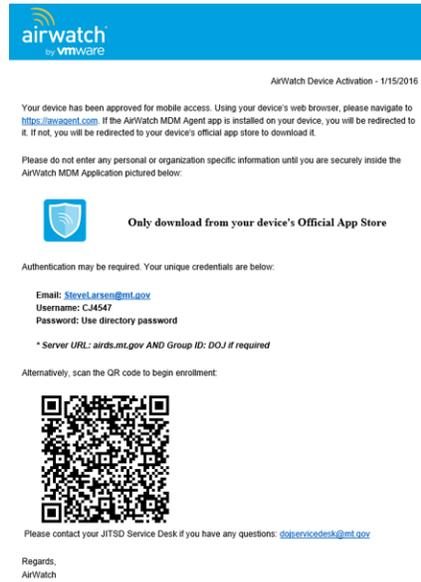


State Owned Apple iOS AirWatch Application Installation

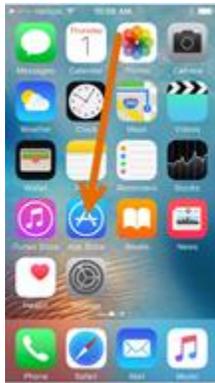
Once your device is enrolled, you will receive an email similar to this:



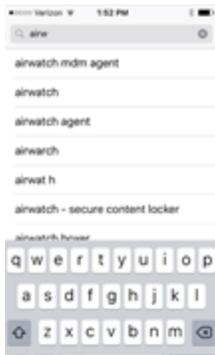
Your phone must have an Apple ID associated with it and access to the Apple App store to proceed.

The screenshots and instructions below are from an Apple iPhone 5s. Your steps and display may vary slightly if you are using a device other than an Apple iPhone 5s.

State Owned Apple iOS *AirWatch Agent*



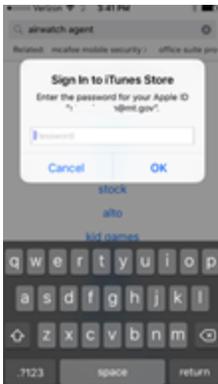
1.) Open App Store.



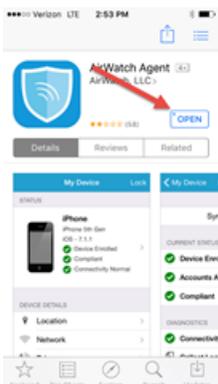
2.) Search for Airwatch Agent (AirWatch MDM Agent is the same app).



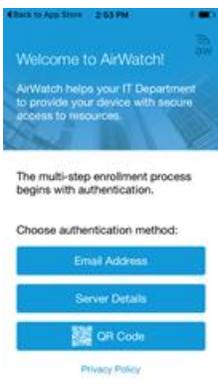
3.) Press the “cloud” icon to download Airwatch Agent.



4.) Enter your iTunes store password, *if prompted*.



5.) Once this download completes, press Open.



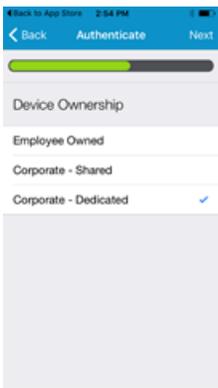
6.) Press Email Address.



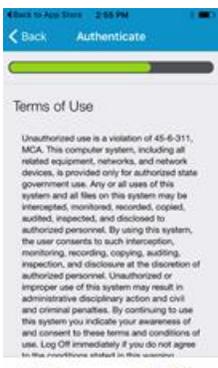
7.) Enter your State Email Address then press Go.



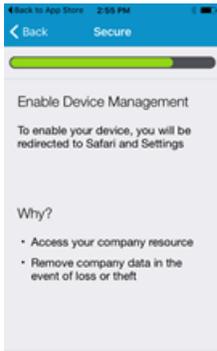
8.) Enter your State email credentials. Username is just your "C#xxxx not prefaced with state\ .



