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UConn Health IT Department

BYOD – Provisioning an iOS Device

A Provisioning Guide for Employee-owned iPhones and iPads facilitated using the MobileIron BYOD Portal

Version 5.0 w/ Mobile Application Management

Please contact the Help Desk at x4400 to have any questions regarding the iOS provisioning process directed appropriately.

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Note the following before continuing:

- There is an excellent BYOD resource available for UConn Health users here: https://
  health.uconn.edu/information-technology/technical-support/faqs/bring-your-own-
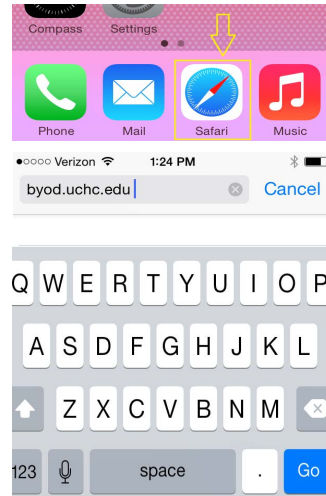 device-byod/

- You **MUST** complete the following items prior to continuing:

  o **Know your network sign on credentials:**
    These are the credentials that you use when signing into your desktop computer.

  o Ensure that you are logged into your iTunes account.

  o If your device is not cellular equipped, be sure that you are logged onto a secure WI-
    FI network (Password Protected). If you are on site at UConn Health, you can log onto
    the UConn Health Secure WI-Fi using your network credentials.

  o **Remove any *manually configured UConn Health Exchange* Accounts from your
    iOS device: settings>Passwords and Accounts>choose the manual
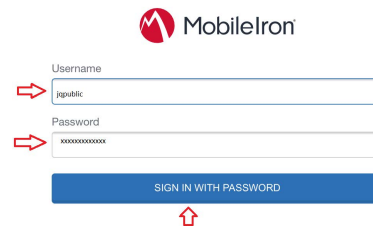   configuration>scroll and choose delete account.**

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Complete the following actions to provision your iOS device enabling you to remain both on the UConn Health network and in compliance with federal and state regulations, i.e. HIPAA.

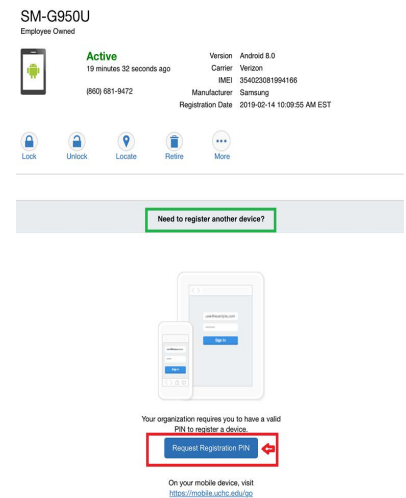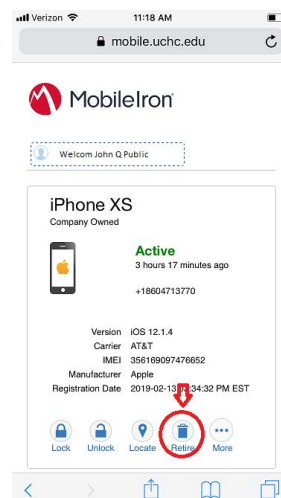| ACTION	RESULT/COMMENT
1. Select the **Safari Browser** icon to display your internet browser.	
2. Type **https://byod.uchc.edu** in the address bar. Select *Go* when complete.	
3. Log into your device management console using your network credentials. (These are the same credentials that you use to log onto your computer)	
Any devices that you may already have registered will be listed. *Note: If this is your first device you will be greeted by the Request Registration page as illustrated in step 4.*	
4. If you are replacing an existing phone or iPad, scroll to the retire button of the specific device, choose retire and then scroll past any remaining devices. Choose only the ***Request a Registration Pin*** button to continue with your new registration.	

