

Google Mobile Device Configuration via Mobile Device Management

Note: Only one Mobile Device Management policy can be installed on a mobile device at a time. If you have multiple accounts requiring MDM (e.g. VCU & VCUHealth.org), you will need to access any additional accounts through your mobile device's web browser.

Access VCU Google Workspace (Google) from the Google apps found in Apple's App Store or in the Google Play Store.

Passwords must be configured on your device. If the device does not have a password, a prompt will occur during the configuration process.

Please back up your device if you have not done so already.

Android

These instructions apply to users running Android 13.0 or higher. The setup might vary if you're using a different device.

If you are not using the Gmail app, download and install it from the "Play Store."

Set or change a screen lock

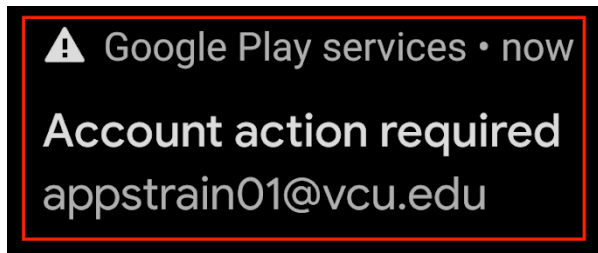
If you already use a PIN (at least 4 numbers) or Password to lock your device, you can skip this step.

1. Open your phone's Settings app.
2. Tap Security.
 - a. If you don't find "Security,": To get help, go to your [phone manufacturer's support site](#).
3. To pick or change your screen lock type, tap Screen lock.
 - a. If you've already set a lock, you'll need to enter your PIN, pattern, or password before you can pick a different lock.
4. Tap the screen lock option you'd like to use. (VCU MDM does not support a pattern, only a PIN or password)
 - a. PIN: Enter 4 or more numbers, but a **6-digit PIN is recommended** for added security. Longer PINs tend to be more secure.
5. Follow the on-screen instructions.

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I already have my VCU account in the Gmail App

In your pull-down notification bar, you will get a notice that “Account action required” on your VCU account. Tap the notice, skip steps 1-3, and go to [step 4 in the next section](#).

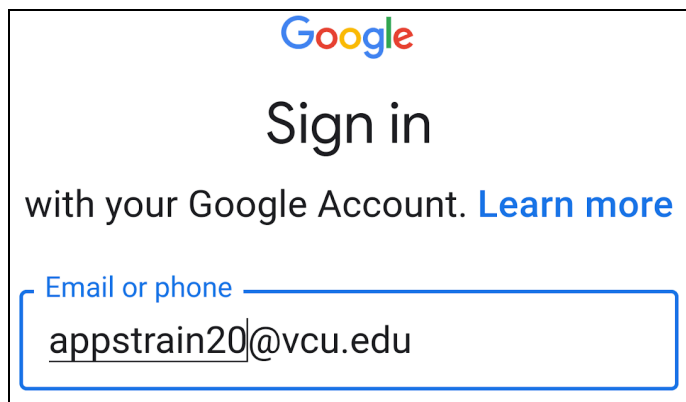


Add my VCU account to the Gmail App:

1. Go to Settings> Accounts, then click on “Add account” and then click “Google.”



2. Enter your VCU Email address (Your eID)@vcu.edu and click “Next.”



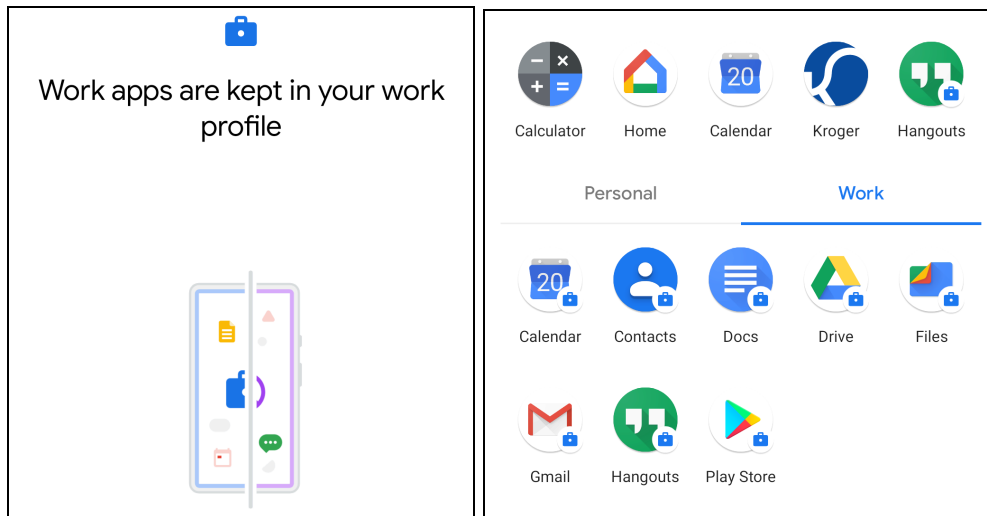
3. Click “Accept.”



