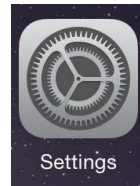


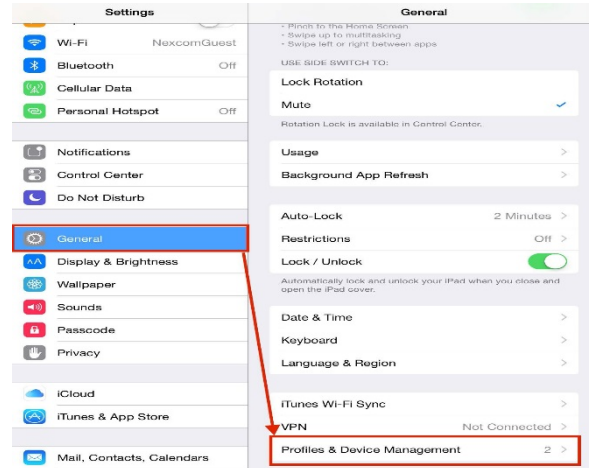
# How to re-enroll your iPad in XM 10

1. Locate **Settings** on the iPad home screen.

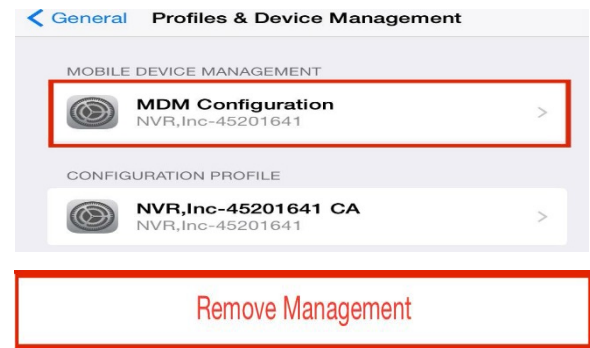


2. Tap **General** then **Profiles & Device Management**.

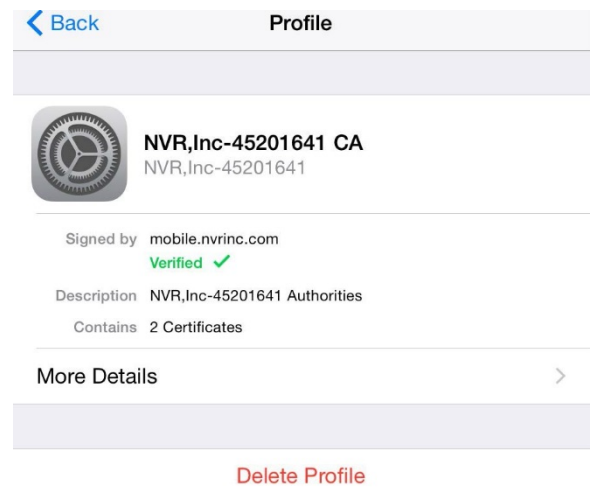
\*If you are on iOS 7, it may just display "Profiles"



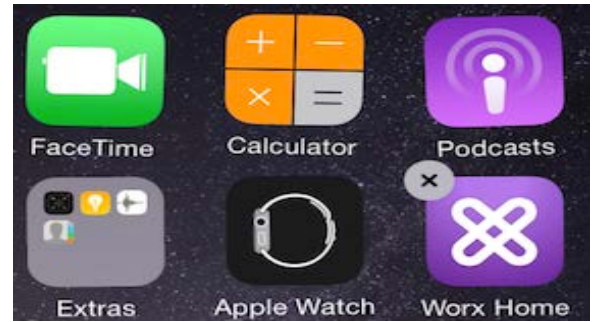
3. Tap **MDM Configuration** and **Remove Management**. Enter your iPad passcode (the one you use to unlock your iPad) then tap **Done**. Then tap **Remove**.



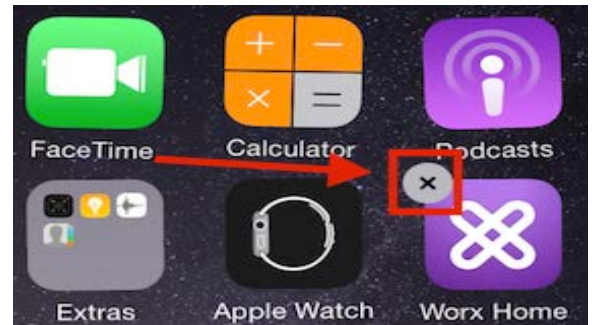
4. Tap on the **NVR, INC CA** profile and tap **Delete Profile**. Enter your iPad passcode (the one you use to unlock your iPad) then tap **Done**. Then tap **Delete**.



