

iPhone Instructions for iOS 15+

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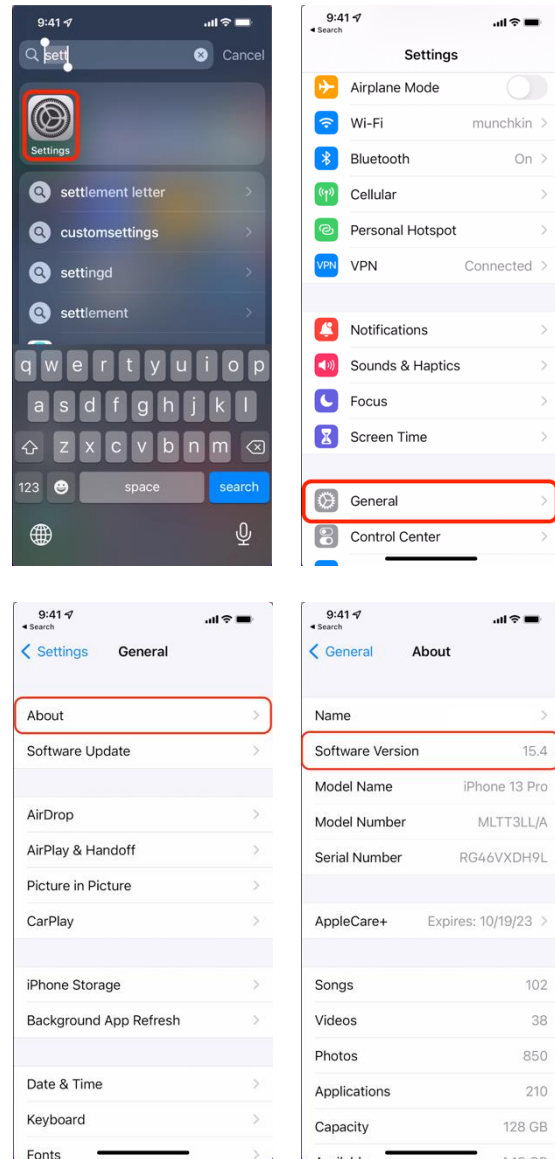
Step 1. Prepare your iPhone for enrollment

Verify the operating system on your device is supported

Visit the Mobile Solutions website [here](#) to confirm that your operation system is currently supported.

Locate the **Settings** app and navigate to **General > About**.

The current version is listed next to **Software Version**.



If your version is not supported, see the [Appendix](#) section for steps on how to update to a supported version before continuing.

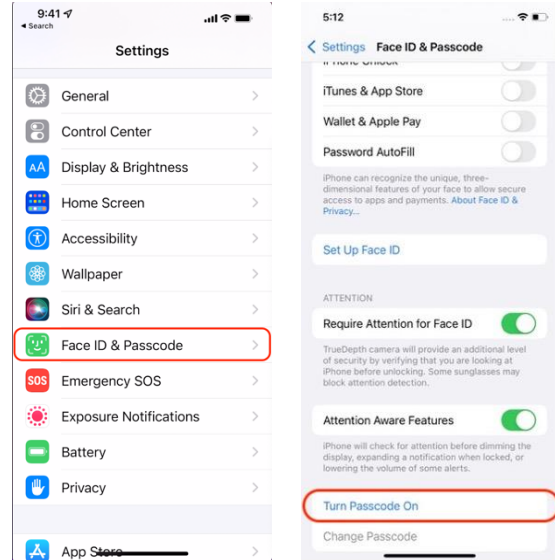
Step 1. Prepare your iPhone for enrollment

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.

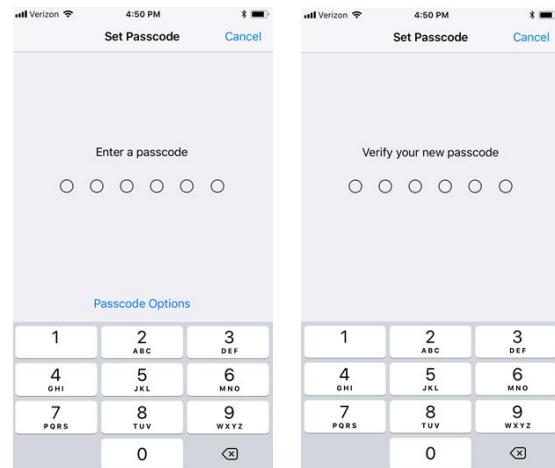
Navigate to the **Settings app** and go to **Touch ID & Passcode** or **Face ID & Passcode** on iPhone X or later model.

