

# COVID-19 Notice

Thursday 02 April 2020



## E-mails to Apple / Android devices

The IT department continue to work to resolve this issue but at this moment are not in the position to give an estimate of when a fix will be applied.

In the meantime IT have set up a temporary measure on AirWatch to help remote users access email on their mobile devices.

On both Android and IOS devices, inside the “WEB” published application there is a new link to “NIAS WebMail”.

On IOS devices, there is also a new shortcut on the ipad/phone labelled “NIAS WebMail” which opens the link.

The first time the user opens this link, it'll complain about a certificate mismatch.

However if the users hits “Continue” then it should bring them to NIAS’s Internal OWA WebMail site where they can log in with their NIAS username and password and get access to their email.

This should let IPad/iPhone/etc. users view emails without having to log into Citrix every time.

### NOTE:

(i) Since access to OWA requires the AirWatch Tunnel to be working properly, it will only function on IOS devices which are patched up to date and compliant.

(ii) It will also not let users download email attachments etc. onto their phone; since it works inside of the sandboxed “WEB” browser rather than in Safari.

(iii) It might be slow to load since it uses the VPN tunnel - everyone using it will be fighting for the same block of bandwidth.