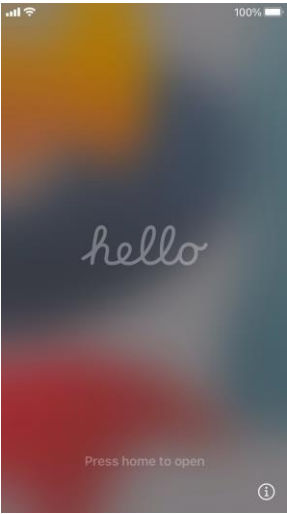


Self Service Password Reset User Guide

Staff iPhone Guide – how to enrol Intune on your device

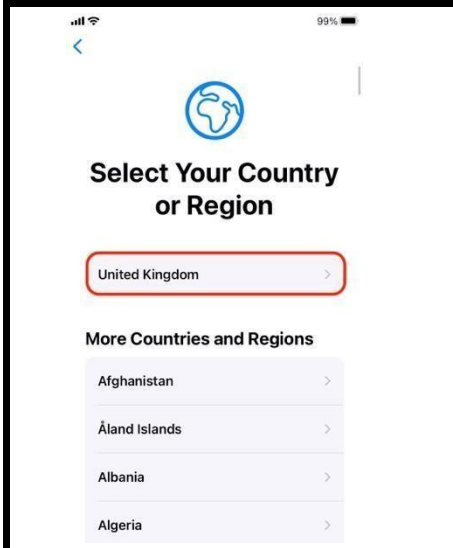
This guide will take you through all the steps you need to follow to enrol Intune onto your council iPhone once it has been wiped. Please read and complete each step in the process otherwise your device will not work properly. It should take around 10 minutes to get your device up and running.

You can also watch a video on our staff website on how to enrol at [Staff iPhones - important information and support on key changes - Glasgow City Council](#)

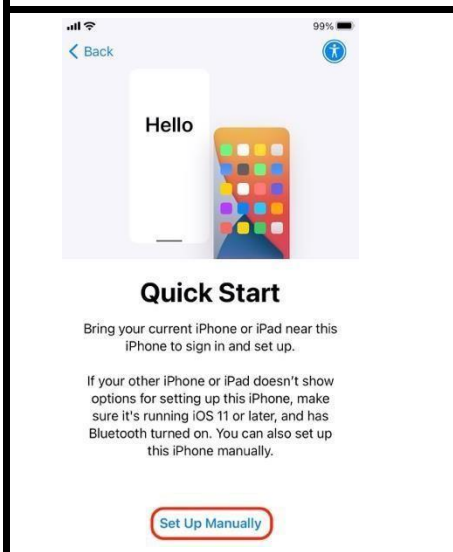
	<ul style="list-style-type: none">• Power on the device• Click the Home button when you see the Hello screen
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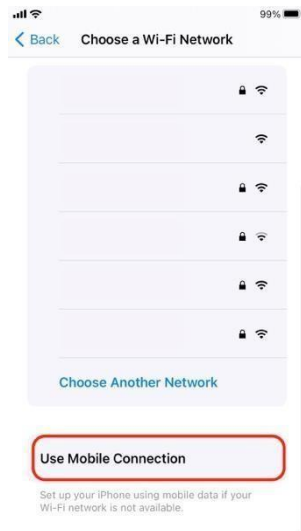
- Tap **English** to set the language



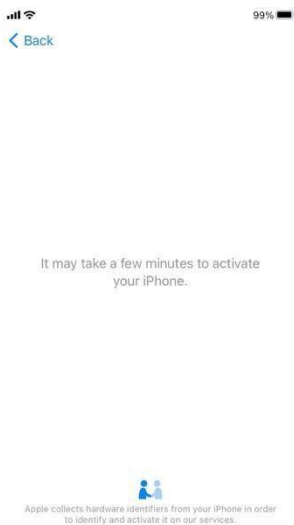
- Tap **United Kingdom** to set the country/region



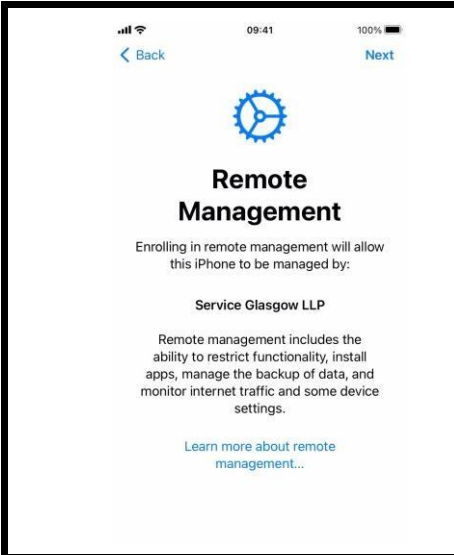
- Tap **Set Up Manually** to skip Quick Start setup



