

# Provisioning iOS Device in MobileIron and Installing Epic Haiku

## Provisioning and Installation Instructions



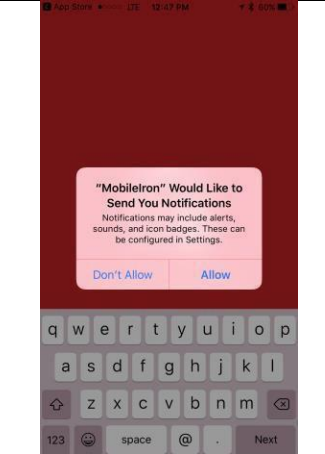
The screenshots below depict the iOS device provisioning in MobileIron and the Epic Haiku app installation process.

For best results, install over Wi-Fi, or on a cellular network with over 3 bars/dots of signal. (Do not use the Guest WiFi)

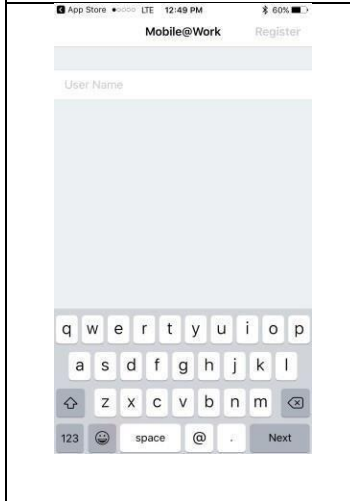
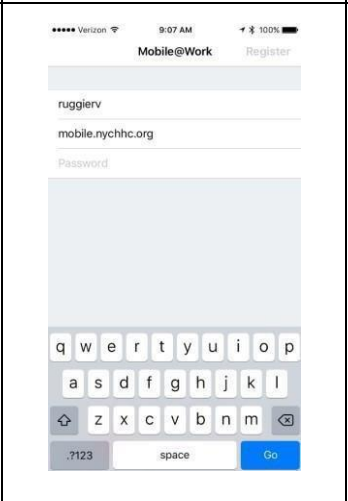
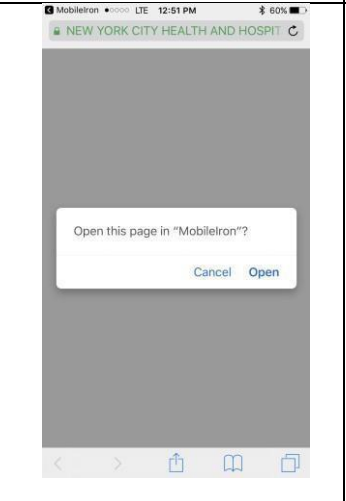
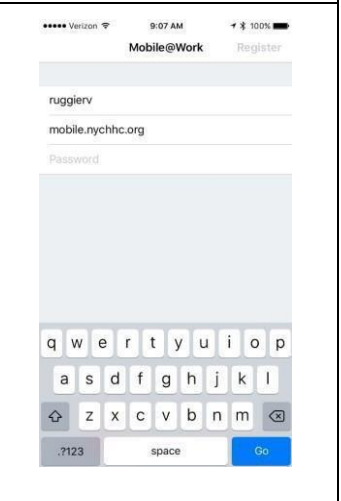
Before beginning you **must** make sure your device's iOS is version 11 or later.

If the user is already provisioned in MobileIron, please proceed to Step 5a/5b in page 3.


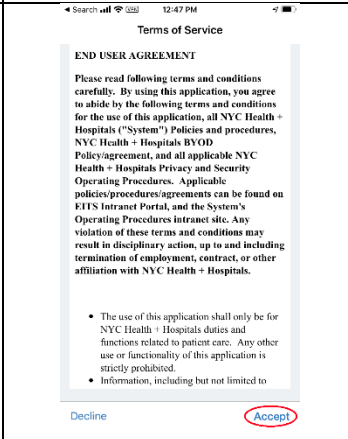
1. Install the MobileIron app from App Store.

Search for MobileIron in the App Store. Tap Get. Type your App Store credentials when prompted.	Tap Open when the installation is done.	Tap Don't Allow.
		


