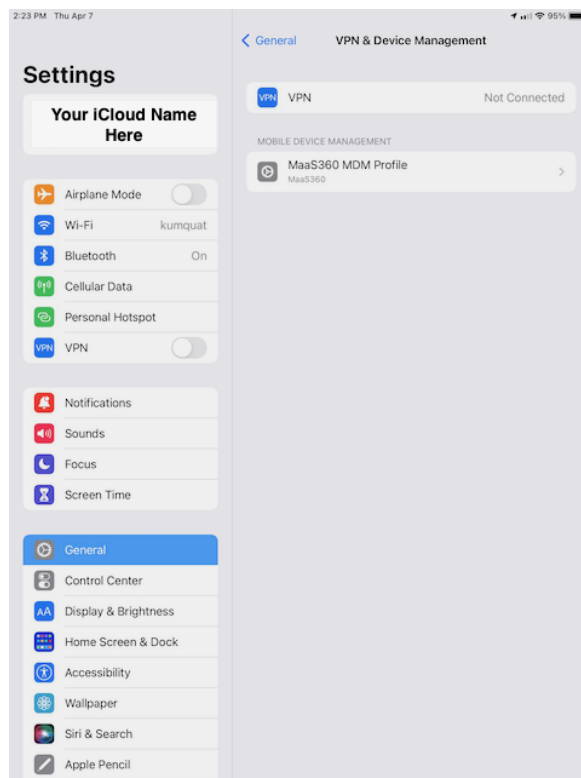# Helpdesk

iOS Hexnode Enrollment
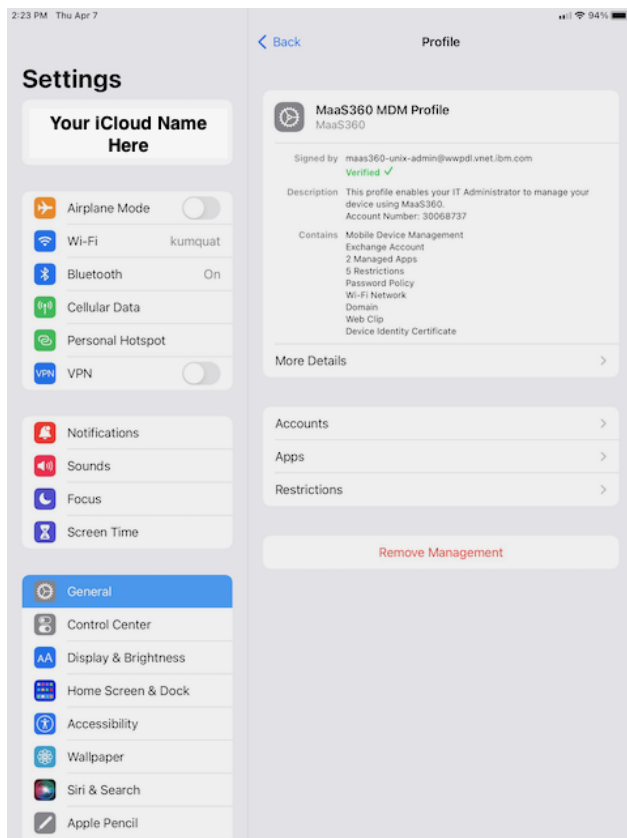
Helpdesk - 2022-04-19 - Public

MaaS360 Removal

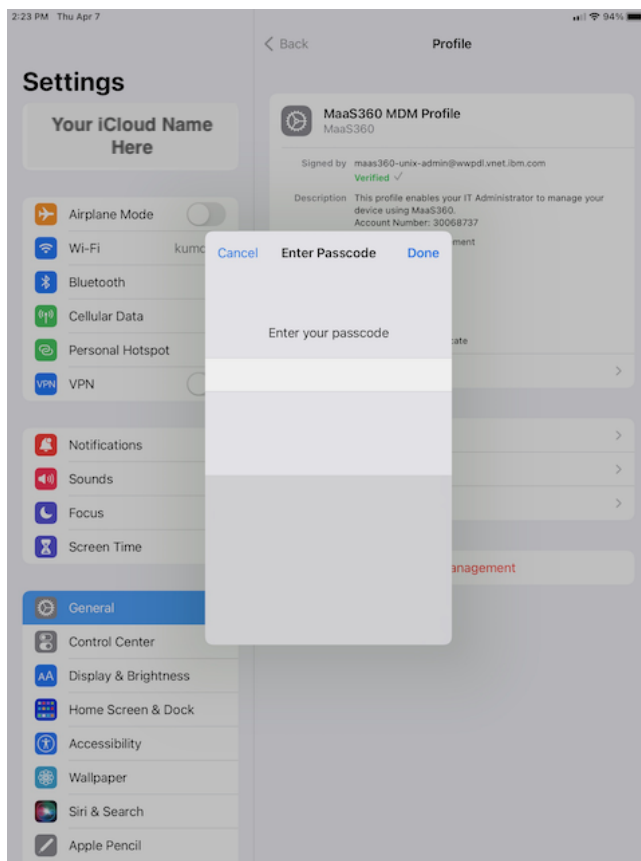If you have had previous management on your phone you will need to remove it.

