Microsoft Intune and Authenticator Rollout FAQs

The FAQs are divided into the following sections:

Device Enrollment Program (DEP)

Q What is DEP?

A The Device Enrollment Program (DEP) helps businesses easily deploy and configure Apple devices.

Q Why am I unable to unenroll or reset my Apple DEP device?

A You will not be able to unenroll the Apple DEP/ABM device. Users will not be able to perform 'Erase All Content and Settings' from the Settings. This is done to ensure the device can be reused or sold later. Only Admins will be able to reset the device.

Device Enrollment

Q What does "enrolling a device" mean?

A "Enrolling a device" means managing and configuring the device to the organizational needs.

Q Can I enroll more than one device in Intune?

A Yes, you can enroll up to 15 devices with Intune under a single O365 user ID.

Q Is there any other use for the Company Portal app other than just setting up Intune?

A Yes. The Company Portal app is used for management, configuration, and implementation of devices and apps. Deletion of the Intune Comp Portal app would lead to non-compliance of an enrolled device and lose access to O365 resources.

Multi-Factor Authentication (MFA)

Q How do I set up MFA?

A To set up MFA, go to Aka.MS/MFASetUp and follow the process.

Q Will Multi-Factor Authentication (MFA) be required for Outlook configuration?

A Yes, you will need to install and setup the Authenticator app before configuring Outlook with your account. Please make sure a phone number is also set up as part of the MFA, so that you can receive SMS messages in case the app does not work or is removed.

Q   What app are we using?

A   Discount Tire uses Microsoft Authenticator for MFA

Intune Compatibility and Management

Q   Are OneDrive and Microsoft Teams going to be available with Intune?

A   Yes, OneDrive and MS Teams remain the standard applications for file storage and communication. They are available once a device is enrolled in Intune.

Q   How to manage your device through Intune Self-Service Portal

A   Please follow the steps below to manage your device through Intune Self-Service Portal.

- Login to the Self-Service Portal (https://portal.manage.microsoft.com/devices) using your email address and AD Password (Same credentials used to enroll your device)

Q   What information will I need to enroll my device into Intune?

A   You need your Gmail ID and password for Android and Apple ID and password for Apple devices. Apart from this, you need your O365 email and password.

Q   What devices will require Intune?

A   All corporate issued iPhones, iPads, Android, and Android tablets. If you do not have DT-owned devices, you will be required to enroll your personal device into Intune.

Q   Why have Outlook, OneDrive, and Teams stopped working?

A   The mobile device needs to be enrolled for O365 to work going forward. There are two basic steps:

1. Enroll the device by using the Intune company portal app.

2. Download the app (Outlook, Teams, etc.) from the company portal. The email will not work if you have downloaded the app from Apple App / Google Play store. You may need to delete and download the app from Intune company portal.
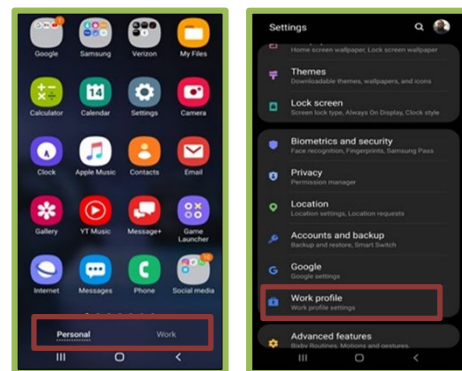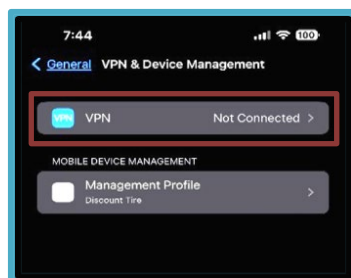
Q   I am not able to open attachments from Outlook in other non-O365 apps.

A   Content with Outlook and other O365 apps can be opened only with other apps downloaded from Microsoft Company Portal (Comp Portal) app store.

Q   How can I confirm my devices are on Intune?

A   When you complete your setup on Android, you should be able to see two profiles: Your personal and work profile. Your work profile can also be found under settings.

On iPhone, you should be able to find the Comp Portal on your screen or under **Settings > General > VPN & Device Management**. You should see your personal profile and Management Profile.

Q **How do I remove Intune from Apple device?**

A Go to **Settings > General > VPN and Device Management > Management Profile > tap Remove Management > Enter iPhone Passcode > Remove Management.**

Q **How do I remove Intune from Android?**

A On Android, go to Settings > Work profile > Uninstall Work profile > Uninstall.

Email and Calendar

Q **What are Managed Apps**

A Managed Apps are apps downloaded from Company Portal app. Any attachment like an Excel file can be opened only from apps in Intune company portal.

- **Case 1**: User downloads the **Excel app** from **Comp Portal**. In this case, the user would be able to open the Excel file in the **Excel app**.
- **Case 2**: User downloads the **Excel app** from **Apple App Store**. In this case, the user will not be able to open the Excel file in the **Excel app**. The "Open in" functionality would not be able to see the Excel app for opening the file.

Q **Can we use the native email client?**

A No, we are moving all emails to the Outlook App on your mobile devices.

Q **Which app should be used for emails?**

A Outlook will be the default app for all business purposes.
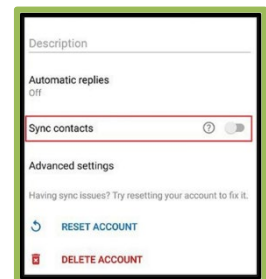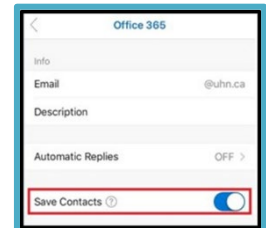

Q **How can I sync my Outlook contacts to my device?**

A For iOS devices:

1. Access your settings by selecting the ☰ icon on the top left corner of your application and then select the gear icon ⚙.
2. Select your email account.
3. Turn on the Save Contacts option.

For Android Devices:

1. Select the three dots ⋮ along the top right corner of your application and then click **Settings**.
2. Select your email account.
3. Turn on the Sync Contacts option.

Q **Can I use native apps instead of Microsoft ones?**

A No. You will not be able to use native email/calendar for enterprise accounts going forward.