

Enrolling and Activating Intelligent Hub (AirWatch)

For Apple iOS Devices

Introduction

This job aid will assist you in setting up Intelligent Hub (AirWatch) on your Apple device. Intelligent Hub will secure your personal mobile device and will allow it to access your UH email, contacts and calendar from within your device's native applications.

Note ► Many Apple devices and iOS versions exist. 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.



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.

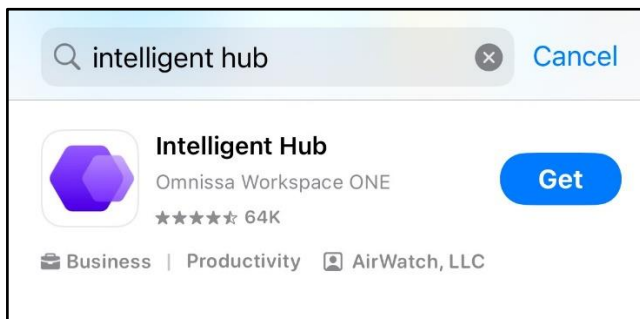
IF YOU ARE NOT IN A UH FACILITY:

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

Installing and Setting Up the Intelligent Hub App

Downloading the Intelligent Hub App from the App Store

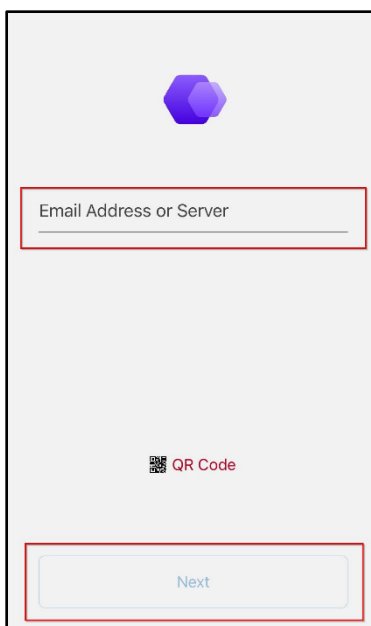
1. On your device, tap the **App Store** icon to open the App Store. 
2. In the lower right corner, tap on the App Store's **Search** magnifying glass icon. 
3. In the Search Bar of the App Store, enter **Intelligent Hub**.
4. Tap **Get**.



5. After installation finishes, the **Hub app** will be installed on your device.

Enrolling and Authenticating Intelligent Hub

6. On your device, tap the **Hub app icon**  to open the app.



7. On the main Hub app screen, tap the **Email Address or Server** field and enter your **@uhhospitals.org** email address and Tap **Next**.

- 🖥️ A Username and Password screen appears. This may look different depending on your network connection.

UH_BYOD network

All non-UH networks

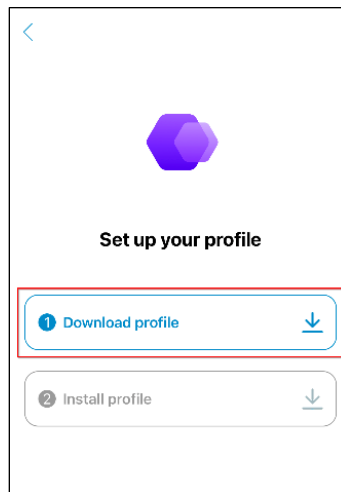
8. In the Username field, enter your **UH username** and **UH password** (UH_BYOD network), then Tap **Sign in**.
or in the Email field, enter your **UH email address** (All non-UH networks), then Tap **Submit**.

Tip ► This is the same UH username and password you use to log in to your UH computer.

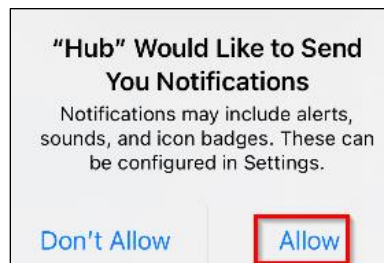
Tip ► If you are not connected to the UH_BYOD network, you may be subject to additional verification. Instructions can be found [here](#).

