



MobileIron Installation Guide

Partners is now using software called **MobileIron** to securely allow installation of internal apps on your mobile device. To get Mojo, you will need to install MobileIron.

1. Preparing your device for MobileIron

If you do not currently access your Partners email on your device or do not already have Mojo on your device, please proceed to Step 2.

If you currently access your Partners email on your device...

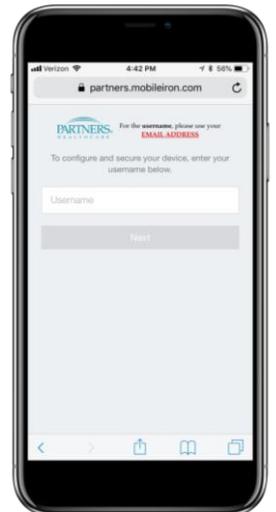
You must remove it before installing MobileIron. You **will not** lose any email or calendar items. These items are stored on Partners Exchange servers and will be restored automatically when MobileIron installation is complete:

- Navigate to Settings > Mail, Contacts, Calendar.
- Tap Partners, scroll to the bottom and tap Delete Account.
- A confirmation message will display. Tap Delete from My iPhone.

If you have Mojo on your device without MobileIron...

Delete the Mojo app. You must also remove Meraki from your device management settings:

- Navigate to Settings > General > Device Management.
- Select Meraki Management. Make sure only Mojo is listed under Apps. If other apps are listed, do not do anything else.
- Select Remove Management and enter your passcode to confirm.



MobileIron Install

2. Installing MobileIron

- In your internet browser on your device, go to <http://partners.mobileiron.com/go>.
- When asked for username, enter **your primary Partners email address**, then tap Next.



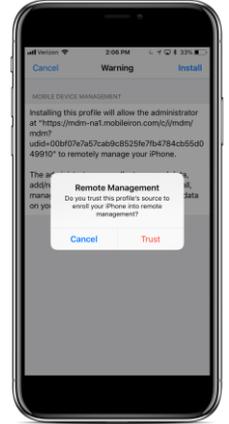
If you are not sure which is your primary Partners email address, log in to <https://myprofile.partners.org>. Your primary Partners email address will appear on the right side of the page, below your user name.

- Enter your Partners password, and tap Sign In.

Continued...

2. Installing MobileIron Cont.

- An Install Profile screen will open. Tap Install in the upper right.
- Enter your device's passcode, then tap Install.
- A Mobile Device Management warning will display (see "[Hang in There!](#)" comment below). Tap Install in the upper right.
- When the Remote Management screen pops up, tap Trust, and then tap Done.



Warning Message

Hang in There!

Partners cannot view or access personal emails, text messages, photos, videos, call history, voicemails or web browsing on your device. You are seeing a standard warning provided by Apple and the text cannot be changed to reflect what Partners has configured.¹

3. Installing MobileIron Apps

- As MobileIron installs on your phone, you will be prompted to install the MobileIron Go and Tunnel apps, as well as the Partners App Catalog.
- Tap Install when these options pop up. If prompted, enter your Apple ID password. Your iTunes account will not be charged.

4. Activating Tunnel

- Open the Tunnel app and tap Activate.

5. Getting Mojo

Some users will automatically receive a Mojo Install pop up. If Mojo installation does not begin automatically, open the Partners App Catalog to find and install.

Your Partners email, contacts, and calendar will all be added automatically. It may take several minutes for all apps and information to download.

If you have trouble installing or logging in to Mojo, turn off wifi on your device. Some steps cannot be completed on the phsguest wifi network.

1. See linked document: [MobileIron: What Partners Can and Cannot See on Your Device](#)