



# ZENworks Mobile Workspace

## *iOS installation guide*

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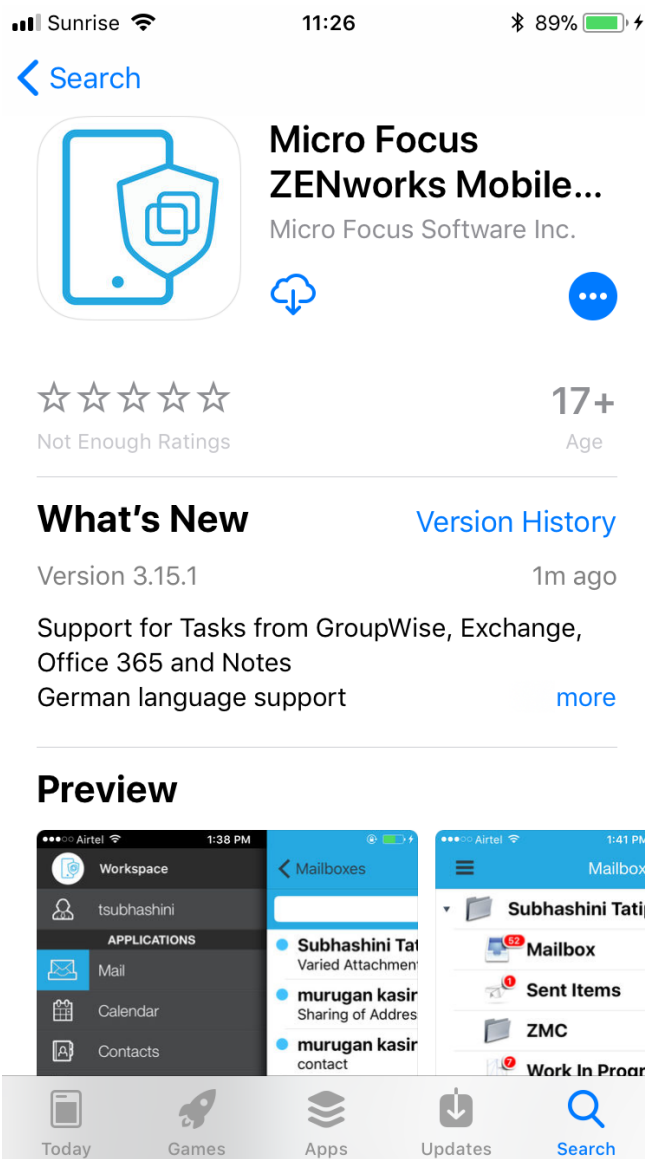
# Overview

Aim of this document is to guide you through the installation, updating and deleting of ZENworks Mobile Workspace iOS application.

## Pre-requirements

1. You must have a device with iOS 10.0 or higher (high-end device are recommended)
2. You should have an high speed internet connection through WiFi or 3G connection
3. Your device must not be jailbroken

