University Hospitals

Enrolling and Activating Intelligent Hub (AirWatch) and Boxer

For Android Devices

Contents

Introduction

This job aid will assist you in setting up Intelligent Hub (AirWatch) and Boxer on your Android device. **Please note that the vendor has changed the name from AirWatch to Intelligent Hub.** Intelligent Hub will secure your personal mobile device and will allow it to access your UH email, contacts and calendar on your device from within the Boxer application

Note ►	There are many Android devices and different versions of operating systems. The process this job aid details may not be identical to the process to enroll 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.

Job Aid

> ⚠️ **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 <u>NOT</u> IN A UH FACILITY:**
>
> It is recommended that you connect to a trusted WiFi network during this process.

Downloading Intelligent Hub from the Google Play Store

To begin, you will need to download Intelligent Hub from the Google Play Store. Follow these steps if you have not already downloaded Intelligent Hub. **If you already have the Intelligent Hub app installed, skip to the Enrolling and Authenticating Intelligent Hub section.**
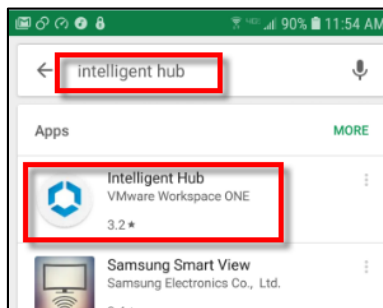
1. On your device, tap the **Google Play Store** icon.

   💻 The Google Play Store appears.
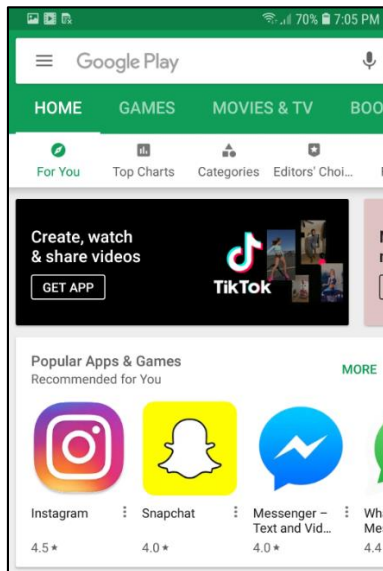
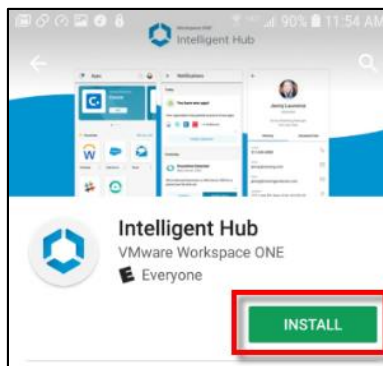2. Tap on the Play Store's Search field and enter **Intelligent Hub**.
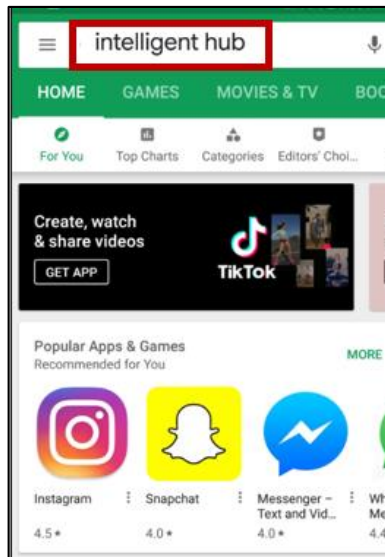
🖥 The search results appear.
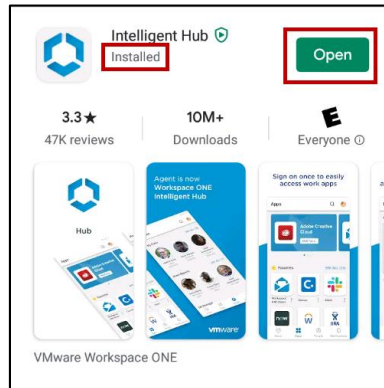

3. Tap **Intelligent Hub**.

🖥 The Intelligent Hub Install screen appears.

4. Tap **INSTALL** to begin installation.

🖥 Once installation is complete, "Installed" and the Open button appear on the screen.

