

SOPHOS

Security made simple.

Sophos Mobile Control User guide for Windows Phone 8

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Contents

1 About Sophos Mobile Control	3
2 About this guide.....	4
3 Login to the Self Service Portal	5
4 Set up Sophos Mobile Control on a Windows Phone 8 device	7
5 What to expect after installation	11
6 Using the Sophos Mobile Control app	12
7 Using the Self Service Portal after Sophos Mobile Control setup	14
8 Technical support.....	18
9 Legal notices.....	19

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.

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 and wipe your device.

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

- install and set up Sophos Mobile Control on Windows Phone 8 devices
- view messages sent by the server on your device
- view compliance violations on your device and 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 that have been wiped
- show the location of devices if they are stolen or lost
- decommission devices

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

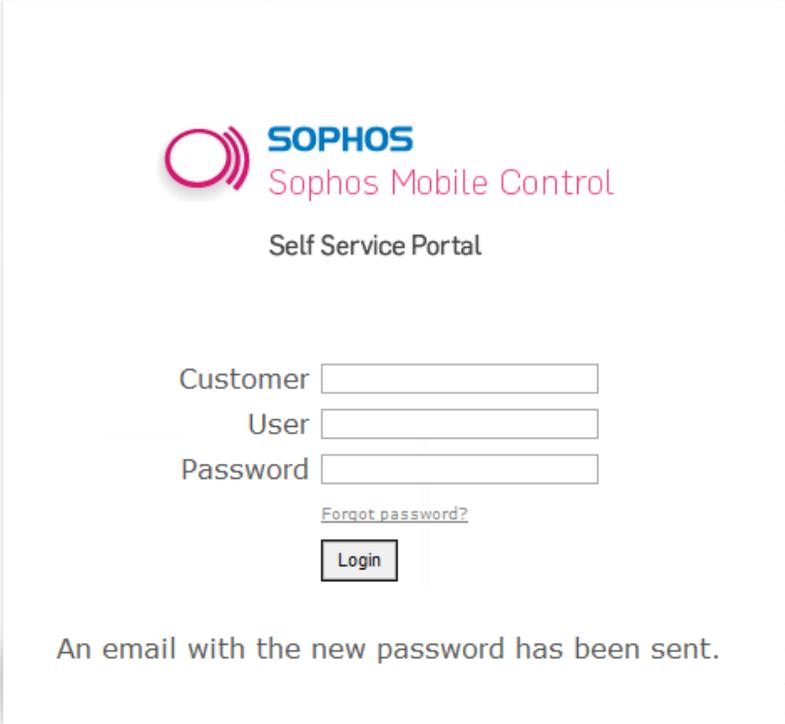
Note: Depending on the system configuration, the first login procedure may differ from the one described in this section. The procedure described refers to users created through Sophos Mobile Control internal user management. If a different user management method is used, you will receive the required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



 **SOPHOS**
Sophos Mobile Control

Self Service Portal

Customer

User

Password

[Forgot password?](#)

An email with the new password has been sent.

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.

