Cloudpath

Cloudpath Enrollment System

End-User Experience for iOS Devices

Software Release 5.1

May 2017

Summary: This document describes the end-user experience for iPhones and iPads that are using Cloudpath to onboard to a secure wireless network.
Document Type: Information
Audience: Network Administrator, End-User

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Overview

The Cloudpath Enrollment System (ES) automates WPA2-Enterprise configuration on any device that connects to the network and automatically connects the device to a secure SSID. This Automated Device Enablement (ADE) means authorized devices onboard simply and securely, with the appropriate level of access.

Cloudpath supports all operating systems including Windows, Mac OS X, iOS, Android, Linux, Chromebooks, and more.

This document provides an example of the end-user process for using Cloudpath to migrate an iOS devices to the secure network.

Supported Versions

The Cloudpath application supports iOS versions 6.0, and later, with automated configuration. All earlier versions are supported with a manual configuration.

Cloudpath ES User Experience

Cloudpath provides the prompts that guide the user through the sequence of steps that make up the enrollment workflow. During this process, the user enters information as requested, and makes selections about user type, device type, among others.

User Prompts

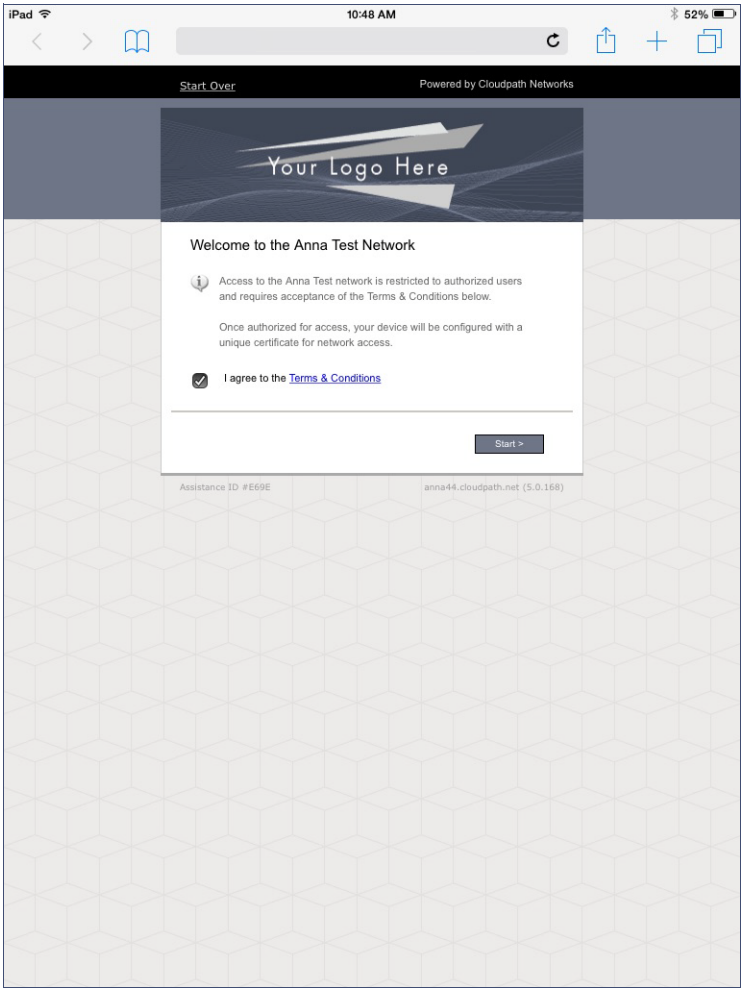
This section displays the user prompts for a typical enrollment workflow. The sequence of steps for the enrollment differ, depending on the selection that is made.

Welcome Screen With AUP

When the user enters the enrollment URL on their device, the Login (or Welcome) screen displays. The login screen is typically customized with the logo, colors, and text for the organization or institution. The screens in this example use the default look and feel of the application.

> **Note >>**
> If you have set up a captive portal, the user connects to onboarding SSID and is redirected to the Cloudpath Welcome page to start the enrollment process.

