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Enroll an Apple iOS Device with Intelligent Hub

Overview

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

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

Before you start

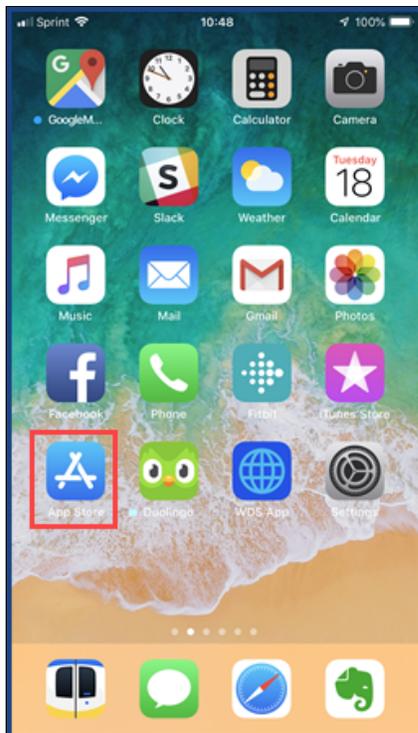
- Installation typically takes 15 to 20 minutes.
- Your device must be connected to the internet.
- Your device must have iOS 11 or newer operating system installed.
- Ensure that your device meets OHSU's encryption requirements, including activating encryption and setting a passcode on the device ([learn 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 email (read *Select an email option* for device-specific instructions).

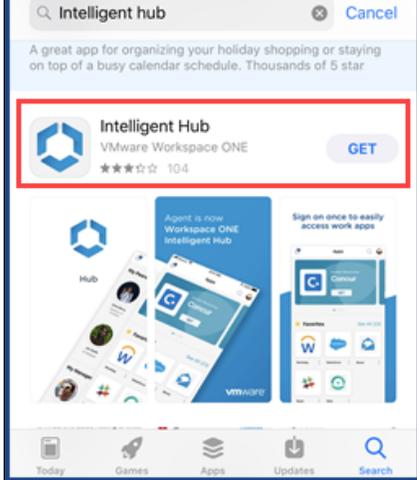
I. Download Intelligent Hub from Apple App Store

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**.

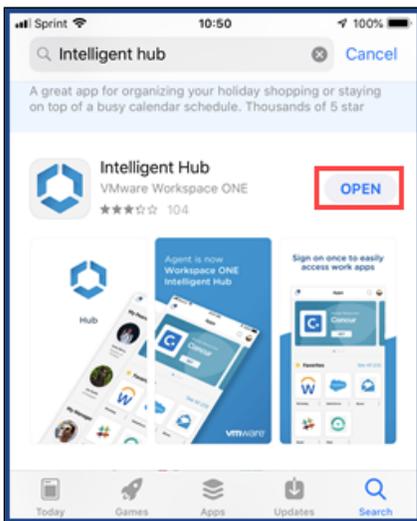




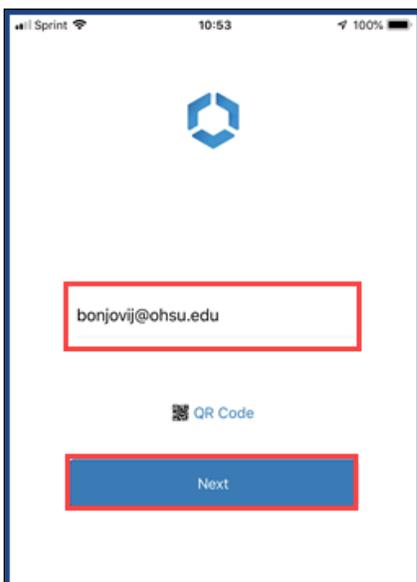
4. The Intelligent Hub app will download and install immediately.

