Android App with TouchDown User Guide

ZENworks® Mobile Management 2.7.x

August 2013

Novell®

Legal Notices

Novell, Inc., makes no representations or warranties with respect to the contents or use of this documentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc., reserves the right to revise this publication and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes.

Further, Novell, Inc., makes no representations or warranties with respect to any software, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc., reserves the right to make changes to any and all parts of Novell software, at any time, without any obligation to notify any person or entity of such changes.

Any products or technical information provided under this Agreement may be subject to U.S. export controls and the trade laws of other countries. You agree to comply with all export control regulations and to obtain any required licenses or classification to export, re-export or import deliverables. You agree not to export or re-export to entities on the current U.S. export exclusion lists or to any embargoed or terrorist countries as specified in the U.S. export laws. You agree to not use deliverables for prohibited nuclear, missile, or chemical biological weaponry end uses. See the Novell International Trade Services Web page (http://www.novell.com/info/exports/) for more information on exporting Novell software. Novell assumes no responsibility for your failure to obtain any necessary export approvals.

Copyright © 2012-13 Novell, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express written consent of the publisher.

Novell, Inc.
1800 South Novell Place
Provo, UT 84606
U.S.A.
www.novell.com

Online Documentation: To access the latest online documentation for this and other Novell products, see the Novell Documentation Web page (http://www.novell.com/documentation).

Novell Trademarks

For Novell trademarks, see the Novell Trademark and Service Mark list (http://www.novell.com/company/legal/trademarks/tmlist.html).

Third-Party Materials

All third-party trademarks are the property of their respective owners.

Table of Contents

ZENworks Mobile Management for Android with TouchDown 4

Best Practices for Installation 5

Installing TouchDown 6

Installing ZENworks Mobile Management 8

Installing From the Google Play Store 8
Installing From the ZENworks Mobile Management Portal 9

Enrollment Instructions 11

Using ZENworks Mobile Management 14

ZENworks Mobile Management Settings and Options 14
Encryption and Password Requirements....19
Accessing Mobile Apps....20
Accessing the Corporate Mobile Apps List 20
Blacklists / Whitelists....20
Accessing the Shared File List....22

Maintenance and Usage Tips 23

Uninstalling ZENworks Mobile Management 23
Removing the TouchDown Account....23
What to Do if you Change Devices 24
Setting the Synchronization Mode 24
Accessing the User Self-Administration Portal 25

Appendix A: Identity Certificate Installation 26

ZENworks Mobile Management for Android with TouchDown

The *ZENworks Mobile Management* application for Android devices interfaces with the *ZENworks Mobile Management* server.

ZENworks Mobile Management was designed to enable Android 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.

ZENworks Mobile Management also enables you to access your company's recommended applications and utilize the self-servicing dashboard to locate a misplaced device or issue a lock/wipe command to a potentially compromised device.

Why Use Touchdown with ZENworks Mobile Management?

The TouchDown app is required for Android devices running operating system versions earlier than 2.2, but it can be used with any of the supported OS versions. You use TouchDown to create the Exchange ActiveSync account that interfaces with the *ZENworks Mobile Management* server.

The TouchDown app enables any Android device to achieve a more consistent level of functionality and security, regardless of the OS it is running. An added advantage is that if the app is on your device when you install *ZENworks Mobile Management, ZENworks Mobile Management* detects it and can enroll TouchDown and create the Exchange ActiveSync account for you.

Requirements

- Android OS versions 2.2.x, 2.3–2.3.7, 3.0–3.2, 4.0–4.2.2

  End-of-Life Notice – *ZENworks Mobile Management* server version 2.7.2 and *ZENworks Mobile Management for Android with TouchDown* app version 2.7.2.x were the last to support Android OS v2.0 - v2.1.

- TouchDown version 8.1.00052
- User account on the *ZENworks Mobile Management* server

Best Practices for Installation

Install TouchDown first

Then install and enroll *ZENworks Mobile Management* on your device. This is the most efficient installation process, because if *ZENworks Mobile Management* is enrolled, it can initiate the TouchDown enrollment and automatically create your Exchange ActiveSync account.

If you install TouchDown after *ZENworks Mobile Management*

If you install and enroll *ZENworks Mobile Management* before you install TouchDown, *ZENworks Mobile Management* does not detect the presence of the TouchDown application on the device. Therefore, it cannot initiate the TouchDown enrollment or create the Exchange ActiveSync account.

After you do install TouchDown, you can manually initiate the enrollment and account creation. You might need to reboot your device, however, before *ZENworks Mobile Management* detects TouchDown. If ***TouchDown Settings*** does not appear on the *ZENworks Settings* menu, reboot the device by pulling out the battery. After 10 seconds or so, replace the battery. To manually initiate TouchDown enrollment and account creation, select the *ZENworks Mobile Management Settings* icon and tap ***TouchDown Settings***. Then tap ***Enroll TouchDown*** to initiate the configuration.

