

Workspace One Enrollment Process for BYOD Android Mobile Devices

**Aug, 2020
Alberta Health Services**

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Overview

Alberta Health Services has selected VMware Workspace ONE as our Enterprise Mobility Management Platform. Some of the benefits Workspace ONE provides once installed are:

- The ability for AHS to push applications directly to your AHS device to ensure the right versions are installed and save you from having to follow complicated configuration instructions.
- A self-service portal that enables you to change your passcodes or help locate a lost device.
- Enable AHS devices to securely and easily connect to AHS resources like AHS email, Epic applications, Sharepoint, and Insite.
- Notify you when operating systems or applications need updating on your device.

Before you Begin

This user guide is based on a device enrolled in Android 9, Samsung Galaxy A8 phone. Using older versions of Android or different phone manufacturers may result in slightly different screens and the sequence they appear.

- Upgrade to the latest supported Android version for your device.
 - Please consult your device support guide for instruction, if needed, on how to check and upgrade your devices operating system.
- Your device must be running a minimum of Android 8 to enroll in Workspace ONE.
 - It is highly recommended you back up your device before enrolling into Workspace ONE.
 - Please consult your device support guide for instruction on how to back up your device.
- Your device must have a security pin for unlocking the screen before you can enroll.
 - Please consult your device support guide for instruction, if needed, on how to create a screen unlocking pin
- Your device must have Encryption turned on
 - Please consult your device support guide for instruction, if needed, on how to check your device is encrypted and how to encrypt it if required.
- Connect to a Wi-Fi network during enrollment as the process will require increased data usage.

What to expect after you install Workspace One (WS1) Intelligent Hub

Please note that If you have already enrolled your mobility device in WS1 to access your Epic apps at sites that have already gone live with Connect Care please skip to [Installing AHS email on your device on page](#)

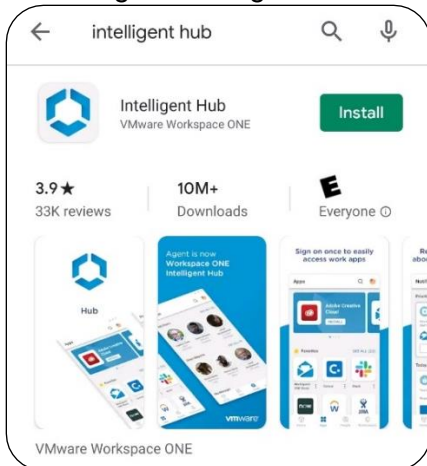
After enrolling in Workspace ONE your device will:

- Time out after a period of inactivity and require a passcode to unlock it
- Check periodically to make sure the device meets AHS compliance policies, like passcode requirements.
- Perform otherwise as it did before you installed Workspace One

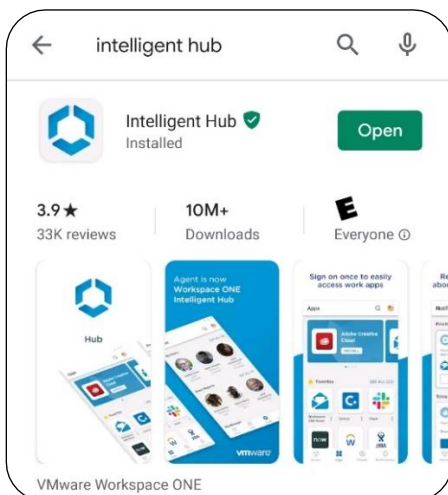
Installing Workspace ONE (WS1)

Reminder: If you have already enrolled your mobility device in WS1 to access your Epic apps at sites that have already gone live with Connect Care please skip to [Installing AHS email on your device on page 13](#). When your area goes live with Connect Care required Epic mobility apps can be installed via the catalog.

1. Install the Workspace One Intelligent Hub app on your phone from the Play Store by searching for Intelligent Hub and then tapping on the **download icon** or **Install**.



2. When Intelligent Hub app has finished downloading, tap **Open**.

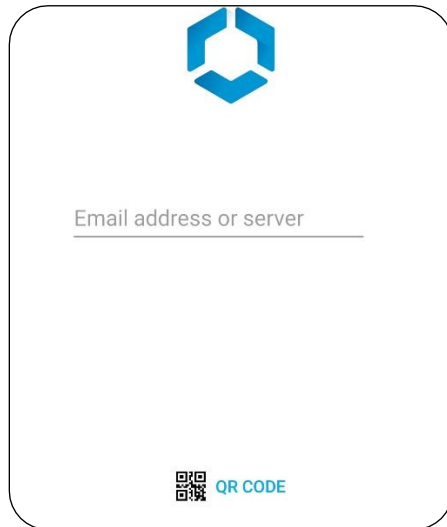


3. Start the enrollment process by either scanning the QR code or manually entering the Email Address or Server in the assigned fields.