ACTION	RESULT/COMMENT

5. Using the drop down menus,complete the pin request form that appears. Be sure to enter the mobile number if the device is cellular equipped. Please **do not** check the notify user by SMS box. **Note:** Check the "My device has no phone number" box if appropriate. Choose *Request a Pin.* The confirmation page will appear.

6. Copy the registration pin that is indicated and then click the https://mobile.uchc.edu/go link presented on the same confirmation page.

7. Enter the pin provided on the page that appears and then choose *Register*.

8. Choose *Allow* on the dialogue box that presents itself.

9. You will be directed to a **Profile Downloaded notification**. Choose *Close* and navigate to your home screen where you will choose the settings icon.
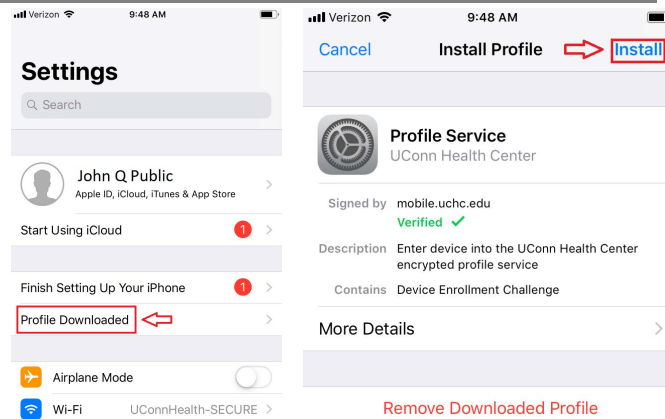
Note: If your device has not been updated to iOS version 12.2 then you can skip to the Step 10, Install Profile visual and move forward from there.
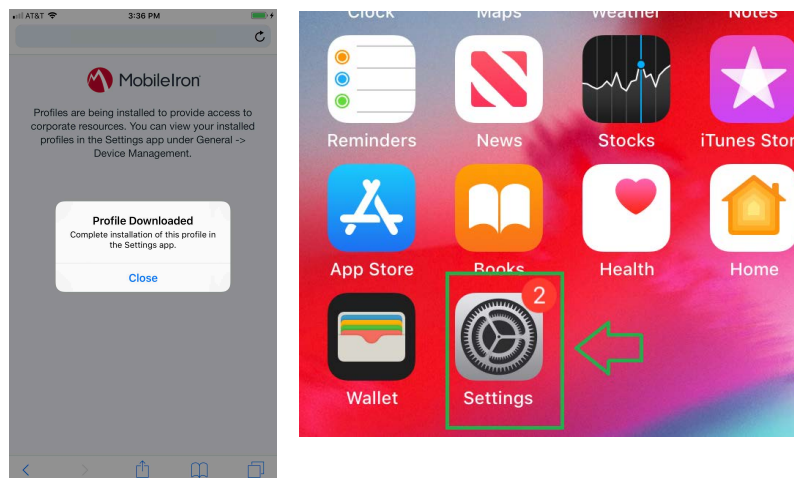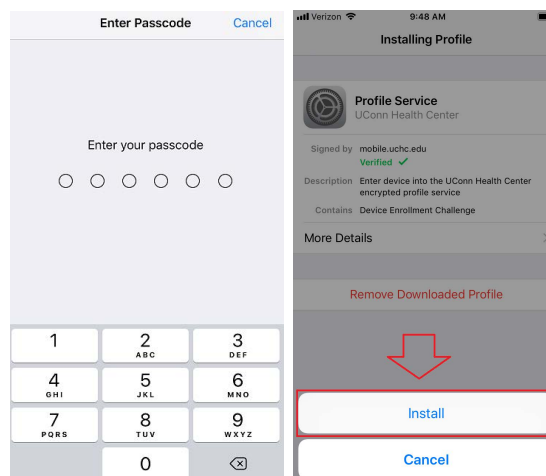
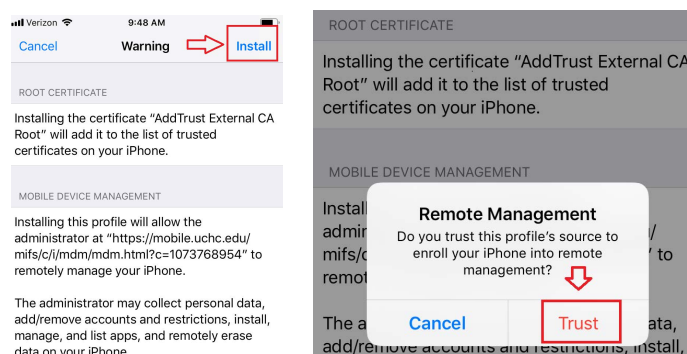# UCONN HEALTH

