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About this guide

This enrollment guide helps to enroll your mobile devices.

About Qualys

Qualys, Inc. (NASDAQ: QLYS) is a pioneer and leading provider of cloud-based security and compliance solutions. The Qualys Cloud Platform and its integrated apps help businesses simplify security operations and lower the cost of compliance by delivering critical security intelligence on demand and automating the full spectrum of auditing, compliance and protection for IT systems and web applications.

Founded in 1999, Qualys has established strategic partnerships with leading managed service providers and consulting organizations including Accenture, BT, Cognizant Technology Solutions, Deutsche Telekom, Fujitsu, HCL, HP Enterprise, IBM, Infosys, NTT, Optiv, SecureWorks, Tata Communications, Verizon and Wipro. The company is also a founding member of the Cloud Security Alliance (CSA). For more information, please visit www.qualys.com.

Qualys Support

Qualys is committed to providing you with the most thorough support. Through online documentation, telephone help, and direct email support, Qualys ensures that your questions will be answered in the fastest time possible. We support you 7 days a week, 24 hours a day. Access support information at www.qualys.com/support/.
Device Enrollment

To get the visibility, security, and continuous monitoring of devices, you must enroll all your organization’s mobile devices. The enrollment process registers the device, secures communication between the device and Qualys Cloud Platform, and facilitates real-time monitoring and security.

You need to follow the steps mentioned in the subsequent sections to enroll your Android or iOS devices with Qualys SEM.

This section contains instructions to enroll Android and iOS devices -
- Android Enrollment
- iOS Enrollment
Android Enrollment

Step 1
Install Qualys Agent App from Google Play Store. Tap on the URL (https://play.google.com/store/apps/details?id=com.qualys.android.agent) to launch Google Play. Launch the Agent (app you just downloaded). You will be prompted with the following screen. Tap **Ok**.

If Android version is 5.0 and above then following screen will be shown, tap **Ok** to allow usage access to Qualys MDM agent. Once access is allowed, press back button of phone to continue the enrollment process. If Android version is below 5.0, then tap **Next** to continue.
Step 2
Scan the QR code or enter Server URL mentioned in the User activation email with subject “Qualys Secure Enterprise Mobility - Account Activation” and Tap Next.

If you don’t have email with subject “Qualys Secure Enterprise Mobility - Account Activation”, please contact your Qualys Account Manager.
Step 3
If you have scanned the QR code, you will be redirected to step 4. If enrollment is set as without SEM EMM for your organization, you will be redirected to step 5, else following screen will be shown:

Please refer to User activation emails with subject “Qualys Secure Enterprise Mobility- Account Activation” and “Qualys Secure Enterprise Mobility - Account Details” to enter the following details:

- Username
- Password

If you don’t have the "Qualys Secure Enterprise Mobility - Account Activation" and "Qualys Secure Enterprise Mobility - Account Details" email, please contact your Qualys Account Manager.
Step 4

Tap **Activate** to activate Qualys agent as device administrator.

![Activate device administrator](image)

Step 5

If EULA is not configured for your organization, you will be redirected to step 6. If EULA is configured and you have already accepted it, then you will be redirected to step 6, else you will be presented with a EULA. If you decline the EULA, you will not be able to enroll the device.

Step 6

If your organization has set Default Ownership, then Device Ownership drop-down will be read-only. Otherwise you will need to select the Device Ownership.

If the device is owned by Organization, select **Corporate - Owned**. If it is not owned by Organization, select **Employee - Owned**.

Enter your phone number in the space provided.
Step 7 (applicable only for Samsung)

If the enrollment is set as without SEM EMM for your Organization, then you will be redirected to step 10.

Tap **Next** to navigate to Google Play Store.
You need to install additional enterprise services app which is available on the Google Play Store to complete the enrollment process.

Steps to follow:
1. Tap on 'Next' button to navigate to Google Play Store
2. Install and open Q Samsung Services app
3. Activate it as device administrator and accept the Knox policy to complete the enrollment process
Step 8 (applicable only for Samsung)

Tap **Install** to install Qualys Service for Samsung app.
**Step 9 (applicable only for Samsung)**

You will be redirected to step 7. After successful installation, tap **Next** to continue. You are almost there! You’ll see the following screen. Tap **Activate** and follow the instructions to complete the enrollment.
Step 10
Once your device is successfully configured with your Organization server, you’ll be redirected to the following screen.
iOS Enrollment

Step 1
Install Qualys Agent App from iTune Store. Tap the URL (https://itunes.apple.com/app/qualys-agent/id1484616940) to launch iOS App Store.

Step 2
Scan the QR code or enter Server URL mentioned in the User activation email with subject “Qualys Secure Enterprise Mobility - Account Activation” and Tap Next.

If you don’t have email with subject “Qualys Secure Enterprise Mobility - Account Activation”, please contact your Qualys Account Manager.
Step 3
After scanning the QR code, you will be redirected to step 4, else the following screen will be shown:

Please refer to User activation email with subject “Qualys Secure Enterprise Mobility - Account Activation” and “Qualys Secure Enterprise Mobility - Account Details” to enter following details:

- Username
- Password

If you don’t have the “Qualys Secure Enterprise Mobility - Account Activation” and "Qualys Secure Enterprise Mobility - Account Details" email, please contact your Qualys Account Manager.
Step 4
If EULA is not configured for your organization, then you will be redirected to Step 5.
If EULA is configured and you have already accepted the EULA, you will be redirected to
Step 5, else you will be presented with a EULA.
If you decline the EULA, you will not be able to enroll the device.
Step 5
If your organization has set Default Ownership, then the respective Device Ownership radio button will be selected, and both the radio button will be read-only. Otherwise, you will need to select Device Ownership.

If the device is owned by organization, select **Corporate - Owned** and if not, select **Employee - Owned**.

Enter your mobile number in the space provided.
Step 6
If the enrollment is set as without SEM EMM for your Organization, then you will be redirected to Step 10. Else, tap on the Download Profile button to download the profile for installation.
Step 7
If iOS version is 12.2 or later, allow to download the configuration. Then you’ll see the following popup. Tap Close.

If iOS version is prior to 12.2, allow to open Settings app, then you’ll be redirected to Step 9.
Step 8
Launch Settings app and tap **Profile Downloaded** to initiate the installation process.
Step 9
You are almost there! You’ll see the following screen, tap **Install** and follow the instructions to complete enrollment.
**Step 10**

After profile installation, you need to launch QAgent app to complete the enrollment process.

For iOS 11.3 to 12.1.4 devices, complete the enrollment process using QAgent app.

If the enrollment is set as without SEM EMM for your organization, then after the completion of Step 5 Or after launching QAgent, you will be redirected to following screen.
Step 11
This completes device enrollment and you’ll see the following screen.