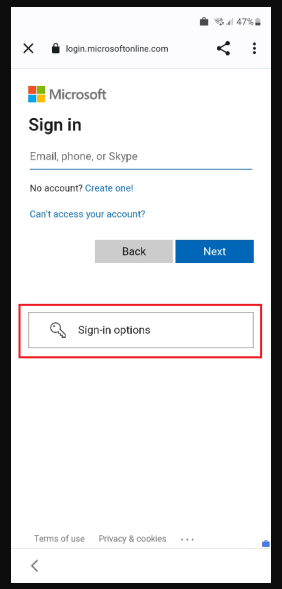
5% 10% 15% 20% 25% 30% 35% 40% 45% 50% 55% 60% 65% 70% 75% 80% 85% 90% 95% 100%

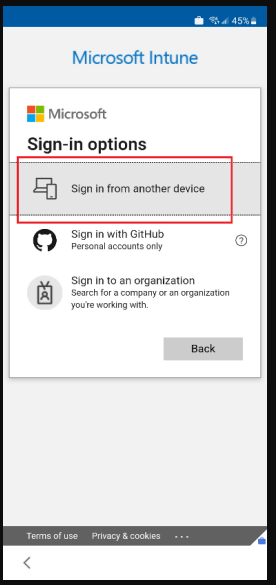
Org-Provided Android Devices cont.

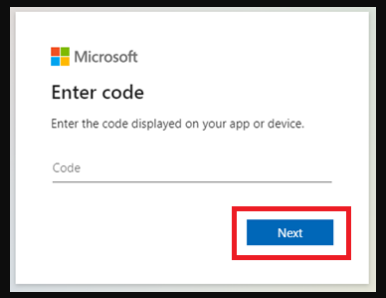
7. Tap **Next**.
   IMPORTANT: If you do not see this screen, contact the Enterprise Service Desk (ESD). Do not continue with the enrollment process.
8. Tap **Accept & continue**.
9. Tap **Sign-in options**.
10. Tap **Sign in from another device**.
11. On your NASA computer, open a browser and go to https://microsoft.com/devicelogin.
12. Enter the code from your device and click **Next**.
13. On your NASA computer, select your account and complete any additional prompts to log in.
14. Click **Continue** on the sign-in prompt.