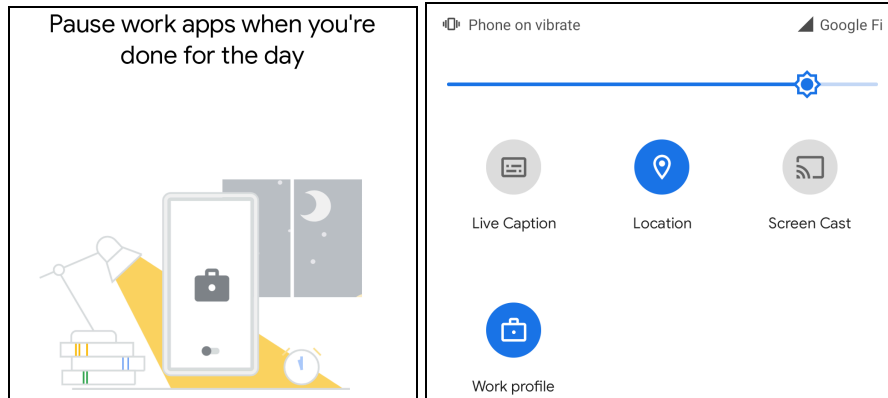
4. Sign into the Central Authentication Service (CAS) with your eID and password. (Do not include “@vcu.edu” in this step.)
5. On the “Your account is managed” screen, click next, in the lower right.
6. Click “Accept & continue” on the “Let’s set up your work profile” screen.

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7. Click Next on the “Registering profile.” A separate work profile may be created on the device, and work apps and data will be kept in a separate “Work” section:

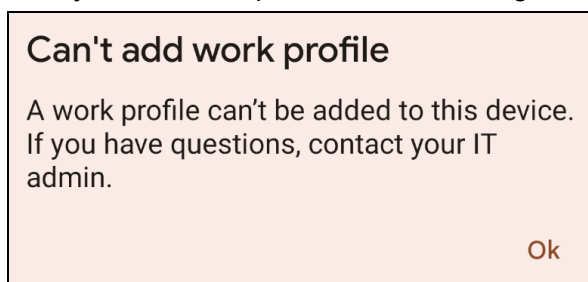


Some Android devices will allow you to hide the Work profile when you are not using it in the quick settings menu located in the notifications drawer:



Additional apps can be installed from the Google Play store within the work profile.

8. If you get this error during the process, go to [Remove Work Profile](#) and follow the steps. After you have completed the removal, go back to step one.



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Remove Work Profile

If your account no longer requires Google's Mobile Device Management, you may delete the work profile.

Some of these steps might not be the same on every device. Each manufacturer might have a slightly different configuration. If you can't find the "Remove work profile" option on your device, we suggest you Google Search for "how to remove work profile from" followed by your device manufacturer.

1. Go to Settings > Passwords and Accounts > Tap the work tab > Remove work profile.
2. Tap Delete to confirm the removal of all apps and data within your work profile.
3. Ensure that the policy app work profile is not present on your device.

After the work profile is deleted, all local data on the device within that profile is deleted.


