

Please ensure you follow this guide step-by-step as some of the corporate iPhone set up instructions are slightly different from a personal iPhone set up.

Before you start

- **Always set up your 365 on your laptop before you set up your smartphone**
- If you have opened your phone and commenced set up prior to your laptop, you will need to erase all content by going to settings>general>reset>erase all content and settings> enter password>erase iPhone
- You are not required to create an Apple ID in order to use your MoJ iPhone. The Microsoft applications you will need for your role are automatically downloaded and managed via the Intune Company Portal application platform.
- It's important to note that the **MoJ do not support Apple ID accounts**. Any created Apple ID is the responsibility of the user and if you are ever locked out, you will need to recover the account via the Apple ID website in the first instance - <https://iforgot.apple.com/password/verify/appleid>. You may also call Apple Support for assistance on 0800 048 0408

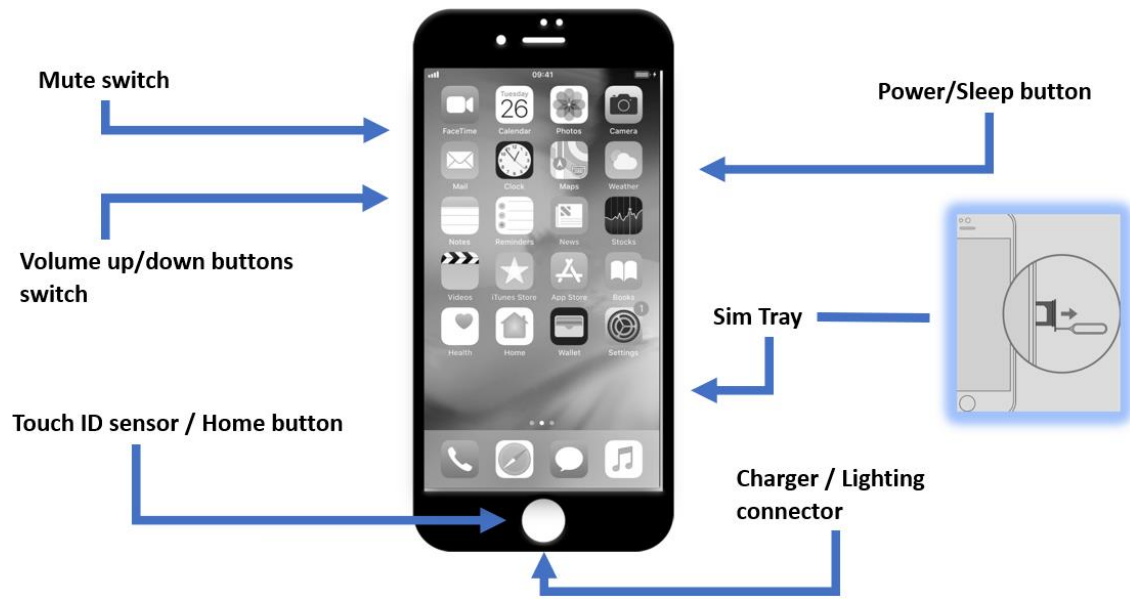
Do Not Set Up

- If you have less than 50% battery charge on phone.
- If you are located in a CRC building, please use mobile data whilst setting up your device. Home Wi-Fi is the preferred method for setting up your device. Never use a PCU (Court) Wi-Fi connection as this is not compatible with these MoJ iPhones.
- Play or press any buttons during set up.
- Complete a hard reset unless instructed to do so.
- Do NOT setup Touch ID (fingerprint technology) when prompted

Leave the vicinity of the Wi-Fi you are logged onto whilst setting up your device

