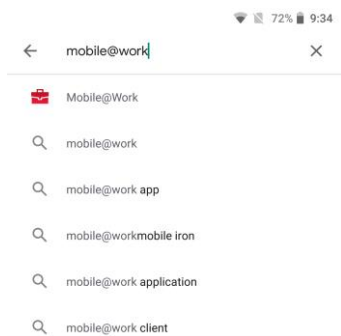


Installing and activating Bring Your Own Device (BYOD)

To utilise BYOD on your Apple or Android device, you need to apply for BYOD access and have approval from your Line Manager or Director.

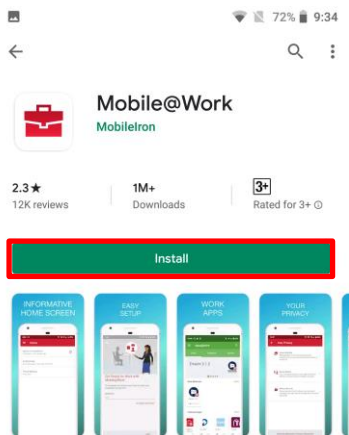
Important: You will need your PIN that you created through the MobileIron User Portal.

1. Navigate to the *Play Store* or *App Store* and search for *Mobile@Work*.



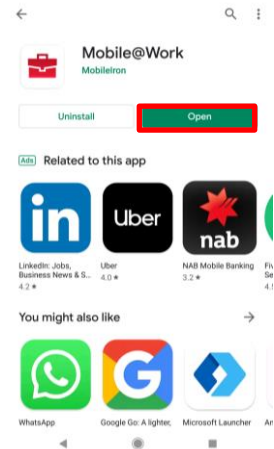
Note: QRG was setup using an Android device, setup will be same as Apple with some cosmetic differences.

2. Click on *Mobile@Work* and select **Install**.

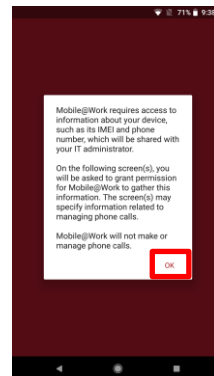


Note: A prompt may appear to verify app permissions. If it does, select "Accept" to begin downloading.

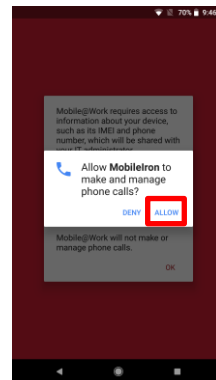
3. Once the application has downloaded, select **Open**.



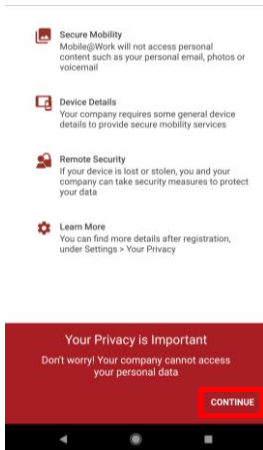
4. Once the application launches, type your Queensland Health email address into the "Company Email" field and select **Next**.
5. *Mobile@Work* requires access to information about your device. If you see this message select **OK**.



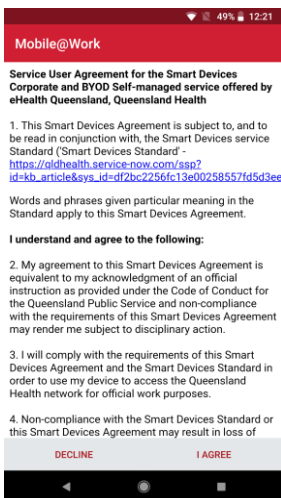
6. *Mobile@Work* needs access to make and manage calls here, click **Allow**.



7. Read the privacy and permissions screen. Once finished click **Continue**.

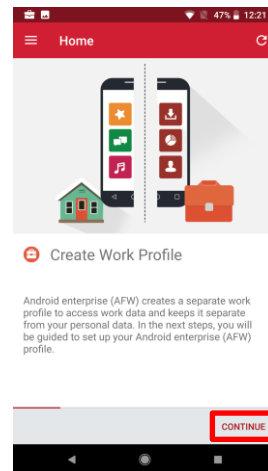


- 8.
9. Enter your Queensland Health user account password into the password field.
10. Enter your registration PIN into the PIN field from the MobileIron user portal.
11. Depending on your device, select: **Done / Next / blue tick** or **Sign in**.
12. Read the terms and conditions, when you agree select, **I agree**.

