

FAQ for using personal devices with clinical resources (BYOD)

This is a list of frequently asked questions for people who want to use their personal iPads/iPhones to access clinical resources at SFGH. This is known as BYOD (Bring Your Own Device).

- Can I use my personal device to access clinical resources?
- What is MDM? What is Air-Watch?
- Why should I enroll my iPad/iPhone?
- Do I need to enroll if I just want to browse the web and check my email?
- What does enrolling do to my iPad/iPhone?
- How do I enroll my device?
- How do I access the UCSF-Clinical network?
- How can I find and install recommended apps?
- How do I un-enroll my device/undo all the changes?
- What do I do if my device is lost or stolen?
- How can I get more help?
- Where can I send my ideas/suggestions/complaints?
- I accidentally deleted Careination from my device. How do I get it back?

Can I use my personal device to access clinical resources?

The short answer is yes, you can use your personal device! Right now, only iPhones and iPads are supported with iOS 5 and later. And first your device must be registered in Air-Watch, our MDM program. See https://sfghdean.ucsf.edu/cns/Air-Watch_OS_Support.pdf for more information on supported devices.

What is MDM? What is Air-Watch?

MDM stands for Mobile Device Management, and is technology that allows organizations to remotely manage mobile devices like iPhones and iPads. Air-Watch is the vendor UCSF has selected to provide MDM for devices at SFGH.

Air-Watch consists of an app for your iPhone or iPad. It allows the device to be remotely managed to permit access to some clinical resources on the DPH intranet. It also changes some settings on your device to make it compliant with our security policies. All of those changes are detailed below.

Why should I enroll my iPad/iPhone?

Enrolling your device gives the following benefits:

1. Your device can use the wireless network UCSF-Clinical. This provides access to applications like Citrix, Invision, and Careination. **Enrollment is required to access UCSF-Clinical.**
2. Your device can be remotely erased/wiped if it gets lost or stolen.
3. You can access the Secure Content Locker, an app that allows you to download confidential documents to your device for offline viewing.
4. You can browse and download apps directly from our App Catalog, containing apps recommended by your colleagues at SFGH.

Do I need to enroll if I just want to browse the web and check my email?

No. This program is intended for clinicians that require access to clinical resources at SFGH. If you need basic Internet access, you can use the wireless networks UCSFguest or UCSFwpa. See <http://sfghdean.ucsf.edu/wireless/> for more information.

What does enrolling do to my iPad/iPhone?

We've worked hard to limit what changes are made to personal devices. Here's the full list of the changes made:

1. We put an icon on your home screen for our App Catalog, which you can remove at any time.
2. If you don't already have a passcode, you'll be prompted to set one at least 4 characters long.
3. Screenshots have been disabled, so pressing the home and power buttons at the same time won't save a screenshot to Photos anymore.
4. When you connect your device to iTunes, the backups that iTunes makes will be encrypted.
5. If you don't already have the free app "Air-Watch MDM Agent" installed, you'll be prompted to install it.

That's it! And you can undo these changes at any time.

How do I enroll my device?

Enrolling your device is a three-step process:

Step 1: Install the Air-Watch app on your device:

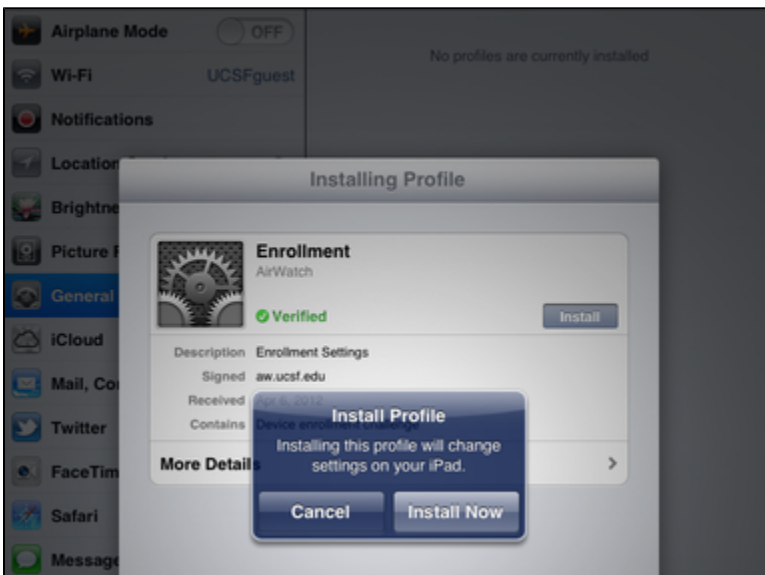
- Go to the App Store on your device and download the free **Air-Watch MDM Agent** app
- Open the app, and when asked if Air-Watch can send you Push Notifications, tap OK
- Enter aw.ucsf.edu for the address and tap Save
- When asked if you would like to enroll your device, tap **No** (you will enroll later)



Step 2: Contact the UC Service Desk at 415-206-5126 and tell the technician that you want to enroll your iPad/iPhone in Air-Watch. A ticket will be opened in your name and an email will be sent to you with an invitation to enroll your device.

