

AirWatch to Intune Migration: Questions and answers

Intune questions

What is Intune?

Microsoft Intune is a cloud-based Mobile Device Management (MDM) system that we use to help secure Council mobile phones and tablets. You can [read more information on Microsoft Intune](#).

Why didn't the Council consider using Mobile Application Management (MAM) rather than MDM?

MAM is a good option to permit some limited access to Council applications on personal devices. However, MDM currently provides greater security and much greater control as devices are fully enrolled and do not require the user to use multifactor authentication options and PINs to access these apps. However, we are likely to offer more apps on MAM in future to make the offering more attractive, to help users reduce device proliferation and to drive down costs.

Migration Process: Leading up to your migration

Will I be contacted?

All users with a device registered in their name have been contacted and asked to state their preferences. This includes users with both compatible and incompatible devices. An email specific to selected preferences with instructions will then be sent out.

I have not been contacted about the migration. What should I do?

If you have not been contacted and have a Council iPhone or iPad, please [follow the instructions](#).

The links in the email I received won't open. What should I do?

You will need to be on a Council PC connected to the VPN. If you are and you still cannot open the links, please right click the link and copy hyperlink. Then paste into a different browser. If this doesn't work call the CGI helpdesk.

What do I have to do before I migrate?

If you have a compatible device and have chosen to migrate, you need to make sure you follow the [pre-enrolment checks](#) as soon as you can. You will be sent an email with a date for your migration soon. For devices that are not compatible, see 'What devices can be migrated to Intune, below'.

Will my device be wiped? What about my photos and other documents?

Your device has to be wiped before it is moved to the new platform, however your photos can be backed up. For detail on backing up photos etc [read the pre-enrolment checks for Intune guide](#) for more information. We will enhance this guide shortly.

How do I add my contacts to my Outlook?

All contacts on a mobile device will need to be added to your Microsoft Outlook account to ensure you do not lose any contacts when the device is wiped. To add contacts to Outlook, open Outlook on a Council PC, select the people icon at the bottom and New Contacts at the top. Complete the fields as necessary. Any new contacts will be best added to Outlook instead of the phone contacts as they will not sync over and could be lost if your device is lost, damaged or stolen. You can find more information on contacts in the [pre-enrolment checks guide](#).

What devices can be migrated to Intune?

To be able to migrate an Apple device it must be on iOS level version 13 or higher. You can [read more about the devices that will work with Intune](#).

Why are we being offered a number of options?

The aim is to offer options to help reduce our mobile device costs.

Are Councillors and CLT being migrated in a separate group?

Yes, a parallel process is being run specifically for Councillors and CLT.

Migration Process: On the day of your migration and beyond

What will happen on the day of the migration?

On the day of Migration, your device will be remotely wiped in the morning and you will need to enrol to Intune. Please follow the [guide for Intune enrolment](#).

How long will the migration take?

The removal from AirWatch is quick and the enrolment to Intune will take a few minutes. Once enrolled to Intune, you can use your device as normal. It must be completed by the end of March 2021.

Is the migration carried out remotely?

Yes, your current device will be wiped remotely and at that point you will need to enrol to Intune. You will know your device has been wiped as it will display the Apple logo.

When will the device be wiped?

The device will be wiped in the morning of the date you have been advised.

Will the migration be automatic?

The device wipe will be automatic, you will then follow the [guide for Intune enrolment](#).

On the day of migration, will I be able to use the device?

As soon as your device has been wiped, [set it up to Intune](#) and you will be able to use it immediately.

I cannot sign into Company Portal.

Please sign-in to a Corporate device to ensure your password is active. If this works, contact CGI Service Desk (0800 085 7232) and ask to confirm your AD account is active if it is, ask them to clear your MFA token. Then try to sign into the Company Portal.

I don't know my Apple ID. Where can I find it?

Go to the device and open Settings. Select the option at the top with your name. Under your name will appear the email address you are signed in with.

I have forgotten my Apple ID password

Go to the [Apple Support](#) page for guidance.

I have migrated to Intune and my contacts are not showing

Contacts can take a while to sync over. Open the Outlook app on your device, then select the magnifying glass, then select people. Your contacts are in here, they will sync to your device.

My contacts still haven't come through to my phone contacts

Your contacts should sync through to the phone from Outlook. If this doesn't happen within 24 hours of enrolling your device, please follow the [Intune contact fix guide](#) to bring your contacts through.

I'm still waiting for emails to come through the email app

Make sure you're checking the Outlook app for your work emails. The old 'email' app that was used previously will no longer contain work emails once you have enrolled on the new system.

I can't see anything in my calendar app?

Your council calendar will now show as part of the Outlook app where you will now access your work emails. The native Apple apps (both calendar and email) will no longer be used to access Council data. This is now done via the O365 applications.

The guidance asks us to update to the latest iOS, however we were advised not to.

It is ok to update to the latest iOS now, there was an issue with an app on iOS14.1 however iOS14.2 has resolved that issue.

If I have technical issues, who should I contact for support once I've migrated?

