



[Back to results](#)

Enroll an Android Device with Intelligent Hub

Overview

Enrolling with Intelligent Hub allows an Android device to access OHSU email, calendar and contacts, and provides secure access to internal sites and resources. **Intelligent Hub is required for OHSU-owned mobile devices.**

Learn how to install Intelligent Hub on your Android device. Installation typically takes 15 to 20 minutes.

Note: Android devices vary by manufacturer (e.g., Samsung, Google). You may see differences between these "one-size-fits-most" instructions and your particular Android device.

Before you start

- Make sure your device meets OHSU's encryption requirements. Generally, this means activating encryption and setting a passcode on the device. Learn how to [Check Operating System and Encryption Status on Mobile Devices](#).
- Your device must have Android 8 (Oreo) or newer operating system installed.
- It is recommended that you back up your mobile device before enrolling with Intelligent Hub or AirWatch Container. Refer to your device manufacturer's instructions for taking a full backup, and keep your backup in a secure location.
- A Google account is required to download the Intelligent Hub app from the Google Play Store. If you do not have a Google account, [create one here](#).
- If you want to use your device's native mail app instead of Boxer, you will need to configure your device's email settings. If you already receive your OHSU email through Android's Mail app, note that the current settings will need to be updated for mobile device management. A link to instructions is provided in the [Select an Email Option](#) section.
- Your device must be connected to the internet to access the Google Play Store.

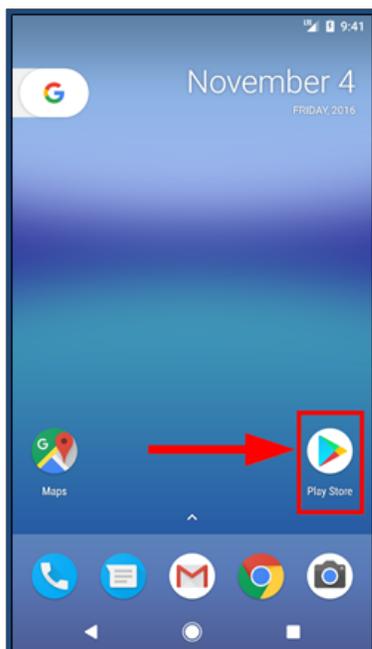
What to expect

- You must set a six-digit passcode to unlock the device. The 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.
- Once the device locks, your six-digit passcode or biometric pass-through is required to unlock it.
- Your device must be encrypted, if it isn't already. For devices with older Android operating systems, encryption may take hours.
- From time to time, the AirWatch system will check the device to make sure it hasn't been "jailbroken" or otherwise compromised.
- **Intelligent Hub, OHSU Apps** (OHSU App Catalog) and **Privacy** icons will show on your device. Additional icons will appear for a OHSU apps that you choose to download from the OHSU App Catalog after enrollment (please see the [Download Additional App for Work](#) section for details).
- OHSU email, calendar and contacts may be accessed from *either* Boxer mail app or Android's Mail app (please see the [Select an Email Option](#) section for details).

1. Download Intelligent Hub from Google Play store

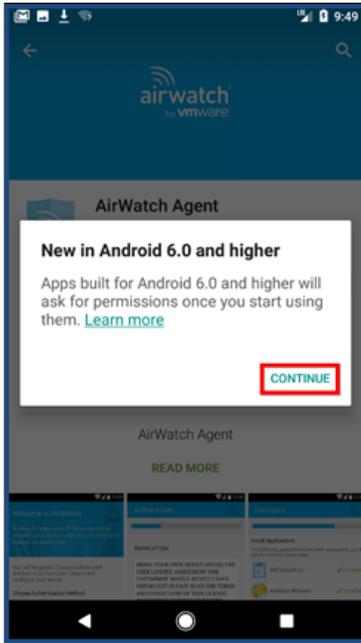
Screenshots may look slightly different based on your Android device.

1. Tap the **Play Store** icon. If prompted, enter your Google account details.



2. In the Google Play search field, search for **Intelligent Hub**. From search results, tap the Intelligent Hub icon (shown with a blue a

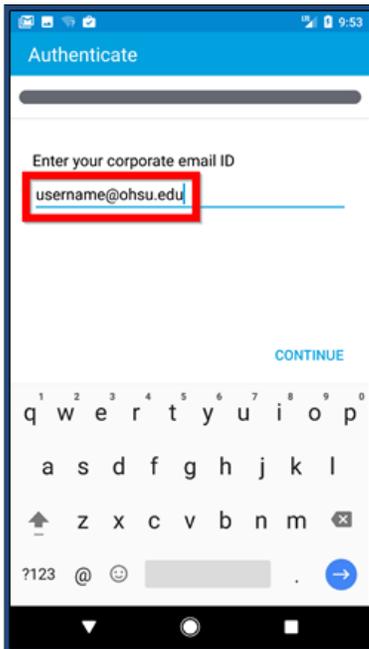
- white shield icon).
- 3. Tap **Install**.
- 4. If *New in Android 6.0 and higher* prompt appears, tap **Continue**.