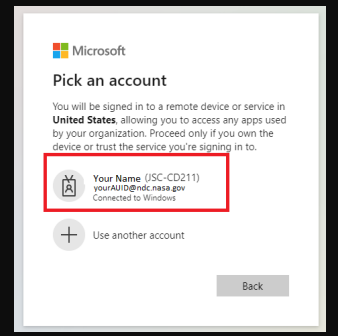


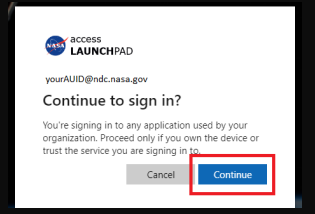




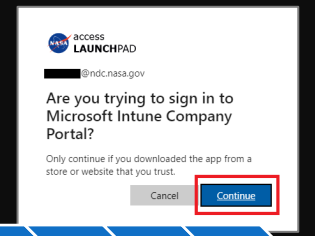






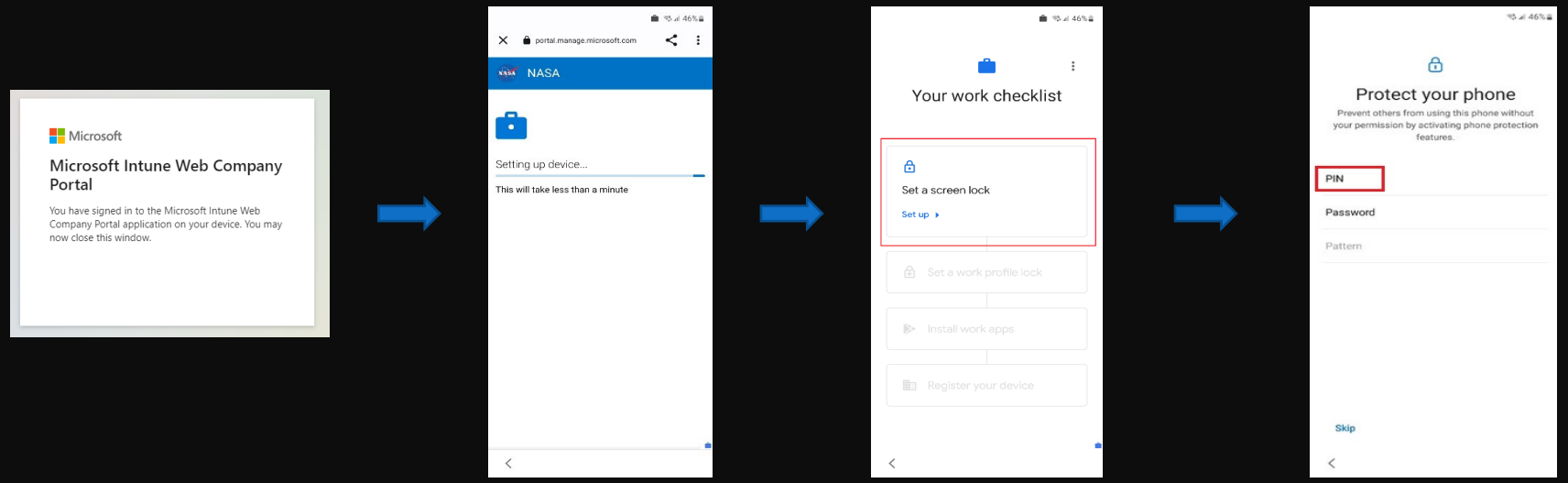


- OR -



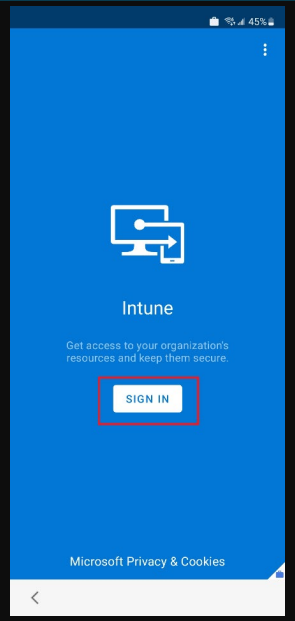
Org-Provided Android Devices cont.

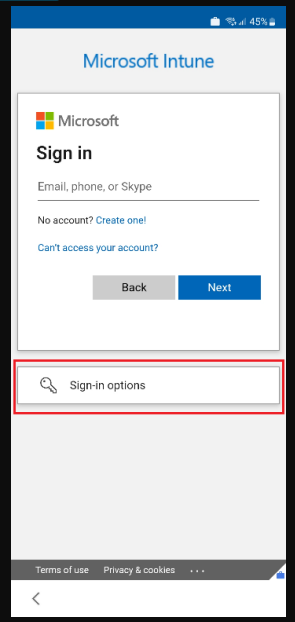
15. Once your computer shows “You have signed in …” return to your device.
16. The device screen will show “Setting up device …” You will need to wait about 3 minutes for the setup to complete.
17. Tap **Set up**.
18. Tap **PIN** and enter a complex 8-digit PIN. Don't use repeating or sequential numbers (e.g., 11112222, 12345678, 87654321).
19. Tap **Install**.
20. Tap **Done** when the work apps are installed.
21. Tap **Set up**.

