
Telstra Enterprise – Telstra Order Exchange (TOX) Customer Portal

DES Access and Device Management via TOX

Business unit
Telstra Enterprise

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Audience

Enterprise Customers using Telstra Order Exchange (TOX) Customer Portal.

Note: This work instructions are for Admin Users view perspective.

Summary

The Device Enrolment Service (DES) is a free service where Telstra will enrol enterprise device IMEIs directly with the respective manufacturer so that,

1. When the device is powered on from a factory state, the device automatically connects to the customer's mobile device management platform and retrieves all the company apps and IT policies that an employee requires to do their job.
2. The device is locked to the company so that if it's lost it cannot be used by a person outside the organisation.

As a pre-requisite a customer must have a mobile device management platform (MDM) and must configure their CIDN in TOX before they can use the free service.

Telstra supports the enrolment of these device manufacturers via TOX:

- Apple iOS
- Samsung Android
- Google Android (i.e. all other non-Samsung devices)

Telstra keeps a record of all devices purchased by enterprises so they can see and export the enrolment status of their devices and enroll/unenroll these manually if required post purchase.

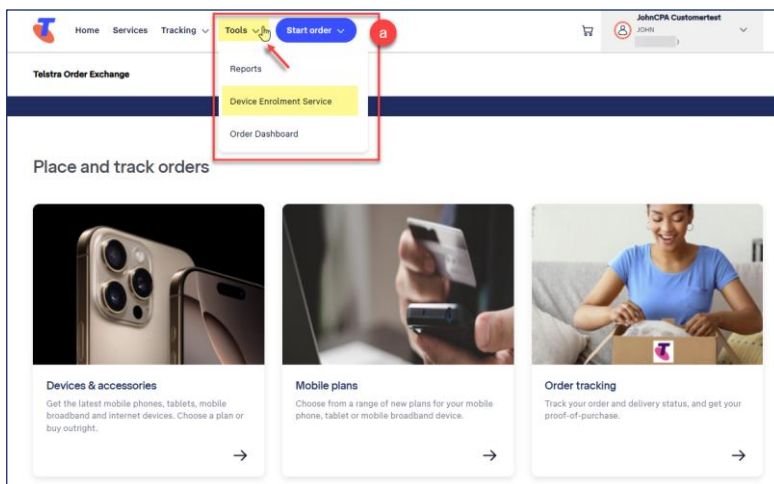
The purpose of this document is to provide detailed step by step instructions with screen views on how **DES** (Device Enrolment Service) **Customers** should be able to manage their DES devices via TOX. This includes details such as:

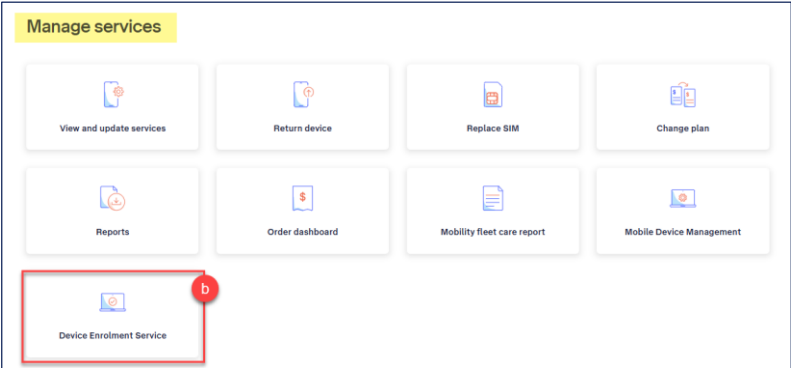
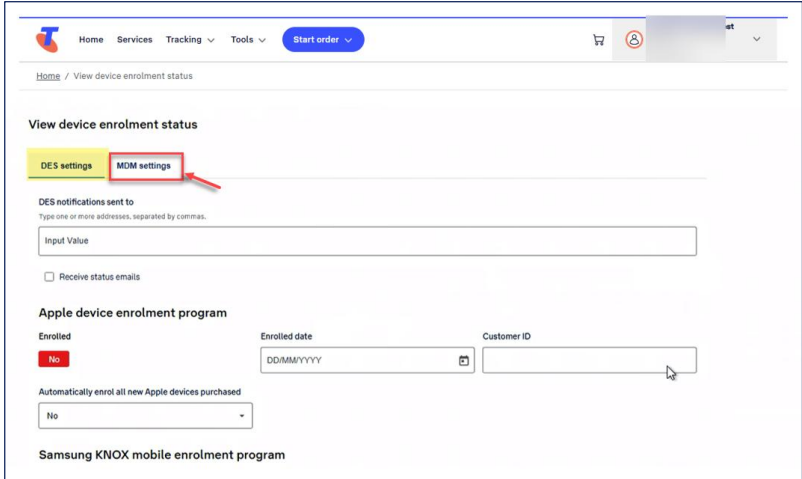
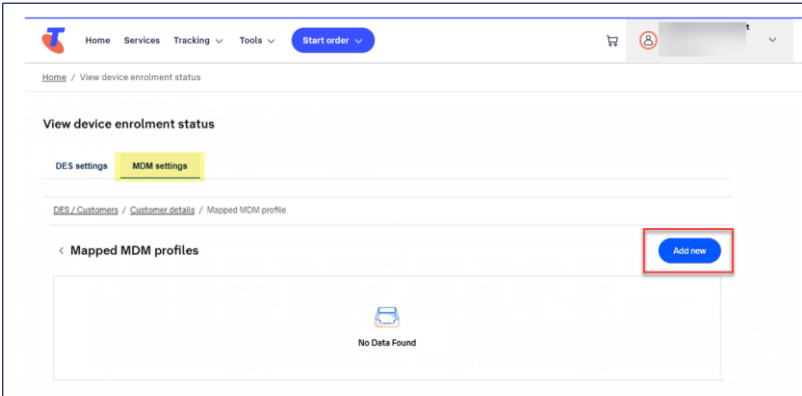
- [Getting a Customer ID prior setting up a DES account](#)
- [Setting up DES Account via TOX after getting a Customer ID](#)
- [Managing Device Enrolments](#)
- [Managing Device Withdrawal](#)

