



# ZENworks 2020 Update 1

## Mobile Management Reference-End User

June 2020

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# About This Guide

This guides includes information to help an end user enroll their mobile devices to ZENworks Configuration Management.

The information in this guide is organized as follows:

- ♦ [Chapter 1, “Overview,” on page 7](#)
- ♦ [Chapter 2, “Enrolling iOS/iPadOS Devices,” on page 9](#)
- ♦ [Chapter 3, “Enrolling Android Devices,” on page 23](#)
- ♦ [Chapter 4, “Enrolling Email-only Devices,” on page 37](#)

## Audience

This guide is intended for end users.

## Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation.

## Additional Documentation

ZENworks 2017 is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the [Online Documentation](#) site.



# 1 Overview

The mobile management feature in ZENworks Configuration Management helps organizations manage mobile devices being used in the workplace. ZENworks supports management of the following devices:

- ♦ **Android Devices:** Android version 5.0 and newer versions.
- ♦ **iOS Devices:** iOS version 9.3 and newer versions.
- ♦ **iPadOS Devices:** iPad devices iOS version 13 and newer versions.
- ♦ **Devices using ActiveSync 12.0 and newer** that include:
  - ♦ Windows version 8 and newer versions.

ZENworks lets you enroll your devices in either of the following ways:

- ♦ **Managed Device:** Enables ZENworks to fully manage a device by performing various device management operations such as apply policies to the device, deploy applications on the device, synchronize email for Exchange ActiveSync accounts, and capture device information (inventory). Only iOS, iPadOS or Android devices can be enrolled as fully managed devices. Full management of an Android device is performed through the ZENworks Agent App that is hosted on the Google Play Store. Full management of an iOS or an iPadOS device is performed through the device's in-built MDM client.
- ♦ **Email Only (ActiveSync Only):** Enables ZENworks to manage only the corporate email account on the device. Also, certain policies that are enforceable through the ActiveSync protocol can be applied. Android, iOS, iPadOS and Windows devices can be enrolled as Email Only devices.





# 2 Enrolling iOS/iPadOS Devices

iOS devices can be enrolled to ZENworks through:

- ♦ **Apple Device Enrollment Program**
- ♦ **ZENworks User Portal**
- ♦ [“Enrolling using Apple Device Enrollment Program” on page 9](#)
- ♦ [“Enrolling an iOS/iPadOS Device Manually” on page 9](#)

Contact your system administrator to identify the manner in which your device should be enrolled.

## Enrolling using Apple Device Enrollment Program

### Procedure

Switch on the device and follow the setup prompts to enroll the device. After you configure the Wi-Fi settings on your device, log-in to the device with your credentials. The device automatically enrolls to ZENworks.

## Enrolling an iOS/iPadOS Device Manually

This scenario shows you how to enroll an iOS/iPadOS device as a non-supervised device using the ZENworks User Portal. The following enrollment procedure was performed on an iOS 12.2 device.

- 1 In the Safari browser on the iOS device, enter `ZENworks_server_address/zenworks-eup`, where `ZENworks_server_address` is the DNS name or IP address of the ZENworks MDM Server.

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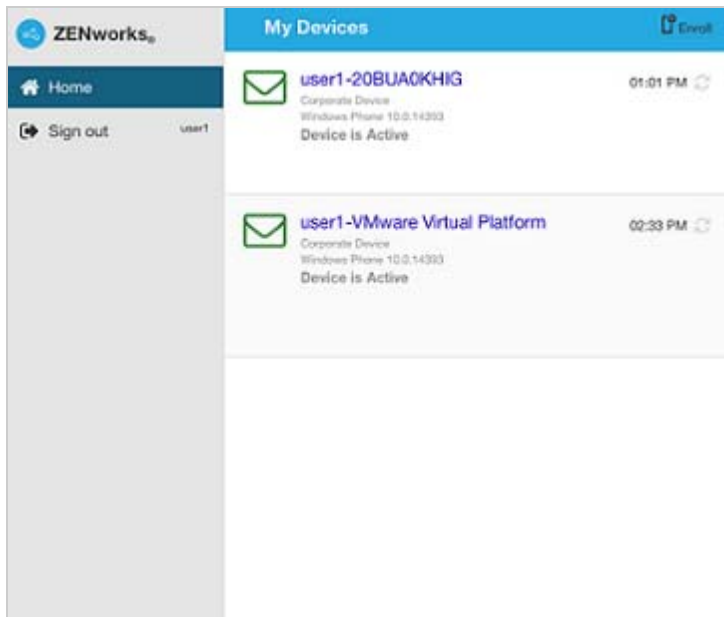
**NOTE:** Ensure that the Safari browser is not running in the private mode if the iOS version of the device is less than 11.

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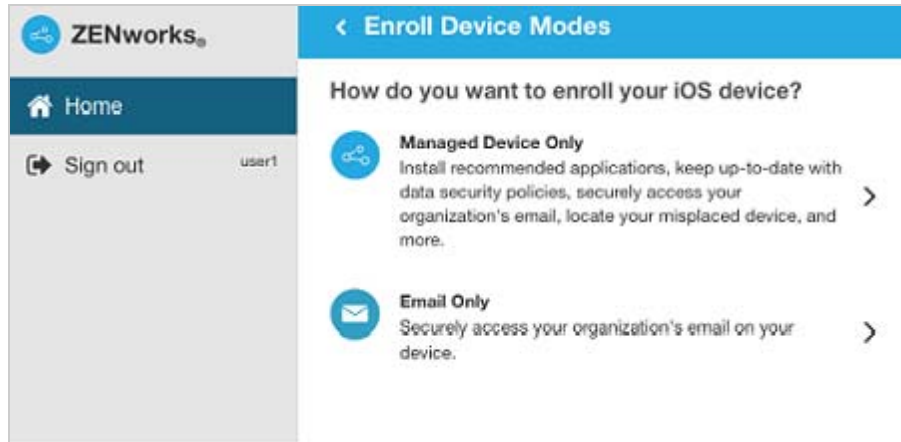
The login screen for the ZENworks User Portal is displayed. You use the ZENworks User Portal to enroll devices to the zone.



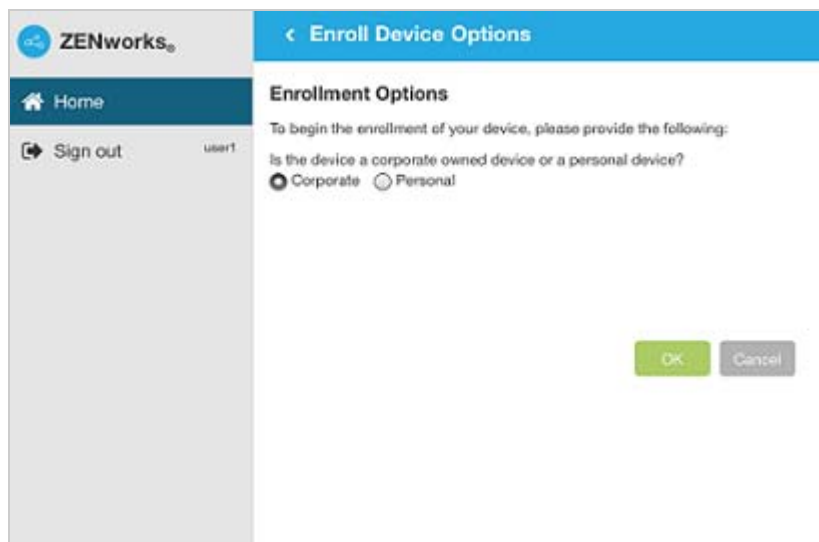
- 2 Enter the user name and password. Tap **Sign In**.  
All associated devices are displayed in the ZENworks User Portal.



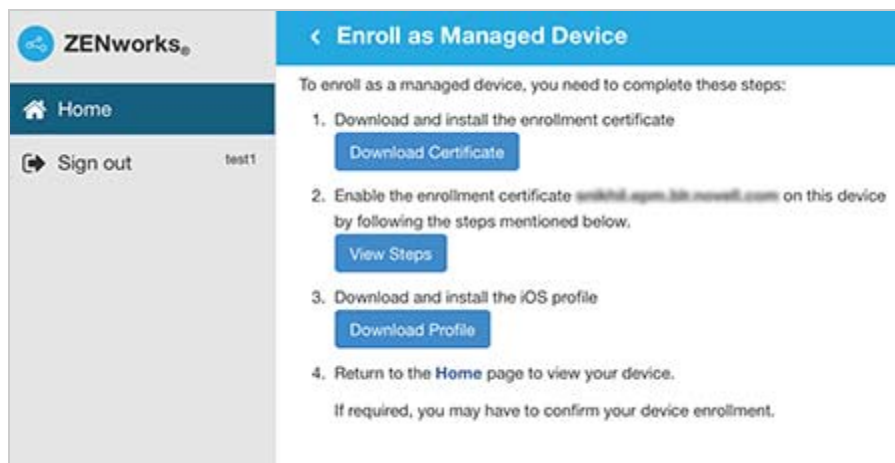
- 3 Tap **Enroll** in the upper-right corner to display the enrollment options for the device.



