UCONN HEALTH

UConn Health IT Department

Mobile Application Management (M.A.M)

Apps@Work Managed Application Roll Out Guide.

An Apps@Work Guide for Employee-owned iPhones and IPads

Section 1: Managed Application Push

Section 2: Trouble Shooting

Section 3: Self Help

Version 1.0

Please contact the Help desk at ext. 4400 to have any questions regarding Managed Apps directed to the mobile support team .

Note: the following before continuing:

- You should know 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 **Know your Apple ID and password.**

  o If you already have an Epic application on your device that you are using with another Hospital, please notify Michael Petruzzi on EXT. 2417 or 860-471-3770(mobile) as soon as possible. If configured properly, it is possible to toggle between organizations using your Haiku application

  o **Managed Apps are applications that are pushed to your device via the MobileIron console. MobileIron provides for a per App VPN that is transparent to the end user. This allows ease of use while protecting sensitive data while in transit.**

  o **The following applications are available as managed and will be deployed to your device automatically if you have been placed into a user group.**

    1) Epic Haiku
    2) Epic Rover
    3) Epic Canto (iPad only)

  o **The following applications are already managed applications and if you are registered to the MobileIron console, they should already be or will also become present on your device as we continue to roll out M.A.M.**

    1.)MobileIron   **4.)Docs@Work**

    2.)AppTunnel   **5.)Web@Work**

    3.)Company App Store   **6.)Citrix Workspace**

  o **Your device should be registered to the MobileIron console for access to managed applications. Secure access to your UConn Health email and calendar is also a benefit.   There is an excellent source of information regarding MobileIron Provisioning** _here_ **.**

  o **Please Contact the help desk if you have downloaded Haiku, Canto or Rover for use at UConn Health prior to a MobileIron registration and they will refer you to the mobility team for assistance by way of a support ticket.**
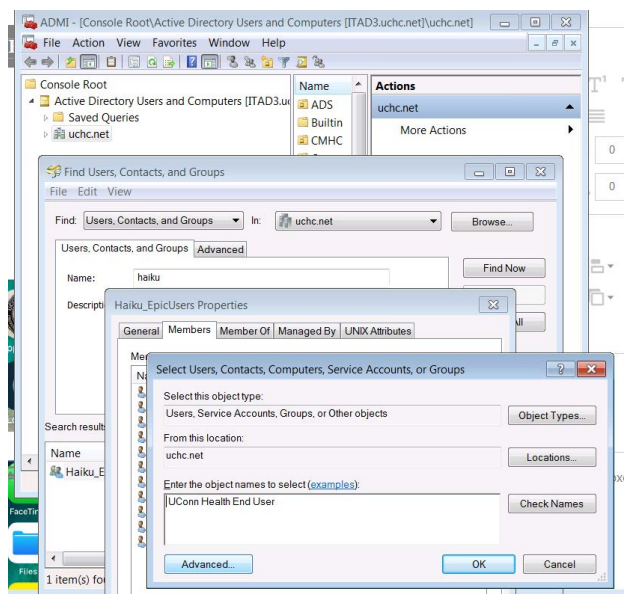
Section 1
Managed Application Push

Note: If you have already submitted your name as a UConn Health Haiku user prior to *Go Live* then you will be placed into the Haiku user group on ***Go Live day***. Please skip to step 3 for what to expect.
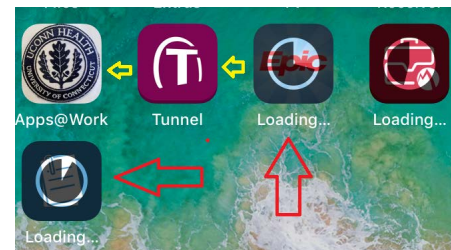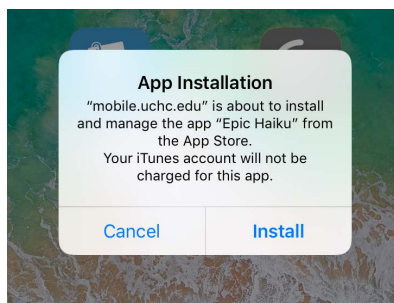
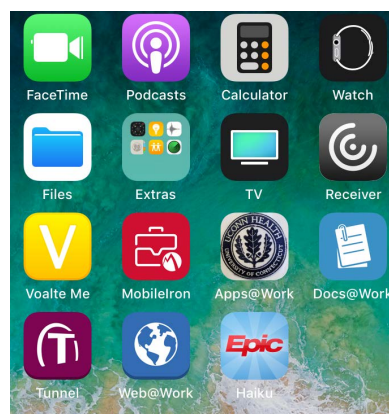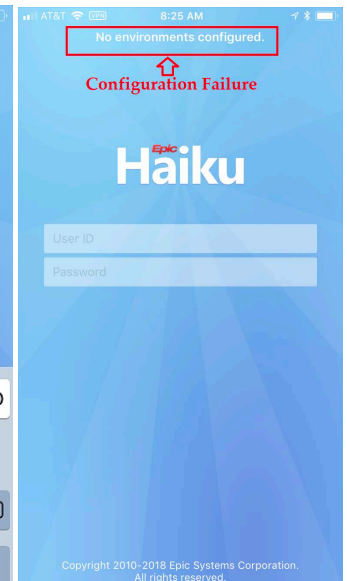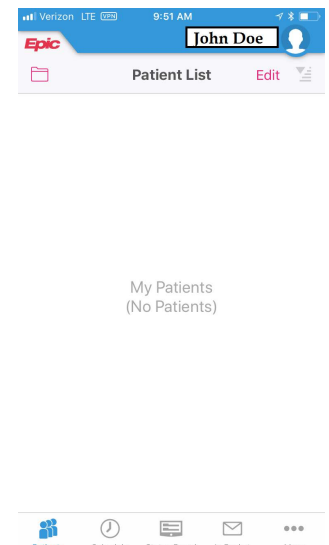| ACTION	RESULT/COMMENT
1. Begin by cqpvceving yj g'j gtr 'f gum' on EXT. 6622. Sr gehj to the support professional"yj cv"{qw"would like" secure ceeguu"vq"J cknw. Tqxgr"qr" Ecpvq on your mobile device. 40The mobile support team will be notified and your name will be placed into the work group of one or more applications.	
3 The Apps@work and App Tunnel icons will soon appear on the home screen of your mobile device. The application(s) that you specified will begin downloading a short time later. (Approximately 15 minutes)'[qw" o c{ 'dg'prompted to enter your Apple ID Password and to choose install as the applications arrive, please do so.	
4. Your applications have now been populated to your home screen. **Note: please wait at a full minute before launching the application to give the auto-configuration file time to arrive silently in the background**	

