How to set up your AU-issued iPhone

Please ensure you have the latest version of these instructions. The current version is available at: https://www.athabascau.ca/cybersecurity/tool-resources/au-iphones.html.

Please read all instructions before you begin. There are some settings and expectations that are included to protect your privacy and the privacy of employees and learners, so it is important you follow the setup instructions. If you have any questions about these instructions or have trouble as you set up your new phone, please see the support and resources available at: https://www.athabascau.ca/cybersecurity/tool-resources/au-iphones.html.

Apple ID: If you plan on using an Apple ID account, we expect that you ensure your AU iPhone does not sync or connect with any personal Apple devices you or your family may have to ensure protection of confidential and personal information necessary to carry out your work.

The best way to do this is set up an Apple ID with your Athabasca University email address. If you choose to use an existing Apple ID, you must ensure you correctly configure your sharing and privacy settings on your AU iPhone to ensure that no work information enters the Apple iCloud, and that no work information is synced to any of your personal Apple devices.

Important Information regarding Apple ID accounts: Athabasca University does not manage your Apple ID, even if you created it with your AU email address. If you lose access to your Apple ID, or need assistance with password reset or account recovery, refer to https://support.apple.com/en-us/HT201487.

SIM Card

If you are replacing an AU smart phone:

Determine if your AU phone has a physical SIM card or an eSIM:

Physical SIM (As shipped)

Physical SIM

eSIM QR Code

- If you have an Android phone, or received an AU iPhone before November 2020, you almost certainly have a physical SIM. Please try the Physical SIM option first.
- If you received your AU iPhone after November 2020, you may have either an eSIM or a physical SIM. If you have received a SIM card for your new phone, please follow the instructions on the next page. If not, try the physical SIM instructions first.

Please note: Your new, or replacement, iPhone may already have a SIM card pre-installed. If that is so, proceed to the iPhone setup section.

Physical SIM

Remove the SIM card from your existing AU phone. We have provided instruction links for many common types of phones. If you do not find a SIM card in the tray, you will need to wait for your new SIM card to arrive and follow the instructions on the next page.

- Apple iPhone - https://support.apple.com/en-us/HT201337#iphone
- Telus - https://www.telus.com/en/support/article/get-to-know-your-device

Install the SIM in your new AU iPhone using the instructions below.

https://support.apple.com/en-us/HT201337#iphone

Your existing phone number and AU mobile plan is attached to your SIM card and should start working on your new AU iPhone immediately.
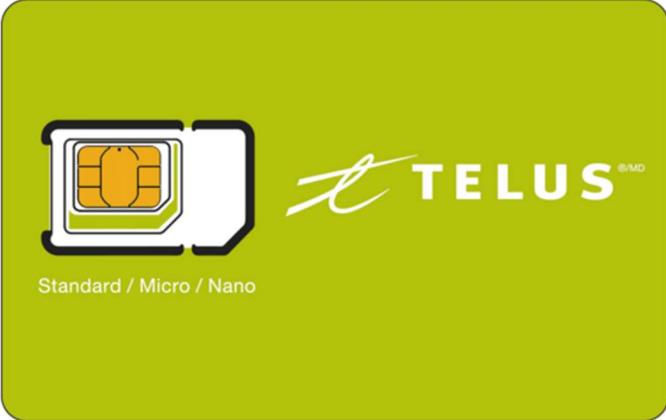
Once you have completed this, please proceed to the iPhone setup section.

If you have not received your SIM card yet:

You can still setup your phone on a Wi-Fi network now, please proceed to iPhone Setup on page 4. You can install the SIM card later.

If you have received your Telus SIM card:

Physical SIM Card	
Standard / Micro / Nano	
This card will arrive by courier or post.	
If you received a physical SIM card please install it now. https://support.apple.com/en-us/HT201337#iphone **NOTE:** If you are **replacing an existing AU phone** and received a new SIM card, make sure you follow the instructions that came with the SIM card to transfer your number to the new SIM card.	

iPhone Setup

Note: the pictures below may look slightly different for you.

