MobileIron Device Management Access for Telecom Coordinators

DoIT Mobile Email Support Team has assigned permissions and you have been given admin rights as the agency Telecom Coordinator. You will only be able to see and perform admin actions on your agency devices.

We've listed below some common topics that this tool with help assist you in your role as a Telecom Coordinator.

How to log into the MobileIron portal to help monitor mobile phones and iPads for your agency

1) Open a browser and go to https://mdmadmin.illinois.gov/mifs/login.jsp
2) Logon with first.last and your normal password (case sensitive)
3) To view a list of your agency devices, Click on Devices & Users

   Note: If you receive an email notification for a user who has been put thru the off-boarding deletion process, their company code is changed in that process, so it no longer matches your agency, so this tool will NOT display that user's device.

View IOS versions being used on your agency devices

1) To identify devices at your agency needing attention using the new tool,
   a) Click the blue gear
   b) Scroll down to OS Version and click on it
      i)   Anti-phishing fields aren't necessary so can be unchecked
2) To sort by OS Version, click on the OS VERSION column heading

   Note: iOS versions are important to keep up to date to reduce security risks and14.8 is the minimum iOS version to be within compliance.

Monitoring Devices for successful communications with MobileIron

1) Click on Devices & Users
2) Click on the LAST CHECK-IN column heading to sort
   a) Clicking on the column heading will toggle between sorting ascending or descending

   Note: DoIT expects all devices to have current check-ins so they can get the latest policies pushed to them. We send notifications to users if they exceed 10 days. If the check-in is not current, possible reasons are listed below:

- Device is powered off.
- Device lost configuration and needs wiped and re-setup
- Device is lost.
- Device was replaced due to damage and old one should be retired from MobileIron.
- Device is no longer used and has been returned to telecom coordinator and should be retired from MobileIron
- Device was wiped by user and re-setup and they have two entries. The last check-in time for the old one is normally blank and should be retired from MobileIron.

Monitor the MODEL column for an Exclamation Point next to any device

1) To see the error code, hover your mouse pointer over the exclamation point. Common errors are:
   a) Passcode Required
      i) Instruct user to set the passcode
      ii) A force check in within this tool will update the status of the device
   b) IOS location based backup disabled (most common)
      i) Instruct user to go to Settings, Privacy, Location Services, find MobileIron app and set to Always

      NOTE: If the passcode was set and location services are turned on but the error persists, the device is possible compromised. Please contact DoIT mobile Support at DoIT.MobileEmailSupport@illinois.gov

Unlock the device to allow user to reset passcode

1) Click on Devices & Users
2) Find the user using the search (easiest to use last name, otherwise use the email address)
3) Click on the box in front of the user
4) Click on Actions
5) Click on Unlock device
6) This will unlock device and user will need to set a new passcode.