This information was found in the following [Google help article](#).

iOS

Requirements

- The last two major versions of iOS are supported. Major versions are the digits before the period. Visit this [Apple webpage](#) for the latest versions. Both Apple ID and Safari must be enabled.
- Google Device Policy app installed from App Store
- **ALWAYS back up your device/photos before making changes**

Set at least a four-digit passcode (if not already set)

1. Go to Settings , then depending on your model, tap one of the following:

- Face ID & Passcode
- Touch ID & Passcode
- Passcode

2. Tap Turn Passcode On or Change Passcode.

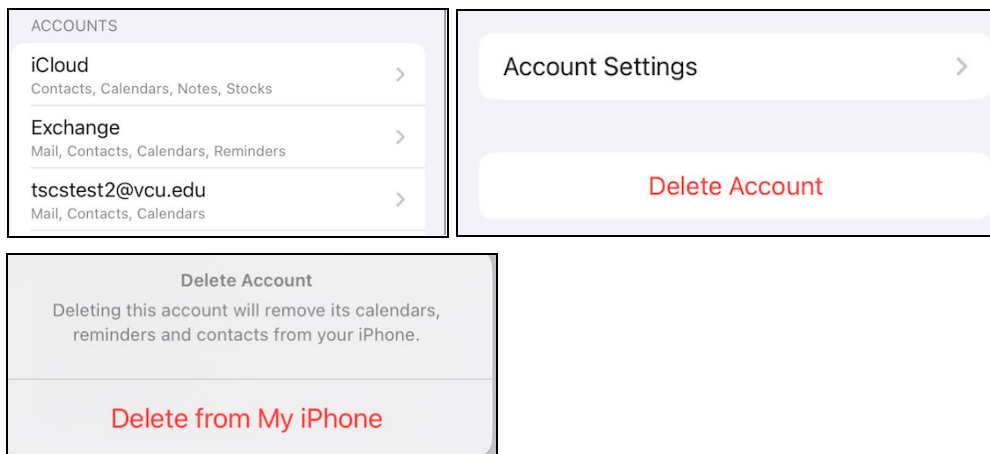
To view options for creating a password, tap Passcode Options. The most secure options are Custom Alphanumeric Code and Custom Numeric Code.

After you set a passcode, on supported models, you can use [Face ID](#) or [Touch ID](#) to unlock your device.

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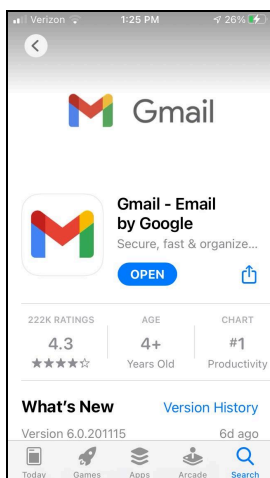
Remove your VCU Email account if configured as Exchange or Google in iOS Mail

1. From the Home screen, tap Settings → Passwords & Accounts or Settings → Mail → Accounts
2. If you have any accounts under Exchange, click on them and make sure your VCU account is not listed. If it is, tap on Exchange, then Delete Account.



Install the Gmail app


1. Open the App Store® and search for the Gmail app from Google.




2. Open Gmail - select Set up email - select Google - tap Continue - enter eID@vcu.edu - authenticate via VCU's CAS authentication with eID and password and complete DUO

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2-factor authentication.




Set up email

 Google

"Gmail" Wants to Use "google.com" to Sign In

This allows the app and website to share information about you.

Cancel Continue



Sign in

with your Google Account. You'll also sign in to Google services in your apps & Safari.

Email or phone
tscstest2@vcu.edu

[Forgot email?](#)

Create account Next

Cancel login.vcu.edu AA ↺

VCU eID

tscstest2


[Don't know your eID?](#)

Password

.....

[Forgot your password?](#)

Login



Open Duo Mobile


You need to open the app to approve your Duo Push notification...

00050

from a text or phone call.

Verification code

2 8 0 5 9



Is this your device?

