

Intelligent Hub and Boxer Email App for Android

For New Enrollment

Introduction

This job aid will assist you in setting up Intelligent Hub and Boxer on your Android device. Intelligent Hub and Boxer will allow you to see your UH email, contacts and calendar on your device.

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.



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.

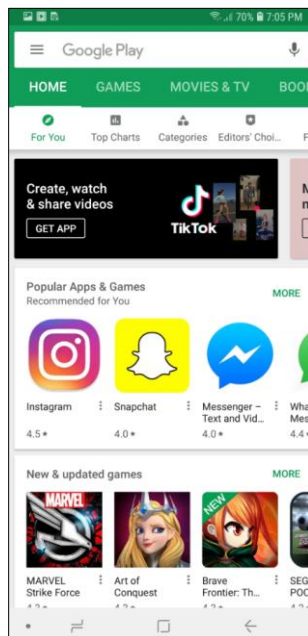
Installing and Setting Up the Intelligent Hub and Boxer Apps

Downloading the Intelligent Hub App from the Google Play Store

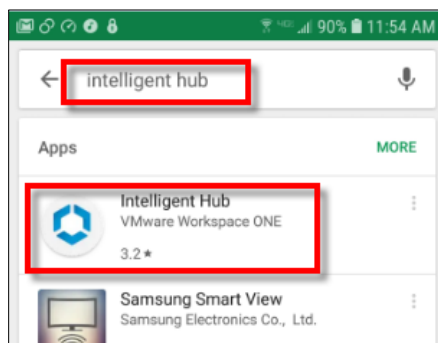
Follow the steps below to download the Intelligent Hub app to your device. If you already have the Intelligent Hub app installed, skip to the Enrolling and Authenticating Intelligent Hub.

1. On your device, tap the **Google Play Store** icon .


 The Google Play Store appears.

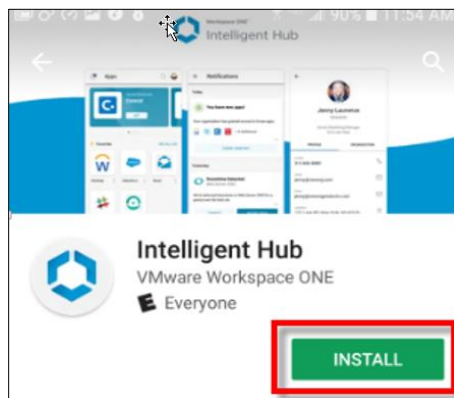


2. Tap on the Play Store's **Search** field and enter **Intelligent Hub**.

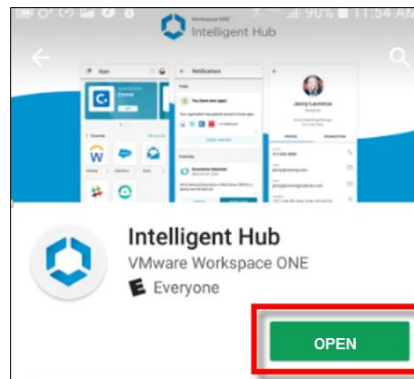


3. Tap **Intelligent Hub**.

 The Install screen appears.



4. Tap the **Install** button.



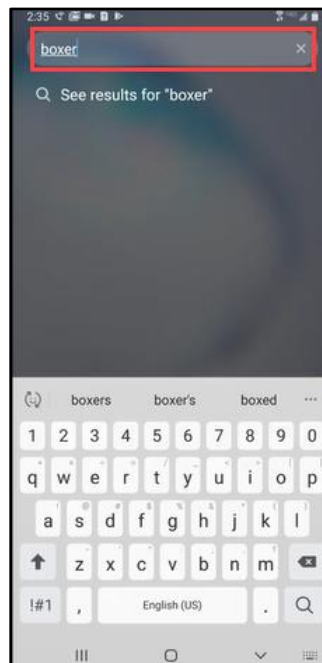
- After the installation is complete, tap the **Open** button.

Note ► You are now ready to enroll and authenticate your device. Please follow the steps below.




You must search for Boxer on your phone and verify that it is not present on your device. If still available, please uninstall.

- From home screen the search box.