FIGURE 1. Welcome Screen



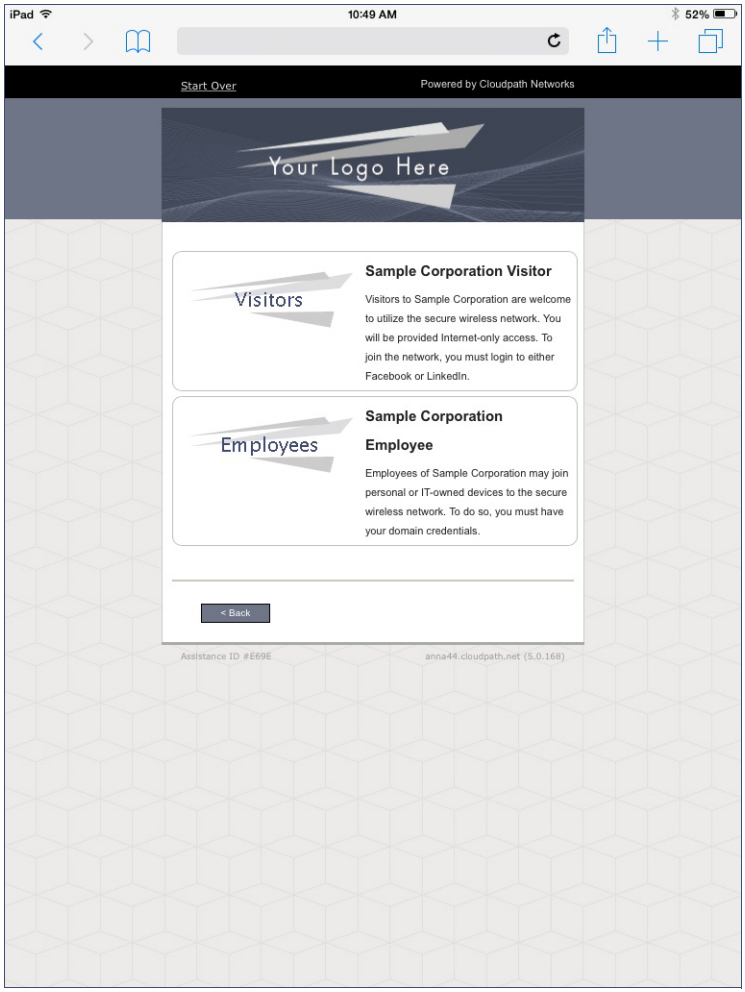
An acceptable use policy (AUP) prompt displays a message and requires that the user signal acceptance to continue. The *Welcome* page text or *Start* button can be customized.

Tap *Start* to continue.

User Type

If required by the network, the user might see a User Type prompt. For example, an Employee might be required to enter domain credentials, and a Visitor might be required to enroll using their social media credentials.