## App Store Installation



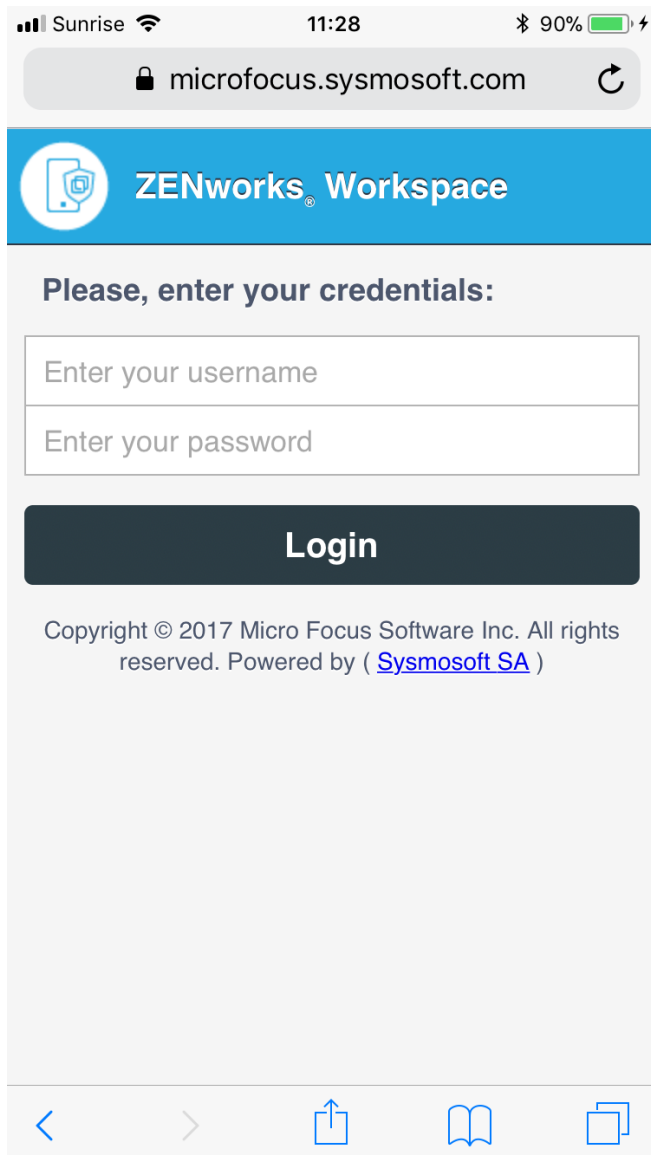
Start the App Store and search for ZENworks Mobile Workspace.

Then touch **GET** or the cloud to start the download and the installation process.

When the download is completed, the ZENworks Mobile Workspace application should be available in your SpringBoard.

# In-House installation

## Go to web distribution server



With your iOS device, open your browser and go to the address provided by your company.

*Web server address example*

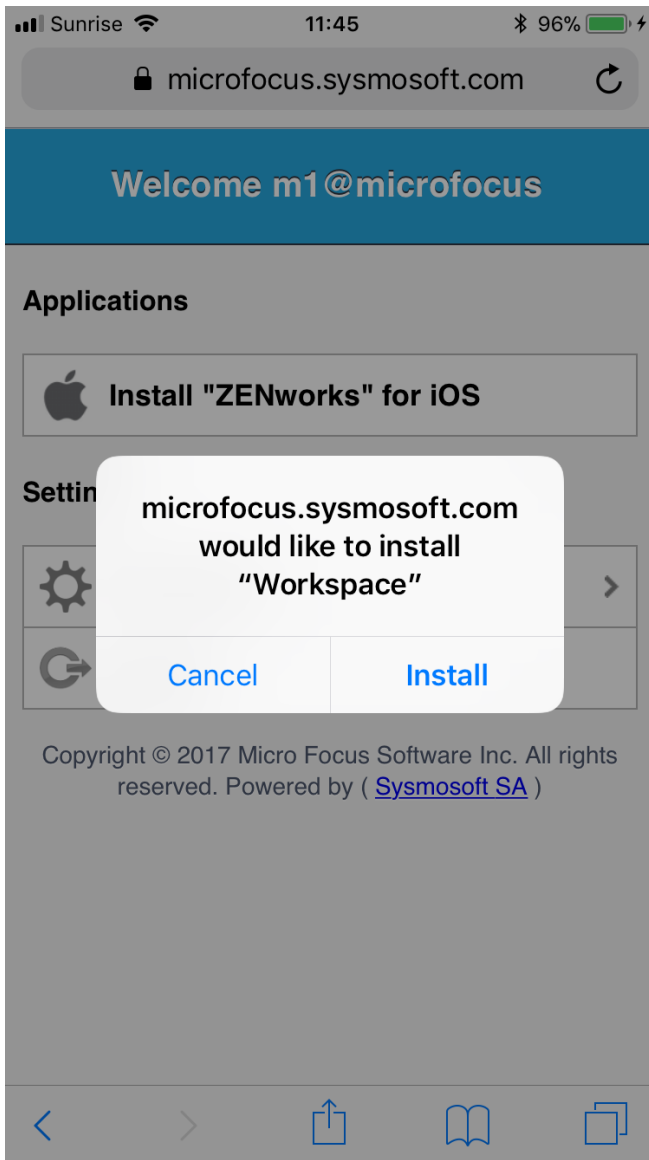
```
https://mobile.example.com/sense/install/
```

