

Personal & Corporate Mobile Device Enrollment Instruction

The objective of this document is to provide visual aid for Employees regarding the enrollment of their devices into MobileIron. MobileIron is the NYP Mobile Device Management (MDM) technology and provides access to the NYP corporate network. These instructions and procedures have been created in order to educate/refresh users who will be requesting access to resources within the New York Presbyterian Network.

Prerequisites:

- A Mobile Device
 - iOS Device or Android
- Internet Accessibility
 - WiFi, Mobile Data Connection
- Platform Account
 - Apple ID
 - Google Play

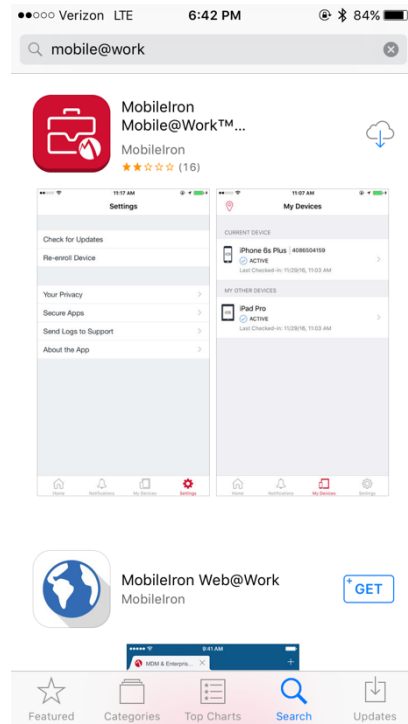
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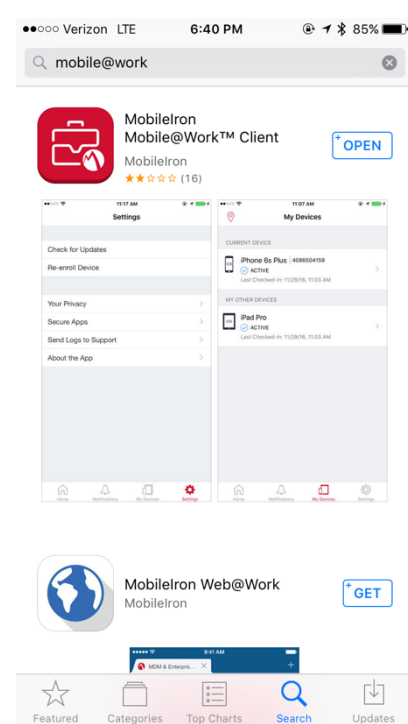
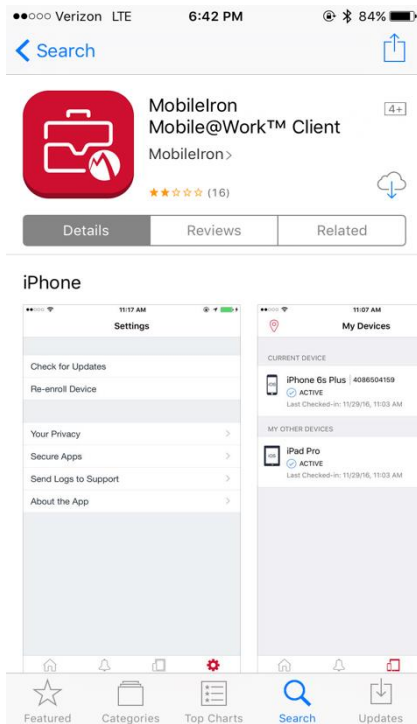
Apple iOS

Option 1

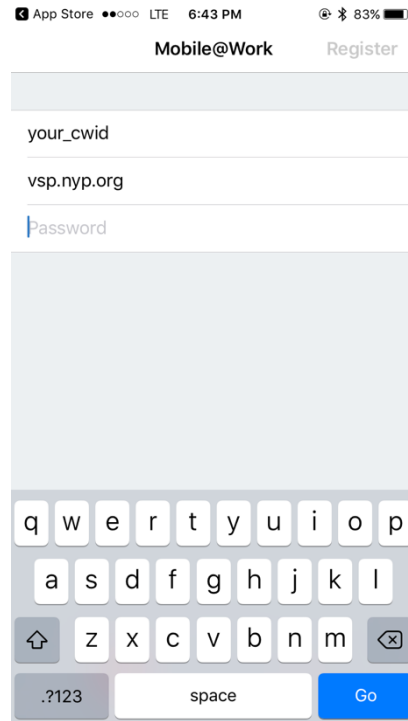
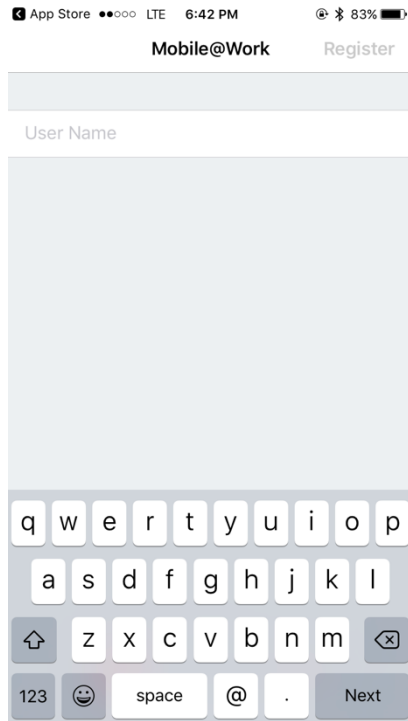
1. Access your Appstore and search for Mobile@Work or MobileIron.
If you are not logged in please log in using your Apple ID.



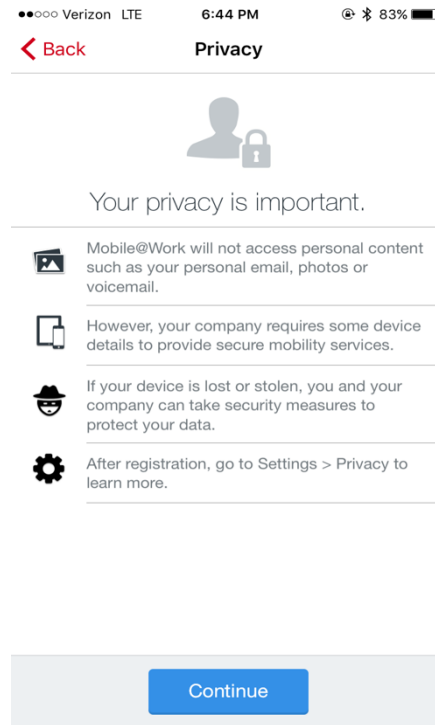
2. Select and Download the Application



3. Open the application, you will be prompted to input your:
 - a. User Name: ***your_nyp_username(CWID)***
 - i. example - **DRT8008**
 - b. Server: **vsp.nyp.org**
 - c. Password: ***your_nyp_password***

