

Checking Einstein Mail from a Smartphone or Tablet: What You Need to Know About Microsoft Intune

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Some members of the Einstein community have expressed concern about the software associated with checking Einstein mail from a smartphone or tablet. Below, please find detailed information regarding Microsoft Intune application, the security measures associated with its use, and why it is important that we use this software.

What is Intune and what does it do?

Intune is a Microsoft application (also known as 'Comp Portal') that is required on any smartphone or tablet from which we access Einstein email. At Einstein, Intune does only two things, the application ensures that:

1. a device's operating system has not been hacked (and is not 'jail-broken'), and
2. there is at least a six-digit passcode on your phone that protects use of the device.

In our experience, these are important requirements that we need to enforce in order to safeguard our mail system and to ensure that a message from your address was actually sent by you. If Intune cannot verify these two features, you cannot access Einstein email from your smartphone or tablet.

Intune cannot be used to wipe or reset our devices. Intune can be used to revoke the permission of a device to access mail.

Is this the same app that Montefiore Health System associates use to check their mail?

No, Einstein is using Microsoft Intune and Montefiore uses IBM MaaS360. The Einstein app has strong privacy controls and default settings that give extensive privacy protection to the user.

What information can Montefiore see through Intune?

All of our devices are enrolled to Intune as personal (not corporate) devices. As [explicitly stated by Microsoft](#), the maker of the app, Montefiore can never see your:

- Calling and web browsing history
- Email and text messages
- Contacts
- Calendar
- Passwords
- Pictures, including what is in the photos app or camera roll
- Files

Montefiore can always see your:

- Device model, like Google Pixel
- Device manufacturer, like Microsoft
- Operating system and version, like iOS 12.0.1
- Device owner
- Device name
- Device serial number
- IMEI (International Mobile Equipment Identity, a unique device identifier)
- Last four digits of your mobile phone number

Are you sure? Why do I get warning messages when I installing Intune?

In addition to the description of the app produced by Microsoft itself, we had an independent, outside assessor confirm there is no way for Montefiore to access any information beyond what is detailed above.

The warning messages that may appear on your device during installation are generic messages generated by your device's OS that are triggered because the app can check elements of your password (specifically, its length and that it is "non-simple," like 123456) and the security status of your phone (for example: it has not been hacked). It is important to note that we have implemented a "light" configuration of Intune. Some of what you may read describing Intune capabilities does not apply to the way Einstein has configured it.

The privacy warnings displayed by your smartphone or tablet are intended to confirm that you are aware of the actions being taken by the app, but are not intended to specify the app's capabilities.

Can Montefiore "wipe" my smartphone or table?

No, Montefiore does not have the ability, under any conditions, to "wipe" your phone through Intune (or through any other means). Intune will block your ability to see your Einstein mail from a specific smartphone or tablet if the device becomes compromised, but does not delete the email or any other element on your device and you can continue to access mail through all other means.

Is this really necessary?

Yes. It is our responsibility to safeguard our network from intrusion. The use of measures like Intune are considered "best practice" in the academic world and our colleagues at Columbia, Yale, and Johns Hopkins use Intune or other software measures in a similar fashion. As noted above, the content on your phone remains private and is not accessible by Montefiore.

Do you have more questions or concerns?

Please reach out to us at our [support portal](#) or email me and we will be happy to help.