



iOS StaMobile Enrollment Process

Last Updated: 11/15/2024

Please Note:

If you are restoring a new device from a back-up of a previous phone, make sure you remove the MDM Control before creating back-up. Failure to do so may result in issues with the profile incorrectly being moved from the old device to the new. You need to re-enroll your new device from scratch and not by importing your profile from the old device. If you have additional questions please contact the Help Desk.

StaMail Guide

Mobile Enrollment:

1. Find **Safari** and open it.
2. In the address bar type:
<http://help.stateindustrial.com>
and press "Go".



StaMail Guide

1. Click on **Enroll my Device**
Here to begin the StaMobile Enrollment Process.

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Welcome to the State Industrial Help Site

[Enroll My Device Here!](#)

Instructions:

- I IPHONE/IPAD
- A ANDROID
- S STAHUB GUIDE
- S PASSWORD MANAGEMENT GUIDE

Links:

- S STAHUB
- W WEB MAIL
- P PASSWORD MANAGEMENT

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1. You are now ready to enroll your device.
2. Review the steps listed, and tap on **Continue**.

No Service 8:24 AM 21%

m3.m.dm

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Mobile Device Management

Please review the steps below and click continue to start the process of the State Industrial Products CRM App installation.

Enrollment steps include:

Step 1: Authenticate
Step 2: Accept Terms
Step 3: Download & Install Profile

Contact Support at
support@stateindustrial.com | 1-877-998-9929

Continue

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1. To continue with the enrollment, enter your StaHub credentials.
2. Please be aware the username is **not your email, but the username you use to log on to StaHub**: sales code for externals, short name for internals.
3. Tap on **Continue**.

If you get prompt to save your password, choose **Not Now**.

Save This Password?
You can view and remove saved passwords in Accounts & Passwords settings.

Save Password

Never for This Website

Not Now

No Service 8:25 AM 21%

m3.m.dm

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Step 1: Authenticate

Please provide your iSIP Username and Password.

