

## SIU's Secure App (XenMobile) Migration for iOS

The version of the XenMobile we are currently using has reached its end of support lifespan. In order to maintain support for XenMobile and the associated apps (Secure Mail, Secure Web, etc.), the XenMobile software vendor requires that we upgrade to the latest supported version. The change from the current enterprise versions of the apps to the public versions is mandated by the new version of XenMobile. This migration is basically just un-installing the old apps that you currently have on your device and installing the new ones from the play store. This document will walk you through the process.

### Important notes before beginning the migration to public apps...

- You DO NOT have to un-enroll and re-enroll your device even if the migration fails. Call the service desk to help you remove the old apps and install the new ones.
- Make sure you are on a good internet connection or the migration might fail. It can be either cellular or Wi-Fi.
- You MUST update to the latest Secure Hub from the play store BEFORE running through these steps or it will probably fail at some point.
- It's best to "sign in" to secure hub before migrating as well. If not, the public app will fail to open and take you back to the play store. Simply open secure hub and launch the new secure app (only Secure Mail and Web have the new blue icon) and it'll launch as expected.
- The old apps won't work at all after the deadline.
- You must migrate Secure Mail AFTER Secure Web so that your settings can be exported. You will lose all your saved settings if you don't export them first. This includes email signatures and out of office responses. QuickEdit, Secure Notes, and Secure Tasks do not have settings to export.
- Screenshots are included to help with the migration to get you accustomed to switching back and forth from the Secure Hub app store and the App Store.
- Don't panic because of all the steps. They're repetitive and they go pretty quick.
- Lastly, you will NOT lose any data.

Now on to the good stuff!

# Section 1: Export Settings

This section will walk you through exporting your settings from Secure Mail and Secure Web.

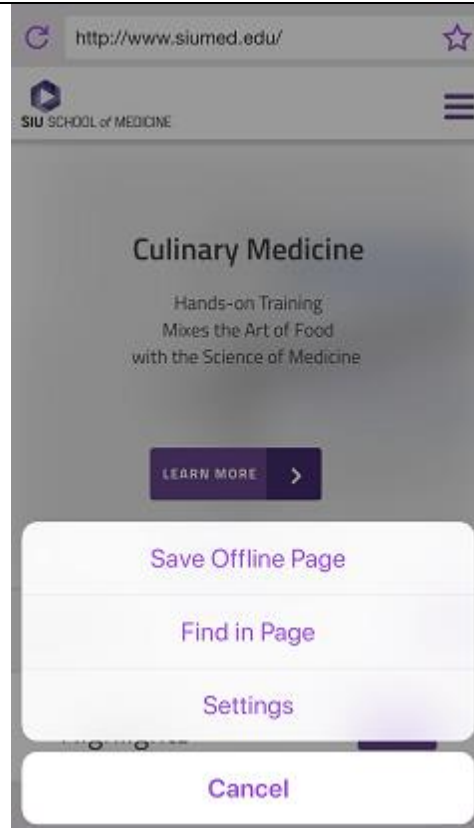
<b>UPDATE SECURE HUB IN THE APPLE PLAY STORE BEFORE CONTINUING!</b>	
Open <b>Secure Hub</b> and go to the <b>Store</b>	
Once there, tap <b>Categories</b> and then tap <b>Public Apps</b>	
Verify that you see the public apps listed. If not, Sign off of Secure Hub and Sign back in.	
Do not continue if you don't see the Public apps listed in our Secure Hub Store. Instead, contact tech support at <a href="mailto:techsupport@siumed.edu">techsupport@siumed.edu</a> or 545-4357.	<b>PLEASE continue, however, if you do see the Public apps listed!</b>

Open Secure Hub and go to My Apps and launch **Secure Web** (not Secure Mail, it has to be done after Secure Web).

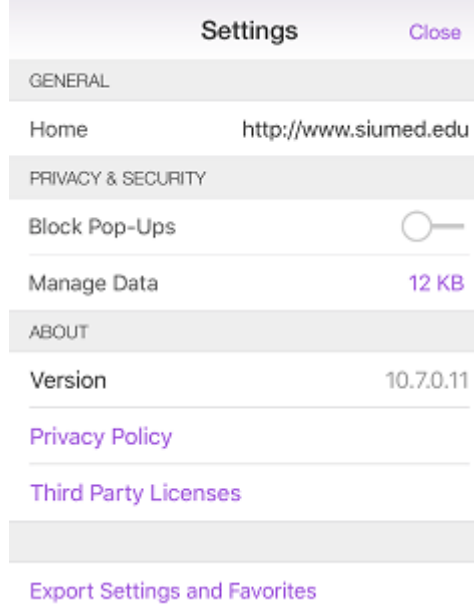
iPhone users: Tap the 3 dots/horizontal lines at the bottom of the window.

