

Microsoft Intune Mobile Device Management (MDM) deployment in an Android phone in use

Table of Contents

1. General.....	1
2. Setup of Intune	3
3. Remove a possible previous Intune deployment	3
4. Uninstall the possible Company Portal app	3
5. Install Intune	3
6. Install and deploy work apps.....	5
7. Install and deploy optional work apps	7
8. Remove a phone from Intune MDM.....	7

1. General

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

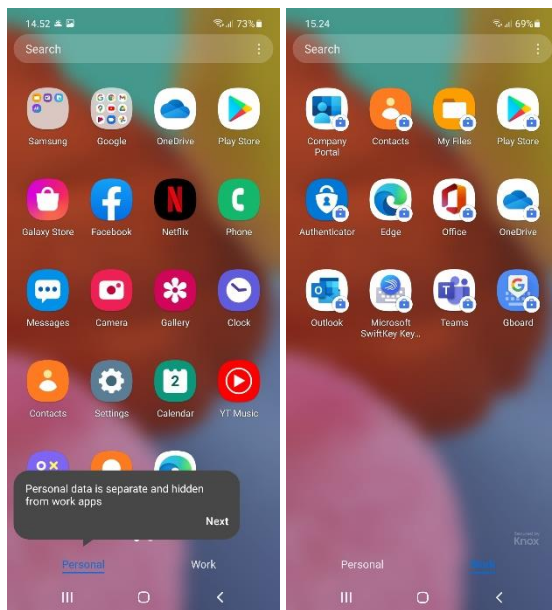
These instructions apply to a phone in use. If you are about to set up Intune in a new phone, see the page [MDM – Instructions for new phone](#) for instructions.

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](#).

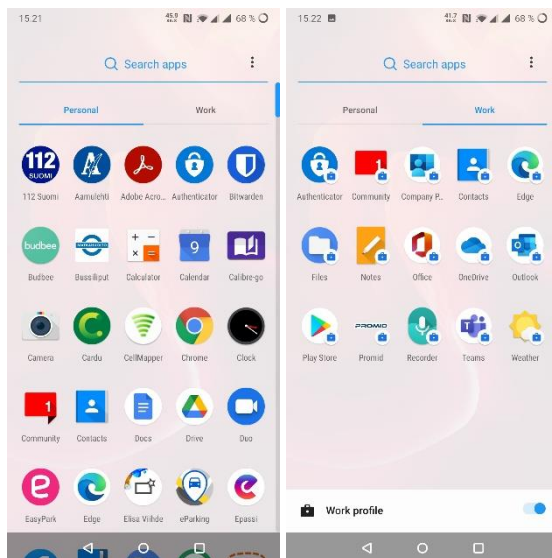
When the Intune MDM is deployed in an Android phone, it means more than just the installation of the management app. In addition, the Android operating system activates its in-built split to the personal profile and the work profile. Personal profile means the apps and the data you have currently in your phone. Work profile is a new compartment that will contain apps that you will start to use 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.

- No changes to your existing apps or data in your phone will happen when deploying the Intune management system nor later when using the work profile. You can continue installing and using apps in the personal profile. The only change is that in apps can be installed only from Play Store. Intune 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](#).
- Intune manages only the work profile and will not touch anything in the personal profile. If needed, you can delete the work profile and 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. In a Samsung phone, you can open the apps screen by swiping up when in the home screen. You can switch between personal profile and work profile by tapping Personal and Work in the bottom of the screen. However, 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.
- This is how the apps screens look like in a Samsung A51 phone:



This is how the apps screens look like in a OnePlus 6 phone:



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](#). Microsoft's documentation for users is available on the page [Microsoft Intune user help](#).

2. Setup of Intune

The deployment of MDM contains the following steps, all instructed in the chapters 3-7:

- Remove a possible previous Intune deployment
- Uninstall the possible Company Portal app
- Install Intune
- Install and deploy mandatory and optional work apps

3. Remove a possible previous Intune deployment

If Intune deployment has been attempted but it has failed in your phone, remove now the previous deployment according to the instructions in the chapter “8. Remove a phone from Intune MDM”.

4. Uninstall the possible Company Portal app

If your phone already has the Company Portal app installed, uninstall it.

- The easiest way to do this is to find the “Company Portal” app in the list of apps in your phone and press the icon until a menu is displayed above or below the icon with the option “Uninstall App” or a similar option. Lift your finger and tap “Uninstall App”. In some phones, the options displayed after a long press are used by dragging the app onto the desired option.
- Another way to do this is to launch “Play Store”, find “Intune Company Portal” with the search function and tapping Uninstall. If the uninstallation is successful, you can skip the rest of the instructions in this chapter 4.

