iPad Intune Enrollment Request
for PPQ Wi-Fi Only iPads

Contents

Overview

Office of the Chief Information Officer (OCIO) Client Experience Center (CEC) Infrastructure Operations Division (IOD) Telecommunications Administration Services Branch (TASB) Mobile Services Support Section (MSSS) is responsible for mobile devices support from start to finish.

The following instructions walk users through contacting OCIO-CEC-IOD-TASB-MSSS to enroll PPQ Wi-Fi Only iPads that do not have internal broadband service (data plan) for:

- **APHIS PPQ Internal Users** who have eAuthentication Level 2 accounts, Enterprise Active Directory (EAD) accounts, and government emails.
  The iPad needs to be enrolled as User Base iOS device on Intune Endpoint Management.
  It will be assigned to the user, will have APHIS PPQ survey applications (eTRAP, IDC, ArcGIS Field Maps, ArcGIS Survey123 and ArcGIS QuickCapture) and the Microsoft Office365 applications (Outlook, MS Teams, etc.) after the enrollment process is completed.

- **APHIS PPQ External Users**, typically seasonal employees. This category of employees should have Login.gov account, should have EAD **External** account, and should have personal email.
  The iPad needs to be enrolled as Device Base iOS device on Intune Endpoint Management.
  This configuration allows customers to use the iPad as shared device.
  An iPad will have PPQ survey applications (eTRAP, IDC, ArcGIS Field Maps, ArcGIS Survey123 and ArcGIS QuickCapture) only.

APHIS PPQ Internal Users

IMPORTANT!!
Internal user must be a member of the AAPG-MDM-PPQ ONLY security group.

Security Group

A user can open Address Book through the Outlook application, search for the user's name, double click on it to open the profile, and click on "Member Of" tab to view security groups. (**Figure 1**)
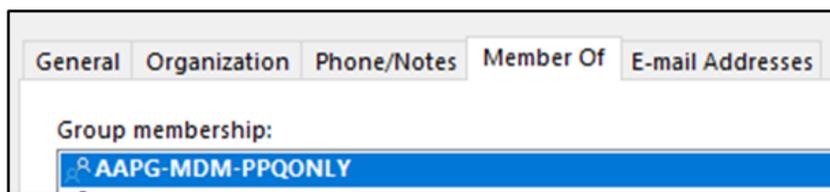

Figure 1. *Viewing security groups membership*

To have this security group added, customer or supervisor sends email to Help@usda.gov. (**Figure 2**)

In the Subject line type in:
    "SAAR Security Group Request."
In the body of the email type in:
    "PPQ Intune Enrollment Security Group Request.
    Please add security group AAPG-MDM-PPQ ONLY.
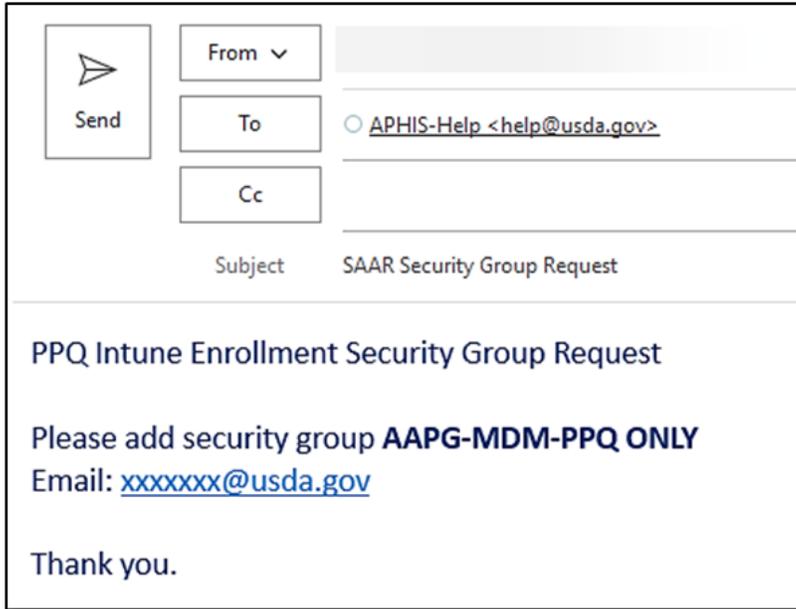   *Email: xxxxxxx@usda.gov (customer's email address)."*