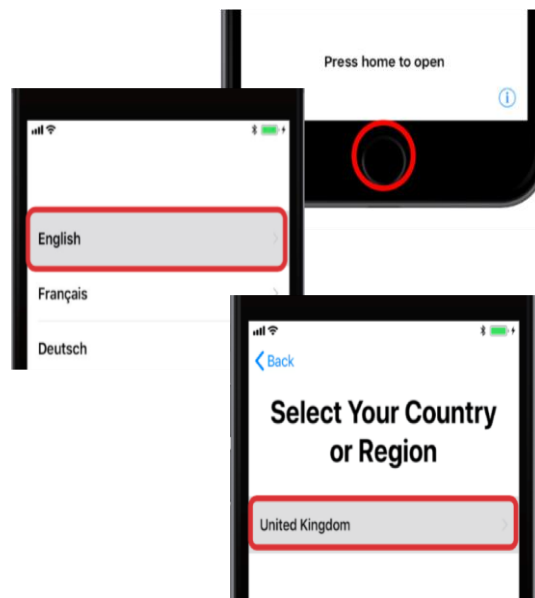
If you incur any issues please contact
Technology.PRP@justice.gov.uk

Get to know your iPhone



Setting up iPhone

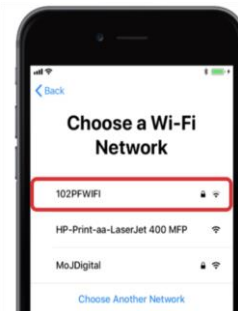
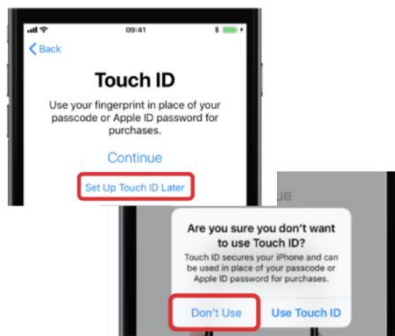
Step 1 - Press the Power button>press **Home** to open >Setup language > **English** > Select Your Country or Region > **United Kingdom**



Step 2 - Quick start > set up manually



Touch ID > Set Up Touch ID Later > DO NOT USE

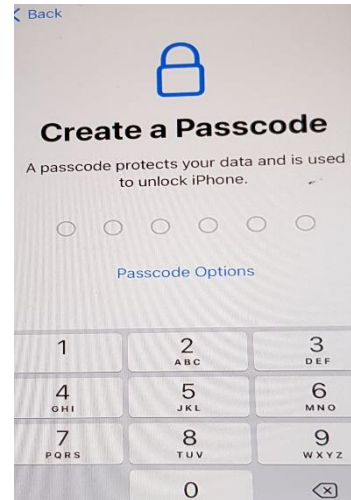


Choose Wi-Fi and insert password > join > next

Step 3 - Remote Management > tap next > then wait whilst installing/awaiting final config from MoJ

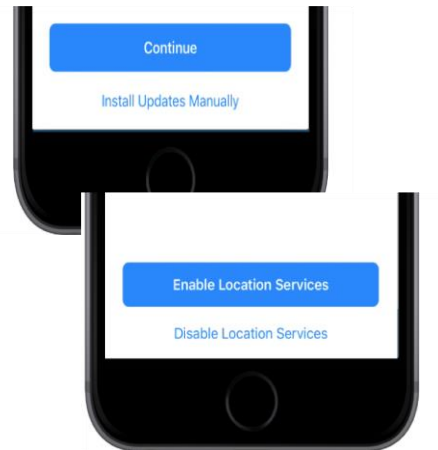


Step 4 - Create passcode>then confirm passcode> re-enter passcode



Step 5 - Keep your phone up to date>continue

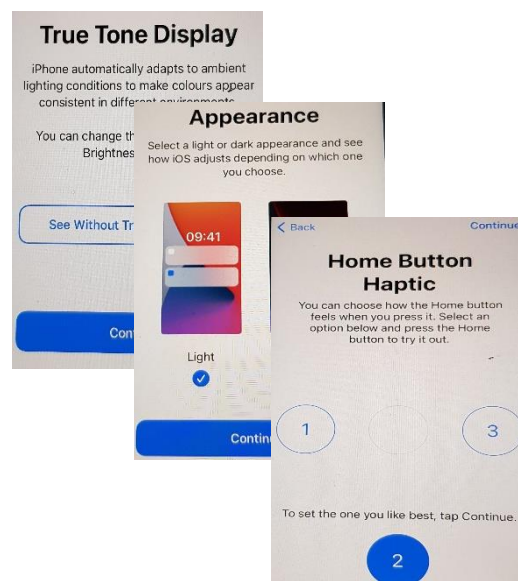
Location Services> select enable location services>ok



