MATRIX42
SMARTER WORKSPACE – BETTER LIFE

Matrix42 Silverback

Enrolling a device into Silverback and Activating Android for Work

Version 1.0.3

22. August 2016

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Enrolling a device into Silverback and Activating Android for Work

1. Introduction

This guide will provide you with the necessary steps to enrol a device into Silverback and activate the Android for Work (AFW) profile.

This document assumes you have logged into a Google account on your device already. If you haven't you will be prompted to log in to a Google account when Companion is to be installed.

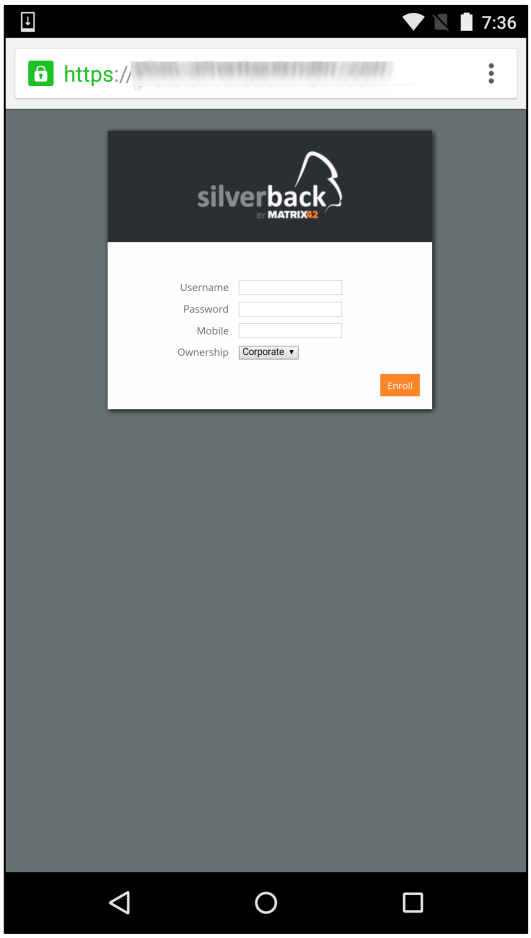
Author: Matrix42 Cloud & Mobile Management

2. Enrolling via the Self Service portal (SSP)

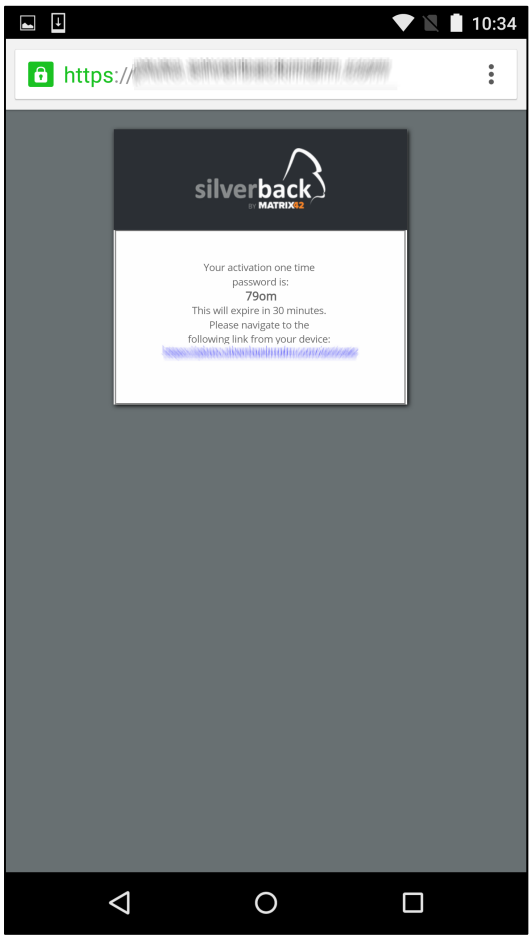
2.1. Create Your Enrolment

Go to the browser on the device and open the SSP page by typing in the URL. Use your username and password provided to enrol. Then tap “Enroll”.

This URL will typically be similar to: https://server.company.com/ssp



Enter Username and Password



Record your OTP and tap on the link

After verification of your credentials you will receive an OTP and an activation link. First note down the OTP displayed. Afterwards tap on the activation link.

Your company may have configured the system to automatically populate this for you, but its still worth remembering this OTP just in case.