If not already configured tap, **Turn Passcode On**



Enter a six-digit passcode, or tap **Passcode Options** to switch to either Custom Alphanumeric Code, Custom Numeric Code, or 4-Digit Numeric Code.

You will be asked to re-enter your passcode.



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

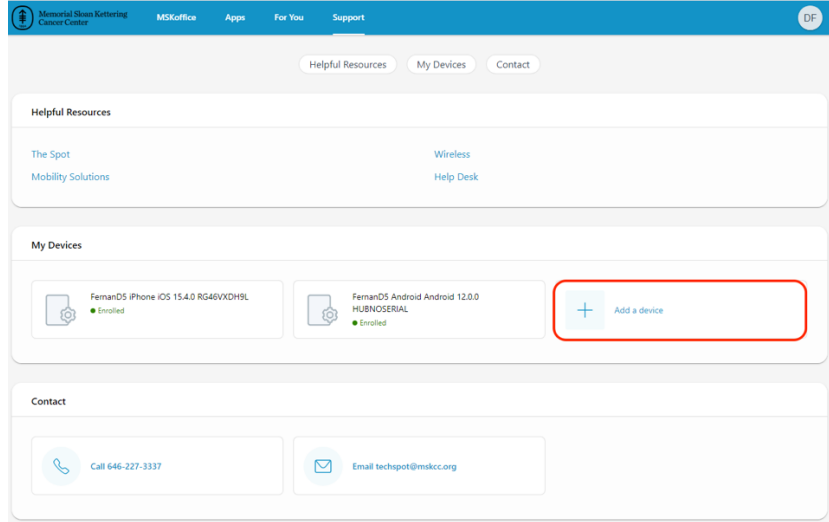
The screenshot shows the login page for the MSK mobile registration site. At the top, there is the Memorial Sloan Kettering Cancer Center logo. Below it are two input fields for 'username' and 'password'. Underneath the password field is the URL 'MSKCC.ROOT.MSKCC.ORG'. A blue 'Sign in' button is centered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

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

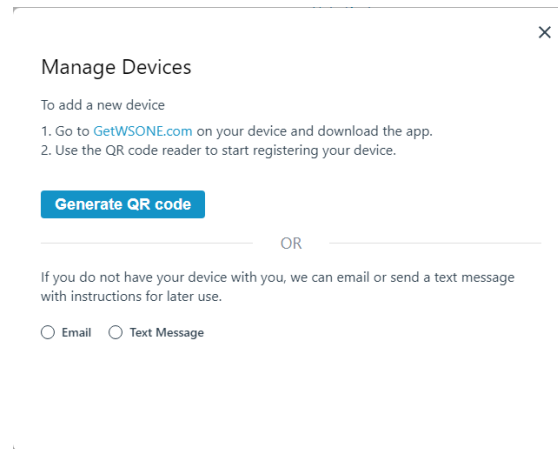
The screenshot shows the dashboard of the MSK mobile registration site. The top navigation bar is blue and contains the MSK logo, 'MSKoffice', 'Apps', 'For You', and 'Support' (which is circled in red). A user profile icon 'DF' is in the top right corner. Below the navigation bar are three tabs: 'Helpful 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 RQ46VXDH9L' and 'FernanDS Android Android 12.0.0 HUBN0SERIAL'. There is also an 'Add a device' button. The 'Contact' section contains a phone icon with the number 'Call 646-227-3337' and an email icon with the address 'Email techspot@mskcc.org'.

Step 2: Register and Enroll Your Device

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

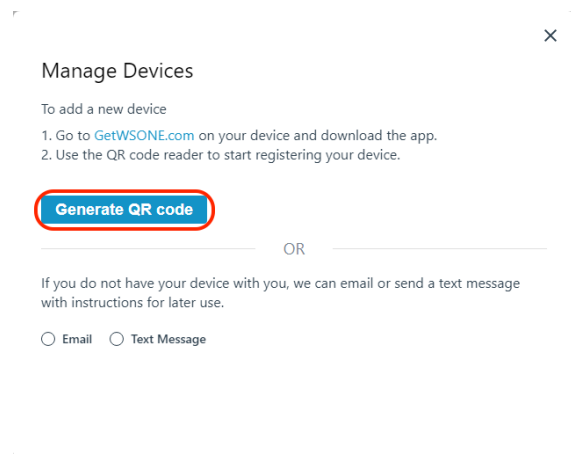


You will have two options. You can generate an on-screen token or have one emailed to you.



