



MAM Reference Architecture: Standard Workflows for iOS

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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 💡 at the bottom of the page.

Guide Index

Quickly jump to any sections of this guide – this guide will show you how to build Workflows & Automations that confine to Imprivata's best practices.

- [Prerequisites](#)
- Building Standard Workflows
 - [Provisioning](#)
 - [Check In](#)
 - [Express Checkout](#)
 - [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

We will configure the following actions in your workflow:

- 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: ☒ Device Enrollment Program

Provisioning: Perform MDM Command

Click **Add an action** > **Perform MDM Command**

- ☒ Clear Passcode
- ☒ Assign DEP Profile: *[your DEP profile](#)*

Provisioning: Erase

Click **Add an action > 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 [linked article](#) 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

We will configure the following actions in your workflow:

- 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: ☒ Device Enrollment Program

Check In: Perform MDM Command

Click **Add an action** > **Perform MDM Command**

☒ Clear Passcode

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: ☒ 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

Navigate to **Automation > New Rule**

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: ☒ Device Enrollment Program

Checkout: Check Out Device

Click **Add an action > 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](#)***

💡 Dynamic 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

Click **Add an action > Advanced > On Failure**

☒ Reboot and Check In

💡 If you are creating a new Checkout workflow in MAM 7.0 or higher, On Failure will automatically be added to the workflow and Reboot and Check In will be selected by default.

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

Navigate to **Automation > New Rule**

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

Click **Add an action > Advanced > 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

Navigate to **Automation > New Rule**

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.

When devices are checked in


☰	Incorrect Device Home	Incorrect Device Home ⓘ	Check In ⓘ	<input checked="" type="checkbox"/> OFF	>
☰	Check In	Check In ⓘ		<input type="checkbox"/> ON	>



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: ☒ Device Enrollment Program

Update iOS: Update iOS

Click **Add an action > Update iOS**

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

Update iOS: Automation Setup

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...

Update iOS: Automation Setup

On this date: **1/7/25** | At this time: **06:00 AM** | Repeats: **Daily**

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**

Update iOS: Automation Setup

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...

Update iOS: Automation Setup

On this date: **1/7/25** | At this time: **12:00 PM** | Repeats: **Daily**

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**

Update iOS: Automation Setup

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...

Update iOS: Automation Setup

On this date: **1/7/25** | At this time: **06:00 PM** | Repeats: **Daily**

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**

Update iOS: Automation Setup

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...

Update iOS: Automation Setup

On this date: **1/7/25** | At this time: **12:00 AM** | Repeats: **Daily**

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: ☒ Device Enrollment Program

Set Device Home: Set Attribute

Click **Add an action > Advanced > Set Attribute**

Set **Device Home** to **[Department]**



Organizing Workflows



Organizing Workflows

Use the **Organize** feature in the **Workflows** tab to move the workflows you created into the following folders.

- 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.**

