

Maas360 Agent for CHS Email iOS

Before you begin, make sure:

- You are using an iPhone 4 or newer, iPad 2 or newer
 - Older hardware versions are not supported and will need to be upgraded.
- You know your CHS network password
- You know your iTunes account password
- You must know your device passcode (pin). (Thumbprint will not work).
- Have Wi-Fi turned on. The MaaS application is 37M.

Installation/Configuration Steps to follow

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

1. [Installing the Agent](#)
2. [Configure Email](#)
3. [Configure Browser](#)
4. [Configure Docs](#)
5. [Settings](#)
6. [Contacts](#)
7. [Messages](#)
8. [Device](#)
9. [App Catalog](#)
10. [FAQ](#)

Key Points

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



MaaS360 installed and configured on your device.

This button is located in the top right corner of each component within MaaS360. This is what you will click on to be returned the Main Menu.

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

Installing the Agent

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



- b. Enter CHS network user ID
 - c. Enter CHS network password
 - d. Select device ownership Personal/Corporate - Continue

A screenshot of the 'Mobile Device Management' application's 'Authenticate' screen. The screen has a blue header with the title 'Authenticate'. Below the header, it says 'Provide your corporate credentials.' There are three input fields: 'Username' with the value 'jdoe01', 'Password' with a masked password of dots, and 'Domain' with the value 'carolinas'. Below these fields is a 'Device Ownership' section with the text 'Select Device Ownership to Continue'. There are two radio buttons: 'Personal' (unselected) and 'Corporate' (selected). A blue 'Continue' button is located at the bottom right of the form.

- e. If prompted to “Save This Password?” choose Never for This Website
2. You will be directed to the “MaaS360 Device Activation” screen.
 - NOTE: If you get an error after hitting continue:
 - Confirm you spelled you user name correctly
 - Confirm you typed your password correctly
 - Confirm your account is not locked out.

A screenshot of the 'MaaS360 Device Activation' screen. The screen has a blue header with the title 'MaaS360 Device Activation'. Below the header, there is a blue icon with four white dots and the text 'You would need to install and configure the “MaaS360 for iOS” App to activate this device and get access to your corporate resources.' Below this is a list of steps. Step 1 is 'Install “MaaS360 for iOS” from the App Store' with a blue 'Install' button. Below Step 1 is the text 'Once it is downloaded, return to this page and follow the Step 2.' Step 2 is 'Configure “MaaS360 for iOS”' with a blue 'Configure' button. Below Step 2 is the text 'Before clicking on the button below, ensure that you have already installed the “MaaS360 for iOS” App'.

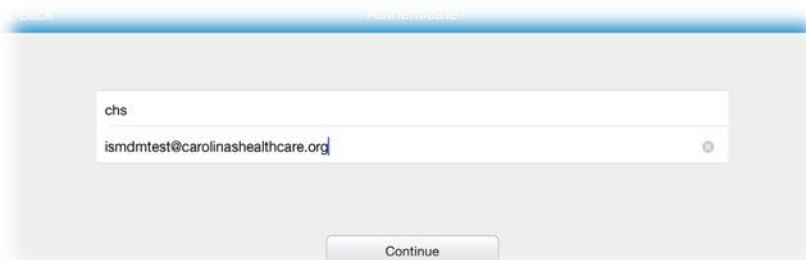
- a. Perform Step 1 – This will redirect you to the App Store.
- b. Select **Free** then **Install** on the MaaS360 of iOS application.



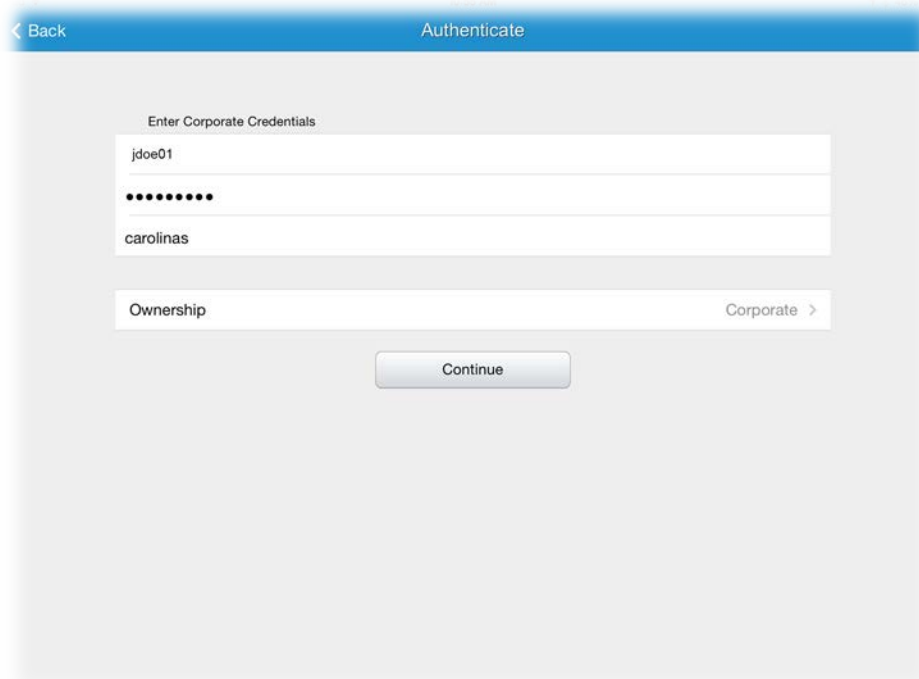
- c. Once the app downloads, select Open
- d. You will be directed to the “Get Started” page
- e. Select “I have a user account to activate the device”