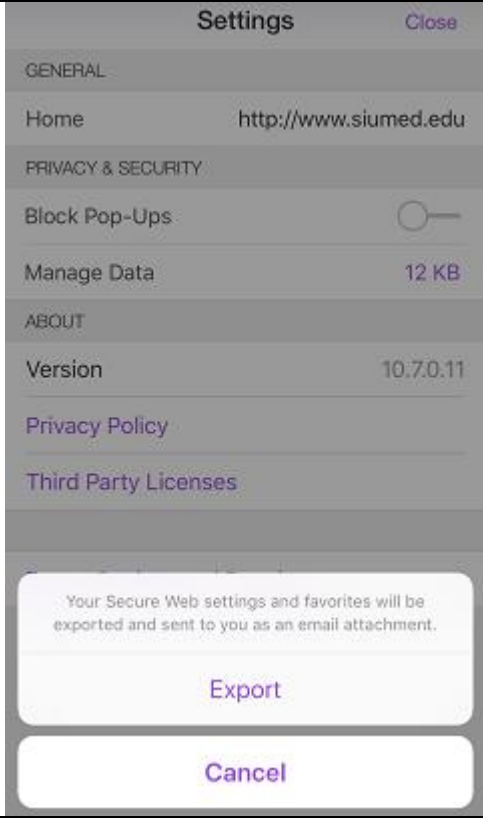
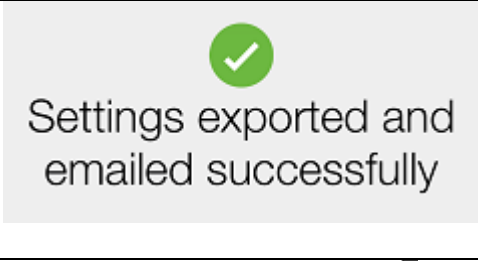
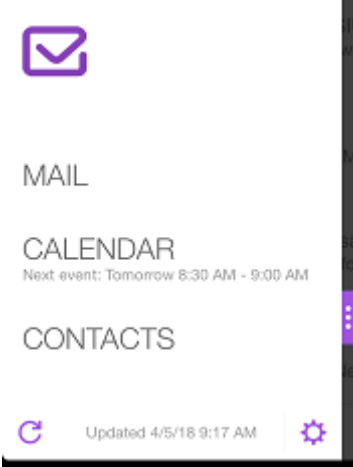
iPad users: Tap the menu button which is the 3 horizontal lines in the upper right-hand corner of the window.

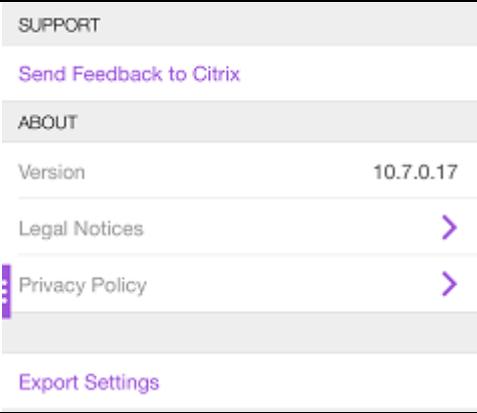
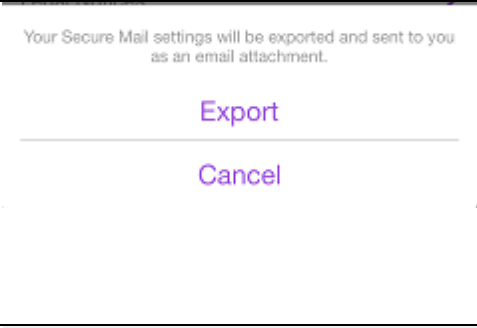
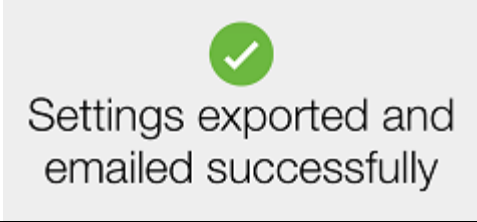
Now, tap **Settings**