- 4 Tap **Managed Device Only** to display the **Enroll Device Options** screen and select the relevant option.



- 5 Tap **Download Certificate**.

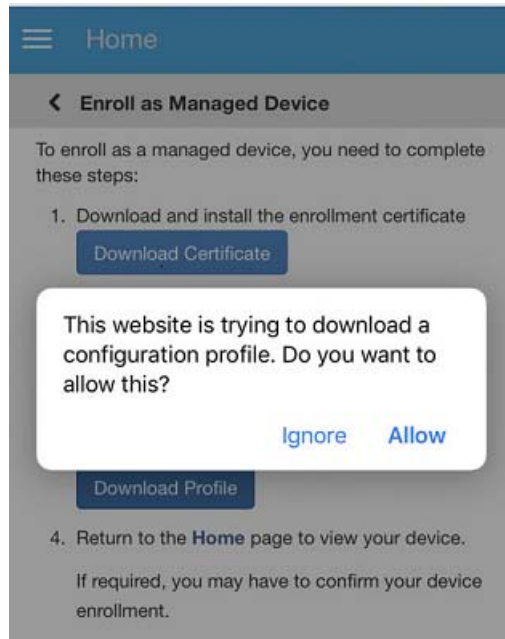


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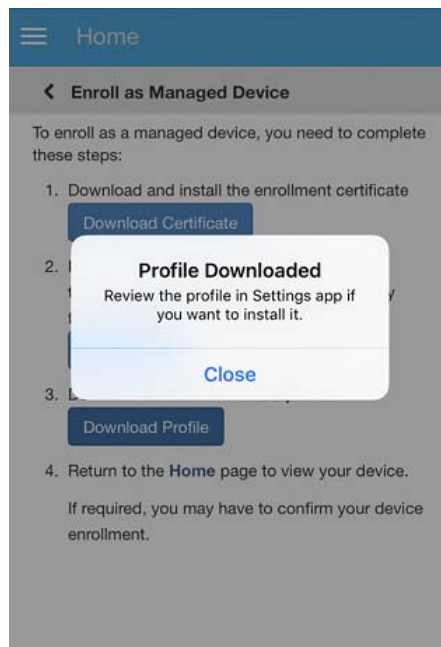
**NOTE:** If you are enrolling an iOS 12.1.2 or older device, on clicking **Download Certificate**, you will be navigated to the **Install Profile** screen. Click **Install** and follow the prompts to install the profile.

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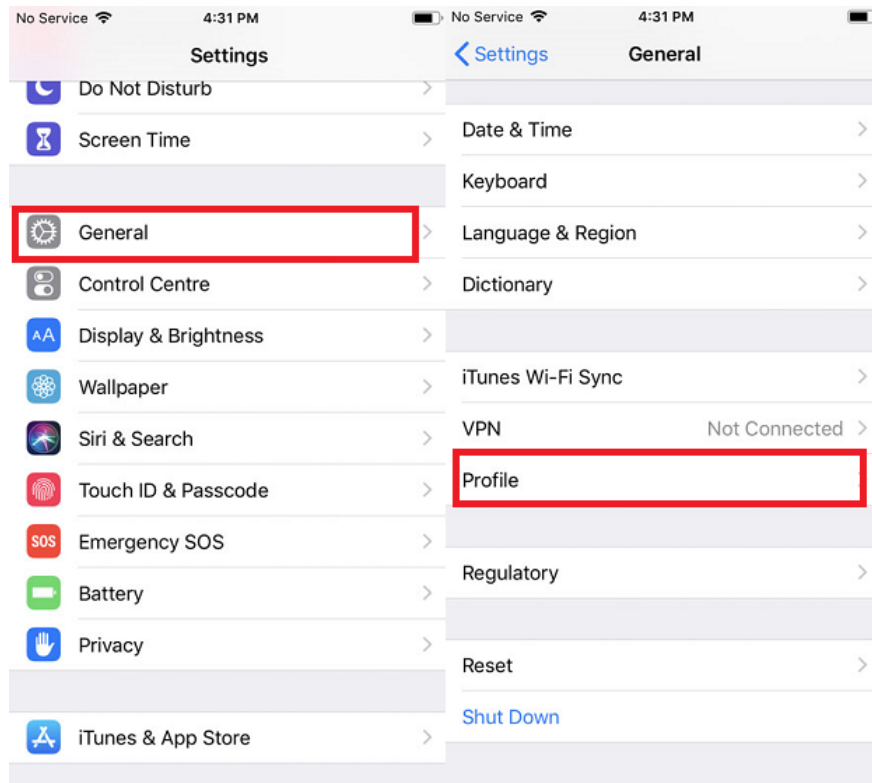
**5a** Allow the website to download the configuration profile.



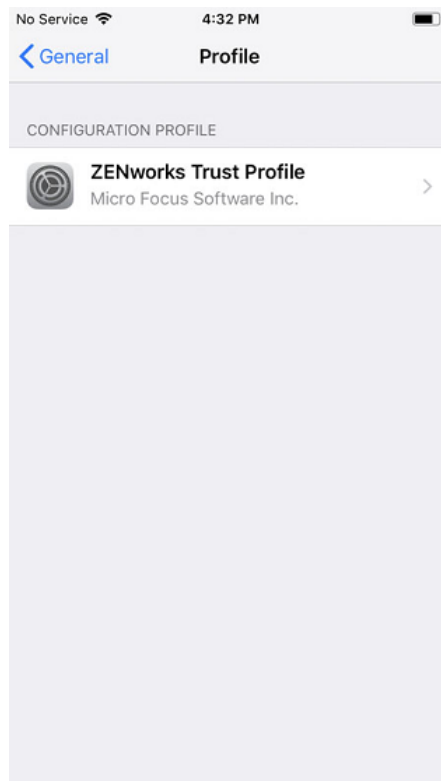
**5b** The configuration profile will be downloaded. You can now proceed to the **Settings** menu to download the profile.



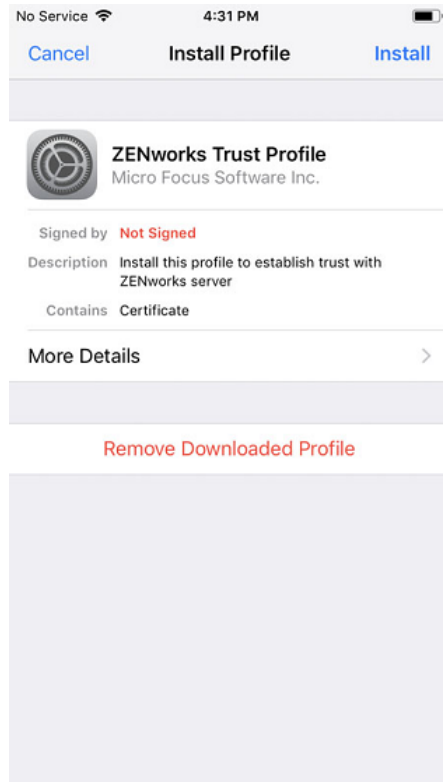
**5c** Navigate to the **Settings** menu on the device, click **General > Profiles**.



**5d Tap ZENworks Trust Profile.**



5e Install the profile.



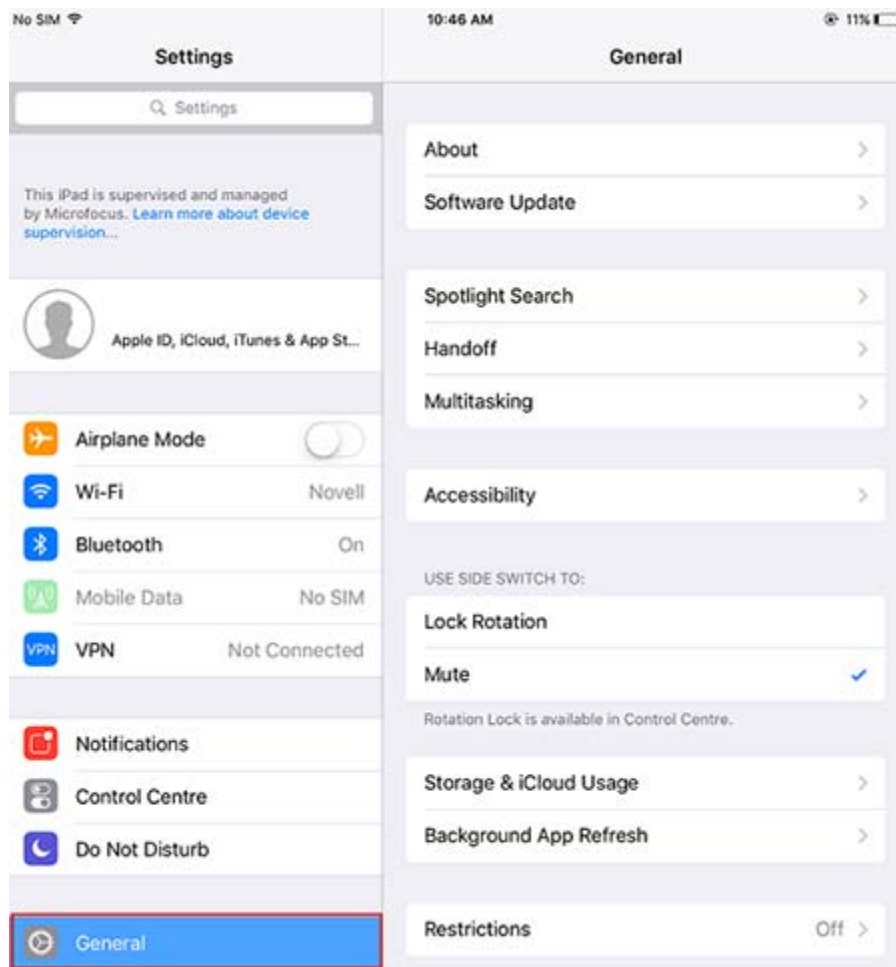
6 Enable the enrollment certificate on the device. To enable the certificate:

