SIU’s Secure App (XenMobile) Migration for iOS

The version of the XenMobile we are currently using has reached its end of support lifespan. In order to maintain support for XenMobile and the associated apps (Secure Mail, Secure Web, etc.), the XenMobile software vendor requires that we upgrade to the latest supported version. The change from the current enterprise versions of the apps to the public versions is mandated by the new version of XenMobile. This migration is basically just un-installing the old apps that you currently have on your device and installing the new ones from the play store. This document will walk you through the process.

Important notes before beginning the migration to public apps...

- You DO NOT have to un-enroll and re-enroll your device even if the migration fails. Call the service desk to help you remove the old apps and install the new ones.
- Make sure you are on a good internet connection or the migration might fail. It can be either cellular or Wi-Fi.
- You MUST update to the latest Secure Hub from the play store BEFORE running through these steps or it will probably fail at some point.
- It’s best to “sign in” to secure hub before migrating as well. If not, the public app will fail to open and take you back to the play store. Simply open secure hub and launch the new secure app (only Secure Mail and Web have the new blue icon) and it’ll launch as expected.
- The old apps won’t work at all after the deadline.
- You must migrate Secure Mail AFTER Secure Web so that your settings can be exported. You will lose all your saved settings if you don’t export them first. This includes email signatures and out of office responses. QuickEdit, Secure Notes, and Secure Tasks do not have settings to export.
- Screenshots are included to help with the migration to get you accustomed to switching back and forth from the Secure Hub app store and the App Store.
- Don’t panic because of all the steps. They’re repetitive and they go pretty quick.
- Lastly, you will NOT lose any data.

Now on to the good stuff!
Section 1: Export Settings

This section will walk you through exporting your settings from Secure Mail and Secure Web.

<table>
<thead>
<tr>
<th>UPDATE SECURE HUB IN THE APPLE PLAY STORE BEFORE CONTINUING!</th>
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</thead>
<tbody>
<tr>
<td>Open Secure Hub and go to the Store</td>
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<tr>
<td>Once there, tap Categories and then tap Public Apps</td>
</tr>
<tr>
<td>Verify that you see the public apps listed.</td>
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<tr>
<td>If not, Sign off of Secure Hub and Sign back in.</td>
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<tr>
<td>Do not continue if you don’t see the Public apps listed.</td>
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<tr>
<td>Instead, contact tech support at <a href="mailto:techsupport@siumed.edu">techsupport@siumed.edu</a> or 545-4357.</td>
</tr>
</tbody>
</table>
Open Secure Hub and go to My Apps and launch **Secure Web** (not Secure Mail, it has to be done after Secure Web).

iPhone users: Tap the 3 dots/horizontal lines at the bottom of the window.

iPad users: Tap the menu button which is the 3 horizontal lines in the upper right-hand corner of the window.

Now, tap **Settings**

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**Tap Export Settings and Favorites**
And then tap **Export**

Your screen will flash while the settings are emailed and you’ll be back at the Secure Web Settings window.

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You’ll now see the **Settings Exported Successfully** window.

Tap **Close** in the Settings window and you may close Secure Web.

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Now, Open **Secure Mail**

iPhone: Tap the 3 dots button in the lower left-hand corner of the window AND THEN TAP THE GEAR ICON in the pop-out.

iPad: Simply tap the gear icon in the lower left-hand corner of the window.
Scroll down to the very bottom and tap Export Settings

Tap Export again

Go back to your Inbox and you should see two emails from yourself with the subject: Exported Secure ...settings.

You’ll now see the Settings Exported Successfully window.

Now go to your Inbox in Secure Mail and you should see two emails from yourself that have your settings file as an attachment.
## Section 2: Delete the existing apps

This section will walk you through deleting all of the existing apps from your device.

**NOTE:** You CANNOT skip this section.

| Close all apps and go to Secure Hub and go to My Apps | 9:21  
|-------------------------------------------------------|--------------------------------------------------------|
| Tap on **More** for EACH app you have listed here. This document only runs through one app so be sure to repeat the process for ALL of the apps listed in My Apps. | ![Secure Mail](image1)  
| ![Secure Web](image2) |  |

<table>
<thead>
<tr>
<th>Tap <strong>Delete</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image3" alt="Delete" /></td>
<td><img src="image4" alt="Cancel" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tap <strong>Yes, Delete</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image5" alt="Yes, Delete" /></td>
<td><img src="image4" alt="Cancel" /></td>
</tr>
</tbody>
</table>

You should NOT see this dialog box if you delete the apps from within Secure Hub. You will see it if you delete it from your home screen.

Repeat this section for all of the apps listed in My Apps!

**IMPORTANT!** Sometimes iOS WON’T uninstall the apps from your device from within My Apps for some reason. Don’t panic. When you’ve finished removing all of the apps from My Apps, go to your home screen and verify that the apps are no longer there. If the apps ARE there, simply press and hold the app icon and delete the app like any other app.
Section 3: Installing the public apps

This section will walk you through deleting all of the existing apps from your device.

NOTE: You CANNOT skip this section.

You should now still be in My Apps. If not, go back to Secure Hub and go to My Apps again.

You should now see this screen.

If not, go back to section 2 and delete the apps still shown.

Tap **Add Apps from Store**
You should now see this dialog box with all of the new Public apps listed.

Tap on Details for EACH app you have listed here. This document only runs through one app so be sure to repeat the process for ALL of the apps that you want to install.

NOTE: QuickEdit is no longer required to view Word, Excel, or PDF documents.

Tap Add

Tap Install
You’ll still be in our Secure Hub store. Press the blue left arrow in the upper right-hand corner to go back a screen.

Repeat this section for all of the apps you want to install!

NOTE: QuickEdit is no longer required to view Word, Excel, or PDF documents.

When you’re finished installing your apps from Secure Hub, go back to your home screen and verify that the apps are indeed installed. Be patient, some Internet networks can be slow.

The apps shown here are still loading.
Section 4: Import Settings

You can launch the apps when they finishing installing from either Secure Hub or your device’s home screen.

For now, open **Secure Web** first so we can import the settings correctly.

You’ll see this dialog box, tap **Authorize**

You can now close **Secure Web** if you want to.

**Open Secure Mail**

Sign on using your email password.

<table>
<thead>
<tr>
<th>Authorize App</th>
<th>Secure Hub needs to authorize this app.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Authorize</strong></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Add Account</th>
<th>Sign On</th>
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</table>

Set up your email account in just a few steps.

<table>
<thead>
<tr>
<th>Address</th>
<th>mail.siumed.edu</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name</td>
<td></td>
</tr>
<tr>
<td>Password</td>
<td>Required</td>
</tr>
<tr>
<td>Domain</td>
<td>at.siumed.edu</td>
</tr>
<tr>
<td>Sync Mail Period</td>
<td>1 week</td>
</tr>
</tbody>
</table>
Now, open each of the Exported Secure Mail/Web Settings emails and then tap the attachment to import your settings.

Remember you won’t have the emails if you skipped section 1

You should eventually see this dialog box that your settings were imported successfully.

Settings imported successfully

All Done!