

MDM DEVICE SETUP

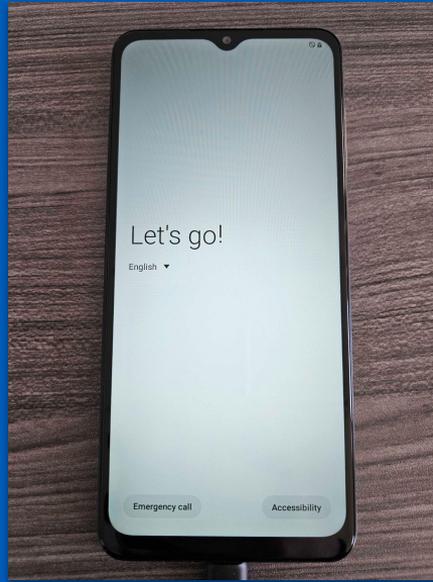
This document will provide a quick walkthrough of how to setup a phone or tablet that is enrolled into the HomeTown MDM solution (IBM MaaS360). Please reach out to your Client Success Manager or HomeTown Support if you have any questions. This setup process is very similar to the process that you would go through while setting up a new phone or tablet on your own, with just a handful of differing steps.

Initial Setup Steps:

- **If utilizing a WiFi network that includes a firewall, you may need to contact your IT team to ensure that the traffic needed to enroll the device is allowed through.**
 - A quick workaround consists of utilizing any network that wouldn't have a firewall in place. Ex: hotspot, cell phone hotspot using mobile data, public WiFi, a home network, etc.
 - Whitelist for security team to follow.
 - Traffic should consist of mostly Samsung, Knox Mobile Enrollment, and IBM/MaaS360.
- **Ensure that you have a strong WiFi connection that you can utilize during the setup process.**
- **Make sure that you have all login credentials for your WiFi network.**
- **Turn on the phone or tablet by holding the power button for a few seconds.**
- **Allow the device to boot up to the main Setup Screen.**

*This guide may not show every single screen that will display on the device during setup. There are a handful of quick transitions and updates that may occur. This guide is designed to cover the most important screens that you will encounter as well as all screens that require any action on your part.

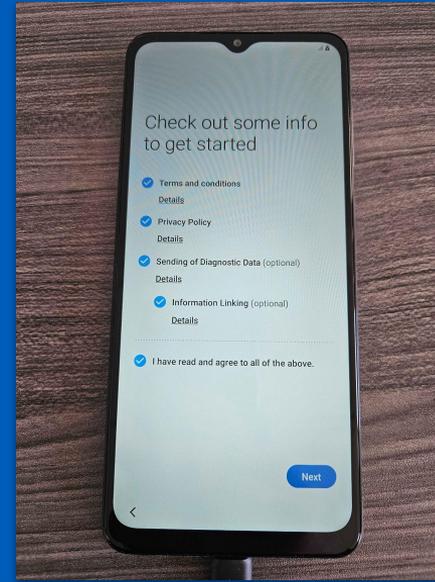
SCREEN #1



Select English and continue to the next page.

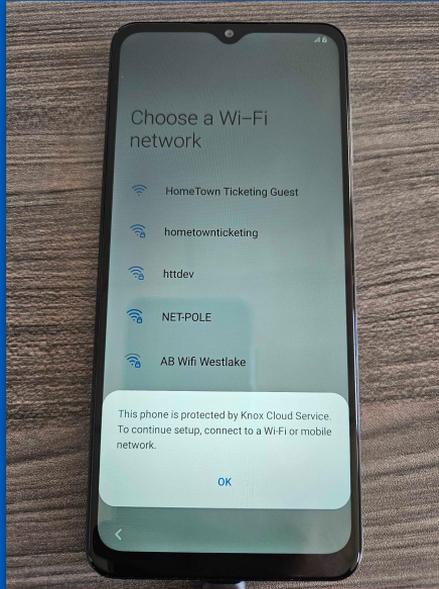


SCREEN #2



Read and agree to the terms and conditions to move forward.