2. Enroll your device with Intelligent Hub

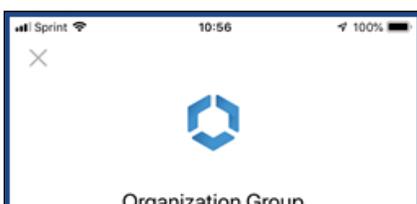
1. After installation completes, tap **Open**.

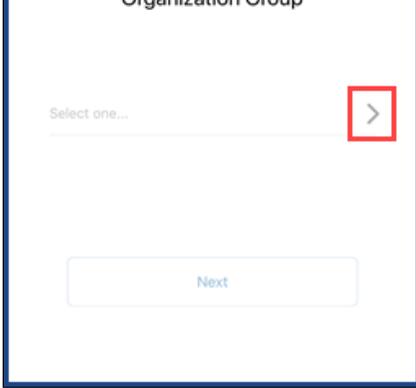


2. At the initial Intelligent Hub screen, enter your OHSU email address (complete with @ohsu.edu) and tap **Next**.

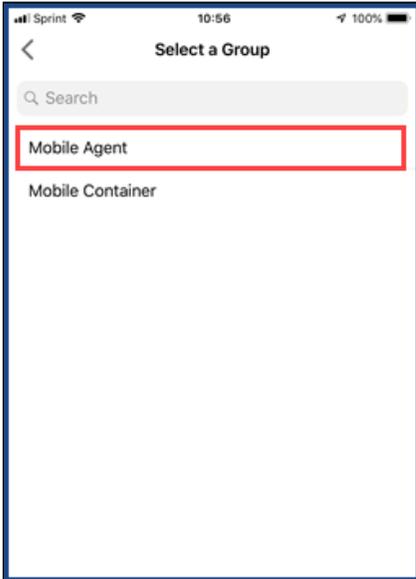


3. At the Organization Group selection prompt, tap **Select one...** drop-down menu to display choices.



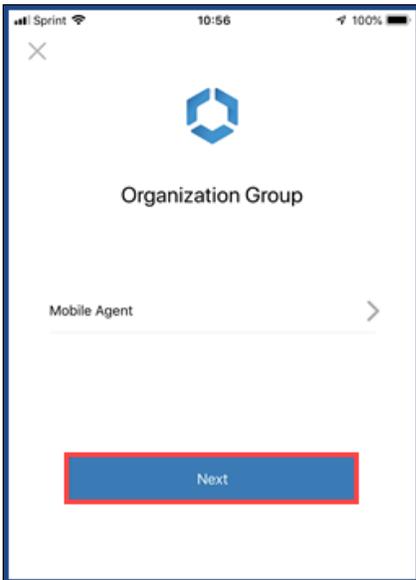


4. Select **Mobile Agent**.



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

5. Tap **Next**.

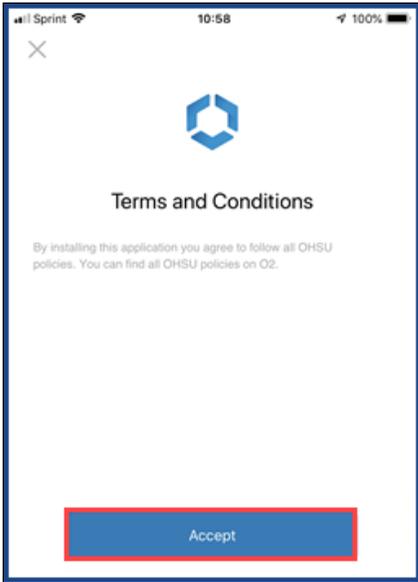


6. Enter your OHSU username and password. Tap **Next**.

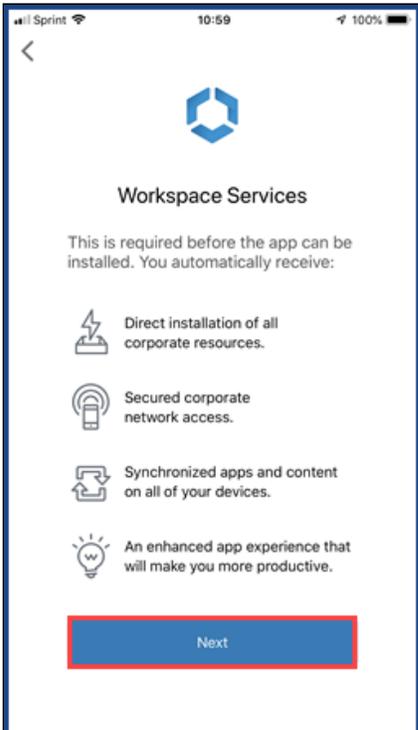