Enrolling and Authenticating Intelligent Hub

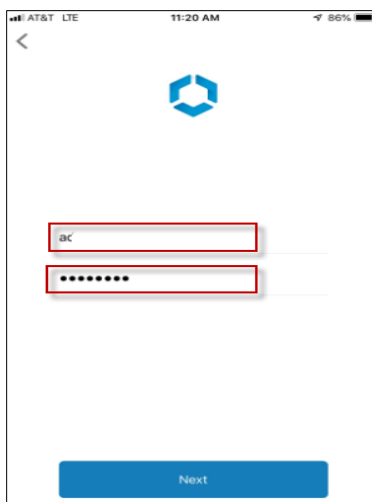
- If Intelligent Hub is not already open on your device, tap the **Hub app icon** to open the app .

 The Hub app opens.



2. Enter your **UH email address**.
3. Tap the **Next** button.

 The UH username and password screen appears.




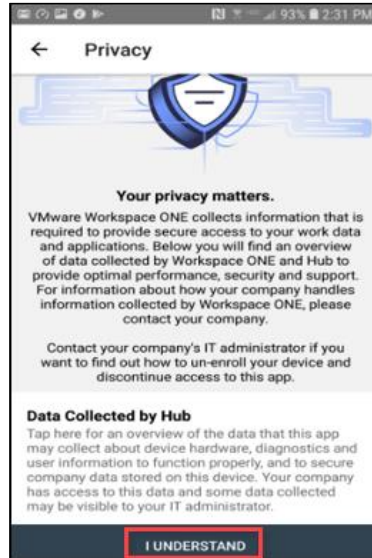
4. Enter your **UH username** and **password**.

Note ► This is the same username and password you use to log in to your UH computer.

5. Tap the **Next** button.

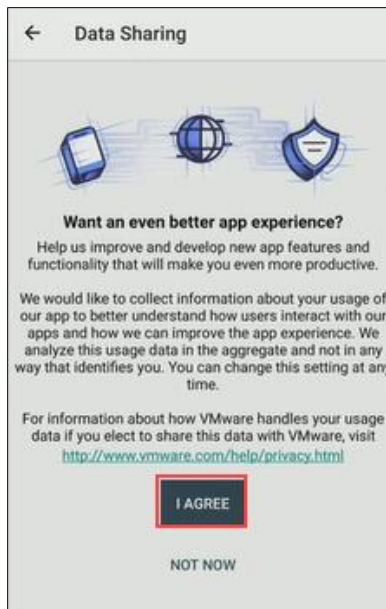
Note ► It might take a moment for your device to authenticate your user credentials.

 The Privacy screen appears.



6. Tap **I UNDERSTAND**.

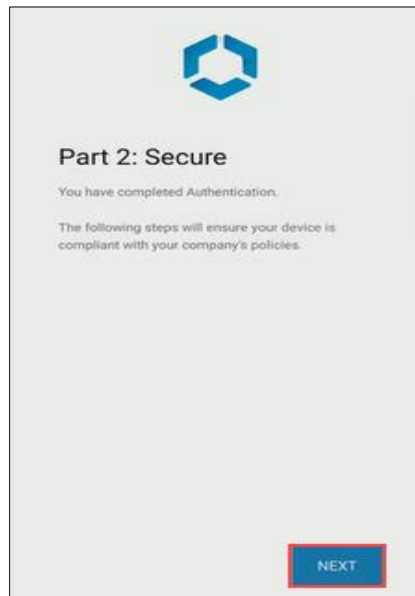
 The Data Sharing screen appears.



7. Tap either **I AGREE** or **NOT NOW**.

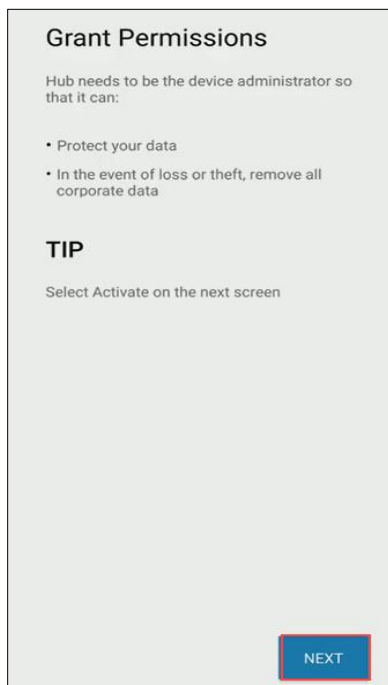
Note ► Choosing the Not Now option will opt you out of sending your information to better the app functionality.

- 📄 The Part 2: Secure screen appears, indicating you have completed the authentication process.




