365
Road to

A whole new Teams spirit

Android Mobile Solution

User Manual

Preliminaries

Installing mobile applications on your smartphone **is not mandatory**. You have the choice to install them or not.

Why install mobile applications on my smartphone or tablet?
- Why install mobile applications on my smartphone or tablet?
- To check your business emails whenever you want
- To be able to attend a Teams meeting on the move
- To view and annotate a PowerPoint presentation, Excel table or Word document on your smartphone
- To request/accept holidays without needing your PC
- To sign urgent documents
- To consult AGnet, to download your medical certificate via Saphir,...

Will I receive a lot of notifications from AG?
You can always deactivate the notifications via the settings of your smartphone.

What if I don't want to be contacted via Teams during my holidays?
In your Teams Mobile application, you can determine periods during which you do not want to be disturbed:
Settings → Notifications → Quiet Hours

Preliminaries

Use the Road to 365 solution on your smartphone or tablet

- For proper security, only Android that are still supported by the vendors can access 365.

- Older Android versions will no longer receive the necessary patches, which represents a potential security risk for our data and yours.

Minimum version (septembre 2024) : Android 10.0

- The minimum Android version will be reviewed at least twice a year.
- If your smartphone or tablet does not meet the minimum version, you will be informed three months in advance.

Préliminaries

Install the Road to 365 solution on your smartphone or tablet

- The procedure described in the following slides may take 15 to 30 minutes.
- Please allow enough time so that you are not interrupted.
- **Follow the procedure carefully**

Android

Important instructions for Ageas Corporate Center staff !

PATHFINDER

1 Do you work for Ageas Corporate Center, and have you already installed Teams on mobile (Pathfinder)?

Click here to configure.

https://entities.common.intranet/sites/IT/EN/Knowledge Library/Android - Pathfinder to Mercury.pdf

OR

2 Do you work for Ageas Corporate Center, and you have **not** yet installed Teams on mobile?

Continue with the steps below as for AG colleagues.

Installation & configuration of Microsoft Authenticator

This configuration should only be done on one device, preferably on your smartphone.

1. On your laptop, go to the following URL : https://myaccount.microsoft.com/

2. Next, click on sur "update info"
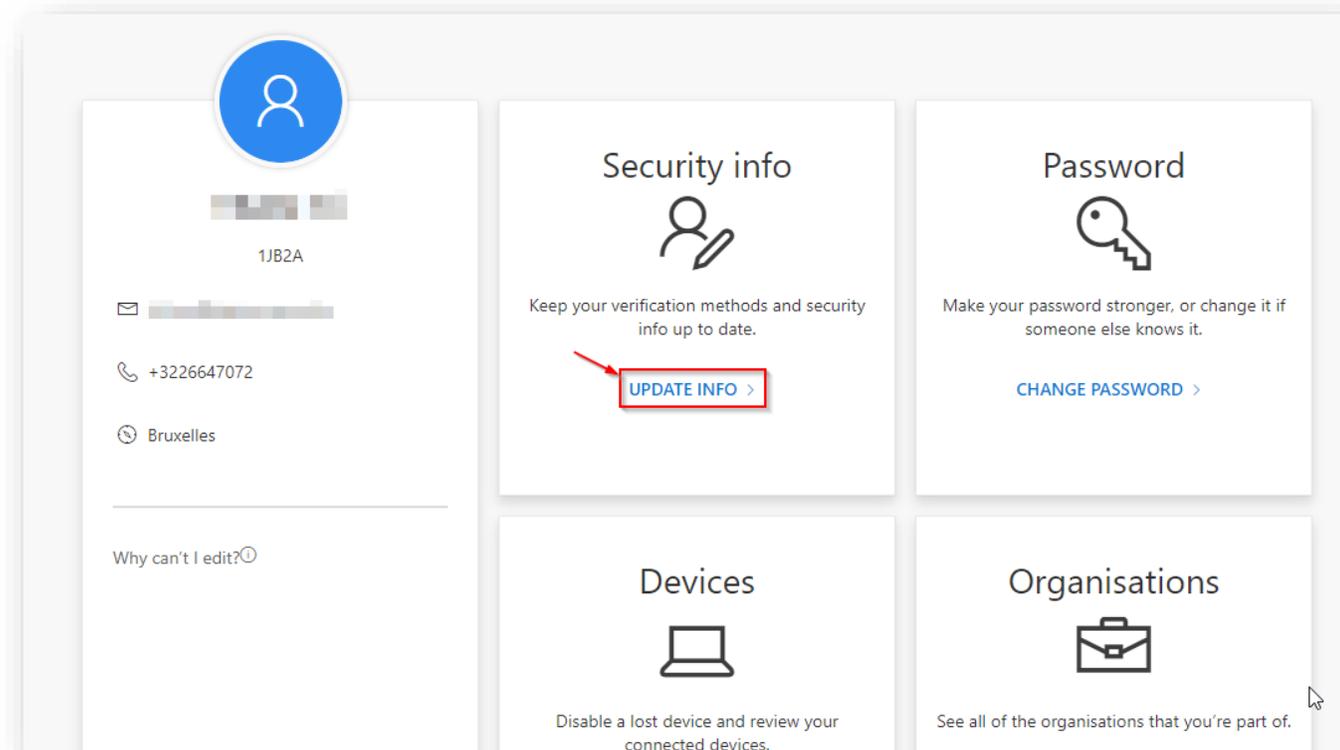
Installation & configuration of Microsoft Authenticator

3. On the following screen click on "Add method"
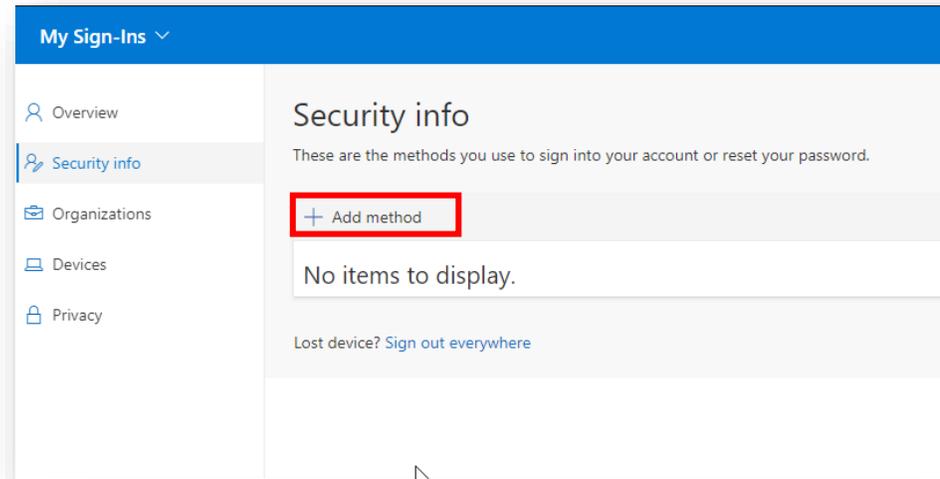
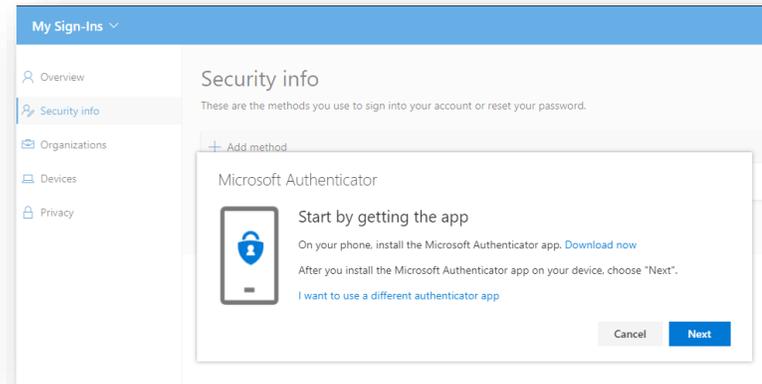4. Selected "Authenticator app" from the list and click on "Add"
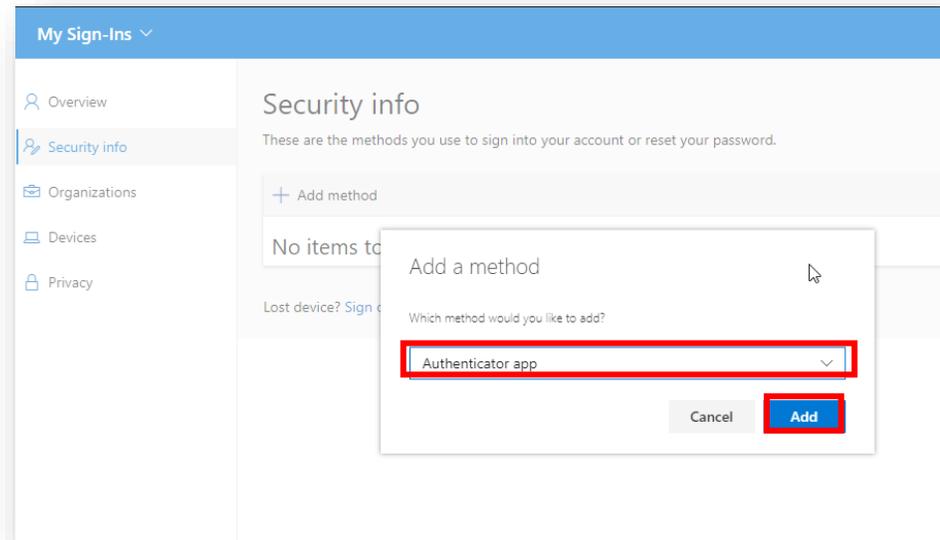
Installation & configuration of Microsoft Authenticator

5. The following screen will appear on your laptop! Wait until step 6 is complete before clicking "next".
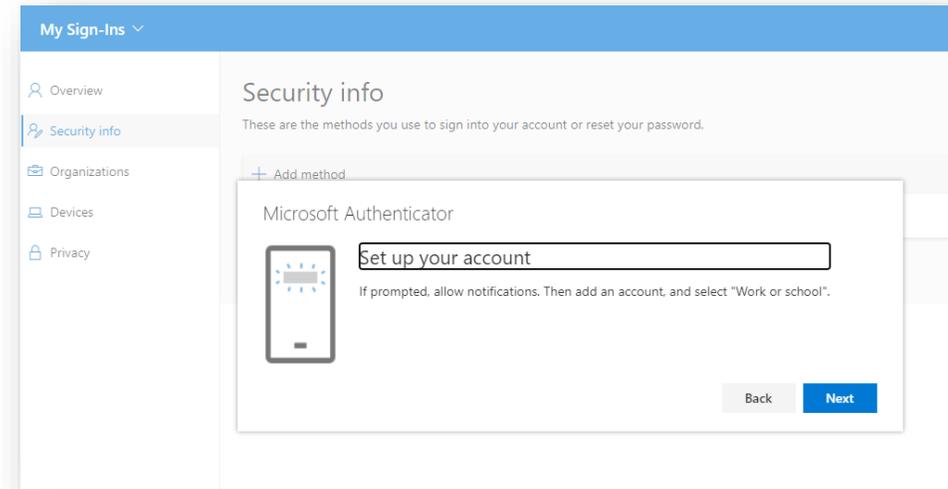

6. Then, take your smartphone and go to your app store to look for the "Microsoft Authenticator" application and install it! Don't use the application yet!