- Return the home screen and locate the "Worx Home" application. **Tap** and **hold** on the "Worx Home" icon until the icon starts to shake.

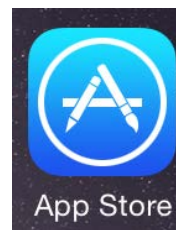


- Tap on the **X** that appears in the upper left hand corner of the "Worx Home" icon. An additional pop up window will appear. Tap **Delete**. This will delete the application. Once deleted, click on the home button on the device and the icons will stop shaking.

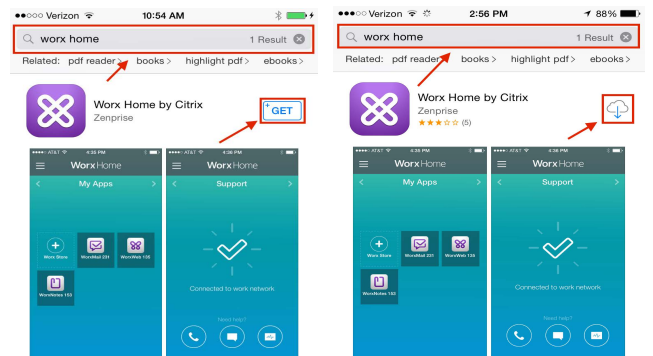


- We will now reinstall "Worx Home". Locate the App Store on the iPhone home screen.

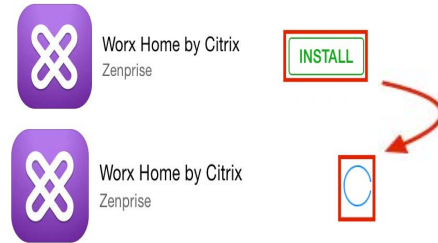
*\*You must have an active Apple ID to proceed.*



- Tap the **Search** button at the bottom of the App Store screen. Type **WorxHome** in the search bar located at the top of the screen then tap **Search** on the keyboard. Only one app should appear as a result of the search. **Worx Home by Citrix** is the available app to download. Tap on the **Get** button. If you do not see the **Get** button or Open button, tap on the Cloud icon.

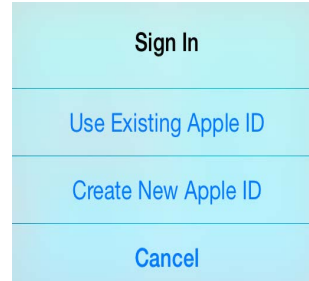


9. The Get or Cloud button will turn to an **Install** button. Tap **Install**. The install button will turn to a spinning circle loading icon.



10. The prompt to Sign into your Apple ID account will appear. Proceed to sign into your Apple ID account. After signing in, you will be asked to re-enter your password for confirmation. If the pop up window in regards to password for additional purchase comes up you can tap on either option.

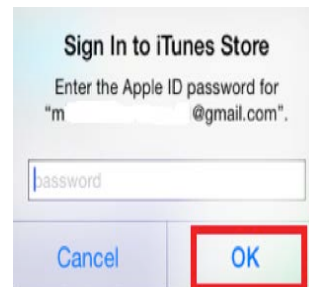
*\*If you already signed in you may not be prompted.*



