Workspace One
Enrollment Process for
BYOD iOS (iPhone, iPad)
Devices

September, 2020
Alberta Health Services

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Overview

Alberta Health Services has selected VMware Workspace ONE as our Enterprise Mobility Management Platform. Some of the benefits Workspace ONE provides once installed are:

- The ability for AHS to push applications directly to your AHS device to ensure the right versions are installed and save you from having to follow complicated configuration instructions.
- A self-service portal that enables you to change your passcodes or help locate a lost device.
- Enable AHS devices to securely and easily connect to AHS resources like AHS email, Epic applications, Sharepoint, and Insite.
- Notifies you when the operating system or applications need updating on your device.

Before you Begin

This user guide should be used with Apple iPhones and iPads. If you have an Android device click here to access the correct user guide for your device. This user guide is based on iOS 12.4.1, using an older version of iOS may result in slightly different screens and the sequence they appear. Depending on the quality of your internet connection it will take 5 – 10 minutes to enroll into Workspace ONE.

- Upgrade to the latest supported iOS version for your device.
  - Click here for Apple's instructions on how to update your iOS.
- It is highly recommended that you back up your device before enrolling into Workspace ONE.
  - Click here for Apple's instructions on how to back up your device.
- Connect to a Wi-Fi network during enrollment as the process will require increased data usage.
- Ensure your device has a 4 to 6 digit passcode to unlock the device.
- For issues during the enrollment process, please contact the AHS IT Service Desk at 1-877-311-4300.

What to expect after you install Workspace One Intelligent Hub

Please note that if f you have already enrolled your mobility device in WS1 to access your Epic apps at sites that have already gone live with Connect Care please skip to Setting up your AHS email on your device on page 14

After enrolling in Workspace ONE your device will:
1. Time out after a period of inactivity and require a passcode to unlock it
2. Check periodically to make sure the device meets AHS compliance policies, such as passcode requirements.
3. Perform otherwise as it did before you installed Workspace One

Installing Workspace ONE

Reminder: If you have already enrolled your mobility device in WS1 to access your Epic apps at sites that have already gone live with Connect Care please skip to Setting up your AHS email on your device on page 14

1. Install the Workspace One Intelligent Hub app on your phone from the App Store by searching for Intelligent Hub and then tapping on the **GET** or **download** icon.
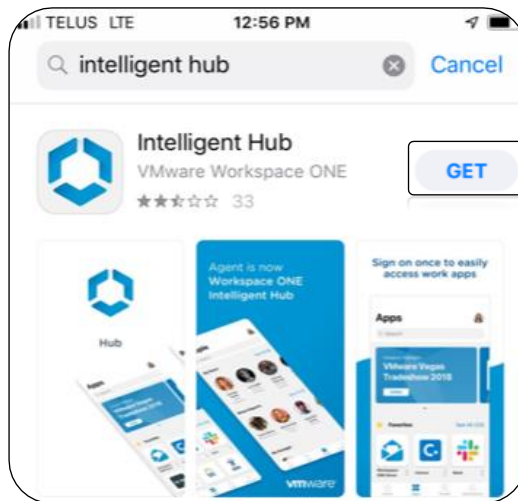
2. When Intelligent Hub app has finished downloading, tap **Open**.
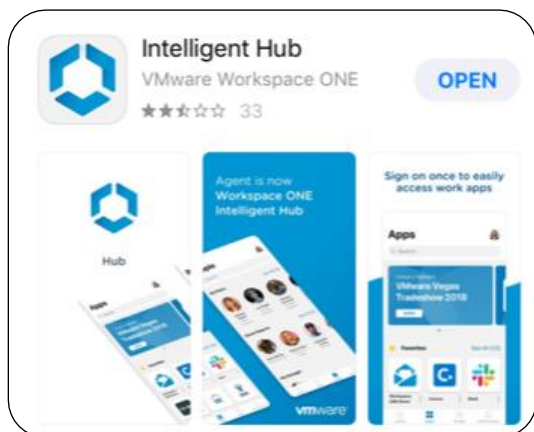
3. Start the enrollment process by either scanning the QR code or manually entering the Email Address or Server in the assigned fields.
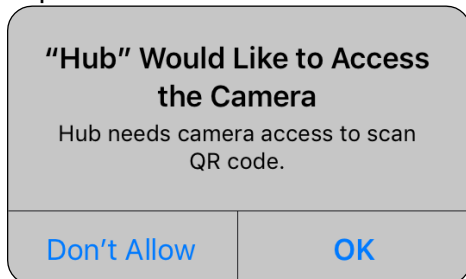   Note: For ease, we recommend using the QR code below.

Option 1: Use the QR Code

4. Tap **QR Code**.

Email Address or Server

QR Code

Next

5. Tap **OK** to allow the Hub to access your phone's camera and scan the QR code.

**"Hub" Would Like to Access
the Camera**
Hub needs camera access to scan
QR code.

Don't Allow   **OK**

6. Scan the QR Code below, which will populate the server address and group ID fields.
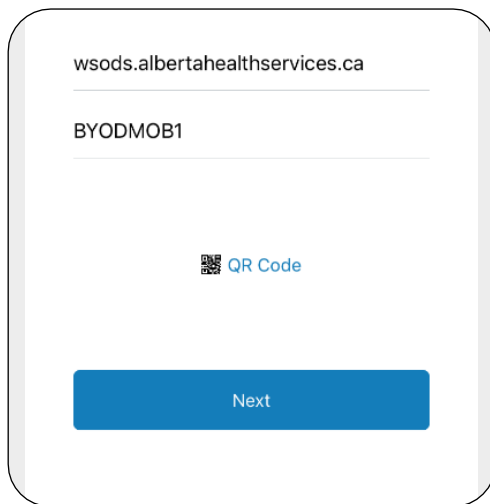
Option 2: Manual Entry

7. Alternatively, if you choose to manually enter the required fields, type in the following information:

> Email address or server: **wsods.albertahealthservices.ca**
> Group ID field: **BYODMOB1**
> Tap **Next** to continue.

