

365
Road to



SUPPORTER OF YOUR LIFE



► Solution mobile IOS

MDM Installation Manual



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



Use the Road to 365 solution on your smartphone or tablet

- For proper security, only iPhones that are still supported by the vendors can access 365.
- Older IOS versions will no longer receive the necessary patches, which represents a potential security risk for our data and yours.

Minimum version (September 2024) : iOS 14.0

- The minimum IOS 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.

Préliminaires



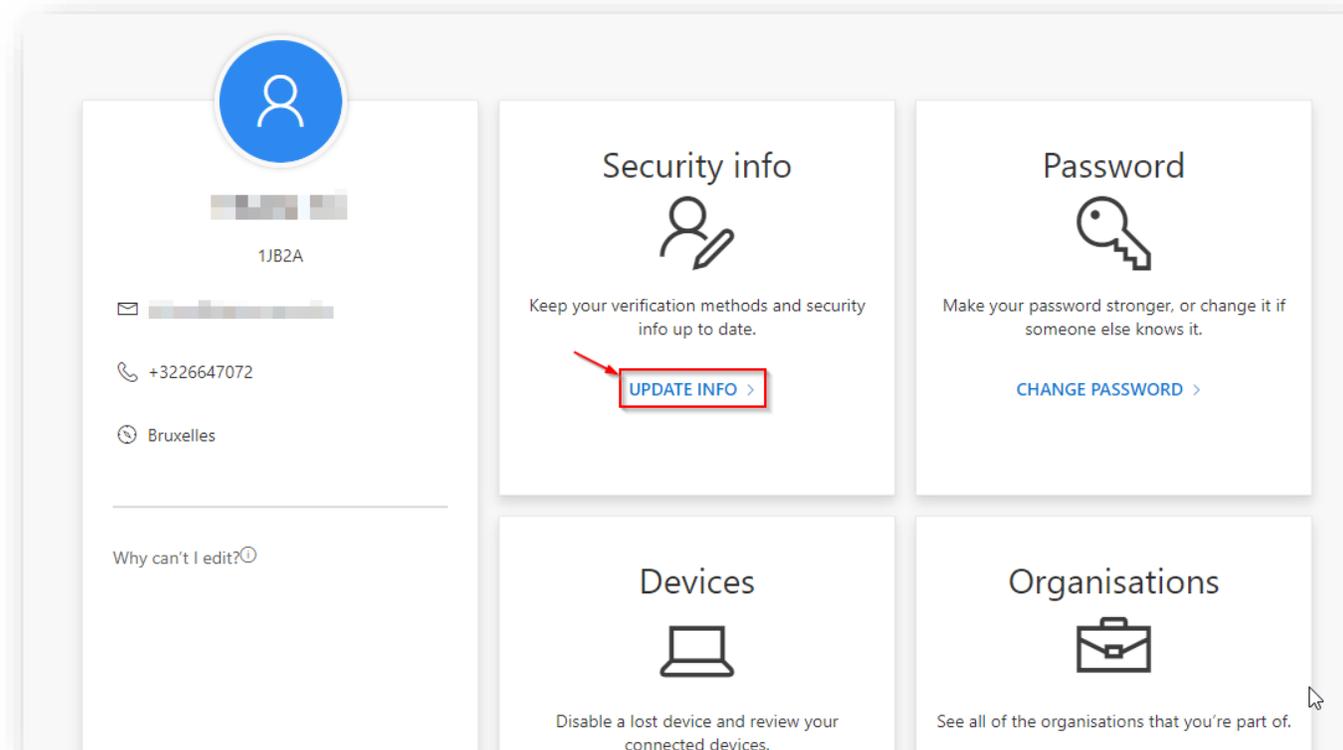
Install the Road to 365 solution on your smartphone or tablet

- The procedure described in the following slides may take 10 to 15 minutes.
- Please allow enough time so that you are not interrupted.
- **Follow the procedure carefully**

Installation & configuration of Microsoft Authenticator

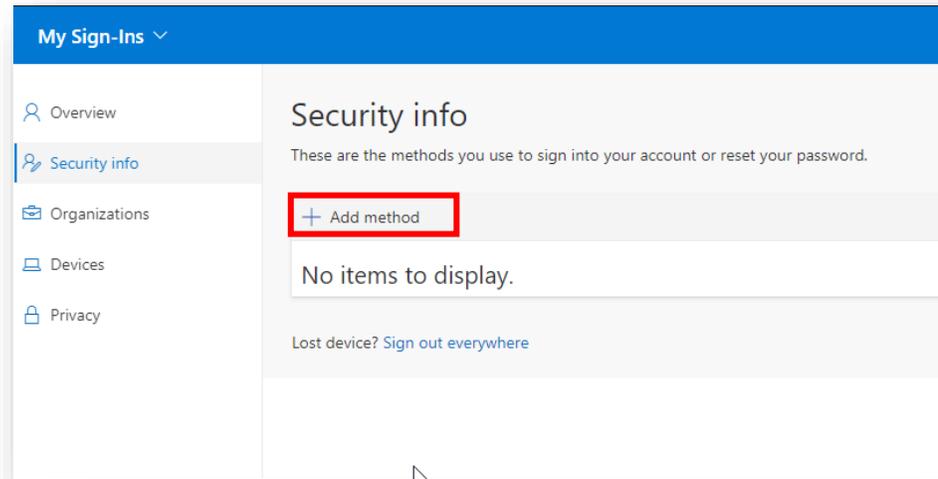
If this configuration was already done for your smartphone skip the step till [Installation of Intune Company portal](#)

1. On your laptop, go to the following URL : <https://myaccount.microsoft.com/>
2. Next, click on sur 'update info'

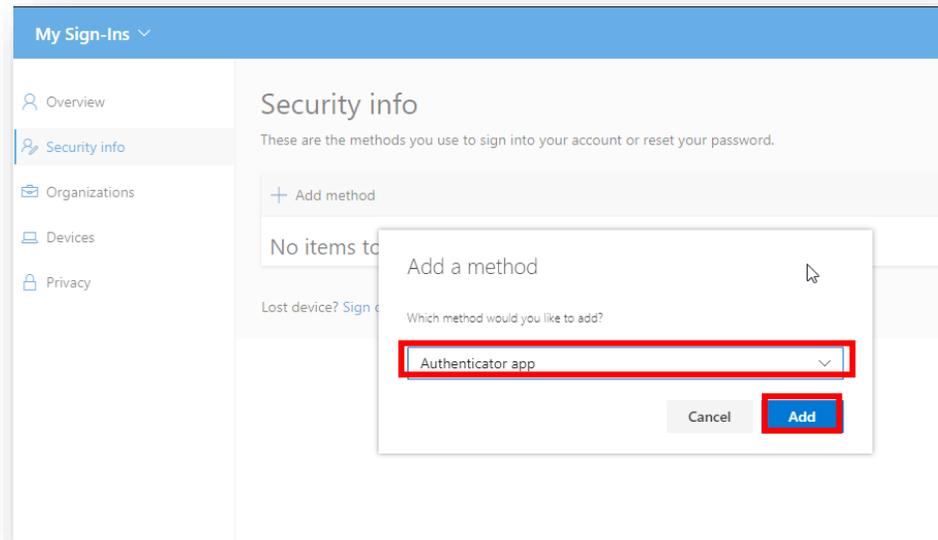


Installation & configuration of Microsoft Authenticator

3. On the following screen click on 'Add method'

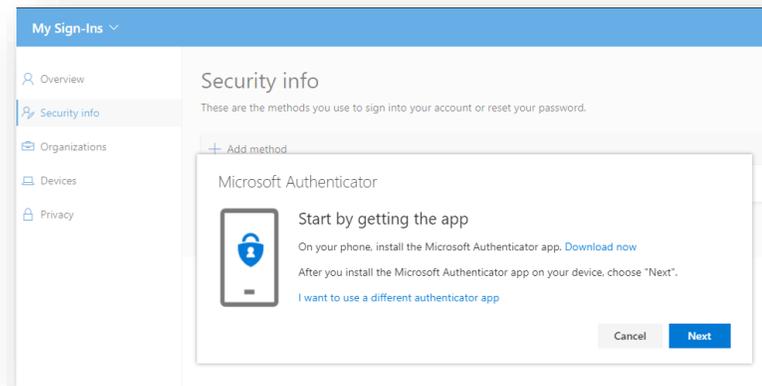


4. Selected 'Authenticator app' from the list and click on 'Add'

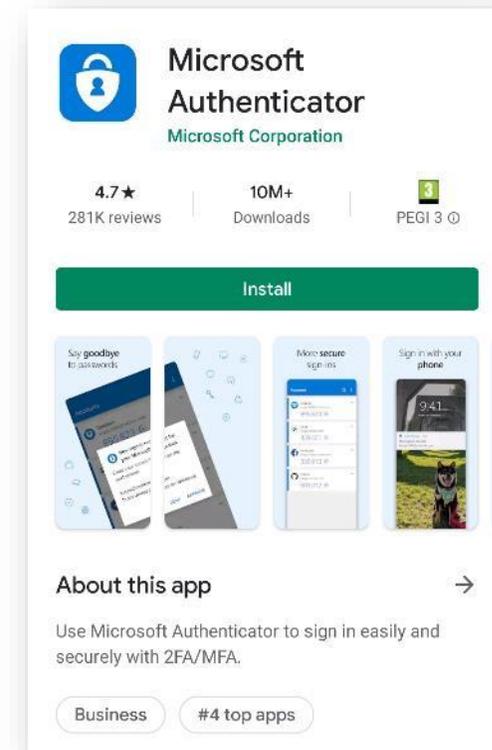


Installation & configuration of Microsoft Authenticator

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

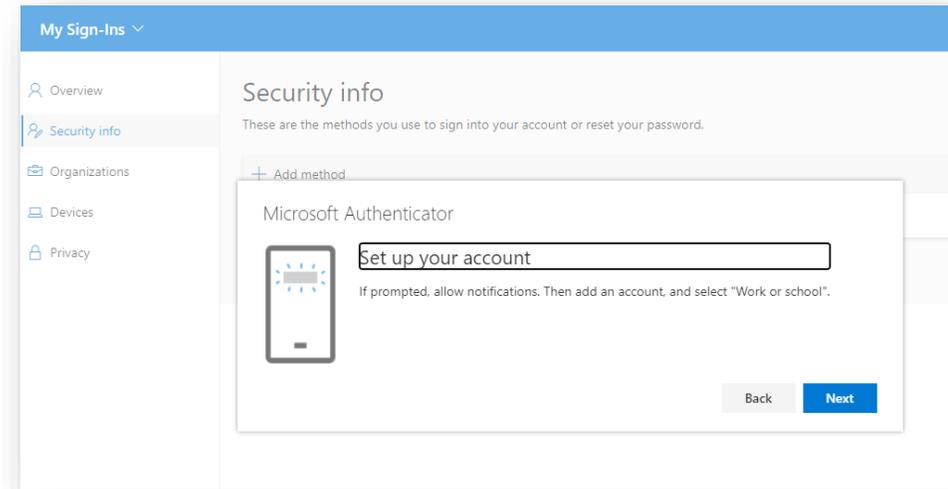


- Then, take your smartphone and go to your app store and search for the 'Microsoft Authenticator' application and install it! Don't use the application yet!

