

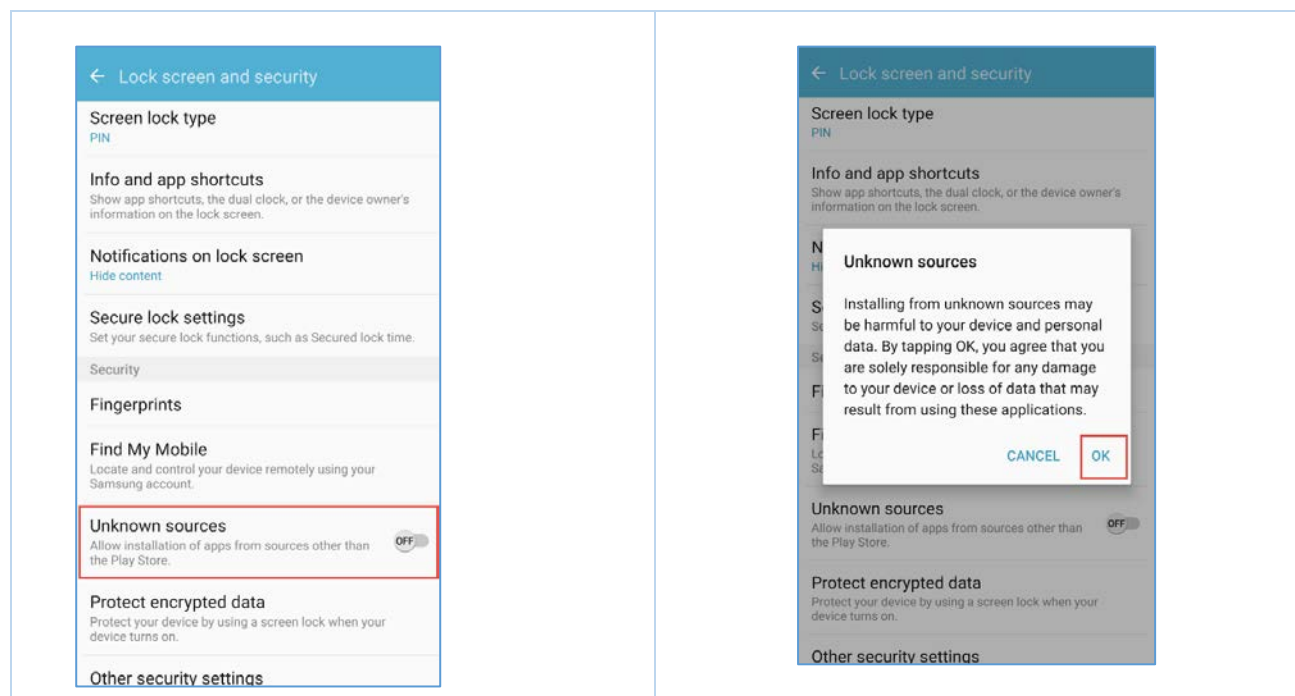
AirWatch Enrollment Android

How to enroll your Android device.

Requirements

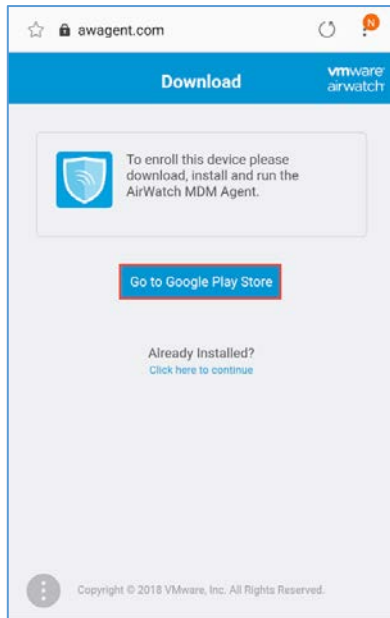
In order to enroll your Android device into Airwatch, you will need the following:

- Ensure you are eligible to enroll in AirWatch.
- Android device running version 7.0 and above
- Android device not rooted/compromised
- Android device that supports Encryption
 - Some Android devices do NOT allow you to return to an unencrypted state without performing a full factory reset. Please see your device user manual for more information.
 - **WARNING:** SD card seated on the device will also need to be encrypted. Encrypted files on the SD card can only be opened by the device that encrypted them. If you forget your device encryption password and the device factory resets, you will lose access to the files on the storage card as well.
 - Encryption of your device may require that the phone be 100% charged and plugged in during the encryption process, which may take up to an hour, so please allow plenty of time to perform the encryption
- A backup of your personal data from your Android device
- Active Mednet AD Account
- [Google Play](#) account
- Enable “Unknown Sources” in your Security settings
- A high security password of at least 6 characters (one character must be numeric) that you will remember.
- This enrollment process and its prompts may differ slightly in different Android Models.