4. You will be prompted to log in with your AHS username and password. Enter this info and tap **Next.**
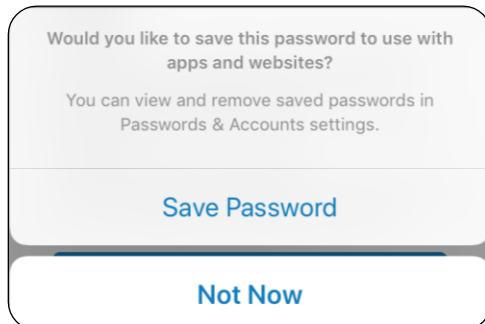
wsods.albertahealthservices.ca

BYODMOB1

▒ QR Code

Next

Please be aware it will take 2 – 5 minutes before the next page displays.

5. The next pop up is from the device asking if you would like to save this password. AHS *strongly recommends* that you never save any passwords to your device. Please tap **Not Now**.
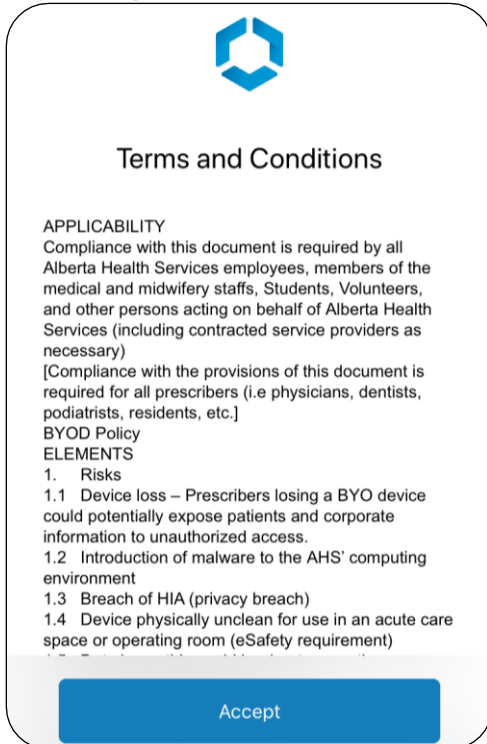
Would you like to save this password to use with apps and websites?

You can view and remove saved passwords in Passwords & Accounts settings.
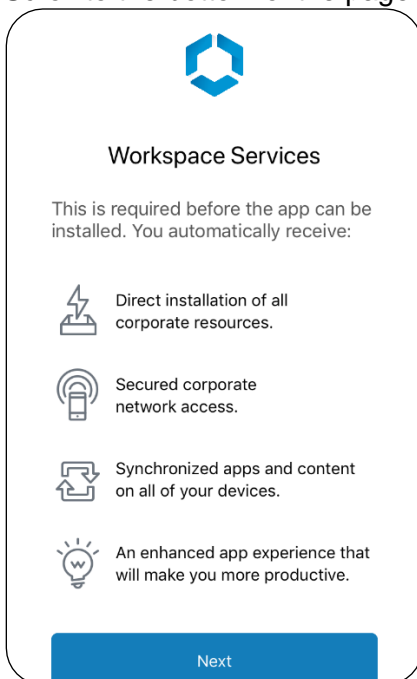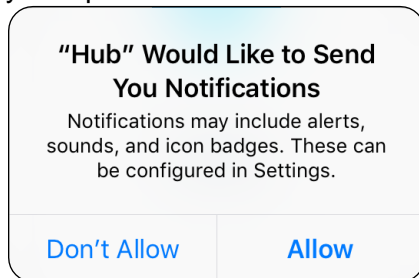
Save Password

Not Now

6. The BYOD Terms and Conditions will display and will need to be accepted to continue.
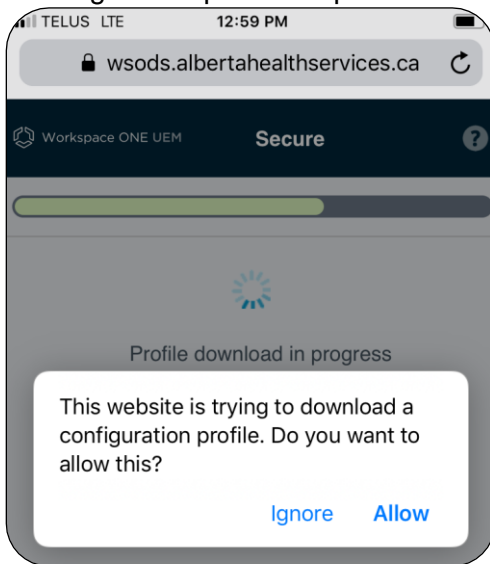   Tap **Accept**.

7. A list of workplace services that are required before the app can be installed displays.
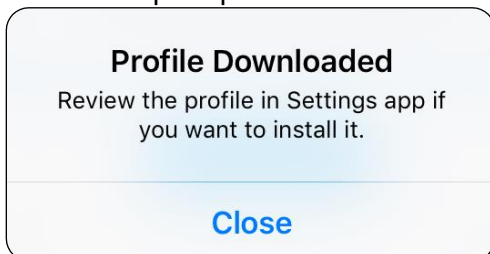   Scroll to the bottom of the page and tap **Next.**

8. A pop-up window will appear asking you to allow Hub to Send You Notifications. These will allow Workspace ONE to let you know when new applications or upgrades are available and required for using the self-service portal function. We recommend you tap **Allow.**

> **"Hub" Would Like to Send You Notifications**
> Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.
>
> Don't Allow   **Allow**

9. Safari will open and a message will display saying that the website is trying to download a configuration profile. Tap **Allow**.