Tap **Export Settings and Favorites**



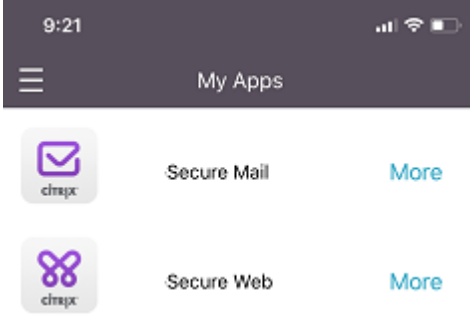
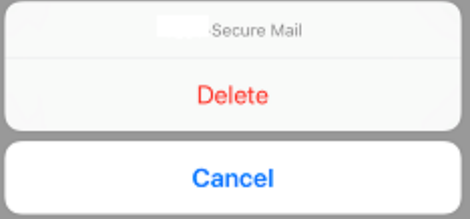
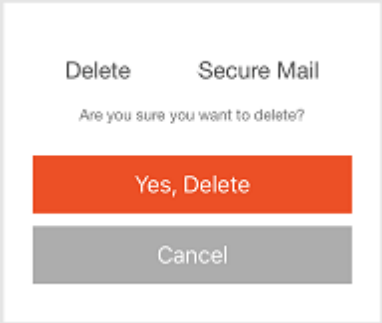
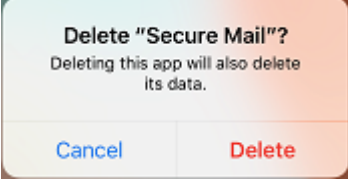
<p>And then tap <b>Export</b></p> <p>Your screen will flash while the settings are emailed and you'll be back at the Secure Web Settings window.</p>	 <p>The screenshot shows the 'Settings' window with a 'Close' button in the top right. The settings are categorized into GENERAL, PRIVACY &amp; SECURITY, and ABOUT. A dialog box is displayed at the bottom with the text: 'Your Secure Web settings and favorites will be exported and sent to you as an email attachment.' Below the text are two buttons: 'Export' and 'Cancel'.</p>
<p>You'll now see the Settings Exported Successfully window.</p> <p>Tap <b>Close</b> in the Settings window and you may close Secure Web.</p>	 <p>The screenshot shows a confirmation window with a green checkmark icon at the top. The text reads: 'Settings exported and emailed successfully'.</p>
<p>Now, Open <b>Secure Mail</b></p> <p>iPhone: Tap the 3 dots button in the lower left-hand corner of the window AND THEN TAP THE GEAR ICON in the pop-out.</p> <p>iPad: Simply tap the gear icon in the lower left-hand corner of the window.</p>	 <p>The screenshot shows the 'Secure Mail' app home screen. At the top is a purple envelope icon. Below it are the words 'MAIL', 'CALENDAR', and 'CONTACTS'. Under 'CALENDAR', it says 'Next event: Tomorrow 8:30 AM - 9:00 AM'. At the bottom, there is a refresh icon, the text 'Updated 4/5/18 9:17 AM', and a gear icon.</p>

<p>Scroll down to the very bottom and tap <b>Export Settings</b></p>	
<p>Tap <b>Export</b> again</p> <p>Go back to your Inbox and you should see two emails from yourself with the subject: Exported Secure ...settings.</p>	
<p>You'll now see the Settings Exported Successfully window.</p>	
<p>Now go to your Inbox in Secure Mail and you should see two emails from yourself that have your settings file as an attachment.</p>	

# Section 2: Delete the existing apps

This section will walk you through deleting all of the existing apps from your device.

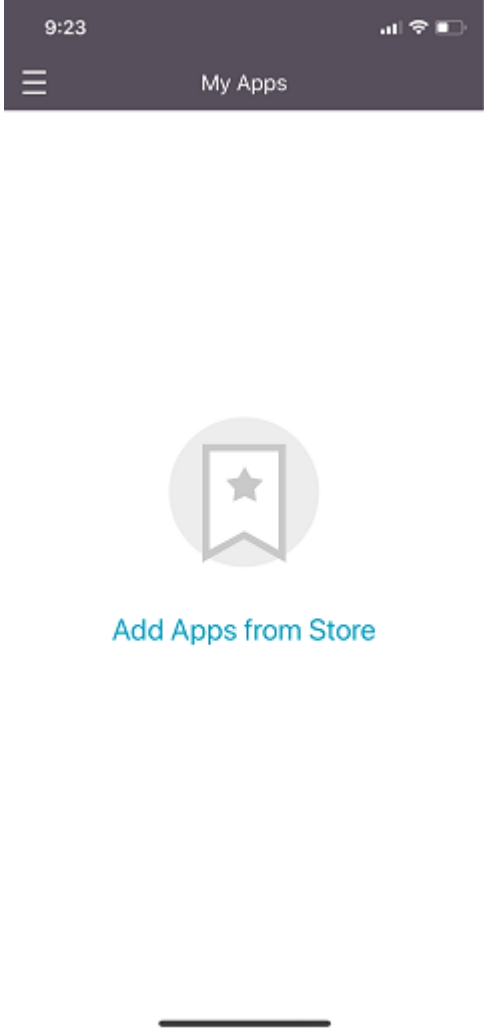
NOTE: You CANNOT skip this section.

