## How to re-enroll your iPad in XM 10

1. Locate Settings on the iPad home screen.



🛜 Wi-Fi

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Passcode

Privacy

Bluetooth

Notifications

Control Center

C Do Not Disturb

Cellular Data

Personal Hotspot

Display & Brightness
 Wallpaper
 Sounds

Off

Lock Rotation

Background App Refresh

Off

Mute

Rotatio

Usage

Auto-Lock Restrictions

Lock / Unlock

Date & Time

Keyboard

 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.

 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.

			Language & Region	>	
-	iCloud		iTunes Wi-Fi Sync	>	
A	iTunes & App	Store	LVPN	Not Connected	
	Mail, Contacts	s, Calendars	Profiles & Device Managemen	t 2>	
<	General       Profiles & Device Management         MOBILE DEVICE MANAGEMENT         MDM Configuration				
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 Description
 NVR,Inc-43201641 Authorities

 Contains
 2 Certificates

 More Details
 >

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

- 6. 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.
- 7. 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 8. 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. FaceTime Calculator dcasts × + Apple Watch

Worx Home

Worx Home by Citri

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Extras

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- 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.

- 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 my 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**.

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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**.

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**.
- Cancel Warning Install ROOT CERTIFICATE Installing the certificate "Root Certificate Authority" will add it to the list of trusted certificates on your iPhone. Verizon 😨 11:02 AM Done **Profile Installed** XenMobile CA  $(\bigcirc)$ Signed by \*.nvrinc.com Description XenMobile Authorities Contains 2 Certificates More Details Dooo Verizon 🐨 11:02 AM \* Cancel Install Profile Install XenMobile Profile Service  $(\bigcirc)$ Signed by \*.nvrinc.com Description Install this profile to enroll your IOS device with Contains Device Enrollment Challenge More Details 00 Verizon 11:03 AN Cancel Warning Install **Remote Management** MOBILE DEVICE MANAGEMENT Do you trust this profile's source to Installing this profile will allow the enroll your iPhone into remote administrator at "https://mdm.nvrinc.com: management? 443/zdm/ios/mdm" to remotely manage your iPhone. The administrator may collect personal data, add/remove accounts and restrictions, list, Trust Cancel install, and manage apps, and remotely erase data on your iPhone. 11:03 AM Verizon 🐨 Profile Installed Done MDM Configuration

d by Devices Certificate Authority

Mobile Device Management Device Identity Certificate 2 Certificates

Description MDM Configuration

Contains

More Details

●0000 Verizon 🗟

11:02 AM

\* ......

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

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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 recieve a pop up message in regards to App Installation, skip to step number 28.

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





Allow "Worx Home" to access your location even when you are not using the app? Sharing your location with your organization secures your apps and simplifies sign on.





866-395-1001 helpdesk@nexcommobility.com 28. You will get a total of 4 pop up windows prompted to install the followling 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.

- **App Installation App Installation** "mdm.nvrinc.com" is about to install "mdm.nvrinc.com" is about to install and manage the app "ShareFile". and manage the app "WorxEdit". Your iTunes account will not be Your iTunes account will not be charged for this app. charged for this app. Install Cancel Cancel Install App Installation **App Installation** "mdm.nvrinc.com" is about to install "mdm.nvrinc.com" is about to install and manage the app "WorxWeb". and manage the app "WorxMail". Your iTunes account will not be Your iTunes account will not be charged for this app. charged for this app. Cancel Install Cancel Install
  - $\Box$ 88 / Л  $\searrow$

WorxMail, WorxWeb, Schedule Pro,

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31. Upon entering the Worx Store, you notice all the apps available to you: ShareFile iPad, WorxEdit,



TurboSitePlus, and WorxDesktop.

enter the Worx Store.

30. Wait 5 minutes before tapping the + button to





My Apps



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**.











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- 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**.

After tapping the Sign On button in step40, the following prompt will appear. TapOK.

\*Users my 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.

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	Account	Sign On
Address	owa.nvrinc.com	
User Name	v-nexcom	
Password	••••••	
Domain	nvrinc.com	
Sync Mail P	eriod	3 days





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