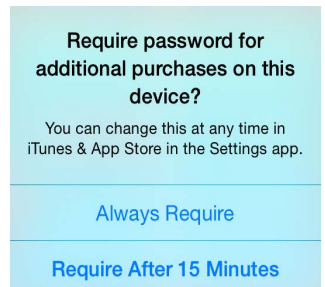
Screen 1



Screen 2

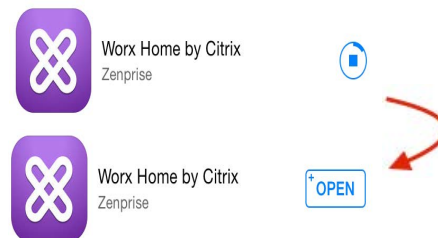


Screen 3



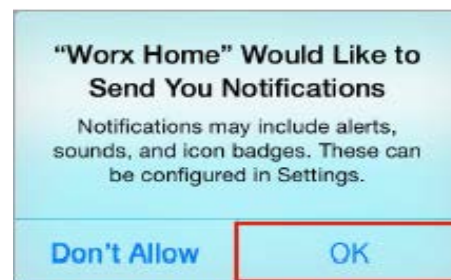
Screen 4

11. After signing into your Apple ID account, **Worx Home by Citrix** will start to download. Once done, you will see the **Open** button to allow the app to open. Tap on **Open**.

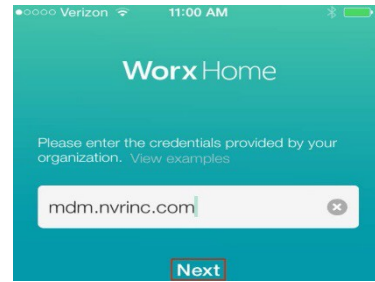


12. A prompt will appear informing you about Notifications. Tap **OK**.

*\*Users may not see this pop up screen. If you do not see this screen, skip this step.*



13. At this screen, in Worx Home, you will be prompted to enter credentials. Enter: **mdm.nvrinc.com** in the box then tap **Next**.

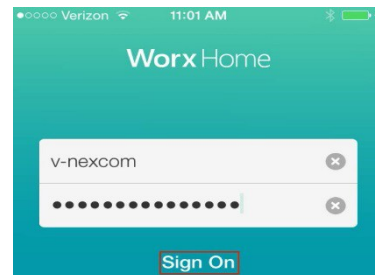


14. The pop up that appears will ask if you would like to enroll, tap **Yes**.



15. When prompted at the following screen, proceed to type in your NVR User ID and network password. Tap **Sign On** when done.

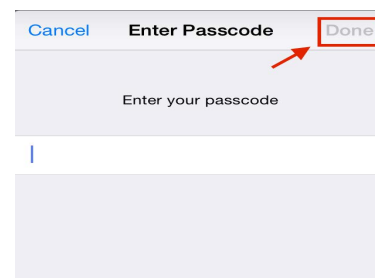
*\*Your user ID is the first part of your email address, before the @nvrinc.com. Do not enter your entire email address here.*



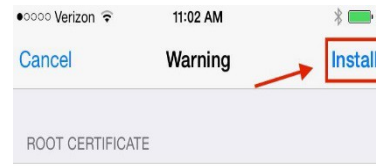
16. The first profile is ready to install. Tap **Install**.



17. To confirm installation, enter your passcode used to unlock your iPad then tap **Done**.



18. Tap **Install** on the warning screen in regards to the Root of Certificate Authority. A pop up window titled "Install Profile" will appear. Tap **Install**.



Installing the certificate "Root Certificate Authority" will add it to the list of trusted certificates on your iPhone.

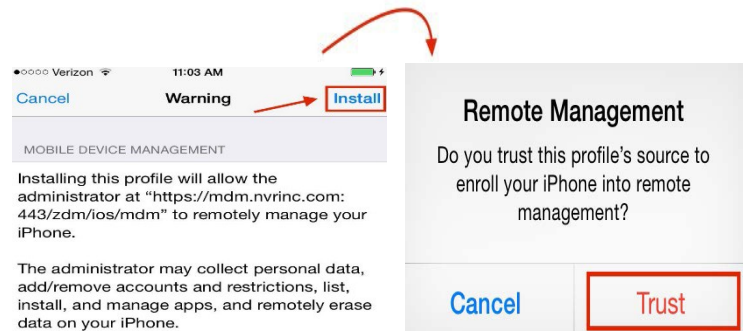
19. Once the profile has been installed, it will say Profile Installed at the top of the screen. Tap **Done**.



20. The second profile is ready to install now. Tap **Install** and confirm the installation by entering your passcode, the one used to unlock your iPad. After typing in the passcode, tap **Done**, you will be prompted to tap **Install** in the pop up window.



