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Sophos Mobile Control

User guide for Apple iOS

Product version: 4

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1 About Sophos Mobile Control

Sophos Mobile Control is a mobile device management solution for smartphones and tablets.

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

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

- install and set up Sophos Mobile Control on Apple iOS devices
- view messages sent by the server on your device
- view compliance violations on your device and in the Self Service Portal
- manually activate the Sophos Mobile Control app on your device

  Note: This function only applies to devices with versions older than iOS 7.

- manually synchronize registered devices with the Sophos Mobile Control server
- lock devices in case of theft or loss
- reset devices to their factory settings (wipe) if they are lost or stolen
- reconfigure your device if it has been wiped
- show the location of devices if they are lost or stolen
- decommission devices and delete them from the list of registered devices in the Self Service Portal
- reset the Sophos Mobile Encryption app password

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

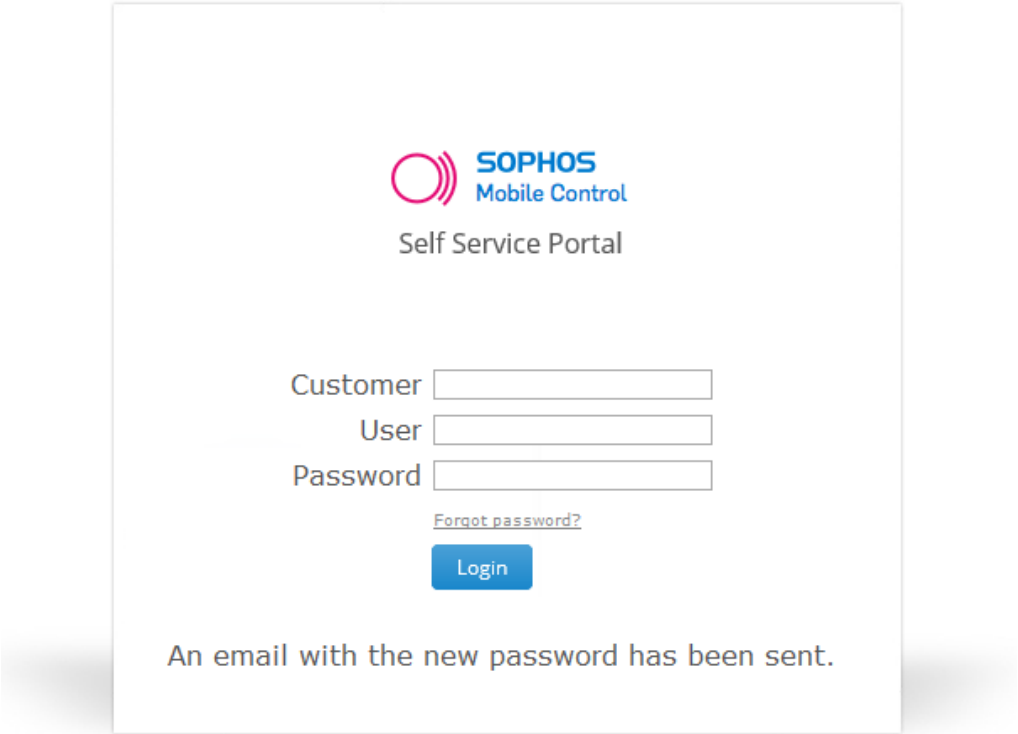
Note: Depending on the system configuration, the first login procedure may differ from the one described in this section. The procedure described refers to users created through Sophos Mobile Control internal user management. If a different user management method is used, you will receive the required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

