

## Additional Facts

- To authenticate, devices require your Franciscan Alliance network user ID and password. When your network password expires, the device will no longer synchronize. When you set a new network password and you must also update the device with the new password.
- Customers can only view attachments in email up to 500 kilobytes. Larger attachment sizes cannot be viewed on the device.
- The “Push” setting must be turned on to ensure compliance with corporate policies.
- You can synchronize your email inbox and subfolders, primary mailbox calendar, and your primary contacts between their device and Franciscan Alliance email. Tasks, secondary calendars, and contacts lists will not synchronize.

## Mobile Device Security and Usage Standards

All responsibilities for protecting Franciscan Alliance sensitive business information and compliance with HIPAA regulations apply to a mobile devices

Corporate policies require the device to be protected from unauthorized access. For some mobile devices these safeguards may need to be applied by the mobile device owner.

### Required Safeguards include:

- Enabling a 4 character password
- Enabling the “Auto-Lock” with a maximum of 30 minutes of inactivity before the device will lock, and prompt for the password.
- Entering your password incorrectly 10 times will wipe your device. **If you lose the password for your device, we will not be able to recover it for you.** After an device is wiped, you will need to restore your phone and applications.

When using an iPhone 4, since Multi-Tasking functionality allows multiple applications to run at the same time, you **MUST** remember to use the **LOG OUT** function when exiting an app from the Citrix Receiver.

Never leave your mobile device unattended without the password protection.

Never share your mobile device password with anyone for any reason.

Never leave your mobile device in a vulnerable location where it might be stolen.

If a mobile device contains Franciscan Alliance data is lost or stolen, you must immediately:

- Contact the AIS Helpdesk to initiate a “remote data wipe” which will delete ALL content from the device (personal files, contacts, emails, etc).
- Complete a facility Incident Report
- File a police report
- Contact your Department Manager and facility Privacy Officer.

### Owner Responsibilities:

- If your device is lost or stolen you are responsible to contact the Franciscan Alliance helpdesk as soon as possible to request the device be remotely wiped of company data.
- If you plan on upgrading or replacing your device soon, you are responsible for contacting the helpdesk and requesting the device be remotely wiped **before** service is disconnected.



## Using Your Personally Owned Mobile Device at Franciscan Alliance

### Get Help

**Use Help Desk Self Service**— No waiting. No Holding. 24hrs/7 days a week by visiting the Help Desk website at <http://HelpDesk>

**Help Desk Direct: 1 317 532 7800 x6216**  
**Help Desk Toll-Free: 1 800 346 2322**

## Using Personally Owned **Mobile Devices** at Franciscan Alliance

Franciscan Alliance offer services that allow mobile devices to connect to corporate email and applications delivered via Citrix.

The documentation in this section is available as a courtesy to help you connect your personally owned media-enabled mobile device to GuestNet and access your Franciscan Alliance email.

Franciscan Alliance does not provide support for personally owned mobile devices, such as smart phones, tablets, and personal digital assistants (PDAs) but we do provide guidelines for **setting up email** and connecting to Citrix.

## Mobile Email Security and Usage Guideline

In order for Franciscan Alliance colleagues to connect their personally owned mobile device to the corporate Exchange Email they must adhere to the following:

### Requirements to Synchronize Franciscan Alliance Email

- If you want to receive corporate email on a smart phone or tablet it must be an **iPad**, Blackberry, **iPhone**, **Android** or any device compatible with Good **Messaging**. To see if your device is compatible visit <http://www.good.com/support/devices-supported.php>.
- Device must be configured to browse the Internet. **Additional data fees may apply, so please check with your service provider for more details.**
- Personal devices that are used to access the network email must conform to the Secure Use of Portable Computing Devices Policy 905.00.
- Sign the Franciscan Alliance User Agreement for Mobile Email Devices.

## Franciscan Alliance Email Synchronization Request Process

- Print the following Mobile User Agreement form: <http://oaintiis03/policies/Download.aspx?ID=4523>.
- Read, sign and submit the agreement for approval.
- Indicate what type of mobile device (iPhone, Blackberry, iPad, etc) as the service requested and include your device serial number. The customer's device serial number can be located by navigating to "Settings" or "Options" and navigate to "About".

## Configuring Your Device to Connect to Franciscan Alliance Email

Once your account has been setup by Security you can synchronize your device with your Franciscan Alliance mailbox.

You should receive an email message describing how to configure your device settings. Upon completing the instructions your device will begin synchronizing with your Franciscan Alliance mailbox.

Upon synchronization, Franciscan Alliance will force the following security settings to the mobile device. This includes:

- Password of at least 4 characters
- Inactivity timeout that requires you to re-enter your password after 30 minutes of inactivity
- Automatically wiping the data stored on the mobile device when the password has been entered 10 times incorrectly.
- Wiping the data stored on the mobile device upon separation with Franciscan Alliance business or employment.

It is the responsibility of the owner to configure the device properly, and should you need assistance, please contact your service provider for further assistance.

Franciscan Alliance is not responsible for any additional charges you may incur as a result of your use of this service.

You are encouraged to verify your contract with your service provider if there is any doubt.

## Configuring Your Device to Connect to Franciscan Alliance Citrix

The Citrix Receiver is a free client that can be downloaded to a mobile device to provide access to Citrix applications. The Citrix Receiver can be downloaded from Google App Market, Blackberry App World, or the Apple App Store.

For Windows Mobile devices, it can be found at the new Windows Marketplace on <http://marketplace.windowsphone.com/search.aspx?keywords=Citrix>

After the Receiver has been downloaded, it must be configured with the following settings to work correctly.

- Address – <https://access.ssfhs.org>
- Username – Your Franciscan Alliance username
- Domain – SSFHS
- When prompted, Enter your Franciscan Alliance password

Please note that you will be running a desktop application on your mobile device. Be aware that some functionality of the application may be difficult to use, or may not work as intended.

**For more information, go to:**  
<http://appsupport/Mobile+E-Mail/>

## Consent

Users of personally-owned mobile devices who wish to connect them to the Franciscan Alliance network are welcome to do so, with the understanding that this will allow Franciscan Alliance access to update or modify the configuration of their mobile device.