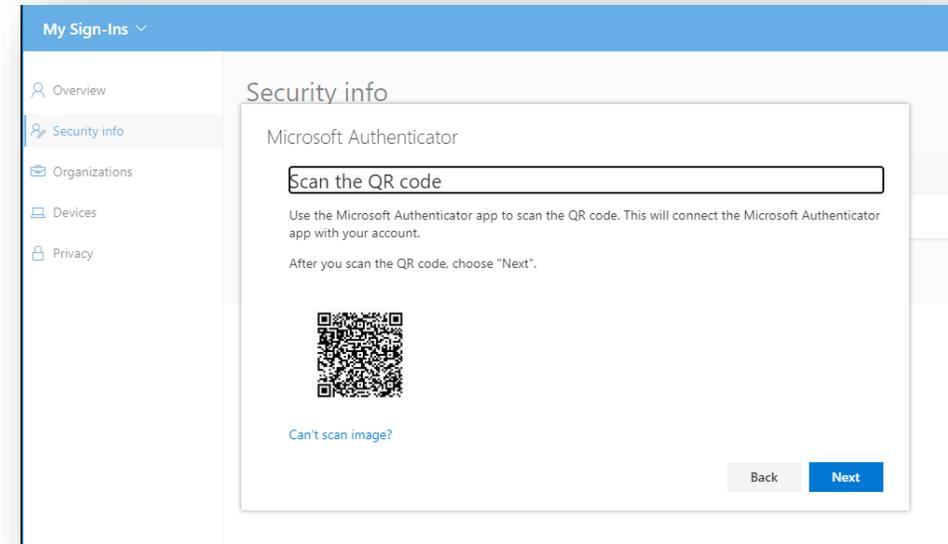


Installation & configuration of Microsoft Authenticator

7. On your laptop 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.

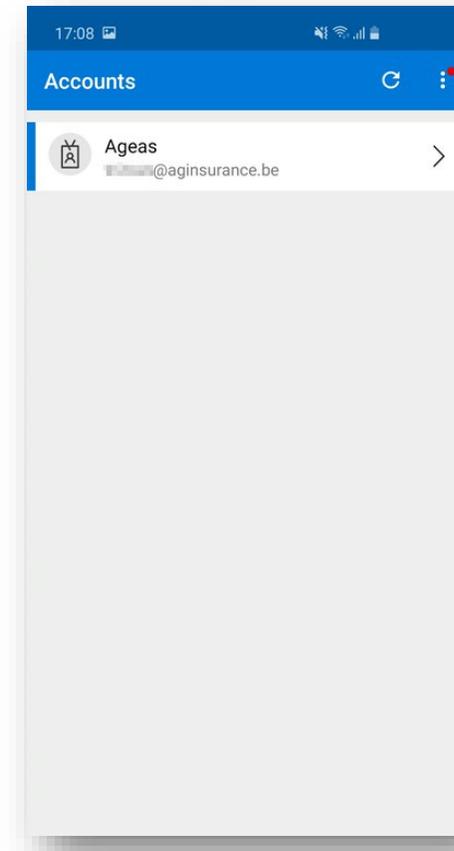


Installation & configuration of Microsoft Authenticator

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.

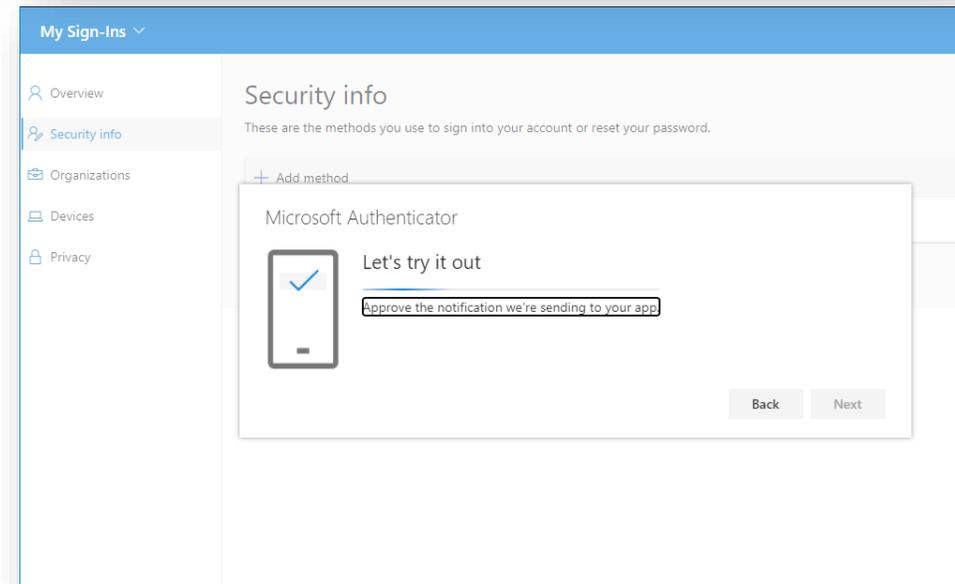
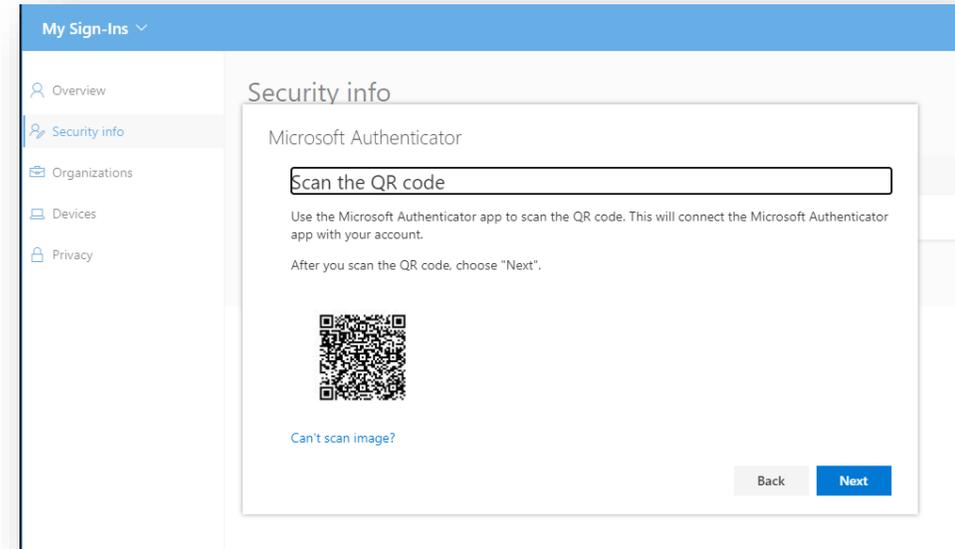


10. When the process is completed your account is connected and appearing in the Accounts list on your smartphone.



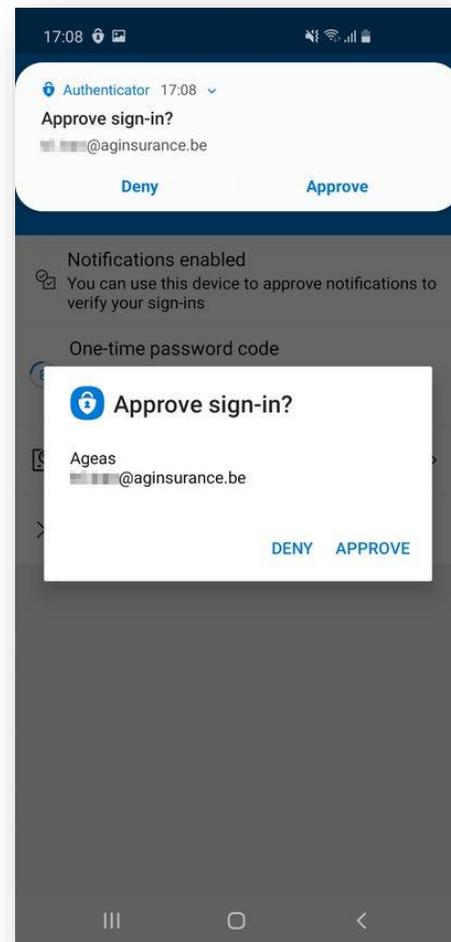
Installation & configuration of Microsoft Authenticator

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

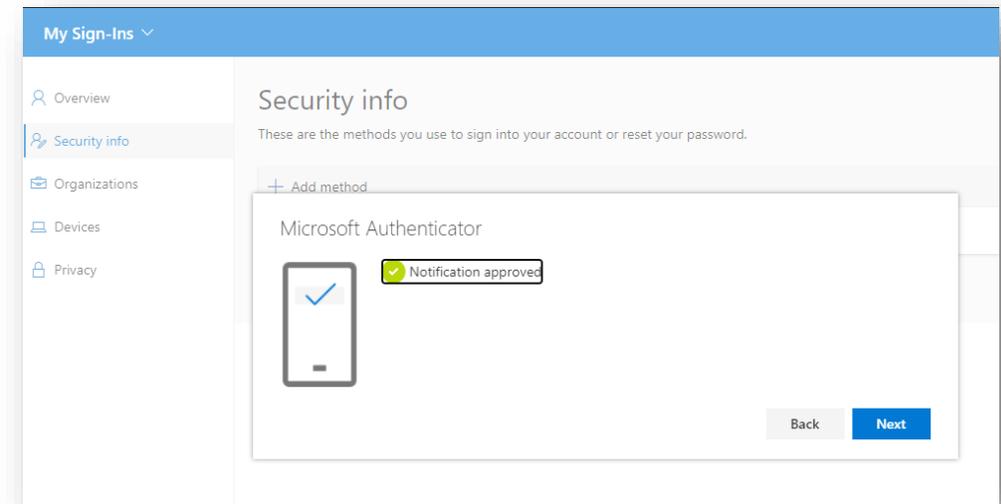


Installation & configuration of Microsoft Authenticator

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

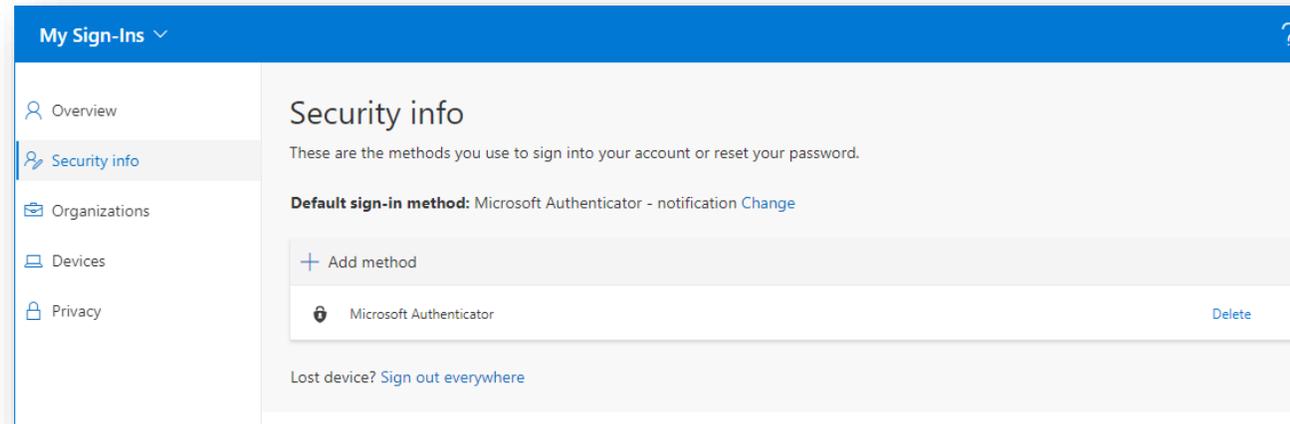


- Back on your laptop, you will see the accepted notification. Then click on **Next**.



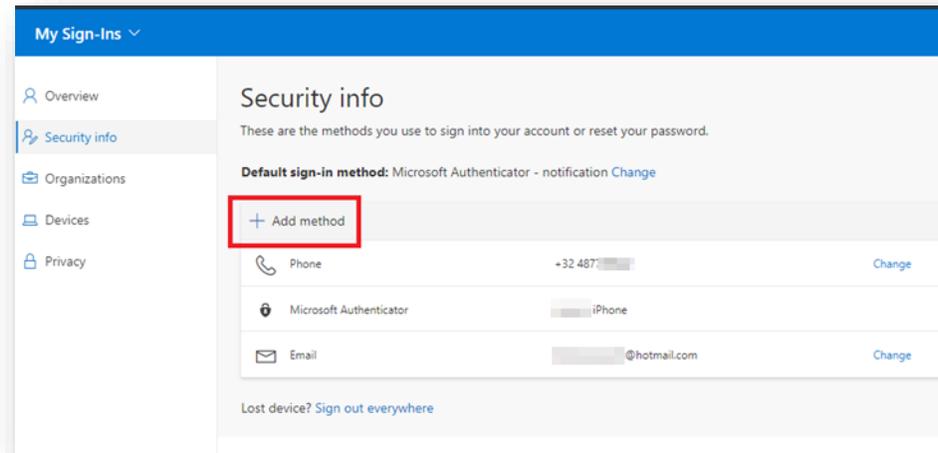
Installation & configuration of Microsoft Authenticator

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.

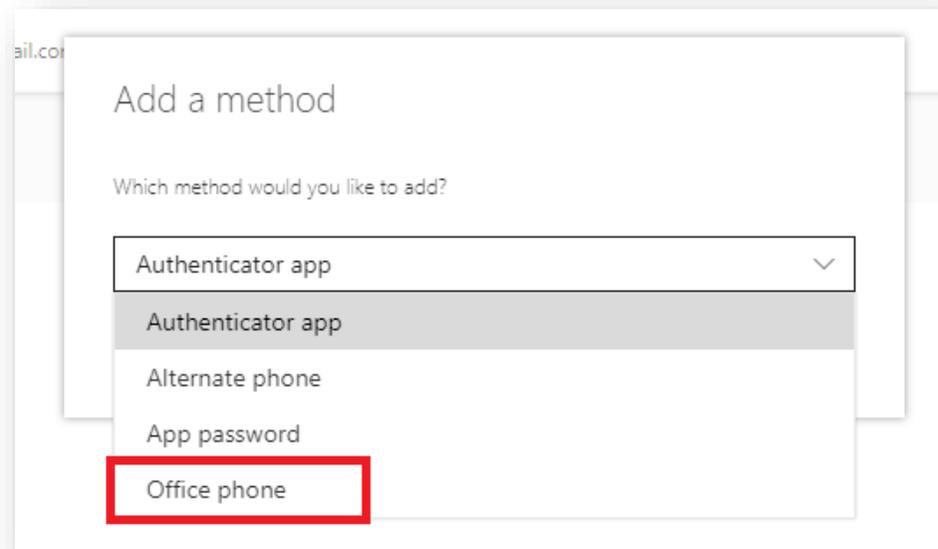


Installation & configuration of Microsoft Authenticator

15. To enable a second authentication method , click on 'Add Method'.

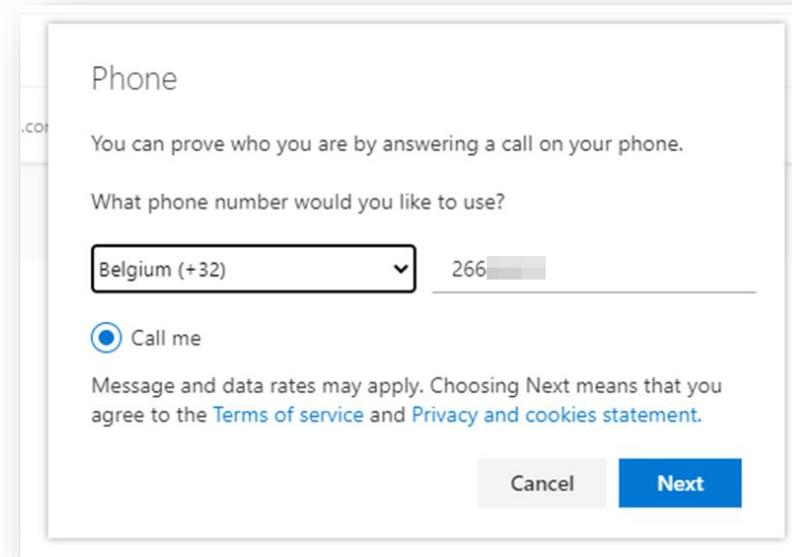


16. Then add your office phone or mobile phone and click 'OK'.



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.



Phone

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

What phone number would you like to use?

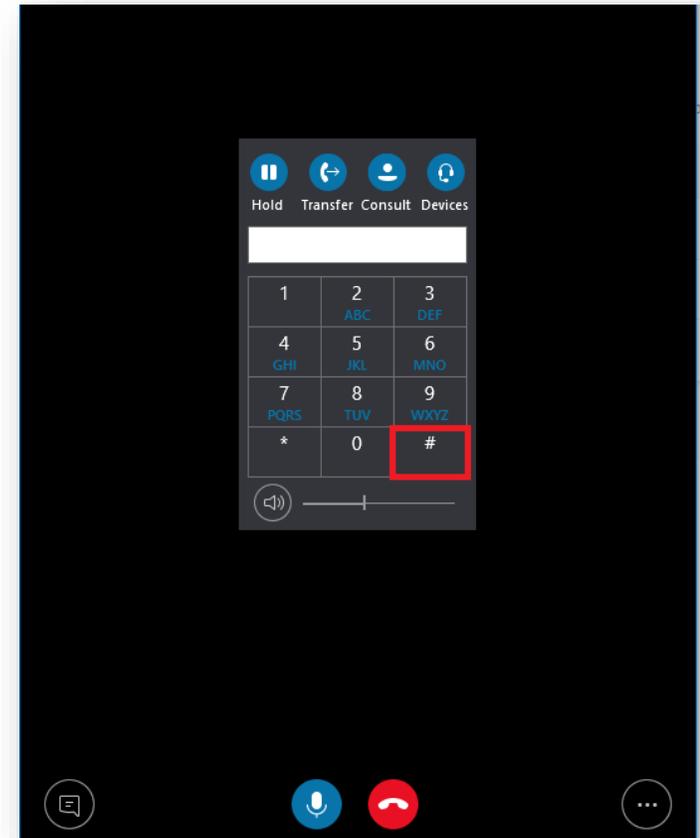
Belgium (+32) 266

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

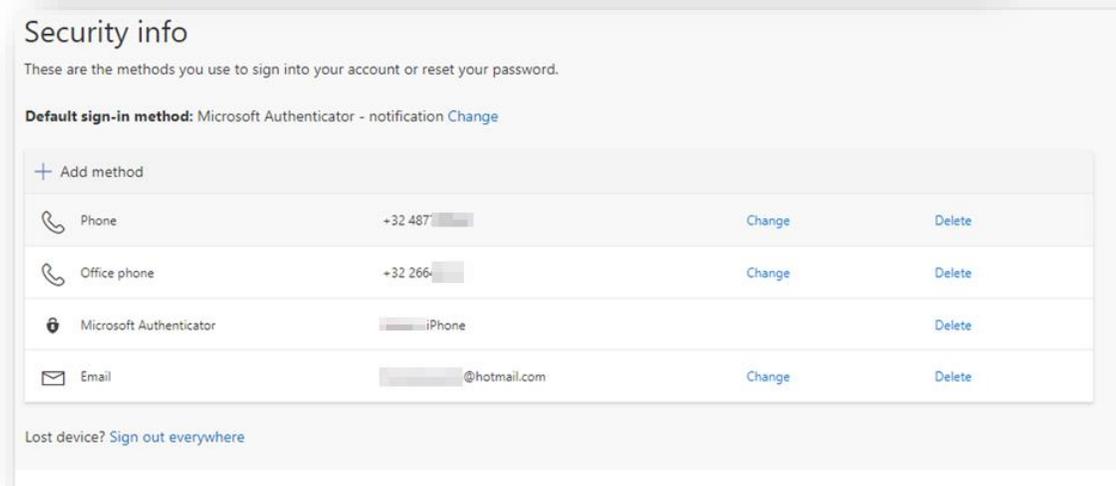
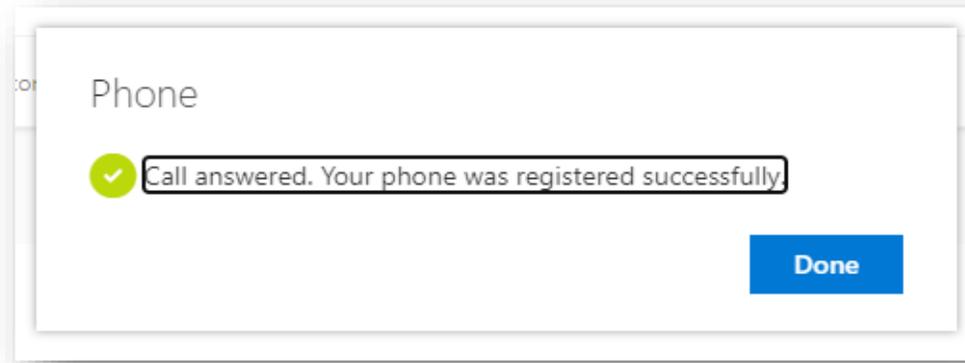
Cancel Next

18. Follow the instructions and then click #.



Installation & configuration of Microsoft Authenticator

19. Your second authentication method is now activated



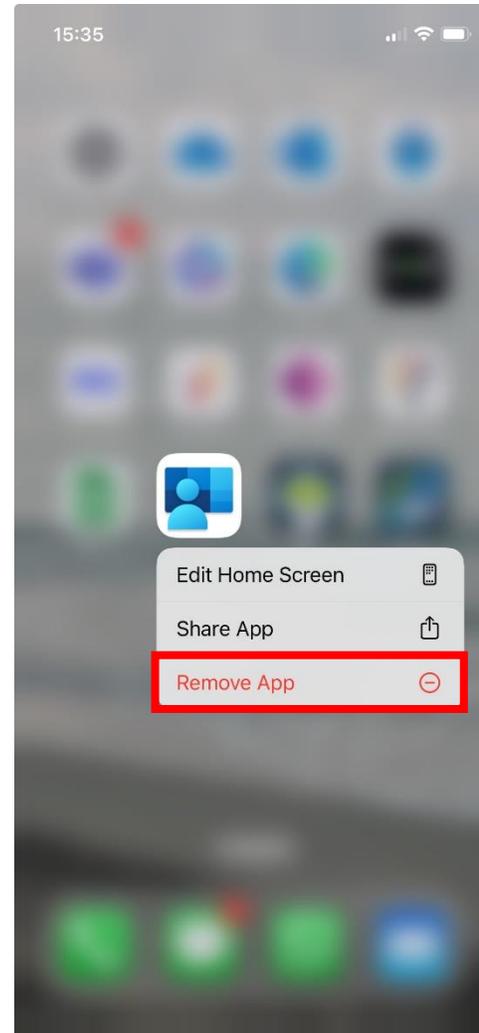
20. If you have added your office phone, you can repeat the procedure to add your mobile smartphone, and vice versa.