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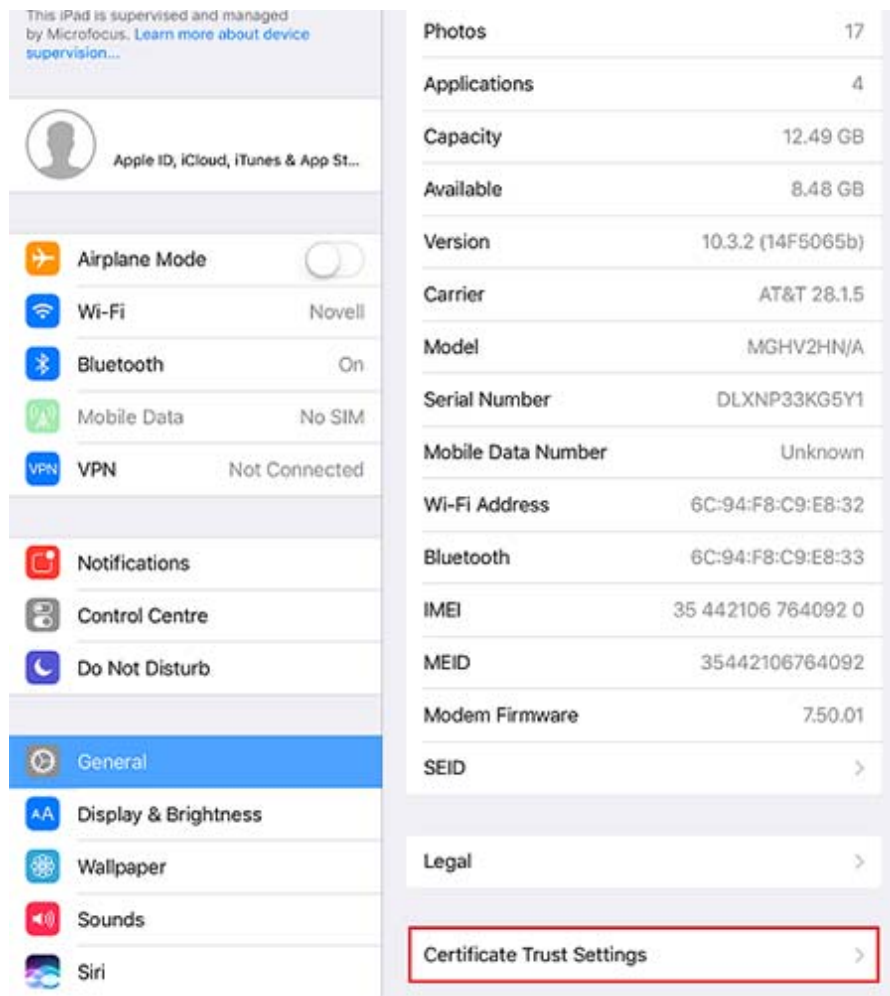
**NOTE:** These steps are not applicable for an iOS 10.2 or older device and you need to proceed with installing the ZENworks Device Enrollment Program Profile.

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6a Navigate to the **Settings** menu on the device and click **General > About**.



6b Click Certificate Trust Settings.





- 6c Enable the root certificate displayed on the screen and follow the prompts to install the root certificate. Navigate back to the EUP page.



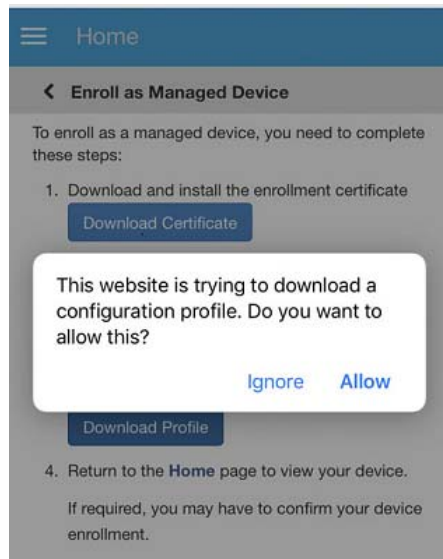
- 7 Tap **Download Profile** in the Enroll as Managed Device screen.

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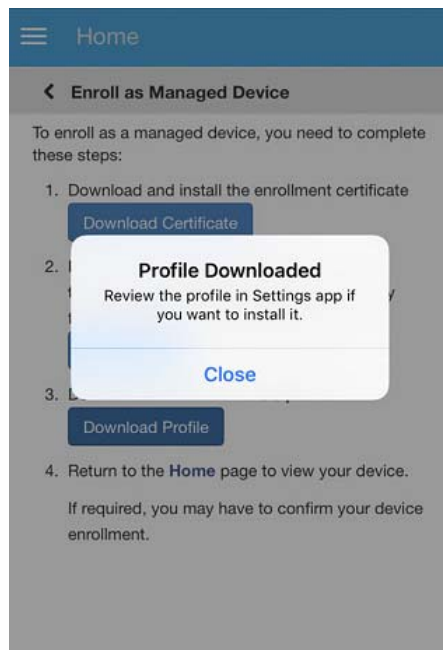
**NOTE:** If the user is enrolling an iOS 12.1.2 or older device, then on clicking **Download Profile**, the user will be navigated to **Install Profile** screen. Tap **Install** and follow the prompts to install the profile.

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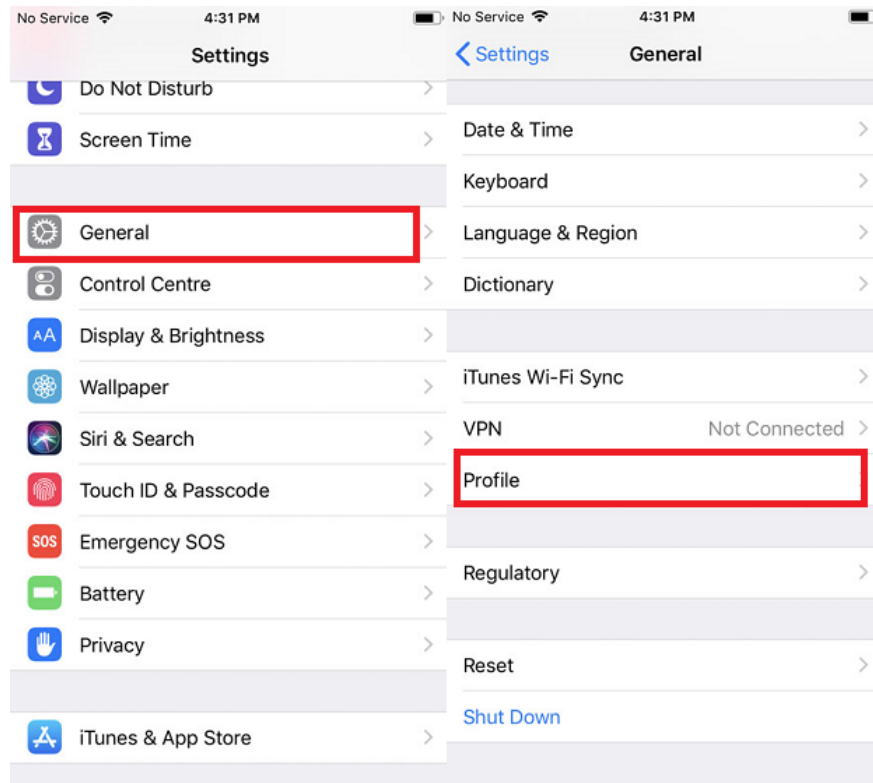
- 7a Allow the website to download the profile.



