# Enrolling and Activating Intelligent Hub (AirWatch) and Boxer

## For Android Devices

## Introduction

This job aid will assist you in setting up Intelligent Hub (AirWatch) and Boxer on your Android device.  Intelligent Hub will secure your personal mobile device and will allow it to access your UH email, contacts and calendar on your device from within the Boxer application

> **Note ►** There are many Android devices and different versions of operating systems. The process this job aid details may not be identical to the process of enrolling your device. It should, however, be a very similar representation. If you have questions or if you need further assistance, please call the UH Service Desk at 216-844-3327.

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**IF YOU ARE IN A UH FACILITY:**

Please ensure that your device is connected to **UH_BYOD** or your **cellular connection** throughout the installation process.

**YOU MUST NOT BE CONNECTED TO UH_GUEST WIRELESS.**
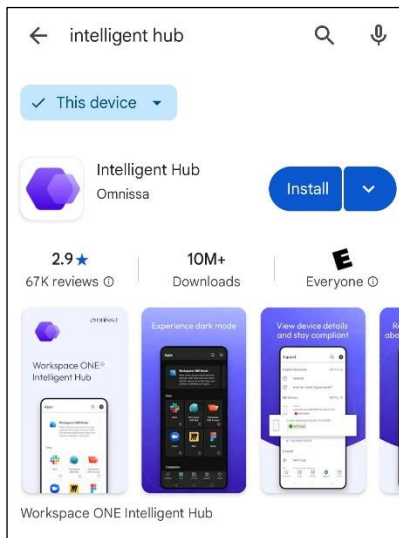
**IF YOU ARE <u>NOT</u> IN A UH FACILITY:**

It is recommended that you connect to a trusted WiFi network during this process.

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# Installing and Setting Up the Intelligent Hub App

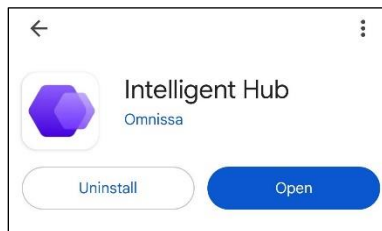## Downloading Intelligent Hub from the Google Play Store

To begin, you will need to download Intelligent Hub from the Google Play Store. Follow these steps if you have not already downloaded Intelligent Hub.

1.  On your device, tap the **Google Play Store** icon.

2.  Tap on the Play Store's Search field and enter **Intelligent Hub**.
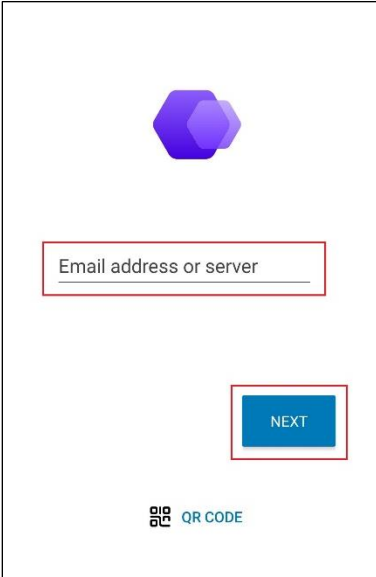


3.  Tap **Install** to begin installation.

    💻  Once installation is complete, the Open button appears on the screen.



4.  Tap **Open**.

## Enrolling and Authenticating Intelligent Hub (AirWatch)

1. If Intelligent Hub is not already open on your device, tap the **Hub app icon** 🔷 to open the app.
   - 💻 The Hub app login screen appears.



2. Tap the Email Address or Server field and enter your **@uhhospitals.org** email address.

3. Tap **Next**.
   - 💻 A Sign-in screen appears.



4. In the Username field, enter your **UH email address**.
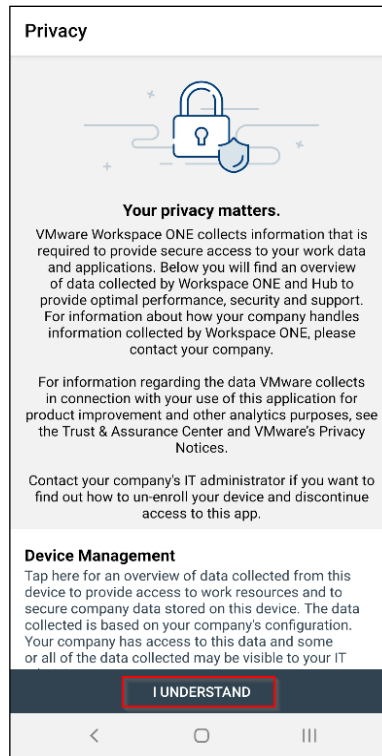
5. Once prompted, enter your **UH password**.