Step 6 - True Tone Display>continue

Appearance> select preference>continue

Home Button Haptic>select preference>continue



Step 7 - Display Zoom>select preference>continue



Step 8 - Welcome to iPhone>select get started

Home screen>A text box stating 'Guidance App unavailable please contact your administrator' may appear. Please wait and ignore – this can take some time (sometimes 24hrs) depending on the speed and strength of your Wi-Fi – DO NOT TRY TO RESTART YOUR DEVICE



Setting Company Portal and Apps

At this stage your phone should take you to Step1 below. If it doesn't please swipe the screen to the Company Portal App then follow from Step 1 below:

Step1

Microsoft In-Tune Sign In>tap continue to remove sliding keyboard>sign in using your DOM 1 details(example: email@justice.gov.uk)>next

Step 2

Office365 Federation>use password for DOM1 account>sign in

Step 3

Approval sign-in request>Verify using code sent or phone call (whatever you set up on you 0365 log in)

Step 4

Set up MoJ access>tap begin
Choose best device>select iOS>continue

Step 5

Set up MoJ access>tap continue
Check device settings>please wait

Step 6

You are all set> tap done
Get notified so you don't lose access>tap Ok

Setting up personal emails and other requirements

You should now be on a page which states Apps, please press the home button to clear, and slide across the screen where you should be able to see One Drive and Outlook loading. To add your corporate DOM1 account (email account) to Outlook see below.

At **any point you need to clear the screen press the home button**

Adding personal corporate account

Click on Outlook App>Tap Add Work Account

Adding shared mailbox account

Tap initial which is left of the Inbox title>tap envelope with plus sign> Add Shared Mailbox> type in email address of shared mailbox>return>tap home button to clear screen

To add additional apps i.e. skype

Click on Company Portal app>tap app require>Tap install>press home button to clear screen

Where to access
your phone number

Click on the telephone
icon> Go to contacts>
Click on My card

How do I change the
name of my device?

Settings/General/About/
Name/change to iPhone -
asset tag number

Activate Wi-Fi calling

Settings>Mobile
data>WiFi calling>toggle
across>enable

Creating hotspot on
phone (Wi-Fi)

Settings>Mobile
data>personal hot
spot>allow others to
join>toggle across>follow
instructions

Saving and managing contacts

In order to have a secure back up of your contacts they need to be saved via Outlook and not the usual native Phone icon contact app. When your contacts are saved to Outlook, they will synchronise across every device you use with your MoJ DOM1 Office 365 account.

Open Outlook icon>tap initial next to Inbox title>tap cog bottom left>tap email account>tap save contacts> save to my iPhone> ok

Open Outlook> tap search>Tap +Create> Access to contacts needed> tap Open Settings> Toggle across on contacts>Return to home screen

Again Open Outlook> tap search>Tap +Create> Add contact details> Done

Please then press the Home button > Tap the green Phone icon > Tap "Contacts" at the bottom > Your contacts will appear and they can be called or messaged as normal. However, they will appear as read only but it will give you a link to select to edit it via Outlook.

Please just remember to save your contacts via Outlook and not via the Phone app. It is not possible to save contacts added via the Phone app to Outlook so if your phone resets or you replace it, contacts added via the native Phone app will not be backed up.

User agreement for smartphone, Mi-Fi or tablet

This agreement applies to; smartphones, Mi-Fi's, tablets and other devices that can access the MoJ network using an MoJ SIM card.

By taking receipt of the device and this agreement, you agree to these terms.

Your new device

Your device is provided to help you work smarter and flexibly in the MoJ. It does not replace the full functionality of your desktop or laptop.

Depending on your device, you may:

- Make and receive business calls and text messages
- Access the MoJ network via Office 365 apps and the intranet
- Install other apps
- Create a hotspot to tether another MoJ device.

Please note: you will not be able to access some business applications such as Libra, Just Store, SOP and CCMS via a smartphone or tablet.