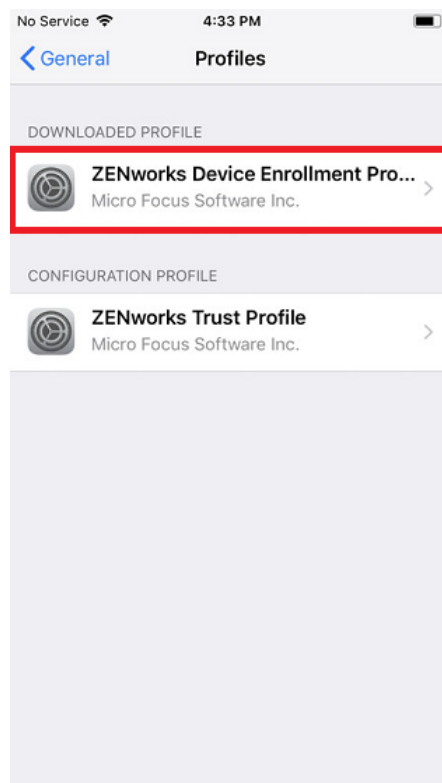
**7b** The configuration profile will be downloaded. You can now proceed to the **Settings** menu to download the profile.



**7c** Navigate to the **Settings** menu on the device to install the profile and tap **General > Profiles**.

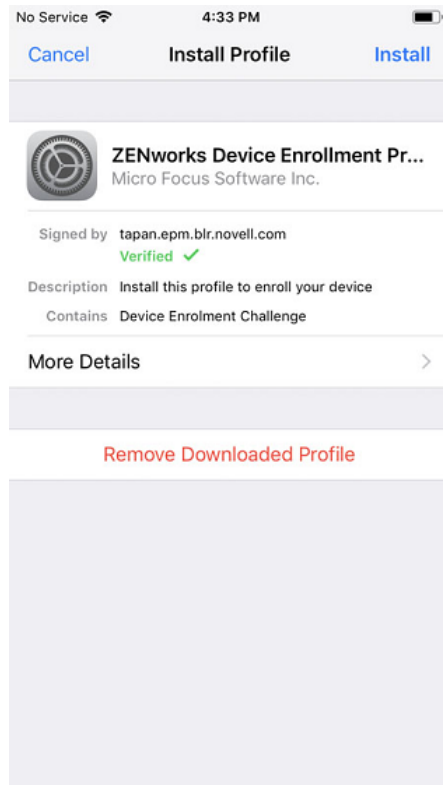


**7d** Tap ZENworks Device Enrollment Program Profile.



The ZENworks Device Enrollment Program Profile contains the MDM profile required for ZENworks to manage the device.

7e Tap **Install** and follow the prompts to install the profile.

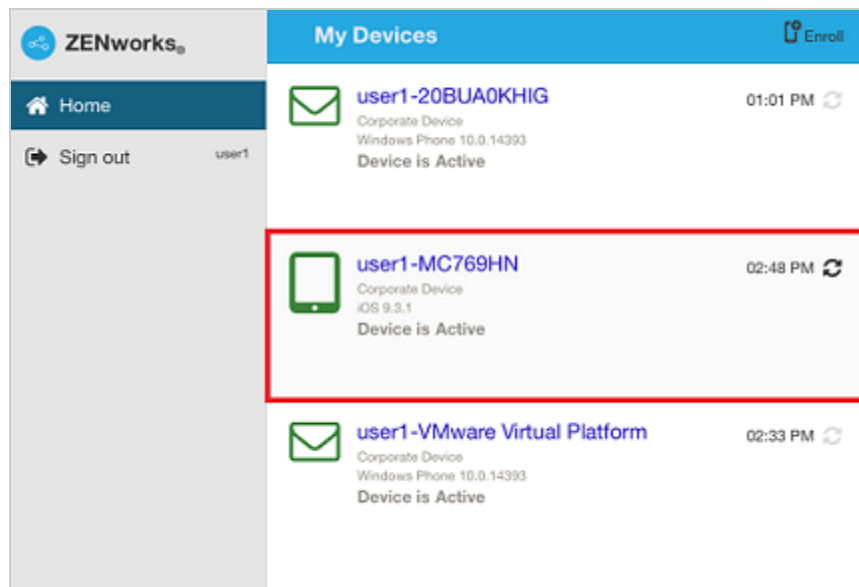


8 Navigate back to the EUP page. The device is displayed in the My Devices list with the status as **Enrollment in Progress**. You need to refresh the browser to update the status to **Device is Active**.

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**NOTE:** If the device remains in **Enrollment in Progress** state for a considerable amount of time, then in the ZENworks User Portal, tap the refresh icon appearing against the device.

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- 9 An email account is automatically set up on the device based on the Mobile Email Policy assigned to the user or the device.



# 3 Enrolling Android Devices

An Android device can be enrolled using the ZENworks Agent App. ZENworks supports the following types of enrollment for Android devices:

- ♦ **Work Profile Mode:** As a part of the Android in the enterprise program, in this mode a dedicated container is created on the device that separates corporate data from personal data, so that administrators can manage corporate data while employees can keep their personal data private.
- ♦ **Work-managed Device Mode:** As a part of the Android in the enterprise program, in this mode your organization manages the entire device and has full control over the data and apps installed on it, thereby restricting the device to corporate use only.
- ♦ [“Prerequisites” on page 23](#)
- ♦ [“Enrolling Devices in the Work Profile Mode” on page 23](#)
- ♦ [“Enrolling devices in the work-managed device mode” on page 29](#)

## Prerequisites

Before enrolling your device, you need to ensure that the following prerequisites are met:

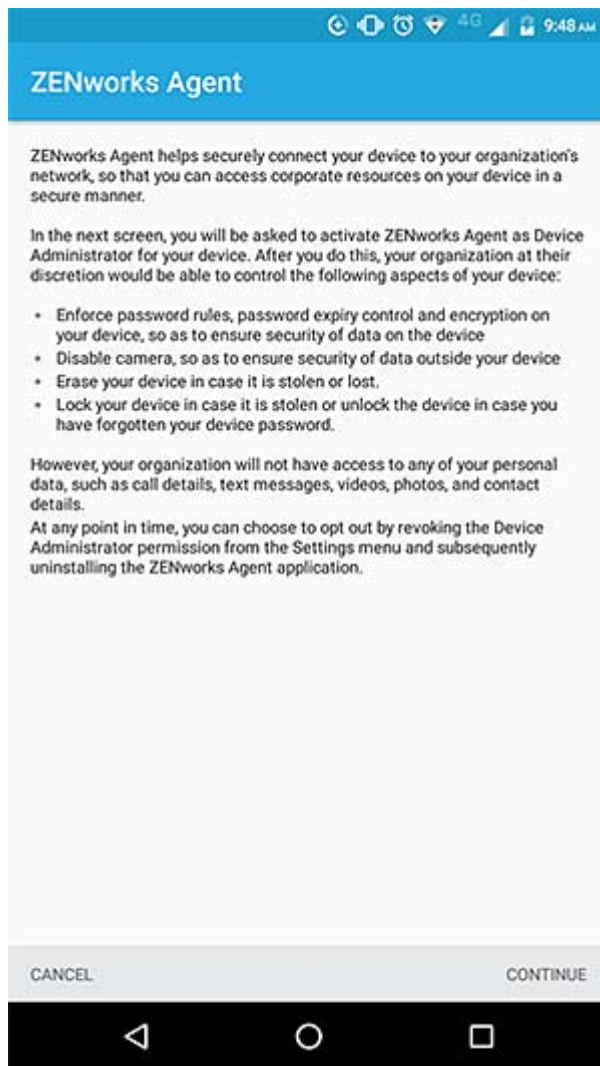
- ♦ ZENworks supports devices running on Android version 5.0 or newer versions (for the work profile mode of enrollment) or 6.0 or newer devices (for work-managed device mode of enrollment).

## Enrolling Devices in the Work Profile Mode

The work profile mode, also known as the Profile Owner mode, creates dedicated containers on devices for corporate apps and other related data, thereby enabling the organization to manage only the corporate data without compromising on the security of your personal data. Also, your system administrator can remotely wipe off only the business data on your device without affecting your personal data.

This section explains the procedure to enroll your device in the work profile mode. If you have already enrolled to ZENworks, see [Work Profile Enrollment for Existing Users](#).

- 1 Install the ZENworks Agent App from Google Play Store. Alternatively, follow the procedure mentioned in the invite letter to download the ZENworks Agent app.
- 2 After installation, click **Open**. A brief description of the ZENworks Agent is displayed. Click **Continue**.

