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# Enroll an Apple iOS Device with Intelligent Hub

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olling with Intelligent Hub allows an Apple iOS device (e.g., iPhone, iPad) to securely access OHSU internal tools and resources (e.g., ail, calendar, contacts, business apps). Intelligent Hub is required for all OHSU-owned mobile devices, and may be installed on sonally owned mobile devices.

Learn how to install Intelligent Hub on your Apple iOS device.

#### Before you start

- Installation typically takes 15 to 20 minutes.
- Your device must be connected to the internet.
- Your device must have iOS 11 or newer operating system installed.
- Ensure that your device meets OHSU's encryption requirements, including activating encryption and setting a passcode on the device (learn how to check your mobile device's encryption status).
- Back up your mobile device before enrolling with Intelligent Hub (refer to instructions from Apple and/or your cellular carrier for creating a full backup and keep your backup in a secure location).
- An Apple ID is required access Apple App Store (if you do not have an Apple ID, create one here ).

#### What to expect

- If you don't already have one set up, a six-digit passcode will be required to unlock the device. This passcode must be changed every 365 days.
- Your connection to OHSU resources will time out after a period of inactivity, and the screen on your device will lock. The time out starts after 5 minutes on iPhones and after 15 minutes on iPads.
- Once your device screen locks, your six-digit passcode or Touch ID is required to unlock it.
- Your device must be encrypted (it is automatically encrypted when you set a passcode).
- AirWatch system will periodically check the device remotely to make sure it hasn't been "jailbroken" or otherwise compromised.
- Hub, OHSU Apps and Privacy apps are added the device's Home Screen. Additional icons may appear for any OHSU apps that you choose to download from the OHSU Apps after enrollment (read *Download additional apps for work* section for details).
- With Intelligent Hub installed, you will have the option of using either built-in Apple Mail app or Boxer app to check your OHSU err (read *Select an email option* for device-specific instructions).

#### I. Download Intelligent Hub from Apple App Store

1. From your device's Home screen, tap App Store.



- 2. Tap Search and browse for Intelligent Hub.
- 3. Locate Intelligent Hub and tap Get.
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4. The Intelligent Hub app will download and install immediately.

# 2. Enroll your device with Intelligent Hub

1. After installation completes, tap **Open.** 



2. At the initial Intelligent Hub screen, enter your OHSU email address (complete with @ohsu.edu) and tap Next.



3. At the Organization Group selection prompt, tap Select one... drop-down menu to display choices.



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Select one		>
	Next	

4. Select Mobile Agent.



Note: Do not select the Mobile Container option.

5. Tap **Next.** 



6. Enter your OHSU username and password. Tap Next.



•••••	
Next	

7. At the Terms and Conditions prompt, tap Accept.



8. Review the Workspace Services prompt. Tap Next.



9. Proceed to Install an Intelligent Hub Profile section.

#### 3. Install an Intelligent Hub profile

1. Your browser app loads *mdm.ohsu.edu* page, and displays *This website is trying to open Settings to show you a configuration profile...* prompt. Tap **Allow.** 



	Process will begin shortly			
	Tap Here if you are not prompted automatically.			
	This website is trying to open Settings to show you a configuration profile. Do you want to allow this?			
	Ignore Allow			
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- iOS 12.2 and later only: At the Profile Downloaded prompt, tap Close.
   iOS 12.2 and later only: From the main menu, open Settings.
   iOS 12.2 and later only: Tap Install Downloaded Profile.
   Install the Device Manager workspace profile.

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6. Enter your existing iOS device passcode, if present.

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7. Tap Install.

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	Installing Profile	



8. At the Thank you for enrolling your device in AirWatch at OHSU prompt, tap Next.



9. Review the Mobile Device Management warning message. When complete, tap Install.



Note: Non-OHSU data are not managed through the AirWatch system. For full details, read the New features after Intelligent Huk installation section.

10. At the Remote Management dialog box, tap Trust.

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11. The Device Manager profile will install. After installation completes, tap Done.

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	Device Manager	
Signed by	mdm.ohsu.edu Verified 🗸	
Description	Device Management profile to manage access to work applications and servic device.	and activate ces on your
Contains	Mobile Device Management Certificate	
More Det	ails	>

### 1. Complete enrollment

After an Intelligent Hub profile is installed on your iOS device, the Intelligent Hub must finish the enrollment process by completing authentication.