You will be presented with login page. Enter your credentials and touch **Login**.



If, after touching **Login**, you are going back to the same page, ensure cookies are accepted.

## Download the iOS application



After login, you will be offered to download all available applications.

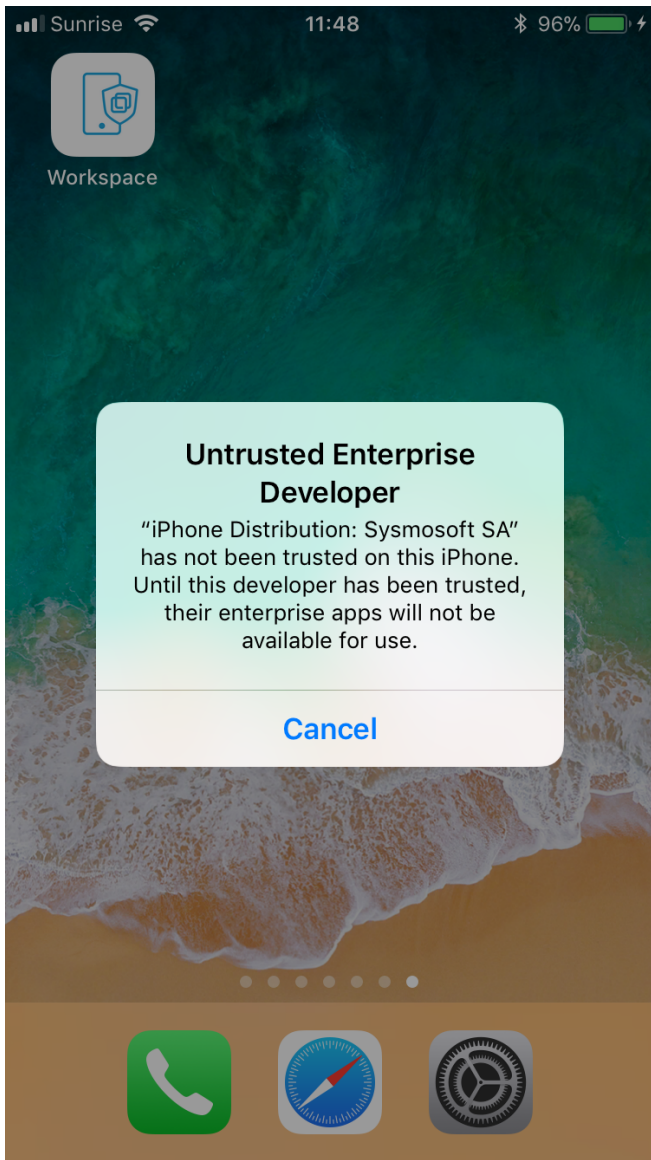
Touch **Install** "ZENworks Mobile Workspace" for iOS.

You will be asked to confirm that you want to download the app.

Touch **Install** to confirm that you want to download the application.