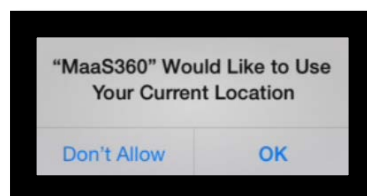
- f. You will then be directed to the Authenticate Page.



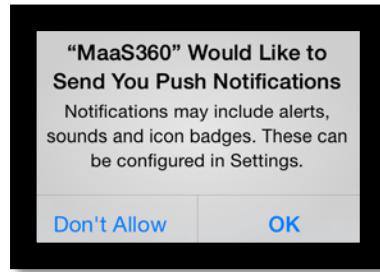
- g. Corporate Identifier
 - Enter chs in all lowercase.
- h. Email Address
 - Enter your fully qualified @carolinashealthcare.org, @Blueridgehealth, @Lifeshare.org..... email address.
- i. You will be directed to the Corporate Credentials Authentication page



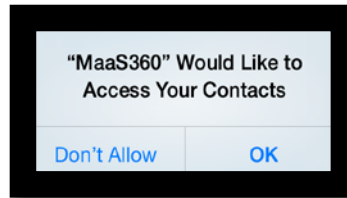
- Enter CHS network user ID
 - Enter CHS network password
 - Select device ownership Personal/Corporate - Leave all other fields as is
- j. Continue
- NOTE: If you get an error after hitting continue:
1. Confirm you spelled you user name correctly
 2. Confirm you typed your password correctly
 3. Confirm your account is not locked out
- k. You will then be directed to an “Accept Terms” page.
- Please Read & Accept
- l. Next page will be the CHS AUP terms page
- Please Read & Accept
- m. Next you may see all or a few of the following questions. Click **OK** to all.
 “MaaS360 Would Like to Use Your Current Location” window will pop-up – click OK
NOTE: This will allow us to help you locate your device if it gets stolen or is lost.



- n. "MaaS360 Would Like to Send You Push Notifications" windows will popup – click OK
Push notifications are required to receive mail from the system.



- o. "MaaS360 Would Like to Access Your Contacts" window will pop-up – click OK



- p. 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.



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.

2. Enter your account credentials

Configure Account

Please enter your account credentials

E-mail John.Doe@carolinashealthcare.org

Domain Domain

Username John.Doe@carolinashealthcare.org

Password Password

Export Corporate Contacts

Copies corporate contacts to your personal address book. Contact export begins after initial sync with server.

Configure

E-mail

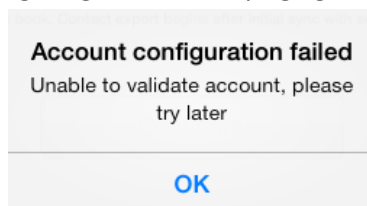
- leave as defaulted
- Domain
 - leave blank
- Username
 - Leave as defaulted
- Password
 - Enter your network password

3. You can choose to Export Corporate Contacts or not.

NOTE: Having this turned on will copy all of the contacts you have in Outlook to your personal address book on this device.

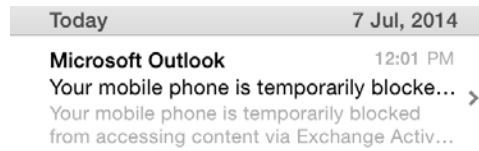
4. Click Configure button.

NOTE: If you receive the following error, skip to Configuring Browser followed by Configuring Docs before coming back to Configuring Email and trying again.



5. 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 through.



