

# State-Issued iPhone Set-Up & Best Practices

This Job Aid is to assist in the set-up process of state-issued iPhones to support telework activities completed by DTA staff. Use of these devices is intended to support work activities only, such as conducting interviews, making outbound calls, merging calls (language line), and providing clients a call-back number.

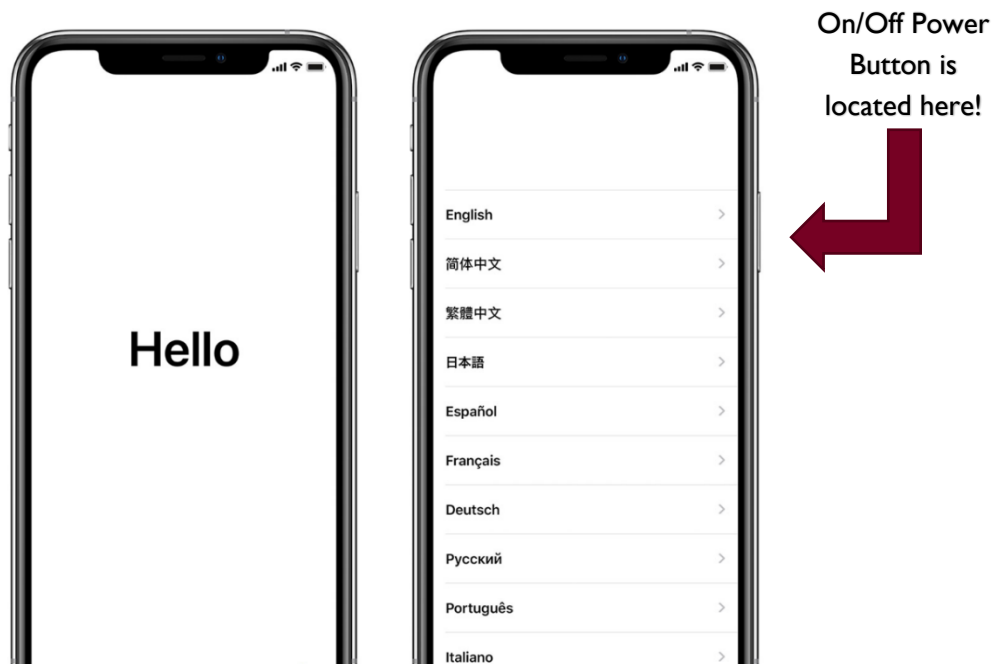
To set-up and activate your state-issued iPhone, you will need to create a **new Apple ID**. Even if you are a prior Apple user (i.e. you own an iPhone or other Apple product for personal use). These steps are outlined in the following pages of this Job Aid.

**Disclaimer:** this document has links to online support pages. These links will only open if you are viewing this online. If you get stuck during this set up, super users and IT can provide additional support.

## Step I: TURN ON YOUR DEVICE

Press and hold the device's power button until you see the Apple logo. You'll then see "Hello" in many languages. Follow prompts on the phone to get started. If you're visually impaired and need access to Zoom, Voice Over, or other accessibility features, reach out to the Training Unit PACE email ([dta.trainingunit@massmail.state.ma.us](mailto:dta.trainingunit@massmail.state.ma.us)). If you do not need these features, continue with the set-up prompts.

When asked, choose your language. Then tap your country or region. This affects how information looks on your device, including date, time, contacts, and more.



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## Step 2: ACTIVATE YOUR DEVICE

Activating your device will happen automatically when it turns on. Verizon will appear in the top left of the screen. If your phone is not activating or you get an error message to the effect of “Activation Failed” contact your local office “super user” for assistance. They can be reached at this email inbox: [DTA.COVID-19Support@MassMail.State.MA.US](mailto:DTA.COVID-19Support@MassMail.State.MA.US). Please follow the email template that has been shared with you. Additionally, a YouTube video for additional supports is located in the “Resources” section of this document.



**NOTE:** If your phone won't turn on. Plug it into the wall with the plug and charger found in the box. Sometimes it can take up to an hour to charge before turning on. If it is longer than that contact the Super Users, in your email please say “I have charged my phone for over an hour and it will not power on”.



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## Step 3: SET-UP TOUCH ID & CREATE A PASSCODE

On your device, you can set up [Touch ID](#). With this feature, you can use your fingerprint to unlock your device. Tap Continue and follow the instructions or tap "Set Up Later in Settings."

Next, set a six-digit passcode to help protect your data. **You are required to have a passcode on this device.**



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## Step 4: APPS & DATA

Select, “Don’t Transfer Apps & Data.”

This device must not contain any of your personal data, applications, or contacts. It is to be used for Department purposes only. The only applications that are to be downloaded onto this device will be directly related to accessing your VPN.