1. Safari browser opens to an mdm.ohsu.edu page, with a progress bar and a Process will begin shortly... status.

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Tap Here if y	ou are not prompted au	tomatically.
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2. At This website is trying to open Settings to show you a configuration profile prompt, tap Allow.





3. At App Management Change prompt, tap Manage.

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	Profile	Installed	Done
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Signed by	mdm.ohsu.edu Verified 🗸		
Description	Device Manageme access to work ap device.	nt profile to man plications and se	age and activate rvices on your
Contail More E	App Manag Would you like management of Hub"? Your ap ma	ement Chan to let OHSU tal the app "Intelliç p data will becon naged.	ge ke pent >
	Cancel	Manag	ge

**Note:** This prompt allows the Intelligent Hub to access your location. This location data is stored on your device, and it is visible ir the Intelligent Hub app on Apple iOS devices. This information is *not* collected or monitored by anyone at OHSU. As Intelligent Hu requires these permissions in order to allow for full functionality of AirWatch services, it is recommended that location access be allowed.

4. You will receive an email from OHSU UEM Administrator confirming your device's enrollment in Intelligent Hub.

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R	egards,		
Ai	rWatch		
	Copyright @	0 2018 VMware, Inc. All righ	ts reserved.   1155 Perimeter Center West, Suite 100, Atlanta, GA 30338

#### 5. Set a passcode

Intelligent Hub requires you to set a passcode within one hour of enrollment (if you have already set a six-digit passcode which meets th requirements, you will not be prompted to change your existing passcode). This passcode is used to access your iOS device when it is locked, and must be reset every 365 days.

Warning: Incorrectly entering your passcode 10 times will wipe and reset your device to factory settings.

- 1. At the Passcode Requirement dialog box, click Continue.
- 2. At the New passcode prompt, enter a six-digit passcode that meets the requirements below, and tap Continue.
  - Must contain six digits.
  - Cannot include more than two ascending, descending or repeating numbers in a row.
  - · Cannot match the last four passcodes used.

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3. Re-enter your new passcode and tap Save.

3. New features after Intelligent Hub Installation



After installing Intelligent Hub, three new buttons will appear on your home screen. Learn more about these features.

• Hub: Displays the device's enrollment and compliance status, and also allow you to synchronize to AirWatch system. If you are presented with a login screen instead, please read Sync Intelligent Hub article for troubleshooting.

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Enrollmen	t	>
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Network		>
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Sync Device		
Syncing sends latest device information and receives latest updates from IT administrator.		
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Account		
Directory Account Updated Today at 11:39 AM		
This Device	>	
Support	>	
About	>	

• OHSU Apps: Contains the OHSU App Catalog which allows you to install additional OHSU work apps (they must be installed manually if they aren't already installed on your device)

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	dobe Acrobat Reader	Install
	isco Meeting ersion: 1.11.10	Install
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	oxer - Workspace ONE ersion: 5.2	Install
9	Veb - Workspace ONE	Install

• Privacy: Opens a browser page which explains what types of information AirWatch system can and cannot see on your device.



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### 7. Select an email option

After enrolling your iOS device with Intelligent Hub, OHSU email, calendar and contacts may be accessed with either Boxer app (an integrated app that allows you to securely manage your OHSU emails, calendar and contacts) or through Apple's Mail, Calendar and Contact apps.

If you currently receive OHSU email through the built-in mail app (Apple Mail) on your device, you will need to update your device's ema settings. Follow the link below to see the steps for configuring your Agent-enrolled device to use Apple apps to retrieve your email.

- Boxer: Read Set up Boxer (Email) on an Apple iOS Device with Intelligent Hub.
- Apple apps: Read Set Up OHSU Email on an Intelligent Hub-enabled iOS Device.

# lework resources

sking for telework help? Visit the Technology for Telework page for a Telework Basics guide, best practices, FAQs and more.

his article applies to	OHSU staff, OHSU students, OHSU volunteers
ast updated	24 Apr 2020
eywords	Enroll iPhone or iPad with Intelligent Hub

Did this solve your problem? 🏠 Yes 🖓 No

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