ACTION	RESULT/COMMENT

5. Verify that the application configuration file is functioning by choosing the application icon. The application should open to the PRD Screen

6. The credentials input screen should appear with PRD indicated at the top. Note: If "No environments configured" appears, follow the trouble shooting steps in section 2 or contact the Help Desk by dialing 4400. A mobile support ticket will be created and you will be contacted as soon as possible.
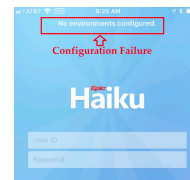
7. Enter your Epic Credentials to confirm success. These are the same user name and password that you use to access your Windows Computer.

Section 2
Trouble shoot

What to do if you get " No Environment Configured"

No environments configured.
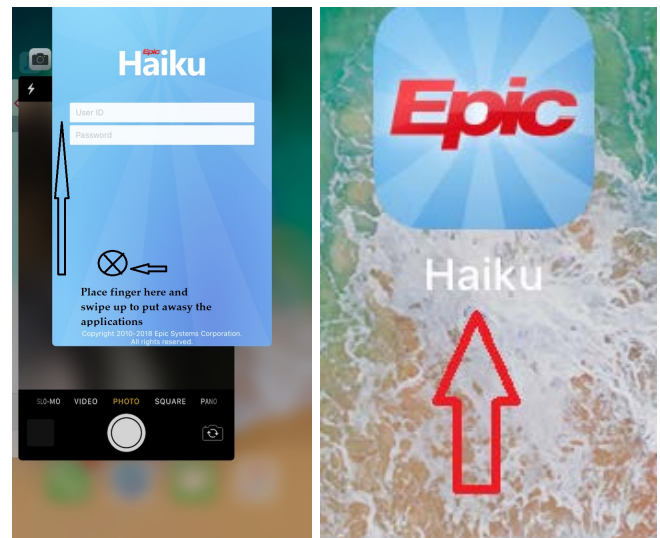
Configuration Failure

Haiku

User ID

Password

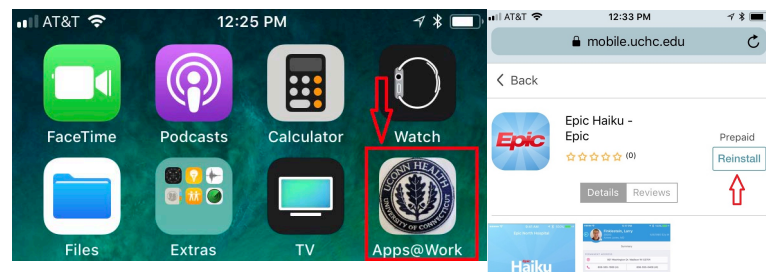| ACTION	RESULT

1. Double click the home screen button to open the task manager or execute a screen swipe to do the same (iPhone 10s or higher)

