**Enrolling in Management Profile and Installing Intune Comp Portal App on an iOS Device**

# Introduction:

This document describes how to **download and install the Comp Portal (Intune) app and set up a new management profile on your company-provided iOS device**. You must install the Company Portal app on your iOS device to securely get access to your work apps (Outlook, Teams, etc.) and network.

Before you proceed with these instructions, **make sure you know your iOS device’s passcode.** You will need your passcode to successfully follow these instructions.

# Prerequisites:

 Before using this document to install the Company Portal app on your iOS device, you’ll need to do the following:

* Make sure your Apple iOS device is running on **version iOS 17.6 or later**
* Make sure your iOS device has an **unlock passcode set to a 6-character alphanumeric code** **which includes at least one special character**
  + To create or change your iOS device unlock passcode, go to: Settings  Face ID / Touch ID and Passcode  Change Passcode  Passcode Options  Custom Alphanumeric Code
* Make sure you’ve **followed the instructions to delete any existing Device Management profile already on the device**. To do this, go to: Settings  General  Device Management. If there are any other profiles existing, delete them and restart your device.
* Make sure you know your **Windows / Microsoft login password** (used to log onto your PC)
* Make sure you know your **Apple ID and password** to access the Apple App Store
* **NOTE:** You can follow these instructions while on WiFi or 5G/4G Cellular; however, if you encounter an issue while installing over WiFi, please try following these instructions over Cellular

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| **Step:** | **Action:** |
| 1 | Locate the **App Store** app on your device.  A close up of a sign  Description automatically generated  Then, open the App Store app and search for the **Intune Company Portal** app. Then, **download the app**. |
| 2 | Once the Comp Portal app has downloaded, **open the app.**      Next, **sign in to your Microsoft using your @accu-tech email address**. Then, **click "Next.”** |
| 3 | 1. The “**Signing into your account**” screen will appear momentarily. 2. Enter your **Windows login password** (the same password you use to log onto your PC each day). 3. **Click the** “**Sign in**” **button**.   **A B**  A screenshot of a cell phone  Description automatically generated |
| 4 | You’ll get an MFA challenge prompt where you may need to enter the code from your **Microsoft Authenticator App** (see image below). |
| 5 | A screen will appear that indicates that company resources are being loaded.   1. When prompted to allow notifications, **click “Ok”** 2. On the next screen, **click “Allow”**   **A B** |
| 6 | The “**Set up WESCO Inc. access**” screen will appear. **Click on “Begin” button**. **Do NOT click on the postpone link.** |
| 7 | 1. The **“Device management and your privacy”** screen will appear. Review the items under “Can’t” and “Can.” Then, **click on the “Continue” button.** 2. You’ll then be back at the “**Set up WESCO access” screen**. **Click the “Continue” button** once more. |
| 8 | 1. You’ll land on the **“Download management profile”** screen. **Click on “Allow.”** 2. You’ll see a message appear stating **“Profile Downloaded.” Click on “Close.”**   **A B** |
| 9 | **Open the Settings app** on your device.  A picture containing clock  Description automatically generated |
| 11 | 1. Tap on **“General**,” and scroll to “**VPN & Device Management**.” Then, **tap on “Management Profile**.” 2. The “**Install Profile**” screen appears. **Tap on “Install.”**   **A**    **B** |
| 12 | 1. **Enter your passcode** (the code used to unlock your iOS device). 2. **Click on “Install”** towards the bottom of the screen.     **A B** |
| 13 | 1. A “Warning” screen will appear. Read the information and then **click on “Install.”** 2. A “Remote Management” box will appear. **Click on “Trust.”**   **A B** |
| 14 | 1. The “Management Profile” screen will appear, showing “Profile Installed” towards the top. **Click on the “Done” button.** 2. **Go back to the Comp Portal app** on your device. **Tap “Continue.”** 3. Now, the Install Management profile item will have a green checkmark next to it. **Tap “Continue.”** 4. Intune will run a check for device compliance with company settings.   **A B C**    D |
| 15 | **NOTE:** If your iOS device does not have an unlock passcode set to a ***6-character alphanumeric code******which includes at least one special character***, you will be prompted to change it. **DO NOT click “Later.”**  **Follow the screens below to change it:**  *The new passcode must be a minimum of 6 characters, alphanumeric (numbers and letters) and must not contain ascending or descending characters (for example, “abc123”).*  **WARNING:** If you do NOT get the ‘Passcode Requirement’ prompt box, please **go back to your home screen.** This should force the prompt box to appear. You can then update the passcode.  **Once your passcode is updated, go back to the ‘Comp Portal’ app and move to step 16.**    Enter your Current Passcode Enter a New Passcode Re-Enter Your New Passcode  A screenshot of a cell phone  Description automatically generated A close up of electronics  Description automatically generated A picture containing indoor, sitting, black, computer  Description automatically generated  **NOTE:** In the future, if you need to change or reset your device unlock alphanumeric passcode, please contact the Global Service Desk. |
| 16 | 1. **Open the Comp Portal app once more**. You should now see the **“You’re all set!”** text at the top of your screen as shown below.   **A** |
| 17 | Your Comp Portal app is set up and ready for use. If you would like to **install the Microsoft Outlook app** on your device (to manage your email, calendar, contacts, etc.), please **proceed to step 18.**  **NOTE: If you already have the Outlook mobile app installed on your iOS device, please skip to step 21.** |
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| 18 | 1. **Open the Comp Portal app.** From the Comp Portal app, **tap “View All Apps**,” **search for Outlook** and **double-click on the “Microsoft Outlook” app.** 2. The “Microsoft Outlook” screen will appear. **Click on the “Install” button.**   **A B** |
| 19 | 1. The app’s installation status will change to “Pending.” 2. Moments later, an “App Installation” message will appear. **Click on “Install.”**   **A B** |
| 20 | The app will start installing.  A screen shot of a smart phone  Description automatically generated |
| 21 | 1. Open the Outlook app on your device. Your work email account should be listed. **Click the “Add Account” button.**   **Note: If you already had the Outlook app installed, please look for your account in the “accounts” pane.**   1. A message will appear telling you that you need to **restart the app**. **Click the “OK” button.**   **A B**  A screenshot of a cell phone  Description automatically generated   1. The Outlook app will close. Go ahead and **open the Outlook app** once more. The following pop-ups will appear. **Click “OK”, “Turn On,” and then “Allow” as shown below.**   **C** |
| 22 | **If you already have Microsoft Teams installed on your phone: DELETE the app (UNINSTALL).** |
| 23 | 1. **Open the Comp Portal app.** From the Comp Portal app, **tap “View All Apps**,” **search for Microsoft Teams** and **click on the “Microsoft Teams” app.** 2. The “Microsoft Teams” screen will appear. **Click on the “Install” button.** |
| 24 | * Once Teams is downloaded on your device, you can login with your O365 login and password. |

Comp Portal App FAQs

**Q. Who do I contact if I have issues following this guide?**

**A.** Please contact the Global Service Desk at 770-663-2020.

**Q. How do I change my iOS device unlock passcode if I forget it or want it reset?**

**A.** Please contact the Global Service Desk so that they can reset this for you.

**Q. What happens if I enter the iOS device unlock passcode too many times?**

**A.** After **10** incorrect passcode attempts, the device **will erase back to factory default**. For this reason, we recommend you call the Global Service Desk to have your iOS device passcode reset if you fail after a few times.

**Q. How often do I have to change my iOS device unlock passcode?**

**A.** Your iOS device will prompt you to change it every 90 days.