

IVANTI MOBILEIRON: SETUP GUIDE FOR IOS DEVICES

Ivanti MobileIron allows you to access various Mass General Brigham resources from a mobile device. This guide provides setup instructions for an iOS device (iPhone, iPad, iPod Touch) running **iOS 14.0 or later**.

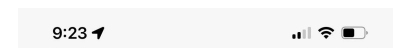
This guide will help you set up required core components and access to your MGB email and other MGB resources such as:

- Internal MGB websites such as Apollo, Partners Phone Directory (PPD), and MGB Vitals
- Collaboration apps such as Teams, Zoom, and WebEx
- Epic Haiku & Epic Canto
- RSA SecureToken for EPCS
- Dropbox EMM

SETUP INSTRUCTIONS

Important: If you have a pre-existing MGB Mail configuration, you must remove it before proceeding
See page 4 of this document for instructions

Note: If your running iOS 17 or above and you are enrolling your device at a location or on a network that you're not normally on, you may be prompted with a security delay during the enrollment. You will have to wait for the delay timer to run out before you can continue enrolling. Once the time has ran out go back to settings and continue where you left off. You can also turn off security delay if you like, but that will trigger a delay before it is turned off. More info on security delay can be found here <https://support.apple.com/en-us/HT212510>)



Step 1: Enroll in Ivanti MobileIron

You must use **Safari** to enroll your device. *Chrome, Firefox, or any other 3rd party browser will not work*

1. Go to <http://enroll.partners.org/>
2. Enter your **Primary MGB Email Address** and tap **Next**
3. You will be redirected to authenticate via Okta
 - o Enter your **MGB Network ID** (i.e. jha12)
 - o Enter your **MGB Password**, and tap **Sign In**



Secure your device and get easy access to your corporate apps and resources

Username _____

Welcome to Mass General Brigham

Username
jha12

Password
.....

Remember me

Sign In

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

SMS Authentication
(+1 XXX-XXX-4202)

Send code

Enter Code

Do not challenge me on this device again

Verify

SMS Authentication
(+1 XXX-XXX-4202)

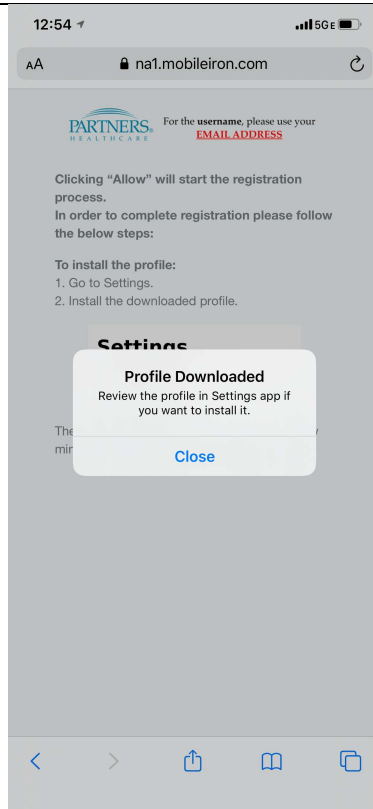
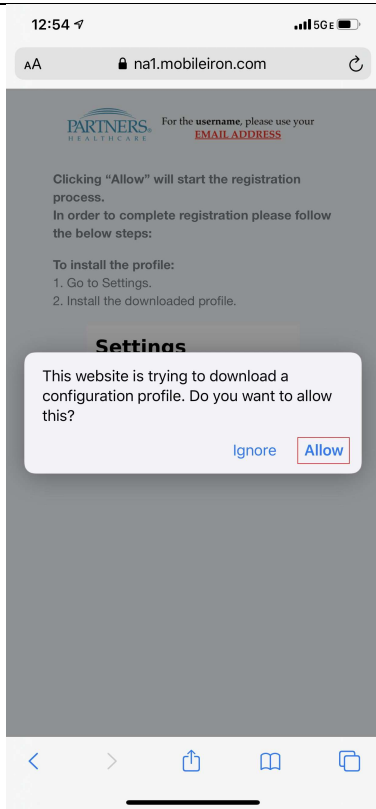
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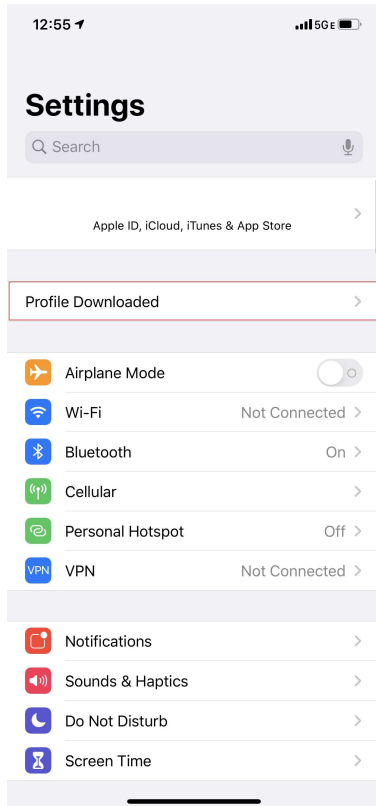
Do not challenge me on this device again

Verify

4. Your device will prompt you to download a Configuration Profile. Please tap "**Allow**". Your device will report the profile has been downloaded.



