

Citrix Secure Hub Setup for iOS Devices

Before you begin:

- Jailbroken or rooted devices will not work
- The difference between Apple OS versions may require different steps. Install the app like you would other apps from the store. When in doubt, answer in the affirmative. Our server is **mdm.siumed.edu**.
- We recommend creating a device passcode before starting enrollment. It will not work without one.
- OS Updates - The Secure apps are not guaranteed to work with OS updates! It's best to disable automatic updates until the Secure apps are certified to work with the new version
- Supported versions are iOS 11, 12, and 13 - **No other versions are supported**
- The Apple Watch now supports WorxMail notifications, and it does requires that a passcode be set on your Watch.

Installation Instructions:

- 1) Go to your app store and search for the **Citrix Secure Hub**
- 2) Download and install the app, then open it up.
- 3) On the **Allow Citrix Secure Hub to send you notifications** dialog, tap **Allow**
- 4) Type in **mdm.siumed.edu** in the **Server** field and tap **Next**
- 5) Type in your AD username and password and tap **Next**
- 6) A **Device Management Information** page will appear. Tap **Next** on this screen and the next one.
- 7) Select **Allow** on the **This website is trying to download a configuration profile. Allow this?** prompt
- 8) On the **Profile Downloaded** dialog, select close
- 9) Navigate to **Settings** and select **Profile Downloaded**
- 10) On the **Install Profile** screen, tap the **Install** button in the upper right-hand corner
- 11) If your device already has a device pass code, type it in now
- 12) Now, tap the **Install** button that pops up at the bottom of the screen
- 13) On the **Remote Management** dialog, tap the **Trust** button
- 14) On the **Profile Installed** screen, tap the **Done** button in the upper right-hand corner of the screen
- 15) Switch applications back to **Secure Hub**
- 16) When prompted, **Turn On Location Services** and **Allow Citrix Secure Hub to access your location**.
- 17) Tap **Allow** to **Let Citrix Secure Hub add a VPN Configuration?** Enter your passcode to continue.
- 18) You will now see the **My Apps** page. Tap **Add Apps from the Store** on your screen.
- 19) Soon, you'll see multiple dialog boxes pop up labeled **App Installation**. Tap the **Install** button for each app.
- 20) You'll be asked to **Authorize** each app. In **Secure Mail**, you'll also be asked to enter your email's password.
- 21) Close **Safari** completely. If you do not, it will try to re-enroll your phone every time that you open **Safari**.