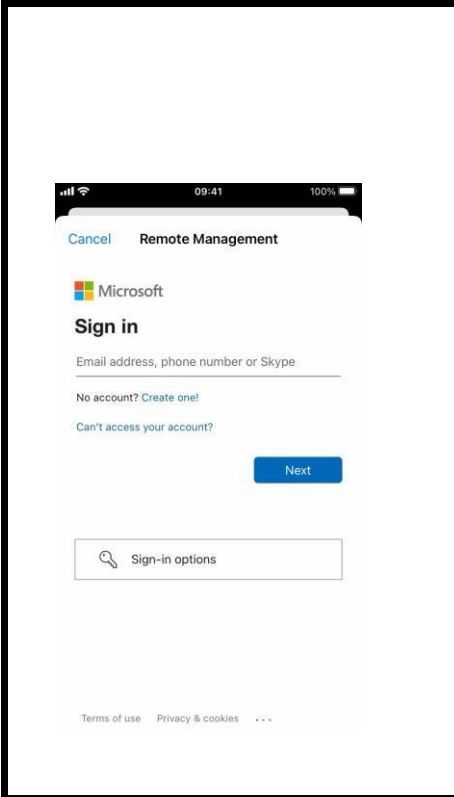
- If you are at home during this change you can connect to your home Wi-Fi with your password – rather than using Mobile Connection
- Otherwise, scroll down and tap Use Mobile Connection



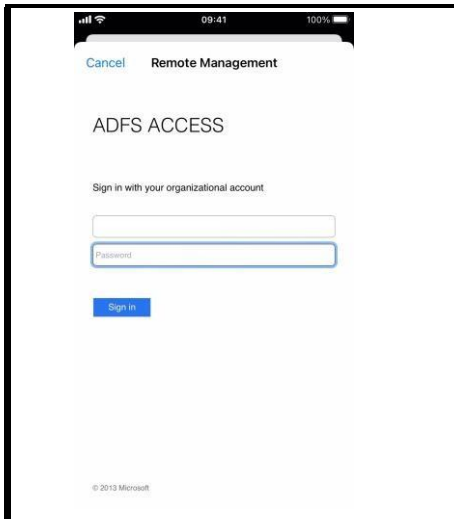
- Wait for the device to activate with Apple – this can take a few moments



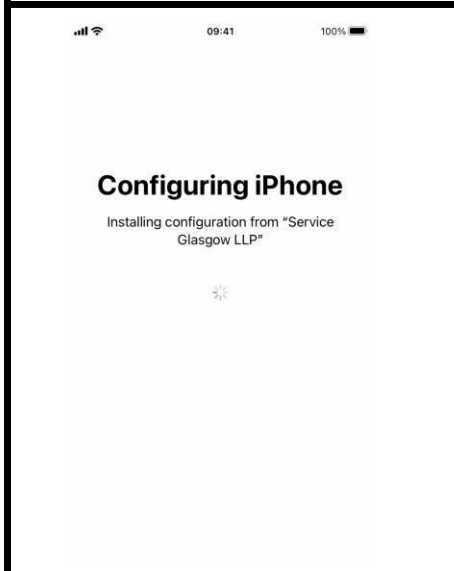
- Tap **Next** to start the device enrolment



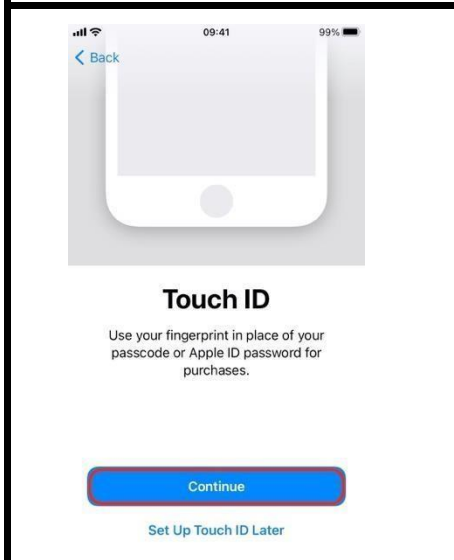
- Enter your corporate **email address** where it asks for a username, for example john.smith@glasgow.gov.uk
- Enter your **network login password**
- Tap **Next**



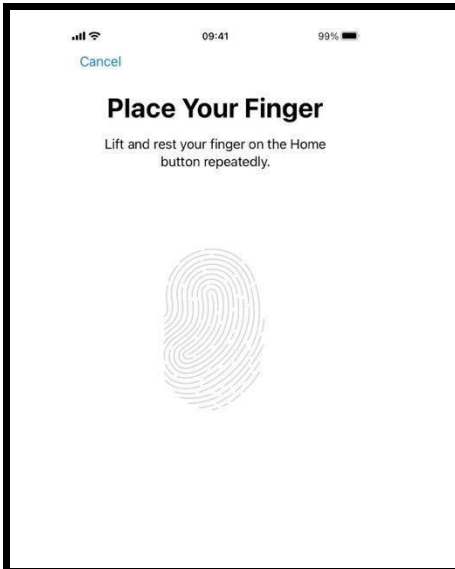
- Sign in with your User Name & Password
 - This is the user name and password that you use to log in to your PC.
 - If you do not log in to a PC, this is the user name that your manager will have provided you with