9. At the “We value your privacy” screen tap **Continue**..

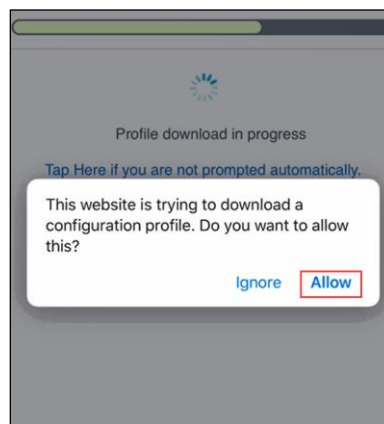
10. At the “Set up your profile” screen tap **Download profile**.



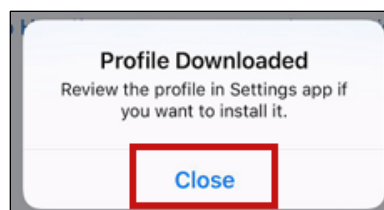
11. On the “Hub” Would Like to Send You Notifications screen Tap **Allow**.



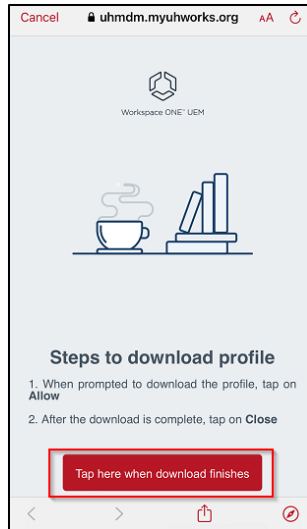
12. The Ignore / Allow option screen appears. Tap **Allow**.



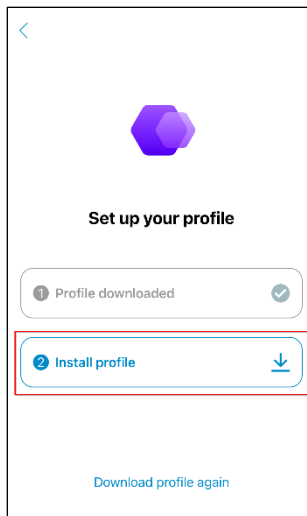
13. The Profile Downloaded screen appears. Tap **Close**.



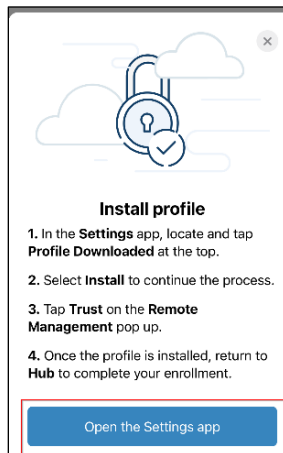
14. On the “Steps to download profile” screen, tap **“Tap here when download finishes”**