Important :

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

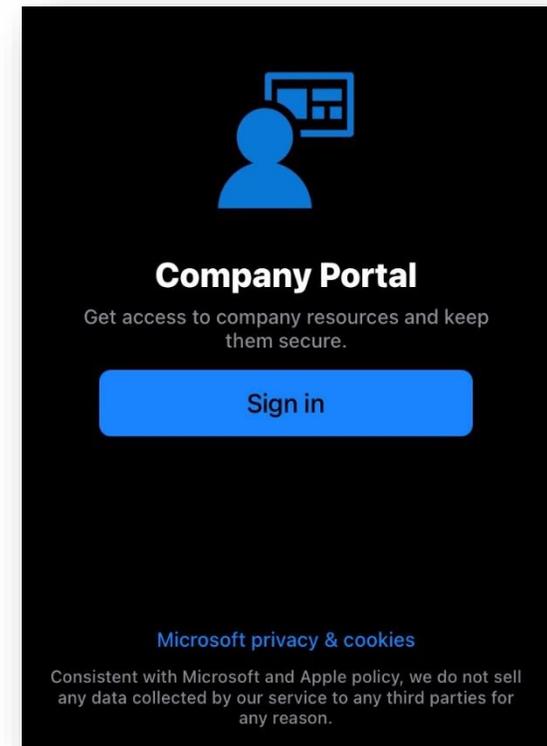
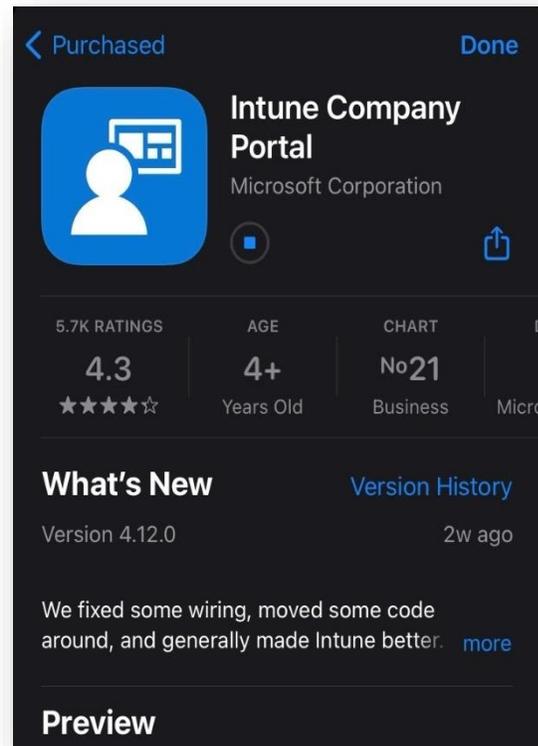
Installation of Intune Company portal

1. If the app 'Company portal' is already installed on your device, please first remove it.



Installation of Intune Company Portal

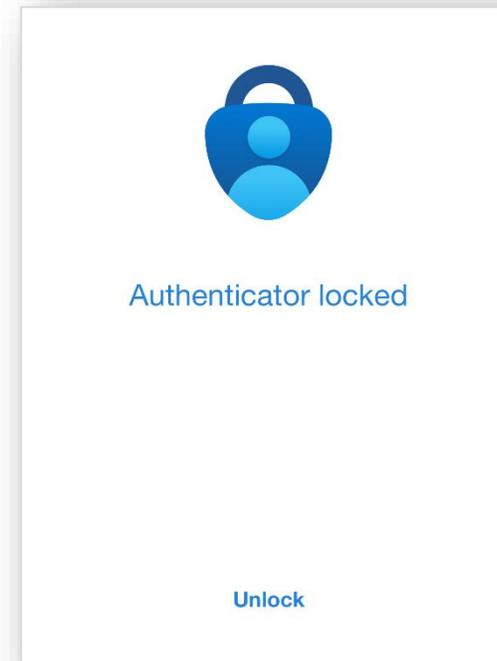
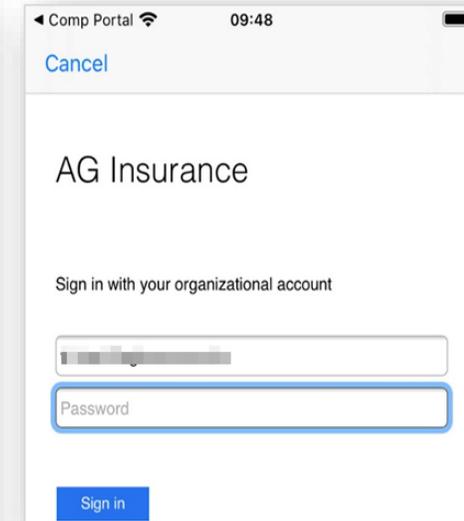
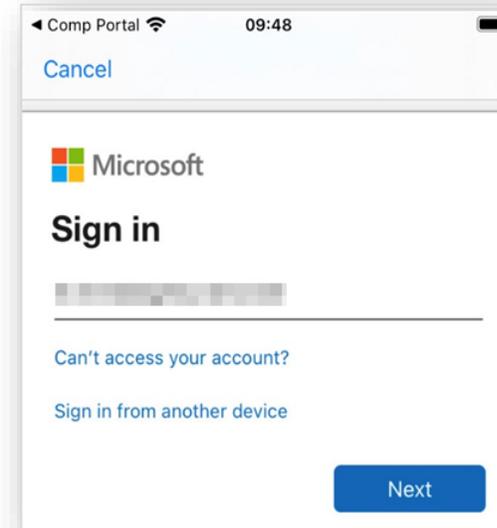
2. Go to the app store, search for 'Intune Company Portal' and click on install.
3. Once downloaded, open the application, and click on 'Sign in'.



Installation of Intune Company portal

4. Enter your email address.
Click on **Next**.
Then enter your laptop password.
Click on **Sign in**.

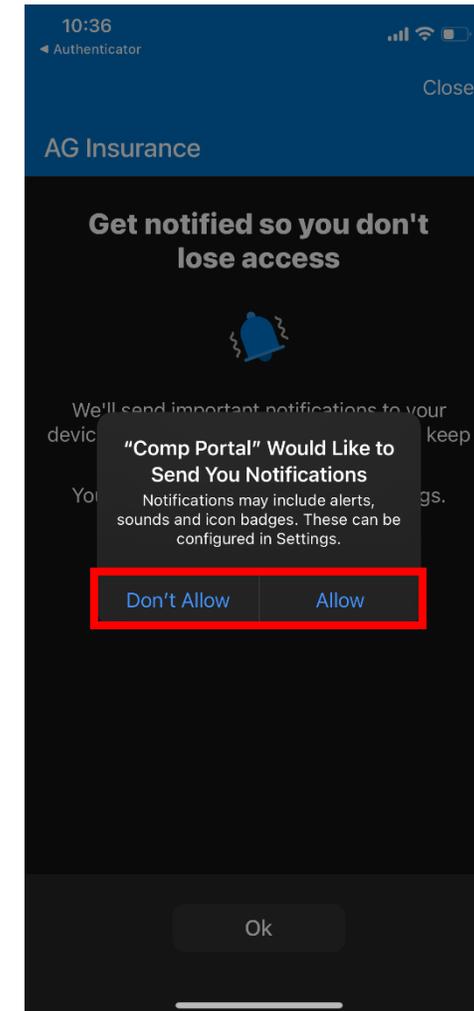
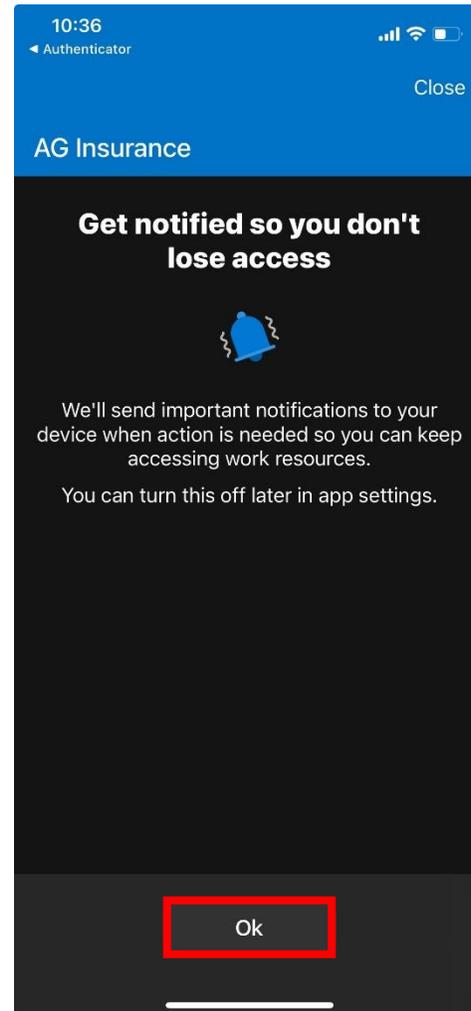
Depending on your account
setup, you may be asked to sign
in via the authenticator app.



Installation of Intune Company portal

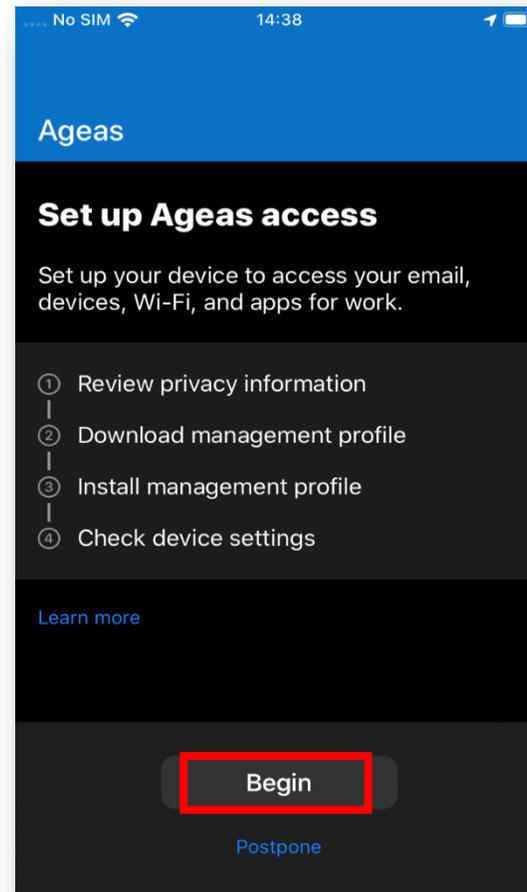
5. Click 'Ok'

Notifications from the **Company Portal** app can be sent when new apps are added. You can choose whether to receive these notifications.



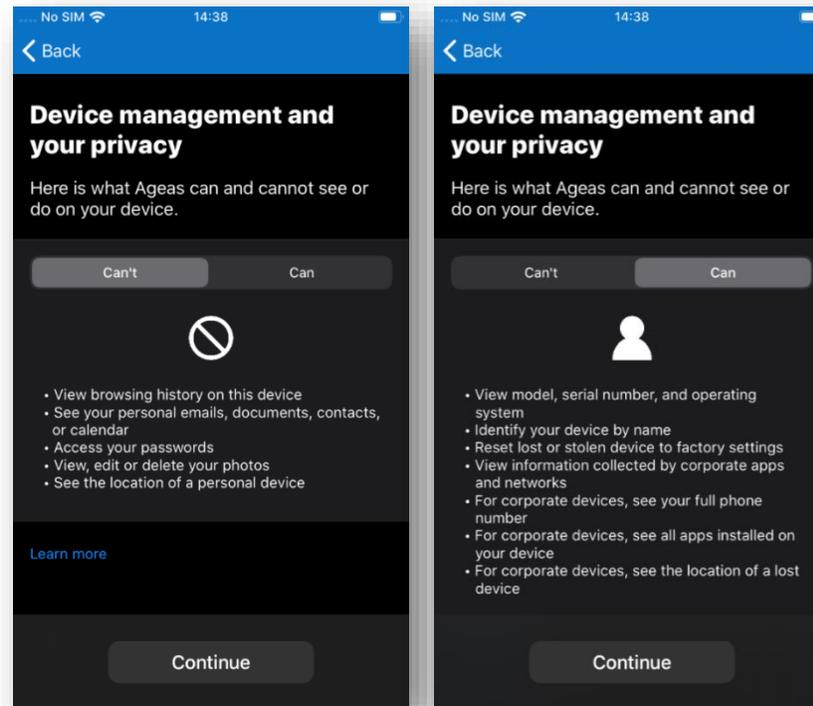
Installation of Intune Company portal

6. Once logged in, the set up of the enrollment can start by clicking on **'Begin'**.



Installation of Intune Company portal

7. Review Privacy information Confirm by clicking on 'Continue' .



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 iOS 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.

