

Android Enterprise Enrollment Instructions

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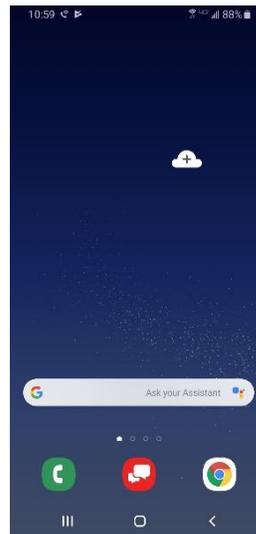
Step 1: Prepare Your Android Device to Run Mobile Enrollment

Verify the operating system on your device is supported

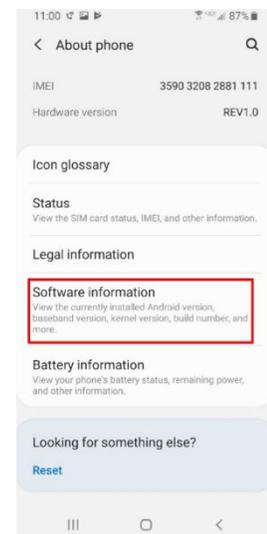
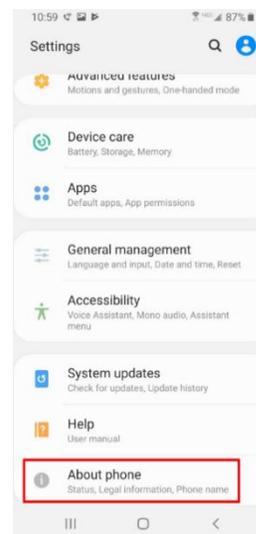
Please visit the mobile solutions website [here](#) to confirm your operation system is currently supported.

Manufacturers officially supported: Samsung phones

First swipe up on the home screen.
Then tap the **Settings** icon.



Scroll down and tap **About phone**.
Scroll down and tap **Software information**.

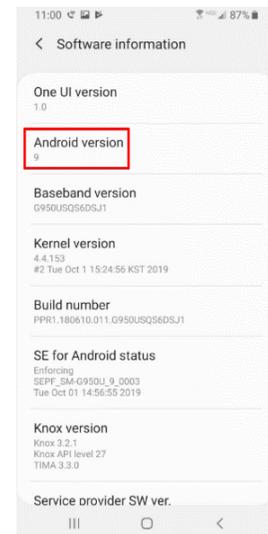


Step 1: Prepare Your Android Device to Run Mobile Enrollment

The current version is listed next to **Android version**.

If your version is not supported as per our site.

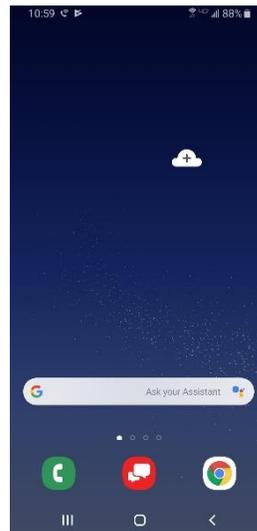
See the [Appendix](#) section for steps to update to the supported version before continuing.



Set up a device passcode

Setting up a device passcode automatically enables data protection (encryption) and is required before using MSK Mobile. Follow the steps below to set up a passcode if you haven't done so.

Swipe up on the home screen.
Then select the **Settings** app.