15. The “Set up your profile” screen appears. Tap **Install profile**.

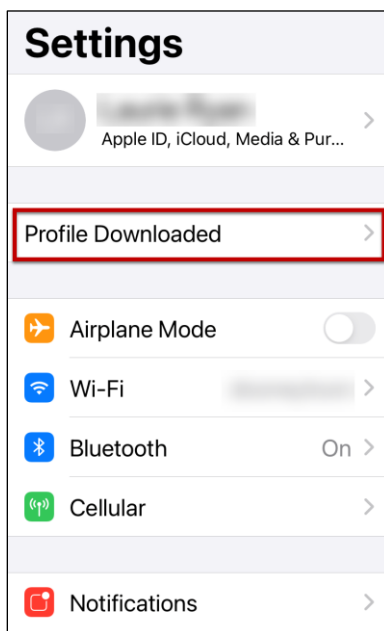


16. The Install profile screen appears. Tap the **Open the Settings app** button.



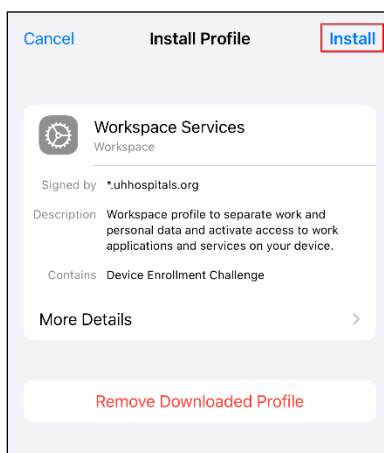
17. The Settings app will open. Tap **Profile Downloaded**.

Note ► The iPhone Settings will open in the state that it was previously used. It may be necessary to scroll and return to the top of the Settings screen to see the Profile Downloaded option.



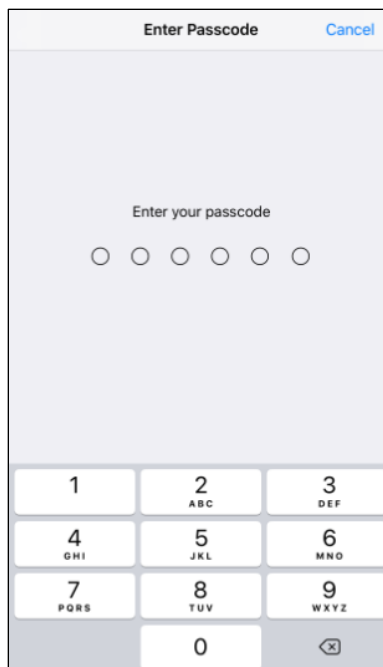
Tip ► Please ensure that you are viewing the top level of the Settings screen, as pictured above.

18. The Install Profile screen appears, tap **Install**.

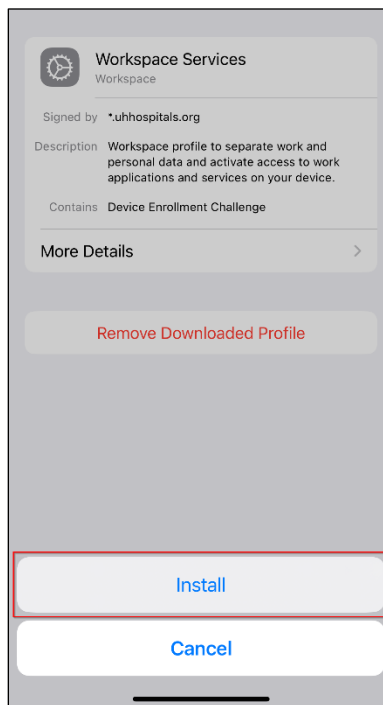


Note ► If you have a passcode set on your device, your device will now prompt you to enter the passcode.

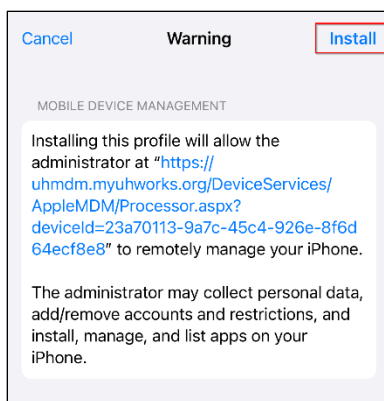
19. The Enter Passcode screen appears. Enter your device's passcode.



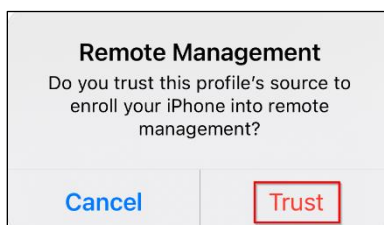
20. The Installing Profile screen appears. Tap **Install**.



