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Sophos Mobile Control
User guide for Windows Mobile

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Contents

1 About Sophos Mobile Control

Sophos Mobile Control is a mobile device management solution for smartphones and tablets. It allows configuration and software distribution as well as security settings and many other device management operations on mobile devices. The Sophos Mobile Control system consists of a server and a client component which communicate through data connections and SMS messages.

Sophos Mobile Control secures corporate data on your mobile device and ensures that your device is compliant with the corporate policy that applies in your company.

With the Sophos Mobile Control Self Service Portal you can register your mobile device with Sophos Mobile Control. In addition, you can remotely locate, lock or wipe your device and reset your password/passcode without having to contact the helpdesk.

Note: The functions available in the Self Service Portal may vary depending on the system configuration according to company policy. Some functions described in this guide may not be available in your Self Service Portal.

2 About this guide

This guide describes how to use the Sophos Mobile Control Self Service Portal to

- install and set up Sophos Mobile Control on Windows Mobile devices
- view compliance violations in the Self Service Portal
- manually synchronize registered devices with the Sophos Mobile Control server
- reset devices to their factory settings (wipe) in case of theft or loss
- reconfigure devices in case they have been wiped

Note: The functions available in the Self Service Portal may vary depending on the system configuration according to company policy. Some functions described in this guide may not be available in your Self Service Portal.

3 Login to the Self Service Portal
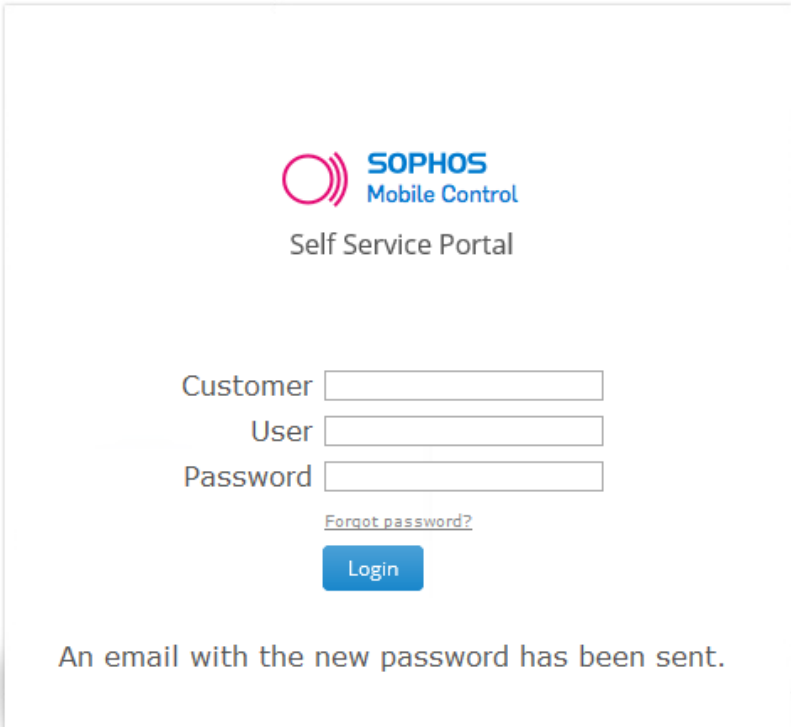
3.1 First login

Note: Depending on the system configuration, the first login procedure may differ from the one described in this section. The procedure described refers to users created through Sophos Mobile Control internal user management. If a different user management method is used, you will receive the required login information from your system administrator.

For login at the Self Service Portal you receive the Self Service Portal URL from your system administrator. For the first login you also receive a welcome email with your user credentials and a link for generating a one-time password.

To log in at the Self Service Portal for the first time:

1. In the Self Service Portal welcome mail, click the link for generating a one-time password.

   The Self Service Portal login dialog is displayed.

You receive a second email with a randomly generated password.

2. In the Self Service Portal login dialog, enter the user credentials (customer and user) from the Self Service Portal welcome email and the password from the second email.

3. Click **Login**.

   You are prompted to change your password.

4. Enter a new password, confirm it and click **Save**.

A message confirms that the changes have been saved. You can now use the new password for login.

3.2 Login

1. Go to the Self Service Portal URL.

   The Self Service Portal login dialog is displayed.

2. Enter your **Customer**, **User** name and your **Password** and click **Login**.

You are logged on to the Self Service Portal. The Self Service Portal Welcome page is displayed.

3.3 Password recovery

If you have forgotten your password for logging in to the Sophos Mobile Control Self Service Portal, you can reset it to receive a new password.

1. In the **Login** dialog of the Self Service Portal, click **Forgot password?**.

   The **Reset password** dialog is displayed.