Step 1: Prepare Your Android Device to Run Mobile Enrollment

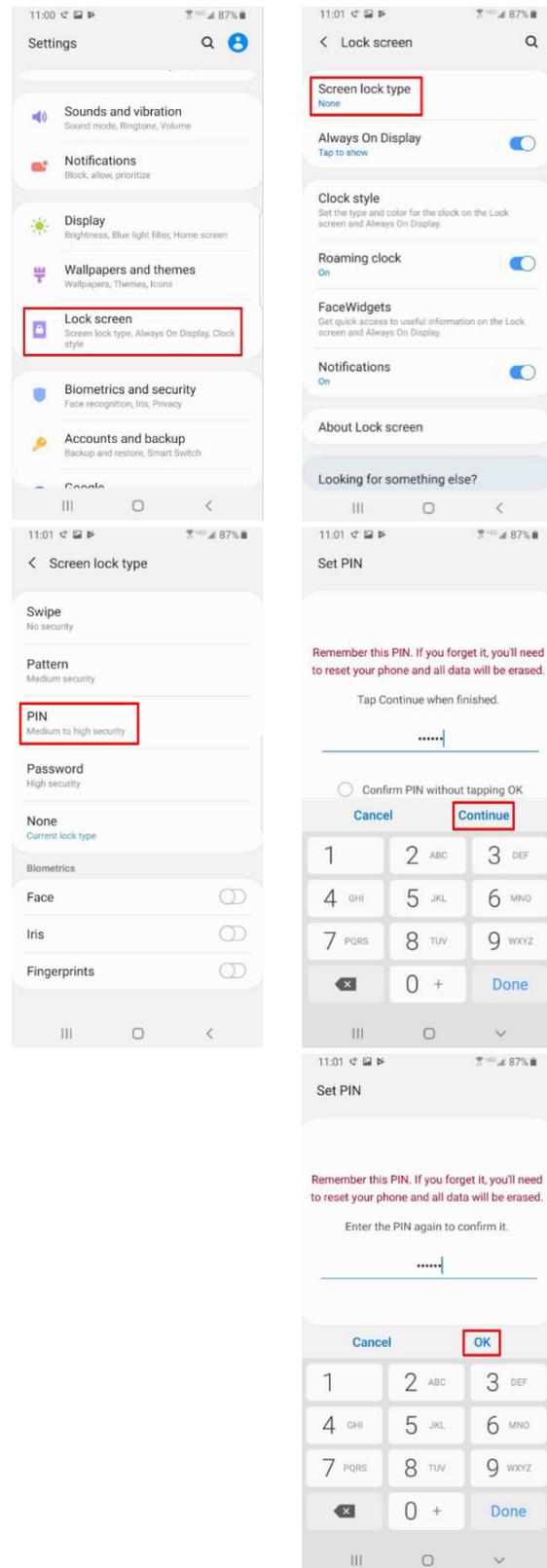
Scroll down and tap, **Lockscreen.**

Not tap, **Screen lock type.**

Select **PIN.**

Enter a 6-digit PIN and tap **Continue.**

Confirm PIN and tap **OK.**

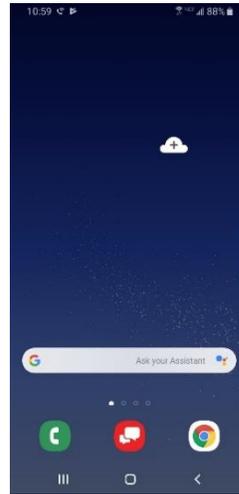


Step 1: Prepare Your Android Device to Run Mobile Enrollment

Encrypt your device

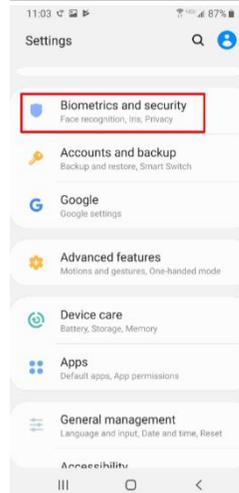
Swipe up on the home screen.

Then tap the **Settings** icon.



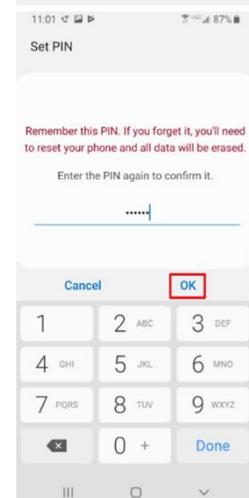
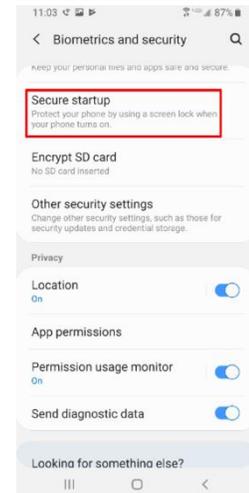
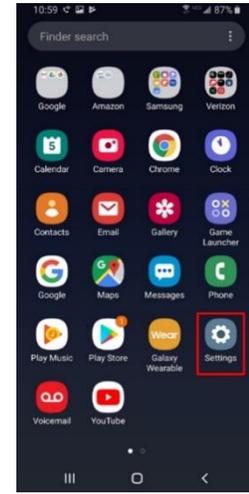
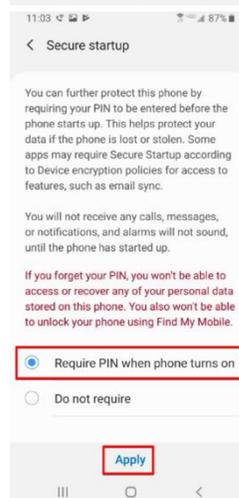
Scroll down and tap **Biometrics and security**.

Scroll down and tap **Secure startup**.



Tap **Require PIN when phone turns on** and **Apply**.

Enter your device passcode and tap **NEXT**.

