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.

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.

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

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.
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)
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.
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.
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](http://www.illinois.gov/bccs/policies/Pages/default.aspx)