



UConn Health IT Department

BYOD – Provisioning an iOS Device

**A BYOD Provisioning UConn Health DATa Access Guide for
Employee-owned iPhones and iPads facilitated using the
Ivanti mobile@work Application**

Version 8.0 w/ Mobile Application Management

*Please contact the Help Desk at x4400 to have any
questions regarding the iOS provisioning process directed
appropriately.*



Note the following before continuing:

- There is an excellent BYOD resource available for UConn Health users here: <https://health.uconn.edu/information-technology/technical-support/faqs/bring-your-own-device-byod/>

- You **MUST** complete 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.
 - Ensure that your phone is logged into your iTunes account.
 - If your device is not cellular equipped, be sure that you are logged onto a secure WI-FI network (Password Protected). If you are on site at UConn Health, you can log onto the UConn Health Secure Wi-Fi using your network credentials or UConn Guest.
 - **Remove any *manually configured UConn Health Exchange* Accounts from your iOS device: Settings>Passwords and Accounts>choose the manual configuration>scroll and choose delete account.**

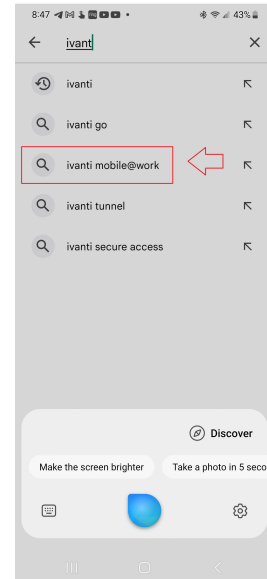
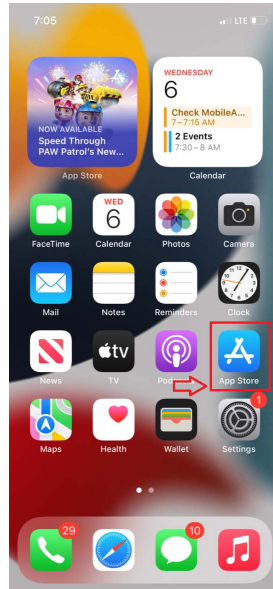
UConn HEALTH

Complete the following actions to provision your iOS device enabling you to remain both on the UConn Health network and in compliance with federal and state regulations, i.e. HIPAA.

ACTION

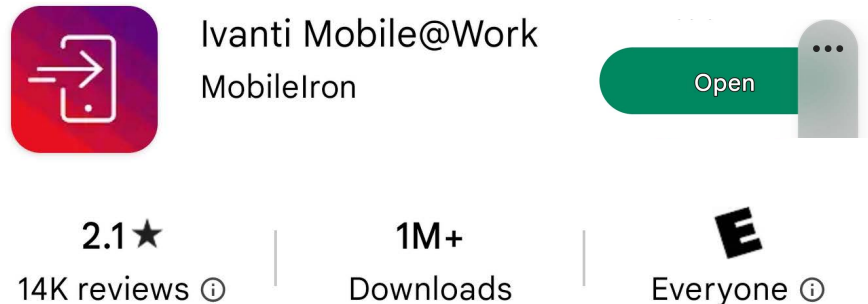
RESULT/COMMENT

1. Navigate to the Apple App Store and execute a search for the Ivanti mobile@work application.



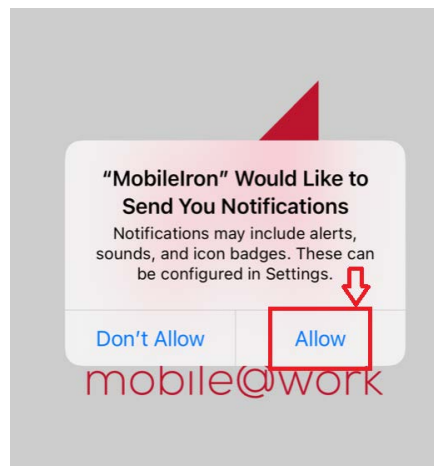
2. Choose the Ivanti mobile@work option. (Formaly known as MobileIron)

3. Download and open the Ivanti application.



4. Choose **Allow** for the location services permissions, read the privacy statement on the page that follows and click continue.

Note: You can disable location post registration if you desire to do so however you will no longer be able to locate the device if it were to be lost or stolen.