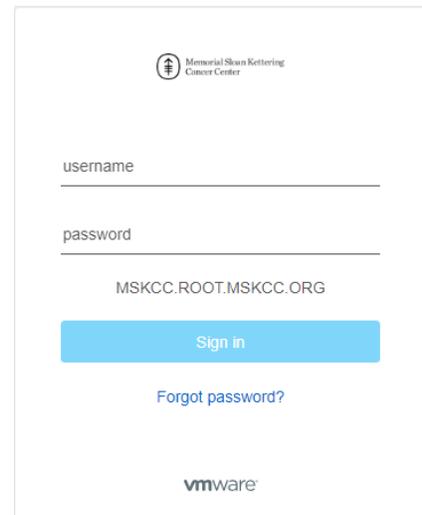


Step 2: Register and Enroll Your Device

Register your device to receive an enrollment token email

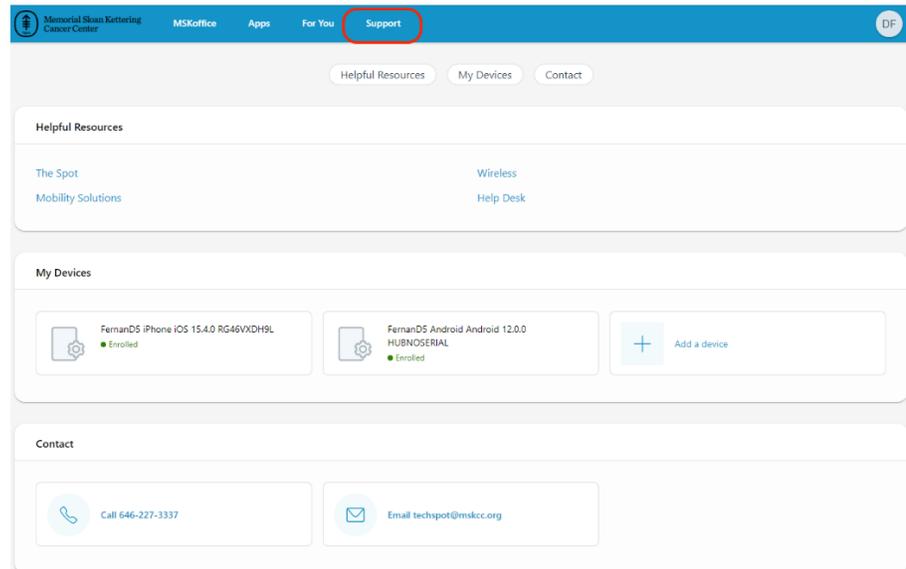
- An enrollment token is required before enrolling your device to access your MSK mail account and other resources.
- Your enrollment token is valid for 5 days. Once it expires, you need to re-register your device to receive a new enrollment token.
- Each enrollment token is valid for enrolling a single device. To enroll additional device(s), you must repeat the steps below.

Log onto the [Mobile registration site](#) with your MSK credential.
Currently this site is not supported on Apple MacBook. You can either access from your MSK VCD or Windows Desktop



The screenshot shows the login page for the MSK mobile registration site. At the top left is the Memorial Sloan Kettering Cancer Center logo. Below it are two input fields labeled 'username' and 'password'. Underneath the password field is the URL 'MSKCC.ROOT.MSKCC.ORG'. A blue 'Sign in' button is centered below the URL. Below the button is a link for 'Forgot password?'. At the bottom center is the VMware logo.

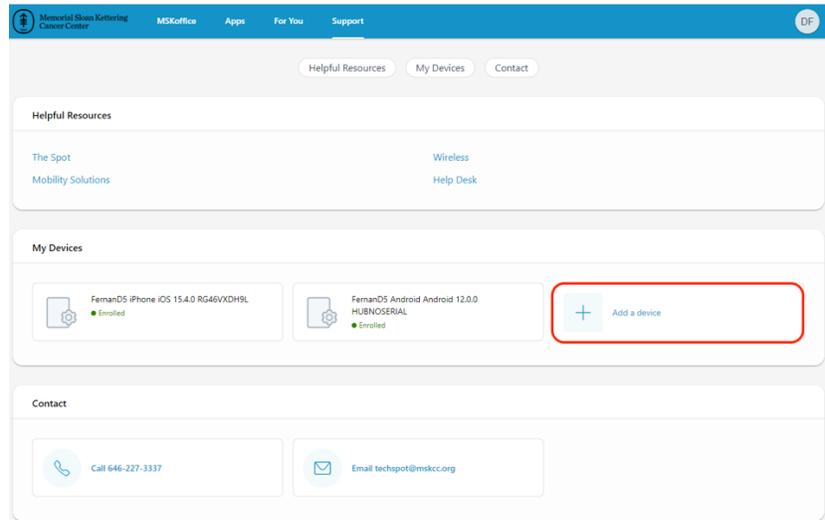
On the top navigation bar select **Support**.



