



Sky Work iOS User Guide

Installing Sky Work on company-owned and personal devices

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Introduction

Here is how to install and activate Sky Work onto your iOS device. Once you activate your device, Sky Work automatically download and install additional apps your company has set as required. Sky Work will not affect personal files or apps.

The installation process will take 10 to 15 minutes for most devices. You will not be able to use other apps on your phone during the installation and activation process. During the installation and activation process your device might appear frozen or not proceeding. This is normal. Do not turn off or restart your device unless advised by your Sky Work administrator or Sky Work support. If you have any questions, you can contact Sky Work support 24/7 at support@skywork.com.

Note to Sky Work Administrators: Company-owned iOS devices must be set as a supervised device using Apple Configurator 2 *before* an employee installs Sky Work. Please see the Sky Work Administrators Guide for details on setting up company-owned iOS devices.

Downloading and installing Sky Work for iOS

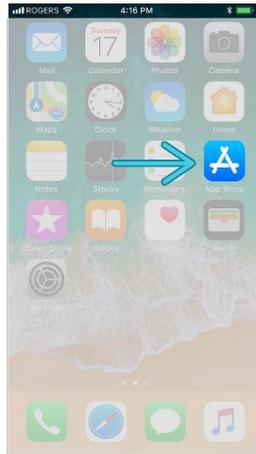
To get started you will need to be sure that:

1. Your phone is fully charged, or plugged in and charging, while setting up Sky Work.
2. Your phone is connected to the internet while you activate Sky Work. We recommend connecting to Wi-Fi for the most reliable data connection and to avoid additional data charges.
3. You do not need to use your phone for the next 5-10 minutes. You will not be able to make calls, answer calls, or use other apps during installation.

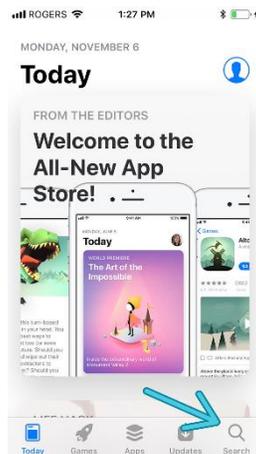
Do not stop or cancel the activation of Sky Work part-way through or you may have to reset your phone and start over. Contact your administrator if this happens.

Here is how to start installing Sky Work on iOS:

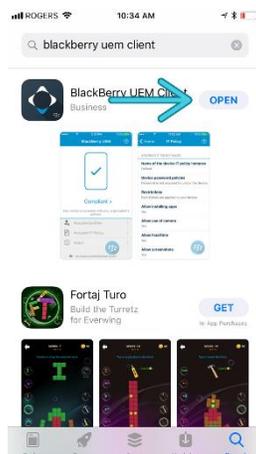
1. Open the App Store on your device.



2. Tap the search icon and search for "BlackBerry UEM Client".



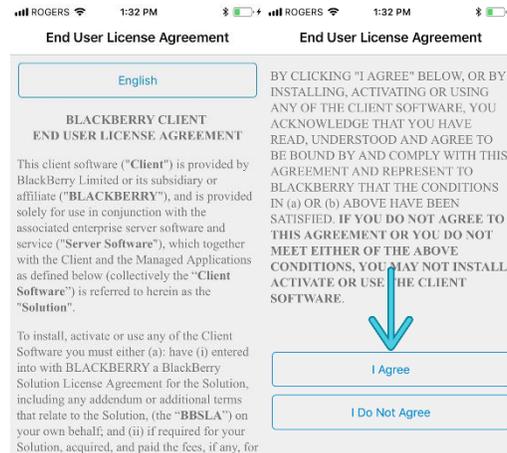
3. When you see this app appear, tap the "Get" button to download and install the BlackBerry UEM Client.



4. Once the BlackBerry UEM Client is installed on your phone, tap "Open" to launch the app.

Activating the BlackBerry UEM Client

The first screen you will see will be the end user agreement. Read the BlackBerry Client End User Agreement and tap "I Agree".



There are two ways to activate the UEM client:

1. Scanning a QR code with your phone's camera.
2. Entering the username and password in the email you received.

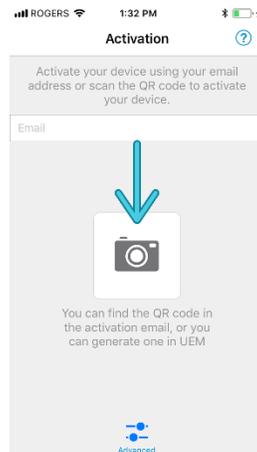
We **strongly recommend** using the QR code option because the randomly generated password sent to you in the activation email *cannot* be pasted into the app and needs to be typed in manually.

To use the QR code option, you need to **open the activation email on your laptop**, or any other screen like a tablet. You will need your phone to scan the code sent in the activation email.