Your Privacy is Important



Data Privacy

Mobile@Work will not access any personal content such as your personal emails, photos or voicemails.

What data may be collected & how it will be used?

Your company may collect device details such as OS version, model & work application information such as name & version. This data is used to ensure your device

Continue

As required by Apple policy, Mobile@Work does not share any personally identifiable data collected by our service with any third parties for any reason.

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ACTION

RESULT/COMMENT

5. Enter your user name, choose **Continue**
Enter mobile.uchc.edu as the server on the
page that follows and then choose

Continue .

7:11

mobileiron ivanti

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

USERNAME
ztestp

Or
Scan QR Code

Continue

7:12

mobileiron ivanti

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

USERNAME
ztestp

SERVER
mobile.uchc.edu

Continue

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123 space @ . next

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123 . / .com next

6. Choose **Open** , enter
your password then choose

Register .

7:12
MobileIron

Open this page in "MobileIron"?

Cancel **Open**

7:12
Safari

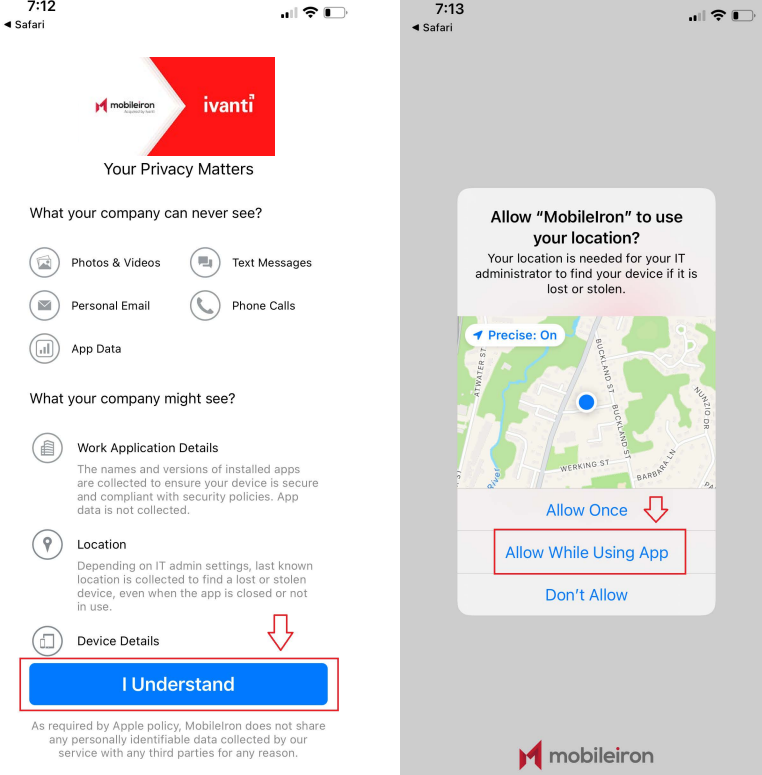
mobileiron ivanti

ztest
Please enter your credentials to register

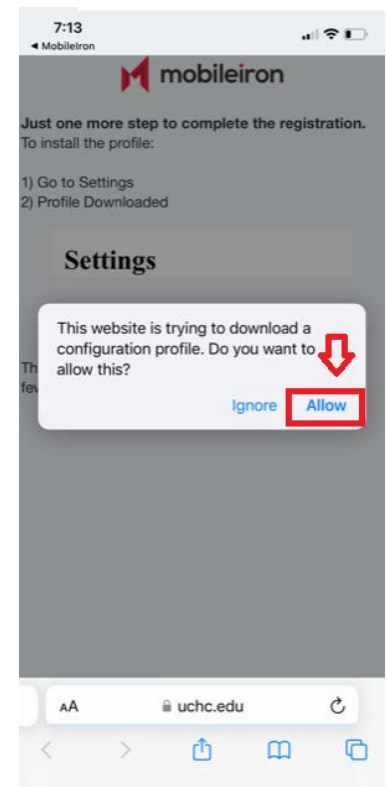
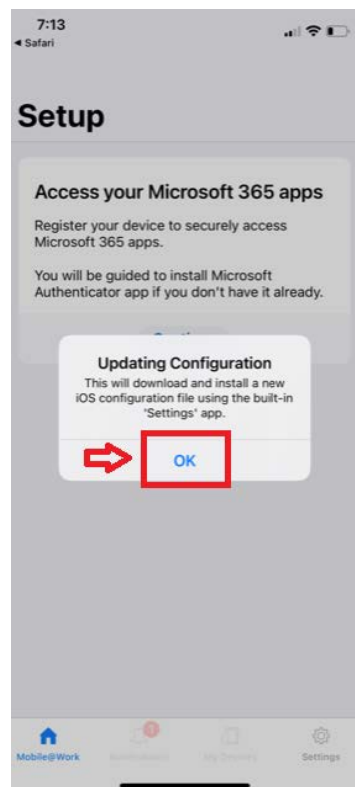
PASSWORD
test123

