

Android Workspace ONE Hub Enrollment Guide

Enterprise Mobility

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Table of contents

Android Workspace ONE Hub Enrollment Guide	3
Enrollment Instructions	4
Understanding the App Drawer	9
How to Download Apps	10
How to set up Boxer, HCA Email Application	111
How to log in to WebEx, formally Teams	12
How to Unenroll HUB Enrolled Devices	Error! Bookmark not defined. 3
Other Information:	14

Android Workspace ONE Hub Enrollment Guide

This guide is intended to assist you with enrolling your Android device into the Workspace ONE Intelligence Hub Mobile Device Management (MDM) application. After successful enrollment, your device will be enabled to access HCA resources. Enrollment should take approximately 15 minutes, but time may vary based on the speed of your internet connection. Devices enrolling into Android Enterprise via Hub are considered as “Work Profile” devices; this creates two separated compartments on the device: personal app group and work app group. Because of this data from the personal side of the device cannot communicate to the work, and vice versa.

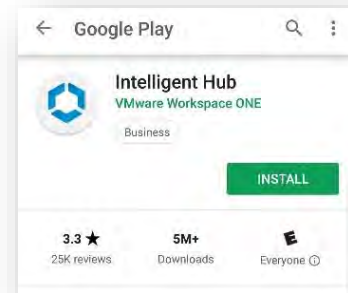
The following prerequisites need to be completed prior to enrollment:

- Ensure you have the latest available version of the Android OS on your device. Devices only using the most updated release and one major version lower will be allowed to enroll. Example, if the current release is Android 11, then only 10 and above will be allowed to enroll in Workspace ONE.
- Internet connection (cellular or wireless)
- A Google account is required on the device to download the Hub MDM agent from the Play Store
- Device encryption is required to access corporate resources.
- Your Hub account must be created. For first time mobile device users at HCA, you may do so by filling out the [Mobile Device Integration](#) form. Once a user fills out the Mobile Device Integration form, their manager will receive a request to approve the user’s account. This request must be approved within 72 hours or a request will need to be submitted again.

Enrollment Instructions

Step 1: Install the Hub App

- Go to Google Play Store and search for **Intelligent Hub**. Tap **Install** to download the Hub app.



- Tap **Open** to initiate the download.



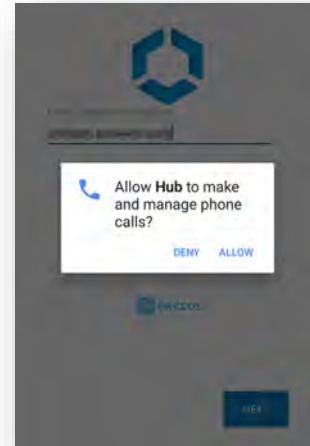
Step 2: Launch the Hub App and Begin Enrollment

To begin enrollment, open the Hub app and follow the steps outlined below:

- Tap **Server**.
Enter the server: `mdm.medcity.net`.
Tap **Next** at the bottom to continue.



- If your phone prompts, Allow Hub to make and manage phone calls. **Select ALLOW.**



- Tap **Group ID**.
Enter: **HCA**.
Tap **Next** at the bottom to continue.

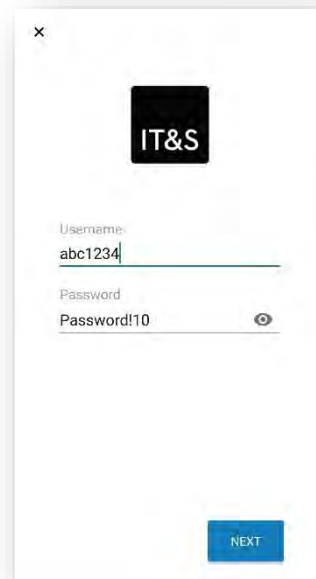


Step 3: Enter your Enrolment Credentials

On the next screen, you will be asked to authenticate to Workspace ONE with your HCA 3-4 I.D. and password.

Note: These are the same credentials you use to sign into your computer and/or HCA network.

