

Microsoft Intune Mobile Device Management (MDM) deployment in a new Android phone

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1. General

For the sake of simplicity, our Intune MDM instructions only discuss phones, but the same system is also applied to Android tablets, and all Android instructions work in them as well.

These instructions apply to a new phone. If you are about to set up Intune in a phone in use, see the page [MDM - Instructions for phone in use](#) for instructions.

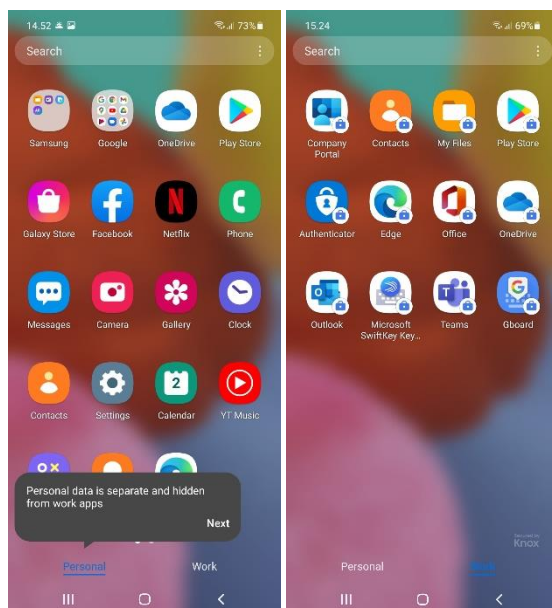
This guide only advises the deployment of MDM. The use of MDM is advised in the instructions "Using Intune MDM in an Android phone", which can be found on the page [Mobile Device Management](#).

When you are starting to use a new phone, keep the old one in your use until everything you need works fully in your new phone.

When the Intune MDM is deployed in an Android phone, it means more than just the installation of the management app. In addition, the Android operating system activates its in-built split to the personal profile and the work profile. Personal profile means the apps and data you will have in your phone for your personal use. Work profile means the apps and data that you will have in your phone for work-related tasks. The profiles have separate apps, files and data. The profiles are almost like there would be two separate phones in one physical phone.

- You can install apps in the personal profile and use them as you want. MDM or the apps in work profile will not see or touch the personal profile at all. Please find more detailed info about the visibility in the instructions "Microsoft Intune MDM General info" on the page [Mobile Device Management](#).
- MDM manages only the work profile and will not touch anything in the personal profile. If needed, you can delete the work profile, or the IT Helpdesk can delete it remotely if you request so. The deletion of work profile does not cause any change whatsoever to your personal apps or data.
- Personal and work-related apps are displayed clearly in separate apps screens in your phone. The user interface to access the apps is quite different in different phones depending on the manufacturer of the phone and the Android version in the phone. That is why the usage cannot be advised in detail and all screen shots shown are only indicative. Please refer to the instructions for your phone.

- In a Samsung phone, you can open the apps screen by swiping up when in the home screen. This is how the personal and work apps screens look like in a Samsung A51 phone. You can switch between personal profile and work profile by tapping Personal and Work in the bottom of the screen.



For more detailed instructions in using the profiles, see the instructions "Using Intune MDM in an Android phone", which can be found on the page [Mobile Device Management](#).

2. Prepare a method for multifactor authentication

During the setup of Intune you will need to sign in to your TUNI account. For that, you will need a method to perform the multifactor authentication. You cannot do that with your new phone because the TUNI sign-in is done in such an early phase of the setup that the phone cannot even receive text messages. Thus, for setting up your new phone, you will need another phone with which you can perform the multifactor authentication.

- **If you have a working authentication method for the multifactor authentication (via Authenticator app or SMS reception) in an old phone of yours:** have the old phone ready during the setup of the new phone and perform the multifactor authentication with the old phone when requested.
- **If you do not have a working authentication method for the TUNI multifactor authentication in any old phone:** you will have to setup a temporary method for the TUNI multifactor authentication in some other phone than your new phone. The temporary authentication method can be an Authenticator app in any mobile device or the SMS reception to any mobile phone number. The instructions for setting up the multifactor authentication are available at the page [Setting up multifactor authentication](#).

