



INTUNE COMPANY PORTAL iOS MOBILE REGISTRATION GUIDE

Welcome to our iA Financial Group family. We're pleased and proud to welcome you! Here's a guide to make it easier to sign up for the Intune Company Portal.

Before you begin

It is recommended **NOT** to restore from an iCloud backup or transfer your data directly from an old device to a new one during the initial setup.

This process takes **15-30 minutes**, so please allow enough time to complete all steps.

Please set up the **Microsoft Authenticator** app on your device before you begin (refer to the box on the last page for more details).

The PIN for your device must contain **at least 6 characters** and must not include sequential or repeating characters (1234, 222555, etc.).

Please make sure you have the most recent iOS update installed on your device before beginning this process to avoid potential enrollment issues.

Need help?

Go to this link on the Intranet:

[+ iaesf.service-now.com/sp](https://iaesf.service-now.com/sp) or [📞 1-844-352-5200](tel:1-844-352-5200)

How to enroll your device

1. Download and open the Intune Company Portal from the App Store.
2. Enter your iA email address and password in the Company Portal application.
3. Approve the connection request from Microsoft Authenticator.
4. Follow the instructions on the screen and authorize the download of the management profile (**fig. 1**).
5. To install the management profile, follow the steps indicated on the screen by accessing your phone's home screen and pressing Settings. Then press "Enroll in Industrial Alliance"* (**fig. 2**).



* At this step, you may see "Finish setting up your iPhone" instead. If so, tap it and you will then see the option to enroll your device.

Figure 1

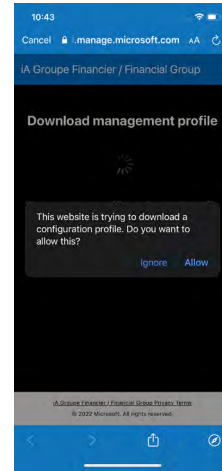
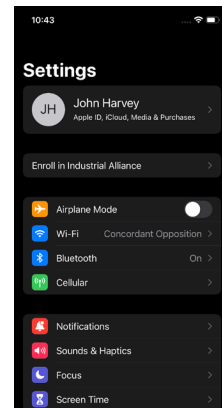


Figure 2



6. Tap "Enroll iPhone" and enter your device's PIN when prompted.
7. The next screen will mention the "Apple ID for your organization." You will be using your iA login information. Simply tap "Continue."
8. Enter your iA user password and press "Login."



During the next steps, you will receive a pop-up asking you to install Microsoft Outlook, tap "Install" (**fig. 3**).

9. You will once again be prompted to approve the connection request from Microsoft Authenticator. Once approved, return to the Settings application and you will have a screen that displays the iA managed account (**fig. 4**).

Figure 3

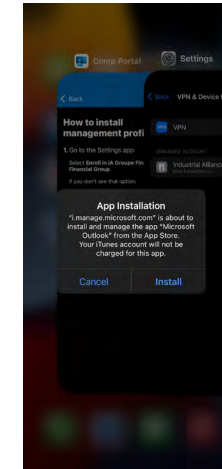
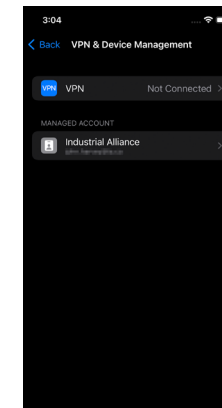


Figure 4



It is important to approve the request and quickly return to the Settings app again. The setup will not do this automatically and waiting more than a couple seconds can sometimes prevent the setup from progressing.

If this happens, simply try again, and be sure to be as quick as you can to return to the Settings app once you approve the connection.

10. Open the Company Portal app from your home screen and wait a few seconds while the app confirms that the profile has been installed. Once completed, the screen will change, and you can tap "Continue".
11. Follow the steps on the screen and tap "Done".
12. Now you can start using Outlook on your cell phone. To download other iA applications, go to the Company Portal application.



For more details, you can go to:

iaesf.service-now.com/sp

and type the appropriate article number in the search bar. Make sure your ServiceNow portal is in English to read the article.

- If, when you open Outlook, you get the message “You can’t access it right now” see article: **KB0013846**
- To see the registration steps in detail, see article: **KB0014208**
- To configure Microsoft two-factor authentication: **KB0014737**

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