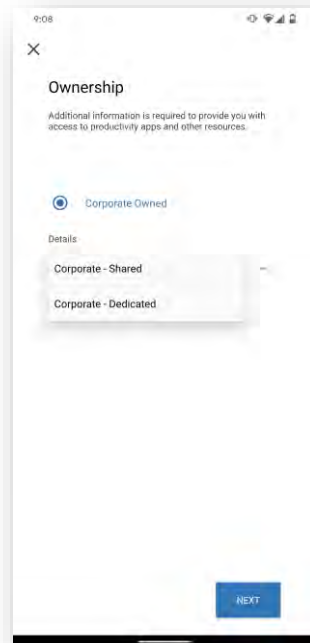
Enter your credentials and tap **Next** at the bottom to continue.



Step 4: Select Device Ownership Type

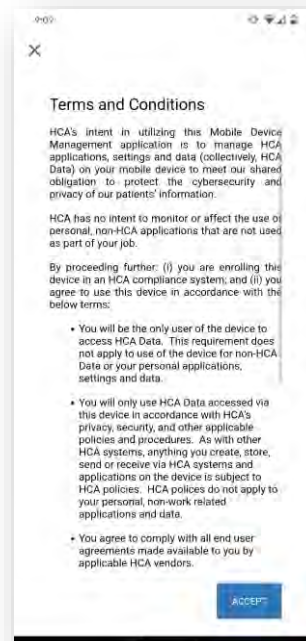
Select the appropriate device ownership category. Tap **Next** at the top to continue.

- Employee Owned – Bring Your Own Device. This is a personal device an employee has purchased and pays for.
- Corporate Owned – This is a device that HCA has purchased as a company provided phone.
 - Corporate - Dedicated – This device is assigned to an individual user
 - Corporate - Shared – This is a device that is not assigned to an individual user and can be used by multiple users in a day
 - *Note – Asset Number is not required*



Step 5: Accept Terms and Conditions

On the next screen, read the HCA Terms and Conditions and select **ACCEPT**.



On the next screens, select **I UNDERSTAND** after reading the Privacy Terms.

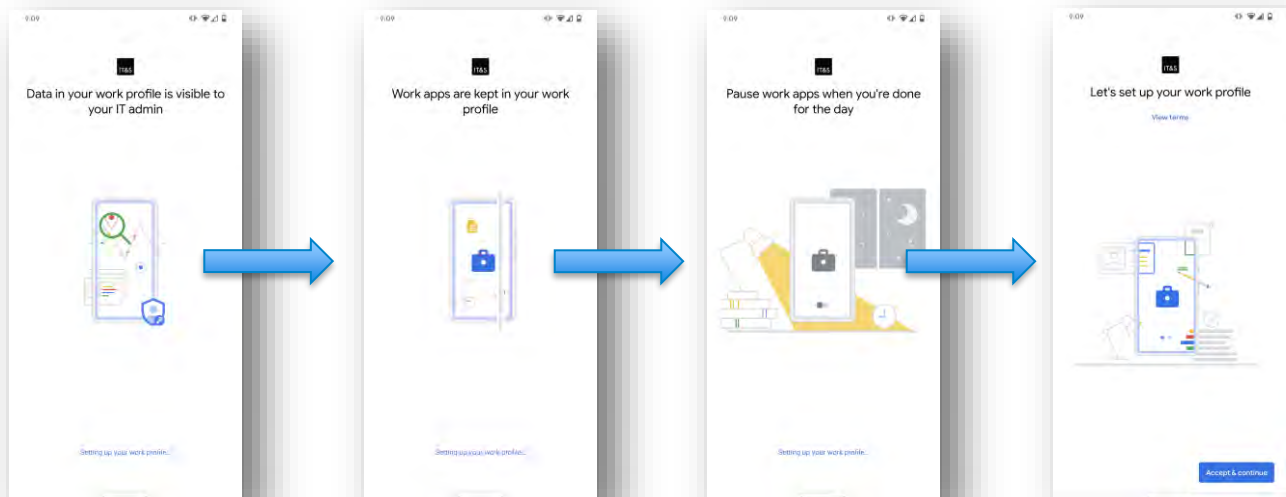
On the Data Sharing screen, select **I AGREE** after reading the Data Sharing Terms.



Step 6: Set Up Your Workspace

After accepting all terms, it will then prepare to setup the users Workspace. This is where the device will separate the device into two app categories: Personal and Work. The user will see some or all of the below screens while this is configured.

