

## Apple DEP (iOS) | AirWatch Mobile Device Setup Instructions

New corporate iOS devices have been registered in Apple's DEP so that the device enrollment coincides with the activation of the device to streamline the enrollment process. The instructions below explain the enrollment of a County-issued device that has been supervised.

**Please note:** 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. These instructions were created with an iPhone SE iOS version 15.0.

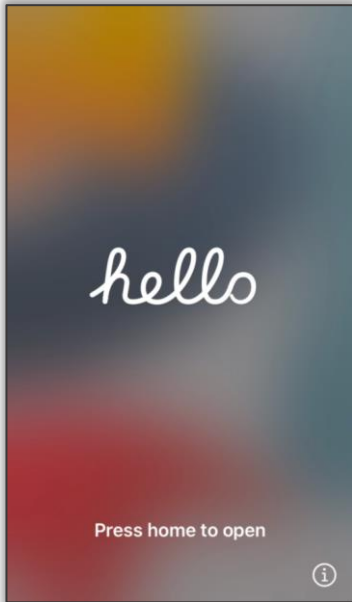
### Tips for a smooth enrollment

- Make sure you have a good cellular signal or Wi-Fi connection before starting.
- You will need the employee's SCCGOV log-in credentials and iPhone passcode.

### Step 1

#### Welcome Screen

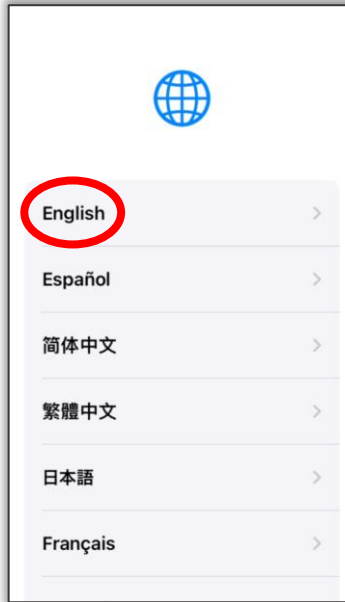
Click the Home button to begin iPhone configuration.



### Step 2

#### Language Selection

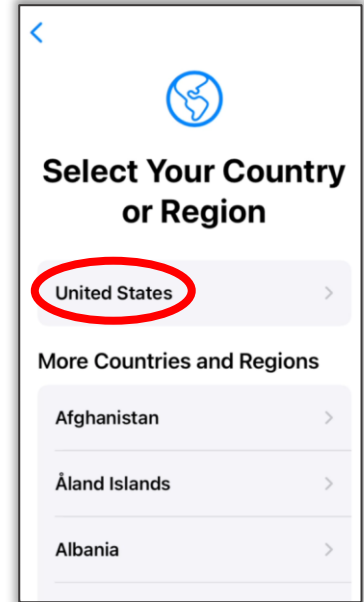
Select "English" from the list.



### Step 3

#### Country Selection

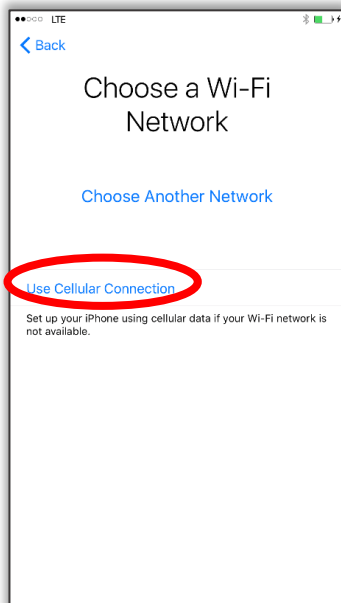
Select "United States" from the list.



### Step 4

#### Wi-Fi Network

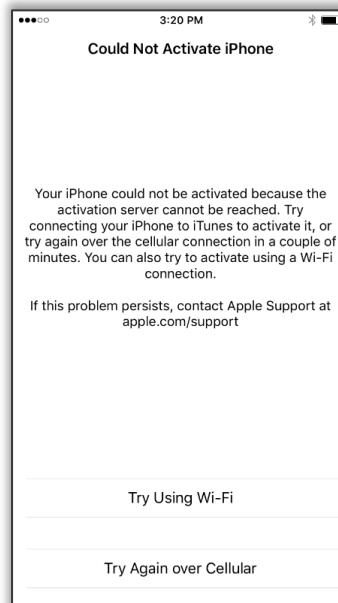
Select "Use Cellular Connection" if possible, otherwise, connect using appropriate Wi-Fi.