Register
Cancel

UConn HEALTH

ACTION	RESULT/COMMENT
<p>7. Choose I Understand after reading the privacy disclosure and then make a selection for location permission.</p> <p>Note: Please select "Allow While Using the App" to ensure a proper registration.</p>	 <p>The left screenshot shows the 'Your Privacy Matters' screen. It lists permissions: Photos & Videos, Text Messages, Personal Email, Phone Calls, App Data, Work Application Details, Location, and Device Details. The 'I Understand' button at the bottom is highlighted with a red box and a red arrow. The right screenshot shows the location permission dialog with 'Allow While Using App' highlighted by a red box and a red arrow.</p>

8. Choose **OK** when presented with the **"Updating Configuration"** pop up and then **Allow** for the **"website is trying to download"** pop up.

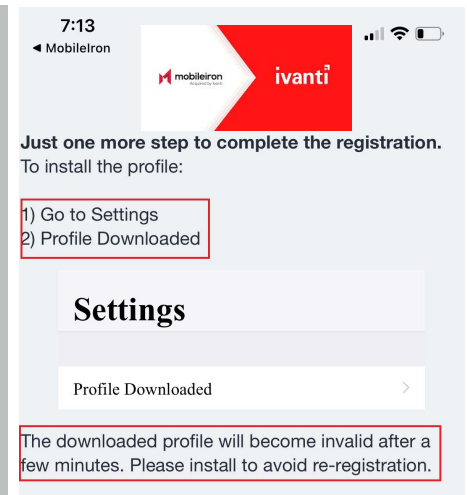
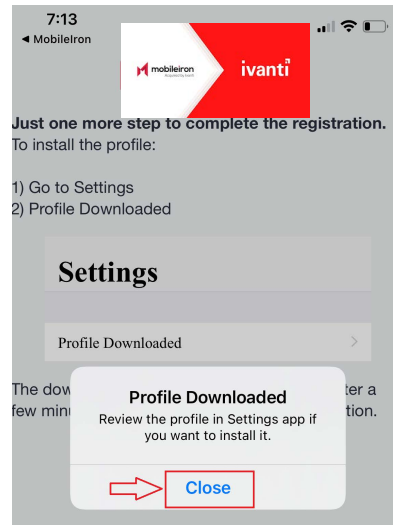


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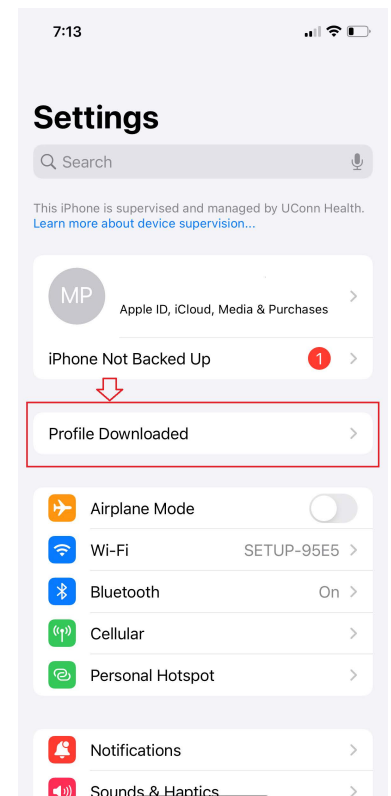
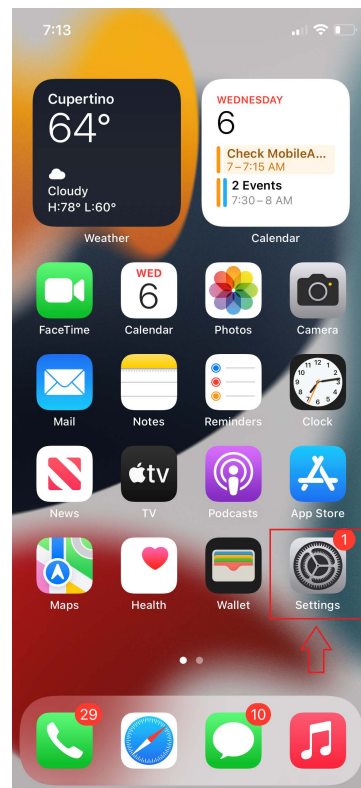
Action