5. Tap **Open**.

> ⚠ You are now ready to enroll and authenticate your device.
> **Please follow the steps below.**

Enrolling and Authenticating Intelligent Hub (AirWatch)

1. If Intelligent Hub is not already open on your device, tap the **Hub app icon** 🔷 to open the app.
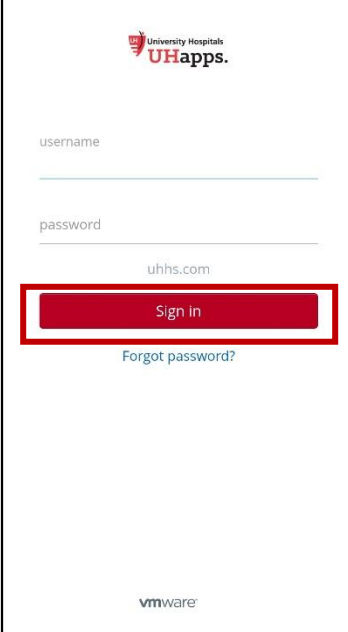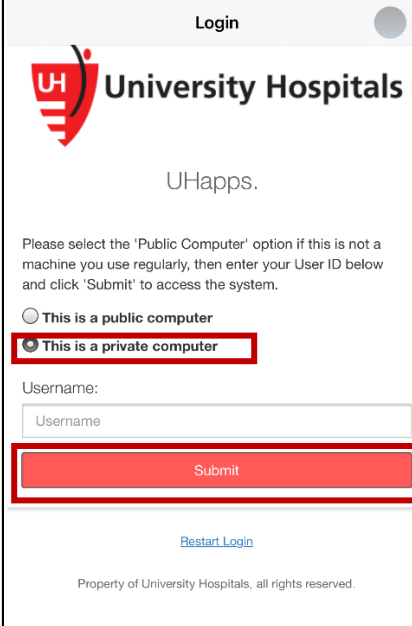
   🖥 The Hub app login screen appears.

2. Tap the Email Address or Server field and enter your **@uhhospitals.org** email address.

3. Tap **Next**.

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

UH_BYOD network   **All non-UH networks**

4. In the Username field, enter your **UH username**.

5. In the Password field, enter your **UH password**.

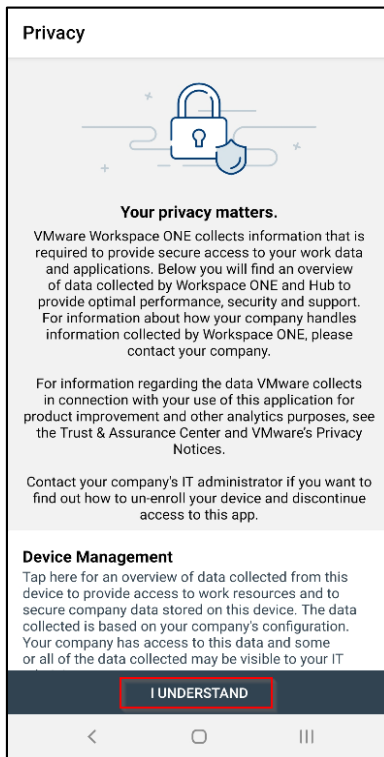**Tip ▶**   This is the same UH username and password you use to log in to the UH network and/or your UH webmail.

Tip ▶   If you are not connected to the UH_BYOD network, you may be subject to additional verification. Instructions can be found *here*.

6. Tap **Sign in** or **Submit**, depending on your screen**.**

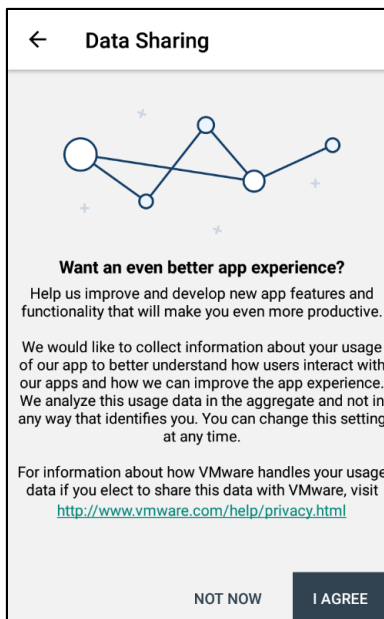Note ▶   **It may take a few minutes to process the request.**

🖥 The Privacy screen appears.


7. Tap **I UNDERSTAND**.

🖥 The Data Sharing screen appears.

8. 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.

🖥 The Set Up a Work Profile screen appears and will look similar to the examples below, depending on your device.