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

Skip to [page 7](#) 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 7](#) 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.

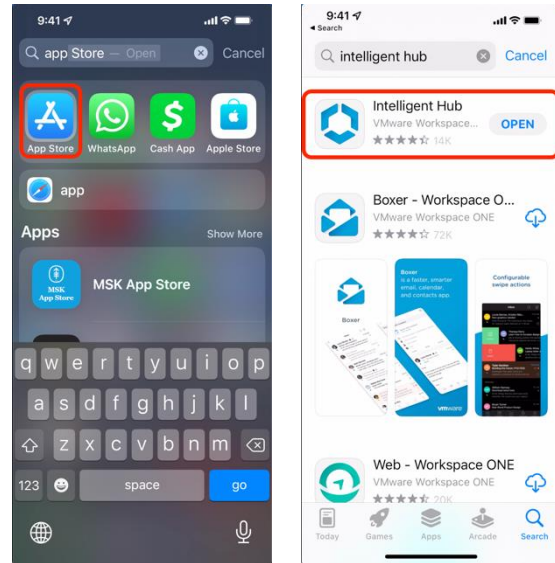
Email Text Message

[SEND](#)

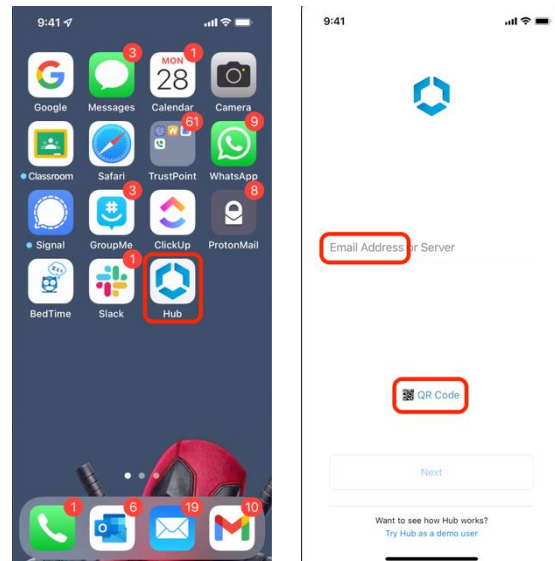
Step 2: Register and Enroll Your Device

Enroll your device with Workspace ONE Intelligent Hub

Locate the **App Store**.
Then, search for **Intelligent Hub** and install it.



Then, locate the newly installed **Hub** app.
Once located launch the **Hub** app.
You will now be given two authentication methods:
QR Code and **Email Address**.



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!

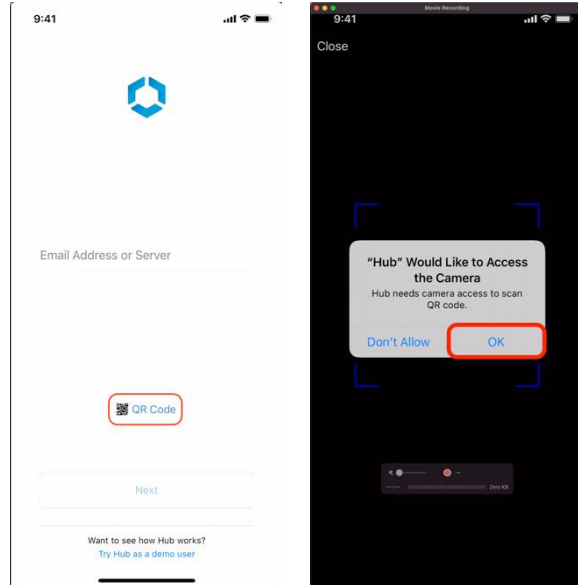


For further assistance, please contact the **MSK Help Desk** at **1.646.227.3337**.