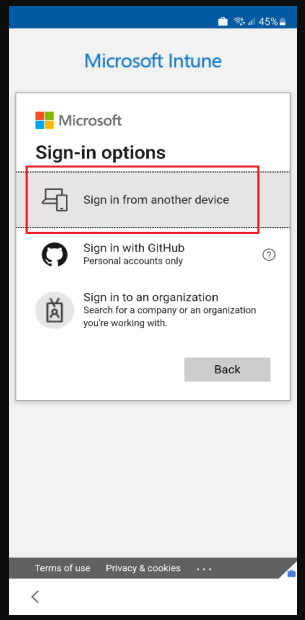


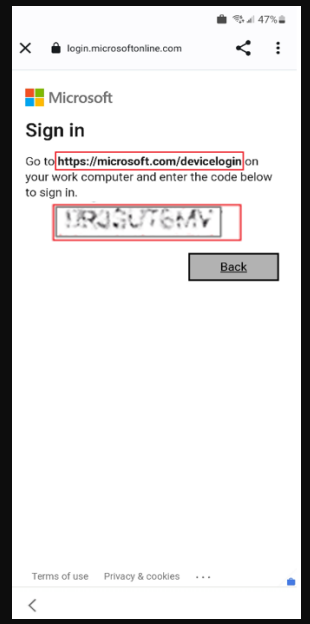
Org-Provided Android Devices cont.

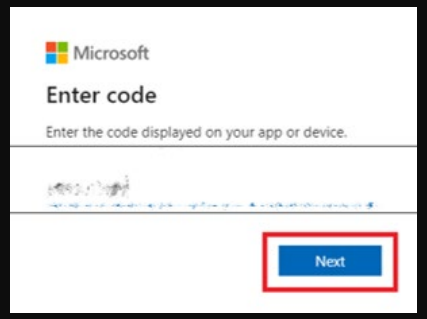
22. Tap **Sign In**.
23. Tap **Sign-in options**.
24. Tap **Sign in from another device**.
25. On your NASA computer, open a browser and go to https://microsoft.com/devicelogin.
26. Enter the code from your device and click **Next**.
27. On your NASA computer, select your account and complete any additional prompts to log in.
28. Click **Continue** on the sign-in prompt.
29. Once your computer shows “You have signed in …” return to your device.