1. After you unbox the AU iPhone and connect it to the power, press the **home button**.

2. When you see the Hello message on the screen, tap the home button again.
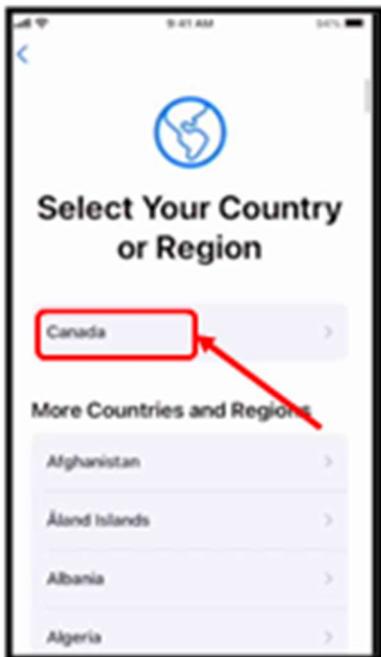
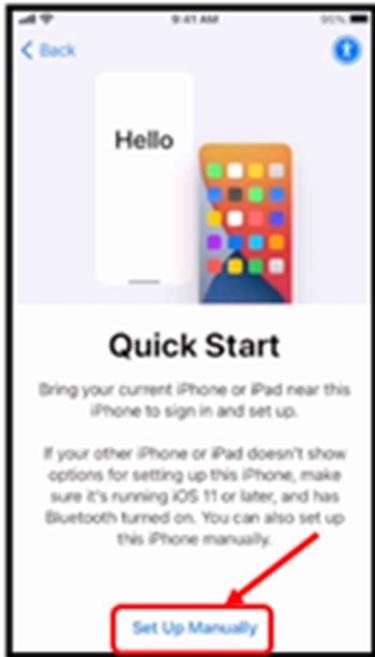3. Click the **English** language option.

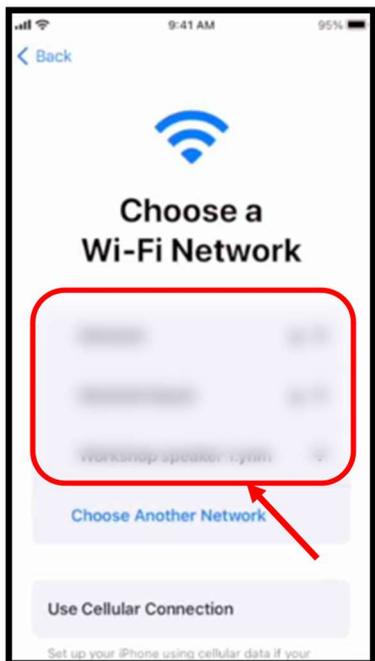4. Select your country as **Canada**.

5. Tap the Set Up Manually option at the bottom of the screen.

6. Choose the best Wi-Fi network at your location from the list displayed. If your Wi-Fi is not displayed, click **Choose Another Network** and enter your Wi-Fi information.

7. It may take a few minutes to activate your AU iPhone. If the screen goes black, press the home button once to resume.
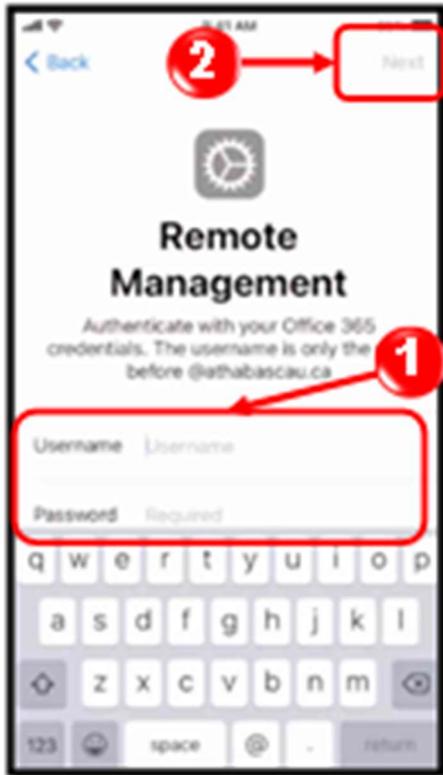

8. In the **Remote Management** screen, tap **Next**.

9. Type your Office 365 username and password, the username is only the part before @athabascau.ca, then tap the **Next** option at the upper-right corner.

If you are unable to login with your AU username and password, you may need to reset your password. This will reset your password for several systems that use Active Directory, including Email, SharePoint, VPN, ServiceNow, and AWS WorkSpaces. Password Reset Link: https://password.athabascau.ca

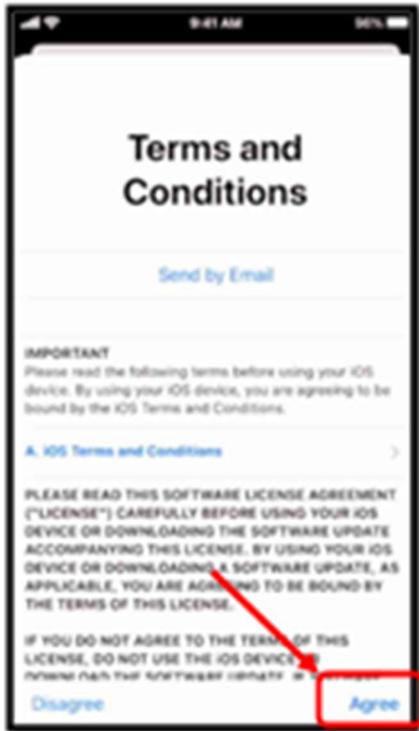10. Wait until the AU automatic configuration is completed.