21. At the warning screen, tap **Install**. A window will appear in regards to Remote Management. Tap **Trust**.



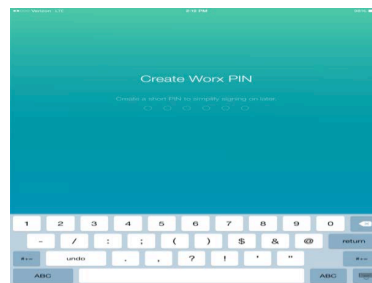
22. Once the profile has been installed, it will say Profile Installed at the top of the screen. Tap **Done**.



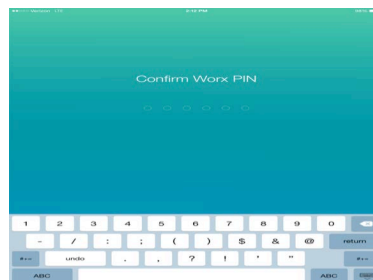
23. You will then be asked to create a "Worx Pin" after 15 minutes of inactivity. Please choose a 6-Digit numerical pin.

*\*WorxHome will not accept "123456" number sequence for security reasons. This pin will be used for all Worx Applications.*

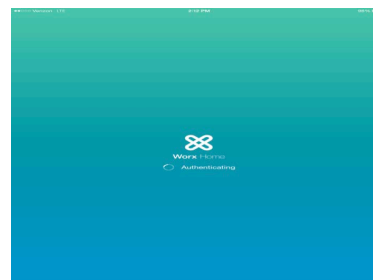
*\*WorxHome will require your NVR username and password. After keyed in, your Worx Pin will be active for the 8 hours.*



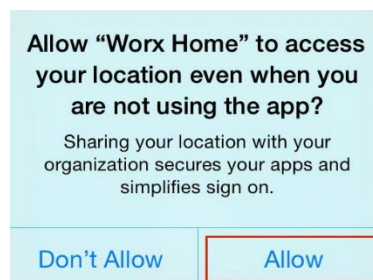
24. After pin is created a confirmation screen will appear. Please re-enter your pin and tap return to confirm.



25. When your pin is confirmed an Authentication Screen will appear.



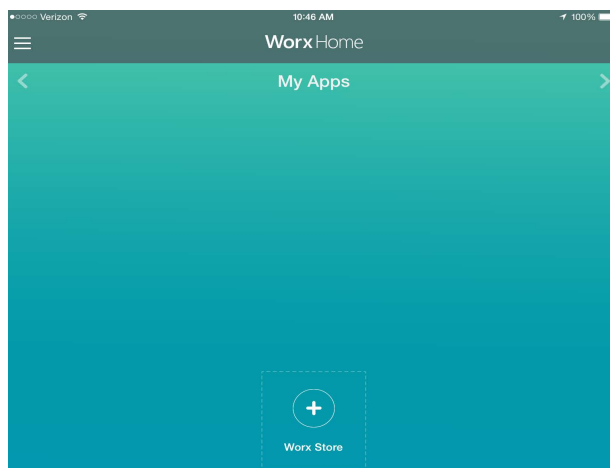
26. Once the profiles have been installed, the Worx Home application will open. Tap the **Allow** button to allow access to your location. An additional prompt will appear.



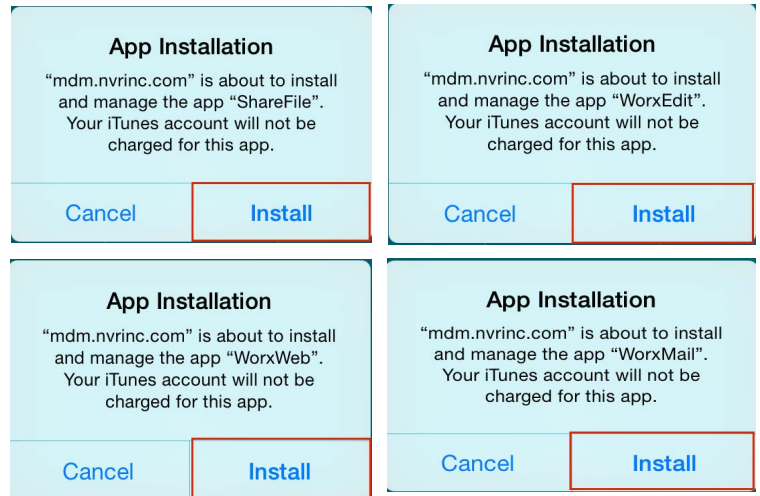
27. Once in the Worx Home application, you will see the home screen where there is a button in the middle of the screen that says Worx Store.

