

Apple iOS | AirWatch Mobile Device Setup Instructions

This document is intended for personally owned Apple iOS mobile devices that wish to receive cloud-based county email. A new or previously approved mobile device authorization request is required before engaging this process. If you encounter any errors, please see the “Common Errors” section on the last page.

Please note: The instructions below summarize the steps needed to set up your mobile device. Steps have been omitted to shorten these instructions. If a step is not outlined below, please use your best judgment to proceed when prompted with “Continue, Install” or other common prompts. These instructions were created with an iPhone SE iOS version 15.0, minor variations are expected for other iOS software versions.

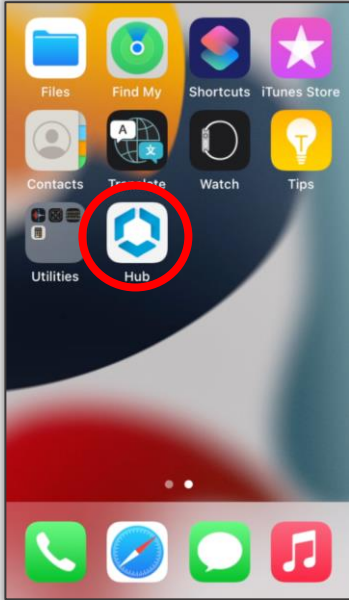
Tips for a smooth enrollment

- Make sure you have a good cellular signal or Wi-Fi connection before starting.
- The group ID is the *3-letter* abbreviation for your department—such as “CEO” or “HHS.”
- You will need the employee’s SCCGOV log-in credentials and iPhone passcode.

Step 1

Install Required App

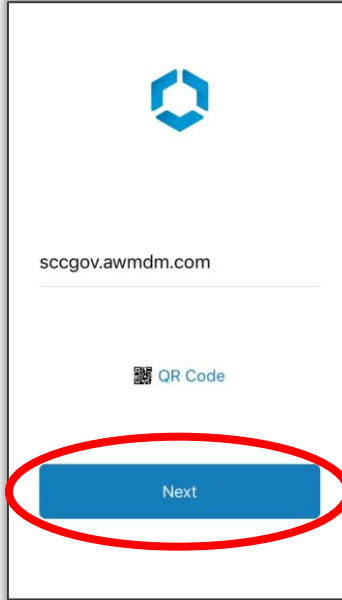
Open the App Store, search for and install the "Intelligent Hub." When the app is downloaded, start the Hub app.



Step 2

Begin Registration

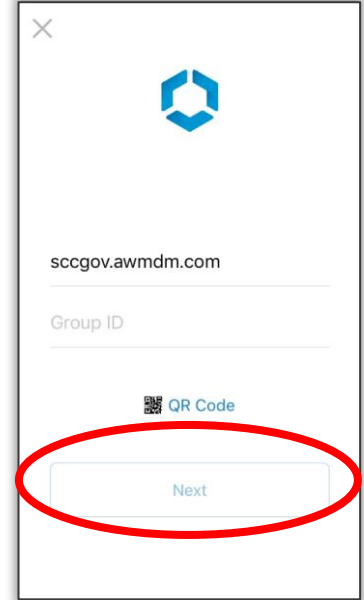
Open the Hub app and enter "sccgov.awmdm.com" into the text field then click "Next"



Step 3

Begin Registration (cont'd)

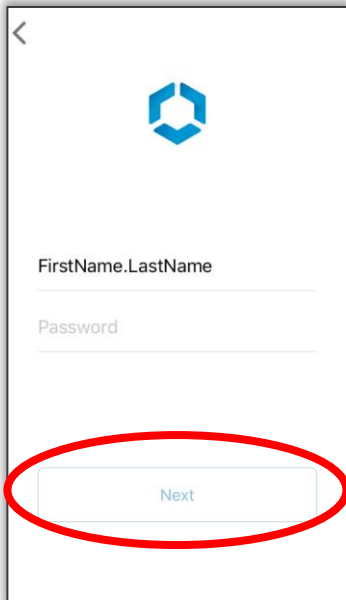
Enter the 3-letter abbreviation of your department on the Group ID field and then click "Next"



Step 4

Authentication

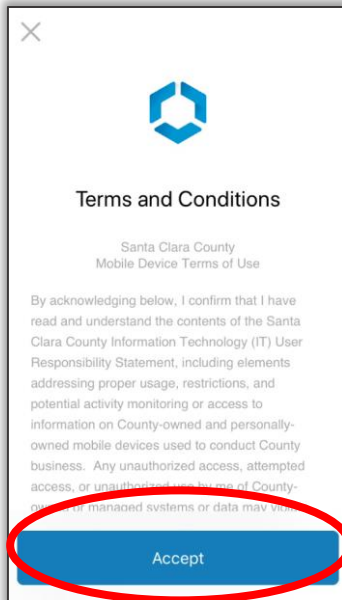
Enter user's login credentials and click "Next"