Figure 2. *Emal example requesting security group*

Intune Enrollment Steps

Intune enrollment for Internal APHIS PPQ user is initiated by the user of an iPad.

1. Open the CEC Digital Workplace Catalog.

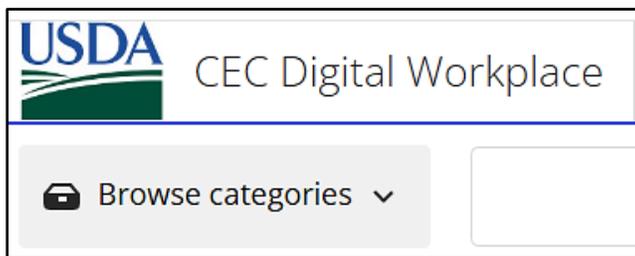2. On the top left corner click the drop-down list on "Browse Categories" button. (**Figure 3**)

Figure 3. *CEC Digital Workplace site menu*

3. Hoover over "Report Issue" and click on "Mobile Device/Telephone". (**Figure 4**)
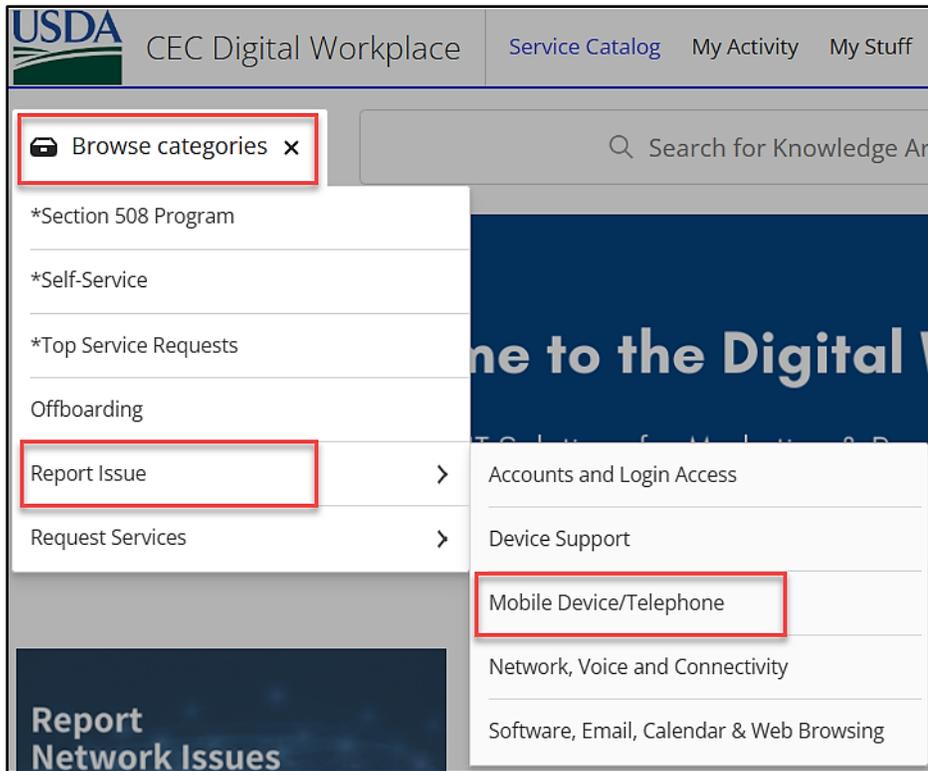
Figure 4. *Selecting Mobile Device/Telephone issue option*

4. Click on "Mobile Device Issues" card. (Figure 5)

Figure 5. *Mobile Device Issues card*

5. Fill out the request.
    For **Mobile Device Type** select "Other (Provide details)".
    For **Mobile Device Issue Details** please enter the following information:

    "*IPAD INTUNE ENROLLMENT REQUEST.*
    iPad Serial Number is xxxxxxxxx.
    It is Wi-Fi only device.