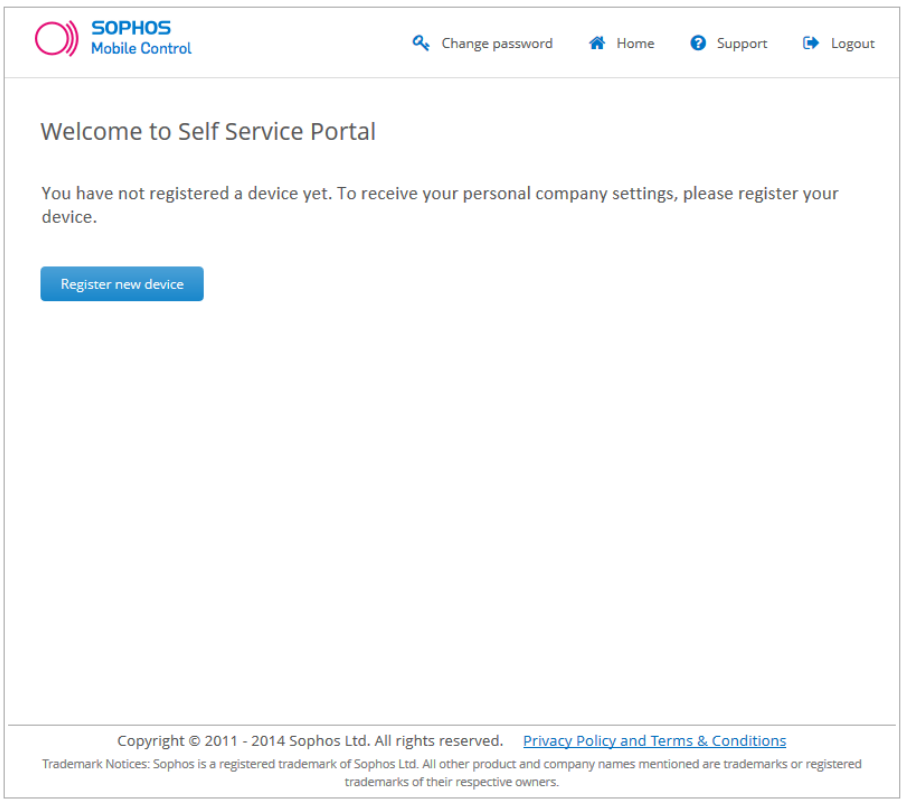
3.4 Logout

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

4 Set up Sophos Mobile Control on an Apple iPhone

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.

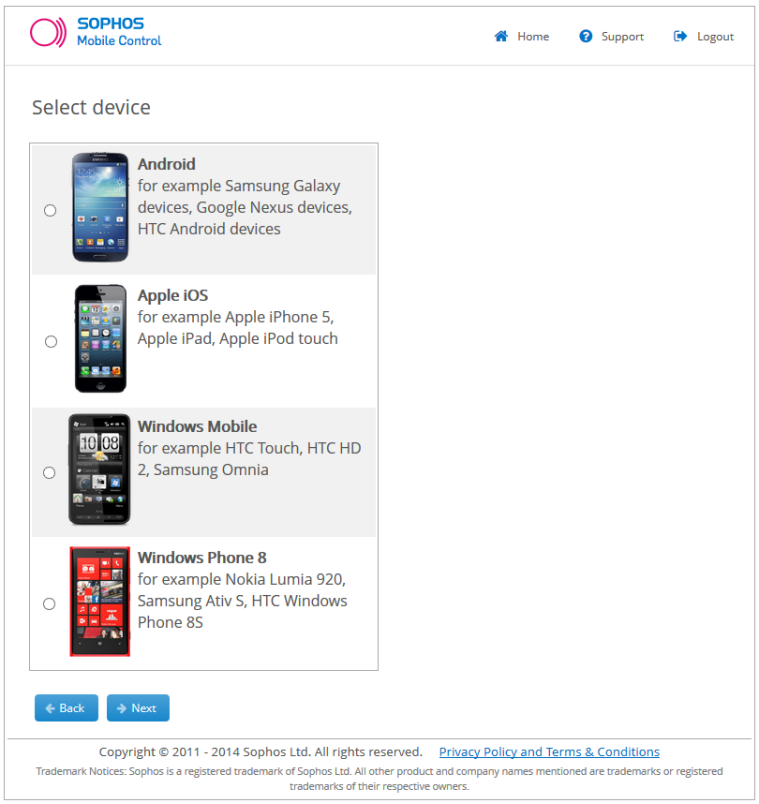
   Note: The number of devices you can register through the Self Service Portal may be restricted by company policy.

