

Mobile Device Request Management System Instructions

These instructions will help guide the telecom coordinators through the Mobile Device request system. The system is setup to request both state issued and personal devices to be added to the Mobile Device Management solution (MobileIron). This new application was created to help streamline the request process, gather all required information, and most importantly to document and capture the users' acceptance of the Mobile Device policy. All users must review and accept the policy before their device will be added to the system. No Exceptions.

To access the system use the link below; you will want to bookmark this in your favorites or add it to your favorites bar. You will be prompted for your network credentials before allowed to access the app. For your ID you will need to use your domain name \ your login id. Examples below

Illinois\jane.doe DOC\cona999 REV\RMAS999 Central\MillerR

<https://pim.illinois.gov/NewMobile/NewMobile.asp>

Once logged in you will see the below screen.

1. As explained on the screen you can put in the users name or email address; partials are accepted; then click search.
2. The resulting email addresses will display below the Search button.
3. Click the user's email address you are requesting to add and you will be taken to the 2nd screen below.



The screenshot shows the 'ILLINOIS.GOV' logo at the top. Below it is the title 'Mobile Device Request Management System'. The main instruction reads: 'To search and add a new user or setup a replacement device Fill in full or partial info and click Search'. There are three input fields: 'LastName' with 'miller', 'FirstName' with 'r', and 'Email' which is empty. A 'Search' button is located below the fields. At the bottom, it says 'Select user by clicking EmailAddress Hyperlink'.

From this screen click the State button for state issued devices; and the Personal button for BYOD users; then click Submit.

If it is a Personal device your part is done. You will be directed back to the main screen and your requests will be listed below the Search button with current status.



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Mobile Device Request Management System

Email Address Ronald.J.Miller@Illinois.gov

Agency [CMS](#)

Ownership State Personal

For State devices, you will see the screen below. You will need to fill in the appropriate information for the device; then click submit. Note: the Submit button will not be highlighted until all fields have been populated. You will be directed back to the main screen and your requests will be listed below the Search button.

State Device screen



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Mobile Device Request Management System

Email Address Ronald.J.Miller@Illinois.gov

Agency [CMS](#)

Device Phone #

Device Carrier

Device Type

Device Model

The end user will receive an automated email message (see Email Message 1 on page 5) with a link and instructions; once they click the link they will be directed to the user agreement screen. They then need to watch the video, review the policy, and accept the Mobile Device policy by clicking the “I, user name,...” accept button; then click Submit.

Mobile Device User Agreement

Registering Ronald.J.Miller@Illinois.gov

State of Illinois Mobile Device Security Policy

→ [Please click this link to view a short Video further explaining the below policy](#)

POLICY STATEMENT

The Illinois Department of Central Management Services, Bureau of Communication and Computer Services (CMS/BCCS) seeks to protect State of Illinois (State) information, systems and records from unauthorized access, use, disclosure, alteration, modification, deletion, destruction and/or removal.

PURPOSE

This document describes the minimum security policy for remote access to State information and systems both from State-owned and User-owned Authorized Mobile Devices. All Authorized Devices used to access State information and systems must be appropriately secured to prevent unauthorized access and to prevent confidential data (as defined in the Data Classification Policy) from being lost or compromised, to reduce the risk of spreading viruses, and to mitigate other forms of abuse of the State of Illinois' computing and information infrastructure.

SCOPE

This Mobile Device Security Policy applies to any Authorized Mobile Device, owned either by the State or by a User, which is used to remotely access State information and systems. The procedures underlying this policy will be reviewed and updated every 365 days, and the policy will be reviewed and updated every three years.

DEFINITIONS

I, Ronald.J.Miller@Illinois.gov, by clicking the check box acknowledge I have completely read, viewed, understand, and agree to the Mobile Device Security Policy document and video terms.

or

I, Ronald.J.Miller@Illinois.gov, do NOT concur with the Policy and do not accept the terms.

Submit

State issued device user process is complete and they can exit the browser.

Personal device users will be sent to another screen where they will fill out information about their personal device then click the submit button to complete their portion.