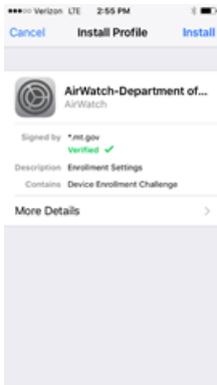
9.) Choose your device ownership - Corporate Dedicated is default, then press Next.



10.) Press Accept to accept the SOM Terms of Use – this policy applies to this entire device.



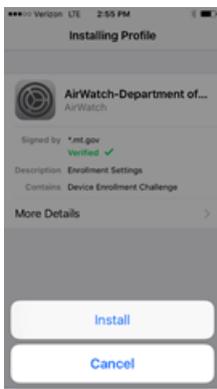
11.) Press Redirect & Enable.



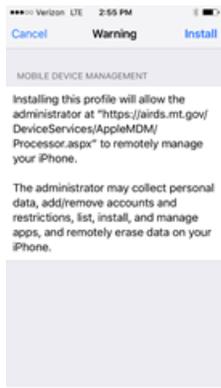
12.) Press Install.



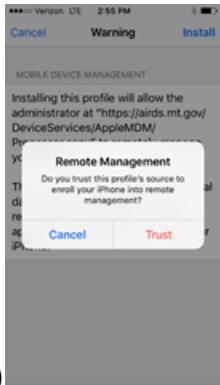
13.) Enter your device's current Passcode.



14.) Press Install.



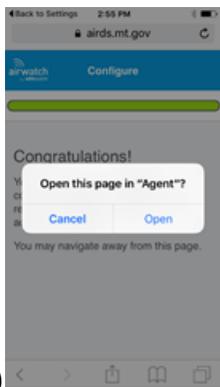
15.) Press Install.



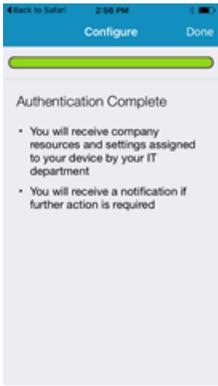
16.) Press Trust.



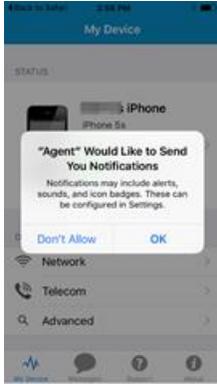
17.) Press Done.



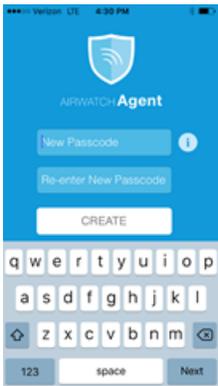
18.) Press Open.



19.) Press Done.



20.) Press Don't Allow – unless you want to be prompted audibly when Airwatch agent has notifications for you, then choose OK. You may change this choice later, see [Adjust Notifications](#) at the end of this document for details.

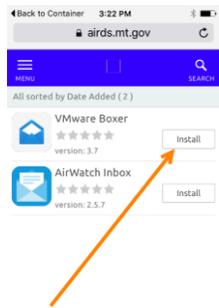


21.) Enter an eight character (or longer) alphanumeric Passcode. Confirm this passcode then press CREATE.



22.) Press your device's Home button.

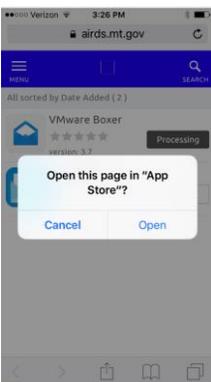
VMWare Boxer



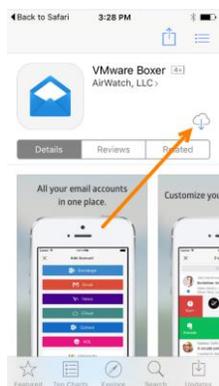
1.) Touch Install next to VMware Boxer.