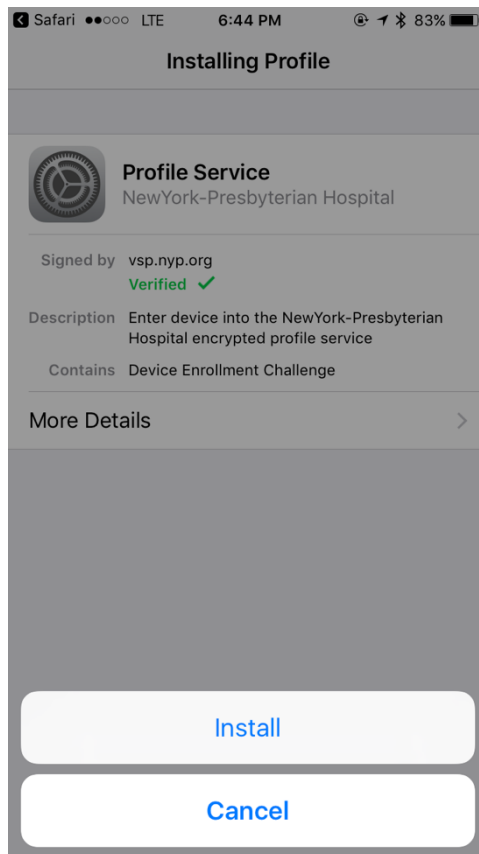
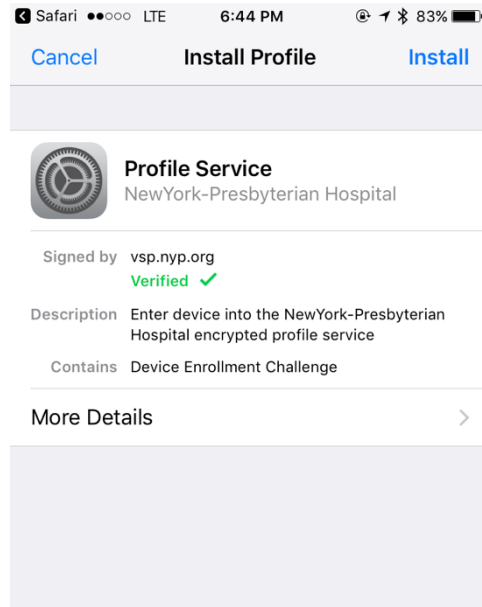
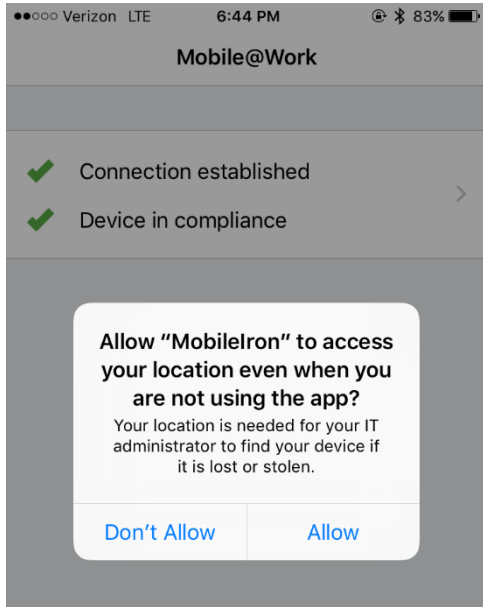


4. After submitting your credentials you will be prompted with the following screen, press continue

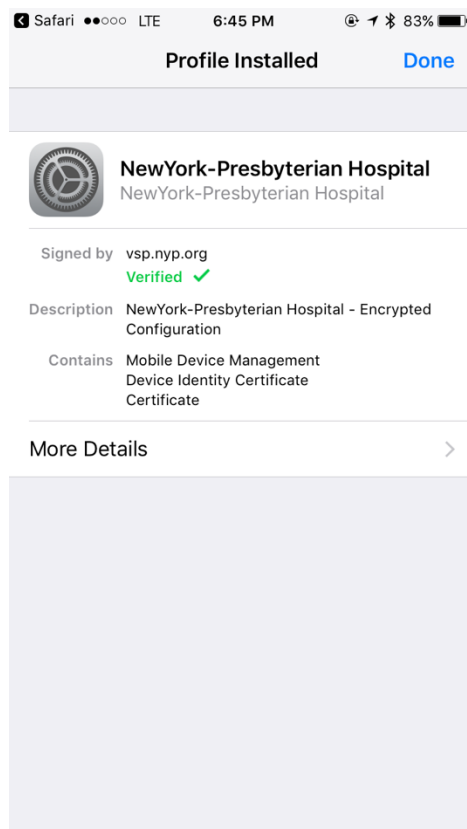
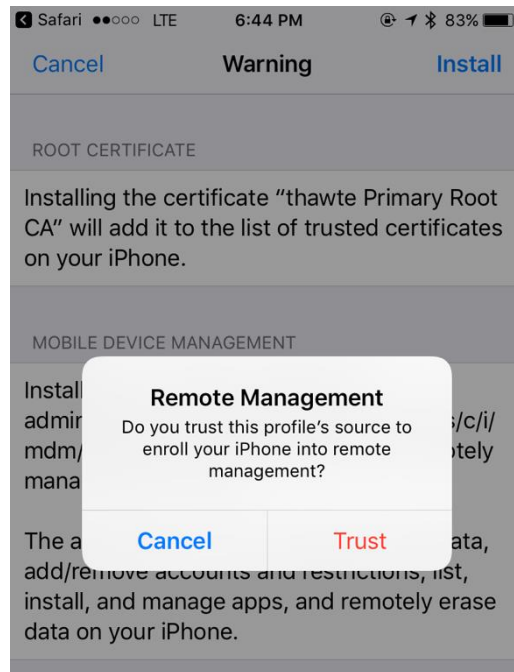
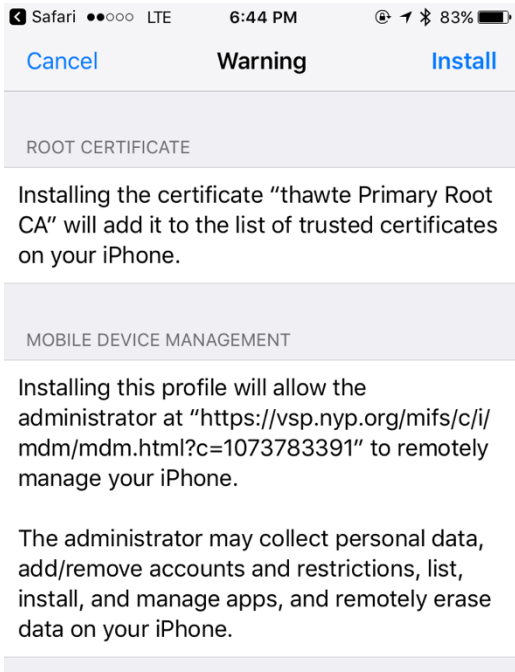


5. You will be asked to share your location services. Please select “Allow”. This allows NYP to track your device if it is lost or stolen.

