

MOBILEIRON: SETUP GUIDE FOR IOS DEVICES

MobileIron allows you to access various Partners resources from a mobile device. This guide provides setup instructions for an iOS device (iPhone, iPad, iPod Touch) running iOS 8 or later.

This guide will help you set up required core components and access to your Partners email and Partners resources such as:

- Internal Partners websites such as SharePoint, Partners Phone Directory (PPD), and Partners Pulse
- Home Drive (H:\) via the MobileIron Docs@Work app
- Epic Haiku & Epic Canto
- Dropbox EMM
- Imprivata Cortext (Secure Texting)

REMOVE PARTNERS EMAIL

If you currently access your Partners email on your device, please remove it before installing MobileIron. You will not lose any email or calendar items as these items are stored on Partners Exchange servers. MobileIron will reinstall your mail configuration at the completion of the Setup.

1. Navigate to **Settings > Accounts & Passwords**
2. Tap **Partners**, scroll to the bottom and tap **Delete Account**
3. A confirmation message will display. Tap **Delete from My iPhone**

Note: Ringtones and images assigned to contacts will be removed and need to be manually reset.

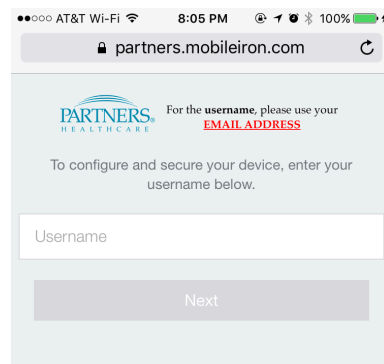
SETUP INSTRUCTIONS

Step 1: Remove your existing Partners Email Configuration

- If you did not remove your mail configuration as specified above, please do so now

Step 2: Enroll in MobileIron

1. Open **Safari** on your iOS device. Note: Chrome will not work
2. Go to <http://enroll.partners.org/>
3. Enter your **Primary Partners Email Address** and tap **Next**
4. Enter your **Partners Password**, and tap **Sign In**
5. At Install Profile, tap **Install**, enter your **Device Passcode**, tap **Done** and then tap **Install**.
6. For Mobile Device Management, tap **Install**.
7. For Remote Management, tap **Trust**, and then tap **Done**.



Step 3: Install MobileIron Apps

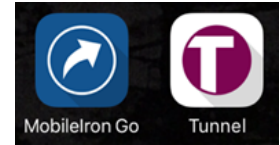
MobileIron Go and Tunnel are required for proper configuration of your device.

1. During enrollment, you will be prompted to install the MobileIron Go and Tunnel apps.
2. These are Partners managed apps and your iTunes account will not be charged.

Step 4: Activate Tunnel

A one-time activation is needed for Tunnel.

1. Open the **Tunnel** app
2. Tap **Activate**



PARTNERS EMAIL SETUP

Configuration settings for Partners email will be pushed to your device within a couple minutes.

- Open the **Settings** app
- When prompted, enter your **Partners Password**. Tap **OK**
- Open the **Mail** app to refresh your **Partners Email**
- Open the **Calendar** app to refresh your **Partners Calendar**

Note: Please allow some time (5-20 minutes) for your Partners email and calendar items to fully populate. *If you have a large mailbox with > 10,000 objects, please allow extra time.*

FREQUENTLY ASKED QUESTIONS

I'M GETTING THE ERROR MESSAGE, "MOBILE SAFARI 10.0 IS NOT A SUPPORTED BROWSER"

The correct URL to use is <http://enroll.partners.org>. This will redirect you to MobileIron. In case the redirection is not working, you can alternatively use <http://partners.mobileiron.com/go>

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

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.

FIND ADDITIONAL SUPPORT

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

IS SERVICE DESK

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		