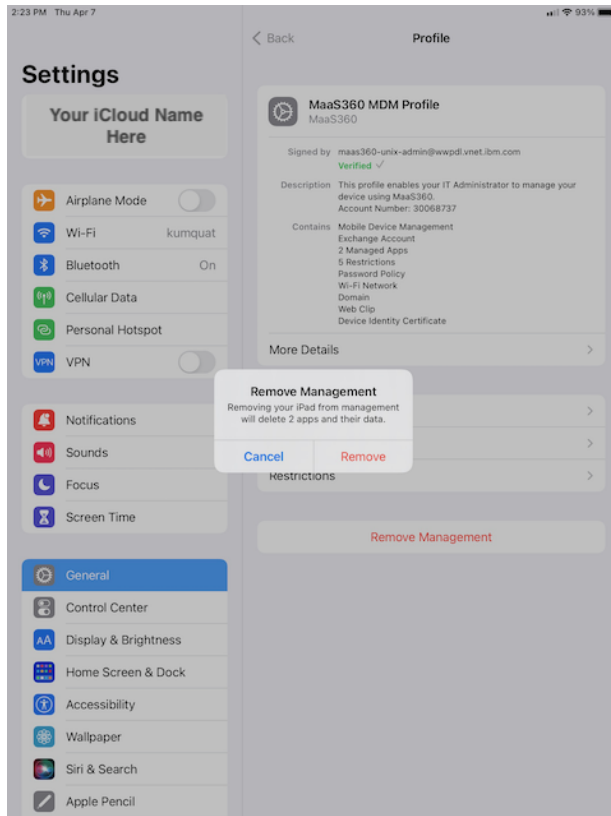Open the Settings app -> General -> VPN & Device Management

Select MaaS360 MDM Profile

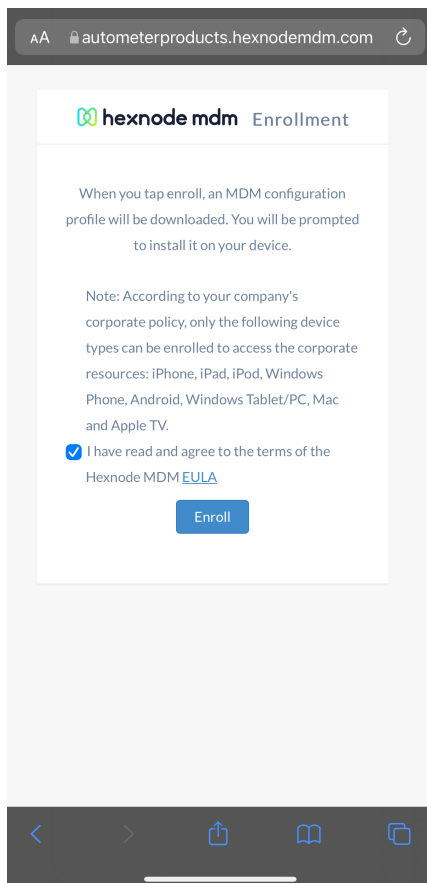Enter your passcode when prompted

Select Remove

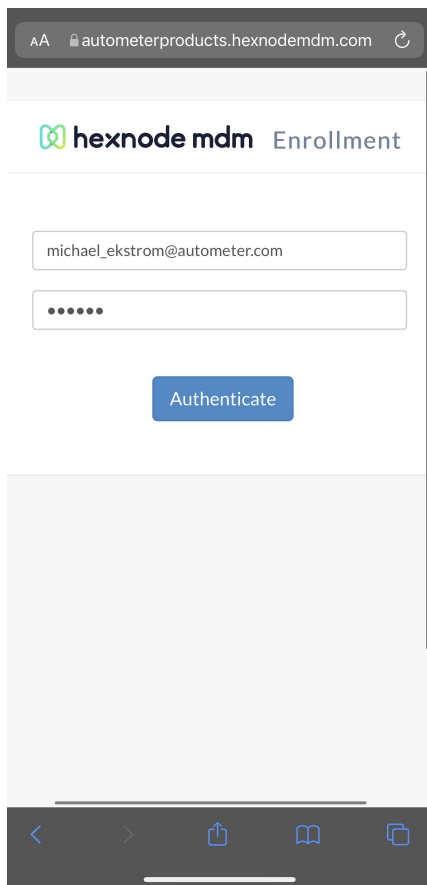You've successfully removed the old profile off your device.

