Intelligent Hub for Apple iOS
For New Enrollment

Introduction
This job aid will assist you in setting up Intelligent Hub on your Apple device. Intelligent Hub will allow you to view your UH email, contacts and calendar on your device.

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 App

Downloading the Intelligent Hub App from the App Store

1. On your device, tap the **App Store** icon to open the App Store.

2. Tap on the App Store’s **Search** magnifying glass icon.
3. In the Search Bar of the App Store, enter **Intelligent Hub**.
4. Tap the **GET** button.
5. After installation finishes, the **Hub app icon** will appear on your device.

**Enrolling and Authenticating Intelligent Hub**

1. On your device, tap the **Hub app icon** to open the app.

6. On the main Hub app screen, tap the **Email Address or Server** field.
7. In the Email Address or Server field, enter your [@uhhospitals.org, email address.](#)
8. Tap the **Next** button.
The Username and Password screen appears.

9. In the Username field, enter your **UH username**.
10. In the Password field, enter your **UH password**.

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

11. Tap the **Next** button
The Workspace Services screen appears.

12. Scroll to the bottom of the screen and tap the **Next** button.

The Ignore and Allow option screen appears in the Safari Browser 🌐.
13. Tap the **Allow** option.
   - The Profile Downloaded pop-up appears.

14. Tap the **Close** button.
   - The Profile download in progress screen appears.

15. Tap the **Continue** button.
   - The Open in “Hub”? pop-up appears.

16. Tap the **Open** option.
17. Tap the **Open Settings** button.

The **Settings** screen appears.

18. Tap **Profile Downloaded**.

**Note**

The iPhone settings app will open in the state that it was previously used. It may be necessary to scroll and return to the top of the settings app to see the Profile Downloaded option.
18. In the upper right corner of the Install Profile screen, tap **Install**.

19. If you have a passcode set on your device, your device will prompt you to enter the passcode.
20. Tap the **Install** button

   - The Warning screen appears.

   ![Warning Screen](image)

21. Tap the **Install** button.
The Remote Management pop-up appears.

22. Tap the **Trust** button.

The Profile Installed screen appears.

23. Tap the **Done** button.

24. Press your device’s **Home button** to return to the Home screen.

25. Open the **Hub app** on your device to continue the installation process.
The Hub app opens where it was last in process.

26. Tap the **Done** button.

The Privacy screen appears.

27. Tap **I understand**.
28. Choose by tapping either I agree or Not now.

☐ The Account screen appears.

29. Tap This Device.
30. Tap **Send Data**.

**Note** ► If your device is presently not passcode protected or if your device’s passcode does not meet University Hospitals’ passcode complexity requirement, you will be prompted to create/update the device’s passcode.

**Note** ► The Passcode Requirement pop-up appears.

**Note** ► A passcode must be set on your device to view your UH email. If you have not previously set a passcode, please do so now. If your device’s passcode does not meet University Hospitals’ passcode complexity requirement, you will be prompted to create or update your device’s passcode. The passcode must be six digits of any combination. You will be prompted to change your device’s passcode every 90 days.

### Accessing Your UH Email, Calendar and Contacts

Once you enroll your device in Intelligent Hub, your UH email, calendar and contacts will be accessible on your device. To view your UH email:

1. Tap the **Mail** app on your device 📧.
2. Enter your **UH password** and click **OK** to view your UH email inbox.

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

**Note ►** You may see a **Cannot Get Mail** message (see below) as your UH email account is being set up for your device. Click **OK** and wait for your email to finish setting up. **It may take up to 10 minutes for UH email to appear on your device.**

**Tip ►** If your mail does not appear within 10 minutes, follow the steps below.

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

![Password Required screen](image1)

![Cannot Get Mail](image2)
4. On the Settings screen, scroll down and tap **Password & Accounts**.
   - The Password & Accounts screen appears.

5. Under Accounts, tap **UH Corporate**.
The Account screen appears.

6. Tap on your **UH email address**.
7. In the Password field, **delete your password**.
8. In the Password field, type in your current **UH password**.
9. Tap **Done**.

10. Open your Mail app again. Email from your UH Inbox should appear within 10 minutes ▶️.

Note ► If issues persist, contact the UH Service Desk at 216-844-3327 for further assistance.