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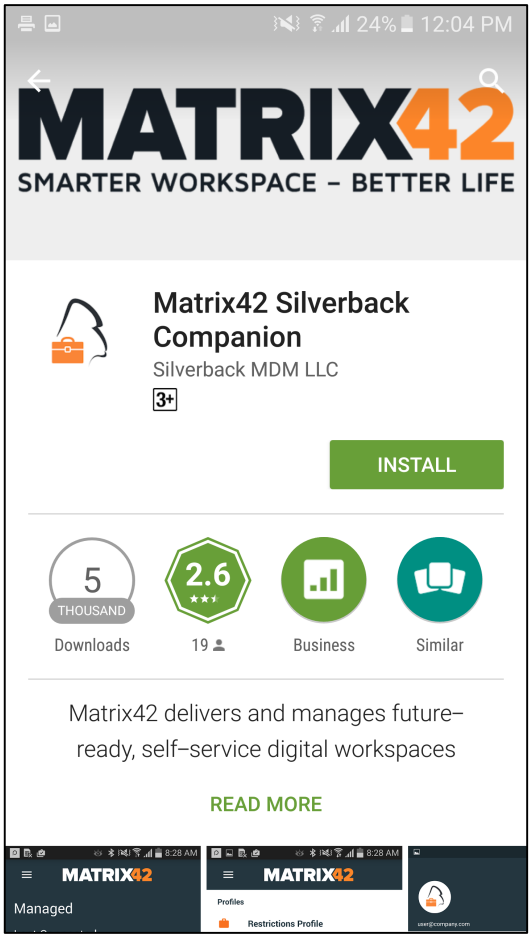
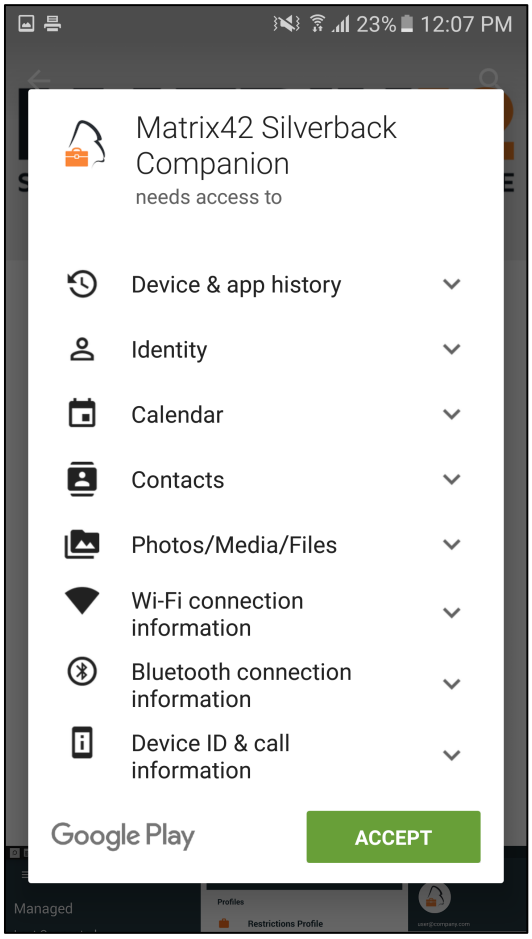
2.2. Downloading and installing Companion

Once you are redirected to Play store tap Install to download and install Companion.

After you tap install, you will need agree to the applications permissions also. Accept these to start the installation.

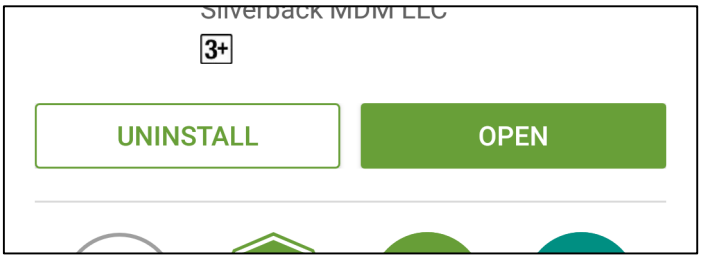


Tap Install



Accept the permissions

After the application is downloaded, tap Open to launch Companion.



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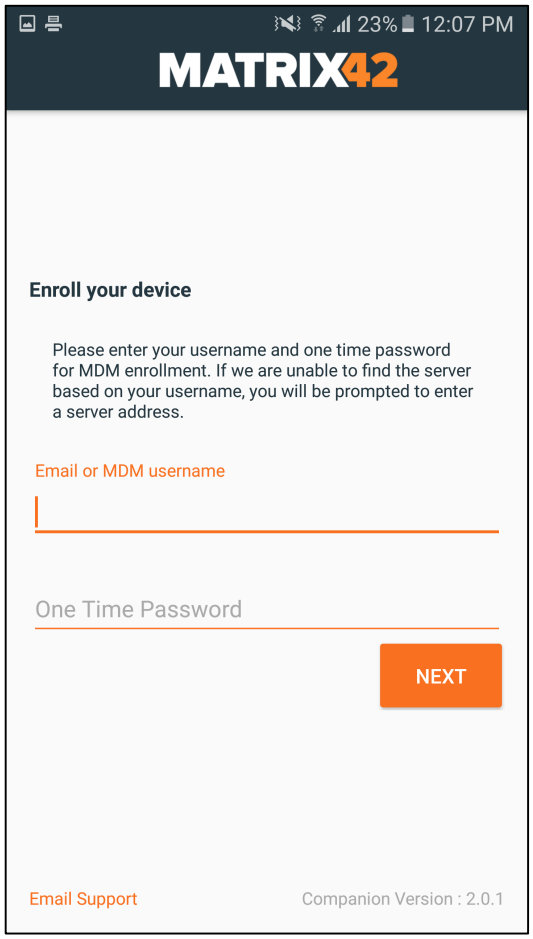
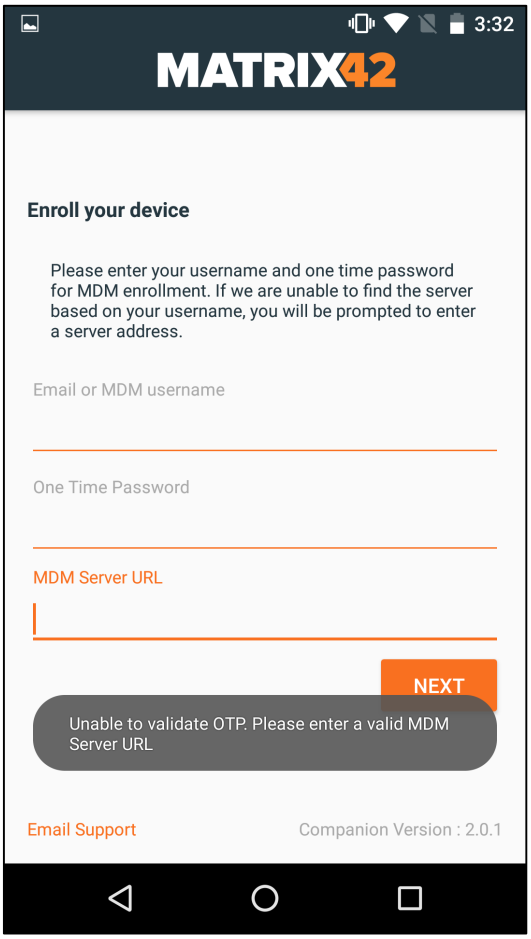
2.3. Login to Companion

Companion will open and you will need to provide your username and the generated OTP. Once you enter it, tap Next.