7. At the *Terms and Conditions* prompt, tap **Accept**.



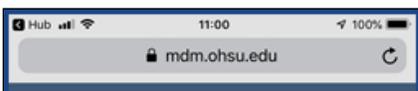
8. Review the *Workspace Services* prompt. Tap **Next**.

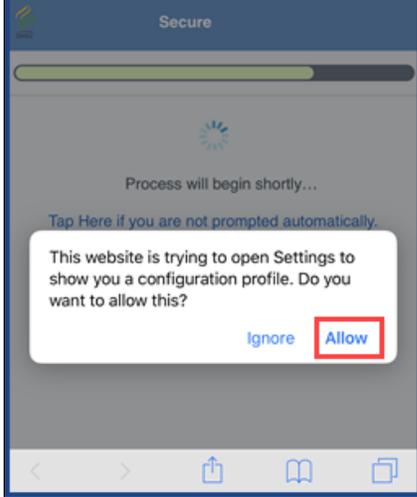


9. Proceed to *Install an Intelligent Hub Profile* section.

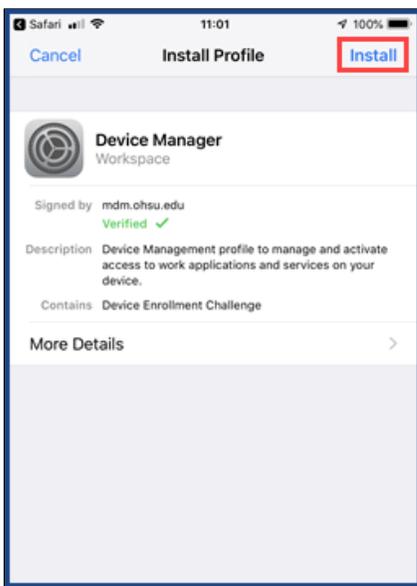
3. Install an Intelligent Hub profile

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**.

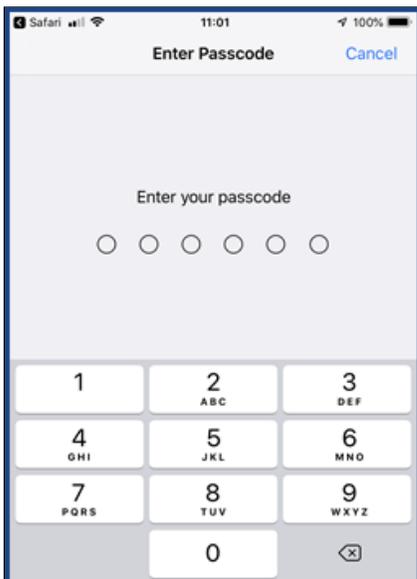




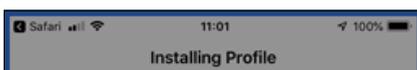
2. **iOS 12.2 and later only:** At the *Profile Downloaded* prompt, tap **Close**.
3. **iOS 12.2 and later only:** From the main menu, open **Settings**.
4. **iOS 12.2 and later only:** Tap **Install Downloaded Profile**.
5. Install the **Device Manager** workspace profile.

