

ZENworks Mobile Management iOS Enrollment Quickstart

ZenWorks Mobile Management (ZMM) works with the Novell GroupWise Mobility Service allowing individuals to synchronize their corporate email, calendar and contacts to their personal smartphones while affording the corporation secure control of company data.

ZMM requires the ZENworks mobile app be installed to your personal device. Once the app is installed and you enroll with your credentials, your email account will be automatically configured on your mobile device. Additional email accounts can be manually configured after the ZENworks app has been installed.

ZENworks Mobile App configuration

Because the amount of data to be synchronized and the variability in cellular reception, this process is best performed while connected to a secure (non-Public) local WiFi access point.

For iOS devices

1. Before you begin, remove any existing AOC email syncing accounts from your device.
2. Download and install the ZENworks mobile application by Novell Inc. from the iTunes app store.
3. You will be prompted to Allow ZENworks to access your location while using the app. Although as deployed, ZMM does not persistently collect location data; however, by choosing Allow, your device can be located in the event it is lost or stolen.
4. You will be prompted to allow ZENworks to send you notifications. Choose OK
5. Begin the enrollment your device by providing the following information.

Server Name:

zmm.archchicago.org

SSL on (slider is green)

tap "Enroll"

6. The login screen will prompt for additional information as follows:

Username:

Regular GroupWise or Network ID, typically first initial last name

e.g. for John Smith use jsmith

Password:

Regular GroupWise or Network password

Domain:

For pastoral center agency staff use:

AOC

For parish/school employees enter your local Vicariate as follows:

VIC1

VIC2

VIC3

VIC4

VIC5

VIC6

Ownership:

Choose *personal*, if this is your personal device. Choose *company* if the device was provided to you by your agency or office.

7. Tap Enroll once you have completed all the fields
8. Acknowledge the Acceptable Usage Policy by tapping Accept
9. You will be prompted to install a profile for the AOC MDM application. Tap Install
10. Enter your passcode for your phone
11. Acknowledge the warning the the profile is not signed by tapping Install
12. Acknowledge the Remote Management warning by tapping Trust
13. The profile has been installed, Tap Done
14. You will be prompted with "Password Required", enter your GroupWise password, tap OK
15. Your email account will begin downloading to your phone. The time for your email, contacts and calendar to be synchronized to your phone can vary widely on your location and cellular or WiFi signal strength.

Please review your Mail, Contacts, Calendars settings to follow these best practices:

Fetch New Data should be set to 15 min. Do not use PUSH as this can adversely affect battery life. If you are expecting an urgent email, simply opening the mail app will immediately check for new email.

If you have multiple accounts, make sure the AOC GroupWise account is set as default for email, calendar, and contacts.

Review your default signature