2. Enter your **Customer** and **User** information and click **Reset**.

   You receive an email with a link for resetting your password.

3. Click the link.

   The login dialog is displayed with a message that an email with a new password has been sent to you. This second email contains a randomly generated password.

4. Enter the password to log in.

You are logged in to the Self Service Portal and prompted to change your password.
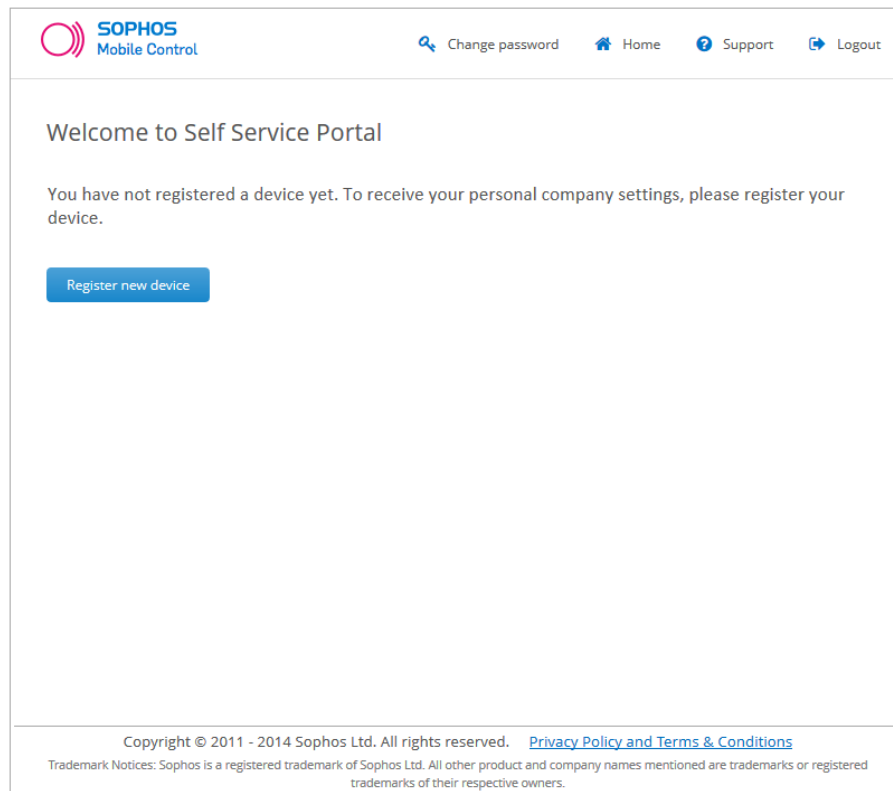
3.4 Logout

To log out from the Self Service Portal, click the blue **Logout** button in the header.

4 Set up Sophos Mobile Control on a Windows Mobile device

1. Log on to the Sophos Mobile Control Self Service Portal.

    The Self Service Portal Welcome page is displayed.

    Note: If other devices have been registered for you, they are displayed in a list on the Welcome page. This list shows all devices you have registered through the Self Service Portal and devices that have been registered for you by your system administrator.

    Note: The number of devices you can register through the Self Service Portal may be restricted by company policy. In this case, you cannot register any further devices after the specified number has been exceeded.

2. Click **Register new device**.

    The **Company Policy** page is displayed.

3. Read the company policy information, select **I accept the terms** and click **Next**.

4. On the **Select device** page, select **Windows Mobile** and click **Next**.

5. On the **Device information page**, enter the **Phone number** of your device. For easy identification, enter a **Device description**. In the **Owner** field, select **My private device** or **Company device**.

6. After you click **Next** a message with a confirmation code is sent to the phone number you have entered.

In your browser, the **Confirm phone number** page is displayed.

7. On the **Confirm phone number** page, enter the confirmation code received.

8. Click **Next** to initiate installation.

   A **Progress** page shows an overview of the setup progress. It is followed by a **Progress** page with a short instruction on how to proceed.

   Note: Tasks 1 and 2 shown on the first **Progress** page are always applicable. The remainder of the installation and configuration process depends on your company-specific configuration, so different tasks may be shown.

9. On your phone, you receive a message with a download link.
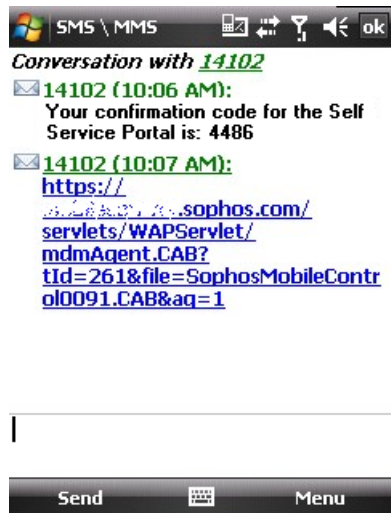
10. Tap the link. You may have to confirm that you want to continue to the relevant website.

