

MAM Reference Architecture: Standard Workflows for iOS

September 2025

ver. 2025.9.29



Why Reference Architecture



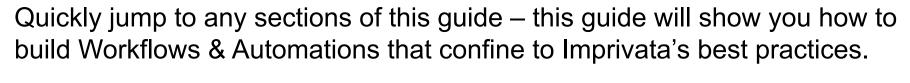
The MAM Reference Architecture helps create **standardized deployments** by providing **clear guidelines** for customers – selecting compatible components and deploying standard configurations that have been **certified by our QE** process. This ensures that all parts work together seamlessly with the Imprivata MAM solution, reducing errors and inconsistencies, and ultimately leading to more reliable and efficient deployment.

Guide Tips



- Avoid downloading this guide locally or saving to a department share use the live link to ensure you are viewing the current version.
- Copy / Paste where possible and when adding names, descriptions, and free text to ensure consistency.
- Use the "Jump to Guide Index" below to return home from any section.
- Several pages have important footnotes to provide additional details or context – look for the \forall at the bottom of the page.

Guide Index





- **Building Standard Workflows**
 - Provisioning
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 - Checkout
 - Manual Checkout
 - Wandering Devices
 - Update iOS

- Set Device Home
- Organizing Workflows
- Change Log
- Submit Feedback





Prerequisites



Prerequisite: Create Workflow Folders



Use the **Organize** feature in the **Workflows** tab to create folders for the workflows you will create throughout this guide.

- Checkout Workflows
- Device Setup & Update Workflows
- Utility Workflows
- Deprecated Workflows
- Custom Workflows

Prerequisite: Create Attributes



Create new Launchpad Attributes in the Admin tab to use in the workflows you will create throughout this guide.

- Department
- Facility
- Launchpad Manager
- Timezone



Building Standard Workflows





Provisioning



Provisioning



- Perform MDM Command
- Erase
- Set Timezone
- Add WiFi
- Set Language and Locale
- Set Wallpaper (optional)
- Set Attribute



Provisioning



Navigate to **Workflows** > **New Workflow**

Name: iOS Provisioning

Description: Prepare an iOS device with standard configuration for use

with MAM.

Workflow Model: O Device Enrollment Program

Provisioning: Perform MDM Command





Assign DEP Profile: *your DEP profile*



Provisioning: Erase



• Erase supervised and DEP devices



Provisioning: Set Timezone

Click Add an action > Set Timezone

Timezone: [Timezone]

Common US Timezones

Value	Timezone
America/New_York	Eastern Time
America/Chicago	Central Time
America/Denver	Mountain Time
America/Los_Angeles	Pacific Time



It's important to set the timezone to where the mobile device will be used. Use the <u>linked article</u> to locate the closest city, copy and paste the exact value listed into the Launchpad Attribute.

Provisioning: Add Wifi



Click Add an action > Add WiFi

Network Name (SSID): *your provisioning network*

Security

WPA/WPA2 Personal OR WPA/WPA2 Enterprise

MAC address: Disable randomization

Expiration: Automatically forget after **60** minute(s)

The network used for provisioning should be a temporary network that the device connects to for setup only. Networks with CAPTCHA portals are not supported. Once enrolled into the MDM, devices should transition to the production network via an MDM deployed profile. To ensure a smooth transition, the provisioning network and production network should not share the same SSID. Ensure all ports and IPs are allowed on both networks.

Provisioning: Set Language and Locale

Click Add an action > Set Language and Locale

Language: *your language*

Locale: *your locale*



Provisioning: Set Wallpaper (optional)



Click Add an action > Set Wallpaper

Select an image: [Upload]

Lock Screen Text & Color:

If found, return this device to [Department]. [Device Serial]

Optionally, use MAM to apply a wallpaper to the Lock and / or Home Screen of the device. You can also apply a wallpaper using MDM. A key advantage using MAM, is the ability to apply useful information to the device wallpaper using Attributes. Setting a wallpaper on check out is not supported.

Provisioning: Set Attribute



Click Add an action > Advanced > Set Attribute Set **Device Home** to **[Department]**

When provisioning devices in bulk, a CSV can also be used to set this attribute. Alternatively, if devices are being provisioned in a central location like a staging area, the Department attribute will need to be updated on the Launchpad to reflect the location where the devices will be placed.