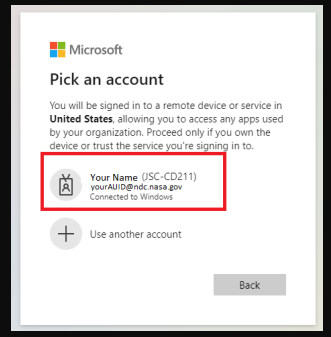


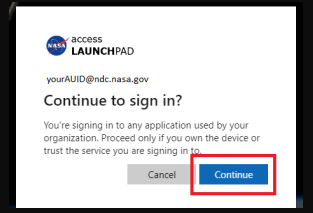




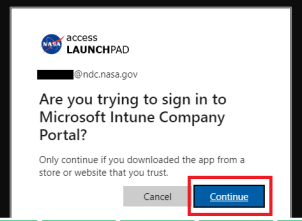


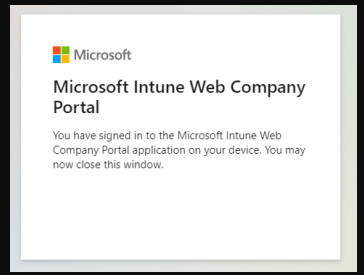






- OR -





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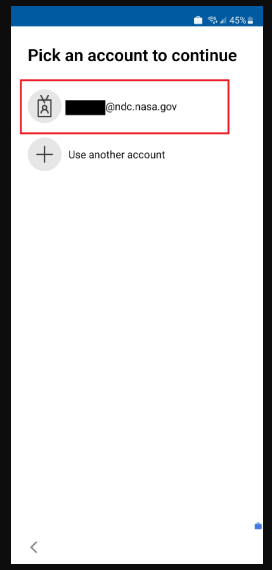
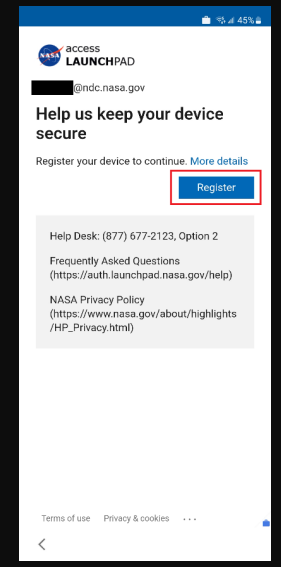
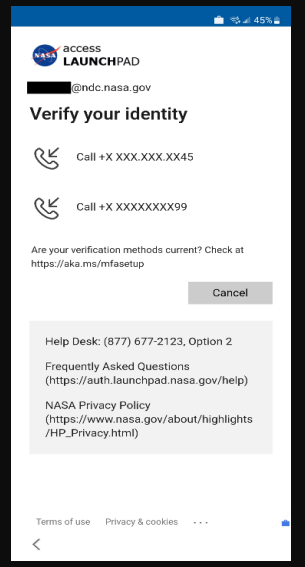
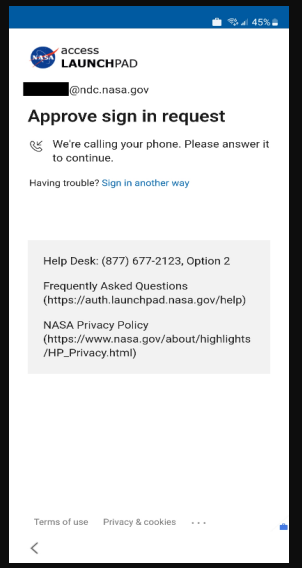
Org-Provided Android Devices cont.

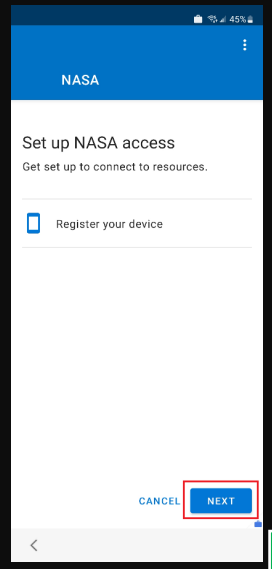
30. Tap your account.
31. Tap **Register**.
32. Follow the prompts to **verify your identity** and **approve the sign in request**.
33. Tap **Next**.
34. Tap **Done**.
35. Tap **Next**.
36. Tap **More**.