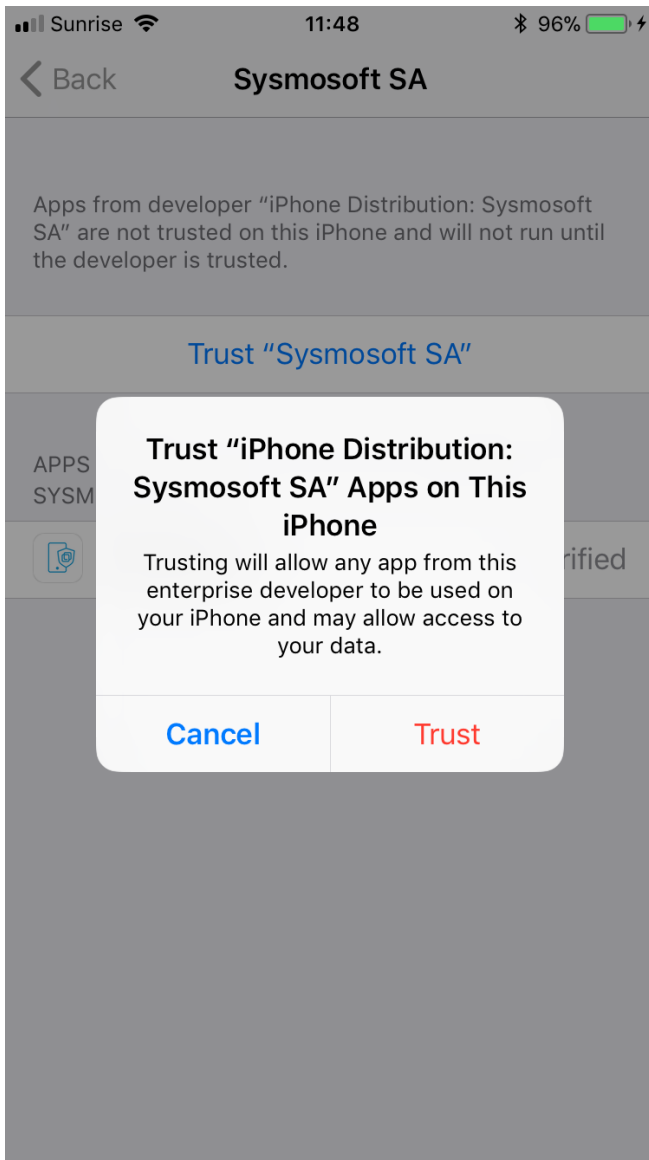
When the download is completed, the ZENworks Mobile Workspace application should be available in your SpringBoard.

## Launch the application



The first time you launch the ZENworks Mobile Workspace application, you need to trust manually the enterprise certificate.

## Trust the enterprise certificate



Trust the enterprise certificate:

1. Open **Settings** → **General** → **Profiles & Device Management** → **Sysmosoft SA**
2. Touch **Trust "Sysmosoft SA"**
3. Touch **Trust**

Now you're able to launch the ZENworks Mobile Workspace application.

