Exchange Online Mobile Device Management

Bypassing MFA on Mobile Device Using InTune Company Portal—iPhone

Notes:

- Please make sure that you have put in a request for this MDM Conditional Access with InTune. This process will not work if you have not been added to the appropriate group by an ITD Administrator.
- Please have your Apple ID and password and mobile phone PIN available when you set this up.
- This process can vary for different users based on iOS version, so these steps may not always be in the exact order. If you run into issues, please contact migrationhelp@mtsu.edu.

User instructions:

1) Remove Exchange email account if it is already on device (Settings>Passwords & Accounts>Click on the Exchange account>Scroll to bottom and click “Delete”)
2) Add Exchange account – Settings>Passwords & Accounts>Add account> Exchange
3) Enter username@mtsu.edu and account name (i.e. MTSU or Exchange)
4) Enter your password
5) Click on “Enroll now”

6) Choose your account
7) Click on “Get the app”

8) You will be taken to iTunes. Click “Get” on the app page.
9) At this point you may be prompted to sign into the iTunes Store with your Apple ID and password. Enter password and click “OK”

10) Install the app
11) Open app
12) Sign in again

13) Set up MTSU Software Portal Access – Click on “BEGIN”
14) Device management and your privacy – you will see a list of what the software can and can’t do. Click “Continue”

15) Goes through process of downloading management profile. Click “Continue”
16) You will get a pop up that says “This website is trying to download a configuration....” Click “Allow”
17) You will get a pop up that says Profile downloaded. Click “Close”
18) On the Download management profile screen, look for the words “Continue now” in the text and click on it.

19) You should have the first two steps checked at this time. Click “Continue”
20) How to install management profile – Go to settings > General> Profiles>Management Profile (you may need to cancel out of the portal and email to get back to General)
21) Management profile should say verified. Click “Install”

22) At top right corner, click “Install”

23) You will be prompted for your mobile phone PIN
24) Remote Management asks for Trust – Click on “Trust”

25) Once the profile is installed, click “Done” on the top right.
26) Choose the best category for this device: Android devices or Apple iOS device (Please note

27) Apple iOS device and click “Continue”
28) Get notified so you don’t lose access – Click “OK”
29) Comp Portal would like to send you notifications – Click “Allow”

30) Go back to Email set up. Passwords & Accounts > Add account > Exchange Enter username and password. Click “Sign in”
31) Device requires a client certificate – Click “Continue”

32) Verified and done