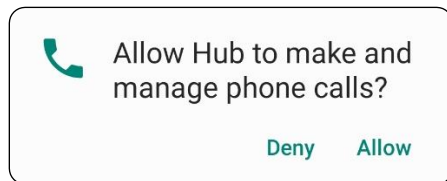
Note: For ease, we recommend using the QR code option.

Option 1: Using the QR Code

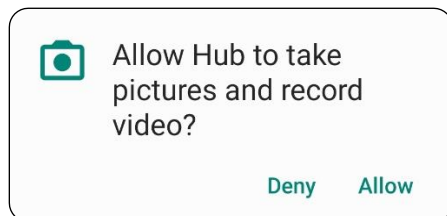
- Tap **QR Code**.



- Intelligent Hub will ask your permission to make and manage phone calls, this is required to allow you to use the self-service portal to locate your device should you use it. You will need to click **Allow** to proceed using the QR code.



- Intelligent Hub also requires permission to take pictures and videos so that it can scan the QR code. You will need to click **Allow** to proceed using the QR code.

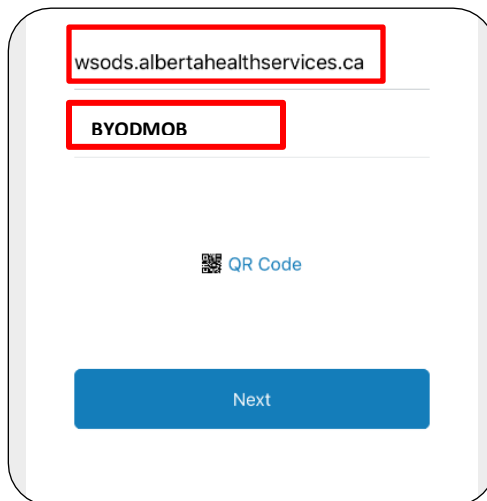


- Scan the QR code below. Tap, **Next**.



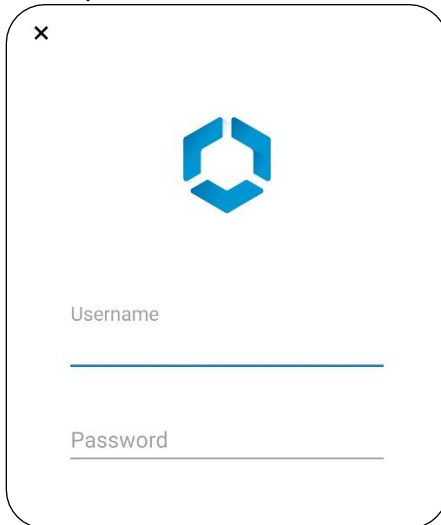
Option 2: Manual Entry

- Alternatively, if you choose to manually enter the required fields, type in the following information:
 - Email address or server: **wsods.albertahealthservices.ca**
 - Group ID field: **BYODMOB**.
 - Tap **Next** to continue.



The screenshot shows a mobile application interface for manual entry. It features two text input fields at the top, each with a red border. The first field contains the text "wsods.albertahealthservices.ca" and the second field contains "BYODMOB". Below these fields is a QR code icon with the text "QR Code" next to it. At the bottom of the screen is a blue button with the text "Next".

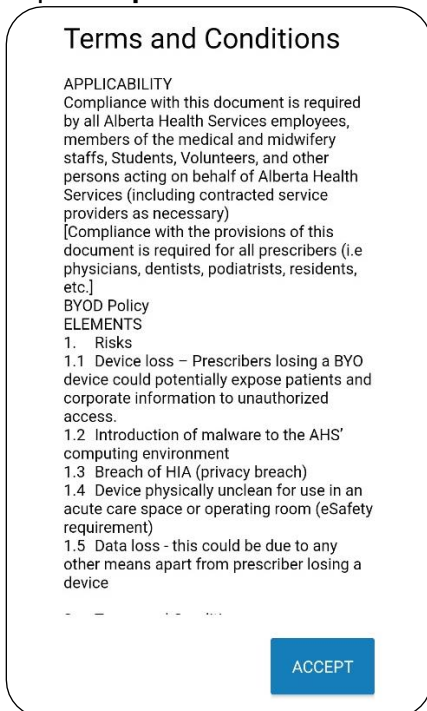
4. You will be prompted to log in with your AHS username and password. Enter your info and tap Next.



A screenshot of a mobile login interface. At the top left is a small 'x' icon. In the center is the AHS logo, a blue hexagon with a white 'A' shape inside. Below the logo are two input fields: 'Username' and 'Password', each with a horizontal line underneath it.

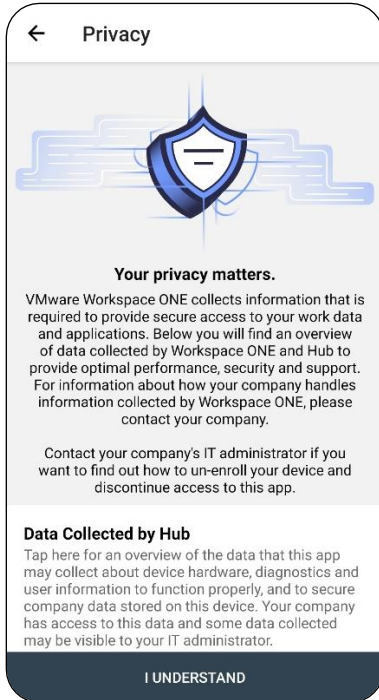
Please be aware there is typically a lag of 1 – 5 minutes at this stage before the next page displays.