FIGURE 2. User Type Prompt

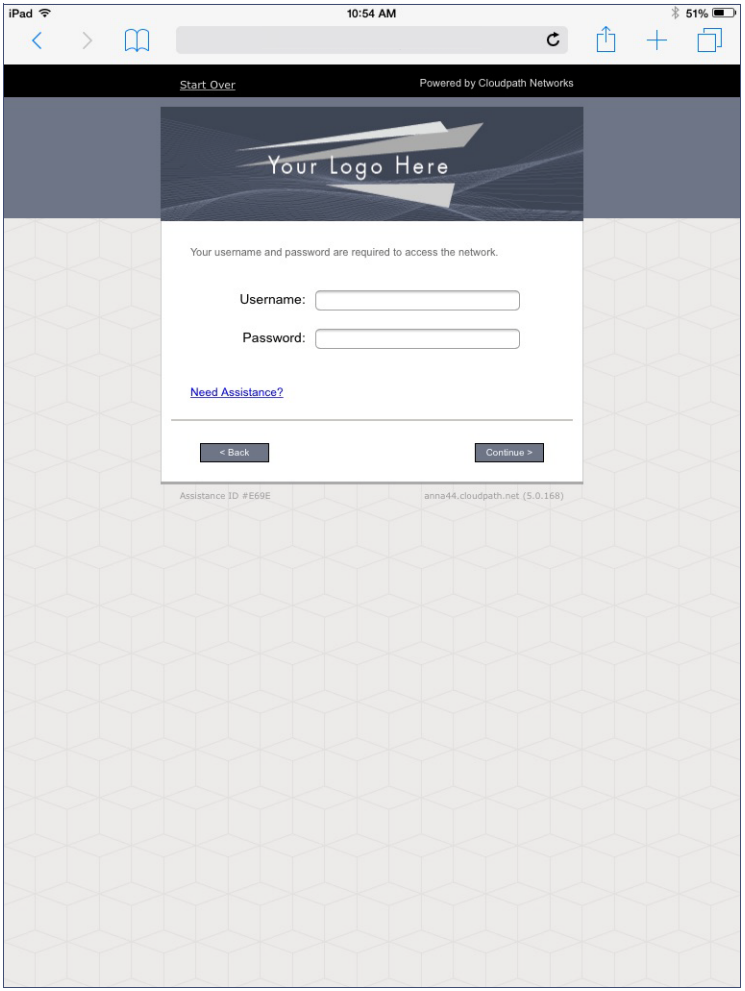


Select the user type to continue. This example follows the *Employee* workflow branch.

User Credentials

If required by the network, a prompt similar to the one below requires the user to enter network credentials.

FIGURE 3. User Credential Prompt

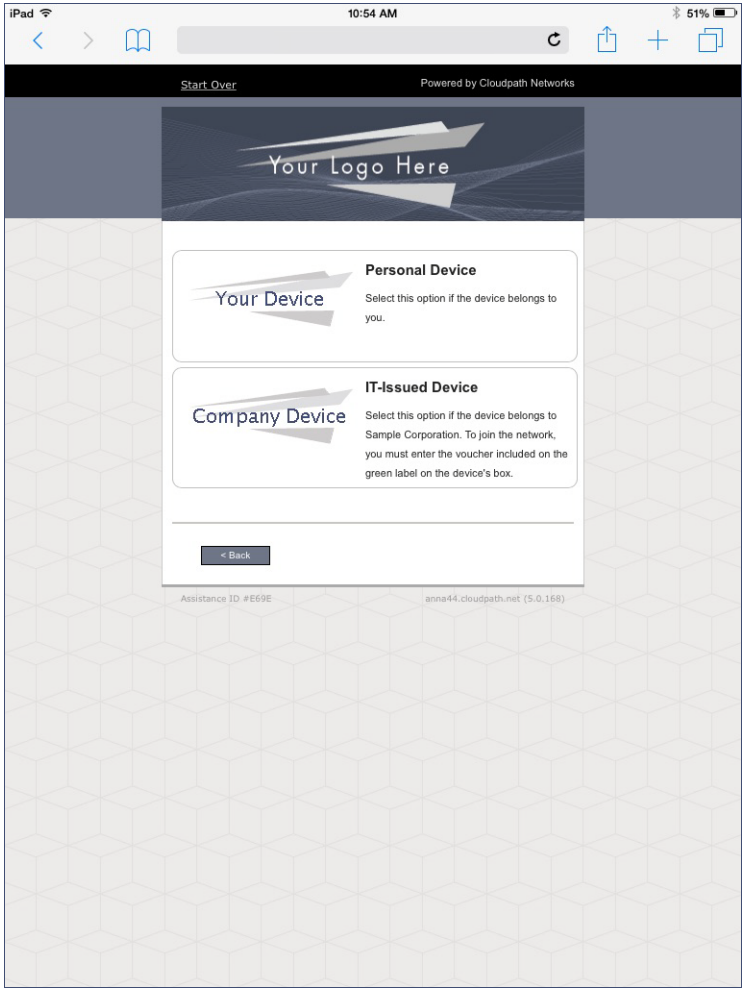


Enter the user credentials and tap *Continue*.

Device Type

If required by the network, the user might see a Device Type prompt. For example, a Personal device selection might add a prompt for a MAC address, and a IT-Issued device would be allowed to bypass the MAC address prompt.