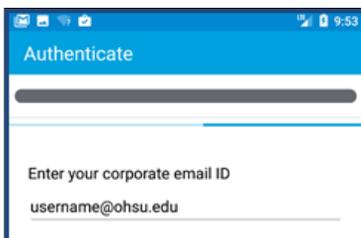
- 5. The Intelligent Hub app will download and install immediately.

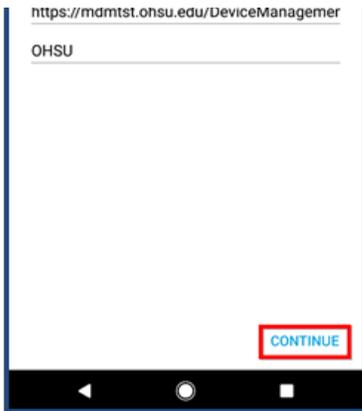
2. **Enroll your device with Intelligent Hub**

- 1. After Intelligent Hub completes installation, tap **Open**.
- 2. At the welcome screen, tap **Email Address** for authentication method.
- 3. Enter your OHSU email address (complete with [@ohsu.edu](mailto:username@ohsu.edu)) and tap **Continue**.

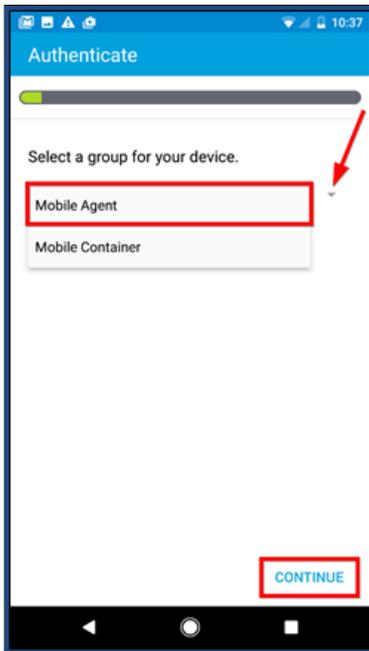


- 4. At the allow the device to make phone calls prompt, tap **Allow** (Android tablet users will not see this).
Note: Intelligent Hub will not make or manage phone calls on your device — however, this permission is needed for your device to communicate with the AirWatch system over the air.
- 5. At the *Enter your corporate email ID* prompt, tap **Continue**.



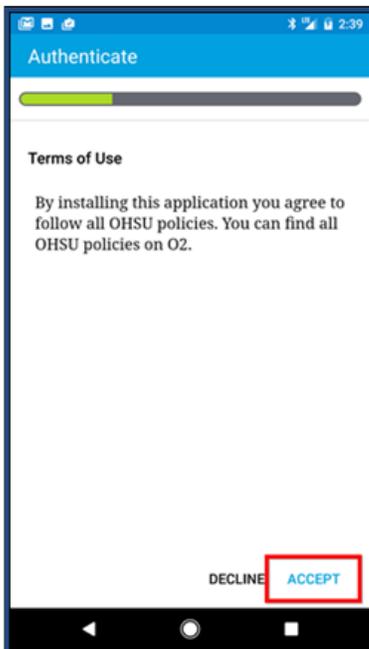


- At the *Select a group for your device* prompt, tap the drop-down menu icon to display choices. Select **Mobile Agent**, then tap **Continue**.

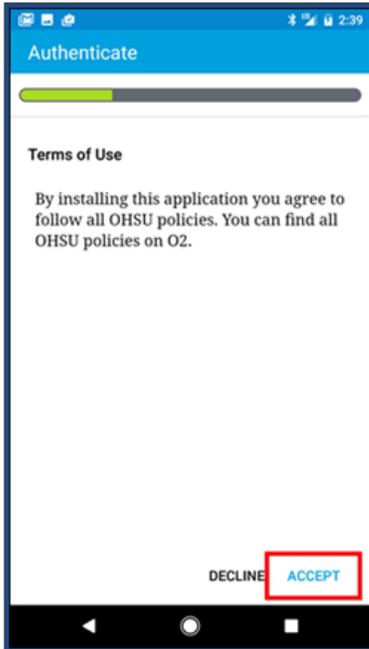


Note: Do **not** select the **Mobile Container** option.

- Enter your OHSU **Username** and **Password**. Tap **Continue**.



8. At the *Terms of Use* prompt, review the **MDM Terms of Service and End User Agreement**. When finished, tap **Accept**.



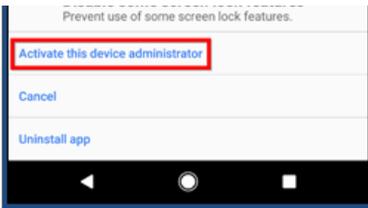
9. At the *Part 2: Secure* prompt, tap **Continue**.