Result /Comment

9. Choose **Close** when presented with the "Profile Downloaded" pop up and read the instructions for installing the profile.



10. Per the instructions, navigate to settings, scroll up to locate the "Profile Downloaded" phrase and choose it.



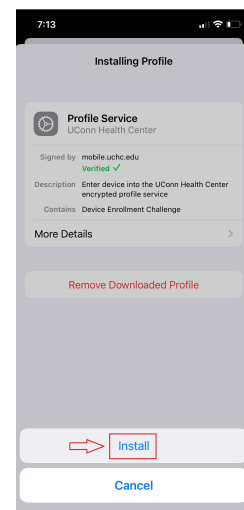
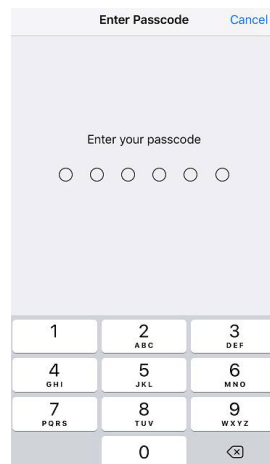
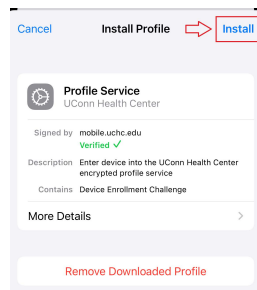
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ACTION

RESULT/COMMENT

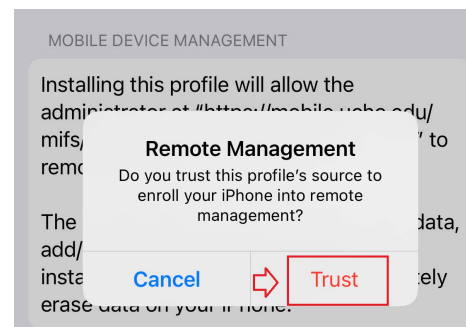
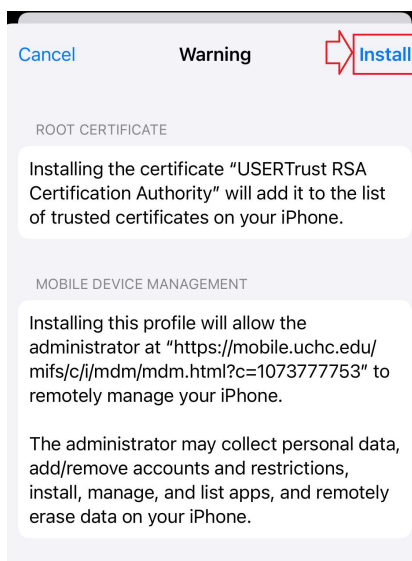
11. Choose **Install** on the Install profile dialogue page that follows and then choose **Install** again to confirm the action.

Note: You may be prompted for a security code during this process. That code would be the unlock code for your device.

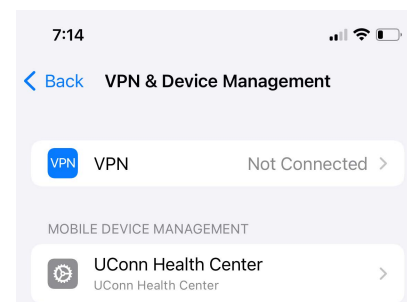
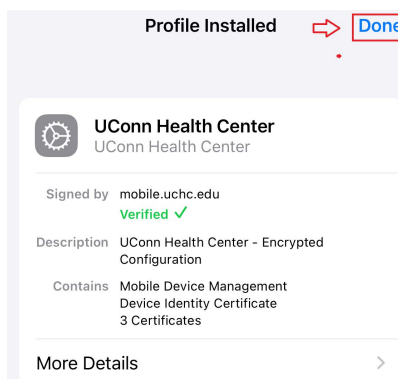


12. Continue with yet another install command for the root certificate and then choose

Trust



13. Choose **Done**. The landing page showing VPN status and the UConn Health Center Mobile Device Management profile indicates a successful provisioning of your phone. Please collapse to the home screen and wait for additional notifications.