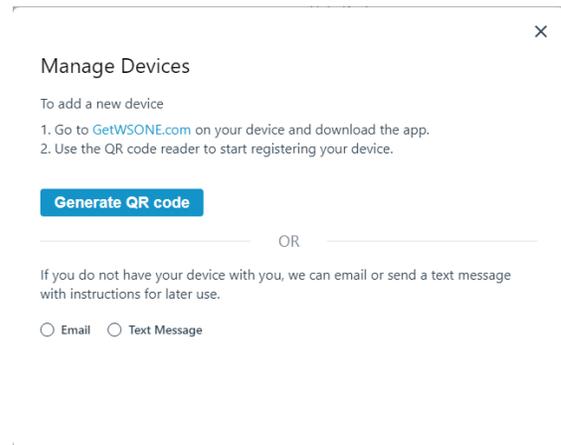
The screenshot shows the dashboard of the MSK mobile registration site. The top navigation bar is blue and contains the MSK logo, 'MSKOffice', 'Apps', 'For You', and 'Support' (which is highlighted with a red circle). A user profile icon 'DF' is in the top right. Below the navigation bar are three tabs: 'Helpful Resources', 'My Devices', and 'Contact'. The 'Helpful Resources' section contains links for 'The Spot', 'Mobility Solutions', 'Wireless', and 'Help Desk'. The 'My Devices' section shows two enrolled devices: 'FernanDS iPhone iOS 15.4.0 RG46VXDH9L' and 'FernanDS Android Android 12.0.0 HUBNOSERIAL', both with green 'Enrolled' status. There is an 'Add a device' button with a plus sign. The 'Contact' section contains two buttons: 'Call 646-227-3337' and 'Email techspot@mskcc.org'.

Step 2: Register and Enroll Your Device

Locate and tap on **Add a device**.

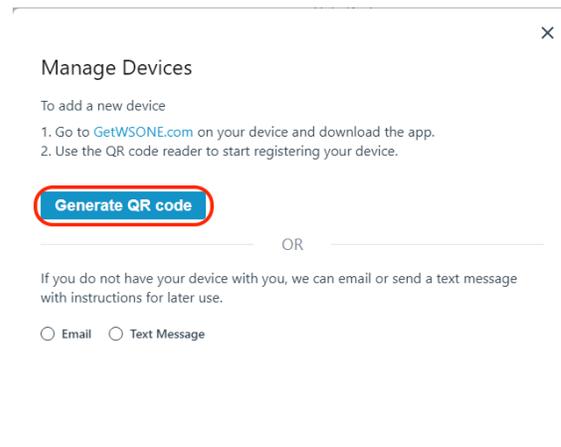


You will have two options. You can generate an on-screen token or have one emailed to you.



To generate an on-screen code tap on **Generate QR code**

Skip to [page 11](#) to continue



Step 2: Register and Enroll Your Device

To generate a token to be sent to your MSK email.

Select the email radio button.

Enter your MSK email. [**Only MSK email is supported**]

Text Message option is currently not supported

Skip to [page 11](#) to continue

×

Manage Devices

To add a new device

1. Go to [GetWSTONE.com](https://www.getwstone.com) on your device and download the app.
2. Use the QR code reader to start registering your device.

[Generate QR code](#)

OR

If you do not have your device with you, we can email or send a text message with instructions for later use.

Email Text Message

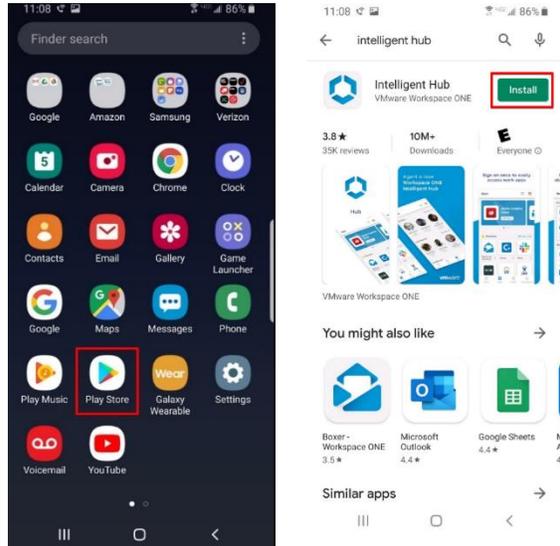
[SEND](#)

Step 2: Register and Enroll Your Device

Enroll your device with Workspace ONE Intelligent Hub

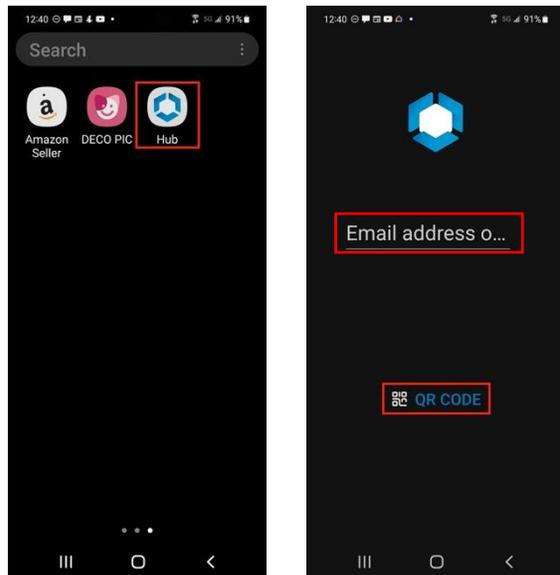
On the home screen swipe up and locate the **Google Play Store** app.