Username	90100818
Password	••••••••
Domain	sip

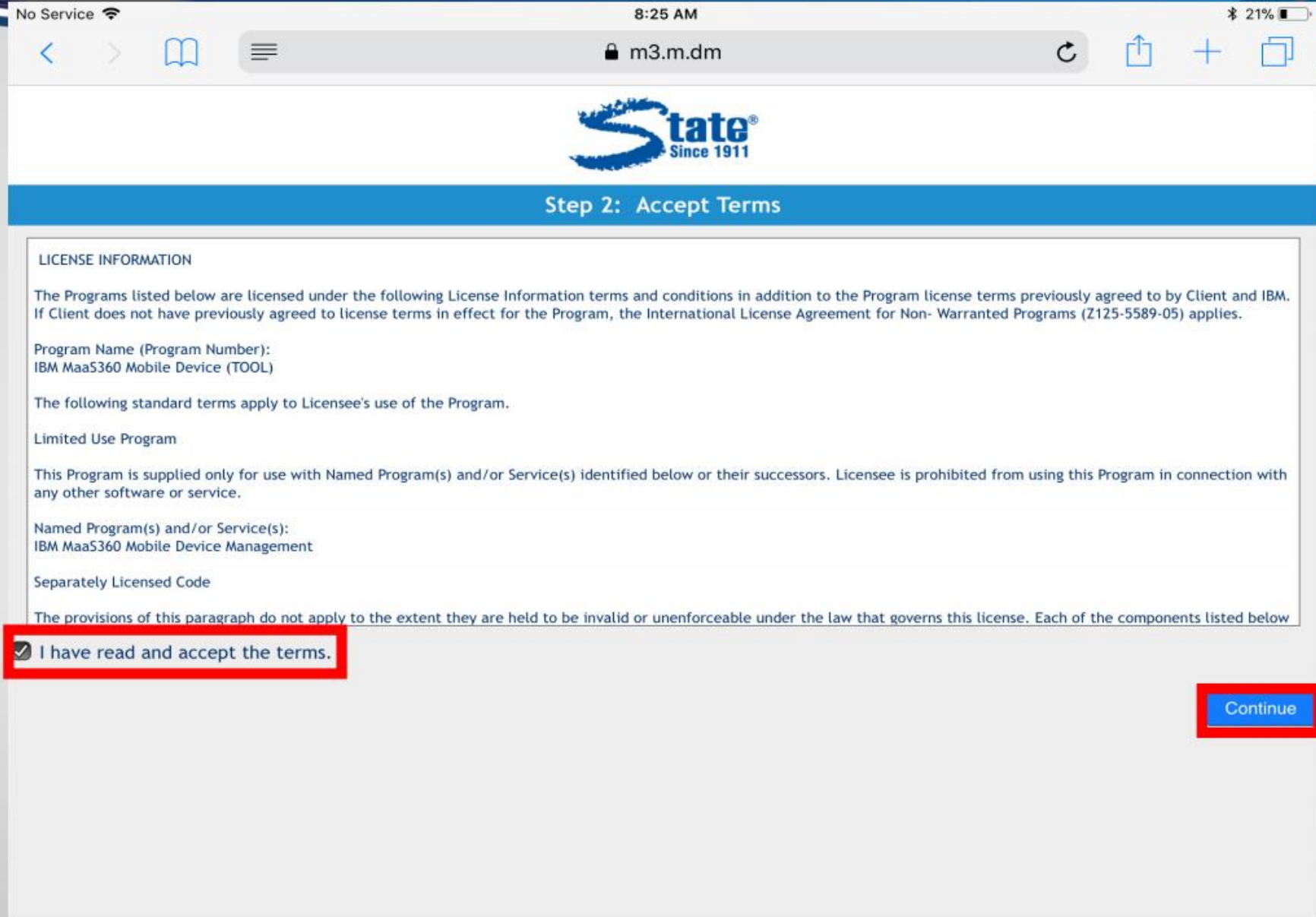
Continue

Contact Support at
support@stateindustrial.com | 1-877-998-9929

Passwords

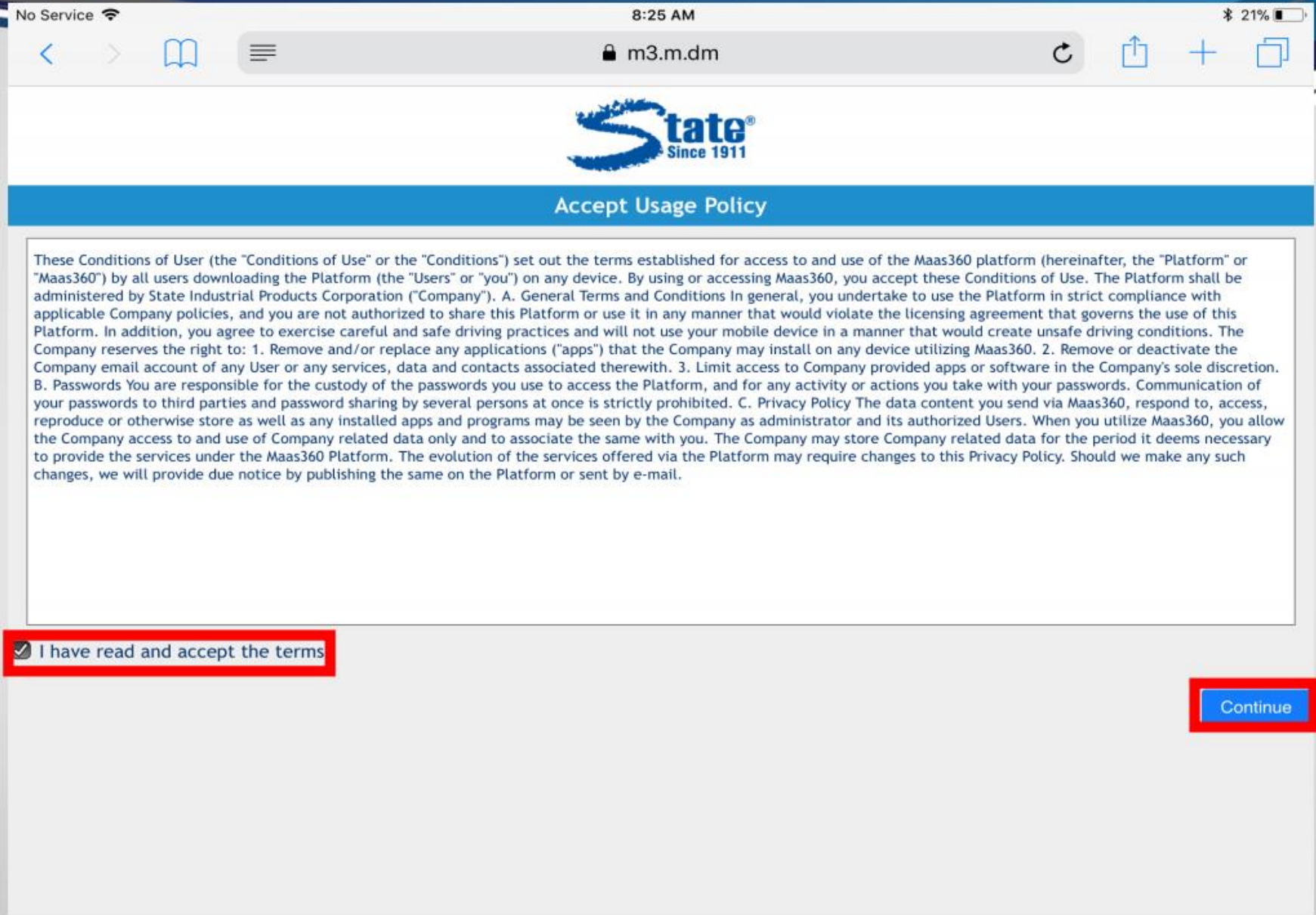
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1. StaMobile is built on IBM's MaaS360 software. You will now see the **MaaS360 "Terms"** page.
2. Put a check in the box next to **"I have read and accept the terms"** and Tap on **Continue**.



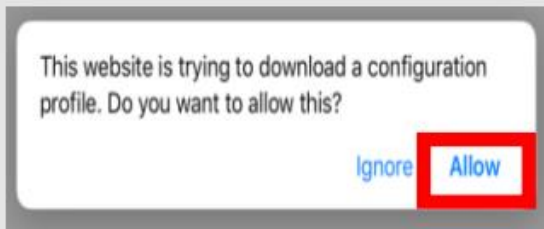
StaMail Guide

1. Now you will see the “SIP Accept Usage Policy”.
2. Please carefully read the policy.
3. Put a check in the box next to “I read and accept the terms”, then tap on Continue.