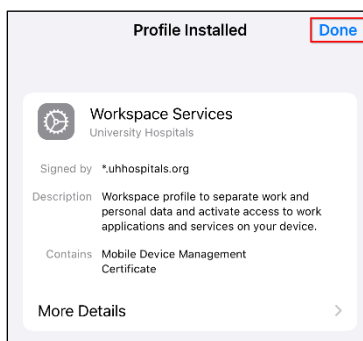
21. The Warning screen appears. Tap **Install**.



22. The Remote Management pop-up appears. Tap **Trust**.



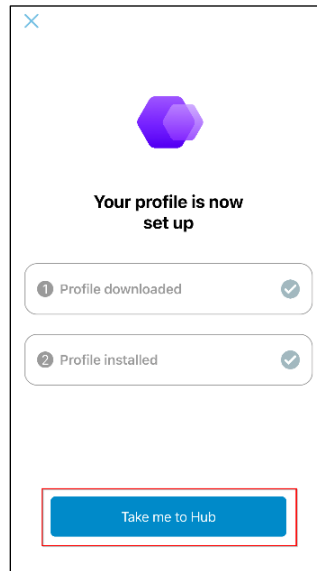
23. The Profile Installed screen appears. Tap **Done**.



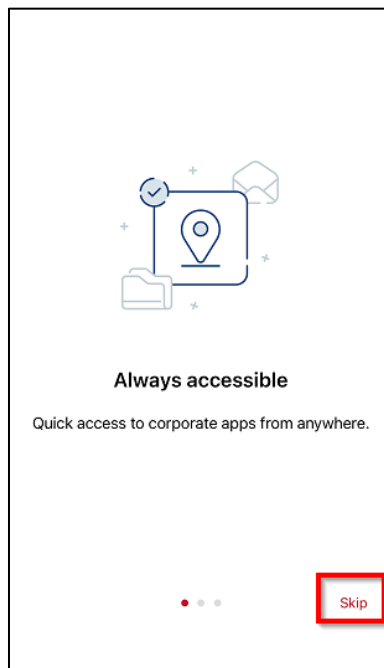
24. Return to your device's Home screen.

25. Open the **Hub** app  on your device to continue the installation process.

26. The “Your profile is now set up” screen appears. Tap **Take me to Hub**.



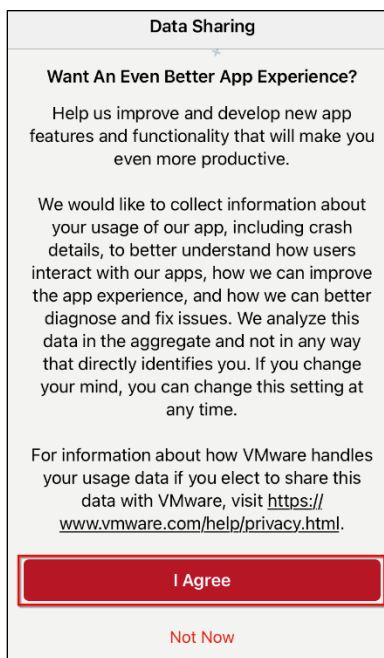
27. The Always accessible screen appears. Either swipe through the screens to read and tap **Got it** or tap **Skip**



28. The Privacy screen appears. Tap **I Understand**.

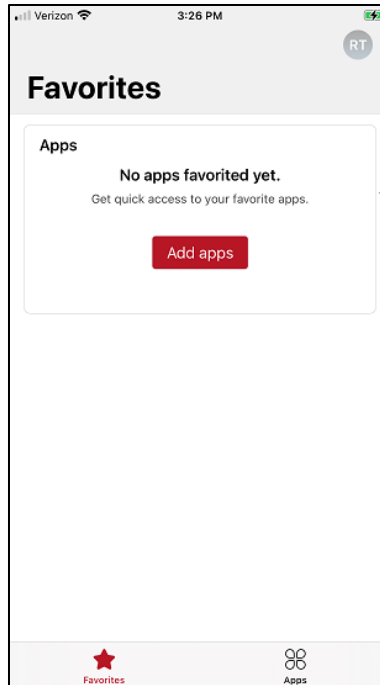


29. The Data Sharing screen appears. Tap either **I Agree** or **Not Now**.



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.