Note that if the app cannot find your server, it will ask you for the server address. Use the same MDM Server URL you used in chapter 2.1 except you dropping the '/ssp' at the end , e.g. https://server.company.com



Enter Username and OTP



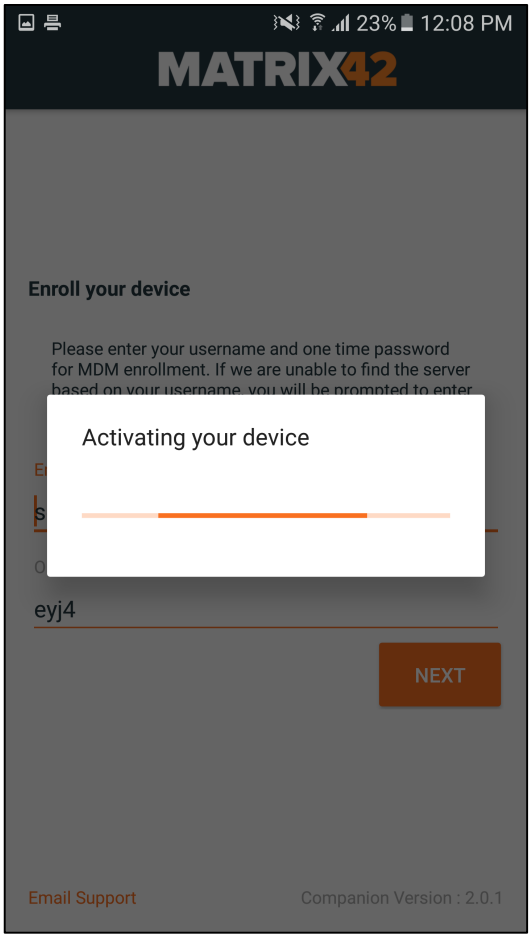
If prompted, enter your server URL

Press next to begin enrolment.

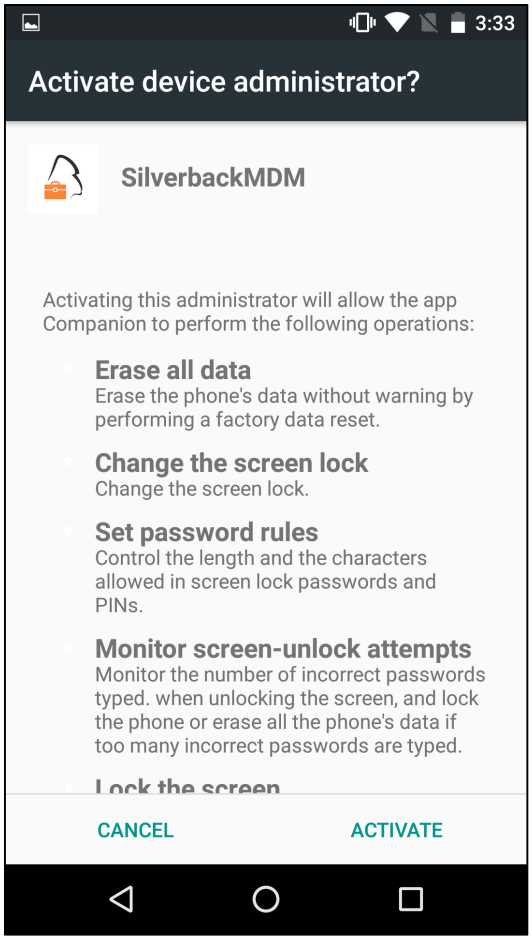
2.3.1. Complete Initial Registration

The device will attempt to complete the initial enrolment with Silverback, wait for this to complete.

You will also be prompted to activate “Device Administrator”, this is required and lets your company deploy applications and settings to your device. Select Activate when prompted.