5. The BYOD Terms and Conditions will display and will need to be accepted to continue. Tap **Accept**.

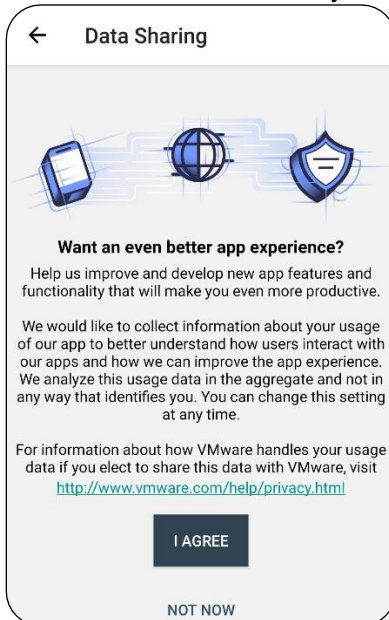


A screenshot of a mobile screen titled 'Terms and Conditions'. The text is as follows:
Terms and Conditions
 APPLICABILITY
 Compliance with this document is required by all Alberta Health Services employees, members of the medical and midwifery staffs, Students, Volunteers, and other persons acting on behalf of Alberta Health Services (including contracted service providers as necessary)
 [Compliance with the provisions of this document is required for all prescribers (i.e physicians, dentists, podiatrists, residents, etc.)]
 BYOD Policy
 ELEMENTS
 1. Risks
 1.1 Device loss – Prescribers losing a BYO device could potentially expose patients and corporate information to unauthorized access.
 1.2 Introduction of malware to the AHS' computing environment
 1.3 Breach of HIA (privacy breach)
 1.4 Device physically unclean for use in an acute care space or operating room (eSafety requirement)
 1.5 Data loss - this could be due to any other means apart from prescriber losing a device
 - - - - -
 At the bottom right, there is a blue button with the word 'ACCEPT' in white capital letters.

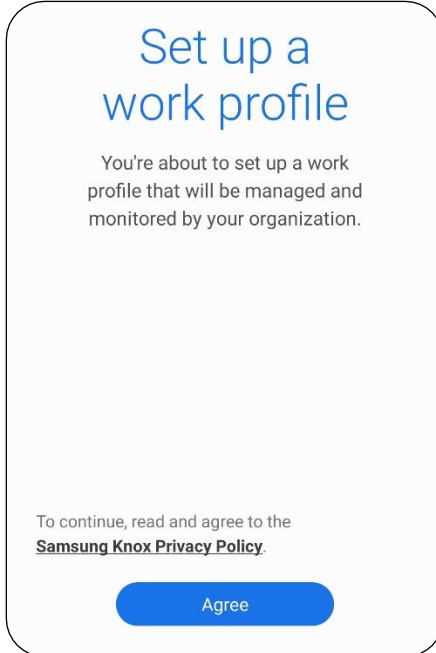
6. When the Privacy page displays, you can scroll down to review the specific data that your device will share with AHS, to continue the enrollment process you will need to tap **I understand**.



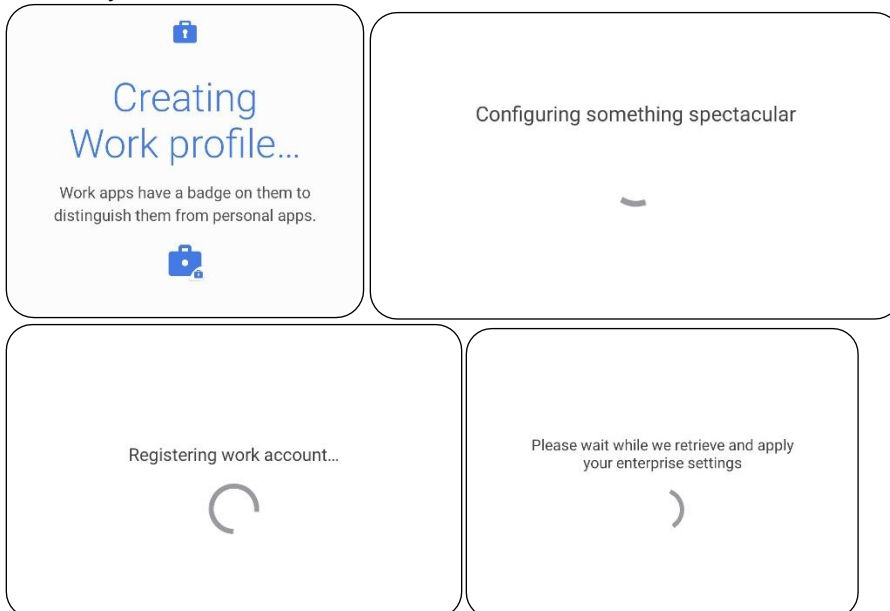
7. When the data sharing page displays you can select either I agree or Not Now. This is data that is shared directly with VMware to enhance the Workspace ONE app.



