

## MOBILEIRON GO & PARTNERS APP CATALOG: SETUP GUIDE FOR ANDROID

**MobileIron Go** is an app that allows you to access various Partners resources from a mobile device, such as:

- Email
- Epic Haiku & Epic Canto

This guide provides setup instructions for Android. Before you begin, you must have an:

- Android 5.0 and higher
- Google Play Store Account

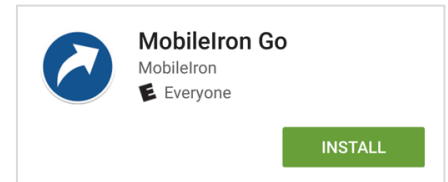
### INSTALL & SET UP MOBILEIRON GO

#### Step 1: Install MobileIron Go

**Note:** Google Play store instructions may vary depending on your device.

1. Open the **Play Store**.
2. Search for **MobileIron Go**.
3. Tap **Install** and then tap **Accept** to download and install.
4. Tap on the **Home** button.

*Install MobileIron Go:*



#### Step 2: Set up MobileIron Go

1. Open **MobileIron Go**.
2. Enter your **Primary Partners Email Address** as your username and then tap **Next**.
3. Enter your **Partners Password**, and then tap **Sign In**.
4. On the Welcome to MobileIron screen, tap **Continue**.
5. Tap **Continue** and then **Activate** to allow the Go app administer your device.
6. Depending upon your Android model, you may be prompted to **Activate** additional privileges. Follow the on-screen prompts to complete.

### PARTNERS APP CATALOG

After installing and setting up MobileIron Go, the Partners App Catalog will be available in the MobileIron Go app.

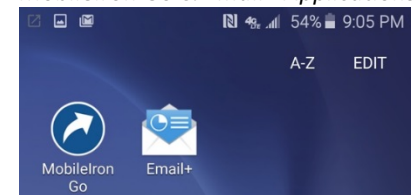
Available apps include:

- Epic Mobile Apps – Haiku
- Imprivata Cortex

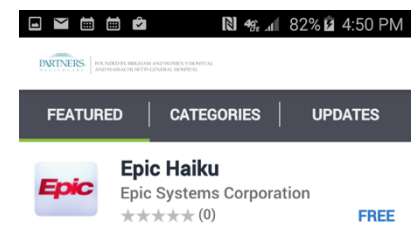
Be sure to check back often, as additional mobile apps will be added throughout the coming months.

**Note:** You must have appropriate permissions to access these apps.

*MobileIron Go & Email+ Applications*



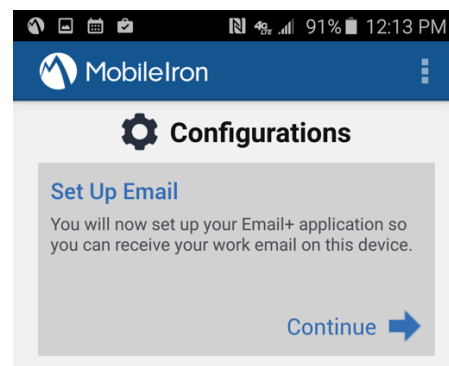
*Partners App Catalog:*



## ACCESS YOUR PARTNERS EMAIL AND CALENDAR

After installing and setting up MobileIron Go, the **Email+** App will be installed onto your device.

1. Open the MobileIron Go App.
2. Under **Set Up Email**, tap **Continue**.
3. Enter your **Partners Password** and tap **OK**.
4. Tap **Finish** and click on the **Home** button.
5. Open the **Email+** app to access your **Partners Email**.



## FREQUENTLY ASKED QUESTIONS

### **CAN PARTNERS VIEW MY PERSONAL CONTENT, SUCH AS TEXT MESSAGES OR PHOTOS?**

No. Partners cannot view or access personal emails, text messages, photos, videos, call history, or voicemails stored on your device. Please see the ServiceNOW document on MobileIron Privacy for more information: [https://partnershealthcare.service-now.com/kb\\_view.do?sysparm\\_article=KB0027457](https://partnershealthcare.service-now.com/kb_view.do?sysparm_article=KB0027457)

### **HOW MUCH DISK SPACE ON MY PHONE DOES MOBILEIRON USE?**

There are three mandatory, core components to MobileIron: MobileIron Go (33MB), Tunnel (1.5MB) and the Partners App Catalog (0KB). In total, MobileIron uses less than 40MB of storage on your device. To balance usability/convenience with storage requirements, Partners email is initially set to sync only the last 2 weeks

Note: optional apps such as Docs@Work (for H:\ Drive access), Dropbox, Cortext and Haiku will all use additional storage on your device

### **DO I NEED TO KEEP THE MOBILEIRON GO APP ON MY PHONE?**

Yes. It is required to use other apps in the Partners App Catalog, such as Docs@Work

### **I'M GETTING TWO NOTIFICATIONS FOR EMAIL, REMINDERS, AND CALENDAR ENTRIES! WHAT DO I DO?**

This happens if you have two configurations on your phone checking your Partners email. You must remove your pre-existing one to prevent the double notification issue. You will not lose any mail, contacts, or calendar entries.

### **WHAT HAPPENS TO MY PARTNERS CALENDAR AND CONTACTS?**

Your calendar and contacts are automatically populated during the setup process. Custom ringtones and pictures in your contacts will be lost. Contacts stored on iCloud, Gmail, Yahoo, or other third party companies are not impacted.

**I AM UNABLE TO AUTHENTICATE, NO MATTER HOW MANY TIMES I ENTER MY PASSWORD!**

This can happen due to a few reasons. Please ensure that you are using your primary Partners email address when enrolling (this is the address in the "From:" field in Outlook when you send an email).

If you recently changed your email address (i.e. change of marital status, change of institutional affiliation, etc), MobileIron may not have the correct information. In this case, please [open up a service desk ticket](#) and ask the ticket to be assigned to the "Enterprise Mobility Management (EMM)" queue.

## GETTING HELP

For assistance, please contact the IS Service Desk. For non-urgent issues, [open a ticket online](#).

**BWH** 617-732-5927

**BWHF** 617-983-7454

**BWH-RICS** 617-525-0848

**DFCI** 617-632-3399

**LCC** 857-307-4150

**MCL** 781-416-8940

**MGH** 617-726-5085

**NHP** 617-643-2020

**NSMC** 978-354-2014

**NWH** 617-243-6001

**PCPO** 781-433-3757

**PHH** 617-726-0790

**PHS** 617-726-5085

**SRN** 617-952-5555