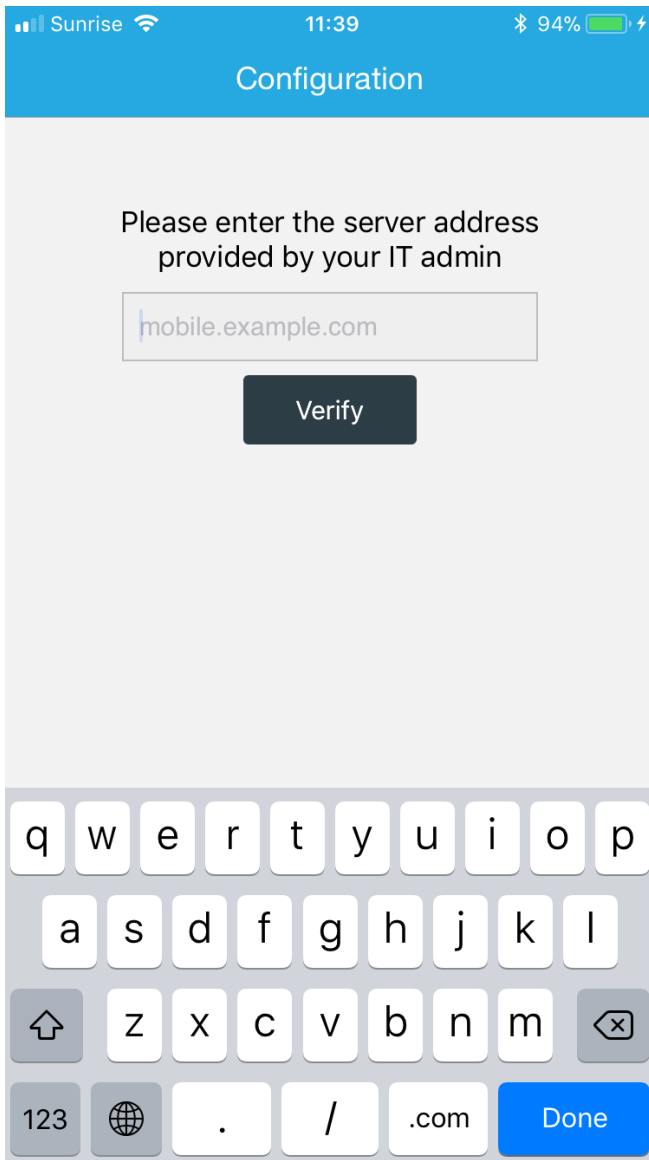
## Launch the application

When you open the ZENworks Mobile Workspace application, you can have three different views

1. The login view
2. The [enrollment view](#)
3. The [server address configuration view](#)

follow the different action for each specific view.

## Configure server address



Enter the server address provided by your IT admin and touch **Verify**.

One of the following has been provided:

- Advanced encryption (Zenworks encryption + SSL)

- Zenworks mobile server behind proxy

mobile.company.com

- Zenworks mobile server in front

mobile.company.com:8443

- Standard encryption (Zenworks encryption only)

