



**BALL STATE
UNIVERSITY**

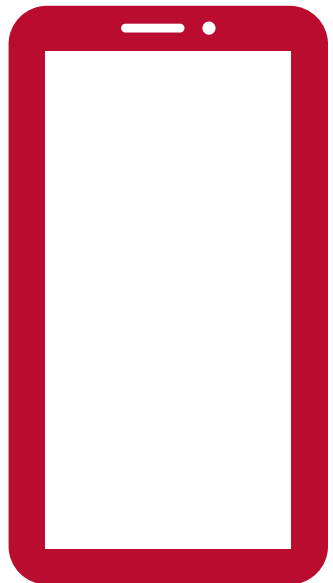
Information Technology

Mobile Device Management

A GUIDE TO SETTING UP YOUR IPHONE FOR BALL STATE

Introduction

Whether you're new to the university or just getting a new phone, this guide will help you set up Ball State tools on your mobile device. Ball State provides several online resources from internet access to email management to cyber security to get your phone university-ready!



New Faculty and Students



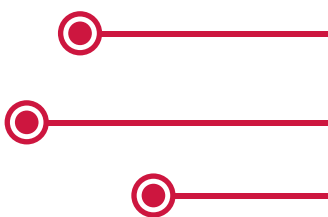
Welcome to Ball State University! Before beginning courses or work, you should prepare your iPhone for university protocols.

Wi-Fi

To access Ball State's official Wi-Fi network, select "bsuconnect" and log in with your Ball State credentials.

1. Navigate to "Settings," then "Wi-Fi" on your iPhone.
2. Select the "bsuconnect" Wi-Fi network.
3. Sign in with your Ball State username and password.
4. You may be asked to trust the Ball State Wi-Fi certificate. To do so, select the "bsuconnect" network and then click "Trust" in the upper right corner.

You will now be able to use the secure Ball State Wi-Fi network.



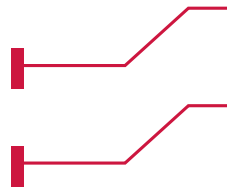
Duo Mobile



Duo Mobile is a digital security platform that helps ensure the safety of your information. Ball State requires faculty, staff, and students to use Duo Mobile for two-factor authentication to access university accounts.

1. On your computer, navigate to mybsu.edu. This will take you to the Ball State single sign on page, where you will be prompted to set up Duo Mobile on your iPhone.
2. Read the information about Duo Security. Then scroll to the bottom and select “Start Setup.”
3. Ball State recommends using your mobile phone for two-factor authentication. When prompted, select “Mobile phone,” then add your phone number, click the check box, and click “Continue.”
4. Select “iPhone” and click “Continue.”
5. On your phone, navigate to the App Store, download the Duo Mobile app, and install it on your phone. After installing the app, navigate back to the Ball State single sign on page and click “I have Duo Mobile.”
6. On your computer, click “I have Duo Mobile.”
7. Next, open the Duo Mobile app and click the Plus Icon in the upper right corner. When prompted, scan the QR code on your computer’s screen with your phone’s camera. The app will automatically recognize the code and a green checkmark will appear on your screen.

Your device is now registered with Duo Mobile!
When you sign into your Ball State account, you will be prompted to authenticate your identity. Choose your preferred method of authentication to safely access your information. See the **“Setting up Two-Factor Authentication for your Ball State Account”** Knowledge Base article for more information.



Outlook Webmail and Calendar

Ball State provides faculty, staff, and students with Microsoft Office 365 accounts, allowing access to Word, Excel, OneDrive, OneNote, and Outlook. The university recommends downloading and installing the Outlook app on your mobile device to access your Ball State email account and calendar. To do so, you must have a passcode set for your phone.

STEP 1

Navigate to the App Store and download the Outlook app.

STEP 2

Once the app is installed, sign in with your Ball State credentials and two-factor authentication.

You can now manage your Ball State emails and calendar on your mobile device! If you would like to access other Microsoft tools on your mobile device, download and install the apps through the App Store and sign in with your Ball State credentials.

Current Students and Faculty

When you get a new phone or change your Ball State password, you will need to adjust your Wi-Fi connection and Duo Mobile and Outlook accounts. If you use a password storage application, you will need to update your new password after changing it.

Wi-Fi



When you get a new phone, you will need to log into Ball State's Wi-Fi network by selecting the "bsuconnect" network and logging in with your Ball State username and password.

Every year, Ball State faculty and students must change their passwords. If you recently changed your password, follow these steps to reconnect to Ball State's Wi-Fi on your iPhone:

1. Navigate to "Settings," then "Wi-Fi" and select the "bsuconnect" Wi-Fi network.
2. Select "Forget This Network" at the top of the screen.
3. If the network does not automatically reappear under Networks, click "Other" and search for "bsuconnect," then reselect the Wi-Fi network.
4. Type your Ball State username and password.
5. You may be asked to trust the Ball State Wi-Fi certificate. To do so, select the "bsuconnect" network and then click "Trust" in the upper right corner.

You will now be able to use the secure Ball State Wi-Fi network.

Duo Mobile



When you get a new phone, you will need to activate Duo Mobile on your new phone since it is Ball State's required digital security platform.

STEP 1

On your computer, go to my.bsu.edu and login with your username and password. Select "Add a new device."

STEP 2

Select an authentication method. If you do not have access to your original iPhone, do not select "Send Me a Push." Instead, if you have a new phone with the same number, you can select "Enter a Passcode." If you do not have access to your original device or the same number, please contact the Help Desk.


STEP 3

Follow the prompts asking for your type of device, phone number, and type of phone.

STEP 4

On your phone, scan the QR code on your computer screen to activate Duo Mobile.

You have activated Duo Mobile on your new phone, so your new iPhone should be listed under the "My Settings & Devices" page. If you have multiple devices, you can specify which is your default device.



Outlook Webmail and Calendar

When you get a new phone, you can download the Outlook app to access your Ball State email and calendar.

STEP 1

Go to the App Store and download the Outlook app onto your new phone.

STEP 2

Log in to the Microsoft account with your Ball State credentials. This will take you to the university's single sign on page, where you will need to authenticate your request.

STEP 3

Outlook will ask if it can be a device administrator. This means if you want to access your Ball State email on your iPhone, you will need a password or pin to unlock your device as an additional security measure.

You should now be able to manage your Ball State emails and calendar from your phone. If you would like to access other Microsoft Office 365 applications, download them from the App Store and sign in with your Ball State credentials.



Need More Help?

BALL STATE HELPDESK

bsu.edu/helpdesk

(765) 285-1517

Bracken Library (BL) 101

Ball State University

Muncie, IN 47306

DUO MOBILE SUPPORT

<https://duo.com/support>

MICROSOFT OFFICE SUPPORT

<https://support.microsoft.com/en-us/>

IOS SUPPORT

<https://support.apple.com/iphone>