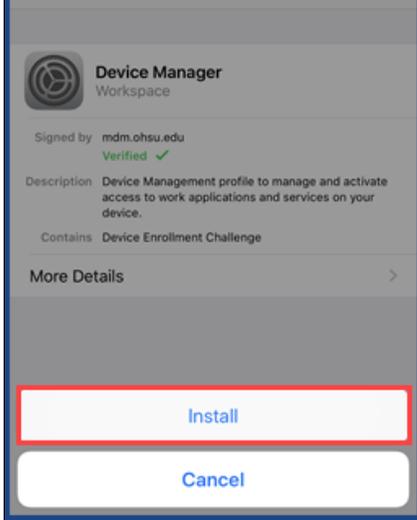


6. Enter your existing iOS device passcode, if present.

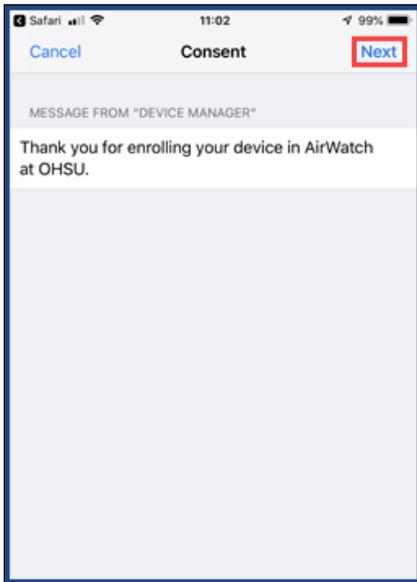


7. Tap **Install**.

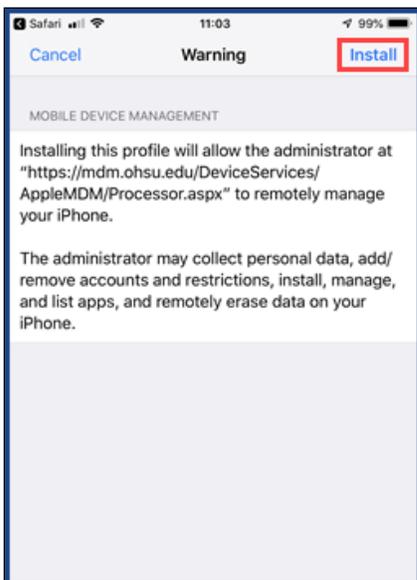




8. At the *Thank you for enrolling your device in AirWatch at OHSU* prompt, tap **Next**.

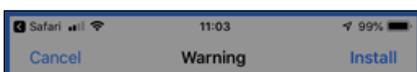


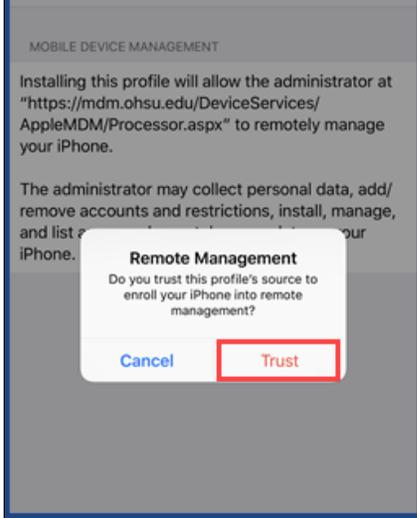
9. Review the **Mobile Device Management** warning message. When complete, tap **Install**.



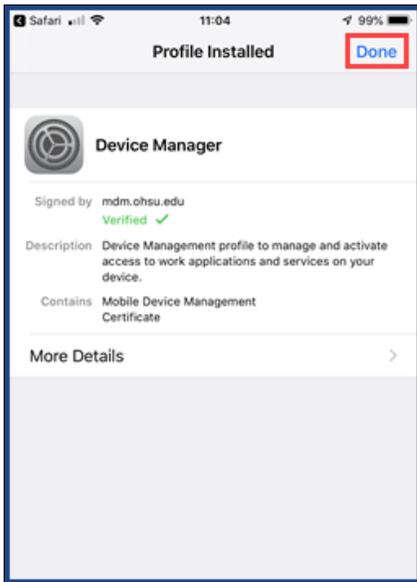
Note: Non-OHSU data are not managed through the AirWatch system. For full details, read the *New features after Intelligent Hub installation* section.