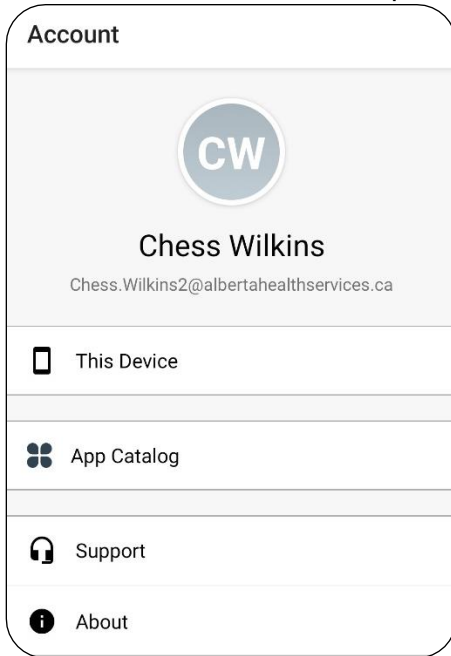
8. The next screen will prompt you to set up a work profile. The work profile will keep all AHS apps and data in separate location to your personal apps and data. Tap **Agree**



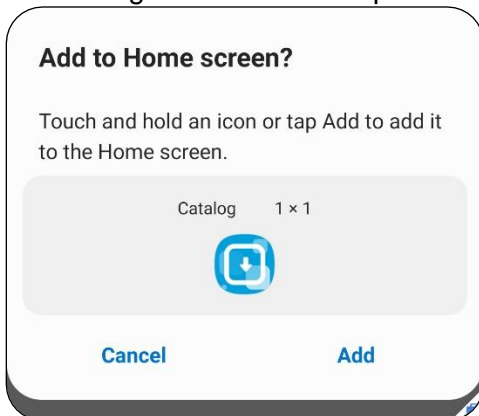
Your device will now step through a number of screen similar to those below as it creates your Work Profile



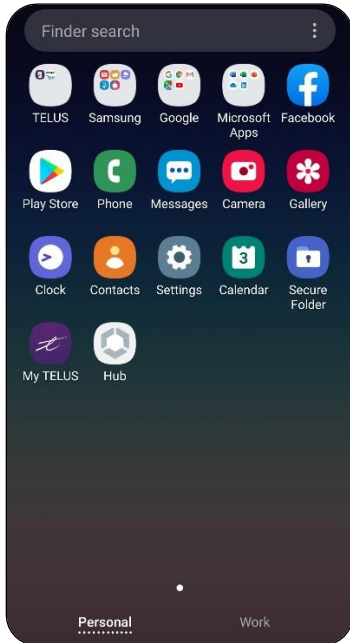
9. Once the work profile is created an Account Page will appear with your name and AHS email address shown in the top section.



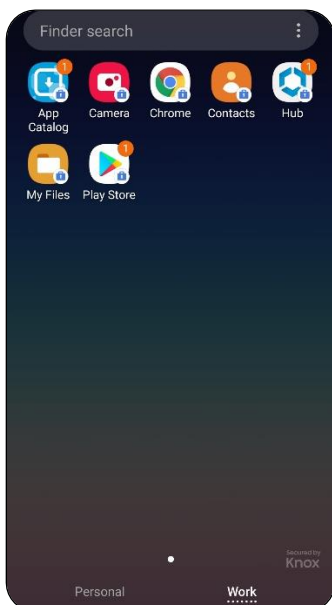
10. After a short delay you will also get a pop up suggestion adding a Catalog icon to your home screen. The Catalog is where you will find all the AHS configured apps for connecting to services like Epic and Outlook.



11. Return to you app page and you will now have 2 profiles on your device Personal and Work. The Personal profile contains all your own apps and data. If you wish you may now remove the Hub app you installed for enrolling into WorkSpace ONE.



12. The Work Profile will contain all your AHS apps. Having a work and personal profile means you can safely have 2 different versions of the same app, like Outlook, on your device.

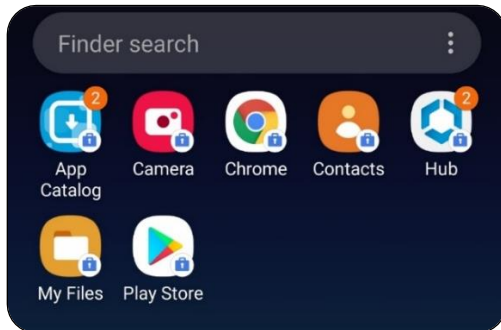


13. Having a work and personal profile means you can safely have 2 different versions of the same app, like Outlook, on your device. This symbol will appear in the bottom right hand corner of all AHS managed apps.