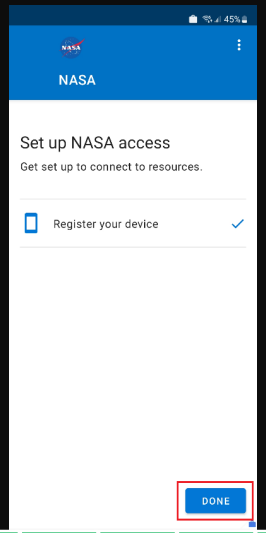


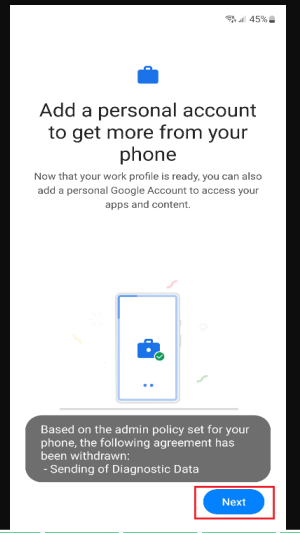


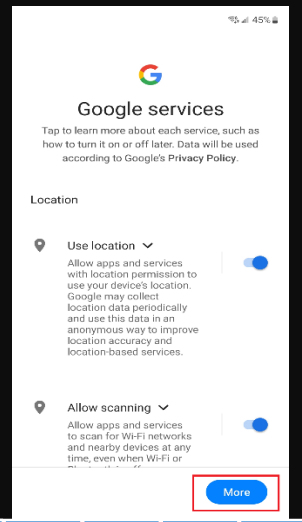












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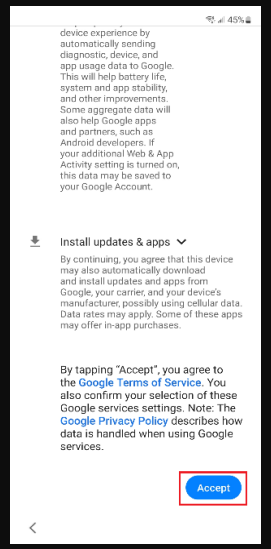
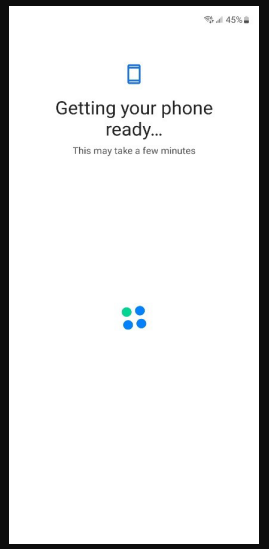
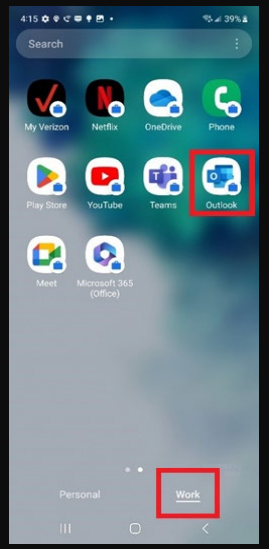
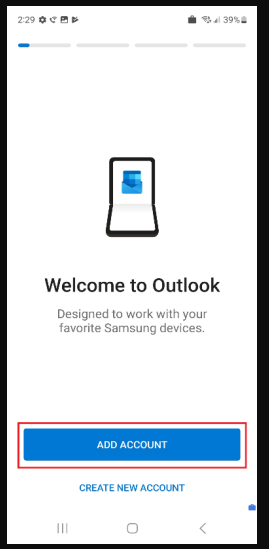
Org-Provided Android Devices cont.

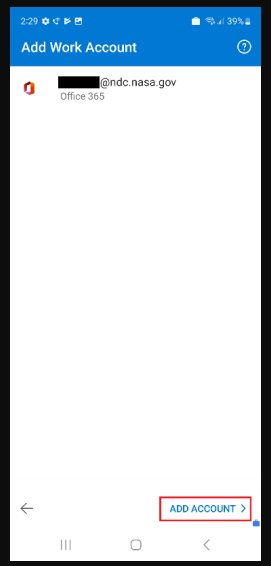
37. Tap **Accept**.
38. Wait a few minutes while the device gets ready.
39. Tap **Work** and then tap the **Outlook** app.
40. Tap **Add Account**.
41. Tap **Add Account**.
42. Tap **Continue**.
43. Enter a complex 8-digit PIN. Don't use repeating or sequential numbers (e.g., 11112222, 12345678, 87654321). Tap **Done**.
44. Confirm the PIN and tap **Done**.

