



UConn Health IT Department

Mobile Application Management (M.A.M.)

Android Apps@Work Managed Application Roll Out Guide.

An Apps@Work Guide for Employee-owned Android Phones

Section 1: Managed Application Push

Section 2: Trouble Shooting

Version 1.0

Please note: This document assumes that a MobileIron device registration has already taken place and that you, the end user wish to add Epic Managed Apps.

Please contact the Help desk at ext. 4400 if you have any questions regarding Managed Apps that you wish to be directed toward the mobile support team .

Note: the following before continuing:

- You should know the following items prior to continuing:
 - ***Know your network sign on credentials***
These are the credentials that you use when signing into your desktop computer.
 - ***Know your Gmail address and password for Google Play access.***
 - **If you already have Epic Haiku on your device in use with another Hospital, if configured properly, it is possible to toggle between organizations using your Haiku application drop down. Under this circumstance, please contact the help desk and request a support ticket.**
 - ***Managed Apps are applications that are pushed to your device via the MobileIron Core Management Server. MobileIron provides for a per App VPN that is transparent to the end user. This allows ease of use while protecting sensitive data while in transit.***
 - ***The following applications are available as managed and will be deployed to devices automatically based upon Active Directory User Group membership.***
 - 1) Epic Haiku
 - 2) Epic Rover
 - 3) Epic Canto (iPad only)
 - ***The following applications are already managed applications and if you are registered to the MobileIron console, they should already be or will also become present on your device as we continue to roll out M.A.M.***



1.) MobileIron



4.) Docs@Work



2.) AppTunnel



5.) Web@Work



3.) Google Play



6.) Citrix Workspace



- ***Your device should be registered to the MobileIron console for access to managed applications. Secure access to your UConn Health email and calendar as well as automatic Wi-Fi sign on are added benefits. There is an excellent source of information regarding MobileIron Provisioning [here](#).***
- ***Please Contact the help desk if you have downloaded Haiku for use at UConn Health prior to a MobileIron registration. They will refer you to the Mobility Team for assistance by creating a support ticket.***

Section 1

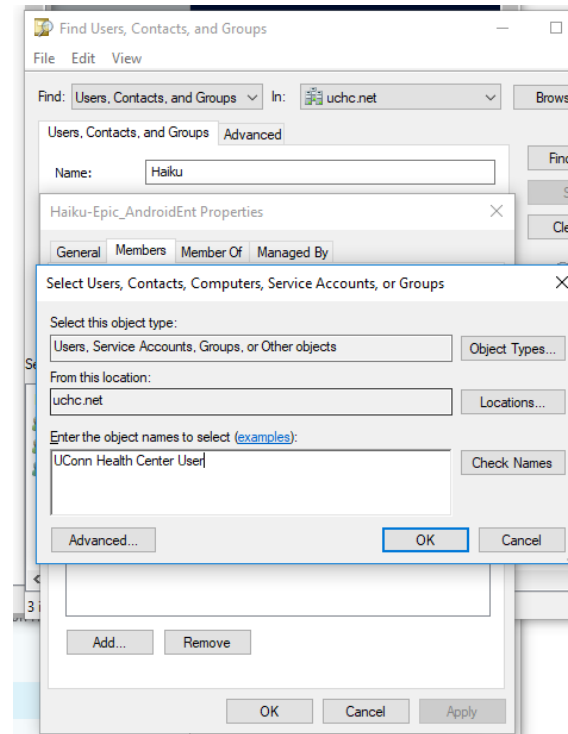
Managed Application Push

Note: If you have already submitted your name to be as UConn Health Haiku user prior to this *Go Live* then you have already been placed into the Haiku user group. Please skip to step 3 for what to expect once you have registered your device with MobileIron.