Check In



Check In



- Perform MDM Command
- Check In Device
- On Failure



Check In



Navigate to **Workflows** > **New Workflow**

Name: Check In

Description: Check in an iOS device.

Workflow Model: O Device Enrollment Program

Check In: Perform MDM Command

Click Add an action > Perform MDM Command





Check In: Check In Device



Click Add an action > Check In Device

Launch a blank page before Check In (for iOS 17 and below)*

Logout Actions: Enable for each app that supports App Logout

Epic Rover (if used in the organization)

If the fleet of device using Check Out are all on iOS 18 or higher, it is recommended to deselect "Launch a blank" page before Check In".

Check In: On Failure



Click Add an action > Advanced > On Failure

Retry this workflow

Maximum attempts: 2

Check In: Automation Setup



Navigate to **Automation** > **New Rule**

Name: Check In

Description: Check in an iOS device.

Set a new trigger

When a device is: Checked in

Then deploy these workflows: Check In

Enable Rule: **ON**



Express Checkout



Express Checkout

We will configure the following actions in your workflow:

Check Out Device



Express Checkout



Navigate to **Workflows** > **New Workflow**

Name: Express Checkout

Description: Check out an iOS device using Express Checkout.

Workflow Model: O iOS Express Checkout

Express Checkout: Check Out Device

Click Add an action > Check Out Device

Text to display when unlocked: [Imprivata Display Name]



Express Checkout: Automation Setup



Name: Express Checkout

Description: Check out an iOS device using Express Checkout.

Set a new trigger

When a device is: Checked out

Then deploy these workflows: Express Checkout

Enable Rule: **ON**





Checkout



Checkout



Checkout workflows should default to Express Checkout for an optimal user experience, except in cases where it does not support required functionality. If you are unsure if your workflow is supported, contact Product Management.

We will configure the following actions in your workflow:

- Check Out Device
- Add Dynamic Config Profile (optional)
- On Failure

Checkout



Navigate to **Workflows** > **New Workflow**

Name: Checkout

Description: Check out an iOS device using Checkout.

Workflow Model: O Device Enrollment Program

Checkout: Check Out Device



Text to display when unlocked: [Imprivata Display Name]



Checkout: Add Dynamic Config Profile (optional)



Click Add an action > Advanced > Add Dynamic Config Profile

Profile Name: *your profile name*

Profile XML: *your profile code*

PDynamic Config Profiles are used to streamline the login experience to apps like WebEx. More information for integrating with WebEx can be found in the MAM documentation.

Checkout: On Failure



Reboot and Check In





Checkout: Automation Setup

Navigate to **Automation** > **New Rule**

Name: Checkout

Description: Check out an iOS device using Checkout.

Set a new trigger

When a device is: Checked out

Then deploy these workflows: **Checkout**

Enable Rule: **ON**





Manual Checkout



Manual Checkout

We will configure the following actions in your workflow:

Set Attribute



Manual Checkout



Navigate to **Workflows** > **New Workflow**

Name: Manual Checkout

Description: Check out an iOS device using a username and password.

Workflow Model: Over the Air

Manual Checkout: Set Attribute



Click Add an action > Advanced > Set Attribute Set **Device User** to [**Device User**]

The device user is already set (making this reparative) but the purpose of this is to make checkout visible in the Activity log for a complete journey of the device. If left out, manual checkouts will only be seen in the Audit log.

Manual Checkout: Automation Setup



Name: Manual Checkout

Description: Check out an iOS device using a username and password.

Set a new trigger

When a device is: Unlocked via Network Username and Password

Then deploy these workflows: Manual Checkout

Enable Rule: **ON**





Wandering Devices



Wandering Devices

We will configure the following actions in your workflow:

Send Email



Wandering Devices



Navigate to **Workflows** > **New Workflow**

Name: Incorrect Device Home

Description: Send an email when a device has been returned to the

incorrect location.

Workflow Model: Over the Air

Wandering Devices: Send Email



Tab: **Before Deployment**

Addresses: [Launchpad Manager]

Subject: Mobile device ([Device Serial]) returned to the incorrect location

Body: Device [Device Serial] has been returned to the incorrect location. The device was last seen at [Launchpad Name] in port [Last Port Number].

This device should be returned to [Device Home].