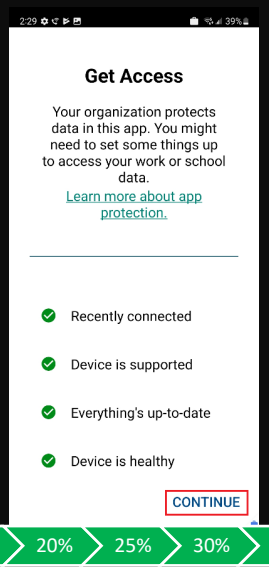


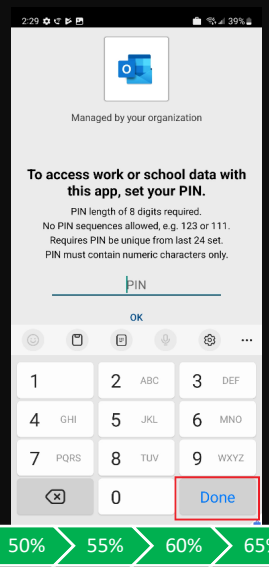


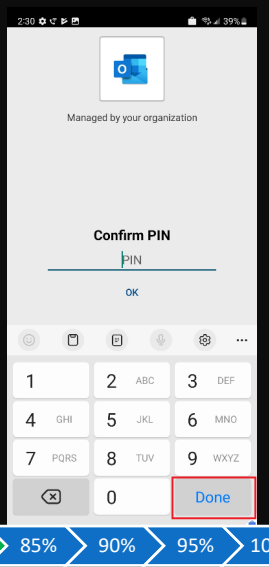












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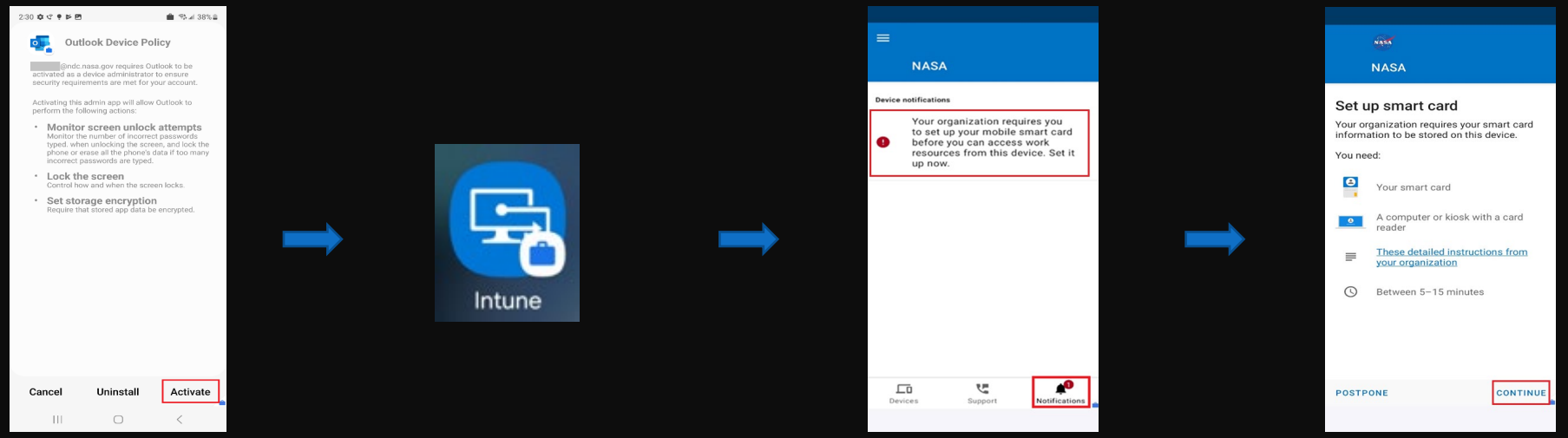
Org-Provided Android Devices cont.

45. Tap **Activate**.
46. Return to the **Work** Home screen and then tap the **Intune** app.
47. Tap **Notifications** and then tap **Your organization requires you to …”**
48. Tap **Continue**.
49. Tap **Next**.
50. Tap **Next**.
51. Tap **While using the app**.



Org-Provided Android Devices cont.

52. On your NASA computer, go to https://ssrp.nasa.gov/StartPage/ and log in with your smartcard and PIN.

53. If you are enrolling a NASA-owned device and it is the first or only device you will have in Intune, click **Enterprise-Managed Device Registration**.
    - OR -
    If you are enrolling a NASA-owned device and you already have another device enrolled in Intune, click **Additional Device Registration**.
    Don't see Additional Device Registration?

54. Wait for a **QR code** to appear on your computer screen. If it does not appear, contact the ESD for assistance.

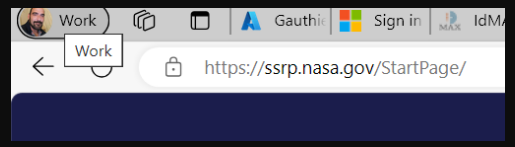
55. Point your phone's camera at your computer screen and allow it to capture the QR code.

