HCIS recommends that you change the name of your iDevice to a unique name to help us identify it easily—especially if you have more than one iDevice. This will help eliminate confusion should your device be lost or stolen.

How to change the name of your iPhone, iPad, or iPod...
1. On your device, tap Settings > General > About.
2. Tap the first line, which should display the name of your device.

Your device must have an internet connection and have an Apple ID. Launch the App Store from your device.

Search under Apps for “AirWatch”. Install the AirWatch MDM Agent app.

Open AirWatch MDM Agent - Click on Server Details
Enter: Server: https://mdm.healthcare.uiowa.edu
Group: type2

For the Username – enter Healthcare\Your Healthcare ID and your Healthcare password.

Click Next

Click on Redirect & Enable at bottom of page.

Click on the Install button to enroll your device.

Enter your Passcode if prompted.
Click **Install** at each of the next three windows.

Click **Trust** for Remote Management

Click **Done** on the Profile Installed window.
Click **Done** on the Authentication Complete

![Authentication Complete](image)

- You will receive company resources and settings assigned to your device by your IT department
- You will receive a notification if further action is required

Click **OK** to allow Push Notifications from AirWatch if prompted.

![Push Notifications](image)

Click **OK** to allow Push Notifications from AirWatch if prompted.

![Push Notifications](image)

Click on the Home button. You should see the App Catalog on your desktop

![App Catalog](image)

Open App Catalog and install **Citrix Receiver**

![Citrix Receiver](image)
You will be prompted for your Apple ID password.
Open Citrix Receiver

Choose Add Account:

Enter Address: Your HealthcareID@healthcare.uiowa.edu

Enter the following information when prompted:

User name: Your Healthcare ID
Password: Your Healthcare password
Domain: Healthcare

(HCIS only supports Citrix on mobile devices enrolled in MDM.)

Email set up:

Click on the Mail App on your home screen
When you see this box pop-up—enter your Healthcare

If you have previously added an Outlook exchange account to your device—you will want to delete it as MDM creates the account for you. (Settings / Mail, Contacts and Calendars / select the account and click on the red Delete Account button.)
For support...

Submit a HCIS WebRequest
http://hcis.healthcare.uiowa.edu/HelpDesk/webrequest.html

Call our Solution Center @ 319-356-0001
Or email: helpdesk-hcis@uiowa.edu