NotifyMDM

Mobile Device Management

NotifyMDM Device Application User Guide
Installation and Configuration for Windows Mobile 6 Devices

Table of Contents

NotifyMDM for Windows Mobile

The *Notify Mobile Device Management* (*NotifyMDM*) application for Windows Mobile 6 devices is a component of Notify's enterprise MDM platform. The *NotifyMDM* application communicates with the *NotifyMDM* server.

NotifyMDM was designed to enable Windows Mobile 6 users to keep up-to-date with company security policies and management features, and to ensure the confidentiality and integrity of wirelessly transmitted corporate information.

NotifyMDM also enables you to access your company's recommended applications and utilize the self-servicing dashboard to locate a misplaced device or issue a lock/wipe command to a potentially compromised device.

Requirements

- Windows Mobile 6, version 6.1 or 6.5

- User account on the Notify Mobile Device Management server

Installation Instructions

Installing From the NotifyMDM Portal

The instructions below document the installation of *NotifyMDM* on a Windows Mobile 6.5 Professional device. The process may be slightly different for other device models and for devices running OS 6.1.
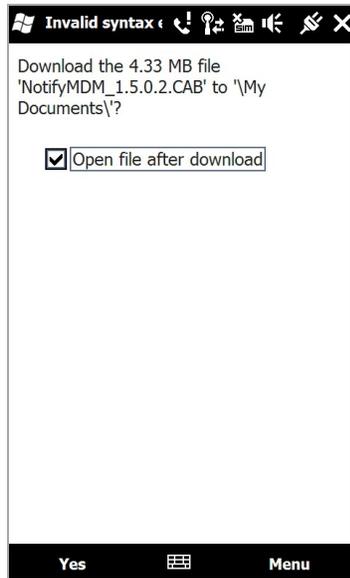
1. From your device browser navigate to http://notifymdm.notify.net/wm

2. A prompt to download the *NotifyMDM 1.5.0.2 CAB* file to the "*My Documents*" folder displays.

   Check the box labeled **Open file after download**, then select **Yes**.

   > ***Note:*** If you wish to store the file in a different folder, select the *Menu* button and choose another location.

   A progression bar displays as the file downloads.
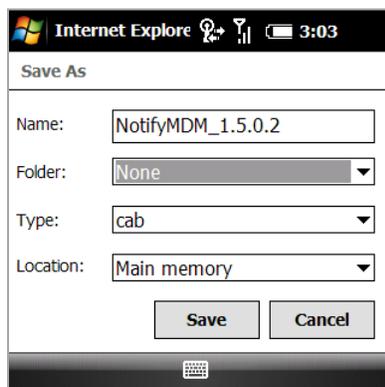
Users of Windows Mobile 6.5 devices may skip this step.

On some device models, you may have to initiate the download by selecting **Save** and choosing a folder location. For *Folder*, choose **None** so that the file will be downloaded to the "\My Documents" (default) folder or browse the device's directory to choose another folder.

When the file has been successfully downloaded and saved, proceed with the installation by navigating to and opening the folder where you stored the file.

3. Users with a SD card will be prompted to specify whether to save the install on the device or on the card.

   Always choose **Device** when you see this prompt.

4. Select **Install**.

5. You may be asked to install one or all of the following files containing supplemental software. If your device already has these files, you will not see these prompts. Select **ok** to install each one.

   - **NETCFv35.wm.armv4i.CAB**
   - **sqlce.phone.wce5.armv4i.CAB**
   - **NETCFv35.Messages.EN.wm.CAB**

   If you are prompted to select where to install a file, select **Device**.

6. Select **ok** to install the **NotifyMDM.CAB** file. If you are prompted to select where to install the file, select **Device**.

7. The device will display a message indicating that the installation was successful. The *NotifyMDM* icon appears in the *Programs* screen on your device.

   You are now ready to enroll your *NotifyMDM* account.

Enrollment Instructions

Enrollment Steps

1. Enroll your device with *NotifyMDM* by entering your credentials. Your best source for what these credentials should be is your *NotifyMDM* server administrator.

   Username - Enter the full email address or username associated with your ActiveSync server account (usually everything before the @ sign).

   > *Note:* If you are entering only a username, you will also need to enter the *ActiveSync Domain*. If using a full email address, the domain field will be grayed out.

   If you are not interfacing with an ActiveSync server, enroll using the username of the account set up for you on the NotifyMDM server. Obtain this from your administrator.

2. ***Password*** - Enter the password associated with your ActiveSync user server account.