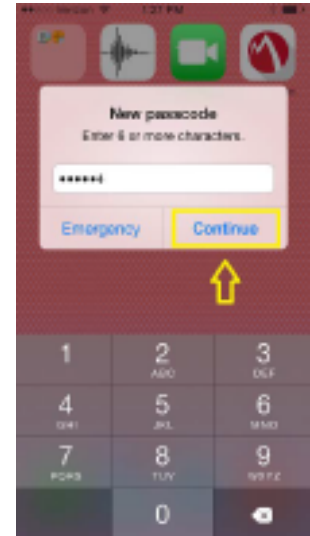
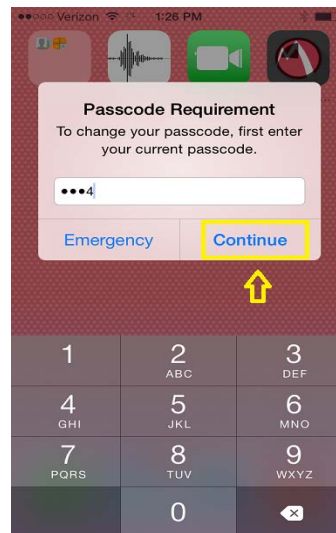


UConn HEALTH

Result/Comment

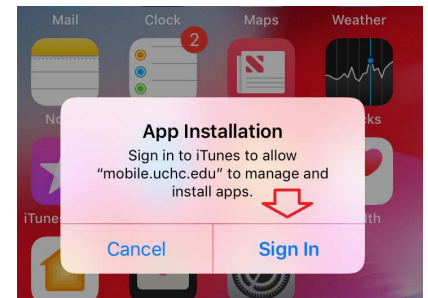
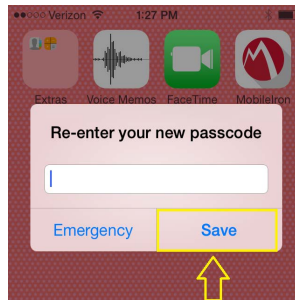
14. Enter your existing pass-code if prompted to do so as part of the set up process.

15. If your device does not already have a 6 digit pass-code, you will be prompted to set one up. Enter your new passcode, and press enter.



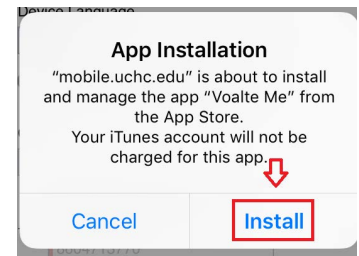
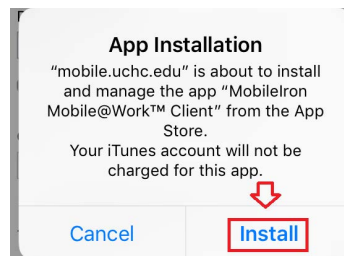
16. Re-enter your pass-code once again and choose **Save** to confirm your new code.

Note: During or just after establishing your pass-code, you may be prompted to log into your iTunes account. Please do so in order to facilitate application installations.



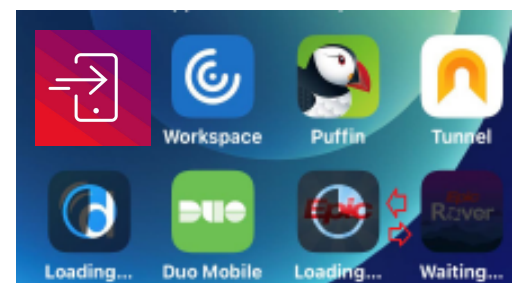
17. A series of install prompts for standard UConn Health applications such as Voalte messaging will begin to appear. Choose **Install** for each instance.

Note: The prompts will come in rapid succession. There is no concern if you miss one. They will repeat until completed.