<p>Close all apps and go to Secure Hub and go to My Apps</p> <p>Tap on <b>More</b> for EACH app you have listed here. This document only runs through one app so be sure to repeat the process for ALL of the apps listed in My Apps.</p>	
<p>Tap <b>Delete</b></p>	
<p>Tap <b>Yes, Delete</b></p>	
<p>You should NOT see this dialog box if you delete the apps from within Secure Hub. You will see it if you delete it from your home screen.</p> <p><b>Repeat this section for all of the apps listed in My Apps!</b></p>	
<p><b>IMPORTANT! Sometimes iOS WON'T uninstall the apps from your device from within My Apps for some reason. Don't panic. When you've finished removing all of the apps from My Apps, go to your home screen and verify that the apps are no longer there. If the apps ARE there, simply press and hold the app icon and delete the app like any other app.</b></p>	

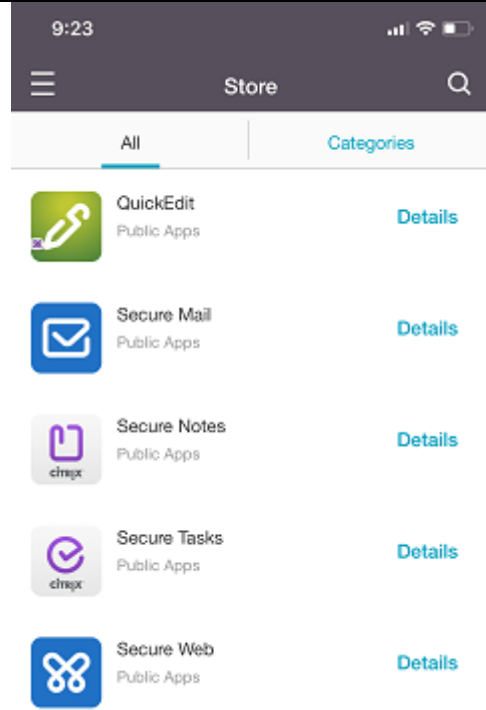
# Section 3: Installing the public apps

This section will walk you through deleting all of the existing apps from your device.

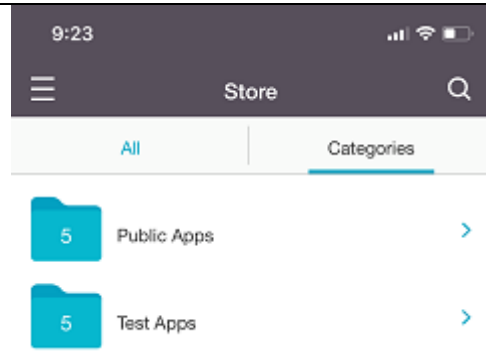
NOTE: You CANNOT skip this section.