click twice

2. Swipe up to put away all apps that are running and then re-open Haiku.

Haiku

User ID

Password

Place finger here and swipe up to put awasy the applications
Copyright 2020-2018 Epic Systems Corporation. All rights reserved.
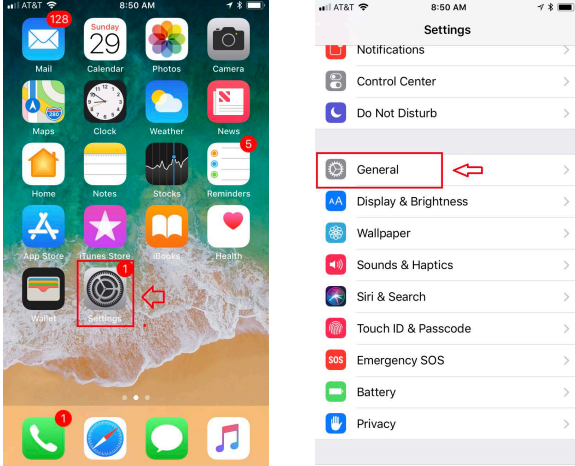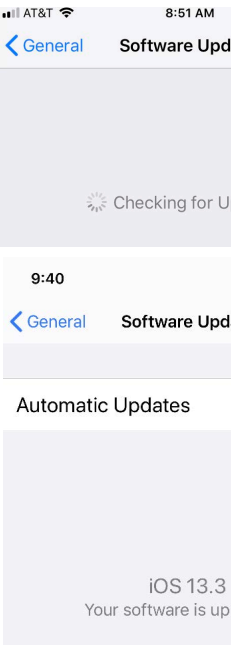
Epic

Haiku

3. If you continue to get the no environments configured error, delete the application , go to the Apps @Work Store and download the Haiku App. Once you have done so, open the App and repeat the steps as indicated in step 2 above.

AT&T 12:25 PM

FaceTime   Podcasts   Calculator   Watch

Files   Extras   TV   Apps@Work

AT&T 12:33 PM
mobile.uchc.edu

Back

Epic Haiku - Epic
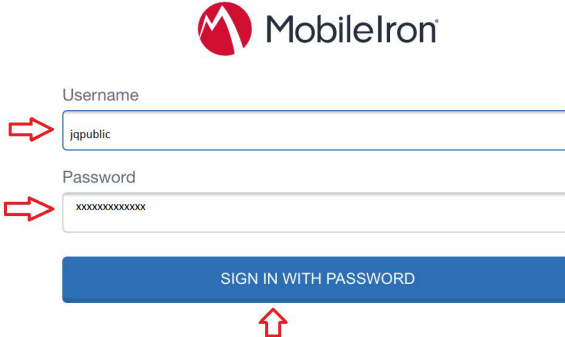☆☆☆☆☆ (0)

Prepaid
Reinstall

Details   Reviews

Haiku

Please Note: There are many variables that can cause an application delivery failure and therefore an end user may be best suited to start with a fresh MobileIron Registration . Please see Section 3 for self help or contact the Help Desk at EXT 4400 to have a support ticket assigned to the Mobile Support Team.

Section 3
Self Help

ACTION	RESULT/COMMENT

1. Be sure that your device is charged and has the latest version of iOS.

   You can check by going to *Settings* and then choosing *General.*

Once there, please choose Software Update. The mobile device will download the latest version of iOS.

2. **Your device will reach out the the Apple Notification server to check on any iOS updates that may be available. If one is available choose to install it.**

Once you have completed your update, go to a browser on your **computer** and type **https//:byod.uchc.edu** into the address bar *(not to be confused with Google Search)* and hit enter**.** Log onto the page that populates with your normal credentials.
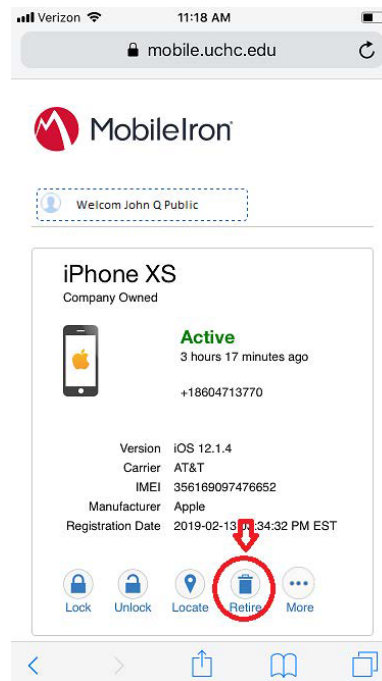
MobileIron

Username

jqpublic

Password

xxxxxxxxxxxxx

SIGN IN WITH PASSWORD

ACTION	RESULT/COMMENT
Note: Do Not choose Wipe!! A list of your devices will appear. Choose the desired device and then choose *Retire.* This action will remove the old management profiles from your phone and thus your UConn Email, Calendar and Exchange contacts. They will return once you have re registered your device.	

You have now successfully removed your device from the MobileIron Console. The next step is to re-register your device with MobileIron and the desired applications along with your email and calendar will be pushed to your device. End users can self register by opening a browser on their mobile device and typing https://byod.uchc.edu into the browser address bar and then following the prompts. Detailed instructions that have been updated for Mobile Application management are available from the Help Desk by dialing 4400 and requesting a copy.

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	04/29/18	Document creation	M Petruzzi
	05/04/18	Added Compliant logos	M Petruzzi
	12/26/19	Updated illustrations and process wording changes	M. Petruzzi