18. Apps will begin to appear shortly thereafter.

Note: For Epic applications like Haiku and Canto, please contact the help desk on EXT 4400 to be directed to the mobile support team for additional provisioning steps. If this is a replacement device and you were already using these applications, they will install automatically.

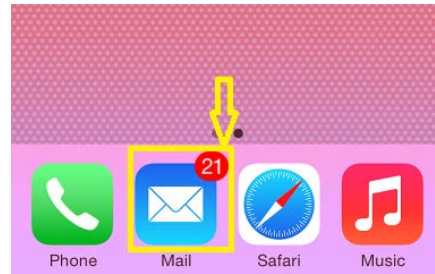


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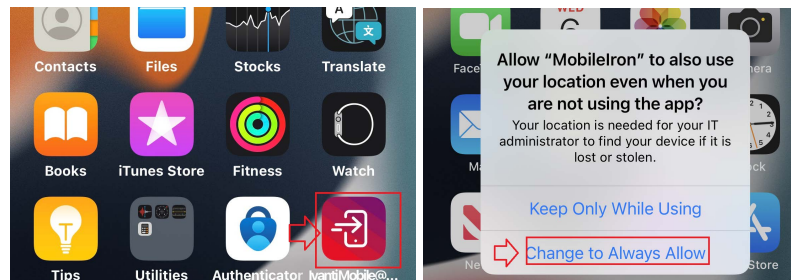
ACTION

RESULT/COMMENT

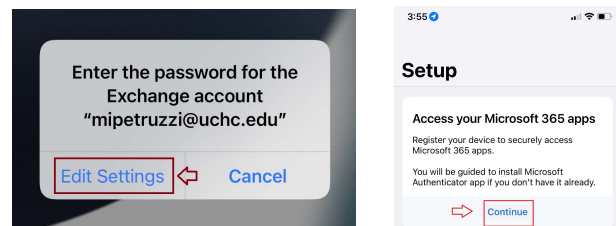
19. You should begin receiving email almost immediately after you have finished with with your password confirmation.



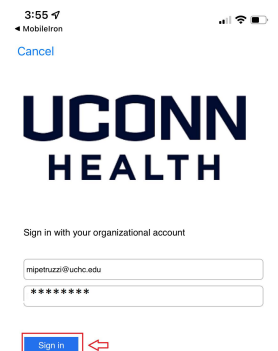
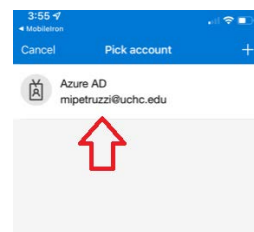
20. Select the Ivanti Mobile@work Icon , and make your selection for location.



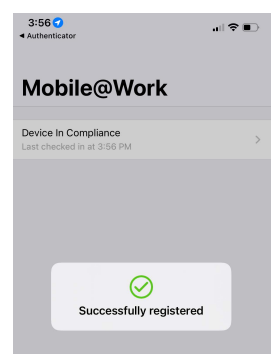
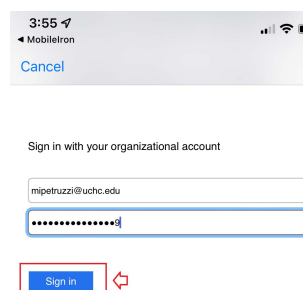
21. You will be prompted to enter your Exchange password. Choose [Edit Settings](#) and then [Continue](#) to move forward.



22. Choose your AD account and proceed to log into the organizational page using your network credentials.



23. This completes your initial registration.




Please Note: **Clinical personnel replacing an existing device that are using E-Prescribe will need to contact the help desk to have a mobility professional register and provision the new device with Imprivata ID. This holds true for other 2fa apps such as Duo or Authenticator.**

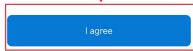
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ACTION

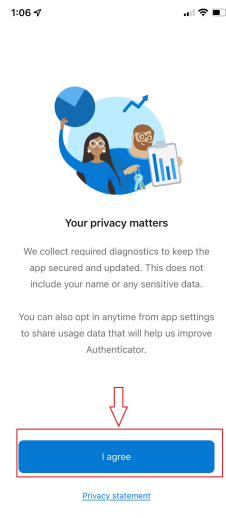
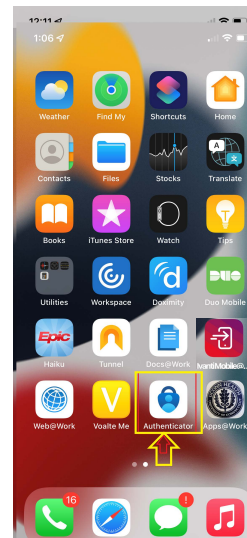
RESULT/COMMENT