Continue on to next step – Configure Browser

Configure Browser

a. Return to the Main MaaS360 menu



b. Click on Browser icon



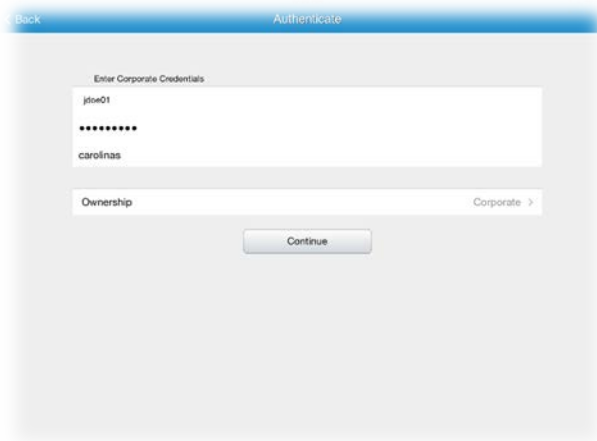
c. You will be directed to the App store, once the app downloads, select Open

d. At the Authentication page

a. Enter CHS network password

b. Select device ownership Personal/Corporate

c. Click Continue



d. Application will be configured

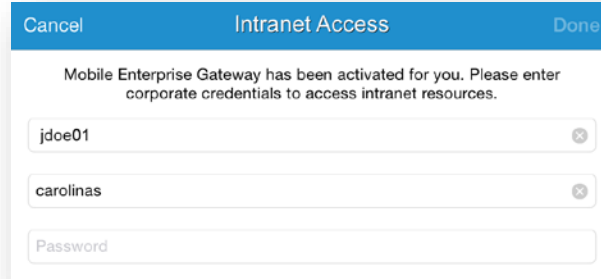
e. Read & Accept Terms

f. Read & Accept AUP Terms

g. Enter

a. CHS network password

- b. Select **Done** in top right.





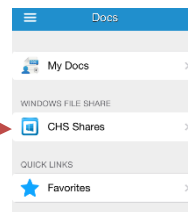
Continue on to next step – Configure Docs

Configure Docs

1. Return to the Main MaaS360 menu



2. Click on Docs icon 
3. Click on CHS Shares 
4. You will be prompted to enter you credentials
- o Enter CHS network user ID
 - o Enter CHS network password
 - o Leave all other fields as is
5. Login



NOTE Application might close after you enter your password. Just reopen the app.

6. Click on CHS Shares - All of your network directories with the exception of your personal drive will be listed here.

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.

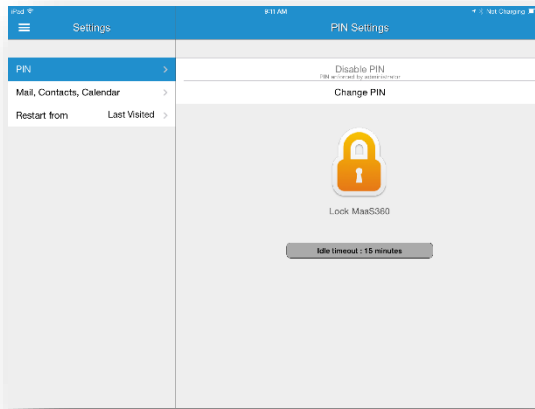
If you have any questions or run into any issues, please contact the CHS Support Center at 704-446-6161.

Settings



Return to the Main MaaS360 menu

Click on the Settings icon from the main MaaS360 menu



From this screen you can

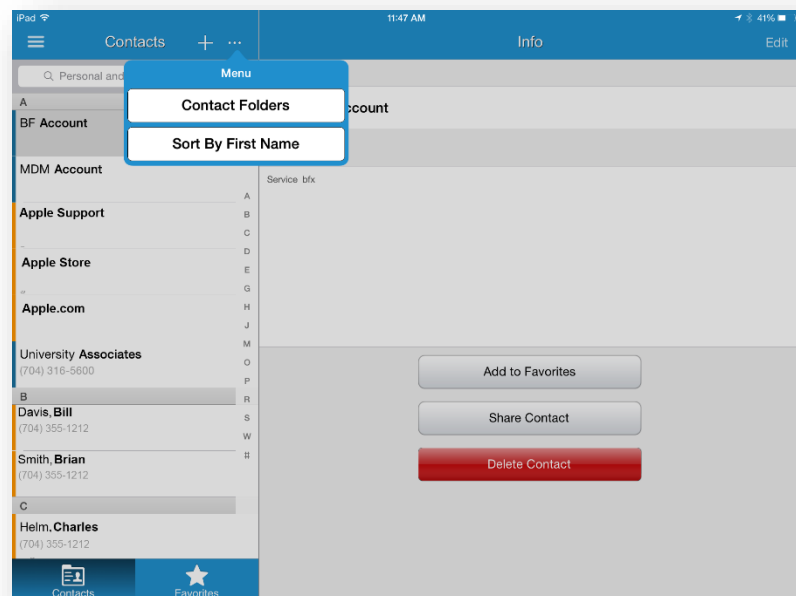
1. PIN
 - Change your 4 digit PIN
2. Mail, Contact, Calendar
 - Account
 - a. Reset your password
 - b. App Badge Count
 - Mail
 - a. Days to Sync
 - 1 day, **3 days** (default), 1 week, 2 weeks
 - b. Preview Lines
 - None, 1 Line, **2 Lines** (default)
 - c. Conversations
 - Off/**On** (default)
Turning this off will ungroup mail messages by subject.
 - d. Confirm before delete
 - **Off** (default)/On
Turning this on will result in you being prompted when deleting email.
 - e. Load inline images
 - Off/**On** (default)
Turning this off will result in images not loading in mail messages.
 - f. Auto download attachments smaller than 100 KB
 - Off/**On** (default)
Turning this off will stop automatic downloads of attachments smaller than 100KB
 - g. Signature
 - Calendar
 - a. Days to Sync
 - **1 month** (default), 3 months, 6 months
 - Contacts