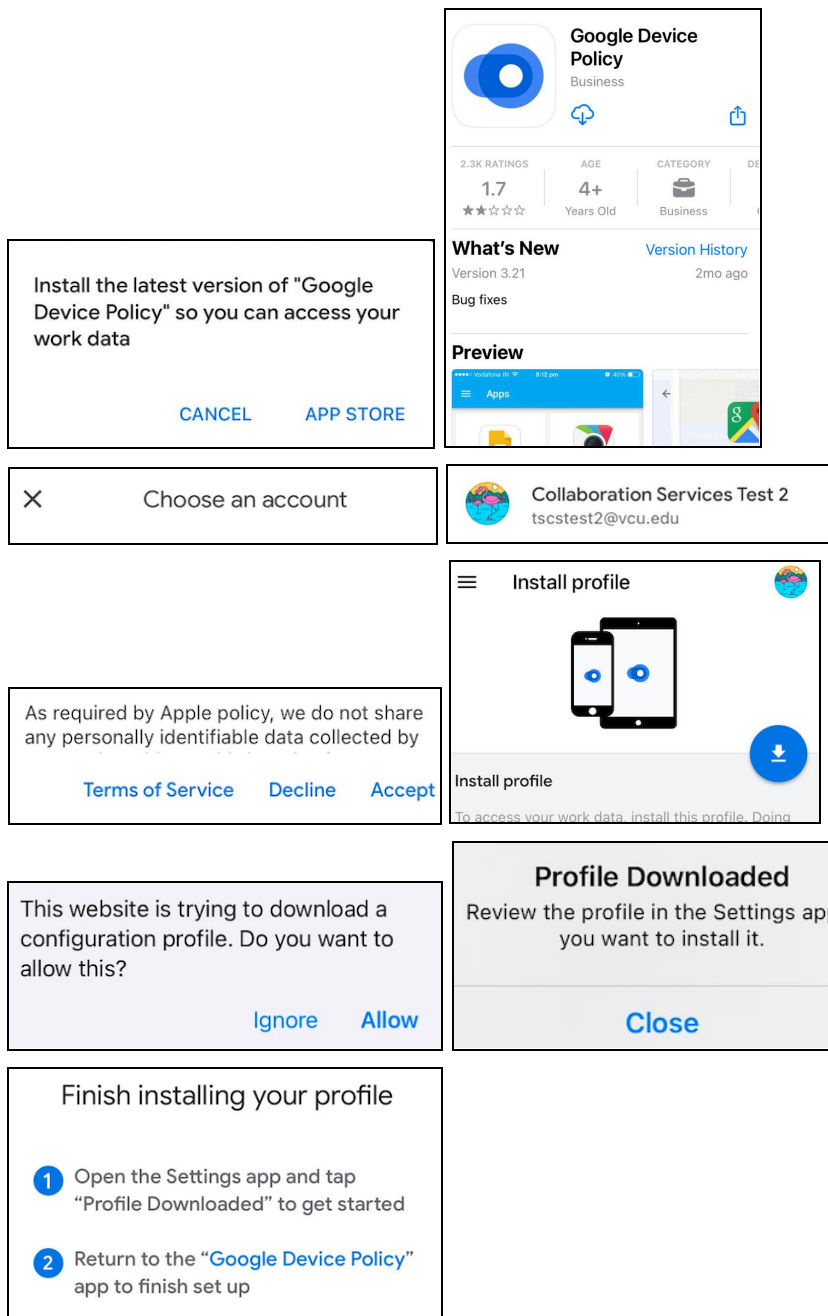
If you're the only person who uses this device, Duo will remember it for future logins.

Yes, this is my device

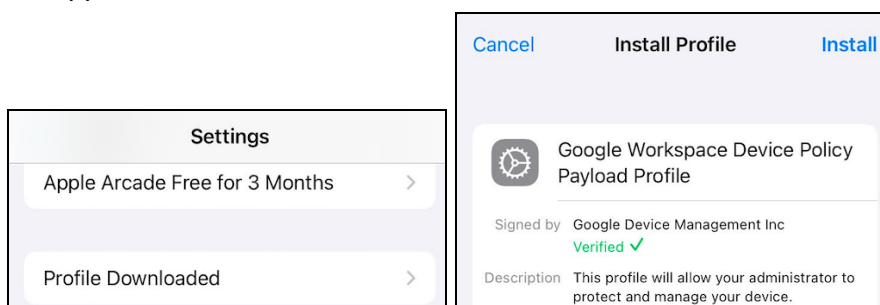
Note: If you have a family iCloud account, you will get a security warning with a one-hour waiting period for installing the Google Device Policy.

- Device Policy Alert will now prompt for installation. Select App Store - tap cloud with arrow to install - tap Open - choose an account - select your account - accept terms of service - tap blue circle with down arrow to Install profile - tap Allow - tap Close.