ACTION	RESULT/COMMENT

**10.** Scroll to and choose *Profile Downloaded* and then *install* on the page that follows.

11. Enter the device lock code when prompted and choose *Install* for the next profile installation that pops up.

12. Choose *Install* for the root certificate notification and then *Trust* on the dialogue box that follows. ***Note: For questions about remote management and/or privacy, please contact the Help Desk and they will refer you to a mobility professional that will be happy to answer any questions or concerns that you may have.***

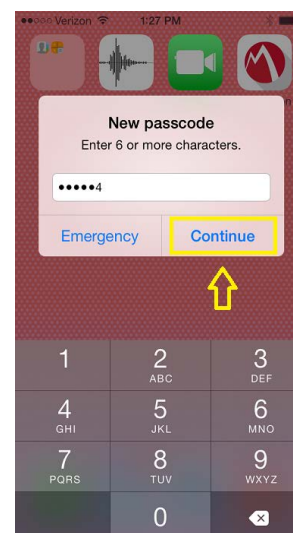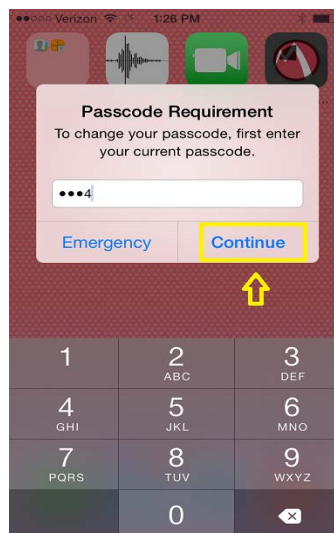**13.** Choose *Done* for the final profile installation and return to the home screen.
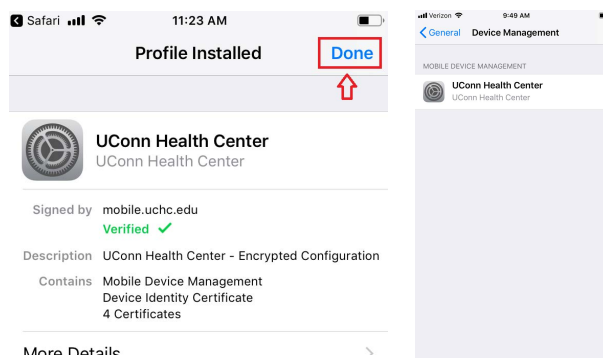
Action	Result /Comment

14. Enter your existing Passcode if prompted. Choose *Continue*.

15. If your device does not already have a 6 digit passcode, you will be prompted to set one up. Enter your new passcode, and press enter.

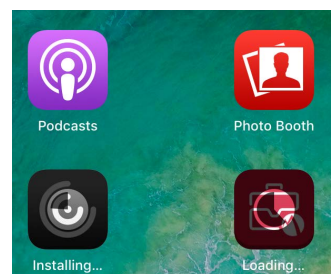**16.** Re-enter your passcode again and choose *Save* to confirm the new passcode.