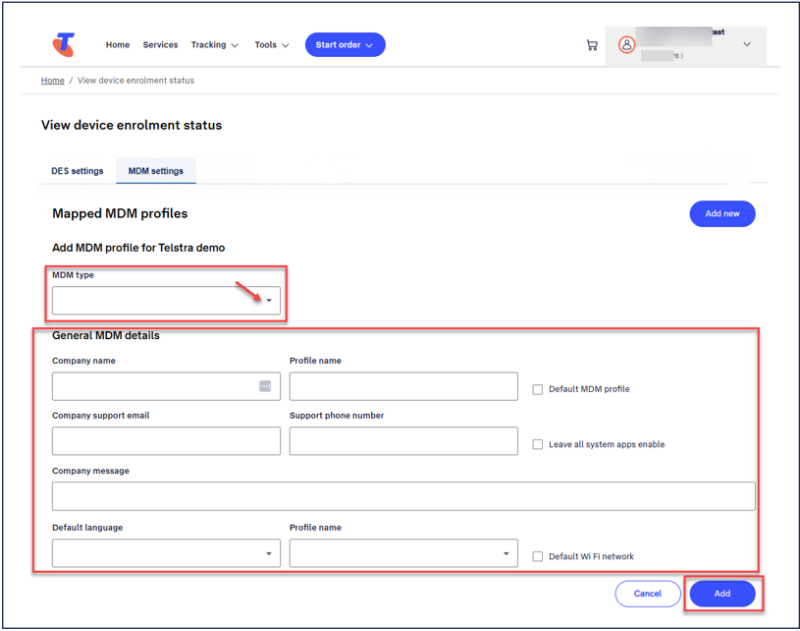
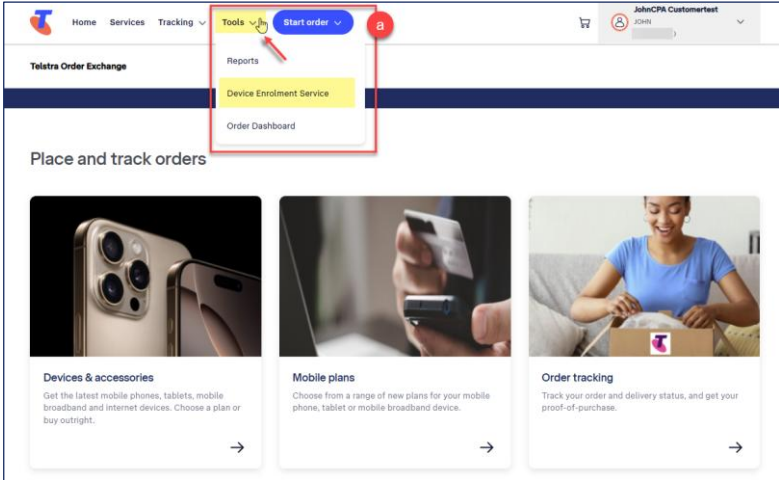
- [Managing Device Disowning](#)
- [View DES Dashboard](#)
- [View Enrolment History](#)

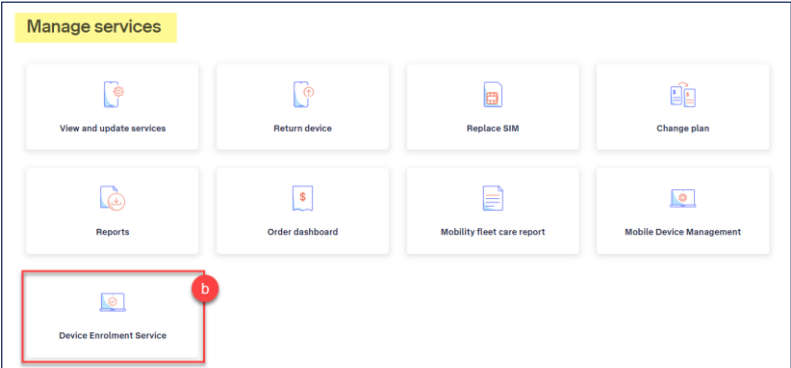
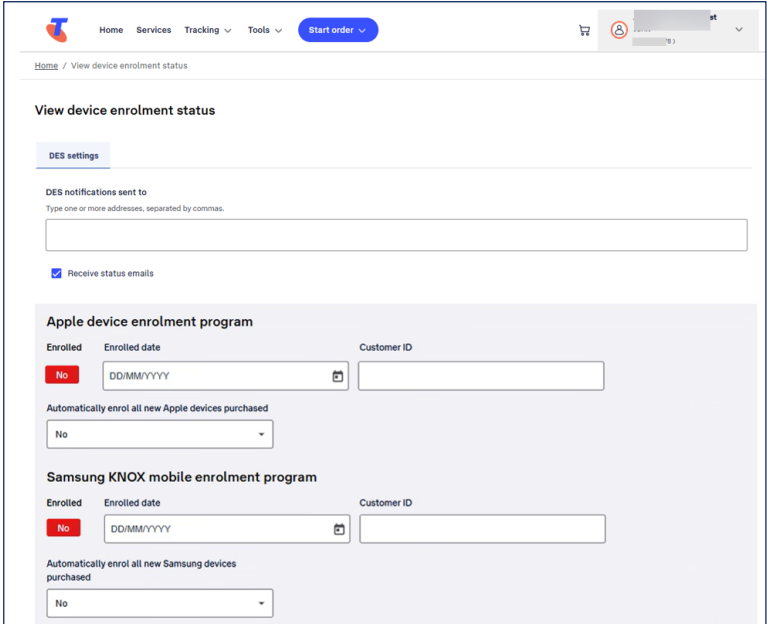
Business Rules