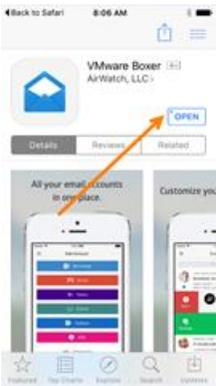
2.) Touch Install.



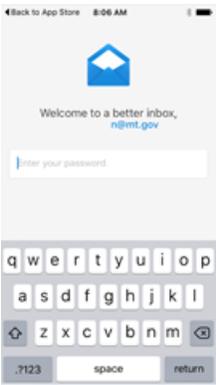
3.) Touch Open.



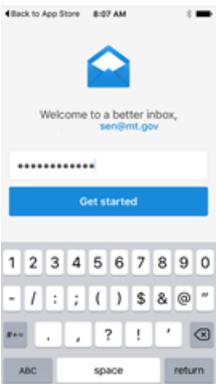
4.) Touch the "cloud" icon to download Boxer.



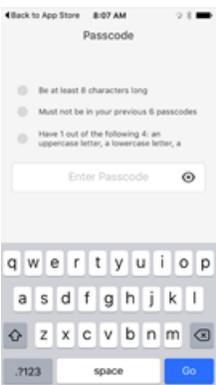
5.) Touch Open.



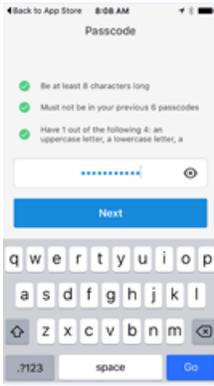
6.) Enter your State of Montana email password.



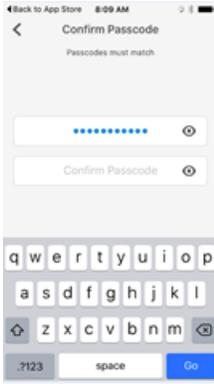
7.) Touch "Get started".



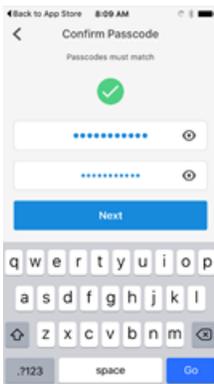
8.) Enter an eight-character Alphanumeric passcode. (This passcode must be 8 characters or more and contain at least one letter and one number.)



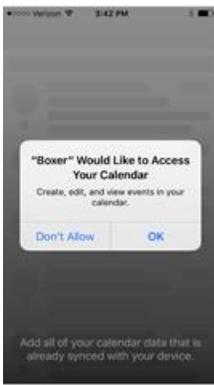
9.) Touch "Next".



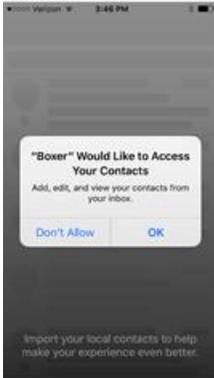
10.) Enter your new passcode again.



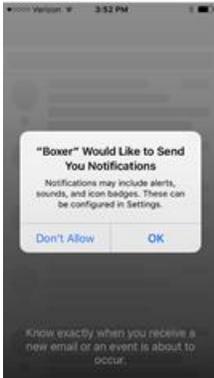
11.) Touch "Next".



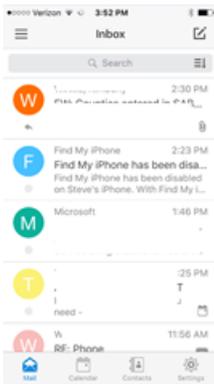
12.) Touch "OK" to sync your local (Native) calendar and other account calendars to Boxer or choose "Don't Allow" to keep these separate.



- 13.) Touch “OK” to sync your local (Native) contacts and other account contacts to Boxer or choose “Don’t Allow” to keep these separate.



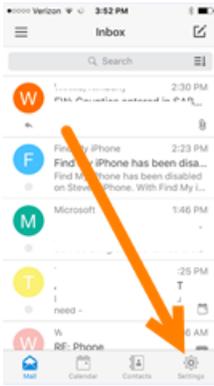
- 14.) Touch Okay to allow Boxer to send notifications to your Lock screen and alert you to email and calendar events. You may change this choice later, see [Adjust Notifications](#) at the end of this document for details.



