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Introduction

Welcome to the Sparrow Mobile Device Provisioning Process. This guide will give you some basic understanding of the functionality of the process involved in getting your Mobile Device connected to the Sparrow Email System, as well as some security measures that have been taken to secure the corporate data stored on your mobile device.

There are three steps required by you before your Mobile Device will connect to the Sparrow Email System.

1. Download / Install Mobile iron Client from Mobile market.
2. Install Mobile Iron Profiles
3. Manage your account with the Self Service Portal

This Document will outline the required three steps to connect your Mobile Device to the Sparrow Email system. When you are ready to upgrade your mobile device this platform will enable you to retire your old device and register your new one.

Changes to your Mobile Device

In order to comply with Industry Standards and Regulations regarding Mobile Device management you may notice some slight changes to your Mobile Device after the provisioning process.

- Pin Code screen lock will be enabled
- Encryption will be enabled
- Location Services will be enabled
- ITunes backup will require a password
- IOS devices will have iCloud Disabled

A Passcode will be enabled that will force you to enter a minimum 4 digit Passcode into your Mobile Device before use. The Passcode will expire every 90 days. To allow for the best enrollment experience for your device, you should set your device password now before proceeding.

Encryption will be enabled on all IOS devices by default when the Passcode is enabled. Only Android devices 3.0 and higher support the encryption requirement.

Location Services will also be enabled in order to locate you device if lost or misplaced. You can log into the mydevice.sparrow.org portal to locate your device.

ITunes backups taken to your PC will now require a password. If you do not have one enabled you will be notified to set the password on the next Sync. This will encrypt the backup stored on the PC.

Per security requirements synchronization to the Apple iCloud will be disabled for all IOS 5 versions and above.
Self Service Portal

From a computer browser either from home or work navigate to the Myphone@Work portal by typing https://mydevice.sparrow.org into your web browser. Log into the portal using your Sparrow Network Credentials.

The Myphone@Work portal is used to manage your Mobile Device and is accessible anywhere from the internet. This portal gives you the ability to Locate, Lock, Unlock, Retire and Wipe your Mobile Device.
Registering your new device

The self-service Portal will be able to guide you through the registration process. This site will also allow you to see that your device has registered with the mobile iron server. On your mobile device, visit https://mydevice.sparrow.org/go. This will take you to the next step in the registration process.

Supported Devices:
- Android (4.0 and above)
- iOS (6.0 and above)

Retiring your Old Mobile device

When you are ready to replace your Mobile Device navigate to https://mydevice.sparrow.org/ and login with your active directory username and password. Choose Retire from the options under your old device. Add notes (ex. Retiring old device). The following message will display when you have successfully retired your old device.

Android Registration Instructions

The screenshots below depict the registration process an Android device including:

- Email + for Android Phones
- Samsung Smartphone Configuration

Please note that due to the variation in Android devices, the registration process may be slightly different on your phone.
For best results, install over Wi-Fi, not a cellular network, with your device connected to a power source.

Prerequisites:

- A Google Play Store account is required to download and install apps. If you do not have an account, please create one before beginning registration with MobileIron.
- Tap the Play Store app on your device and proceed through the prompts to set up your account.
- For best results, register over Wi-Fi, not a cellular network, with your device connected to a power source.

Begin Android MobileIron registration.

On your Android device, tap to open the Play Store, select Apps, and search for MobileIron.

In the list of MobileIron apps, tap Mobile@Work. The Mobile@Work app will install automatically.

Once Mobile@Work is installed, tap the Mobile@Work app to begin the configuration for your device.

You will be prompted to accept the app permissions. Tap ACCEPT.
<table>
<thead>
<tr>
<th>Enter your corporate email address and Tap NEXT.</th>
<th>Enter your corporate password and Tap SIGN IN</th>
<th>You are asked to wait while your credentials are verified.</th>
<th>Once your credentials have been verified, configure Mobile@Work as a Device Administrator. Tap Continue</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Image" /></td>
<td><img src="image2.png" alt="Image" /></td>
<td><img src="image3.png" alt="Image" /></td>
<td><img src="image4.png" alt="Image" /></td>
</tr>
<tr>
<td>This screen has Information Rights Management (IRM) protected content. Please enter your corporate email address and tap NEXT</td>
<td>This screen has Information Rights Management (IRM) protected content. Please enter your corporate password and tap SIGN IN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tap ACTIVATE</td>
<td>Tap Update to continue to Lock screen preferences – If a Pin has already been configured slip to step -</td>
<td>Tap Continue again</td>
<td>Tap Continue to begin Encryption</td>
</tr>
<tr>
<td><img src="image5.png" alt="Image" /></td>
<td><img src="image6.png" alt="Image" /></td>
<td><img src="image7.png" alt="Image" /></td>
<td><img src="image8.png" alt="Image" /></td>
</tr>
<tr>
<td>Activate device administrator?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><img src="image9.png" alt="Image" /></td>
<td><img src="image10.png" alt="Image" /></td>
<td><img src="image11.png" alt="Image" /></td>
<td><img src="image12.png" alt="Image" /></td>
</tr>
<tr>
<td>Mobile@Work</td>
<td>Device Configuration Status</td>
<td>Device Configuration Status</td>
<td>Device Configuration Status</td>
</tr>
<tr>
<td>In order to securely manage your device, this app needs to be activated as device administrator. Activating this administrator will allow the app Mobile@Work to perform the following operations: Erase all data – Erase the tablet's data without warning by performing a factory data reset. Change the screen-unlock password – Change the screen-unlock password. Set password rules – Control the length and the characters allowed in screen-unlock passwords. Monitor screen-unlock attempts – Monitor the number of incorrect passwords input when unlocking.</td>
<td>Device Configuration Status</td>
<td>Device Configuration Status</td>
<td>Device Configuration Status</td>
</tr>
<tr>
<td><img src="image13.png" alt="Image" /></td>
<td><img src="image14.png" alt="Image" /></td>
<td><img src="image15.png" alt="Image" /></td>
<td><img src="image16.png" alt="Image" /></td>
</tr>
<tr>
<td>Tap ACTIVATE</td>
<td>Device Administration</td>
<td>Device Administration</td>
<td>Device Exception</td>
</tr>
<tr>
<td>In the next screen you will be asked to complete setup. You must accept the agreement. The device will begin encryption. In the following screen you will set an admin password. Each time you log in, you must input your admin password.</td>
<td>In the next screen you will be asked to complete setup. You must accept the agreement. The device will begin encryption. In the following screen you will set an admin password. Each time you log in, you must input your admin password.</td>
<td>Device Exception</td>
<td>Device Exception</td>
</tr>
<tr>
<td><img src="image17.png" alt="Image" /></td>
<td><img src="image18.png" alt="Image" /></td>
<td><img src="image19.png" alt="Image" /></td>
<td><img src="image20.png" alt="Image" /></td>
</tr>
</tbody>
</table>
With your device connected to power the “Encrypt” button will display
– Please read Notice carefully -