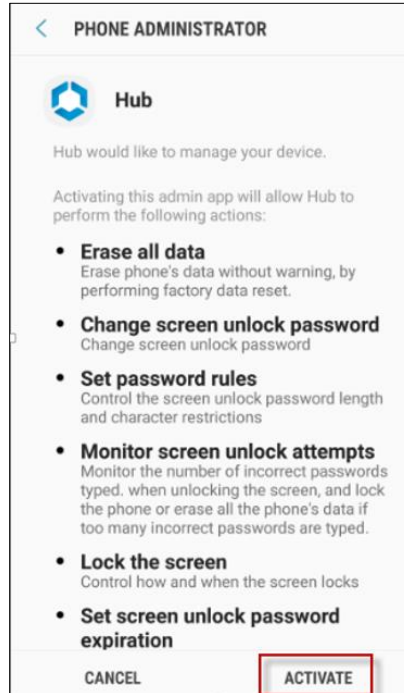
8. Tap the **Next** option.

- 📄 The Grant Permissions screen appears.



9. Tap the **Next** button.

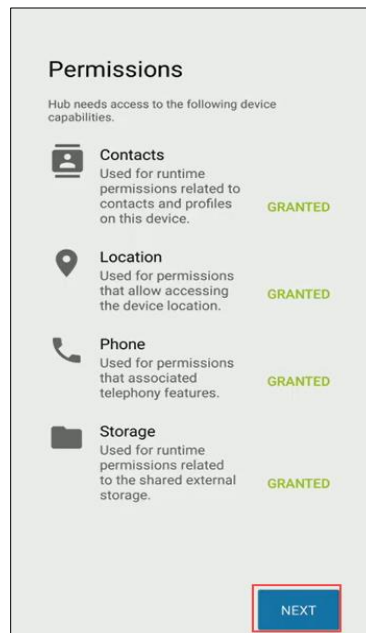
 The Hub screen appears.



10. Tap the **ACTIVATE** button or tap the **Enable Device Admin App (Google Pixel Phones)**.

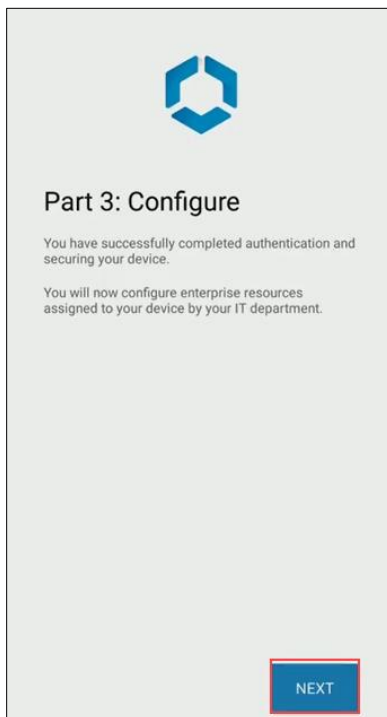
Note ► To see the Enable Device Admin App option, you may need to scroll down the screen.

 The Permissions screen appears.




11. Tap the **NEXT** button.

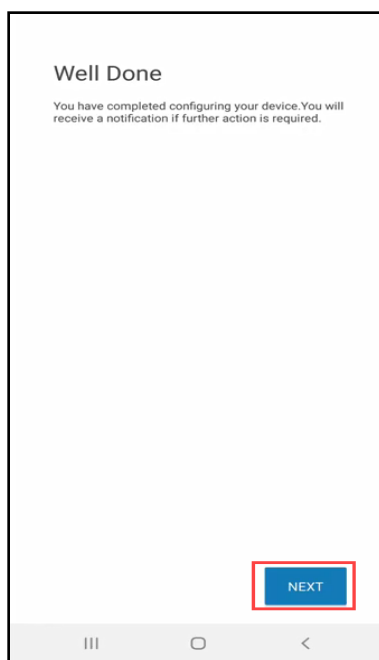
 The Part 3: Configure screen appears.




