

# Maas360 Agent for CHS Email Android

(Documentation written based on Samsung hardware per CHS standards).

## Before you begin

- Make sure you are running OS Android 4.2 (Ice Cream Sandwich) or higher
  - Older hardware versions that do not support Android 4.2 (Ice Cream Sandwich or higher) are not supported and will need to be upgraded.
- You know your network password
- You know your Google Play store account password
- Have Wi-Fi turned on. The MaaS application is 37M.

## Installation/Configuration Steps to follow

You will need to complete steps 1-4 using the application to avoid issues.

1. [Installing the Agent](#)
2. [Configure Email](#)
3. [Configure Browser](#)
4. [Configure Docs](#)
5. [Settings](#)
6. [Contacts](#)
7. [FAQ](#)

## Key Points

This is what the Main Menu (aka Launcher) on your Android device will look like once you have



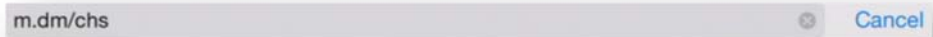
MaaS360 installed and configured on your device.

Hidden menu locations may change depending on the type of Android device you are enrolling.

**NOTE: There will be delays during the installation. Please be patient.**

## Installing the Agent

1. Open Browser
  - a. In the search bar type m.dm/chs – Go



2. You will be re-directed to the “Getting Started” page.



Clicking Start will redirect you to Google Play.



Download, install and run MaaS360 to configure this device for corporate access.

Either click the Install notification or locate MaaS360 in your application list to complete configuration.

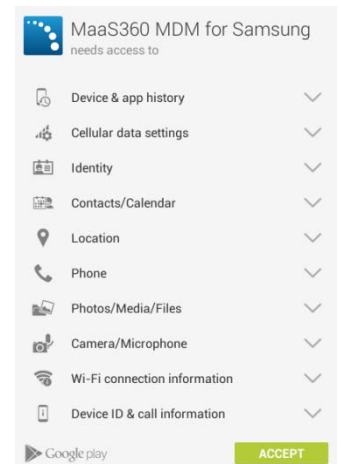
Start  
시작



- a. Click Start
- b. You will be directed to the Google Play store. Install the MaaS360 MDM application for your device type. (MaaS360 MDM for Android, MaaS360 MDM for LG or MaaS360 MDM for Samsung)



- c. Accept “Needs to Access”
- d. Once the application installs select Open
- e. You will be directed to enter your Corporate Identifier and your email address
  - a. Corporate Identifier
    - Enter chs in all lowercase
  - b. Email address



- Enter your fully qualified @carolinashealthcare.org, @Blueridgehealth, @Lifeshare.....email address



Enter your Corporate Identifier

chs

John.Doe@carolinashealthcare.org

Steps to follow:

Step 1: Authenticate

Step 2: Accept Terms

- f. Continue
- g. You will be directed to the Credentials page.
  - Enter your CHS network username
  - Leave carolinas
  - Enter your CHS network password
  - Select Device Ownership



Enter Credentials

jdoe01

carolinas

.....

Show password

**Device Ownership**

Please specify device ownership below

Corporate

Personal

- h. Continue
- NOTE: If you get an error after hitting continue:
  1. Confirm you spelled you user name correctly
  2. Confirm you typed your password correctly
  3. Confirm your account is not locked out
- i. You will then be directed to an "Accept Terms" page.
  - Please Read & Accept
- j. Next page will be the CHS AUP terms page
  - Please Read & Accept

- k. You will then be prompted to set a PIN code for the application. It needs to be 4 numbers but they cannot be consecutive like 1111 or ascending/descending like




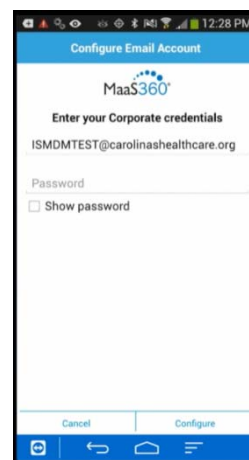
1234. Record this PIN for your records.
  - l. You will be returned to the main MaaS360 desktop upon completing this step.

Continue on to the next step – Configure Email

**NOTE: It may take up to 5 minutes for the Email, Calendar, Contacts, Docs, Browser and App Catalog icons to appear.**


## Configure Email

1. Click on the Email icon.  from the main MaaS360 menu.
  - a. This is the Configure Email Account page.
    - Enter your CHS network password
  - b. Configure
  - c. Your email will configure and you will see a “Waiting for sync” page while this process completes.
  - d. Once it is configured – you will see your inbox. If there is an email from Microsoft Outlook stating that your mobile device has been temporarily blocked. This is OK. It will be cleared by someone in Information Services very soon. Once it is cleared, your mail will come down.