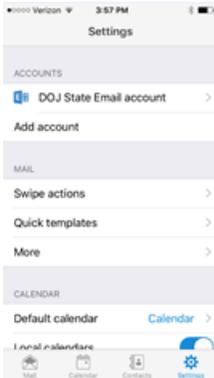
- 15.) Email, Calendar and Contacts can all be managed from within this application.

Boxer Biometric Password

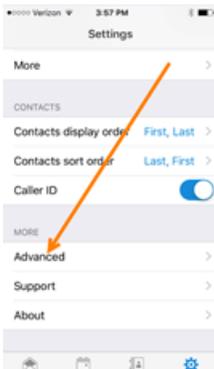
Boxer can store your fingerprint and associate this with the eight-character password that you set in the previous steps. If you have not configured Touch iD and want to use Biometrics (fingerprints) to store your password, please see [Apple iOS Biometric Device Unlock feature \(Optional for iPhone 5s and latter Devices\)](#) then return to this section.



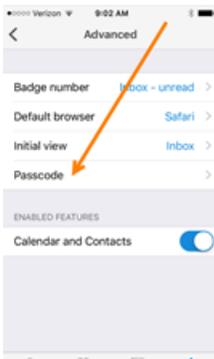
16.) Touch the settings icon indicated to configure Boxer to allow your fingerprint to allow access to unlock this application. *Note: Your eight-character password will still need to be updated at least every 60 days.*



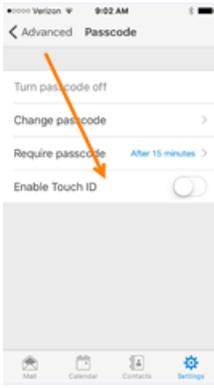
17.) Scroll down until you see "Advanced".



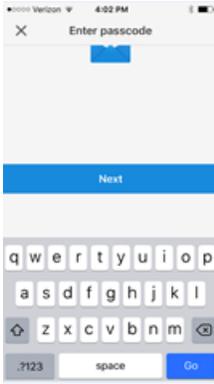
18.) Touch "Advanced".



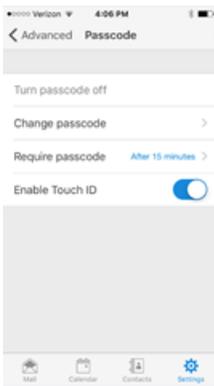
19.) Touch Passcode.



- 20.) Move the slider in the Enable Touch ID section to the right.



- 21.) Type the eight-character passcode you entered in steps 21 & 22, then touch “Next” or “Go”.



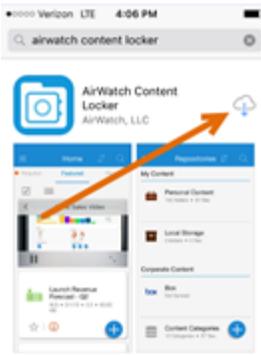
- 22.) Touch Mail, Calendar or Contacts to explore Boxer or press your iPhone’s home button to exit Boxer.

Boxer Additional Information

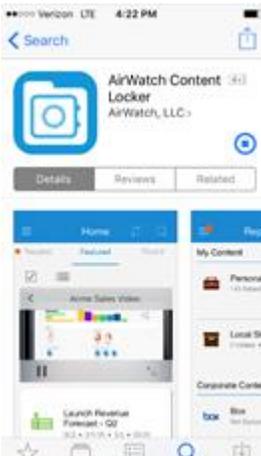
“VMware Boxer v3.7 for iOS User Guide” provides additional details regarding the Boxer application. This may have been provided with these installation instructions, if not please contact DOJServiceDesk@mt.gov and them to email a copy to you.