Wait for activation to complete



Activate Device Administrator if prompted

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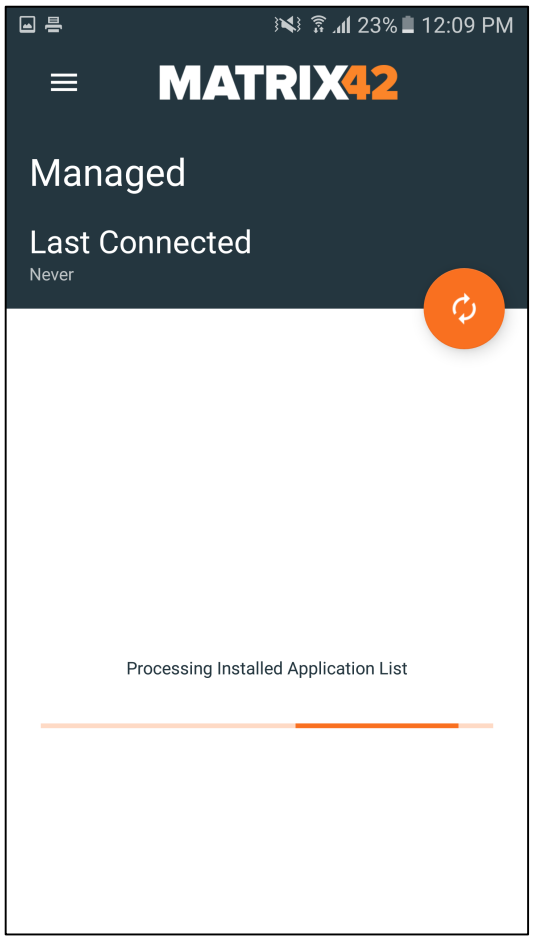
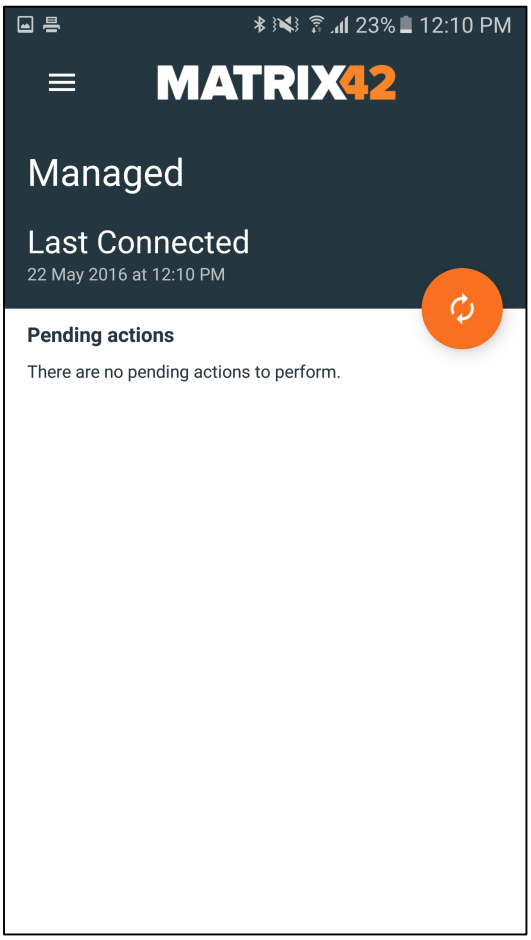
2.3.2. Wait for initial scan to complete

After successfully enrolling, Companion will start an automatic Scan. Please allow the scan to complete.

After this is complete, the “Last Connected” time should update to show that you have completed the scan.



Wait for initial scan to complete

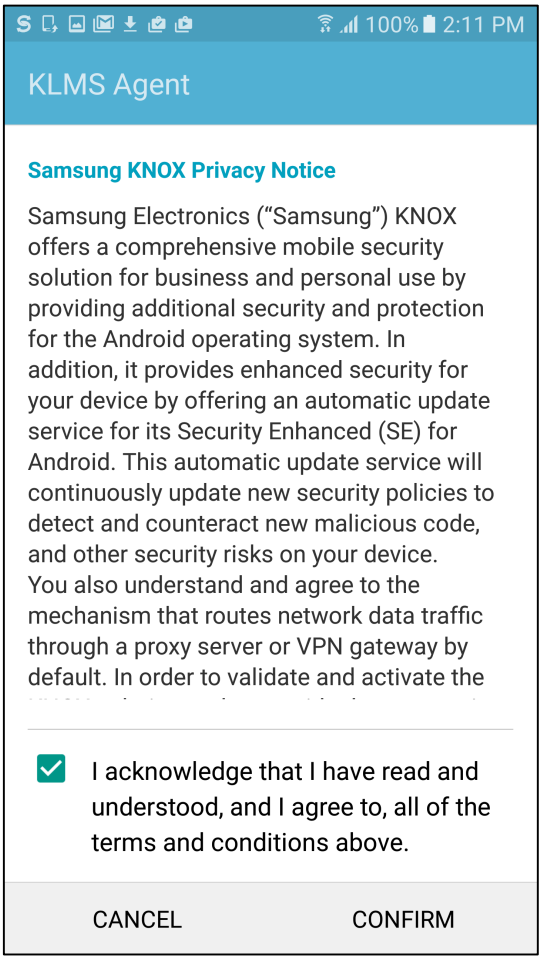


Confirm Last Connected time

Enrolling a device into Silverback and Activating Android for Work

2.3.2.1. Confirm Samsung Agreement If Applicable

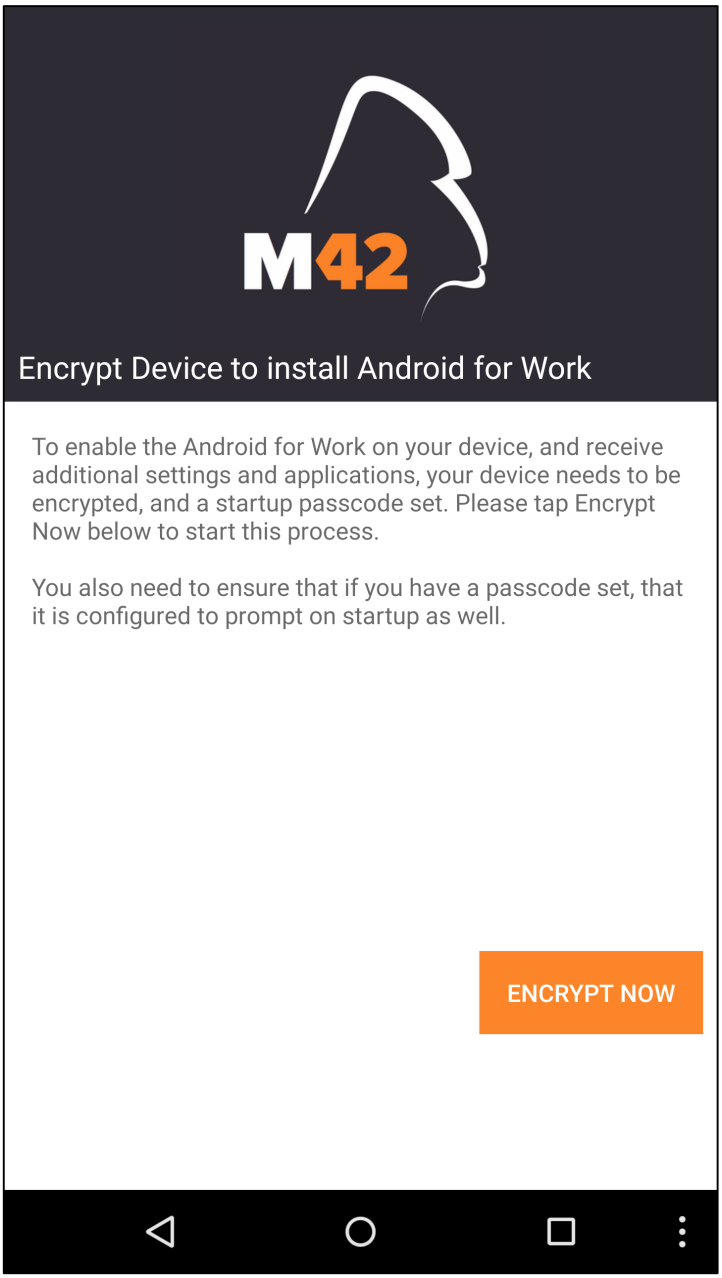
If you are enrolling a Samsung device, the system will automatically activate the Samsung management features. This requires a license agreement. If you are prompted for this, check the acknowledgment box, and tap “Confirm”.