Then, search for **Intelligent Hub** and install it.



Locate the newly downloaded Hub app.

You will now be given two authentication methods: **QR Code** and **Email Address**.



Step 2: Register and Enroll Your Device

Enrollment with QR Code

This is the easiest and preferred enrollment method.

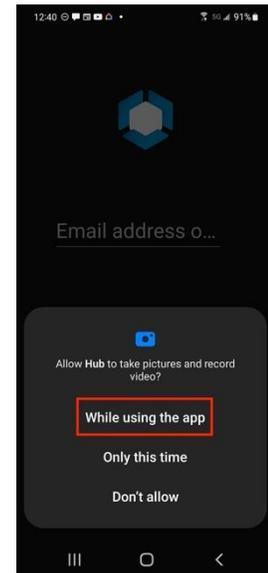
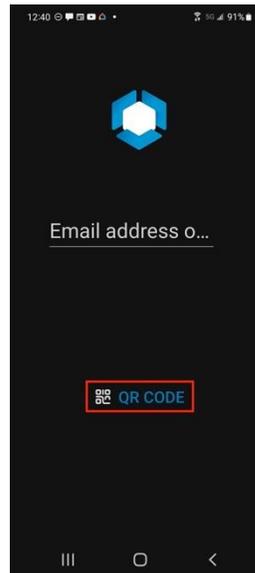
Allow the app to take a picture of the QR code from your enrollment email and follow on-screen instructions.

Sample QR Code. Do **NOT** Use!



Tap **QR CODE** and tap **OK** when prompted to allow use of the camera to scan the QR Code.

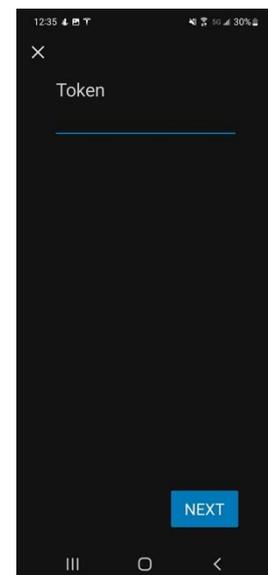
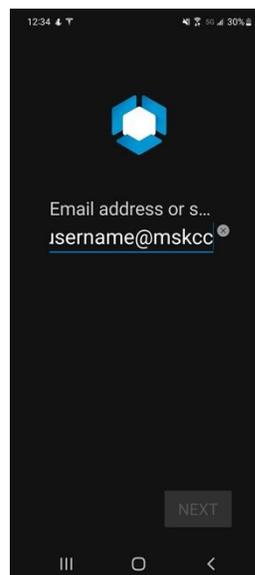
Then, scan the code from your enrollment email under Option 1.



Enrollment with Email Address

Enter your **MSK** email address

you will be prompted to enter the token code from your enrollment email to proceed. Option 2



Step 2: Register and Enroll Your Device

Determine whether the device being enrolled is **MSK owned** or **Personal** and select accordingly

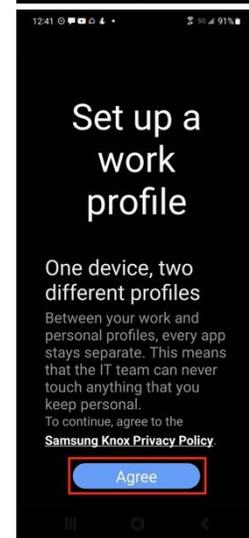
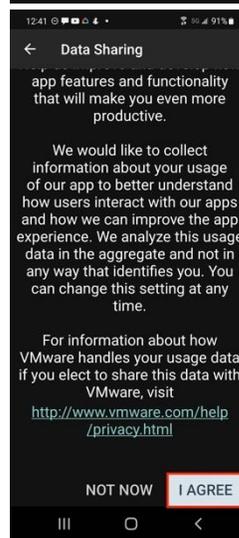
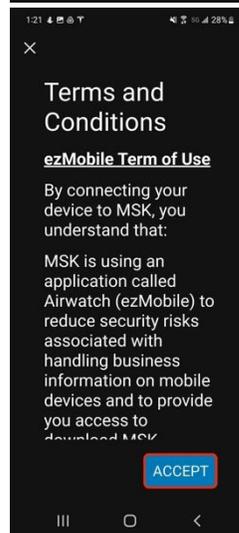
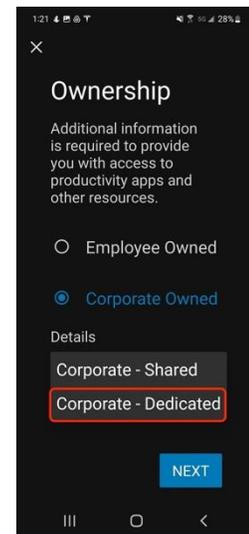
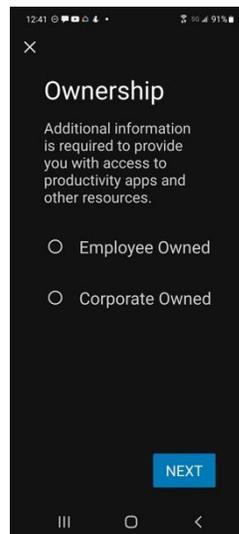
When selecting **Corporate Owned [MSK owned]** you may be asked if this is a shared device. At this point select **Corporate - Dedicated**.