2. Click **Register new device**.

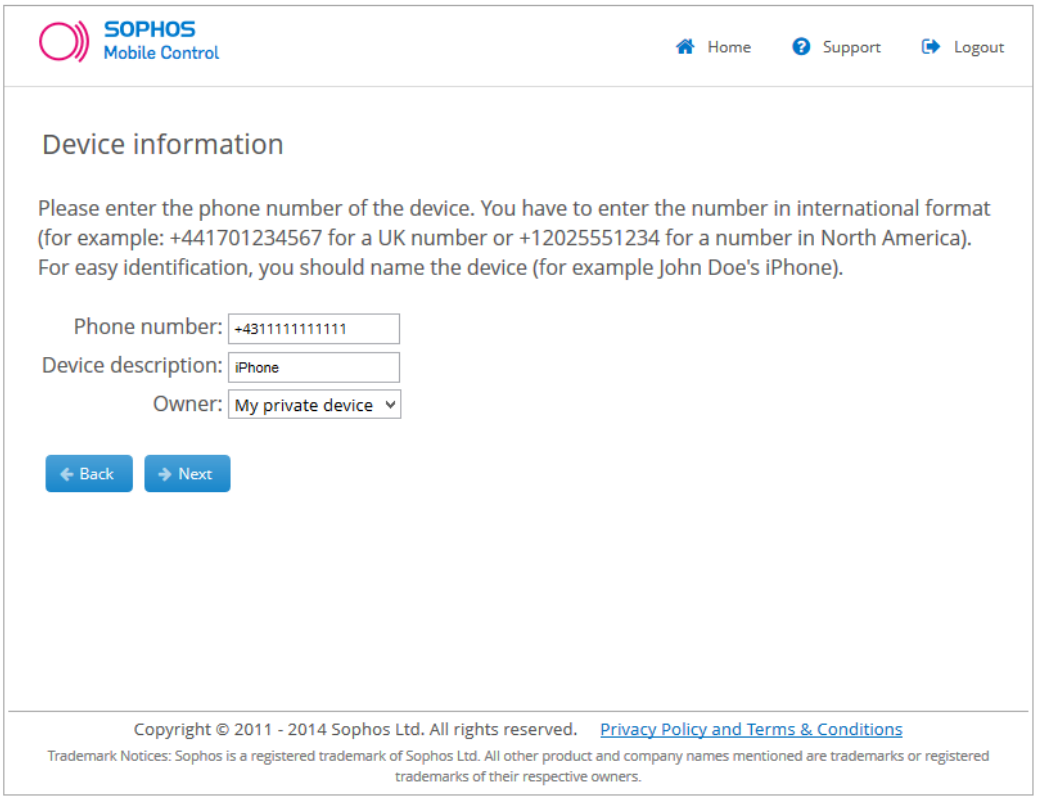
   The **Company Policy** page is displayed.

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

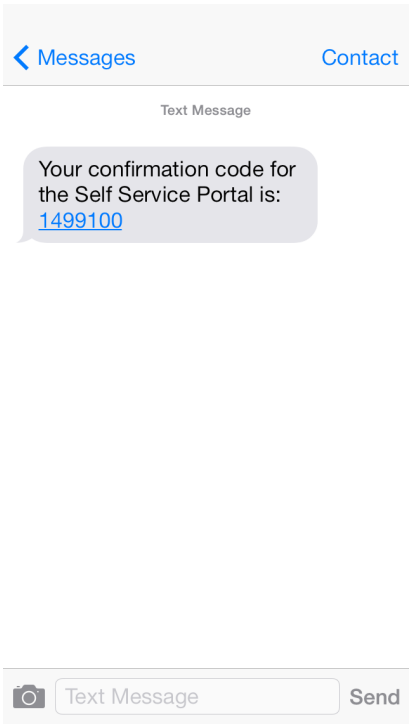
4. On the **Select device** page, select **Apple iOS** and click **Next**.



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**.