If you already use *ZENworks Mobile Management* with a native ActiveSync account

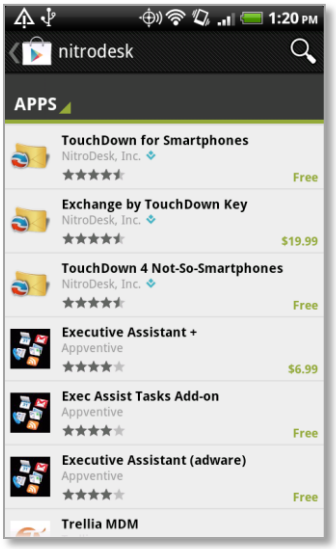
(created using the device's native ActiveSync protocol), but now you want to use TouchDown, follow the steps below:

1. Delete your *ZENworks Mobile Management account*.
    - Open *ZENworks Mobile Management* and tap the *Settings* icon.
    - Select ***Account Settings***.
    - Tap the *Options* icon and select ***Delete Account***.
2. Remove the Exchange ActiveSync account.
    - Tap the ***Settings*** icon on the device Home screen.
    - Tap ***Accounts & sync***
    - Tap the Exchange ActiveSync account and delete it.
3. Install TouchDown.
4. Reboot the device.
    - Pull out the battery.
    - After 10 seconds or so, replace the battery.
5. Re-enroll *ZENworks Mobile Management*. When the enrollment finishes, you can initiate the enrollment of TouchDown and re-creation of your Exchange ActiveSync account.

Installing TouchDown

Use TouchDown to create the Exchange ActiveSync account that interfaces with the *ZENworks Mobile Management* server.

Install TouchDown first, then install and enroll *ZENworks Mobile Management* on your device. If the TouchDown application is already available, *ZENworks Mobile Management* detects it and can enroll TouchDown and create the Exchange ActiveSync account for you.



Google Play Store Search Results

Step 1:

Tap the Google Play Store icon on the device Home screen.

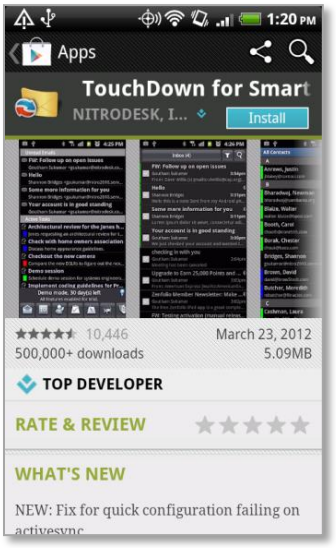
Google Play Store is an updated version of the digital marketplace, Android Market. Some devices might still display the Android Market icon. Either icon will take you to where you can obtain the app.

Using Google Play Store or the Android Market requires a Gmail account.

Search the Store by entering, `nitrodesk` in the Store search bar. NitroDesk, Inc. is the developer of the TouchDown app. A progression bar displays while the TouchDown software is located.

Tap the TouchDown software: **TouchDown for Smartphones**

Install in ***Demo*** mode.

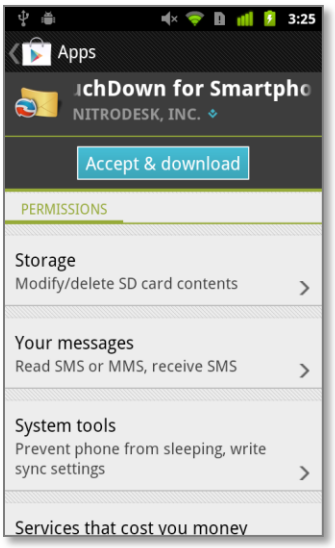


New Installations

Step 2:

Tap the **Install** button.

Upgrades
If you are upgrading, tap the **Update** button. Then tap **OK** to replace your existing TouchDown software with the new version.

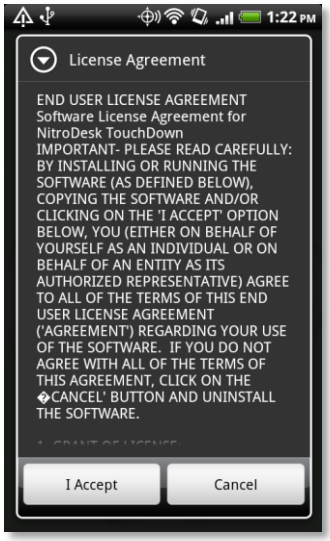


Permissions

Step 3:

At the permissions screen that appears, tap **Accept & download**. TouchDown installs in a few seconds. When the installation is complete, tap **Open** to open TouchDown.

Upgrades
If you are upgrading, this completes your download/installation procedure.



License Agreement

Step 4:

Tap **I Accept** to accept the TouchDown ***End User License Agreement*** and confirm your acceptance.

Step 5:

Now you are ready to set up your account.

Tap the **Configure your Account** button.

Installing ZENworks Mobile Management

Installing From the Google Play Store

Google Play Store is an updated version of the digital marketplace, **Android Market**. Some devices might still display the **Android Market** icon. Either icon will take you to where you can obtain the app.

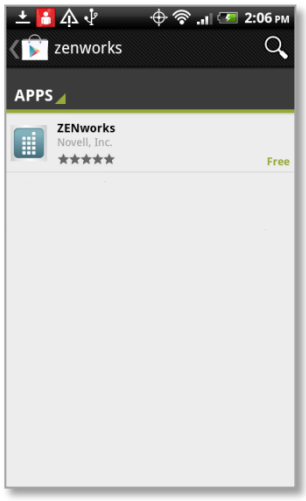
Using Google Play Store or the Android Market requires a Gmail account.

Google Play Store Search

Step 1:

Tap the Google Play Store icon on the device Home screen.

Search the Store by entering, `zenworks novell` in the Store search bar. A progression bar displays while the software is located.