10. At the Grant permissions prompt, tap **Continue**.

11. At the *Activate device administrator?* prompt, tap **Activate this device administrator**.





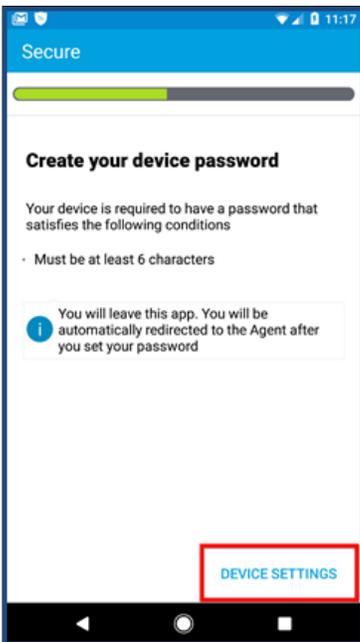
Note: Intelligent Hub terms of use prompt. only uses these extensive permissions to verify encryption status and passcode requirements, and to ensure that your device has not been "jailbroken" or compromised.

3. Set a PIN

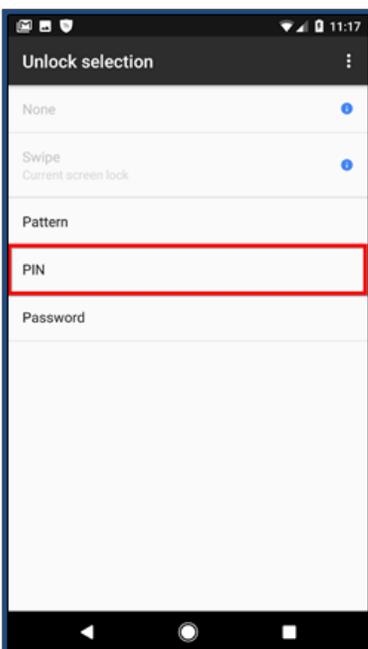
Intelligent Hub requires you to set a secure six-digit PIN on your Android device. The passcode is used to access your device when it is locked. **Be sure to remember this passcode: If an incorrect passcode is entered 10 times, your device will be completely wiped all apps and data and reset to factory defaults.**

Note: If the device currently has a PIN that meets AirWatch requirements (see Step 3 below), AirWatch will not prompt you to change your existing PIN. An existing PIN that does not meet AirWatch requirements must be changed.

1. At *Create your device password* prompt, click **Device Setting**.

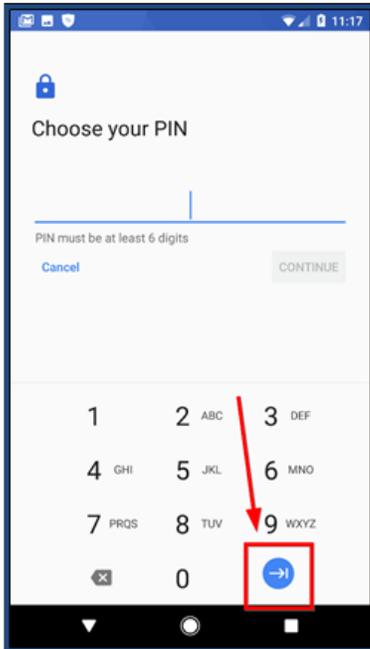


2. At the *Unlock selection* prompt, tap **PIN**.



3. At the *Choose your PIN* prompt, enter a six-digit PIN that meets the requirements below, and tap the blue right arrow button.
 - PIN must contain six digits.
 - PIN cannot include more than two ascending, descending or repeating numbers in a row.

- PIN cannot match the last four passcodes used.



4. Proceed to *Complete Enrollment* section.

Note: The passcode must be reset every 365 days. Using biometric pass-through for passcode is allowed for devices with thumbprint readers.

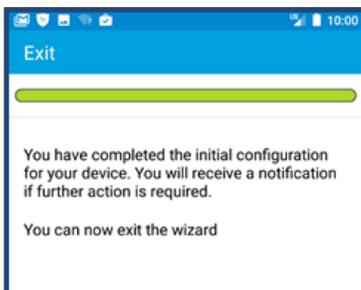
1. Complete enrollment

Verify the permission settings on your device for the Intelligent Hub.

1. At the Grant permission prompt, verify that **Phone** option is set to *Granted*. Tap **Continue**.
2. At the *Part 3: Configure* prompt, tap **Continue**.



3. Tap **Exit**.





4. The My Device section in the Intelligent Hub app will display your device status.

5. Download additional apps for work

After installing Intelligent Hub on your Android device, two new icons will appear on your home screen:

- **OHSU Apps:** Contains the OHSU App Catalog. Install additional OHSU work apps from the catalog.
- **Privacy:** See what types of information Intelligent Hub can and cannot view on your device.

Note: Apps in the OHSU App Catalog are optional, and they must be installed manually (for benefit of users who have devices with limited data plans, these apps are **not** installed automatically).

6. Select an email option

After enrolling your Android 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 Android's native Mail, Calendar and Contact apps.

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

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

lework resources

Looking for telework help? Visit the [Technology for Telework page](#) for a Telework Basics guide, best practices, FAQs and more.

this article applies to	OHSU staff, OHSU students, OHSU volunteers
last updated	16 Jun 2020
keywords	Enroll Android smartphone with Intelligent Hub, mobile device management

Did this solve your problem?  Yes  No

Powered by  Jira Service Desk