Hexnode Setup

Visit https://autometerproducts.hexnodemdm.com/enroll on your phone
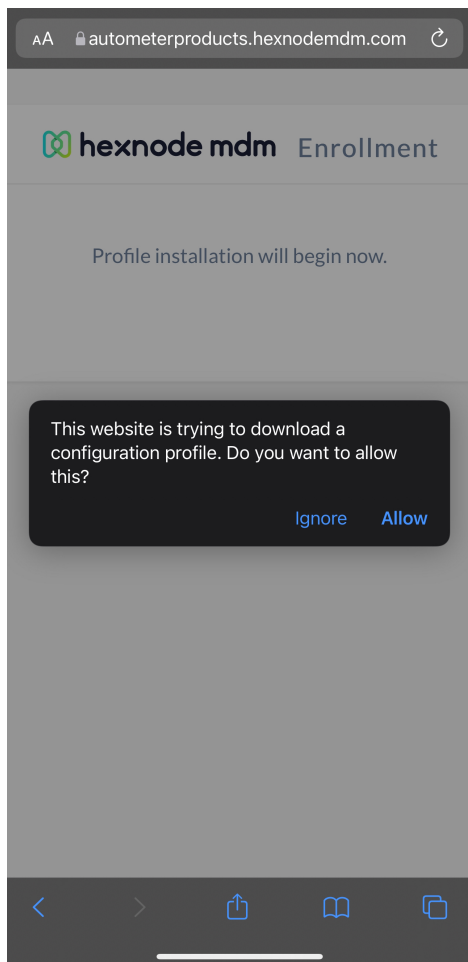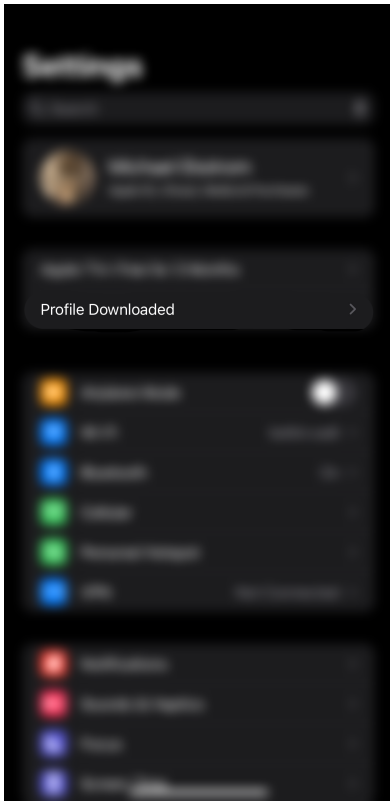
Check the agree to terms box and press enroll

Enter the details from the email you received with your details. It is your email address and a 6 digit code as your password.
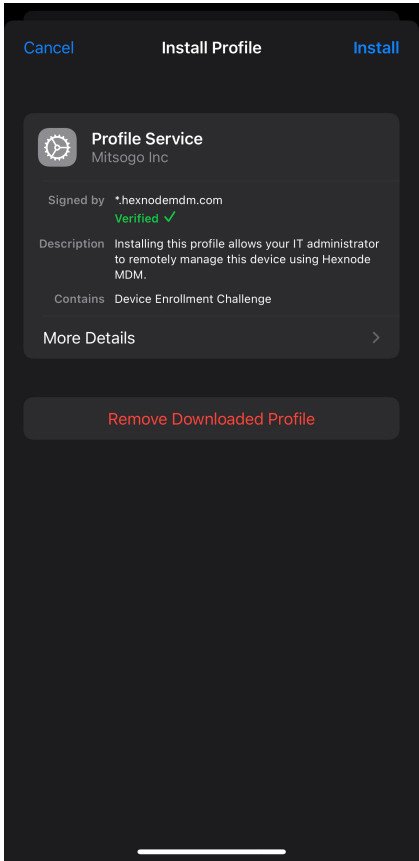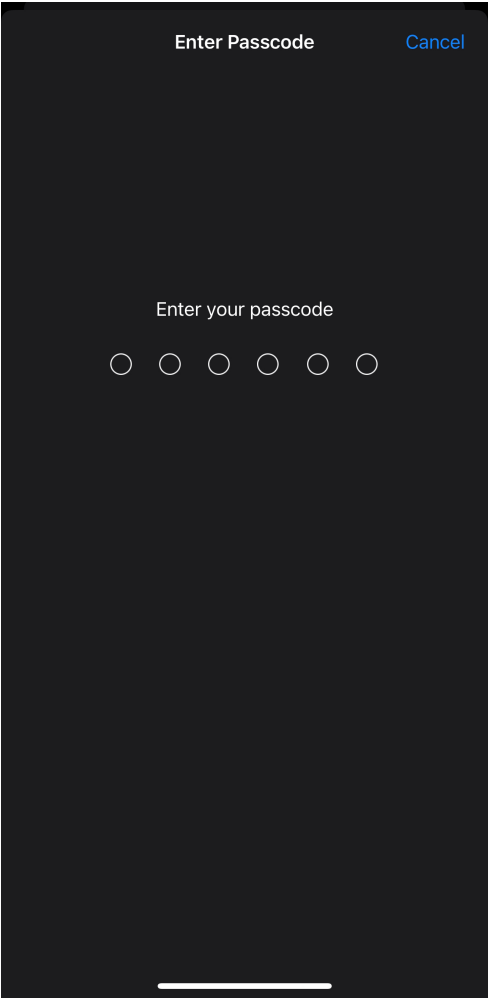
Press Accept to installing a profile