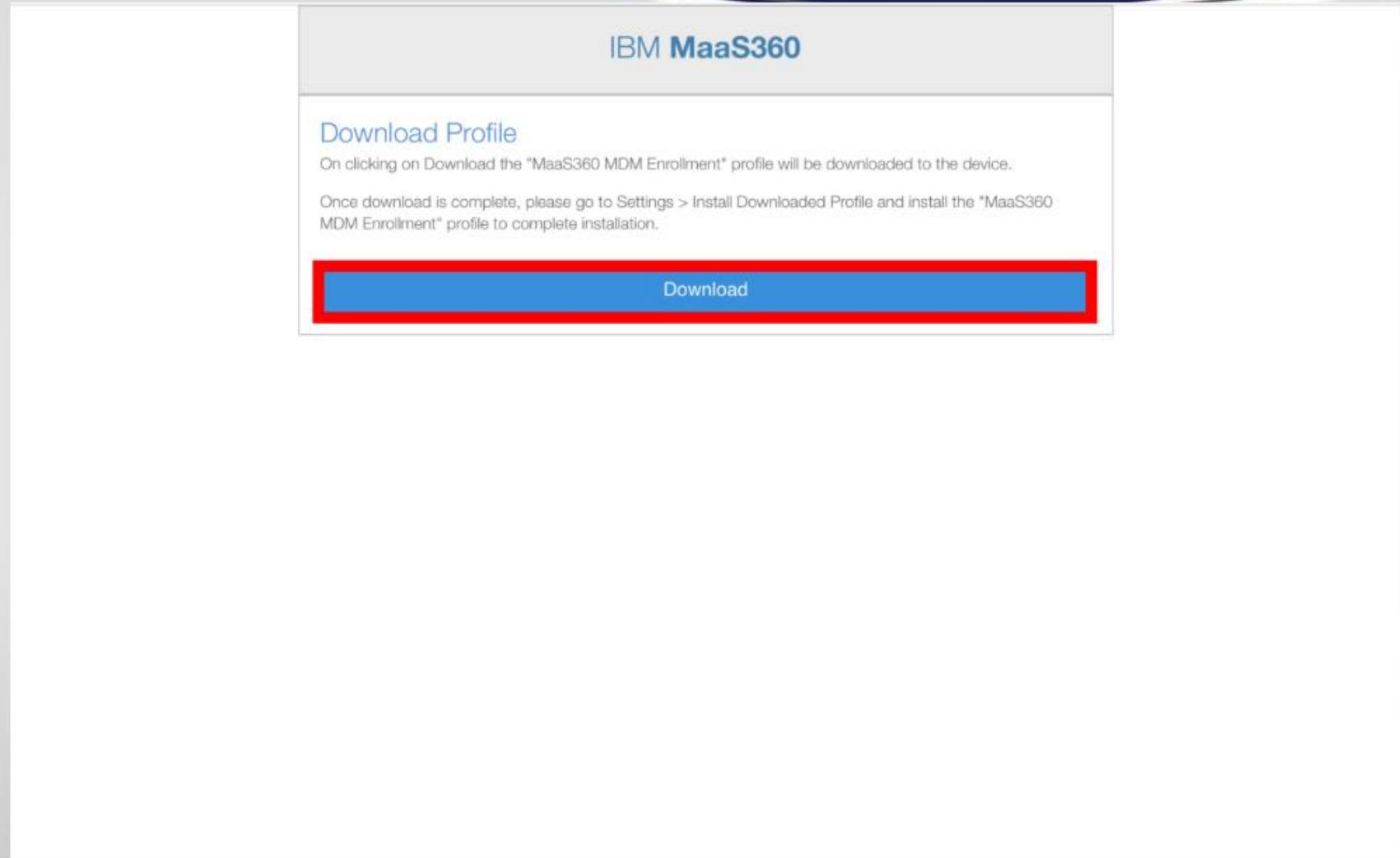
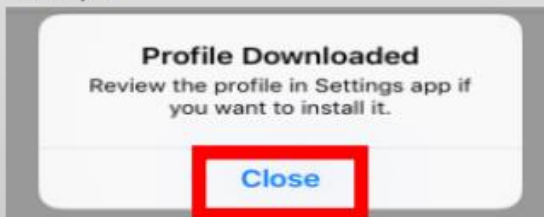


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1. Tap on **Download** to download profile.
2. When prompted, tap on **Allow** to continue.



3. Tap on closed to move to the next steps

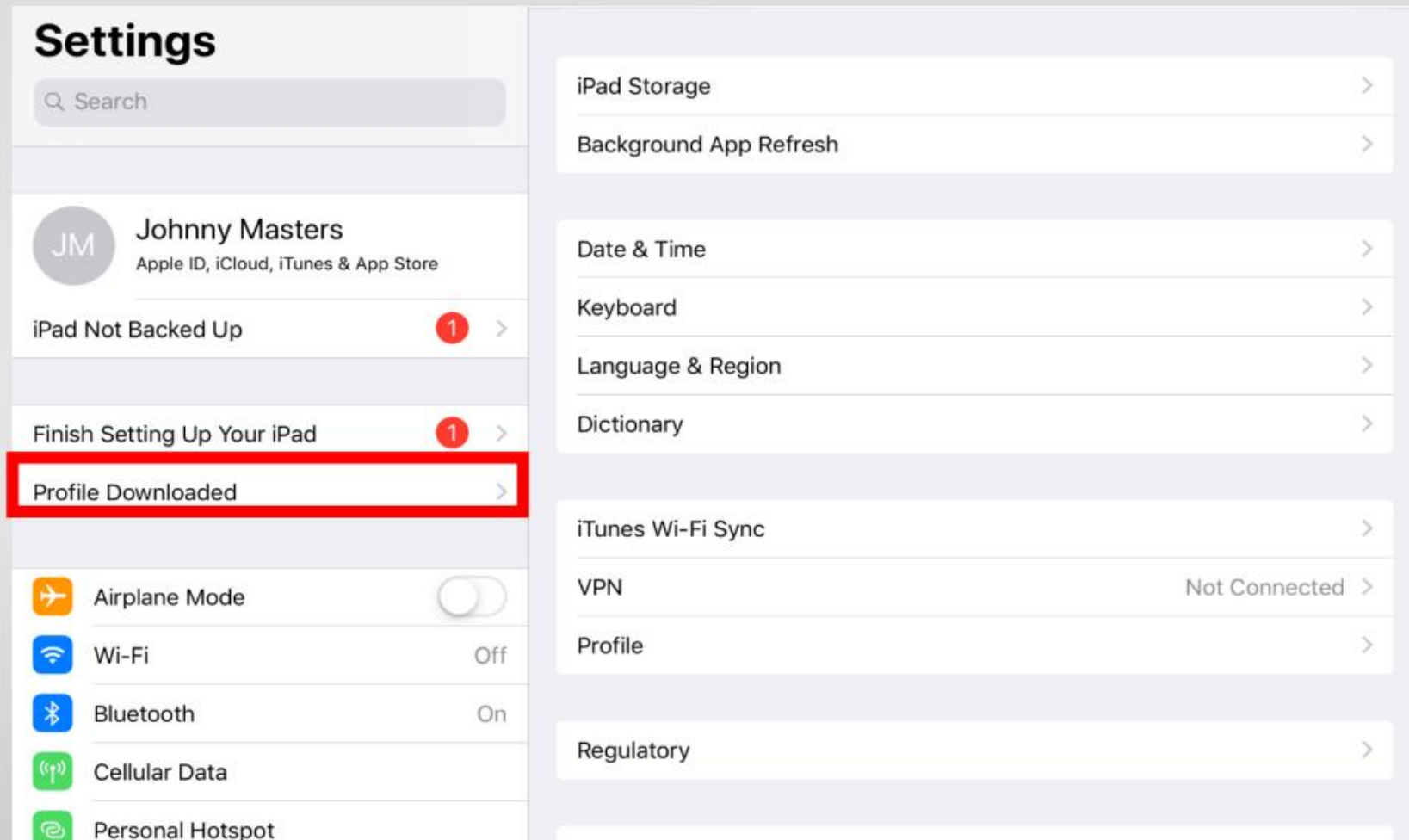


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1. Go back to settings in your device.