SCREEN #3



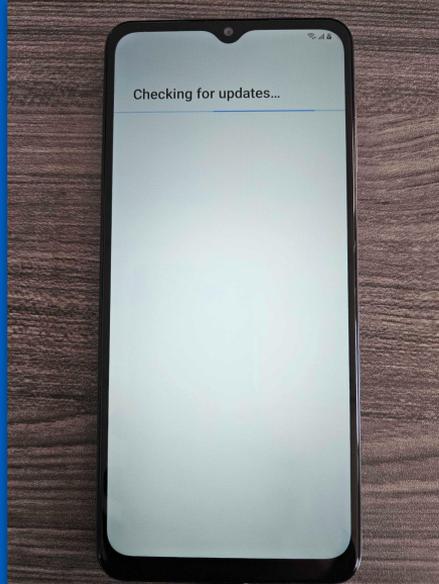
If this notification pops up, please select "OK" and continue.

SCREEN #4



Select the appropriate WiFi network and connect to it. Select "Next" when ready to continue.

SCREEN #5



****IMPORTANT****

Please ensure that this transition occurs after connecting a WiFi Network. If not, a firewall is likely blocking the enrollment flow.

Please double check with your IT, or contact HT for assistance.

Devices may need to be factory reset to reattempt enrollment without the firewall interfering.

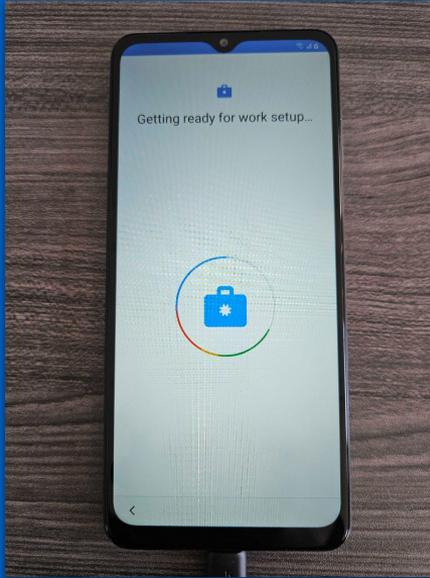
SCREEN #6



If this notification pops up, please select "OK" and continue.

Select the appropriate WiFi network and connect to it. Select "Next" when ready to continue.

SCREEN #7

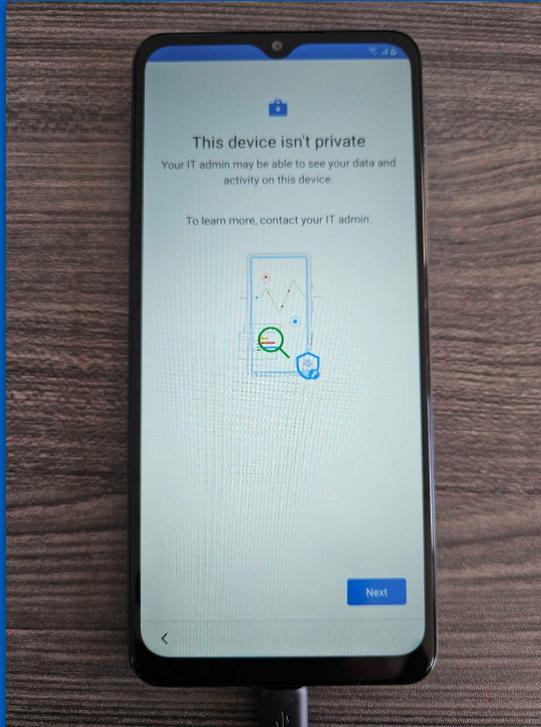


Please wait while the device loads the MDM profile and prepares for setup

SCREEN #8



Please read the disclaimer outlining that HomeTown will have access to and manage the device. Please select "Accept & continue" to proceed.



Screen #9 - This is one final notice reminding you that HomeTown will be able to manage this device to ensure optimum results for your ticketing operations.

You have successfully enrolled your device into the HomeTown MDM solution!

- Please keep your device connected to WiFi and let your device rest for approximately 15 minutes. This will allow the MDM to complete the remainder of the initial device setup process, and to download any relevant Apps.
- The **HomeTown Gate App** will be the App that you utilize for your ticketing operations.
- The **MaaS360 App** is the MDM's App that may be useful in the event that you need to contact HomeTown Support for any assistance with your device.
- These two Apps will download onto your device automatically and can be found by swiping up on the Home Screen of the device.