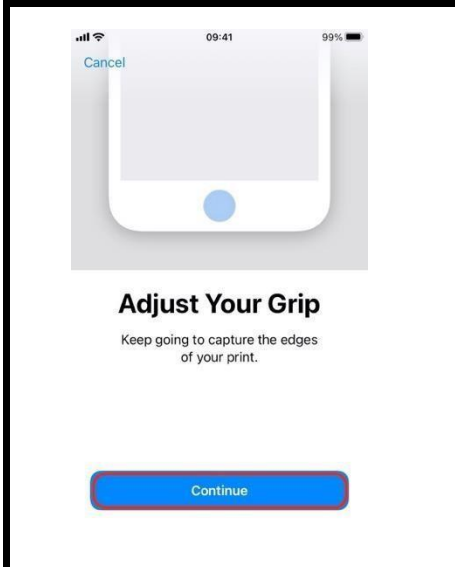
- Wait for the device configuration to install



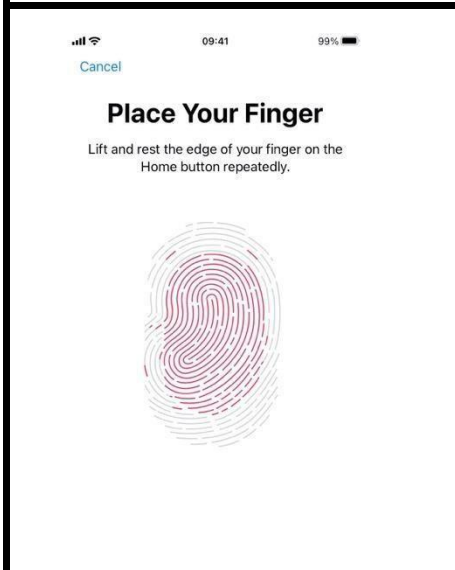
- Tap **Continue** to start Touch ID setup



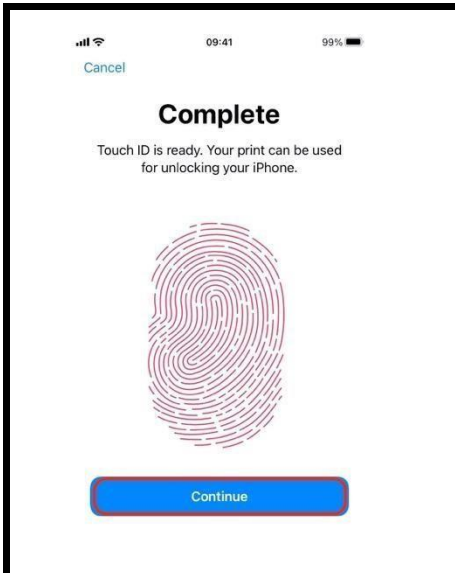
- Follow the on-screen prompts when adding your fingerprint



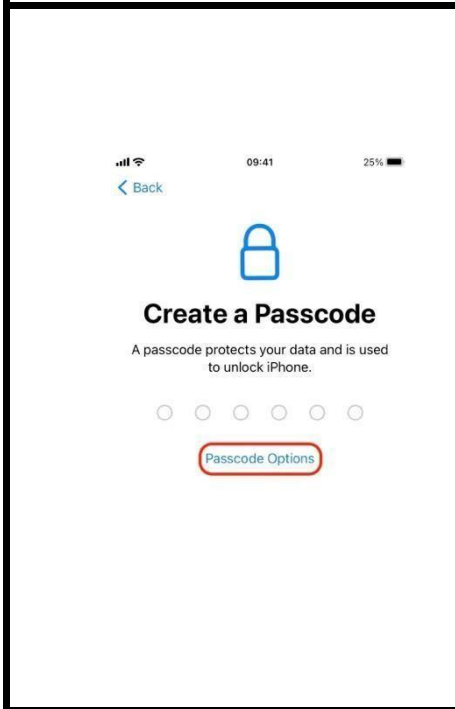
- Tap **Continue** to move to the second stage of Touch ID setup



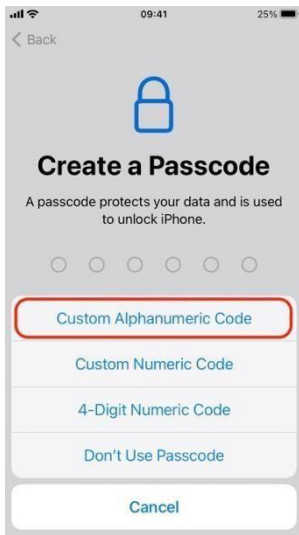
- Again, follow the on-screen prompts when adding your fingerprint



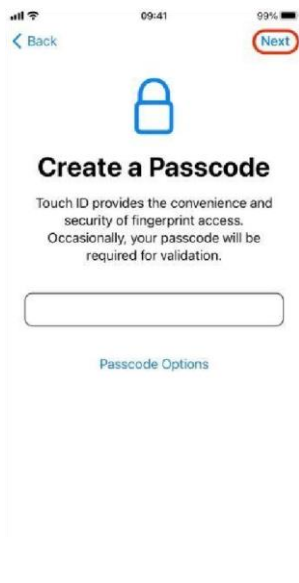
- Tap Continue to progress to the next screen