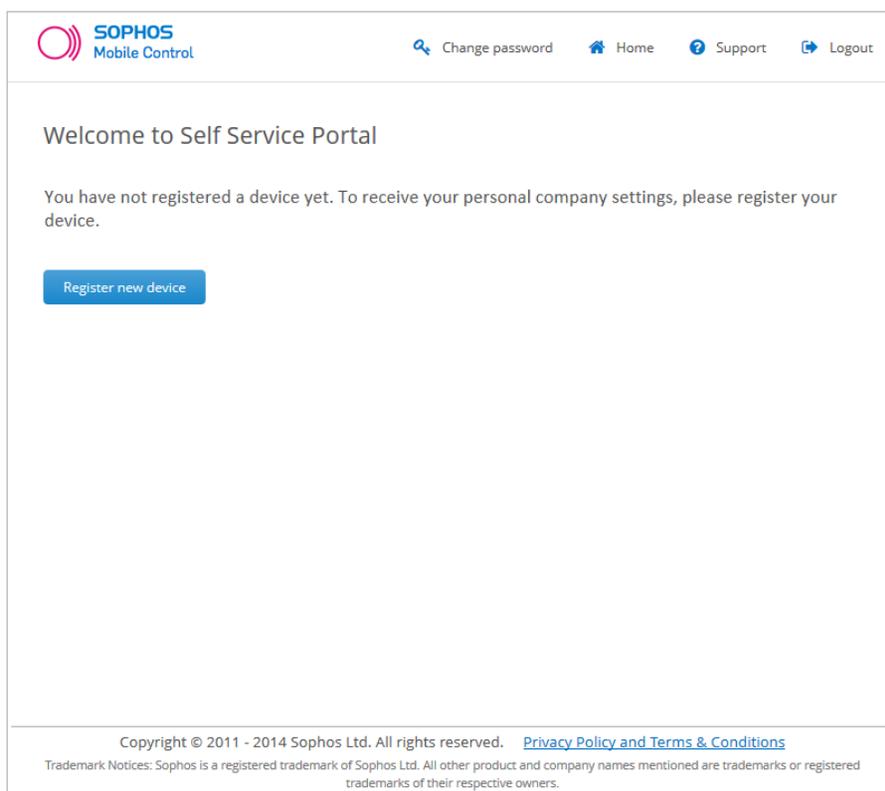
3.4 Logout

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 Phone 8 device

1. Log in 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 Phone 8** and click **Next**.

 Home Support Logout

Select device

-  **Android**
for example Samsung Galaxy devices, Google Nexus devices, HTC Android devices
-  **Apple iOS**
for example Apple iPhone 5, Apple iPad, Apple iPod touch
-  **Windows Mobile**
for example HTC Touch, HTC HD 2, Samsung Omnia
-  **Windows Phone 8**
for example Nokia Lumia 920, Samsung Ativ S, HTC Windows Phone 8S

[← Back](#) [→ Next](#)

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5. On the **Device information** page, enter a **Device description** for easy identification and an **Email** address. In the **Owner** field, select **My private device** or **Company device**.

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Mobile Control

Home Support Logout

Device information

For better identification, you should name the device (for example John Doe's iPad).

Device description:

Email:

Owner:

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6. After you click **Next** the **Enrollment** page is displayed. This page describes what you need to do on your mobile device to enroll it with Sophos Mobile Control.

SOPHOS
Mobile Control

Home Support Logout

Enrollment

To enroll your Windows Phone 8 device, carry out the following steps on your device:

1. Go to **settings > company apps**.
2. Tap **add account** and enter the following information on the **COMPANY APPS** page:
Email address: user@company.com
Password: 123456
3. Tap **sign in**.
4. The **COMPANY APPS** page is **updated** and you are asked for the following information:
Username: 701-0101
Domain: corp.com
Server: corp.com:8080
5. Tap **sign in** again.
6. Depending on your company settings, you may be prompted to enter a new password.
7. The **ACCOUNT ADDED** page is displayed. Select **Install company app or Hub** and tap **done**.

Your device is now enrolled.

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7. Follow the instructions shown on the **Enrollment** page.

After you have carried out the steps shown, a message confirms the enrollment process on your device. The Sophos Mobile Control app is downloaded and installed on your device in the background.

In the Self Service Portal, the **Post-enrollment instructions** page is displayed.

8. Follow the instructions shown on the **Post-enrollment instructions** page. After you have carried out the steps shown, click **Next**.

The **Enrollment complete** page is displayed.

9. On the **Enrollment complete** page, click **OK**.

The Welcome page is displayed again with your device shown in the list of registered devices.

Sophos Mobile Control has been installed and set up on your device.

5 What to expect after installation

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

- You may be prompted to set a password on your device.
- Your system administrator may have specified required and recommended apps to be installed on your device. To view and install them, open Sophos Mobile Control on your device and flick to **Apps**. For further information, see [Install required and recommended apps](#) (section 6.2).
- When your device becomes non-compliant with the company policy, the compliance status of your device is determined during the next synchronization process. In the Sophos Mobile Control app, you can view all violations. For further information, see [View compliance violations on your device](#) (section 6.3). You can also view the compliance violations for devices registered for you in the Self Service Portal. For further information, see [View compliance violations in the Self Service Portal](#) (section 7.2).

6 Using the Sophos Mobile Control app

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

6.1 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 useful, for example, if your device has been switched off for a long period of time and therefore has not been synchronized with the server.

To manually synchronize your device:

1. Open the Sophos Mobile Control app on your device.
2. In the **Home** view, tap the **Synchronize** icon.

6.2 Install required and recommended apps

Your system administrator may have configured required and recommended apps for your device. You can install these apps directly from the Sophos Mobile Control app.