11. In the **Create a Passcode** screen, type a password to use for unlocking your phone. The password must be at least 8 characters, <u>can</u> include numbers or special characters.

12. In the **Terms and Conditions** screen, tap the **Agree** option.

13. In the **Update Your iPhone Automatically** screen, tap the **Continue** button.

14. In the **Location Services** screen, tap the **Enable Location Services** option.

15. In the **Display Zoom** screen, choose either the **Standard** or **Zoomed** option and then tap the **Continue** button.

16. Tap the **Get Started** button.

Pre-Installed Applications

There will be many applications installed by default. Most of them are Apple applications but there will be a few applications that we have chosen to pre-install for you to get you started with the AU work.

- Self Service – Install common Apps for AU.
- Outlook – Access your AU email and calendar.
- Authenticator – Will be used for Multifactor Authentication (MFA)
- Teams – For online meetings and more.
- OneDrive – Access your files in OneDrive and SharePoint.
- Word, Excel, PowerPoint – iOS version of the Office suite.
- QuickSupport – Allows you to share your screen with IT when required for support.
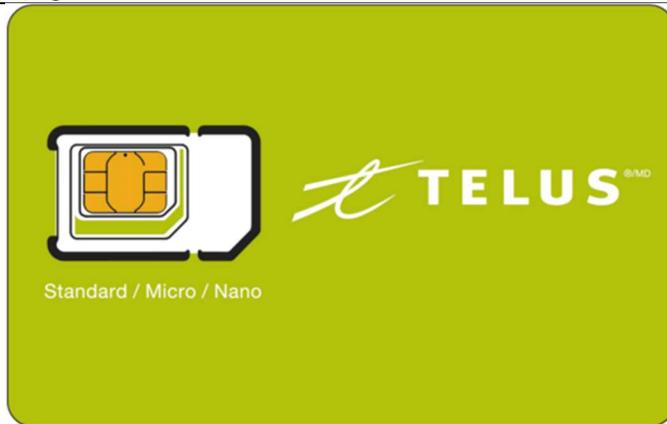
Note: If you wish to install any other applications, you will be required to create an Apple ID. Refer to page 1.

Cellular Plan Instructions

If you have your Telus SIM card but have not installed It yet, please do so now. If you have already installed your SIM card, please proceed to step 17.

Physical SIM Card
This card will arrive by courier or post.
NOTE: If you are **replacing an existing AU phone** and have received a new SIM card, make sure you follow the instructions that came with the SIM card to transfer your number to the new card.
If you received a physical SIM card, please install it now. https://support.apple.com/en-us/HT201337#iphone **NOTE:** If you are **replacing an existing AU phone** and received a new SIM card, make sure you follow the instructions that came with the SIM card to transfer your number to the new SIM card.

17. If this is a new Telus account, **setup your voicemail**. Instructions can be found in the **How To** section of the AU iPhone web page.

    https://www.athabascau.ca/cybersecurity/tool-resources/au-iphones.html

Tips & Suggestions

1. You can enable the **Do Not Disturb** feature on your iPhone to turn on by itself on a schedule so that you only receive notifications for new messages during your work hours.
   - Settings > Do Not Disturb

2. **Protection of Privacy**: There are several ways you can maximize the protection of your personal information, as well as for learners and other AU Team members. The following are some ways to do so:

   - Only use AU work-related applications such as Microsoft Office 365 to ensure work related information remains in the AU protected cloud. You cannot use Apple Mail for work, you must use Outlook.

   - If your roles and responsibilities require the use of specialized applications, wherever possible do not use personal information of learners or other AU Team members within the application. If you must do so, ensure that the application complies with AU privacy obligations. Contact the Privacy Office (foip@athabascau.ca) for guidance. **Please note that this only applies if you are using personal information within the application**.

   - If you decide to put non-work-related personal information on the iPhone to enable use of other applications such as Apple Music, this is your choice. Any non-work-related use of the AU asset needs to comply with the applicable IT policies and procedures related to security and acceptable use of IT assets as linked here.

   - If you need to add contacts necessary to support your work responsibilities, ensure that you use Contacts within Outlook instead of Apple Contacts.

   - **Use common sense**. Like using your work computer, you need to ensure you are responsibly managing the records and information you need to do your job when using your AU iPhone.