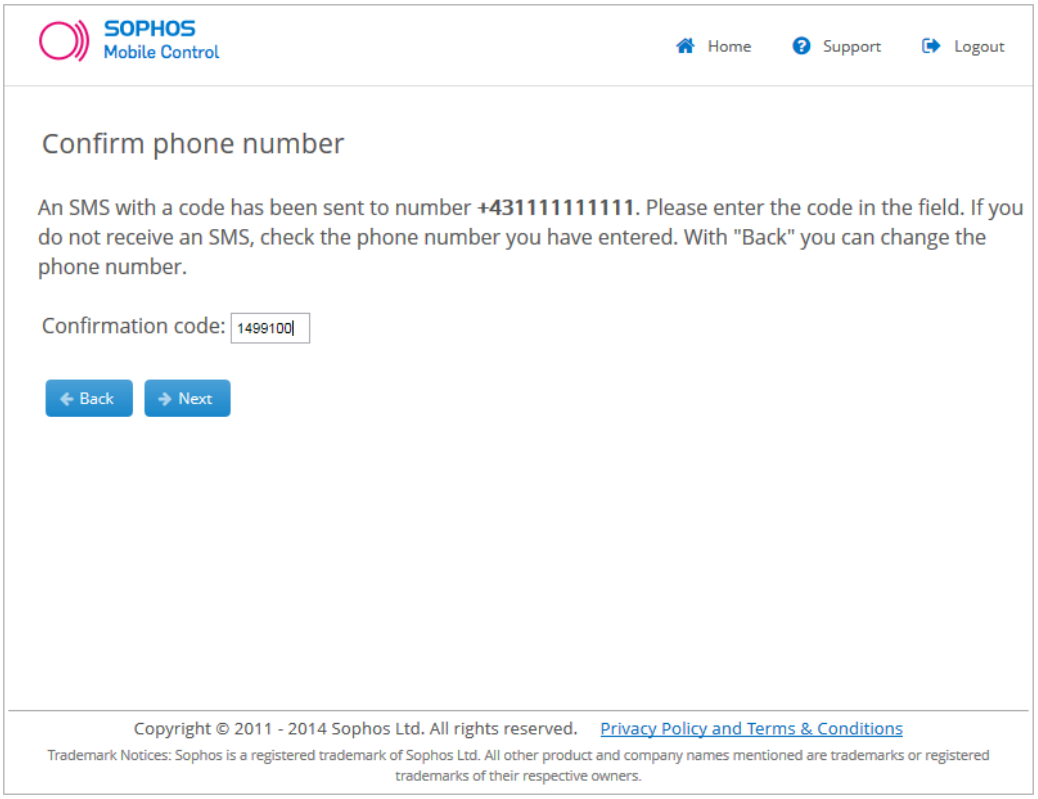


6. After you click **Next** a message with a confirmation code is sent to the phone number you have entered.



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

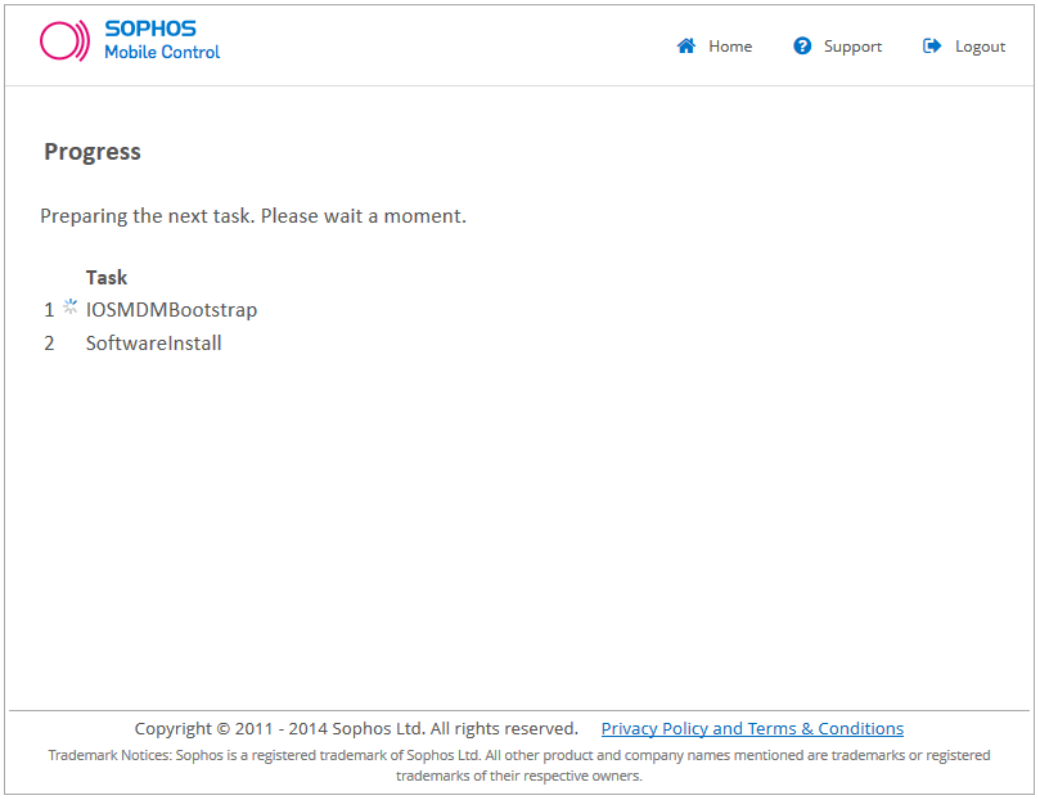
7. On the **Confirm phone number** page, enter the confirmation code.

