



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**.



The screenshot shows a web interface with a progress bar at the top containing four steps: 'Get Started', 'Create Certificate Signing Request', 'Create Certificate with Apple', and 'Upload and Generate APNs'. The 'Create Certificate with Apple' step is currently active. Below the progress bar, there is a text input field for the Apple ID. To the left of the input field, the text reads: 'Enter your Apple ID. This ID will be used to request (and later renew) the certificate on Apple website. If you're creating a new certificate, we recommend you create a company iTunes ID as this will be needed repeatedly (annually) for renewals. Create ID?'. Below the input field, there is a link: 'I already have the Apple IDH Certificate. Upload now.'. At the bottom of the form area, there is a note: 'Best viewed with a screen resolution of 1280 x 800 or higher'. At the very bottom of the page, there are 'Back' and 'Next' buttons.

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 screenshot shows the same web interface as the previous screenshot, but the progress bar now shows that the 'Create Certificate Signing Request' step is complete with a green checkmark. The 'Create Certificate with Apple' step is still active. The main content area now displays the text: 'Creating CSR Certificate. This may take up to 5 minutes. This is a CPU intensive process so please stay on this screen while the process is running.' followed by a loading spinner icon. The 'Back' and 'Next' buttons are still visible at the bottom.

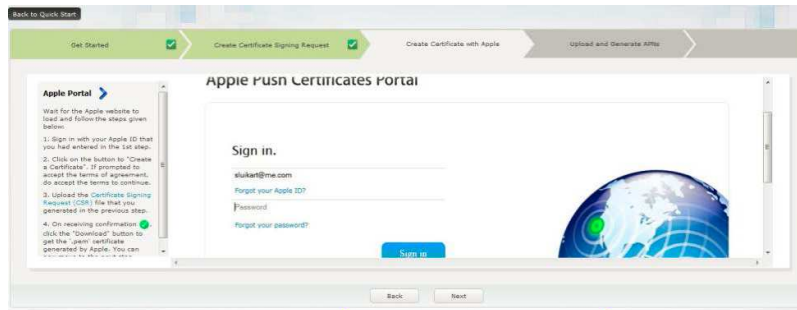
The CSR will be emailed to the specified account. You can also click the **download** link to upload it right away.



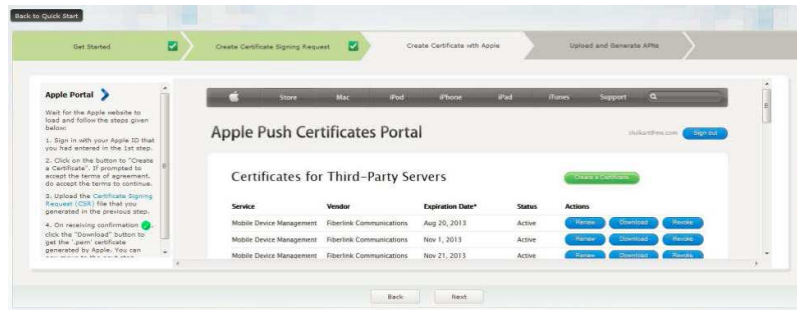
4. After clicking the **download** link, you will be able to save the file. Saving it will put it in your **Downloads** folder by default.



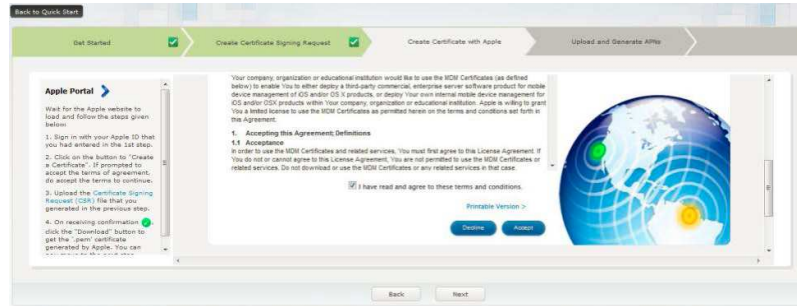
5. Enter the Apple ID you used in Step 3 on page 1 and the password, and then click **Sign in**.
To skip the steps necessary to generate a PEM file, click **Next**. Continue with Step 12 on page 4