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





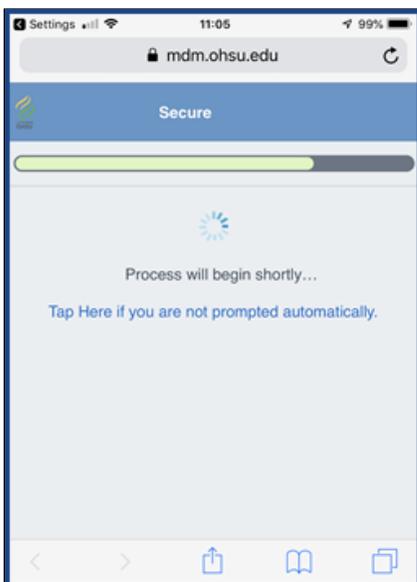
11. The **Device Manager** profile will install. After installation completes, tap **Done**.



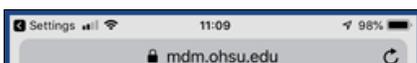
1. Complete enrollment

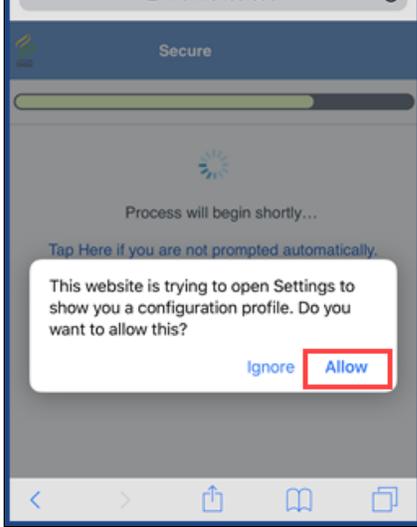
After an Intelligent Hub profile is installed on your iOS device, the Intelligent Hub must finish the enrollment process by completing authentication.