8
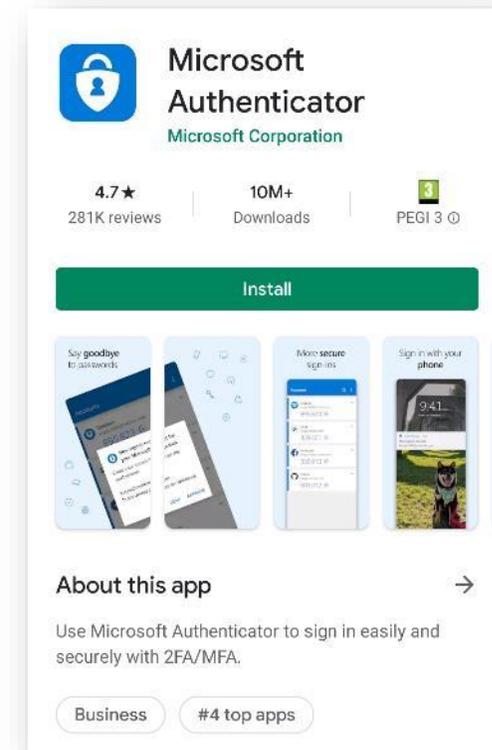
Installation & configuration of Microsoft Authenticator

7. On your desktop screen, follow the Microsoft instructions, If the Authenticator app asks to allow notifications, allow them. On your PC, click on Next

8. Next, you will get a QR code on your laptop screen. This QR code will need to be scanned by the "Microsoft Authenticator App" on your mobile device.
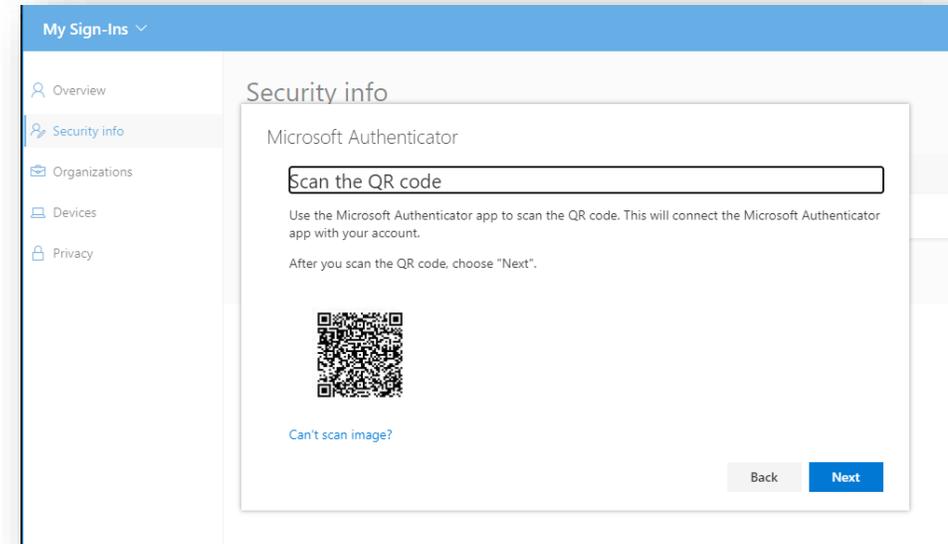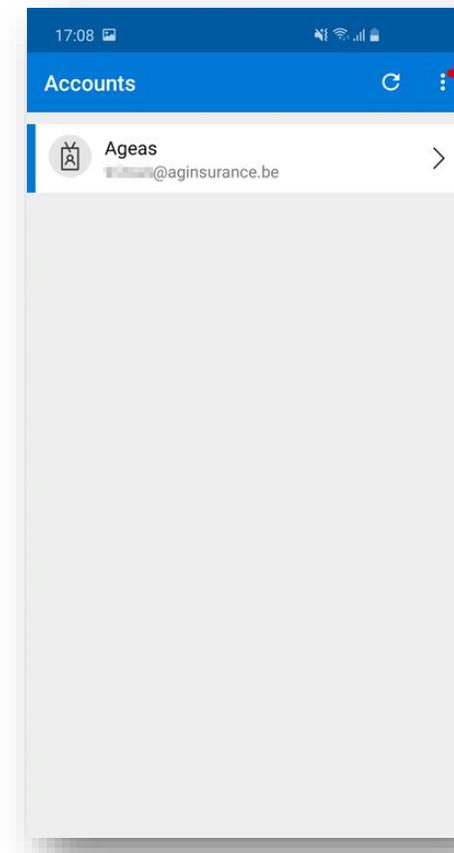
Installation & configuration of Microsoft Authenticator

9. When you open the application on your smartphone for the first time, you will be asked to log in with Microsoft or to scan the QR code. Please select "Scan QR code" and scan the QR code on your laptop screen.
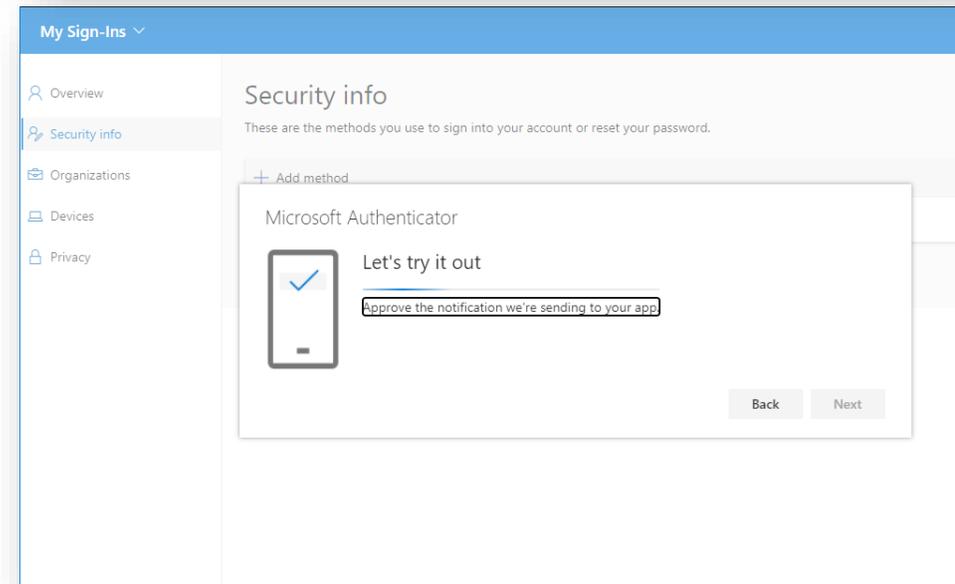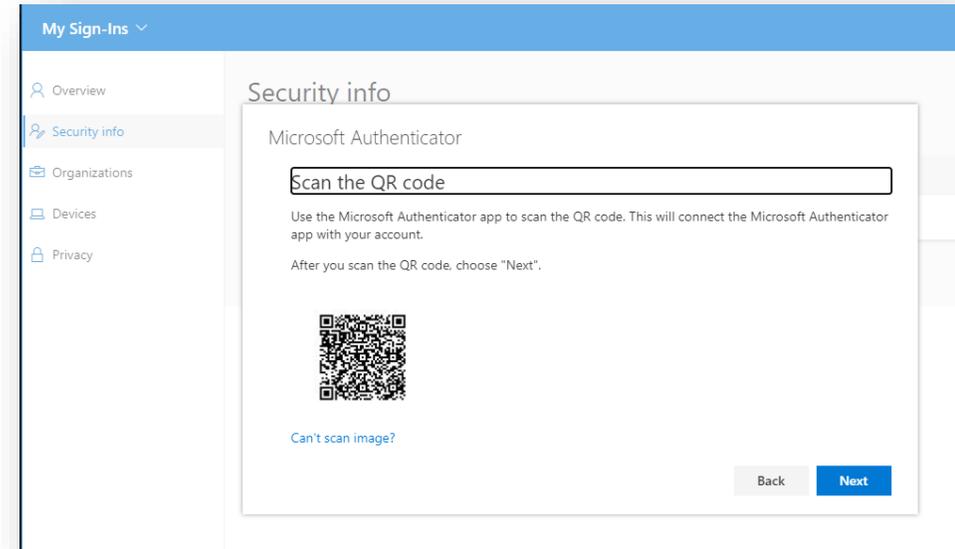
10. When the process is completed your account is connected and appearing in the Accounts list on your smartphone.
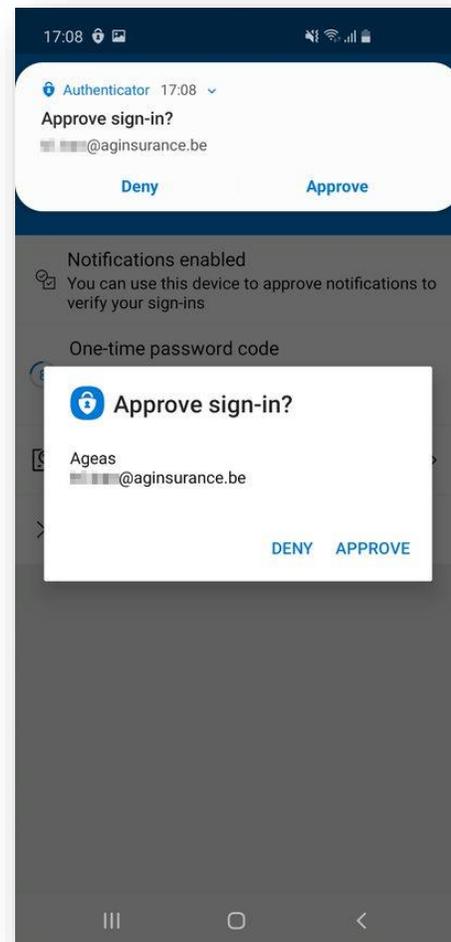
Installation & configuration of Microsoft Authenticator

11. Now back to your company laptop, click on Next. Microsoft will send a notification to the Authenticator App on your mobile device.
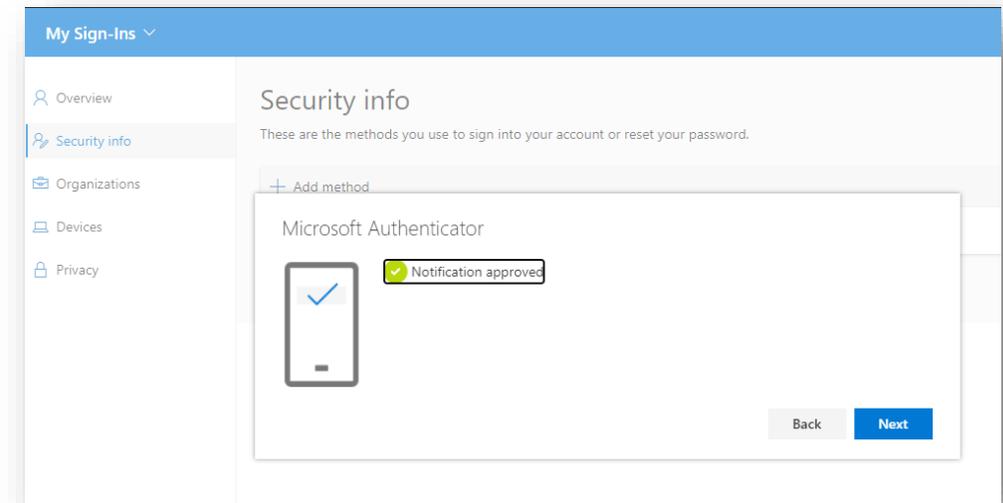
Installation & configuration of Microsoft Authenticator

**12.** A notification will appear on your phone asking for approval to login.
Tap on "Approve".

**13.** Back on your laptop, you will see the accepted notification. Then click on **Next**.

Installation & configuration of Microsoft Authenticator

14. Your Multi Factor Authentication has now been set up and is appearing! Then you can install the applications to connect to your Ag account.
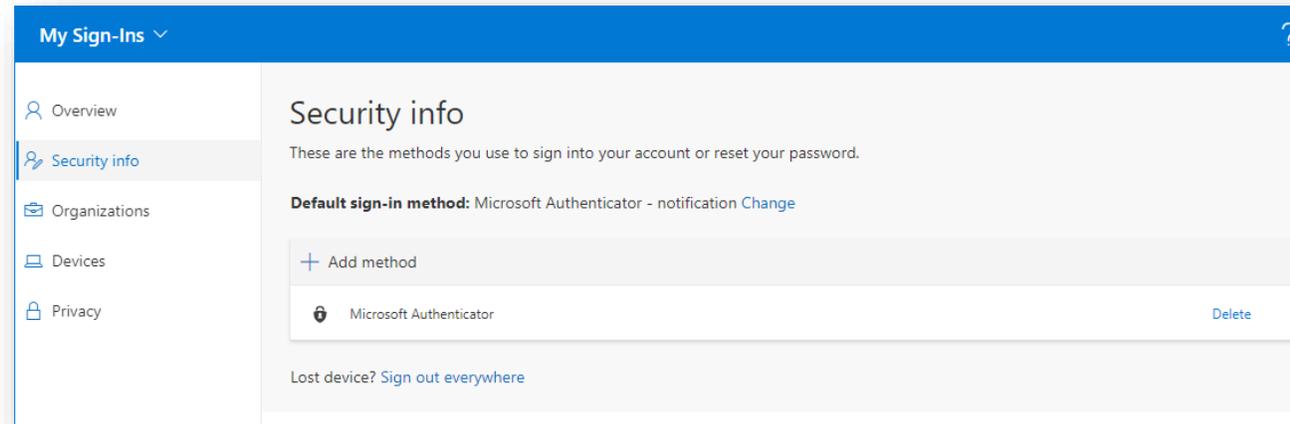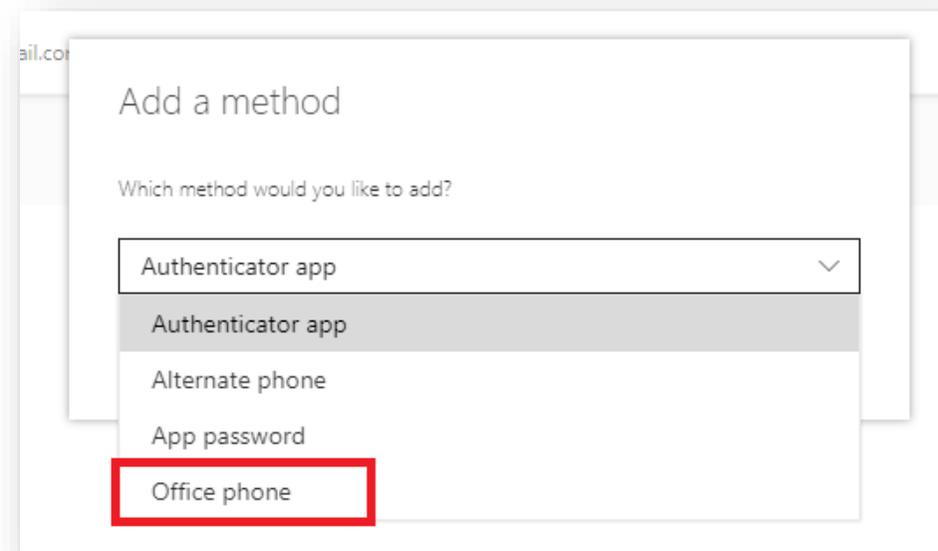
Installation & configuration of Microsoft Authenticator

**15.** To enable a second authentication method , click on « **Add Method** ».
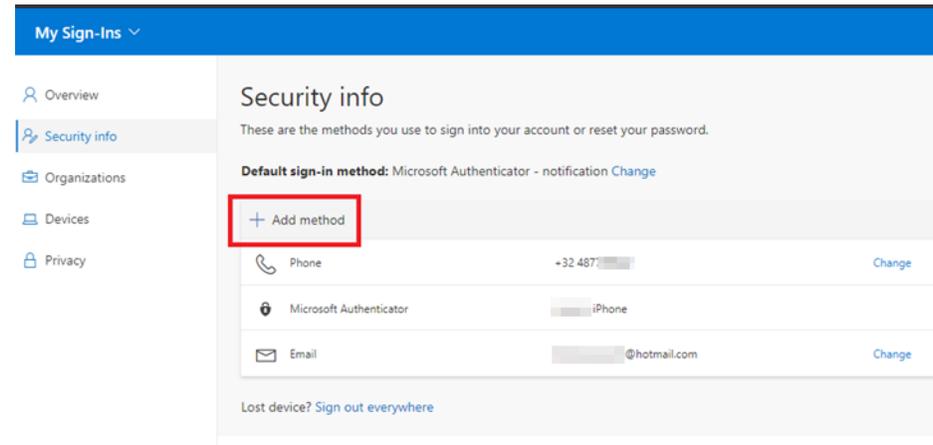
16. Then add your office phone or mobile phone and click "**OK**".