This iPad will be assigned to me, so I am requesting the User Base Intune configuration.
Please update RAM of this iPad to reflect my location."

The iPad's serial number can be obtained from the back of the device.

6. Then "Submit Request". (**Figure 6**)

Figure 6. *Submit the request*

After submitting the form, you will receive email from OCIO-CEC-IOD-TASB-MSSS with Intune enrollment instructions.
This email contains instructions for prior, during, and after Intune enrollment and includes Temporary Access Password (TAP) along with the links to enrollment guides.

Note that TAP will be valid for four (4) hours.
If the TAP is expired, and the Intune enrollment has not been completed yet, request new TAP contacting OCIO-CEC-IOD-TASB-MSSS technician who worked with your Intune enrollment request.

APHIS PPQ External Users

Intune enrollment is requested by the custodian of an iPad.
The custodian can be a SPHD, a PPQ supervisor or a PPQ office administrator.

IMPORTANT!!
The iPad should be new and not turned on until the configuration is applied.
*   If the device has been powered on and does not display "Hello" in many languages, or it was previously configured as an assigned device, a factory reset needs to be performed for this iPad.
    Factory reset:
        Open Settings App > General > Transfer or Reset iPad > Erase All Content and Settings.
    o   For assistance on performing this task, submit MOBILE DEVICE ISSUES request through CEC Digital Workplace.

Intune Enrollment Steps

1. Open the [CEC Digital Workplace](#) Catalog.

2. On the top left corner click the drop-down list on "Browse Categories" button. (**Figure 7**)
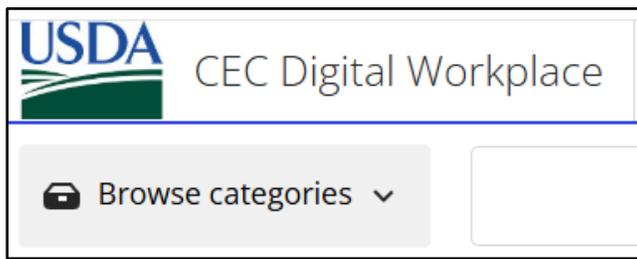