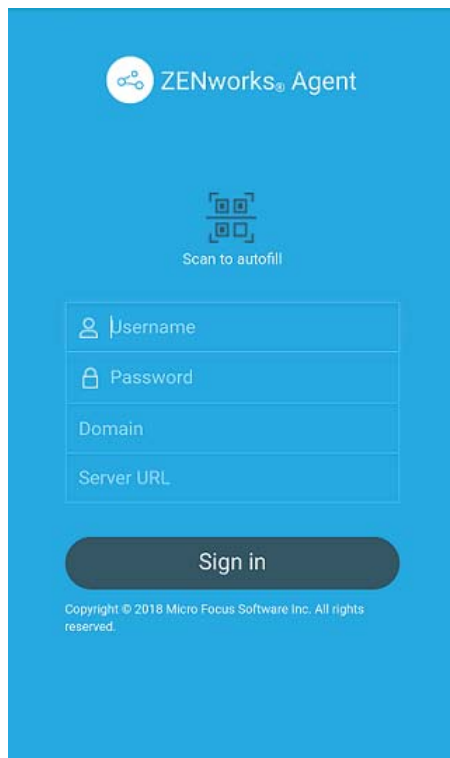


**3** Log in to the app by specifying the following:

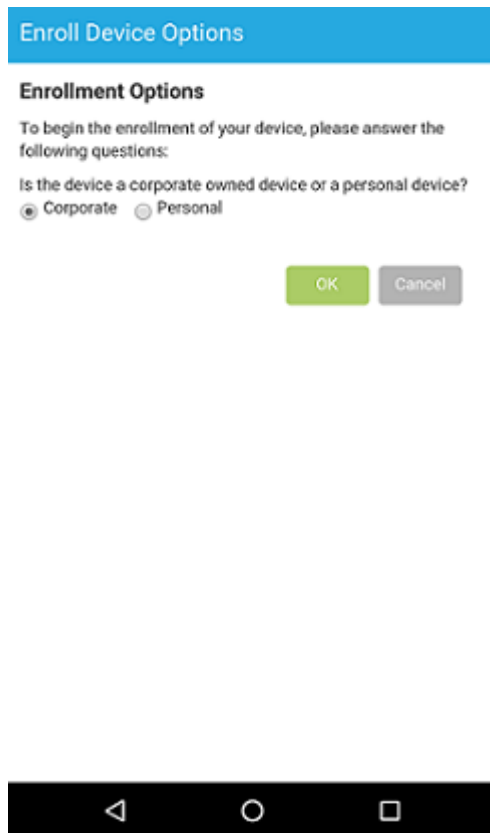
*Username, Password, Domain, Server URL:* Specify the username, password, and registration domain (if **Allow Simple Enrollment** is disabled for the user) along with the server URL of the ZENworks MDM Server.

Alternatively, tap **Scan to autofill** in the ZENworks Agent app, to autofill the login credentials. If you have enabled the permission to allow ZENworks to access the device camera, then the camera will automatically open and you need to point the camera to the QR code appearing in the Invite Email. After scanning the QR code, the user is redirected to the ZENworks Agent App, in which all the login details are automatically filled and you need to only specify the login password.





- 4 You might be prompted to specify the device ownership (corporate or personal). Select the appropriate ownership and tap **OK**.

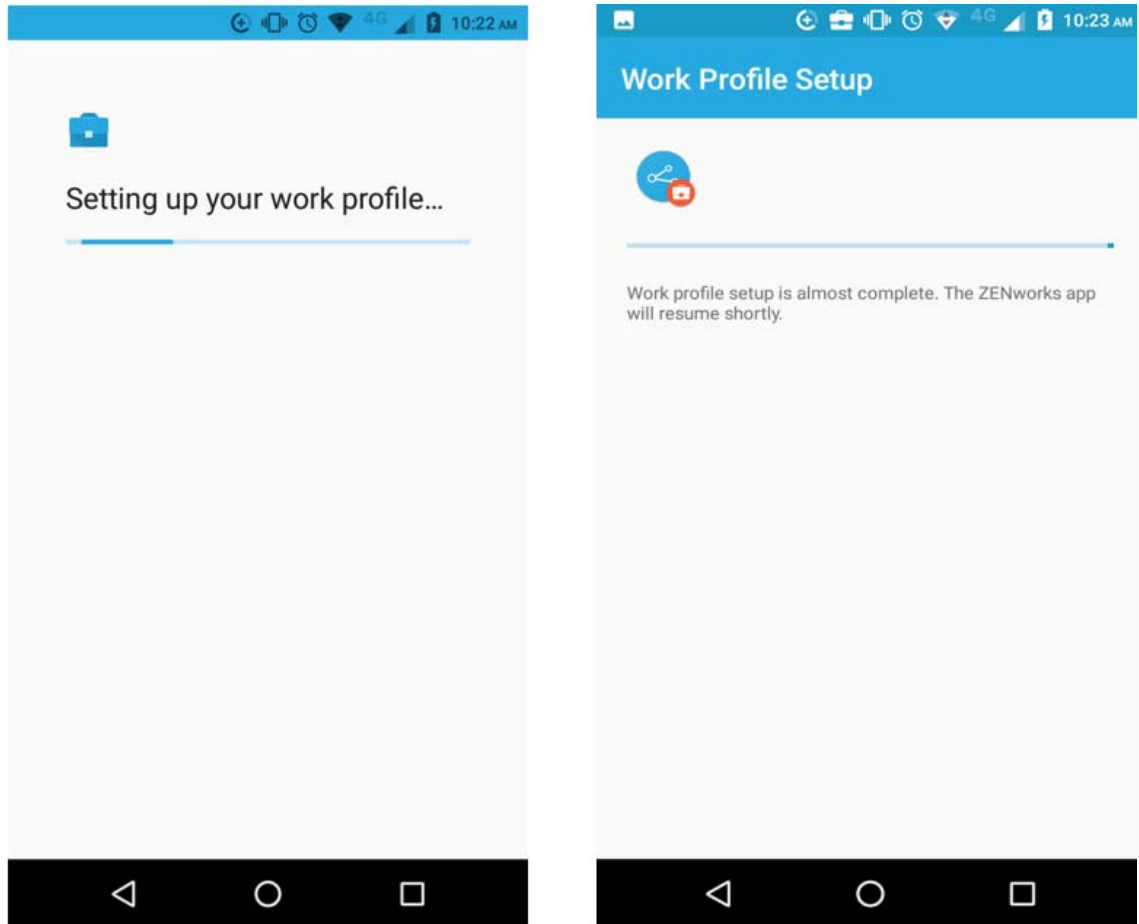


- 5 Follow the prompts appearing in the remaining screens and the device will automatically set up a work profile and enroll to ZENworks. The following screens are displayed during work profile setup.

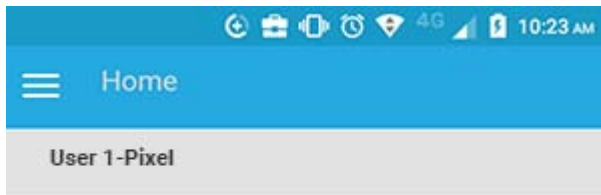
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**NOTE:** Ensure that you do not interrupt the work profile setup process.

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- 6 The ZENworks Agent App Home screen is displayed that shows the device as enrolled and active.

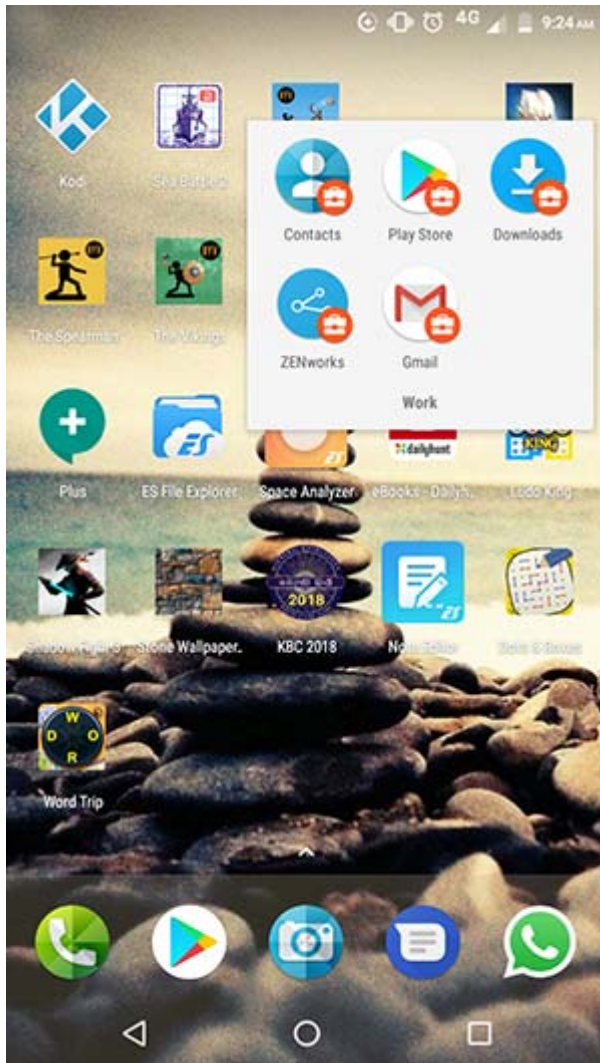


**User 1-Pixel**  
Personal Device  
Android 7.1.1  
Active

10:17 AM 



- 7 After your device is enrolled, a Badge icon attached to the ZENworks Agent App icon and other system apps will help differentiate work apps from personal apps.