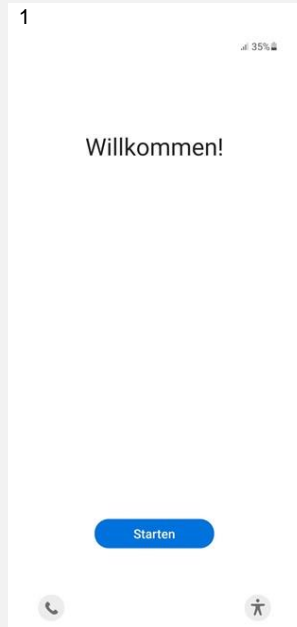
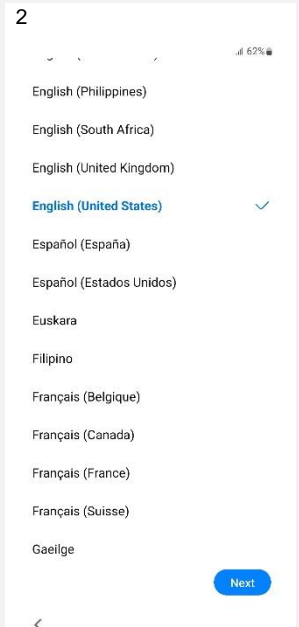
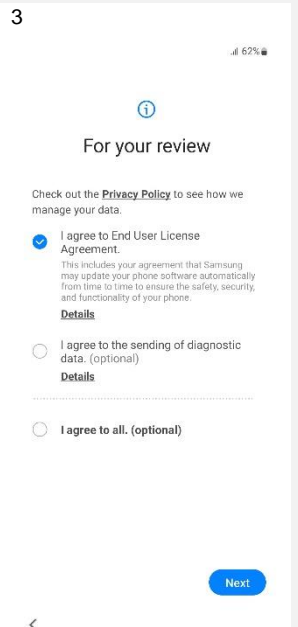
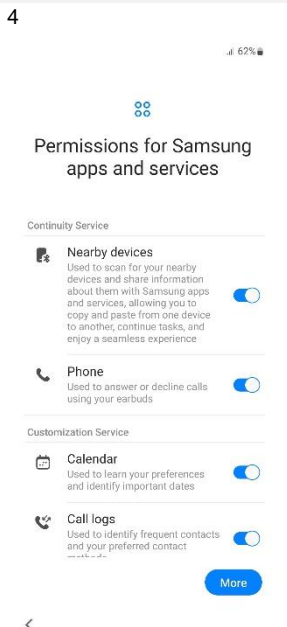
3. Setup Intune

When you have available a working authentication method for the TUNI multifactor authentication, you can proceed. Turn on your new phone and perform the setup according to the instructions below. For the sake of brevity, all intermediate screens informing about the progress of the installation have been omitted from this instruction, and only those screens where you must do something have been left here.

Unfortunately, in different phones and different versions of the Android operating system, this deployment takes place in a different order. The below is true for the Samsung A53 phone if it has Android 12. If it has Android 13, screen 4 is missing and personal Google account setup (screens 8-20 below) comes only after Intune setup (screens 21-30 below). The deployment order may be different from this on some phones and Android versions.

So find the right instructions for each screen below. Between these screens, there may also be intermediate screens informing about the progress, which you may have to acknowledge to progress.

If the setup is interrupted by an error message, the phone may require a factory reset. Now when the device is empty, you can safely do so, and after the phone turns on, the setup described below will start from the beginning.

<p>1</p>  <p>Willkommen!</p> <p>Starten</p> <p>Tap the blue button. The language in the button changes constantly.</p>	<p>2</p>  <p>English (Philippines) English (South Africa) English (United Kingdom) English (United States) Español (España) Español (Estados Unidos) Euskara Filipino Français (Belgique) Français (Canada) Français (France) Français (Suisse) Gaeilge</p> <p>Next</p> <p>Select English (in this setup, we used English US)</p>	<p>3</p>  <p>For your review</p> <p>Check out the Privacy Policy to see how we manage your data.</p> <p><input checked="" type="checkbox"/> I agree to End User License Agreement. This includes your agreement that Samsung may update your phone software automatically from time to time to ensure the safety, security, and functionality of your phone. Details</p> <p><input type="checkbox"/> I agree to the sending of diagnostic data. (optional) Details</p> <p><input type="checkbox"/> I agree to all. (optional)</p> <p>Next</p> <p>Select "I agree to End User License Agreement" and tap Next.</p>	<p>4</p>  <p>Permissions for Samsung apps and services</p> <p>Continuity Service</p> <p>Nearby devices Used to scan for your nearby devices and share information about them with Samsung apps and services, allowing you to copy and paste from one device to another, continue tasks, and enjoy a seamless experience. <input checked="" type="checkbox"/></p> <p>Phone Used to answer or decline calls using your earbuds. <input checked="" type="checkbox"/></p> <p>Customization Service</p> <p>Calendar Used to learn your preferences and identify important dates. <input checked="" type="checkbox"/></p> <p>Call logs Used to identify frequent contacts and your preferred contact. <input checked="" type="checkbox"/></p> <p>More</p> <p>Limit these permissions only if you know the effects. Scroll down and tap Agree.</p>
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5