Note: If you are a new employee or student then you must locate and choose the authenticator application  that was automatically deployed to your phone. The directions on how to proceed are on the following pages. The application may also auto trigger during steps 17,18 or 19 and if so, proceed with setup

1. You can now collapse to the home screen and choose the Microsoft Authenticator Application that has been preloaded on your device and then select



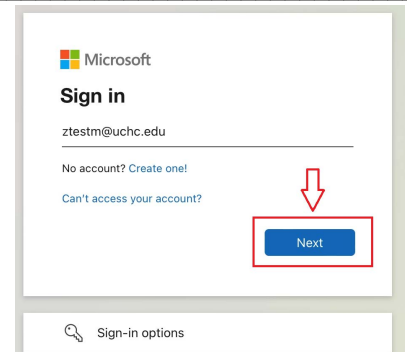
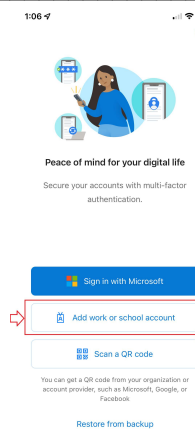
Note: Choosing the Ivanti Mobile@work app will also trigger MS Authenticator and should provide the same results however some instability has been observed using this method and therefore that approach is not recommended.



2. Choose   Add work or school account

3. Enter your email address if it does not auto-populate and choose

Next



4. Enter your network password on the UConn Health landing page and then choose

Sign in

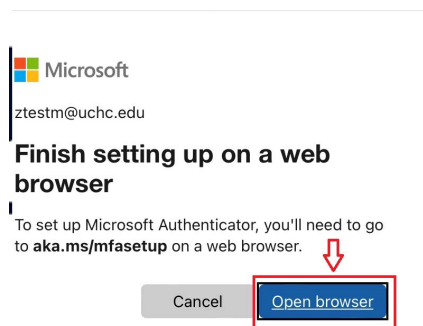


UConn HEALTH

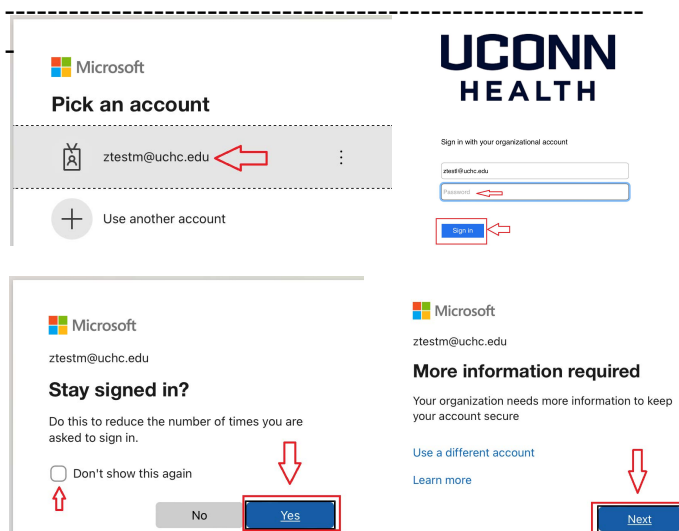
ACTION

RESULT /COMMENT

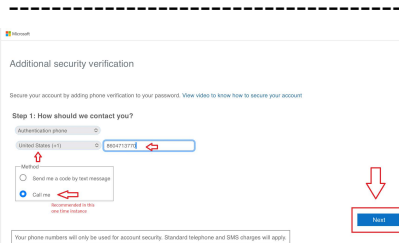
5. Choose **Open browser** on the Microsoft landing page that follows .



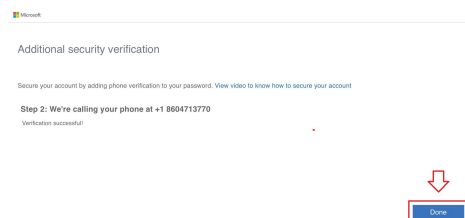
6. Choose your account, log into the landing page a second time and then select **Yes** to stay signed in followed by **Next** on the MS page that follows.