Step 2: Register and Enroll Your Device

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

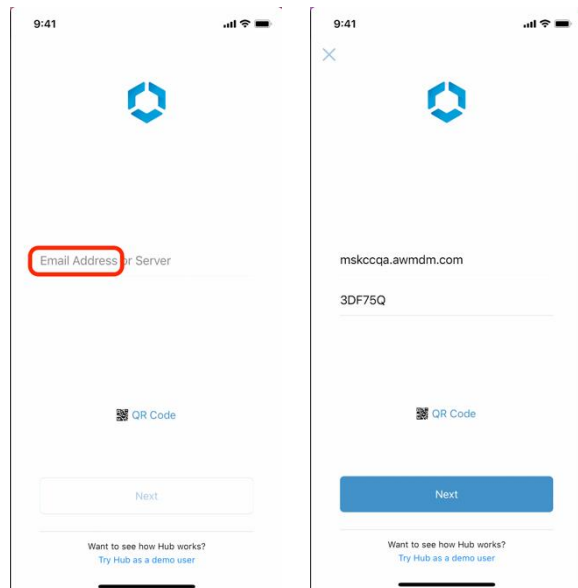
Then, scan the code from your enrollment email under Option 1.



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

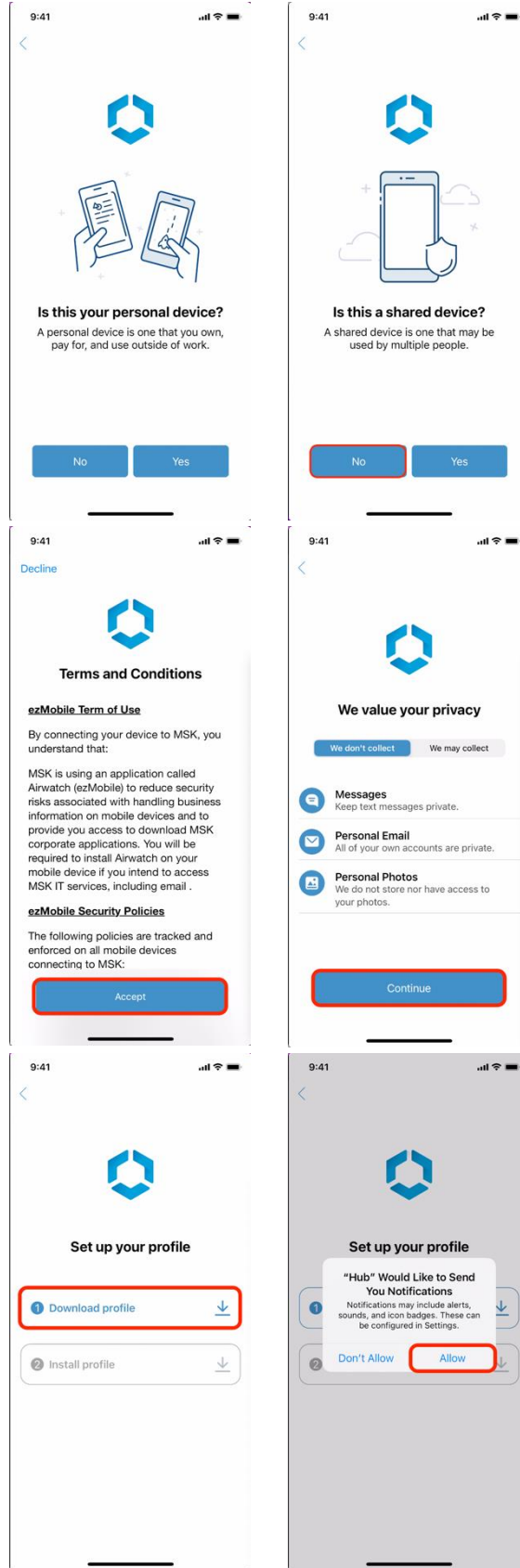
When selecting **No [MSK owned]** you may be asked if this is a shared device. At this point select **No**.

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

Review the privacy settings and tap **continue**.

On the following screen tap **Download profile**.

