MOBILEIRON GO & PARTNERS APP CATALOG: SETUP GUIDE FOR ANDROID

MobileIron Go is an app that allows you to access various Partners resources from a mobile device, such as Email, Epic Haiku, and Citrix Receiver.

This guide provides setup instructions for Android. Before you begin, you must have an:

- Android 5.0 or 6.0. **Android 7.0 and 8.0 users should refer to the Android Enterprise Setup Guide**
- Google Play Store 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.

Step 2: Set up MobileIron Go

1. Open **MobileIron Go**.
2. Enter your **Primary Partners Email Address** as your username and then tap **Next**.
3. 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**
4. On the Welcome to MobileIron screen, tap **Continue**.
5. Tap **Continue** and then **Activate** to allow the Go app to administer your device.
6. Depending upon your Android model, you may be prompted to **Activate** additional privileges. Follow the on-screen prompts to complete.

### PARTNERS APP CATALOG

After installing and setting up MobileIron Go, the Partners App Catalog will be available in the MobileIron Go app.

Available apps include:
- Epic Mobile Apps – Haiku
- Imprivata Cortext

Be sure to check back often, as additional mobile apps will be added throughout the coming months.

**Note:** You must have appropriate permissions to access these apps.

### ACCESS YOUR PARTNERS EMAIL AND CALENDAR

After installing and setting up MobileIron Go, the **Email+** App will be installed onto your device.

1. Open the MobileIron Go App.
2. Under **Set Up Email**, tap **Continue**.
3. Enter your **Partners Password** and tap **OK**.
4. Tap **Finish** and click on the **Home** button.
5. Open the **Email+** app to access your **Partners Email**.

### 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](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.