Installation & configuration of Microsoft Authenticator

17. If you have chosen "Office Phone", the number will be automatically pre-filled. Once filled in, you can click on "Next" and you will receive a call on your phone. If you have chosen "Office phone", you will receive a skype call.

18. Follow the instructions and then click #.
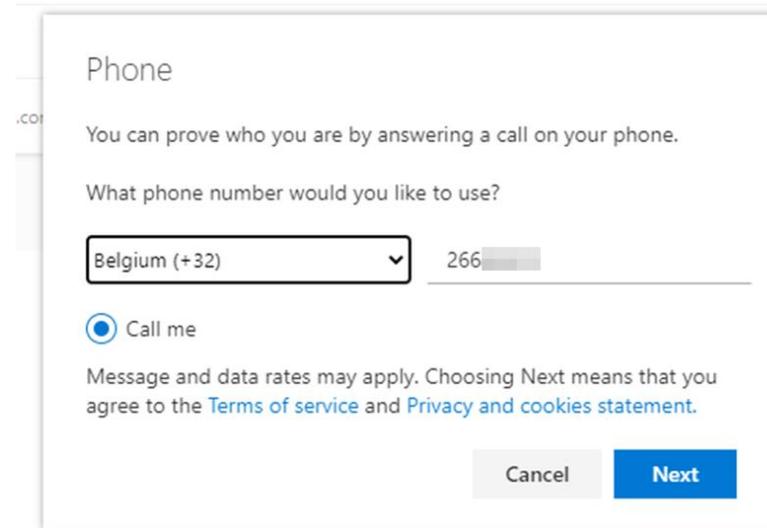
Phone

You can prove who you are by answering a call on your phone.

What phone number would you like to use?
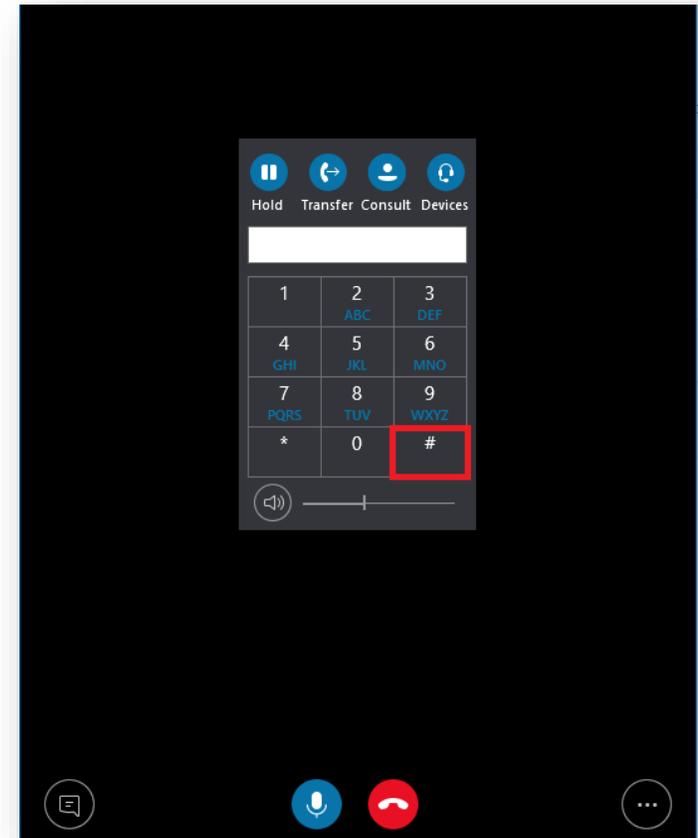
Belgium (+32)   266____

◉ Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.
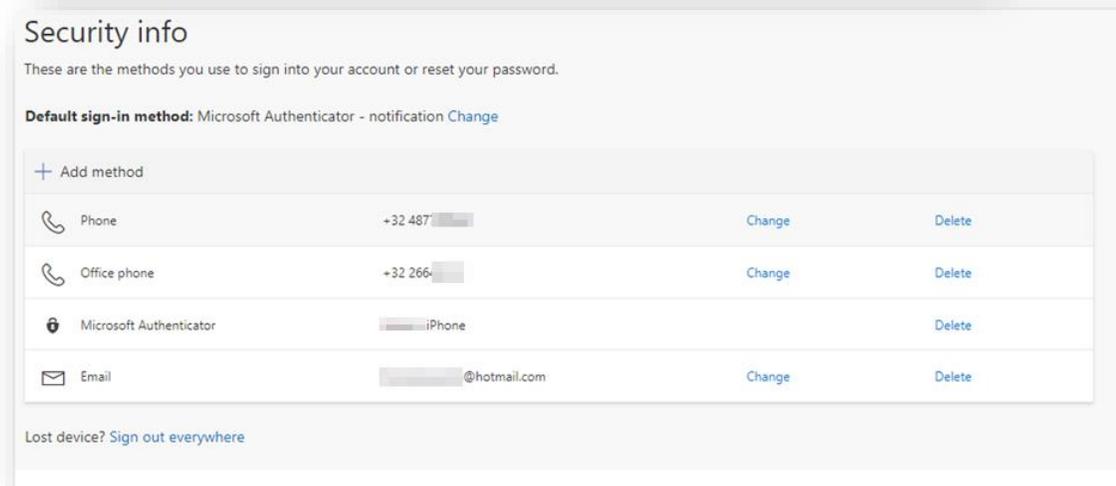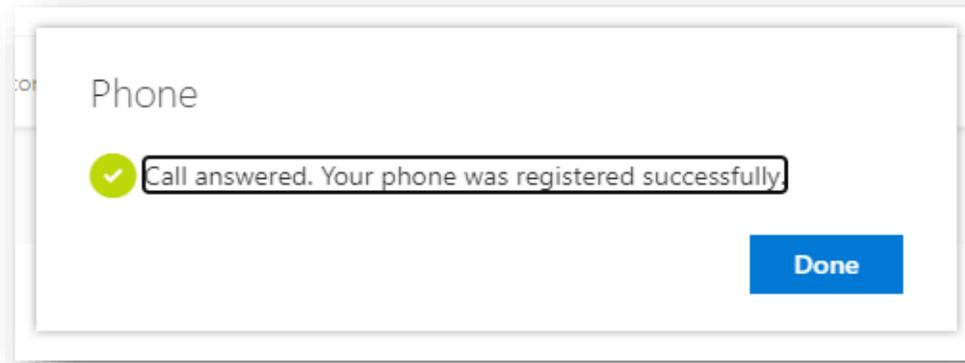
Cancel   Next

Installation & configuration of Microsoft Authenticator

**19.** Your second authentication method is now activated

20. If you have added your office phone, you can repeat the procedure to add your mobile smartphone, and vice versa.

Important :

Your "default sign-in method" must remain Microsoft Authenticator

16

Installation of Intune Company portal

1. Go to your store and Install "**Intune Company Portal**".

Intune Company Portal
Microsoft Corporation
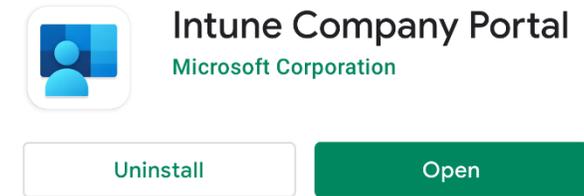
3.5 ★
65K reviews

10M+
Downloads

3
PEGI 3 ⓘ
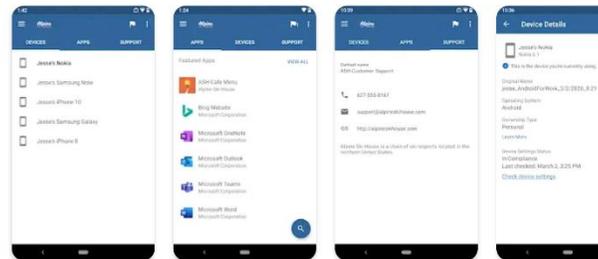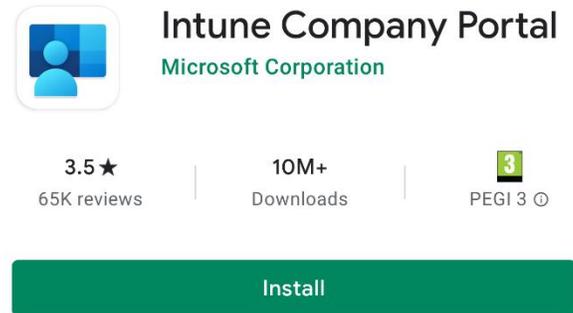
Install

About this app →

Install company apps & remotely manage your devices enrolled to Microsoft Intune

2. Once the application is installed, tap on "**Open**"

Intune Company Portal
Microsoft Corporation

Uninstall   Open

Rate this app
Tell others what you think
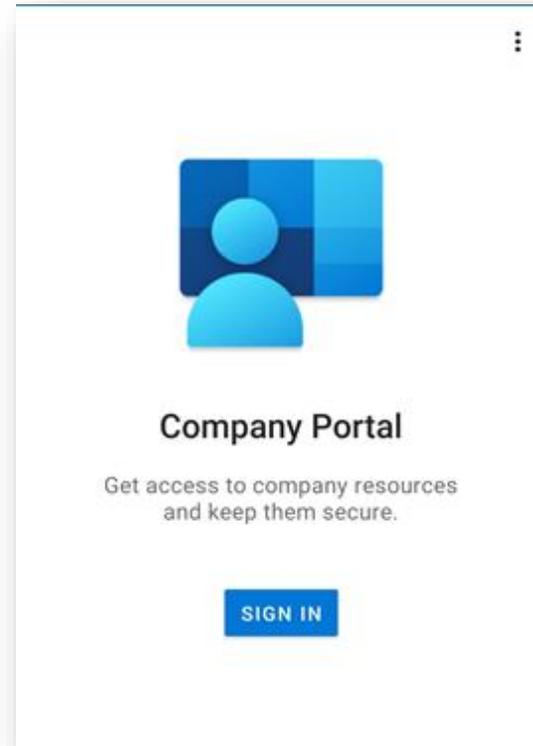
☆ ☆ ☆ ☆ ☆

Write a review

Developer contact ⌄

Join the beta

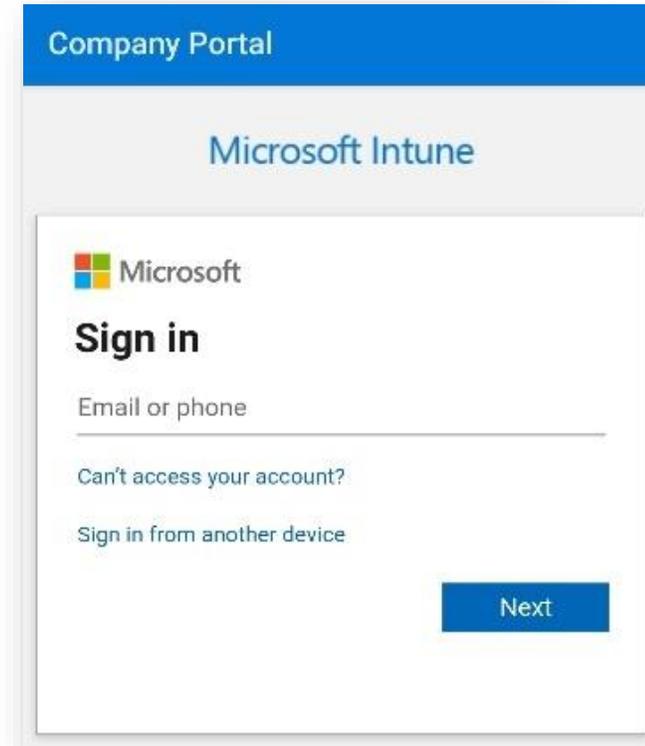Try new features before they're officially released and give your feedback to the developer.