It is also possible that the uninstallation of Company Portal according to the instructions above may not be successful and you are presented with an error message that an active device management app cannot be uninstalled. In such cases, you must first disable Company Portal according to the instructions below. If you cannot find the options described below in your phone, you can enter the search term “Device management apps” or similar terms in the search function of the Settings app.

- Start Settings
- Tap “Biometric data and security”
- Tap “Other security settings”
- Tap “Device management apps”
- If “Company Portal” is displayed in the list, uncheck it.

If you had to complete these steps, try uninstalling the app according to the instructions provided at the beginning of this chapter 4.

5. Install Intune

Launch Play Store, find the app Intune Company Portal and complete the installation according to the instructions below. Please note that, in order to keep the instructions brief, several messages indicating the progress of the installation have been left out.

1

Tap Install and then Open.

2

Tap SIGN IN.

3

Enter your username and tap Next.

4

Enter your TUNI password and tap Sign in.

5

Approve the sign-in request with Authenticator (or enter the two-factor authentication code sent to your phone).

6

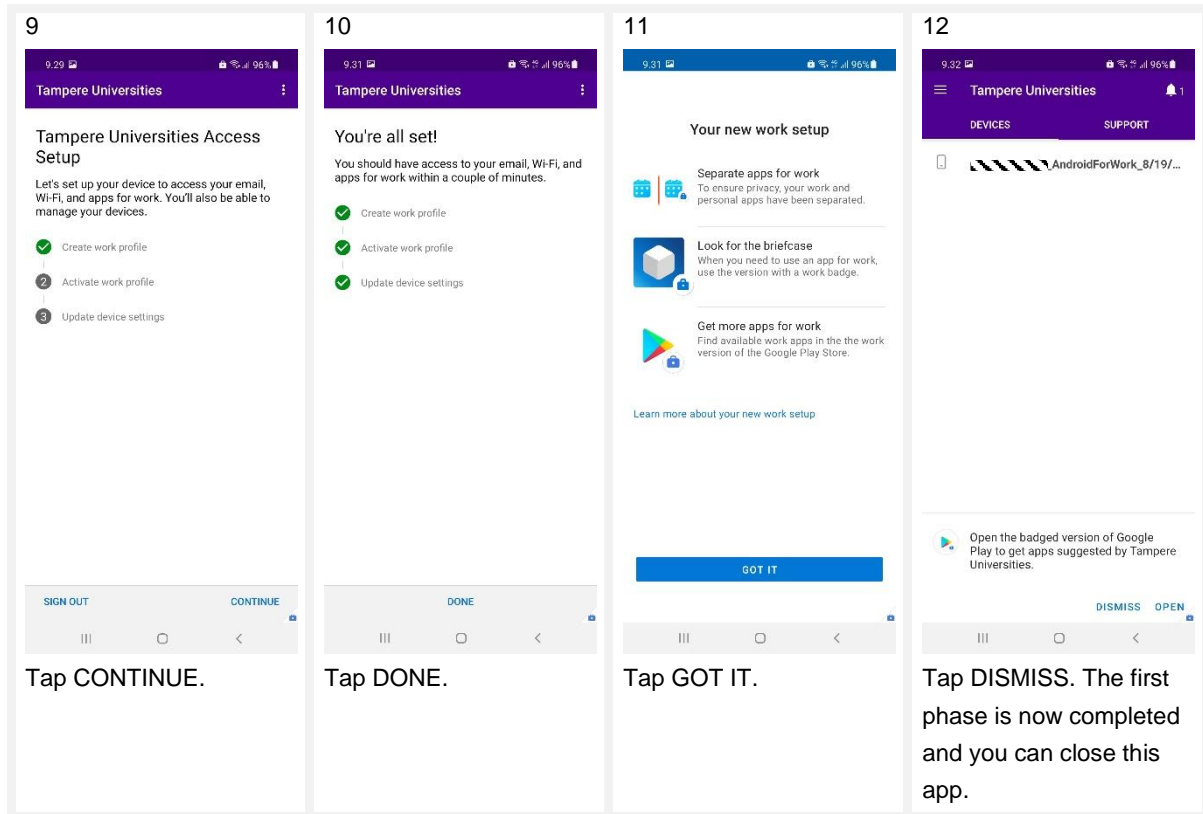
Tap BEGIN.