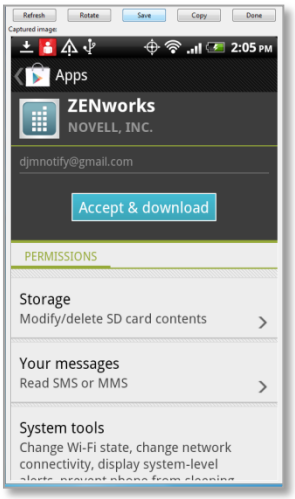
New Installations

Step 2:

Tap and download the *ZENworks Novell, Inc.* app. When the *ZENworks Mobile Management* application is found, tap it. Tap the ***Download*** button.

A permissions screen appears. Tap ***Accept & download***, to begin installing the app. A progression bar displays as the app installs.

Upgrades
If you are upgrading, tap the **Update** button. Then tap **OK** to replace your existing *ZENworks Mobile Management* software with the new version.



Permissions

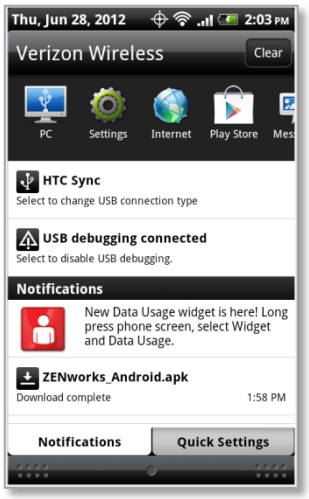
You are now ready to enroll the *ZENworks Mobile Management* application. When the installation is complete, you receive a notification that tells you the application was successfully installed. Drag the *Notification* bar at the top of the screen down and tap the installed *ZENworks Mobile Management* app to proceed with enrolling your account.

Installing From the ZENworks Mobile Management Portal

Users on any carrier network other than AT&T can download the *ZENworks Mobile Management* App for Android directly from the *ZENworks Mobile Management* portal. Because you are downloading the *ZENworks Mobile Management* app from a source other than the Google Play Store (formerly known as the Android Market), you must adjust a setting to allow this.

Adjust your device setting to allow installation from the ZENworks portal in one of the following ways. The menu location varies depending on the Android operating system you are running.

- From the device Home screen, tap ***Settings*** > ***Applications***. Enable the ***Unknown sources*** option and accept the terms.
- From the device Home screen, tap ***Settings*** > ***Security***. Enable the ***Unknown sources*** option and accept the terms.
- From the device Home screen, tap ***Settings*** > ***Device***. Enable the ***Allow Installation of Applications From Unknown Sources*** option and accept the terms.

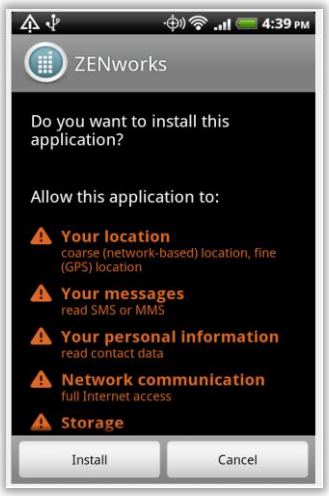


Step 1:

Access the *ZENworks Mobile Management* portal and download the *ZENworks* Mobile Management app.

Enter https://zmmupdate.novell.com/apps/ in your device Web browser and select *Android*. The app will begin to download.

From your device's *Notifications* screen, tap the ZENworks download to install the application.

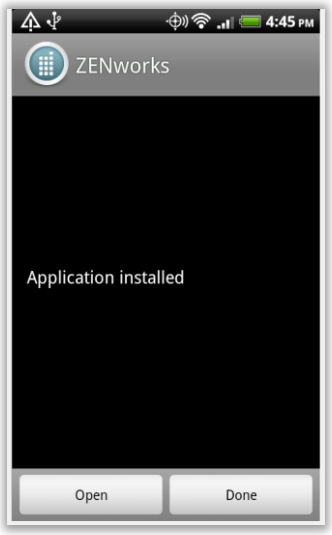


Step 2:

A permissions screen appears. Tap ***Install***. A progression bar displays as the app installs.

Upgrades

If you are upgrading, tap the **Update** button. Then tap **OK** to replace your existing *ZENworks Mobile Management* software with the new version.

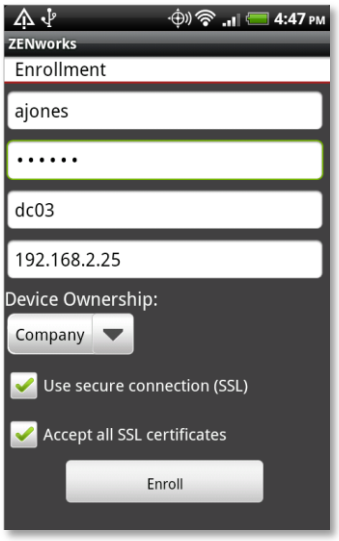


Step 3:

When the installation is complete, you see a dialog that tells you the application was successfully installed.

Tap ***Open*** to proceed to the account enrollment.

Enrollment Instructions



Enrollment Steps

If the application is not already open, tap the *ZENworks Mobile Management* icon on your Home screen.

1. Enroll your device with *ZENworks Mobile Management* by entering your credentials. Obtain the credentials from your ZENworks server 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 by using the username of the account set up for you on the ZENworks Mobile Management server. Obtain this from your administrator.

   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 ZENworks Mobile Management server. Obtain this from your administrator.