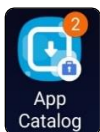


Installing AHS email on your device

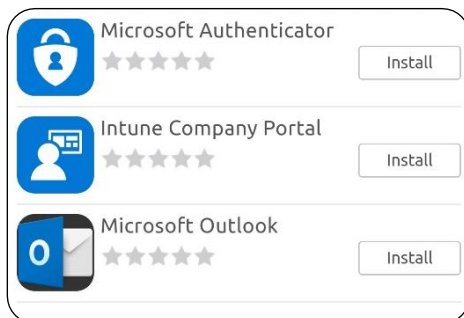
After you have completed installing Workspace ONE on your device, you should see the following apps installed on the work section of your device.



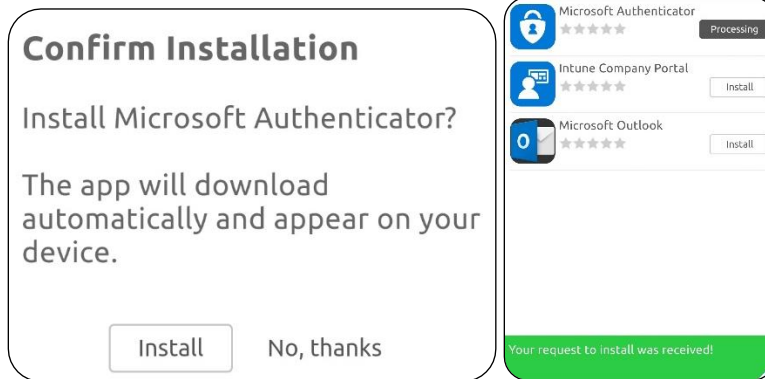
1. To start setting up your AHS email account on your device, open the **App Catalog**.
Note: When your area goes live with Connect Care required Epic mobility apps can be installed via the catalog.



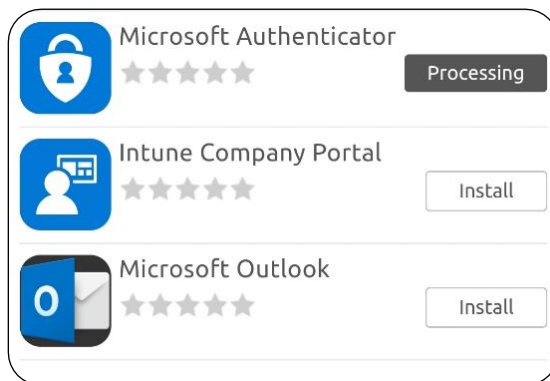
2. Find Microsoft Authenticator in the list and tap **Install**.



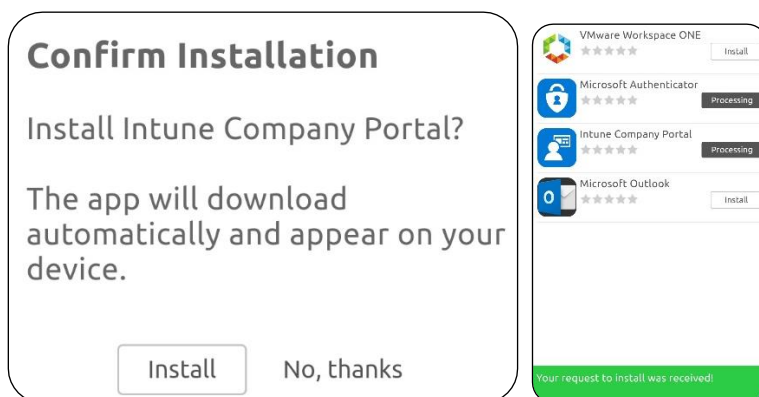
3. Tap **Install** to confirm the installation. After a few seconds you will see a green message confirming your request has been received.



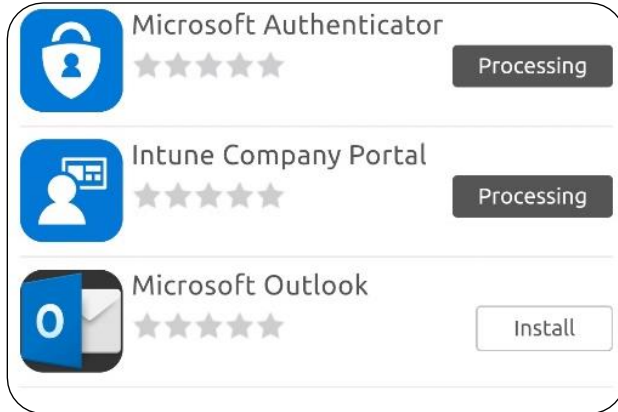
4. Find the Intune Company Portal app in the list and tap **Install**.