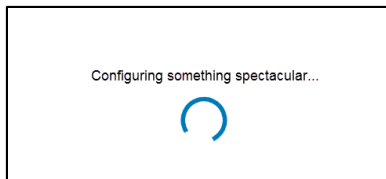**Samsung**   **Google Pixel**
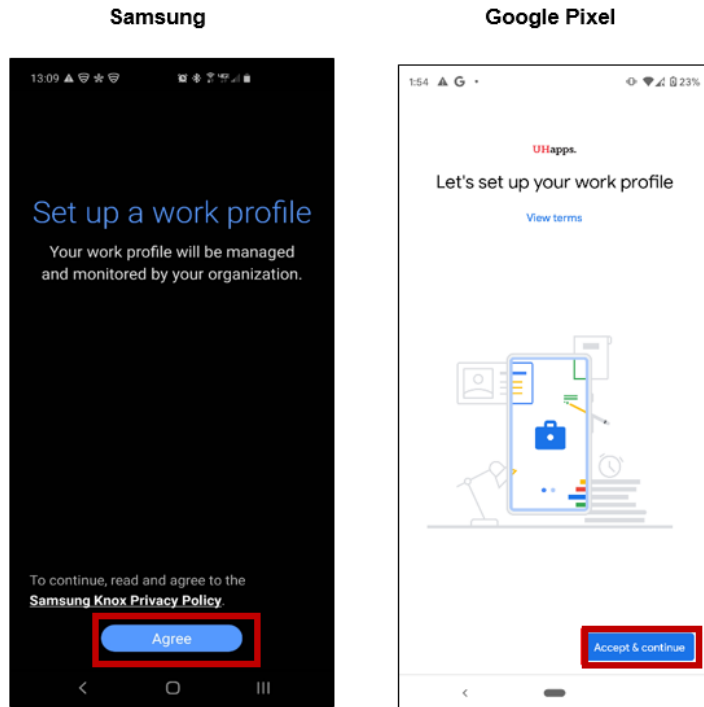
9. Tap **Agree** (Samsung) or **Accept & Continue** (Google Pixel).

🖥 The Creating a Work Profile screen will appear followed by a Configuring Something Spectacular screen. **(See note below if using Google Pixel device.)**

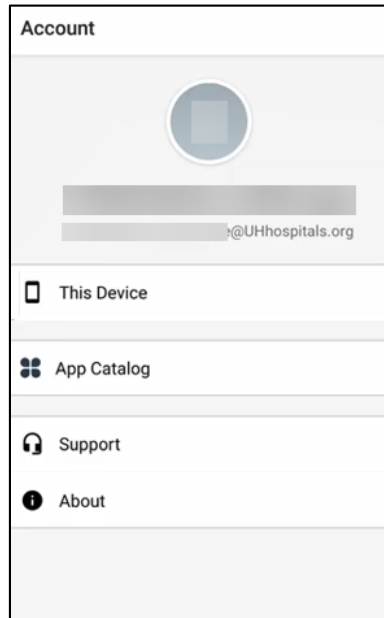> **Note ►** These additional screens do not require interaction.

Configuring something spectacular...
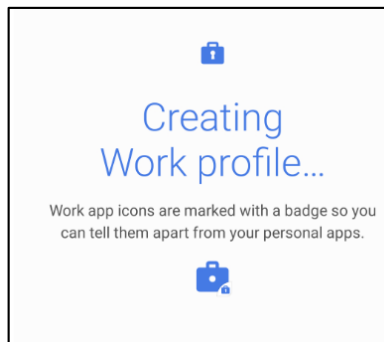
Note ► **For Google Pixel devices only,** the following screen appears. Tap **Next** to continue.

UHapps.

Data in your work profile is visible to your IT admin
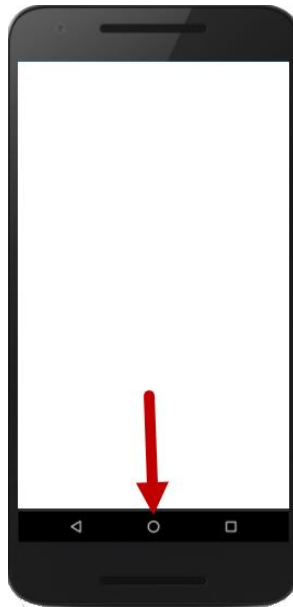
Next
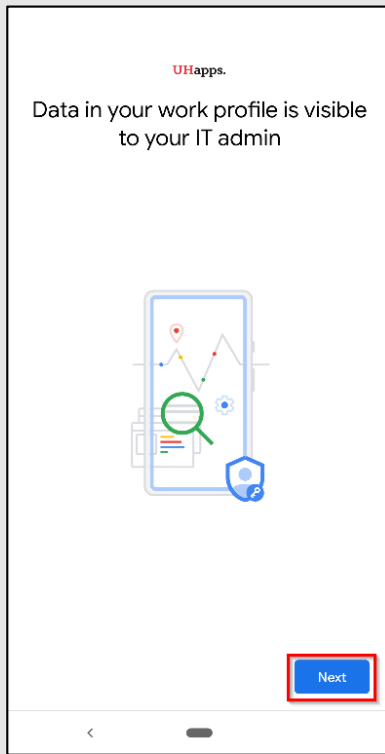
⬚ Once your work profile is set up, the Hub app screen automatically appears.
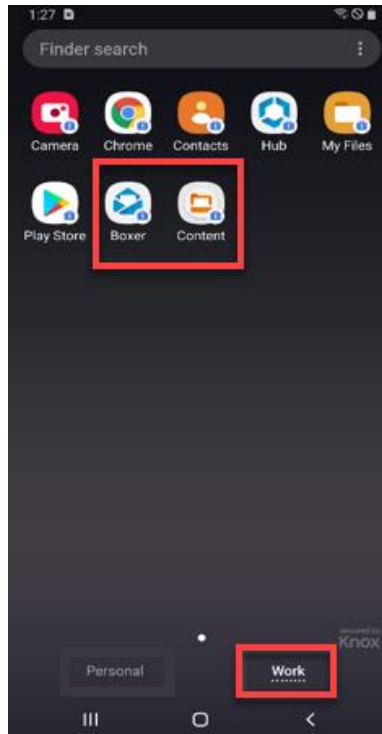