If you receive a pop up message in regards to App Installation, skip to step number 28.

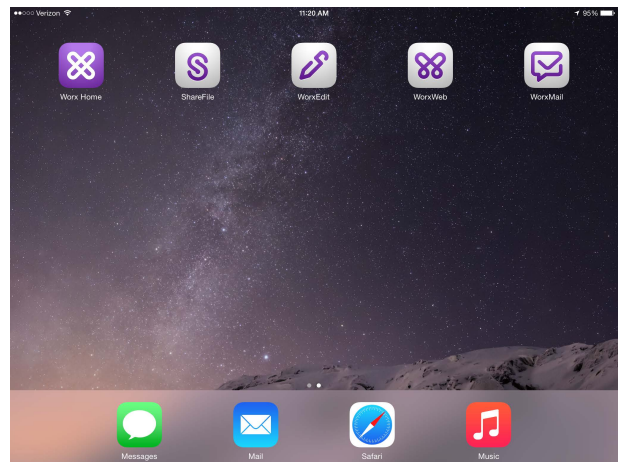
If you do not receive a pop up message and are looking at the WorxHome screen, skip to step number 30.



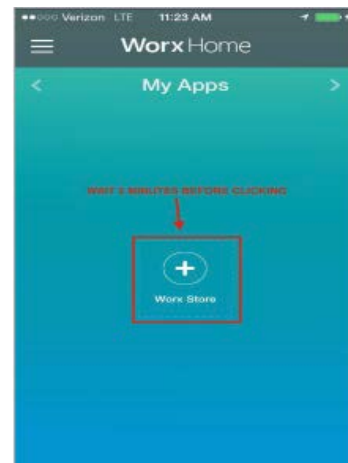
28. You will get a total of 4 pop up windows prompted to install the following application: ShareFile, WorxEdit, WorxWeb, and WorxMail. Tap **Install** on the 4 pop up windows.



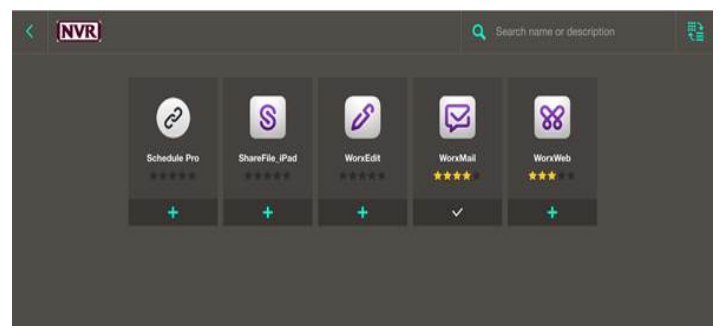
29. Return to the Home Screen of the iPad and you will notice 4 applications loading on the screen. Once done loading, skip to step number 37.



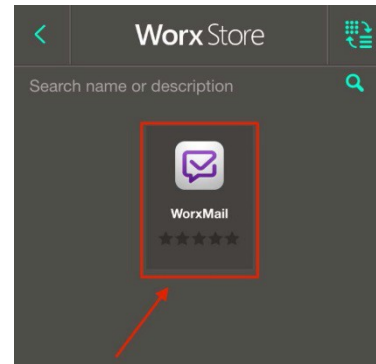
30. **Wait 5 minutes** before tapping the + button to enter the Worx Store.



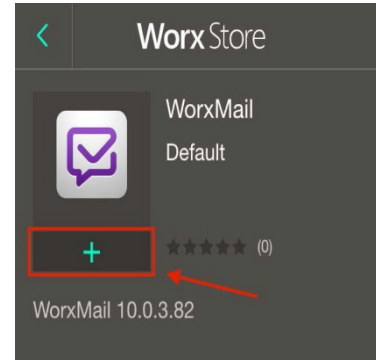
31. Upon entering the Worx Store, you notice all the apps available to you: ShareFile\_iPad, WorxEdit, WorxMail, WorxWeb, Schedule Pro, TurboSitePlus, and WorxDesktop.