### Step 5

#### Cellular Activation (Error)

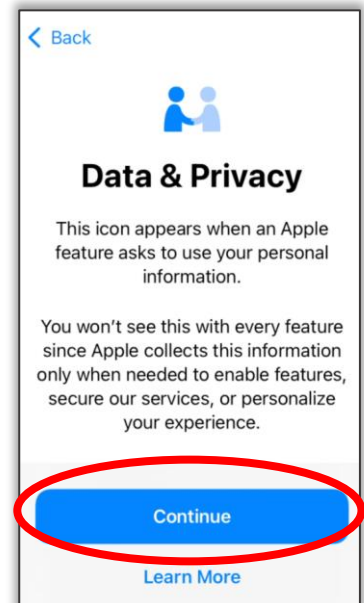
If not activated within time frame, you may receive this message. Contact TSS Service Desk to activate & use Wi-Fi or Hot Spot for initial set-up.

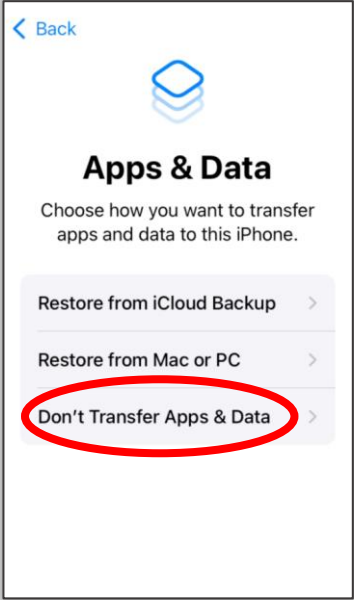

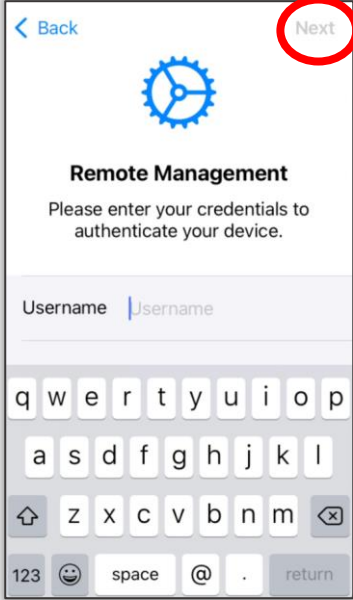
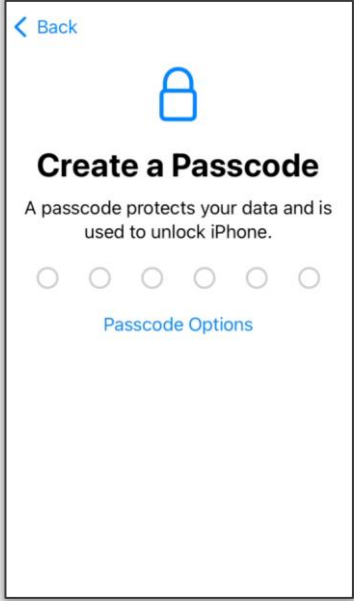