Navigate to your Settings app, go back all the way to the main screen if necessary, and press on Profile Downloaded
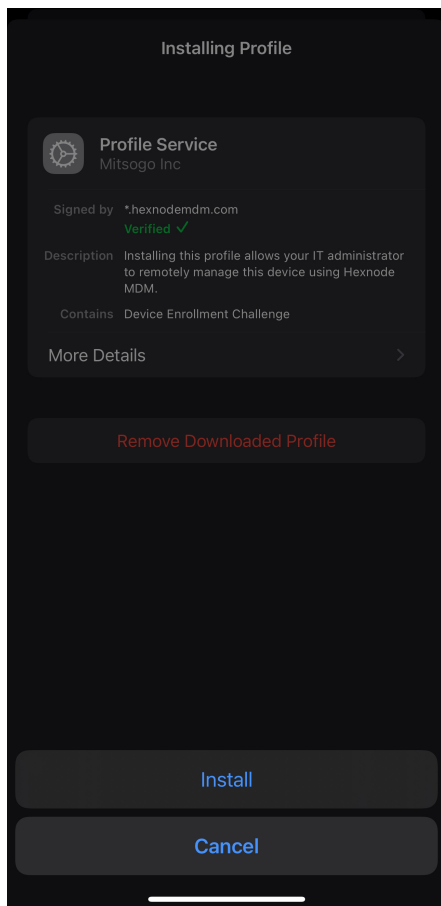
Press install in the top right corner

Cancel   **Install Profile**   Install

Profile Service
Mitsogo Inc

Signed by   *.hexnodemdm.com
            Verified ✓

Description   Installing this profile allows your IT administrator
               to remotely manage this device using Hexnode
               MDM.

Contains   Device Enrollment Challenge
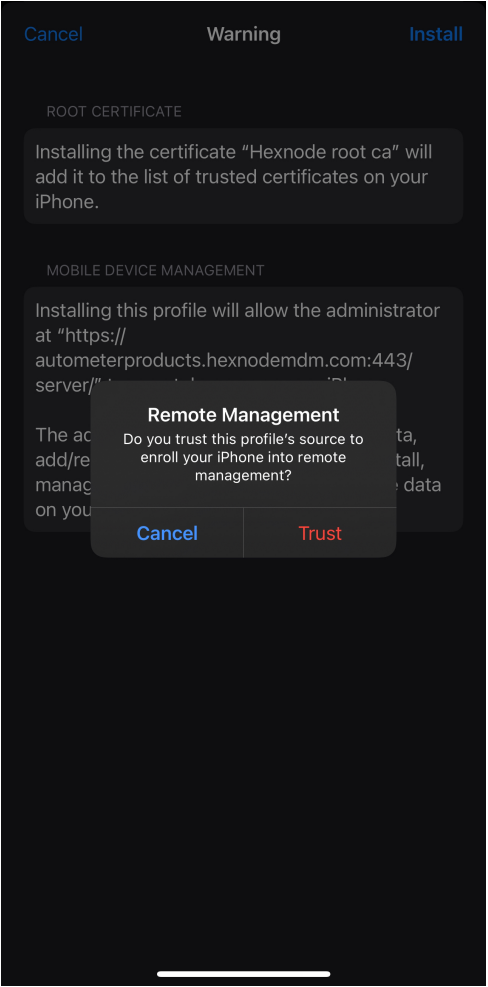
More Details   >