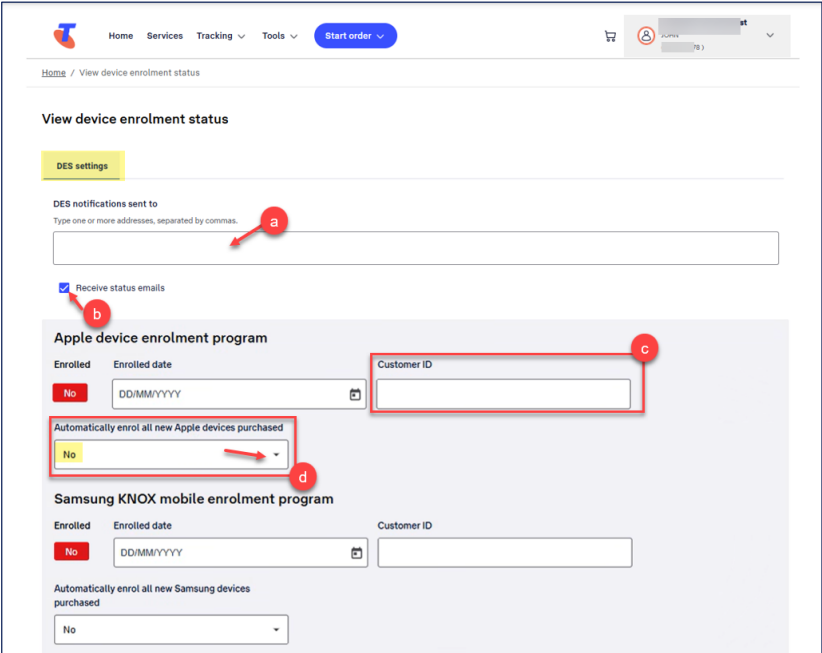
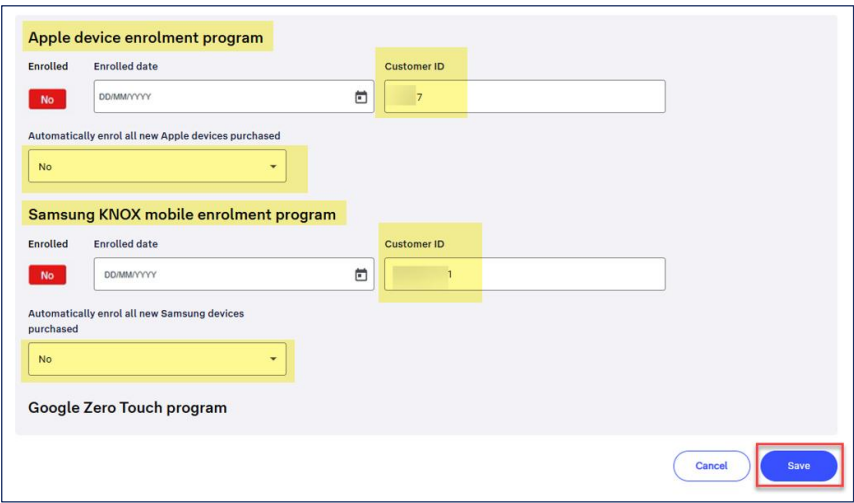
- TOX will enrol devices at the time they are dispatched from the warehouse so when they arrive, they are ready for the customer. If a device order goes into backorder and the order is cancelled, the devices will not be enrolled.
- Only devices in *Not Enrolled*, *Error Enrollment*, or *Withdrawn* status can be enrolled.
- In the event a device(s) is in **Withdrawn status**, it can be enrolled again.
- In the event a device(s) is in **Disowned status**, it cannot be enrolled again by the same customer.
- For **Faulty Returns with DES**, the IMEI from the original order is disowned automatically after the return order is placed. Then, the replacement device IMEI gets enrolled automatically when the replacement device is dispatched. Withdrawal from DES environment should be actioned prior return of the original device.
- For **Change of Mind Returns with DES**, the original IMEI is disowned automatically once the return assessment is completed.
- For **ARO device with DES** and contract termination, the device(s) do not get disowned even after termination of ARO contract. To disown the device(s) in this instance, need to trigger the request via TOX DES screen/page.
- **For a Lease Device(s) with DES**, once the device(s) gets returned, it will be disowned automatically.
- Admin Users can access the DES registration page in accordance with assigned permissions. Other roles can be assigned permission to access DES.

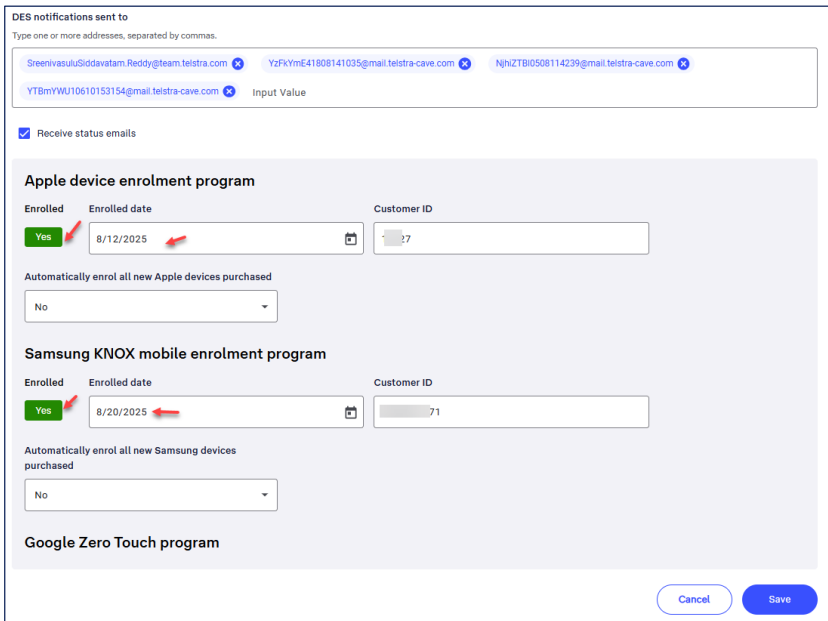
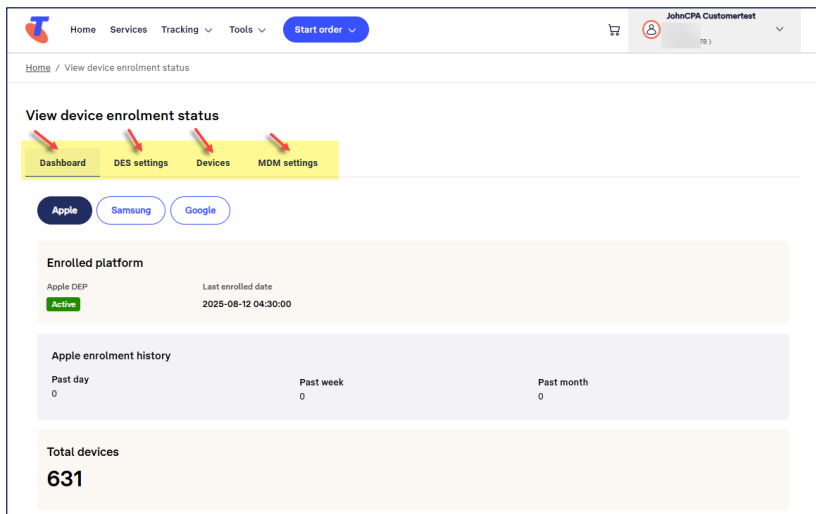
Step	Description	Detailed Actions
1	<u>Getting a Customer ID</u> Before setting up a DES Account via TOX, you will need a Customer ID.	<u>To get a CustomerID from Apple:</u> Setup an Apple Business Manager account at https://business.apple.com/ and configure Telstra's ResellerID 1A586DA0 into this account. Apple will then provide you with a Customer ID that you then enter into TOX to setup a DES account. <u>To get a CustomerID from Samsung:</u> Setup a Samsung Knox Mobile Enrolment account at https://www.samsungknox.com/me and configure Telstra's ResellerID 1A586DA0 into this account. Samsung will then provide you with a customerID that you enter into TOX to setup a DES account. <u>To get a CustomerID from Google:</u> ***Follow steps below (1a to 1e)
1a	<u>Getting Customer ID from Google</u> <u>Pre-requisites:</u> You must have one of the following Mobile Device Management (MDM) servers configured to use Android for work. It may include but not restricted to the list below: - VMware AirWatch - MobileIron - Citrix XenMobile - IBM MaaS360 - SOTI MobiControl - BlackBerry UEM - Microsoft Intune	
1ba	Once you have complied to the pre-requisites above, configure your MDM profile via TOX. Log in to the TOX Customer Portal. On the Home page, there are 2 ways to access: through the Tools menu dropdown In this scenario, select <u>Device Enrolment Service</u> as highlighted. You will then get navigated to DES Settings page.	

