

Telecom Coordinators,

The DoIT PIM team is moving towards a streamlined way of setting up state owned Apple iDevices for users. This will make it easier for you, the user, as well as our team. This setup will not require as much Telecom coordinator assistance. We like to refer to it as being closer to the 'old Blackberry way'. It is called supervised mode and does not require users to setup apple accounts to configure the email on the device.

This new streamlined process will begin on Monday, November 6th for all new or repurposed devices.

- Users will still have to accept the mobile policy first.
- On the mobile request page, we are now asking for serial number of the device along with phone number (the serial number is on the outside of the box or for a device that is already on, go to Settings, General, About, Serial number)
- **The user should wait until they receive the instructions before turning on the device. This may be a change for you or the users.** If they do not wait then they will have to reset the device.
- If a user wipes the device accidentally then it will automatically come back to the original sign on screen where the user can re-enter the email password and quickly get it setup again. (so the user may not have to contact you and does not have to be re-entered into the system).
- After we start getting the new or repurposed devices in supervised mode, a future project will be to switch the active devices into supervised mode. During this project the current devices will have to be wiped.

All active devices on the Mobile Iron server have been enabled for supervised mode; therefore as stated in bullet 3 if a user accidentally wipes their device it will come up in supervised mode.

Attached are the instructions users will receive for setting up the device using this new supervised mode. IF there are any questions, they should be directed to DoIT.MobileEmailSupport@illinois.gov