   Note: This view may vary according to operating system version and browser.

   Tap **Yes**.

   The download dialog is displayed.

11. Tap **Yes** to download the Sophos Mobile Control software.
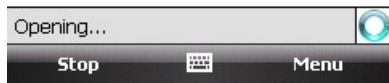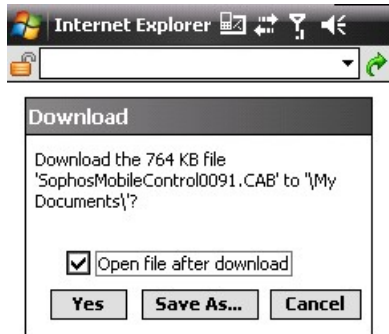
12. The download progress is displayed.

Note: This view may vary according to operating system version and browser.

13. After the software has been downloaded you are prompted to confirm that you want to install it.
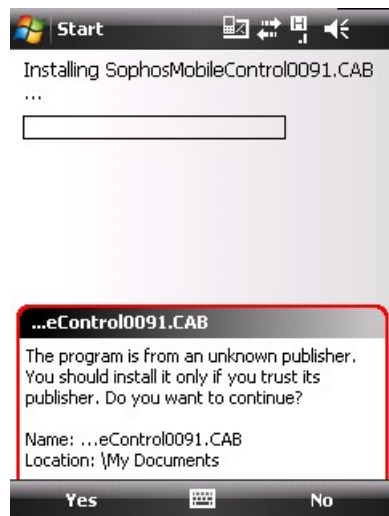
14. Tap **Yes** to install Sophos Mobile Control.

The installation progress is displayed.
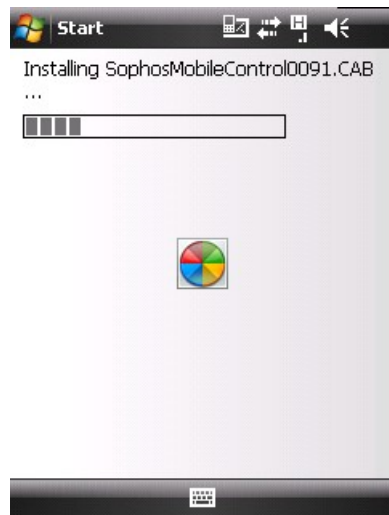
15. After the installation has been completed, a confirmation message is displayed.
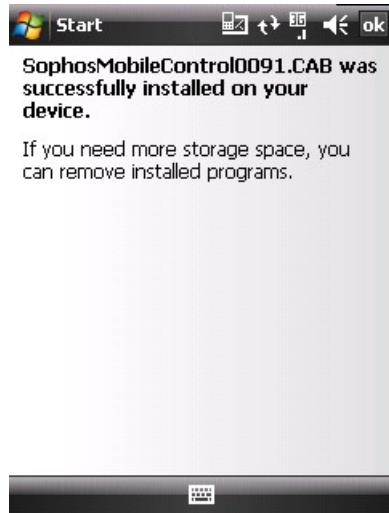
16. Tap **OK**.

   After you close the browser on your device, the **Start** screen is displayed. The pink Sophos
   Mobile Control icon indicates that the client is communicating with the server.
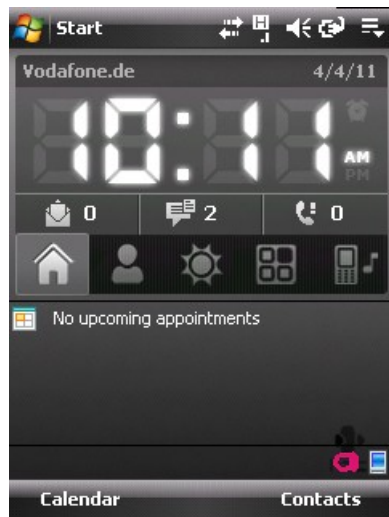
17. When communication with the server has been completed, the icon changes from pink to green.
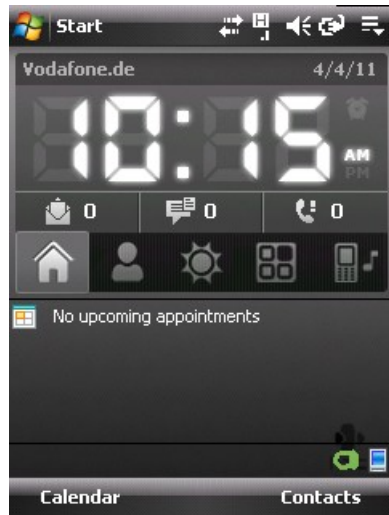
18. After configuration has been completed, a success message is displayed in your browser. Click **OK**.