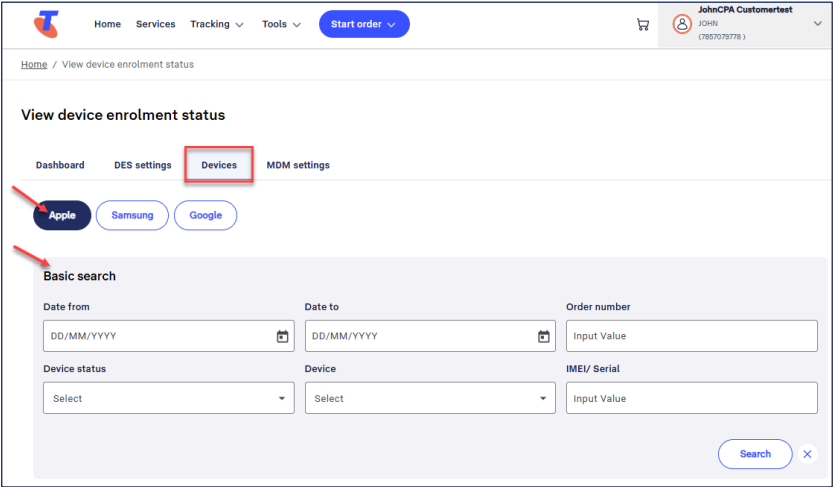
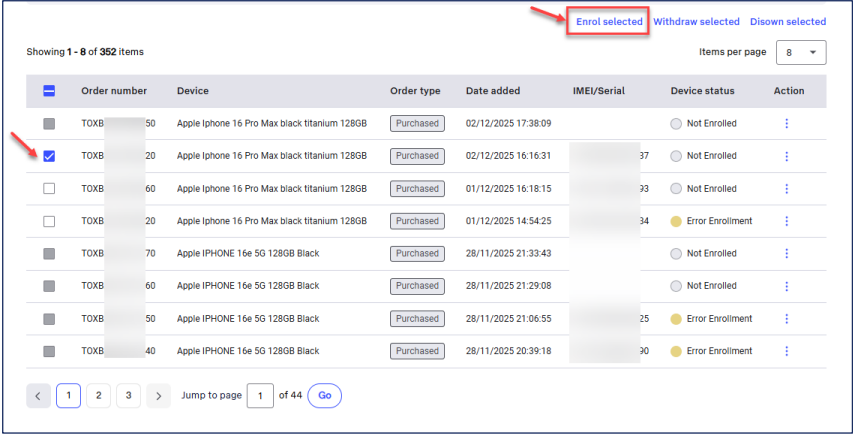
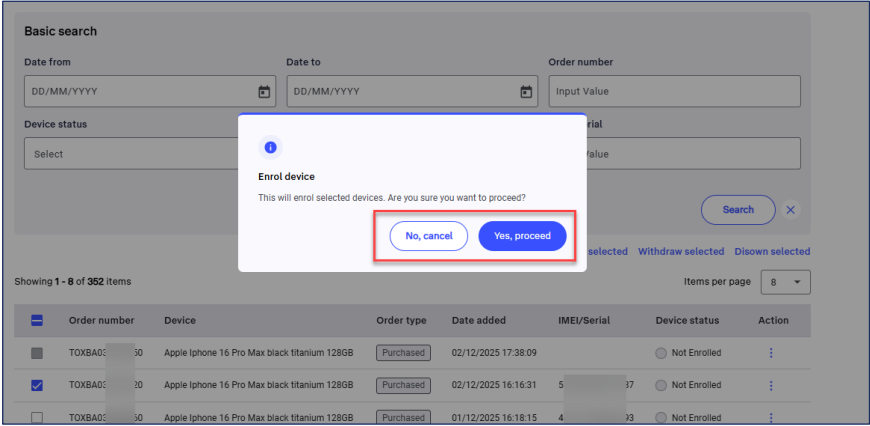
Step	Description	Detailed Actions
1bb	b) Or scroll down through the tiles under Manage Services section. Select <u>Device Enrolment Service</u> as highlighted. You will then get navigated to DES Settings page.	
1c	Configure your MDM profile by clicking on MDM settings menu before you can set-up your DES account.	
1d	Click on the Add New button.	

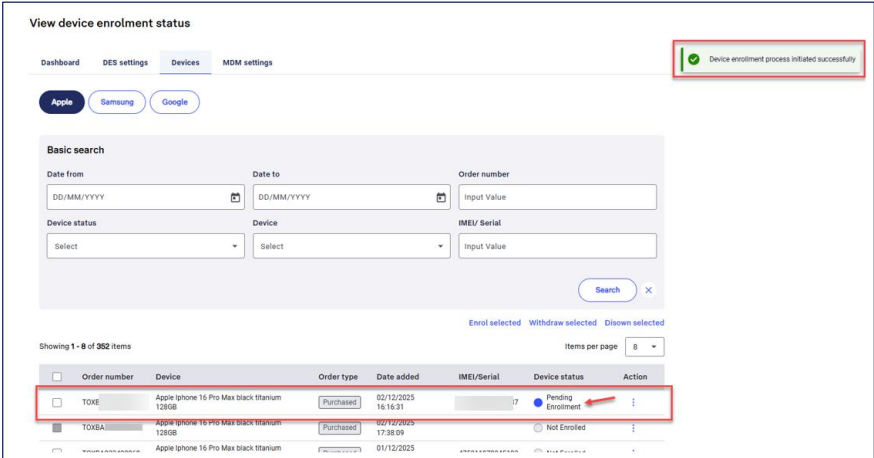
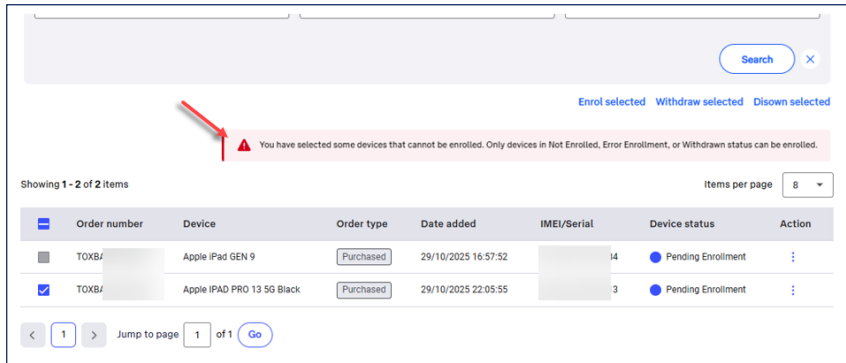
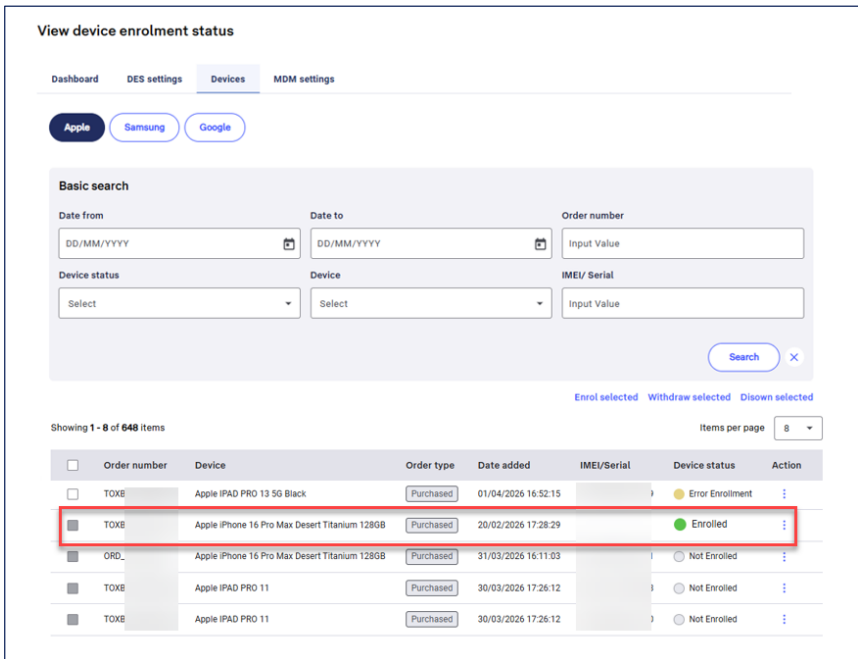
Step	Description	Detailed Actions
1e	Select your MDM type from the dropdown field and complete all the mandatory fields. Click on the Add button after inputting all the required MDM details. Notes: - A notification message will appear on your screen advising that your profile has been added successfully. - Your Google Zero Touch service is now ready and you can start enrolling compatible Android device models after setting up your DES account. - It might take up to 24 hrs before this MDM profile configuration becomes active.	
2a	<u>Setting up a DES Account via TOX</u> Once you get a Customer ID, you can now setup your DES account in TOX. Log in to the TOX Customer Portal. On the Home page, there are 2 ways to access DES: a) through the Tools menu dropdown In this scenario, select <u>Device Enrolment Service</u> as highlighted. You will then get navigated to DES Settings page.	