> TELUS LTE   12:59 PM
> 🔒 wsods.albertahealthservices.ca ↻
>
> Workspace ONE UEM   **Secure**   ?
>
> Profile download in progress
>
> This website is trying to download a configuration profile. Do you want to allow this?
>
> Ignore   **Allow**

10. You will be prompted that the Profile has downloaded, tap **Close**.

> **Profile Downloaded**
> Review the profile in Settings app if you want to install it.
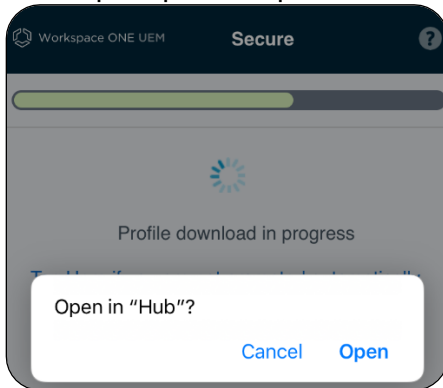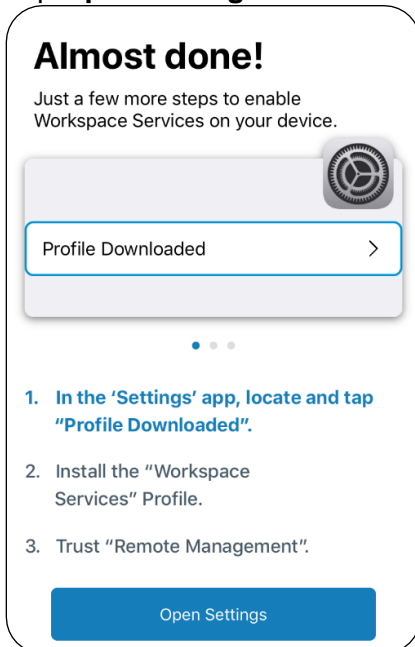>
> **Close**

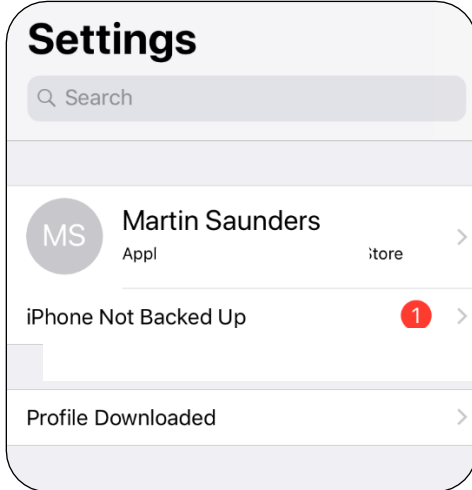11. When the screen below appears, tap **Continue.**
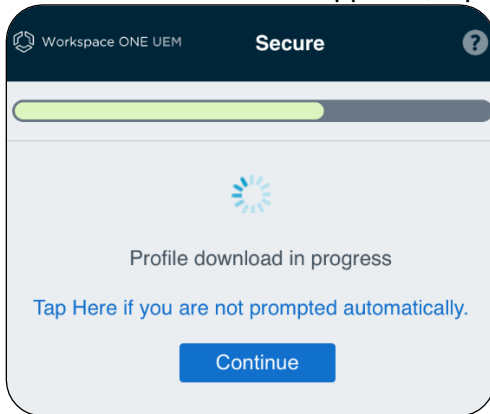
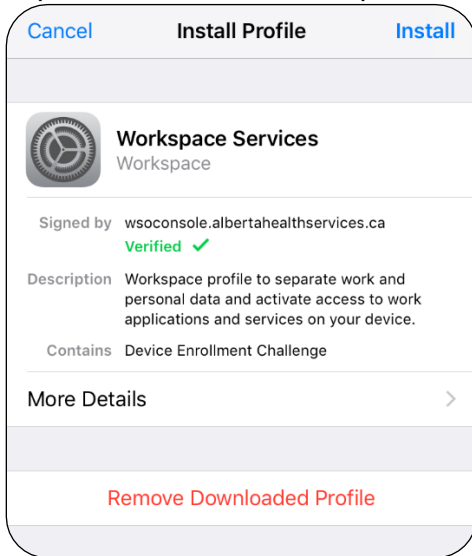12. When prompted to open in Hub by tapping **Open.**

13. Tap **Open Settings.**

14. In settings go to the home **Settings** screen, if it doesn't automatically open on this screen, and tap on **Profile Downloaded**.
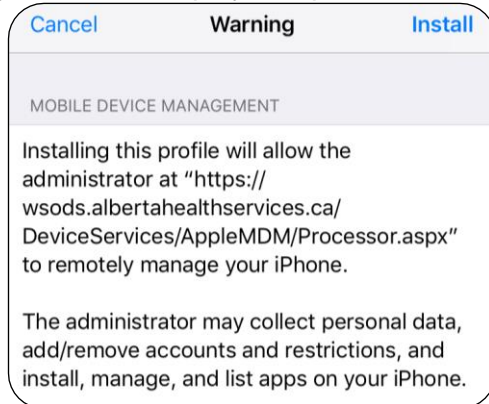
Settings

Search

MS Martin Saunders
    Appl   Store

iPhone Not Backed Up   1 >

Profile Downloaded   >

15. Tap on **Install** to install the profile.

Cancel   Install Profile   Install

Workspace Services
Workspace

Signed by wsoconsole.albertahealthservices.ca
           Verified ✔

Description Workspace profile to separate work and
             personal data and activate access to work
             applications and services on your device.