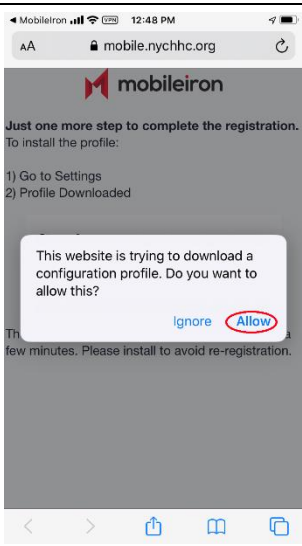
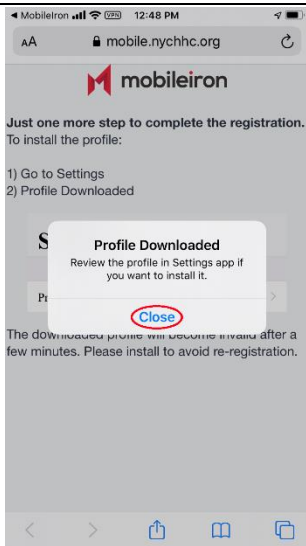
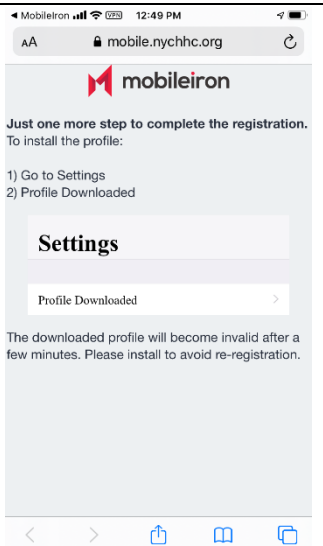
2. Enter your credentials to provision with MobileIron.

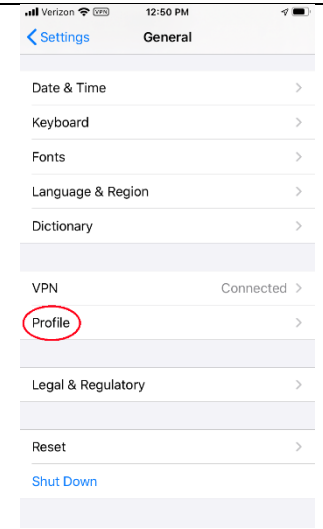
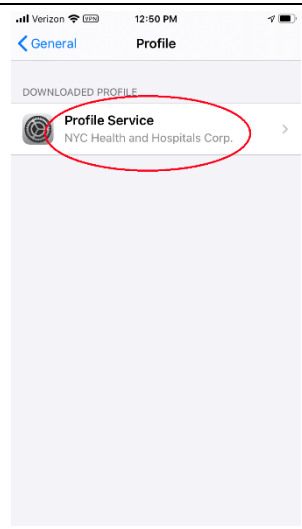
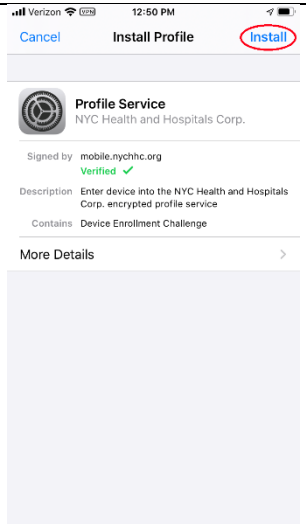
<p>Enter your HHC Windows username.</p>	<p>Enter the server address: <b>mobile.nychhc.org</b>, then tap Next.</p>	<p>Tap Open if prompted.</p>	<p>Enter your HHC Windows password then tap Go.</p>
			