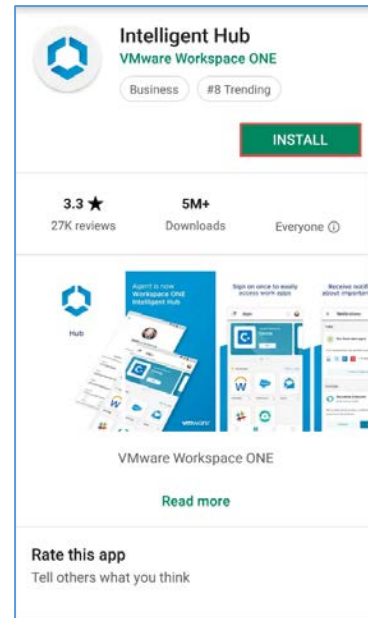


Instructions

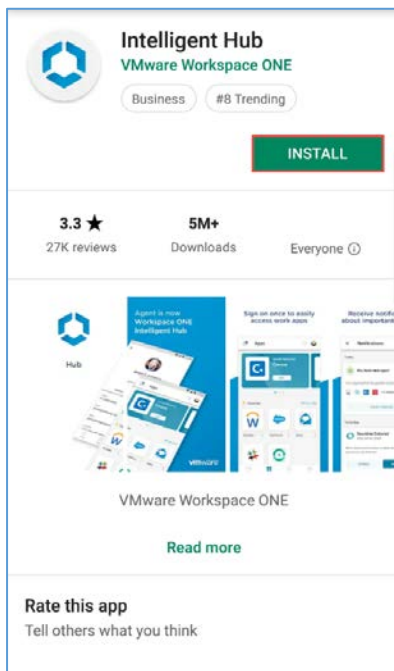
1. Navigate to <https://awagent.com> from your Android web browser and click on **Go to Play Store**.



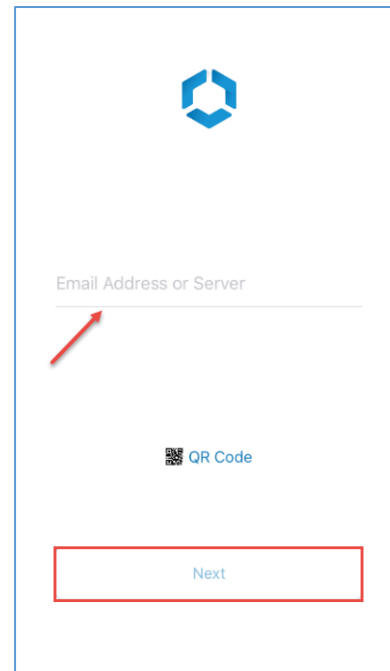
2. Login to the Play Store and click on **Install** to download the Intelligent Hub/AirWatch Agent.



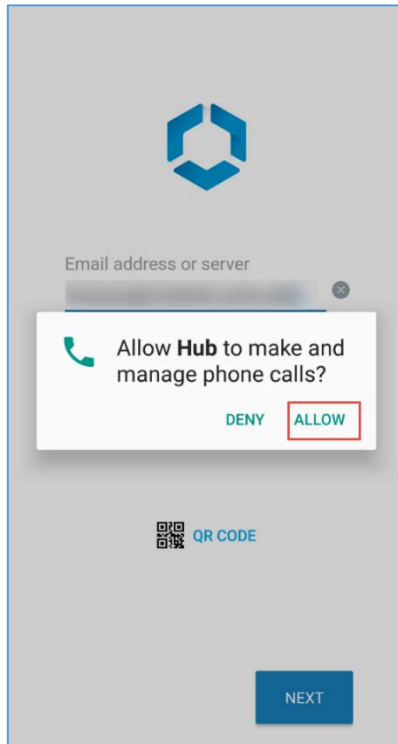
3. Click **Open** on the Intelligent Hub/AirWatch Agent.