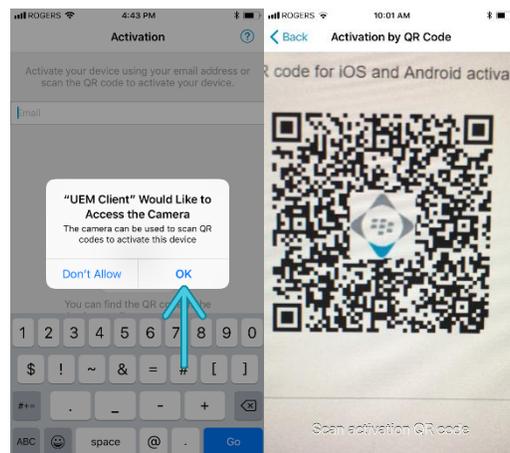
Activating Sky Work on iOS with a QR code:

We *strongly* recommend using the QR code to activate BlackBerry UEM. Scanning the QR code is faster and more reliable than typing in the information manually:

1. Tap on the Camera button on the screen to scan the QR code found in your activation email.



2. Tap OK to give permission to the UEM Client to access the camera and scan the QR code from the activation email.



3. Activating your device may take between five to ten minutes to complete depending on your internet connection speed. It is *perfectly normal* for it to look like nothing is happening during this time. **Do not** close the app, restart or turn off your phone during the activation process unless instructed by your Sky Work administrator or Sky Work support.

If you interrupt the activation and setup process, please contact your administrator or Sky Work support for help starting over.

Activating Sky Work on iOS with your email and password

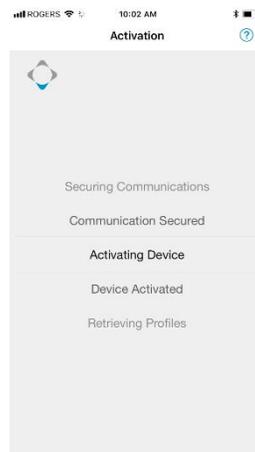
To use the email and password option, you will need to type in the password manually. The password cannot be copied and pasted from the email. If you interrupt the activation and setup process at any point you will need to contact your administrator for help restarting the process.

Here is how to start:

1. In the email field, enter the email address in your activation email and tap “Next”.
2. On the next screen, type in the password from the email and tap “Activate my Device”.

NOTE: BlackBerry UEM *does not* allow you to paste the password into the password field. You *must* type it in manually.

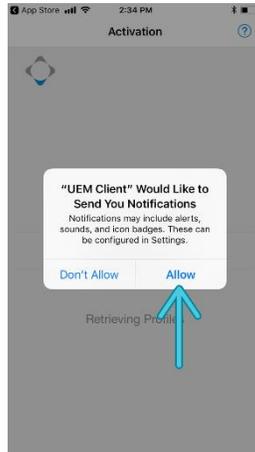
3. Activating your device may take between five to ten minutes to complete depending on your internet connection speed. It is *perfectly normal* for it to look like nothing is happening during this time. **Do not** close the app, restart or turn off your phone during the activation process unless instructed by your Sky Work administrator or Sky Work support.



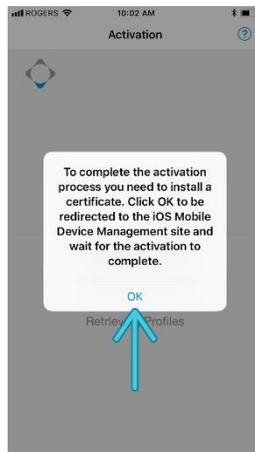
Completing the installation and activation process

1. Once the installation is complete you will be prompted to create a new password.

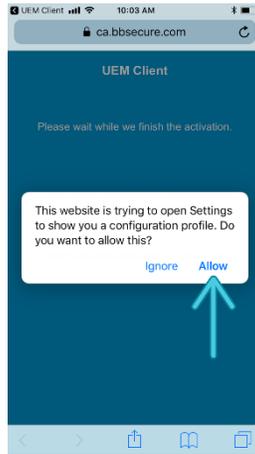
2. Tap “Allow” to let the UEM Client app to send you Notifications about your work. You can change this later under Settings -> Notifications if you wish.



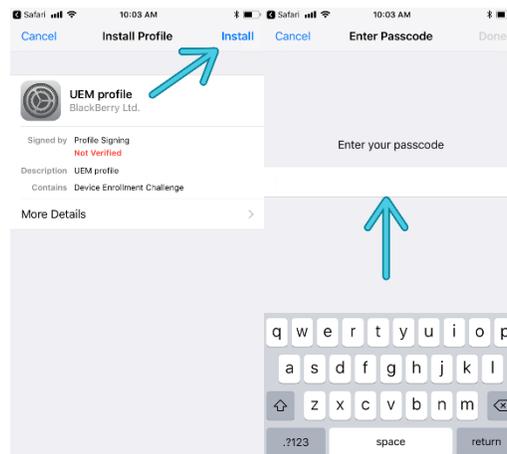
3. Tap “OK” to install the secure certificate on your device. This certificate allows the UEM client to communicate securely with the Sky Work servers.