2. Click on profile downloaded.

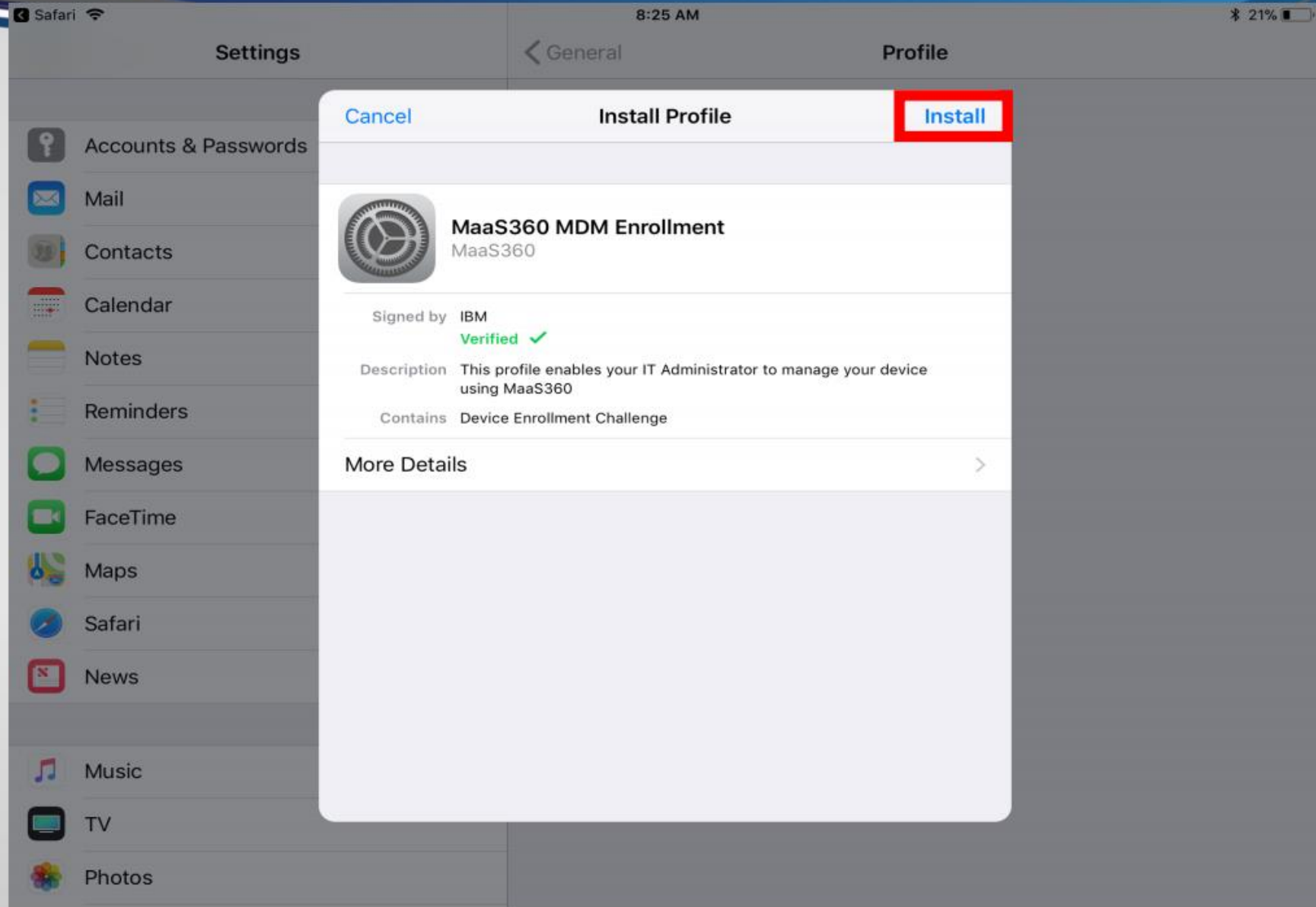
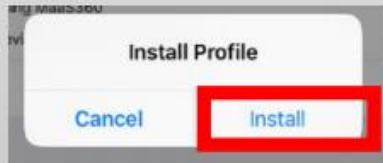


StaMail Guide

1. The profile installation will start, tap on **Install** to continue.
2. When prompted, enter your device passcode, (code used to unlock your device).

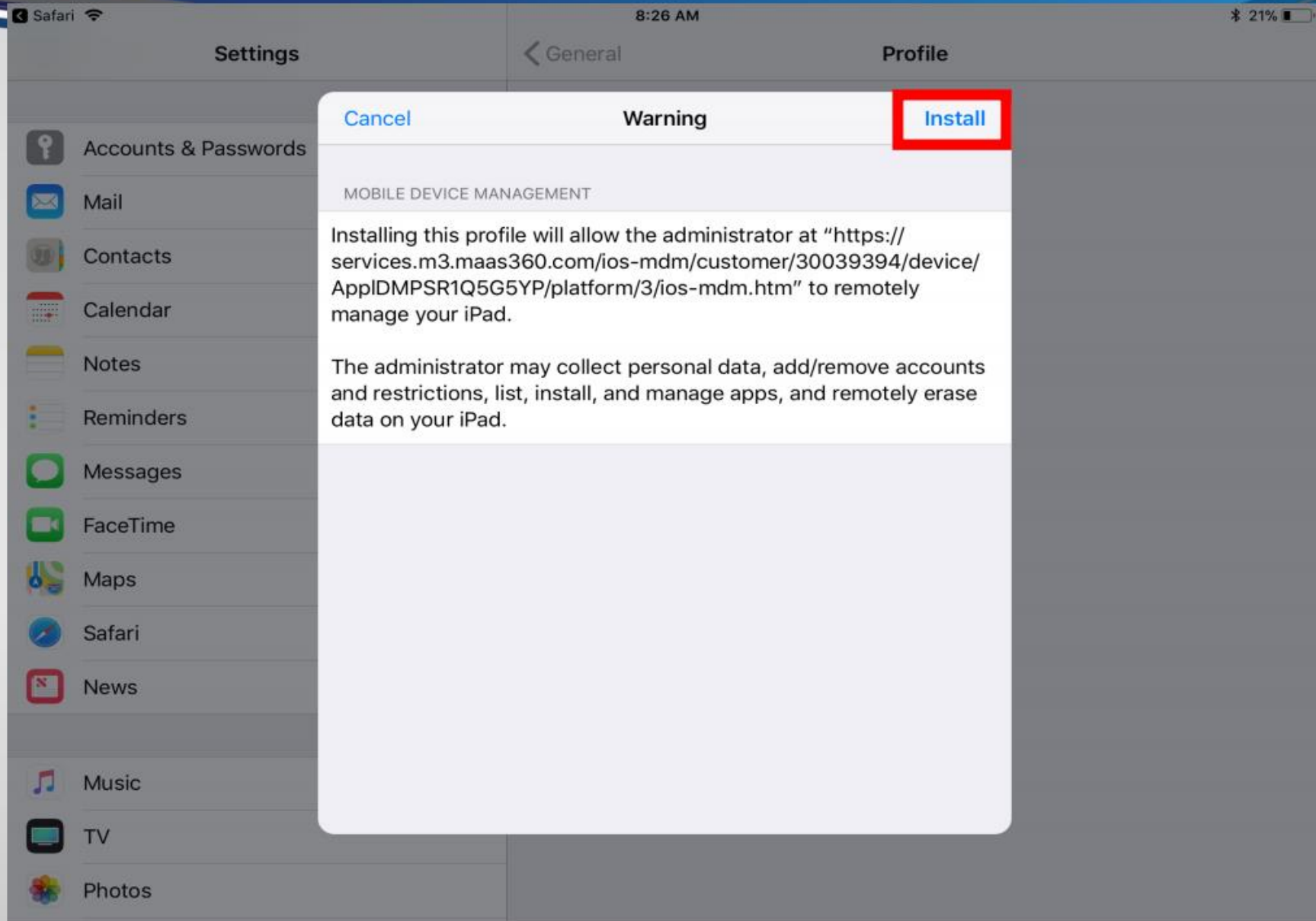
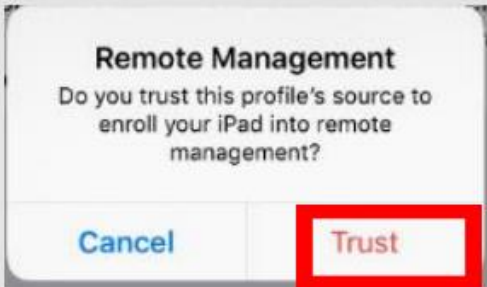


