

Microsoft Intune Enrollment Instructions

What is Microsoft Intune?

- Microsoft Intune is a Mobile Device Management system (MDM). Johns Hopkins has chosen Microsoft Intune to manage Johns Hopkins information on company issued or personally owned devices which receive Hopkins Email Only.

Why does Johns Hopkins use Intune?

- It provides users easy access to Johns Hopkins data and mobile resources (Ex. email, Wi-Fi, and apps).
- It assures the security of Johns Hopkins Data by ensuring that the mobile device is compliant with Johns Hopkins basic security criteria.

Why would I use Intune?

- Intune will automatically configure your mobile device with your Johns Hopkins email, and Wi-Fi.
- Email and Wi-Fi will no longer be negatively affected by password changes.
- Intune will provide access to important Johns Hopkins Apps that you may choose to install.

What is security criteria enforced on my device?

- Device is encrypted
- Device is not jailbroken or rooted
- Device is locked with a PIN of at least 4 characters after being idle for 60 minutes
- Device requires a PIN to boot up

What can IT@JH see and not see on my device?

IT cannot see this type of information on your phone or tablet:

- Call History
- Location
- Text Messages
- Camera Roll
- Personal Data
- Personal E-mail, Contacts, and Calendar
- Web History
- **Personal Apps**

IT can see this type of information on your phone or tablet:

- Owner
- Model
- Device Name
- Operating System
- Serial Number
- Company Apps
- Manufacturer

Do I have to use Intune?

- No, Intune is only required if you plan on accessing Johns Hopkins Business Email Only and/or Wi-Fi from a mobile device. If you do not plan on accessing Johns Hopkins Email or Wi-Fi, there is no need to enroll your devices.

My Department is purchasing mobile devices for a specific business purpose. Do the devices have to be enrolled in Intune?

- No, Intune is for mobile devices, which require email and/or Wi-Fi only. Departmental, Clinical-based or business related projects are managed via AirWatch MDM. Please contact your LAN Administrator or Computer Support Person if you have any questions or need assistance with project based devices.

How To Enroll in Microsoft Intune

iOS Quick Instructions: Your iOS native applications (Mail, Calendar, Contacts) will be configured for your email account.

1. If you don't have a device PIN on your mobile device, set one now.
2. **DELETE** your current Hopkins email account/profile on your mobile device.
3. Install the Intune Company Portal App (free) from the App Store.
4. Open the Comp Portal app and sign in using **JHEDID@jh.edu** (**NOTE – the domain needs to be @jh.edu**).
5. Authenticate using your JHEDID and password to begin enrollment.
6. Start enrollment and accept all prompts and permissions until complete.
7. Wait about five minutes for email to automatically configure.

Additional iOS Enrollment Instructions:

- [Detailed iOS Instructions with Screenshots](#)
- [iOS Instructional Video](#)

Android Quick Instructions:

1. If you don't have a device PIN, set one now.
2. **DELETE** your current Hopkins email account/profile on your mobile device.
3. If presented the option, enable "Secure Boot" or "Boot Pin".
4. Install the Play Store's free Intune Company Portal app.
5. Open the app, sign in using JHEDID@jh.edu and tap Next (**NOTE – the domain needs to be @jh.edu**).
6. Authenticate using your JHEDID and password to begin enrollment.
7. Start enrollment and accept all prompts and permissions until complete.
8. From Home, drag down Notification Panel.
9. Tap "Certificate authorities installed".
10. Choose Accept and enter device pin.
11. Open All Apps Drawer to see newly installed apps.

NOTE – Icons: Orange Briefcase OR on some Samsungs, Blue Briefcase in "Workspace" folder

1. Open the Gmail app with Orange or Blue Briefcase.
2. Select certificate and tap Allow.
3. Accept and update all prompts and permissions.

Expect about 3 minutes before your email begins to download

NOTE – You must use the GMail application to access your email.

Additional Android Enrollment Instructions:

- [Detailed Android Instructions with Screenshots](#)
- [Android Instructional Video](#)



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