- Zenworks mobile server behind proxy

http://mobile.company.com

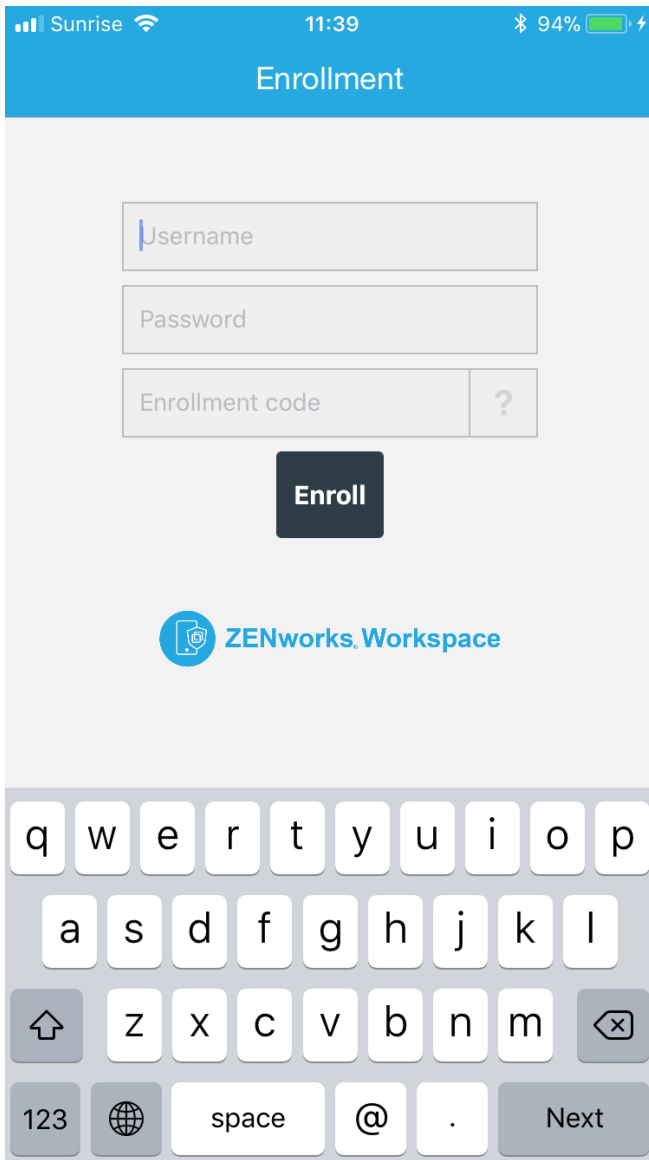
- Zenworks mobile server in front

http://mobile.company.com:8080

## Enroll a user

When you launch for the first time the ZENworks Mobile Workspace application, you need to enroll yourself.

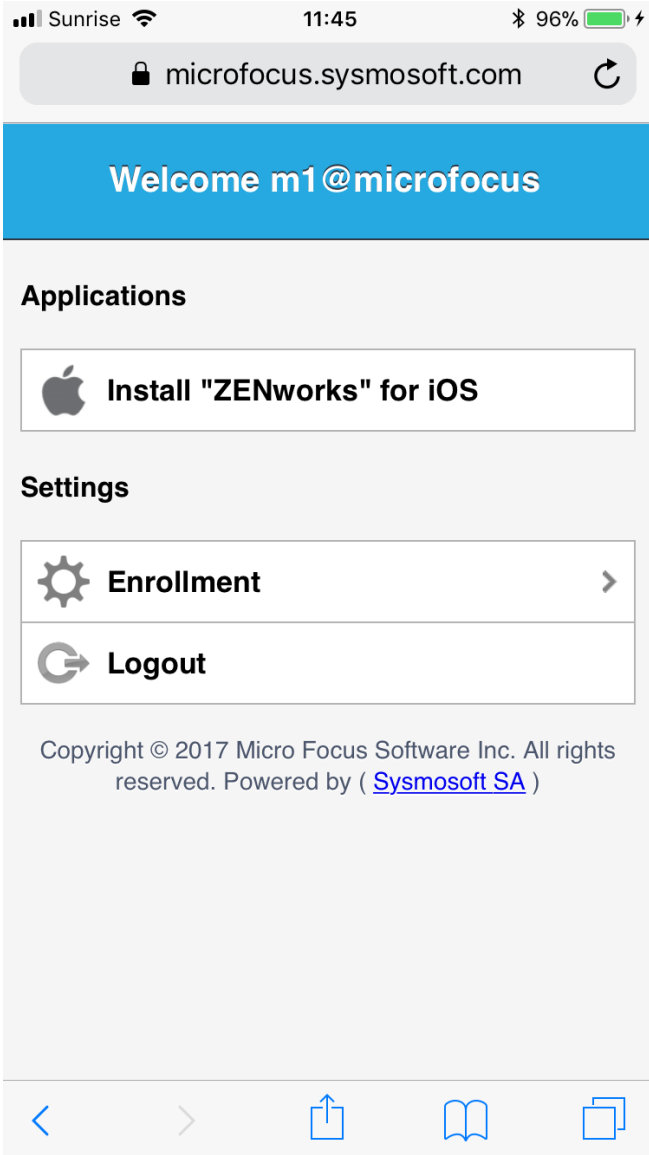




For that you need:

- Your username
- Your password
- Your enrollment code

**Get the enrollment code**



To get your enrollment code, log in to the [web server](#).

Touch **Enrollment**.