FIGURE 4. Device Type Prompt

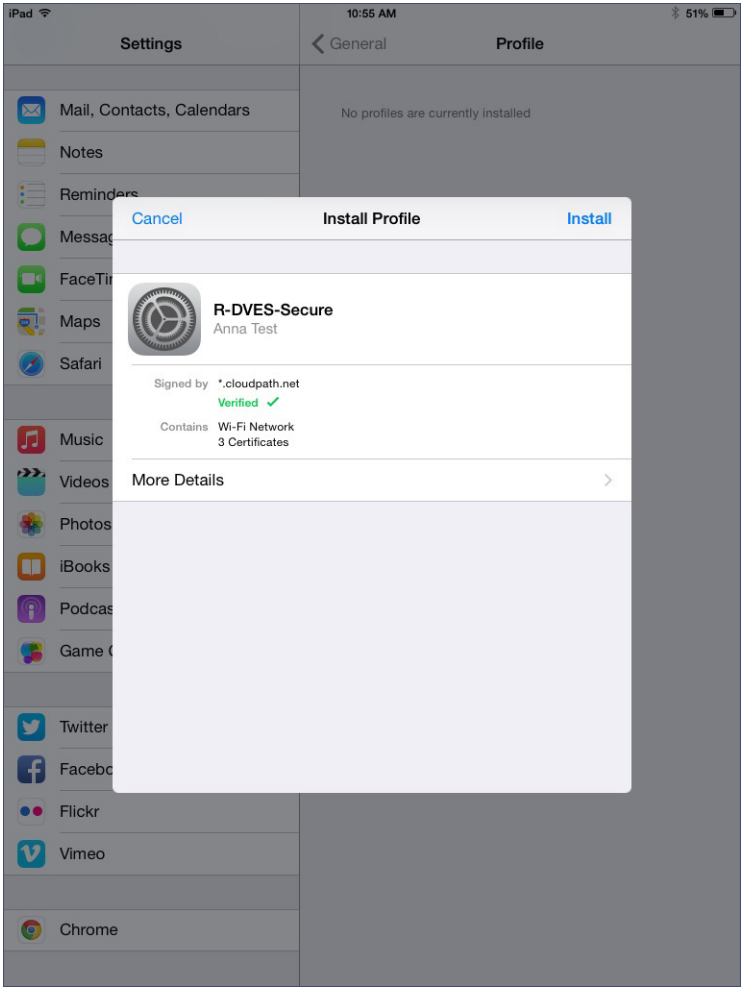


Select a device type to continue. This example follows the *IT-Issued Device* enrollment workflow.

Install Profile

You are prompted to install the network profile on the device.

