



# Start Here with MobileIron Cloud

## First, join the MobileIron Cloud Support Community

Join the MobileIron Support Community to find solutions, ask questions, and connect with users like you.

To request access, go to

<https://info.mobileiron.com/LoginRequest.html>

Within two business days, you will receive an email with credentials for the community. You can then go to

<https://community.mobileiron.com/community/mic>

## What information do I need before starting?

When you log into MobileIron Cloud for the first time, the Setup Wizard starts automatically.

**Before you run the Setup Wizard**, make sure you can answer the following questions and review the "General checklist" on page 2:

- Do I want to enroll iOS devices?
- Do I need to control access to my organization's email?
- Do I want to set up devices for email access?
- What sort of passcode requirement do I want to set for devices?

*NOTE: Available options in the Setup Wizard are four digits, a six-character alpha-numeric passcode, or no passcode. If these options aren't right for your organization, additional passcode options are available by editing or creating a new Passcode Configuration once you have completed the Setup Wizard.*

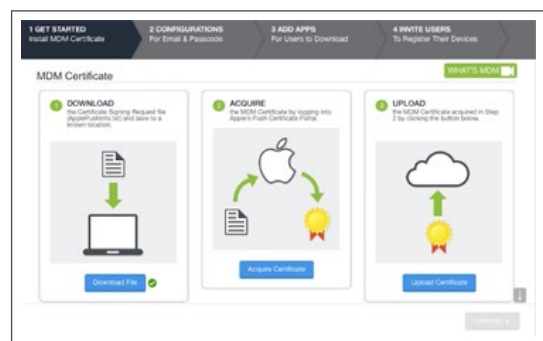
- Which apps should I make available to my users first?
- Would I like to invite an initial set of users by adding their email addresses?

*NOTE: Users invited through the Setup Wizard will also use their email addresses for device registration and other MobileIron Cloud features that require authentication.*

## Should I use the Setup Wizard?

The Setup Wizard works best for initial setup of systems that do not require control of email access. Consider skipping the Setup Wizard if any of the following points apply:

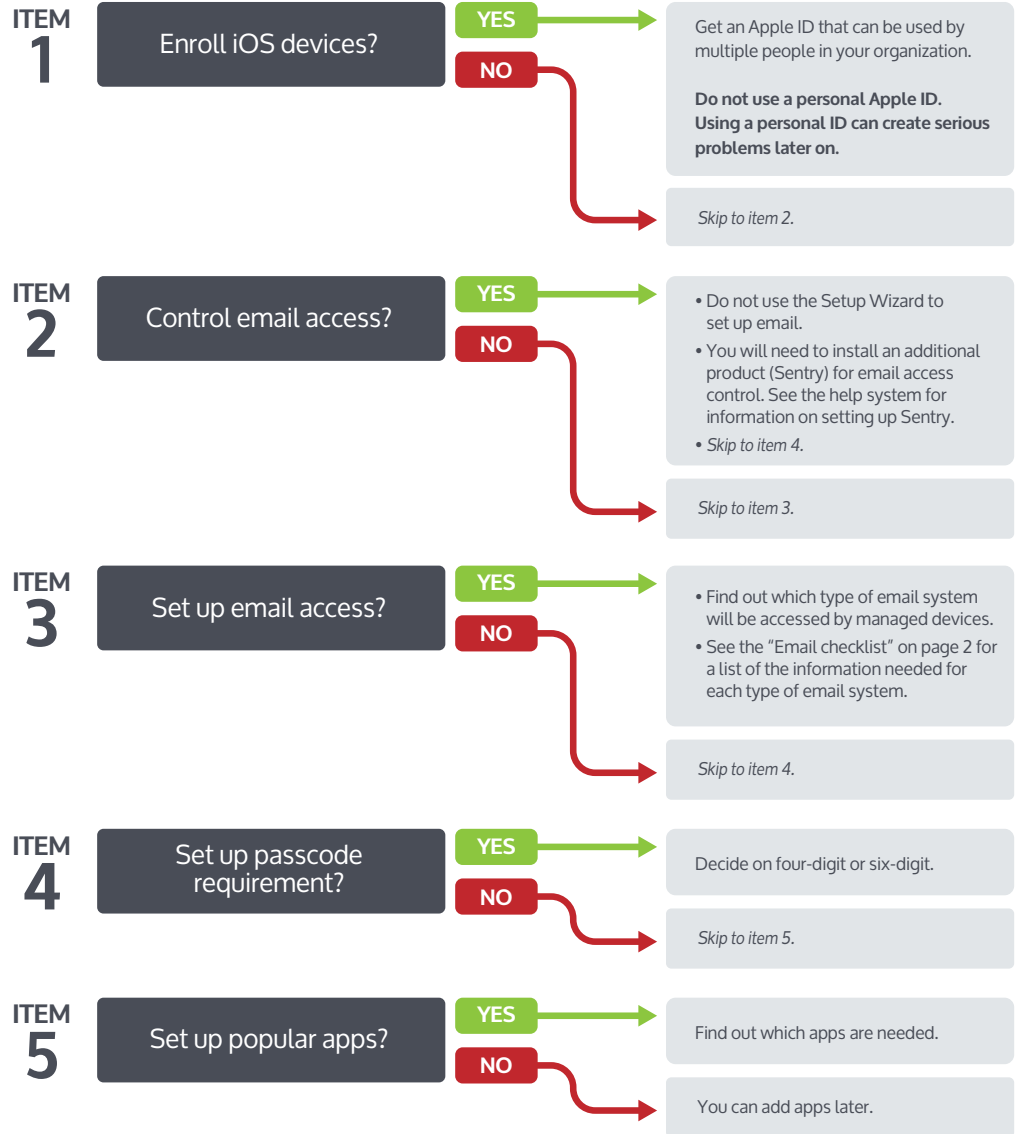
- You will use MobileIron Cloud to control access to email. (This feature requires installation of a MobileIron Sentry in your data center.)
- You will connect MobileIron Cloud to your organization's directory service (LDAP/Active Directory).