Contains Device Enrollment Challenge

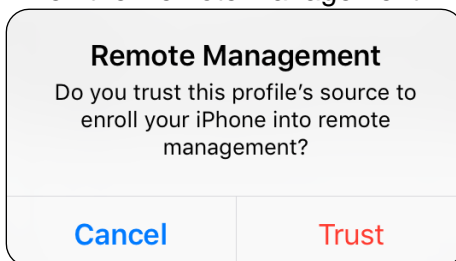More Details   >

Remove Downloaded Profile
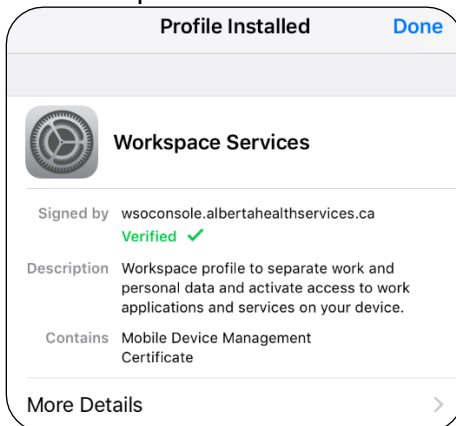
16. Enter your device passcode when prompted.
17. Tap **Install**.

18. A warning message saying that this profile allows an administrator to remotely manage your device displays. Tap **Install.**
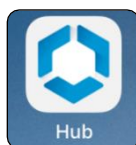
Cancel	Warning	Install

MOBILE DEVICE MANAGEMENT

Installing this profile will allow the administrator at "https://wsods.albertahealthservices.ca/DeviceServices/AppleMDM/Processor.aspx" to remotely manage your iPhone.

The administrator may collect personal data, add/remove accounts and restrictions, and install, manage, and list apps on your iPhone.

19. When the Remote Management message displays, tap **Trust**.

Remote Management
Do you trust this profile's source to enroll your iPhone into remote management?

Cancel	Trust

20. When the profile has finished installing, the Profile Installed page displays. Tap **Done**.

Profile Installed   Done

Workspace Services

Signed by wsoconsole.albertahealthservices.ca
Verified ✓

Description Workspace profile to separate work and personal data and activate access to work applications and services on your device.

Contains Mobile Device Management Certificate

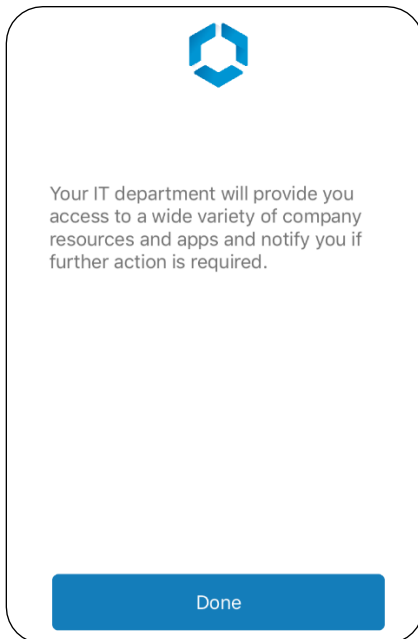More Details   >

21. Return to your device Home screen and tap on the **Hub** app to open.

22. You will be prompted to allow the Workspace ONE server to take Management of the Intelligent Hub app. Tap **Manage**.
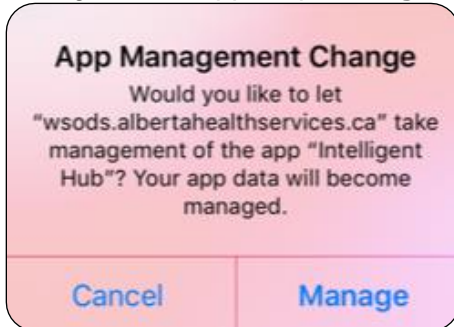