FIGURE 5. Install Profile

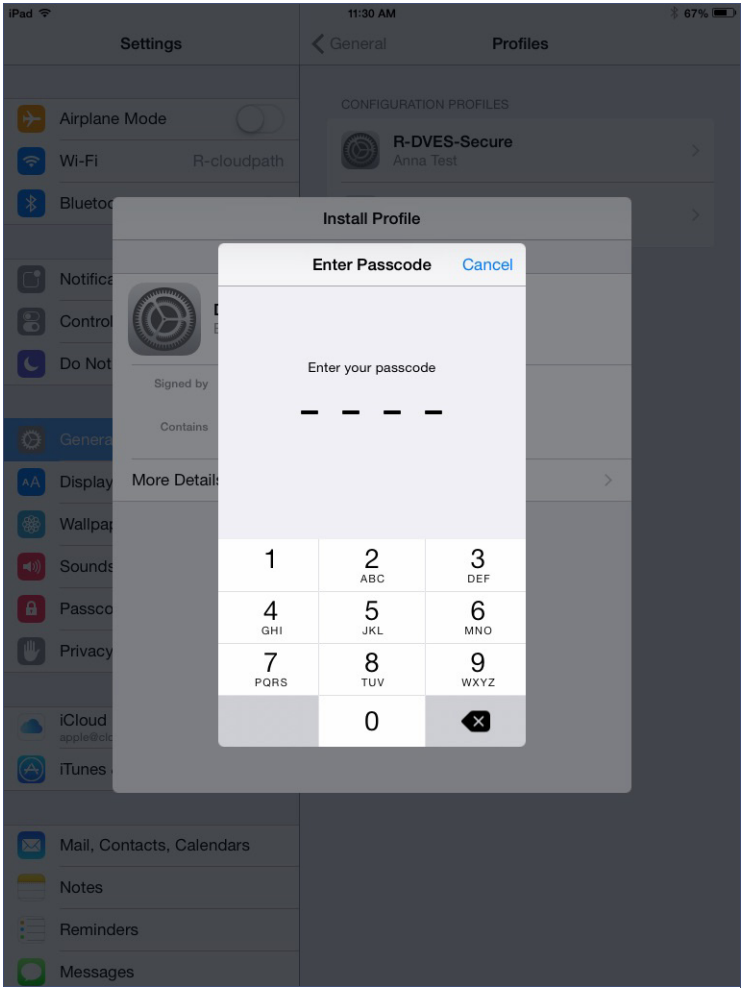


Tap *Install* to continue.

Enter passcode

Enter device passcode to install the profile.

FIGURE 6. Enter Passcode

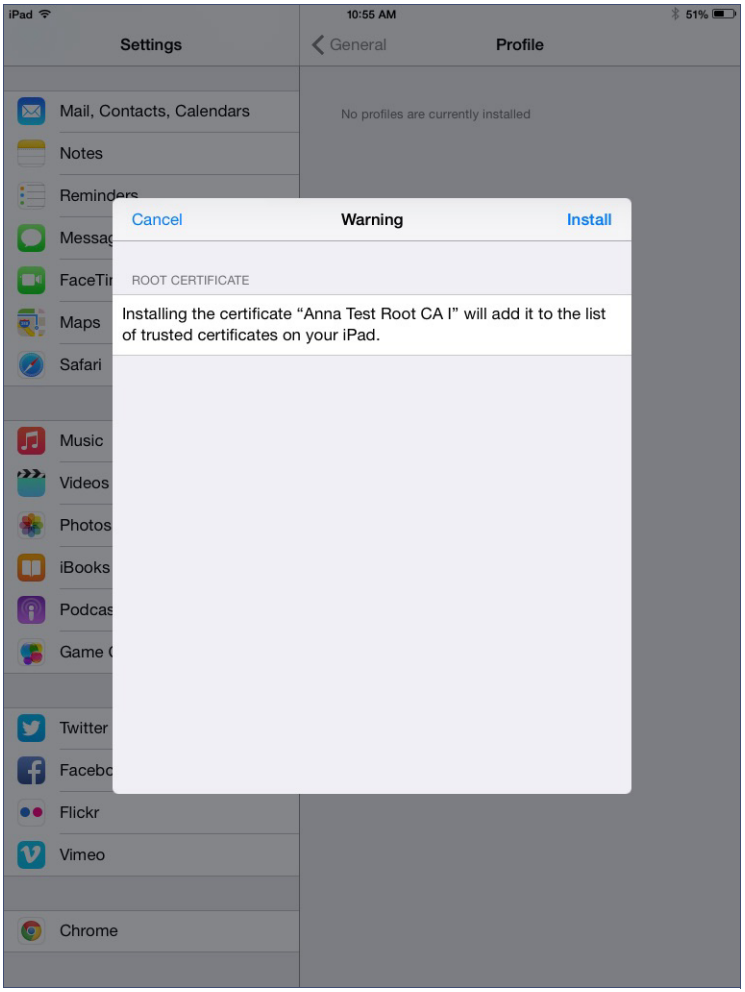


Continue with profile installation.

Install Root CA

The Wi-Fi profile includes the root CA. Other certificates might be required by your network.