3. Android for work

3.1. Preparing device for Android for work

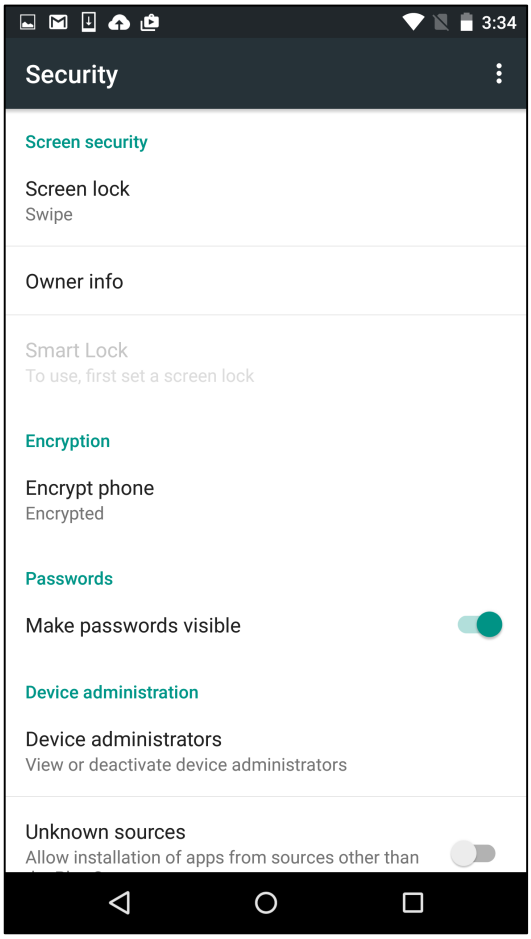
After successfully enrolling the device onto Silverback, you will be prompted to encrypt the device to install Android for work.



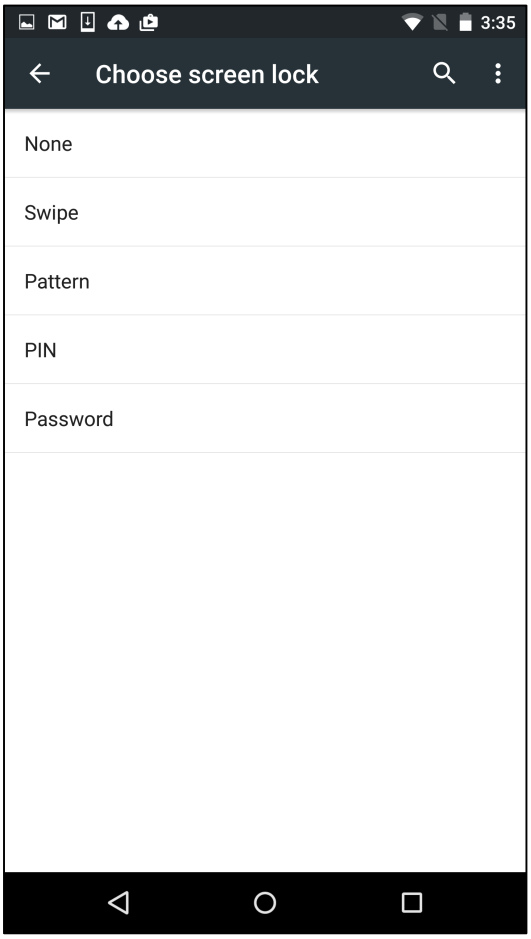
Enrolling a device into Silverback and Activating Android for Work

3.1.1. Set up a passcode

The first step to enabling encryption is to configure a passcode on the device, when prompted you should choose PIN or Password from the list and configure your passcode.