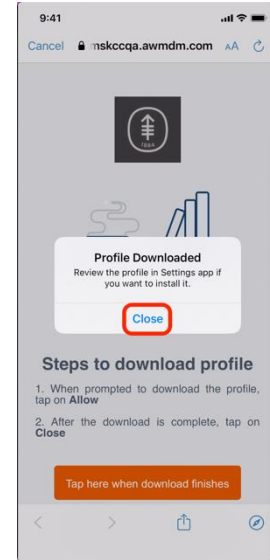
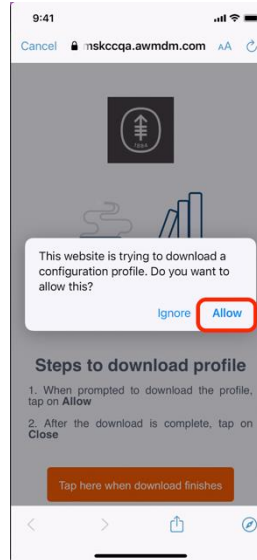
When prompted to **Allow Notifications** from the Hub app, tap **Allow**. This will be leveraged by MSK to send global communications.



Step 2: Register and Enroll Your Device

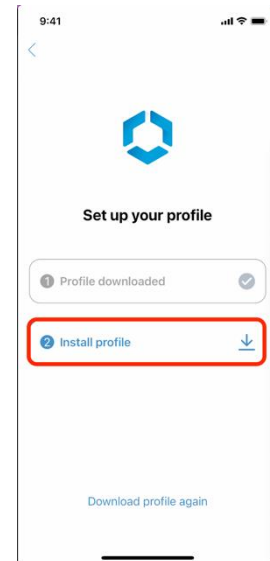
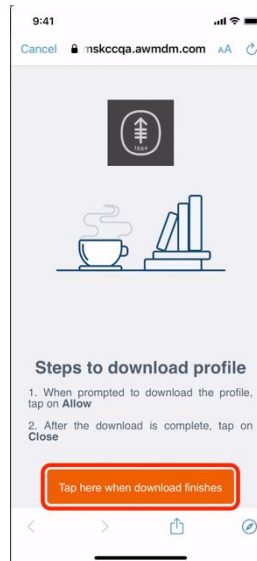
On the following screen select **Allow**

Once notified **Profile Downloaded** tap, **Close**.



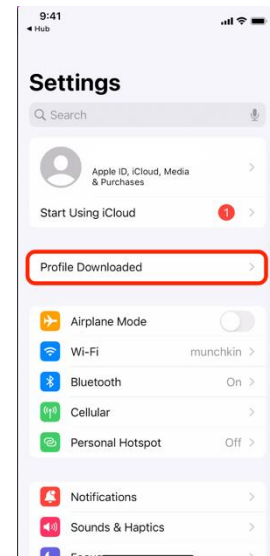
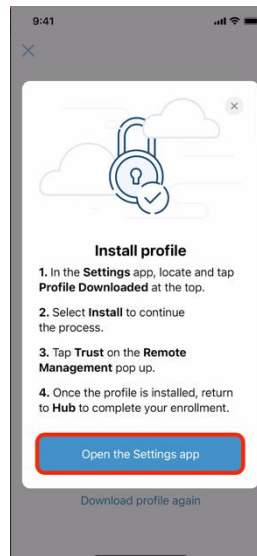
When the notification closes tap, **Tap here when download finishes**.

Let's install the profile. Tap on **Install profile**.



When prompted tap on **Open the Settings App**.

When inside the Settings app locate the downloaded profile and tap, **Profile Downloaded**.



Step 2: Register and Enroll Your Device

When prompted tap, **Install** on the upper right.