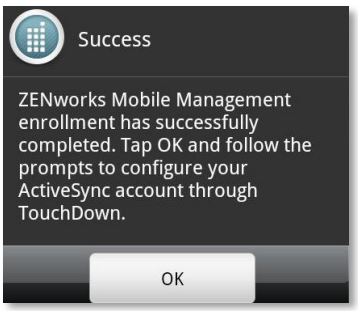
   ActiveSync Domain - Enter one of the following:

   - If you are not interfacing with an ActiveSync server, you can leave the domain field blank.
   - The login you use to access Web mail might 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 to be the domain. For example: If your email address is name@company.com, your domain might 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". For example: If your email address is: name @company.com, your domain might be company.local.
   - Sometimes the enrollment can be completed by leaving the domain field blank.

2. Enter the ***Server*** address of the *ZENworks Mobile Management* server.
3. Designate the device ownership. Is it your ***Personal*** device or a ***Company*** owned device?
4. Tap the ***Use secure connection (SSL)*** box if the *ZENworks Mobile Management* server utilizes an SSL certificate.

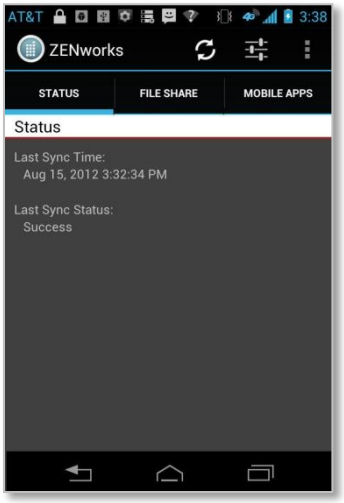
   Note: If the **Accept all SSL certificates option** is displayed, leave it disabled unless your administrator instructs you to enable it.
5. Tap the ***Enroll*** button.

6. If you are prompted for the *ZENworks Mobile Management* End User License Agreement, accept it.
7. If you are prompted to activate security policies, tap ***Activate***.



8. The enrollment finishes and displays a dialog that indicates the registration was successful. Tap ***OK***.

   You might be prompted to set a screen unlock password and/or encrypt your device data if your organization requires it.



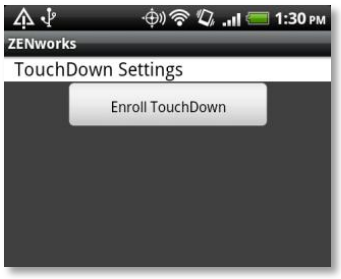
The device synchronizes and displays the *ZENworks Mobile Management* ***Status*** screen.

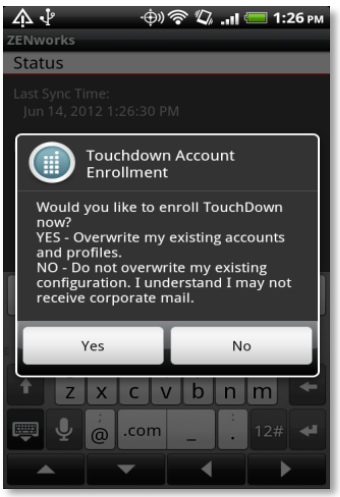
The next step is to set up a TouchDown account on the device.

TouchDown Enrollment and Account Setup

As the enrollment finishes, *ZENworks Mobile Management* detects the TouchDown application.

- *ZENworks Mobile Management* prompts you to initiate the automatic TouchDown enrollment and Exchange ActiveSync account creation by displaying the ***TouchDown Account Enrollment*** screen, if your administrator has enabled the *Initiate Enrollment* option on the server.
- If you are not prompted to initiate the automatic TouchDown enrollment, open the *ZENworks Mobile Management* application and tap ***Settings*** > ***TouchDown Settings*** > ***Enroll TouchDown***.

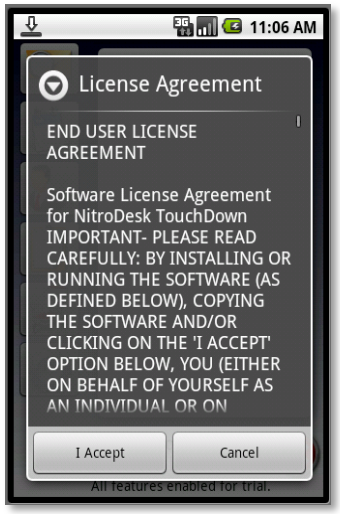




Tap ***Yes*** to initiate the configuration.

If a TouchDown account already exists on the device, it is removed and replaced with the account that *ZENworks Mobile Management* configures using the credentials you entered for the *ZENworks Mobile Management* enrollment.

If you tap **No** to postpone the automated TouchDown account configuration, tap **OK** at the next dialog box. You can configure the account later from *ZENworks Mobile Management* by tapping the *Settings* icon and choosing ***TouchDown Settings*** > ***Enroll TouchDown***.



Tap **I Accept** to accept the TouchDown ***End User License Agreement*** and confirm your acceptance.

You might also be prompted to enter a password if it is your company's policy to require one.

Troubleshooting Tip #1: If TouchDown enrollment fails, it might be because of the SSL encryption setting. TouchDown enables SSL by default. If you are interfacing with a server that does not use SSL, the enrollment fails.

The Remedy: Open TouchDown and tap the ***Settings*** icon. Tap the ***Connection*** tab and disable the ***Uses SSL*** option. Tap ***Save***, then ***Close***.

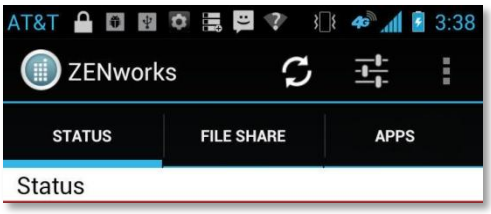
Troubleshooting Tip #2: Finishing the TouchDown enrollment might require you to enter your full email address. If the ***Device Configuration Wizard*** pops up requesting further information, enter the email address associated with your ActiveSync account.