Valitse Wi-Fi-verkko

- ASUS_20
- Kalevan Ruoska
- S
- S_Wi-Fi5
- 4G-Gateway-FDDD

Tämän puhelimen suojauksesta vastaa Knox Cloud Service. Muodosta Wi-Fi- tai matkapuhelinverkkoyhteys käyttöönoton jatkamista varten.

OK

Start sharing mobile data in your old phone if do not have another Wi-Fi network available. Tap OK and sign into the network you want to use.

6

Palveluntarjoajan määrittäminen

Puhelin on käynnistettävä uudelleen palveluntarjoajan toimintojen ja palveluiden käyttöönottoa varten.

Käynn. uud.

You will see this kind of display only if the phone must be restarted. Tap Restart.

7

Set up a work profile

One device, two different profiles

Between your work and personal profiles, every app stays separate. This means that the IT team can never touch anything that you keep personal.

Balance your work and life

Pause your work apps when you're done for the day.

Check our [Samsung Knox Privacy Policy](#) to see how we manage your data.

Agree

Tap Agree.

8

Sign in with your personal account

This step is optional. Your personal account won't be visible to your IT admin.

Email or phone

XXXXXXXXXX@gmail.com

Forgot email?

Create account

Skip

Next

If you have a personal Google account, we recommend adding it in the phone. Enter your Google account and tap Next.

9

Hi XXXXXXXX@gmail.com

Enter your password

XXXXXXXXXX

☐ Show password

Forgot password?

Next

Enter the password to your Google account and tap Next.

10

2-Step Verification

To help keep your account safe, Google wants to make sure it's really you trying to sign in

XXXXXXXXXX@gmail.com

Check your device

Google sent a notification to your device. Tap Yes on the notification to verify it's you.

Resend it

Try another way

Approve the 2-step verification.

11

Hi XXXXXXXX@gmail.com

We publish the [Google Terms of Service](#) so that you know what to expect as you use our services. By clicking 'I Agree,' you agree to these terms.

You are also agreeing to the [Google Play Terms of Service](#) to enable discovery and management of apps.

And remember, the [Google Privacy Policy](#) describes how Google handles information generated as you use Google services. You can always visit your Google Account (account.google.com) to take a Privacy Checkup or to adjust your privacy controls.

Don't add this account now

I agree

Tap I Agree.

12

Restore data from an old device

Choose a backup below

- XXXXXXXXXX backup 2 days ago, 12:02 AM
- XXXXXXXXXX backup Yesterday, 5:56 PM
- XXXXXXXXXX backup Oct 17, 2:15 PM
- XXXXXXXXXX backup 2 hours ago, 10:59 AM

Don't restore

If you want restore data from your current phone, select it. We recommend doing this. You can transfer data from your old devices also later.

13

Confirm your old screen lock

To decrypt your backup, enter your old device's screen lock on the next screen

Don't restore Next

Tap Next.

14

Confirm your old screen lock

Don't restore Confirm

Enter the screen lock code of the selected device and tap Confirm.

15

Choose what to restore

4.5 GB of 110 GB

Synced automatically

Photos & videos
View in Google Photos

Gmail, Calendar, and Drive

Choose what to restore

Apps
All 106 apps

Contacts
Device and SIM contacts

Don't restore Restore

Scroll down and choose what you want to restore. We recommend restoring everything. Tap Restore.

16

Google services

Tap to learn more about each service, such as how to turn it on or off later. Data will be used according to Google's Privacy Policy.

Backup & storage

Back up to Google Drive

Location More

Select which Google services you want to use. Scroll down and tap Accept.

17

Protect your phone

Prevent others from using this phone without your permission by activating device protection features.