Step 5

Terms of Use

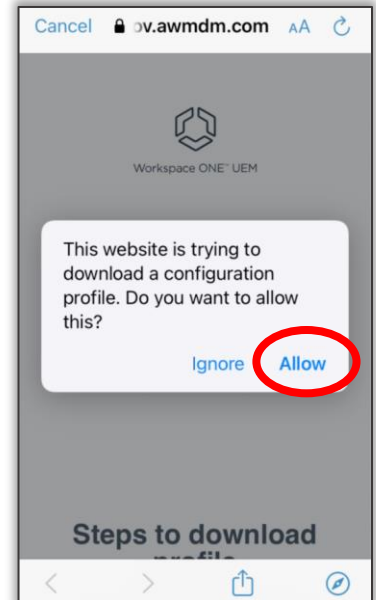
Read and then click "Accept"



Step 6

Install Profile

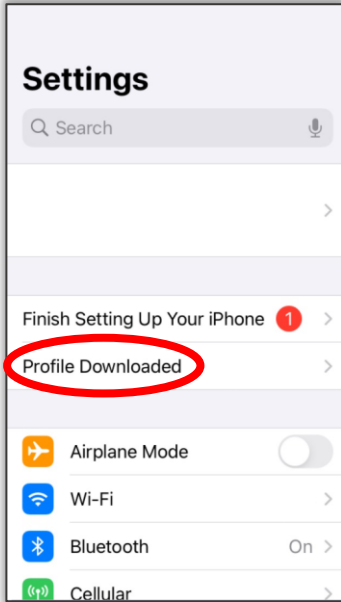
Click "Download profile" and then click "Allow"



Step 7

Install Profile

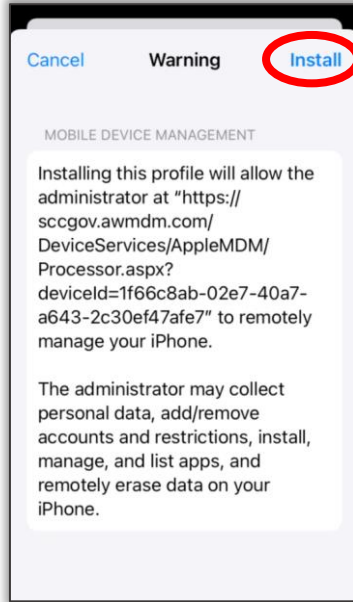
Open Settings and click "Profile Downloaded" and then click "Install". If you have a passcode set, enter it.



Step 8

Install Profile (cont'd)

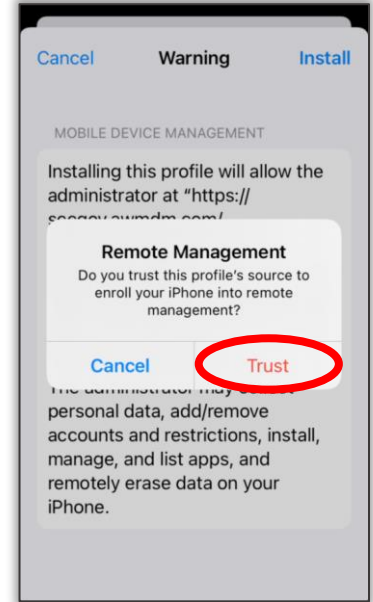
Click "Install" again and when the Warning screen appears, tap "Install"



Step 9

Install Profile (cont'd)

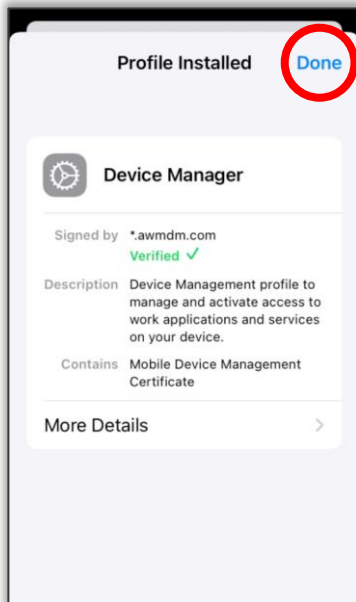
The Remote Management request window will pop up. Click "Trust"



Step 10

Install Profile (cont'd)

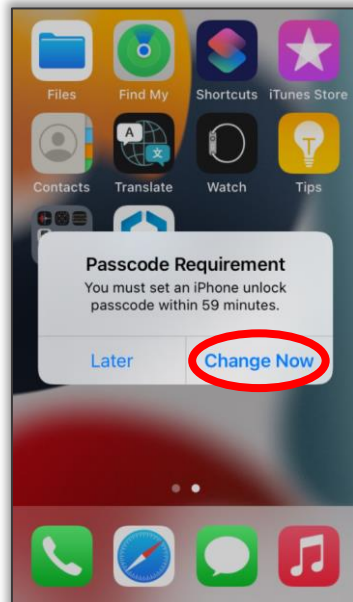
Profile has been installed. Click "Done". If receive an error please see "Common Errors" page