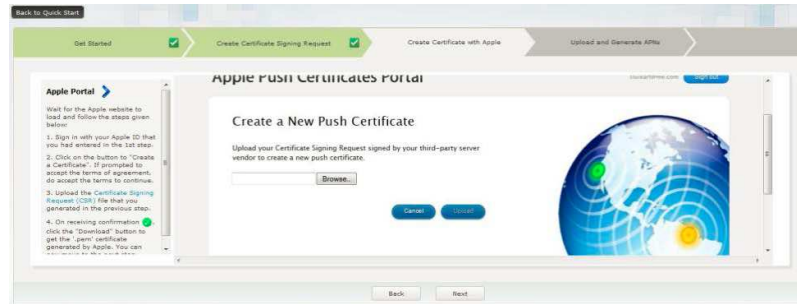
6. Click the green **Create a Certificate** button.



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**.

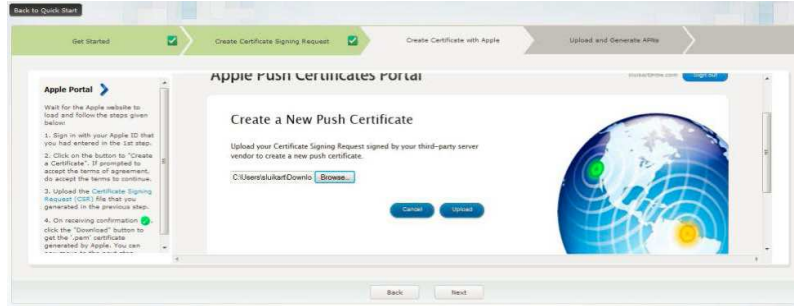


10. When the correct file is shown in the field, click **Upload**.

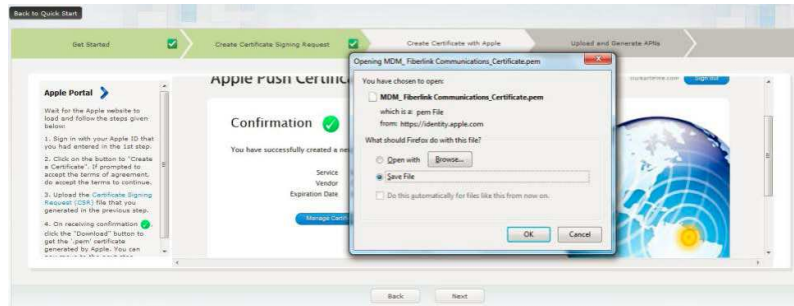


11. Click **Download** to download the PEM file.

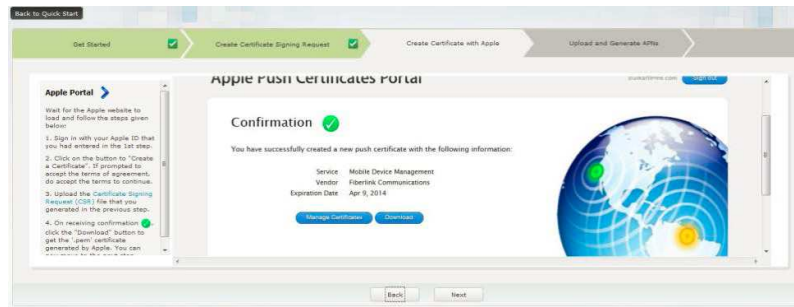
You will also receive this in email just like the CSR.txt file, but you will be using it in the very next step.



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



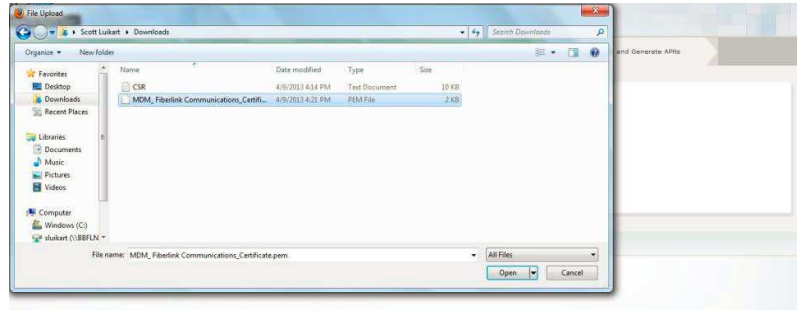
13. You will receive a confirmation message. Click **Next**.



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**.

