

ZENworks Mobile Workspace iOS Installation

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1 OVERVIEW

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

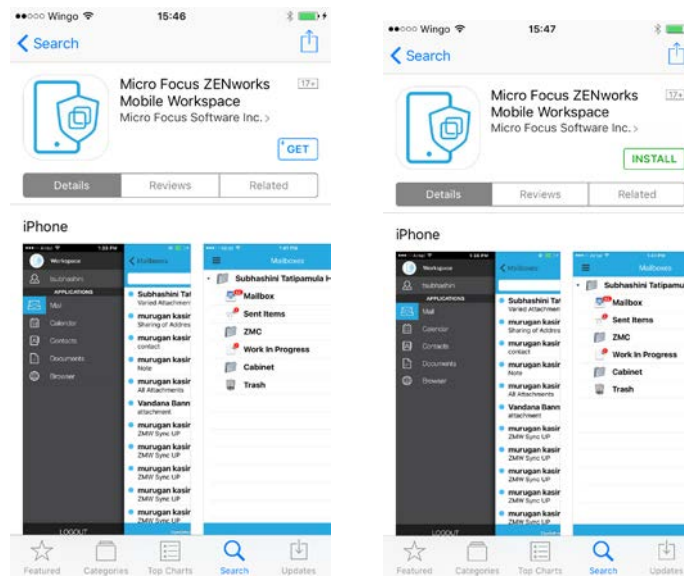
1.1 Pre-requirements

- ✓ You must have a device with iOS 9.3.5 or higher (high-end device are recommended)
- ✓ You must have an high speed internet connection through WiFi or 3G connection
- ✓ You must have a WEB browser installed such as Safari (cookies must be accepted)
- ✓ Your device must not be jailbroken

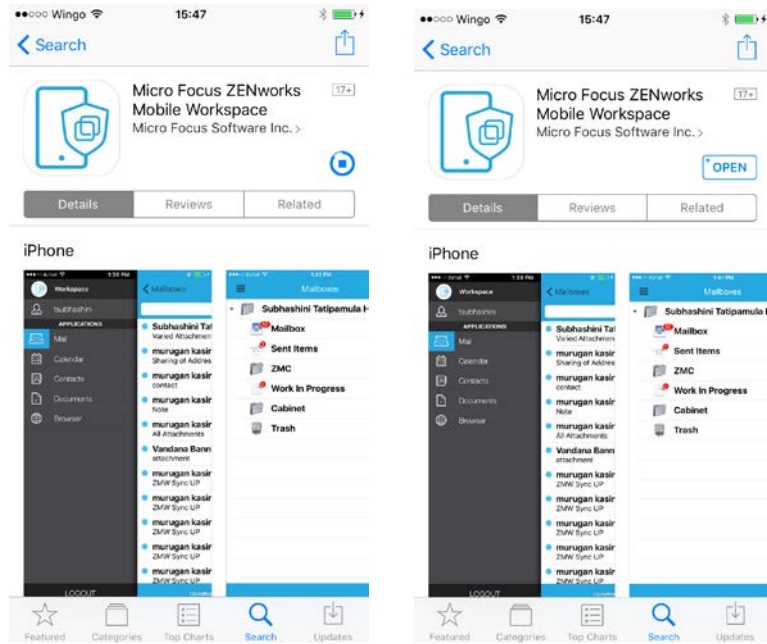
2 STANDARD INSTALLATION (FROM APP STORE)

2.1 Downloading ZENWorks Workspace

1. Start the App Store and search for “ZENWorks Workspace”:



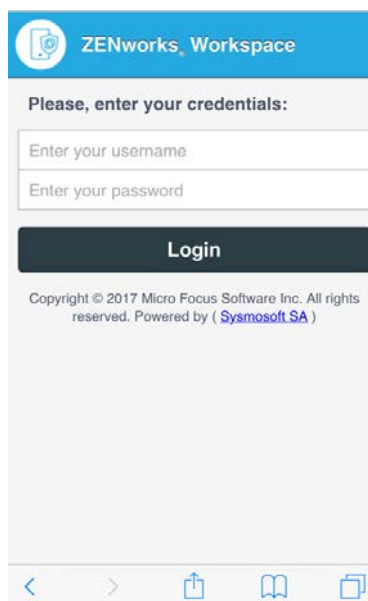
2. Press GET and INSTALL to start the download and the installation process:



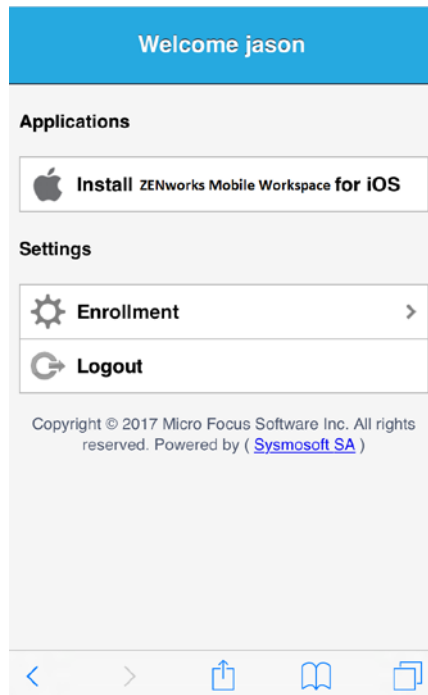
3 IN-HOUSE INSTALLATION

3.1 Downloading ZENWorks Workspace

1. Get to your enterprise store by entering the URL provided by your company in your favorite mobile WEB browser (E.g.: <https://zenworks.company.com/sense/install>). You should see the following login page:

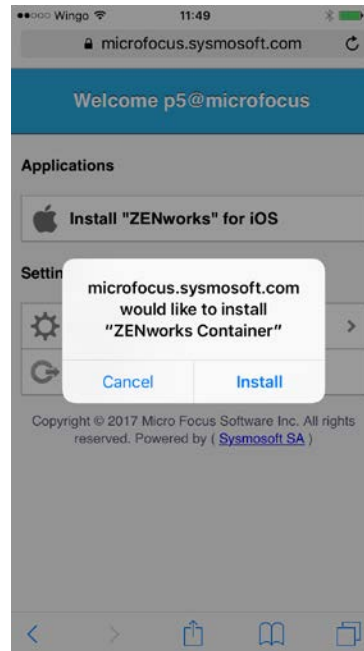


2. Enter your enterprise credentials and log in. After you have logged in, the download option is displayed for your mobile platform:



Note: If the same page is displayed even after pressing Login,.

3. Press Download "ZENworks" for iOS. You will be asked to confirm that you want to download the app. Press OK to confirm that you want to download the application. When the download is completed, press OPEN to install the application.



4. Your device will now guide you through the installation process:



4 ENROLL THE APPLICATION

4.1 Request an enrollment code

1. Get to your enterprise store by entering the URL provided by your company in your favorite mobile WEB browser (E.g.: <https://zenworks.company.com/sense/install>). You should see the following login page:

ZENworks Workspace

Please, enter your credentials:

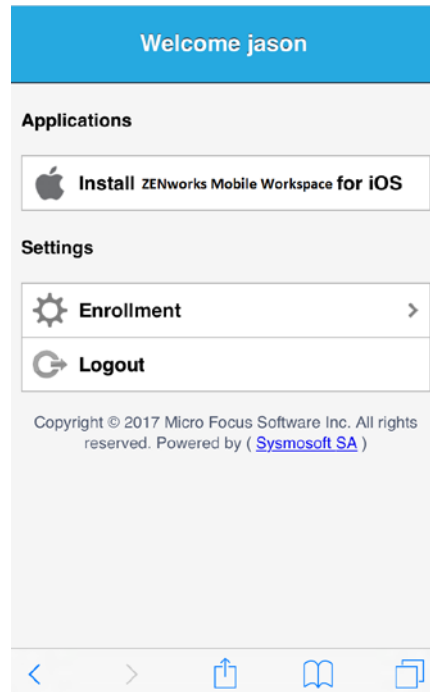
Enter your username

Enter your password

Login

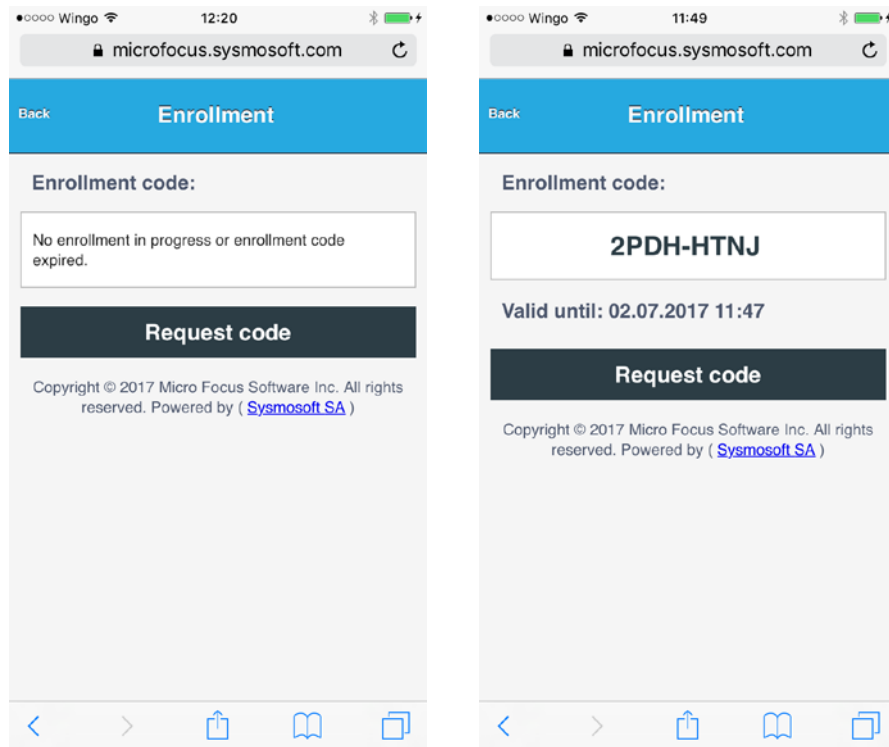
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2. Enter your enterprise credentials and log in. After you have logged in, press “Enrollment” in the Settings section:



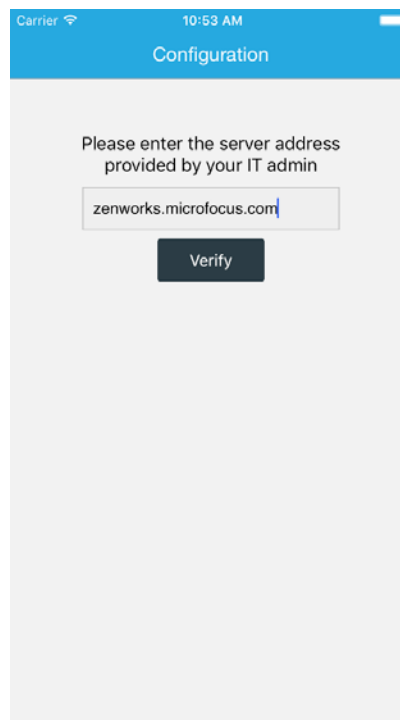
Note: If the same page is displayed even after pressing Login, **ensure that cookies are accepted.**

3. Press "Request code" to enable the enrollment process and get an enrollment code:

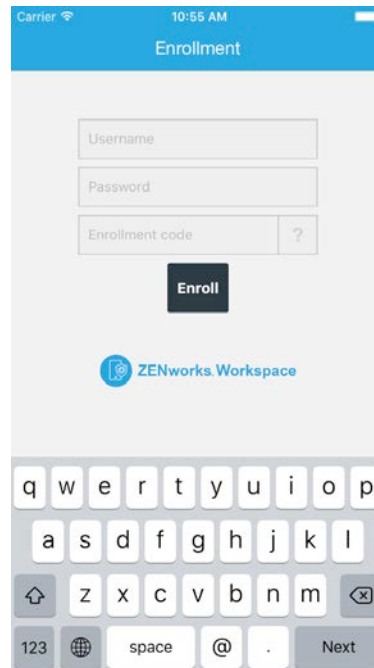


4. Start the application previously installed and enter the server address provided by your IT admin. One of the following has been provided:

- Advanced encryption (Zenworks encryption + SSL)
 - Zenworks mobile server behind proxy
 - Enter **mobile.company.com**
 - Zenworks mobile server in front
 - Enter **mobile.company.com:8443**
- Standard encryption (Zenworks encryption only)
 - Zenworks mobile server behind proxy
 - Enter **http://mobile.company.com**
 - Zenworks mobile server in front
 - Enter **http://mobile.company.com:8080**



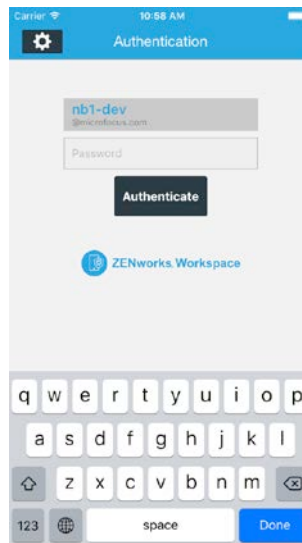
5. When the server address has been verified you will be invited to enter your enterprise credentials and enrollment code:



5 UPDATE

This section is only for user that downloaded the application from the enterprise store. User that downloaded the application from the Play Store, will be notified to do the update automatically as any other application.

1. Start the application. If you are already logged in, please log out and restart the application. Enter your enterprise password:



2. At session opening, you will be invited to update the application. Press UPDATE to start the update process:



Your application need to be updated!
Touch the screen please.



6 DISENROLL

If for any reason you are unable to enroll and login anymore even after getting support from the IT admin, disenrollment could be used as the last resort.

On the iOS, perform the following steps:

1. Open ZENWorks Mobile Workspace.
2. Select the wheel on the upper-left corner.
3. Select “Disenroll device”. You will be requested to start the enrollment process.

7 DELETE

Deleting ZENworks Mobile Workspace is as easy as deleting any other iOS app:

1. Press and hold the ZENworks Mobile Workspace app icon until the X mark is displayed on the icon.
2. Press the X mark on the screen.
3. Confirm that you want to delete the app by pressing the Delete option.