12. Tap **NEXT** and **complete the next steps to install the Boxer application.**

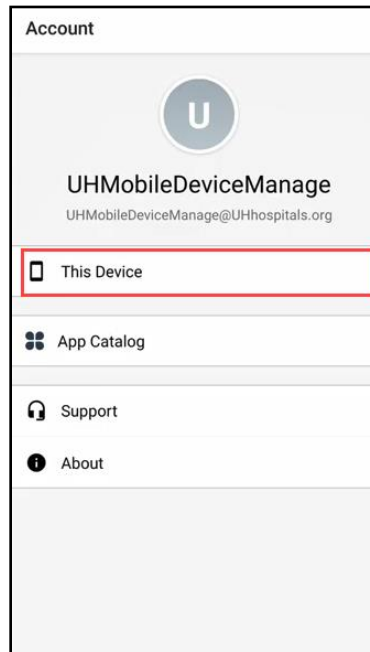
Note ► If you are asked to navigate to the Google Play Store to install the Boxer app, please select **skip**. The Boxer application will be installed during a later step.

 The Well Done screen appears.



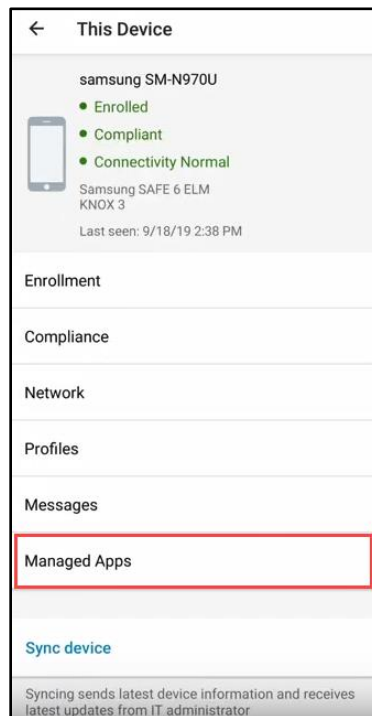
13. Tap the **NEXT** button.

 The Account page appears.



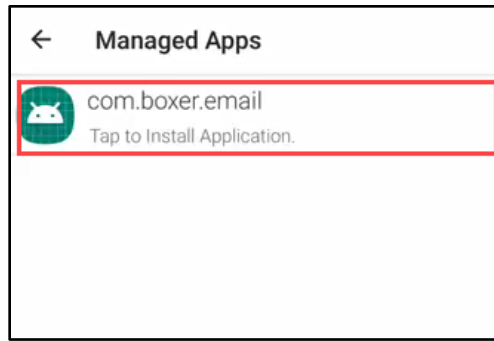
14. Tap the **This Device** option.

 The This Device screen appears.



15. Tap the **Manage Apps** option.

 The Manage Apps screen appears.




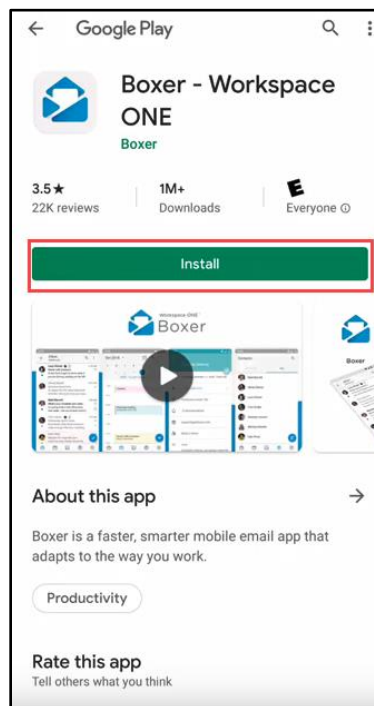
16. Tap the **com.boxer.email** option.

Note ► Managed apps may also be referred to as Boxer – Workspace ONE. If the word boxer is in the app title or description it is the correct option.



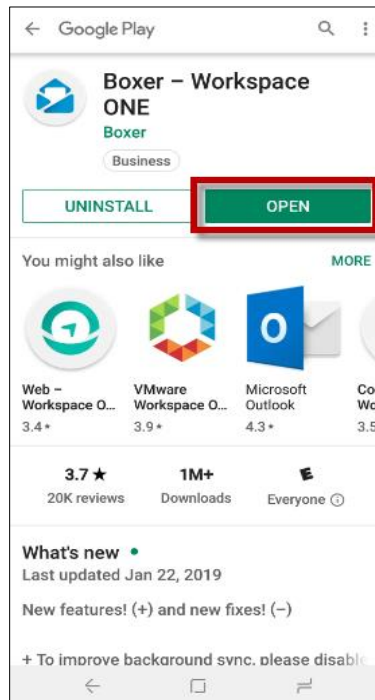
Boxer is a mobile email app that allows you to view your UH email on your device. You must install Boxer even if you had Airwatch Inbox previously installed on your device. Boxer has replaced Intelligent Hub Inbox.

