

Mobile Device Setup Guide – Salford City Council

Welcome to your new mobile device. This guide will help you unbox, configure, and use your device correctly. Follow the steps below to set up your iPhone and ensure it is compliant with Salford City Council policies.

What's in the box?

- iPhone
- USB-C Charging cable
- SIM tray tool



Step 0: Insert the SIM Card

1. Locate the SIM tray on the side of your iPhone.
2. Use the SIM ejector tool to gently press into the small hole beside the tray.
3. Insert the SIM card into the tray, aligning the notched corner correctly.
4. Slide the tray back into the device until it clicks.

Important: Make sure the SIM card is seated properly before powering on the device.



Step 1: Turn on and connect to Wi-Fi

Power on your iPhone. Set the language, region, appearance, and click 'Set up without another device'. Then select a secure Wi-Fi network.



Step 2: Enrol Remote Management

Enrol the iPhone with Remote Management. Sign in using your council email and password.



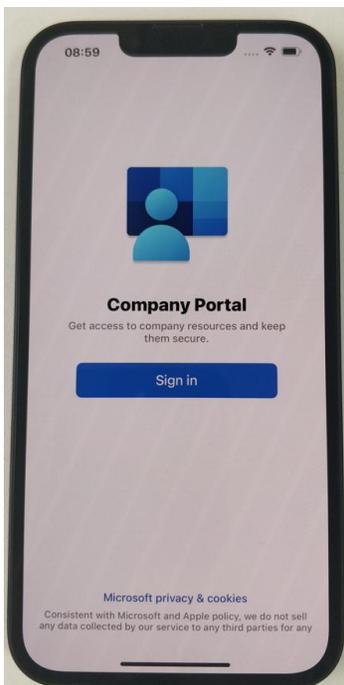
Step 3: Create an iPhone Passcode

Set up Face ID (optional), create a passcode, and enable Location Services.



Step 4: Company Portal App

Locate and open the Company Portal App. Sign in using your council email and password.



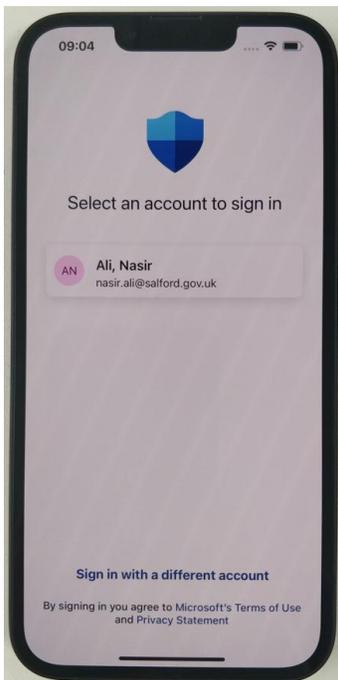
Step 5: Set Device Category

Select 'SCC Mobile Phones' as the device category. The phone may take a few minutes to finish setup.



Step 6: MS Defender App

Open the MS Defender App, select your work account, accept the Terms of Use, and allow VPN/notifications.



Step 7: All Set!

The device is ready. It will receive regular updates. Ensure they are installed to remain compliant.

Best Practices for Device Use

- Do not sign in with a personal Apple ID or iTunes account.
- Do not install unauthorised apps.
- Data and call usage is monitored – personal use is not permitted.
- Keep your device locked when not in use.

Frequently Asked Question

Can I make personal calls or use mobile data?

No. All usage is tracked via weekly/monthly reports and must comply with council policy.

Can I sign in with my Apple ID or Personal account?

No. Personal accounts are not permitted on council devices

What apps come pre-installed?

Outlook, Teams, Company Portal, MS Defender, GoBright, Authenticator and WhatsApp are some of the apps pre-installed. Additional apps depend on your role.

How do I request a new app?

Submit a Rubix ticket with the app name, store link, cost and justification. The security team will review it

What should I do if my device is lost or stolen?

Report it via Rubix immediately. Include a police reference if stolen.