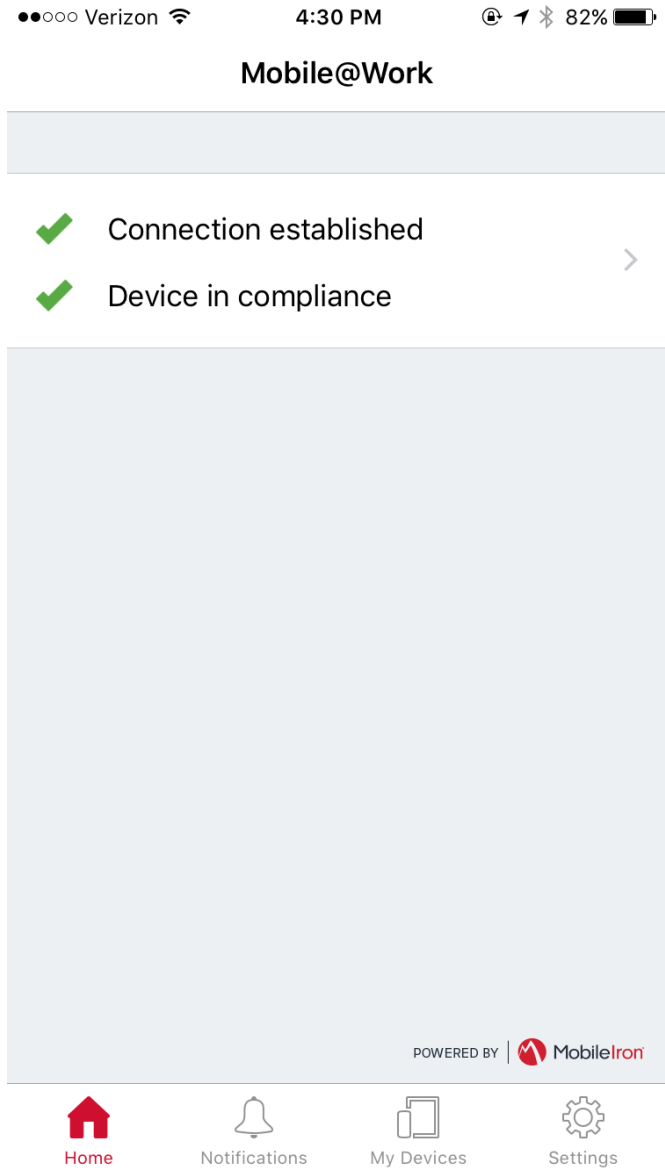
You will also be prompted to install the management profile signed by **vsp.nyp.org**. Please click ‘**Install**’ on the top right. Then ‘**Install**’ again.



- You will then be prompted to install a certificate. This Certificate explains that MobileIron will be able to manage your iOS Device. Please select 'Install' → Then 'Trust'. This completes profile Installation.

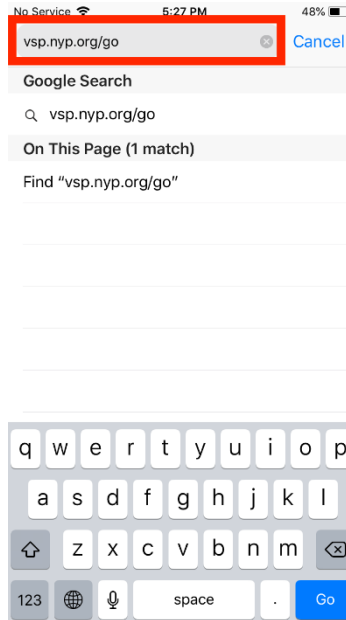


7. Finally you will then be prompted to download selected NYP Apps. The number of NYP apps available to you is dependent on many factors related to your workgroup and position. Once you have installed the apps that are prompted, your Mobile@Work App will display the following:

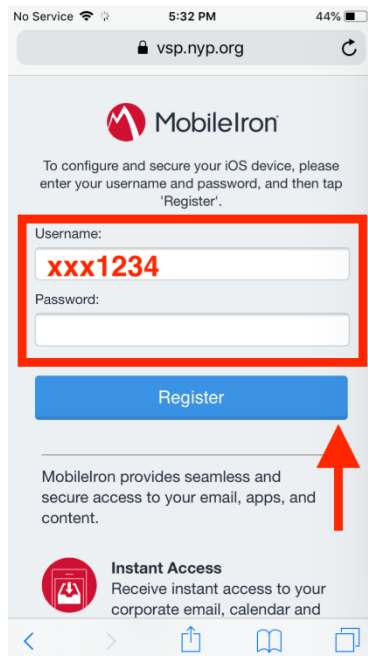


Option 2

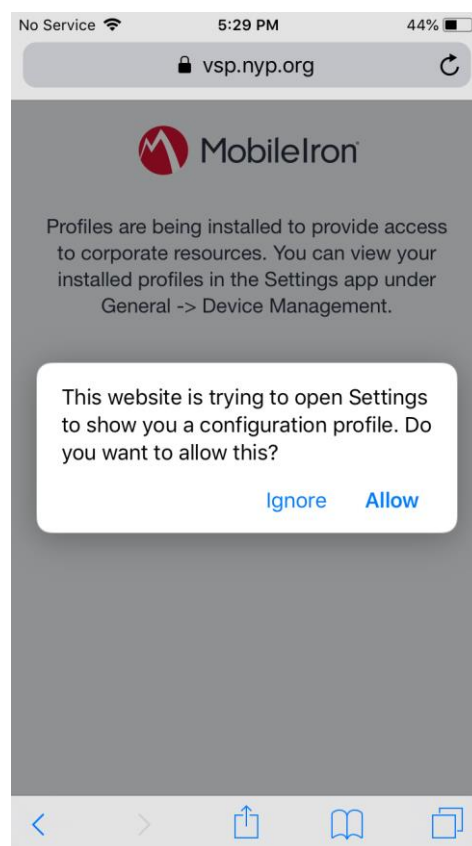
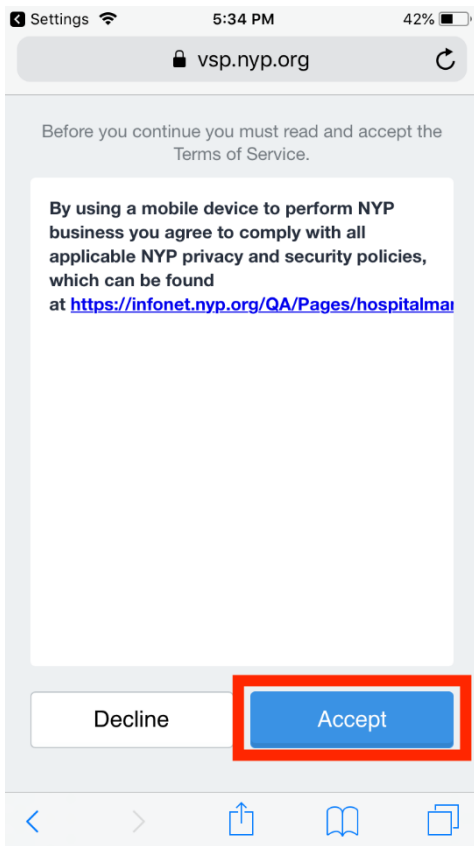
1. Open Safari
2. Type <https://vsp.nyp.org/go>