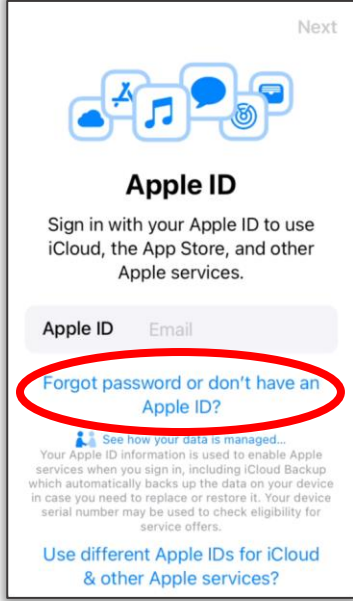



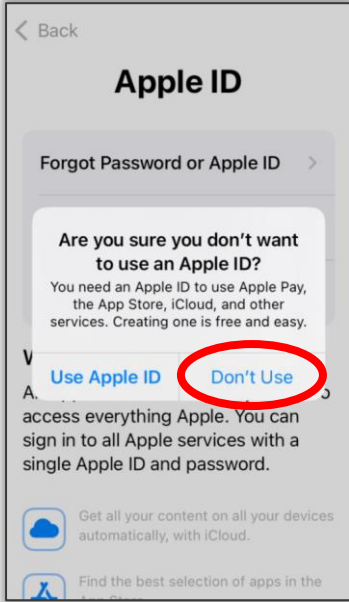
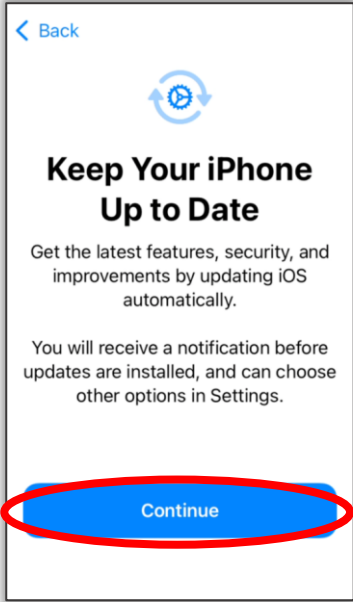

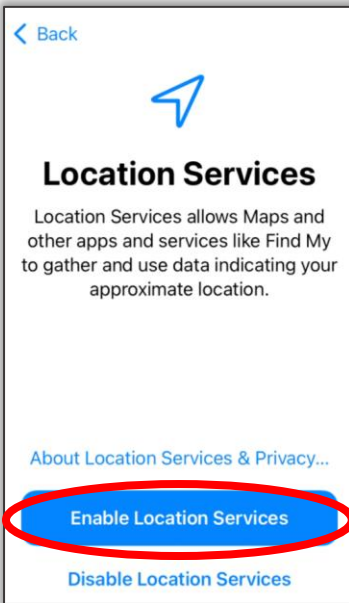
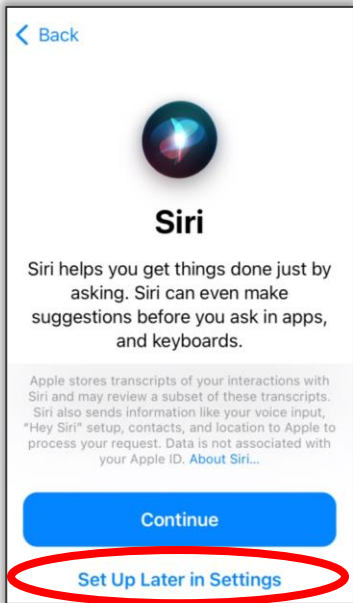
### Step 6

#### Data & Privacy

Select "Continue" to proceed to the next page.

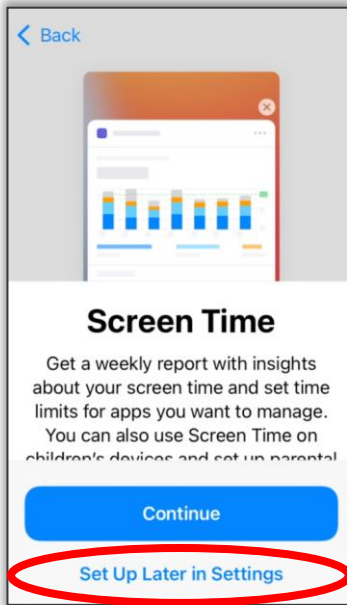


<p><b>Step 7</b> <i>Apps &amp; Data</i> Choose "Don't Transfer Apps &amp; Data"</p> 	<p><b>Step 8</b> <i>New to Activation Process</i> Select "Next" and enter user credentials to enroll into AirWatch MDM.</p> 	<p><b>Step 9</b> <i>Enter User Credentials</i> Enter user's login credentials and press "Next"</p> 
<p><b>Step 10</b> <i>Create a Passcode</i> Enter a passcode</p> 	<p><b>Step 11</b> <i>Re-enter Passcode</i> Re-enter the passcode you've just entered on the previous screen, then click "Next"</p> 	<p><b>Step 12</b> <i>Apple ID</i> Select "Forgot password or don't have an Apple ID?"</p> 