ACTION	RESULT/COMMENT
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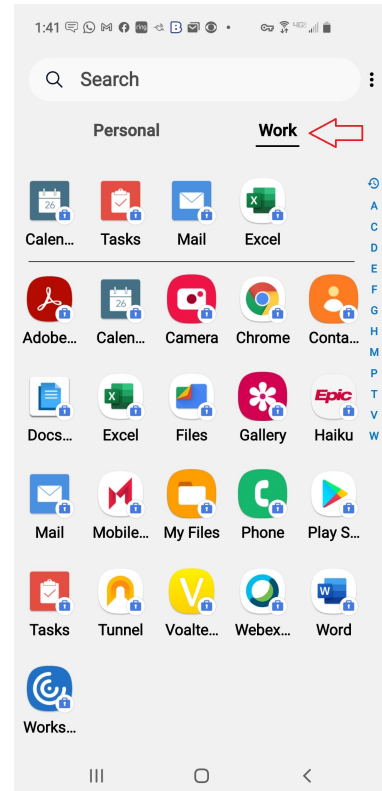
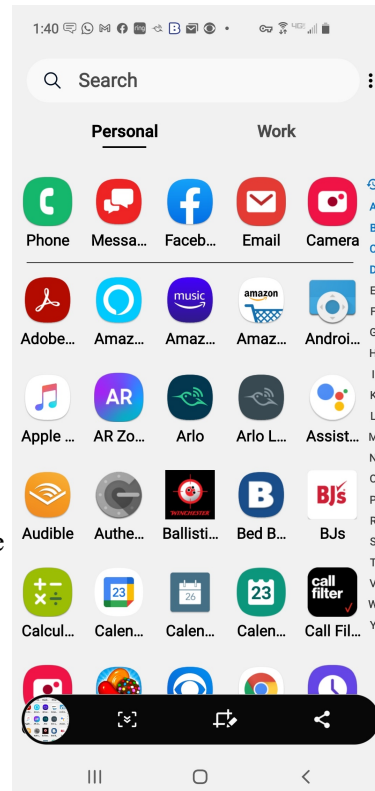
1. **Begin by contacting the help desk on ext 4400. (Assumes an existing MobileIron Registration) Specify to the support professional that you would like secure access to Haiku on your Android device.**

40The mobile support team will be notified and your name will be placed into the "Haiku for Android" work group within the Active Directory.



- 3 The Apps@work and App Tunnel icons will soon appear on the home screen of the work profile section that was created when you registered your device with MobileIron. The application(s) that you specified along with other Android Enterprise Apps will begin downloading a short time later. (Approximately 15 minutes)

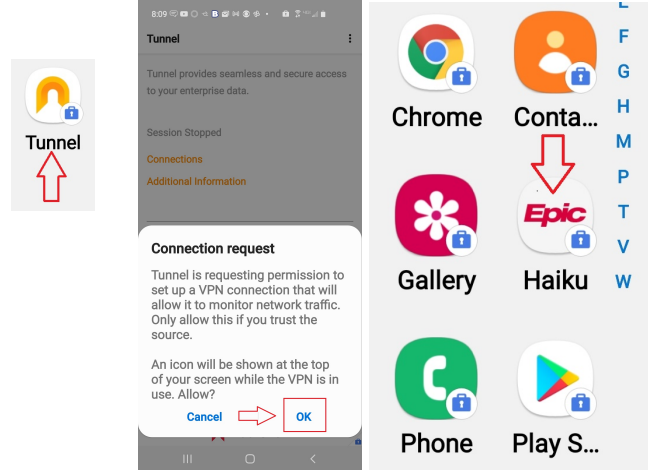
4. Your applications have now been populated to your home screen and are easily identifiable as indicated by the lock on the lower left of the application icon.



Note: please wait a full minute after install before launching the Haiku application. This will give the auto-configuration file time to arrive silently in the background.

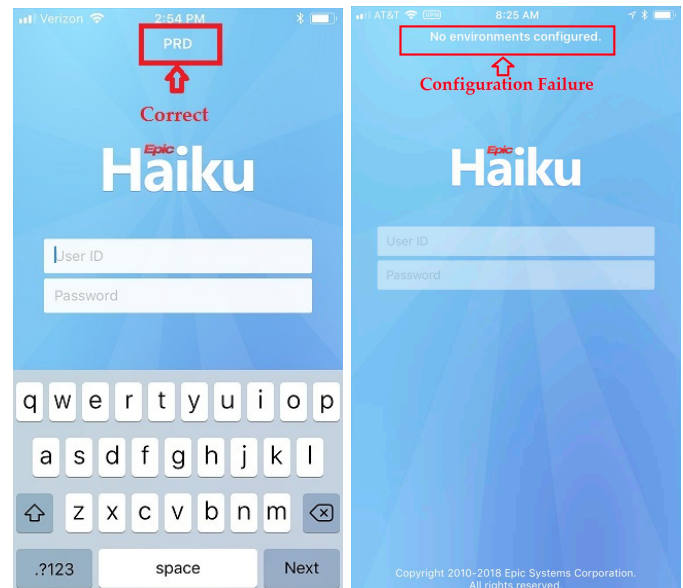
ACTION	RESULT/COMMENT
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5. a.) Choose the App Tunnel Icon on the home screen of the work profile and grant permission to create the VPN (*this is typically a one time task that you will not need to repeat for future.*)



