Workspace ONE Enrollment for macOS

Information

Intended Audience: SMPH medical students who are within their 2nd year or greater and would like to enroll one laptop (Mac or Windows) into Workspace ONE for having remote access to Health Link.

As part of the installation and enrollment process for Workspace ONE, the following policies will be checked, and applications installed:

- **Encryption Policy:** Your laptop must be encrypted before you can enroll it in Workspace ONE. Instructions for Mac encryption can be found on the Apple support site: https://support.apple.com/en-us/HT204837

- **Password Policy:** You will need a password to log in to your laptop that is at least 8 characters long. If you have not set a password that meets this requirement, you will choose one as part of the Workspace ONE enrollment process.

- **macOS version Policy:** Apple laptops must be updated to the latest macOS Major or Minor version release. A warning email will be sent if the laptop is not updated within 30 days.

- **Device check-in policy:** The agent will check-in to Workspace ONE when device is on and connected to the internet. A warning email will be sent if the laptop has not done this in the past 21 days.

- The Citrix receiver app will install upon enrollment into Workspace ONE.

    - ***NOTE:*** *The Citrix receiver will have limited troubleshooting offered by UW Health staff. If the application needs to be reinstalled, please contact the Help Desk (265-7777) to have the application reinstalled*.

- A shortcut to the UW Health Citrix gateway will be placed in the Dock. This is set to the web page https://remoteapps.uwhealth.org

Install and enroll

Download and install Workspace ONE Intelligent Hub Agent from the following location: https://getwsone.com

Once the agent is installed there will be an **Intelligent Hub** icon in the top right corner. **Click** the icon and select **Enroll Now**.
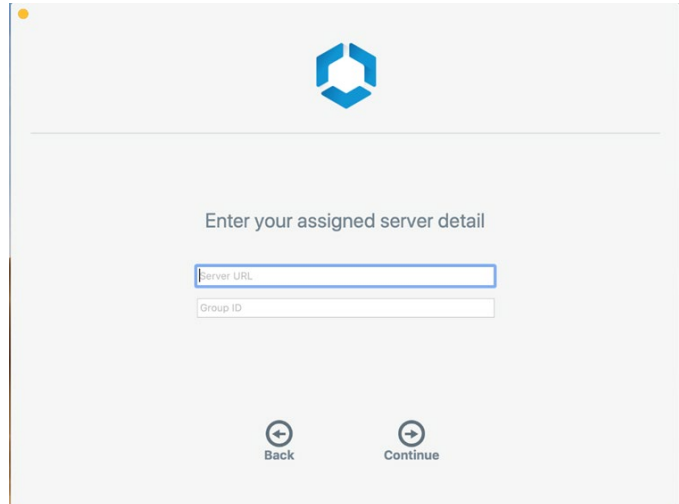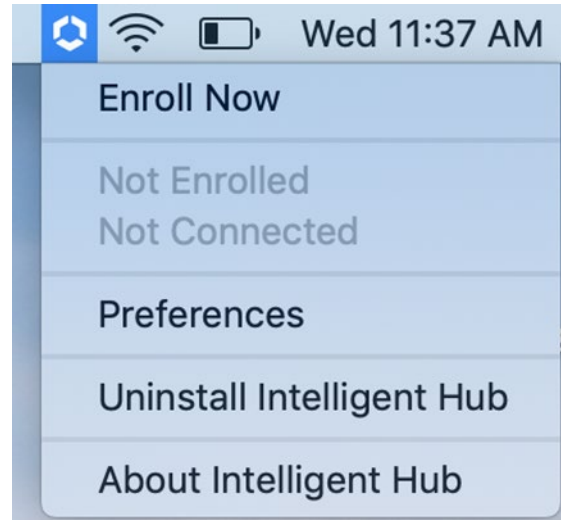

Click **Server Detail.**
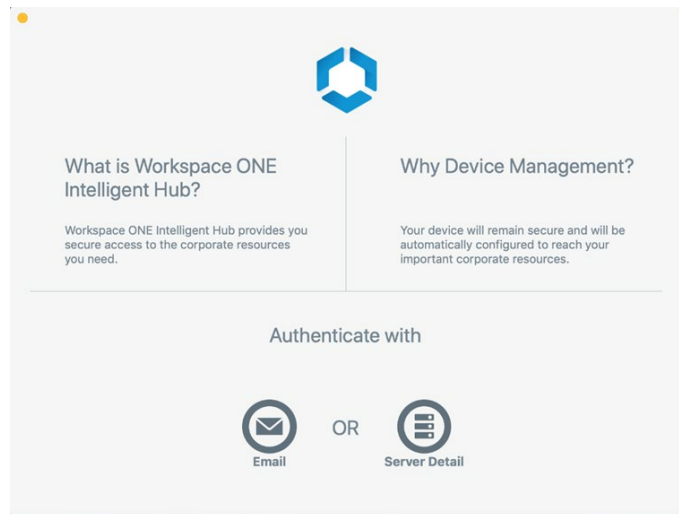
Type in the following information:

- Server URL: **aw.uwhealth.org**
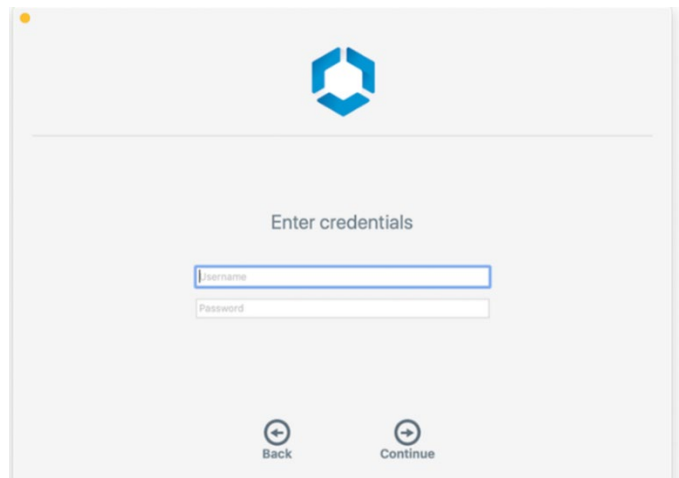- Group ID: **BYODS**

Click **Continue.**

Enter your assigned server detail

Server URL

Group ID

Back   Continue

Enter in your **UW Health credentials** and click **Continue.**
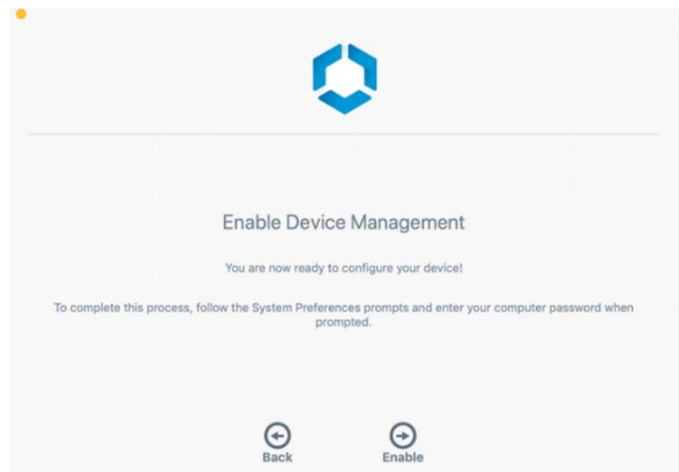
Enter credentials

Username

Password

Back   Continue

Click **Enable.**
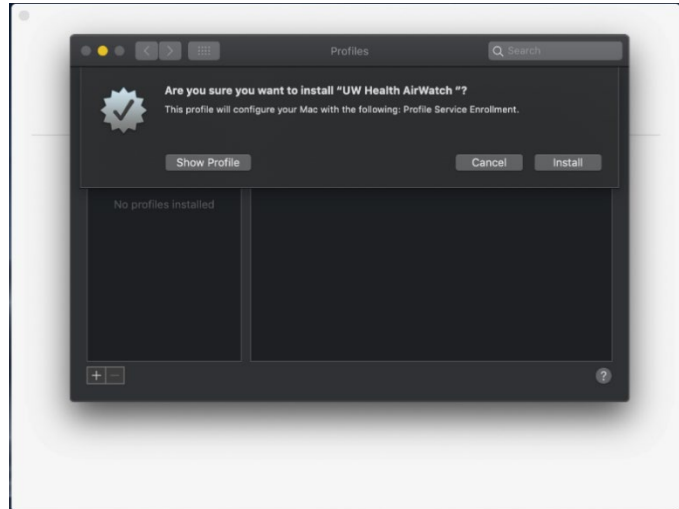
Enable Device Management

You are now ready to configure your device!

