

EMM Enrollment for Apple Devices

****For existing devices, please back up all the data first before factory data reset, please check out Backup Contacts and Photos Tips on the blog post****

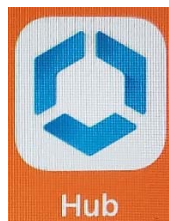
Factory data reset steps: Settings -> General -> Reset -> Erase All Content and Settings

During the enrollment process if you see any messages regarding “Your current OS version is not supported”, please perform system updates, then factory data reset and try enrolling again. If the message still shows, please put in an ITM service desk request to upgrade your device.

System update steps: Settings -> General -> Software Update

Enrollment Instruction

1. Select a language
2. Select your country or region
3. Click “Set Up Manually”
4. Choose a wifi and connect to it
5. Click “Next” on the Remote Management page
6. On username, enter **firstname.lastname@trca.ca**, on password, enter the **windows login password** you use to log onto your TRCA computer, click “Next”
7. Click “Next” on the top right of the screen
8. Set a screen lock passcode
9. Click “Enable Location Services”
10. Click “Get Started”
11. Wait until “Hub” is downloaded, open this app, create a passcode, accept the agreement, click “This Device”, click “Sync Device”, then click “Lock App”



12. Go into the “Catalog” to install the apps that your group uses. All the standard apps will be installed automatically, please be patient as it may take a while.