30. The Favorites screen appears

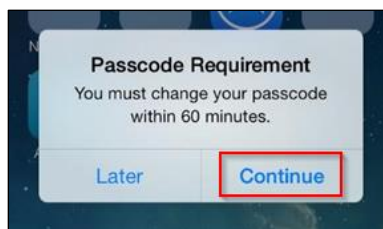


If your device is presently not passcode protected or if your device's passcode does not meet University Hospitals' passcode complexity requirement, you will be prompted with the alert below to create/update the device's passcode.

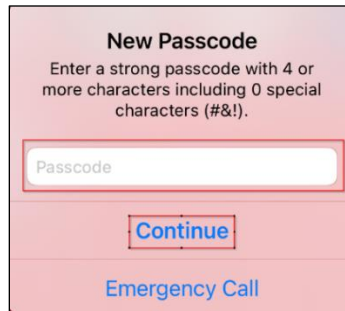
A passcode must be set on your device to view your UH email.

The passcode must be six digits of any combination.
You will be prompted to change your device's passcode every 90 days.

31. The "Passcode Requirement" screen appears.

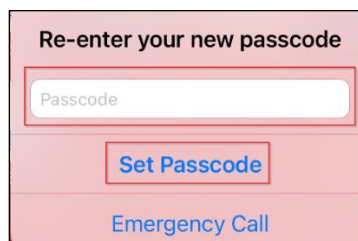
32. At the Passcode Requirement pop-up, tap **Continue**.

33. The “New Passcode” screen appears.

A screenshot of the "New Passcode" screen. At the top, the title "New Passcode" is centered. Below it, a message reads: "Enter a strong passcode with 4 or more characters including 0 special characters (#&!)." A text input field labeled "Passcode" is in the center. Below the field is a blue button labeled "Continue". At the bottom is a blue link labeled "Emergency Call".

34. Enter your new password, then tap **Continue**.

35. The “Re-enter your new passcode” screen appears.

A screenshot of the "Re-enter your new passcode" screen. At the top, the title "Re-enter your new passcode" is centered. Below it, a text input field labeled "Passcode" is in the center. Below the field is a blue button labeled "Set Passcode". At the bottom is a blue link labeled "Emergency Call".

36. Re-enter your new passcode, then tap **Set Passcode**.



Now that you have enrolled your device, you may complete the steps below to access UH email, calendar and contacts on your device.

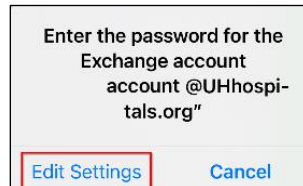
Appendix:

Accessing Your UH Email, Calendar and Contacts

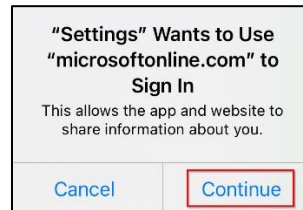
1. Open the Mail app on your device.



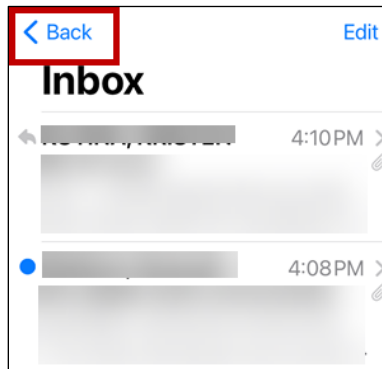
2. The password prompt appears.



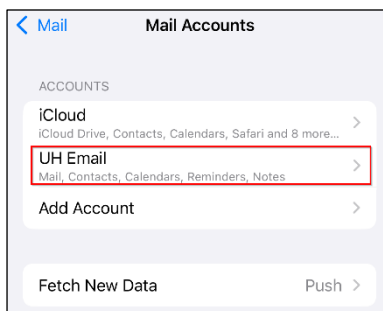
3. A message to use microsoftonline.com to sign in appears. Click **Continue**.