FIGURE 7. Install Root CA

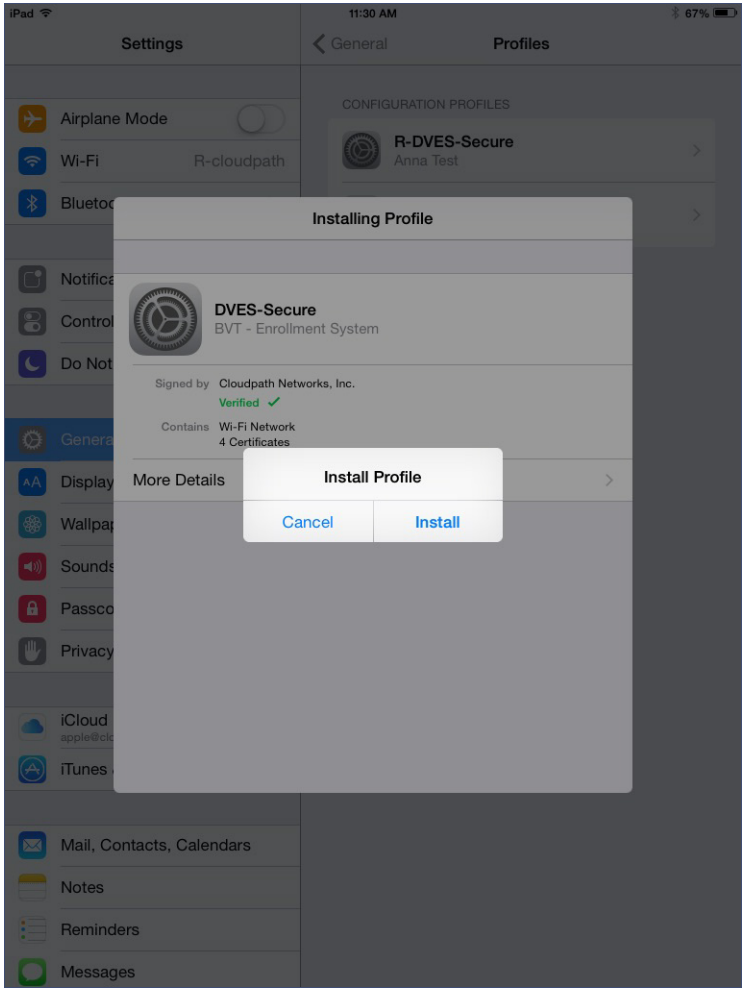


Tap *Install* to continue.

Confirm Install Profile

Confirm the profile installation.

FIGURE 8. Confirm Install Profile

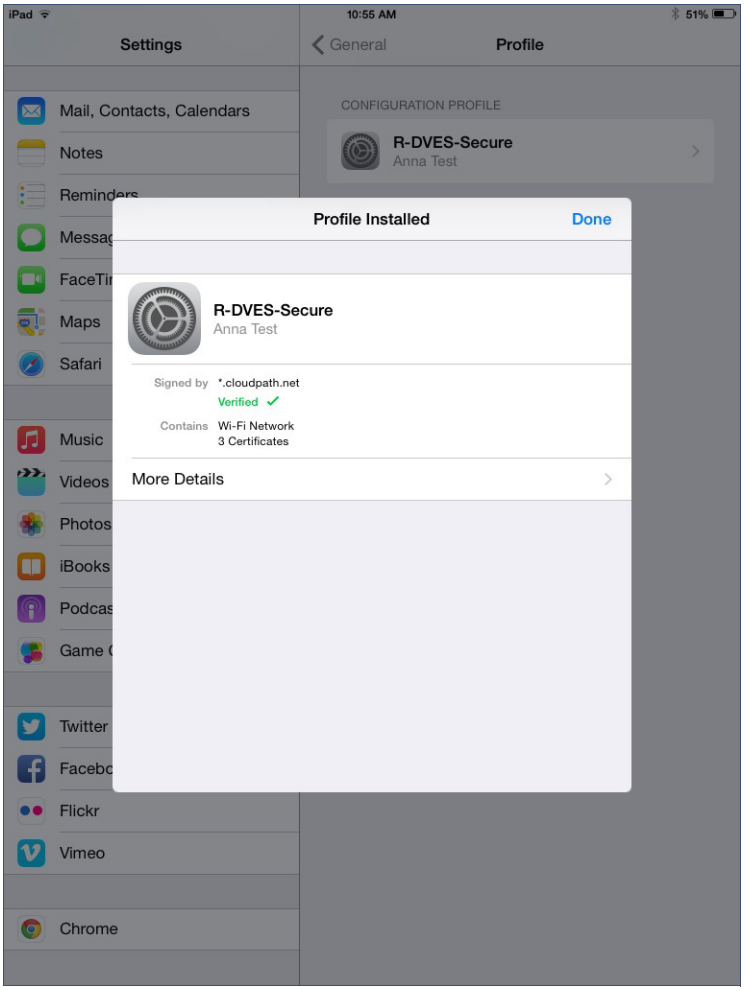


Tap *Install* to continue.