23. The next screen provides general information about what Workspace ONE will do, Tap **Done**.

24. When the Privacy page displays, you can scroll down to review the specific data that your device will share with AHS, to continue the enrollment process you will need to tap **I understand**.
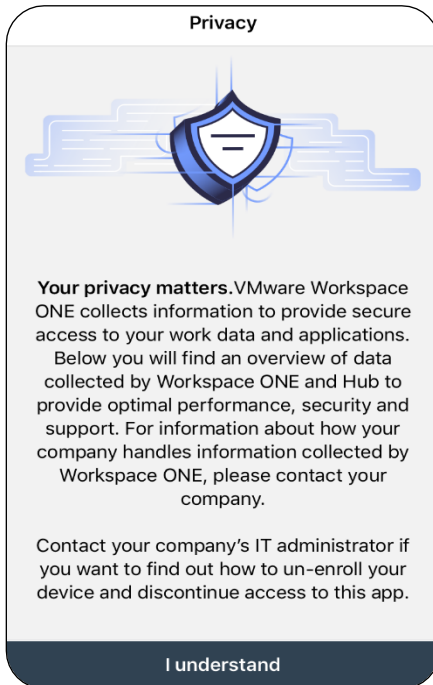
25. When the data sharing page displays you can select either **I agree** or **Not Now**. This is data that is shared directly with VMware to enhance the Workspace ONE app**.**
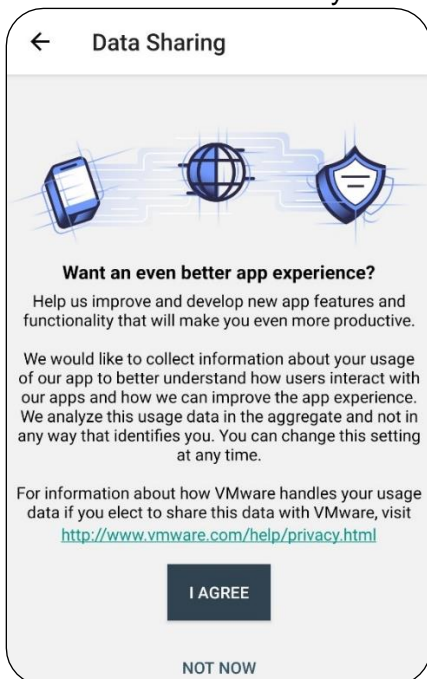
26. A page allowing you to access your account information displays. You can navigate away from this page when it appears.
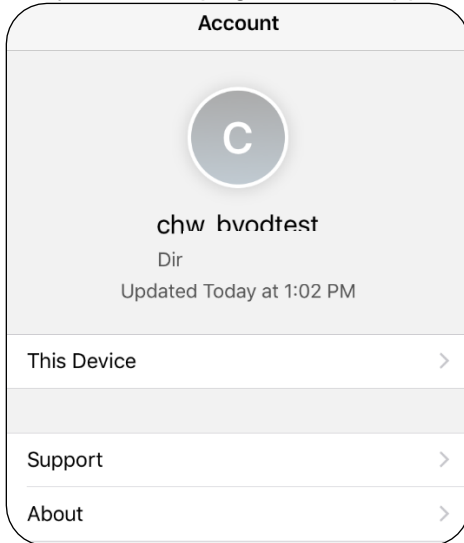
Workspace ONE is now installed in your device. On your home screen, you will see that the following applications have been installed.

Note: When your area goes live with Connect Care required Epic mobility apps can be installed via the catalog.
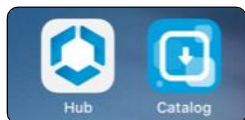
Setting up your AHS email on your device

Warning: If you already have Outlook (not the native iOS mail app) installed on your iPad or iPhone to manage your personal email it AHS strongly recommends transferring your personal email accounts to another mail app like Apple Mail. When you remove Workspace one from your device the Outlook app will also be removed, which means you would need to reinstall Outlook and configure it to receive your personal emails again.

You need to install the Microsoft Outlook email app to connect to your AHS email in your mobile device. Once installed, your device will automatically sync to your @albertahealthservices.ca Email, Contacts, and Calendar.
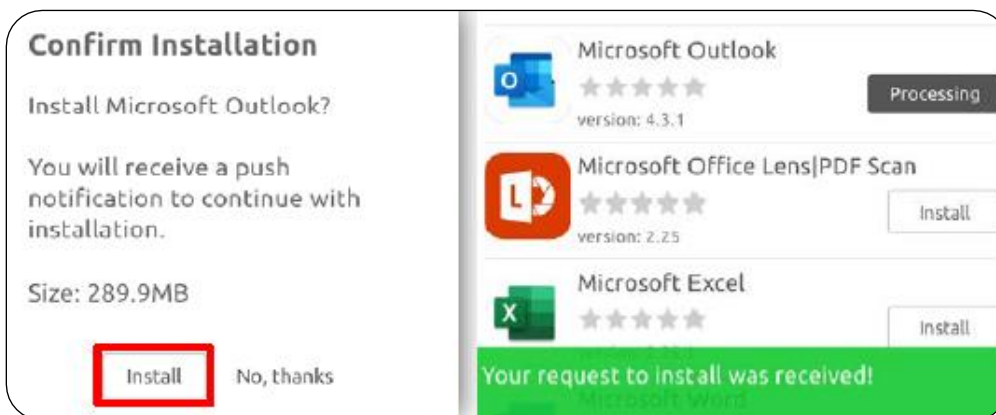

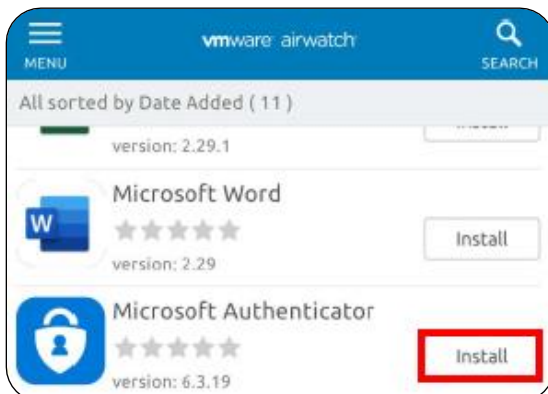1. To start setting up your AHS email open the Catalog app .

2. Find the Microsoft Outlook app and tap **Install**.
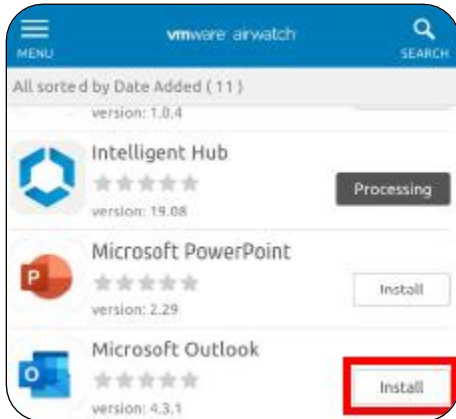
3. A screen will appear with the app details, tap Install to confirm. After a short period a green message will appear at the bottom of the screen confirming your request was received.