You are prompted to configure a passcode

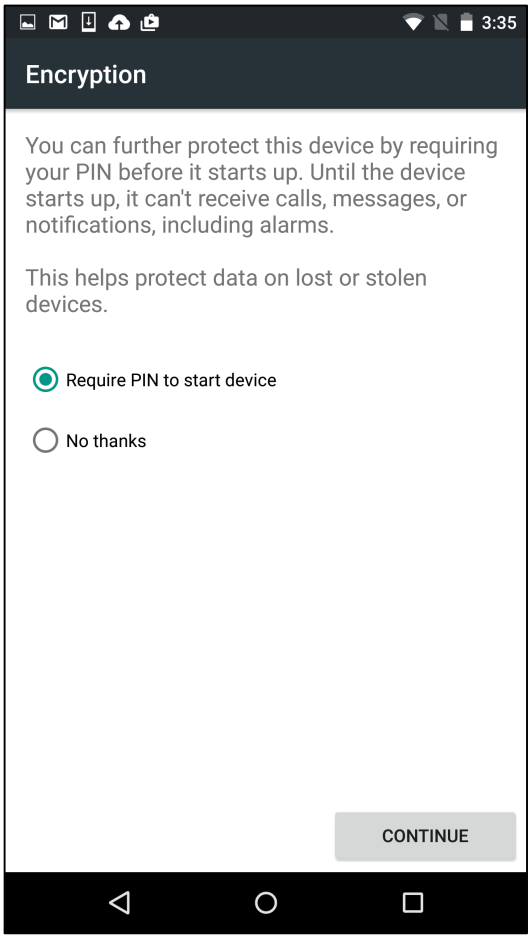


Select PIN or Password

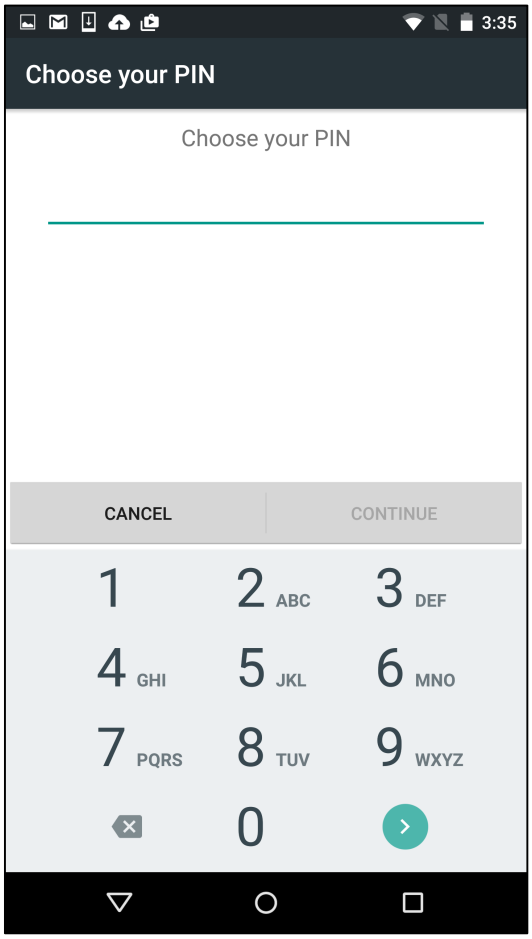
Enrolling a device into Silverback and Activating Android for Work

3.1.2. Continue enabling PIN

If prompted to require a PIN to start the device, ensure this is selected and tap continue to enable a PIN. Then enter your PIN or Password and confirm it to save.



Require a PIN to start the device

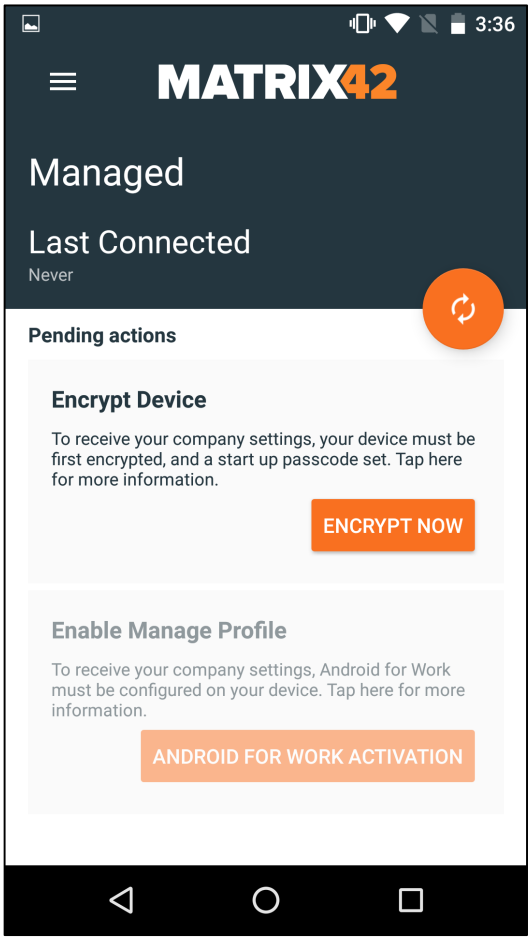


Enter and confirm your PIN or Password

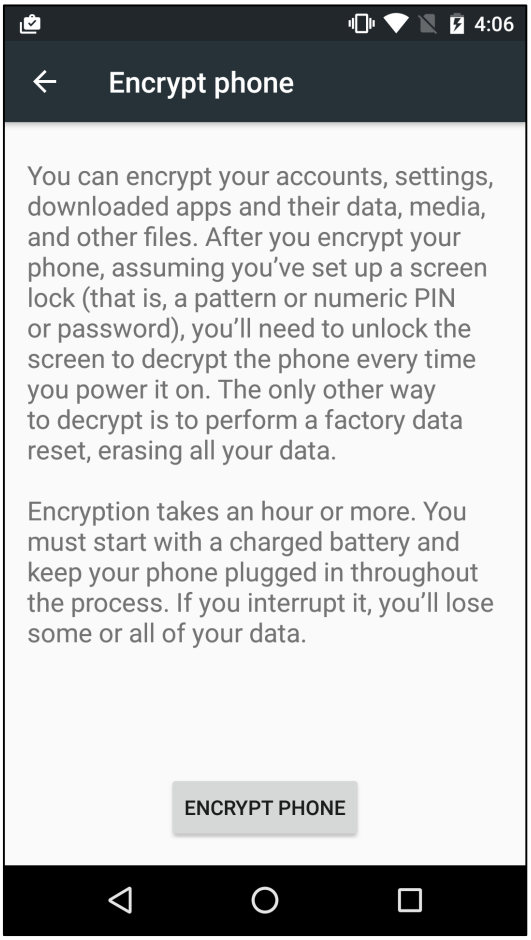
Enrolling a device into Silverback and Activating Android for Work

3.1.3. Finish Encryption

You should now be able to enable encryption. Select Encrypt Now from the Companion Home Screen, and then tap Encrypt Phone when prompted.



