

KEY MESSAGES

- McAfee MVision Mobile has been rebranded to Trellix Mobile Security
- As a result, old versions of MVision Mobile on Government of Saskatchewan (GoS) mobile devices are no longer active or supported.
- As of April 4, 2023, when accessing government files or systems from a mobile device, users will need to delete the MVision App and then download the Trellix App.
- The Trellix Mobile Security App can be found in the [Google Play](#) store, or the [Apple](#) app store.
- This update must be completed to ensure government files are being accessed securely from mobile devices.
- For any questions about the transition from McAfee MVision to Trellix, please contact the ITD Service Desk at 306-787-5000 or by email at itoservicedesk@gov.sk.ca

QUESTIONS AND ANSWERS

Q: Why is this update happening to the MVision app?

A: The company called McAfee MVision upgraded as part of McAfee to Trellix rebranding activity.

Q: I have the MVision app. What is changing for me?

A: The MVision Security app has rebranded its name to Trellix Mobile Security. Users that were listed as 'active' in the app at the time of rebrand were automatically transitioned to the new app. Users that were listed as 'inactive' during the rebrand will need to delete MVision and download the new Trellix app.

Q: Do I have to use the new Trellix app?

A: Yes. Users are required to use the new app if they need to access GoS files or data from mobile devices.

Q: Can I disable the new Trellix app so I don't have to use it?

A: No. Use of the Trellix app is required to access GoS files via mobile devices.

Q: Why did the MVision change to Trellix without giving users notice?

A: We have reached out to the vendor for clarification and to ensure notice is provided for any similar future changes.

Q: Can this update be done remotely to my phone?

A: The change was done remotely but only was successful on mobile devices where users were listed as 'active' in the app. Users that were listed as 'inactive' at the time of rebrand will now be responsible for deleting MVision and downloading the new Trellix app on their mobile devices.

Q: My phone is still working with MVision. Why do I need to download Trellix?

A: This is an anomaly if users are still able to access GoS files on mobile devices while still using the MVision app. The vendor will be disabling all users in the near future so all users will need to switch to the new Trellix app.

Q: I use my personal phone for work, do I need to download Trellix?

A: If you are accessing GoS emails, Microsoft Teams messages, SharePoint websites, or any other secure GoS files, the use of Trellix is required to authenticate users.

Q: How do I delete the old MVision App?

A: For Apple users, press and hold your finger on the app icon until the icon displays a menu, then press 'remove app'. For Android users, locate app icon, press and hold until three options appear, then press "uninstall".

Q: Is the new Trellix app related to digital identification technology (aka Digital ID)?

A: No, they have nothing to do with the other.

Q: Will government use the new Trellix app to track, monitor, or evaluate my activities?

A: The privacy and security of citizen or government data is a top priority for the Government of Saskatchewan. The Government of Saskatchewan will not use the Trellix app to track, monitor or otherwise evaluate people of Saskatchewan.

Q: How can I be sure my privacy and information being shared is secure with the new Trellix app?

A: Trellix is owned by McAfee, a well-known cyber protection company. Privacy and security of online information is what they specialize in.

Q: Where do I go to download the new Trellix app?

A: The Trellix Mobile Security App can be found in the [Google Play](#) store, or the [Apple](#) app store.

Q: The Trellix app appears as if I have already downloaded it before when I haven't?

A: The Trellix app was rebranded from MVision so the app appears as if it was already downloaded from the app store. Users will still need to re-download the app.

Q: There is more than one Trellix app. How do I know which one to download?

A: Trellix Mobile Security is the correct app.

Q: I downloaded the new Trellix app but I am still locked out of my email and government files

A: The app needs to authenticate you as a user before it can function properly. You will need to take the following steps after you download the Trellix app:

1. Open the app
2. Press the 'Authenticate' button
3. You will be asked by the app to sign in using your Microsoft Outlook credentials. These are the same credentials you use to sign into your GoS workstation.
4. Once you submit your credentials, the authentication will take between five and 30 minutes to complete. The app will continue to authenticate even if your mobile device closes. Your mobile device does need to remain ON for the authentication to complete.

KMQA – MVision to Trellix app

Q: Trellix would not authenticate my credentials, what do I do now?

A: Try repeating the steps from the previous question. Sometimes authentication can fail if there is a disruption in internet service and will need to be redone. If the problem persists, contact the ITD Service Desk at 306-787-5000 or by email at itoservicedesk@gov.sk.ca

Q: When do I have to switch to the new Trellix app?

A: As soon as possible. Currently, the MVision app is no longer supported and as a result leave government devices vulnerable to cyber-attacks.

Q: Who do I contact if I have questions regarding MVision or Trellix apps?

A: If you have any questions, please contact the ITD Service Desk at 306-787-5000 or by email at itoservicedesk@gov.sk.ca

Q: What does the new Trellix app look like?

A: See the image below:

