



# NotifyMDM

Mobile Device Management

## NotifyMDM Device Application User Guide *Installation and Configuration for Symbian S60, 3<sup>rd</sup> Edition Devices*

## Table of Contents

<b>NotifyMDM for Symbian Series 60, 3<sup>rd</sup> Edition</b>	<b>3</b>
<b>Installation Instructions</b>	<b>4</b>
<b>Enrollment Instructions</b>	<b>5</b>
<b>Setup an ActiveSync Account</b>	<b>7</b>
<b>Using NotifyMDM</b>	<b>10</b>
Accessing the Corporate Mobile Apps List .....	12
Accessing the Shared File List.....	13
<b>Maintenance Tips</b>	<b>14</b>
Uninstalling NotifyMDM.....	14
What to do if you Change Devices.....	14
Accessing the User Self-Administration Portal .....	15
<b>Appendix A: Identity Certificate Installation</b>	<b>16</b>

# NotifyMDM for Symbian Series 60, 3<sup>rd</sup> Edition

The *Notify Mobile Device Management (NotifyMDM)* application for Symbian S60 3<sup>rd</sup> Edition devices is a component of Notify's enterprise MDM platform. The *NotifyMDM* application communicates with the *NotifyMDM* server.

*NotifyMDM* was designed to enable Symbian S60 3<sup>rd</sup> Edition 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 utilize the self-servicing dashboard to locate a misplaced device or issue a lock/wipe command to a potentially compromised device.

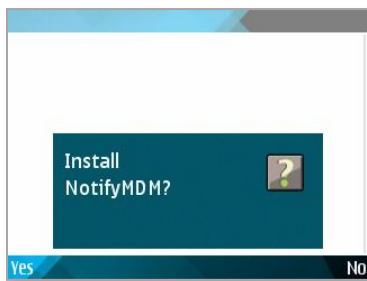
## Requirements

- You must be set up with a user account on the *Notify Mobile Device Management* server
- From the OVI store, install the ***Mail for Exchange ActiveSync*** application if you have a device that was not shipped with the app pre-installed
- Supported Symbian devices using version 9.1

# Installation Instructions

## Installing From the NotifyMDM Portal

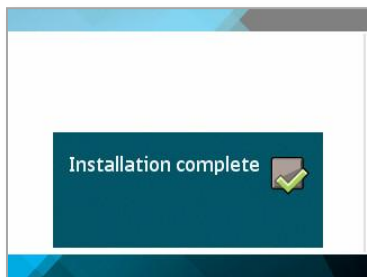
1. From your device browser navigate to <http://notifymdm.notify.net/s60>



2. Select **Yes** when asked to install *NotifyMDM*.



3. At the *Details* screen, select **Continue**.



4. The device displays a message indicating that the installation was successful. The *NotifyMDM* icon appears in the *Installations* screen on your device.

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

# Enrollment Instructions

## NotifyMDM Enrollment for NotifyLink Users

For current *NotifyLink* users who wish to transition to *NotifyMDM*, the following steps are required:

1. Remove your *NotifyLink* (Exchange ActiveSync) account from the device and *Clear Registration* on the *NotifyLink Client Web*. See instructions at:  
<http://help.notify.net/TechDocs/device/SymbianAS/UserGuide/NetHelp/default.htm?url=Documents%2Faccountmaintenance.htm>
2. When you enroll your device with *NotifyMDM*, do the following:
  - **Username** – enter your *NotifyLink* Username
  - **Password** – enter your *NotifyLink* Authentication Password



## Enrollment Steps

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

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

*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:

*If you are not interfacing with an ActiveSync server, you may leave the Domain field blank.*

- 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 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.
- Sometimes the enrollment can be completed by leaving the Domain field blank.



4. Enter the **Server** address of the *NotifyMDM* server.  
*NotifyMDM On-Demand users enter, ondemand.notifymdm.com*
5. Designate device ownership. Is this your **Personal** device or a **Company** owned device?
6. **Use Secure Connection (SSL)**: Enter **Yes** in this field if the *NotifyMDM* server utilizes an SSL certificate. Ask your IT administrator if SSL is available to you. *NotifyMDM On-Demand users must enable SSL when creating an account.*
7. Select the **Options** menu. Select **Enroll**.
8. If you are prompted for the *NotifyMDM* End User License Agreement, accept it.
9. The device will display the *Sync Status* screen once enrollment is complete.

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



# Setup an ActiveSync Account

## Download and Install Mail for Exchange

Use **Mail for Exchange** to setup an ActiveSync account that interfaces with the *NotifyMDM* server.

Some devices have the Mail for Exchange application at the time of purchase.

If you already have *Mail for Exchange*, skip this section and proceed to **Create an Account**.

### Check your device to see whether you have *Mail for Exchange*:

If you have a folder on the device's main menu called *Messaging*, open it and look for the Mail for Exchange icon.

OR

Look for Mail for Exchange in the list of *Installed Applications* on the device's main menu.

### To install Mail for Exchange from the OVI Store:

1. Select the OVI store icon on the device menu.
2. Create an OVI user account or sign in with one you created previously. To create an account select **Options > Account > Sign in/Register**.
3. Once registered, select **Options** and search for the *Mail for Exchange* application.
4. Select the application and download it. The application will begin to install itself when the download completes.
5. Select the **Launch** button to create an account.

## Create an 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.



### Step 1:

From the Home screen, select the **Menu** option. Locate and open the **Mail for Exchange** application on the device menu.

You will be asked to create a profile. Select **Yes**.