Step 3: On the mobile device that you want to enroll, open the invitation emailed to you and tap the link in the message to begin the enrollment process:

- When prompted for a username and password, enter your Active Directory credentials
- When prompted to install a profile you'll need to tap **Install** a few times to complete the process



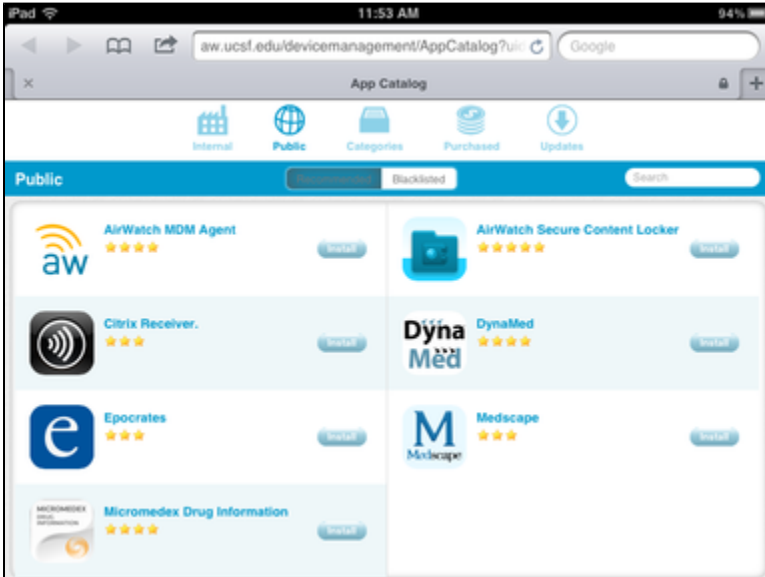
Your device is now enrolled with Air-Watch and in a few moments the settings listed above will be applied to your device.

How do I access the UCSF-Clinical network?

On your device, open the Settings app and tap WiFi. Join the wireless network UCSF-Clinical. When prompted for a username and password, use your Active Directory credentials or MyAccess credentials. If prompted to install a certificate, tap Install.

How can I find and install recommended apps?

On your home screen tap the App Catalog icon. When the site loads, tap Public at the top to see the list of recommended apps. These apps are always free!



To install an app, tap Install. To get help configuring these apps, contact the UC Service Desk.

How do I un-enroll my device/undo all the changes?

- On your device, open the Settings app
- Tap General in the left column
- Tap Profiles in the right column
- Tap Global MDM Profile
- Tap Remove



That's it! All the changes we made will be automatically removed. Apps that may contain sensitive information that you downloaded from us (like Citrix Receiver) they will be automatically removed, but all other apps and all other data will remain on your device. Alternatively, you can contact

the UC Service Desk and we can remove the profile from your device remotely.

What do I do if my device is lost or stolen?

If your device was enrolled with ActiveSync (http://its.ucsf.edu/main/service_catalog/email/mobile_devices.html) then you can immediately perform a remote wipe yourself using the Exchange email system by using the instructions at <http://its.ucsf.edu/faq/ActiveSync/8431-DSY.html>

Alternatively, contact your Computer Support Coordinator or the UC Service Desk at 206-5126. When contacting the UC Service Desk, explain that you work at SFGH and need help with wiping your mobile device.

How can I get more help?

The Computing and Network Services help desk is available to help during business hours. We can be reached by contacting the UC Service Desk at 415-206-5126, or by opening a ticket in [Service Now](#).

We're still in a pilot with personal devices; some of the best people to talk to and share your experiences with are your colleagues that are testing this service with you.

Where can I send my ideas/suggestions/complaints?

Check with your attending physician/chief resident, or contact Michael Hodges (michael.hodges@ucsf.edu).

I accidentally deleted Careination from my device. How do I get it back?

The Computing and Network Services help desk can remotely push Careination back to your device. Please contact the UC Service Desk at 206-5126 to open a ticket in Service Now to make this request.