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**Tip** ► This is the same UH password you use to log in to the UH network and/or your UH webmail.

**Tip** ► If you are not connected to the UH_BYOD network, you may be subject to additional verification. Instructions can be found *here.*

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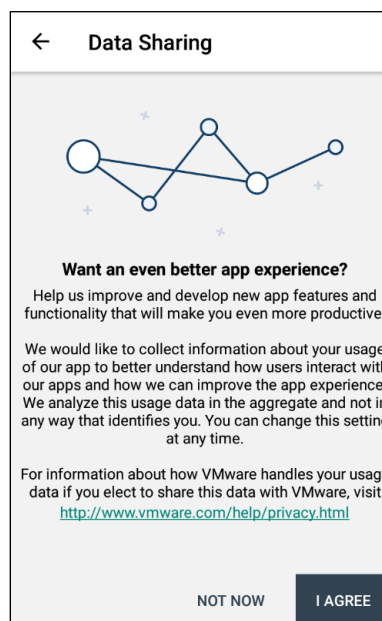6.  Tap **Sign in** or **Submit**, depending on your screen.

> **Note ►**   **It may take a few minutes to process the request.**

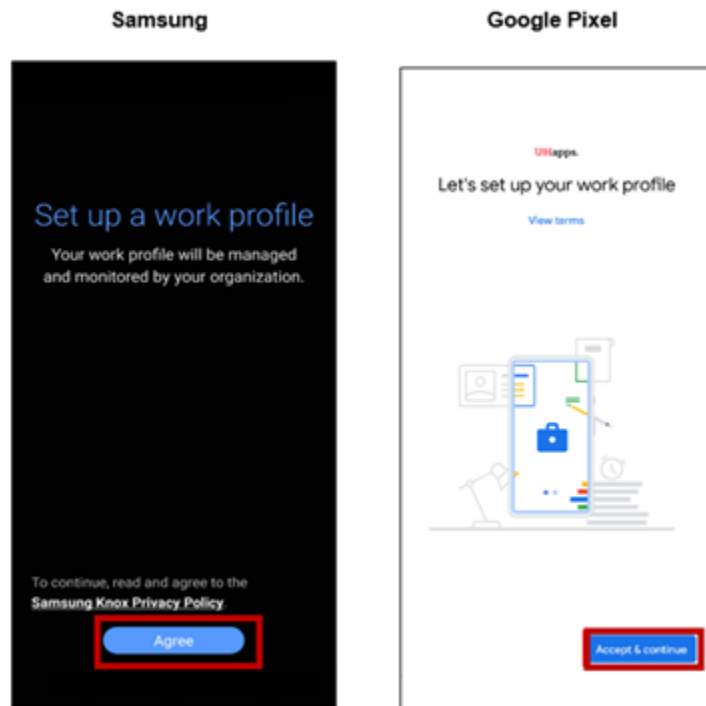⌨  The Privacy screen appears.



7.  Tap **I UNDERSTAND**.

⌨  The Data Sharing screen appears.

8.  Tap either **I AGREE** or **NOT NOW**.

> Note ► You are not required to agree to share your information. Intelligent Hub uses any information collected to improve the app's functionality. Choosing the Not Now option will opt you out of sharing your app usage information.
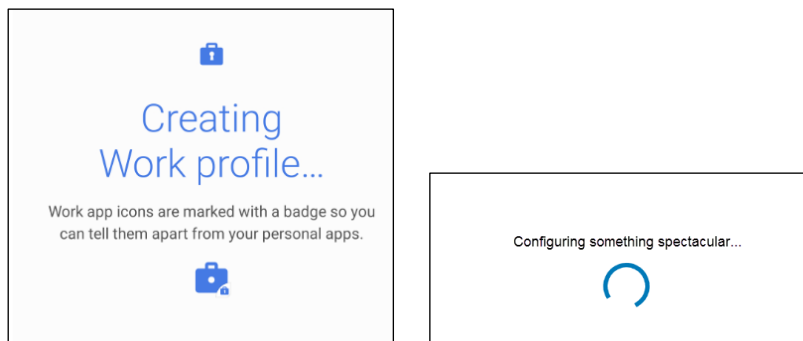
🖥 The Set Up a Work Profile screen appears and will look similar to the examples below, depending on your device.