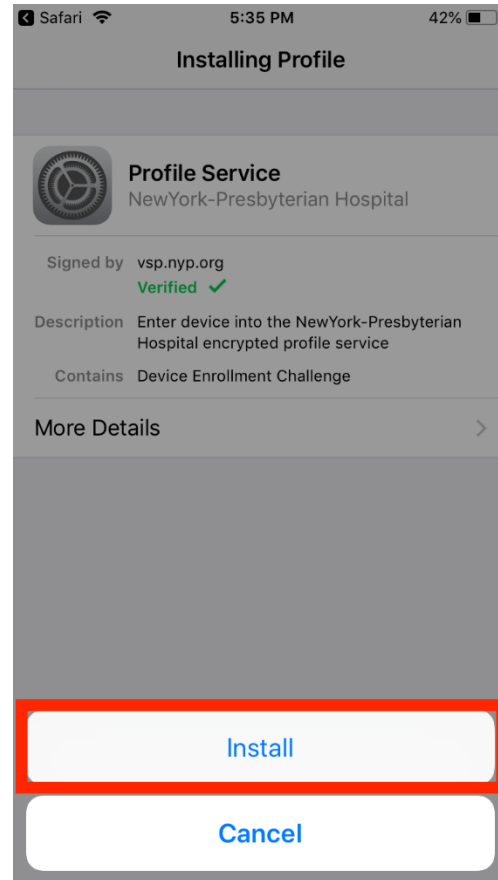
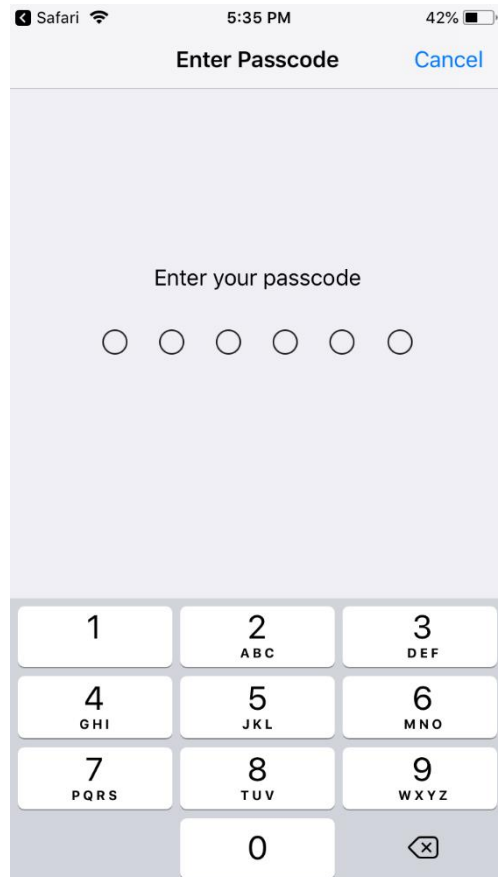
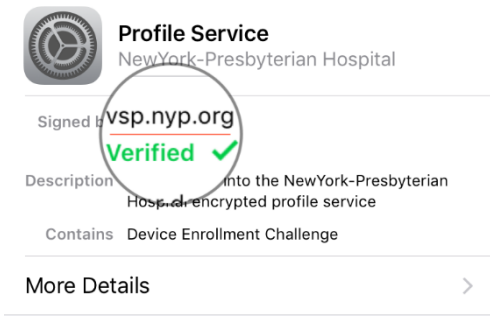
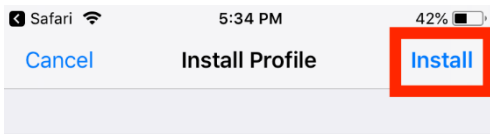
3. Login with your CWID
 - a. User Name: ***your_nyp_username(CWID)***
 - i. example - **DRT8008**
 - b. Password: ***your_nyp_password***
 - c. Then Select Register



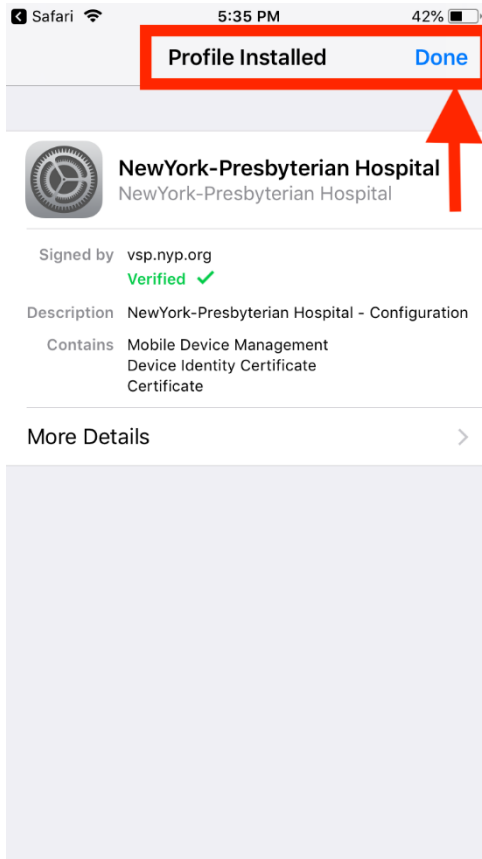
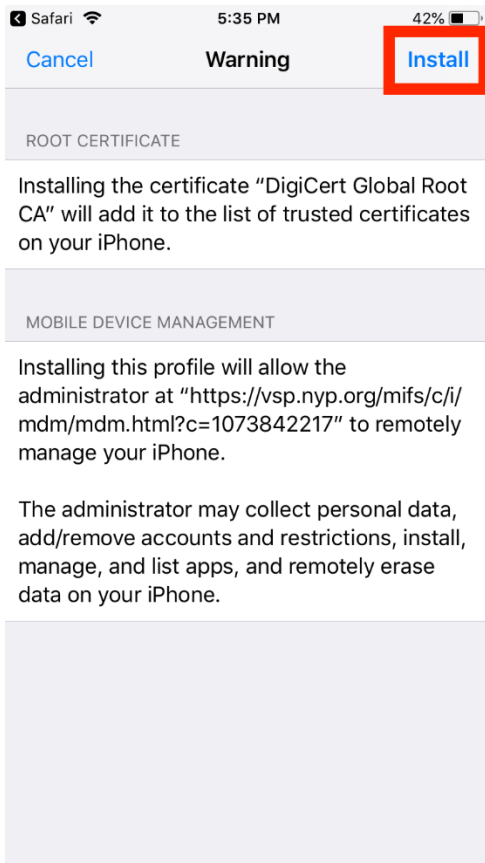
4. Review the Terms of Service
 - a. Press Accept
5. You will get a prompt:
 - a. *This website is trying to open Settings to show you a configuration profile. Do you want to allow this?*
 - b. Press Allow