3. When prompted, tap on **Install**.



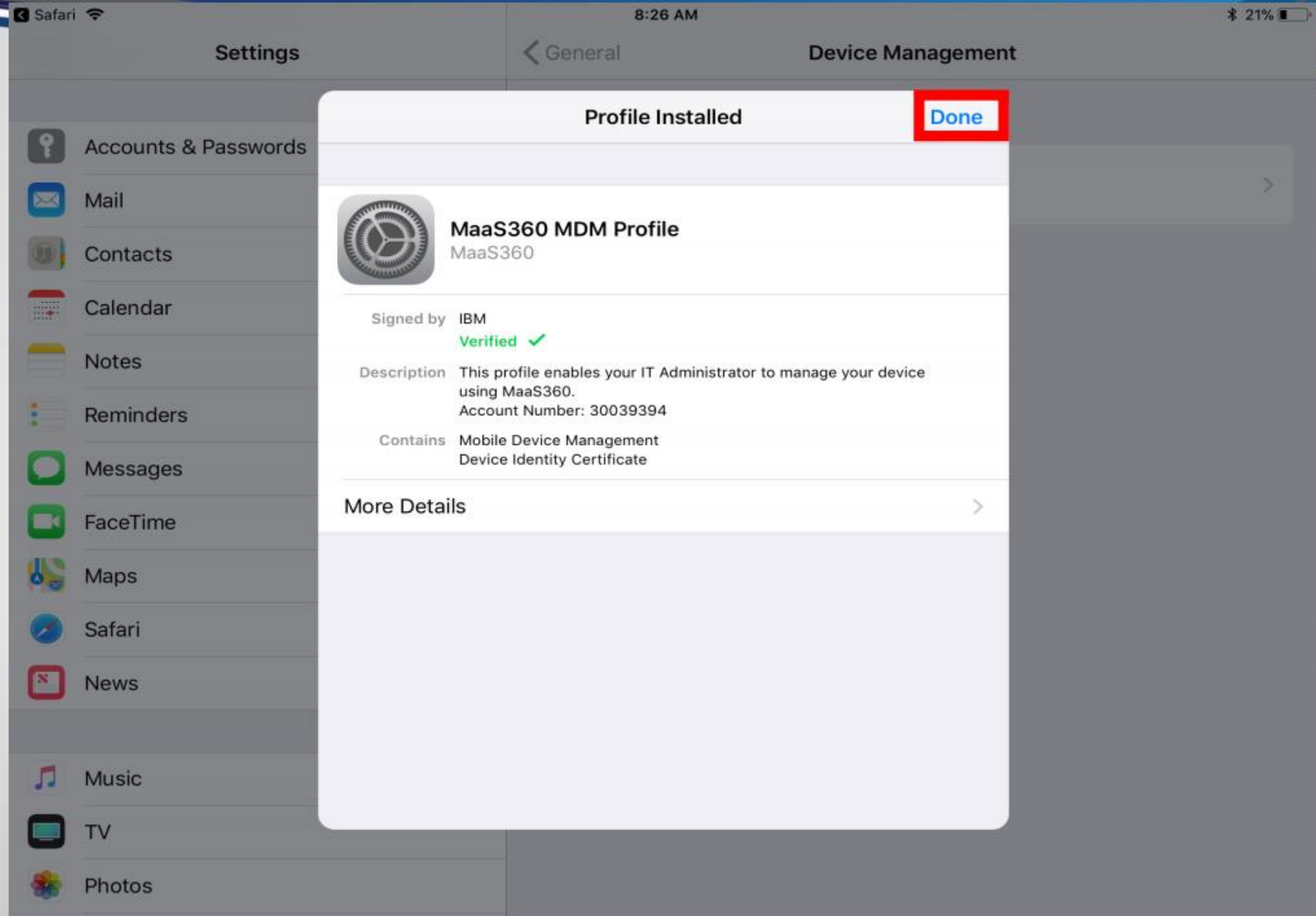
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1. A warning page will come up, tap on **Install** to continue.
2. When prompted, tap on **Trust** to continue.



