PARTNERS HEALTHCARE

FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL
AND MASSACHUSETTS GENERAL HOSPITAL

MOBILEIRON: ANDROID ENTERPRISE SETUP GUIDE

Android Enterprise is a special Android configuration available to Android 7 – Android 10. Android Enterprise separates your personal life from your work life by creating a "Work Profile" on your device and installing Partners enterprise apps in this profile. Only data in the "Work Profile" will be managed by your organization. Your personal data is kept separate and private.

Android Enterprise allows Partners to leverage technologies that enable special "Work Badged" version of Google Play apps including the following:

- **Gmail**: Partners email through the familiar Gmail app
- **Google Calendar**: Partners calendaring through the Google Calendar app
- **MobileIron Tunnel**: An always on VPN Tunnel to allow you to connect to SharePoint, your Home Drive and other internal resources
- **Dropbox**: A specialized version of Dropbox to provide access your Partners Dropbox Business 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. Tap **CONTINUE** and then **OK**
3. When prompted, **ALLOW** MobileIron Go to "make and managed phone calls"
4. You will now be prompted to enter a Username and password. At this screen please enter your **PRIMARY EMAIL ADDRESS** and then tap Next
5. You will be redirected to authenticate via two-factor authentication
    a. **Enter your Partners Network ID** (i.e. jha12)
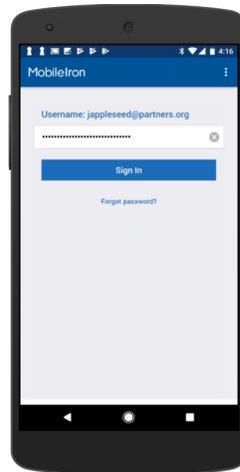
b. **Enter your Partners Password**, and tap **Sign In**

c. Tap **Send Code** to receive your confirmation code via SMS
   (You will only see this if you are on LTE or off-network)
d. Enter the code you receive via SMS and tap **Verify**


Step 3: Create Work Profile

1. Tap **CONTINUE** to create the Work Profile
2. **AGREE** to the Terms and Conditions
3. Tap **NEXT** to Setup the *Work Profile*
4. Tap **OK** and wait for MobileIron Go to finish creating the work profile
5. Tap **FINISH** to complete the configuration
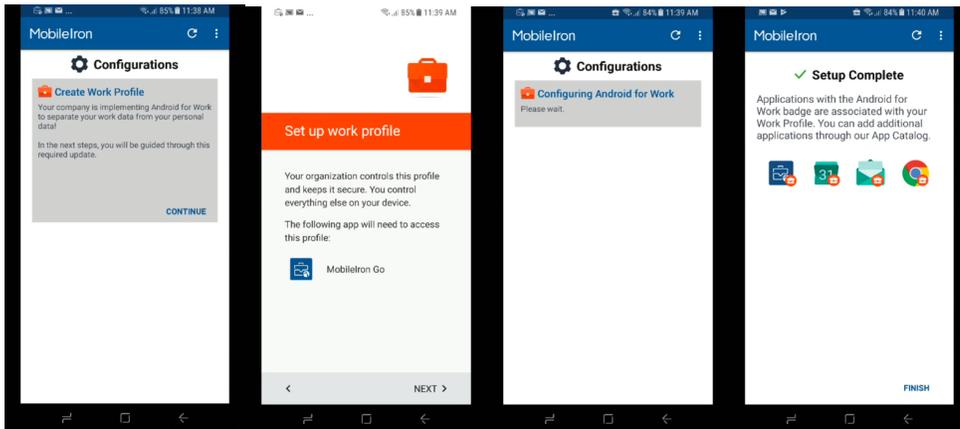
Step 4: Download Android Enterprise Apps

1. Tap on the **circular arrow** at the top to request a *check-in*
2. Your device will start downloading Android Enterprise versions of your apps within *5-10 minutes*
3. You can check on the status of your downloads by swiping down from the top of the screen
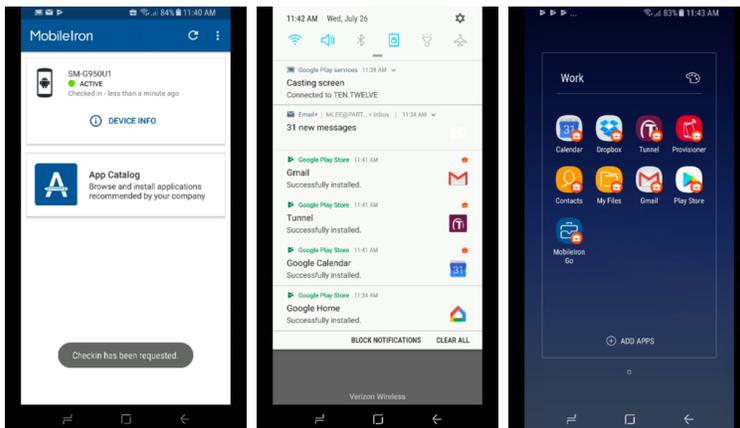
ACTIVATE MOBILEIRON TUNNEL