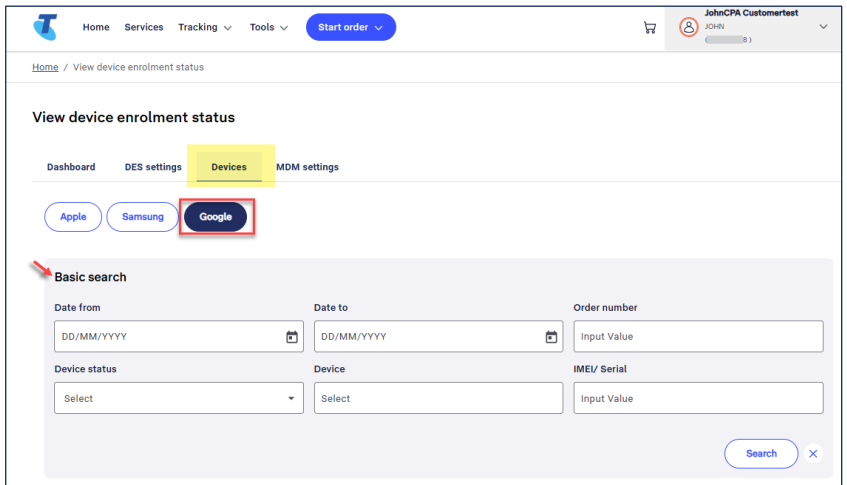
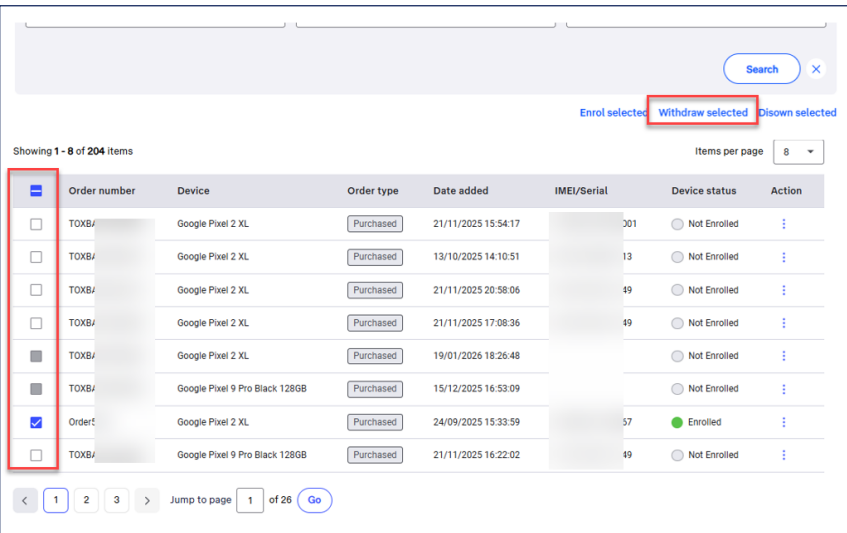
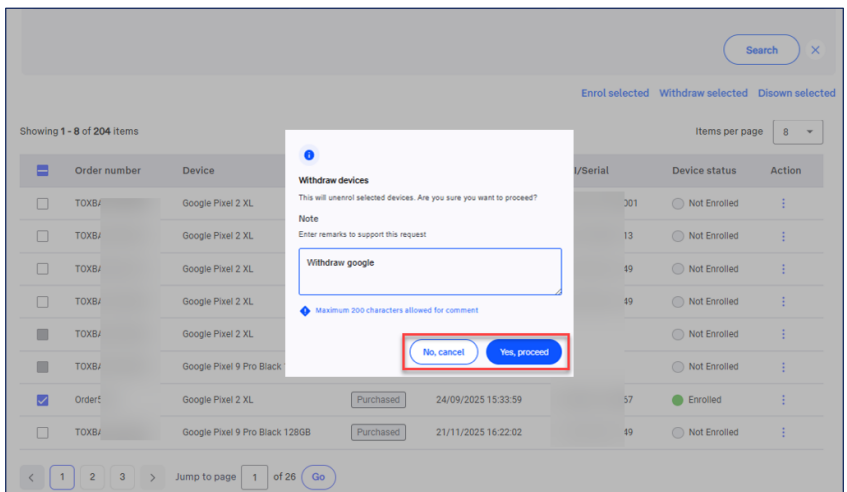
Step	Description	Detailed Actions
2b	b) or scroll down through the tiles under Manage Services section. Select <u>Device Enrolment Service</u> as highlighted. You will then get navigated to DES Settings page.	
3	This is the default screen for customers who have never setup their DES account previously. They won't have a Dashboard and Devices menu/page. Until the DES account is set-up, a user cannot see any other DES screens.	

Step	Description	Detailed Actions
4	Start setting up your DES account by populating the fields as follows: Email Address for DES notification. Press the Enter key to input the value in this field. Tick the box to Receive Status Emails (when the device gets enrolled, withdrawn, or disowned) Customer ID (available as per step mentioned above) - This is set to No by default. Click the dropdown arrow and choose Yes if you wish to automatically enrol a new devices which will be purchased.	
5	In this example, we are trying to enrol all Apple and Samsung devices into the DES program. Note: highlighted in yellow are the fields which have been populated for this specific example. Adjust these field details based on your requirement. Click Save.	

