UI Health Care
MDM iOS AirWatch
**Type3 Enrollment**
UIHC Owned Single User iDevice
*(Required for Canto / Haiku)*

**UIHC owned devices need to have the name changed to reflect the inventory ID.** This ID can be found engraved on the back of the device and begins with **AA**. The name of your iDevice is unique and assists us in identifying it easily.

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.
3. Rename your device using the AAxxxx number found on the back of the device and tap

Search under Apps Store for **AirWatch**.

Install the **AirWatch MDM Agent** app.

Open AirWatch MDM Agent - Click on **Server Details**  Your device must have an internet connection
Enter: Server: https://mdm.healthcare.uiowa.edu
Group: type3

Click **Next**

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.

The authenticity of “AirWatch-Type 3 (UI owned personal use devices)-iOS-Apple” cannot be verified.

Click **Trust** for Remote Management

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

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

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

Open App Catalog and install **Citrix Receiver**
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