4. Find the Microsoft Authenticator app and tap **Install**.

5. A screen will appear with the app details, tap **Install** to confirm. After a short period a green message will appear at the bottom of the screen confirming your request was received.
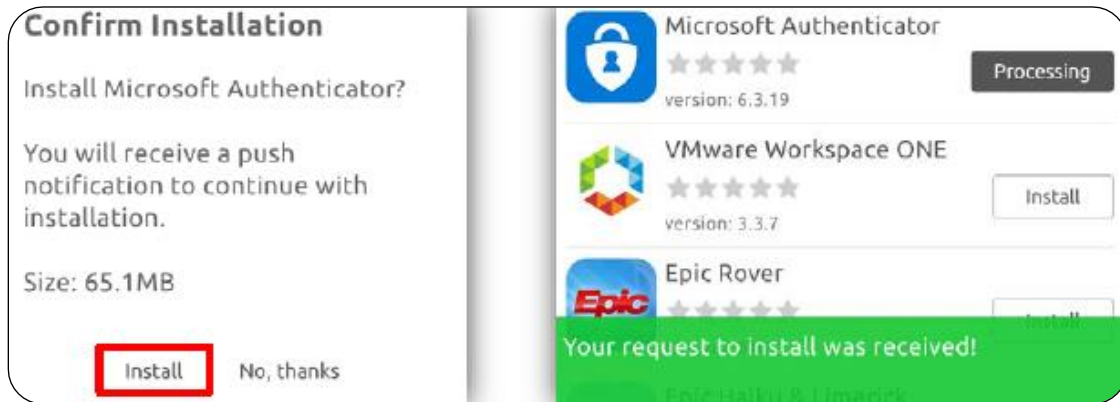
You can now return to your home screen and wait for the 2 apps to start downloading. Before the apps download you will receive 2 prompts to confirm, tap **Install** for both.
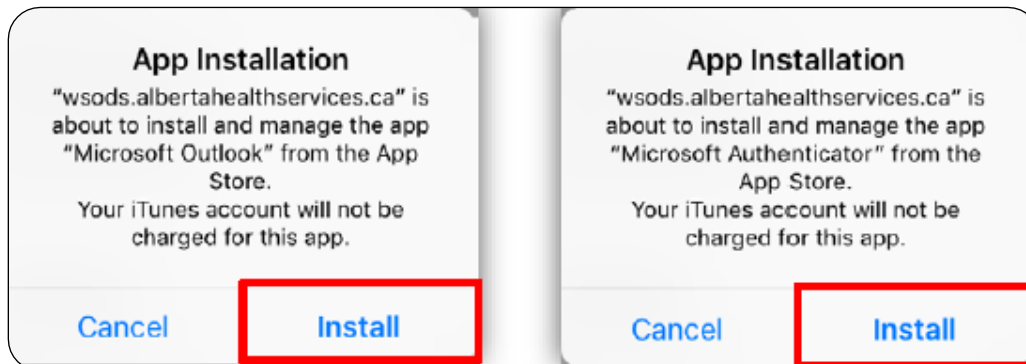
6. Return to your device's home screen and wait for both apps to complete downloading. Once they are both downloaded tap on the **Outlook icon**.
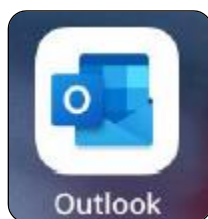
7. After Outlook opens, you will see that your AHS email account has been populated for you by Workspace ONE. Tap **Add Account**.
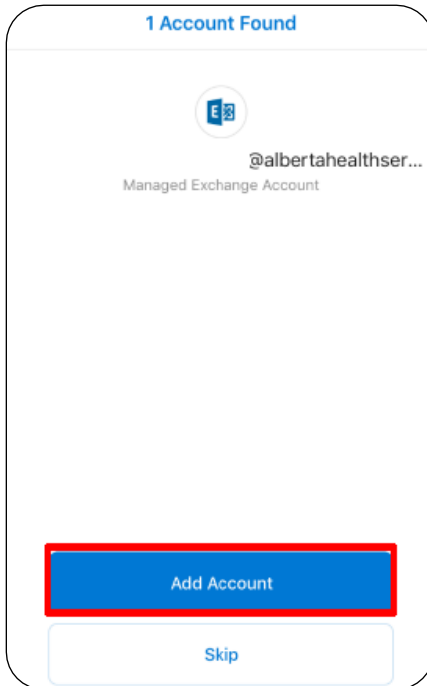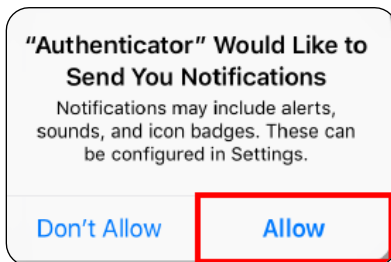

8. On the next screen your AHS email settings will be pre-filled. Enter your password and tap **Sign In**.
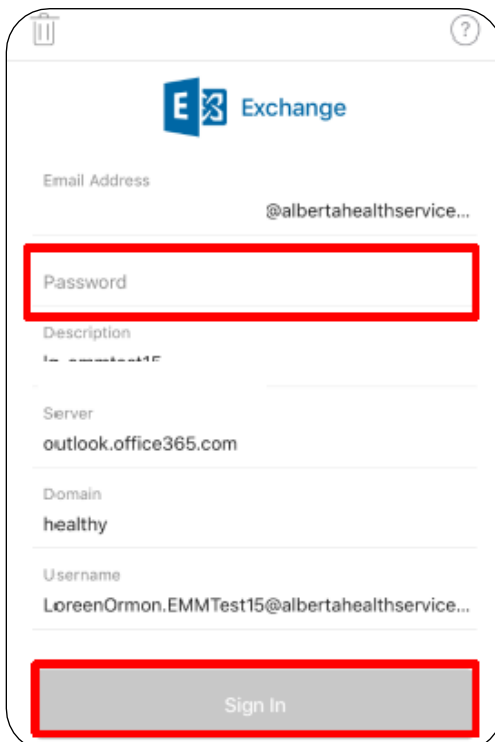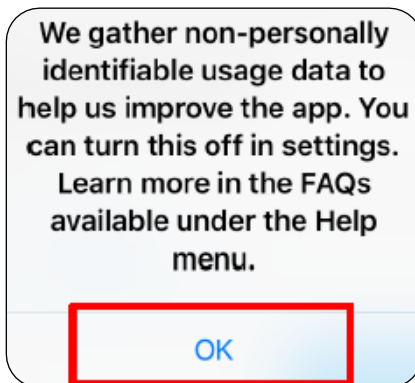
9. Outlook will prompt you to open the Authenticator App to continue. Tap **Open Authenticator**.