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

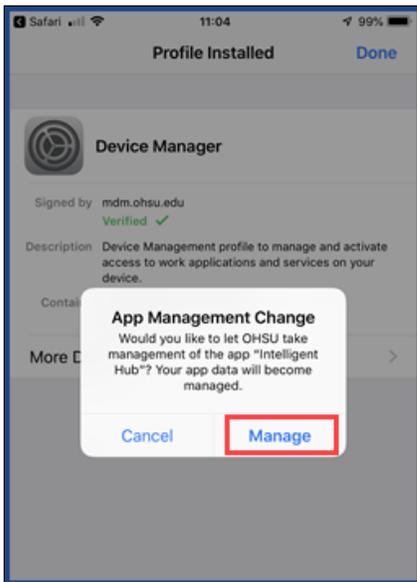


2. At *This website is trying to open Settings to show you a configuration profile prompt*, tap **Allow**.



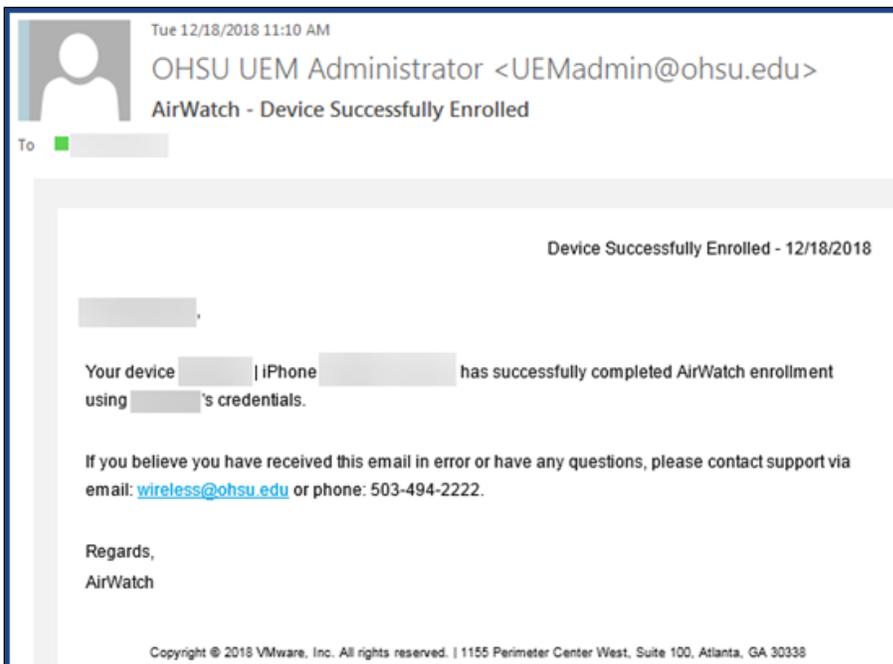


3. At *App Management Change* prompt, tap **Manage**.



Note: This prompt allows the Intelligent Hub to access your location. This location data is stored on your device, and it is visible in the Intelligent Hub app on Apple iOS devices. This information is *not* collected or monitored by anyone at OHSU. As Intelligent Hub 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.

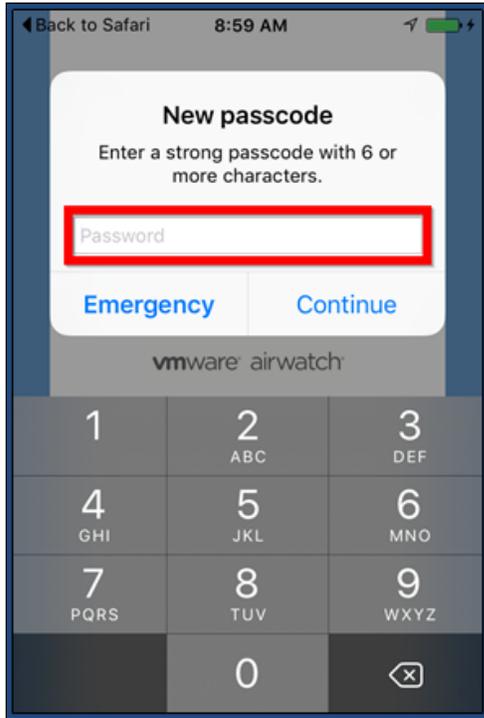


5. Set a passcode

Intelligent Hub requires you to set a passcode within one hour of enrollment (if you have already set a six-digit passcode which meets the 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.



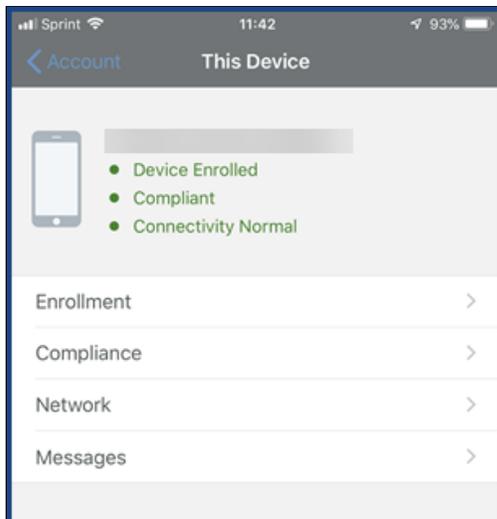
3. Re-enter your new passcode and tap **Save**.

