

Intune phone setup quick start guide

Overview

There are a couple critical pieces to setting up a new phone.

Procedure

1. Email the following information to [OMES MDM](#):

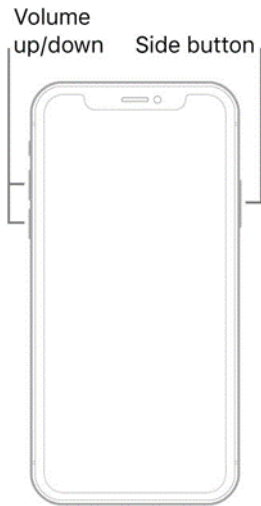
- Serial number.
- Username.
- Your agency name.

The Mobile Device Management team will assign your new phone to the proper Intune groups and reply to your email confirming it has been completed.

2. Once you receive confirmation of Intune setup, confirm that the mobile device has service.

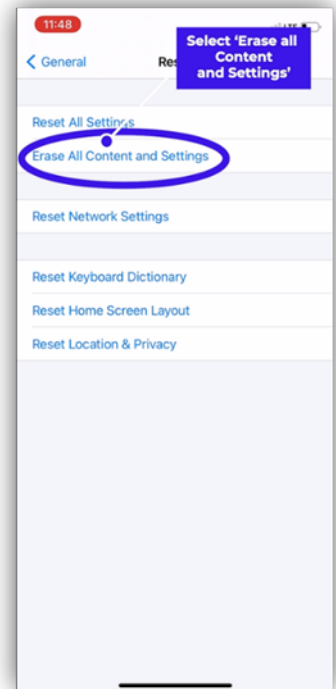
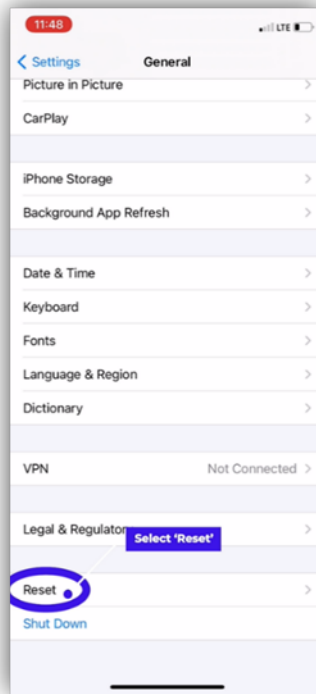
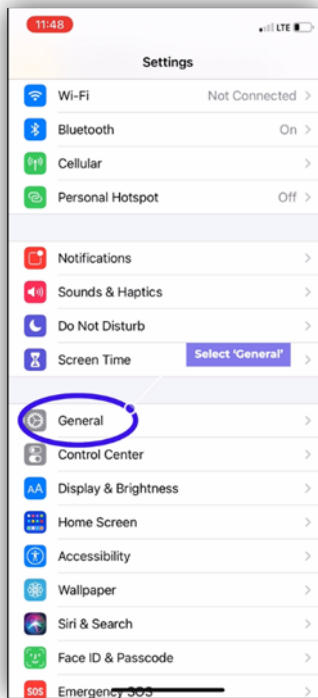
- If you have service, proceed to step three.
- If the phone does not have service, contact your agency's mobile device POC.
-or-
- Self-activation is an option by contacting the service provider.
 - AT&T provides a link you can use:
<https://www.att.com/checkmyorder/activations/activateWireless.rt>
 - Go to the link above and enter the phone number and your home office ZIP code.
- This must be done within two weeks of being received or it will have to be manually activated.
- If it says the phone is already active but the phone does not have service, it may be because the phone had a previous user. Email [OMES MDM](#) with the phone number and ask them to see if the phone is suspended. If it is a replacement phone for one you already have, then it will likely need a manual activation. You need to email [OMES MDM](#) and include the user's name, phone number, IMEI and number off the SIM card.
- If you are still having issues with activation, please reach out to the [OMES MDM](#) team.