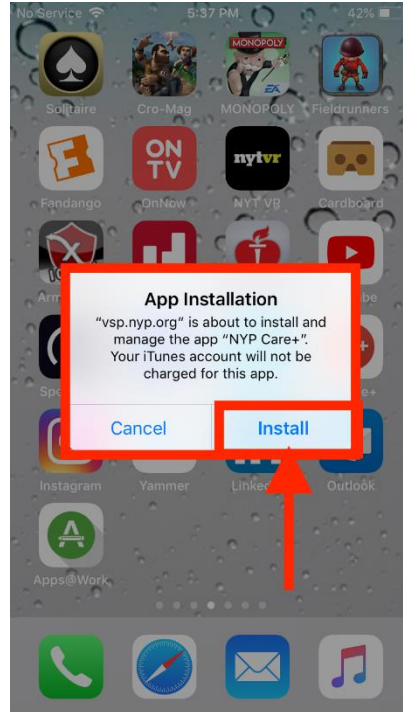
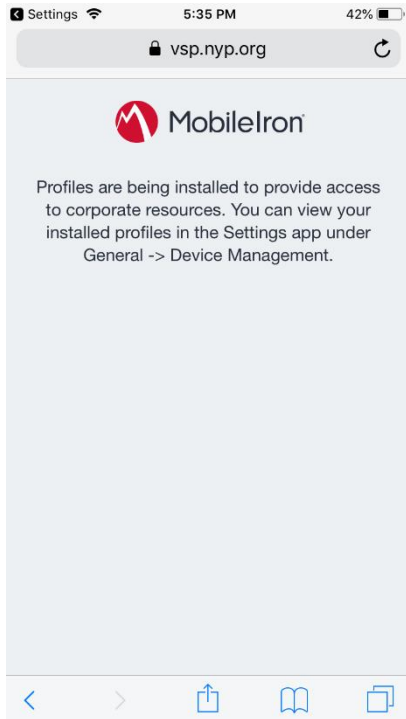
6. The Install Profile Screen will be displayed
 - a. Review the signed by section
 - i. Vsp.nyp.org
 - ii. Verified
 - b. Select Install
 - c. Then Install
 - d. If you have a passcode, you will be prompted for your passcode before installation



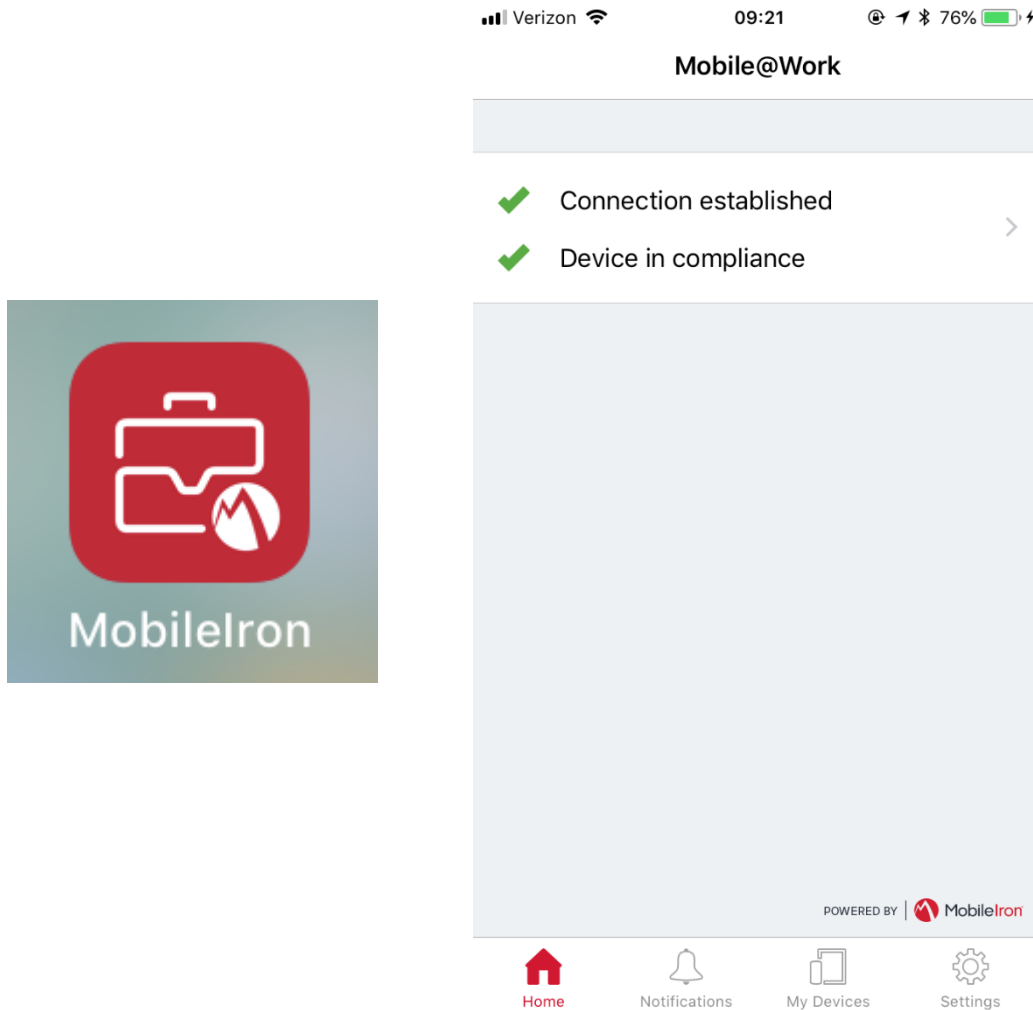
7. A Warning Page will appear describing the ROOT CERTIFICATE
 - a. ... "DigiCert Global Root CA"
 - i. This is correct
 - b. Press Install
8. The Profile Installed Page will be displayed after the profile is installed.