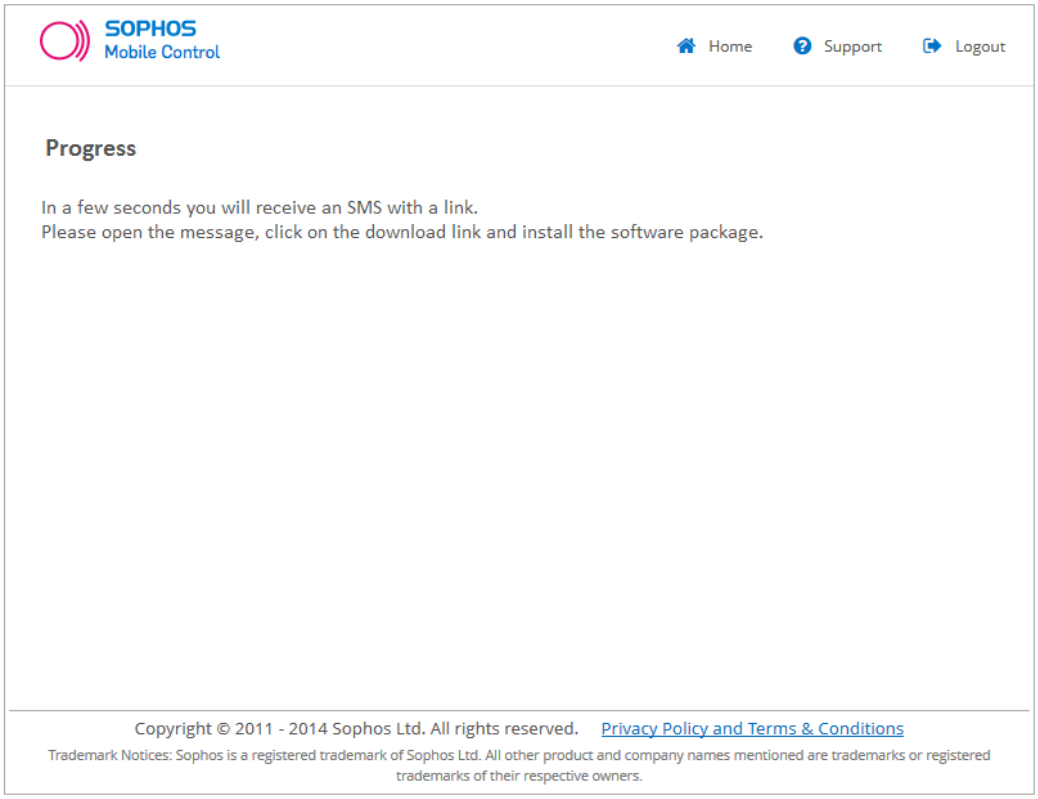


8. Click **Next** to initiate installation.

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

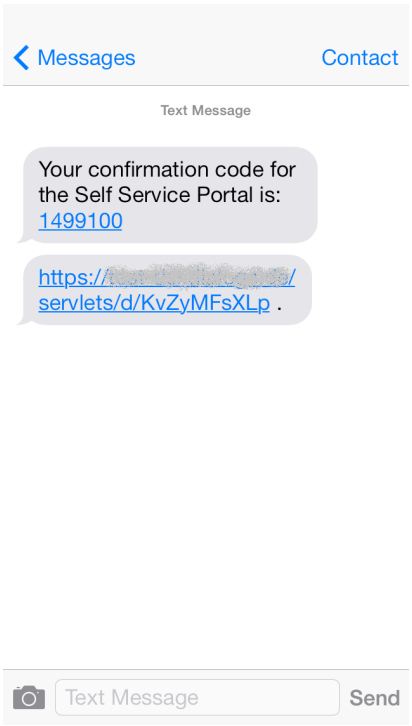
   Note: In part the installation and configuration process depend on your company-specific configuration, so different tasks may be shown.