3. Privacy Notification and Location Setting.

<p>Tap Continue.</p>	<p>Accept The Terms Of Service</p>
	

4. Installing the MobileIron configuration and profiles.

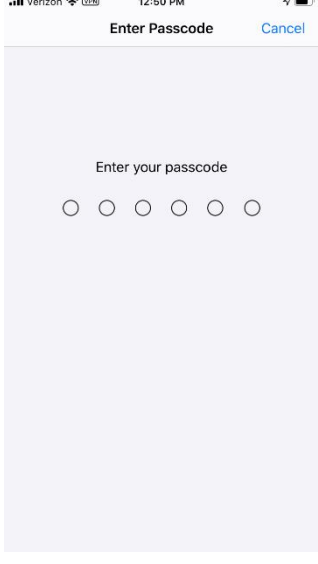
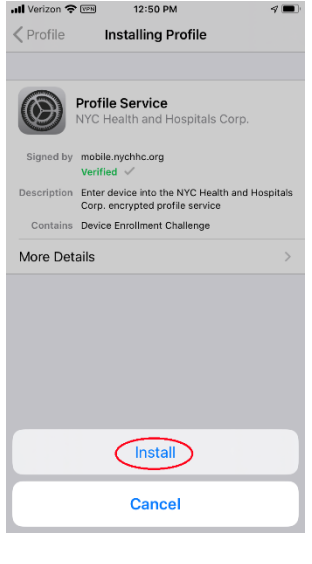
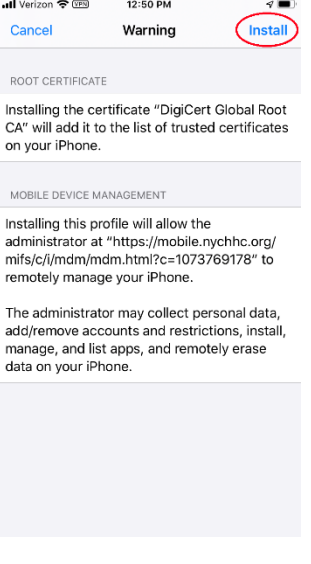
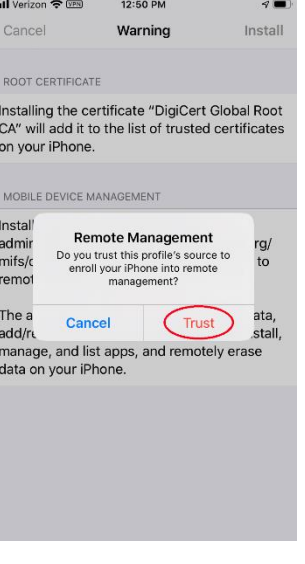
Tap OK.	Tap Allow	Tap Close	Close this Window
 <p>Mobile@Work</p> <p>Device In Compliance Last checked in at 11:13 AM 6/16/20</p> <p><b>Updating Configuration</b> This will download and install a new iOS configuration file using the built-in 'Settings' app.</p> <p>OK</p>	 <p>mobileiron</p> <p>Just one more step to complete the registration. To install the profile:</p> <p>1) Go to Settings 2) Profile Downloaded</p> <p>This website is trying to download a configuration profile. Do you want to allow this?</p> <p>Ignore Allow</p>	 <p>mobileiron</p> <p>Just one more step to complete the registration. To install the profile:</p> <p>1) Go to Settings 2) Profile Downloaded</p> <p><b>Profile Downloaded</b> Review the profile in Settings app if you want to install it.</p> <p>Close</p>	 <p>mobileiron</p> <p>Just one more step to complete the registration. To install the profile:</p> <p>1) Go to Settings 2) Profile Downloaded</p> <p><b>Settings</b></p> <p>Profile Downloaded</p>

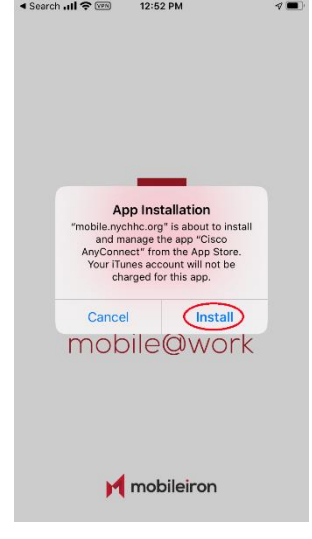
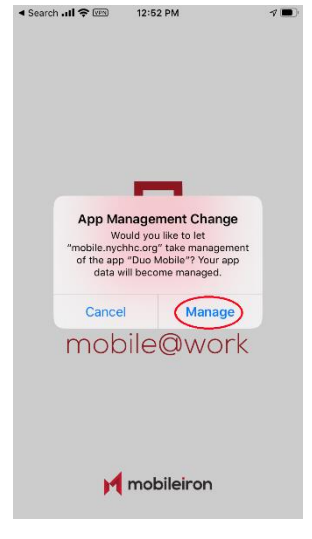
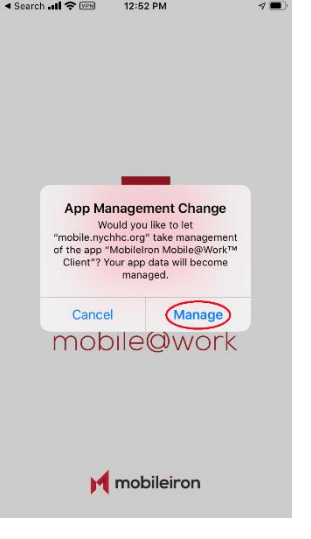
Go To Device Settings, General and Select Profile	Tap Profile Service	Tap Install
 <p>Settings General</p> <p>Date &amp; Time</p> <p>Keyboard</p> <p>Fonts</p> <p>Language &amp; Region</p> <p>Dictionary</p> <p>VPN Connected</p> <p><b>Profile</b></p> <p>Legal &amp; Regulatory</p> <p>Reset</p> <p>Shut Down</p>	 <p>General Profile</p> <p>DOWNLOADED PROFILE</p> <p><b>Profile Service</b> NYC Health and Hospitals Corp.</p>	 <p>Cancel Install Profile Install</p> <p><b>Profile Service</b> NYC Health and Hospitals Corp.</p> <p>Signed by mobile.nychhc.org Verified</p> <p>Description Enter device into the NYC Health and Hospitals Corp. encrypted profile service Contains Device Enrollment Challenge</p> <p>More Details</p>