Back Enrollment

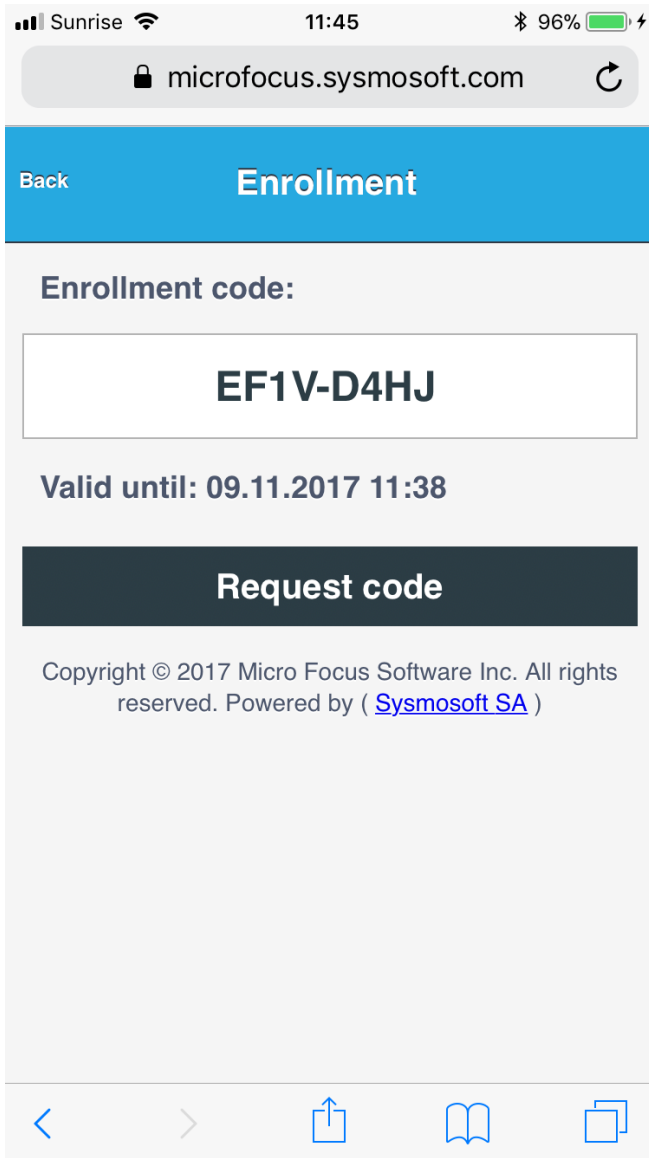
Enrollment code:

**EF1V-D4HJ**

Valid until: 09.11.2017 11:38

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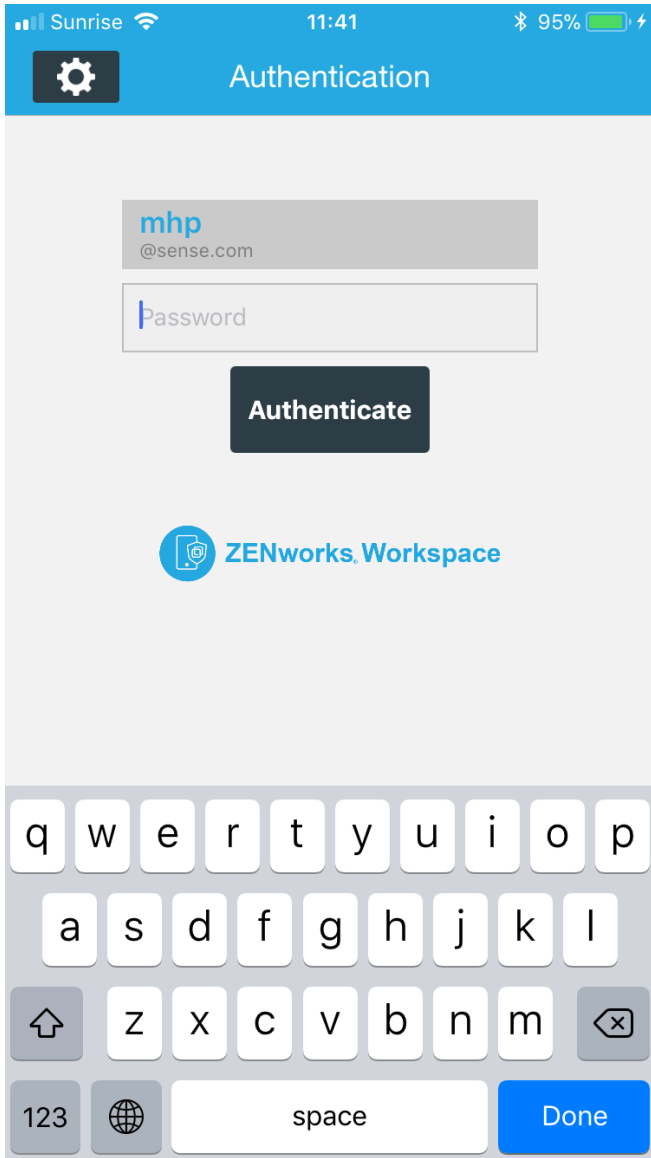
You see your enrollment code. If not, ask your IT Admin to generate one for you.