9. You may be returned to the vsp.nyp.org Page, you may navigate away to your home screen
10. Within the next 10 minutes, you will get a bunch of prompts to install NYP Provided apps, please press install on all of them.
 - a. You may need your AppleID for some of the applications



11. Once all the applications have been sent to your phone, please locate the mobile@work Application and open it.
12. You will get a screen stating that you are connected and compliant.
 - a. You are good to go!

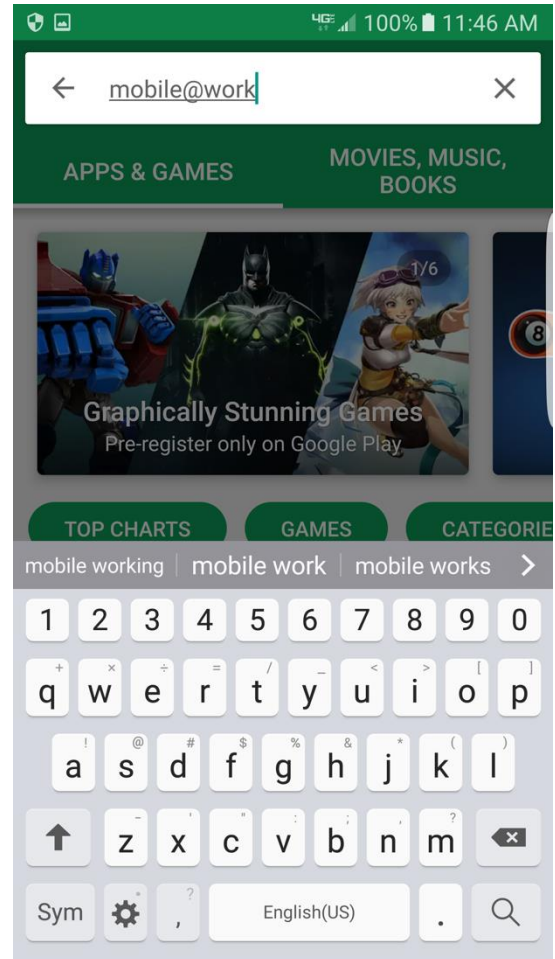
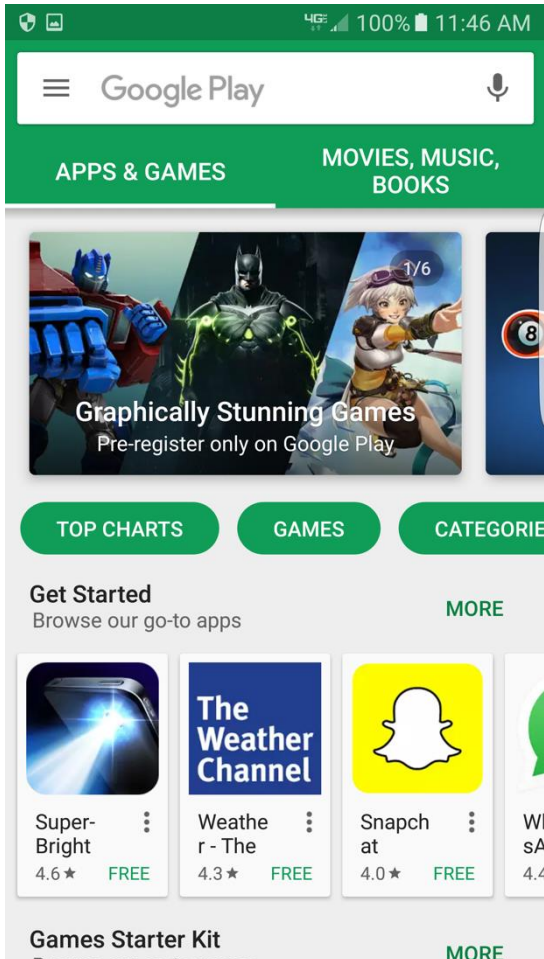


13. If you do not see the Green checks, you may have to log into the application to be able to receive notifications and essential messages from the MobileIron Administrators.

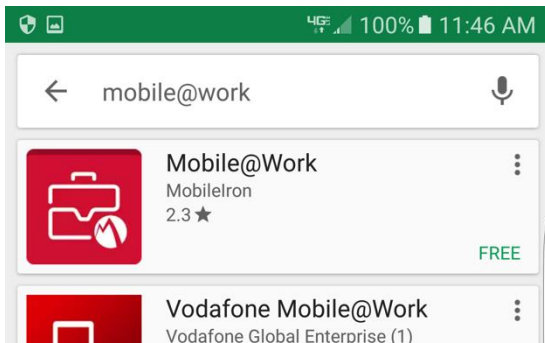
Android

Note: As an android user, your experience enrolling your device may differ slightly. Please read the instructions and prompts on your screen carefully

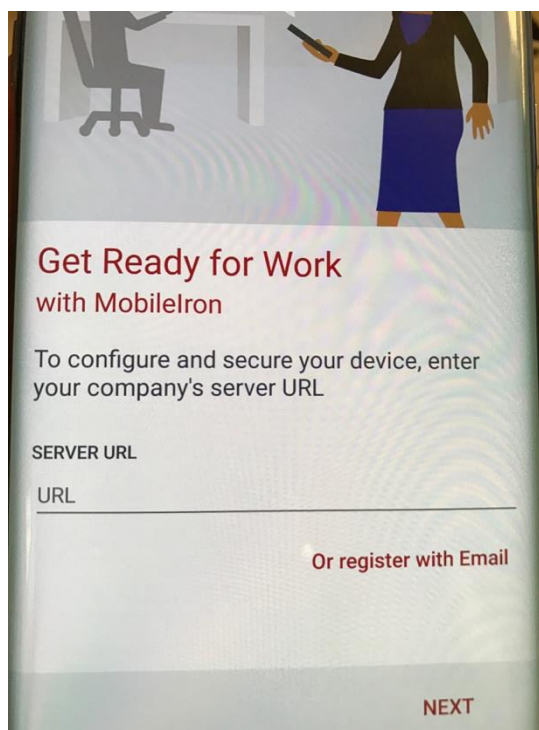
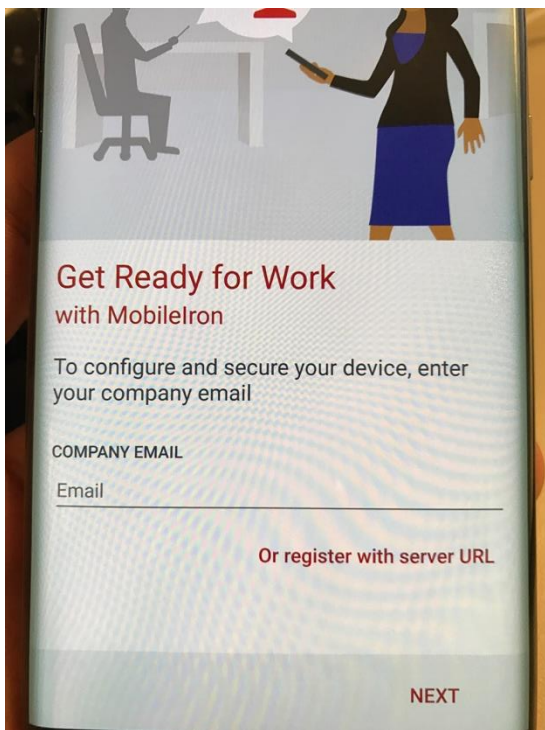
1. Access your Appstore and search for Mobile@Work or MobileIron.
If you are not logged in please log in using your Google Play Account.