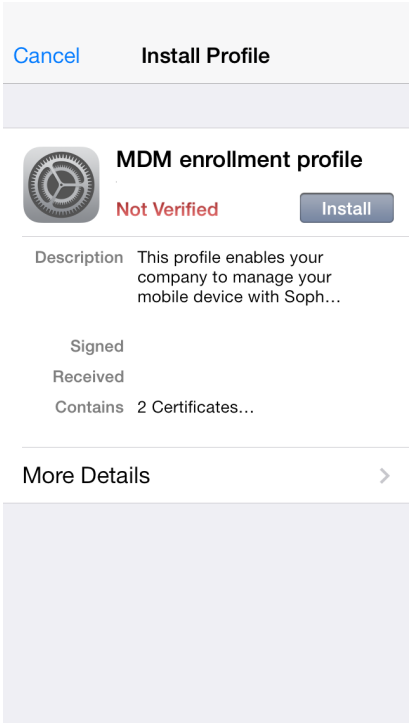
Note: With the **Home** button you can return to the Self Service Portal Welcome page. To return to the progress page, click **Show tasks** for the relevant device.

9. On your iPhone, you receive a message with a download link.



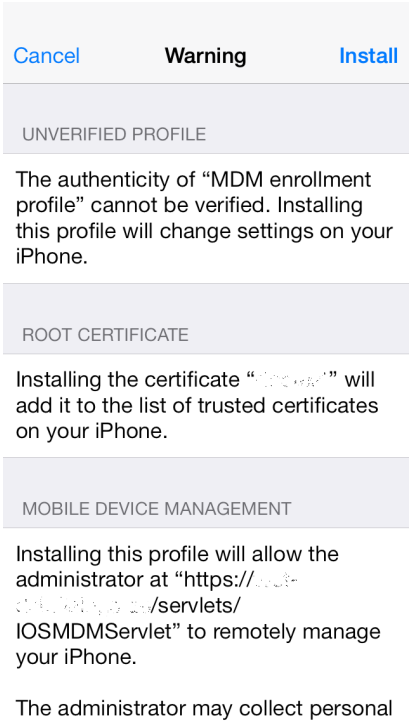
10. Tap the link.

    The Mobile Device Management profile installation page is displayed.



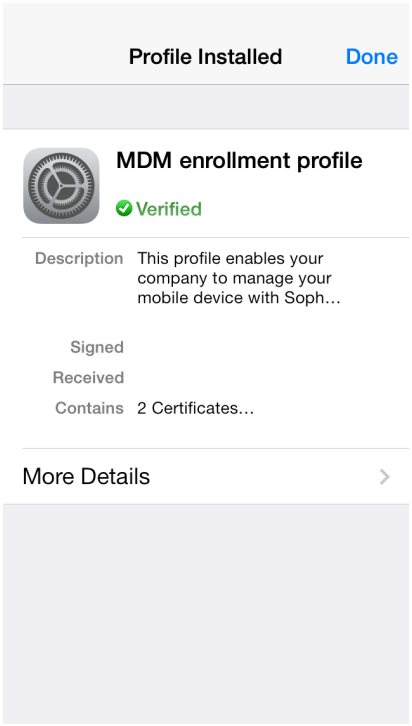
11. Tap **Install**.

    A warning message with information on what the installation process will do is displayed.



12. Tap **Install** to install the Mobile Device Management profile.

    Note: Depending on your iPhone's configuration you may have to enter your PIN. When installation has been completed, **Profile Installed** is displayed.



13. Tap **Done**.

    The installation of the Mobile Device Management profile has been completed.

14. After installation has been completed, a success message is displayed. Click **OK**.

    Note: In part the installation and configuration process depend on your company-specific configuration, so different tasks may be shown on the following **Configuration finished** page.