1. Open the Sophos Mobile Control app on your device.
2. Flick to **Apps**.
3. Tap the apps shown under **Required** and **Recommended** and install them. The installation process depends on system configuration.

6.3 View compliance violations on your device

1. Open Sophos Mobile Control on your device.
2. Flick to **Compliance**.

A list of all compliance violations is displayed. For some compliance violations, there is a detail view offering more detailed information. Tap the violation to display the detail view. You can now carry out the necessary steps to make your device compliant again.

6.4 View server messages on your device

After Sophos Mobile Control has been installed and set up on your device, you can view messages sent by the Sophos Mobile Control server directly on your device.

1. Open Sophos Mobile Control on your device.
2. Flick to **Messages**.

The server messages are displayed in the **Messages** view. You can delete messages shown in this view.

Note: Messages are also displayed as toasts on your device when they come in. Tap the toast notification to go directly to the Sophos Mobile Control app.

According to system behavior toasts that you missed do not appear in the **Messages** view. If you do not tap the toast, it disappears.

6.5 Use the Support view

The Sophos Mobile Control app offers a **Support** view that shows support information.

To use the **Support** view:

1. Open Sophos Mobile Control on your device.
2. Flick to **Support**.

The **Support** view is displayed with support contact information. You can use this view to contact support directly.

7 Using the Self Service Portal after Sophos Mobile Control setup

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

7.1 Activate the Sophos Mobile Control app manually

If you have not activated the Sophos Mobile Control app when setting up Sophos Mobile Control on your Windows Phone 8 device or you need to activate the app manually due to other reasons, you can do so directly on your device.

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

A message is shown on the device prompting you to confirm app activation.

Note: If activation through the Self Service Portal does not work, you can also enter the service details shown in the Self Service Portal manually in the Sophos Mobile Control app under **Settings**.

4. Confirm the message displayed.

An email with an activation link is sent to your email account on your device.

Note: Activation through the link will only work, if the email address configured in the Self Service Portal is accessible on your device.

If you forward this email to a different email address configured on your device (for example your Live ID email address used for the Windows Marketplace), the link still works.

5. On your device, tap the activation link.

7.2 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. On the Welcome page of the Self Service Portal, go to 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. You can now carry out the necessary steps to make your device compliant again.

7.3 Wipe device

In case of theft or loss you can reset your registered device to its factory settings (wipe). If you are in doubt whether a full wipe is required, contact your system administrator.

Note: If you wipe your device, all data on the device is deleted.

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.

7.4 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 a Windows Phone 8 device. After the process has been completed, Sophos Mobile Control is set up again on your device.

7.5 Show location of your device

In case of theft or loss you can locate your registered Windows Phone 8 device based on GPS coordinates.

Prerequisites:

- Your system administrator has activated this function for the Self Service Portal.
- For this function, location services using GPS or wireless networks need to be allowed for your device.
- When you first start the Sophos Mobile Control app, you are prompted to allow the locate function. To enable the locate function, you need to confirm this prompt. Furthermore, the locate setting needs to be activated.
- The location settings in the Windows Phone 8 system settings needs to be activated.
- In the background tasks of the Windows Phone 8 system settings, Sophos Mobile Control must not be blocked.

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

A message box is displayed showing the date and time of the last known location.

4. Click **Show Location**.

The last known location is shown in a new tab in Google Maps.

7.6 Decommission device

If you no longer use your managed device, for example because you got a new one, you can decommission it.

This is particularly useful, if the number of devices you can register in the Self Service Portal is limited.

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

To decommission a managed device:

1. Go to the Self Service Portal Welcome page.

2. In the list of registered devices, go to the relevant device.
3. Select **Decommission** 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** and click **Decommission**.

Note: Depending on your synchronization settings, the decommissioning process can take up to 12 hours. To speed the process up, trigger a synchronization process manually on your device. For further information, see [Synchronize your device manually](#) (section 6.1).

Your device is removed from device management:

- The Sophos Mobile Control app and all policies are removed from the device.
- The server login data and all other data received from the server are removed.

7.6.1 Delete decommissioned device

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

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 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. Select **I am aware that the following action cannot be undone**.
5. Click **Delete device**.

7.7 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 can find the contact information for your support team and any further information required.

8 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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