Review the Terms and Conditions and tap **Accept**.

Review the privacy settings and tap **I Understand**.

Review the data sharing settings and tap **I Agree**.

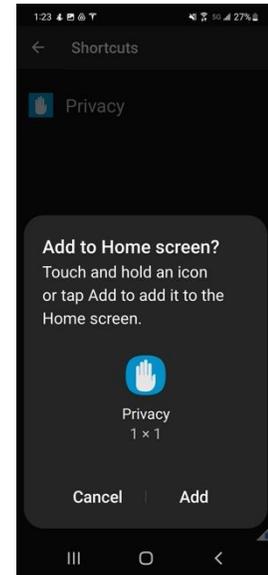
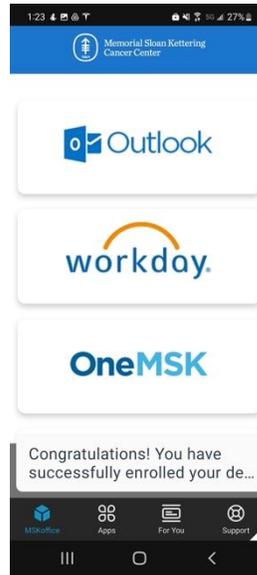
Now we are ready to **set up your work profile**. Tap, **Agree**.



Step 2: Register and Enroll Your Device

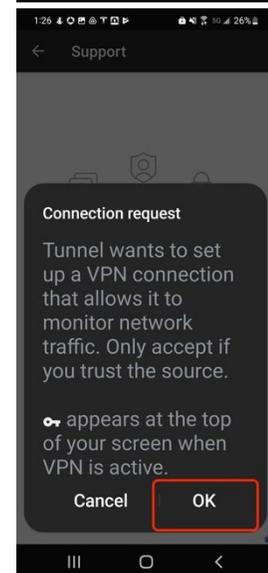
At this point, your device has been enrolled into MSK Mobile successfully.

When prompted decide whether you would like a shortcut to our privacy settings on your phone.



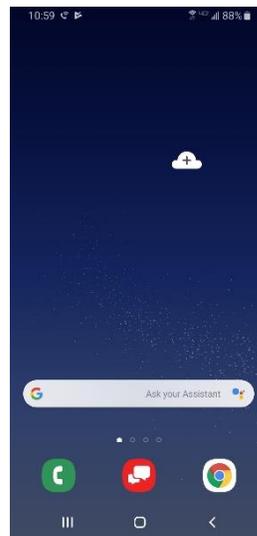
After some time, you will be notified of a connection request.

Tap, **OK**. This will be needed to access **MSK resources**.

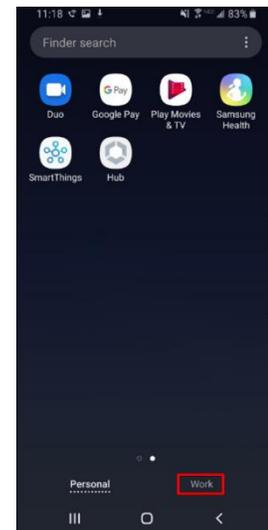


Step 3: Access your MSK mailbox

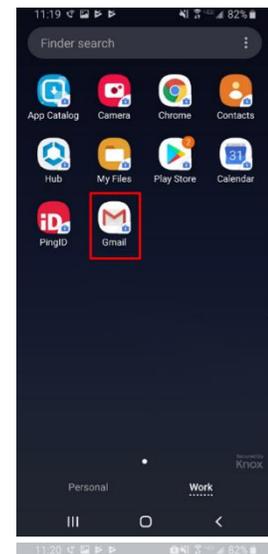
Swipe up on the home screen.
Then on the bottom, tap **Work**.



Tap the **Gmail** icon.