Installation of Intune Company portal

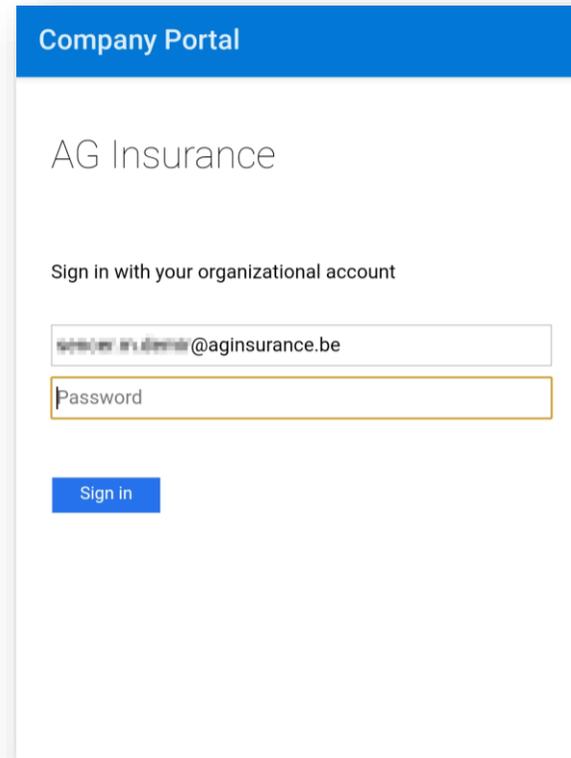3. One the application installed, tap on sur "**Sign in**"
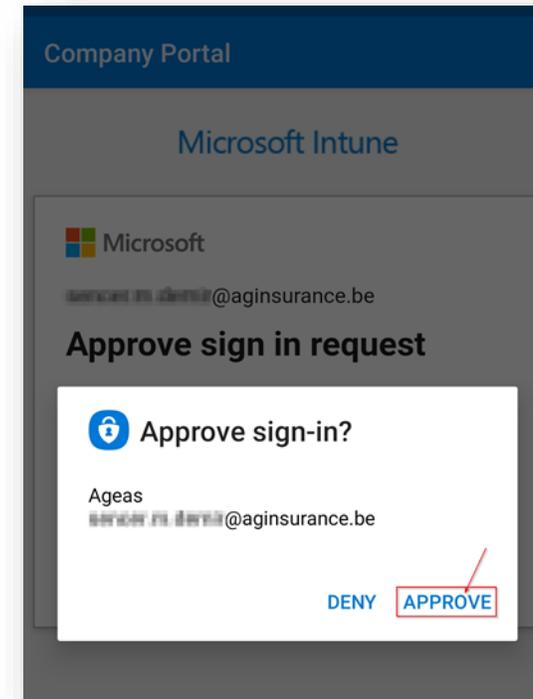
4. Enter your work e-mail and tap on "**Next**"

Installation of Intune Company portal

5. Enter the password used on your laptop and tap on "**Sign In**"

6. Approve the request from your Authenticator app

Installation of Intune Company portal

7. Once logged in, you will be guided to set up a work profile for your device. Tap on "**Begin**" to start the set up.
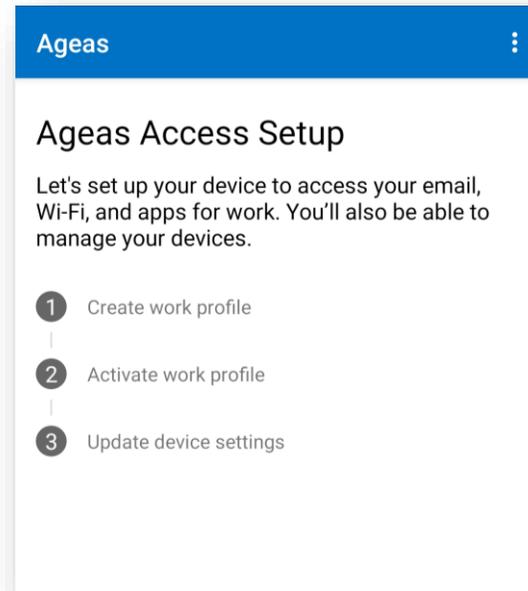
Installation of Intune Company portal

8. Review the privacy informations. Tap on "**Continue**".

Ageas

Ageas cares about your privacy.

While setting up your device, you will see some Android system screens requesting permissions to help your company secure your device.

🚫 **Ageas can never see:**
- Call and Web history
- Location
- Email and text messages
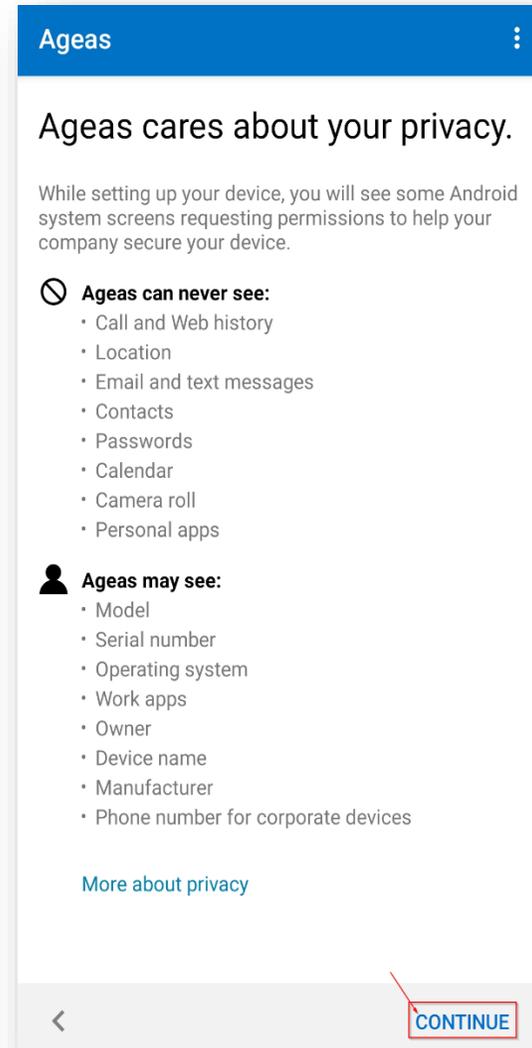- Contacts
- Passwords
- Calendar
- Camera roll
- Personal apps

👤 **Ageas may see:**
- Model
- Serial number
- Operating system
- Work apps
- Owner
- Device name
- Manufacturer
- Phone number for corporate devices

More about privacy

CONTINUE

As with the Blackberry mobile application, when using the 365 mobile solution, AG IT (although the application notes "Ageas") captures and stores some information for support and maintenance purposes:

I acknowledge that by registering my device, AG's IT administrators will have visibility over :

- **Application inventory and application names**: Administrators can only see applications that are managed by the company for support and maintenance purposes.

- **Device identification information**: This is information such as model, manufacturer, name, device serial number, IMEI, owner. This information allows AG's IT administrators to authenticate devices accessing company information and prevent fraudulent access.

- **Device risk profile**: This is information such as the version of Android that allows AG's IT administrators to detect and alert the user to vulnerabilities and restrict access to only those smartphones or tablets that have security updates.

- **Storage capacity**: If you cannot install a required application, AG IT administrators can look at the storage capacity of your device to determine if it is too low.

I further undertake to ensure the security of AG's resources to the best of my ability and to inform the service desk as soon as I suspect that my device is lost or stolen.
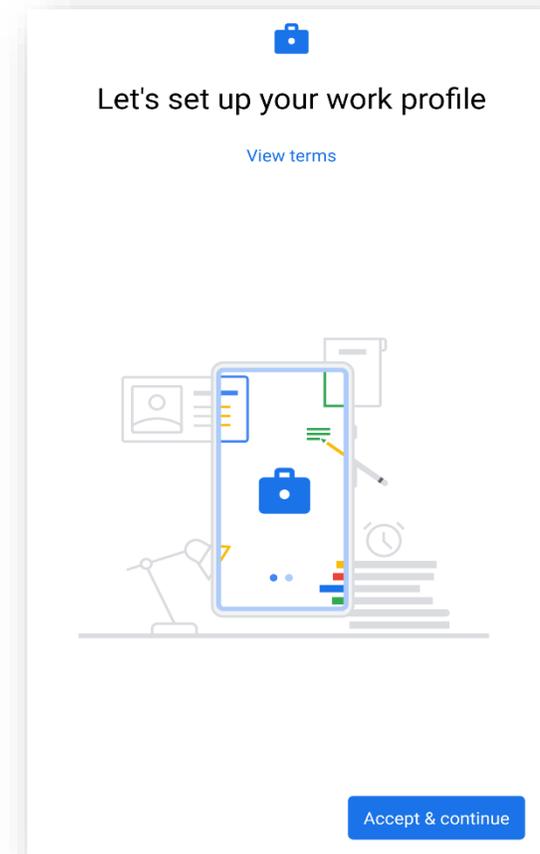
Installation of Intune Company portal

9. Next up tap on confirm to start the creation of the work profile on your phone. Depending on your phone you may see different screens. Below you can see the screen from a Samsung vs Sony phone:
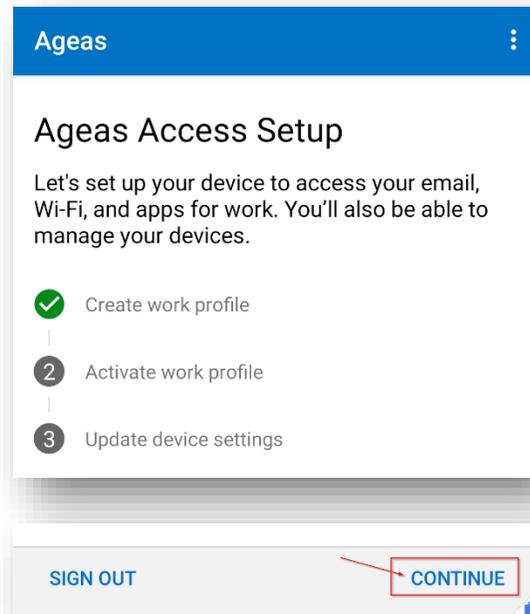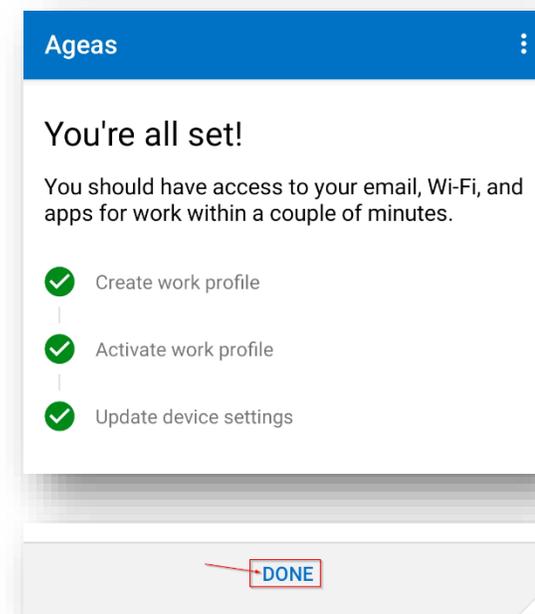
Samsung
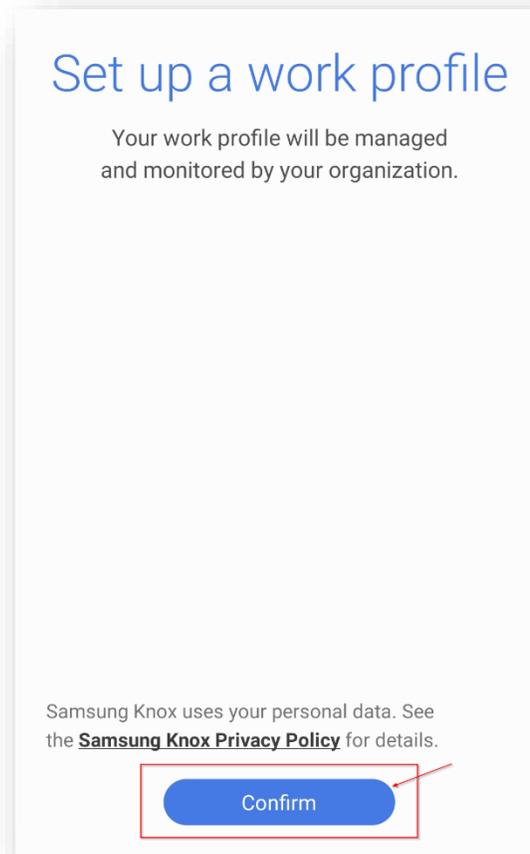
Sony

Installation of Intune Company portal

10. Tap on "**Continue**" to activate your work profile

11. Finally tap on "**Done**" to finish the configuration

Ageas

Ageas Access Setup

Let's set up your device to access your email, Wi-Fi, and apps for work. You'll also be able to manage your devices.