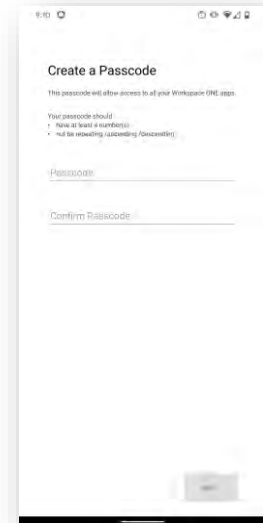
Once completed, select **Accept & continue**.



Step 7: Setup Device Passcode

Now that Workspace has been authenticated, HCA security policies will require you to set a passcode (used to unlock your device). If you have not already setup a device passcode as part of completing the pre-requisite steps, you will be prompted to do so now. Follow the instructions on the screen to enter a passcode.

NOTE: If a Device Passcode is not set within an hour, the device will be Enterprise Wiped (ONLY HCA items will be removed, NOT personal data). A warning email will be sent first, allowing the user one hour to set device passcode before the Enterprise Wipe will take place.

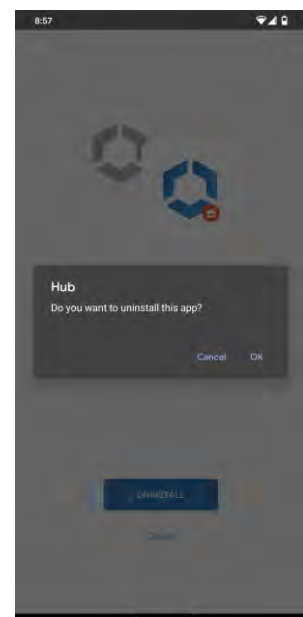


Step 8: Complete Setup

Because Android Enterprise separates apps from Personal and Work, the original Hub app that was installed was installed on the Personal side of the device. This app is no longer needed as there is now a Hub app on the Work side of the device.

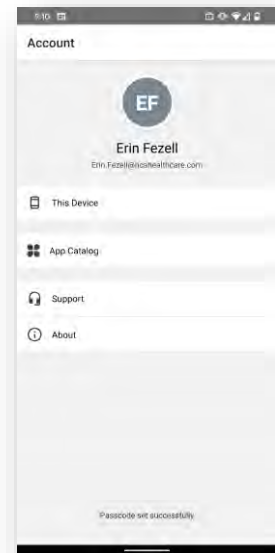
Open the App Drawer and select the Hub app that is great out (within the Personal app group). Once opened, you will be presented with this screen, advising “*You have a new version of Intelligent Hub*” message. Tap **Uninstall** to remove this version.

NOTE: If user is using Dark Mode as shown in the center image below, the “*You have a new version of Intelligent Hub*” message may not be able to be seen.



Step 9: Workspace ONE Enrollment Complete

Once a device is fully enrolled, the Hub app will end on this screen confirming that the device is now enrolled. Hit the home key to return to the device home screen. Enrollment is now complete.