Using ZENworks Mobile Management

ZENworks Mobile Management Settings and Options

When the *ZENworks Mobile Management* app is opened, it displays the latest synchronization time and status. To retrieve the latest information, you can tap the ***Refresh*** option.

> ***Note:*** The *Refresh* option is not available while the device is connected to the server in Direct Push mode. A status icon indicates when the device is in Direct Push.



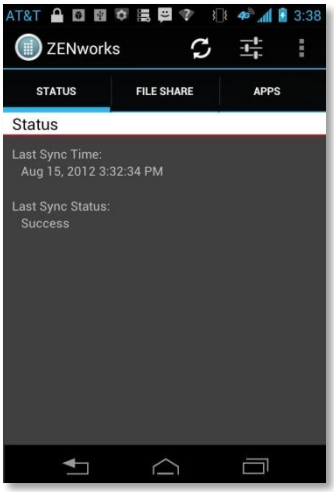
In addition, the *ZENworks Mobile Management* main screen has tabs and icons through which you can access several options.

The *Settings* icon gives you access to Account, Log, and TouchDown Settings.

On devices with older OS versions, the *Settings* are accessed by tapping the device‘s menu button and selecting the *Settings* icon.

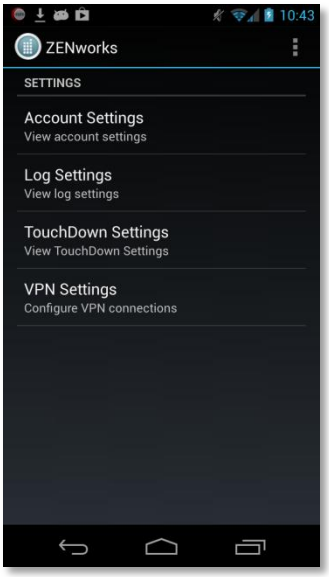
The *Options* icon displays a drop-down menu with choices for the ***View Policies*** option (a list of some of the policies governing the device), and the ***Show Help*** option (toggles help text on and off).

On devices with older OS versions, these options are accessed by tapping the device‘s menu button.



Settings

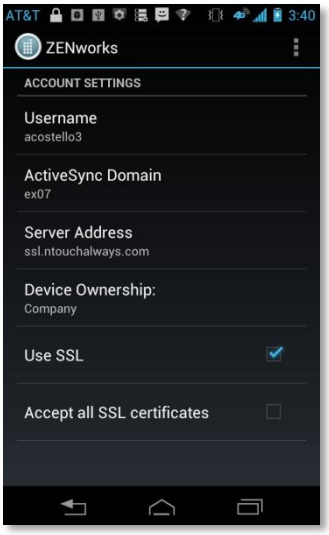
Tap the ***Settings*** icon to access the ***Account***, ***Log***, ***TouchDown***, and ***VPN Settings***.



Account Settings

When you tap the *Account Settings* option, your *ZENworks Mobile Management* account credentials appear. You can also change your password (if one is required) or delete your account.

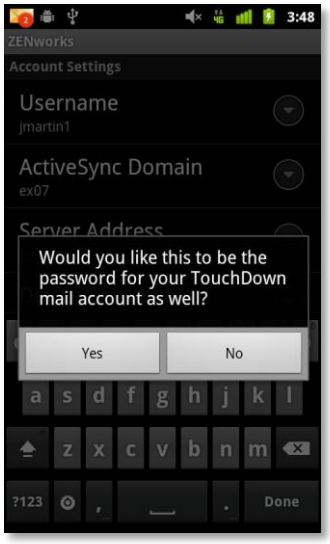
While viewing the *Account Settings* screen, tap the *Options* icon to choose the ***Change Password*** or ***Delete Account*** option.



Account Settings

If you change your password, you are given the option to use the new password for your *TouchDown* mail account as well.

Tap ***Yes*** or ***No***.

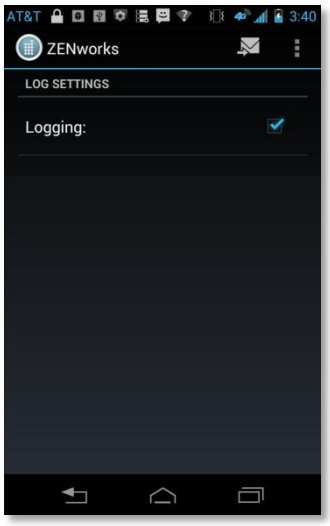


TouchDown password change prompt

Log Settings

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.

Tap the check box to enable logging.



Log Settings

VPN Settings

Administrators can assign a VPN resource (virtual private network) to your device from the *ZENworks Mobile Management* server. You must install an application (*Cisco AnyConnect* or *F5 Edge Client*) appropriate for the type of connection your organization uses.

VPN Settings is used to re-establish the VPN connection should it be disrupted.

If your device is turned off, you disconnect via the VPN app, or a disconnect occurs because of a loss of signal, you can reestablish the connection.

Tap ***Configure VPN*** to establish the VPN Connection.

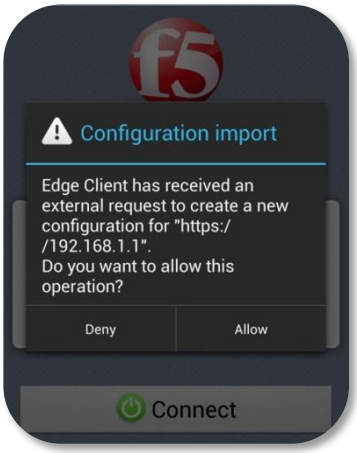
If you are using *Cisco AnyConnect*, you must enable the *External Control* setting in the AnyConnect app.