3. Power on the phone by pressing and holding the **volume up** and **wake** button on the right side of the phone.

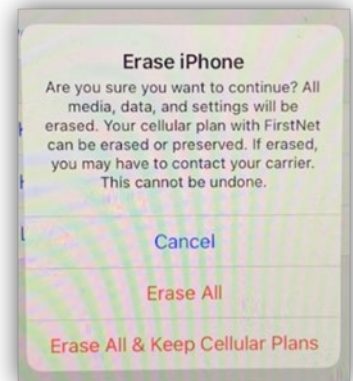


4. Press and quickly release the **volume up** button. Press and quickly release the **volume down** button. Then press and hold the **side** button. When the Apple logo appears, release the **side** button.

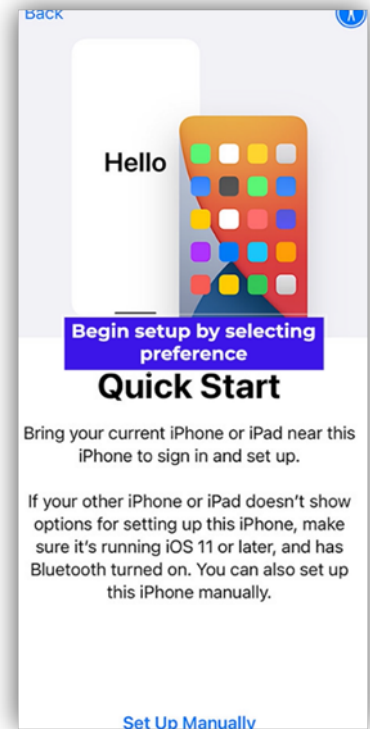
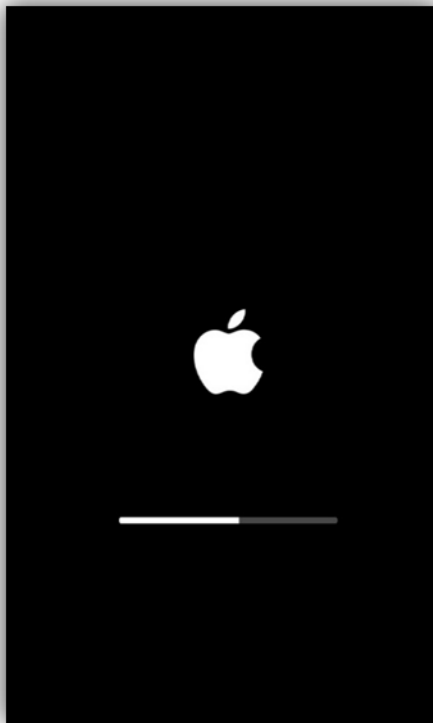
5. Begin the iPhone wipe. Go to Settings and select **General**. Next, select **Reset**. Then select **Erase All Content and Settings**.



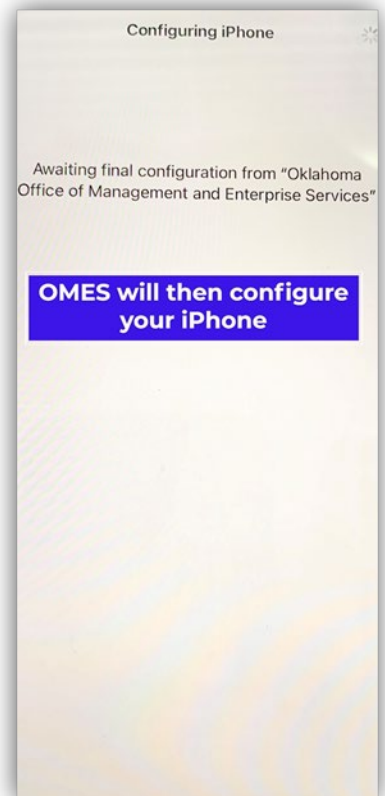
6. You may get another message asking if you are sure you want to continue. Select **Erase All & Keep Cellular Plans**.