Airwatch Content Locker

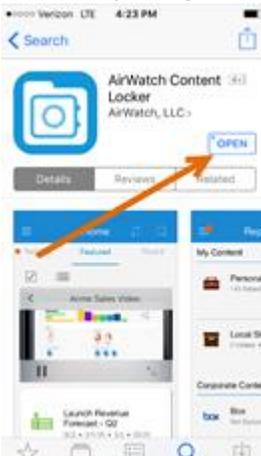
- 1.) Search for AirWatch Content Locker in your App Store application.



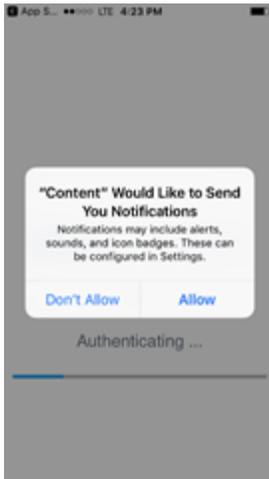
- 2.)  Press GET or the (cloud icon if you had previously retrieved this application).



- 3.) Allow AirWatch Content Locker to download and install (This is the largest of the AirWatch packages, it contains Document viewers for all of the different types of attachments available).



- 4.) Press OPEN.



- 5.) Press Allow. Read through the the tutorial presented or press your device Home button.

Remove your previously configured State Email Account

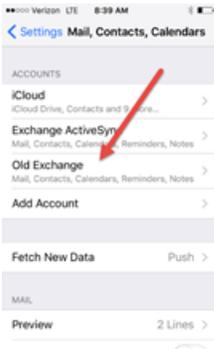
If your device was configured with a State email account previously, remove this account. This old account will become unable to access the State Exchange server April 1, 2016.



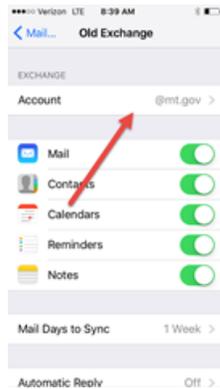
- 1.) Open your Settings Application.



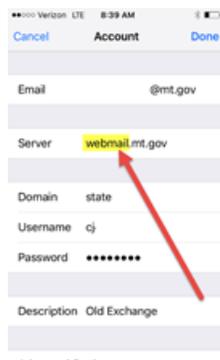
- 2.) Press Mail, Contacts, Calendars



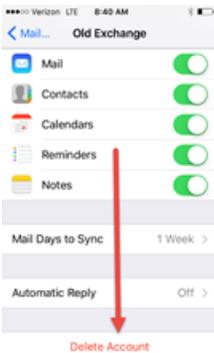
- 3.) Press your old State ActiveSync Exchange Account(s). Your account name(s) will vary depending on what name you gave this/these accounts. If you have more than one State email account, like above, repeat these steps for each account.



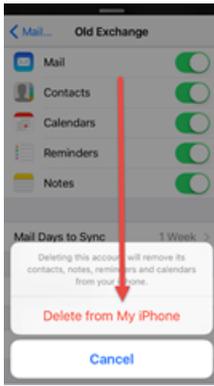
- 4.) Touch the Account youremailname@mt.gov



- 5.) Press Done at this screen.

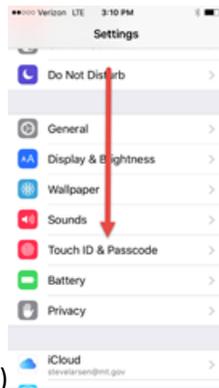


- 6.) Scroll to the bottom of this screen and touch Delete Account.



7.) Touch “Delete from My iPhone” and return to your Home Screen

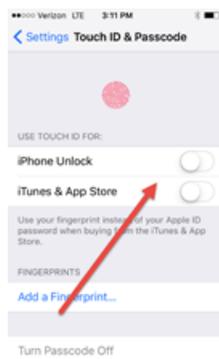
Apple iOS Biometric Device Unlock feature (Optional for iPhone 5s and latter Devices)



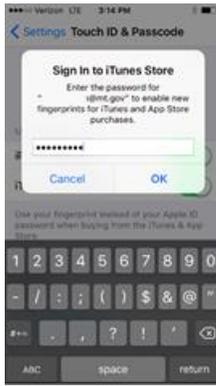
1.)(optional) Open your settings Application, then touch “Touch ID and Passcode”.