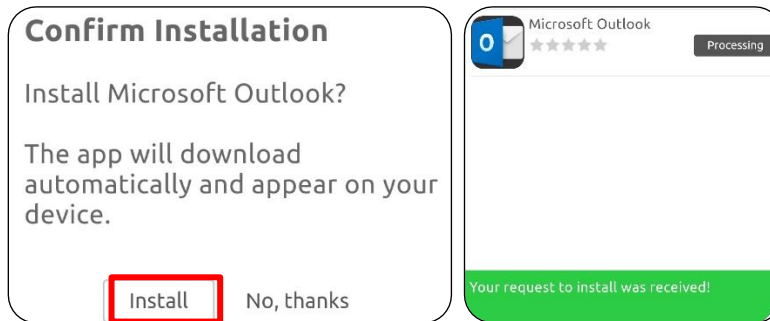
5. Tap **Install** to confirm the installation. After a few seconds you will see a green message confirming your request has been received.



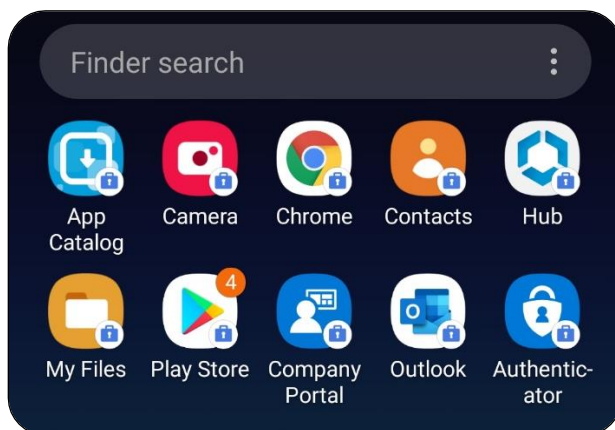
- Find the Microsoft Outlook app in the list and tap **Install**.



- Tap **Install** to confirm the installation. After a few seconds you will see a green message confirming your request has been received.



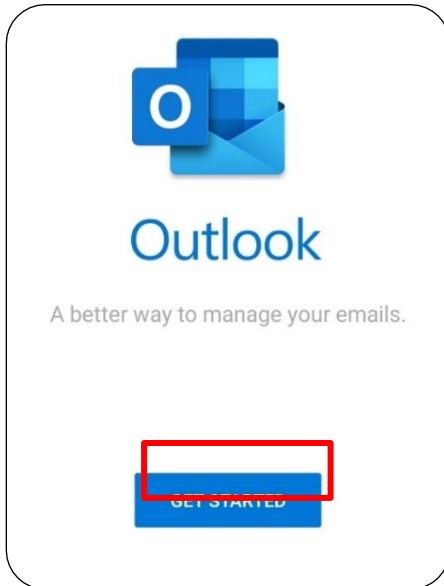
Return to your Work profile screen and wait for all 3 apps to download and appear in the Work profile.



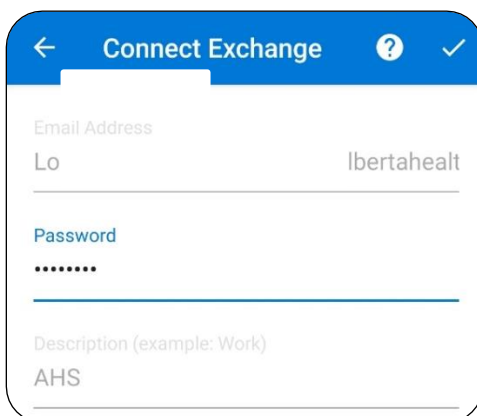
8. Tap on the Outlook icon.



9. Tap **Get Started**



10. Your AHS email account address will be pre-populated on the Add account screen, tap **Continue**.
11. Enter your AHS Password and tap the **Check** icon on the top right corner.



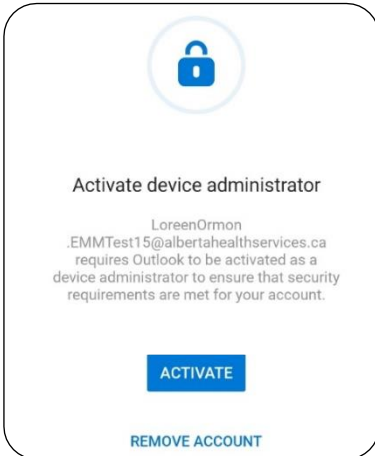
12. An Office 365 screen will open, enter your password again and tap **Sign in**.