Wandering Devices: Automation Setup



Name: Incorrect Device Home

Description: Send an email when a device has been returned to the incorrect location.

Set a new trigger

When a device is: **Checked In**

Add an optional condition: **Device Home Is not [Department]**

Then deploy these workflows: Incorrect Device Home, Check In

Enable Rule: **ON**

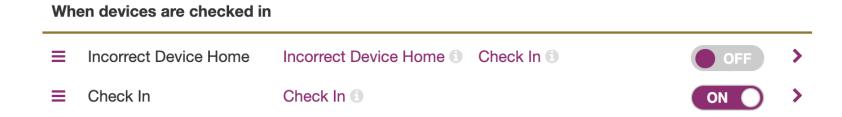


Wandering Devices: Automation Setup



Navigate to **Automation**

In the When devices are checked in section, use the "hamburger" icon to reorder the **Incorrect Device Home** automation rule to be the first rule in the list.





Update iOS



Update iOS



This section provides guidance on configuring Automation Rules to support iOS updates. The date and time in the automation schedule are provided as examples only. When scheduling individual automation rules, coordinate with administration to ensure they align with their operations. Avoid scheduling during shift changes or periods with limited support availability.

We will configure the following actions in your workflow:

Update iOS

Update iOS



Navigate to **Workflows** > **New Workflow**

Name: **Update iOS**

Description: Update an iOS device using standard settings.

Workflow Model: O Device Enrollment Program

Update iOS: Update iOS



Use the standard settings Long iOS Update Delay: Install the oldest signed version





Navigate to **Automation** > **New Rule**

Name: Update iOS Ports 1-5

Description: Update iOS devices on ports 1-5.

Set a new schedule

Use the next slide to target a schedule for ports 1-5...



Add an optional condition:

Device Checkout Status Is: Checked In

Device Battery Level: Greater than 50

Port Number: Less than or equal to 5

Deploy these workflows:

Update iOS

Check In

Enable Rule: **OFF**





Navigate to **Automation** > **New Rule**

Name: Update iOS Ports Ports 6-10

Description: Update iOS devices on ports 6-10.

Set a new schedule

Use the next slide to target a schedule for ports 6-10...



Add an optional condition:

Device Checkout Status Is: Checked In

Device Battery Level: Greater than 50

Port Number: Greater than or equal to 6

Port Number: Less than or equal to 10

Deploy these workflows:

Update iOS

Check In

Enable Rule: **OFF**





Navigate to **Automation** > **New Rule**

Name: Update iOS Ports 11-15

Description: Update iOS devices on ports 11-15.

Set a new schedule

Use the next slide to target a schedule for ports 11-15...



Add an optional condition:

Device Checkout Status Is: Checked In

Device Battery Level: Greater than 50

Port Number: Greater than or equal to 11

Port Number: Less than or equal to 15

Deploy these workflows:

Update iOS

Check In

Enable Rule: **OFF**





Navigate to **Automation** > **New Rule**

Name: Update iOS Ports 16-20

Description: Update iOS devices on ports 16-20.

Set a new schedule

Use the next slide to target a schedule for ports 16-20...



Add an optional condition:

Device Checkout Status Is: Checked In

Device Battery Level: Greater than 50

Port Number: Greater than or equal to 16

Port Number: Less than or equal to 24

Deploy these workflows:

Update iOS

Check In

Enable Rule: **OFF**





Set Device Home



Set Device Home

We will configure the following actions in your workflow:

Set Attribute



Set Device Home



Navigate to **Workflows** > **New Workflow**

Name: **Set Device Home**

Description: Manually set the Device Home based on the value in the

Department Launchpad Attribute.

Workflow Model: O Device Enrollment Program

Set Device Home: Set Attribute



Click Add an action > Advanced > Set Attribute Set Device Home to [Department]



Organizing Workflows



Organizing Workflows



- Checkout Workflows
 - Check In
 - Express Checkout
 - Checkout
 - Manual Checkout
- Device Setup & Update Workflows
 - iOS Provisioning
 - Update iOS
- Utility Workflows
 - Set Device Home

- Incorrect Device Home
- Deprecated Workflows
 - (empty)
- Custom Workflows

New workflows (or standard workflows that have been cloned) should reside in the **Custom Workflows** folder. Consider default folders to be read-only.