<p>You should now still be in My Apps. If not, go back to Secure Hub and go to My Apps again</p> <p>You should now see this screen.</p> <p>If not, go back to section 2 and delete the apps still shown.</p> <p>Tap <b>Add Apps from Store</b></p>	 <p>The screenshot shows a mobile application interface. At the top, there is a dark header bar with the time '9:23' on the left, signal strength, Wi-Fi, and battery icons on the right. Below the header, the text 'My Apps' is centered. A large, light gray circular icon with a star inside is centered on the screen. Below the icon, the text 'Add Apps from Store' is displayed in a blue color. At the bottom of the screen, there is a thin horizontal line representing the home indicator.</p>
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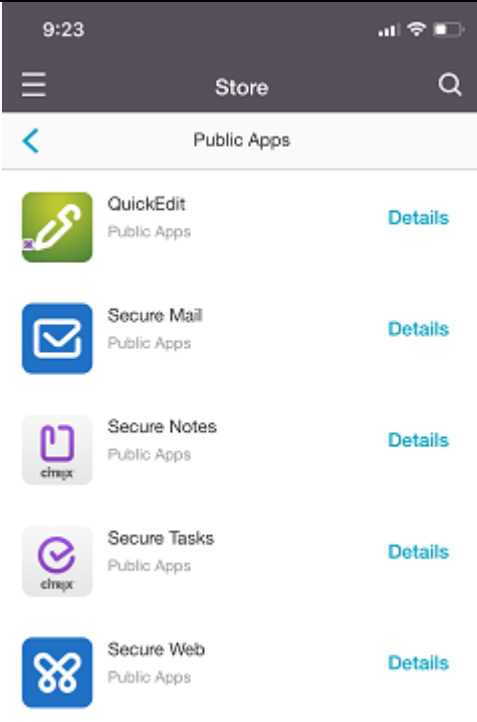
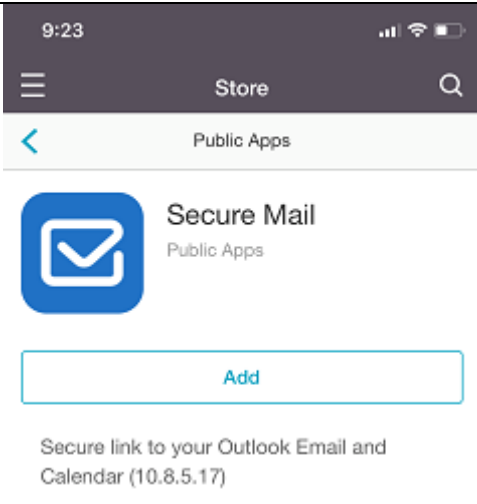
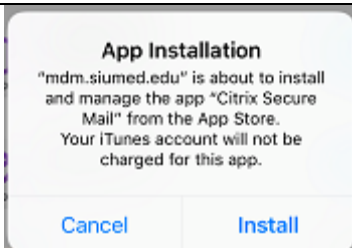
Tap **Categories**

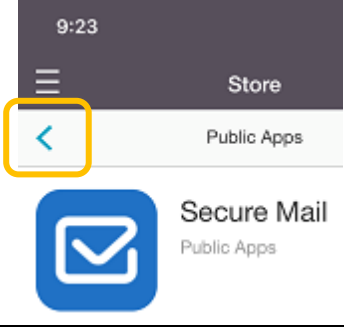
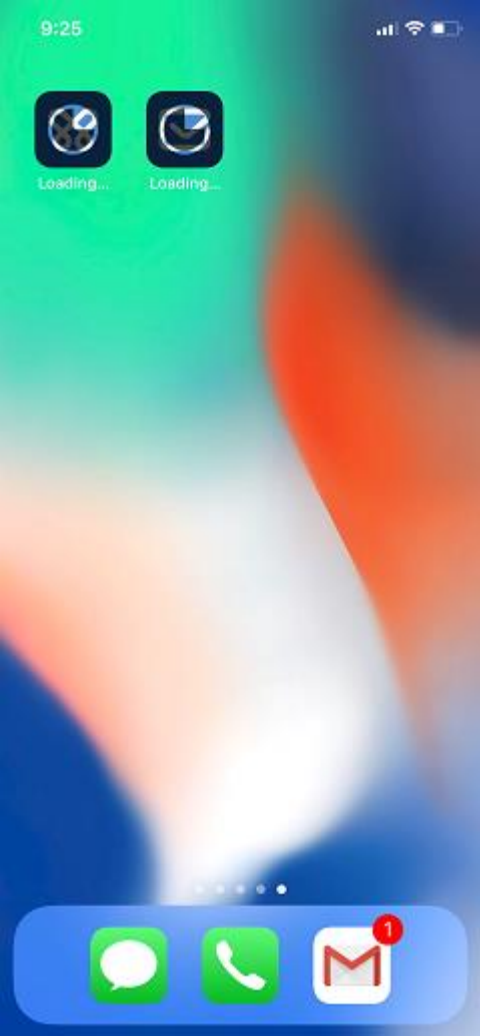


