Access Manager Mobile Users Quick Start

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Your company has provided you with the ability to access corporate applications through your mobile device by providing a link to a login page to access these resources. Use the following information to install, configure, or remove the MobileAccess app, and to register or deregister you mobile device.

Installing the MobileAccess App

To access corporate applications through your mobile device, you must first install the MobileAccess app on your device.

To install the MobileAccess app on a mobile device:

1. Access the App Store or the Google Play Store on your device.
2. Locate the NetIQ MobileAccess app.
3. Tap **Install**.

To use the app, you must register your device with your company. For more information, see Registering Your iOS Devices with Your Company or Registering Your Android Devices with Your Company.

Registering Your iOS Devices with Your Company

You must register your device with your company to use the app. The first time you launch the app you might be prompted to set a **PIN number**. A PIN number allows you to access the app without having to enter your credentials each time you open the app.

There are two different ways to register your device. The method you use depends on how your company implemented the solution.

Registering Your iOS Device Using a URL Link

To use this method, your company sends you an email with a link that automatically populates your company's information.

To register your iOS device:

1. Open the email on your iOS device.
2. Tap the link in the email.

   The link launches the application with the **Provider** value filled in.
3. Tap **Register** to begin the registration process.
4. Log in with your corporate credentials or your PIN number.
5. (Optional) Create a PIN for your account after you authenticate.

Registering Your iOS Device Manually

To use this method, your company sends you an email with a URL that you must manually enter to register your device.

To manually register your iOS device:

1. Launch the app.
2. Tap **Accounts**, then tap **Plus (+)** to add a new account.
3. In the **Provider URL** field, type the URL sent to you in the email from your company.
4. Tap **Register** to begin the registration process.
5. (Optional) Create a PIN for your account the first time you launch the app.
6. Log in with your corporate credentials or your PIN number.

Verifying the iOS Registration

To verify the registration process worked:

1. After logging in to the app, tap the menu in the upper left corner, then tap **Accounts**.
2. Look under **Devices**. If the registration process worked, you will see your device along with the time of registration.

Registering Your Android Devices with Your Company

You must register your device with your company to use the app. The first time you launch the app you might be prompted to set a **PIN number**. A PIN number allows you to access the app without having to enter your credentials each time you open the app.

Registering your Android Device

Your company sends you an email with the company's hostname you must enter to register your device.

To register your Android device:

1. (Conditional) If this is the first time you open the app, you are presented with the MobileAccess License Agreement. You must read the agreement, then tap **Accept** to continue.
2. Type the hostname of your company with the port number.
3. Tap **Register** to start the registration process.
4. If it is the first time using the app, log in with your corporate credentials.
5. (Optional) If prompted, create a PIN for your account.

Verifying the Android Registration

To verify the registration process worked:

1. After logging in to the app, tap the **Settings** icon to view the Settings page.
2. Tap **Devices > Manage Devices**.
3. Look under **Devices**. If the registration process worked, you will see your device along with the time of registration.

Deregistering Your Device

You can deregister your device at any time.

Deregistering your iOS Device

To deregister your iOS device:

1. Log in to the app.
2. Tap the menu in the upper left corner, then tap **Accounts**.
3. Under **Devices**, the swipe left on the device name to expose the **Delete** option.
4. Tap **Delete**.

Deregistering your Android Device

To deregister your Android device:

1. Log in to the app.
2. Tap the **Settings** icon.
3. Under **Devices > Managed Devices**, tap the trash can to deregister your device.

Deregistering your Device from a Workstation

To deregister mobile devices from the Devices page:

1. Log in to your company's login page from a workstation.
2. Specify your login credentials when prompted.
3. In the upper right, next to your name, click the arrow.
4. Click **My devices**.
5. Click the **Delete** icon next to the device you want to deregister, then click **OK** on the confirmation message.

Uninstalling the MobileAccess App

You can uninstall the MobileAccess app at any time. Also, at times you might need to uninstall the app and then reinstall an updated app when a new app is available.

To uninstall and reinstall the MobileAccess app on a device:

1. Follow the instructions to uninstall the MobileAccess app:
   - **iOS:** (http://www.apple.com/support/iphone/assistant/application/#section_5)
   - **Android:** (https://support.google.com/googleplay/answer/2521768?hl=en)
2. Reinstall the MobileAccess app. For more information, see "Installing the MobileAccess App" on page 1.

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