Change the setting before you attempt to connect:

1. Open the AnyConnect app
2. Tap the menu button. Select ***Settings*** > ***External Control***.
3. Select ***Enabled*** or ***Prompt*** (you will be prompted to allow *ZENworks Mobile Management* to configure the connection).

Or, if the message in the illustration at right appears, tap *Change Settings* and enable the option.

If you are using *F5 Edge Client*, a dialog appears when you attempt to connect, requesting permission to configure the connection.



Tap ***Allow*** to connect.

Viewing Policies

Tap the ***View Policies*** option to view a list of some of the policy settings on your device.

View Policies

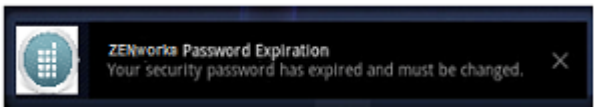
Password Expiration

If ***Password Expiration*** is part of your corporate security policy, users with devices operating on OS 3.0 or greater are required to periodically update their passwords.

When the password expires, a notification from the *ZENworks Mobile Management* server appears in the device's notification bar. The device operating system might also send a notification.

You receive a daily password expiration notification until you change your password.

Tap the notification to change the password.



ZENworks Mobile Management Password Expiration notification

Encryption and Password Requirements

For security reasons, your organization might require that you password protect your device and/or that you encrypt the data stored on the device. If these policies are enforced, the *ZENworks Mobile Management* app will prompt you to create a password and/or encrypt your device.

To see the password policies your organization has implemented, tap the *Options* icon in the *ZENworks Mobile Management* app and select *View Policies*.

Password Requirement

When password requirement policies have been enabled on the *ZENworks Mobile Management* server, the *ZENworks* app verifies that a password has been created and that it meets specified criteria, such as password length or character content. *ZENworks Mobile Management* reinforces password requirements on the device by repeatedly prompting you to create a qualifying unlock password.

If the initial prompt to create a qualifying unlock password is dismissed, the device prompts again two minutes later. If the second prompt is dismissed without creating a password, the device will ask again after 60 minutes. From this point on, every time the password prompt is dismissed, the device repeats the request 5 seconds later, until the user creates a password.

Users should keep in mind that password length applies to unlock passwords, patterns, or PINs. An existing password that does not meet the qualifying criteria can also trigger the prompts. Users have experienced this when using a pattern type unlock code. For example, if a 6 digit simple passcode is the requirement, a 6 dot pattern code must be used, even though the native device dialog that appears will state that 4 or more are required.

Encryption Requirement

When the device encryption requirement policy has been enabled on the *ZENworks Mobile Management* server, the *ZENworks* app verifies that data stored on the device is encrypted. Your organization may require you to encrypt all data stored on the device, or it might require you to encrypt only data associated with the *TouchDown* account. *ZENworks Mobile Management* reinforces encryption requirements for the device by repeatedly prompting you to encrypt your device.

If the initial prompt to encrypt is dismissed, the device prompts again two minutes later. If the second prompt is dismissed without initiating the encryption, the device will ask again after 60 minutes. From this point on, every time the encryption prompt is dismissed, the device repeats the request 5 seconds later, until the user initiates the encryption.

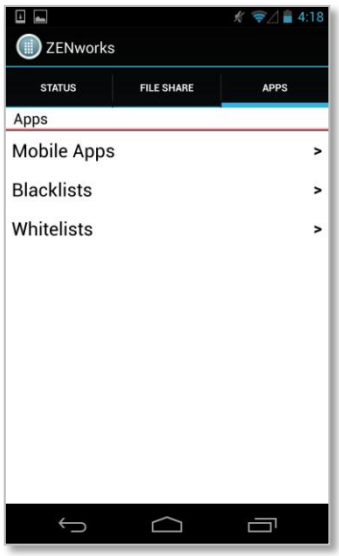
Accessing Mobile Apps

Accessing the Corporate Mobile Apps List

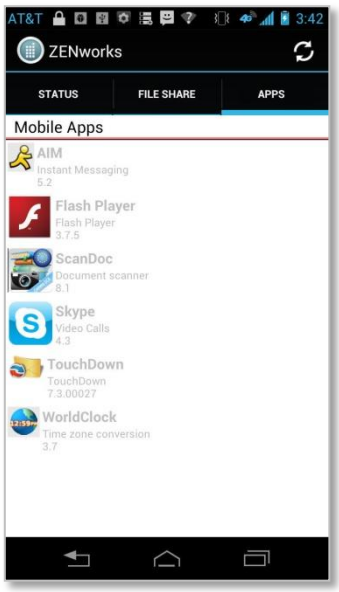
Your administrator can compile and synchronize to your device a list of recommended mobile applications. The list consists of quick links to the applications, making it convenient to install any one of them on the device.

If your organization requires it, it may be necessary to encrypt your device data before you can access the Mobile App list.

1. To access the *Mobile App* list, open *ZENworks Mobile Management* and tap the ***Apps*** tab.
2. Select ***Mobile Apps***.



3. The ***Mobile Apps*** screen appears. Tap ***Refresh*** to request the apps.
4. Tap an app to navigate to where it is located in the Google Play Store (formerly known as the Android Market). Or, if the link is the actual URL of the app, you can tap it and install the app on your device.



