

Secure Hub Setup for Android Devices

Important Information:

- Jailbroken devices will not work
- Screensaver apps such as Twilight must be disabled or uninstalled to enroll.
- The difference between Android OS versions may require different steps. Install the app like you would other apps from the store. When in doubt, answer in the affirmative.
- You should create a pass code before starting enrollment, as the Citrix Secure Hub requires one.
- Device enrollment is required. Canceling the enrollment process will disable all Worx apps
- You must have an active internet connection throughout the entire process or enrollment will fail. Navigate to an external website to verify internet access.
- When opening up a Secure Hub app, it may not automatically refresh new content. Swipe down to refresh the contents of the app.
- The Citrix Secure Hub's Store can stall while downloading apps or "Loading Content". Tap the **My Apps** tab and then tap the **Store** tab again or sign out of **Secure Hub** and sign back in to resolve.
- **OS Updates** - The Worx apps are not guaranteed to work with OS updates! It is best practice to disable automatic updates until the Worx apps are certified to work with the new version.
- Supported Android OS versions are 4.4x and up.

Installation Instructions:

1. Temporarily allow installation from unknown sources. You can turn this off after installation at your discretion. To do so, go to Settings, Security, and Allow installation of apps from unknown sources.
2. Go to your app store and search for **Citrix Secure Hub** by Zenprise.
3. Download and install the app, then open it
4. When prompted for our server information, type in **mdm.siumed.edu** and tap **Next**
5. In the two fields displayed next, type in your username and password, then tap **Next**
6. On the **Activate Device Administrator** dialog, tap the **Activate** button
7. At this point, you'll be required to create a device pass code if you don't already have one.
8. You may have to agree to terms and conditions and then confirm before continuing
9. When the **Citrix Secure Hub - My Apps** page appears, the required **Worx** apps will automatically start downloading and installing.
10. If you see an app installation dialog appear, tap the **Install** button
11. The following required apps must not be deleted from your phone once installed. If they are, your email will not work properly on your phone. The optional apps may be uninstalled.
 - a. Required Apps:
 - i. Secure Mail - for access your Outlook Email
 - ii. Secure Notes - for accessing Outlook Notes
 - iii. Secure Tasks - for accessing Outlook Tasks
 - iv. Secure Web - for accessing URLs sent to you in email
 - v. QuickEdit - Used to create and edit Word, Excel, PowerPoint files, and view most PDFs
 - b. Optional apps:
 - i. Cortext - for secure messaging
 - ii. Spok Mobile - also for secure messaging

Should you ever need to reinstall the Citrix Secure Hub Completely, do the following first:

- a. Open Security and then Device Administrators and verify that Secure Hub is switched on.
- b. Go to Settings, Security, and Allow installation of apps from unknown sources.