Figure 7. *CEC Digital Workplace site menu*

3. Hoover over "Report Issue" and click on "Mobile Device/Telephone". (**Figure 8**)
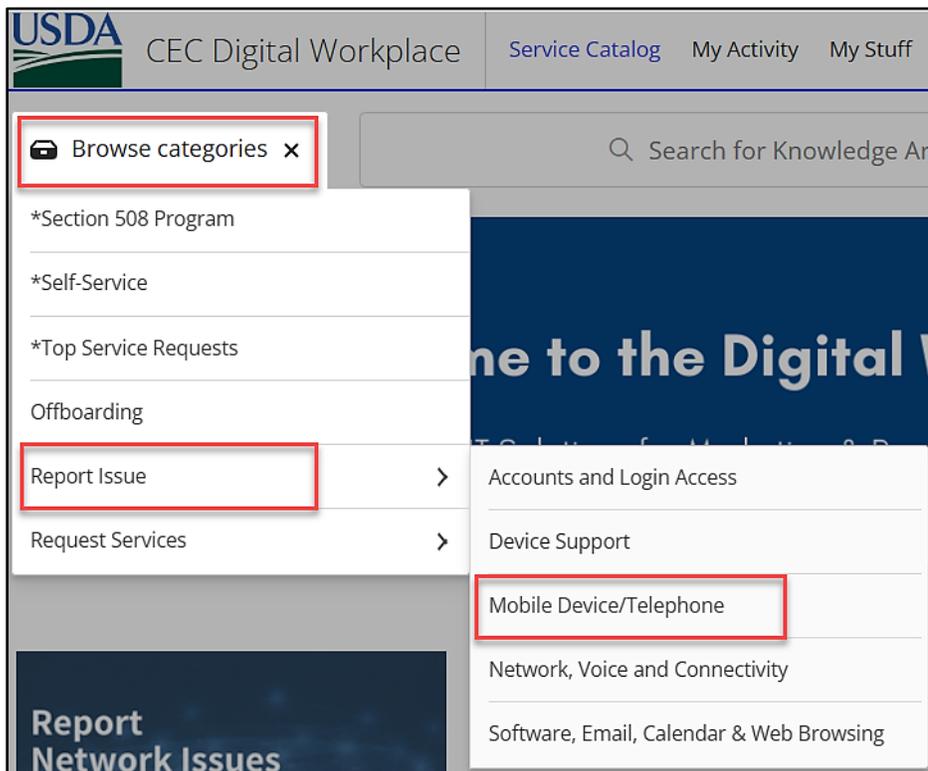

Figure 8. *Selecting Mobile Device/Telephone issue*

4. Click on "Mobile Device Issues" card. (**Figure 9**)

Figure 9. *Mobile Device Issues card*

5. Fill out the request.
   For **Mobile Device Type** select "Other (Provide details)".
   For **Mobile Device Issue Details** please enter the following information:

   "IPAD Wi-Fi ONLY DEVICE BASE INTUNE ENROLLMENT REQUEST.
   I am the custodian for PPQ office (city, state) iPad.
   This is Wi-Fi ONLY iPad.
   This iPad will not be assigned to individual user.
   Please apply device base configuration set in Intune.
   Verify the Serial Number for the iPass are pointing to the "USDA APHIS PPQ DEP Enrollment" within Microsoft Endpoint Manager Admin Center.
   Update RAM of this iPad to reflect my location."

   One request can be submitted for multiple iPads.
   Attach the list of iPads' serial numbers using "Add Attachment" option located below the form or list the serial numbers in the Mobile Device Issue Details field.

   The iPad's serial number can be obtained from the back of the device.
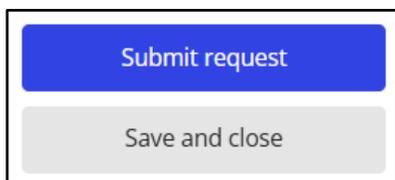
6. Then "Submit Request". (**Figure 10**)

Figure 10. *Submit the request*

After submitting the form, you will receive email from CEC Remedy with the Incident number in the subject line.
Then the custodian should receive email from CEC-IOD-TASB-MSSS technician with instructions for prior, during, and after Intune enrollment.

- If you do not receive email with instructions, please contact CEC-IOD-TASB-MSSS technician to whom your Incident ticket was assigned.

NOTE:
To successfully complete the Intune enrollment process the customer will need to be able to access open Wi-Fi other than USDAMDM.

Getting Help

For mobile devices technical questions and support please contact CEC-IOD-TASB-MSSS submitting MOBILE DEVICE ISSUES request through Digital Workplace:
OCIO-CEC Digital Workplace

For technical support or assistance related to MRP AGOL and/or MRP GIS Portal user accounts, ArcGIS Field Maps, ArcGIS Survey123 and ArcGIS QuickCapture mobile applications or specific maps, follow this order:
1. Contact your field supervisor.
2. Contact your local GIS Specialist that supports your area.
3. Send email to WebGIS.Connect@usda.gov.

For Mobile Data Collection training documents and videos visit publicly available web site:
Mobile Data Collection Tools