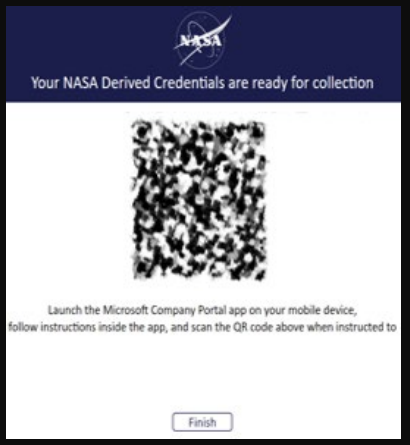
56. The device screen will change to say "Downloading and installing certificates…" Wait for the setup to complete. If you receive an error, contact the ESD for assistance.

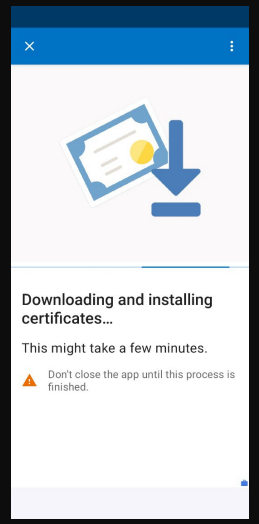
57. The device screen will change to say "Finishing set up…"

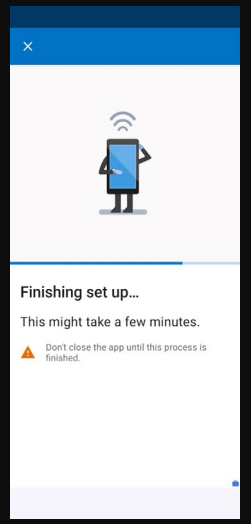
58. When the device screen displays "You're all set!" tap **Done**.

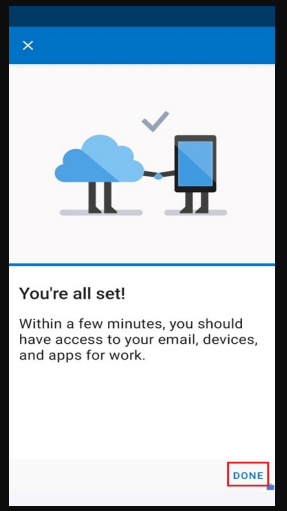
59. Once the Intune app displays "You're all set!" return to the Home screen.