✓ Create work profile

2 Activate work profile

3 Update device settings

SIGN OUT   CONTINUE

Ageas

You're all set!

You should have access to your email, Wi-Fi, and apps for work within a couple of minutes.

✓ Create work profile

✓ Activate work profile

✓ Update device settings

DONE

23

Setting up applications

Once you have finished the previous step, the company portal will automatically download and install a few of the core applications. The following applications will be installed automatically on your phone once enrolled:

Microsoft Outlook

Microsoft Teams

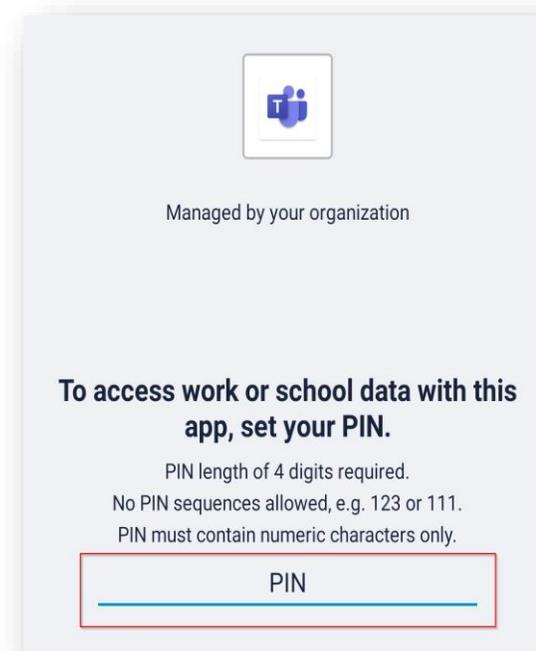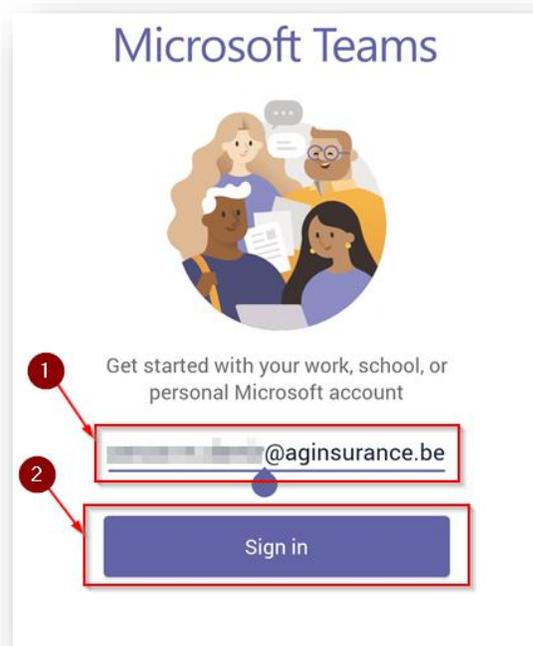Microsoft Edge

Microsoft Office

Saphir

Aggie

Configuration of Teams

1. Open the newly installed Teams app and select "**Sign in**" then enter your e-mail address
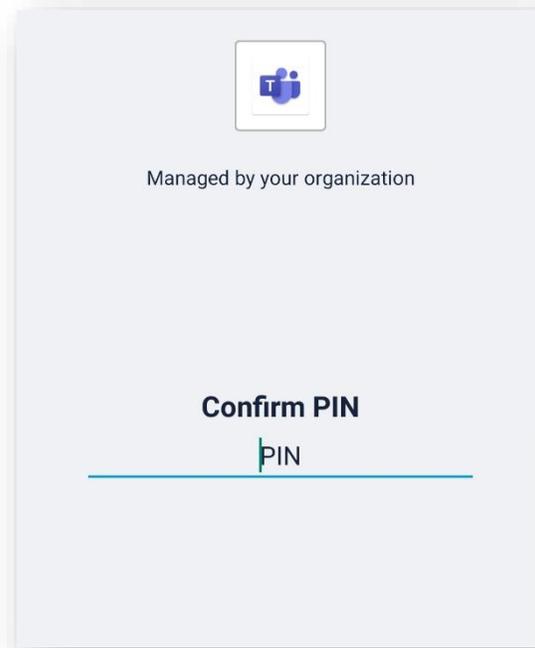
2. You should not need to enter your password. After a few moments the application should be asking you to provide a pin code. This PIN code is used to protect the data in the applications and must be at least 6 digits long.

> **Please refer to Appendix II: Fingerprint Configuration for Android Work Profile to configure the biometric data for a Samsung, Sony or Huawei device. For other devices, please refer to the manufacturer's manual.**

Microsoft Teams

Get started with your work, school, or personal Microsoft account

1 ⬛⬛⬛@aginsurance.be

2 Sign in

Managed by your organization

To access work or school data with this app, set your PIN.

PIN length of 4 digits required.
No PIN sequences allowed, e.g. 123 or 111.
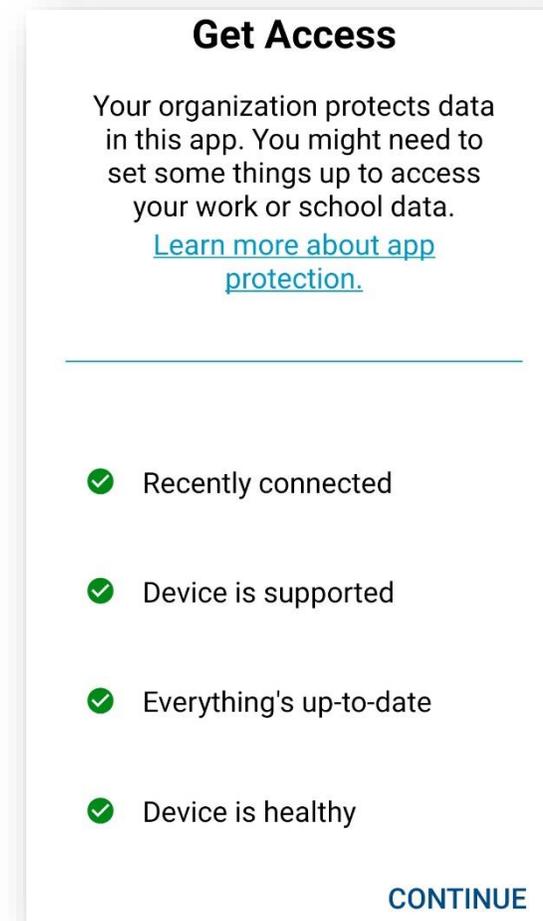PIN must contain numeric characters only.

PIN

Configuration of Teams

3. Confirm your pin and continue.

4. After confirming your pin, you will be presented with the following screen, press **continue**.

Managed by your organization

Confirm PIN

PIN

Get Access

Your organization protects data in this app. You might need to set some things up to access your work or school data.
Learn more about app protection.

✓ Recently connected

✓ Device is supported

✓ Everything's up-to-date

✓ Device is healthy

CONTINUE

Configuration of Outlook

1. As outlook is one of the applications that is automatically installed, you will not need to go to the store to install it. Simply open the outlook app from your "Work profile". And you should be greeted with the following screen. Tap on "**Add Account**":
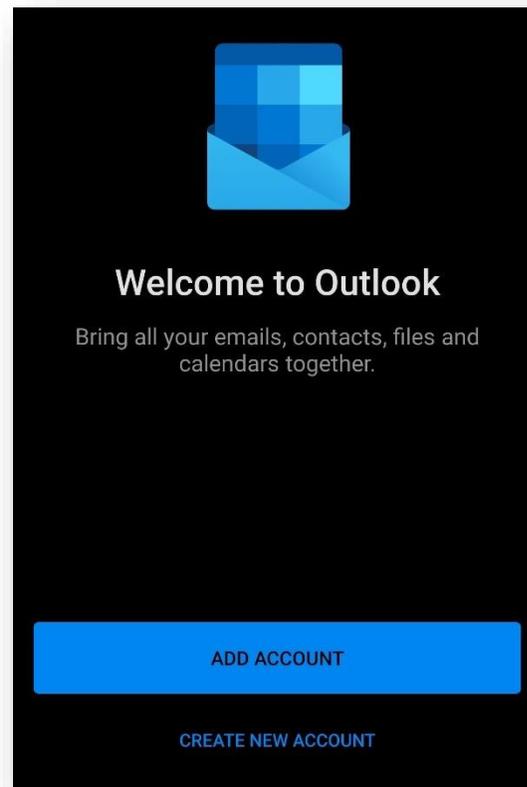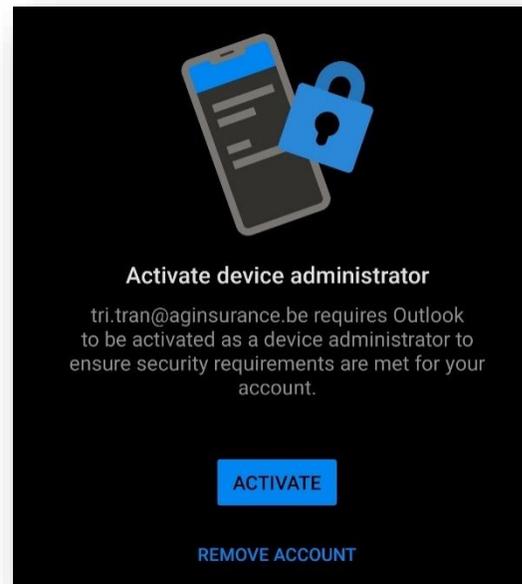

2. In the next screen, enter your work email address.
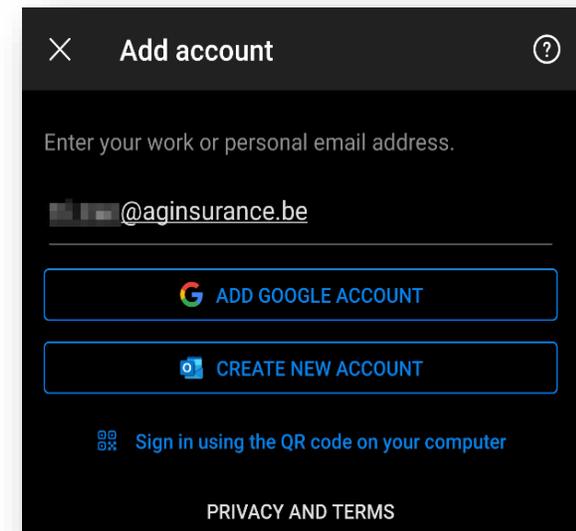
Configuration of Outlook

3. Next, you will be asked to allow Outlook to manage additional aspects of your mobile device. Tap on "**Activate**".
Activating "device administrator" will allow outlook to see the following information:

      - Monitor screen unlock attempts
   - Lock the screen
      - Set storage encryption

Activate device administrator

tri.tran@aginsurance.be requires Outlook to be activated as a device administrator to ensure security requirements are met for your account.

ACTIVATE

REMOVE ACCOUNT

Configuration of Outlook

4. Tap on "Activate this device admin app"

> The device admin app will only remove data within the context of your AG user account on your phone.
>
> No personal data will be touched when data is removed.

5. After activating the device admin app, you will be redirected to the Outlook app. You will get the chance to add additional accounts to outlook, if you do not wish to add any other account to the corporate Outlook, tap on "**Maybe Later**".
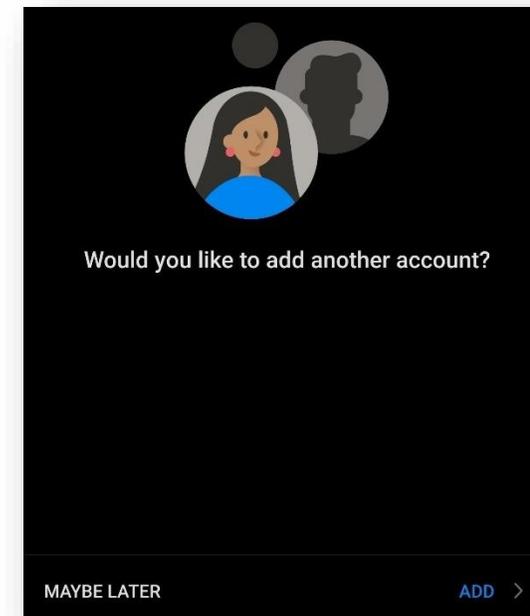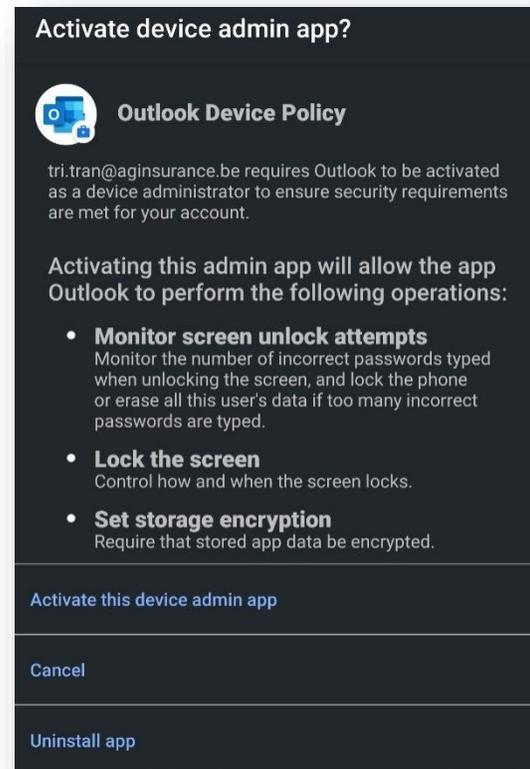
Other applications available on your smartphone

Once you have completed the configurations for Microsoft Teams, Outlook and Microsoft OneDrive, installing other Microsoft applications will be very easy. Below is a list of all the smartphone applications currently available. Just go and search for them in the app store.