9.  Tap **Agree** or **Accept & Continue** as required.

🖥 The *Creating a Work Profile* screen will appear followed by a *Configuring Something Spectacular* screen.
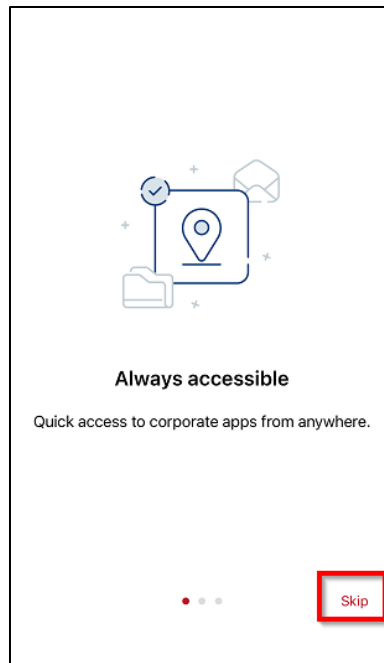
> Note ► These additional screens do not require interaction.

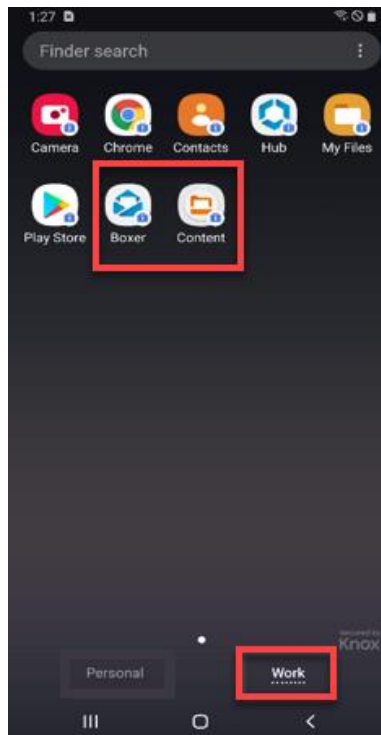10. The following screen appears. Tap **Next** to continue.



11. The Always accessible screen appears. Either swipe through the screens to read and tap **Got it** or tap **Skip**



12. Tap the **Home** button on your phone to go back to your phone's home screen.
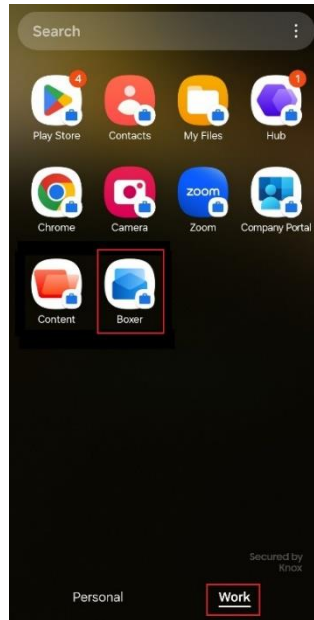
13. Swipe up on your device to see your App list. At the bottom of your screen, you will now see Personal and Work tabs. Tap on the **Work** tab.

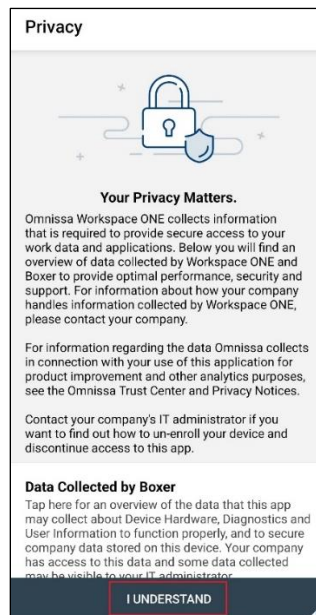| Note ► | **The Boxer and Content apps may take a few minutes to download/install.** |
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## Configuring UH Email on Your Device

1. Tap the **Home** button on your device to return to your Home screen.

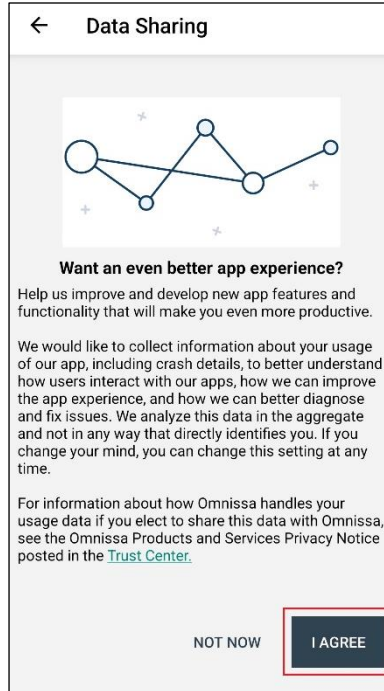2. Swipe up on your Home screen to see your App list.



3. At the bottom of the screen, tap the **Work** tab.

4. From the list of apps, tap **Boxer**.

       ⌨   The Privacy screen appears.



5. Tap **I UNDERSTAND**.

⌨ The Data Sharing screen appears.