    If an app is installed on the device, an additional page may be displayed. On this page, you must confirm the installation of the app.

    Depending on the system configuration you may receive a post-install message that describes any further required steps. Follow the instructions in the message. Your device is displayed in the Sophos Mobile Control list of registered devices.

    Further installation and configuration steps may depend on your company-specific configuration. Follow the instructions on your device.

15. If your device uses an older iOS version than iOS 7, you need to activate the Sophos Mobile Control app on your device. If you have installed the app for the first time, open the app on your device. In the Self Service Portal list of registered devices, go to the relevant device, select **Activate Sophos Mobile Control app** from the **Please Select** dropdown list and click **Perform**.

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

5 Set up Sophos Mobile Control on an Apple iPad

You can set up Sophos Mobile Control on GSM and Wi-Fi iPads.

1. In the browser on your iPad, 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 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.

2. Tap **Register new device**.

   The **Company Policy** page is displayed.

3. Read the company policy information, select **I accept the terms** and tap **Next**.
4. On the **Select device** page, select **iOS** and tap **Next**.
5. On the **Device information** page, enter a **Device description** for your iPad. In the **Owner** field, select **My private device** or **Company device**. Tap **Next** to initiate installation.

   A **Progress** page shows an overview on setup progress. It is followed by a **Progress** page with short instructions on how to proceed. After installation has been prepared, a download link is displayed.

6. Tap the link.

   The browser moves to the background and the Mobile Device Management profile installation page is displayed.

7. Tap **Install**.

   A warning message with information on what the installation process will do is displayed.

8. Tap **Install**, to install the Mobile Device Management profile.

   Depending on your device configuration, you may be prompted to enter your password.

9. When the installation has been completed, **Profile Installed** is displayed. Tap **Done**.

   The installation of the Mobile Device Management profile has been completed. Depending on the system configuration you may receive a post-install message that describes any further required steps. Follow the instructions in the message. Your device is displayed in the Sophos Mobile Control list of registered devices.

   Further installation and configuration steps may depend on your company-specific configuration. Follow the instructions on your device.

10. If your device uses an older iOS version than iOS 7, you need to activate the Sophos Mobile Control app on your device. If you have installed the app for the first time, open the app on your device. In the Self Service Portal list of registered devices, go to the relevant device, select **Activate Sophos Mobile Control app** from the **Please Select** dropdown list and click **Perform**.

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

6 What to expect after installation

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

- Applications like Camera, Apple Store and YouTube may no longer be available on your mobile device.
- New applications may be available. In supervised mode, apps may have been pushed to your device and installed silently.
- Your email application may be preconfigured for access to your corporate mail server.
- 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 select **Apps**. For further information, see *Install required and recommended apps* (section 7.3).
- As soon as your device becomes non-compliant with the company policy (for example due to a non-compliant app installed on it), a Sophos Mobile Control notification is displayed on your device. In this case, you have to carry out the necessary steps to make your device compliant again.

  Note: To receive Sophos Mobile Control notifications, you have to enable notifications on your device. For further information, see your Apple documentation.

  In the Sophos Mobile Control app, you can view all violations. For further information, see *View compliance violations on your device* (section 7.4). 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 8.1).

Note: If the Mobile Device Management profile is removed from the mobile device, all data (email calendar items and contacts) and managed apps introduced by the profile will also be removed.

7 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 on your device, you can carry out the procedures described in the following sections by using the Sophos Mobile Control app.

7.1 Activate the Sophos Mobile Control app manually

Note: This function only applies to devices with versions older than iOS 7.

If you did not activate the Sophos Mobile Control app in the Self Service Portal when setting up Sophos Mobile Control on your Apple device or you need to activate the app manually due to other reasons, you can do so directly on your device.

Prerequisites:

- You need to know the URL of the Sophos Mobile Control server. If you have not set up Sophos Mobile Control yourself through the Self Service Portal, contact your system administrator for this information.
- You need an activation token. You find the token information under **Activation token** in the device details shown for your registered device in the device list on the Self Service Portal Welcome page.

1. Open the Sophos Mobile Control app on your device.

   The Sophos Mobile Control app opens with dialog for activating it.

