

# XenMobile Setup for iOS Devices

## Important Information

- Jailbroken or rooted devices will not work
- Secure Hub can fail to install (on iOS only) if another app is already installed as device manager. Uninstalling that app, installing Secure Hub, then reinstalling the other app might work but it's on a per app basis.
- The difference between Apple OS versions may require different steps. Don't panic if a step isn't documented. Install the app like you would other apps from the store.
- You will be required to create a device pass code during enrollment. Canceling the pass code creation will disable all Secure apps from working. For the best experience, create a device pass code BEFORE starting the enrollment.
- Device enrollment is required. Canceling the enrollment process will disable all Secure apps from working
- You must have an active internet connection throughout the entire process or enrollment will fail. Navigate to an external website to verify internet access.
- It's normal for you to see the connection error on an app if you leave it open and your device's screen turns off. Simply refresh or check mail for the app to reconnect.
- When opening up a Secure app, it may not automatically refresh new content. Swipe down to refresh the contents of the app.
- Sometimes the Secure Hub Store will get stuck on downloading apps or "Loading Content". Simple tap the My Apps tab and then tap the Secure Hub Store tab again.
- If that doesn't work, sign out of Secure Hub and sign back in
- iOS notifications are completely separate from the Secure apps. When you read an email, and then immediately view the Secure Mail icon on your home screen, the notification number may not update for up to 15 minutes. This is normal.
- OS Updates - The Secure apps are not guaranteed to work with OS updates!
- It's best to disable automatic updates until the Secure apps are certified to work with the new version
- If Secure Mail app doesn't work after updating the OS, you won't be able to get email on your phone for up to 6-8 weeks until Citrix publishes a new Secure Mail version to the app store
- Supported versions are 8x and 9x - **No other versions are supported**
- The Apple Watch now supports Secure Mail notifications. However, some users have reported that the watch requires a passcode after installing Secure Hub. There currently is not a fix for this scenario.

## Let's get started...

1. For the best experience while enrolling, it's best that you create a device pass code BEFORE starting the enrollment.
  - a. If you don't create a device passcode now, you'll be forced to within 60 minutes of enrolling.
2. Go to your app store
3. Search for the app **Secure Hub by Citrix**
4. Download and install the app
5. Open the app
6. On the **Allow Secure Hub to send you notifications** dialog, tap OK

7. Type in **mdm.siumed.edu** and tap **Next**
8. Type in your AD username and password and tap **Next**
9. On the **Install Profile** screen, tap the **Install** button in the upper right-hand corner
10. If your device already had a device pass code, type it in now
11. On the **Warning** screen, tap **Install** in the upper right-hand corner
12. Now, tap the **Install** button that pops up at the bottom of the screen
13. Tap **Done** in **profile installed** screen
14. On the next **Install Profile** screen, tap the **Install** button in the upper right-hand corner again
15. If your device already had a device pass code, type it in now
16. Now, tap the **Install** button that pops up at the bottom of the screen
17. On the **Warning** screen, tap **Install** in the upper right-hand corner
18. On the **Remote Management** dialog, tap the **Trust** button
19. Now, on the **Profile Installed** screen, tap the **Done** button in the upper right-hand corner of the screen
20. Open this page in Secure Hub? Tap open
21. If you see Apple's **Turn On Location Services** dialog, tap the **Cancel** button, we do not use any location services.
  - a. If you see Apple's **Allow "Secure Hub" to access your location** dialog, tap **Don't allow** or **Allow**, whichever your preference is.
22. You will now see the **My Apps** page, tap **Add Apps from the Secure Hub Store** on your screen  
 NOTE: If you don't see the Secure apps (Secure Mail, Secure Tasks, etc.)...
  - i. Tap the 3 horizontal lines in the upper left-hand corner of the app
  - ii. Tap **My Apps**
  - iii. Then tap the 3 horizontal lines again
  - iv. And then tap **Secure Hub Store**
  - b. Wait a few minutes and you'll see multiple dialog boxes pop up quickly labeled **App Installation**. Go ahead and tap the **Install** button for each of them. You're seeing this because the apps are required for optimal functionality.
  - c. For reference, here you'll see a list of all of the apps available to you in SIU's XenMobile environment.
    - i. Currently Available Apps:
      1. Secure Mail - for access your Outlook Email
      2. Secure Notes - for accessing Outlook Notes
      3. Secure Tasks - for accessing Outlook Tasks
      4. Secure Web - for accessing URLs sent to you in email
      5. QuickEdit - Used to create and edit Word, Excel, PowerPoint files, and view most PDFs
23. **THIS IS AN OPTIONAL STEP AND ONLY FOR REFERENCE.** To install an app manually, tap on an icon and then tap the **Add** button. This will start the download and installation process. Keep in mind that this can take several minutes so be patient.
  - a. Each app will also display its own **App Installation** dialog. Make sure you tap the **Install** button for each one to properly install each app.
24. Once you install the apps you want, you need to configure them. **CONFIGURE THEM IN THE ORDER BELOW!**  
 Please note, if you open apps directly from **Secure Hub**, a dialog will pop-up saying Secure Hub wants to open (the app), tap the **OK** button to continue.
  - a. Secure Mail
    - i. Press the **Home** button on your device

- ii. Tap the **Secure Mail** icon
  - iii. If a dialog pops up saying, "Your app will be registered once Secure Hub starts", tap **OK**
  - iv. If a dialog pops up saying, "Secure Mail wants to open Secure Hub", tap **Open**
  - v. Tap the **Password** field to enter your AD password. You cannot edit your username.
  - vi. Tap the **Sign On** button in the upper right-hand corner of the screen
  - vii. On the "**Secure Mail Would Like to Send you Notifications** dialog, tap the **OK** button.  
This is required if you want to see notifications for email or calendar.
  - viii. Eventually your account will sync and you'll see your Inbox
  - ix. To change your mail settings, tap the three dots in the lower left-hand corner of the screen and then tap the gear icon. Notice that you can setup an "Out of Office" message from within Secure Mail!
  - x. Tap the three dots again and then tap **Mail** to get back to your Inbox
- b. Secure Notes
    - i. Open **Secure Notes** from the home screen
    - ii. On the "**Secure Notes Would Like to Send you Notifications** dialog, tap the **OK** button.  
This is required if you want to see notifications for your Outlook Notes.
    - iii. Type in your AD/email password and tap **Sign On**. This is required to link to your Outlook Notes.
  - c. Secure Tasks
    - i. Open **Secure Tasks** from the home screen
    - ii. Type in your AD/email password and tap **Sign On**. This is required to link to your Outlook Tasks.
    - iii. Tap through the tasks how-to screens
    - iv. On the "**Secure Tasks Would Like to Send you Notifications** dialog, tap the **OK** button.  
This is required if you want to see notifications for your Outlook Tasks.
  - d. Secure Web
    - i. There isn't anything to configure
  - e. QuickEdit
    - i. There isn't anything to configure
25. **IMPORTANT!** It's crucial that you close Safari completely. If not, it will try to re-enroll the device EVERY TIME you bring it to the front.
26. One last thing, you can open the Secure apps, for example **Secure Mail**, just by tapping the icon on the home screen. You do not need to open **Secure Hub** every time and then open an app.
27. You're all done