1. MobileIron Status and Forcing a Check-In

After upgrades to the MobileIron client, and if a device has been out of contact for a substantial amount of time, the following steps should be performed to verify that a device has connected and is in compliance.
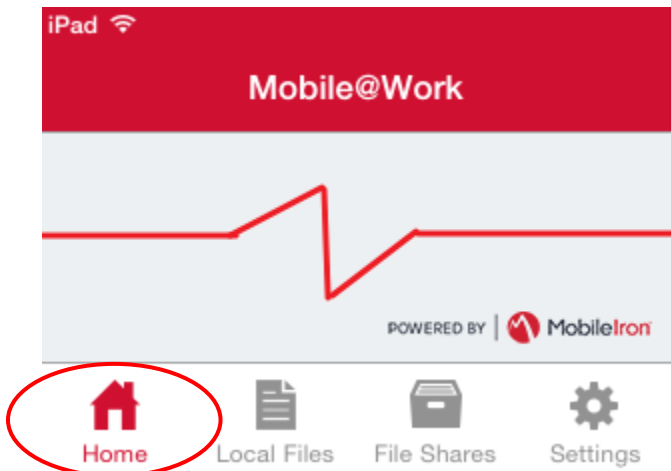
1. From the home screen (this will probably be on a different home screen, swipe right until it's located), select the MobileIron Icon:
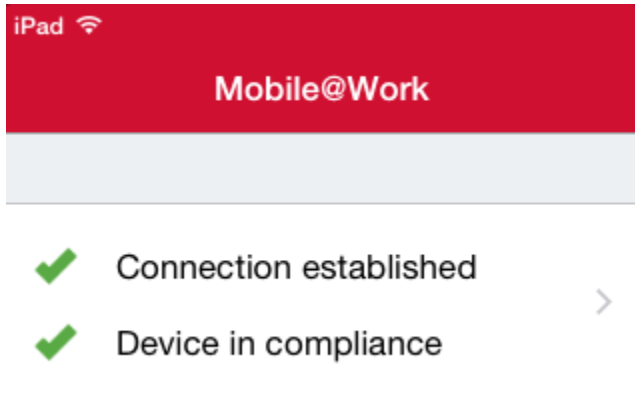

2. In MobileIron, select the stylized M icon from either the upper left or lower right (this depends on the option you're reviewing):

3. This will display the Mobile@Work panel, from the bottom, select the Home option:

4. This will present the following information. Green checks for both connection and compliance will show that the MobileIron has been successfully updated/installed and connected to the IOT services:
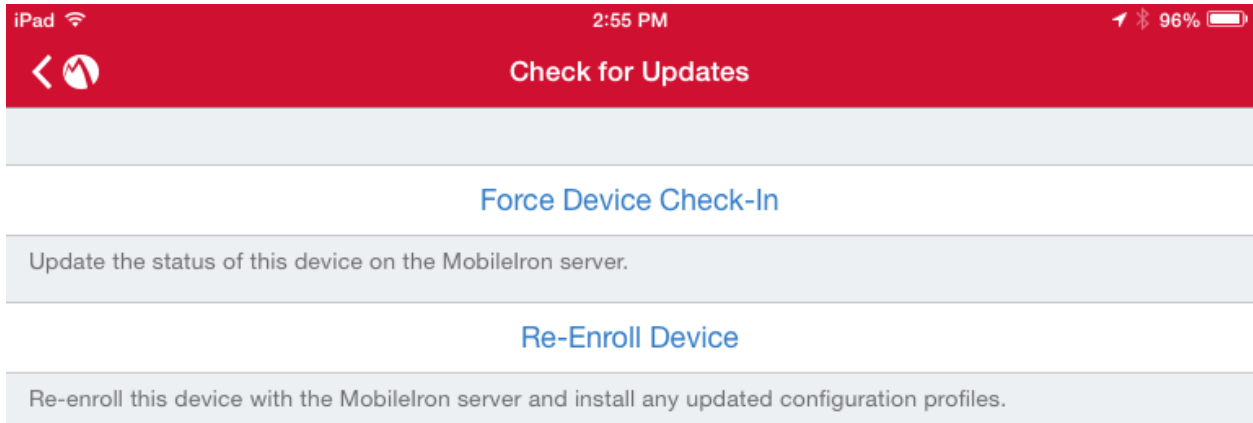
iPad 🛜

Mobile@Work

✔ Connection established
✔ Device in compliance

5. In the event either of the above does not show a green check, review the following items:
   a. The device has internet connectivity (cellular or wifi where applicable)
   b. Force a Check-In or Re-Enroll the device (discussed below).
6. To Force a Check-In or Re-Enroll the device, again select the stylized M icon from either the upper left or lower right (this depends on the option you're reviewing):

7. From the Mobile@Work panel, select the Settings option followed by the Check for Updates option.
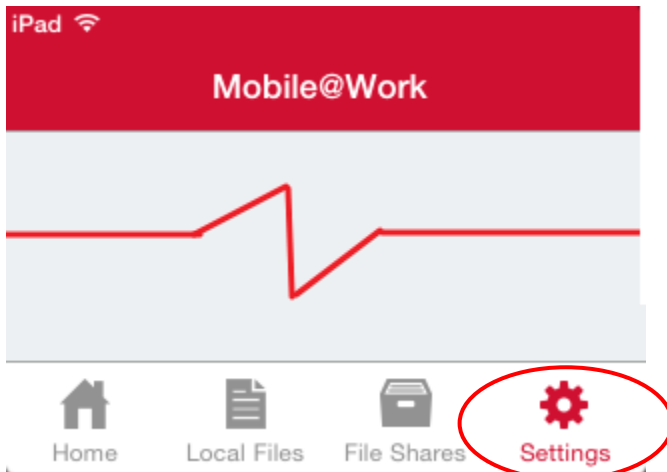
8. This will present the Configuration screen with two options, Force Device Check-In and Re-Enroll Device:

Check for Updates

Force Device Check-In

Update the status of this device on the MobileIron server.

Re-Enroll Device

Re-enroll this device with the MobileIron server and install any updated configuration profiles.

9. The Force Device Check-In should be used to perform a connection to the IOT MobileIron services and should be used in the event the device has been out of contact with the server for an extended period. You will be notified on devices that require Checked In and should use this option at that time.

10. The Re-Enroll Device should be used when the appropriate devices profiles/applications aren't automatically loaded. This should only be used when recommended by MIS Support.