- a. Export Corporate Contacts
 - Notifications
 - a. Sent Mail Audio
 - Default is None
 - b. Event Reminders
 - Off/**On** (default)
 - Turning this off will stop calendar notifications from appearing on your device.
 - c. Event Reminder Audio
 - Default is **None**
 - d. New Mail
 - **All** (default), Favorites, None
 - e. New Mail Audio
 - Default is **Note**
 - f. New Invite
 - Off/**On** (default)
 - Turning this off will hide new invites on your device
 - g. New Invite Audio
 - Default is **Note**
 - Reset Account
 - a. **IMPORTANT:** This will delete your Mail, Contacts and Calendar settings cutting off your connection to the CHS network
3. Restart from
- This is where you set which component you would like MaaS360 to open to when you open the application
- a. **Last Visited** (Default)
 - b. Launcher (main MaaS360 menu)
 - c. Email
 - d. Calendar
 - e. Contacts
 - f. Docs
 - g. Messages
 - h. Settings
 - i. Device

Contacts

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

1. Contact Folders
 - a. Hide all
 - b. **Contacts** (Default)



- c. **Lync Contacts** (Default)
- 2. Sort by First Name/**Last Name** (Default)
- 3. Search

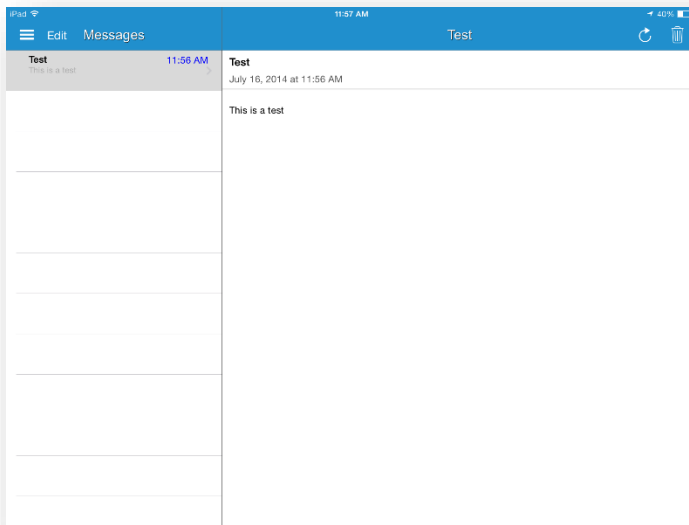
- a. Personal
- b. Corporate Directory

This is where you will go to search for a co-worker who is not in your contacts.

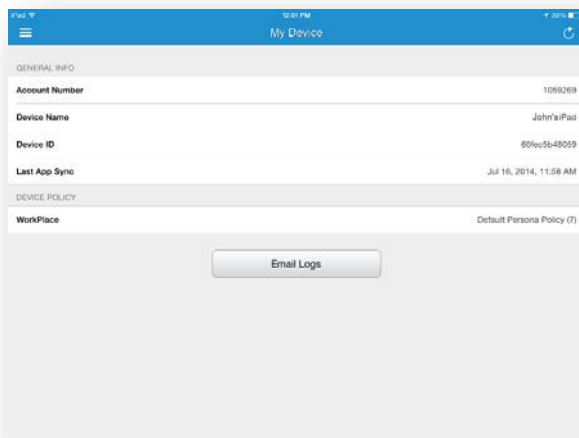


Messages

This component is where messages sent to you by the application manager will show up. It is rare that you will use this component. You cannot respond to the messages in this section.



Device



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.

App Catalog

This component is where you will go to find the recommended applications from CHS.