If you restore from a backup or another device, please contact the Super Users for assistance. The email you can reach them at is: [DTA.COVID-I9Support@MassMail.State.MA.US](mailto:DTA.COVID-I9Support@MassMail.State.MA.US)



## Step 5: SIGN-IN BY CREATING A NEW APPLE ID

Enter your state-issued Apple ID and password, from step 1. From there, you can create an Apple ID. A YouTube video created by the training unit is listed in the “Resources” section for additional support.

**\*\* DO NOT set-up any payment options. This portion can be skipped and will not affect device set-up. \*\***

### STATE-ISSUED APPLE ID:

Your state-issued Apple ID will consist of two items.

- 1) your **state.ma.us** email which will be your ‘Username’
- 2) create a **password**

### EXAMPLE:

Username: **DTAEmployee@MassMail.State.MA.US**

Password – must include at least 7 characters with at least one capital letter, one lowercase letter and one number.



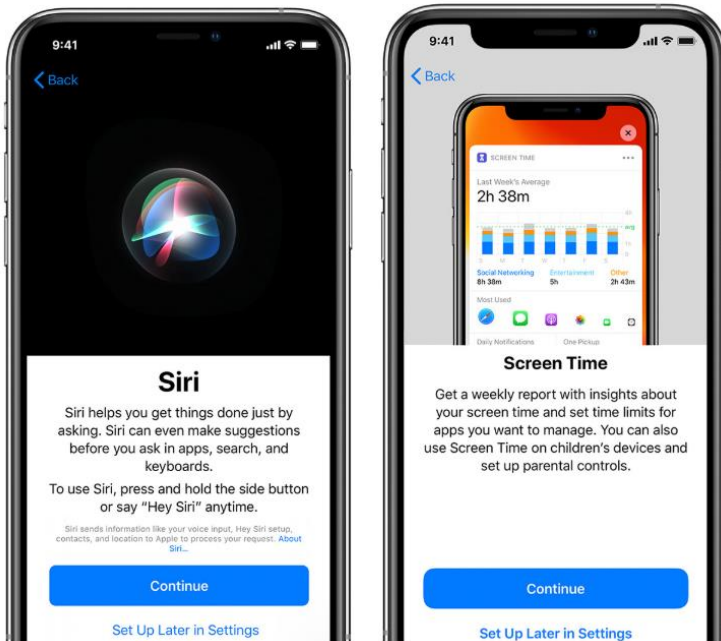
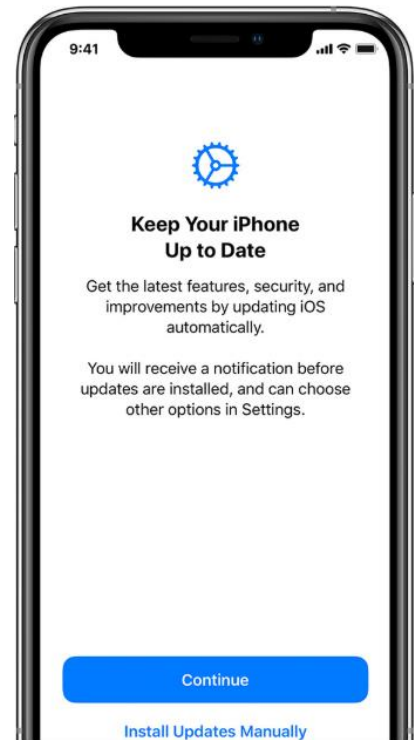
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## Step 6: TURN ON AUTOMATIC UPDATES/FEATURES

On the next screens, you can decide whether to [share information](#) with app developers and allow iOS to update automatically. You should select the option to “Share”.

## Step 7: SET-UP SIRI & OTHER SERVICES

You do not need to use “Siri” unless you would like to do so.



## Step 8: SET-UP SCREEN TIME & MORE DISPLAY OPTIONS

These features have no impact on the work that you will be completing. Simply hitting “Continue” will allow you to progress through these options.

## Step 9: FINISH UP!

Tap "Get Started" to begin using your device.

If you're new to iPhone, [learn more about getting started and using your iPhone.](#)

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## ADDITIONAL RESOURCES

How to Create your DTA official Voicemail : Job Aid from the T&D Unit

Apple Support | <https://support.apple.com/>

How to Use Magnifier on your iPhone | <https://www.youtube.com/watch?v=DDwmpKxGrUc>

How to Take a Screenshot on your iPhone | <https://www.youtube.com/watch?v=eP9j6cFzIzc>

Email the super users at: [DTA.COVID-19Support@MassMail.State.MA.US](mailto:DTA.COVID-19Support@MassMail.State.MA.US)

How to create and Apple ID on your iPhone: [https://youtu.be/qmtpC7\\_Vx54](https://youtu.be/qmtpC7_Vx54)

How to connect to your home wireless network: <https://youtu.be/FP-2pmPSHlk>

How to merge a call on your iPhone: <https://youtu.be/rPK3n0xOjb4>

