How to Enroll Your SOU iPad or Android Tablet in Hexnode MDM

David Raco - 2020-08-03 - Comments (0) - Hardware

This article will show you how to enroll your SOU-provided iPad or Android Tablet in Hexnode MDM. Hexnode is a mobile device management (MDM) platform that enables us to secure SOU's tablets from theft and misplacement. If you lose your tablet or it is stolen from you, we can remotely lock it down, wipe the data from it, and leverage location tools to try to pinpoint where the device went.

The Information Technology department DOES NOT use Hexnode to monitor what you do on the tablet or to track your location through the tablet. We will only activate Hexnode if we receive a notice from you or your department head that your tablet has been lost or stolen.

Enrollment in Hexnode is mandatory for all new tablet purchases. **There is a license fee associated with Hexnode that amounts to $2.70 per month ($32.40 annually) for the lifetime of the tablet as of April 2020.**

If you need help setting up Hexnode on your device, contact your Computing Coordinator.

iOS Instructions

1. Open the App Store and download and install Hexnode MDM application. You can get the Hexnode MDM app for iOS (iPads and iPhones) at https://apps.apple.com/ca/app/hexnode-mdm/id1105383443.
2. Launch the Hexnode MDM app and enter **sou.hexnodemdm.com** in the server name field. If the app does not take you to the enrollment webpage, go to https://sou.hexnodemdm.com/enroll/ in a web browser on your iOS device.
3. On the enrollment screen, click **Enroll**.
4. Provide the necessary permissions to allow profile download.
5. After the profile gets downloaded, navigate to **Settings > General > Profile**. Choose **Profile Service**.
6. Click **Install** to install the configuration profile and certificate.
7. Click **Trust** to allow remote management.
8. When the profile is installed click **Done**.
9. Once the app is installed, allow the MDM to access location and send notifications.
10. Contact your Computing Coordinator to let them know that you finished enrolling.

This is so we can complete a step on our end.

Android Instructions

1. Open Google Play store and download and install Hexnode MDM application. You can get the Hexnode MDM app for Android devices at https://play.google.com/store/apps/details?id=com.hexnode.hexnodemdm&hl=en_US.

2. Launch the Hexnode MDM app and enter **sou.hexnodemdm.com** in the server name field. If the app does not take you to the enrollment webpage, go to https://sou.hexnodemdm.com/enroll/ in a web browser on your Android device.

3. On the enrollment screen, click **Enroll**.

4. Click **Next**.

5. Enable the **Draw over apps** permission, **Usage access** permission and **Device administration** permission.

6. Click **Next** and click **Grant** to grant additional permissions.

7. Click **Ok** to grant access to GPS, storage and phone.

8. Click **Allow** in the following pop ups which asks for location, storage and phone permissions.

9. Contact your Computing Coordinator to let them know that you finished enrolling. This is so we can complete a step on our end.