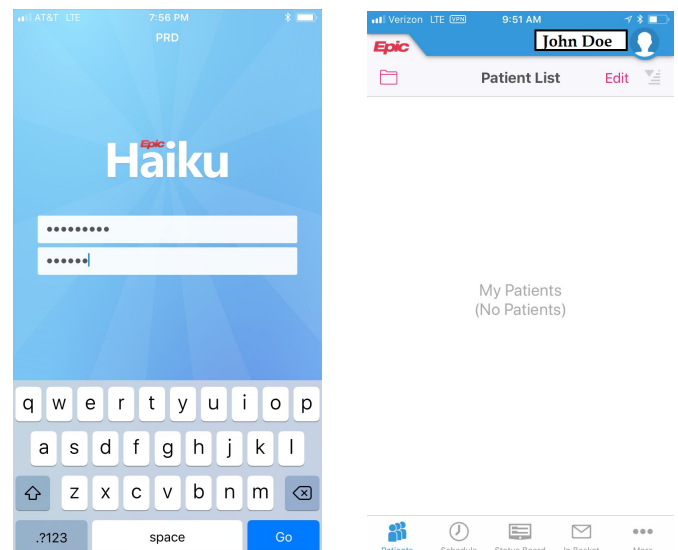
- b.) Next verify that the application configuration file is functioning by choosing the Epic application icon. The application should open to the PRD Screen.

6. The credentials input screen should appear with PRD indicated at the top. Note: If "No environments configured" appears, follow the trouble shooting steps in section 2 below or contact the Help Desk by dialing 4400. A mobile support ticket will be created and you will be contacted by a mobile support team member as soon as possible.



7. Enter your Epic Credentials to confirm success. (These are the same user name and password that you use to access your Windows Computer. You are now able to use Haiku for Android Enterprise.

Note: If you are greeted with a "No Jobs Created" message, contact the help desk and ask that a support ticket be created while specifying that it is regarding the "No Jobs Created" message when opening Haiku. A team member will make the necessary adjustments using the Haiku security infrastructure.



Section 2

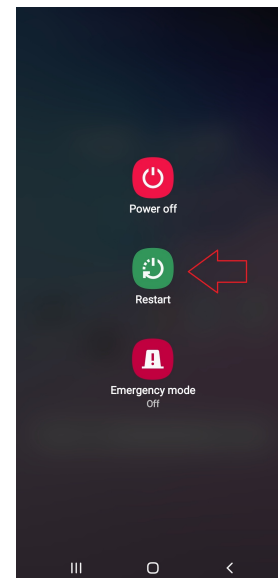
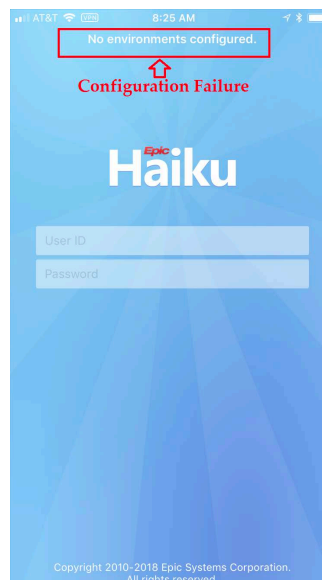
Trouble shoot

What to do if you get "No Environments Configured"

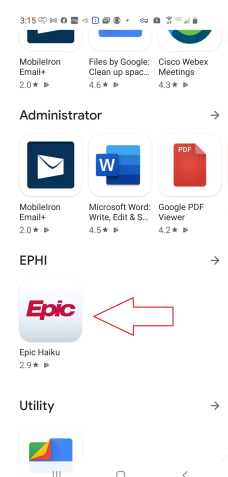
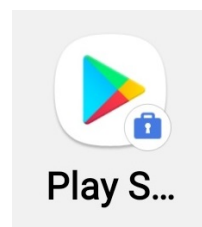


RESULT

- Option 1.**
- Be sure that you chose Tunnel and granted permission to create the VPN should you get "No Environments Configured" (See step 5 paragraph, a above).
 - Use your task manager to "hard close" the application or hold the power button of the phone down and choose restart.
 - Re-open Haiku and look for PRD. Repeat this step up to three times until PRD appears.



- Option 2.**
- If you continue to get the no environments configured error, delete the application, go to the Secure Google Play store indicated by the lock in the lower right hand corner of the app icon. Locate and download the Haiku App. Once you have done so, open the App and repeat the steps as indicated in step 5 above.



Please Note: There are many variables that can cause an application delivery failure and therefore an end user may be best suited to start with a fresh MobileIron registration . Please ensure that your Android OS is up to date. If you are unable to get a successful result, please contact the help desk at 860-679-4400 for assistance.

Revision History

Please itemize all *material* changes to this document in the table provided. It is not necessary to document modifications encompassing only spelling, punctuation, or other minor, non-material edits in the Revision History table.

Version	Date	Description	Author
1.0	11/23/2020	Document creation	M Petruzzi