7

Tap CONTINUE.

8

Tap Agree.



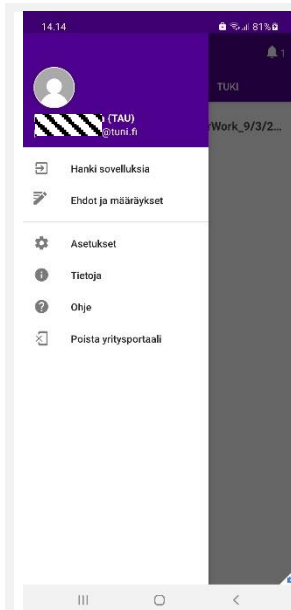
Now the core step of the deployment MDM is complete, and the work profile described in chapter 1 has been created in your phone. For instructions on using profiles, see instructions "Using Intune MDM in an Android phone", which can be found on the page [Mobile Device Management](#).

Work apps 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.

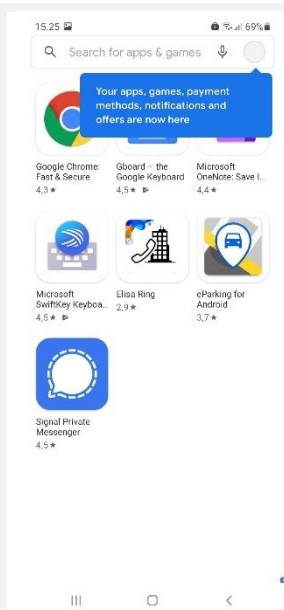
6. Install and deploy work apps

The MDM automatically installs 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

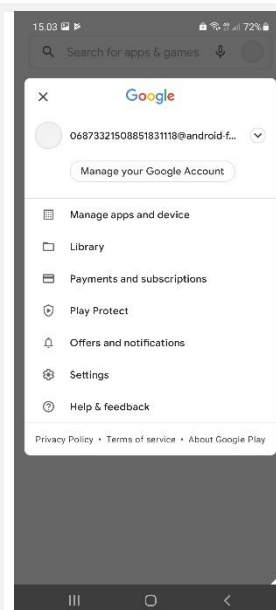
through the Play Store in the work profile. You can start the Play Store also by tapping “Get Apps” in the left-hand menu of the Company Portal app. Please find instructions below.



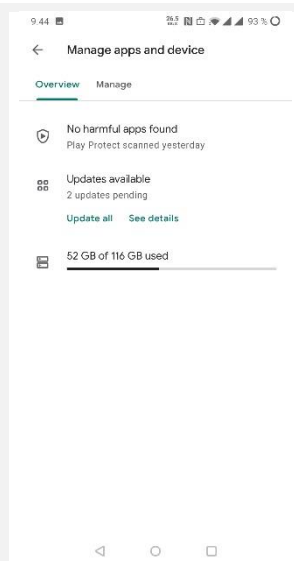
Tap “Get Apps”.



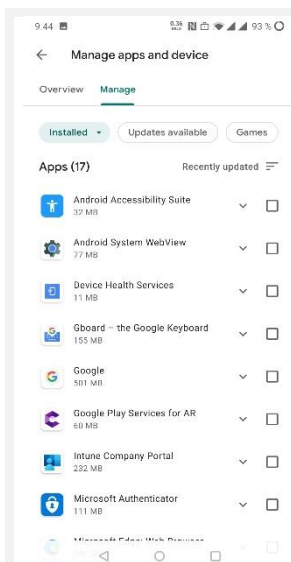
Tap the circle in the top right-hand corner.



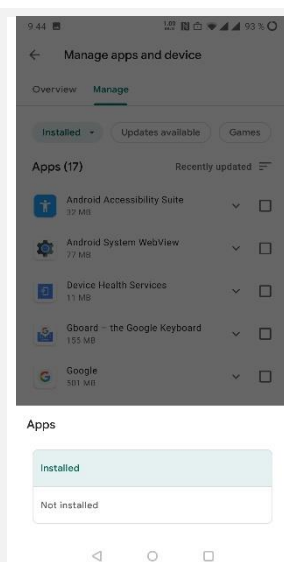
Tap “Manage apps and devices”. If the text “My work apps” is displayed, close this Play Store and start it again.