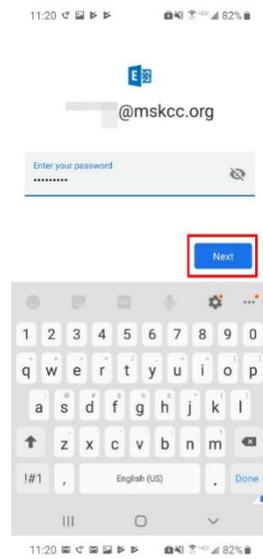


Tap **Got it**

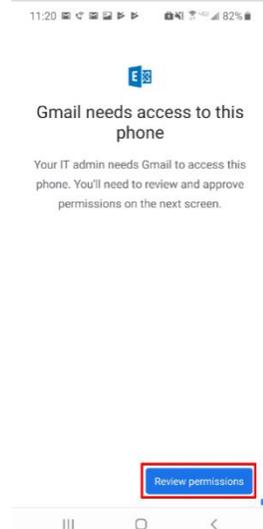


Step 3: Access your MSK mailbox

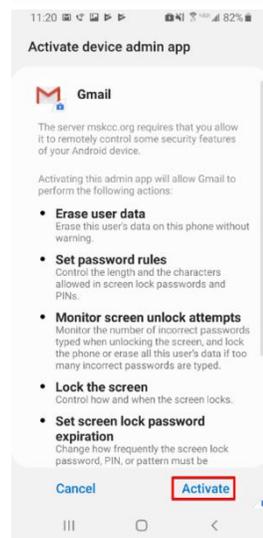
Enter your MSK password and tap **NEXT**.



Tap **Review Permissions**



Under **Activate device admin app**, tap **ACTIVATE**.



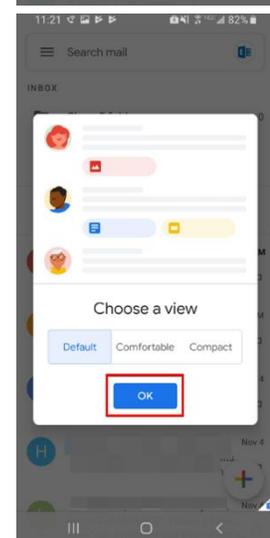
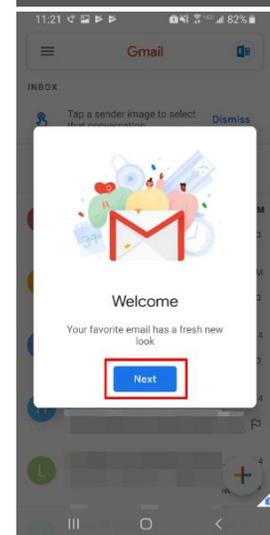
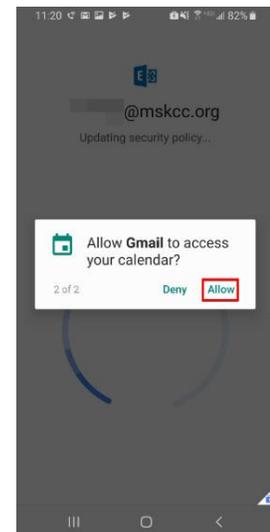
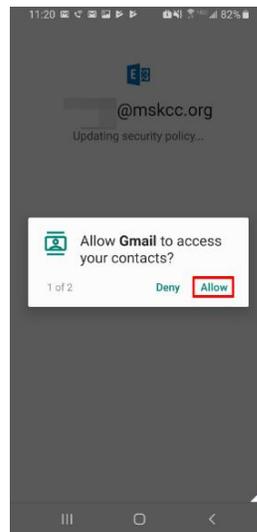
Step 3: Access your MSK mailbox

Tap **ALLOW** when prompted for the below:

- “Allow Gmail to access your contacts?”
- “Allow Gmail to access your calendar?”

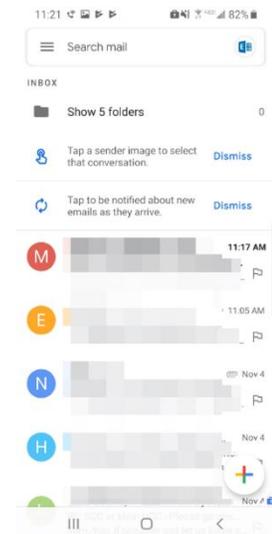
Tap **Done**. Then tap **Next**.

Tap **OK**.



Step 3: Access your MSK mailbox

Your mailbox should begin syncing. This may take several minutes to complete before you will have full access to your mailbox.