Once these applications are configured, they are ready to be used. If you would like an explanation of these different tools, click on the attached link to access the OASE training platform:
https://ag.findwatchdo.com/applications/65

Word
Easily create, edit and share documents

Excel
create, edit and share Spreadsheets

PowerPoint
create, edit and share Presentations

OneNote
Powerful notebook to store all your ideas and notes

Planner
Organize your teamwork efficiently

SharePoint
Easy access to your company sites

PowerBI
All your data and analytics at your hand

Private profile versus work profile

On an Android device, a work profile is set up to separate your business data and applications from your personal data and applications. Your organisation manages your business applications and data. Your personal applications and data, as well as your personal use, remain private.

How to change your keyboard settings in your work profile:

Go to the apps "work profile" and select "keyboard settings".
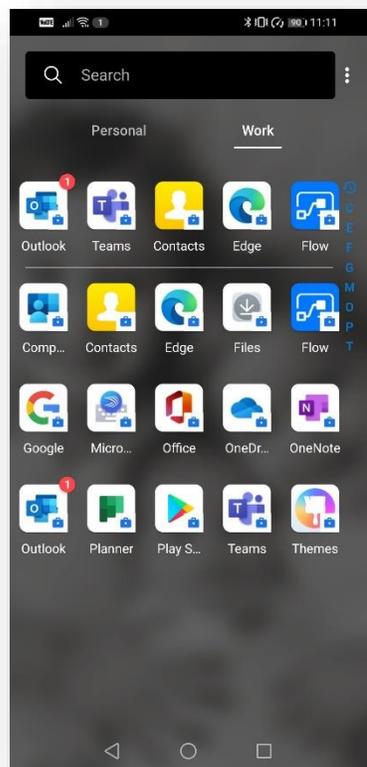
How to use your business contacts in your private area

- In your work profile, go to outlook and synchronise your contacts:
  Outlook -> Settings -> Corp email adres -> enable "Sync contacts"

- You will then have access to your business contacts by doing a search in your telephony application.

31

Appendix 1: Disabling the battery saver for work applications

For the best experience with Outlook and Teams, it is best to disable the smartphone's battery saver settings.

For Samsung

1. Tap and hold down one of the following apps: Teams, Outlook, Authenticator or Intune Company portal. A small menu will pop up, tap on "**App Info**"
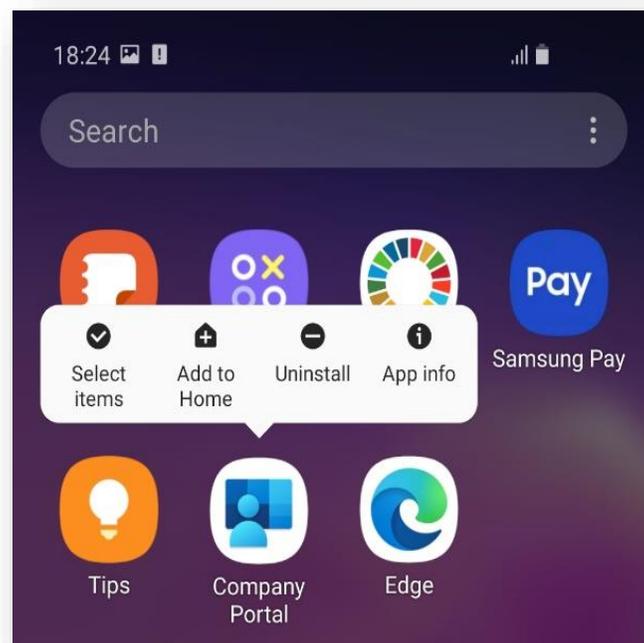
2. Tap on « **Battery usage** »
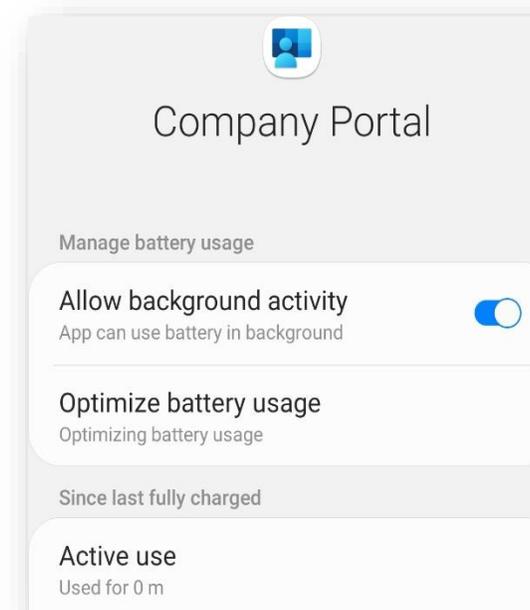
Appendix 1: Disabling the battery saver for work applications

3. In the list of applications and their Battery optimization status, make sure that the filter on top is set to "**All**".
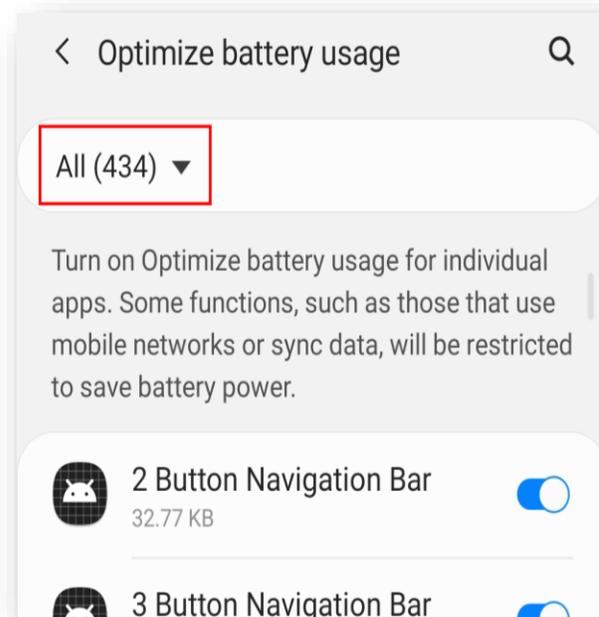
4. Scroll through the list and find the application for which you want to disable the Battery optimization mode.
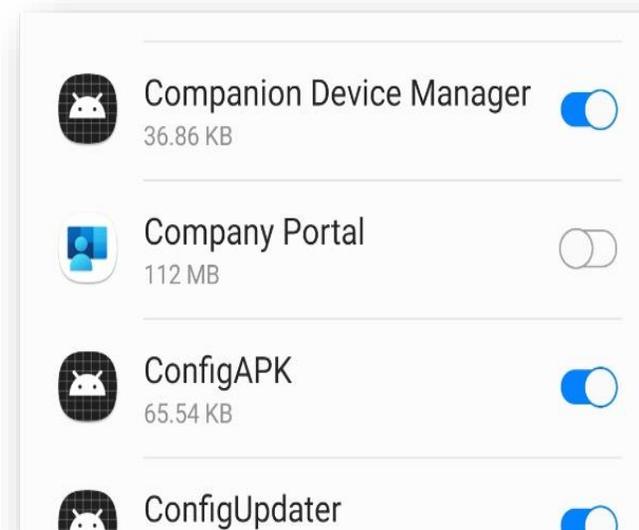
Appendix 1: Disabling the battery saver for work applications

5. Do this for all managed applications (most importantly Outlook, Teams, Microsoft Authenticator and Company Portal). When pressing the back button you should see the following screen : screen:
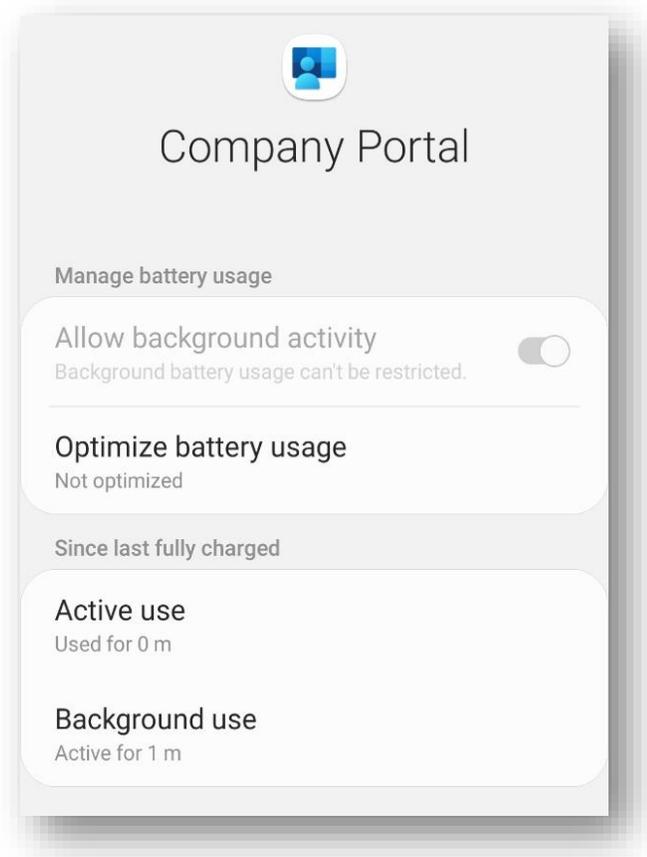
For Samsung

1. In your personal profile, go to settings and scroll down to find "**work profile**".
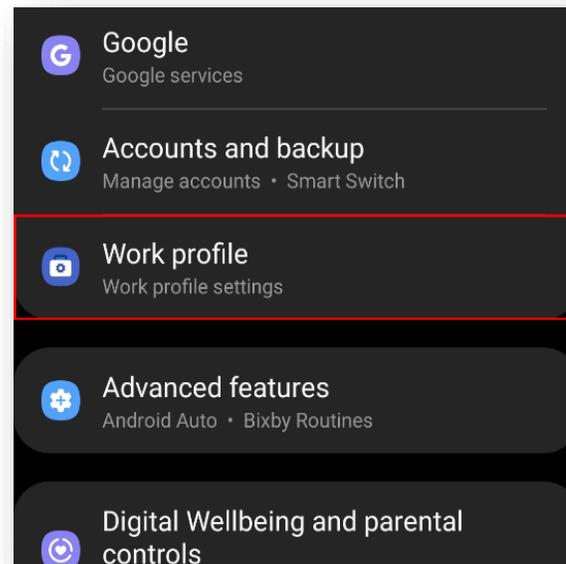
2. Next tap on « **Fingerprint** »
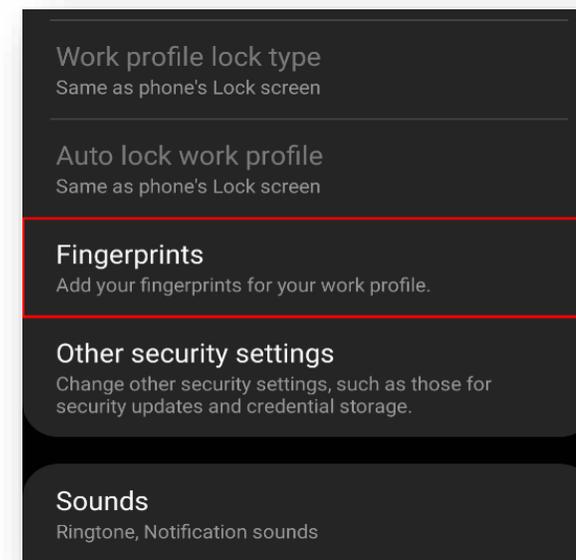
Appendix 2: Fingerprint Configuration for Android Work Profile