   If you are not interfacing with an ActiveSync server, enroll using the password of the account set up for you on the NotifyMDM server. Obtain this from your administrator.

3. ***ActiveSync Domain*** – Enter one of the following:

   - The login you use to access Web mail may contain the Domain. It is often in the format: Domain\username.

   - Sometimes the text that comes after the @ sign in your Email address is

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considered the Domain. EX: If your Email address is name@company.com , your Domain may be company.com.

- Sometimes the domain may use part of the text that comes after the @ sign in your Email address, with ".local" appended to it instead of ".com". EX: If your Email address is: name @company.com, your Domain may be company.local.

4. Enter the **Server** address of the *NotifyMDM* server. *NotifyMDM On-Demand* users enter, ***ondemand.notifymdm.com***

5. Check the box labeled **Use SSL** if the *NotifyMDM* server utilizes an SSL certificate. *NotifyMDM On-Demand* users **must** turn on SSL.

6. Designate the **Device Ownership**. Is it your **Personal** device or a **Company** owned device?

7. Select the **Enroll** button.

8. If you are prompted for the *NotifyMDM* End User License Agreement, accept it.

9. The device will display the *NotifyMDM Status* screen.

Your next step is to setup an Exchange ActiveSync Account on the device.

Setup an ActiveSync Account

Setting up an ActiveSync account that interfaces with the *NotifyMDM* server will secure corporate information that is transmitted wirelessly to your device. Use the same user credentials and server information to set up the account that you used when enrolling the *NotifyMDM* application.

- If you are interfacing with an ActiveSync server, use the credentials associated with your ActiveSync account. Your ActiveSync email, calendar, contacts, and tasks, along with company security policies and management features, will be securely transmitted through the *NotifyMDM* server.

- If you are not interfacing with an ActiveSync server, use the credentials associated with your *NotifyMDM* account. Company security policies and management features will be securely transmitted through the *NotifyMDM* server.

Existing ActiveSync Accounts. If you already have an ActiveSync account set up on your device, you will need to remove it and recreate it so that your mail can be routed through the secure *NotifyMDM* server.

From the Home screen, select **Start** >**Programs** > **ActiveSync.** Press the *Menu* button and choose **Add Server Source**.

> **Note:** On some devices, select **Start** and choose the ActiveSync icon. Select the *set up your phone to sync with it* option.
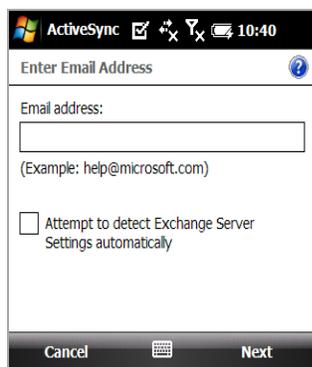
The order in which you enter the following information may vary depending upon your device model.

1. Enter your **Email address**. Leave the *Attempt to detect Exchange Server Settings automatically* option disabled. Select **Next**.
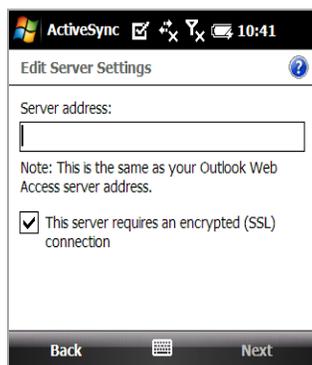
2. In the *Server Settings* screen, enter the **Server address** of the *NotifyMDM* server.

   Note: You will see a message indicating that the server address is the same as your Outlook Web Access server address. Disregard this and enter the address of the *NotifyMDM* server.

3. Check the **SSL** option if you are synchronizing with a server using an SSL certificate.

4. Select **Next** to continue.
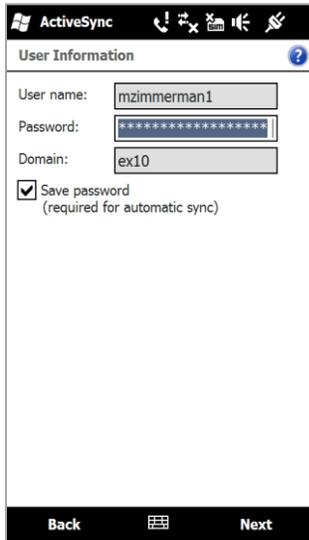
5. Enter the following in the *User Information* screen:

    User name – Enter the full email address or user name associated with your ActiveSync server account (usually everything before the @ sign).

    > **Note:** If you are entering only a user name, you will also need to enter the *Domain.* If using a full email address, the domain field will be grayed out.