- Return to the **Home Screen**, open the **Settings App** and tap on **“Profile Downloaded”**



- Tap **“Install”**, enter your **device passcode** and tap **“Install”** again.
- For Remote Management, tap **Trust**, and then tap **Done**.

Step 2: Install Ivanti MobileIron Apps

You will be prompted to install the Ivanti Go and Tunnel Apps. These are required for proper configuration of your device and are MGB managed apps. Your App Store/iTunes password will not be required

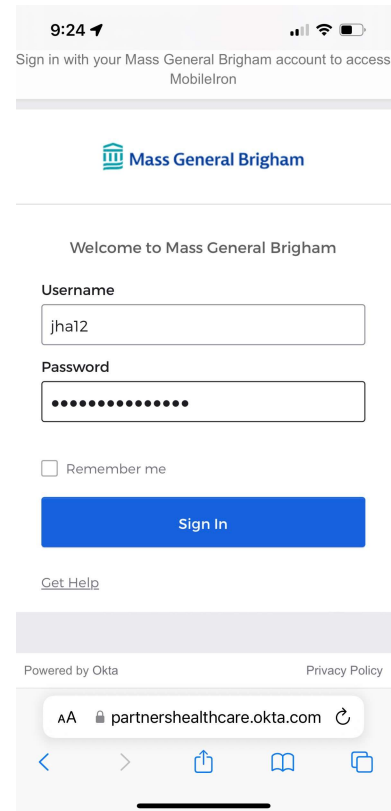
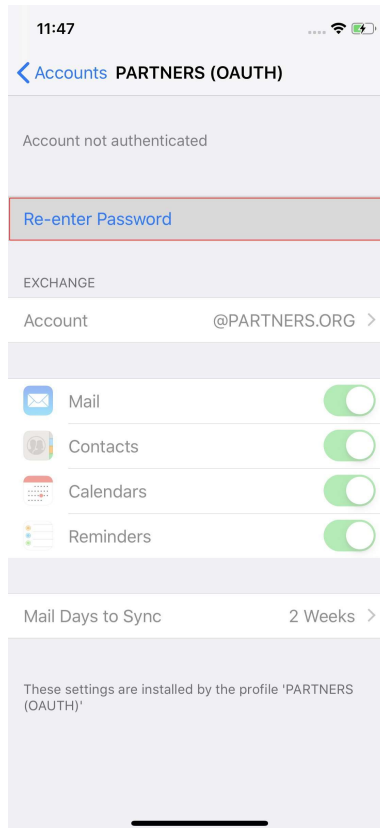
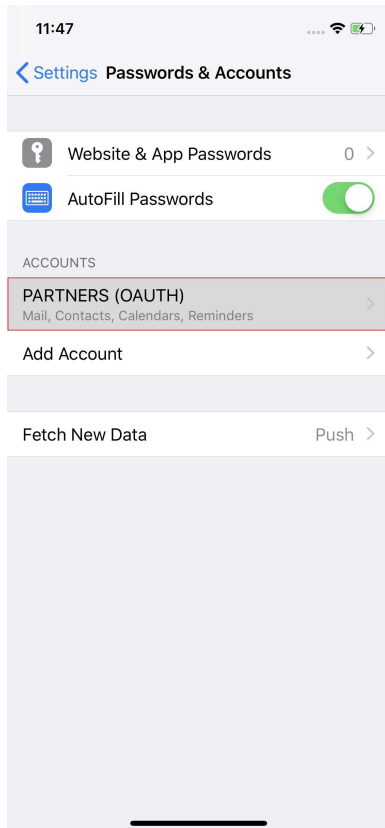
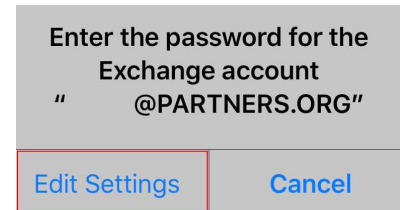


MGB EMAIL SETUP

MGB automatically configures the native Mail app supplied by Apple. It is only app supported by MGB

Note: If you accidentally tap "Cancel", you can get to these screens by navigating **Settings > Mail > Accounts (iOS 14-16)**

1. Tap on **Edit Settings** when the pop up appears
2. Tap on **PARTNERS (OAUTH)** then on **Re-Enter Password**
3. Enter your **MGB Network ID** and **Password**



CHECK FOR AND REMOVE ANY PRE-EXISTING MGB EMAIL CONFIGURATIONS

If you had previously configured MGB email on your device, remove it before installing MobileIron

1. Navigate to **Settings > Mail > Accounts (iOS 14-16)**
2. Tap **Exchange** (or whatever the pre-existing MGB Email configuration is called)
3. Scroll to the bottom and tap **Delete Account**
4. A confirmation message will display. Tap **Delete from My iPhone**

Note:

- The MobileIron configuration is called "PARTNERS (OAUTH)" and can not be removed manually
- You do **not** need to remove personal accounts (Comcast, Gmail, iCloud, etc)

FREQUENTLY ASKED QUESTIONS

CAN MASS GENERAL BRIGHAM VIEW MY PERSONAL CONTENT, SUCH AS TEXT MESSAGES OR PHOTOS?

No. MGB 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, MGB 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 Haiku, Docs@Work, PowerMic Mobile, Dropbox EMM, Cortext, and other Enterprise apps

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 MGB 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 MGB 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.