On an Android 8.0+ device that has a device password already enabled, ZENworks will send a notification to confirm the existing device credentials, immediately after enrollment. Confirm your existing device credentials by specifying your PIN, pattern or passcode. This will enable your administrator to unlock your device in case you forget your device credentials in the future. .

## Work Profile Enrollment for Existing Users

This section is meant for users who have already enrolled to ZENworks using the basic mode of enrollment (Android App only) and now want to be enrolled in the work profile mode.

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**NOTE:** If you have already configured an email account, then it is recommended that you remove this account. The email account will be automatically configured in your device.

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When your system administrator enables work profile setup for your device, you will receive a notification on your device to set up a work profile.



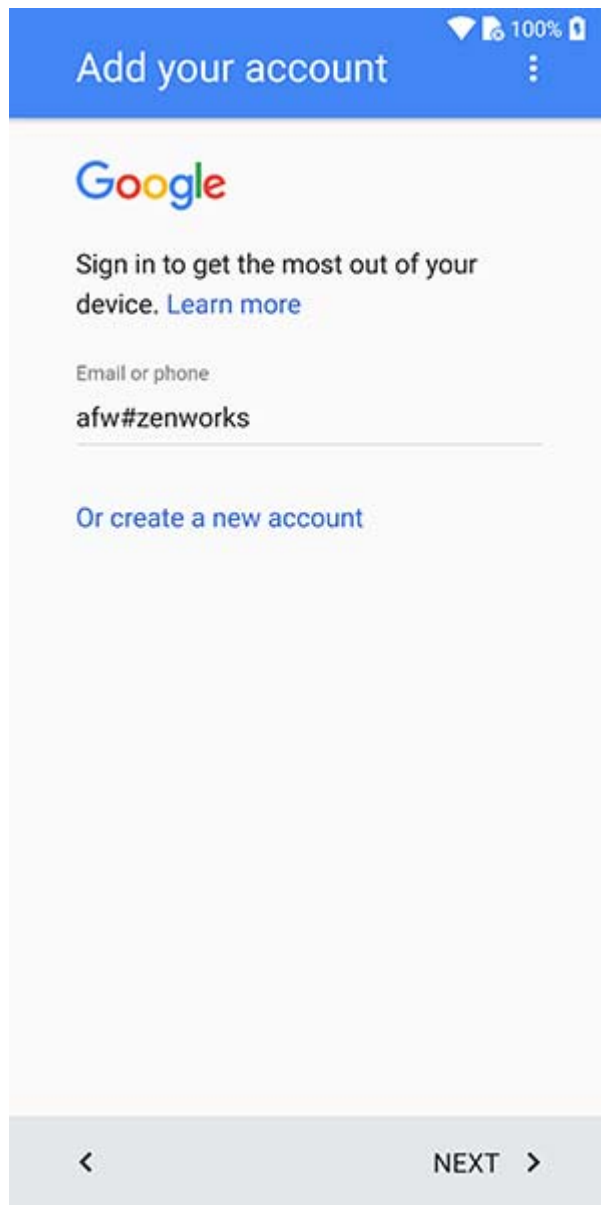
You need to open the ZENworks Agent app and click **Set Up** and follows the prompts to set up the work profile. The device will automatically set up the work profile.

## Enrolling devices in the work-managed device mode

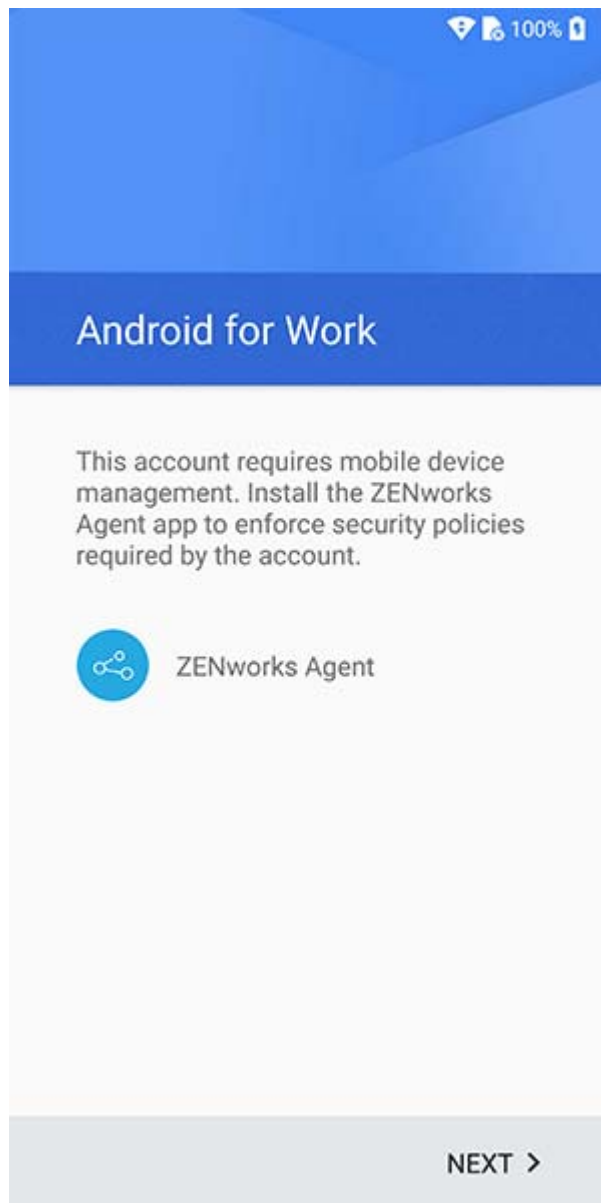
To enroll an Android device as a work-managed device, you need to start up the device. If you have already turned the device on and completed device setup, a factory reset of the device will be required.

### Procedure

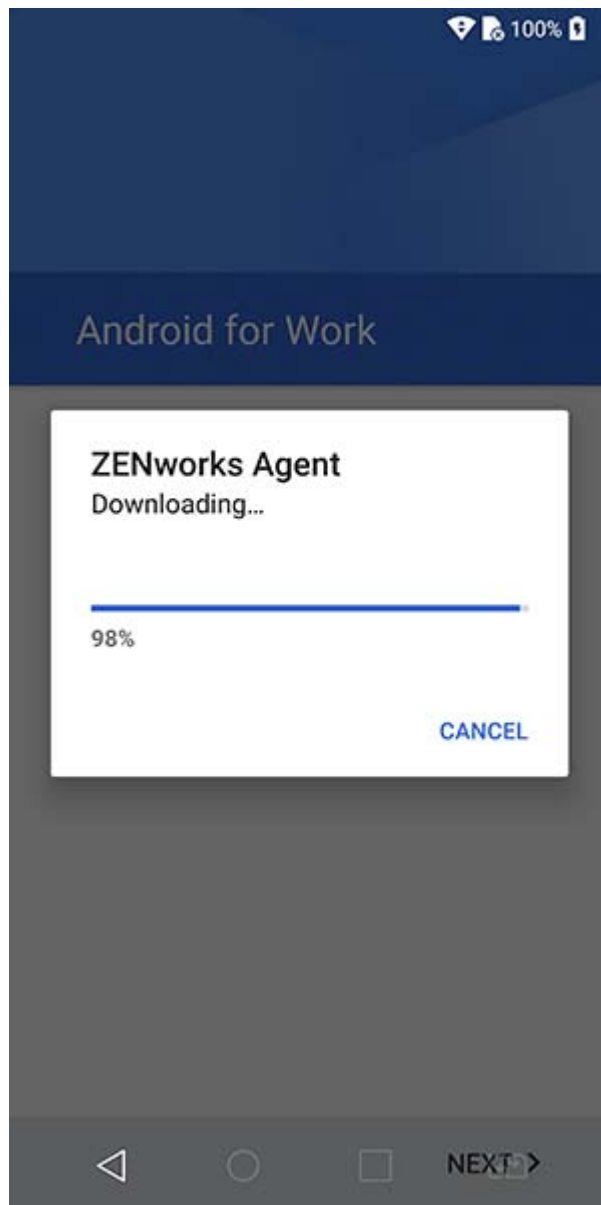
- 1 Follow the initial setup screens such as language setup and Wi-Fi configuration.
- 2 Specify the AFW identifier (afw#zenworks) in the Email field in the Add your Account setup screen.