    Password – Enter the password associated with your ActiveSync server account.
    Domain – Enter the domain associated with your *NotifyMDM* server account.

    Check the **Save password** *box. This is required for automatic sync (direct push).*

    Select **Next** to continue.
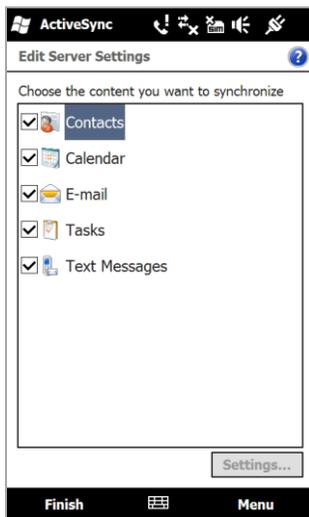
6. Select the data you want to synchronize. Mark or unmark the checkbox beside each type.

    -   Contacts
    -   Calendar
    -   E-mail
    -   Tasks
    -   Text Messages *(not supported on all device models)*

7. Select **Finish**. A status bar appears indicating that the device has started synchronizing. A pop-up may inform you that the server must enforce security policies on the device. Select *OK.*

Using NotifyMDM

NotifyMDM Settings and Options

When the *NotifyMDM* app is opened, it displays the latest synchronization time and status. In addition, the *NotifyMDM* menu offers several options for the user. To access the menu, tap the device **menu** button. The menu option displays the following: *About*, *Settings*, *View Policies*, *Files*, *Applications* and *Close*.

Settings

Select the **Settings** option to access the **Account**, **Log, and Network Settings**.

Account Settings

When you select the *Account Settings* option, your *NotifyMDM* account credentials display. Here, you have the ability to change your credentials or delete your account.

Your credentials can be changed manually by selecting the appropriate box. Select **Save** to record any changes. While viewing the *Account Settings* screen, select the device menu button and choose the **Delete Account** option if you wish to delete your account.

Account Settings screen

Log Settings

Log Settings can be enabled in order to provide troubleshooting information. Enabling the settings impacts device performance and should only be done at the direction of a technical support representative.
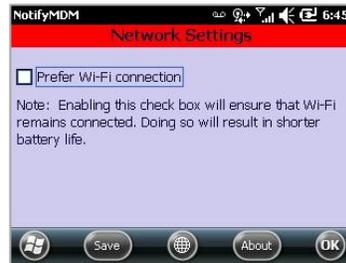
Select Enable/Disable from the drop-down list.

Log Settings screen
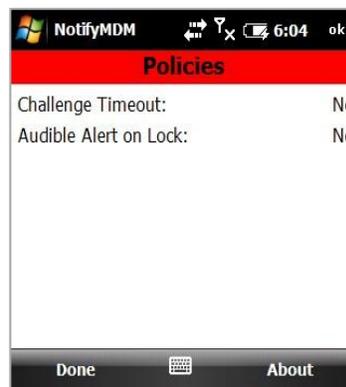
Network Settings

Network Settings provides an option to keep WiFi connected all the time. Enabling this option will ensure that WiFi remains connected, however, doing so will result in shorter battery life.

Network Settings screen

Viewing Policies

Tap the *View Policies* option to view a list of the *NotifyMDM* policy settings on your device.

View Policies screen

Accessing the Corporate Mobile Apps List

Your administrator may compile and synchronize to your device a list of recommended mobile applications. The list consists of quick links to the applications, making it convenient to install any one of them on the device.

1. To access the Mobile App list, open *NotifyMDM*, tap the device *Menu* button and select **Applications**.

    A list of available apps displays.

2. Select an app.

    If you see a link, select the **Install** button to open the link in your device browser and navigate to the download page or app store where you can obtain the app.

    If you see a file size (Ex: 2 MB), select the **Install** button to install the app.

Accessing the Shared File List

Your administrator may compile and make available a directory of folders and files. If the policy to which you have been assigned permits, you will have access to these files on your device.

1. To access the Shared File directory, open *NotifyMDM*, tap the device **menu** button and select **Files**. The **Files** screen displays.

2. The **File Share Folders** from the *NotifyMDM* server are pulled to the device. Open this folder to display the directory of files to which you have access.

    You must have appropriate file viewing applications on the device to open the files available to you.

Maintenance Tips

Uninstalling NotifyMDM

When you uninstall the *NotifyMDM* app, all application data files are removed as well.

Delete your *NotifyMDM* account before you uninstall the *NotifyMDM* app.