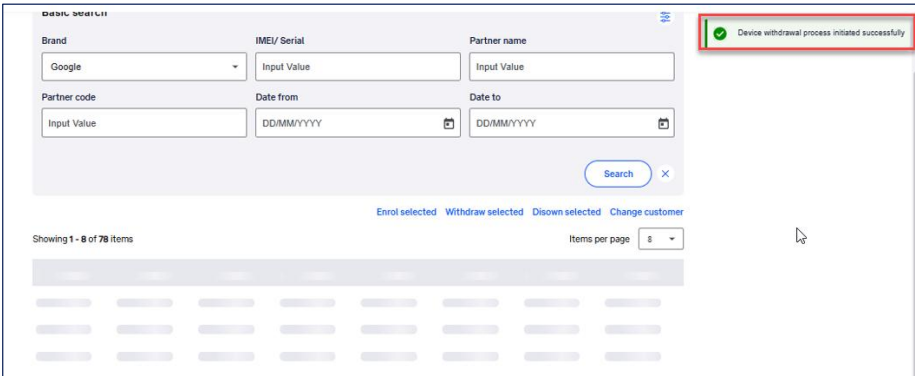
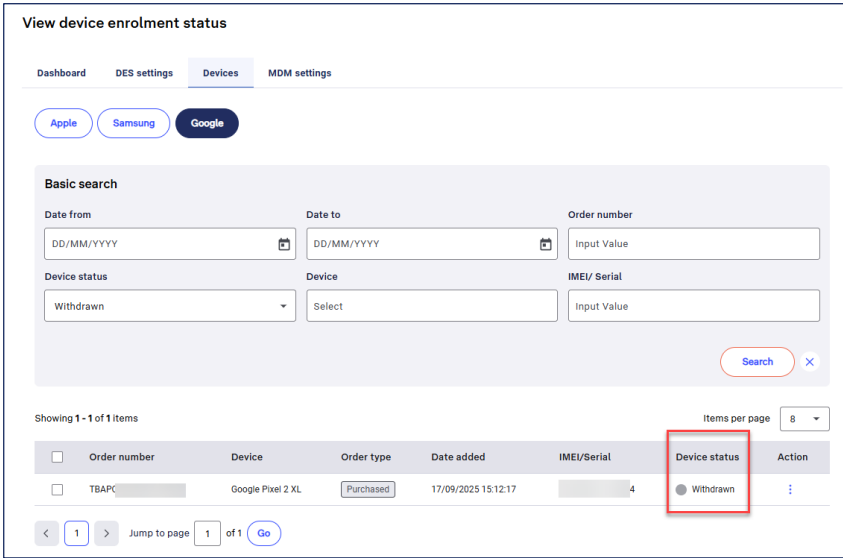
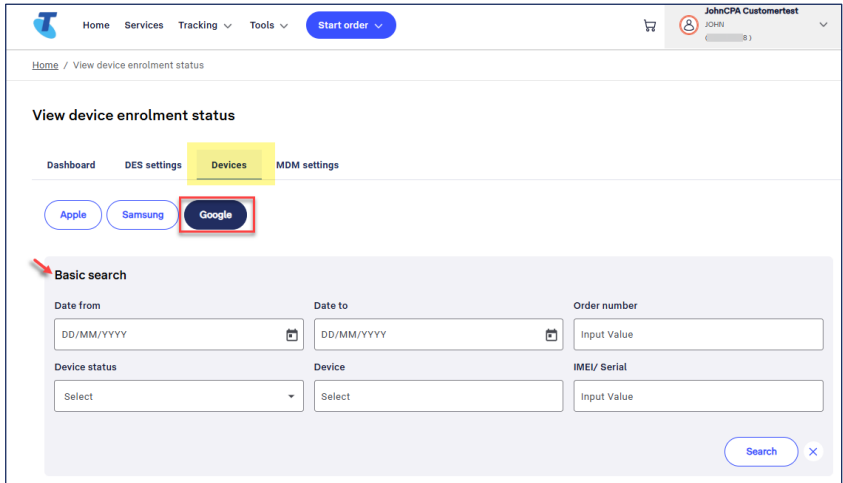
Step	Description	Detailed Actions
6	A notification will appear on top of the page advising that request has been successfully completed. Notes: - The Enrolled status has been changed to 'Yes'. This means you can now start managing your devices. - The Enrolled Date field will get populated automatically.	
7	You now have access to the Dashboard and Devices menu/page. You can now manage device enrolments for Apple and Samsung devices at this stage. Note: Follow same steps above for Google devices (other Android devices).	