You can encrypt your accounts, settings, downloaded apps and their
data, media, and other files. After you encrypt your tablet, assuming
you’ve set up a screen lock (that is, a pattern or numeric PIN or
password), you’ll need to unlock the screen to decrypt the tablet every
time you power it on. The only other way to decrypt is to perform a
factory data reset, erasing all your data.

Encryption takes an hour or more. You must start with a charged
battery and keep your tablet plugged in throughout the process. If you
interrupt it, you’ll lose some or all of your data.

Charge your battery and try again.

Install Email + if device is NOT a Samsung device

| Tap Menu bar in the upper left to display the Apps@Work screen. Tap Apps@Work | Tap email + then Tap Request | If you see an Install blocked screen choose settings. Your security screen will be displayed. Select OK, the turn on “Unknown sources”. Select next or Install at prompts. Your Email will be downloaded within 4 Min |

Congratulations! You have completed registration with MobileIron and can now use your device to access corporate resources.
IOS Registration Instructions for IPhone and IPad

First set a passcode on your device if you do not already have one.

IOS 8.0 or older Passcode setup

If your device is version IOS 8 or older follow these instructions to set the passcode:

Navigate to the device settings then click on “General”

select the Passcode Lock option

Next select “Turn Passcode On”

Then Set your 4 digit passcode
**IOS 9.0 or newer passcode setup**

A four digit code will need to be configured to enable Mobile Iron Encryption. After passcode is setup the Touch ID can be used as an alternate secure access to the device.

- Launch the **Settings** app.
- Find and select **Touch ID & Passcode**.
- Enter your current PIN code if/when prompted.

Next: Navigate to the iTunes store and download the MobileIron app

Once installed, open the app. It will ask for an OK to send Push Notification alerts.
1. Enter your User name (sparrow login name) ex. SmithJ -> Click “Next”

2. Server address enter—mydevice.sparrow.org -> Click “Next”

3. Password— Enter your password – the same one used for email -> Click “GO”

Next click “OK” to update configuration

On the install profile screen click the “install” button

Click “install”
Improving the health of the people in our communities by providing quality, compassionate care to everyone, every time.

Enter the 4 digit PIN you created in the first steps.

Click install now and then install again on the warning screen.

You will see a Profile Installed screen when it is completed. Click Done

A web page will pull up, click your home button to complete the mobile iron installation
Improving the health of the people in our communities by providing quality, compassionate care to everyone, every time.

The MobileIron App should now show this if configured correctly.

You can now access your sparrow email from your mail client icon. Click on Sparrow Exchange to view sparrow email.

Windows Phone Registration
The screenshots below depict the process for configuring your Windows Phone 8 to receive corporate email.

1. Locate Company Apps under Settings>System Applications on your device.

   Tap the Settings icon.  Tap Company Apps  Tap add Account

2. Enter your email credentials and the server name (mydevice.sparrow.org)

   Enter your email address and password and tap sign in
   If Prompted, enter the server name (mydevice.sparrow.org)
   If you see the screen below prompting you to accept an unverified certificate, tap continue
   You should see this screen once the account has been added. Tap Done
Improving the health of the people in our communities by providing quality, compassionate care to everyone, every time.

Your corporate email profile will be pushed to your device within 4 hours.

3. Depending on the security settings applied to your phone and your phone’s current settings, you may be prompted to set or reset your device password.

<table>
<thead>
<tr>
<th>Tap set.</th>
<th>Enter a new password meeting the new requirements. Re-enter it to confirm and then tap done.</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.jpg" alt="Screen Shot" /></td>
<td><img src="image2.jpg" alt="Screen Shot" /></td>
</tr>
</tbody>
</table>

### Tips and Tricks

- If your email stops syncing open the options menu in mobile iron and choose force connect.
  - If this does not solve the issue follow the [Self-service portal](#) instructions and retire your device. Once retired you can follow your devices registration instructions to reregister.  
  [Android](#)  [Apple](#)  [Windows](#)

- If your calendar entries that are created on your mobile device are not updating on your corporate email verify you are creating appointments in the Sparrow Exchange calendar.

If email does not show up (could take up to 4 hours), or for any password resets contact the Sparrow Helpdesk at (517) 364-4357 or [helpdesk@sparrow.org](mailto:helpdesk@sparrow.org).