Profile installed

The Wi-Fi has been installed when you receive this confirmation page.

FIGURE 9. Profile Installed

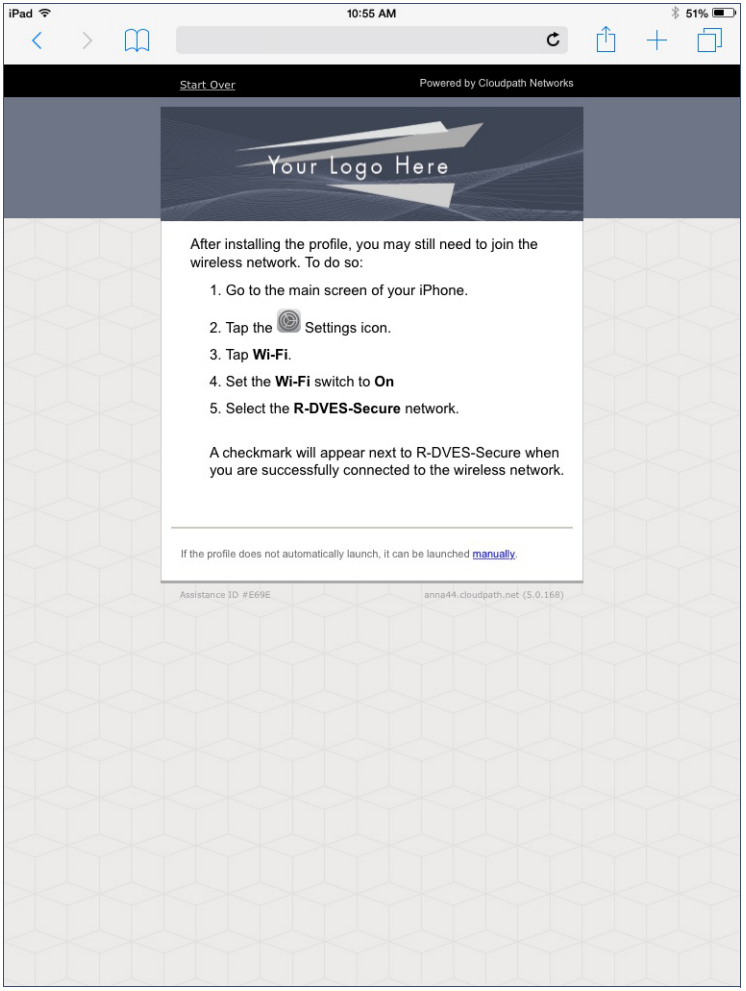


Tap *Done* to continue.

Join Wireless Network

The Wi-Fi configuration page displays the instructions for connecting to the secure network.