MobileIron Tunnel and always-on VPN tunnel that routes traffic from the Partners related Work apps through a VPN connection back into Partners. Depending upon the version of Android you have, use the **orange** or **blue** badged version of Google Chrome to access internal websites at Partners such as SharePoint

Note: Due to the architecture of Android, it **may** take between 15-30 minutes for your device to receive and process the necessary configuration files. This is a limitation of the Android operating system
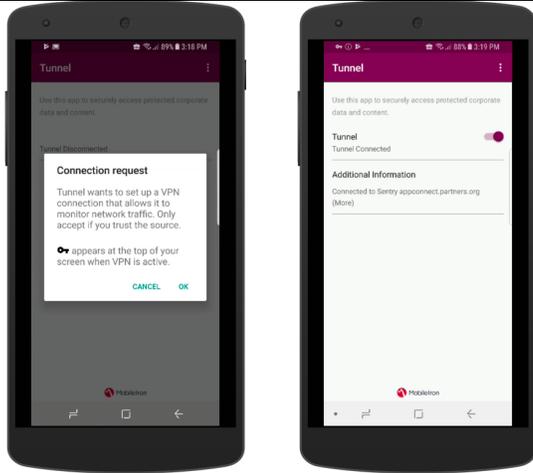
Step 1: Activate MobileIron Tunnel

1. Open the **Tunnel** App
2. Tap **OK**
3. A small icon of a *key* appears at the top of your phone screen when Tunnel is activated

*Tunnel App*

Tunnel Menu Bar Icon

ACCESS YOUR PARTNERS EMAIL AND CALENDAR

Android Enterprise now uses a special version of the Gmail app as the primary email client and Google Calendar as the primary calendaring client.

Note: Due to the architecture of Android, it **may** take between 15-30 minutes for your device to receive and process the necessary configuration files. This is a limitation of the Android operating system

1. Open the Gmail app with **orange** or **blue** briefcase icon (the specific color depends upon the version of Android you have)
2. Enter your **Partners Password** and tap **Next**
3. Tap **Update Now** when prompted
4. Tap **Activate** to allow the Gmail app to be a device administrator
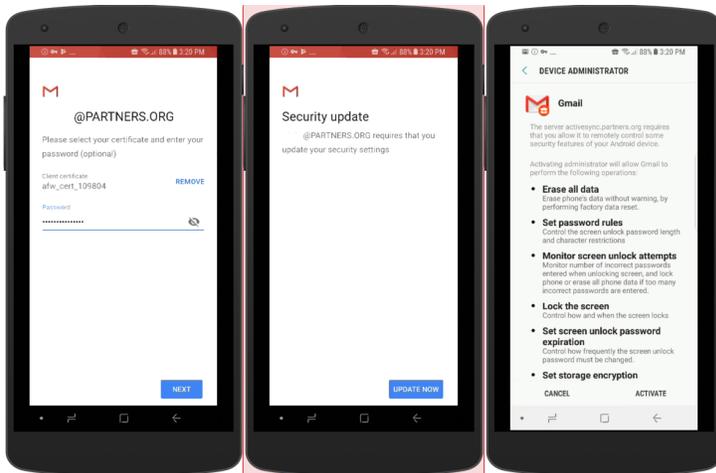
Commented [LMM1]: Update Screenshots

The **Google Calendar** and **Contacts** apps with the orange briefcase will be automatically configured after Gmail completes its configuration

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

HOW MUCH STORAGE 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

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

TWO NOTIFICATIONS FOR EMAIL, REMINDERS, AND CALENDAR ENTRIES? EXCESSIVE BATTERY DRAIN? CALENDAR NOT SYNCING?
This happens if you have two configurations on your phone checking your Partners email. You **must remove** your pre-existing one to prevent the syncing and battery issues. 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 ABLE TO ENROLL IN MOBILEIRON BUT I CAN NOT AUTHENTICATE WHEN PROMPTED TO SET UP EMAIL
If you recently changed your email address (i.e. change of marital status, change of institutional affiliation, etc), the Partners Okta system may not have the correct information. Please open up a service desk ticket and ask the ticket to be assigned to the "Application Platform Integration - phs" queue.