MOBILEIRON: SETUP GUIDE FOR IOS DEVICES

MobileIron allows you to access various Partners resources from a mobile device. This guide provides setup instructions for an iOS device (iPhone, iPad, iPod Touch) running iOS 12.2 or later.

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

- Internal Partners websites such as SharePoint, Partners Phone Directory (PPD), and Partners Pulse
- Home Drive (H:\) via the MobileIron Docs@Work app
- Epic Haiku & Epic Canto
- Dropbox EMM
- Imprivata Cortext (Secure Texting)

SETUP INSTRUCTIONS

Step 1: Enroll in MobileIron

1. Open Safari on your iOS device. *Note: Chrome will not work*
2. Go to http://enroll.partners.org/
3. Enter your Primary Partners Email Address and tap Next
4. You will be redirected to authenticate via two-factor authentication
   - Enter your Partners Network ID (i.e. jha12)
   - Enter your Partners Password, and tap Sign In

   Welcome to Partners Healthcare

   jha12

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   Remember me

   Sign In

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

5. Your device will prompt you to download a Configuration Profile. Please tap “Allow”. Your device will report the profile has been downloaded.
6. Return to the Home Screen and open the **Settings App**. You should now see a line item that says, **“Profile Downloaded”** Please tap on this.

7. Tap “Install”, enter your device passcode and tap “Install” again.

8. For Remote Management, tap **Trust**, and then tap **Done**.

**Step 2: Install MobileIron Apps**

MobileIron Go and Tunnel are required for proper configuration of your device.

1. During enrollment, you will be prompted to install the MobileIron Go and Tunnel apps.
2. These are Partners managed apps and your iTunes account will not be charged.

**PARTNERS EMAIL SETUP**

Configuration settings for Partners email will be pushed to your device within a couple minutes.

- Open the **Settings** app
- When prompted, enter your **Partners Password**. Tap **OK**
- **Wait 5-10 minute**

**Note:** If you have a large mailbox, please allow extra time (30-60 minutes) for your Partners email and calendar items to fully populate.

Avoid excessive refreshing of your email, switching folders, toggling email on/off, etc. during the initial sync period. Whenever you perform one of these actions, your phone will send a string of commands to the email servers. The servers can sometimes interpret this as a device acting suspiciously and throttle the device connection. This can result in erroneous “Can’t Connect to Server” error messages.

**CHECK FOR AND REMOVE ANY DUPLICATE PARTNERS EMAIL CONFIGURATIONS**

If you had previously configured Partners email on your device, remove it after installing MobileIron

1. Navigate to **Settings > Accounts & Passwords (iOS 11+)** or **Settings > Mail > Accounts (iOS 10)**
2. Tap **Exchange** or whatever you called the previous mail configuration
   a. Scroll to the bottom and tap **Delete Account**
3. A confirmation message will display. Tap **Delete from My iPhone**

**Note:**
- The MobileIron configuration is called “PARTNERS” and can not be removed in this fashion
- You do not need to remove personal accounts (Comcast, Gmail, iCloud, etc)
- Messages in your iPhone DRAFTS folder are not synchronized with Exchange and will not be re-sync’d
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.