<p><b>Step 13</b> <i>Apple ID (cont'd)</i> Choose "Set Up Later in Settings"</p> 	<p><b>Step 14</b> <i>Apple ID (cont'd)</i> Select "Don't Use"</p> 	<p><b>Step 15</b> <i>Keep Your iPhone Up to Date</i> Select "Continue"</p> 
<p><b>Step 16</b> <i>iMessage &amp; FaceTime</i> Select "Not Now." User can update this later in Settings</p> 	<p><b>Step 17</b> <i>Location Services</i> Select "Enable Location Services"</p> 	<p><b>Step 18</b> <i>Siri</i> Select "Set Up Later in Settings." User can update this later in Settings</p> 

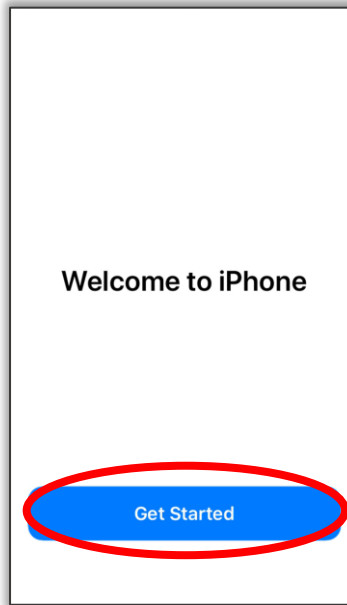
**Step 19**  
*Screen Time*

Select "Set Up Later in Settings". User can update this later in Settings



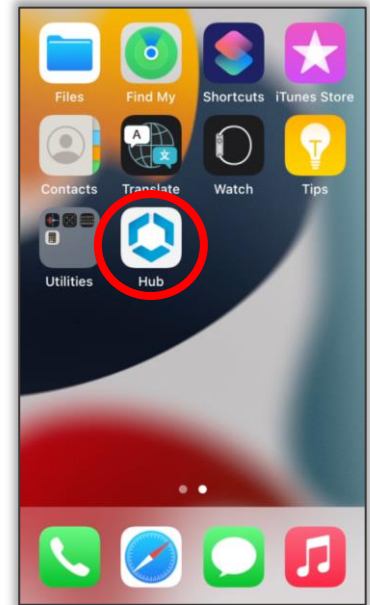
**Step 20**  
*Welcome*

Select "Get Started"



**Step 21**  
*Hub*

The agent app called Hub and other applicable apps should install automatically.



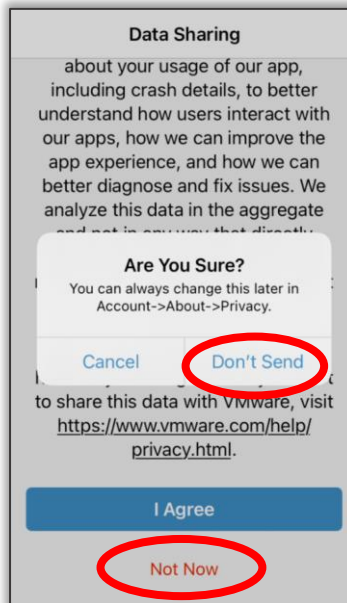
**Step 22**  
*Privacy*

Open the Hub app and click "I understand"



**Step 23**  
*Data Sharing*

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



**Step 24**

*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.

## Common Errors

### Step 9

If user's credentials aren't accepted, verify that they have been input correctly. If it still doesn't accept their credentials, please verify that the user's AD account is in the appropriate MDM group (ex: ISDGGMDMEmployee for ISD, HHSGGMDMEmployee for HHS, etc.)

### Step 9 & 10

If you receive an error message stating, "Configuration could not be found," "Configuration cannot be completed at this time," or something similar, ignore message and try again. Either select "Back" on the upper left of the screen or press the "Home" button and select "Start Over" from the menu. This will usually fix the issue.

### Step 21

If the Hub app doesn't automatically install, make sure the users are listed in the appropriate MDM group. If it still doesn't install automatically, try resetting the device and starting over from scratch. In the event that this keeps occurring, it is likely that the phone only completed partial activation. You will need to open up a support ticket with the MDM group to have them completely remove the device/user from the AirWatch enrollment so that you can start over from the very beginning.

### Step 27

If mail never arrives, contact the TSS Service Desk. The automated configuration may have missed the step to assign them to the correct 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](mailto:SCC-ITServiceDesk@isd.sccgov.org) to open a support ticket with the MDM group.