- 3 Click **Next** in the Android for Work page to proceed with the ZENworks App installation.

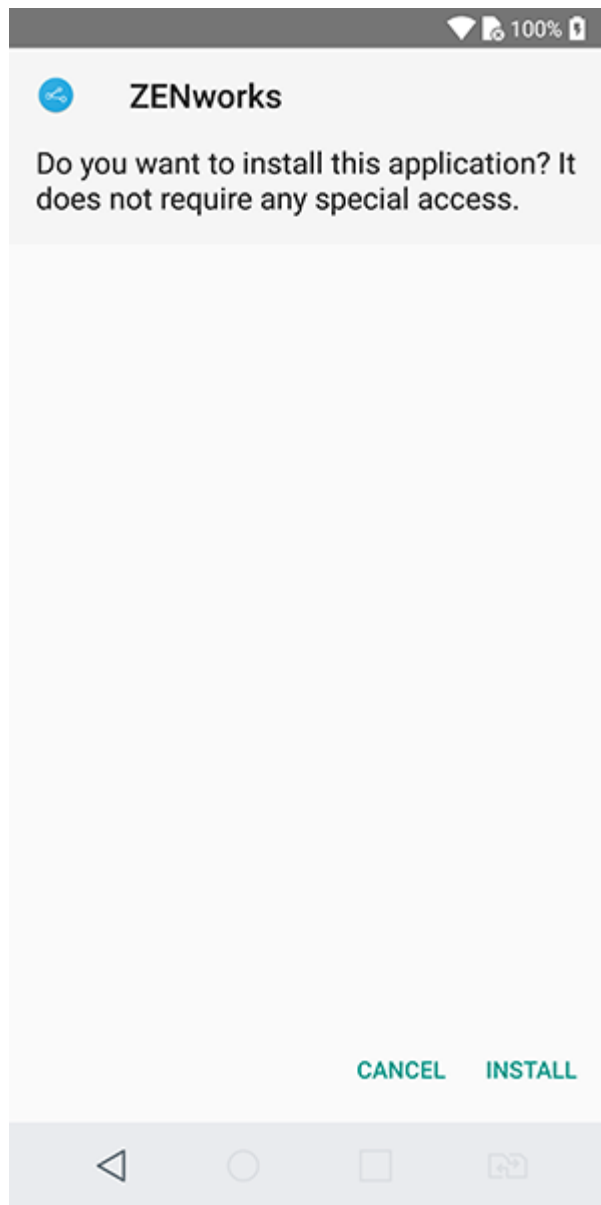


The ZENworks agent app will be automatically downloaded on the device.

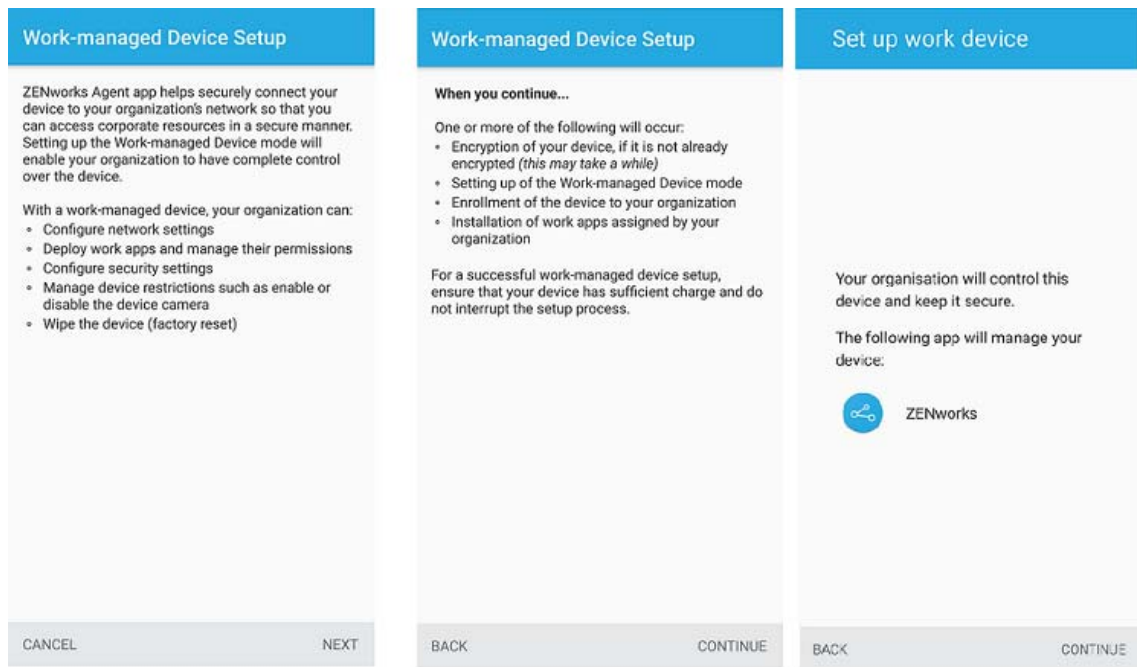


- 4 Click **Install** to install the app on the device and follow the prompts to complete setting up the device.





- 5 Follow the prompts appearing in the remaining screens to set up a work-managed device. The following screens are displayed:



6 The device is now setup but is yet to be enrolled as a work-managed device. You need to login to the app with the following details:

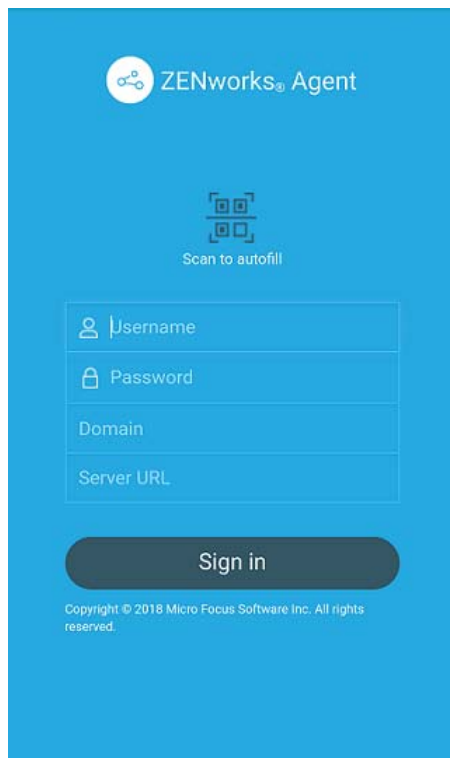
*Username, Password, Domain, Server URL*: Specify the username, password, and registration domain (if **Allow Simple Enrollment** is disabled for the user) along with the server URL of the ZENworks MDM Server.

Alternatively, tap **Scan to autofill** in the ZENworks Agent app, to autofill the login credentials. If you have enabled the permission to allow ZENworks to access the device camera, then the camera will automatically open and you need to point the camera to the QR code appearing in the Invite Email. After scanning the QR code, the user is redirected to the ZENworks Agent App, in which all the login details are automatically filled and you need to only specify the login password

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**NOTE:** If instead of the login screen, the device's home screen is displayed, then open the ZENworks Agent App from the Applications Menu on your device.

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The work-managed device is automatically setup on the device.

On an Android 8.0+ device that has a device password already enabled, ZENworks will send a notification to confirm the existing device credentials, immediately after enrollment. Confirm your existing device credentials by specifying your PIN, pattern or passcode. This will enable your administrator to unlock your device in case you forget your device credentials in the future.



# 4 Enrolling Email-only Devices

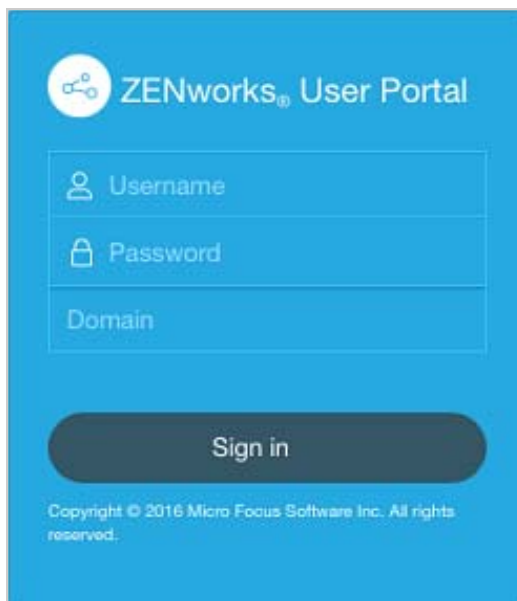
ZENworks supports email-only enrollment for the following devices:

- ♦ iOS/iPadOS Devices
- ♦ Android Devices
- ♦ Windows Devices

This scenario shows you how to enroll a device as an Email Only device in your ZENworks Management Zone. This scenario details the procedure to enroll an iOS device as an Email Only Device.

