McAfee MVision - FAQ

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MVision Steps to Stay Connected

When accessing GoS Data such as email or word documents on your mobile device, if you receive a message that access to the application has been blocked by Mvision Mobile it is recommend you carry out the following steps. This will ensure your mobile device is able to properly communicate with the Mvision Mobile application. If you are still getting a message that access to the application has been blocked, please call the ITD Service desk at ITOservicedesk@gov.sk.ca or by calling 306-787-5000 for further assistance.

Run the MVision app at least every 7-10 days to avoid going inactive.

- Find the MVision App icon on your device and press it to start the application up on the phone. Once it loads on the screen you may switch back to another application and continue using the device. No further action is required. MVision will communicate with the Cloud management to ensure it is updated and active.

Ensuring That Background refresh is enabled on MVision on IOS devices.

- From the Home screen, look for Settings and then tap on it.
- Scroll to and tap General.
- Touch Background App Refresh.

- Ensure "Background App Refresh" is set to at least 'Wi-Fi' OR 'Wi-Fi & Cellular Data'
- You will see a list of apps that use the service. Find MVision in the list of apps and ensure that the feature is enabled, green slider will indicate enabled. A grey slider will indicate disabled.

Alternate method Ensuring That Background refresh is enabled on MVision on IOS devices is from the Battery settings

- Launch Settings.
- Scroll down to find Battery, and then tap on it.
- In the lower portion of the screen, you will find the list of apps that use battery in the background.
- Now, go back to Settings and tap General.
- Ensure "Background App Refresh" is set to at least 'Wi-Fi' OR 'Wi-Fi & Cellular Data'
- You will see a list of apps that use the service. Find MVision in the list of apps and ensure that the feature is enabled, green slider will indicate enabled. A grey slider will indicate disabled.

Ensure the IOS device is not set to "Low Power Mode"

- Launch Settings.
- Scroll down to find Battery, and then tap on it.
- Ensure "Low Power Mode" is disabled. A green slider will indicate enabled. A grey slider will indicate disabled.

Ensure the IOS device allows MVision to access cellular data.

- Launch settings
- Scroll to Cellular and tap on it.
- Scroll down until you find the MVision application.
- Ensure that the selector is set to green or active. Green slider will indicate enabled. A grey slider will indicate disabled.

On Android devices, Allowing "Background Data" usage, "Low Power Mode" disabled, "access cellular data" enabled

- Go to your phone settings > Apps > MVision
- Make sure that Remove permissions if app is unused is disabled
- Go to your phone settings > Apps > MVision > Battery
- Select Unrestricted
- Go to your phone settings > Apps > MVision >Mobile Data
- Ensure Allow Background Data usage is enabled

Questions and Answers

Q: Why is MVision restricting me from accessing apps on my phone?

A: MVision is a security tool installed on all devices that access Government of Saskatchewan data to ensure data is protected. If the MVision app is out of date or inactive, it will restrict users from accessing data so that the phone is not left vulnerable to cyber attacks.

Q: Do I have to change my current phone settings to ensure MVision runs correctly?
A: You may need to physically change data/battery settings if they have been restricted on your phone.

Q: Doesn't MVision always run on my phone?
A: MVision is supposed to continuously run in the background of all Government of Saskatchewan cellular devices. Opening the app weekly ensures that it doesn't become inactive due to lack of use.

Q: Can I use my phone without MVision?
A: You can use your phone to make calls or text, however you cannot access Government of Saskatchewan data (Email, Teams etc.) without having Mvision installed.

Q: I open MVision every week but I'm still having problems with it going inactive?
A: Check your battery and data settings to ensure they are not set to restrict app usage. If this does not solve the issue, delete the app and re-install the MVision application.

Q: I don't have MVision on my phone because I use my personal phone for work. Do I have to download MVision?
A: Yes, If you want to use your personal device to access Government of Saskatchewan documents and messages, you will be required to install Mvision on your personal phone.

Q: I don't know if I have MVision on my phone or not. How can I tell?
A: MVision is powered by McAfee Security. If the app is installed on your phone, the icon will resemble the image below:

Q: MVision is still restricting my access to emails and other apps, even after changing my settings?
A: Turn your phone off for 60 seconds and then turn it back on again. If problems persist, contact the ITD Service Desk at 306-787-5000 or ITOservicedesk@gov.sk.ca.

Q: I don't like MVision. Can I remove it?
A: MVision is a tool to ensure government data is kept secure. MVision is required to be installed on all Government of Saskatchewan devices in order to access Government data.

Q: Who do I contact if I have questions about the MVision application?
A: Contact the ITD Service desk at ITOservicedesk@gov.sk.ca or by calling 306-787-5000