2. Select and download the application.

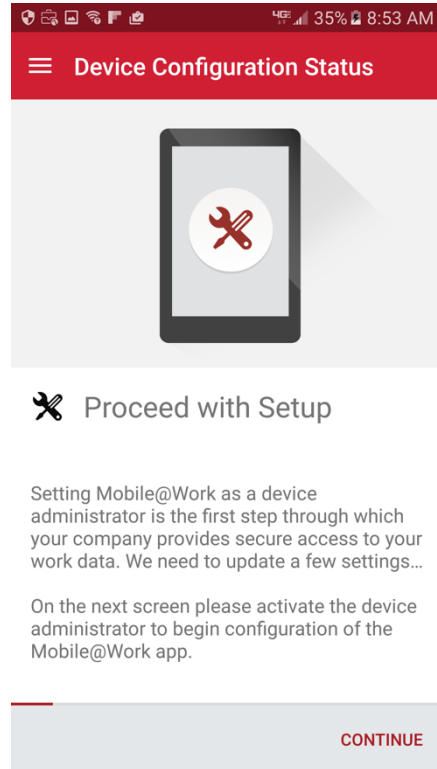
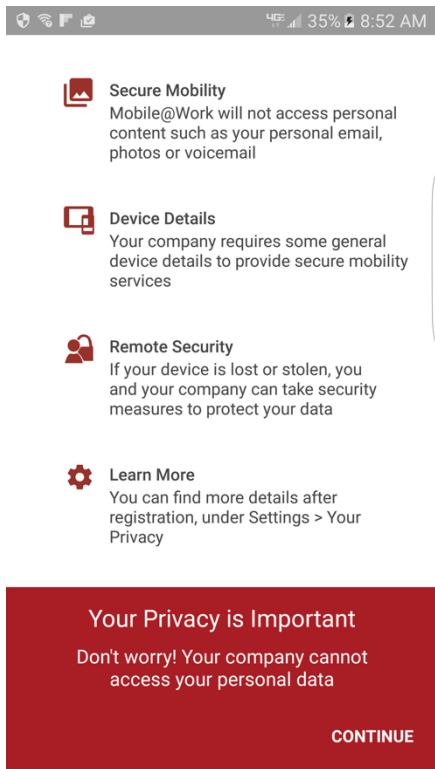


3. Open the application, you will be prompted to input your company email. Do not enter your company email, please select 'Or register with server URL'.

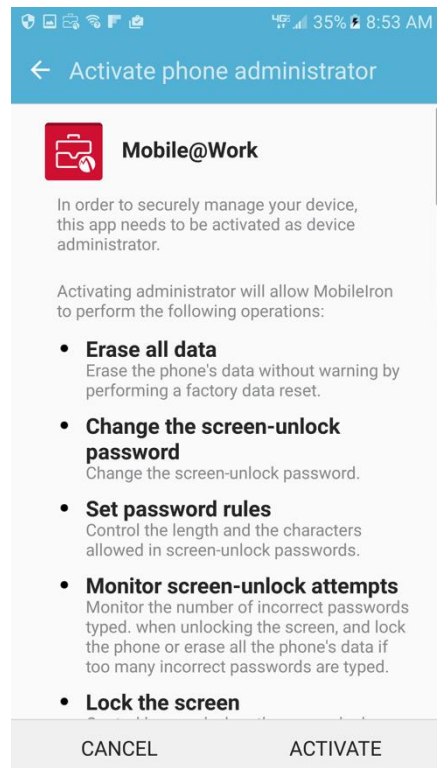


4. You will then be prompted for the server URL, Then your User Name, and password.
- a. Server: **vsp.nyp.org**
 - b. User Name: **nyp_cwid**
 - c. Password

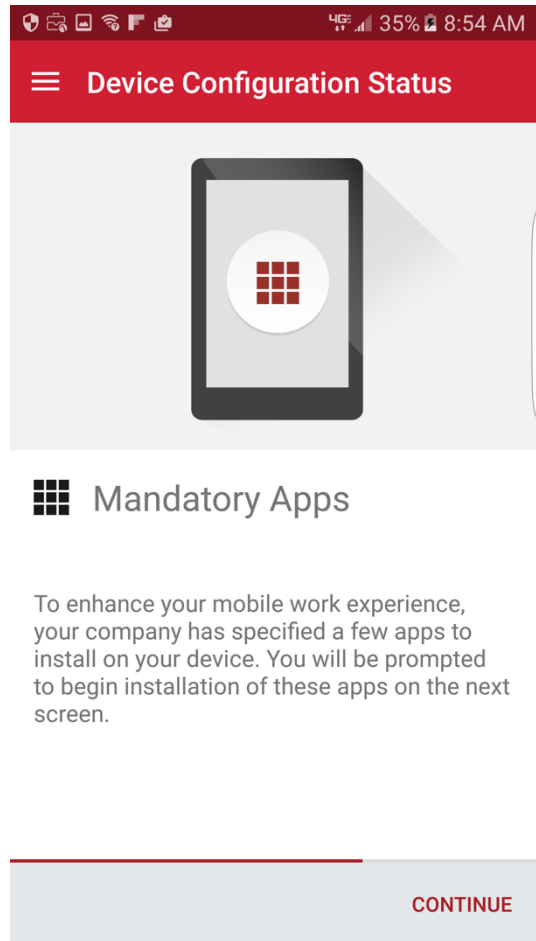
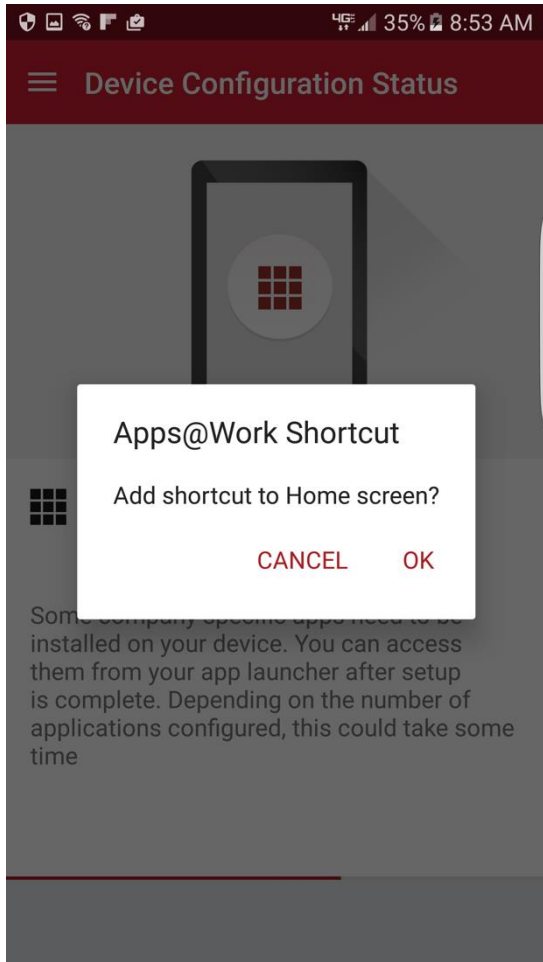
5. After submitting your credentials you will be prompted with the following screens, press 'continue'.