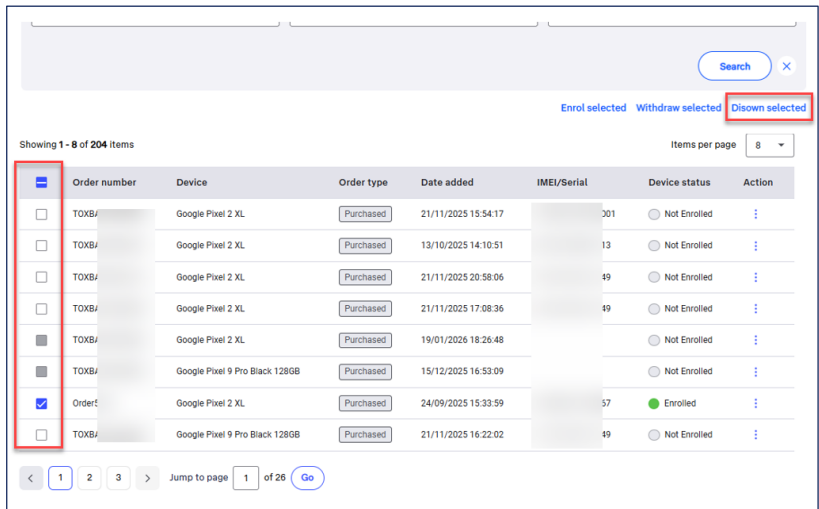
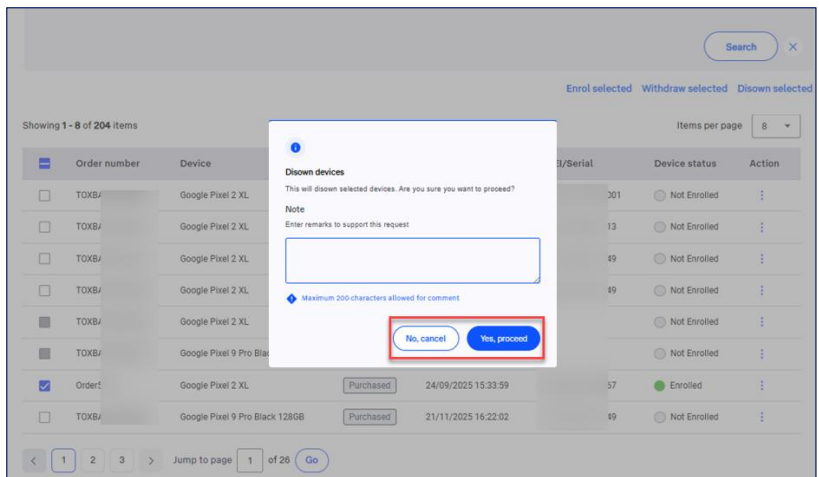
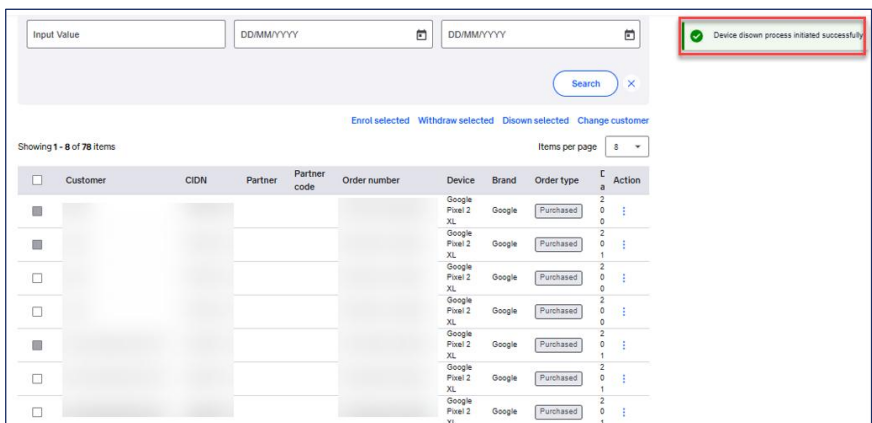
Step	Description	Detailed Actions
8a	Managing Device Enrolments Navigate to Devices list by clicking on the menu as highlighted. In this example, select Apple on the menu. Note: Use the search fields as necessary.	
8b	Otherwise, scroll down to the list of devices. Select a specific device(s). Click Enrol selected as highlighted.	
9	A pop-up message will appear on your screen asking if you would like to proceed with the enrolment. Click Yes, proceed to continue. Click No, cancel to exit.	

Step	Description	Detailed Actions
10a	If selected Yes, a successful enrolment notification in green banner will appear on your screen. Note: The device status will show Pending Enrollment. It may take up to 24 hrs to complete the enrolment process.	 The screenshot shows the 'View device enrolment status' page. At the top, there is a green notification banner that says 'Device enrolment process initiated successfully'. Below this, there are tabs for 'Dashboard', 'DES settings', 'Devices', and 'MDM settings'. Under the 'Devices' tab, there are buttons for 'Apple', 'Samsung', and 'Google'. A 'Basic search' section includes fields for 'Date from', 'Date to', 'Order number', 'Device status', 'Device', and 'IMEI/ Serial'. Below the search section, there is a table showing 1-8 of 352 items. The table has columns: Order number, Device, Order type, Date added, IMEI/Serial, Device status, and Action. The first row shows a device with status 'Pending Enrollment', which is highlighted with a red box and an arrow.
10b	Note that only device(s) in statuses below can be enrolled. Otherwise, TOX will throw an error. - Not Enrolled - Error Enrollment - Withdrawn	 The screenshot shows the 'View device enrolment status' page with a warning message: 'You have selected some devices that cannot be enrolled. Only devices in Not Enrolled, Error Enrollment, or Withdrawn status can be enrolled.' Below the warning, there is a table showing 1-2 of 2 items. The table has columns: Order number, Device, Order type, Date added, IMEI/Serial, Device status, and Action. The first row shows a device with status 'Pending Enrollment', which is highlighted with a red box and an arrow.
11	Once enrolment request has been completed, status will move to: Enrolled Note: Customer will also receive an email notification once the enrolment is completed.	 The screenshot shows the 'View device enrolment status' page. At the top, there are tabs for 'Dashboard', 'DES settings', 'Devices', and 'MDM settings'. Under the 'Devices' tab, there are buttons for 'Apple', 'Samsung', and 'Google'. A 'Basic search' section includes fields for 'Date from', 'Date to', 'Order number', 'Device status', 'Device', and 'IMEI/ Serial'. Below the search section, there is a table showing 1-8 of 648 items. The table has columns: Order number, Device, Order type, Date added, IMEI/Serial, Device status, and Action. The second row shows a device with status 'Enrolled', which is highlighted with a red box and an arrow.

Step	Description	Detailed Actions
12a	Managing Device Withdrawal Navigate to Devices page by clicking on the menu as highlighted. In this example, select Google on the menu. Note: Use the search fields as necessary.	
12b	Otherwise, scroll down to the list of devices. Select a specific device(s). Click Withdraw selected as highlighted.	
13	A pop-up message will appear on your screen. Click Yes, proceed to continue with the request. Click No, cancel to exit.	

