

Access Manager 24.2 (v5.1) CE MobileAccess Quick Start

May 2024

Your company has provided you with the ability to access corporate applications through your mobile device by providing a link to a login page to access these resources. Use the following information to install, configure, or remove the MobileAccess 2 app, and to register or deregister your mobile device:

- ♦ “Installing the MobileAccess 2 App” on page 1
- ♦ “Registering Your iOS Devices with Your Company” on page 2
- ♦ “Registering Your Android Devices with Your Company” on page 3
- ♦ “Deregistering Your Device” on page 4
- ♦ “Uninstalling the MobileAccess App” on page 4

Installing the MobileAccess 2 App

NOTE: Access Manager 5.1 does not support the earlier version of the MobileAccess app. This release supports only MobileAccess 2.

To access corporate applications through your mobile device, you must first install the NetIQ MobileAccess 2 app on your device.

To install the MobileAccess app on a mobile device:

- 1 Access the App Store or the Google Play Store on your device.
- 2 Locate the NetIQ MobileAccess 2 app.
- 3 Tap **Install**.

To use the app, you must register your device with your company. For more information, see [Registering Your iOS Devices with Your Company](#) or [Registering Your Android Devices with Your Company](#).

Registering Your iOS Devices with Your Company

You must register your device with your company to use the app. The first time you launch the app you might be prompted to set a **PIN number**. A PIN number allows you to access the app without having to enter your credentials each time you open the app.

- ♦ [“Registering Your iOS Device” on page 2](#)
- ♦ [“Verifying the iOS Registration” on page 2](#)

Registering Your iOS Device

Your company sends you an email with a URL or QR code or both. You must manually enter the URL or scan the QR code to register your device.

To register your iOS device using the URL:

- 1 (Conditional) If this is the first time you open the app, you need to read the MobileAccess License Agreement, then tap **Accept** to continue.
- 2 On the **Sign In** page, tap the + button to add a new account.
- 3 In **Account Provider**, type the URL sent to you in the email from your company.
- 4 Tap **Register this Device > Sign In**.
- 5 (Optional) Tap **Settings**. Create a PIN for your account the first time you launch the app. After creating a PIN, you can also configure to use your fingerprint instead of the PIN.

NOTE: If your administrator has mandated to create a PIN, you cannot skip this step.

- 6 Log in with your corporate credentials, your finger print, or your PIN number.

To register your iOS device using the QR code:

- 1 Open the email on a device other than the iOS device that you are going to register.
- 2 Launch the app on the iOS device.
- 3 On the **Sign In** page, tap the + button to add a new account.
- 4 Tap **Use QR Code to Register** and scan the QR code sent to you in the email from your company.
- 5 Tap **Sign In**.
- 6 (Optional) Tap **Settings**. Create a PIN for your account the first time you launch the app. After creating a PIN, you can also configure to use your fingerprint instead of the PIN.

NOTE: If your administrator has mandated to create a PIN, you cannot skip this step.

- 7 Log in with your corporate credentials, your finger print, or your PIN number.

Verifying the iOS Registration

- 1 After logging in to the app, tap the menu in the upper left corner.
- 2 Tap **Provider and Devices**. If the registration is successful, you will see your account provider and device along with the time of registration.

NOTE: The same device name might be displayed more than once. This can happen if you have logged out of the device and then logged in again.

Registering Your Android Devices with Your Company

You must register your device with your company to use the app. The first time you launch the app you might be prompted to set a **PIN number**. A PIN number allows you to access the app without entering your credentials each time you open the app.

- ◆ [“Registering your Android Device” on page 3](#)
- ◆ [“Verifying the Android Registration” on page 4](#)

Registering your Android Device

Your company sends you an email with a URL or QR code or both. You must manually specify the URL or scan the QR code to register your device.

To register your Android device using the URL:

- 1 (Conditional) If this is the first time you open the app, you need to read the MobileAccess License Agreement, then tap **Accept** to continue.
- 2 On the **Sign In** page, tap the **+** button to add a new account.
- 3 In **Account Provider**, type the URL sent to you in the email from your company.
- 4 Tap **Register this Device > Sign In**.
- 5 If it is the first time using the app, log in with your corporate credentials.
- 6 (Optional) If prompted, create a PIN for your account.

NOTE: If your administrator has mandated to create a PIN, you cannot skip this step.

- 7 Log in with your corporate credentials or your PIN number.

To register your Android device using the QR code:

- 1 Open the email on a device other than the Android device that you are going to register.
- 2 Launch the app on the Android device.
- 3 On the **Sign In** page, tap the **+** button to add a new account.
- 4 Tap **Use QR Code to Register** and scan the QR code sent to you in the email from your company.
- 5 Tap **Sign In**.
- 6 (Optional) If prompted, create a PIN for your account.

NOTE: If your administrator has mandated to create a PIN, you cannot skip this step.

- 7 Log in with your corporate credentials or your PIN number.

Verifying the Android Registration

- 1 After logging in to the app, tap the menu in the upper left corner.
- 2 Tap **Provider and Devices**. If the registration is successful, you will see your account provider and device along with the time of registration.

NOTE: The same device name might be displayed more than once. This can happen if you have logged out of the device and then logged in again.

Deregistering Your Device

You can deregister your device at any time.

- ◆ [“Deregistering your iOS Device” on page 4](#)
- ◆ [“Deregistering your Android Device” on page 4](#)
- ◆ [“Deregistering Your Device from a Workstation” on page 4](#)

Deregistering your iOS Device

- 1 Log in to the app.
- 2 Tap the menu in the upper left corner.
- 3 Under **Provider and Devices**, swipe left on the device name to view the **Delete** option.
- 4 Tap **Delete**.

Deregistering your Android Device

- 1 Log in to the app.
- 2 Tap the menu in the upper left corner.
- 3 Under **Provider and Devices**, swipe left on the device name to view **Remove**.
- 4 Tap **Remove**.

Deregistering Your Device from a Workstation

- 1 Log in to your company’s login page from a workstation.
- 2 Specify your login credentials when prompted.
- 3 In the upper right, next to your name, click the arrow.
- 4 Click **View My devices**.
- 5 Click the **Delete** icon next to the device you want to deregister, then click **OK** on the confirmation message.

Uninstalling the MobileAccess App

- ◆ To uninstall the app on iOS, see [Switch apps on your iPhone, iPad, or iPod touch](#).
- ◆ To uninstall the app on Android, see [Delete or disable apps on Android](#).

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