6. You will then be notified that you will have to 'Activate' MobileIron to be your phone Administrator. Please select 'Activate'.

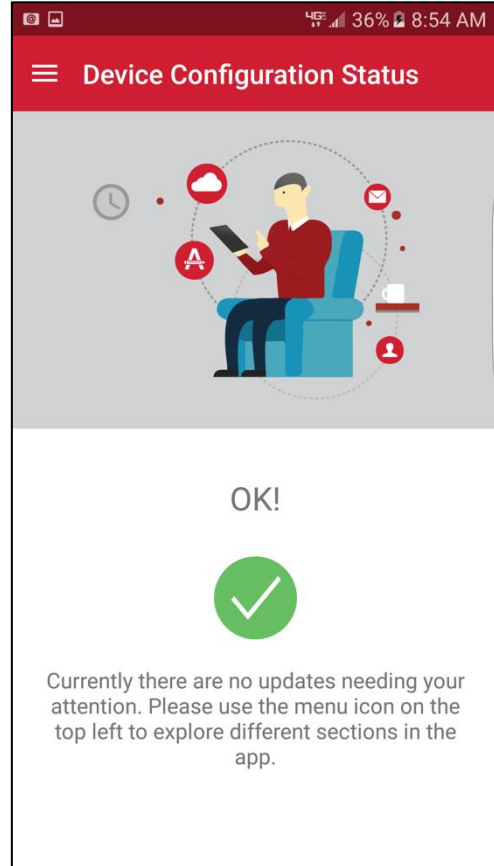
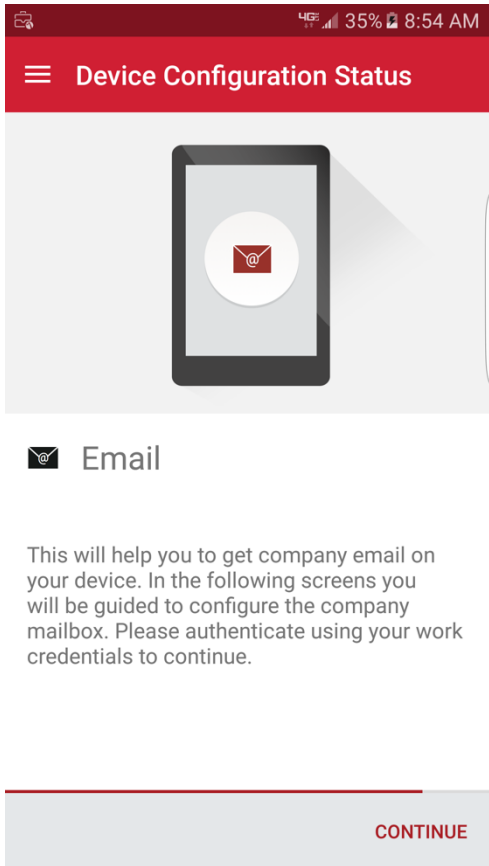


7. After activating the device administrator, you will be prompted to add the Apps@Work shortcut.



Then you will be prompted to download some mandatory NYP Applications as being part of the MobileIron System. Please select 'continue' and download the apps.

8. Finally you will be able to configure email with your device. Please follow the prompts in setting up your email. After your phone is configured, you should see a green checkmark on your application and you should be done!



Privacy



Personal content remains private.

Don't worry, your company cannot use Mobile@Work to access personal content.



What's accessible by my company?

Your company requires some device details to provide secure mobility services.



What actions can my company take?

If your device is lost or stolen, you and your company can take security measures to protect your data.



NYP CAN NOT Access



Personal Email

Your company cannot view your personal email.



Text Messages

Your company cannot view iMessage or SMS content.



Personal Contacts

Only contacts associated with your work account will be visible to your company.



Photos & Videos

Photos and videos stored on your device are not accessible by your company.



Voicemail

Your company cannot monitor voicemail communication.

NYP CAN Access



Device Details

Some information such as model name, OS version, and roaming status is collected.



Device Location

The last known location of your device is saved to help you and your company find your device if lost or stolen.



Installed Apps

The names and versions of installed apps. App content is not collected.

What Actions Can NYP Take?



Clear Device Passcode

If you forget your device passcode, both you and your company can clear it.



Lock Device

If your device is lost, both you and your company can lock it with its passcode and specify contact information to retrieve the device.



Turn Off Roaming

Your company can turn off roaming to avoid inadvertent expenses, such as exceeding the roaming data limits on your cellular plan.



Erase Device

If your device is lost, both you and your company can erase the device in order to protect your data.

For the full product Privacy Statement:

<https://www.mobileiron.com/en/legal/mobileiron-product-privacy-statement>

Last Revision Date:

Version 1.4 – 20180605 – Removed Extra pages, updated Table of contents

Version 1.3 – 20180604 – Add in Privacy Section

Version 1.2 – 20180604 – Added vsp.nyp.org/go instructions

Version 1.1 – 20170616 – Provides example for CWID

Version 1.0 – 20170303 - First

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