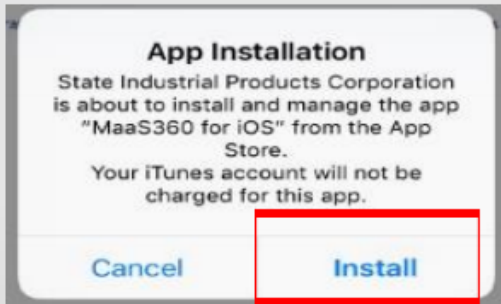
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1. The profile installation is now complete.
2. Tap on **Done** to continue.

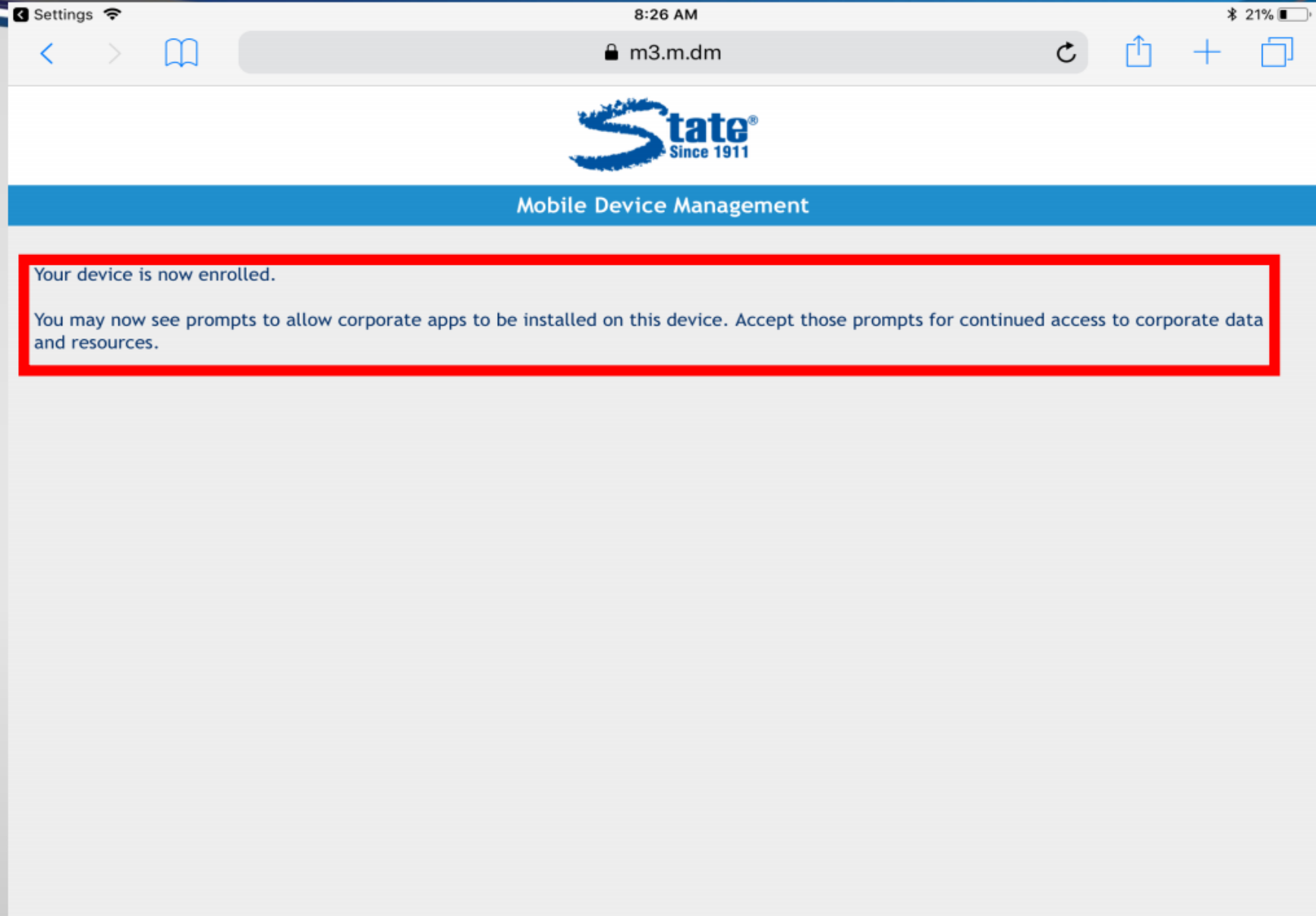


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1. The enrollment is now complete.
2. Mobile apps now will start installing.
3. You will be prompted to accept the app installation. Tap on **Install** to allow the apps to install.



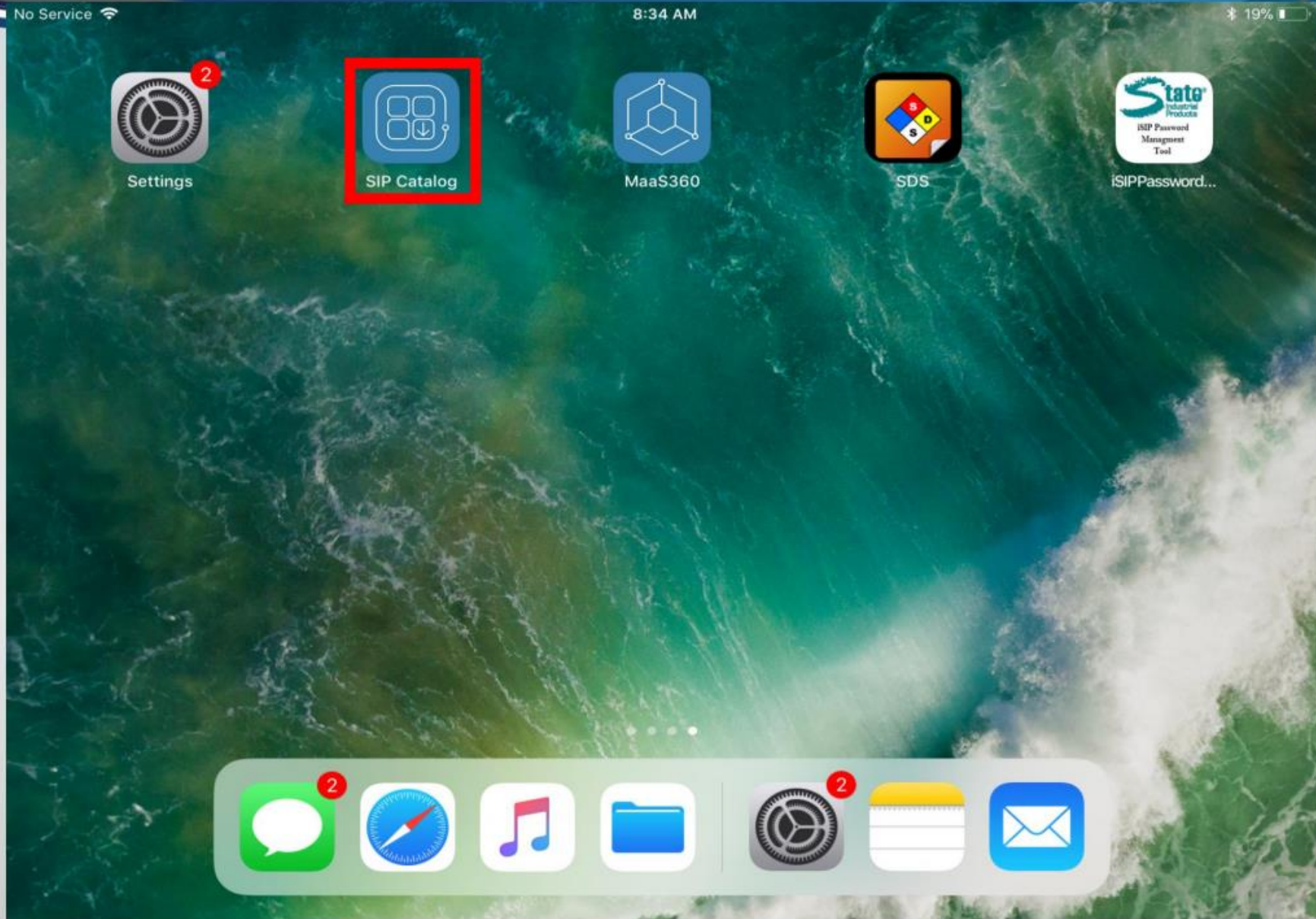
4. Close the web browser tab, and press the **home button** go to your main screen.