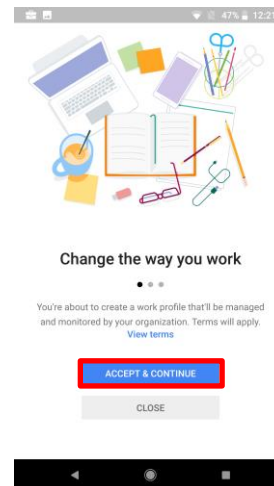


Note: Please wait a few moments for Mobile@Work to check for any updates.

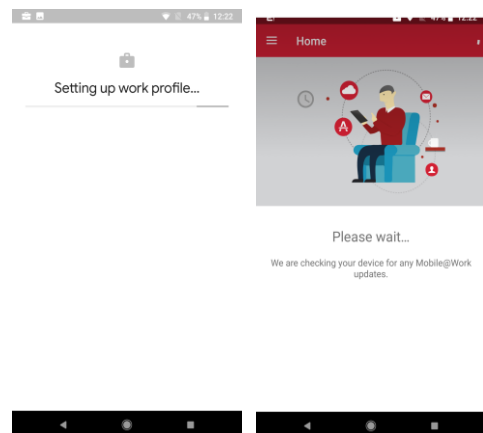
13. Select **Continue** to proceed with the creation of the 'Work Profile'.



14. Select **Accept & Continue** and wait for 'Work Profile' to finish setting up.



Note: You may notice the device switch back and forth from the 'Home' screen during the set up.



15. If a security control alert appears that is restricting access, this means your passcode is not compliant. You will need to set a 6-digit passcode to secure your device in your phone settings. A fingerprint does not meet the screen lock requirements under this service.

Once your device is compliant, your 'Work Profile' will be installed and configured. Please allow a few more minutes for this to occur.

Depending on the model of your device, you may see a 'Work' folder with some of your new work apps, otherwise they will be in your applications list. Your work-related apps will be shown with a suitcase in the lower right corner of the app icon. Some of the applications included in this 'Work Profile' are listed below.

Contacts – Access to your work contacts associated with your corporate account. Once you have added your account in the Outlook or e-mail+ applications.

Downloads – View your downloaded documents, photos, and other downloaded files.

MobileIron Tunnel – Enables access to internal resources.

Chrome – Access your corporate sites using this browser.

Play Store – Access to corporate applications.

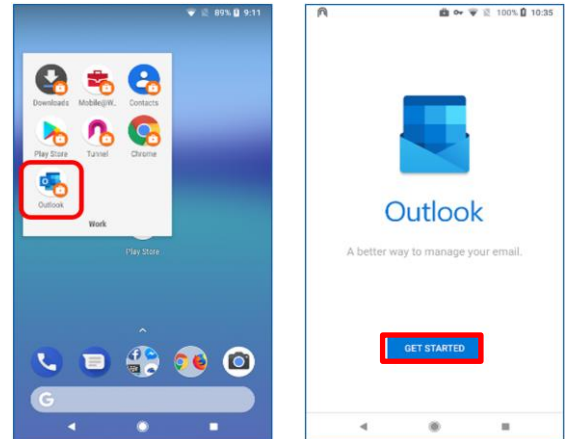
16. Open the *MobileIron Tunnel* application and select **OK** to set up the VPN connection for Chrome. You will now be able to return to your 'Home' screen.

Whilst the 'Work Profile' has installed some corporate applications as part of the enrollment process, there are plenty more available in the 'Work Play Store'. The 'Work Play Store' operates the same as the general *Play Store*, except each application that you install from the 'Work Play Store' is managed under this service. It is shown with a suitcase in the lower right corner of the application icon. You can install applications from the 'Work Play Store' that will enable you to view attachments from your work e-mails, for example *Microsoft Excel* and *Adobe Reader*.

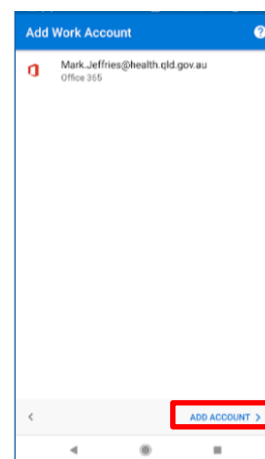
17. You have now setup *BYOD* for your device.