2. Tap on **Enter manually**.
3. Enter the **Server URL** and the **Token** and tap **Connect**.

Note: If you use Sophos Mobile Control in Sophos Cloud you can also activate the app by scanning the QR Code in your enrollment email.

To do so tap on **Scan QR Code** and scan the QR Code in your enrollment email. Sophos Mobile Control will be activated automatically.

If you have the enrollment email on your mobile device you can click the activation link in the mail to activate Sophos Mobile Control.

7.2 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 useful, for example if:

- Your device has been switched off for some 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 (for example non-compliant apps) 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.

To manually synchronize your device:

1. Open the Sophos Mobile Control app on your device.
2. Tap **Home** in the menu/navigation bar on the bottom.
3. Tap **Synchronize now**.

7.3 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. Tap **Apps** in the menu/navigation bar on the bottom.

   A view with the two tabs **Required** and **Recommended** is displayed. If your system administrator has configured required and recommended apps for your device, they are shown in these two tabs.

3. Tap **Required**/**Recommended** to change between the two views.
4. In the **Required**/**Recommended** view, tap the required/recommended app.

Depending on the system configuration, the app is suggested for installation or installed directly on your device.

7.4 View compliance violations on your device

As soon as your device becomes non-compliant with the company policy (for example due to a non-compliant app installed on it), a push message is displayed on your device.

In the Sophos Mobile Control app, you can view all violations:

1. Open Sophos Mobile Control on your device.
2. Tap **Compliance** in the menu/navigation bar on the bottom.

A list of all compliance violations is displayed. You can now carry out the necessary steps to make your device compliant again.

7.5 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.

1. Open Sophos Mobile Control on your device.
2. Tap **Messages** in the menu/navigation bar on the bottom.

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

7.6 Use the Support view

The Sophos Mobile Control app offers a **Support** view that shows support information. In this view, you can also change the Sophos Mobile Control server, if necessary.

To use the **Support** view:

1. Open Sophos Mobile Control on your device.
2. Tap **Support** in the menu/navigation bar on the bottom.

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

8 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 on your device, you can carry out the procedures described in the following sections by using the Self Service Portal.

8.1 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. 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.

8.2 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 useful, for example if:

- Your device has been switched off for some 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 (for example non-compliant apps) 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**.

8.3 Lock device

If your registered device is lost or stolen, you can lock it.

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 **Lock device** from the **Please select** dropdown list and click **Perform**. A message box is displayed. Optionally, you can enter a lock message of up to 300 characters that will be displayed on the device after it has been locked. For example, you enter a message with a contact number in case your device is found. In the **Phone number to display** field, you can enter a number that is dialled automatically if somebody taps it in the lock message.

   Note: Lock messages are supported for devices with iOS 7 or later.

4. Confirm that you want to lock the device.

Your device is locked with your current password.

8.4 Reset device password

You can remotely reset your device password in 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 **Reset password** 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 **Reset password**.

Your password is removed from your device. When you unlock your device, you are prompted to define a new password within 60 minutes and confirm it.

8.5 Wipe device

If your registered device is lost or stolen you can reset it to its factory settings (wipe it). 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.

8.6 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 Apple iPhones and Apple iPads. After the process has been completed, Sophos Mobile Control is set up again on your device.

8.7 Show location of your device

If your registered device is lost or stolen, you can locate it.

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.

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 last location.

4. To show the last known location, click **Show Location**.

8.8 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**.

Your device is removed from device management:

- The MDM base profile and all further profiles and managed apps installed through Sophos Mobile Control are removed.
- The Sophos Mobile Control app is uninstalled.
- Restrictions imposed on the device are lifted.
- The mail account configured through Sophos Mobile Control is removed with all mails.

8.8.1 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 registered 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**.

8.9 Reset Mobile Encryption app password

You can remotely reset your Mobile Encryption app password in 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 **Reset Mobile Encryption app password** from the **Please select** drop-down list and click **Perform**.

   A message box is displayed informing you that you will need to enter a new password.

4. Select **I am aware that the following action cannot be undone** and click **Reset Mobile Encryption app password**.

Your Mobile Encryption app password is removed. You are prompted to define a new password.

8.10 Support information in the Self Service Portal

If 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.

9 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.

10 Legal notices

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