

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

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

David Raco - 2025-07-02 - Comments (0) - Hardware

This article will show you how to enroll your **SOU-provided iPad** or **Android Tablet** in **Hexnode MDM**. **Please contact your <u>Computing Coordinator</u> before beginning this process.** 

**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.

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

iOS

## **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 <u>https://apps.apple.com/ca/app/hexnode-mdm/id1105383443</u>.
- 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 <u>https://sou.hexnodemdm.com/enroll/</u> 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 <u>Computing Coordinator</u> to let them know that you finished enrolling. This is so we can complete a step on our end.



## **Android Instructions**

 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.

- 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 <u>https://sou.hexnodemdm.com/enroll/</u> 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 <u>Computing Coordinator</u> to let them know that you finished enrolling. This is so we can complete a step on our end.