XenMobile Setup for Android Devices

Important Information
- Jailbroken devices will not work
- We have heard that screen savers on the device may interfere with the enrollment process. Temporarily disable it if you have on installed.
- The difference between Android OS versions may require different steps. Don't panic if a step isn't documented. Install the app like you would other apps from the store.
- You will be required to create a device pass code during enrollment. Canceling the pass code creation will disable all Secure apps from working. For the best experience, create a device pass code BEFORE starting the enrollment.
- Device enrollment is required. Canceling the enrollment process will disable all Secure apps from working
- You must have an active internet connection throughout the entire process or enrollment will fail. Navigate to an external website to verify internet access.
- It's normal for you to see the connection error on an app if you leave it open and your device's screen turns off. Simply refresh or check mail for the app to reconnect.
- When opening up a Secure app, it may not automatically refresh new content. Swipe down to refresh the contents of the app.
- Sometimes the **Secure Store** will get stuck on downloading apps or "Loading Content". Simple tap the **My Apps** tab and then tap the **Store** tab again. If that doesn't work, sign out of **Secure Hub** and sign back in
- **OS Updates** - The Secure apps are not guaranteed to work with OS updates! It's best practice to disable automatic updates until the Secure apps are certified to work with the new version
- If **Secure Mail** doesn't work after updating the OS, you won't be able to get email on your phone for a couple of weeks until Citrix publishes a new **Secure Mail** version to the app store
- Supported versions are 5.x and up - **NOTE: All prior versions are NOT supported**

Let's get started...
1. For the best experience while enrolling, it's best to do these steps BEFORE starting the enrollment
    a. If you don't create a device pass code now, you'll be forced to within 60 minutes of enrolling
    b. Temporarily allow installation from unknown sources
        i. Go to Settings->Security->Allow unknown installation of apps from unknown sources
    c. Pause the Twilight app if you have it installed
2. Go to your app store
3. Search for the app **Secure Hub by Citrix**
4. Download and install the app
5. Open the app
6. Type in **mdm.siumed.edu** and tap **Next**
7. Type in your email username and password and tap **Next**
8. On the **Activate Device Administrator** dialog, tap the **Activate** button
9. At this point, you'll be asked to create a device pass code if you don't already have one. Note that canceling this process will disable all Secure apps from working.
10. Some users will have to agree to terms and conditions and then confirm before continuing

11. When the **Secure Home - My Apps** page appears, the required **Secure** apps will automatically start downloading and will start the installation. Please note that this can take up to 60 minutes.
12. Some users will see a **Secure** app installation dialog appear, tap the **Install** button
13. For reference, here you'll see a list of all of the apps available in the **Store**. Some apps are not available to all users.
    a. Currently available apps:
        i. Secure Mail - for access your Outlook Email
        ii. Secure Notes - for accessing Outlook Notes
        iii. Secure Tasks - for accessing Outlook Tasks
        iv. Secure Web - for accessing URLs sent to you in email
        v. QuickEdit - Used to create and edit Word, Excel, PowerPoint files, and view most PDFs
14. **THIS IS AN OPTIONAL STEP AND ONLY FOR YOUR REFERENCE**. To install an app manually, tap on an icon and then tap the **Add** button. This will start the download and installation process. Keep in mind that this can take several minutes so be patient. You can tap the **My Apps** tab to see its progress.
    a. Each app will also display its own **App Installation** dialog. Make sure you tap the **Install** button for each one to properly install each app.
15. Once you install the apps you want, you need to configure them. **CONFIGURE THEM IN THE ORDER BELOW!**
16. **IMPORTANT! Press the Home button on your device to get back to your home screen.**
    a. This is a known issue that apps can open hidden when opening them up for the first time from the **My Apps** tab. This does not seem to be an issue after the apps are configured.
    b. Secure Mail
        i. Open the **Secure Mail** app, not the **Secure Hub** app from the home screen
        ii. Tap the **Password** field to enter your email password. You cannot edit your username.
        iii. Tap the **OK** button
        iv. Eventually your account will sync and you'll see your Inbox, keep in mind that this can take several minutes
        v. To change your mail settings, tap the three dots in the lower left-hand corner of the screen and then tap the gear icon. Notice that you can setup an "Out of Office" message from within Secure Mail!
    c. Secure Notes
        i. Open the **Secure Notes** app
        ii. If a dialog pops-up asking you to allow **Secure Notes** to sync with Exchange, tap the **Allow** button.
        iii. If you do, type in your email password and tap **OK**.
    d. Secure Tasks
        i. Open the **Secure Tasks** app
        ii. If a dialog pops-up asking you to allow **Secure Notes** to sync with Exchange, tap the **Allow** button.
        iii. If you do, type in your email password and tap **OK**.
        iv. Tap the Start button at the bottom of the task's how-to screen
    e. Secure Web
        i. There isn't anything to configure but open it to make sure it works as expected
    f. QuickEdit
        i. There isn't anything to configure but open it to make sure it works as expected
17. Follow these steps to turn off **Secure Hub** notifications
    a. Go to Settings -> Sound & Notifications ->App Notifications

       b. Find **Secure Hub**
       c. Choose to Block all notifications (this will not include Secure Mail notifications)
18. One last thing, you can open the Secure apps, for example **Secure Mail**, just by tapping the icon on the home screen. You do not need to open **Secure Hub** every time and then open an app.
19. You're all done!

Some known issues...

The **Secure Hub** app is required for continued functionality but it does not have to be open and running for the other Secure apps to function properly. You can launch the Secure apps by tapping on their icon.

If you uninstall **Secure Hub** app, you'll have to verify these settings before the Secure apps will work again

- Open Security and then Device Administrators and verify that Secure Hub is turned on and allowed to administer your device's
- Allow Installation from Unknown Sources BEFORE launching Secure Hub
- You'll have to go through the enrollment process again even though you successfully did it before

Document History
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