Step 11

Passcode Requirement

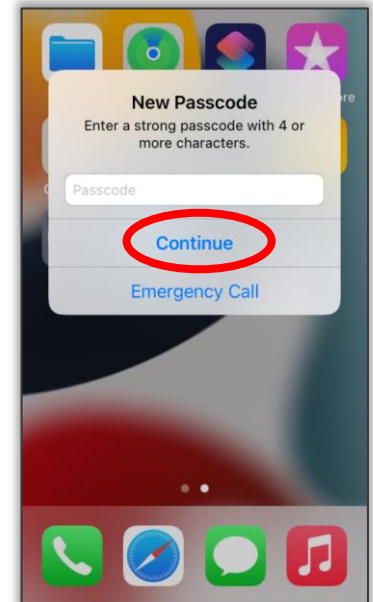
If you already set a passcode, skip to step 13 otherwise you'll be prompted to set one.



Step 12

New Passcode

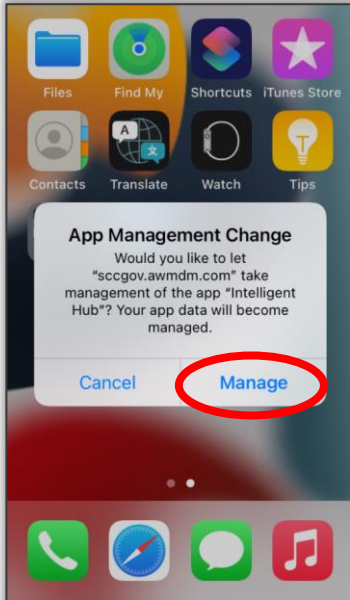
Enter a passcode when requested (see step 21 for PIN requirements). Enter PIN a second time and click "Save"



Step 13

App Management

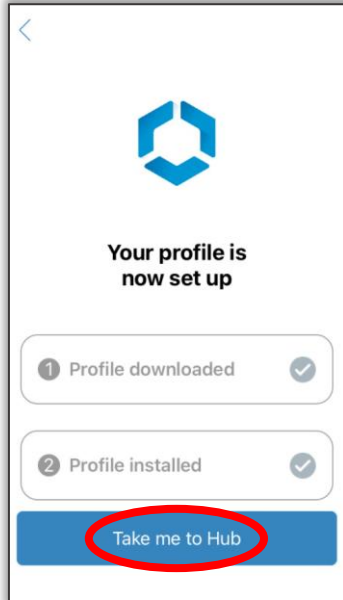
Click "Manage" to allow Hub app management



Step 14

Complete

Navigate back to the Hub app and then click "Profile installed". Click "Take me to Hub"



Step 15

Privacy

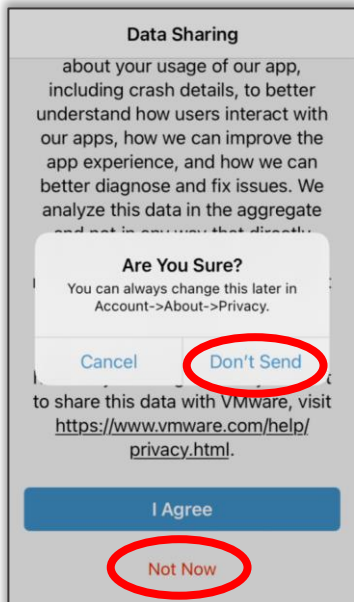
Click "I understand"



Step 16

Data Sharing

Scroll down and click "Not now". Then click "Don't Send"



Step 17

Device Enrollment Completed

You have completed your device enrollment. You may navigate out of the Intelligent Hub app and begin the use of your mobile device.

Step 18

County Passcode/PIN Requirement

If you do not already have a PIN set on your device, you will be required to set one.

Four digits is the minimum, but you can choose to enter a longer one if desired.

The County requires a complex PIN without consecutive or repeating digits. Simple PIN combinations such as 1234 or 1111 will not be accepted.

Common Errors

Step 3

If you receive an error or an "Invalid Group ID" please verify the spelling for the Server and Group ID.

Step 4

If you receive an "Invalid Credentials" or "Failed to validate user credentials", please verify correct password and proper username format. (Please do not use your full email address.)

Step 10

If profile did not install press the Home button and navigate to Settings>General>Device Management>Device Manager. Scroll to the bottom of the page and click "Remove Management"

If you receive an "Enrollment Blocked" please contact the TSS Service Desk at (408) 970-2222 or email SCC-ITServiceDesk@isd.sccgov.org to open a support ticket with the MDM group.

Other errors:

Please restart device and try enrolling again. If problems persist, please call the TSS Service Desk at (408) 970-2222 or email SCC-ITServiceDesk@isd.sccgov.org to open a support ticket with the MDM group.