If the user does NOT accept the policy, their process will be cancelled and an email will be sent to the requester and CMS.BCCS.MobileEmailSupport letting them know the user did not accept; therefore, they will not be added to the system. (See Email Message 2 on page 5)

ILLINOIS.gov

Mobile Device User Agreement

Email Address Ronald.J.Miller@Illinois.gov
 Agency CMS

Please enter the below information about your personal device once completed click the submit button. Note all fields are required.

Device Phone #

Device Carrier

Device Type

Device Model

Once user step(s) have been completed, the requester and CMS.BCCS.MobileEmailSupport will be notified via an email (See Email Message 3 on page 5) that the user has accepted policy and device ready to be added. No action required on your part.

The PIM team will add the user to MobileIron and generate the final email to the end-user and cc: you the requester with appropriate instructions on setting up the device. (See Email Message 4 on page 5)

Note: You can access the system at any time to check the status of your requests or all of your agency requests. You can click on an email address in the list to expand the details of the request status. See 2nd screen to the right. There is a home button in upper left corner of this screen to take you back.



Mobile Device Request Management System

To search and add a new user or setup a replacement device
 Fill in full or partial info and click Search

LastName

FirstName

Email

Status of current and previous mobile requests; Show me [All](#) of my Agencies or [Just-Mine](#)

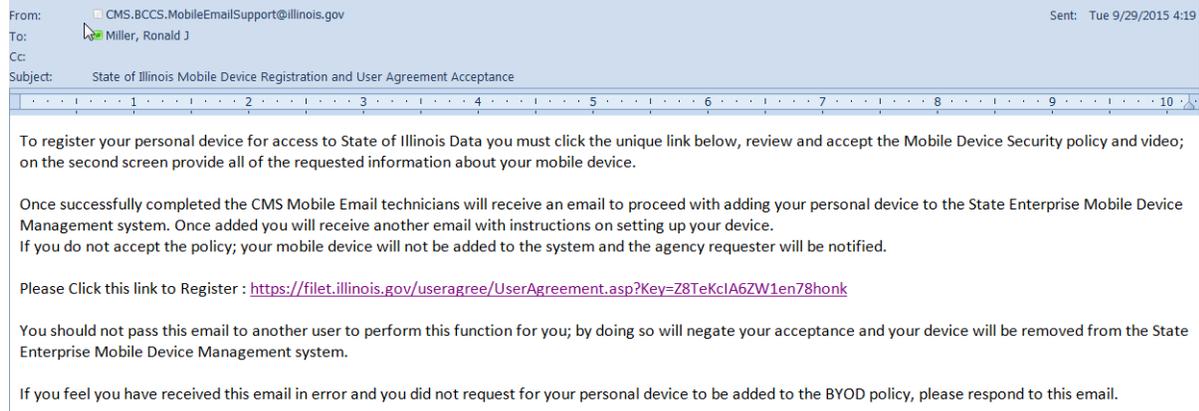
EntryDate	Status	Agency	Email	Operator
9/29/2015 4:18:51 PM	Sent	CMS	Ronald.J.Miller@Illinois.gov	TECH.RON.MILLER
9/29/2015 3:42:46 PM	Sent	CMS	Michael.Basil@Illinois.gov	TECH.RON.MILLER
9/28/2015 4:48:54 PM	Sent	CMS	Mark.Madonia@Illinois.gov	TECH.RON.MILLER
9/28/2015 4:37:21 PM	Sent	CMS	Ronald.J.Miller@Illinois.gov	TECH.RON.MILLER
9/25/2015 1:00:39 PM	Sent	CMS	Cindy.Daniele@Illinois.gov	TECH.RON.MILLER
9/8/2015 10:46:30 PM	UserCompleted	CMS	Ronald.J.Miller@Illinois.gov	TECH.RON.MILLER
8/20/2015 11:15:05 AM	UserCompleted	CMS	Ronald.J.Miller@Illinois.gov	TECH.RON.MILLER
7/22/2015 9:53:31 AM	PIMCompleted	CMS	Ronald.J.Miller@Illinois.gov	TECH.RON.MILLER