10. Tap the **Home** button on your phone to go back to your phone's home screen.

11. Swipe up on your device to see your App list. At the bottom of your screen, you will now see Personal and Work tabs. Tap on the **Work** tab.

Note ► **The Boxer and Content apps will take a couple minutes to appear.**

12. In the list of apps on the Work tab, you may see a red circle with a "1" in it in the corner of the Hub app. Swipe down from the top of your screen to see the notifications. You may see an indication for Hub requesting you to enter your current device password. Tap on the **Hub notification**, then enter your device **PIN/password** when prompted.

Hub App with "1" Notification Showing in Corner	Swipe Down to See Notification Screen
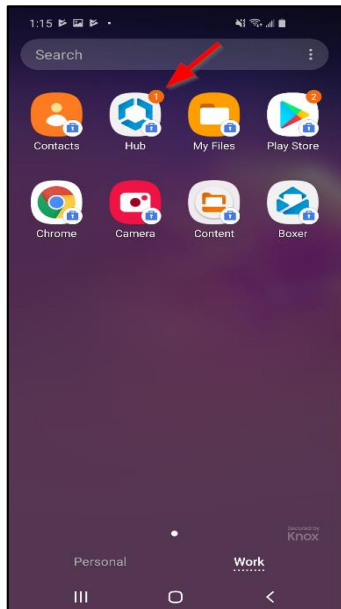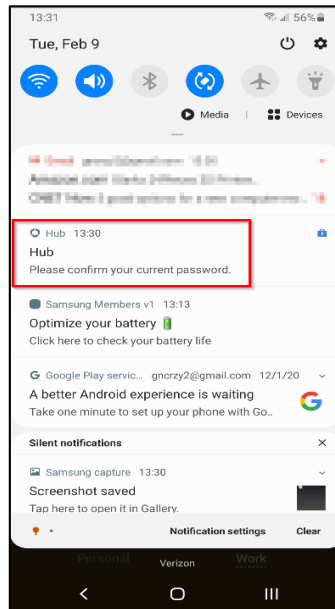
Configuring UH Email on Your Device

1. Tap the **Home** button on your device to return to your Home screen.

2. Swipe up on your Home screen to see your App list.
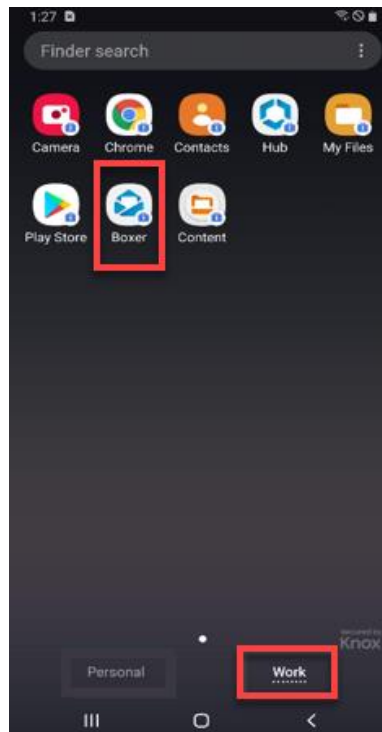
3. At the bottom of the screen, tap the **Work** tab.

4. From the list of apps, tap **Boxer**.

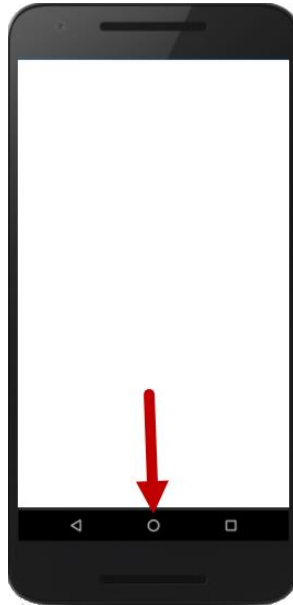   💻 The Privacy screen appears.
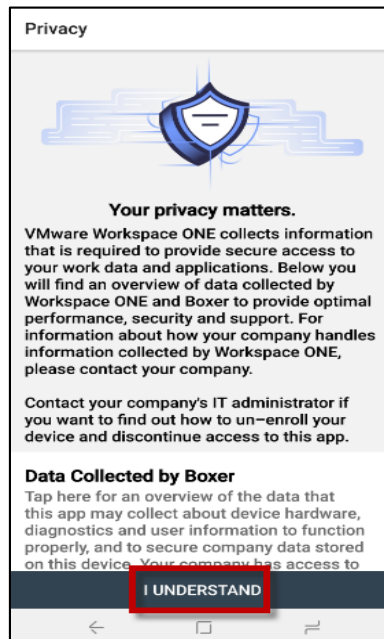
5. Tap **I UNDERSTAND**.