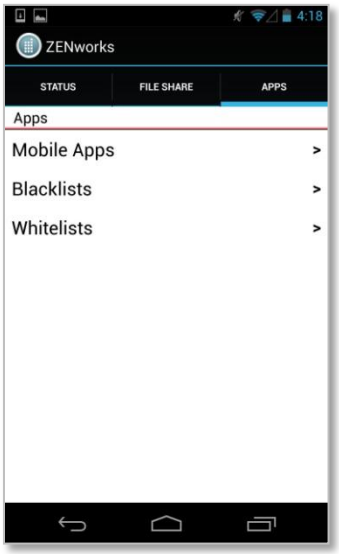
Blacklists / Whitelists

Your organization's usage policy may only permit selected mobile applications. All others can be restricted with the use of a blacklist or whitelist.

- **Apps Restricted by a Blacklist:** If an application installed on your device matches a blacklist filter string, your access to email, shared files, app lists, or other organization resources can be blocked.
- **Apps Restricted by a Whitelist:** If an application installed on your device does not match one of the whitelist filter strings, your access to email, shared files, app lists, or other organization resources can be blocked.

If your organization has implemented one of these lists, you can view the criteria used to check the apps installed on your device. The criteria will inform you of the mobile applications you should avoid.

1. To view the Blacklist or Whitelist criteria, open *ZENworks Mobile Management* and tap the ***Apps*** tab.
2. Select ***Blacklists*** or ***Whitelists***.



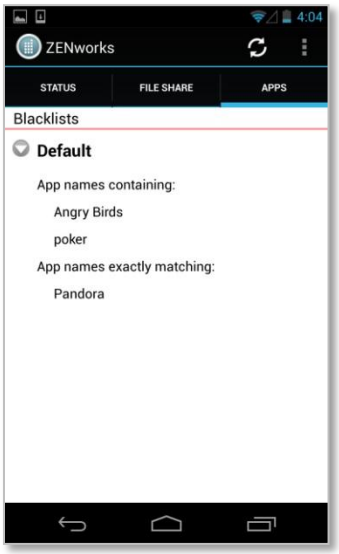
3. Expand the list to see the criteria that will restrict apps.

   For Blacklists:

   - Your device can be blocked if a certain string of characters is contained anywhere in the app name.
   - Your device can also be blocked in the app name exactly matches the string of characters.

   For Whitelists:

   - Your device can be blocked if an app on your device does not contain a certain string of characters anywhere in the app name.
   - Your device can also be blocked if an app on your device does not exactly match the string of characters.



Accessing the Shared File List

Your administrator can compile and make available a directory of folders and files. If the policy to which you have been assigned allows access, you can access these files on your device.

To view the files, you must have viewing applications installed on the device that support the file types. For example, you must have a PDF reader in order to view a PDF file.

If your organization requires it, it may be necessary to encrypt your device data before you can access the shared File List.

1. To access the Shared File directory, open *ZENworks Mobile Management* and tap the File Share tab. The **File Share - Server** screen appears.

2. The ***File Share Folders*** from the *ZENworks Mobile Management* server is pulled to the device. Open this folder to display the directory of files to which you have access.

Maintenance and Usage Tips

Uninstalling ZENworks Mobile Management

When you uninstall the *ZENworks Mobile Management* app, all application data files are also removed.

Delete your *ZENworks Mobile Management* account before you uninstall the *ZENworks Mobile Management* app.

Deleting Your *ZENworks Mobile Management* Account

1. Open *ZENworks Mobile Management* and tap the *Settings* icon.
2. Select ***Account Settings***.
3. Tap the Options icon and tap ***Delete Account***.
4. Confirm the deletion by answering ***Yes*** to the confirmation question.

Uninstalling the *ZENworks Mobile Management* App

5. From the device Home screen, tap ***Settings*** > ***Applications*** > ***Manage Applications.***
6. Tap *ZENworks Mobile Management*.
7. Tap **Uninstall**.

Removing the TouchDown Account

You can remove the TouchDown (Exchange ActiveSync) account by unenrolling TouchDown. This removes the TouchDown account and all the data associated with it and returns TouchDown to a pre-enrollment state.

1. Open *ZENworks Mobile Management* and tap the *Settings* icon.
2. Select ***TouchDown Settings***.
3. Tap the ***Unenroll TouchDown*** button. When the removal is completed and successful, this button changes to ***Enroll TouchDown***.

What to Do if you Change Devices

If you change devices, your *ZENworks Mobile Management* administrator must clear device enrollment on the server before you can enroll the new device.

- Uninstall the *ZENworks Mobile Management* app from the old device by performing the steps in ***Uninstalling ZENworks Mobile Management***.
- After you verify that the administrator has cleared the device enrollment, proceed with enrolling the new device.

Note: Your administrator must also clear device enrollment on the server if you are re-enrolling a device that has been reset to factory settings.

Setting the Synchronization Mode

When you set up an Exchange ActiveSync account via TouchDown, the default synchronization mode is Direct Push. With Direct Push, the device maintains an open connection. The setting for Direct Push in TouchDown is called "*As items arrive*." The alternative is a Scheduled Push mode where the device is set to check for new messages at a set interval.

Setting a device in Direct Push mode may increase battery consumption. If your battery is not lasting as long as you want it to, set a Scheduled Push interval by changing the email checking frequency in the TouchDown application.