Pattern

PIN

Password

Skip

Tap PIN and set a PIN for your phone. **Memorize the PIN very carefully! If you forget it, the phone will have to be reset and you will lose all data and files in the phone.**

18

Access your Assistant with "Hey Google"

If you agree, Google Assistant will wait in standby mode to detect "Hey Google."

"Hey Google" also requires Voice Match so your Assistant can recognize you.

Ask questions
"What's the weather this weekend?"

Get directions
"Where's the nearest coffee shop?"

Get things done
"Set an alarm for 5:00am tomorrow."

More

Scroll down and tap Skip. You can setup the Assistant later if you want.

19

Access your Assistant without unlocking your device

Allow Assistant on lock screen

Note: A similar voice or recording might be able to access your personal results on your Assistant.

Skip I agree

Tap Skip. You can setup the Assistant later if you want.

20

Review additional apps

Apps will be downloaded over Wi-Fi

All of the following apps

From Samsung

Galaxy Wearable (Samsung E)

LinkedIn: Jobs & Business Ni

Office (Microsoft 365)

Microsoft Outlook

Samsung Calculator

Samsung Global Goals

Samsung Health

OK

Tap "All of the following apps" so that all check boxes are cleared, tap OK. You can install apps later.

21

Tap the check box so that it is cleared. Tap then "Accept & continue".

22

Sign in using your TUNI email address. Approve the MFA.

23

Tap Install.

24

Wait until the apps are installed, then tap Next.

25

Tap Set up.

26

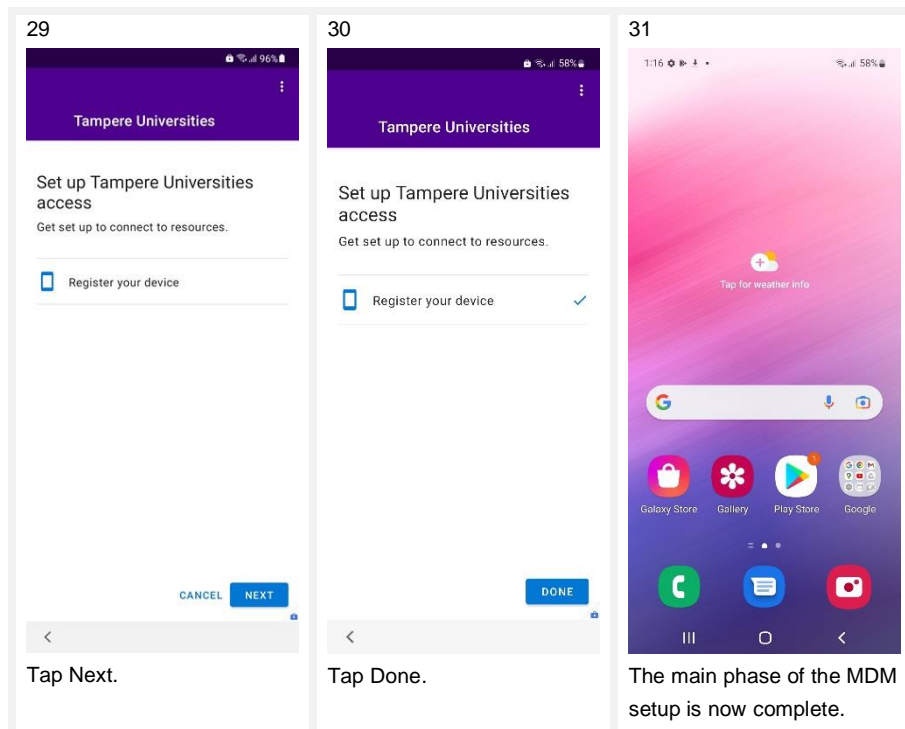
Tap Sign in.

27

Enter your TUNI password and tap Sign in. Approve the MFA.

28

Tap Register.



After this, the phone will restore the data and applications of the old phone you may have selected and install work applications.