Validation

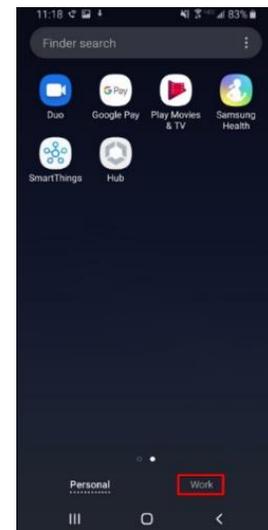
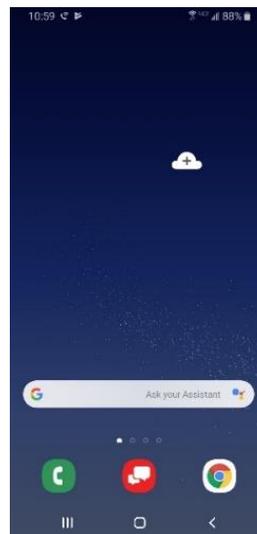
- From your device, send yourself an email and confirm receiving it on your device and in Outlook.
- If you encounter any error, please contact the Help Desk at 123-3337 or 646-227-3337.

Step 4 (Optional): Download and install recommended apps

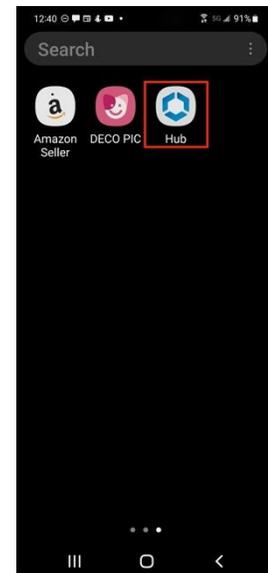
It is highly suggested to download and install the apps listed below from the MSK app catalog to avoid interruption when accessing various types of email attachments.

Recommended Installs	Purpose
Adobe Acrobat Reader	Required to open PDF attachments
Google Contacts	Required to access MSK contacts
Google Photos	Required to open photo attachments
Microsoft Excel	Required to open Excel attachments
Microsoft PowerPoint	Required to open PowerPoint attachments
Microsoft Word	Required to open Word attachments
VLC for Android	Required to listen to voice mail attachments

Swipe up on the home screen.
Then on the bottom, tap **Work**.



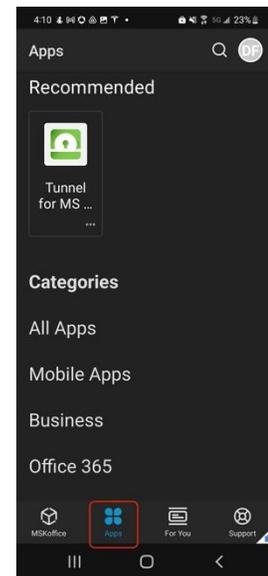
Tap the **Hub App**



Step 4 (Optional): Download and install recommended apps

Tap the **Apps** tab to find applications licensed by MSK for employee use.

Here you can navigate by categories or search by name on top

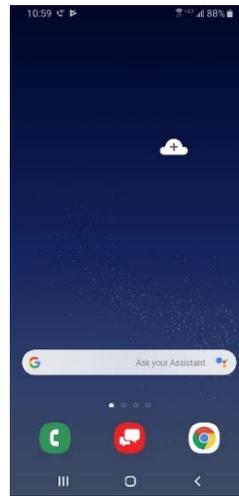


Appendix

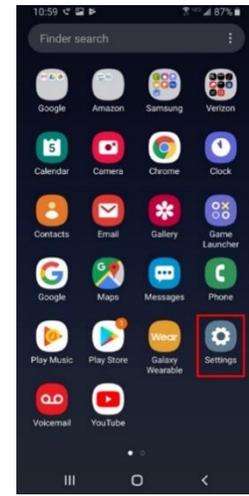
How to update your phones operating system

Swipe up on the home screen.

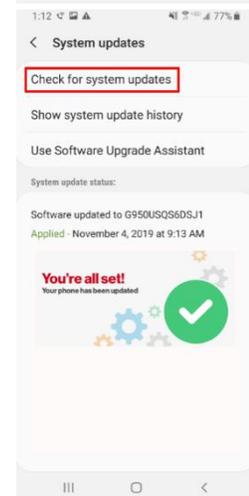
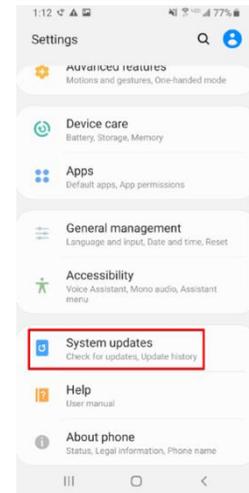
Then tap the Settings app.



Scroll down and tap **System updates**.



If an update is available, tap **INSTALL NOW**.
Otherwise, tap **Check for system updates**.



Appendix

How unenroll your device

Locate and tap the **Hub App**.

Tap, **Support**.

Select the device you want to unenroll.

Tap, **Enrollment**.

Tap, **Unenroll Device**.

Tap, **Unenroll**.