**NOTE:**

If your current passcode has 4 numbers, you will be prompted later to change it to a 6-digit passcode. There are types of passcodes that are not acceptable, including but not limited to the following:

1. Ascending or descending numbers.
2. Repetitive numbers.

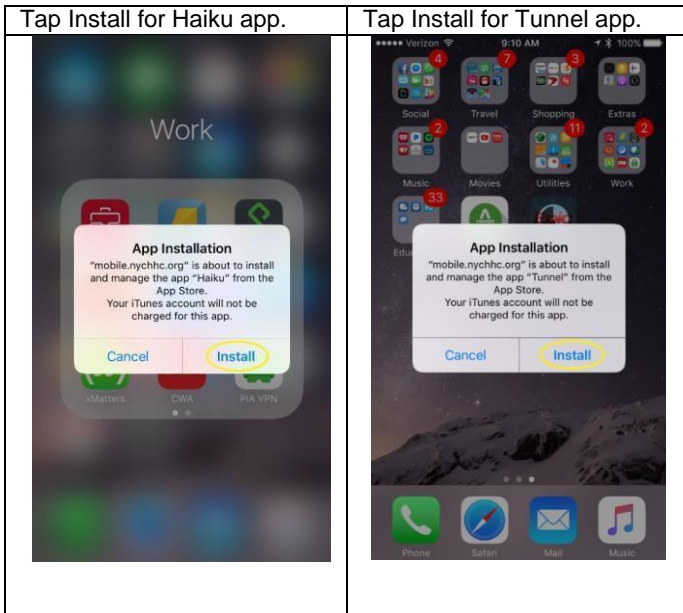
Enter Device Passcode	Tap Install	Tap Install	Tap Trust
			

Tap Install	Tap Manage	Tap Manage
		

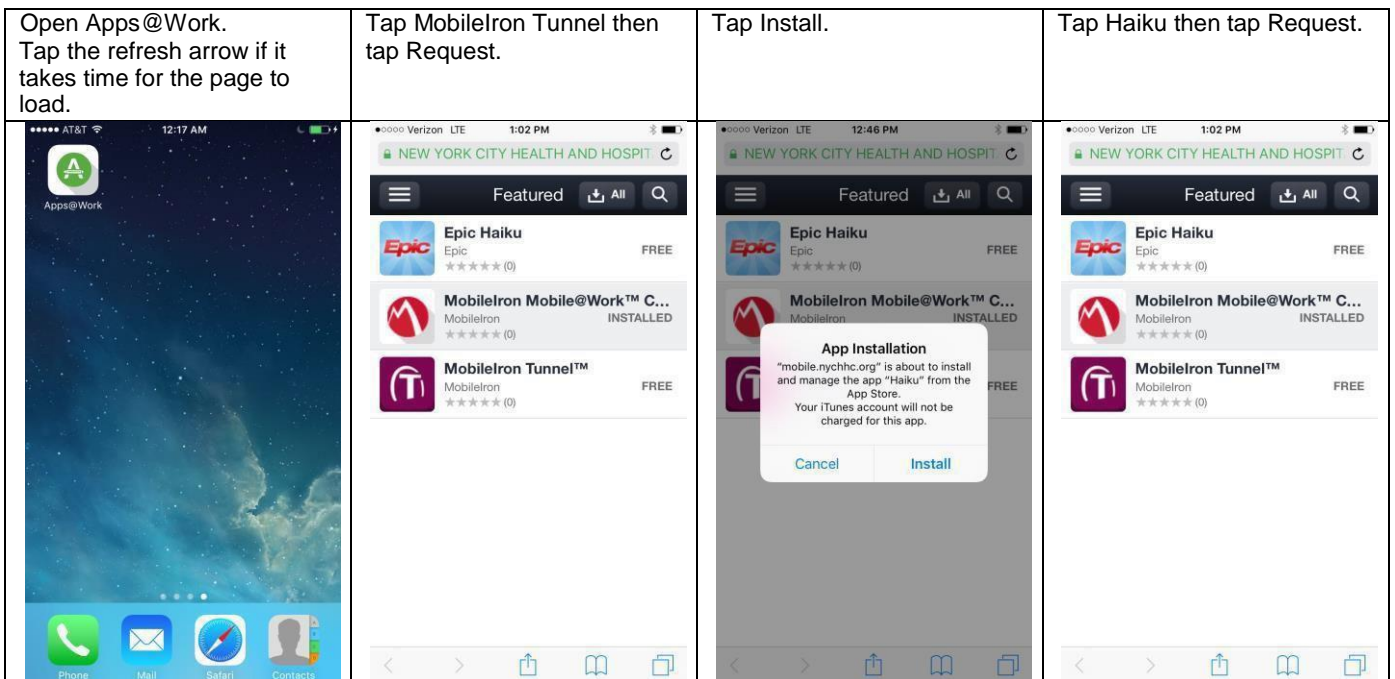
Select Install and Manage on any of the Apps that POP up. This will vary depending on each individuals access.