To change synchronization to a scheduled push mode:

1. Open the TouchDown application and tap **Settings**.
2. Tap the **Advanced** tab at the top of the screen.
3. Expand the drop-down box under **Email checking frequency** and select the interval at which the device should check for new data. Choose from:
    - Manual only
    - As items arrive *(Direct Push setting)*
    - Every 1, 5, 10, 15, or 30 minutes
    - Every 1, 2, or 4 hours
    - Custom

Accessing the User Self-Administration Portal

The *User Self-Administration Portal* is a resource for *ZENworks Mobile Management* users. Its primary benefit is that it provides a quick way to perform time-sensitive operations without going 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 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*.)

To use the User Self-Administration Portal, you need to obtain the *ZENworks Mobile Management* server address from your administrator. Commit it to memory or note it somewhere.

Accessing the Mobile User Self-Administration Portal

In the browser of an Internet-enabled device, enter ***https://<yourZENworksServerAddress>/mobile***

Accessing the Desktop User Self-Administration Portal

In a web browser of an Internet-enabled desktop computer, enter ***https://<yourZENworksServerAddress>***

Logging In

When you gain access, log in with your *ZENworks Mobile Management* user account credentials.

- For users interfacing with an ActiveSync server, use your ActiveSync account username, password, and domain.

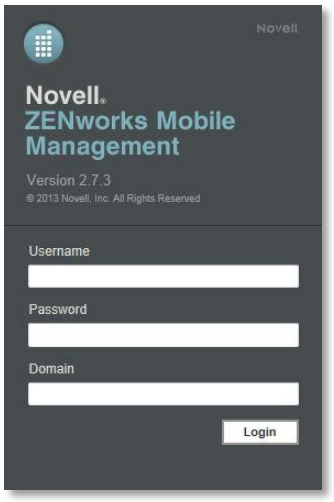
- For users not interfacing with an ActiveSync server, use your *ZENworks Mobile Management* user account username and password, and leave the domain field blank.

See the User Self Administration guide for more information on the use of the portals.

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 *ZENworks Mobile Management* Mobile User Self-Administration portal. A certificate can be installed on multiple devices; however, only one certificate at a time can be used.

Users operating with OS 2.1 must use a .cer file to successfully install the certificate. Installing a .pfx file requires operating system 2.2 or higher. If your device cannot be upgraded, you might want to ask your administrator to issue a certificate with a .cer file format.



Access the *ZENworks Mobile Management* Mobile User Self-Administration Portal

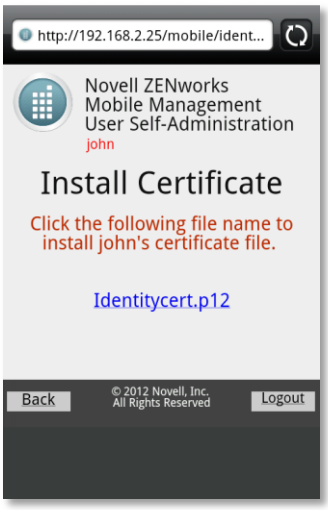
From the device browser, enter ***<yourZENworks\ServerAddress>/mobile***.

Log in with your *ZENworks Mobile Management* 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 *ZENworks Mobile Management* user account username and password, and leave the domain field blank.

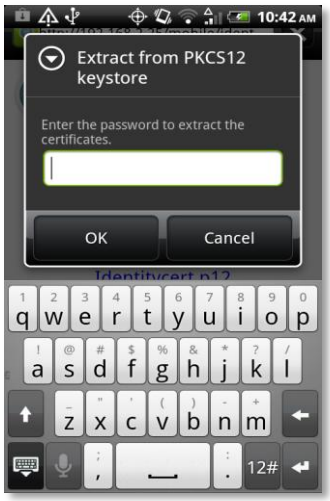
Installing the Certificate

1. Tap ***Install Certificate*** from the *ZENworks Mobile Management* Mobile User Self-Administration portal menu.



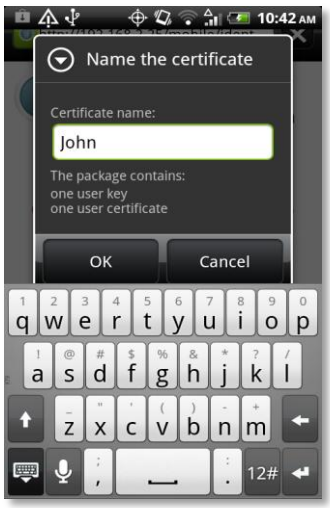
2. Tap the certificate ***File Name***. The file will be in one of the following formats: .cer, .pfx, or .p12.

   Note: If you see a message indicating that there is no available certificate, your administrator has not yet uploaded a certificate. Consult your administrator.

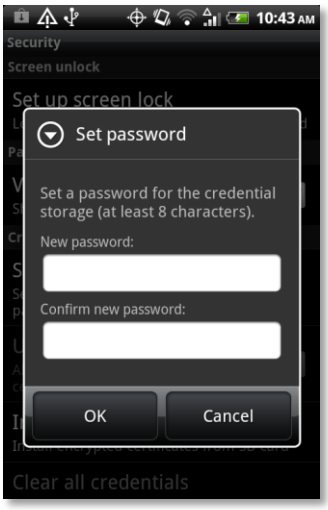


3. If the certificate is a .pfx or .p12 file, you might need to enter the password associated with the file.

   Enter the password given by your administrator and tap ***OK.***



4. Tap ***OK*** to install the certificate.



5. Create a credential storage password. This password is required if you ever need to edit, reinstall, or delete the certificate.
6. Tap ***OK.***

A system message appears, indicating that the certificate has been installed successfully.