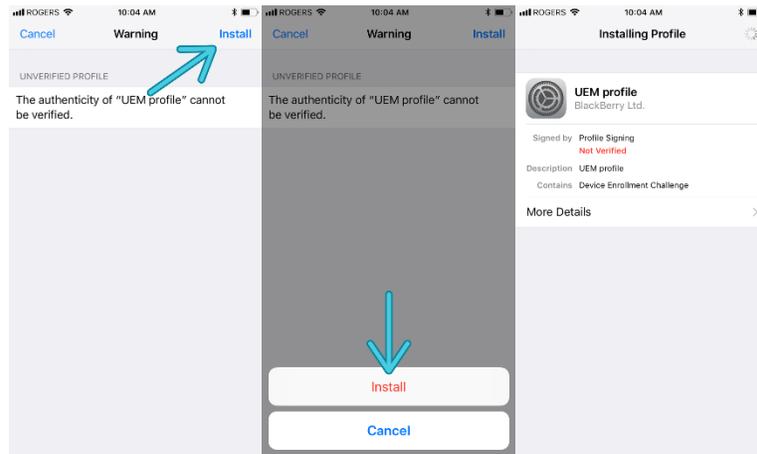
4. Tap “Allow” in the UEM Client window to continue to the Profile Configuration screen.



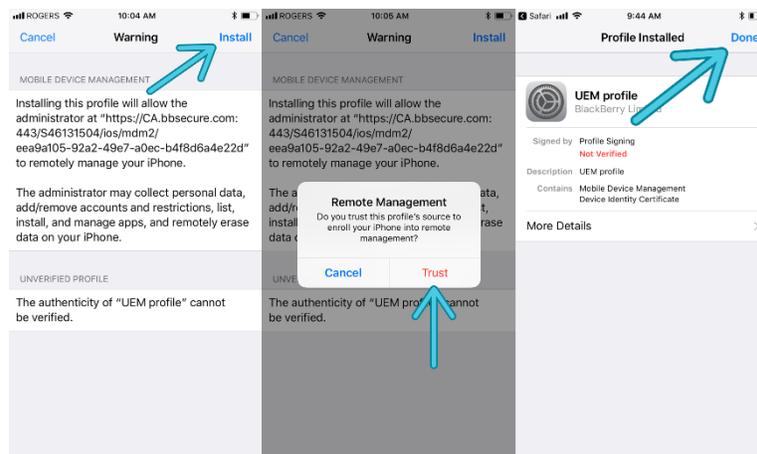
5. Press the home button, then go to Settings > Profile Downloaded > Install.
6. Tap “Install” to install the secure profile. Type in your device passcode when you are prompted.



7. Tap “Install” to install the UEM Profile.



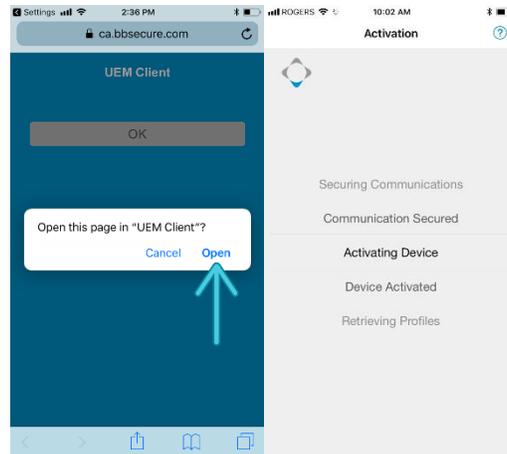
8. Tap “Trust” on the next screen, and then “Done” to finish the installation.



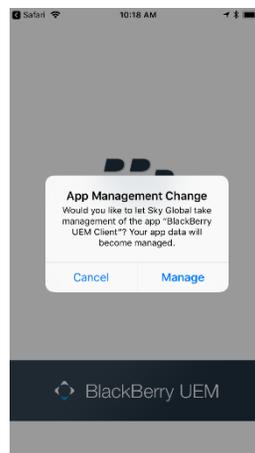
Activating your profile

The BlackBerry UEM is now installed on your iOS device, but you need to activate your profile as assigned by your employer.

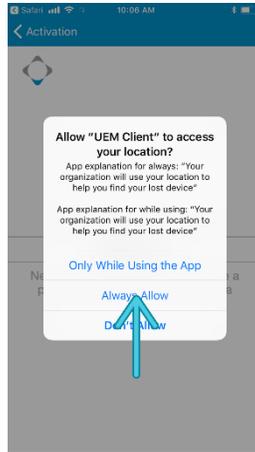
1. Tap “Open” to open the activation process page.



2. Tap “Manage” to allow App Management Change to manage your device. This allows the UEM Client to manage the work portion of your device. The UEM Client cannot access other parts of your device, such as your personal email or photos.



3. Tap “Always Allow” UEM Client to also access your location. This is important in case you lose your device so it can be remotely locked and erased.



You're done! Sky Work is now set up and installed on your iOS device. If your company has configured Sky Work to install productivity apps for you, these apps will start installing in the background automatically.

There may also be optional apps you can install as part of Sky Work. Your workplace will determine what those are. Please contact your Sky Work administrator for help installing additional apps not included which you feel you need.