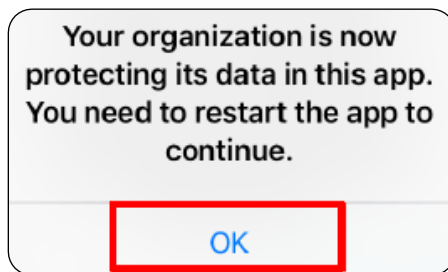10. The Authenticator app will request permission to send notifications. Tap **Allow**.

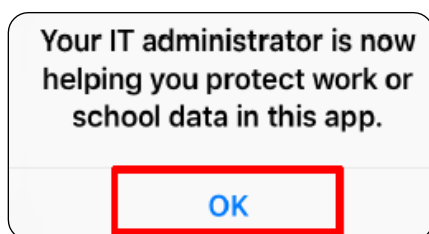11. Authenticator will warn you it collects non-personal data to complete the setup, tap **OK**.

12. Authenticator will need you to enter your password again and tap **Sign In**.

13. The Authenticator app will pop up with a note that AHS is protecting the data and you need to restart. Tap **OK**.
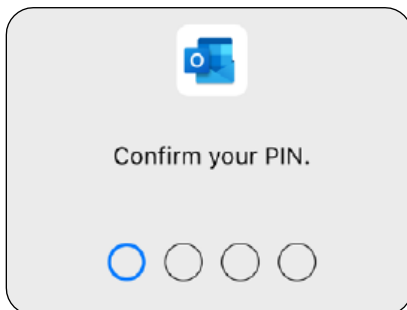

14. You will get a message telling you AHS is now protecting your data in this app, Tap **OK**.

15. Re-open Outlook. You will now need to create a 4 digit passcode for accessing your AHS email. This should be different from the pin you unlock your device with.
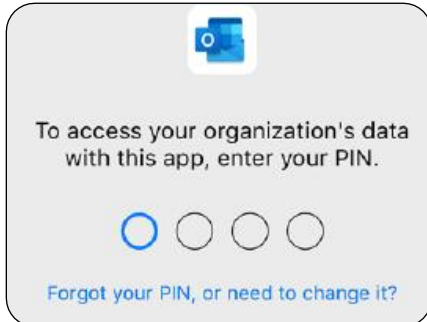
16. You will then need to confirm your new pin code.

17. When Outlook opens the next prompt enables outlook to send notifications to your device. Tap **Turn On**. With a confirmation to turn on notifications tap **Allow**.
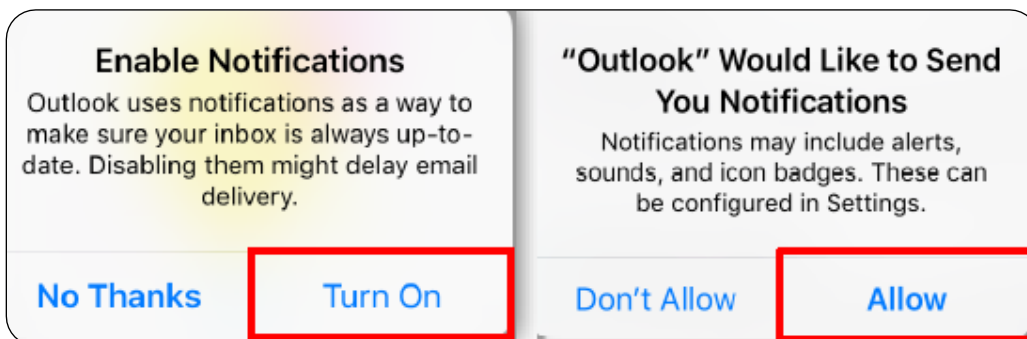
18. The Outlook app will now open and display your Inbox. Outlook is now installed on your device and will start downloading your mailbox to your device. This may take a few minutes to complete depending on the number of emails you have.
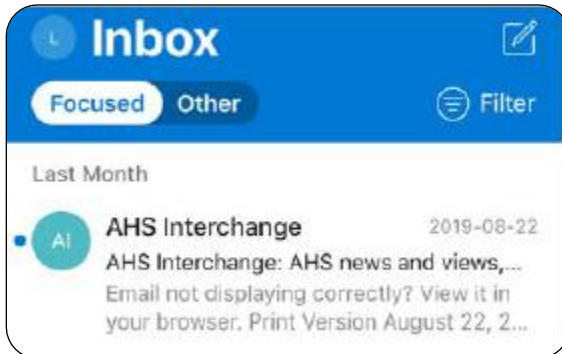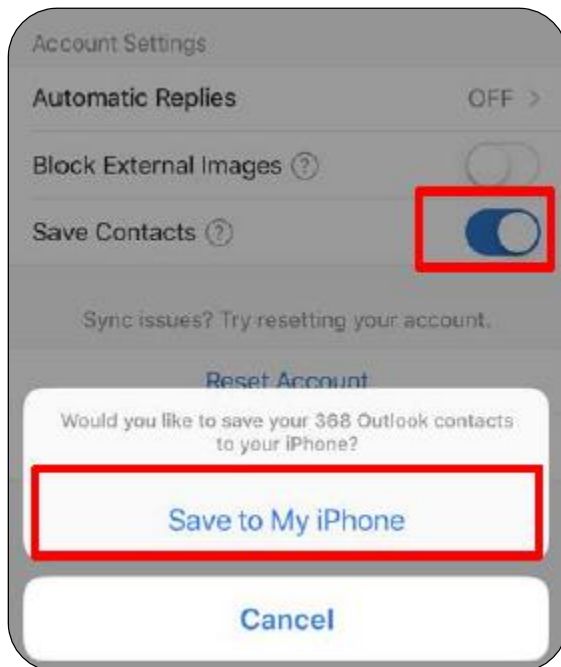