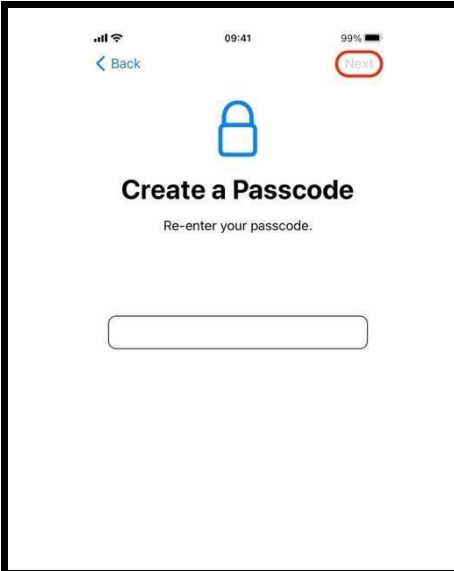
- Some staff **may see** a prompt to create a 6-digit passcode
- If you see this screen, tap **Passcode Options**
 - Do not worry if you don't see this option



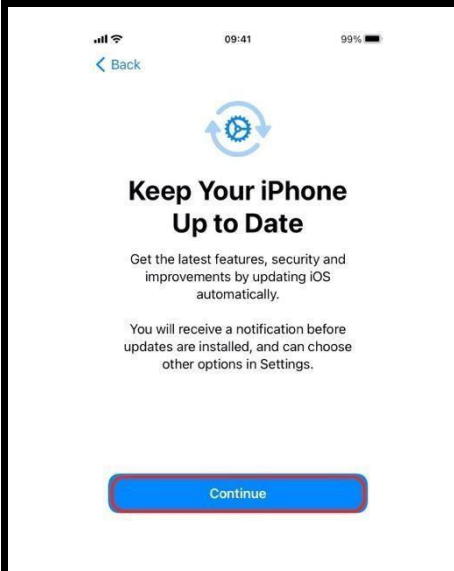
- Tap **Custom Alphanumeric Code**



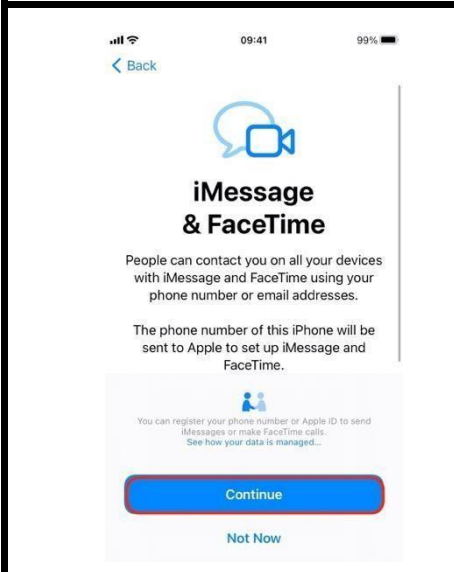
- Create a device passcode which:
 - Is alphanumeric
 - Is at least 7 characters long
 - Contains at least 1 special character
- Tap **Next**



- Re-enter the passcode
- Tap **Next**

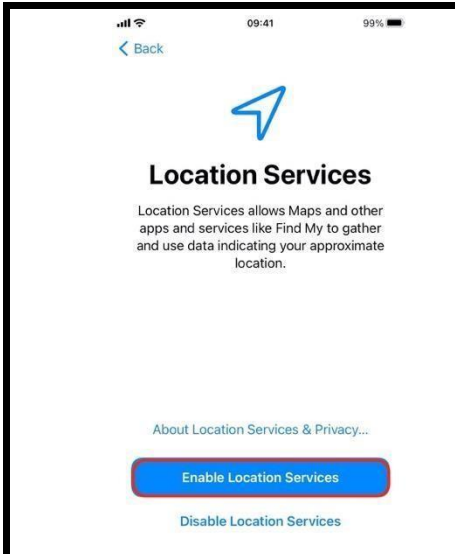


- Tap **Continue** to enable automatic updates for your device

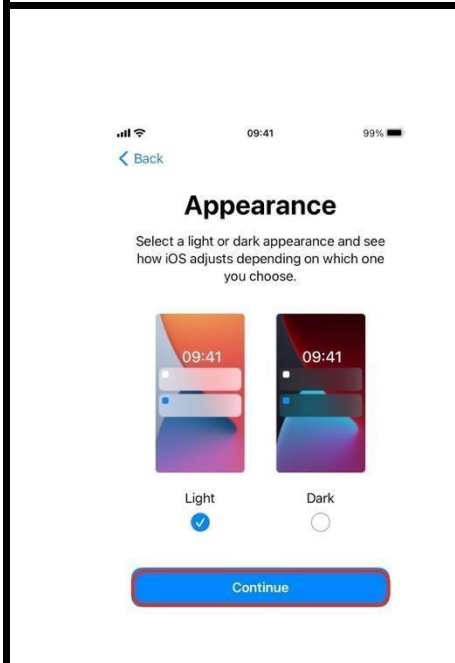


- Tap **Continue** to allow iMessage to work with your phone number

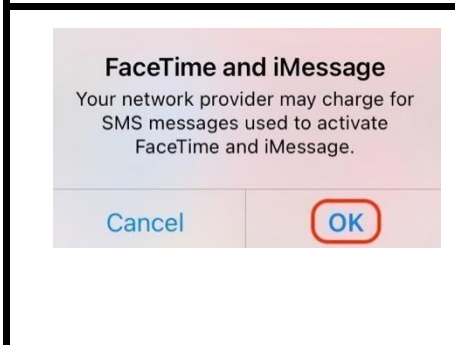
Please note that FaceTime is not activated on council devices and will not work – however this step is part of the standard set up process and should be followed.