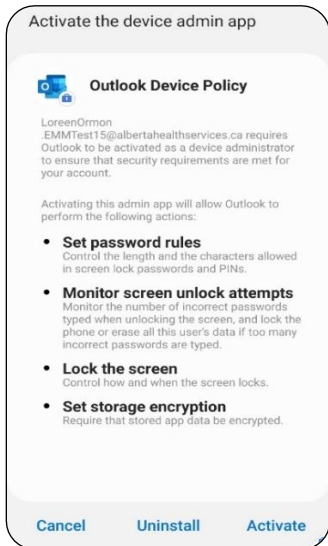


13. Next, you will need to register your device, tap **Register**.

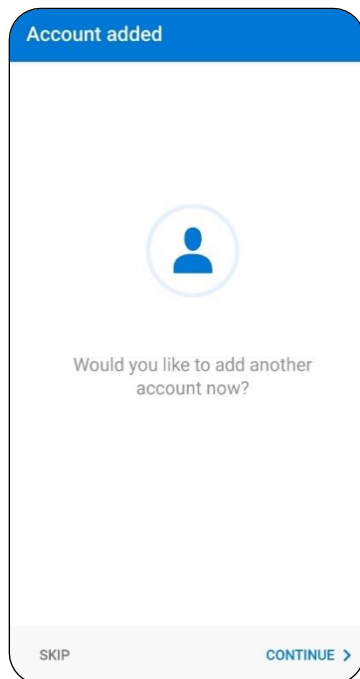
14. Tap **Activate** so AHS can check that your device meets AHS security requirements for Outlook access.

15. Tap **Activate** on the Outlook Device Policy screen.

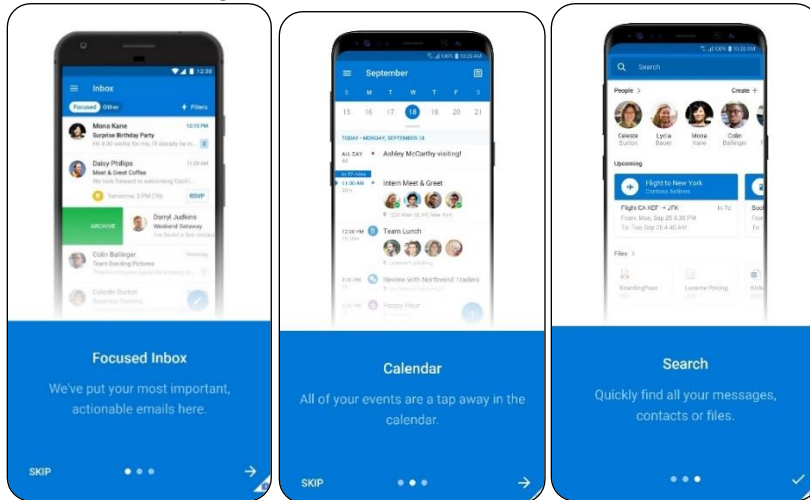




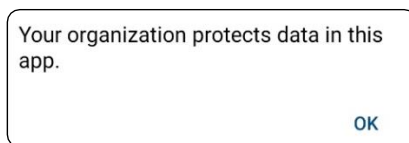
16. Once the account is added, Outlook will ask if you wish to add another account. Personal email accounts should not be set up on the work profile. If you wish to add a personal account you can add Outlook to the personal profile. Tap **Skip**.



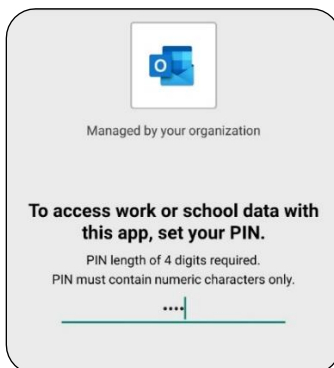
17. The next screen provides information about the functionality of Microsoft Outlook. You can either select the skip option or swipe through these and then tap the checkmark in the bottom right corner on the final screen.



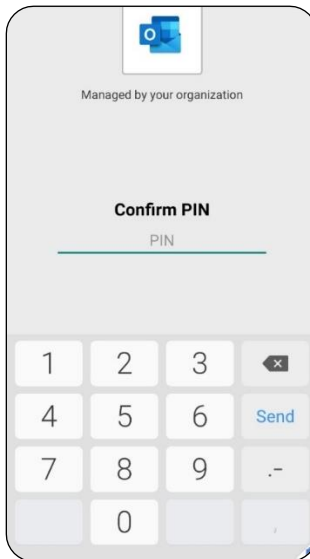
18. Before opening your AHS Outlook Inbox you will need to create a 4 digit pin, this is different from the pin that is used to unlock your device. Tap **OK** to continue.



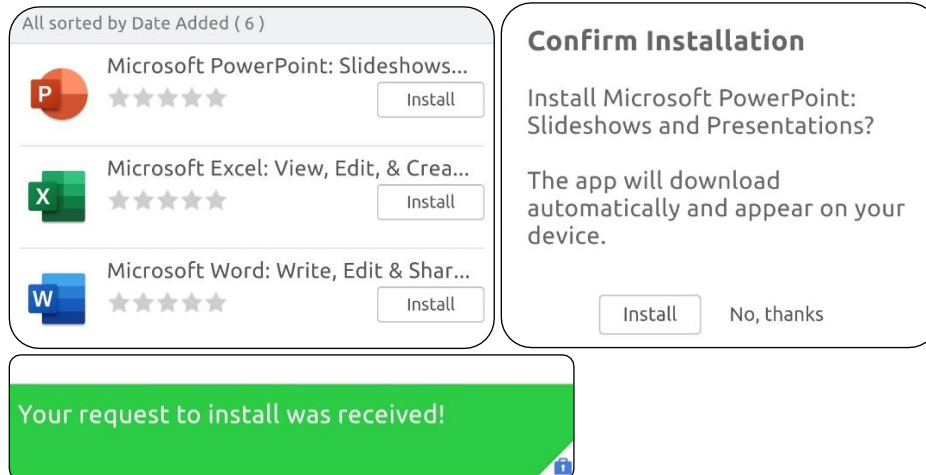
19. Enter a 4 digit pin and tap **Send**.



