

Installing MobileIron on PERSONAL iOS Devices

These steps should NOT be used for MLH owned devices.

The MobileIron app (Mobile@Work) connects your device to the Methodist Le Bonheur Healthcare (MLH) MobileIron server and provides access to MLH approved applications while ensuring that MLH corporate and patient data remain protected.

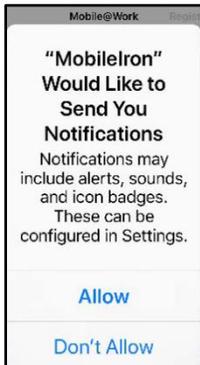
Prerequisite Registration Instructions

In order to download MobileIron and connect your device to the MLH network, you will need the following:

- An Apple ID is required to download the MobileIron Mobile@Work from the App Store
- For best results, ensure your device is fully charged or connected to a power source
- Registration may not work over the MLH Guest Network. If no Wi-Fi connection, try your cellular connection.
- A valid 4 or 6 digit passcode set on the unlock screen. If existing passcode does not meet security requirements, you will first need to update the passcode.

Download and Install Instructions

1. From your mobile device click on the App Store icon .
2. In the Search engine type MobileIron Mobile@Work and click search. Choose the app  from the list.
3. Click Get or Install (or the  icon if it appears) and click Open.
4. If the option for MobileIron notifications appear, click Allow.



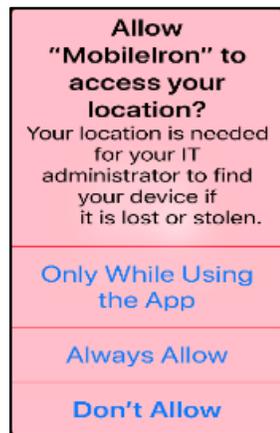
5. When prompted, enter the following:
 - User name = Your SAP#/Cerner login. Click **Next**.
 - Server = mdm.mlh.org. Click **Next**.
6. If prompted to open this page in "MobileIron", click Open. When prompted, enter the following:
 - Password = Your SAP/Cerner password. Click **Register** in the upper right corner.

Steps 7-10

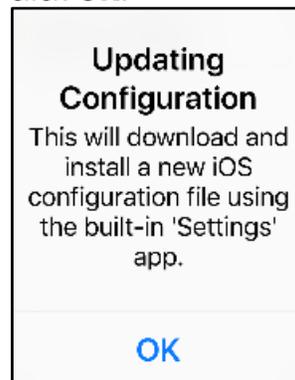
7. At the Privacy policy screen, click **Continue**.



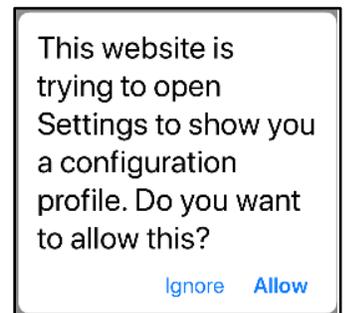
8. At the Access Location screen, click **Don't Allow**.



9. At the Updating Configuration prompt, click **OK**.

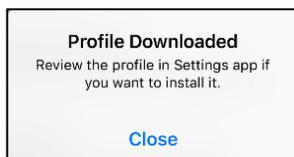
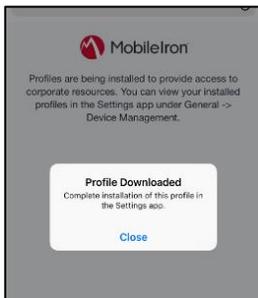