    💻 The Data Sharing screen appears.
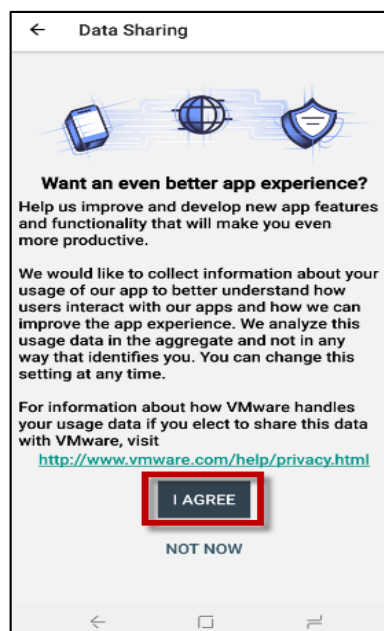
6. Tap **I AGREE** or **NOT NOW**.

> 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.

⌨ The Boxer Welcome/Login screen appears.
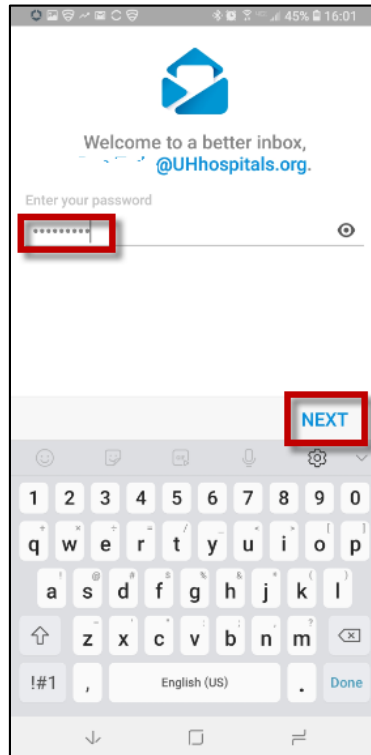
7. When the Boxer Welcome/Login screen appears, it will prompt you for your UH network password. **(If it prompts you for both your ID and password, please wait approximately 10 seconds and the screen will refresh and prompt you for only your password).** Enter your **UH Network Password** and tap **NEXT**.

Tip ▶ This is the same password you use to log in to the UH network and/or your UH webmail.

⌨ The Allow Boxer to Access Your Contacts? screen appears.
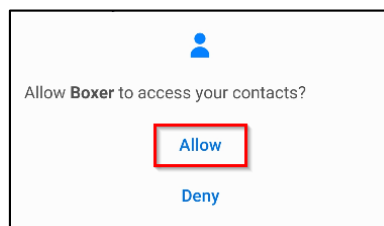
8. Tap **Allow**.

⌨ The Allow Boxer to Access Your Calendar? screen appears.
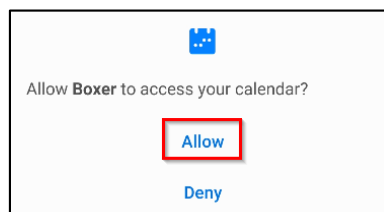
9. Tap **Allow**.

  ⌨ The Allow Boxer to Access Your Photos, Media, and Files on Your Device? Screen appears.
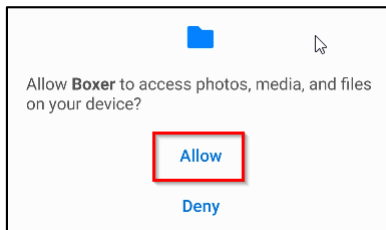
10. Tap **Allow**.