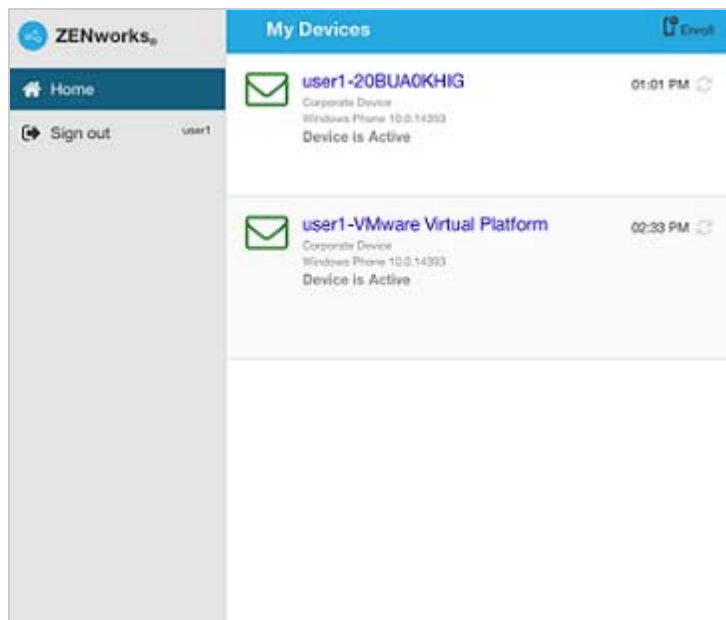
- 1 In a browser on the device, enter *ZENworks\_server\_address/zenworks-eup*, where *ZENworks\_server\_address* is the DNS name or IP address of the ZENworks MDM Server. You can obtain these details from invite letter or your system administrator.

The login screen for the ZENworks User Portal is displayed. You use the ZENworks User Portal to enroll the device.

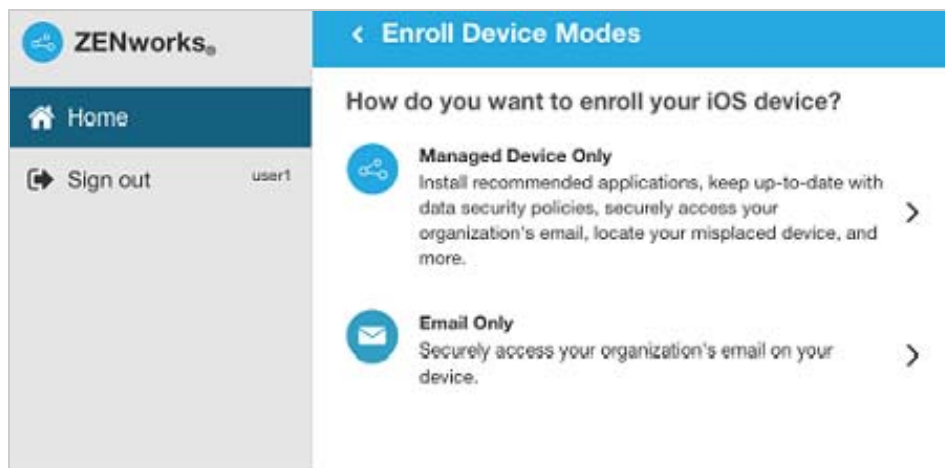


- 2 Enter your username, password, and the registration domain (if required). You can obtain these details from the invite letter or from your system administrator.

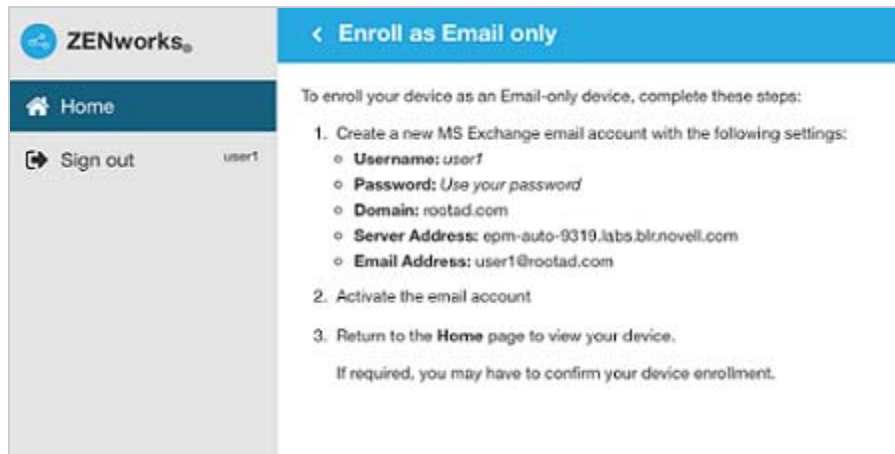
All devices associated with the user, are displayed in the ZENworks User Portal.



- 3 Tap **Enroll** on the upper-right corner, to display the enrollment options for the device.



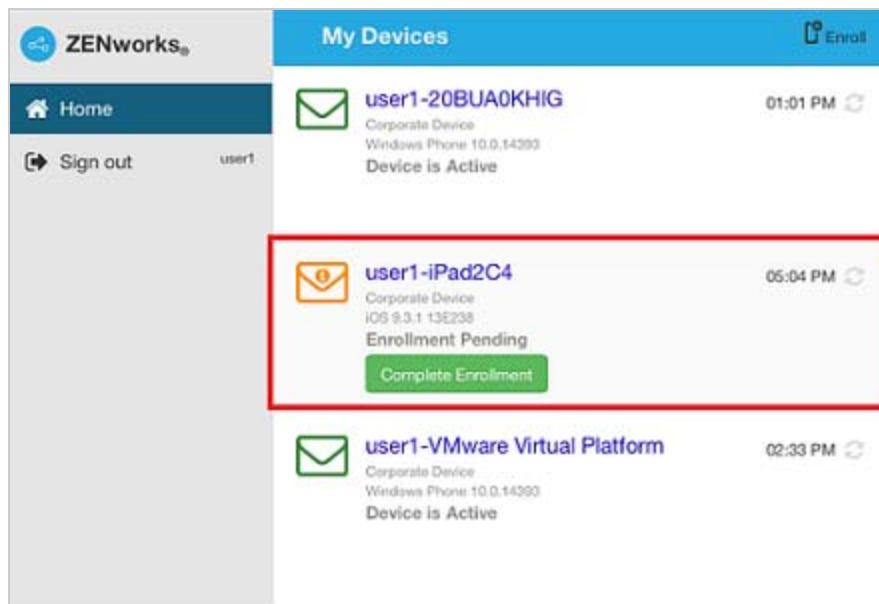
- 4 Tap **Email Only** to display the **Enroll as Email Only** screen. Use the displayed information to create an email account.



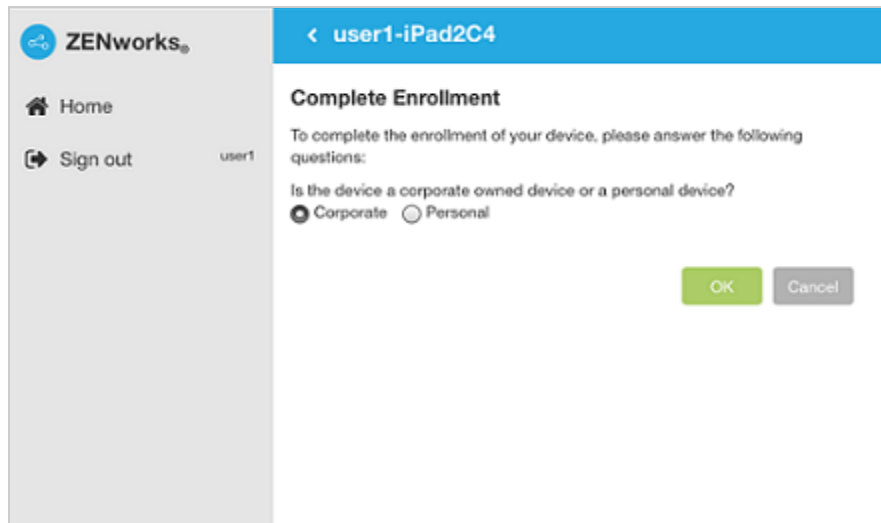
- 5 After configuring an email account, an email is sent to the user stating that the enrollment process needs to be completed.

To complete the enrollment process, click the link to the ZENworks End User Portal provided in the email or visit the ZENworks End User Portal as described in [Step 1](#).

- 6 On the ZENworks User Portal, the device is displayed in the My Devices list. At this point, the device has been added to the ZENworks Management Zone but is pending enrollment.



- 7 On the device, tap **Complete Enrollment**.  
Specify the device ownership (corporate or personal) and then tap **OK**.



- 8 The My Devices list is updated to show that the device is enrolled and active.