Continue on to next step – Configure Browser

## Configure Browser

1. From main MaaS360 menu – Click on Browser icon 
2. You will be directed to the MaaS360 Browser install on the Google Play store
  - a. Select Install

- b. Accept “needs access to”
3. Once app installs, select Open



4. The app will configure and prompt you for your network password.
5. Close the app.
6. Go back into the MaaS360 application and click on the Browser icon.
7. You will be redirected to PeopleConnect Home page in the MaaS360 browser.

Continue on to next step – Configure Docs

### Configure Docs

**NOTE: The Docs icon can take up to 4 hours to appear.**



1. From main MaaS360 menu – Click on Docs icon
2. Click on CHS Shares
3. You will be prompted to enter your Corporate Credentials
  - o Enter your CHS network password in the password field. Leave all other fields as is.

- o Continue

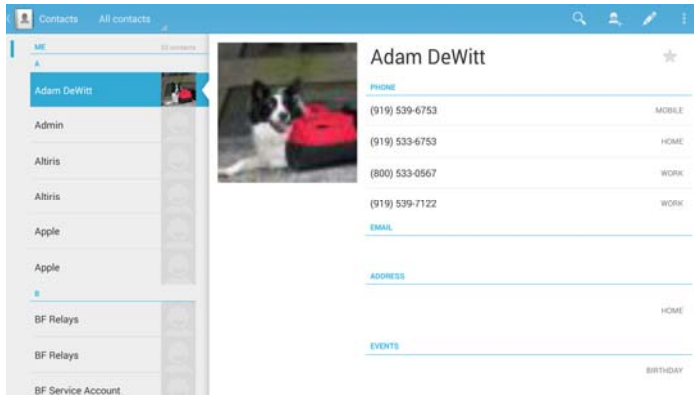
All of your network directories, with the exception of your personal drive, will be listed here.

NOTE : Local Docs is where any CHS distributed documents will appear as well as any you download from a received email.

**Your device is setup and ready to use. The rest of this document will go over customizing and understanding the different components of the MaaS360 application.**

**If you have any questions or run into any issues, please contact the CHS Support Center at 704-446-6161.**





# Contacts



All of your Outlook and device contacts will be combined on this one screen.

From this screen you can:



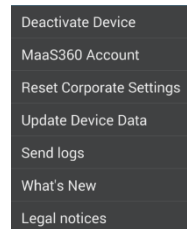
1. All contacts
  - a. Show all contacts 
  - b. Show favorites
2. Search for contacts
  - a. This will search both  your local contacts as well as the corporate network contacts.
3. Add contacts 
4. Edit existing contacts 
5. Delete contacts
6. Import contacts from SD card
7. Refresh

## Settings


Click on the Settings icon from the main MaaS360 menu

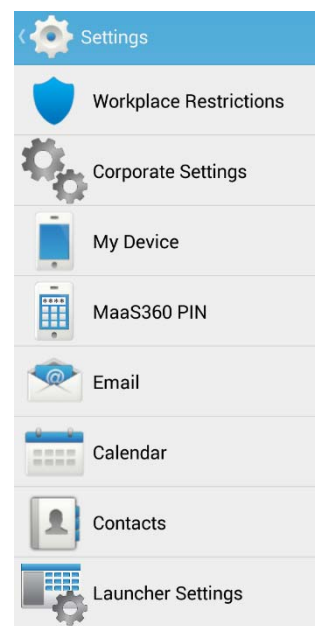
From this screen you can

1. Deactivate Device
  - a. **IMPORTANT:** This will delete your Mail, Contacts and Calendar settings cutting off your connection to the CHS network.
2. MaaS360 Account
  - a. Change your network password
3. Reset Corporate Settings
  - a. Restore all settings configured in settings since app was installed
4. Update Device Data
  - a. Forces an remote update with MaaS360 application server
5. Send Logs
  - a. For support purposes
6. What's New
  - a. This will guide you through some of the new features in the current release of the MaaS360 application.
7. Legal Notices
  - a. MaaS360 Android information



Also you can configure:

8. Workplace Restrictions
    - a. View your passcode settings
  9. Corporate Settings
    - a. View email account name
  10. My Device
    - a. This component provides you with your device information. This is also where you will go to see if your device is syncing. You can also force your device to re-sync by clicking on the sync button  in the top right corner.
  11. MaaS360 PIN
    - a. Change your 4 digit PIN (top right)
    - b. Lock application (top right)
- Two blue buttons with white text. The first button says 'CHANGE PIN' and the second button says 'LOCK MAAS360'.
12. Email
    - a. Auto Advance
      - Newer Message, **Older Message** (default) Message list
    - b. Message test size
      - Tiny, Small, **Normal** (default), Large, Huge



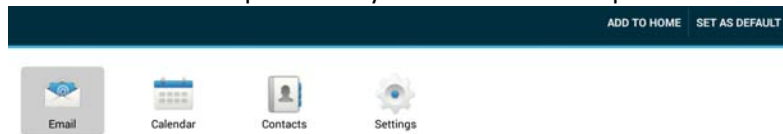
- c. Confirm on deleting message
  - **Off**(default)/On  
Enable this to always confirm before deleting messages.
- d. Ask to show pictures
- e. Clear user cert overrides
- f. Enable Conversation View
  - Off/**On**(default)  
Turning this off will ungroup mail messages by subject.
- g. Account Name
- h. Your name
- i. Signature
  - Click to add a signature line to your emails.
- j. Quick Responses
  - Edit text that you frequently insert when composing emails.
- k. Inbox check frequency
  - **Push** (default)
- l. Days to sync
  - One day, Three days, **One Week** (default), Two weeks
- m. Sync email
  - Off/**On**(default)
- n. Sync contacts
  - Off/**On**(default)
- o. Sync calendar
  - Off/**On**(default)
- p. Download attachments
  - Off/**On** (default)  
Turning this off will stop automatic downloads of attachments smaller than 100KB
- q. Email notifications
  - Off/**On** (default)
- r. Choose ringtone
  - Default ringtone
- s. Vibrate
  - **Off**(default)/On

### 13. Calendar

- a. Days to Sync
  - Two weeks, **One month** (default), Three months, Six months
- b. Show week number
  - **Off**(default)/On
- c. Week starts on
  - **Locale** (default), Saturday, Sunday, Monday
- d. Use home time zone
  - **Off**(default)/On
- e. Clear search history




- f. Notifications
    - Off/**On**(default)
  - g. Sound
    - Default ringtone (**Tejat**)
  - h. Vibrate (Not available on all models)
    - Off/**On**(default)
  - i. Pop-up notifications
    - **Off** (default)/On **\*\* It is recommended that you turn this on.\*\***
  - j. Default reminder time
    - **10 minutes** (default), 15 minutes, 20 minutes, 25 minutes, 30 minutes, 45 minutes, 1 hour, 2 hours or 3 hours.
14. Contacts
- a. Sort list by
    - **First name** (default), Last name
  - b. View contact names as
    - **First name first** (default), Last name first
15. Launcher Settings
- a. Here you can set a default component when MaaS360 starts up or add a shortcut to the component to your Android desktop.



- 16. Downloads
  - a. This is where any downloaded applications from the MaaS360 administrator will appear.

## Browser Settings

Click on the Browser icon from the main MaaS360 menu or from your device desktop

Click on the 3 dots  in the top right corner and select Deactivate Device and select Settings.

- 1. Cookies
  - a. Accepts Cookies
    - **On**(default)/Off
  - b. Clear Cookies
- 2. View and Zooming
  - a. Open pages in overview
  - b. Load Images
    - **On**(default)/Off
  - c. Request desktop stie
- 3. Plugins and scripting
  - a. Enable JavaScript
    - **On**(default)/Off
- 4. Location

- a. Enable location
  - **On**(default)/Off
- b. Clear location access
- 5. Security
  - a. Block popups
    - **On**(default)/Off
  - b. Clear cache
  - c. Clear history
  - d. Show Security warnings
    - **On**(default)/Off
  - e. Clear security warnings
  - f. Remember form Data
    - **On**(default)/Off
  - g. Clear form data
  - h. Remember passwords
    - **On**(default)/Off
  - i. Clear passwords
  - j. Clear exit preferences
- 6. Logging
  - a. Send logs
- 7. Enterprise Gateway
  - a. Enterprise Gateway status
  - b. Enterprise Gateway settings
- 8. About
  - a. About Secure Browser
  - b. URL Filtering
  - c. Corporate Internet Access