If it is available, you can generate an enrollment code by touching **Request code**.

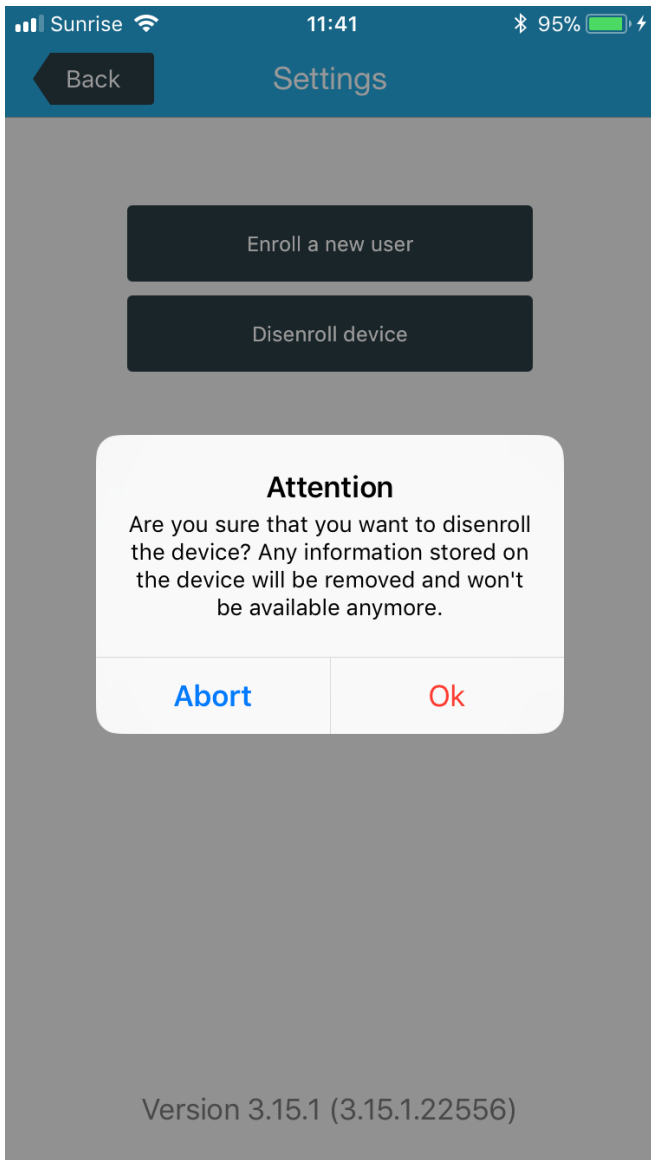
## Disenroll

If for any reason the user is not able to enroll and login anymore even after IT admin action, disenrollment could be used at last resort.



Open ZENworks Mobile Workspace application.

Touch the wheel on the upper-left corner.



Touch **Disenroll device**.

Confirm the disenrollment by touching **Ok** or cancel it.



**Disenroll device** disenroll all the users enrolled on the device.