Apple Push Notification Service Certificate Process

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If you will be using iOS devices, Apple requires you to have an Apple Push Notification service (APNs) certificate. IBM MaaS360 will walk you through the process of obtaining this certificate:

Procedure

1. Select **Setup** on the IBM MaaS360 Portal.
2. Click **Setup iOS Now**.

   The Safari, Chrome and Firefox web browsers are recommended for this process.
3. Enter a corporate Apple ID.

   You must use the same Apple ID every year when renewing your APNs certificate. If you don't have an Apple ID, hover over **Create ID?** and then click **Apple Website.** This will take you to a page where you can create a corporate Apple ID. Enter the Apple ID and click **Next**.

Note: We strongly recommend that this Apple ID belong to your company and not an individual. The Apple ID you use to set up your devices is the same one you will need to renew your certificate each year. If you use a personal Apple ID and the person leaves your company, you will need to create a new Apple ID at renewal time and re-enroll all of your iOS devices using it.

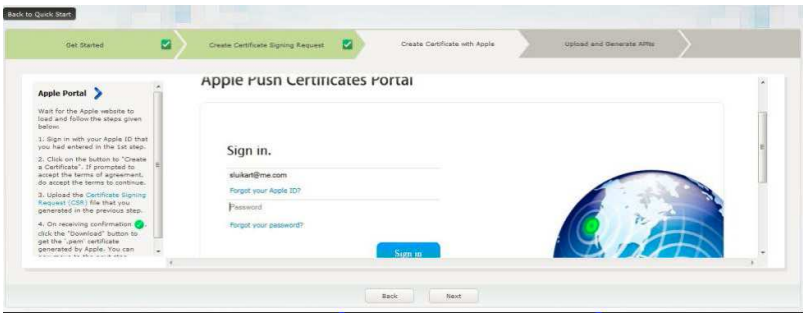
The Certificate Signing Request (CSR) will be generated automatically. This process can take up to 5 minutes. Please remain on this page or you will have to redo the previous steps.

The CSR will be emailed to the specified account. You can also click the **download** link to upload it right away.

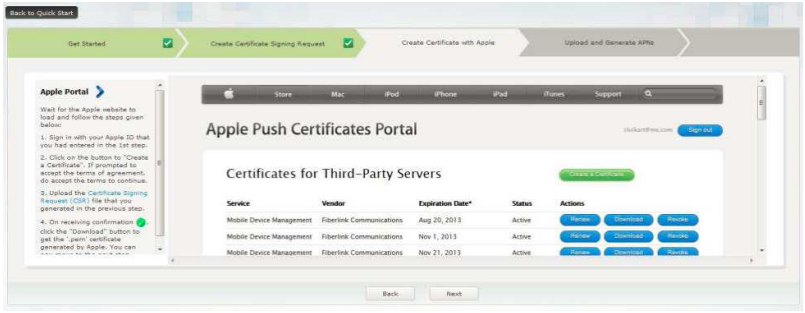
4. After clicking the **download** link, you will be able to save the file. Saving it will put it in your **Downloads** folder by default.

5. Enter the Apple ID you used in Step 3 on page 1 and the password, and then click **Sign in**.

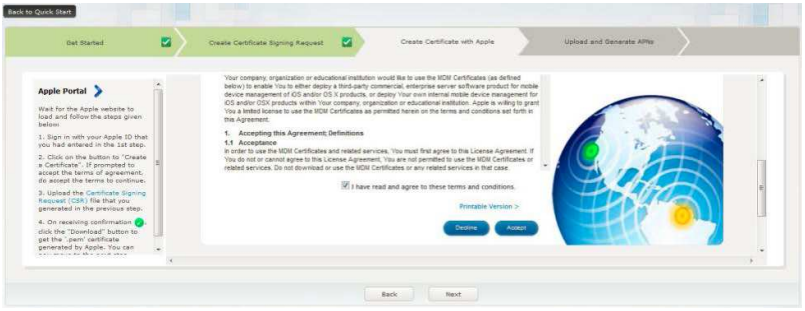
   To skip the steps necessary to generate a PEM file, click **Next**. Continue with Step 12 on page 4



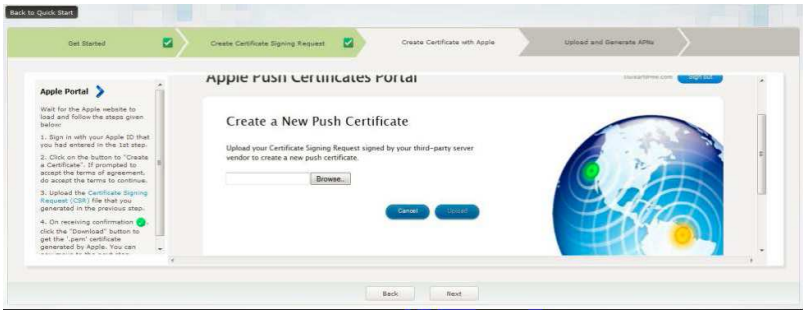
6. Click the green **Create a Certificate** button.