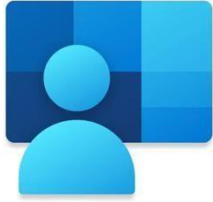
- Tap **Enable Location Services**



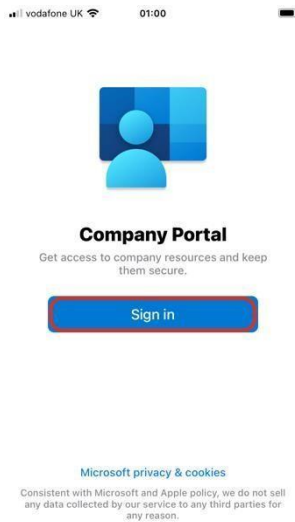
- Select your appearance
- Tap **Continue**



- After around 20 seconds a FaceTime and iMessage prompt, or just an iMessage prompt will appear
- Tap **Ok**



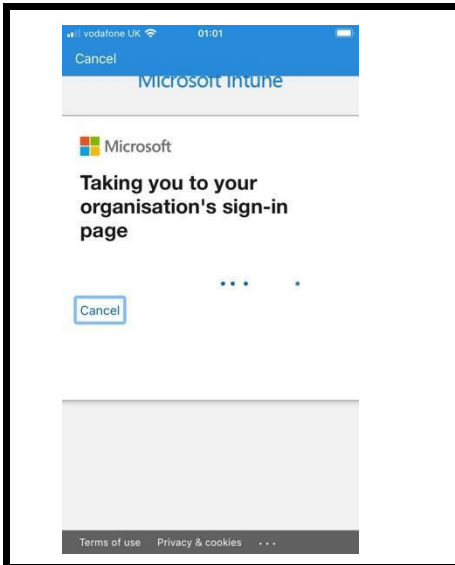
- The Company Portal app will download automatically after a short while
- This may be displayed on your second screen of apps on your iPhone home screen – scroll across to check
- Tap on the icon to launch the app



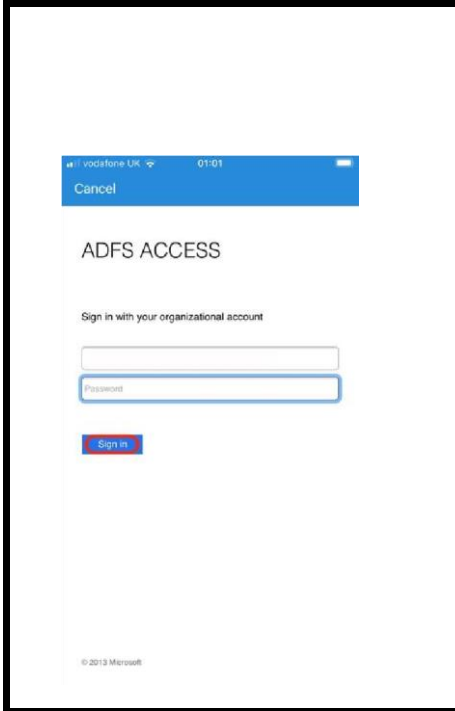
- Tap **Sign In**



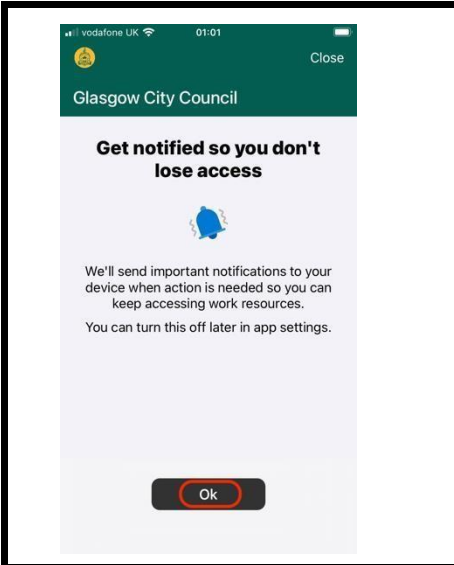
- Enter your corporate email address
- Tap **Next**



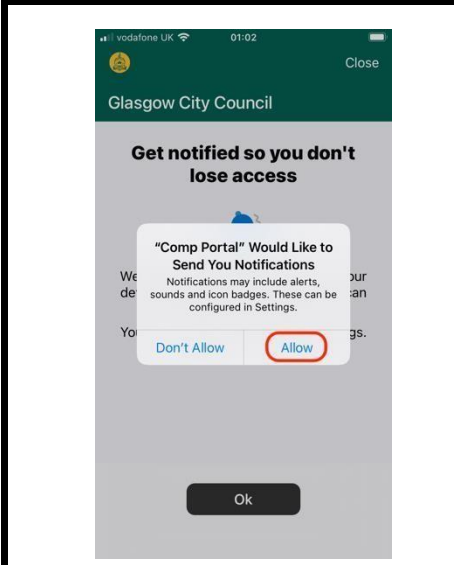
- Wait for the app to redirect to the company sign-in page