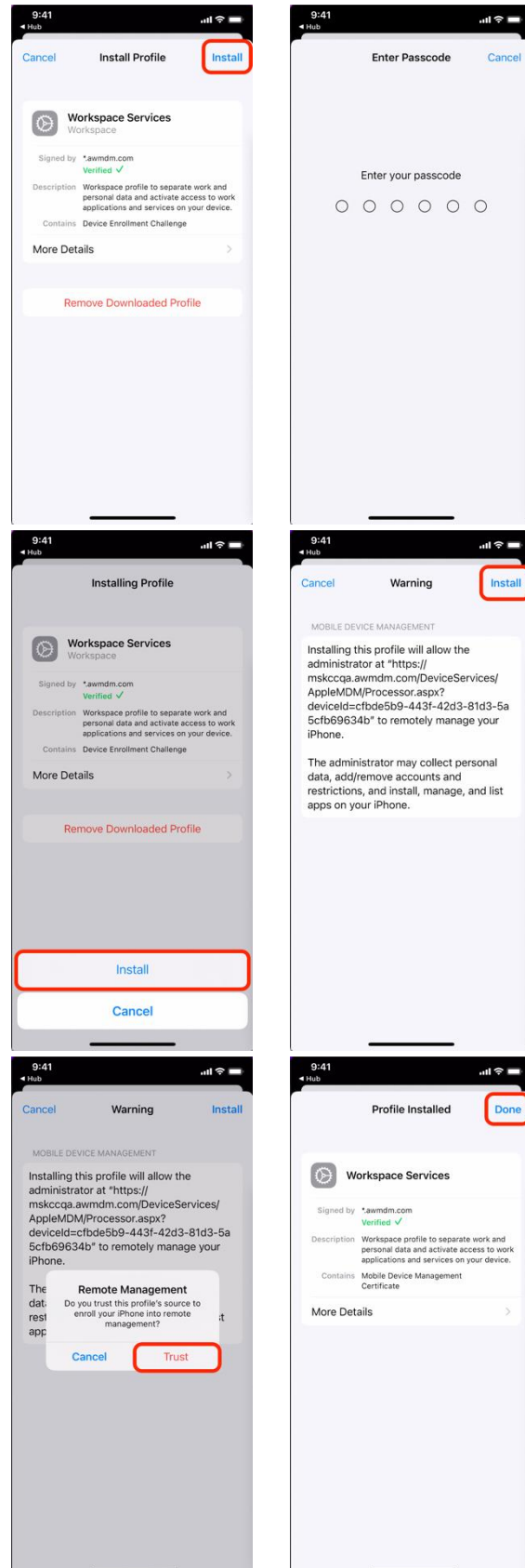
When prompted enter your device passcode.

Once passcode is accepted. Tap, **Install**.

Confirm profile installation, tap **Install**.

When prompted to trust Remote Management. tap. **Trust**.

Once the Profile is Installed. Tap, **Done**.



Step 2: Register and Enroll Your Device

When prompted to Enter your email password. Select, **Edit Settings**. There is no need to enter your MSK credential.

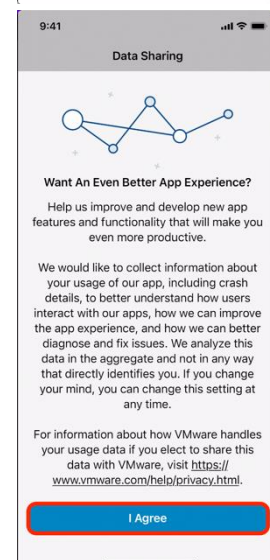
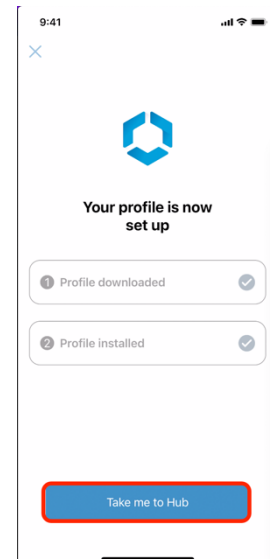
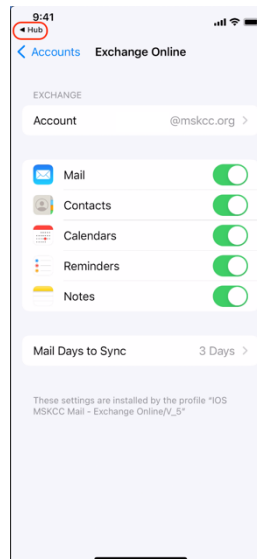
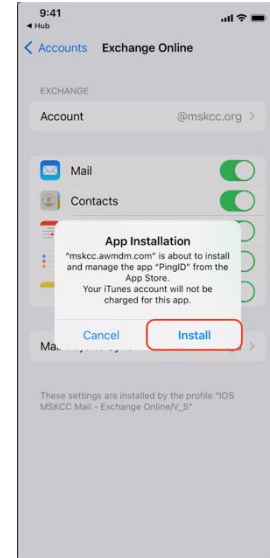
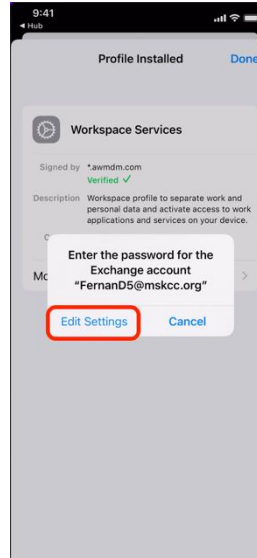
Tap **Install** when prompted to install the **PingID** app. Do **NOT** click **Cancel** or else you will need to perform additional steps to have mail sync on your device.