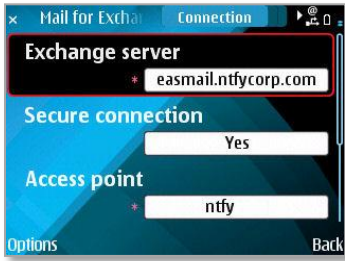


### Step 2:

Enter the **Incoming Mail Server** information:

- Email address** – Enter your full email address.
- Domain** – Enter the domain associated with your *NotifyMDM* server account.
- Username** – Enter your full email address or user name associated with your ActiveSync server account (usually everything before the @ sign).
- Password** – Enter the password associated with your ActiveSync server account.
- Access Point** – Press enter to bring up a list of access points and select the method for accessing the Internet.
- Select **OK**.





### Step 3:

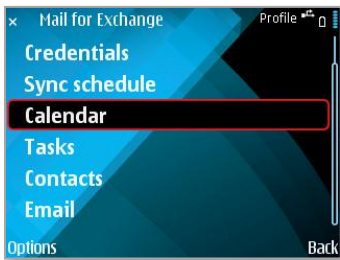
In the **Connection** screen, enter the following server information.

**Exchange server** – Enter the server address of the *NotifyMDM* server. Choose **OK**.

**Secure Connection** – Enter **Yes** in this field if the *NotifyMDM* server utilizes an SSL certificate. Ask your IT administrator if SSL is available to you. *NotifyMDM On-Demand users must enable SSL when creating an account.*

**Access Point** – Edit the Access Point here if necessary.

Save these settings: **Options > Save**. Your profile will be completed. You will return to the Mail for Exchange main screen.



### Step 4:

Synchronization for calendar, contacts and tasks may be turned off by default. You can turn synchronization on for items you wish to sync via the Mail for Exchange account. Sync schedules can also be set.

At the Mail for Exchange main screen, select the **Options** menu and choose **Edit Profile**. Select the data you wish to synchronize:

- Calendar**
- Tasks**
- Contacts**
- E-mail**



# Using NotifyMDM

Select the **NotifyMDM** icon from the device menu. You will see a round symbol above the *NotifyMDM* logo. This symbol indicates that the *NotifyMDM* app is running in the background.



*NotifyMDM* displays the latest synchronization time and status when the **Status** tab is selected. It also gives you the option to view *Account Settings* or retrieve the latest information (*Refresh*).

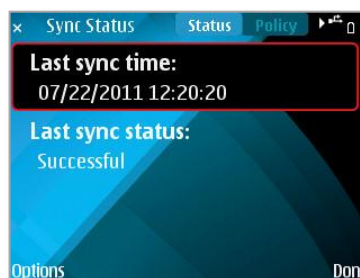
You can view a list of some of the policy settings on your device when the **Policy** tab is selected.

You can enable logging when the **More** tab is selected.

## View the Sync Status and Account Settings

Use the device's left and right arrow keys to navigate to the **Status** tab. The latest synchronization time and status displays.

Select the *Options* menu and choose **Refresh** to retrieve the latest *NotifyMDM* information.



Select the *Options* menu and choose **Account Settings** to view your *NotifyMDM* account credentials.

You can change your password, or other credentials if necessary by selecting a field, or you can delete your account by choosing *Delete Account* from the *Options* menu.



## View Device Policies

Use the device's left and right arrow keys to navigate to the **Policy** tab.

A list of some of the policy settings on your device displays.



## Enable or Disable Logging

Use the device's left and right arrow keys to navigate to the **More** tab.

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.

Toggle the logging option **On** or **Off**.



---

## 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* and use the device's left and right arrow keys to navigate to the **Apps** tab.



2. Select the *Options* menu and choose **Refresh** to request the apps. A list of available apps displays.



3. Select an app to navigate to where it is located on the download page, or, if the link is the actual URL of the app, you will be able to select it and install the app on your device.



---

## 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*. Use the device's left and right arrow keys to navigate to the **Files** tab.
2. Select the *Options* menu and choose **Refresh** to refresh the list with newly available files.

The **File Share** Directory appears.



3. The **File Share Folders** from the *NotifyMDM* server are pulled to the device. Tap a folder to expand it and view the subfolders and files in it 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 choose the device **Options** button.
2. Select **Account Settings**.
3. Select the device **Options** 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 **Menu**
6. Select the **Installation** icon.
7. Scroll to *NotifyMDM* icon - (*do not open, highlight the icon*).
8. Select **Options**
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.



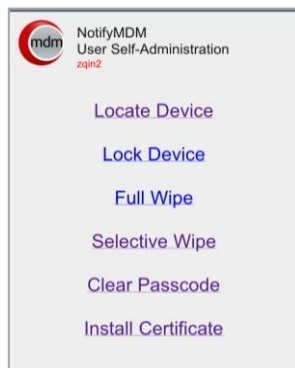
## Access the *NotifyMDM* Mobile User Self-Administration portal

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

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





- To install the certificate file, click the **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.



- If you are using a pfx/p12 file, you will be prompted to enter a password.

Enter and confirm the password given by your administrator.

Depending on your device model, select **Save** or **OK**.



- The content of the file will display.

Select **Save**.



- A prompt to save the certificate will display.

Select **Save**.



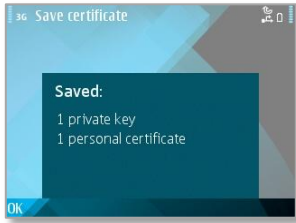
- Labels for components of the certificate will display.

You may see several label screens. Select **OK** to accept all default labels.



- Choose the options that the certificate will authenticate. Check all options if you are unsure, or consult your administrator.

Select **OK**.



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