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 your mobile device:

- Section 1, "Installing the MobileAccess App," on page 1
- Section 2, “Registering Your iOS Devices with Your Company,” on page 1
- Section 3, “Registering Your Android Devices with Your Company,” on page 2
- Section 4, “Deregistering Your Device,” on page 3
- Section 5, “Uninstalling the MobileAccess App,” on page 3

1 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.

2 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.

You can register your device in using any one of the following ways depending on how your company implemented the solution:

- Registering Your iOS Device Using a URL Link
- Registering Your iOS Device Manually

2.1 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.
3. Tap Register.
4. Log in with your corporate credentials or with your PIN number.
5. (Optional) Create a PIN for your account after you authenticate.

### 2.2 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 Provider URL, type the URL sent to you in the email from your company.
4. Tap Register.
5. (Optional) Use your finger print or create a PIN for your account the first time you launch the app.
6. Log in with your corporate credentials, your finger print, or your PIN number.

### 2.3 Verifying the iOS Registration

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.

### 3 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 entering your credentials each time you open the app.

### 3.1 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 need to read the MobileAccess License Agreement, then tap Accept to continue.
2. Type the hostname of your company with the port number.
3. Tap Register.
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.
3.2 Verifying the Android Registration

1. After logging in to the app, tap the Settings icon.
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.

4 Deregistering Your Device

You can deregister your device at any time.

- Section 4.1, “Deregistering your iOS Device,” on page 3
- Section 4.2, “Deregistering your Android Device,” on page 3
- Section 4.3, “Deregistering your Device from a Workstation,” on page 3

4.1 Deregistering your iOS Device

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

4.2 Deregistering 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.

4.3 Deregistering your Device from a Workstation

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.

5 Uninstalling the MobileAccess App

- To uninstall the app on iOS, see Switch apps on your iPhone, iPad, or iPod touch (http://www.apple.com/support/iphone/assistant/application/#section_5).
- To uninstall the app on Android, see Delete or disable apps on Android (https://support.google.com/googleplay/answer/2521768?hl=en).
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