Tap Encrypt Now

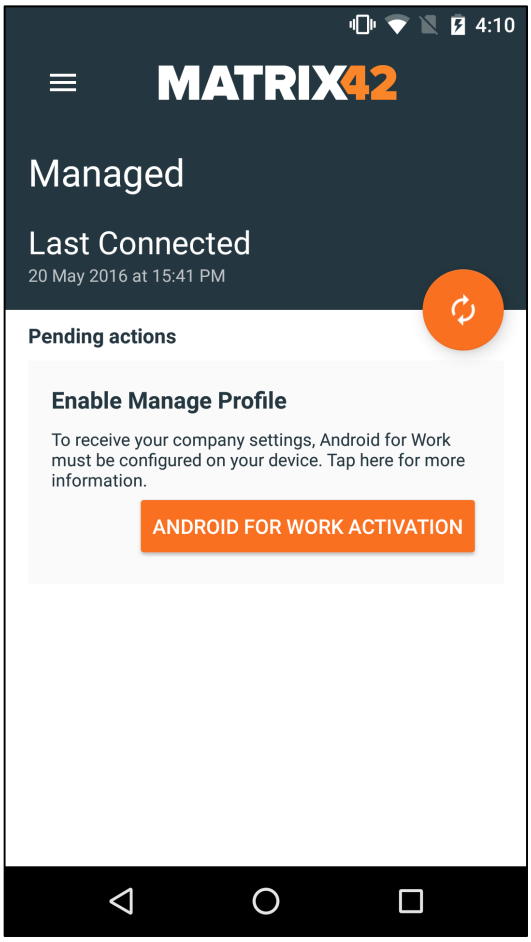


Tap Encrypt Phone

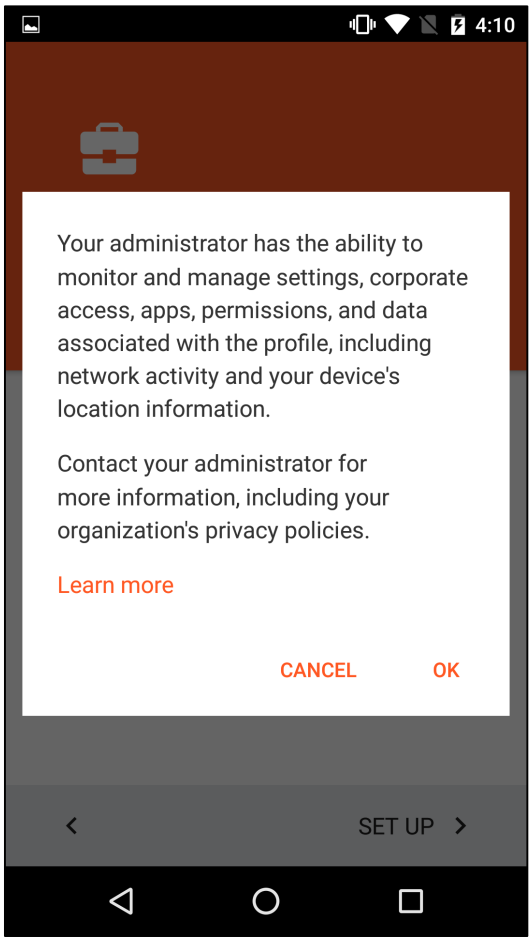
3.2. Enabling Android for Work (Inflating AFW profile)

3.2.1. Initial setup and Agreement

You should now be able to select Android for Work Activation from the Companion Home Screen. After tapping, you will need to confirm permissions by tapping OK.



Tap Android For Work Activation



Tap OK

You will see the AFW setup initiate.