19. You will now need to sync your AHS email contacts to your phone. From within the Outlook app **Tap** on the letter representing your first initial on the upper left-hand side and **Tap** the gear icon located in the lower left.
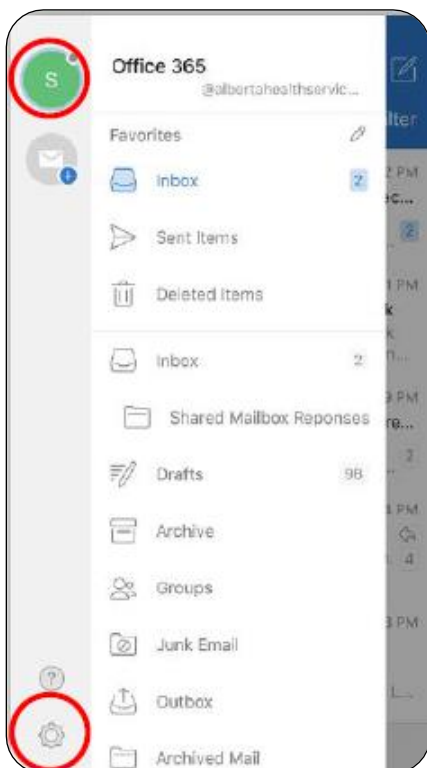
20. Tap to select your email address listed under Accounts.
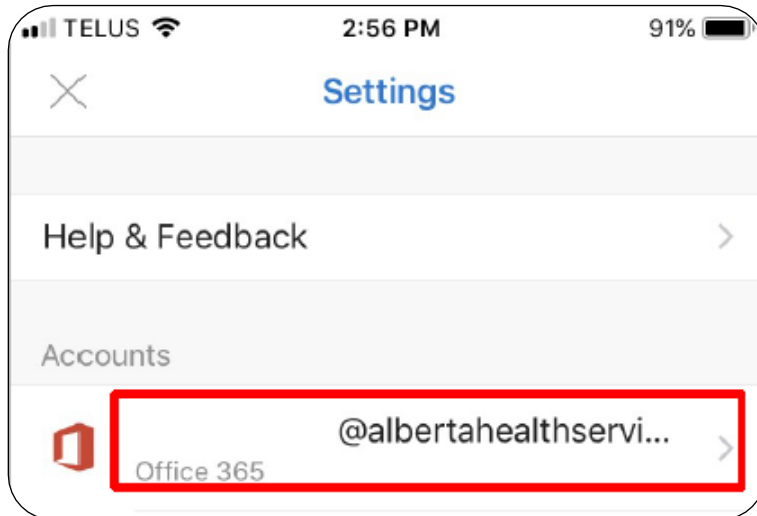
21. Turn on **Save Contacts** and tap **Save to My iPhone**.

22. Click **Yes** when the prompt appears asking if you are sure you wish to copy your contacts to the iPhone. All of your contacts will now be available in your Outlook app.

Deleting your old mail account

The separate calendar and mail apps have now been combined into the single Microsoft Outlook app. You can now delete your old calendar and mail app – the mail that was in this app will now appear in the new app. This process will remove ALL AHS email, calendar, contacts, and reminders that were stored in your old email and calendar app. Note, that personal email accounts will not be affected. All new AHS mail will be delivered to your new Outlook app.
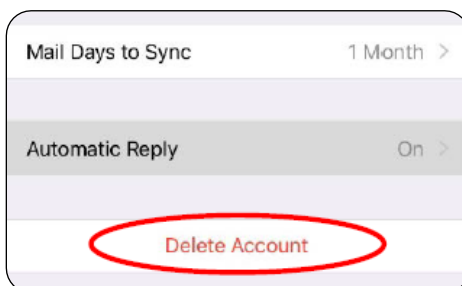
1. Go to the **Settings** homepage and tap **Passwords & Accounts**.

2. Select your AHS email account.
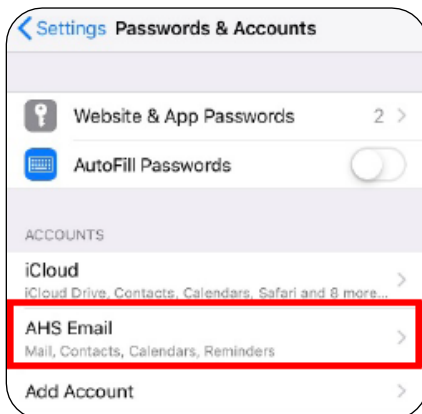
3. Tap **Delete Account**.

Note: If you have a secondary AHS (on-call or other) account to remove, repeat the steps for that