

# **RWU Mobile Application Management (MAM) FAQ**

**9/13/17**

## **What is mobile application management (MAM)?**

Mobile application management (MAM) is a term that refers to software and services used to secure mobile apps used in business and organizational settings on both company-provided and “bring your own” smartphones and tablets. MAM works to keep organizational data safe, while still allowing you the flexibility to work and collaborate in the mobile environment.

## **How will MAM impact me?**

If you access RWU email or data through applications on your phone or tablet, you will be required to register those applications to keep them secure.

## **What applications will currently (as of September 2017) be secured by MAM at Roger Williams University?**

**iOS:** Outlook, OneDrive, OneNote, Skype for Business, PowerPoint, Microsoft Dynamics CRM on iPhone, iBabs for Intune, Outlook Groups, Excel, Yammer, Microsoft Dynamics CRM on iPad, Remote Desktop, Word, Microsoft Teams, Microsoft Power BI, Microsoft SharePoint, Managed Browser

**Android:** Outlook, OneDrive, One Note, Powerpoint, Dynamics CRM for Tablets, Microsoft Teams, Remote Desktop, Excel, Microsoft Power BI, Microsoft SharePoint, Word, Managed Browser, Azure Information Protection, Skype for Business, Outlook Groups, Yammer, Dynamics CRM for Phones

## **Will I be able to continue to access my RWU email through the Mail app on my phone?**

Once MAM is enabled, you will need to install and use the Outlook mobile app to access mail on your device.

## **How will MAM impact my personal applications or personal data?**

MAM will not impact your personal applications or data. MAM protects and secures RWU applications and data without intruding on your personal apps or data.

## **What do I need to do to get ready for MAM?**

To enable your device to register your RWU applications, you will need to download an app. iOS users need to download the Microsoft Authenticator App from the App Store and Android users will need to download the Intune Company Portal from the Google Play store.

## **What will happen once MAM is enabled on my account?**

After MAM is enabled, you will get a message on your device prompting you to register. If you use the Mail app on your phone, this message will come in as an email with a link for you to click to “Get Started”. Otherwise, you will be prompted within the app that you are trying to use.

### **What will the registration process be?**

If you haven't already downloaded the Microsoft Authenticator App (iOS) or Intune Company Portal (Android), you will be prompted to do so. (RWU Information Technology Department highly recommends that you download the appropriate app before beginning the registration process.) Once the app is installed, the MAM registration process will prompt you to create a pin for your account. Once complete, you will use that pin to access your RWU applications going forward.

### **Is the PIN secure?**

The PIN serves only to allow you to access your RWU data in the apps. IT staff do not have access to these PINs.

### **What if I forget my PIN or want to change it?**

Click on the "Forgot your PIN?" link when prompted to enter your PIN. You will need to sign in to your RWU O365 email account, where you will be able to easily set a new PIN.

### **I opened the Intune Company Portal and it is prompting me to register my device.**

Do not register your device within the Intune Company Portal. This app was developed to support a few separate management functions for Microsoft products, and registration is required for many of these functions. You only need to download the app and have it on your phone.

### **Will I still be able to open links from within emails on my mobile device?**

While you can open links from your emails and other RWU applications, you will be prompted to download an "Intune Managed Browser" app. This browser is set up to provide additional security, such as preventing the use of cut, copy, and paste.

### **Are there additional requirements to use the Word, Excel, and PowerPoint apps?**

To use these productivity apps on your mobile device, you will need to install the OneDrive app.

### **MAM has been enabled on my account, but I haven't been prompted to register my RWU apps yet.**

During our testing with IT employees, we found that occasionally MAM registration was delayed for hours, or even a day or two. However, you will eventually be prompted to register.

### **I lost my personal cell phone or tablet? What should I do?**

If you lose your personal cell phone or tablet, contact MediaTech at 401-254-6363 for assistance. We can help by advising you with the best ways to protect your personal data and we will also use the mobile application manager product to protect any RWU data that may be in the applications on your device.

### **Help! I am having problems registering my device for MAM!**

For help with registering your device, contact the MediaTech helpdesk by phone at 401-254-6363 option 1 or by email at [mediatech@rwu.edu](mailto:mediatech@rwu.edu) (please put "MAM" in the subject line of the email).