Please [read the Support with Intune page](#).

Intune App Questions

What apps will be available on Intune?

Most of the apps currently available on the Council App Store will be available on Intune. It will not be possible to add non-approved apps however it will be possible to request approval and have **business related** apps added (subject to security assessment, and in some cases a [Data Privacy Impact Assessment](#)). More detail on how to request new apps will be made available after the full migration as we need to concentrate resources and what is a major ICT operation. No new apps will be approved prior to the migration. It will not be possible to install apps from the Apple App Store.

Will it be possible to install non-approved apps on Intune?

It will not be possible to add non-approved apps however it will be possible to request approval and have apps added. All apps added to the Intune store are subject to security assessment, the [ICT Acceptable Use Policy](#) and in some cases a [Data Privacy Impact Assessment](#). We won't be able to add new apps until the migration has completed as available resources must be focused on the device transfer and support (around 3200 devices have to be transferred and supported).

How long will it take to approve the new apps after the migration is complete?

Time to approve will vary and be app dependent. Every app requires a security assessment by CEC and CGI and some apps will be easier than others to assess. Some will also require a [Data Privacy Impact Assessment](#) and the involvement of our Information Governance Unit.

Will I be able to use the mobile Outlook app on Intune?

Yes, you can use the Outlook app on Intune MDM *without* most of the security restrictions it had on AirWatch. You'll be able to follow links and have them open in Edge browser, you'll be able to copy and paste text between Office apps and into Outlook non-Office apps, photos you've taken can be attached to an email, and we'll continually review security to ensure its application is only as restrictive as required. Issues with calendars should also be addressed with Intune.

Will I be able to use the Teams app on Intune?

Yes, the Teams app will be available and, because it is fully enrolled, some of the limitations that AirWatch had with Microsoft apps such as Outlook and Teams will also be removed.

Will I be able to use the OneDrive on Intune?

You won't be able to use OneDrive immediately on Intune, but it will be rolled out soon after we migrate.

Is training available for the OneDrive and Office mobile devices apps?

Although OneDrive is only being rolled out to pilot users at this stage, there are training pages on the Orb for both [OneDrive and the Office mobile apps](#).

Can an app that I have requested to be added to Intune be refused?

All new apps are assessed by information security before being made available. In some cases, app installation requests have been refused, such as WhatsApp, because of data privacy or security concerns and vulnerabilities.

Will updates to apps be applied automatically?

Yes, updates to apps will be applied automatically on your device.

Will I be able to take screen shots?

Yes, this will still be possible on an Intune MDM device.

Use Your Own Device option**Are there other limits to the UYOD option?**

Yes, there are and it may not suit your needs. Whilst UYOD is a useful option, there are security restrictions that make it a less attractive if you do things like download and edit documents from emails. The applications available are restricted to Teams and Outlook. The Orb is also **not** available. If you are in any doubt migrating your device may be the best option for now and you can test [UYOD on your own device whenever you want to](#).

Are there security or other restrictions with the Use Your Own Device option?

You can use your own device if you want to but there are some restrictions such as you can't open web links in the mobile device browser, it's not possible to copy and paste from Outlook or Teams, and it's not possible to open attachments from Outlook. If you want to [try UYOD, you can do so now](#). You should [read the Council's UYOD standard](#) before doing so.

Is my personal information safe when using the Use Your Own Device option?

Yes, Council applications cannot access your data. More detail can be found at the [bottom of this page](#).

If I use UYOD, will I still be able to access the Apple App Store?

Yes, the app store will be available.

If I use my own device, can I claim back expenses?

Making use of the UYOD is entirely voluntary and there is currently no option to claim back expenses. This may be revisited in a future review.

If I use the UYOD option, will it disable the copy and paste options on my device?

No, your device will be unaffected by security restrictions as Outlook and Teams (the current UYOD options) effectively operate in a separate 'bubble'.

Can I download attachments from Outlook and Team with the UYOD option?

This is a limitation of UYOD. It is useful but many device users will find it far too restrictive. We will enhance the documentation on the Orb, communications and email to clarify the limitations of UYOD. Full functionality can be obtained by using a Council device on Intune MDM.

Other Questions

I also use my Council device as a personal device – is this a problem?

Council devices should be used for work purposes with reasonable personal use permitted. All personal use is subject to the [ICT Acceptable Use](#) policy.

Can I use my Council calendar for work and personal appointments and events?

The Council calendar can be used for reasonable personal use but in doing so you must comply with the Council's [ICT Acceptable Use policy](#). You should consider making your personal appointments private, otherwise they may be visible to other Council staff.

Why are there still some AirWatch pages on the Orb?

We're having to run both AirWatch and Intune systems in parallel until we fully migrate all 3000+ devices and users. We will remove references to AirWatch once this is completed.

Will I be able to buy my device at any point?

Any devices which are returned as part of this project will be reused within the Council to reduce the need to purchase new equipment.

I use the GoodReader app. Can my documents be backed up and restored?

We are working on a solution to help with this. Information will be added shortly (pre migration).