FIGURE 10. Join Wireless Network

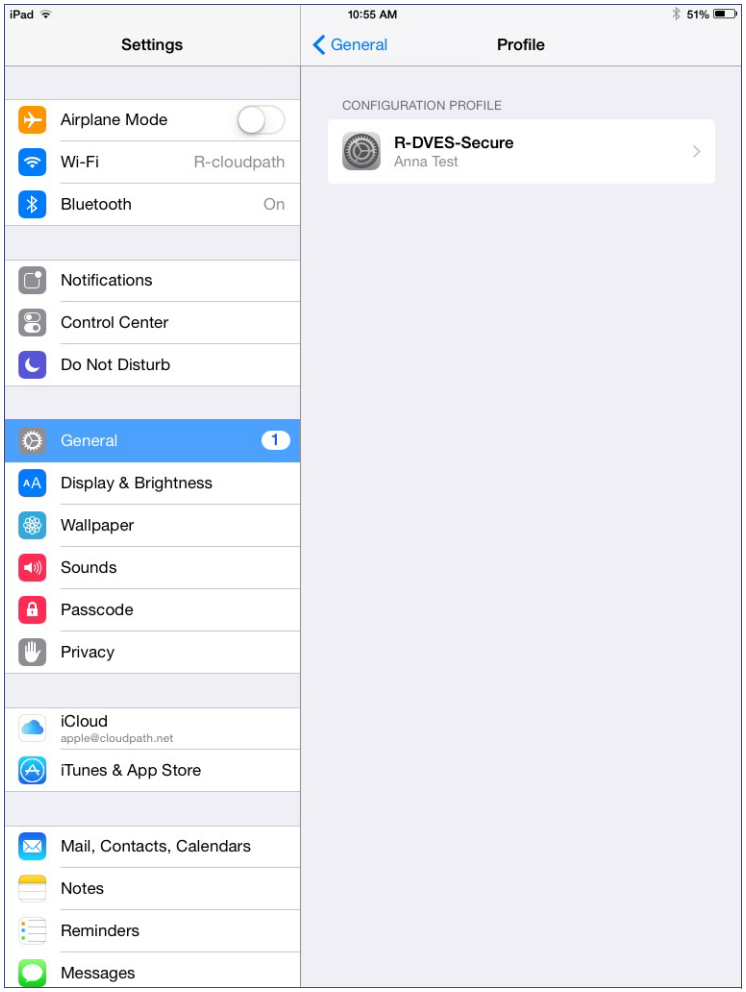


Go to your home screen and tap the *Settings* to connect to the secure network.

View Profile

In the *Settings* > *General* tab, you can view the profile for the secure network.

FIGURE 11. View General Profile

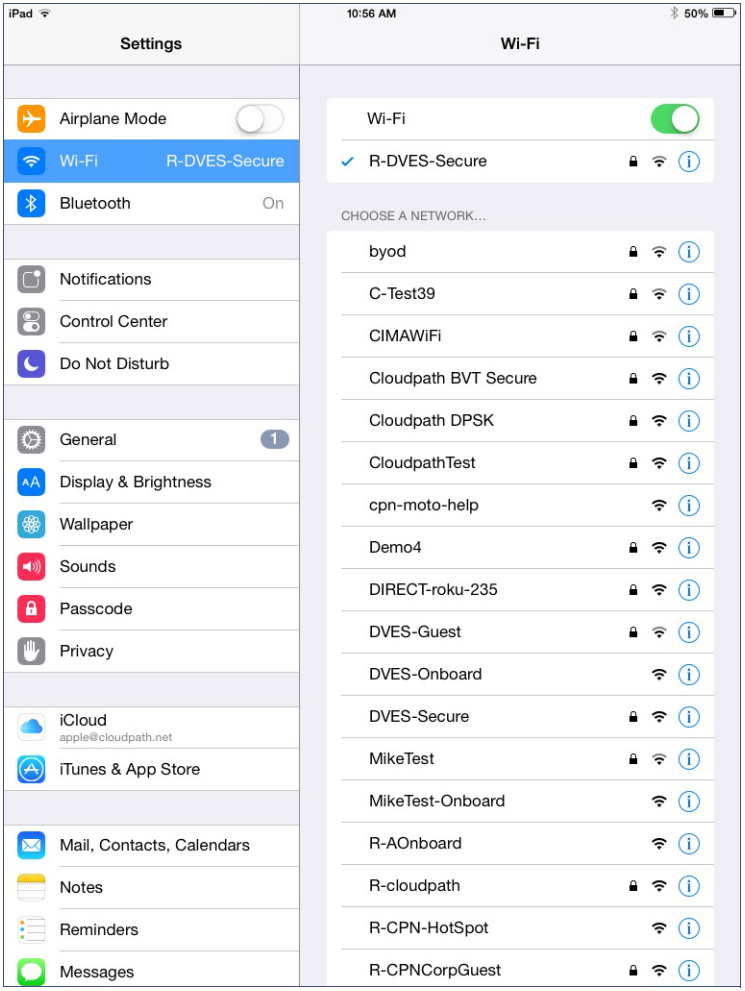


Tap the *Wi-Fi* tab to continue.

Connect to Secure Network

Select the network listed on the Wi-Fi configuration screen.

FIGURE 12. Connected to Secure Network



The user should be connected to the secure network.