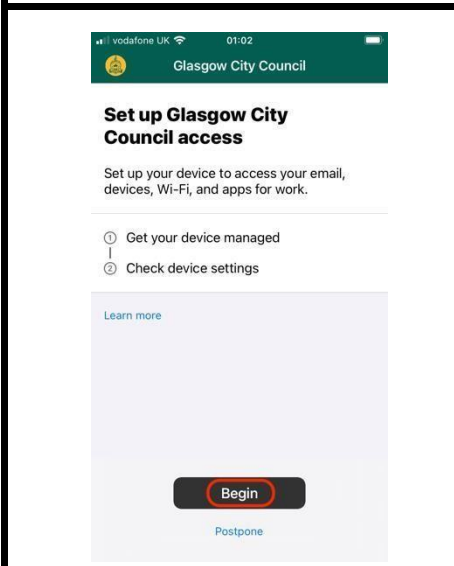
- Enter your corporate **email address** (if not prepopulated)
- Enter your **network logon password**
- Tap **Sign In**



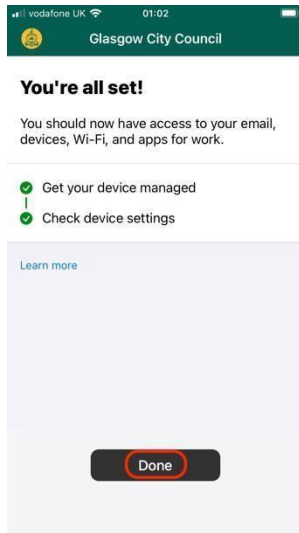
- Tap **Ok** on the notifications message



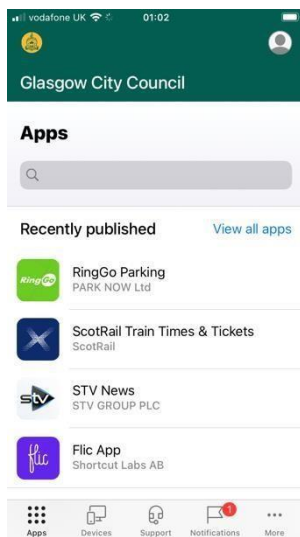
- Tap **Allow** on the notifications prompt



- Tap **Begin** to setup device management



- Tap Done once complete



- You will see the available apps for your device
- You can now close the Company Portal app by clicking on the **Home Button** of the phone



- Tap on the **Outlook** icon to launch the app
- This is where you will access your email, contacts and calendar appointments

Download "Outlook" Using Mobile Data?

The app download size is 204 MB. Using data over a mobile network may incur additional fees.

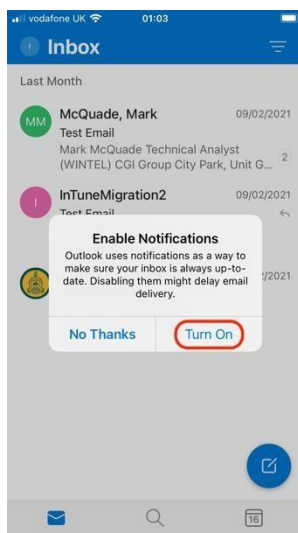
Later on Wi-Fi

Download

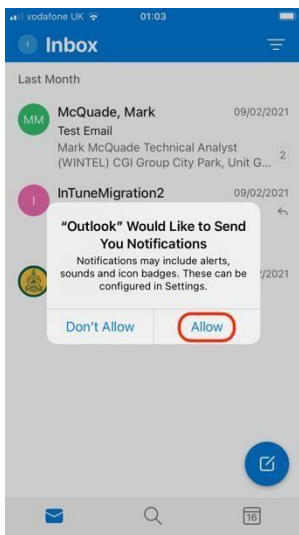
- Tap outlook icon
- Tap download to begin download and install



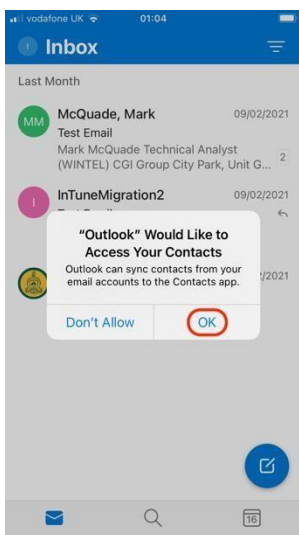
- Your email address will be automatically detected
- Tap Add Work Account



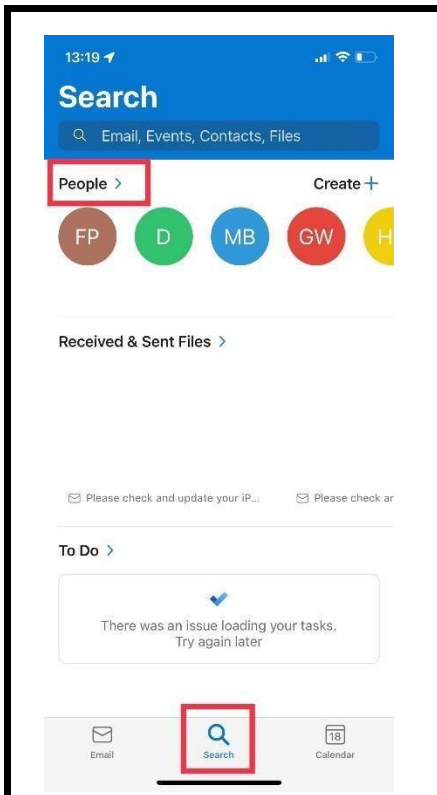
- Tap **Turn On** to enable notifications ○ If you don't see this prompt, it should appear the next time you open the app