2.)(optional) Enter the device passcode that you set in previous steps.



3.) (optional) Slide “iPhone Unlock” buttons to the right. And follow the prompts presented store your thumbprint on your iPhone.



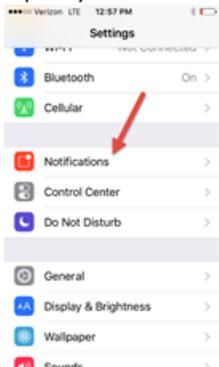
4.) (optional) Slide iTunes & App Store button to the right and enter your iTunes and App store password.

Your Device and iTunes Store password is now saved in your Touch iD application.

Adjust Notifications

To recieve notifications, you need to be connected to a Wi-Fi or Cellular network.

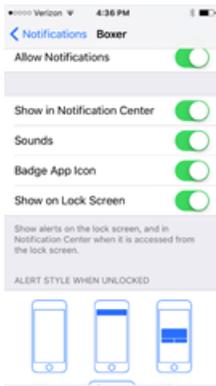
1.) Open your device's Settings application.



2.) Touch Notifications



3.) Select the application that you want to adjust.



4.) Adjust the available settings to suit your needs.

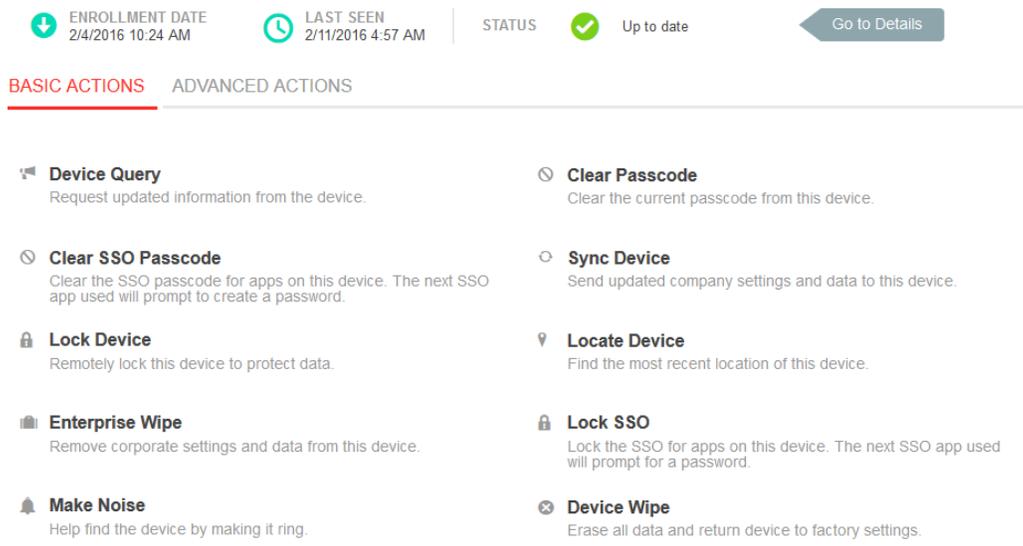
If you've recently installed an app or restored from a backup, open the app to start getting notifications.

AirWatch Self Service Portal

Accessing <https://aircon.mt.gov/MyDevice/> allows customers to perform actions to assist themselves with their AirWatch Registered device(s).

The most used functions in this portal may be:

- Clearing Single Sign On (SSO) or Device Passcodes, if these are forgotten.
- Make Noise causing device to ring - the same as calling the devices phone number.
- Enterprise Wiping (removes only the AirWatch Applications), Device Wiping (clears all applications and data) the device if it is lost.
- An example of the basic functions follows:



- Locate Device is not available since GPS tracking of our devices is not enabled.