To complete this process, follow the System Preferences prompts and enter your computer password when prompted.
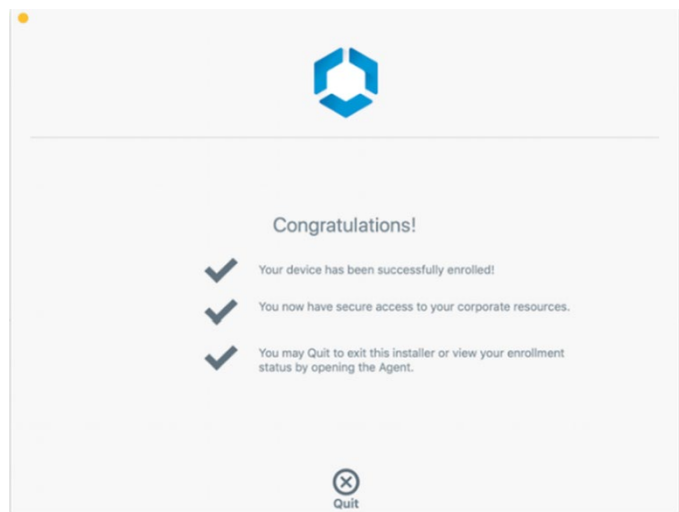
Back   Enable

Click **Install** to receive the profile.

Type in the **LOCAL** user credentials that has admin rights to make changes on your laptop.

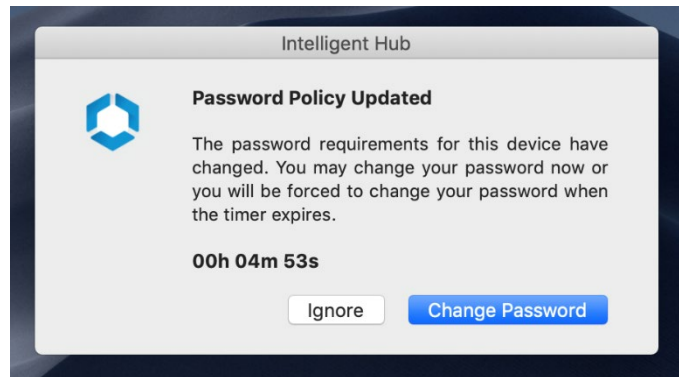Once on this page, the agent has completed the initial configuration. Click **Quit**.

The Workspace ONE policies and applications will install immediately afterwards.
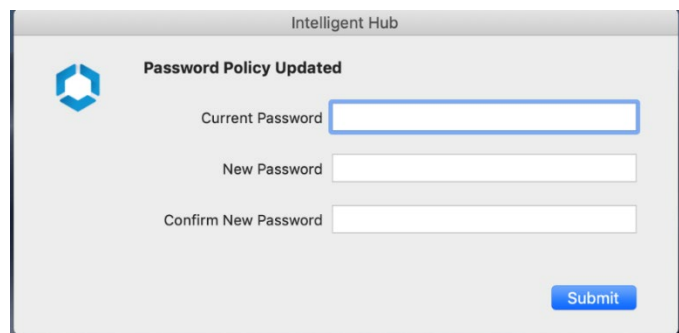
Password Policy

When the Password Policy is applied, macOS forces you to select **Change Password** even if it meets the current requirements.
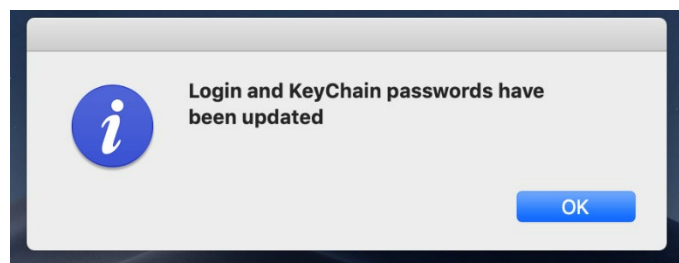
Click **Change Password**

Type in the current password for your laptop.

NOTE*: If your current password meets the minimum length requirement you can set it to the same password. If it is shorter than 8 characters, you will be required to enter a new password.*

Once you see the screen that the passwords have been updated, the process is complete. Click **OK**.

Reminders

After you enroll your laptop in Workspace ONE, you will receive email reminders when you need to update your operating system, or if your laptop does not check in to Workspace ONE within 21 days. Workspace ONE will unenroll your device if either of these are not addressed in the timeframe specified in the message.

To limit accidental UW Health information disclosure, your laptop will be immediately removed from Workspace ONE if it is decrypted.