 The Google Play Store opens and the Boxer – Workspace ONE installation screen appears.



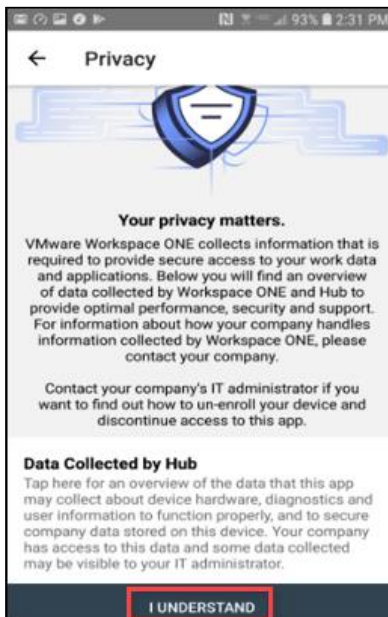
17. Tap the **Install** button.

17. The Google Play Store opens and the Boxer – Workspace ONE UNINSTALL and OPEN screen appears.




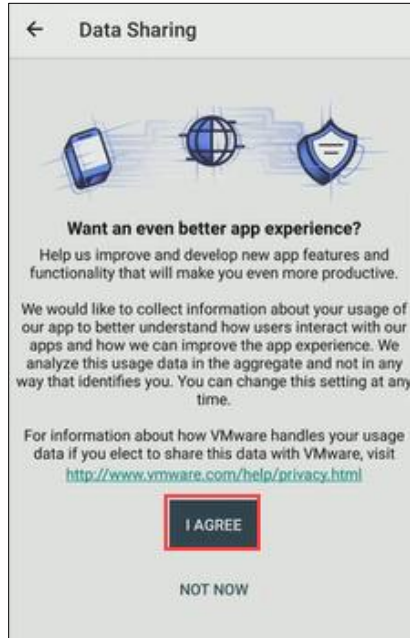
18. When the installation is complete, tap the **OPEN** button.

19. The Privacy screen appears.



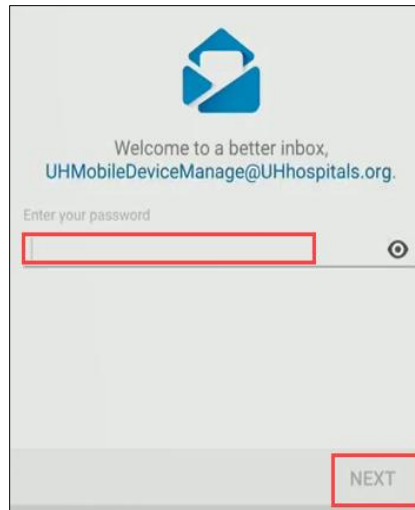
19. Tap **I UNDERSTAND**.

 The Data Sharing screen appears.



20. Tap **I AGREE** or **NOT NOW**.


 The Boxer Login screen appears.



21. In the Enter your password field, enter your **UH password**.

Note ► If you are prompted for both your ID and Password, wait approximately 10 seconds for the screen to refresh. When your screen refreshes, it should prompt you for only your password.

22. Tap the **NEXT** option.

-  The Boxer app passcode screen appears.

The Exchange admin requires you to set a passcode to sync.

- Be at least 6 characters long.
- Cannot match your previous passcode.

Enter your passcode 👁


23. In the Enter your passcode field, enter a new **six-digit or longer passcode of your choice**. The passcode must be different from your previous five passcodes.

Note ► Please keep your Boxer passcode safe as it is required to access the Boxer app on your phone. If you forget your Boxer passcode on future logins, please contact the UH Service Desk 216-833-3327 to reinstall the Boxer app.

The Exchange admin requires you to set a passcode to sync.

- Be at least 6 characters long.
- Cannot match your previous passcode.

Enter your passcode 👁



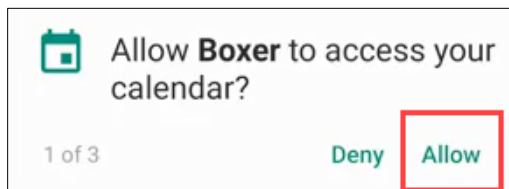
NEXT

24. At the bottom of the screen, tap the **NEXT** option.



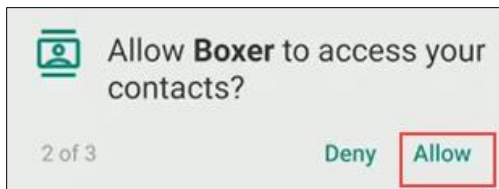
The next steps ask you to choose between the **ALLOW** or **DENY** options to permit Boxer to present your device's personal {calendar/contacts/media} within the Boxer app. Regardless of your choice, your device's preexisting calendars, email accounts, media (photos, videos, etc.) and contact lists are unaffected.