Sophos Mobile Control has been installed and set up on your device. Your device is displayed in the Sophos Mobile Control list of registered devices.

5 What to expect after installation

Depending on the settings of the configuration profile installed, the following can be expected after installation:

■ Certain applications may no longer be available on your mobile device.

■ New applications may be available.

■ Your email application may be preconfigured for access to your corporate mail server.

6 Using the Self Service Portal after Sophos Mobile Control setup

After your device has been registered with Sophos Mobile Control and Sophos Mobile Control has been installed on your device, you can carry out the procedures described in the following sections by using the Self Service Portal.

6.1 View compliance violations in the Self Service Portal

You can view all compliance violations for devices registered for you in the Self Service Portal.

Prerequisites:

■ Your system administrator has activated this function for the Self Service Portal.

■ Compliance violations have occurred on your device. Otherwise, this function is not available for selection in the Self Service Portal.

1. In the Welcome view of the Self Service Portal, expand the relevant device in the table of registered devices.
2. Select **Show compliance violations** from the **Please select** dropdown list and click **Perform**.

A table with all violations for the selected device is shown. It shows the violation and the date and time it was detected.

6.2 Synchronize your device manually

After you have installed and configured the software on your device, you can manually synchronize it with the Sophos Mobile Control server.

This is for example useful in the following situations:

■ Your device has been switched off for a long period of time and therefore has not been synchronized with the server. In this case, your device is non-compliant and you may for example not be able to receive emails on your device. To make your device compliant again, you have to synchronize it with the Sophos Mobile Control server.

■ Your device is non-compliant due to other reasons and you have to make changes on your device to comply with your company policy. After you have made the necessary changes, you have to synchronize your device with the Sophos Mobile Control server.

Prerequisite: Your system administrator has activated this function for the Self Service Portal.

To manually synchronize your device:

1. Go to the relevant device on the Self Service Portal Welcome page

2. Select **Refresh data** from the **Please select** dropdown list and click **Perform**.

6.3 Wipe device

In case of theft or loss you can reset your device to its factory settings (wipe).

Note: If you wipe your device, all data on the device is deleted. If you require a selective wipe instead of a full wipe, contact your system administrator.

Prerequisite: Your system administrator has activated this function for the Self Service Portal.

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.
3. Select **Wipe device** from the **Please select** dropdown list and click **Perform**. A message box is displayed.
4. Select **I am aware that the following action cannot be undone**.
5. Click **Delete all data**.

Your device is reset to its factory settings. All data is deleted.

6.3.1 Delete decommissioned device

After you have decommissioned a device you can delete it in the Self Service Portal to remove it from the system.

1. Go to the Self Service Portal Welcome page.
2. In the list of devices, go to the relevant device.
3. Select **Delete device** from the **Please select** dropdown list and click **Perform**.

   A message box is displayed.

4. Confirm that you want to delete the device.

6.4 Reconfigure device

If Sophos Mobile Control has been removed from your device (for example because the device has been wiped) and your device is still registered, you can reconfigure your device with the Self Service Portal.

Prerequisite: Your system administrator has activated this function for the Self Service Portal.

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.
3. Select **Reconfiguration** from the **Please select** dropdown list and click **Perform**.

   A message box is displayed.

4. Click **Reconfiguration**.

   A **Notice** page is displayed.

5. Click **Next**.

   The installation and configuration process is initiated. The steps are identical with those described for setting up Sophos Mobile Control on Windows Mobile phones. After the process has been completed, Sophos Mobile Control is set up again on your device.

6.5 Support information in the Self Service Portal

Should any problems occur while using the Self Service Portal that require assistance by your support team, click the blue **Support** button (showing a question mark) in the header. In the **Support** view, you find the contact information for your support team and any further information required.

7 Technical support

You can find technical support for Sophos products in any of these ways:

- Visit the SophosTalk community at *http://community.sophos.com/* and search for other users who are experiencing the same problem.

- Visit the Sophos support knowledgebase at *http://www.sophos.com/en-us/support.aspx*.

- Download the product documentation at *http://www.sophos.com/en-us/support/documentation.aspx*.

- Send an email to *support@sophos.com*, including your Sophos software version number(s), operating system(s) and patch level(s), and the text of any error messages.

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