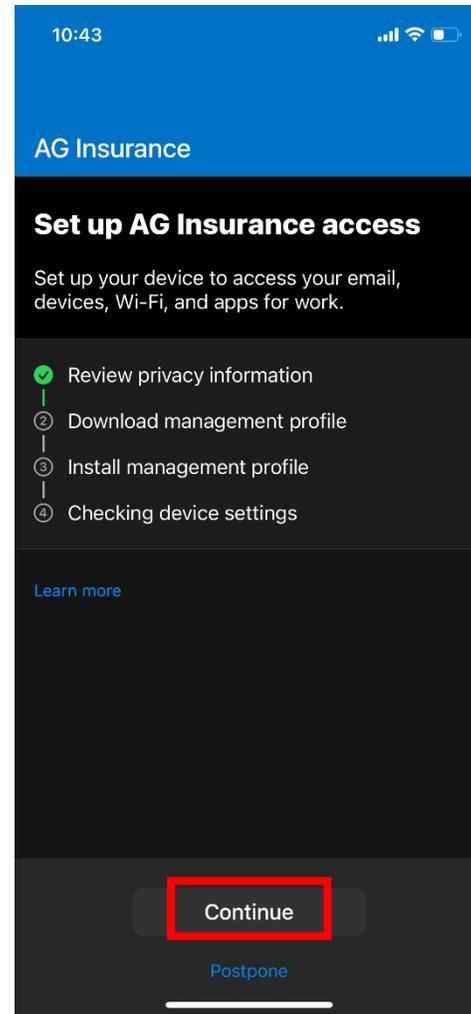
Storage capacity: If you cannot install a required application, AG IT administrators can look at the storage capacity of your device to determine if it is too low.

AG IT will never perform a factory reset of the smartphone or tablet, unless the employee explicitly requests it (e.g. in case of theft of the device).

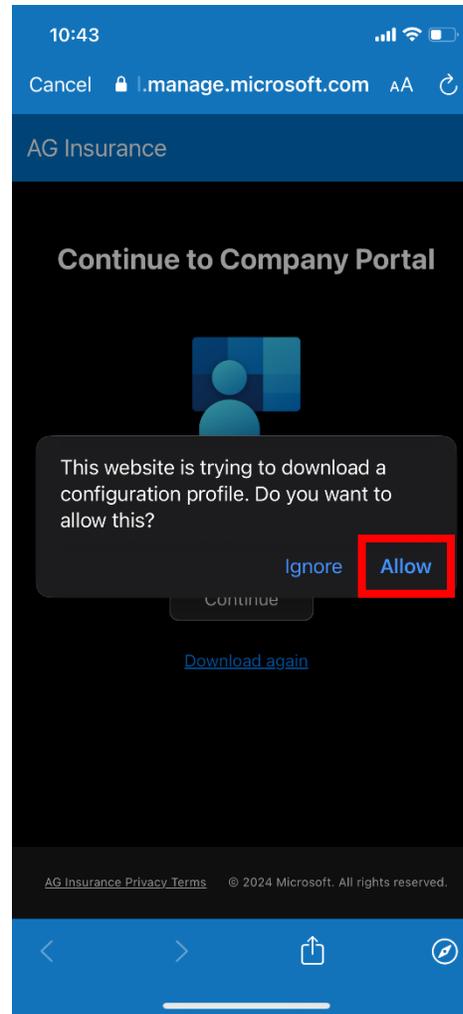
I further undertake to ensure the security of AG's resources to the best of my ability and to inform the service desk as soon as I suspect that my device is lost or stolen.

Installation of Intune Company portal

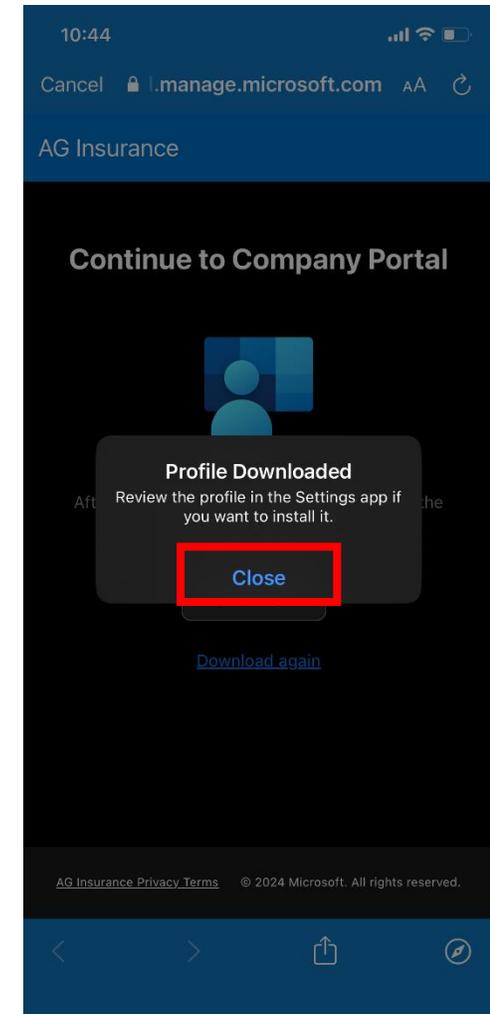
8. Click on '**Continue**'.



Click on '**Allow**'.

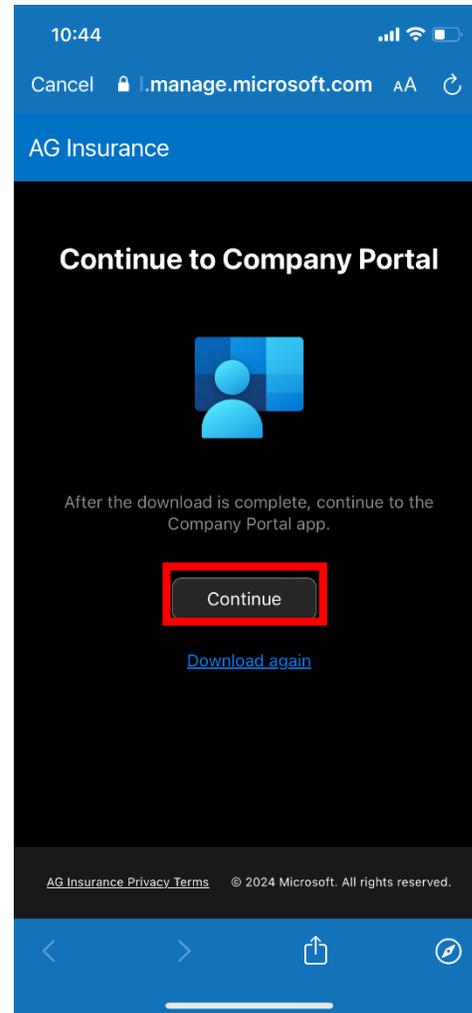


Click on '**Close**'.

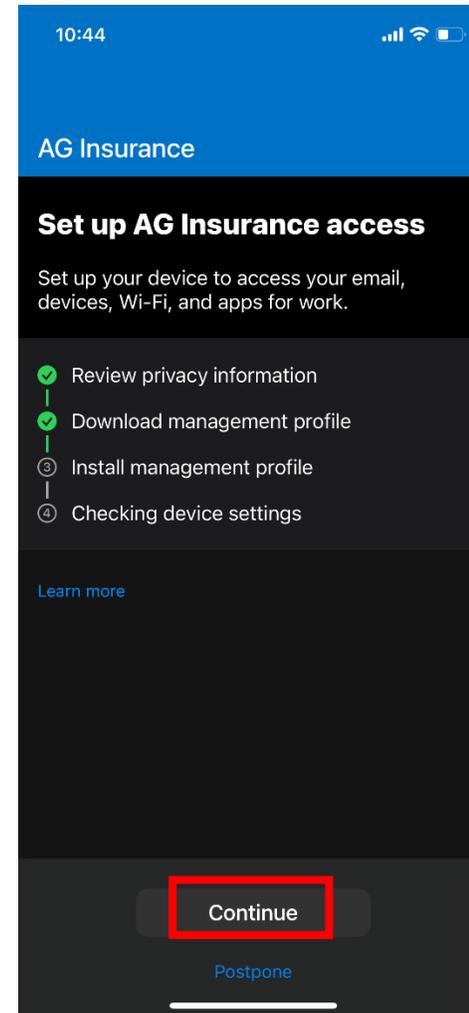


Installation of Intune Company portal

9. Click on '**Continue**'.



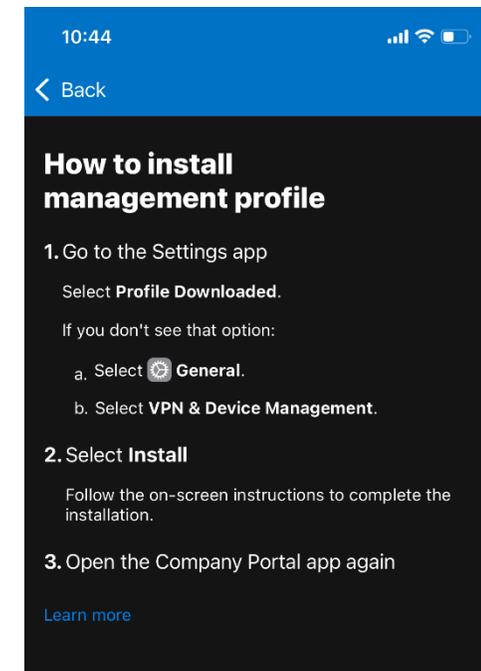
Click on '**Continue**'.



