

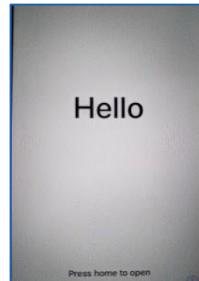


iOS Device Re-Image Guide

Summary

Once a Workstation Support Tech verifies that your iOS device is ready to be re-imaged follow these steps

1. Power on the iOS device (iPad or iPhone)
2. You will see a welcome screen that says **Hello**
 - a. Press the home button – button below the screen
 - b. Select 'English' for the language
 - c. Select 'United States'
3. Appearance options selection window comes up: **Choose how you would like text and icons to look on iPhone: Default, Medium or Large** a. Select your Appearance Preference



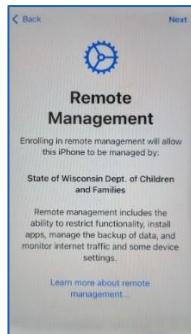
- b. Tap on 'Continue'



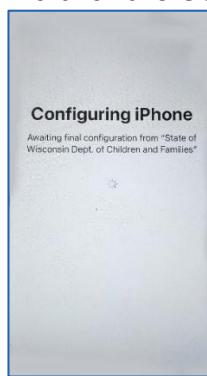
4. Under the Quick Start menu: **Bring your current iPhone or iPad near this iPhone to sign in and set up**, select 'Set Up Without Another Device" at the bottom



5. Under **Choose a Wi-Fi Network** either select your wireless network or 'Use Cellular Connection'
6. Wait for the Remote Management screen to load:



7. Select "Next" in the upper right-hand corner of the Remote Management screen
8. Type in your ACCOUNTS/STAR username and password
9. Select "Next" in the upper right-hand corner right-hand corner of the Remote Management screen
10. Wait for the Configuring iPhone/iPad screen to complete



11. Under **Location Services** select "Enable Location Services"



12. Under **Siri** select “Set Up Later in Settings”
13. Wait until **Passcode Requirement** window appears
 - a. Select “Change Now”
 - b. Enter a passcode to be used to access your iPhone/iPad
14. If there are Bluetooth accessories **Settings>Bluetooth>Devices** and select the device you want to pair. If you need assistance with this, let the Service Desk know.
15. Verify the **Outlook** app has been installed on the home screen and select it

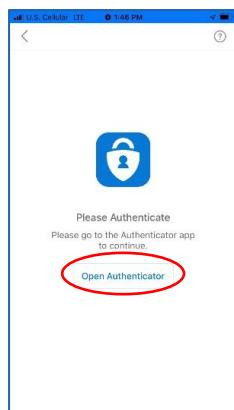


- a. Select “Add Account”

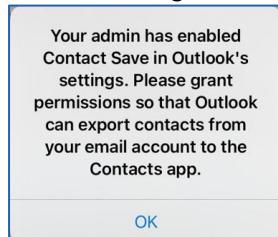
If you have the Authenticator app installed on your personal phone open this now.

If you have the Authenticator app on a DCF state iPhone:

Under **Please Authenticate** screen select “Open Authenticator”



- b. Enter your ACCOUNTS/STAR password
- c. Under **Approve sign-in?** Select “Approve”
- d. Type in your iPhone/iPad passcode
- e. The following message will appear:



Select “OK”

- f. “Outlook” would like to Access Your Contacts
Select “OK”



- Children and Families** g. Enable Notifications
Select “Turn On”

h. “Outlook” Would like to Send you Notifications
Select “Allow”

i. Open the Outlook Menu – this in the top left corner of the screen and is an icon of the DCF Logo

 - i. Select the settings icon in bottom left
 - ii. Scroll down to “Mail” and then select “Signature”
 - iii. Create your mail signature

Medical ID – to show the phone's owner on the iphone lock screen

Open the **Health App** from the home screen

- a. Select "Continue"
 - b. Add your first and last name on the "Set up Health Details" screen
 - c. Select "Done"
 - d. Under **Set Up Your Medical ID** select "Get Started"
 - i. Scroll down to **Emergency Access** and verify "Show When Locked" is enabled
 - e. Select "Done"
 - f. Press the Home button

iOS Features

How to setup Touch ID

- a. Select **Settings**
 - b. Scroll down to **Touch ID & Passcode**
 - c. Enter iPhone/iPad passcode
 - d. Use Touch ID For: “iPhone Unlock”
 - e. The instructions will tell you to place your thumb on the home button multiple times

Swipe left from the home screen to see the Today view, this shows you News, Weather and other information

Swipe down from the top of the home screen. This will show your notifications.

You can customize these notifications by going to **Settings** and then selecting **Notifications**.

Quick Access Functions

App Library



Swipe left until the App Library appears. This displays all your installed apps

Quick Access to Camera

Press the power button once to lock your screen

Swipe left to quickly access your camera

How to Search

Touch the middle of the home- screen and swipe down

How to Move apps around, changing the dock

Hold down on an app icon

Select “Edit Home Screen”

The icons will shake

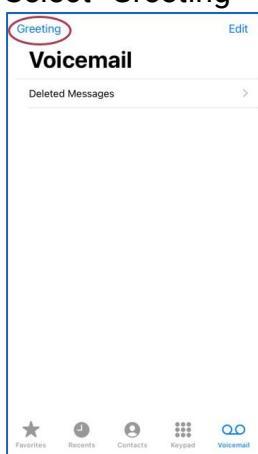
Drag and drop the icons you want to move

App Switcher

Double tap home button to switch between your open apps **IPHONE:**

Voicemail:

1. Click on the Phone Icon
2. Click on Voicemail Icon
3. Select “Greeting”



4. Select “Custom”
5. Select “Record” to record your Custom Voicemail message

A screenshot of a mobile application interface titled "Greeting". At the top, there are buttons for "Cancel", "Greeting" (which is selected and highlighted in blue), and "Save". Below this, there are two options: "Default" and "Custom", with "Custom" being selected and marked with a checkmark. At the bottom of the screen are two buttons: "Play" and "Record". The "Record" button is circled in red.

Microsoft Authenticator – The Microsoft Authenticator should already be installed on DCF iPhones, but if it's not:

Install it from the Hub app

Follow Microsoft Authenticator setup instructions:

[**Microsoft Multifactor Authentication \(MFA\) User Enrollment**](#)

IPAD

VMware View:

1. Tap 'Add Server'.
2. Enter dcfvdi.wisconsin.gov
3. Press the Home button. The connection settings will be saved in the View client.

Google:

1. Tap 'Next' three times.
2. When asked to sign in, tap 'No, maybe later'
3. Press the Home button