

Mobile Devices

Kaiser Permanente (KP) offers smartphones, tablets and personal WiFi that are integrated with the company's internal communication tools, or provide mobile access to the Internet outside of KP facilities.



Shop

KP offers a variety of mobile devices to suit your business needs. Keep in mind that device and plan costs vary and new device purchases require manager approval.

[Order / Upgrade ↗](#)

Phones | Tablets | Personal WIFI | Shared Devices



Setup/Configure

Once you've received your device, you need to configure it based on your role. Visit our setup guides for more information on how to get started.

[See Setup Guides](#)



Use/Maintain

Visit the KP App Store to learn more about the Workforce applications available for your devices. If you need help with your device, browse our support articles.

[Visit Support](#)

App Store | Device Updates

Software & Device Updates

Making sure your device is using the most recent certified version of an operating system or software is critical for device functionality and security. Do not upgrade to any other version than what is listed here.



Apple iOS 12.4

[Check My Version](#) | [Check Compatibility](#)

*Requires MobileIron 10 or higher



Mobile@Work 11.1

[Check My Version](#)



iTunes 12.9.5.7

[How to update iTunes](#)

Phone Offerings

[Documentation/Support:](#)

Standard cell phones (non-smartphones) are also available. To see the options, visit the [Mobility as a Service \(MaaS\) Portal](#) and search for **Cell Phones** under **Device Category**. View the [How to Order](#) page for more information on using MaaS.



ATTN NCAL PHYSICIANS: NCAL physicians no longer use TEM. Contact your local TPMG Technology Manager/Director for ordering and more. Visit [Device Support](#) for more information.



iPhone 8

Space Gray
64GB
Hotspot Approved
12MP Camera



iPhone 8 Plus

Space Gray
64GB
Hotspot Approved
12MP Camera



[Order](#)



iPhone XR

Black
64GB
Hotspot Approved
12MP Camera



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[iPhone User Guide](#)
[Mobile Devices Help](#)
[Device Updates](#)
[Device iOS Compatibility](#)

Retired and Unsupported Devices

You may be eligible for an upgrade if you're using a device that is either unsupported by the mobile IT team or that is no longer available for purchase through KP. To view the latest list of retired or unsupported device offerings, see [this article](#). To upgrade your device, visit [MaaS](#).

Tablet Offerings

Standard cell phones (non-smartphones) are also available. To see the available models and options for each, visit the [Mobility as a Service \(MaaS\) Portal](#) and search for Cell Phones under Device Category.



ATTN NCAL PHYSICIANS: NCAL physicians no longer use TEM. Contact your local TPMG Technology Manager/Director for ordering and more. Visit [Device Support](#) for more information.



iPad Air

Option Available



iPad

Options Available



iPad Mini

Options Available

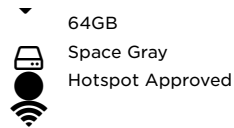
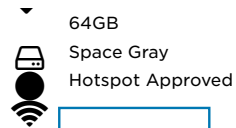


Documentation/Support:

[iPad User Guide](#)
[Mobile Devices Help](#)
[Device Updates](#)
[Device iOS Compatibility](#)

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Order ↗

How to Order

offerings, see this article. To upgrade your device, visit MaaS ↗.

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Personal WiFi Offerings

Personal WiFi allows you to connect computers and other devices to the Internet wherever cellular service is available. We offer two services that provide cellular Internet access – Mobile Hotspots and MiFi.



Do NOT use Mobile Hotspots or MiFi at KP facilities.

Cellular wireless could interfere with the facility's KP network. Please connect devices to the KP wireless network.



Step 1: Order

Hotspots are enabled as a feature on an existing device. Your device must be Hotspot Approved and your plan must be changed to allow this feature.

Order Hotspot ↗

How to Order a Hotspot



Step 2: Turn On

After ordering Hotspot service for your mobile device, you must activate it and set up a password to use when connecting your laptop or other devices.

Activate Hotspot



Step 3: Connect

After activating your Hotspot, we'll show you how to connect your computer to your mobile device's new cellular Internet connection.

Connect Hotspot

Hotspot or MiFi?

Device Hotspots: If you already have a KP iPhone or iPad, please order and activate your Hotspot.

MiFi: If you don't have a KP mobile device or need to connect 10 or more devices at a time, you may be able to order a MiFi device.

Need help setting up Wi-Fi Calling? See our How To: Enable Wi-Fi Calling.

MiFi Device Support

8800L Support ↗

Pocket Wi-Fi Support ↗

Retired and Unsupported Devices

You may be eligible for an upgrade if you're using a device that is either unsupported by the mobile IT team or that is no longer available for purchase through KP. To view the latest list of retired or unsupported device offerings, see this article. To upgrade your device, visit MaaS ↗.

MiFi: MiFi devices are for users who do not have a KP iPhone or iPad (with cellular service).



Verizon Jetpack 8800L


Personal WiFi Hotspot

Connect via WiFi



Sprint Franklin R910

Personal WiFi Hotspot
Connect via WiFi



[Order ↗](#)

How to Order

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Shared Devices

Instead of issuing an iPhone or iPad to each employee, some departments retain a small set of devices that stay within the department for all to use. These devices are set up differently to facilitate shared use. This solution requires steps to be taken before a device can be ordered to ensure when the devices arrive, they are configured to meet department and security needs.

Features & Benefits

 <p>Multiple Users</p> <p>Teams can share a limited pool of devices</p>	 <p>Secure Sign-in</p> <p>Access to specific applications and secure it when not in use</p>	 <p>Manage Device</p> <p>KP-IT can remotely locate or wipe a lost device</p>
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Restrictions

- Applications using MobileIron, KP-IT can restrict access to unnecessary functionality
- Not for KP E-Mail, Calendar, or Contacts since multiple staff members will use the device
- Not intended for staff members who already have an individually-assigned device
- Not intended as a backup or replacement for a lost or damaged device
- Not intended for non-business Wi-Fi (KaiserGuest, home network, coffee shops, etc.)
- Does not provide access to the KP App Store or in-house applications

[Get Started with a Shared Device](#)

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Limitations

Business stakeholders must approve large-scale deployments to ensure that the project will not impact KP infrastructure and patient care. Large-scale deployments include any projects that have the following:

- 50 or more devices deployed in a single facility
- More than 100 users added

Secure Sign-in

Secure sign-in states are:

- **Signed-Out:** Restricts access to device functionality (available for MobileIron restriction)
- **Signed-In as User:** Staff assigned to the project can sign in and access applications
- **Signed-In as Admin:** Administrators assigned to the project can configure the device

[Look up or request an NUID ↗](#)

[Recover or reset my password](#)

[Request access to applications](#)

[Order a computer or accessories](#)

[Get employee remote access ↗](#)

[Order software](#)

[Order a mobile device](#)

[Move IT equipment](#)

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