10. Once the download has been completed, go to your phone's Settings app.

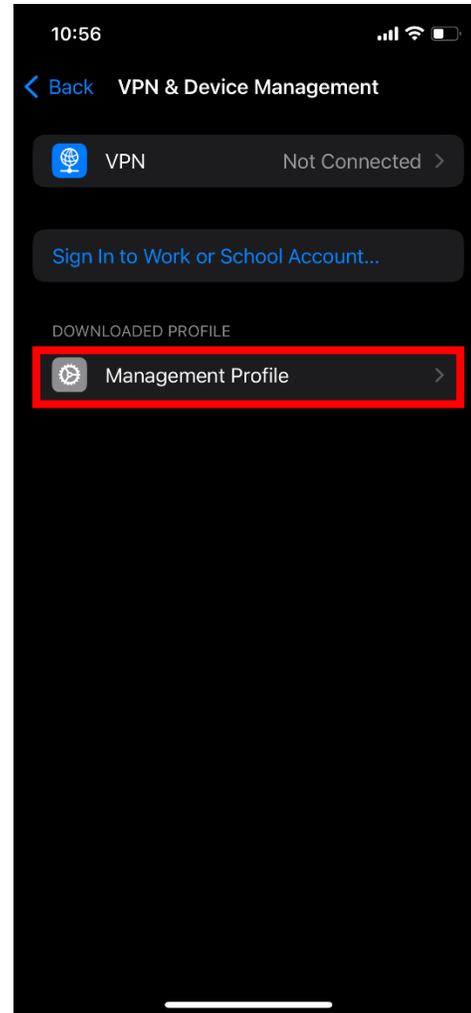
Click on

1. General
2. VPN & Device Management

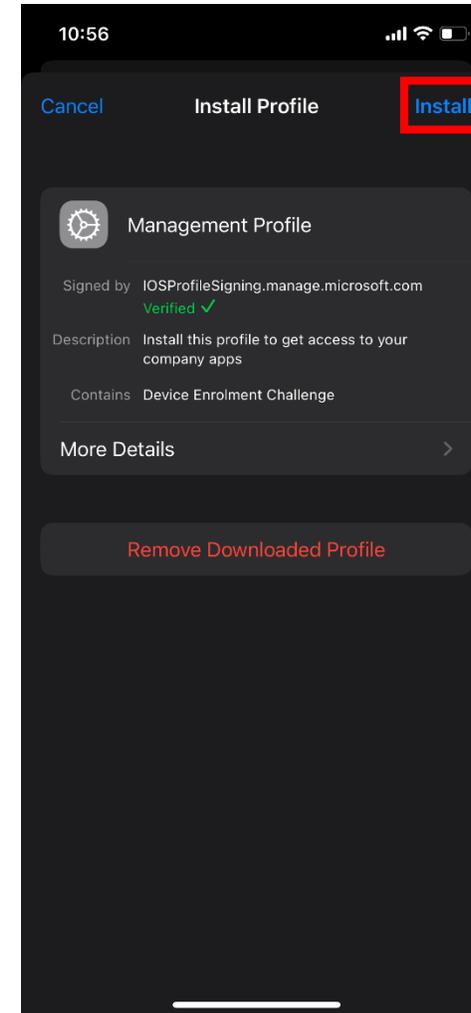


Installation of Intune Company portal

11. Click on 'Management profile'.



On the next screen click on 'Install'

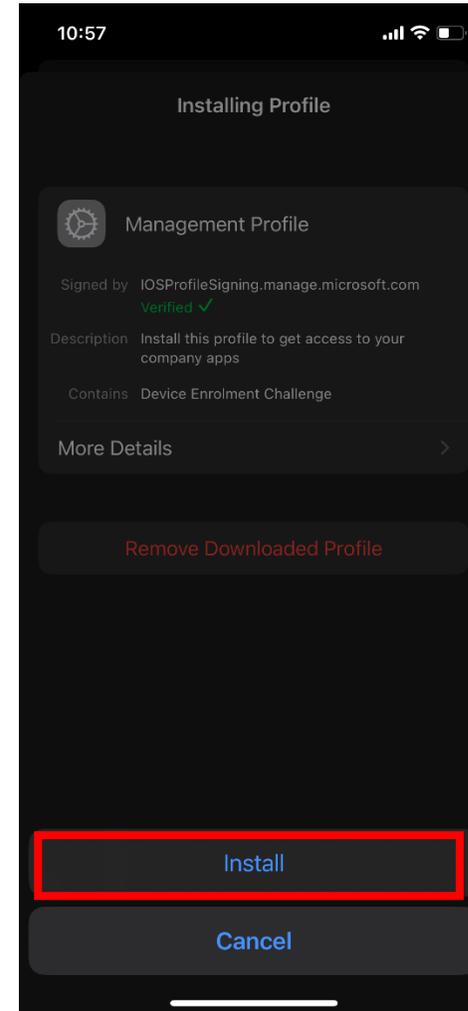


Installation of Intune Company portal

12. Enter the password of your Iphone. Attention!
If your password is composed of 4 digits, you must change it to 6 digits.



13. To start the installation, click twice on 'Install' and when finished on 'Done'



Installation of Intune Company portal

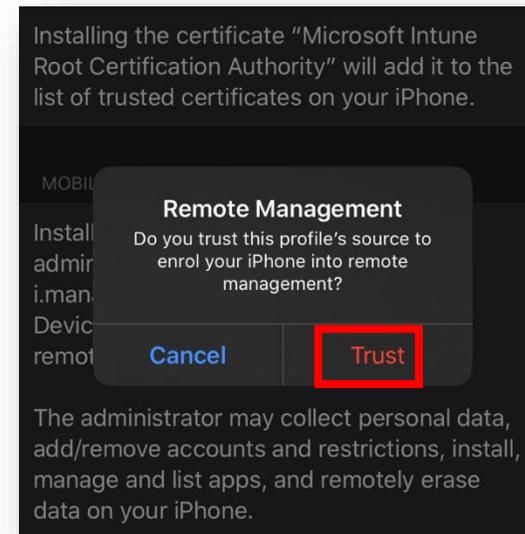
14. If you receive a cooldown time, you need to wait 1 hour before proceeding to the next step.



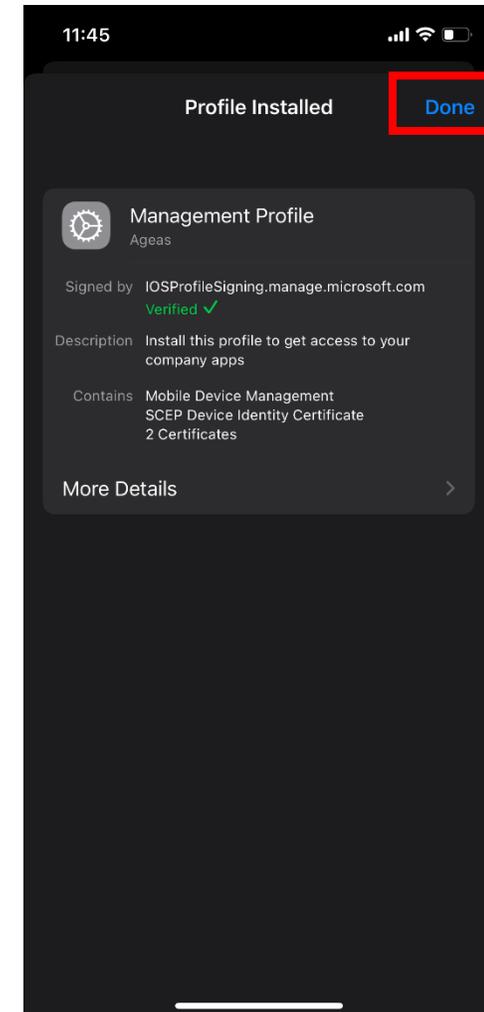
15. Depending on your account set up you may possibly be asked to provide a one-time code that has been sent to your mobile number.

Enter this one-time passcode.

Click on 'Trust'.

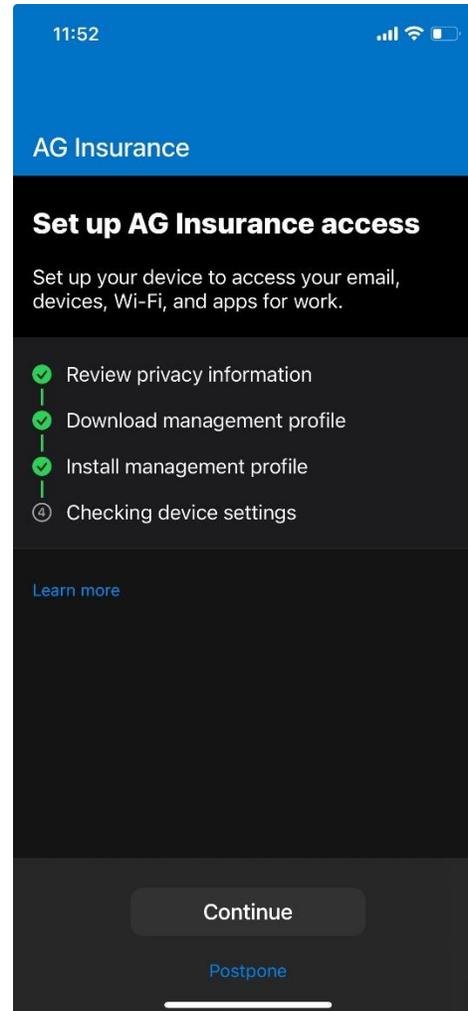


16. Click on 'Done'.



Installation of Intune Company portal

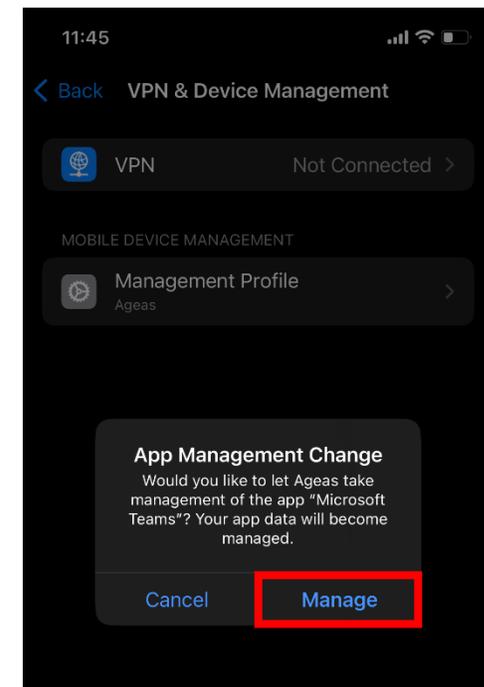
17. Go back to the 'Company Portal' and tap on '**Continue**' and wait until the Company Portal detects that you have been enrolled. This might take a few minutes.



18. You will be asked to confirm that Ageas talk management of the apps 'Microsoft OneDrive', 'Microsoft Outlook', 'Microsoft Teams' and 'Microsoft Edge'.

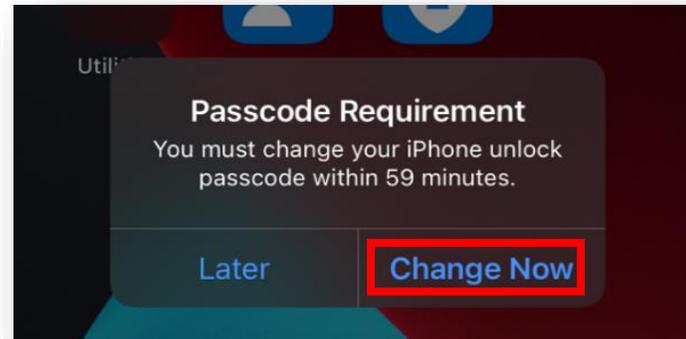
Click every time on '**Manage**'.

More explanation



Installation of Intune Company portal

19. You will be asked to update your pin code if it is shorter than 6 numbers or does not fulfill the complexity requirements.
Click on "**Change Now**".