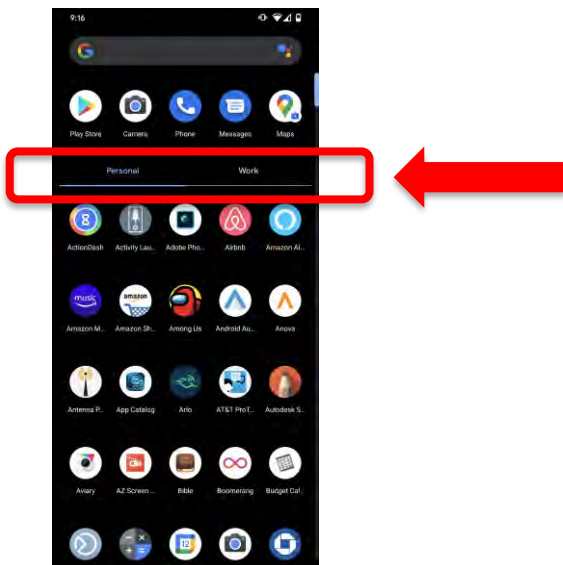


Understanding the App Drawer

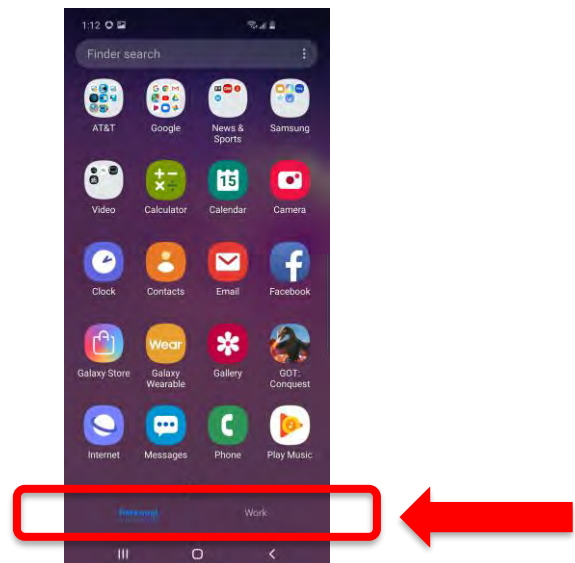
As previously stated, Android Enterprise separates the device into two app groups.

Personal and **Work**. This can be seen when the user opens their app drawer. Depending on the manufacture of the device will depend on where the headers of these drawer names are located. NOTE: Pixel devices will have these two groups listed at the top of the screen whereas Samsung and others will have these options on the bottom of the screen.

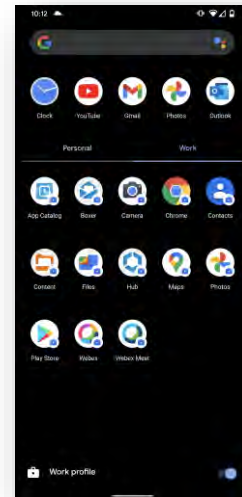
Pixel Devices



Samsung Devices



While in the **Work** app group you will see several apps. All Work related (or HCA related) apps will be designated with a small blue briefcase on the bottom right of the icon. This is important to visually distinguish between Work apps and Personal apps for the end user as there are several apps that could be offered within both Personal and Work.



The Work Profile also has the offering of disabling or silencing Work to allow users to control their time (indicated on this slide, on the bottom right). This can be flipped off and on within the Work app group or in several other settings locations on the device.

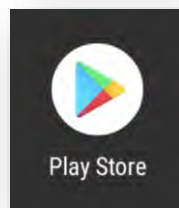
When the Work Profile is **turned off**, the device will grey out all work-badged apps and will alert the user when they select a Work app that it is disabled. Once selected, the Work profile will enable again.

How to Download Apps

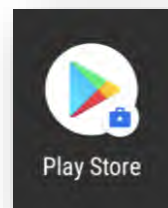
All HCA related content will be downloaded within the Work app group using the work-badged version of the Play Store. Apps are **no longer available in the HCA App Catalog** as that is now retired. While they may appear to be downloadable via there, it could cause issues and it is advised to only use the work-badged version of the Play Store.

As mentioned in the previous section, all HCA related apps will be indicated with the small blue briefcase on the app icon. Here is an example of the Personal Play Store icon versus the Work Play Store...

Personal Play Store Icon



Work Play Store Icon



The Work Play store (or also referenced as the work-badged version of the Play Store) is where you can download some of the following:

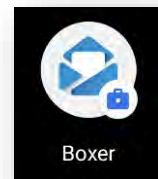
- Boxer – Email Client for Android
- WebEx – Formally WebEx Teams
- Web – VMWare’s Secure Brower, needed for when clicking links in Boxer
- Content – VMWare’s Secure Content Manager, needed when opening attachments from Boxer
- Maps – If a Boxer calendar event has an address that needs to be navigated to, because of the separation of Work and Personal, there must be a separate Work version of the app installed
- Camera – Because of the app separation, if photos need to be taken to email, etc., installing the Work version of Camera will allow for the use of the camera
- MH-Cure
- Chrome
- And more apps to come



How to set up Boxer, HCA Email Application

To access HCA email on an Android device a user will need to download the Boxer application from the work-badged version of the Google Play Store (see Step 12).

- Download Boxer
- Once installed, open Boxer
- The user’s email address should be displayed. If not, enter it the full email address.
- Select **Continue** and enter your **Email Password** when prompted.