- ☞ A prompt appears to allow Boxer to access your calendar.



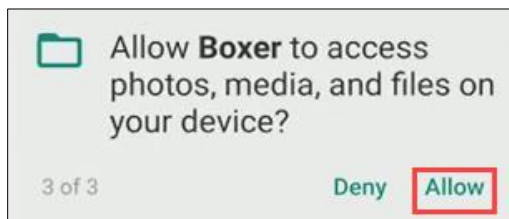
25. Tap the **ALLOW** or **DENY** option to see the calendar on your device.

- ☞ A prompt appears to allow Boxer to access your contacts.




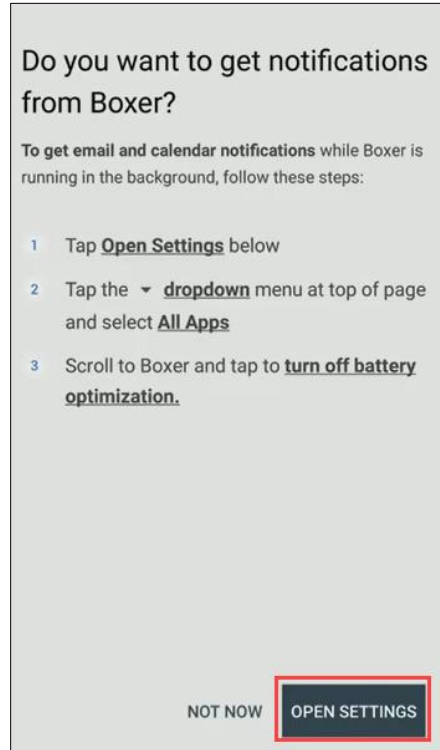
26. Tap the **ALLOW** or **DENY** option to see your calendar on your device.

- ☞ A prompt appears to allow Boxer to access your photos, media, and files on your device.



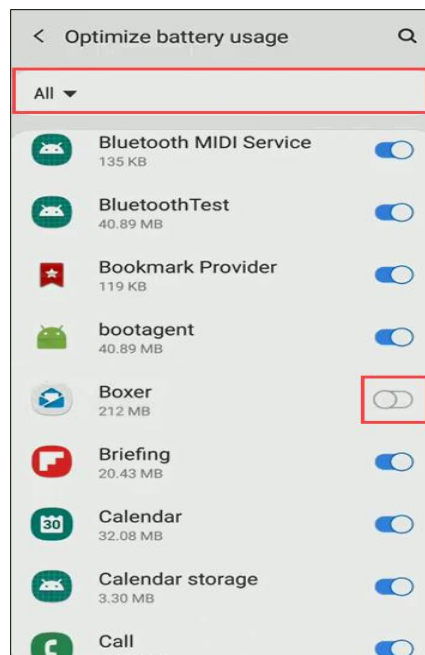
27. Tap the **ALLOW** or **DENY** option to see your photos, media and files on your device.

 The Notifications screen appears.



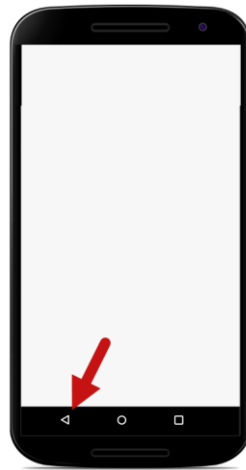
28. Tap **OPEN SETTINGS**.

 The Optimize Battery Usage Settings screen appears.



29. Tap **All apps**.

30. Scroll down to **Boxer** and slide the switch to **off** (it will appear grayed out when off). This will turn off Battery Optimization for Boxer and allow the app to retrieve UH email throughout the day.



31. Press the **back button** on your phone to return to the Boxer application.

Your Android device is now successfully enrolled in University Hospital's Intelligent Hub.

Note ▶ Your back button may appear slightly different depending on your device model.

Note ▶ **Your UH email may take up to 10 minutes to sync with your device.** 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.