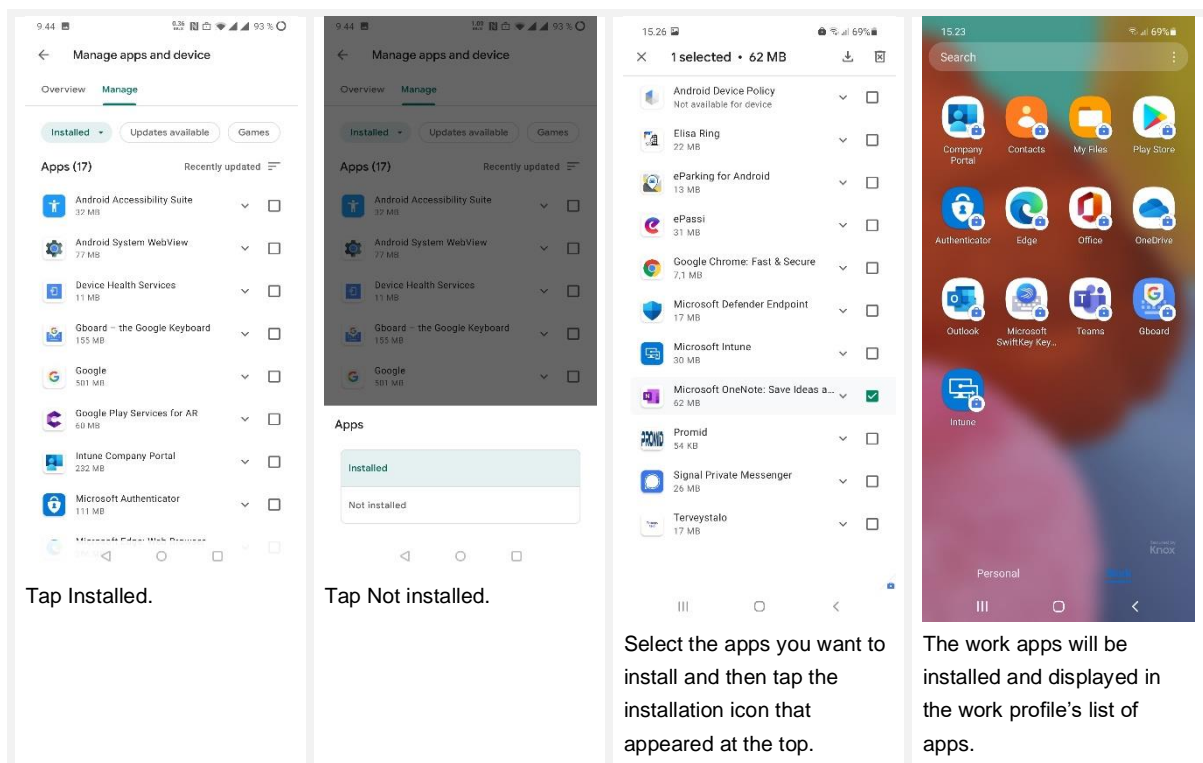
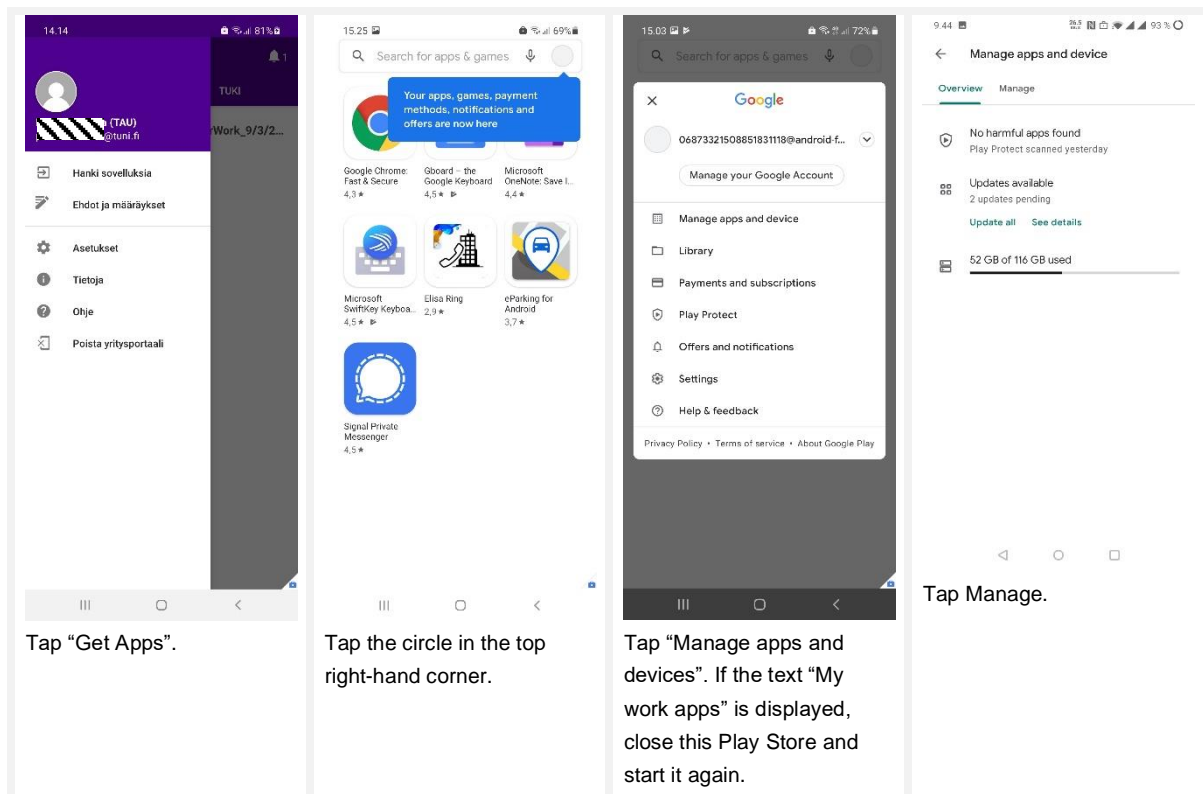
Now is a good time to update the pre-installed Google applications: launch the Play Store and tap the circle in the upper right corner - Maintain applications and devices - Update all. If you tap then View information, you can follow the progress. With the default settings, applications are automatically updated when the phone is connected to a Wi-Fi network and when the phone has been connected to the charger for some time unused. If your phone is not connected to a Wi-Fi network weekly, see instructions in the mobile device management user manual on the page [Mobile Device Management](#), about how to setup the automatic updating of the apps also with mobile data. If you want to update pre-installed Samsung apps, you can do that in the Galaxy Store, but you will need to sign into your personal Samsung account.