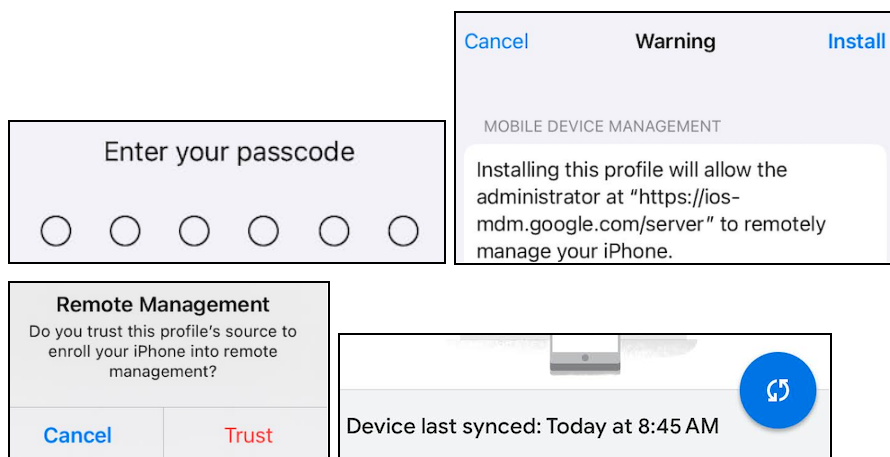
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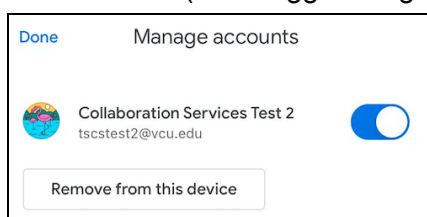
4. Go to Settings - Profile Downloaded should appear near the top of your settings list - tap Profile Downloaded - tap Install - enter your passcode - tap Install - Device sync status will appear.



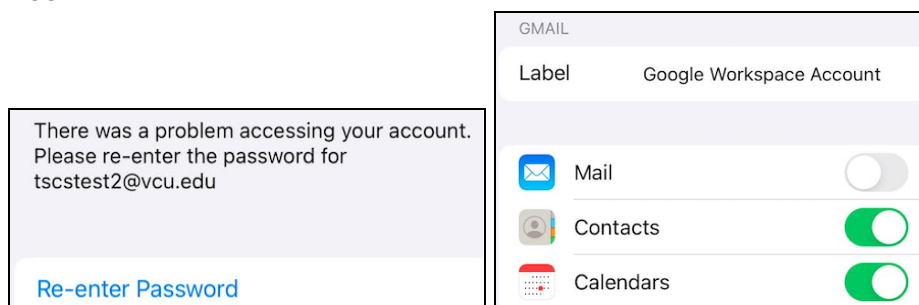
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5. Go back to Gmail app - upper right tap Manage accounts on this device - confirm your account is on (slide toggle to right).



6. Now go back to Settings - Tap "Passwords & Accounts" or "Mail" then "Accounts" . For older iOS devices, select Mail, Contacts, and Calendars. Locate Google Workspace Account - if prompted re-enter password which will require CAS and DUO authentication again. Select the trust and allow options. Slide the toggle next to mail off. Mail will arrive in Gmail app. If you wish to use the native iOS calendar, leave this toggle on. Contacts toggle should also be on.



Install the Google Calendar app (optional)

1. Open the App Store® and search for the "Google Calendar" app.
2. Click Get then Install on the pop-up box.
3. Sign in to the App Store if prompted.
4. Click Open
5. Click "OK" to allow Google access to your calendar.
6. Select your VCU Google Workspace account to allow access > click "Get Started" at the bottom of the screen.
7. Click "OK" to allow the calendar to have access to your contacts.

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8. Click allow if you want Calendar to send you notifications.
9. Click “Got it”

Install the Google Drive app (optional)

1. Open the App Store® and search for the “Google Drive” app.
2. Click Get then Install on the pop-up box.
3. Sign in to the App Store if prompted.
4. Click Open then Sign in.
5. If your VCU account was not the one opened, tap on your account icon in the upper-right then “add another account.” Click “Continue” to sign in to Google using your VCU account.

Remove Device Management Policy - only if no longer accessing VCU account on this device

If you are no longer under Google’s Mobile Device Management, you may wish to remove the device management policy.

1. In the Gmail App > select your settings in the upper right > Manage accounts on this device Remove from this device.
2. Next, you have to unregister your VCU account.
3. On your iOS device, tap Settings > General > VPN & Device Management.
4. Tap Google Workspace Device Policy > Remove Management > enter passcode > Remove Management.
5. You can delete the Google Device Policy app in the same way you delete any app from your device.

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