At this point, your device has been enrolled into AirWatch successfully. You should receive an email as such confirming successful enrollment.

Return to the **Hub** app by tapping **Hub** located on the upper left hand corner.

Review the Privacy notice and, tap **I Understand**.

Review the Data Sharing and, tap **I Agree**.



Step 3: Access your MSK mailbox

Press the **Mail** app. Then, select the **Edit Settings** option. There is no need to enter your MSK credential.

Newly introduced with the release of iOS 15 you will be prompted on your initial launch of the **Mail** icon to configure Mail Privacy Protection, select **Don't protect Mail activity** & then **Continue**.

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

If you press **Cancel** instead of **Edit Settings** when prompted, please follow the steps below:

1. Go to **Settings > Mail > Accounts > Exchange Online**
2. Select **Re-Enter Password**
3. The authentication process will begin automatically. There is no need to enter your credential.

For further assistance, please contact the **MSK Help Desk** at **1.646.227.3337**.

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 **MSK Help Desk** at **1.646.227.3337**.

Appendix

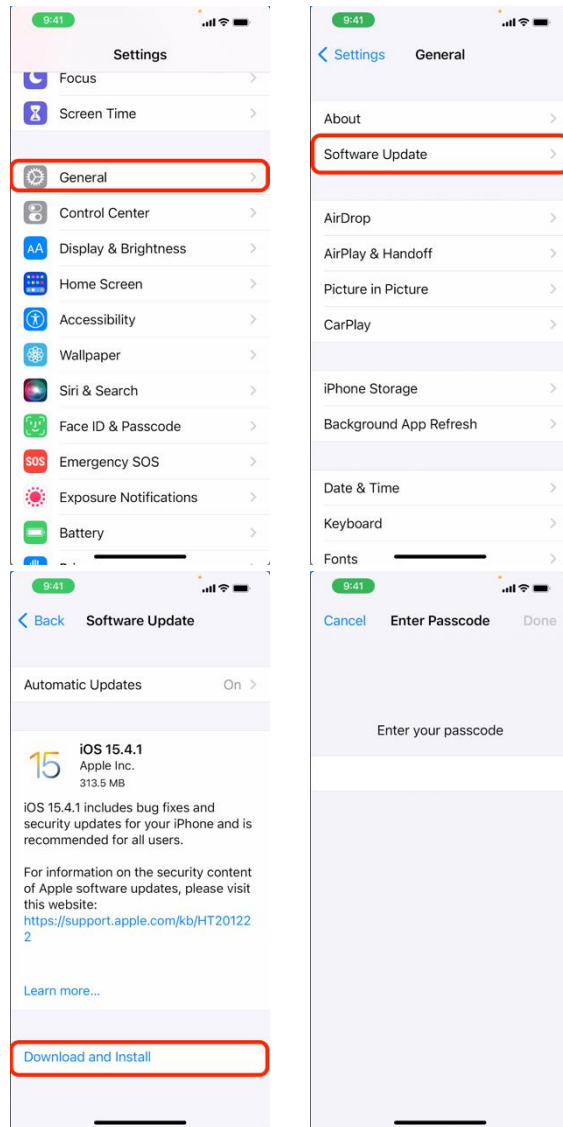
How to update the operating system on your device

Locate the **Settings App**.

Scroll down and tap on **General**.

Tap on **Software Update**

If an update is available, tap **Download and Install**.
Once download completes, tap **Install** and enter your passcode to begin the update.



Appendix

How to unenroll a device

Locate the **Hub App**.

Tap on **Support**.

Select the device you want to unenroll.

Tap, **Enrollment**.

Tap, **Unenroll Device**.

Tap, **Unenroll**.