- **For Samsung**
- For Sony
- For Huawei

3.. Your smartphone will now request you to enter a pin code.
Enter the pin code you entered when you were enrolling your phone (twice if needed). You will now need to set a pin code for the work profile, tap on PIN, enter and confirm the pin code by tapping it twice.
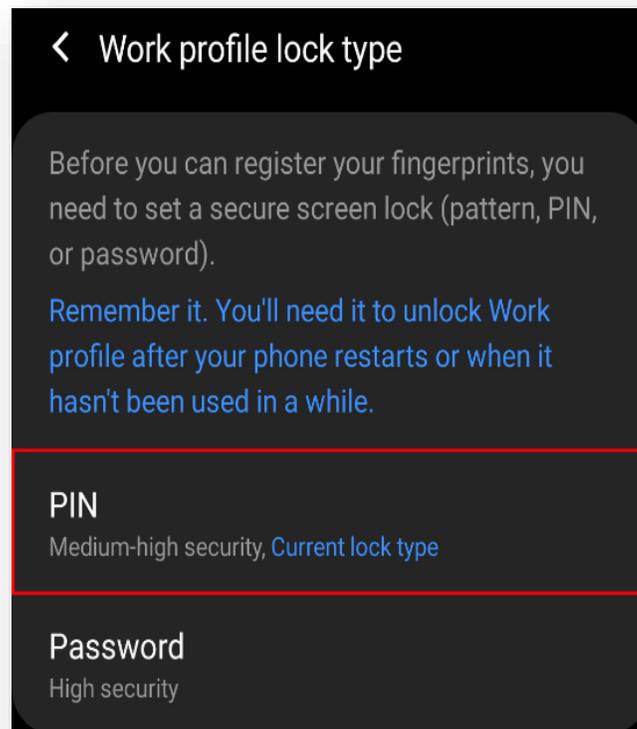
4. In the next screen, tap on "**continue**".
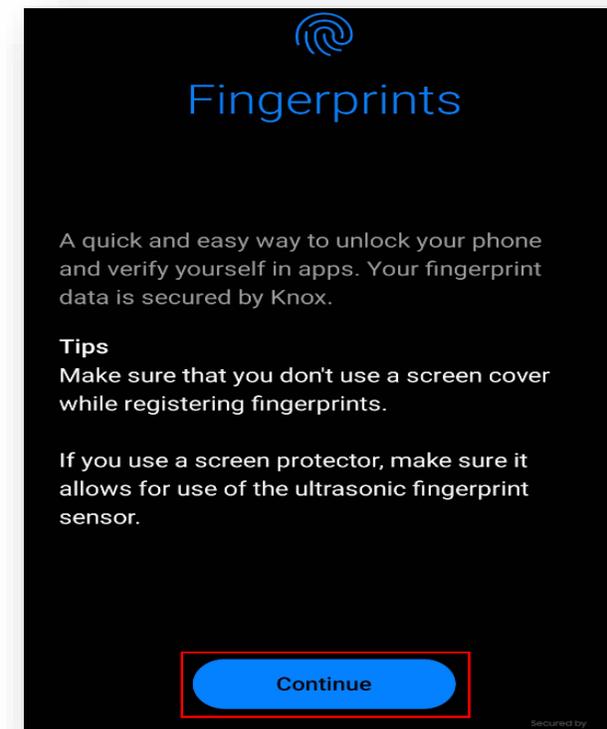
Appendix 2: Fingerprint Configuration for Android Work Profile

5. Complete the set up by following the instructions on screen and repeatedly tapping your finger on your fingerprint sensor.
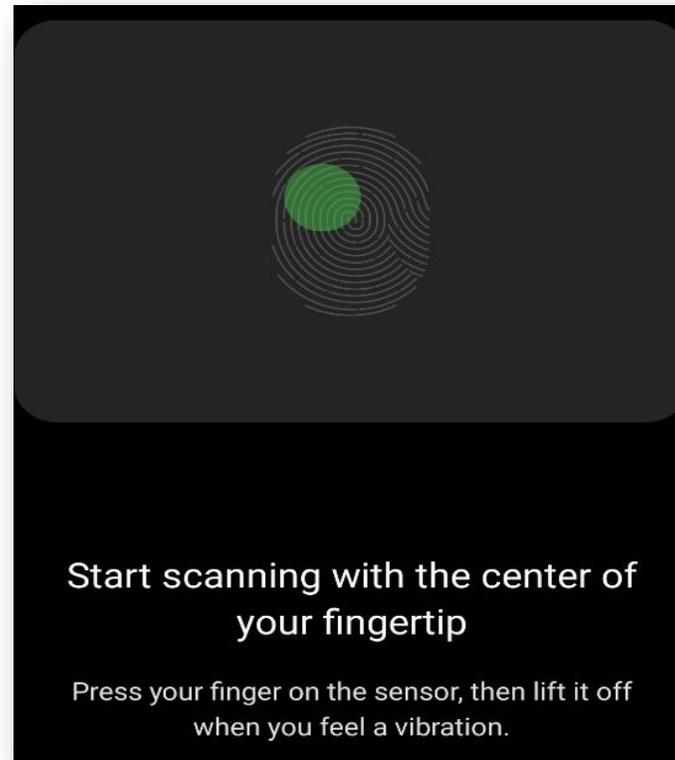
Start scanning with the center of your fingertip
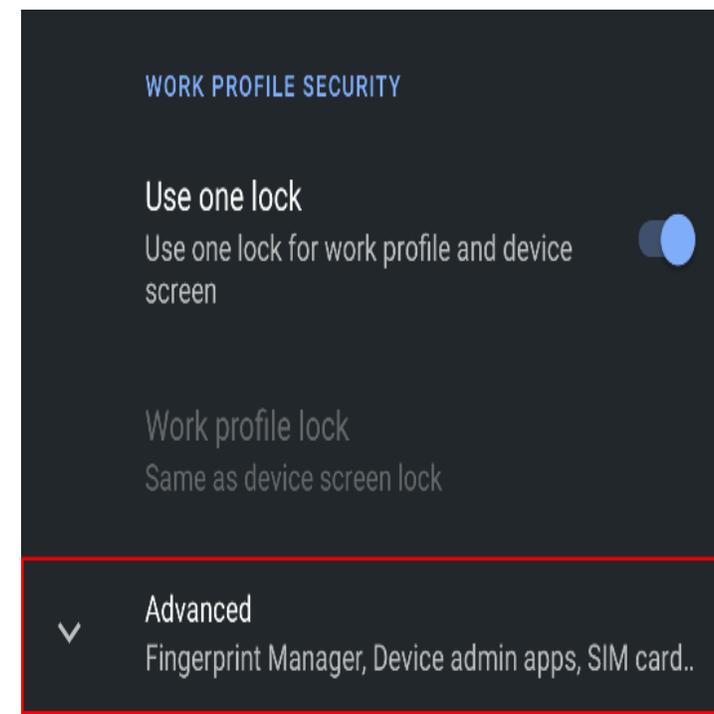
Press your finger on the sensor, then lift it off when you feel a vibration.

For Sony

1. Go to Settings and scroll down to the Security settings.
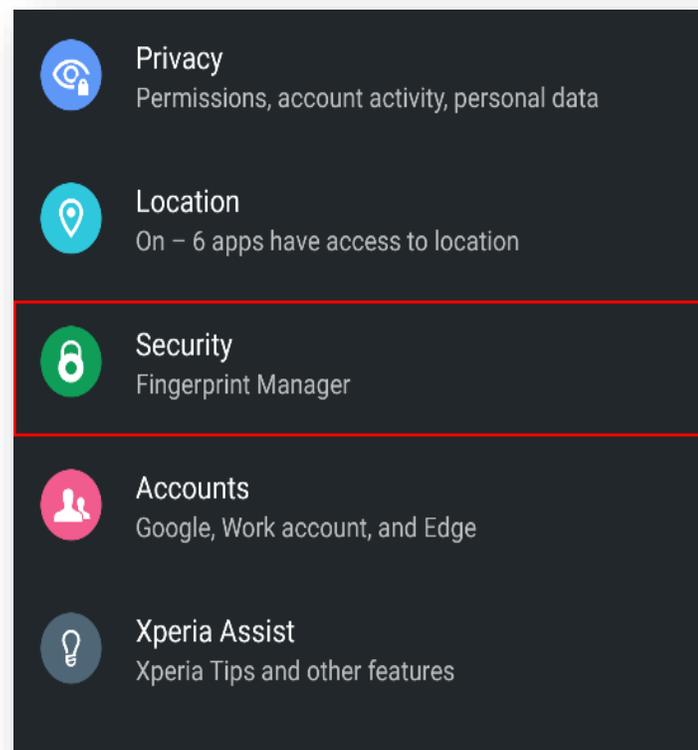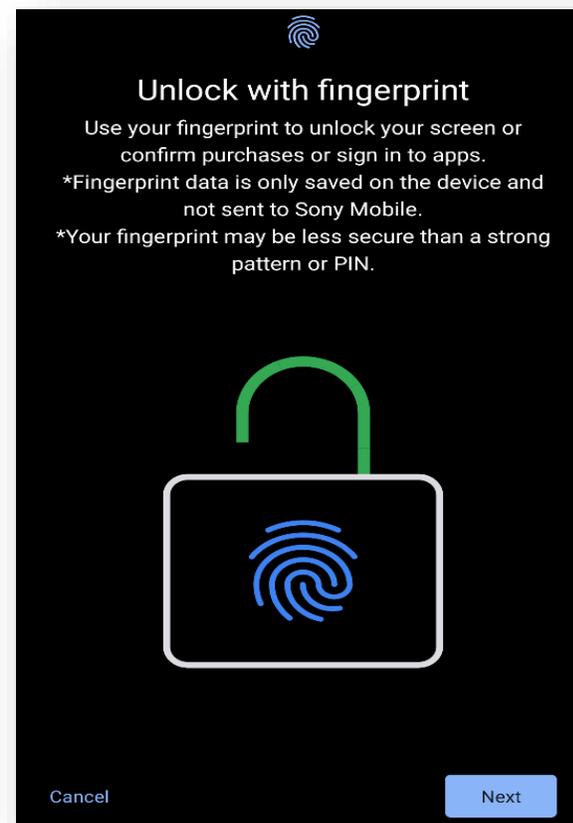
2. In the Security window tap on "**Advanced**".

Appendix 2: Fingerprint Configuration for Android Work Profile

- For Samsung
- **For Sony**
- For Huawei

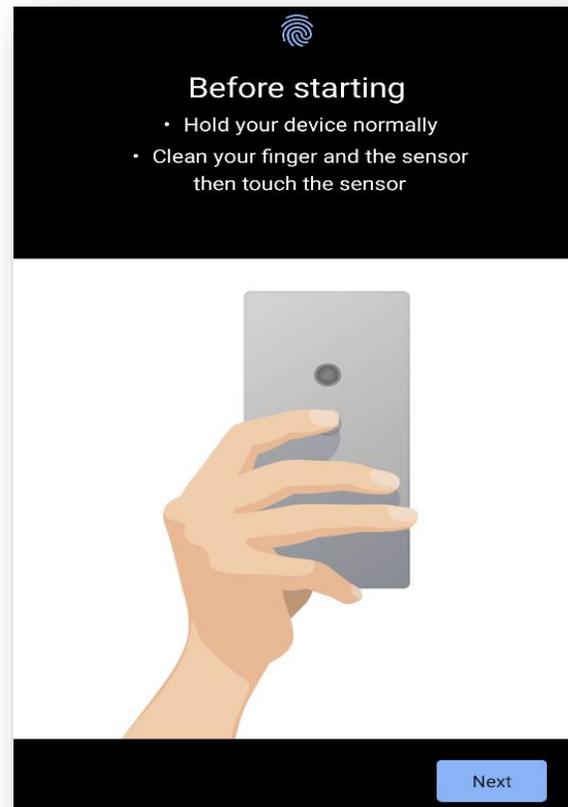**3.** This will open more options, tap on "**Fingerprint Manager**".
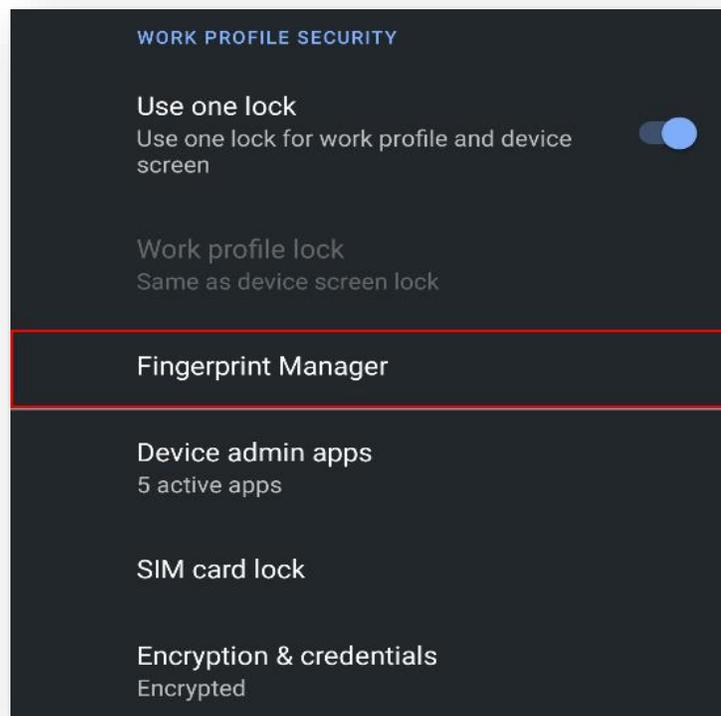
4. You will be presented with a wizard to set up your fingerprint, tap "**Next**".
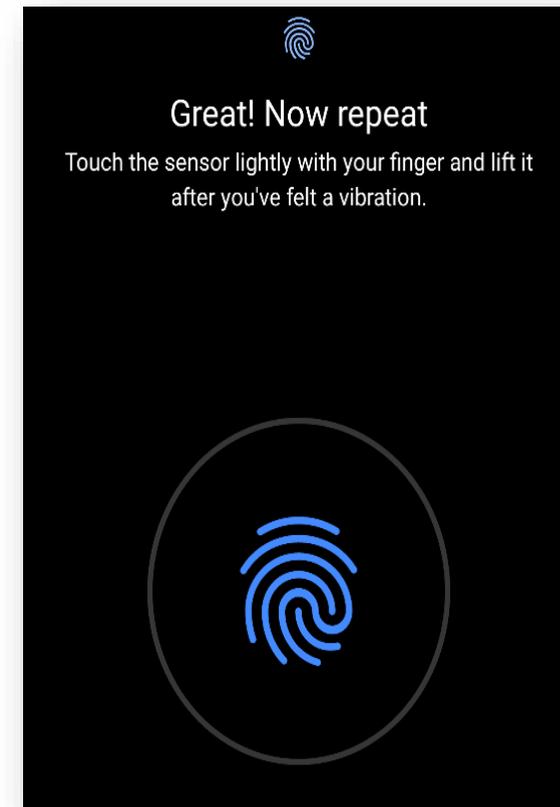
Appendix 2: Fingerprint Configuration for Android Work Profile