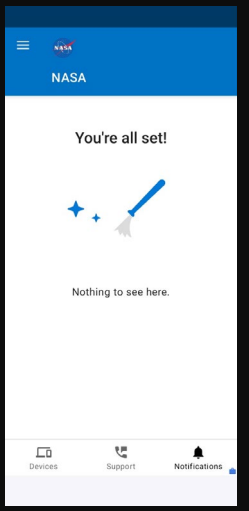






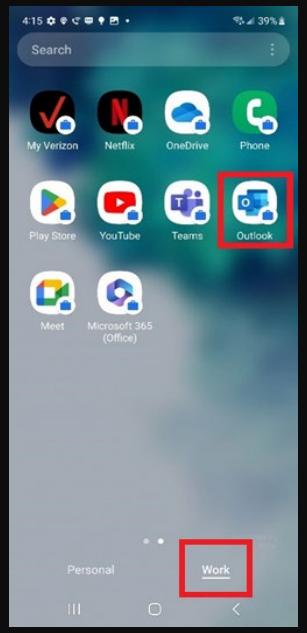


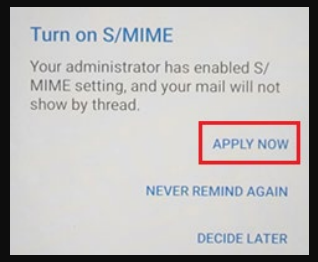


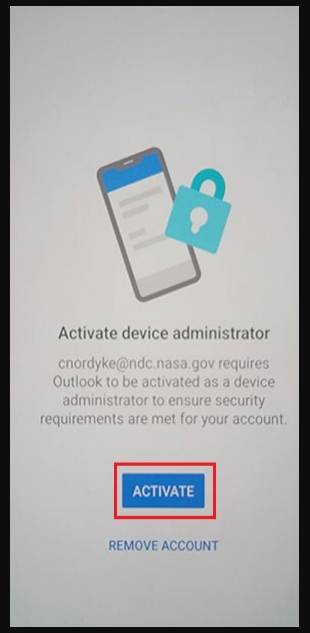


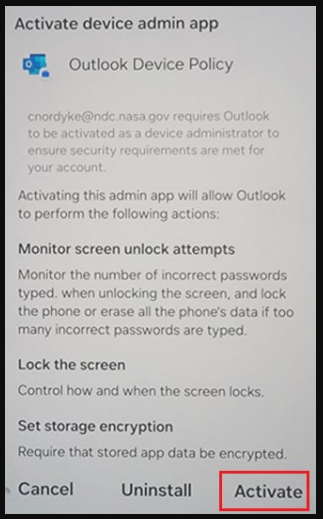
Org-Provided Android Devices cont.

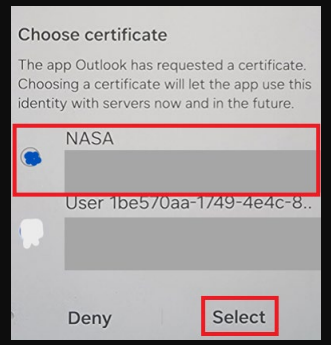
60. Tap **Work** and then tap the **Outlook** app.
61. Tap **Apply Now**.
62. Tap **Activate**.
63. Tap **Activate**.
64. Tap the **NASA** certificate (not Wi-Fi) and then tap **Select**.
65. Tap **Apply Now**.
66. Tap **OK**.
67. Tap **Next**.

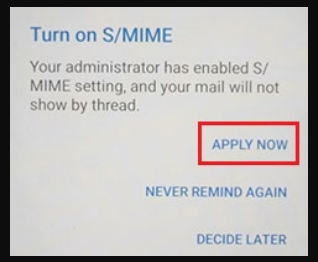


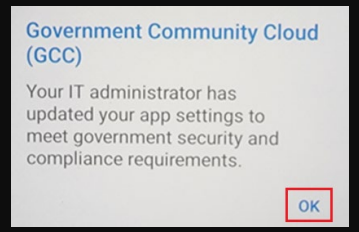


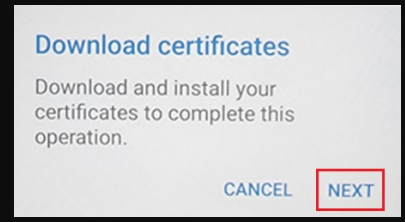








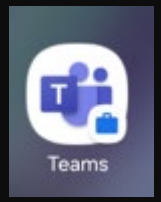


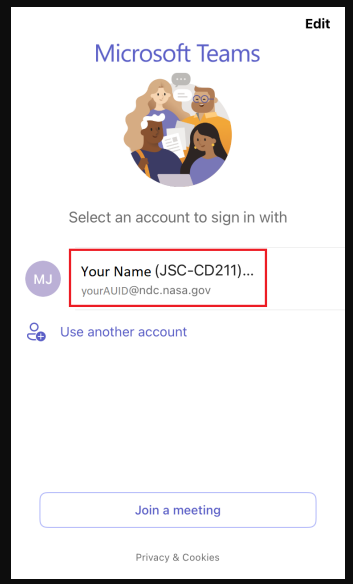


Org-Provided Android Devices cont.

68. Return to your **Work** Home screen and then tap the **Teams** app.

69. Tap your account and follow the prompts to allow login.





Congratulations! Your device is now enrolled in Intune and ready to use.

Do you have another device to enroll in Intune? If so, click here to start over.