Setup Wizard

# General checklist

Before you run the Setup Wizard, fill out the following checklist to make sure you have everything you need:



# Email checklist

Each email system has its own requirements for setup. If you are setting up email access, make sure you have the information necessary for the email system that will be accessed by managed devices. You might need to ask your email administrator for some of this information. If you will be setting up access control for email, then you should skip the email portion of the Setup Wizard. See the help system for information on setting up email access control with Sentry.

Email System:	What You Need:
Gmail	No information needed.
Exchange ActiveSync	<ul style="list-style-type: none"> <li>• Hostname of the Microsoft Exchange server</li> <li>• Active Directory domain name</li> </ul>
Outlook/Office 365	<ul style="list-style-type: none"> <li>• Outlook/Office 365 hostname</li> <li>• Active Directory domain name</li> </ul>
Yahoo	No information needed.

## How do I activate MobileIron Cloud?

Your Welcome email includes an activation link. Just click that link to get started.

### My activation link has expired

If your activation link has expired, you can just reset your password to continue with activation:

- 1 Go to <https://login.mobileiron.com/login.html>



The image shows the MobileIron login page. At the top left is the MobileIron logo. Below it is the label 'Username' followed by an empty text input field. At the bottom of the form is a blue button labeled 'Sign In'.

- 2 Enter your username.

- 3 Click **Sign In**.



The image shows the MobileIron login page. At the top left is the MobileIron logo. Below it is the label 'Username' followed by a text input field containing 'jdoe@mycompany.com'. Below that is the label 'Password' followed by an empty text input field. To the right of the password field is a red-bordered link labeled 'Forgot password?'. At the bottom of the form is a blue button labeled 'Sign In'.

- 4 Click the **Forgot password** link.

- 5 Click **Send Email**.

- 6 Check your email for a new activation link.



The image shows the MobileIron login page. At the top left is the MobileIron logo. Below it is the label 'Username' followed by a text input field containing 'jdoe@mycompany.com'. Below that is a blue button labeled 'Send Email'. At the bottom right of the page is a small 'Sign In' link.