

Access Epic on your Mobile Device via MobileIron



Access Epic clinical suites by installing the free MobileIron app on your mobile device. Visit www.epictogetherny.org to install MobileIron.

WHAT IS MOBILEIRON?

MobileIron is an established Mobile Device Management (MDM) system that uses a “container” technology to secure pre-defined aspects of the device, apps, and data. Please note: Apps and data that are outside the container (e.g., calls, photos, messages) are not managed and cannot be accessed via MobileIron.

The installation of MobileIron is required to access Epic on your smartphones and tablets. The app can be installed to both your personal and department owned equipment — if you are already using NYP’s MDM system, you do not need to install it again for CUIMC.

WHAT HAPPENS DURING APP SETUP?

MobileIron will verify or enforce that the device:

- Is not jailbroken or rooted, indicating that built-in security features have been bypassed
- Is set to auto-lock, with either a minimum 6 character passcode or fingerprint (if supported by the device) to unlock
- Uses full encryption

WHAT HAPPENS AFTER APP SETUP?

Once installed, **Epic apps including Rover and Haiku will also be set up** and can be used by logging in with your CWID. Other approved CUIMC apps can be downloaded through the “Work” store icon.

INSTALLATION INSTRUCTIONS & VIDEOS

For secure login to access Epic, visit www.epictogetherny.org to install MobileIron for both iOS and Android. Before starting, please make sure you are connected to the CUIMC WiFi. Please note: Users will not be able to access Epic until Epic has gone live.



iOS Installation Guide



Android Installation Guide

HAVE QUESTIONS?

For any installation questions or support, please contact 5 Help at **212-305-HELP, Option 5** or reach out to your Department Certified IT Group.



CITG Directory



5 Help Support