StaMail Guide

Corporate App Licensing Setup:

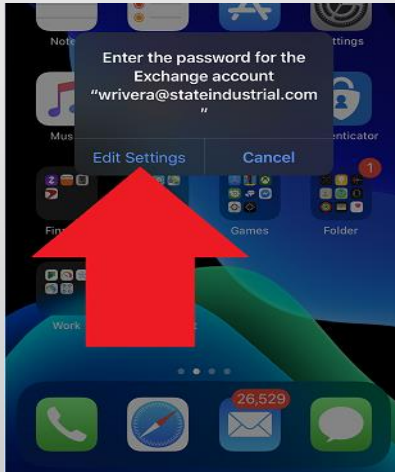
1. State Industrial Products provides specific apps for use in your work environment. Some of these apps will automatically install, and some will need to be downloaded using the **StaCatalog** app.
2. Tap on the **StaCatalog** app. When you launch this app for the first time, you will be prompted to set up the corporate app licensing. This must be done to be able to download apps. Continue on to the next slide for setup instructions.



StaMail Guide

Email Settings:

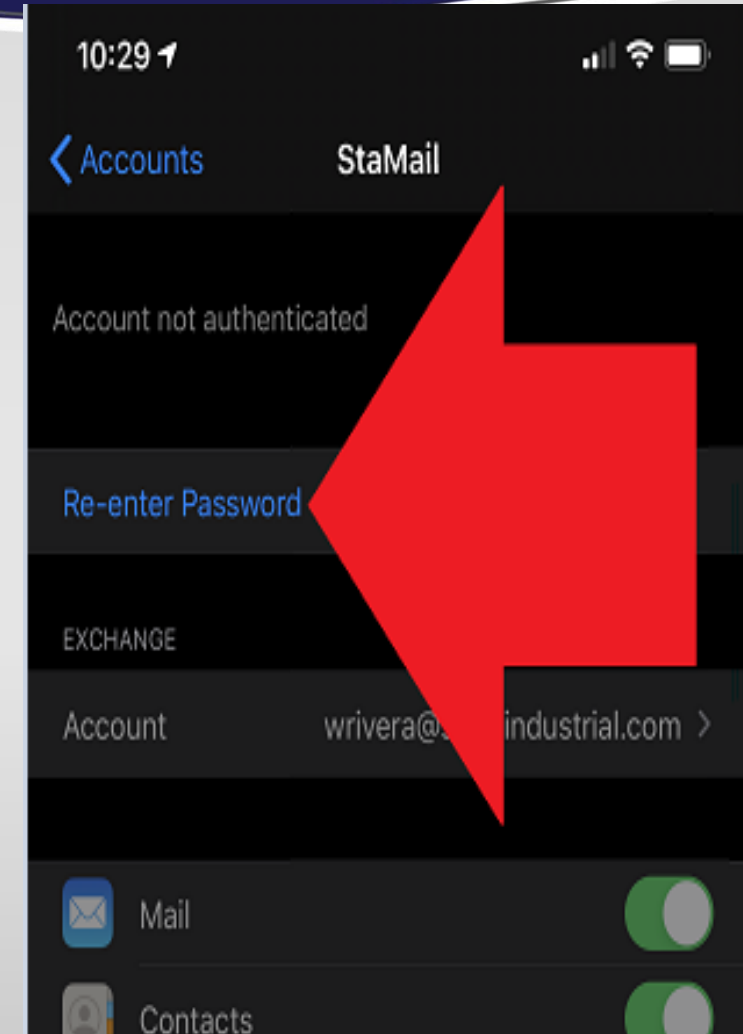
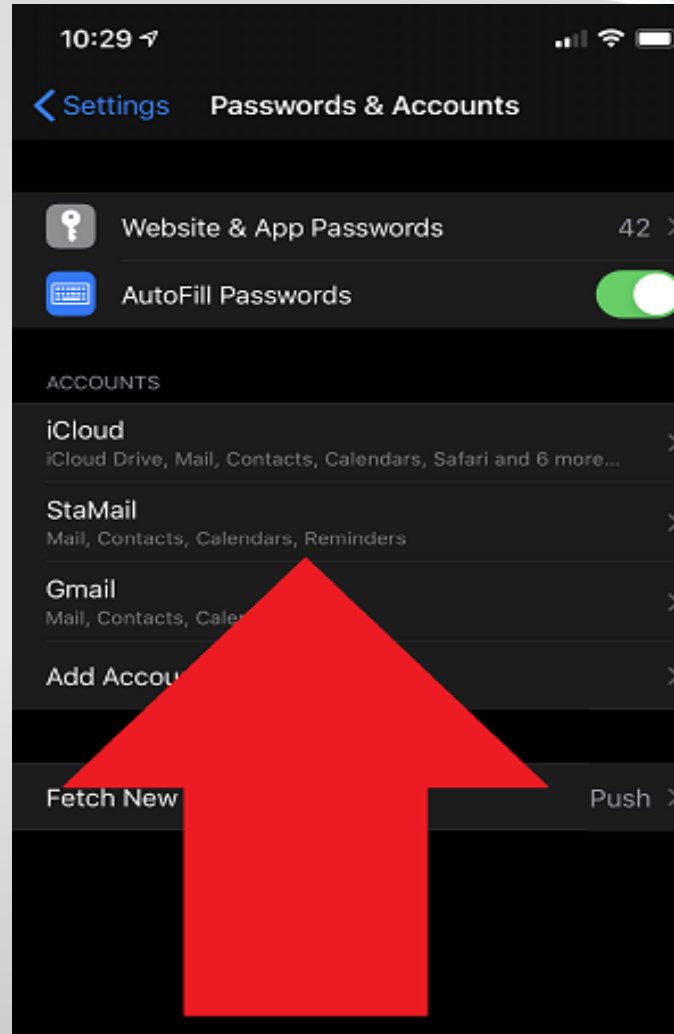
1. User will get prompted with the pop-up below when Policy is applied.
2. If this does not appear, Click on Settings > Passwords & Accounts.