Delete Your NotifyMDM Account

1. Open *NotifyMDM* and tap the device ***menu*** button.
2. Select ***Settings*** > ***Account Settings***.
3. Select the device *Menu* button again and select ***Delete Account***.
4. Confirm the deletion by answering ***Yes*** to the confirmation question.

Uninstall the NotifyMDM App

5. From the device Home screen, select ***Settings***
6. Select the **System** tab.
7. Select **Remove Programs**
8. Select *NotifyMDM*.
9. Select **Remove**.

What to do if you Change Devices

If you change devices, your *NotifyMDM* administrator must **Clear Device Enrollment** on the server before you can enroll the new device.

- Uninstall the *NotifyMDM* app from the old device by performing the steps in the section above, ***Uninstalling NotifyMDM***.

- After you verify that the administrator has cleared the device enrollment, proceed with enrolling the new device.

Accessing the User Self-Administration Portal

The *User Self-Administration Portal* is a resource for *NotifyMDM* users. Its primary benefit is that it provides a quick way to perform time sensitive operations without having to go through an administrator. This means that **if your device is lost or stolen you can issue commands to the device to prevent malicious actions** or unwanted access to sensitive data as soon as you become aware of a threat.

You can access the portal from your desktop computer or from another mobile device. Both the desktop portal and the mobile portal include a way for you to check the location of your device and retrieve a recovery password to unlock your device.

You will also use these portals to upload or install client certificates if access to the server you are interfacing with requires an authentication certificate for security purposes. (See *Appendix A* below.)

To use the User Self-Administrative Web, you will need to obtain the *NotifyMDM* server address from your administrator. Commit it to memory or note it somewhere.

Access the Mobile User Self-Administrative Portal
In the browser of an Internet enabled device,
- On-premise users enter**: *https://<yourNotifyMDMserveraddress>/mobile*

- On-demand users enter: *https://ondemand.notifymdm.com/mobile*

Access the Desktop User Self-Administrative Portal
In a web browser of an Internet enabled PC,
- On-premise users enter: *https://<yourNotifyMDMserveraddress>*

- On-demand users enter: *https://ondemand.notifymdm.com*

Login
Once you gain access, login with your *NotifyMDM* user account credentials.
- For users interfacing with an ActiveSync server, use your ActiveSync account ***username***, ***password*** and ***domain***.

- For users not interfacing with an ActiveSync server, use your *NotifyMDM* user account ***username*** and ***password***, and leave the domain field blank.

For more information on the use of the portals, click below:
http://notifymdm.notify.net/getDocument.php?file=User+Self+Administration.pdf

Appendix A: Identity Certificate Installation

The Identity Certificate is not required for everyone. If access to the server you interface with requires an authentication certificate for security purposes, your administrator will instruct you to install the Identity Certificate. Identity Certificates can be installed onto your device via the *NotifyMDM* Mobile User Self-Administration portal. A certificate can be installed on multiple devices; however, only one certificate at a time can be used.

What follows is an example of the certificate installation process.

This process may vary depending on the device model.

Access the *NotifyMDM* Mobile User Self-Administration portal

From the device browser, enter ***<yourNotifyMDMserveraddress>/mobile***.

On-Demand Users enter: *https://ondemand.notifymdm.com/mobile.*

Login with your *NotifyMDM* user account credentials:
- For users interfacing with an ActiveSync server, use your ActiveSync account ***username***, ***password*** and ***domain***.

- For users not interfacing with an ActiveSync server, use your *NotifyMDM* user account ***username*** and ***password***, and leave the domain field blank.
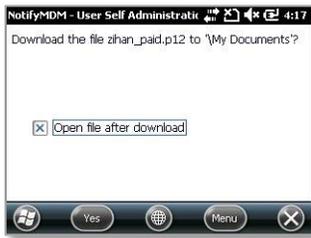
Install the Certificate
1. Select **Install Certificate** from the *NotifyMDM* Mobile User Self-Administration portal menu.

2. Select the certificate *File Name*. The file will be in one of the following formats: .cer, .pfx, or .p12.

   Note: *If you see a message indicating that there is no available certificate, your administrator has not yet uploaded a certificate. Consult your administrator.*

3. Select *Yes* to initiate the download.

4. If you have a .pfx/.p12 file, you will be prompted to enter a password.

   Enter the password given by your administrator and select *Done*.

5. A pop up screen will appear upon certificate installation, explaining that your device is being asked to install a security certificate.

   Select *More* to install the certificate.

6. A second pop up screen displays a warning about knowing the source of the certificate.

   Since this is a certificate from a known source, select *Install* to accept it.

7. A message appears indicating that the certificate installation was successful.

   Select *OK*.