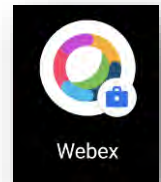
In some instances if the app has been installed and immediately opened, the needed data to allow the user to log in may not have synced. This can be confirmed if the user attempts to log in and receives an error that they are “not authorized” or their email address did not auto-populate on the email address screen. When this takes place, please force close the app, wait 10-15 minutes and then open Boxer again. The user’s email address should auto-populate.

Note: These are the same credentials you use to sign into your computer and/or HCA network.

How to log in to WebEx (formally Teams)

To access HCA WebEx on an Android device a user will need to download the WebEx application from the work-badged version of the Google Play Store (see Step 12). Prior to February 2021, this step required the user to modify the default web browser within the Work Profile. **This step is no longer needed.**

- Download Teams
- Once installed, open Teams
- Enter in the user's full email address and click **next**
- An HCA branded site will load on a web browser, prompting to log into the HCA Identity Federation Portal. Log into the site using 3/4 and network password and follow the prompts
- Once access/authorization has been completed, the browser will close and return to WebEx
- Be sure to **Enable Access** for the required permissions (ex. Allow to record audio, Microphone, etc.)

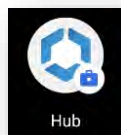


How to Unenroll HUB Enrolled Devices

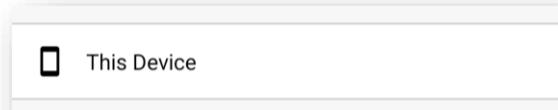
In the event a device is not working as expected or a provider/user is leaving HCA and wants to remove HCA Mobile Device Management (MDM) from their device, follow these steps.

NOTE: THESE STEPS WILL REMOVE ALL HCA RELATED CONTENT FROM THE DEVICE.

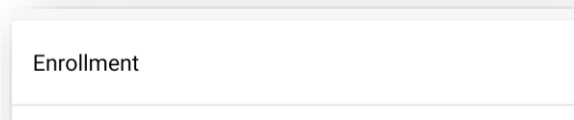
STEP 1: Open the Workspace ONE HUB Application



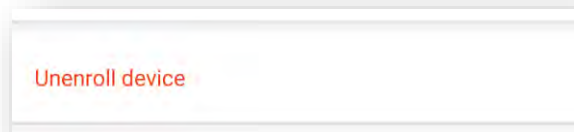
STEP 2: Select “This Device”



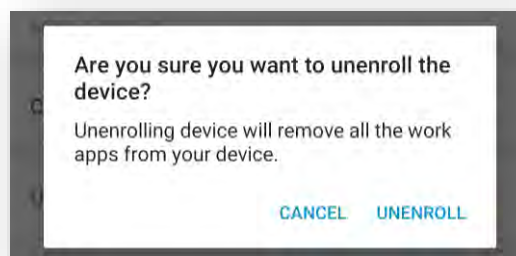
STEP 3: Select “Enrollment”



STEP 4: Select “Unenroll device”



STEP 5: Confirm the unenrollment by selecting “UNENROLL”. Once confirmed, the device has now been unenrolled.



Other Android Related Information:

Q: *How can I check my device status?*

A: You can check your device status on your phone by launching the Hub application

Q: *Can I manage my device remotely?*

A: Yes, you can manage your device remotely by visiting <https://mdm.medcity.net/MyDevice>

Q: *I've enrolled but can you tell me more about what VMWare (formally AirWatch) is and does?*

A: Sure, a quick and easy site was developed to explain further by visiting <https://whatisworkspaceone.com/>

Q: *I'm trying to enroll my Android device but I keep getting this **Enrollment Blocked** screen. Why is that?*

A: Due to security restrictions, Android devices must be on OS 10 or higher. If the OS is less than 10, you will not be able to enroll. Please update the Android OS; if device is unable to update further, a newer device would be advised.

Enrollment Blocked

You are not allowed to enroll your device.
Unapproved Manufacturer
Unapproved OS
Please contact your administrator if you feel you have received this message in error.

Q: *I want to add a Work app (such as Boxer or MH-Cure) to my home screen. How do I do that?*

A: These are called shortcuts and can easily be done!

1. Open the app drawer and go into the **Work** app group
2. Look for the app that you want to place on the home screen
3. Long press on the app
4. Either click on the “**Add to Home**” icon or **move the app while long pressing** and it will appear on the desktop for placement

+Visit the [Mobile Device Portal](#) on Atlas Connect for more info