Enterprise Analytics
(Also known as Pyramid Analytics or BI Office)
Mobile Device Support
**Mobile Device Support Overview**

Enterprise Analytics provides mobile support for iOS, Android and Windows Phone. Additional steps must be taken in order to use the mobile application, BI Office.

Before accessing the mobile application, users must connect the either the NAU VPN or the NAU Secure Wi-Fi network. Additionally, users will need to download a mobile application.

**Network Connection**

Users accessing Enterprise Analytics via any off campus Wi-Fi or the NAU-Guest network connections will be required to connect to the NAU VPN. The VPN connection is not required for users using the NAU secure network.

If you are *on campus*, please connect with one of the following:
  a.  NAU Secure Wi-Fi
  b.  NAU Guest Wi-Fi and VPN connections

If you are *off campus*, please connect with both:
  a.  An active internet connection
  b.  VPN access

Instructions for connecting the VPN can be found at the ITS [VPN Setup](#) page.

Instructions for connecting to NAU’s secure network can be found at the ITS NAU [Secure Wireless Network](#) support page.
iOS Devices

If you are using an iPhone, iPad or another iOS device, please follow these instructions.

On your mobile device:

1. Based on your location (on or off campus), connect to the NAU secure Wi-Fi or VPN network
2. Locate and tap the blue App Store icon
3. Search for BI Office. The icon looks like
4. Tap the Free button, then tap the Install button
5. When prompted to ‘Sign In to iTunes Store’, enter your Apple ID and password.
6. When the app is finished downloading, tap the Open button.
   a. Alternatively, on the home screen tap the BI Office application icon
7. Once in the application, tap the Settings button in the upper right hand corner
8. Enter the information as shown
   a. User Name: your NAU user name
      i. Generally, this is your initials followed by numbers
   b. Password: your NAU password
      i. This is the same as your LOUIE password
   c. Domain: NAU
   d. Server URL: https://enterpriseanalytics.nau.edu
   e. Device ID: do not enter anything, this is an assigned field
9. Tablet Devices Only – Display Mode: Tap the appropriate display mode based on your device. See the Tablet Display
10. Tap the OK button, then tap the Login button
Android Devices
If you are using any Android device, please follow these instructions.

On your mobile device:
1. Based on your location (on or off campus), connect to the NAU secure Wi-Fi or VPN network
2. Locate and tap the Play Store icon
3. Search for BI Office. The icon looks like 📚
4. Tap the Install button
5. Tap the Accept button to allow BI office access to your device
6. If prompted for your password, enter your Google account password.
7. When the app is finished downloading, tap the Open button.
   a. Alternatively, on the home screen tap the BI Office application icon
8. Once in the application, tap the Settings button in the upper right hand corner
9. Enter the information as shown
   a. User Name: your NAU user name
      i. Generally, this is your initials followed by numbers
   b. Password: your NAU password
      i. This is the same as your LOUIE password
   c. Domain: NAU
   d. Server URL: https://enterpriseanalytics.nau.edu
   e. Device ID: do not enter anything, this is an assigned field
10. Tablet Devices Only – Display Mode: Tap the appropriate display mode based on your device. See the Tablet Display
11. Tap the OK button, then tap the Login button
Windows Devices
If using a Windows mobile device, please follow these instructions

On your mobile device:
1. Based on your location (on or off campus), connect to the NAU secure Wi-Fi or VPN network
2. Locate and tap the green Store icon
3. Search for BI Office. The icon looks like
4. Tap the Install button
5. Sign in to your Microsoft account. Tap the Next button
6. When the app is finished downloading, navigate to your Apps
7. Tap the BI Office icon. Alternatively, on the home screen tap the BI Office application icon
8. Once in the application, tap the Settings button in the upper right hand corner
9. Enter the information as shown
   a. User Name: your NAU user name
      i. Generally, this is your initials followed by numbers
   b. Password: your NAU password
      i. This is the same as your LOUIE password
   c. Domain: NAU
   d. Server URL: https://enterpriseanalytics.nau.edu
   e. Device ID: do not enter anything, this is an assigned field
10. Tablet Devices Only – Display Mode: Tap the appropriate display mode based on your device. See the Tablet Display
11. Tap the OK button, then tap the Login button
**Tablet Display**

If you are using a mobile tablet device, the settings page will look slightly different compared to the mobile phone page.

There will be an additional section titled *Display Mode*. Based on the device you are using, select the appropriate display mode.
**Data Security**

Be aware that you can unknowingly jeopardize Northern Arizona University and risk losing your job by misusing student information, either intentionally or unintentionally. Maintaining confidentiality of specific records is extremely important from both ethical and legal standpoints. Student information is sensitive data and should be treated as such.

For more information regarding NAU Information Technology Services Policies, please visit this link.
- https://www.nau.edu/its/policies/

**Enterprise Analytics Technical Support**

For technical support with Enterprise Analytics or general questions about NAU’s Data Warehouse:
- E-Mail Enterprise Analytics at Analytics@nau.edu

For immediate assistance, please contact:
- the Solution Center at 523-1511

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