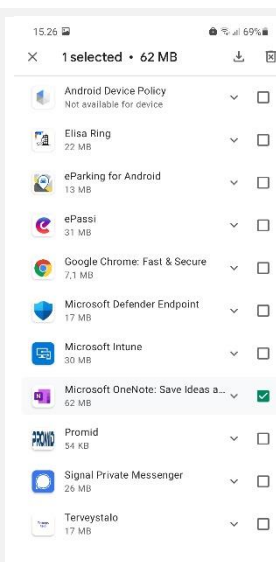
Tap Manage.



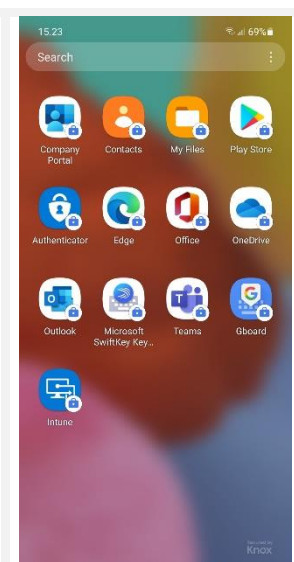
Tap Installed.



Tap Not installed.



Select the apps you want to install and then tap the installation icon that appeared at the top.



The work apps will be installed and displayed in the work profile's list of apps.

7. 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:

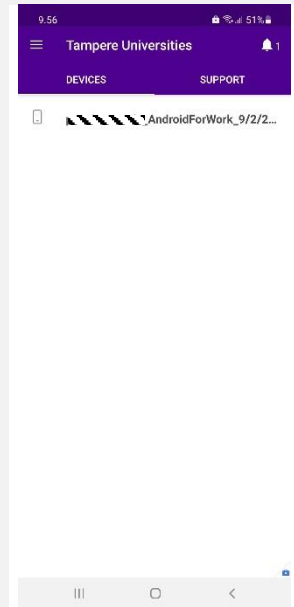
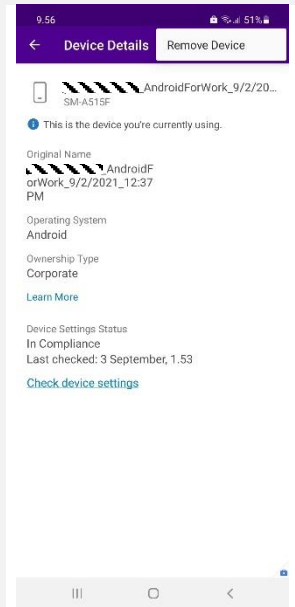
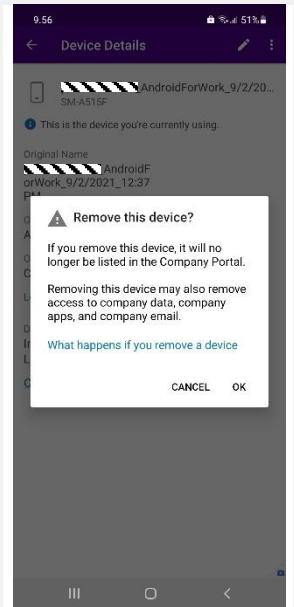
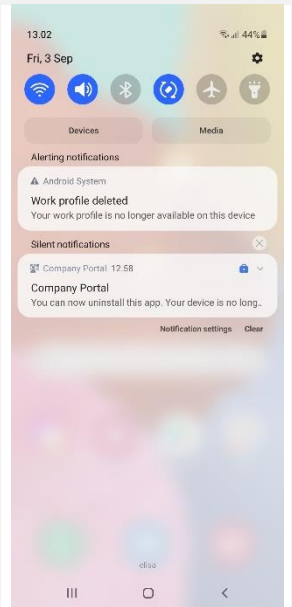
- You want to launch that app from a link available in another work app. For example: if you receive a link to a Zoom meeting via TUNI Outlook, you may want to install the Zoom app in your work profile so that you can launch the Zoom app from Outlook running in your work profile. You may also have OneNote 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.

8. Remove a phone from Intune MDM

You can remove your phone from Intune MDM. This removes the work profile with all its apps and data from your phone. There will be no changes made to your personal profile. After the removal, you

can start deploying Intune MDM again according to the instructions provided earlier in this document. Here's how to remove your phone from Intune MDM:

			
<p>Tap the name of your phone.</p>	<p>Tap "Remove Device" in the top right-hand corner.</p>	<p>Tap OK.</p>	<p>Notifications indicate that the deletion has been completed successfully and you can now uninstall the Company Portal app.</p>