10. At the following prompt, click **Allow**.

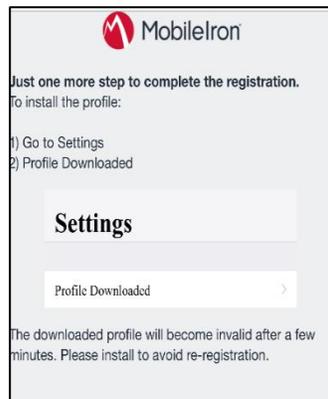


Steps 11-14

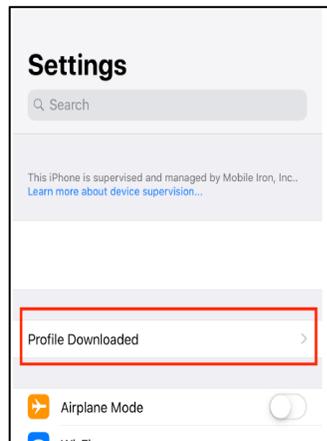
11. One of the messages below will appear. Click **Close**



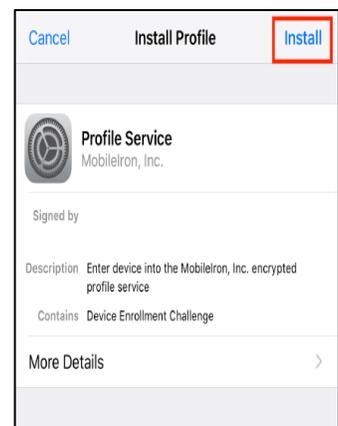
12. Go to the Settings icon  for your device



13. Click on **Profile Downloaded**

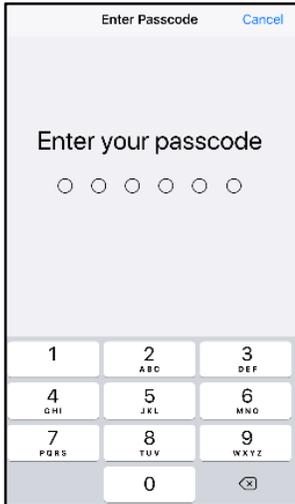


14. Click **Install**

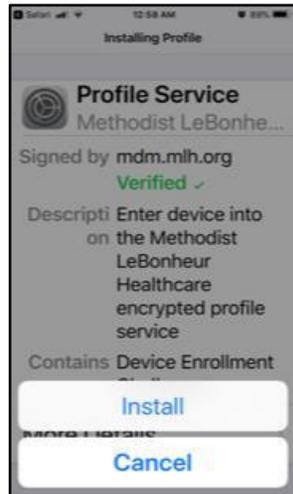


Steps 15-17

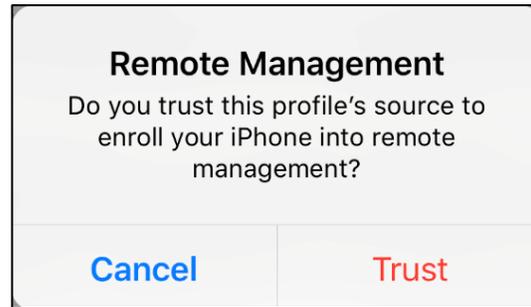
15. If prompted, enter your existing passcode.



16. Click **Install** or **Accept** at all prompts for profiles and certificates.



17. Click **Trust**. Once installation is complete click **Done** in the upper right corner and close out of the Settings menu

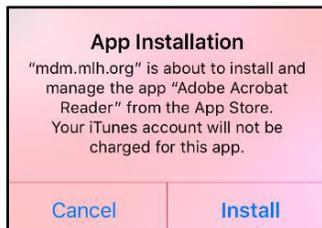


Once all profiles, certificates, etc. install, the MobileIron icon will display . The installation is complete.

MLH Apps@Work Icon Installation

1. Wait 3-4 minutes after the Mobile@Work (MobileIron) completes, and the MLHApps@Work icon should appear .

2. If prompted to install additional apps, click **Install**. The icon for the app installed should now appear. If not prompted to install additional apps, see Step 3.



3. Click the MLHApps@Work icon and enter your Cerner/SAP username and password to login.

4. Under **Featured Apps**, locate and install the needed app.

NOTE: Although an app may appear in the MLHApps@Work store, additional security may be required to access the application.