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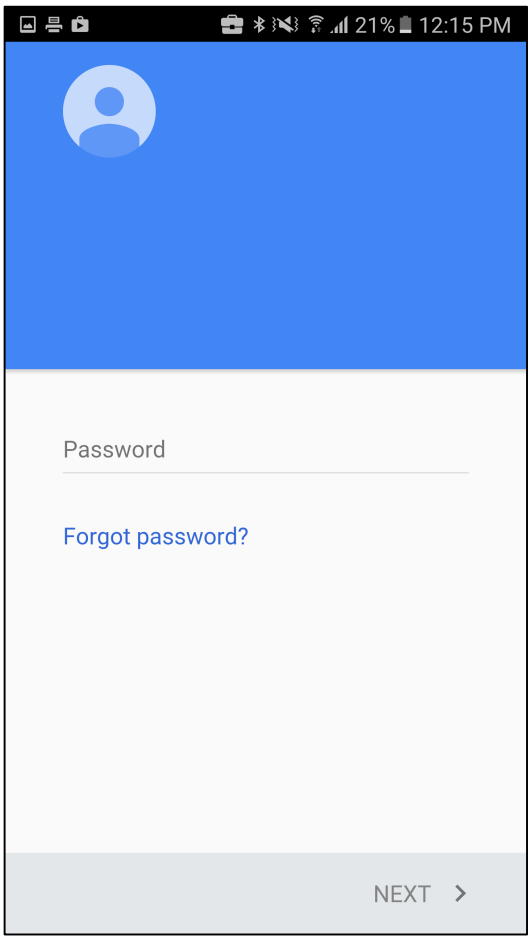
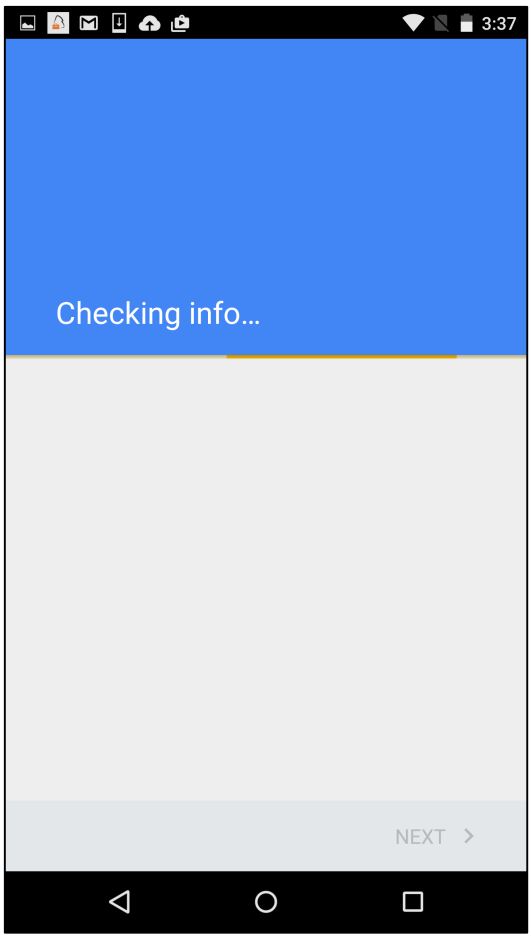
3.2.2. Password for Android for work

When Android for Work enabled, you will need a password to login to the account. Please reach out to your IT helpdesk for details.

Enter the password and tap Next to log in.



Enter your Android for Work Password



Wait for it to verify.

After this, you should return to the home screen of Companion and Android for Work apps will begin to download in the background.

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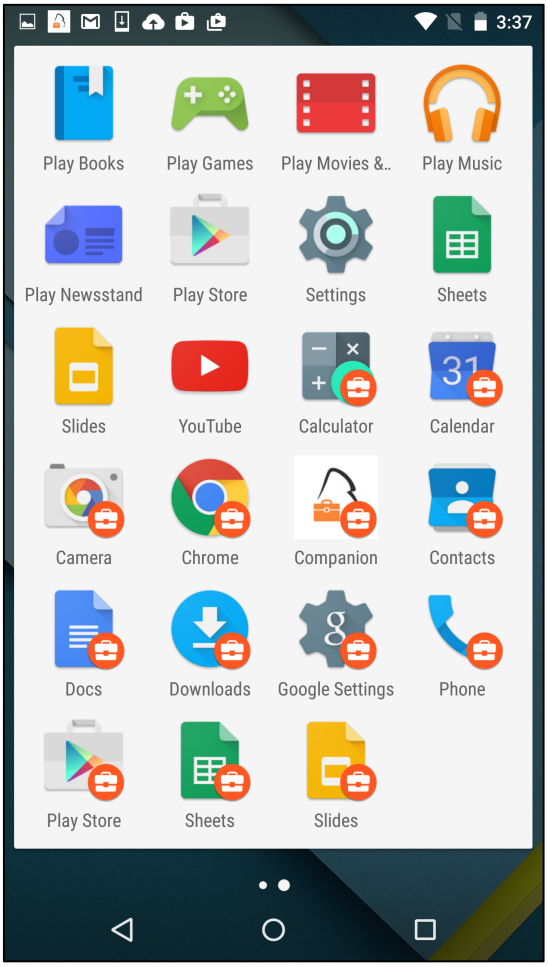
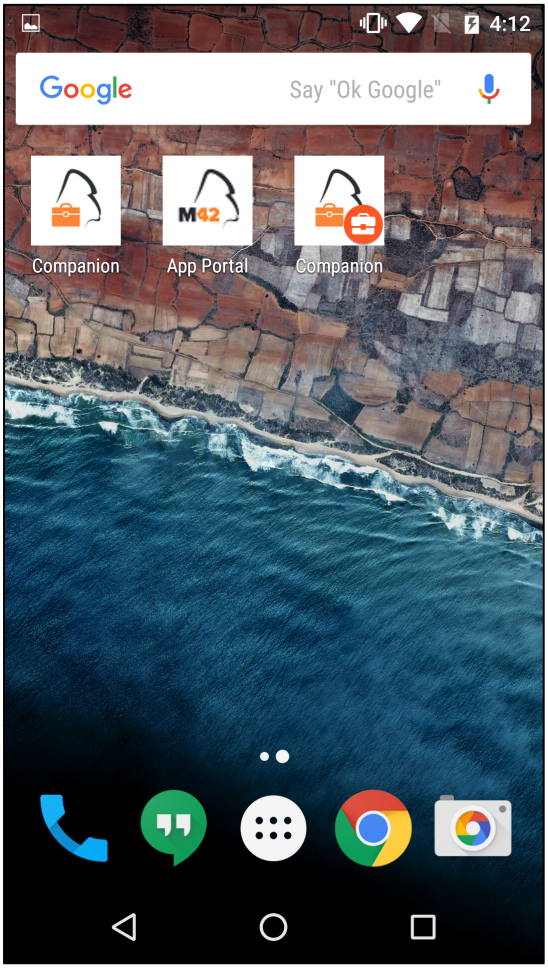
3.2.3. Apps are downloaded

Once the download is complete all the AFW apps are downloaded on the device. The device now has all the AFW apps denoted by the red briefcase symbol on the Apps.





Android for Work apps have a brief case icon