20. Reenter and confirm your new pin and tap **Send**.

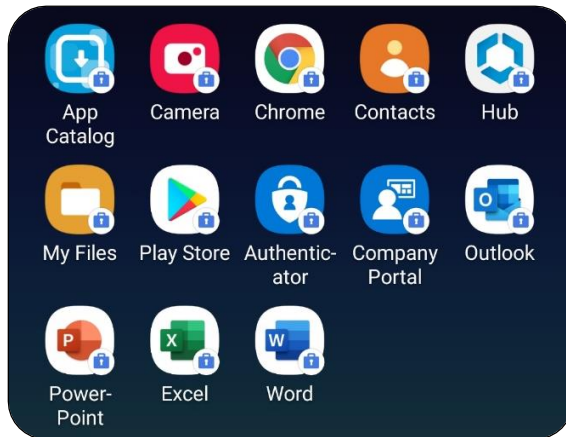


21. To open attachments from Outlook you will need to install the Excel, PowerPoint, and Word apps. Open the Catalog and tap **install** on PowerPoint. Tap **Install** again to confirm and wait for the green message to confirm your request has been received.



22. Tap **Install** on Excel – repeat the process used for PowerPoint.
23. Tap **Install** on Word. Repeat the process used for PowerPoint.

24. Return to your home screen and wait for the apps to complete downloading. Your Work Profile should now look like this.

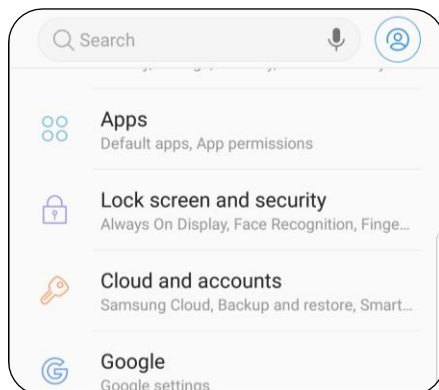


Your AHS inbox will now open in the Outlook App! If you wish you can press and hold the Outlook icon to move it to your device home screen for easier access to your AHS mailbox.

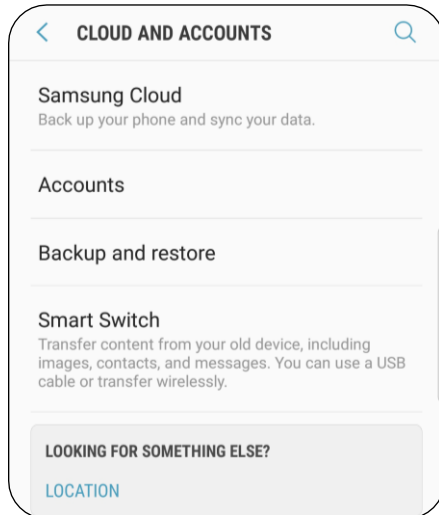
Deleting your old AHS email account

The separate calendar and mail apps have now been combined into the single Microsoft Outlook mail app. You can now delete your old calendar and mail app. This process will remove ALL AHS email, calendar, contacts, and reminders that were stored in your old email and calendar app. Note that personal email accounts will not be affected.

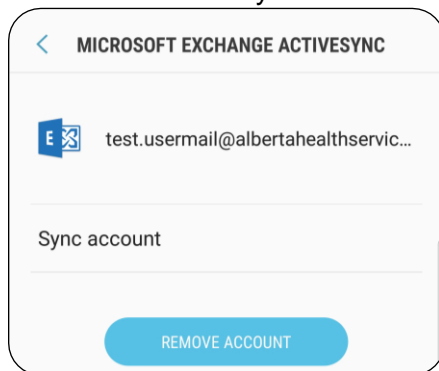
1. Go to Settings home page and tap **Cloud and accounts**.



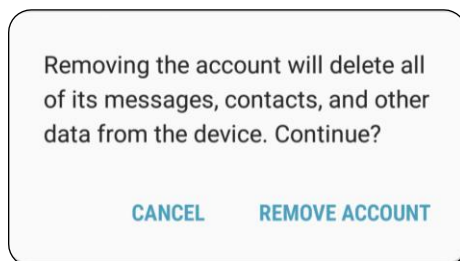
2. Tap **Accounts**.



3. Select the account you wish to remove and tap **REMOVE ACCOUNT**.



4. Select **REMOVE ACCOUNT**.



You can now go back to your home screen and start using your new Outlook mail app!

Note: If you have secondary AHS (on-call or other) accounts to remove, repeat the steps for those accounts as well.