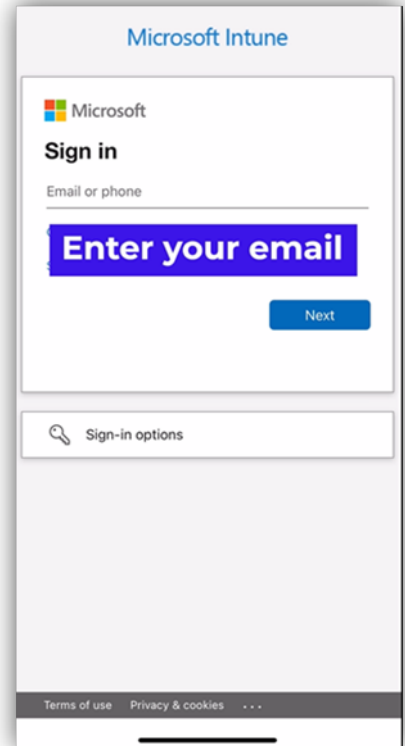
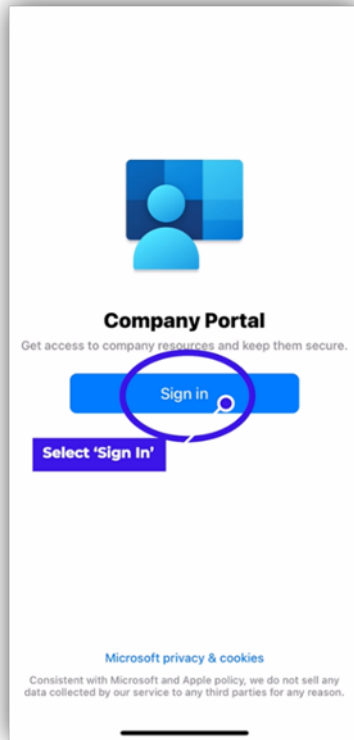
7. The phone will restart. Begin the setup by selecting your preferences.



8. A Remote Management screen will pop up. OMES will then begin configuring the iPhone.



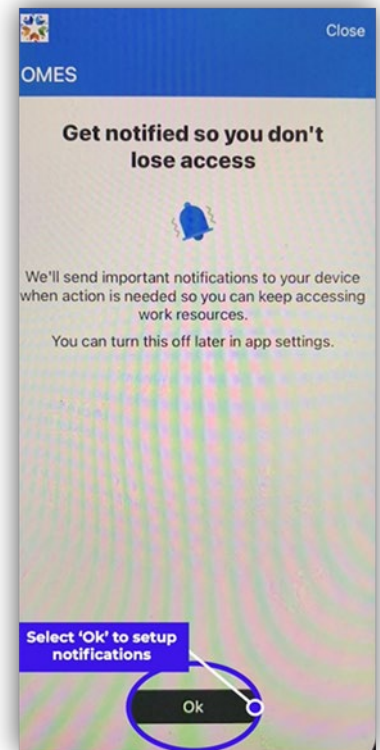
9. After configuration, a Company Portal will pop up. Select **Sign in**. Then enter your email.



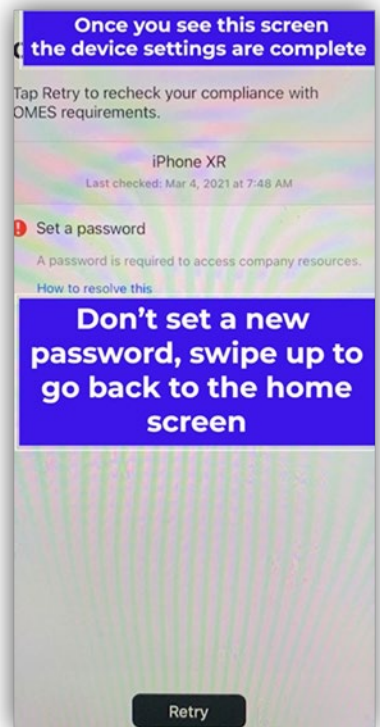
10. Enter your credentials to sign in to the Oklahoma portal.



11. Select **OK** to setup notifications.



12. Once you see the Check Device Settings screen, the device settings are complete. Do not set a new password; swipe up to go back to the home screen.



13. A Passcode Requirement notification will pop up. Select **Change Now**. Then enter a new passcode.



14. If you need additional help, contact the [OMES Service Desk](#).
15. Login with your email address and computer login password again. It will either call or text you. If you do not receive a call or text, call the OMES Service Desk and ask them to update your two-factor (also known as MFA) authentication phone number.
16. Use the videos on the [MDM Website](#) to set up your applications.