7. Check the box next to **I have read and agree to these terms and conditions** and click **Accept**.

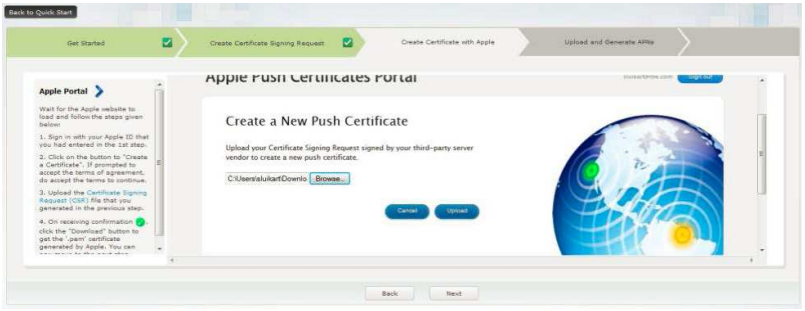


8. Now you need to find the file so you can upload it. Click **Browse**.



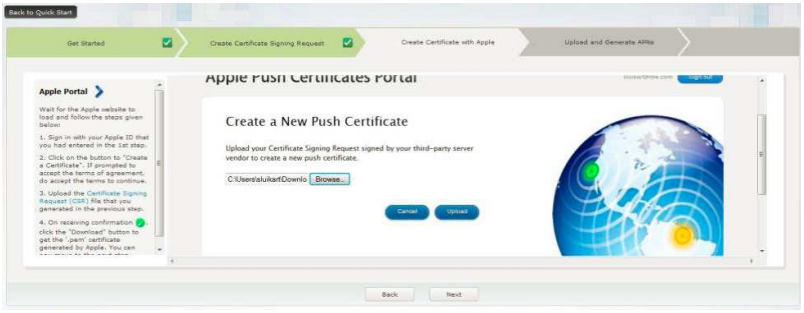
9. Find the CSR.txt file in your **Downloads** folder. Click **Open**.

10. When the correct file is shown in the field, click **Upload**.

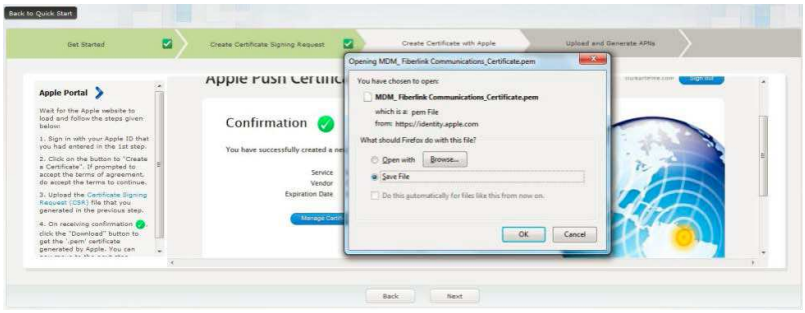


11. Click **Download** to download the PEM file.

    You will also receive this in email just like the CSR.txt file, but you will be using it in the very next step.



12. Click **OK** to save the PEM to your **Downloads** folder.



13. You will receive a confirmation message. Click **Next**.

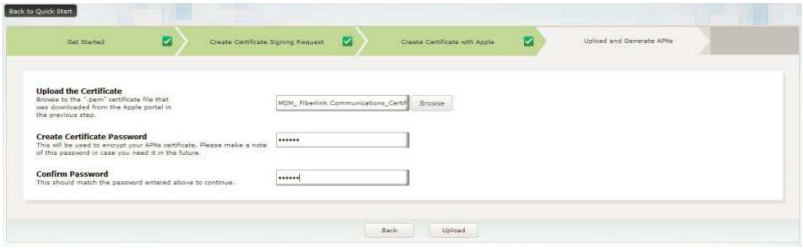
14. Now you have to upload the certificate to MaaS360. Click **Browse**.

15. Find the file MDM_Fiberlink_Communications.pem in your **Downloads** folder. Click **Open**.

16. Enter a password.

    This password has no minimum security requirement. To help you remember the password, you may want to make it the same as your Apple ID password.

17. After entering it in the **Create Certificate Password** and **Confirm Password** fields, click **Upload**.



18. The APNs certificate has been created. Click **Close**.