6. Tap **I AGREE** or **NOT NOW**.

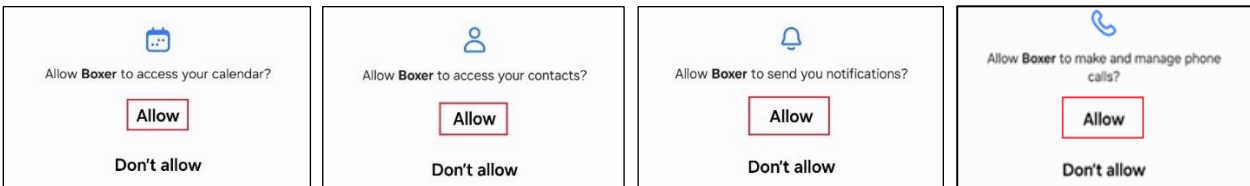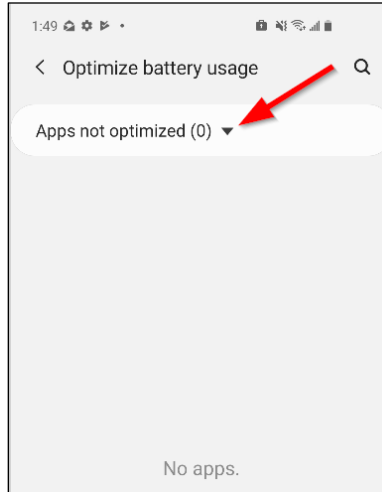| Note ► | You are not required to agree to share your information. Intelligent Hub uses any information collected to improve the app's functionality. Choosing the Not Now option will opt you out of sharing your app usage information. |
|---|---|

🖥 The Boxer Welcome/Login screen appears.



7. When the Boxer Welcome/Login screen appears, it will prompt you for your UH network password. **(If it prompts you for both your ID and password, please wait approximately 10 seconds and the screen will refresh and prompt you for only your password).** Enter your **UH Network Password** and tap **NEXT**.

**Tip ►**        This is the same password you use to log in to the UH network and/or your UH webmail.

8. Boxer will prompt for various access permissions, click **Allow** on these screens
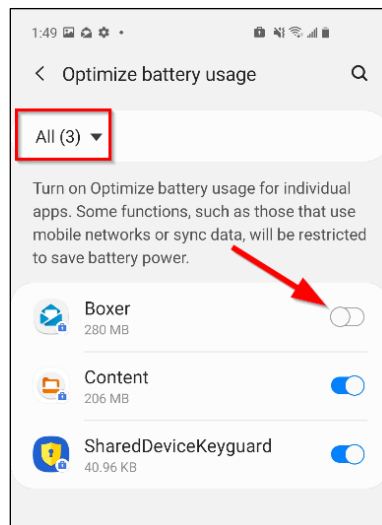
⌨  The Optimize Battery Usage screen appears.



9. Tap the arrow next to **Apps not optimized**.

10. Tap **All** to show all apps.



11. Scroll down to **Boxer** and slide the switch to **off** (grayed out) to turn off Battery Optimization for Boxer.

12. Press the **Back** button on your phone to return to the Boxer inbox. Your mail will begin syncing.

Note ► **Your mail will typically sync within 10 minutes.**

Note ► You should see your inbox after that time. During the enrollment process, you may receive a message that your email is blocked or cannot sync with the server. This is normal while your device configures your email account.
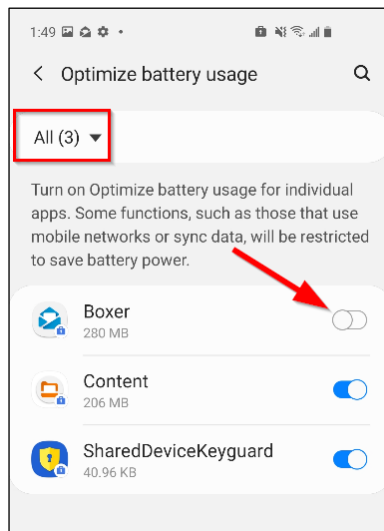
# Appendix:

# Troubleshooting

### Manually Changing Notification / Optimize Battery Usage Settings

To manually change or check the Optimize Battery settings on your device, follow the steps below.

> **Note ►** Different versions of Android OS may have different steps.

1. On your device, open **Settings**. 

2. Open the **Work Profile**.

3. Scroll down and tap **Apps**.

4. Tap the **Work** tab at the bottom of the screen.

5. Tap **Boxer**.

6. Tap **Battery**.

7. Tap **Optimize Battery Usage**.

8. Tap the **Work** tab at the bottom of the screen.

9. Near the top of the screen, make sure the drop down menu is set to **All**.



10. Slide the switch for Boxer to **Off** (when off, the slider will be grayed out as shown above).

# Additional Resources to maximize your experience

- [Logging in and Customizing Favorites for UHapps on Mobile Devices](#) [PDF]