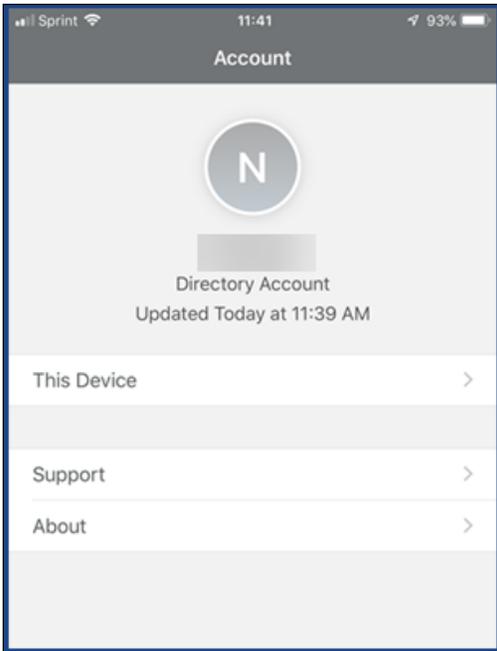
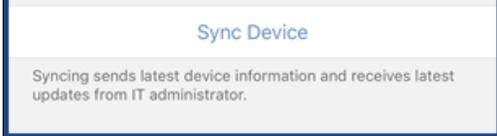
5. New features after Intelligent Hub Installation



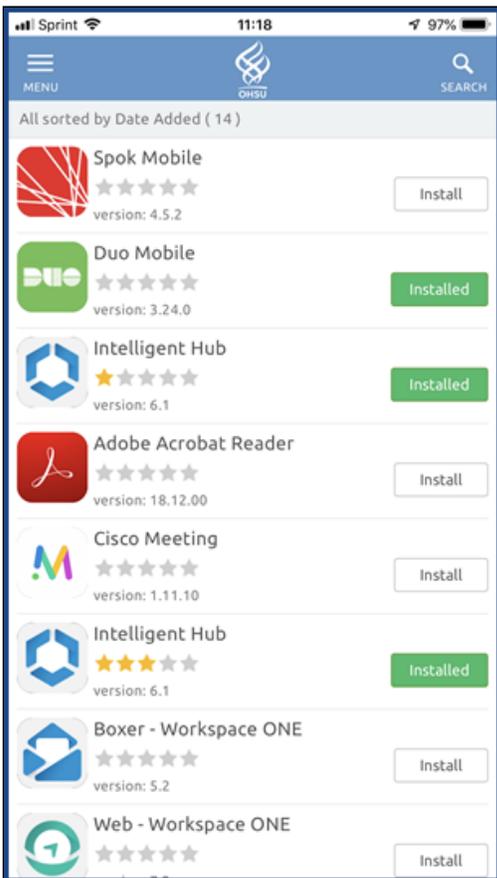
After installing Intelligent Hub, three new buttons will appear on your home screen. Learn more about these features.

- **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.

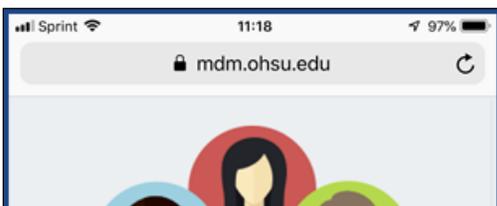




- **OHSU Apps:** Contains the OHSU App Catalog which allows you to install additional OHSU work apps (they must be installed manually if they aren't already installed on your device)



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





Your Privacy Matters

VMware AirWatch only collects information that is required to provide secure corporate access

What we cannot see

-  Text Messages >
-  Personal Email >
-  Photos >

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-  GPS >

What we collect

-  User Details >
-  Work Apps >
-  Telecom >
-  Personal Apps >

How we can protect you

-  Send Notifications >
-  Unenroll Device >
-  Device Wipe >

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-  Unenroll Device >
-  Device Wipe >
-  File Manager Access >
-  Remote Control Access >
-  Lock Device >



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 email 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

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	24 Apr 2020
keywords	Enroll iPhone or iPad with Intelligent Hub

Did this solve your problem? Yes No

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