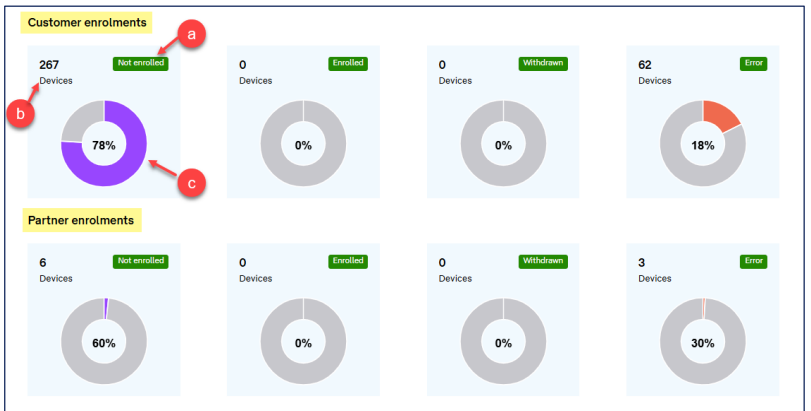
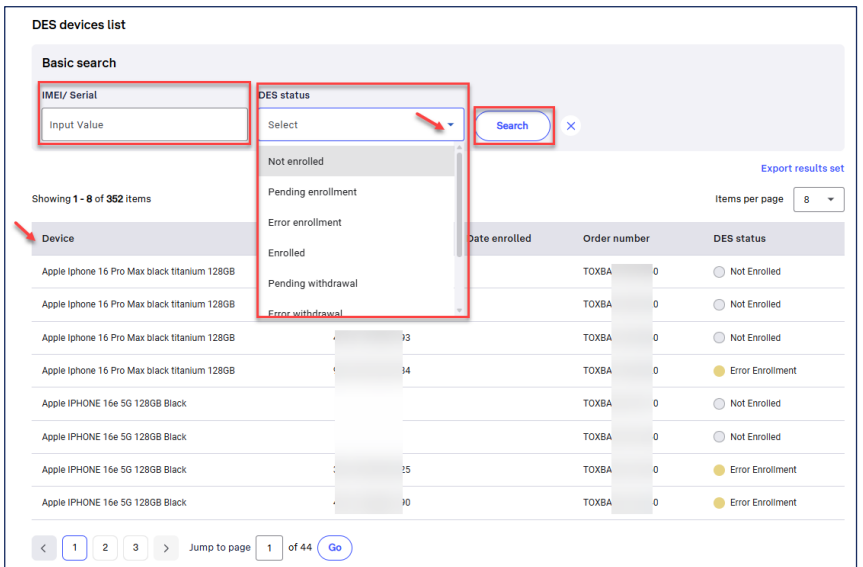
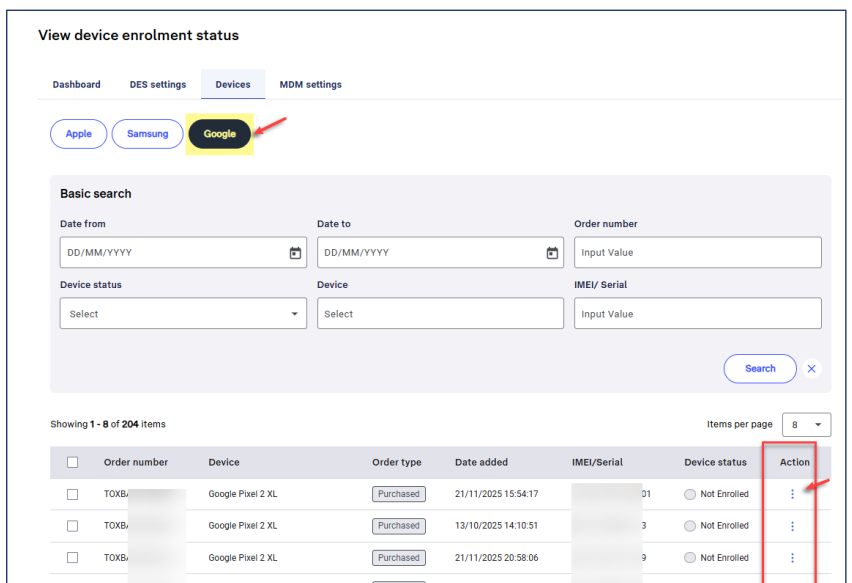


Step	Description	Detailed Actions
14	If selected Yes, a successful notification will appear on your screen. Note: This will move the device status to Pending Withdrawal. It may take up to 24 hrs before the device will move to <i>Withdrawn</i> status.	
15	Once withdraw request has been completed, status will move to: Withdrawn Note: Customer will also receive an email notification once the withdrawal request is completed.	
16a	Managing Device Disowning Navigate to Devices page by clicking on the menu as highlighted. In this example, select Google in the menu. Note: Use the search fields as necessary.	

Step	Description	Detailed Actions
16b	Otherwise, scroll down to the list of devices. Select a specific device(s). Click Disown selected as highlighted.	 The screenshot shows a table with columns: Order number, Device, Order type, Date added, IMEI/Serial, Device status, and Action. The table lists several Google Pixel 2 XL devices. The 'Disown selected' button is highlighted in a red box.
17	A pop-up message will appear on your screen. Click Yes, proceed to continue with the request. Click No, cancel to exit.	 The screenshot shows a 'Disown devices' pop-up message with the text: 'This will disown selected devices. Are you sure you want to proceed?'. It includes a 'Note' field for remarks and a 'Maximum 200 characters allowed for comment' warning. The 'Yes, proceed' button is highlighted in a red box.
18	If selected Yes, a successful notification will appear on your screen. Note: It may take up to 24 hrs before the device will move to <i>Disowned</i> status.	 The screenshot shows a successful notification: 'Device disown process initiated successfully'. Below the notification, a table lists the disowned devices with columns: Customer, CIDN, Partner, Partner code, Order number, Device, Brand, Order type, and Action.



Step	Description	Detailed Actions
19	Once disown request has been completed, status will move to: Disowned. Note: Customer will also receive an email notification once the request is completed.	
20	View DES Dashboard Navigate to Dashboard page by clicking on the menu tab as highlighted.	
21	Select a brand: Apple, Samsung, Google. In this example we choose Apple. Dashboard will show: - brand enrolment status (i.e. Active) - brand enrolment date - total devices enrolled in past day, week, and month. - total Apple devices owned.	

Step	Description	Detailed Actions
22	Scroll down to Customer and Partner Enrolment section. This section will show: devices status: Not enrolled, Enrolled, Withdrawn, and devices with Error. - total quantity of devices according to each status above. percentage total of devices per status.	
23	Scroll down to see the DES Device List. You can search using the IMEI / Serial number or you can filter based on Status as highlighted. Then, click on Search button.	
24	View Enrolment History Navigate to Devices menu. Click on the 3 dots under the Action column to view the enrolment history of a specific device.	



Step	Description	Detailed Actions																																
25	You will get navigated to the device enrolment status page. Here you can see the current status of the device and the enrolment history if there is any (i.e. date when the device gets enrolled, withdrawn, or disown)	Home Services Tracking Tools Start order JohnCPA Customer test JOHN Home / View device enrolment status View device enrolment status Dashboard DES settings Devices MDM settings < Google Pixel 2 XL Device serial - Status Enrolled IMEI 7 Date added 24/09/2025 15:33:59 Customer name JOHN CIDN 8 Order number 3 Error message - History Showing 1 - 7 of 7 items Items per page 20 <table><tr><th>Time</th><th>Order number</th><th>Reseller ID</th><th>Status</th></tr><tr><td>06/01/2026 22:15:03</td><td>3</td><td></td><td>Enrolled</td></tr><tr><td>06/01/2026 22:15:03</td><td>3</td><td>1</td><td>Send to GOOGLE for Enrollment</td></tr><tr><td>05/11/2025 06:42:50</td><td>3</td><td></td><td>Partner Changed</td></tr><tr><td>04/11/2025 21:01:27</td><td>3</td><td></td><td>Withdrawn</td></tr><tr><td>04/11/2025 21:01:27</td><td>3</td><td>1</td><td>Send to GOOGLE for Withdrawal</td></tr><tr><td>26/09/2025 15:08:43</td><td>3</td><td></td><td>Enrolled</td></tr><tr><td>26/09/2025 15:08:43</td><td>3</td><td>1</td><td>Send to GOOGLE for Enrollment</td></tr></table>	Time	Order number	Reseller ID	Status	06/01/2026 22:15:03	3		Enrolled	06/01/2026 22:15:03	3	1	Send to GOOGLE for Enrollment	05/11/2025 06:42:50	3		Partner Changed	04/11/2025 21:01:27	3		Withdrawn	04/11/2025 21:01:27	3	1	Send to GOOGLE for Withdrawal	26/09/2025 15:08:43	3		Enrolled	26/09/2025 15:08:43	3	1	Send to GOOGLE for Enrollment
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