StaMail Guide

Email Settings:

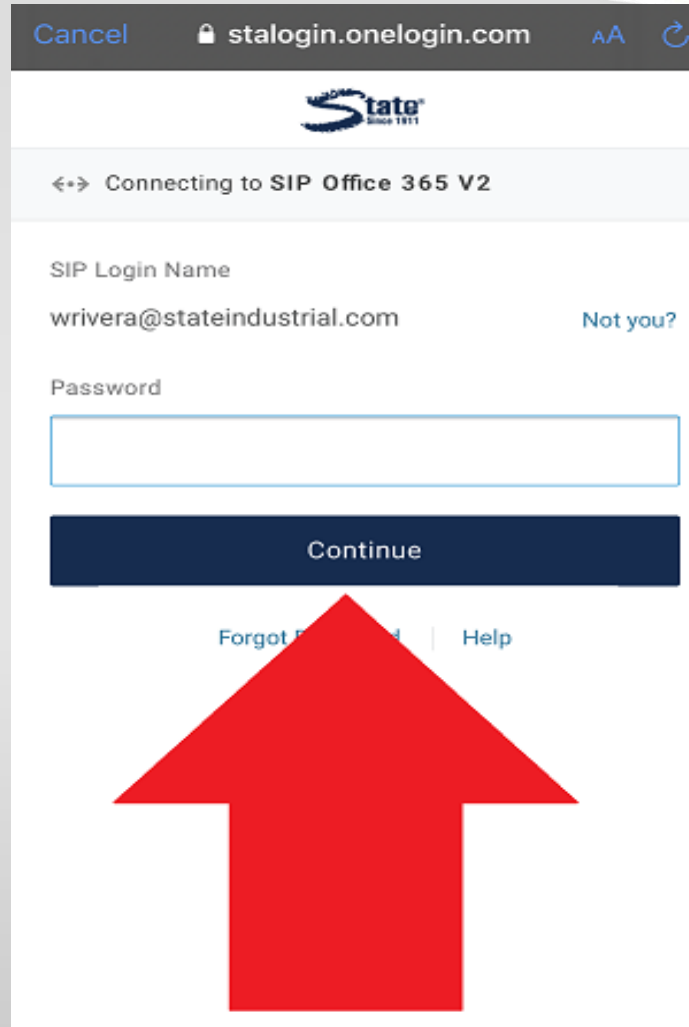
1. Once under Settings > Passwords & Accounts, click on StaMail.
2. Next, click on re-enter password.
3. **If you have iOS 18,** Settings > Apps > Mail > Mail Accounts > Click on StaMail



StaMail Guide

Email Settings:

1. Users will be re-directed to StaLogin to authenticate. Please enter your username, password and you may be prompted to authenticate with your MFA Factor.
2. They may be a wait of a few minutes and if there are no issues authenticating, then email should start flowing.



Cancel stalogin.onelogin.com AA ↻

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↔ Connecting to SIP Office 365 V2

SIP Login Name
wrivera@stateindustrial.com Not you?

Password

Continue

[Forgot Password](#) | [Help](#)

StaMail Guide

Finishing Up:

1. Once email set up is complete, you will receive an email. This email is a quarantine email, this is normal.
2. Please allow up to 30 minutes for email to show up. Do not try to use or refresh email at this time, this will cause a “unable to connect to server” error.
3. Email will automatically start populating when your device is released from quarantine.
4. If email does not download within 30 minutes, please reboot your phone.

The screenshot shows an iPhone email interface. At the top, it says "No Service" and "8:37 AM". The inbox is titled "Inbox" and has a search bar. A red box highlights a message from "Microsoft Outlook" with the subject "Your device is temporarily blocked from synchronizing using Exchange ActiveSync until your administrator grants it access." The message body contains instructions for enrollment and a list of device information.

Microsoft Outlook
To: "D'Alessio, Brian" <bdalessio@statechemical.com> Details MO

Your device is temporarily blocked from synchronizing using Exchange ActiveSync until your administrator grants it access.
21 March 2018 8:36 AM

If you have not enrolled, please follow the enrollment instructions located at Help.stateindustrial.com, click on the “How to set up email” If you have enrolled your device, please allow up to 30 minutes for your device to download email content.

Your device is temporarily blocked from accessing content via Exchange ActiveSync because the device has been quarantined. You don't need to take any action. Content will automatically be downloaded as soon as access is granted by your administrator.

Information about your device:

Device model:	iPad
Device type:	iPad
Device ID:	mdmxxApplDMPSR1Q5G5YP
Device OS:	iOS 11
Device user agent:	Apple-iPad-MaaS360 Mail-iOS/3.45
Device IMEI:	
Exchange ActiveSync version:	14.1
Device access state:	Quarantined
Device access state reason:	Global

Sent at [3/21/2018 12:36:56 PM](#) to bdalessio@statechemical.com.

Updated Just Now