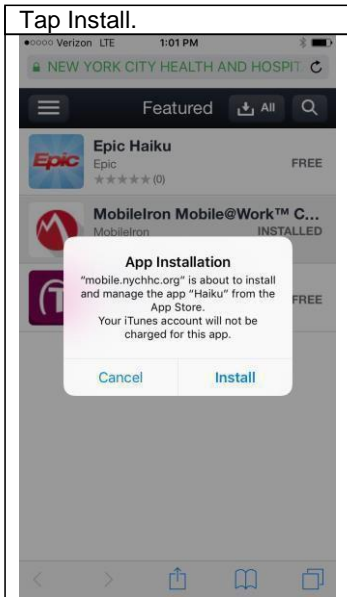
5a. Automatic MobileIron Tunnel and Haiku app installation. Proceed to Step 6 afterwards.

If the following pop-ups do not happen within a minute, perform the manual install in Step 5b.



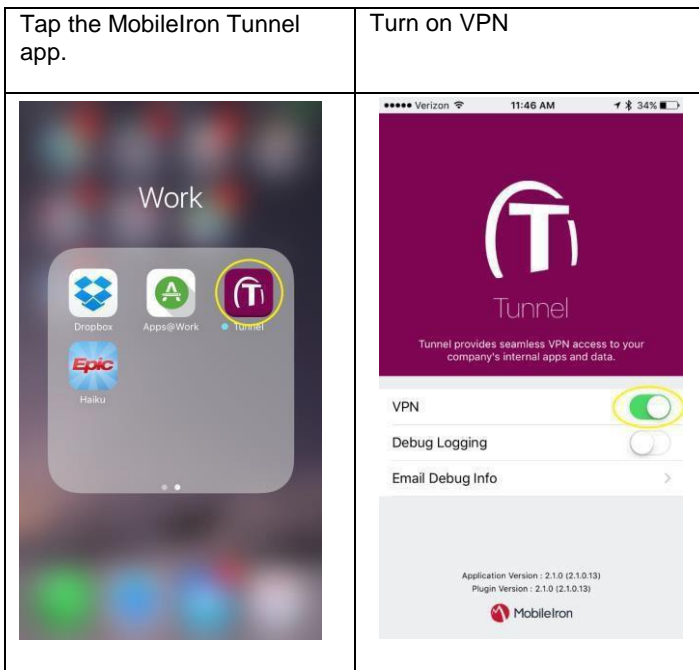
5b. Manual MobileIron Tunnel and Haiku app installation.



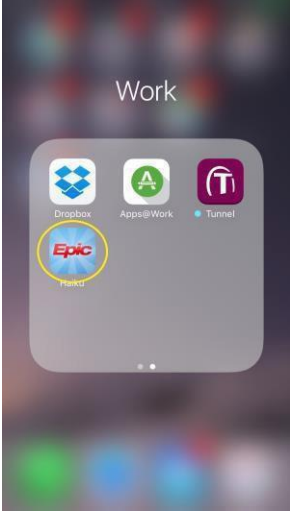



6. Initializing MobileIron Tunnel.

This is to be done one time only as long as the MobileIron Tunnel is installed. Users don't need to open this app every time they run Haiku app afterwards.



7. Haiku login.

<p>Tap Haiku app.</p>	<p>Accept the License Agreement.</p>
	

**Congratulations! You have completed provisioning with MobileIron and the installation of Haiku app on your iOS device. You can test logging in with your Epic credentials. If you receive an error “Incorrect Login” please make sure you are entering your login information correctly. If the problem persists, please contact the Enterprise Service Desk.**