Remove Downloaded Profile
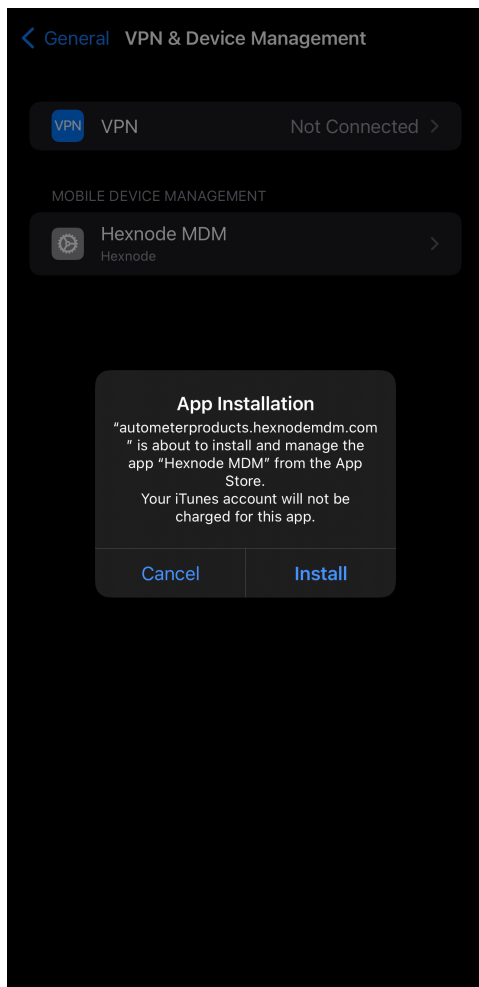
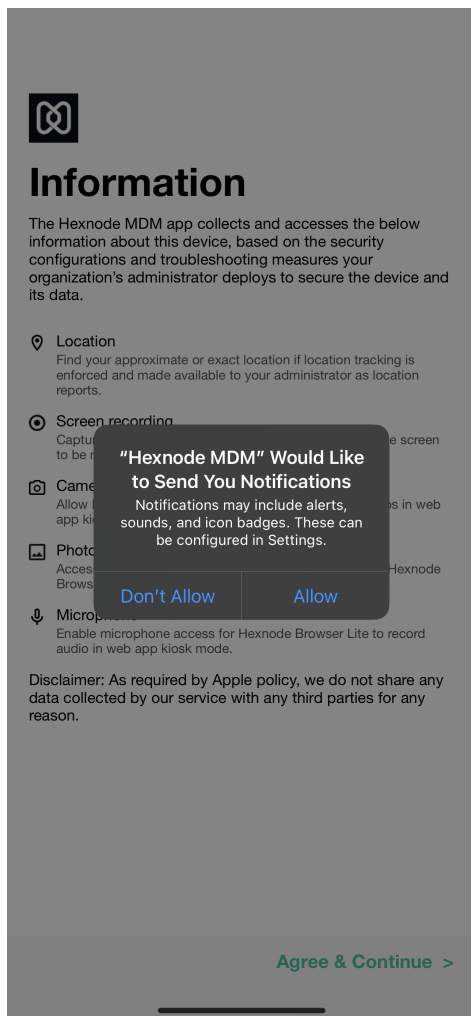Enter your passcode if required

Press Install when prompted

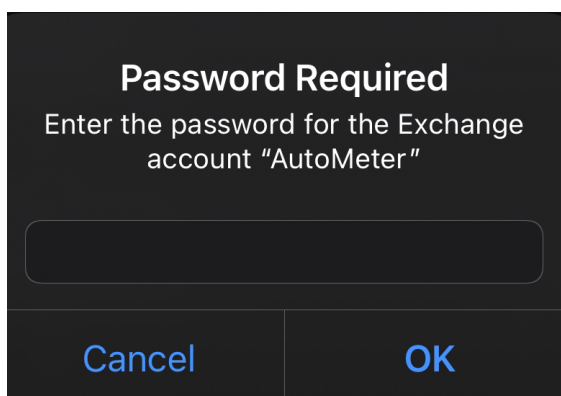Press Install in the top right corner, then press Trust

Press Install

Exit out of the Settings app and open the new Hexnode MDM app, then press Accept/Allow on all of the prompts

When prompted (can sometimes be a few minutes) enter your email password which should be the same as the password you use to login to your computer

You should now have your Auto Meter email on your phone.

If you're experiencing issues contact the helpdesk at 815-991-2209 or helpdesk@autometer.com.