To be able to approve two-factor authentication on your new phone, you need to deploy it according to the instructions on the page [Setting up multifactor authentication](#). For this purpose, you can install the Microsoft Authenticator app in either personal profile or work profile, two-step authentication works in both. However, we recommend installing it in the work profile for better data security. Please note that other Authenticator functions such as “Set up phone sign-in”, “Change password”, “Update security info” or “Review recent activity” do not work.

4. Install and deploy work apps

Next, you must wait a while for the management system to automatically install the specified work apps. The installation starts normally after 5-10 minutes. If you want to use the work apps without waiting for the automatic installation or if the installation does not seem to start automatically, you can also install them manually. Install

the apps through the Play Store in the work profile. You can start the Play Store also by tapping “Get Apps” in the left-hand menu of the Company Portal app. Please find instructions below.



5. Install and deploy optional work apps

In the personal profile you can install all other kinds of apps, but not the Microsoft M365 apps (such as Outlook, Office, Word, Excel, PowerPoint, OneDrive, Teams, OneNote) you want use for accessing TUNI services. You can install and use in your personal profile apps and services that use the HAKA login (even though the HAKA login uses your TUNI account).

Through Intune MDM, there is a range of optional apps available to be installed in work profile. Optional work apps can be installed by launching the Play Store in your work profile and tapping the app you want to install and tapping Install. See more instructions in the previous chapter.

You may already have the same apps installed in your personal profile, and you may want to continue using them there if you wish. However, the reasons why you might want to install some of the apps in the work profile are:

- You want to launch that app from a link available in another work app. For example: if you receive a link to a Zoom meeting via TUNI Outlook, you may want to install the Zoom app in your work profile so that you can launch the Zoom app from Outlook running in your work profile. You may also have OneNote links that require you to install OneNote in your work profile.
- Some apps, such as Signal, only work with one SIM, i.e. one phone number, even if there are two SIMs in the phone (employer's and your own). In such a situation, it is useful to be able to install the app in the work profile a second time, so that the application can be connected to your own phone number in the personal profile side and to the work phone number in the work profile side.
- Some auxiliary apps, such as keyboard apps, must also be installed separately in the work profile if you want to use them in work apps.

Apps into the work profile will be installed from your employer's Google Play account, whereas you use your personal Google Play account when installing apps in your personal profile.