- Tap **Allow** to enable notifications

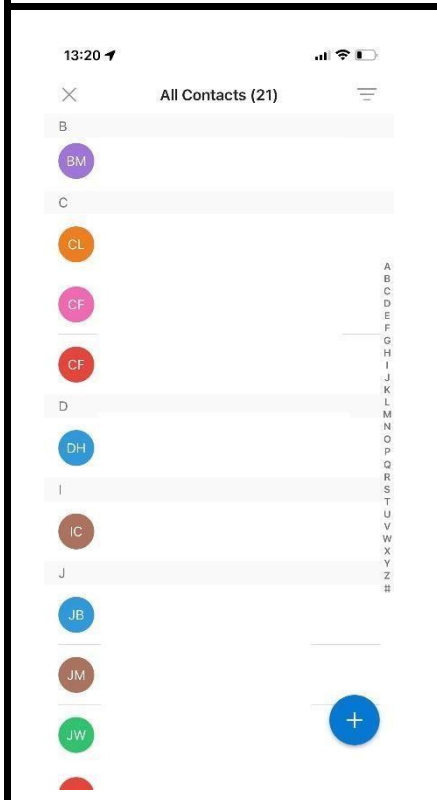


- Tap **Ok** to allow access to contacts
- Outlook setup will now be complete

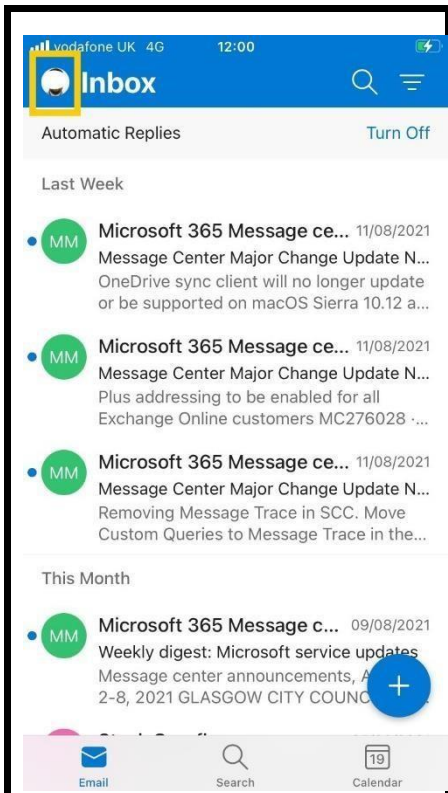


To access your contacts:

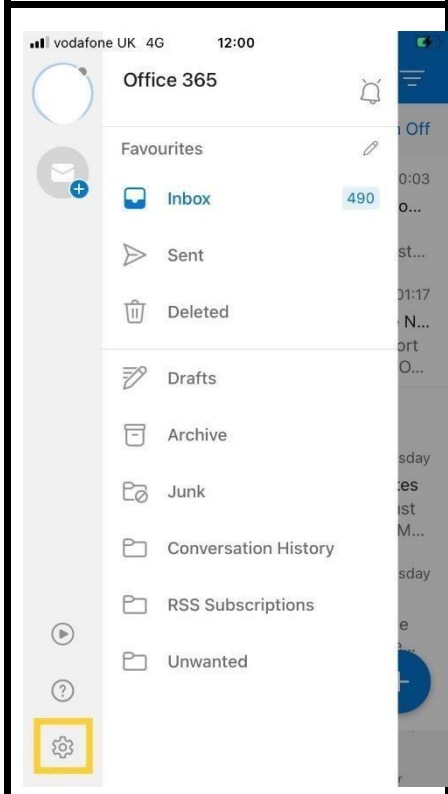
- Open your Outlook icon.
- This may be located on your app second screen following this change.
- To move it across to your main home screen (or the bottom favourite bar) simply hold down the icon (to edit it) and when it flashes drag it and move it across to your main home screen
- Then tap on the magnifying glass icon on the bottom of the screen
- Tap on the word “People” at the top left



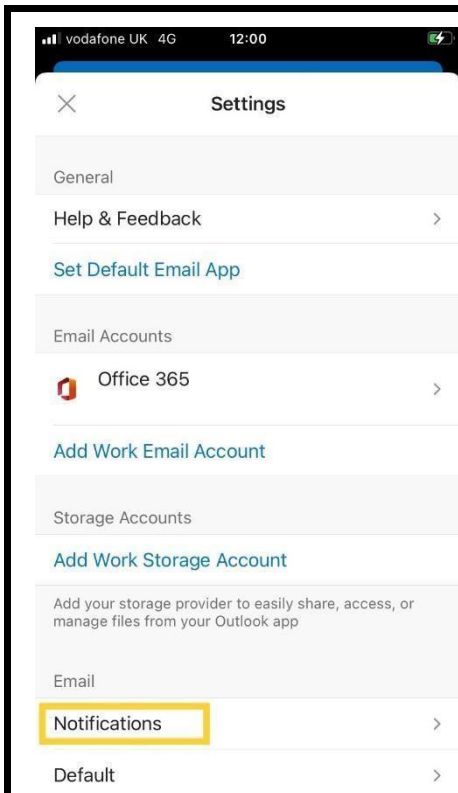
- This will bring up your contacts. You can also add a new contact here by tapping the “+” icon