Opening Microsoft Outlook

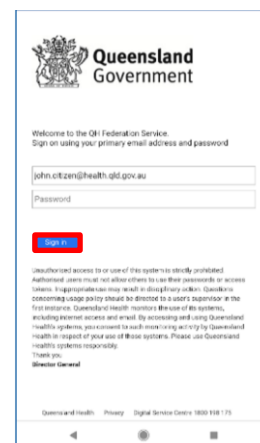
1. To open *Microsoft Outlook* select the *Outlook* symbol with the orange suitcase in the bottom right-hand corner. When open, click **Get started**.



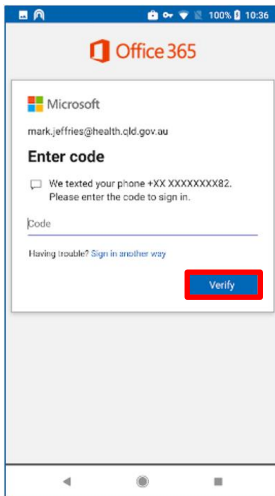
2. Select **Add Account**.



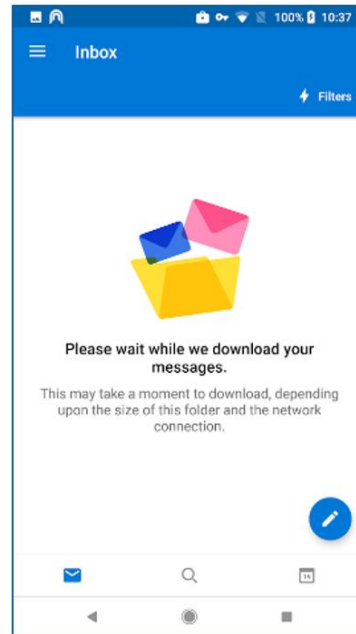
3. Enter your Queensland Health login details and click **Sign in**.



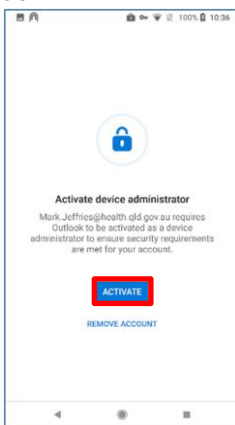
- Logging on externally requires security verification. You will receive a 6 digit code via SMS to your mobile. Enter the code and select **Verify** to proceed.



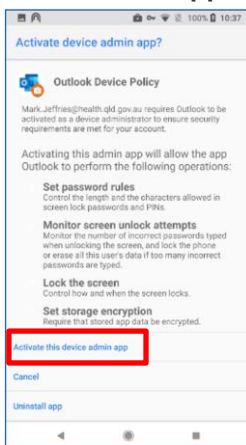
- Please allow a few minutes for your emails to synchronise to the device.



- Depending on your device you may be required to activate device administrator. Select **Activate** to continue.



- Read the *Outlook Device Policy* and tap **Activate this device admin app** to continue.

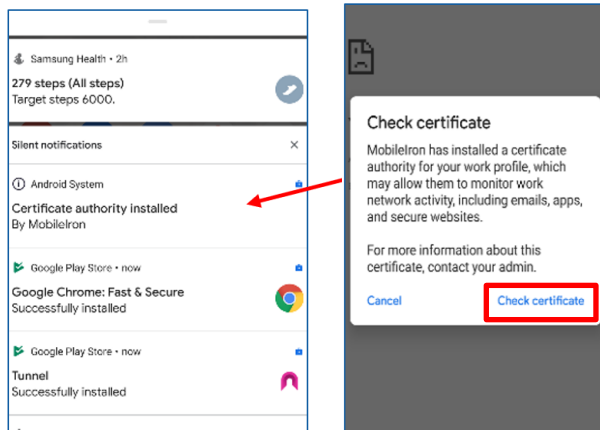


Troubleshooting

Certificate Authority

You may receive a few notifications during the registration process. One of them may be named “Certificate authority installed by MobileIron”. See example below.

1. Please select the “Certificate authority installed by MobileIron” and select **Check certificate**.



2. Enter your device password.
3. You will now be able to return to your ‘Home’ screen.

Passcode not compliant

You may receive a notification reading - “Caution: The following issue may be preventing your device connecting to Queensland Health email: Passcode not compliant”.

If you already have a passcode set, this message can be ignored. If you receive further notifications, resetting your device passcode may need to be done to stop these warnings.