11. If prompted with the Do You Want to Get Notifications from Boxer?" screen below, tap **OPEN SETTINGS**.
If you are not prompted with this screen, skip to Step 15.
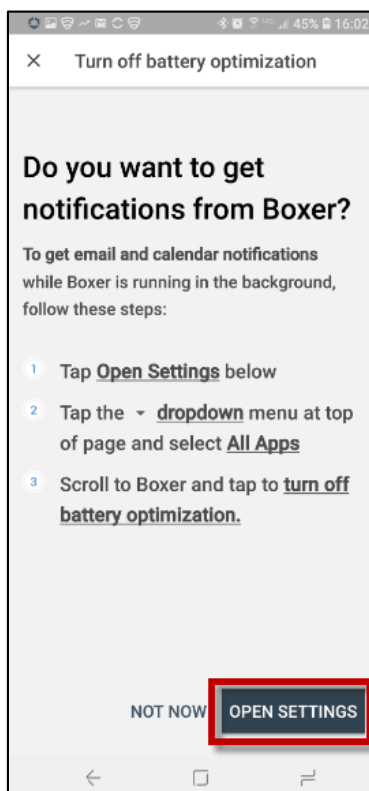
💻 The Optimize Battery Usage screen appears.
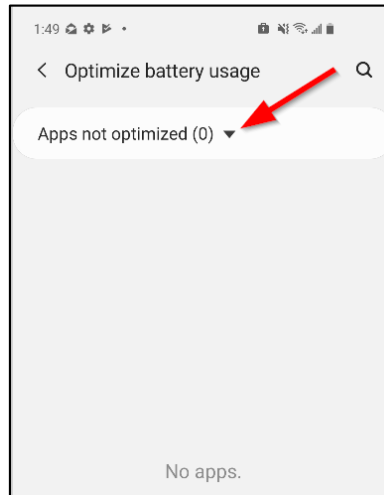
12. Tap the arrow next to **Apps not optimized**.

13. Tap **All** to show all apps.
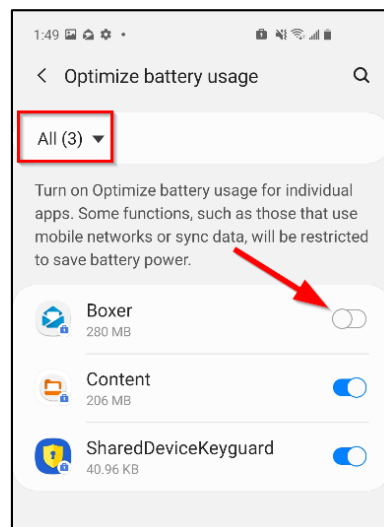
14. Scroll down to **Boxer** and slide the switch to **off** (grayed out) to turn off Battery Optimization for Boxer.

15. Press the **Back** button on your phone to return to the Boxer inbox. Your mail will begin syncing.

Note ► **Your mail will typically sync within 10 minutes.**

Note ► You should see your inbox after that time. During the enrollment process, you may receive a message that your email is blocked or cannot sync with the server. This is normal while your device configures your email account.
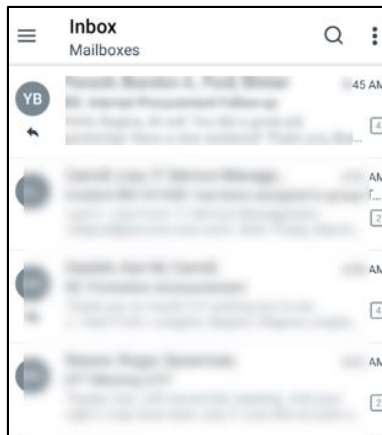
> ⚠️ **You will be required to use a passcode to access your Boxer Inbox as long as your device is enrolled in Intelligent Hub (AirWatch).**
>
> **Once your phone is set up, you have 10 attempts to enter your passcode correctly. If you enter your passcode incorrectly more than 10 times, Intelligent Hub (AirWatch) will automatically be removed from your phone.**
>
> If you have forgotten your passcode or if you enter your passcode incorrectly three times, we strongly recommend contacting the UH Service Desk at 216-844-3327 to reset your passcode so Intelligent Hub (AirWatch) is not removed.

Accessing UH Email, Calendar and Contacts

Once you enroll your device in Intelligent Hub (AirWatch), your UH email, calendar and contacts will be accessible via the Boxer application on your device.

- If Boxer is not located on one of your home screens, you can find it within your device's Apps container. The Apps container lists all of the apps installed on your device. **Access the Apps container by swiping up anywhere on the home screen.**

- The Boxer app also has two widgets that you can add to your home screens for quick access to your email or calendar. **Unfortunately, you can no longer access Work and Personal email or calendars in a combined view.**