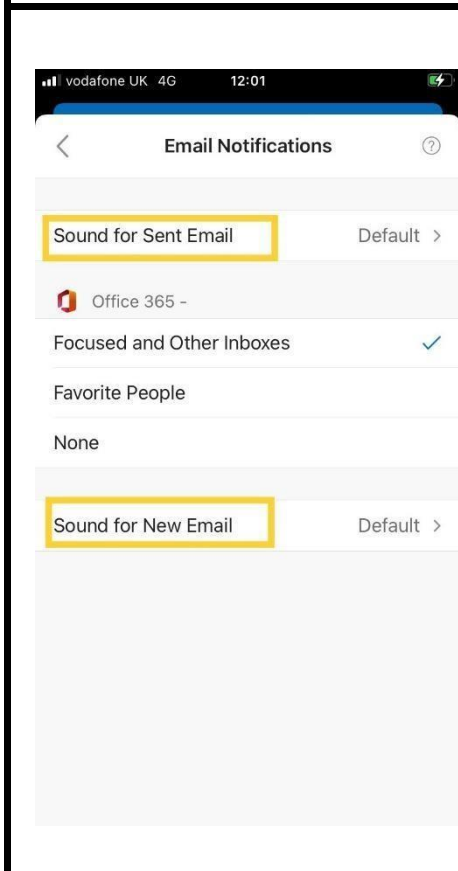
- To turn on your notifications for Outlook so that you can hear and preview incoming email you need to:
- Click on my photo/profile pic in Outlook App (top left)



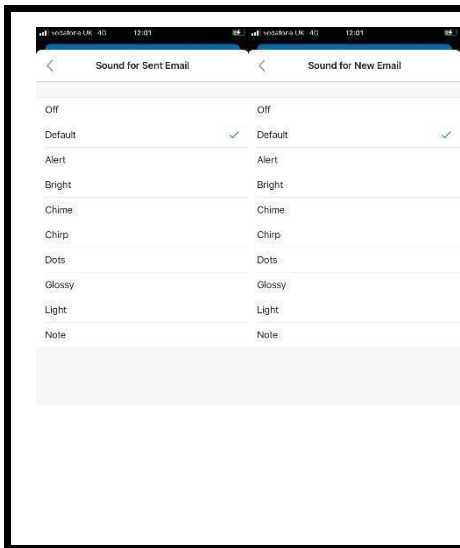
- Scroll down to the bottom left and click on the settings icon (sprocket symbol)



- Then scroll down to select Email and Notifications



- Make sure the focused and other inboxes is ticked (and not set to none)
- You can also change the sounds you hear for this notification



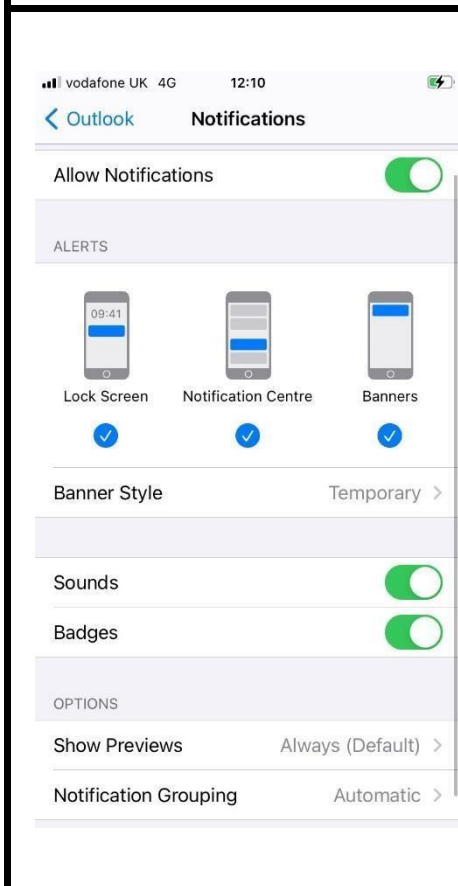
- You can choose your sound for both new and sent emails



- Then you need to click your main settings icon and select
- Outlook



- Then select Notifications



- Make sure 'allow notifications' and 'sound' and 'badges' are checked
- Make sure 'show preview' is set to 'always.'

<p>Important Note: Contacts will sync between Outlook and the native contact list on the phone.</p>	<ul style="list-style-type: none">• You must create new contacts in Outlook for them to sync to the phone.• They do not sync from the phone to Outlook. If you save any contacts to the phone, they will be lost in the event of the phone being wiped.• Outlook is now the default app for email and Safari is now the default web browser.
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If you experience any issues with the set-up of your mobile phone, please contact the CGI Service Desk on 0141 287 4000.