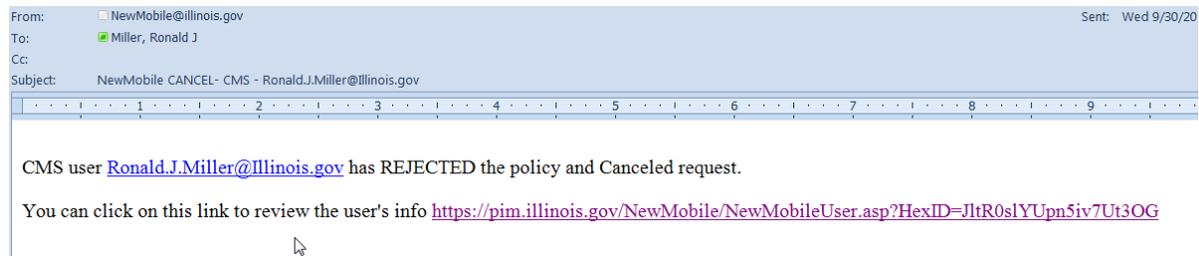
Mobile Device Request Management System

EmailAddress	Ronald.J.Miller@Illinois.gov
EntryDate	9/8/2015 10:46:30 PM
FinishDate	9/8/2015 10:58:10 PM
Agency	CMS
Ownership	State
Status	UserCompleted <input type="button" value="PIMComplete"/>
PhoneNumber	(217)555-7777
Platform	WindowsPhone
Model	HTC 6985
Carrier	Verizon
Previous Operator	TECH.RON.MILLER
OS	

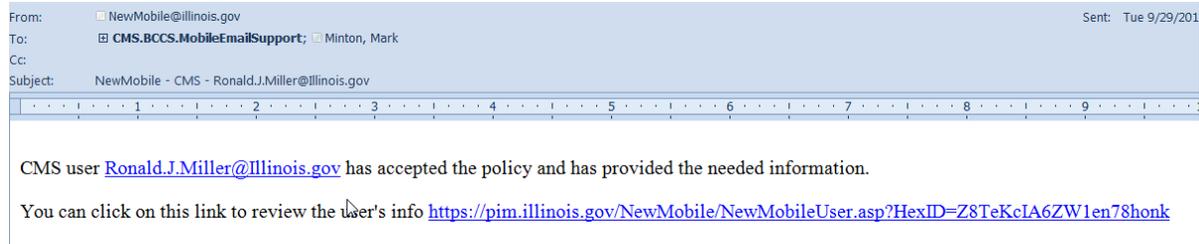
Email Message 1 – sent to end-user with link to review and accept the Policy.



Email Message 2 – sent to requester and CMS.BCCS.MobileEmailSupport letting them know user DID NOT accept the policy. The PIM team will cancel the task. This message may take a few minutes to be received after user has declined.



Email Message 3 – sent to requester and CMS.BCCS.MobileEmailSupport letting them know user has accepted and PIM team can now add user to system. This message may take a few minutes to be received after user has accepted.



Email Message 4 – sent to the end-user and the requester with attached instructions on setting up their device. This completes the process.

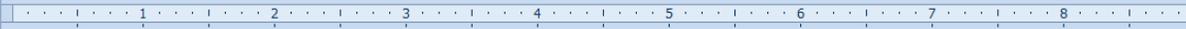
From: CMS.BCCS.MobileEmailSupport@illinois.gov

To: Miller, Ronald J

Cc:

Subject: Your Mobile Device is now set up

Message: Android Email+.docx (166 KB)



See attached instructions to setup Android.

If your device is ever replaced contact your Telecom Coordinator to be re-added to MobileIron. You will need to repeat this registration process.

If you have problems/questions after following the instructions, please reply to this email!

You can review the Mobile Device Security Policy document and video at this link. <http://www.illinois.gov/bccs/policies/Pages/default.aspx>