Connecting to UH_BYOD Wi-Fi

The Bring Your Own Device (UH_BYOD) wireless network is specifically designed to connect your personal device (e.g., smartphone, iPod, iPad, etc.) to the UH Network.
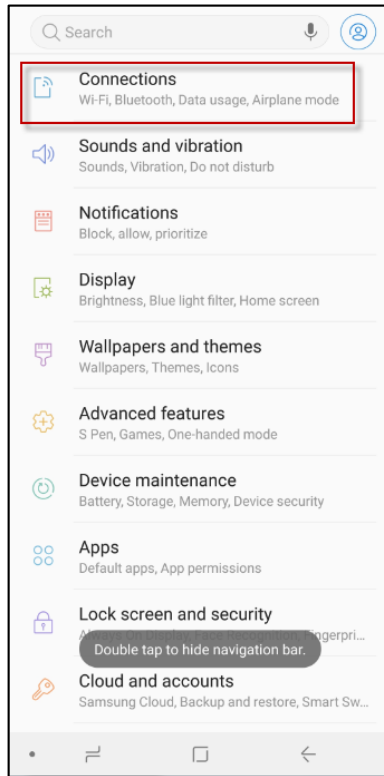
To connect to UH_BYOD, follow these steps:
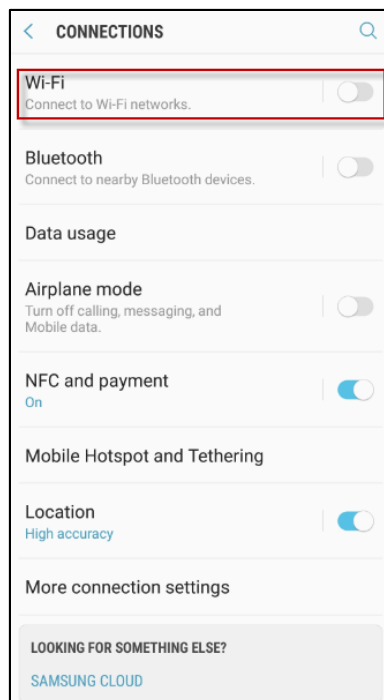

1. On your device, open **Settings.**
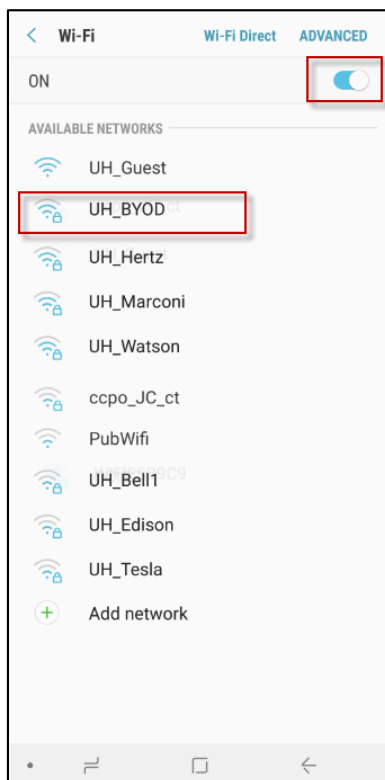
⌨ The Settings screen appears.

2. Tap **Connections**.

⌨ The Connections screen appears.

3. Tap **Wi-Fi**.

       🖥   The Wi-Fi settings screen appears.

4. At the top of the screen, ensure the Wi-Fi option is turned on (it will be blue if turned on). The device will now scan for available Wi-Fi networks.

5. From the list of Available Networks, tap **UH_BYOD**.

6. Tap the **Select certificate** drop-down and tap **Don't validate**.

> **Note ►**   Depending on your device, you may not have the option to choose "Don't validate." If you do not have the option, enter **uhhs.com** in the domain field.

7. In the Identity field, enter **uhhs** and your **UH user name** (e.g., uhhs\temploy1).

8. In the Password field, type in your **UH network password**.

Tip ►   This is the same UH username and password you use to log in to the UH network and/or UH webmail.
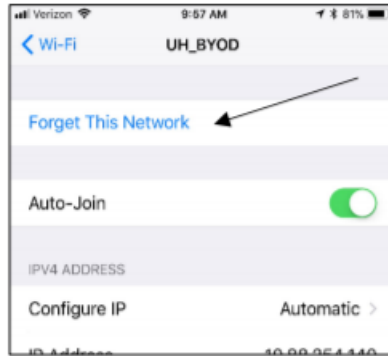
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9. Ensure "**Auto reconnect**" is selected.

10. Tap **Join** or **Connect**.

> **Note ►**   Your device will display Authenticating, Obtaining IP Address, and Connected as it connects to UH_BOYD.

> ⚠️ **When your network password changes, you will need to reconnect to UH_BYOD with your new password.** To do this, tap **Forget This Network** for the UH_BYOD connection and repeat Steps 1 - 5 above.

For a detailed job aid about connecting to the UH_BYOD Wi-Fi network, click here.

Troubleshooting

Connecting to UH_BOYD

If you are not able to connect to the network, try these suggestions:

- Verify that you are not connected to other UH networks (e.g., UH_Guest).
- Review your saved Wi-Fi profiles. If you are connected to another UH network, tap **Forget This Network** and re-connect to UH_BOYD by repeating steps 1 - 10 above under "Connecting to UH Wi-Fi."
- Verify that your password is correct and/or not expired or locked out.
- Reboot your phone. If you are still not connected, repeat steps 1 - 10 above under "Connecting to UH Wi-Fi."
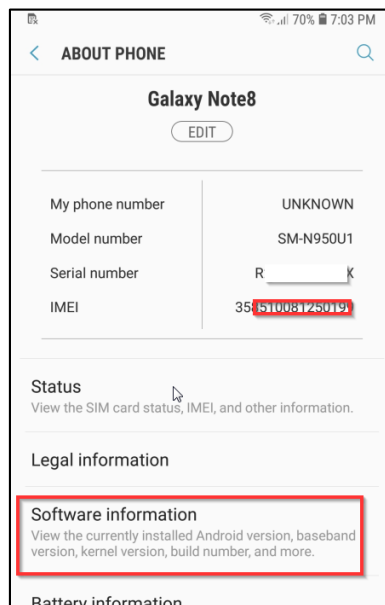
Finding the Version of Android on Your Device

UH does not support any device that has been altered to allow configuration or functionality that was previously locked down by the carrier or manufacturer. This job aid requires that your Android operating system version be current or, at minimum, version 4.x. You can find your version by following the steps below.