Tap **Public Apps**

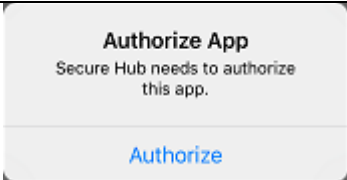
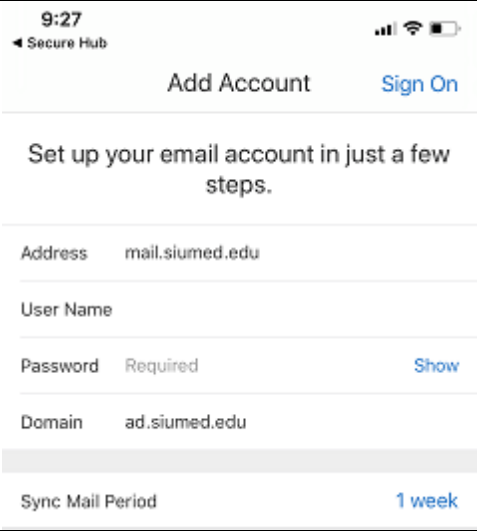


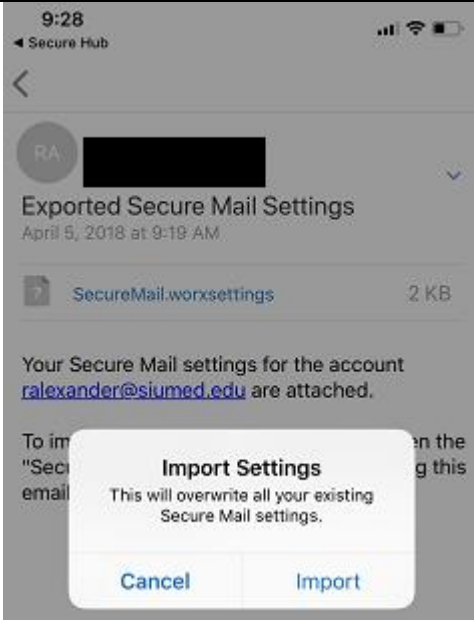
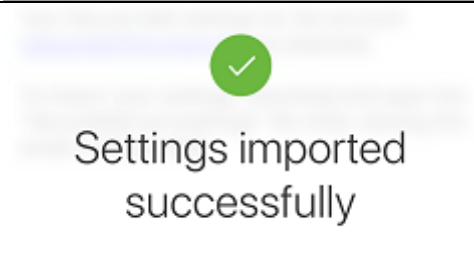


<p>You should now see this dialog box with all of the new Public apps listed.</p> <p>Tap on <b>Details</b> for EACH app you have listed here. This document only runs through one app so be sure to repeat the process for ALL of the apps that you want to install.</p> <p>NOTE: QuickEdit is no longer required to view Word, Excel, or PDF documents.</p>	
<p>Tap <b>Add</b></p>	
<p>Tap <b>Install</b></p>	

<p>You'll still be in our Secure Hub store. Press the blue left arrow in the upper right-hand corner to go back a screen.</p>	
<p><b>Repeat this section for all of the apps you want to install!</b></p> <p>NOTE: QuickEdit is no longer required to view Word, Excel, or PDF documents.</p>	
<p>When you're finished installing your apps from Secure Hub, go back to your home screen and verify that the apps are indeed installed. Be patient, some Internet networks can be slow.</p> <p>The apps shown here are still loading.</p>	

# Section 4: Import Settings

<p>You can launch the apps when they finishing installing from either Secure Hub or your device's home screen.</p> <p>For now, open <b>Secure Web</b> first so we can import the settings correctly.</p> <p>You'll see this dialog box , tap <b>Authorize</b></p>	
<p>You can now close <b>Secure Web</b> if you want to.</p>	
<p><b>Open Secure Mail</b></p> <p>Sign on using your email password.</p>	

<p>Now, open each of the Exported Secure Mail/Web Settings emails and then tap the attachment to import your settings.</p> <p>Remember you won't have the emails if you skipped section 1</p>	 A screenshot of an iPhone email interface. At the top, the time is 9:28 and the location is Secure Hub. The email is from 'RA [redacted]' and is titled 'Exported Secure Mail Settings', dated April 5, 2018 at 9:19 AM. It contains an attachment named 'SecureMail.worxsettings' (2 KB). Below the attachment, there is a message: 'Your Secure Mail settings for the account <a href="mailto:ralexander@sjumed.edu">ralexander@sjumed.edu</a> are attached.' An 'Import Settings' dialog box is overlaid on the screen, with the text: 'Import Settings. This will overwrite all your existing Secure Mail settings.' The dialog has 'Cancel' and 'Import' buttons.
<p>You should eventually see this dialog box that your settings were imported successfully.</p>	 A confirmation message with a green checkmark icon at the top. The text reads: 'Settings imported successfully'.
<p><b>All Done!</b></p>	