

Step 1 – Install Required Applications

1. Open the **App Store**.
 2. Search for **Company Portal (Microsoft)** and install it.
 3. Search for **Microsoft Authenticator** and install it.
 4. Once both apps are installed, open **Company Portal**.
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Step 2 – Sign In and Change Password

1. Tap **Sign in**.
2. Enter your company email address, then tap **Next**.
3. Enter the temporary password provided by IT.
4. When prompted, create a new password.

Important:

- Remember this password or write it down.
 - IT does **not** store or know your password.
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Step 3 – Wait for Account Sync

1. After changing your password, a message will appear asking you to wait a couple of minutes.
 2. Close the **Company Portal** app completely.
 3. Wait approximately **1 minute**.
 4. Reopen **Company Portal**.
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Step 4 – Multi-Factor Authentication (MFA) Setup (Important!)

Additional Information – Notifications

- During setup, iOS may ask for permission to allow notifications.
- Tap **Allow** when prompted.
- Notifications are required for security alerts and account verification.

MFA Setup Steps

1. Sign in to **Company Portal** using your company email and newly created password.
 2. On the **More information required** page, tap **Next**.
 3. On the **Keep your account secure** page, tap **Next** (*Microsoft Authenticator is already installed*).
 4. Tap the blue text “**Pair your account to the app by clicking this link**”.
 - This may take a couple of tries.
 - If nothing happens, tap **Next** and try again.
 5. Approve the notification by entering the same number shown on the screen in the Microsoft Authenticator prompt “**Are you trying to sign in?**”, then tap **Yes**.
 6. When you see “**Notification approved**”, tap **Next**.
 7. Register your phone number:
 - Change country to **Indonesia (+62)**
 - Enter your phone number
 - Tap **Next**
 8. Complete the CAPTCHA, then enter the verification code sent to your phone number (via WhatsApp or SMS), and tap **Next**.
 9. When you see **Success!**, tap **Done**.
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Step 5 – Device Enrollment and Profile Installation

1. After MFA setup is complete, you will be redirected back to **Company Portal** automatically.
2. On the **Get notified so you don’t lose access** screen, tap **OK**.
 - When iOS asks for notification permission, tap **Allow**.
3. On the **Set up Avia Solutions Group (ASG) PLC access** page, tap **Begin**.
4. On the **Device management and your privacy** page:
 - Review what the app can and cannot do.
 - Tap **Continue** when finished.
5. Company Portal will attempt to download the management profile.

- If prompted to sign in again, sign in as requested.
6. On the **Download management profile** page, tap **Allow**.
 7. The management profile will download:
 - Tap **Done**
 - Tap **Continue**
 8. On the **How to install management profile** page, read the instructions carefully.
 9. Open the **Settings** app on your iPhone.
 10. Tap **Profile Downloaded** (near the top of the screen).
 11. Tap **Install** (top-right).
 12. Enter your device passcode.
 13. Tap **Install** (bottom-middle).
 14. Wait while installation is in progress.
 15. On the warning page:
 - Tap **Install** again (top-right)
 - Tap the red text **Trust**
 16. Tap **Done** once installation is complete.
 17. Return to the **Company Portal** app.
 18. When asked “**Did you install the profile?**”, tap **Yes, I installed the profile**.
 19. Tap **Continue**.
 20. Company Portal will now check device settings.
 21. During this process, app installation prompts may appear multiple times:
 - Tap **Install** or **Manage** each time they appear.
 22. Once completed:
 - Go to the **Devices** menu at the bottom.
 - Tap your device.
 - Confirm the status shows “**Can access company resources**”.
 23. When the device status is compliant, enrollment is complete.

You may now open work apps and sign in when prompted.

Important Notes

- Personal data (photos, messages, personal apps) is **not accessible** to IT.
 - Company data can be protected or removed if required by company policy.
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Support

If enrollment fails or you see an error:

- The status “**Can access company resources**” may not appear immediately.
- This can happen for several reasons.
- The most common reason is that the device passcode has not been changed for a long time.
 - Try changing your iPhone passcode, then reopen **Company Portal** and check device settings again.
- Restart the device and try again.
- Ensure iOS is up to date.
- Contact **IT Support** and include the error message you see.