MoJ Policies

Please read and follow these MoJ policies available on the intranet

- [ICT Security Policy Framework](#)
- [Conduct - IT Usage Guidance](#)
- [Corporate Security Policy](#)
- [Taking IT Equipment Abroad \(business or personal\)](#)
- [Social Media](#)
- [HMPPS policies](#)

Mobile device support

For any support or questions call the MoJ Digital & Technology Service Desk on Freephone **0800 917 5148**

If you are visiting or located at 102 Petty France, London, it might be quicker to ask the Tech Connect team at 1.31 on the First Floor to assist you, if appropriate.

Terms and Conditions of Use

On receipt of your corporate device, you **must adhere** to the following terms and conditions of use at all times:

- ❖ The device, SIM and charger are now your responsibility and will be registered against your name and business area.
- ❖ It is your responsibility to secure and protect the device, password and MOJ information in accordance with MoJ policies.
- ❖ Your business area will be charged for the call and data tariff along with any costs due to excessive or inappropriate (non-work) use.
- ❖ The device and its accessories should only be used for business related matters – however, personal use may be tolerated in exceptional circumstances.
- ❖ Think about where you are working with the device, for example - can other people or family see what you are working on? Be thoughtful about information privacy.

Never

- Use the device to send or share work material with personal email accounts, apps configured for personal use or unauthorised persons.
- Leave device unattended when in unlocked state
- Let family or other unauthorised people use the device.
- Advertise the fact that this is an MOJ device.

Other conditions:

- ❖ If you take your mobile device abroad. Please refer to security policy on the Intranet for taking It equipment abroad. Please note that additional roaming costs to your call and data plan will apply, and to request you will required to submit the IT catalogue item request - Request for International Roaming
- ❖ **Lost or stolen devices must be reported immediately** to your manager and MoJ Digital & Technology Service Desk on Freephone **0800 917 5148** and the [MoJ security incident report form](#) **must be completed and returned immediately to the Operational Security Team(OST)**, so that the SIM can be

blocked. Your line manager and budget holder will need to authorise a replacement device and your business area will need to pay the remaining monthly charges for the lost device until the end of its contract or the termination costs of the device.

- ❖ **Any repairs to your MoJ issued iPhone – or other mobile device, must be carried out by an MoJ authorised repair facility.** This must be arranged by the MoJ Phone and Mobile Devices team that issued the phone. Any unauthorised repairs will be considered a breach of security procedures and will lead to the phone being disabled. In this situation it must be returned to the MoJ Phone and Mobile Devices team to be securely wiped and reset.
- ❖ The SIM card in your device must not be removed and added to another device. Any attempt to do so is a breach of security procedures and will lead to the SIM and device being disabled.
- ❖ **If you leave the service of the MoJ, you must completely log out of your Apple account.** The device and its accessories must be returned to the Mobile Support Team. It **must not** be given or reassigned to someone else. If you change roles within the MoJ, you must inform **MoJ Phone and Mobile Devices** of your new cost code and business entity code.
- ❖ Your line manager must be informed of any other MoJ mobile devices you hold so that obsolete numbers and accounts can be closed.
- ❖ It is a criminal offence to enter a prison with any MiFi device, mobile phone, camera, sound recording device or IT device/computer or component parts of any of these without authorisation. The Prison Area Manager or Governor may grant authorisation in the most exceptional cases.
- ❖ You are responsible for charges which relate to personal online activity and the use of any personal applications (apps) you install. Account checks will be made and application charges flagged. When you leave the MoJ the apps and the data held within them will be lost. Please note: If you do not follow the correct MoJ procedure and then transfer a device to someone else; any ongoing charges may still follow you or the person you transferred the device to.

- ❖ Complaints regarding improper use of your mobile device will be investigated.
- ❖ Do not use your phone SIM connection to send premium SMS text messages or subscribe to any premium services, if you receive any text message for a paid service please text **STOP** back to the messenger. Premium rate texts are monitored and may result in your connection being suspended.

Ministry of Justice

102 Petty France

London SW1H 9AJ

Gov.uk/government/organisations/ministry-of-justice