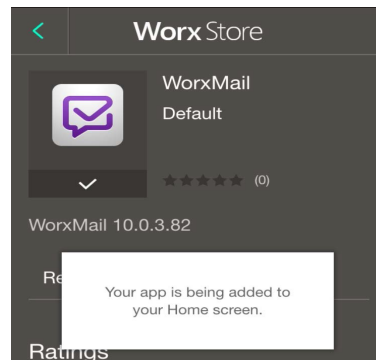
32. Once in the store, tap on the **WorxMail** icon to complete the email setup.  
*\*If you do not see the WorxMail icon please stop the enrollment process and contact the Nexcom Helpdesk at 866-395-1001 x0*



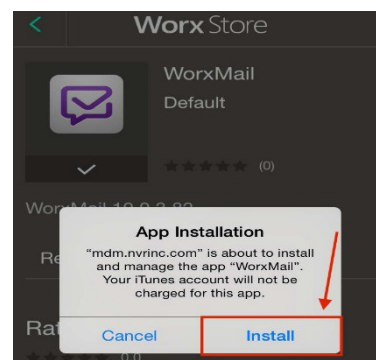
33. Once you tap the WorxMail icon, tap on the green + button to add the WorxMail application to your Home screen.



34. The following pop up prompt will appear.

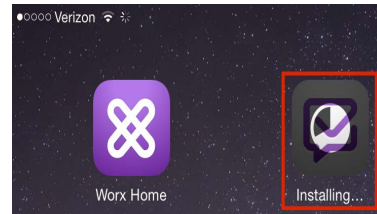


35. Wait about 5 seconds after step number 34 for the following pop up to appear. Tap **Install**.

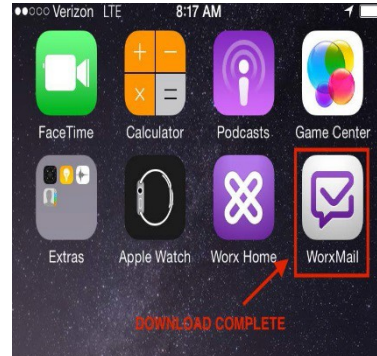




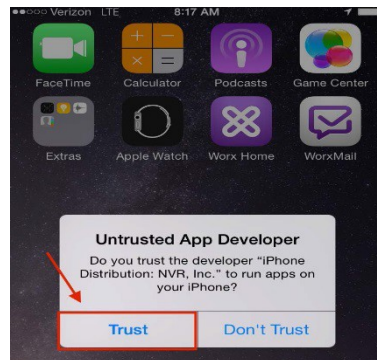
36. Go back to the main iPad Home screen by clicking the circle button at the bottom of your iPad. On the home screen, you may see the loading icon on the Worx Mail application indicating the application is downloading.



37. When installation is complete, notice the WorxMail icon is fully installed. Tap to open the application.



38. The following message will appear after tapping on WorxMail for the first time. Tap **Trust** to continue.



39. Enter your NVR network password when prompted on the following screen then tap **Continue**.



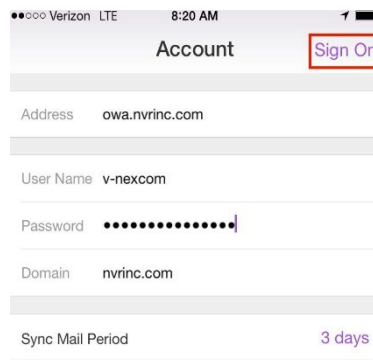
40. Enter your information as listed to continue signing in. Address, User Name, and Domain should automatically fill in. The NVR network password will be needed again.

Address: **owa.nvrinc.com**

Username: ***your nvr username***

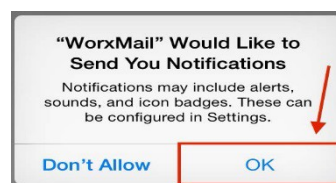
Domain: **nvrinc.com**

The Sync Mail Period should be set to 1 month. Then tap **Sign On**.



41. After tapping the Sign On button in step 40, the following prompt will appear. Tap **OK**.

*\*Users may not see this pop up screen. If you do not see this screen, skip this step.*



42. Setup is now complete. You should now be in your NVR mail inbox.