INFORMATION

Complexity requirements:

- No 3 consecutive increment/decrement digits, i.e.:
123, 321, 131, 212
- No 3 consecutive digits can be the same, i.e.:
111591

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



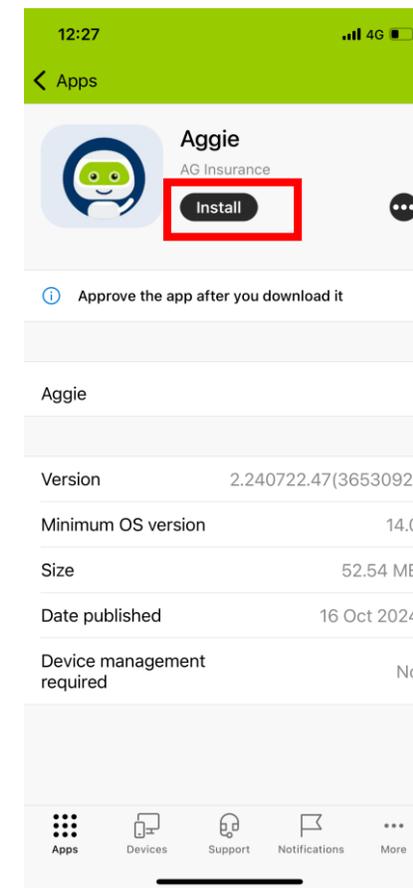
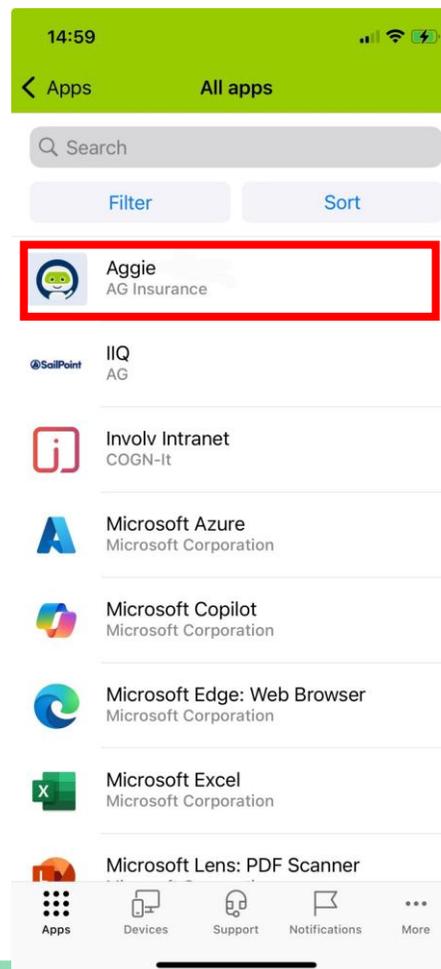
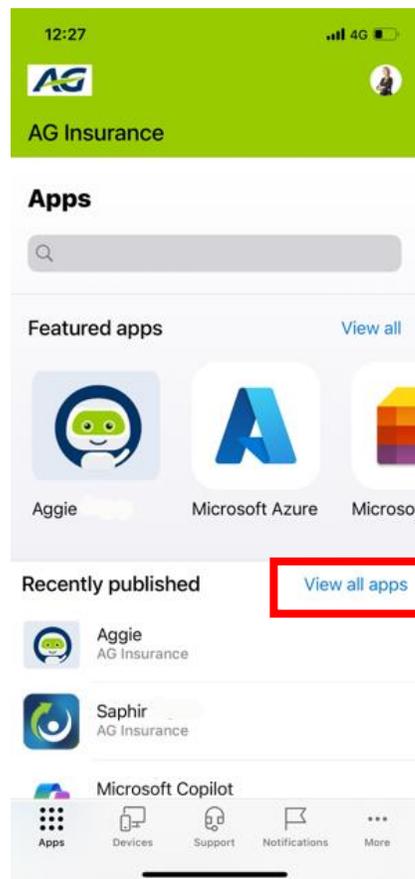
Saphir

Aggie Installation



The AGGIE application is available in the 'Intune Company Portal' application.

1. Open the **Intune Company Portal** and select AGGIE. If you do not see AGGIE, you can click on **show all app**'.
2. Choose **AGGIE**
3. Choose **install**. Afterwards, go to home screen to check progress.
4. A pop-up will appear on your smartphone (this may take a few seconds). Select **install**.



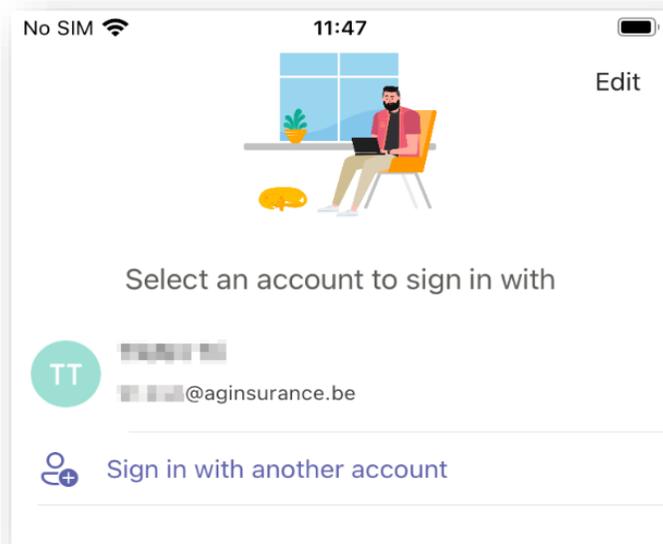
5. The AGGIE application is installed on your smartphone.



Aggie

Configuration of Teams

1. Open the application and tap on your account. Wait a few minutes and Teams will log you in automatically.



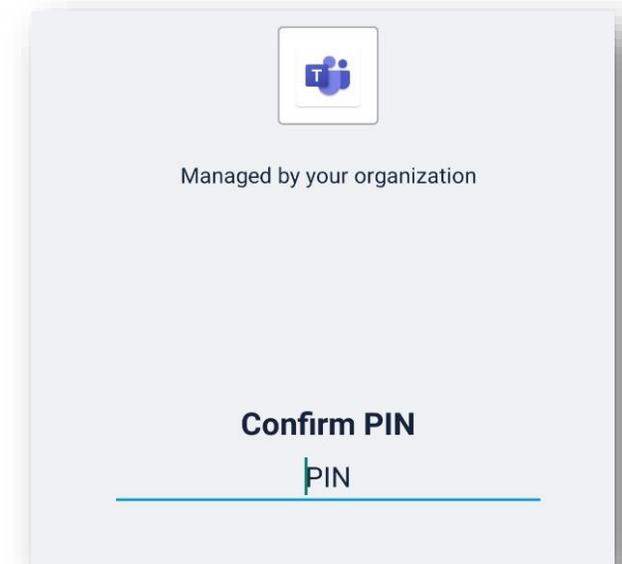
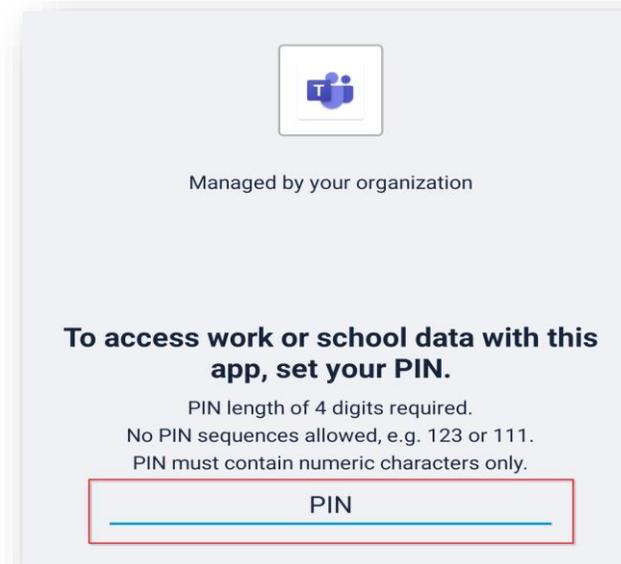
INFORMATION

It may take some time before the applications find your account, if you do not see your account displayed in the first screen, wait a few minutes. If after a few minutes you still do not see your account appearing, go to Appendix 1: logging in manually

2. Once logged in, 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. If you have fingerprint or FaceID set up on your phone you will be able to use fingerprint or facelD

Configuration of Teams

3. For future logins : confirm your PIN code and continue



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

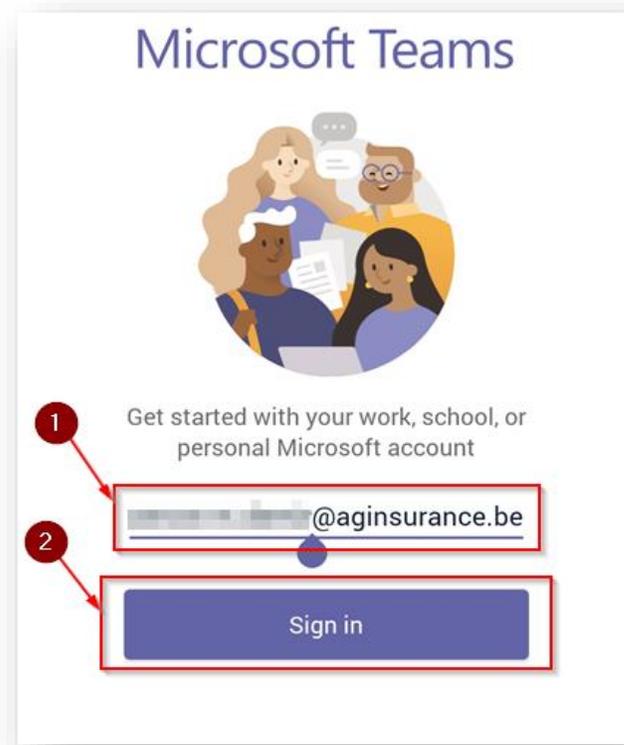


PowerBI

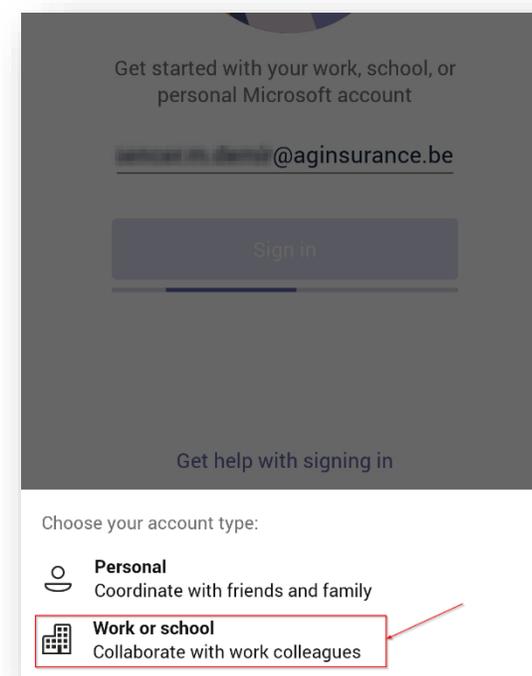
All your data and analytics at your hand

Appendix 1: Logging in manually

- 1.. Open the newly installed Teams app and select 'Sign in' then enter your e-mail address