4. Enter your **UH password** and tap **OK**.
5. If you do not see your list of Mailboxes, in the top left corner, tap **<Back**.

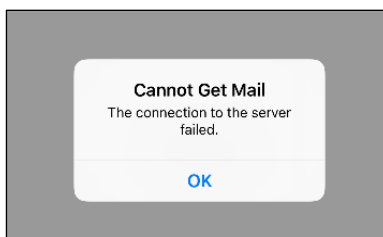


6. The Mailboxes screen appears.



7. Tap **UH Email**.

Note ► You may see a **Cannot Get Mail** message (see below) as your UH email account is being set up for your device. Click **OK** and wait for your email to finish setting up.



**It may take up to 10 minutes
for UH email to appear
on your device.**

Note ► Your device setup is now complete!

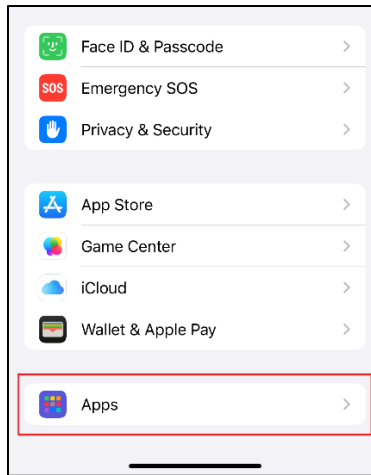
Tip ► Please contact the UH Service Desk at 216-844-3327 if you need further assistance.

Updating your Email password after a password change (or if you selected Cancel in the previous section)

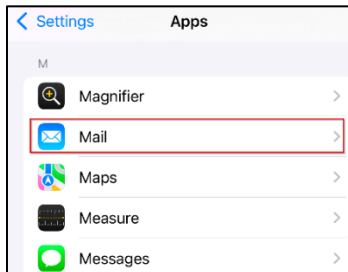
1. On your device, open **Settings**.



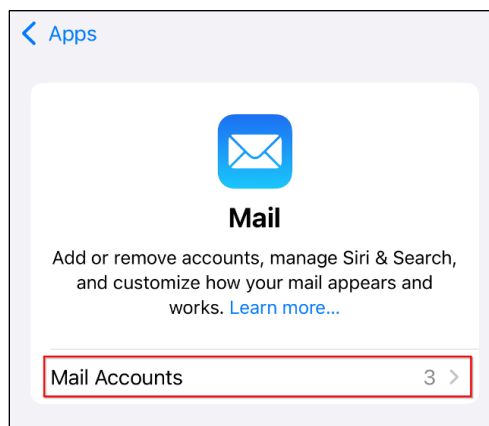
2. On the Settings screen, scroll to the bottom and tap **Apps**.



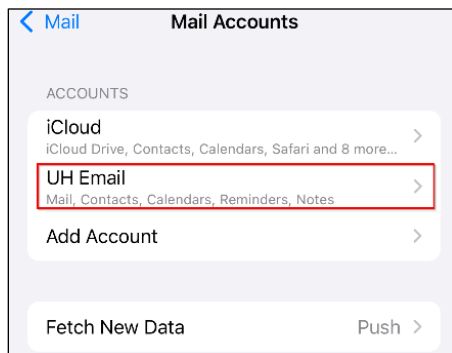
3. On the Settings screen, scroll down and tap **Mail**.




4. The Mail screen appears.



5. Tap **Mail Accounts**.
6. The Accounts screen appears.



7. Tap **UH Email**.
8. Tap **Re-enter Password**
9. Follow the prompts to sign in with your current password.
10. Open your Mail app  again. Email from your UH Inbox should appear **within 10 minutes**.

Tip ► If issues persist, contact the UH Service Desk at 216-844-3327 for further assistance.

Additional Resources to maximize your experience

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