- For Samsung
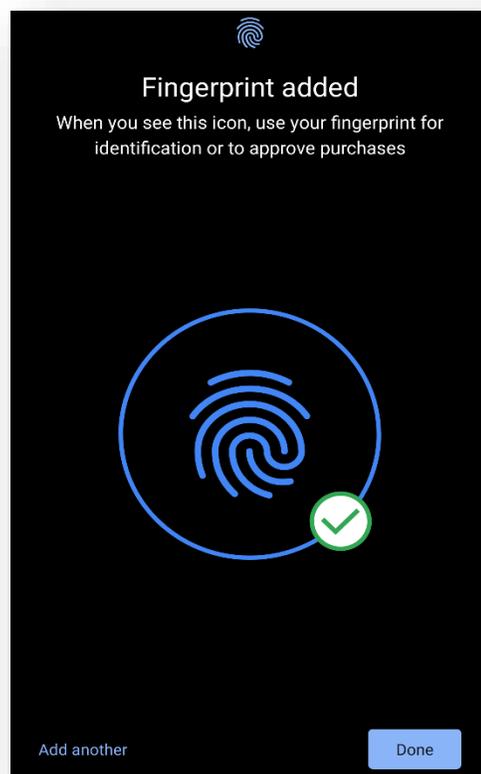- **For Sony**
- For Huawei

5. Tap on « **Next** ».

6. Repeatedly tap the finger you want to use as the unlock finger on the fingerprint scanner of your device.
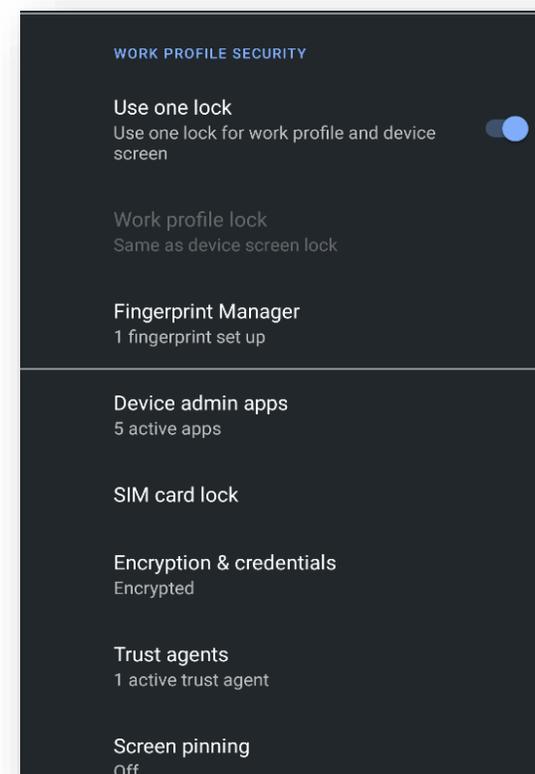
Appendix 2: Fingerprint Configuration for Android Work Profile

- For Samsung
- **For Sony**
- For Huawei

7. You can see the progress of the taps by checking the circle around the fingerprint on screen. Once the blue circle is filled your fingerprint is set up. Tap on "**Done**".

8. Once you go back to the security screen you will be able to see that there is a fingerprint set up.
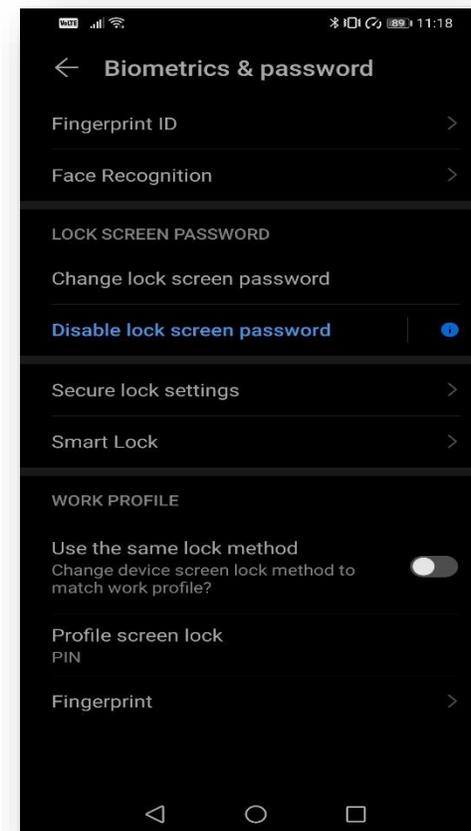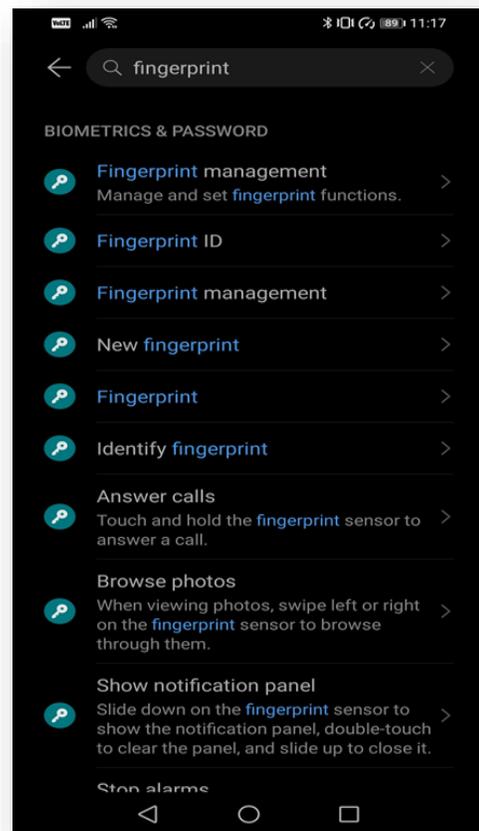
Appendix 2: Fingerprint Configuration for Android Work Profile

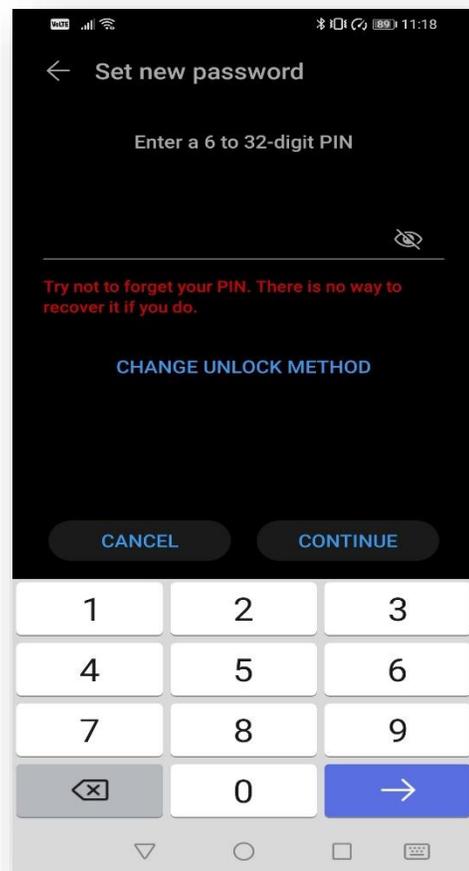- For Samsung
- For Sony
- **For Huawei**

For Huawei

1. In your work profile, go to settings and select "**Biometrics & password**", type "**fingerprint**" in the search bar, then select "**Fingerprint**".

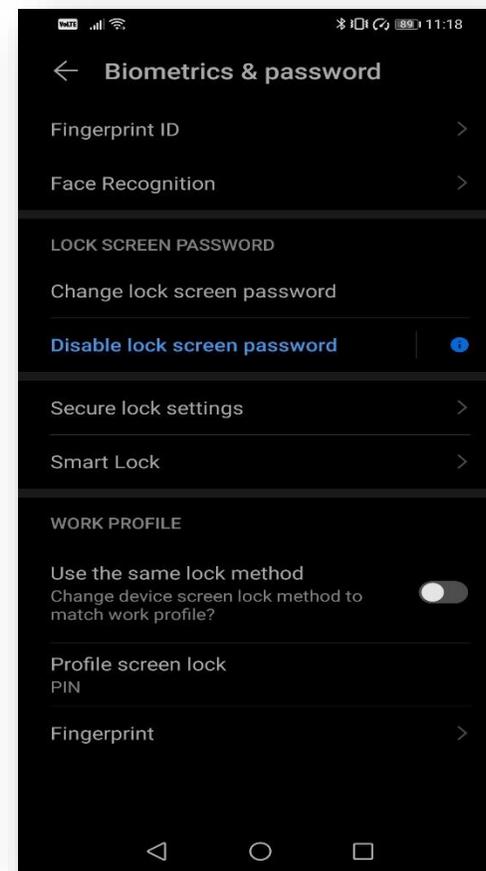2. Uncheck "**Use the same lock method**" under "**Work Profile**".

Appendix 2: Fingerprint Configuration for Android Work Profile

- For Samsung
- For Sony
- **For Huawei**

3. Enter the Pin code of your device and choose a new "work profile" password of 6 to 32 characters.
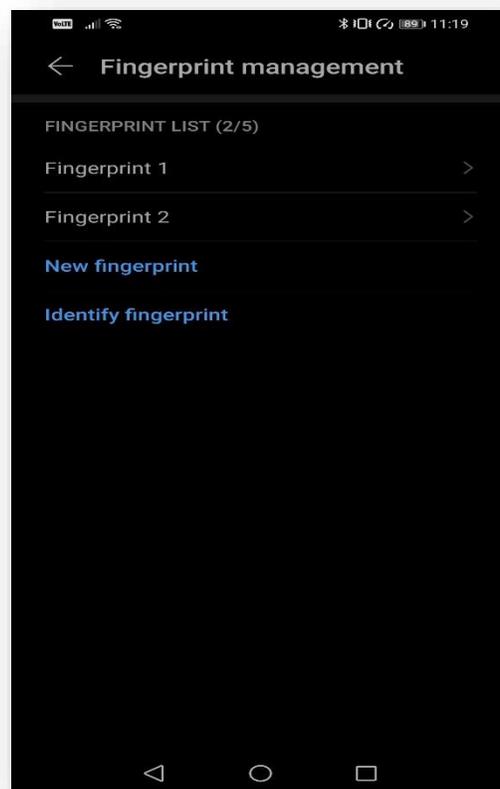

4. Click on "**Fingerprint**" in your work profile and enter your work profile PIN.
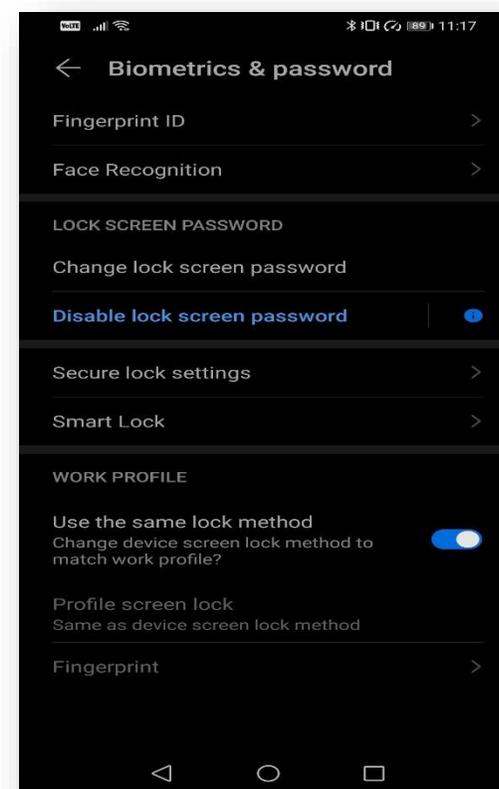
Appendix 2: Fingerprint Configuration for Android Work Profile

-
-
-

5. Then click on "**New fingerprint**" and configure one or more fingerprints. Once you have done this, go back to the previous menu.

6. Check "**Use the same lock method**" in the work profile and confirm the PIN code of the device and the work profile.

SUPPORTER OF YOUR LIFE