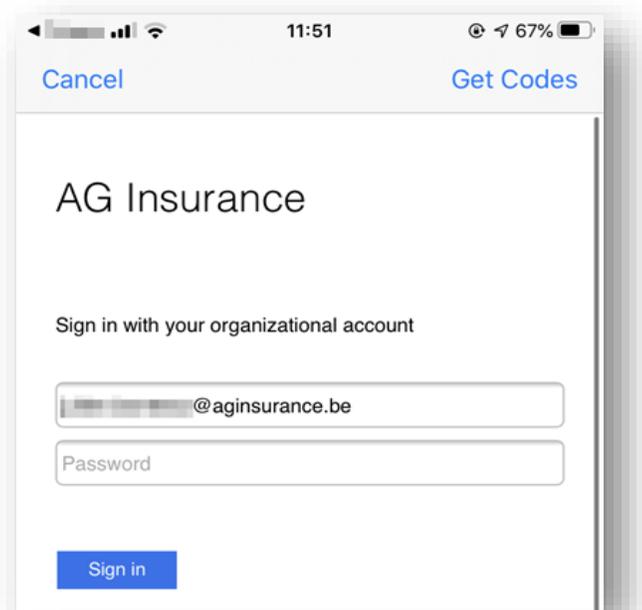


2. If you are asked to choose between a personal and work or school account, select '**Work or school**'.

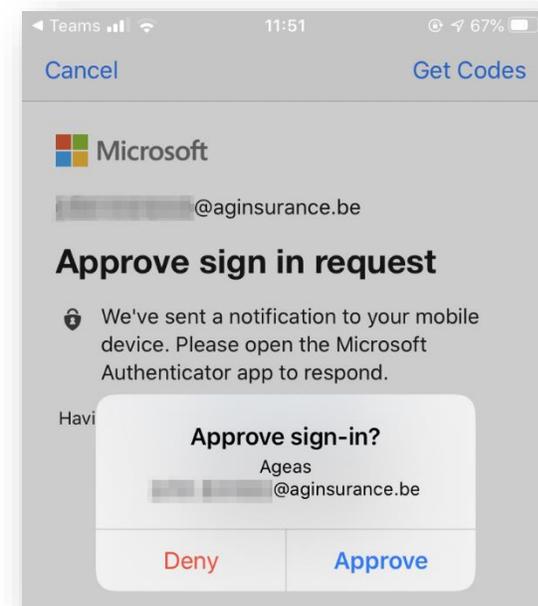


Appendix 1: Logging in manually

3. You will be redirected to the AG Insurance login page. Enter your email address (if this is not yet filled in) and your password and tap on '**Sign In**'

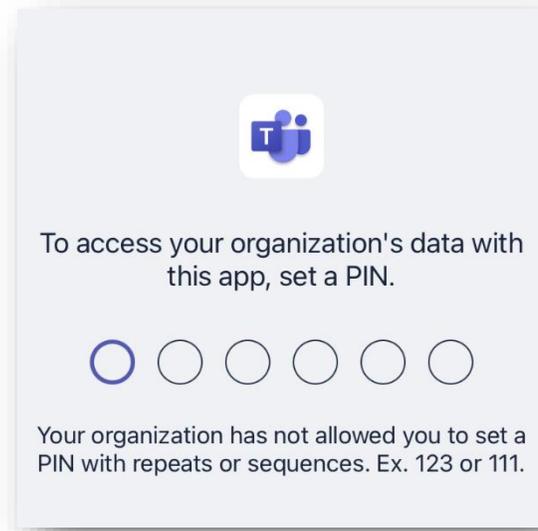


4. You will get a notification asking you to approve the sign in. Approve the sign in attempt by tapping on '**Approve**'



Appendix 1: Logging in manually

5. Enter a PIN of 6 numbers for the applications you would like to use. If you have fingerprint or FaceID set up on your phone you will be able to use fingerprint or faceID for future logins.

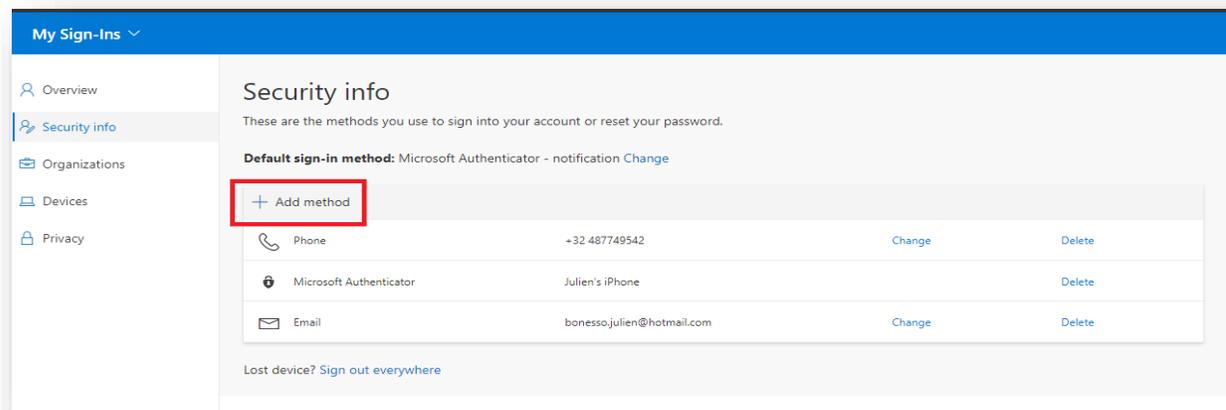


6. Confirm your pin by entering the same pin as the previous step and continue.

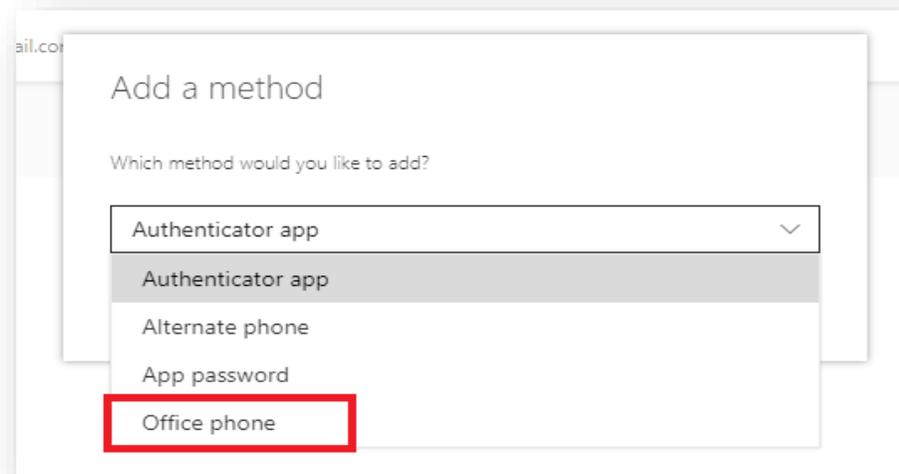
Appendix 2: Second authentication method

In case of problems during authentication or when resetting your smartphone, it is useful to provide a second method to authenticate

1. On your laptop, go to the following URL <https://mysignins.microsoft.com/security-info>
Then click on 'Add Method'.

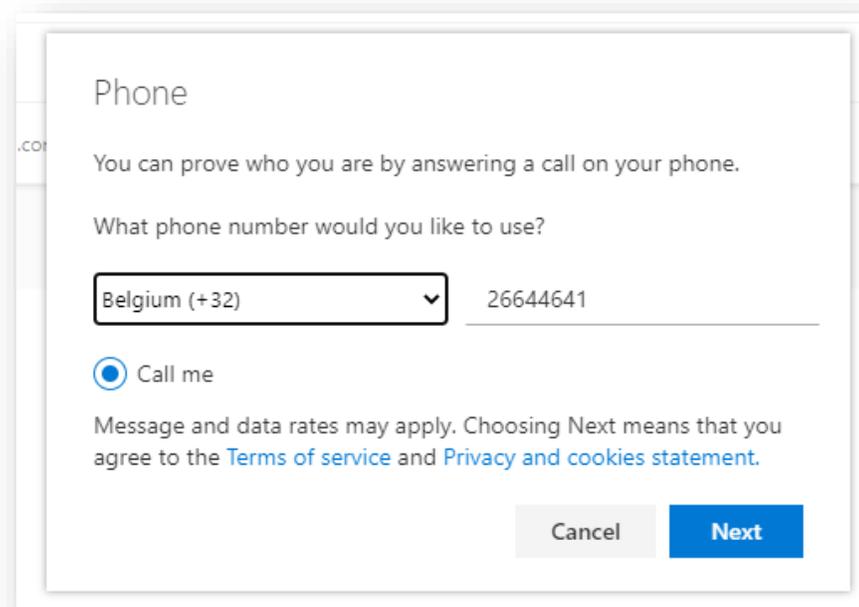


2. You can then choose to add your business or mobile phone number. Then click on OK.



Appendix 2: Second authentication method

3. You can now enter your phone number. If you have chosen 'Office Phone', the number will be automatically pre-filled. Once filled in, you can click on '**Next**'. You will now receive a call on your phone.



Phone

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

What phone number would you like to use?

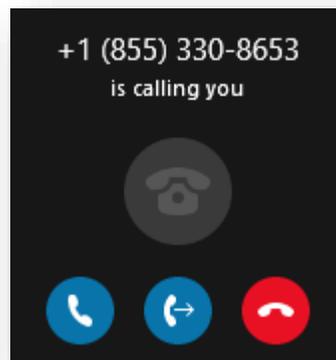
Belgium (+32) 26644641

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

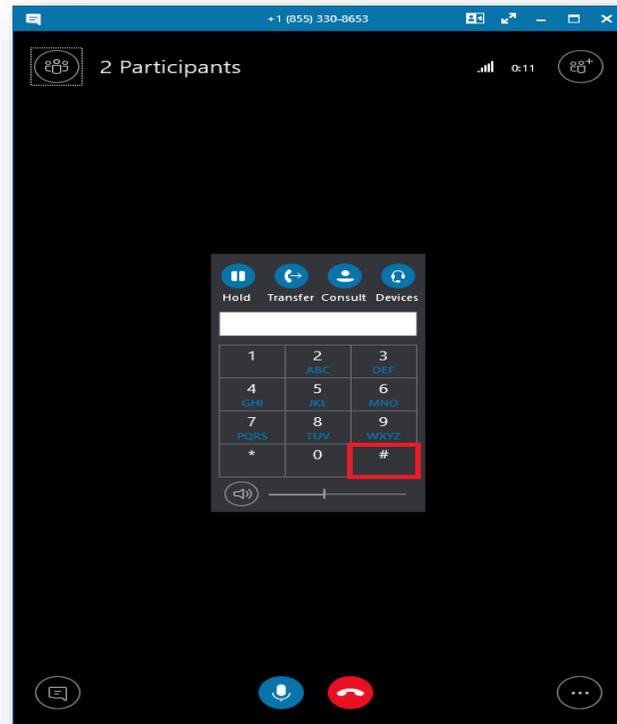
Cancel Next

4. If you have chosen the office phone, you will receive the call on Skype.

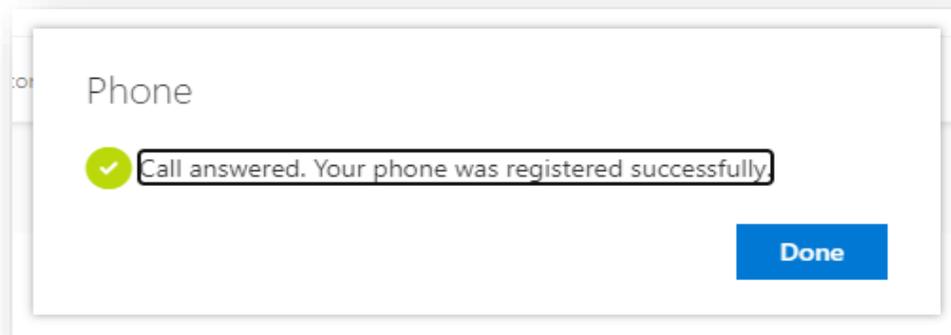


Appendix 2: Second authentication method

5. Follow the instructions and click on '#'.



6. Your second authentication method is now activated.



Appendix 2: Second authentication method

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification [Change](#)

+ Add method			
Phone	+32 487749542	Change	Delete
Office phone	+32 26644641	Change	Delete
Microsoft Authenticator	Julien's iPhone		Delete
Email	bonesso.julien@hotmail.com	Change	Delete

Lost device? [Sign out everywhere](#)

7. If you have added your desktop phone, you can repeat the procedure to add your mobile phone, and vice versa.

SUPPORTER DE VOTRE VIE