Note: *During or just after establishing your pin, you may be prompted to log into your iTunes account. Please move forward with the log on in order to facilitate the MobileIron application installation.*
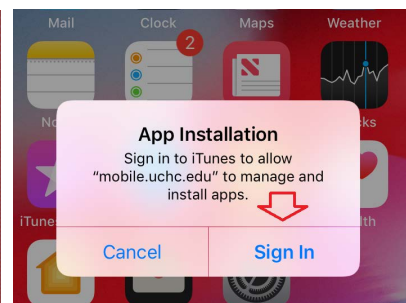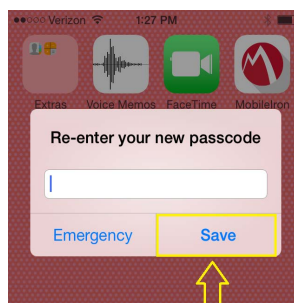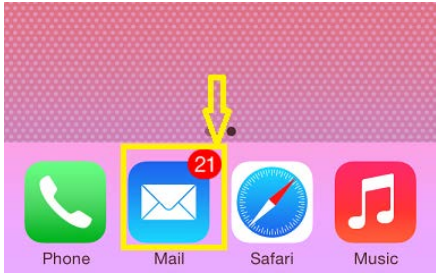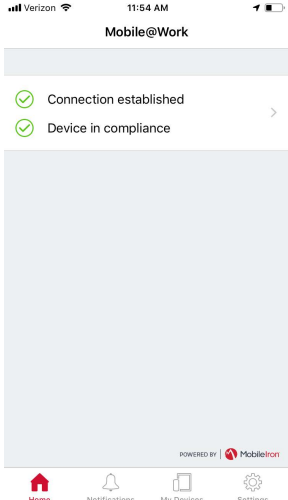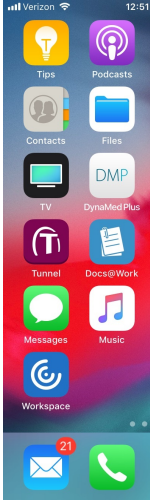
17. A series of install prompts for the UConn Health staple applications like Voalte will appear. Choose *Install* for each instance. Note: *The prompts will come in rapid succession and will repeat if you miss the opportunity to choose install.*
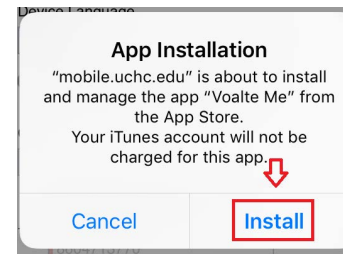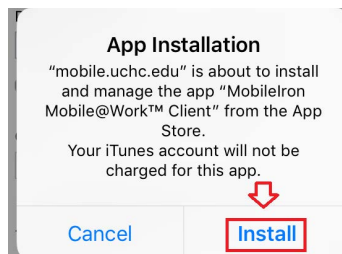
18. Apps will begin to appear shortly thereafter. **Note:** *For EPIC EHR applications like Haiku and Canto, please contact the help desk at EXT 4400 to be directed to the mobile support team for additional provisioning steps. If this is a replacement device and you were already using EHR applications, these will install automatically.*

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ACTION	RESULT/COMMENT
19. You will beging receiving email almost immediately after you have finished with with your password confirmation.	
20. Please choose the MobileIron client icon to ensure that you have established full connectivity and compliance.	
21. The Mobile@Work page will display, indicating your device status. You can now return to your home screen and resume mobile tasks. Note: *Clinical personnel replacing an existing device using E-Prescribe will need to contact the help desk to have a mobility professional register and provision the new device with Imprivata ID.*	

Congratulations! You have successfully provisioned your iOS device!

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Revision History

Please itemize all **material** changes to this document in the table provided. It is not necessary to document modifications encompassing only spelling, punctuation, or other minor, non-material edits in the Revision History table.

Version	Date	Description	Author
1.0	12/14/2012	Document creation	S. Trites
	01-03-12	Document Edit (added Hyperlinks)	M. Petruzzi
	09-19-14	Version2 Core 7/iOS8 update	M. Petruzzi
2.1.2	09-23-16	Core 10 updates/iOS10	M.Petruzzi
	04-13-18	MAM Behavior updates	M Petruzzi
4.0	05-02-18	Change UConn Health logo/manage Hyperlinks	M. Petruzzi
5.0	03-26-19	New BYOD Registration Process	M.Petruzzi