Butterfly & Mobile Device Security

Frequently Asked Questions

1. Why are we no longer required to use InTune Company Portal ?
   a. Since we started this project we have learned a lot about the security requirements for the Butterfly application. After researching the app, we learned that images are stored in the Cloud, rather than on devices. As a result, we are rolling back the Intune requirement for mobile devices.
2. Does this impact the Desktop Butterfly site?
   a. No, this is just for mobile devices (phones and tablets)
3. I can remove Intune from my devices?
   a. You can remove the Intune from your personal devices. Instructions are [here](#)
4. What if I have a completely managed (or University-owned or University-managed) phone or tablet?
   a. You do not need to take any action.
5. How do I know if I have a fully managed device?
   a. This would be a phone or tablet that you have received from the University and already has the company portal installed and can be shared amongst multiple users. If you need further verification, contact the ISD Help Desk,
6. What if I want to keep Intune because I am used to it already?
   a. Great! You do not need to take any action.
7. Will I need to download other apps once I remove the company portal i.e. Haiku or Microsoft apps?
   a. Yes, you will need to download these apps. For Microsoft apps, you will need to download the Microsoft Authenticator App for an additional security measure.
8. I want to get a work phone to use with all my work applications
   a. Please contact your department administrator for additional information.
9. Will there be additional changes to this requirement in the future?
   a. At this time, we don't anticipate any other changes.

If you have additional questions regarding the InTune Company Portal, please contact the ISD Help Desk at (585) 275-3200.

Additional questions about the Butterfly Program? Please contact us at URmedButterflyUpdates@URMC.Rochester.edu