1. On your device, tap the **Settings** icon.

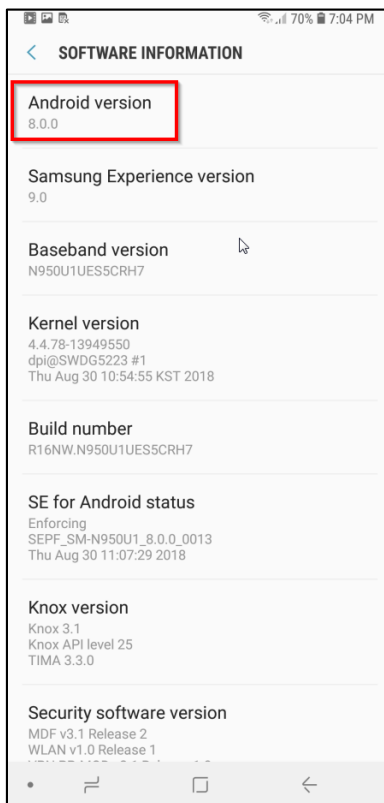2. Scroll down to the bottom of the list and tap **About phone**.
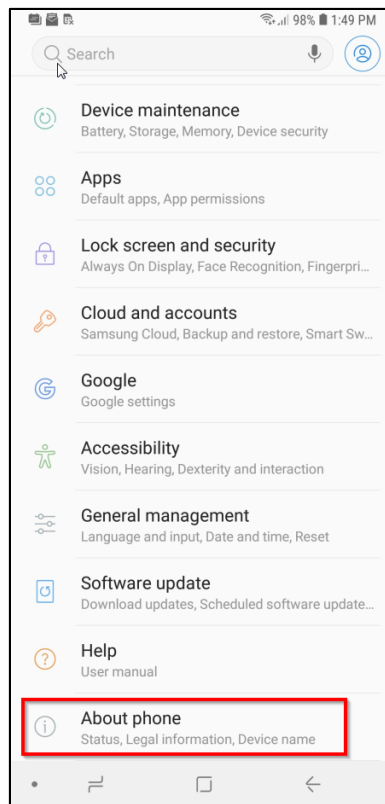
🖥 The About Phone screen appears.

3. Tap **Software Information.**

⌨ The Software Information screen appears, indicating the Android Operating system version.

| Note ► | If the operating system on your device is not at version 4.x, use **Software Update** on your device to install the latest operating system. Contact your carrier or the UH Service Desk at 216-844-3327 if you need assistance with this process. |

## Manually Changing Notification / Optimize Battery Usage Settings

To manually change or check the Optimize Battery settings on your device, follow the steps below.

| Note ► | The Android 11 OS has different steps. Please note your OS version and use the appropriate steps below. |

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

2. Open the **Work Profile**.

3. Scroll down and tap **Apps**.

4. For Android 11 and above, tap the **Work** tab at the bottom of the screen **(skip this step for Android 10 and earlier)**.

5. Tap **Boxer**.

6. Tap **Battery**.

7. Tap **Optimize Battery Usage**.

8. **For Android 11 and above,** tap the **Work** tab at the bottom of the screen **(skip this step for Android 10 and earlier)**.

9. Near the top of the screen, make sure the drop down menu is set to **All**.
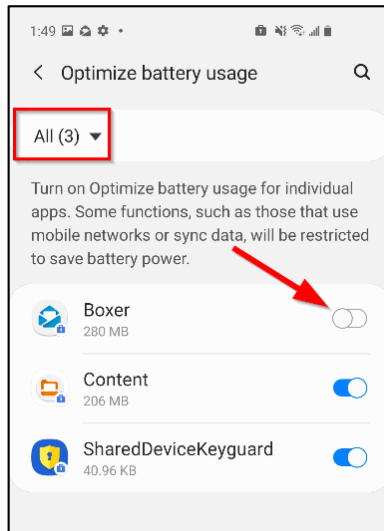
10. Slide the switch for Boxer to **Off** (when off, the slider will be grayed out as shown above).

Additional Resources to maximize your experience

- [Logging in and Customizing Favorites for UHapps on Mobile Devices](#) [PDF]
- Access your files from anywhere - [Content App User Guide](#) [PDF]