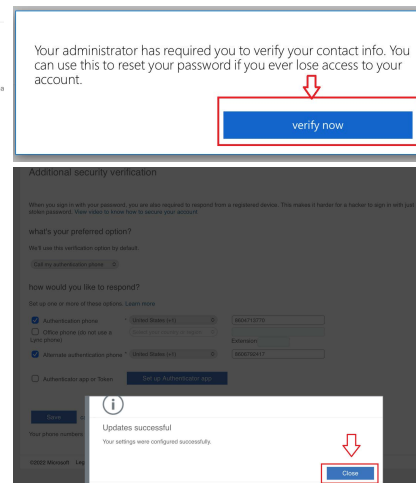
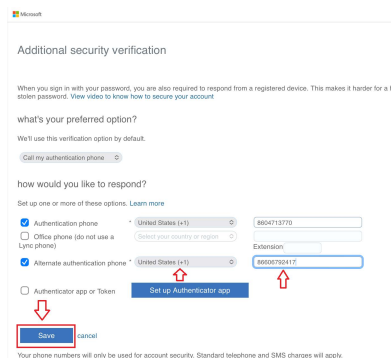
7. Enter Country code, the desired telephone number as well as method of verification and then choose **Next**



8. Choose **Done** on the landing page post contact verification.



9. Add a back up number in order to move forward. Choose **Close** and then **verify now** upon completion.

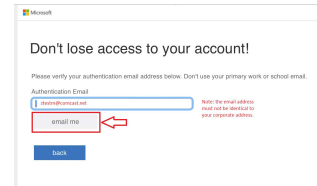
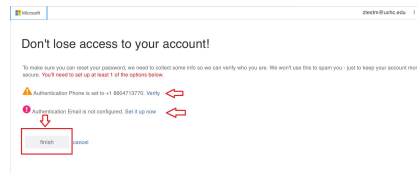


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Action

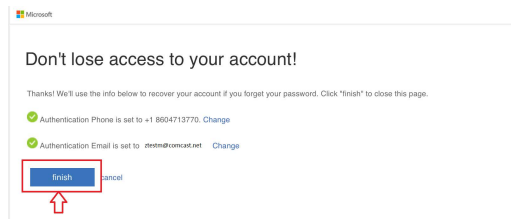
RESULT/COMMENT

10. You will be presented with two account verification and set up finalization requirements. Choose each option one at a time and complete the verification process.

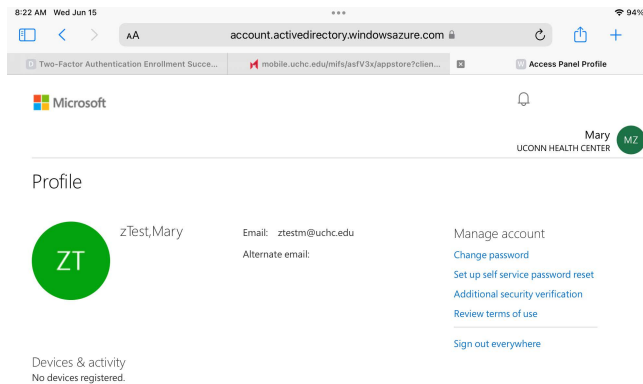


11. Choose

finish



12. You have completed the set up once you are presented with your Access Panel.



Congratulations you have completed your mobile device registration.

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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	12/14/2012	Document creation	S. Trites
	01-03-12	Document Edit (added Hyperlinks)	M. Petruzzi
	09-19-14	Version2 Core 7/iOS8 update	M. Petruzzi
2.1.2	09-23-16	Core 10 updates/iOS10	M.Petruzzi
	04-13-18	MAM Behavior updates	M Petruzzi
4.0	05-02-18	Change UConn Health logo/manage Hyperlinks	M. Petruzzi
5.0	03-26-19	New BYOD Registration Process	M.Petruzzi
6.0	03-21-22	Update wording and application icons	M.Petruzzi
7.0	07-13-22	<i>Added MS Authenticator and dropped BYOD .uchc.edu as a requirement.</i>	<i>M.Petruzzi</i>
8.0	06/05/23	Changed out Mobileiron Icon for Ivanti	M.Petruzzi