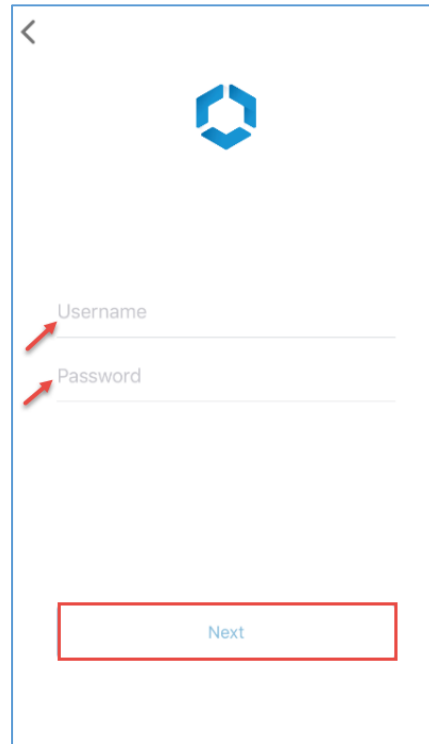
4. Type in your Mednet Email address (e.g. jbruin@mednet.ucla.edu) and click **Next**.



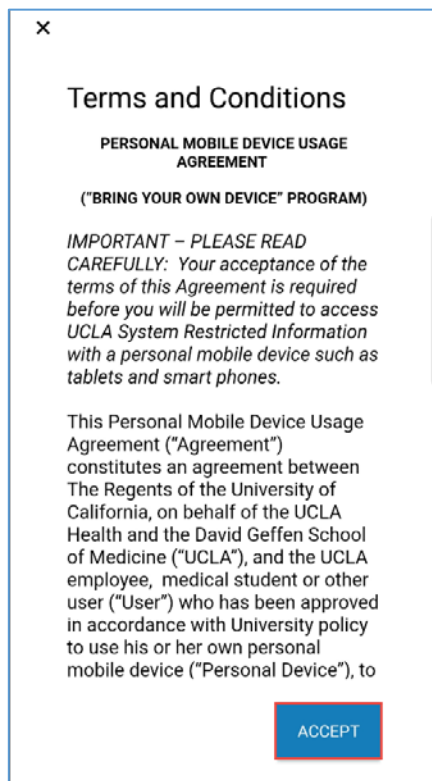
5. Intelligent Hub will request access to manage phone calls. Select **Allow**.
Note: Our environment will not use this feature.



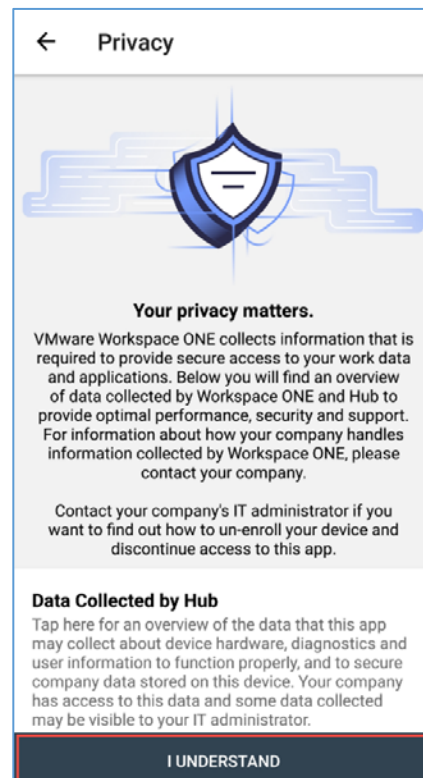
6. Enter your AD Username and Password. Select **Next**.



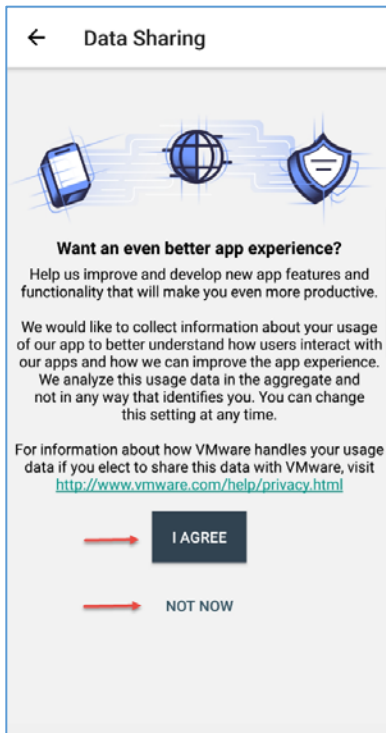
7. Read the Personal Mobile Device Usage Agreement and then click **Accept**



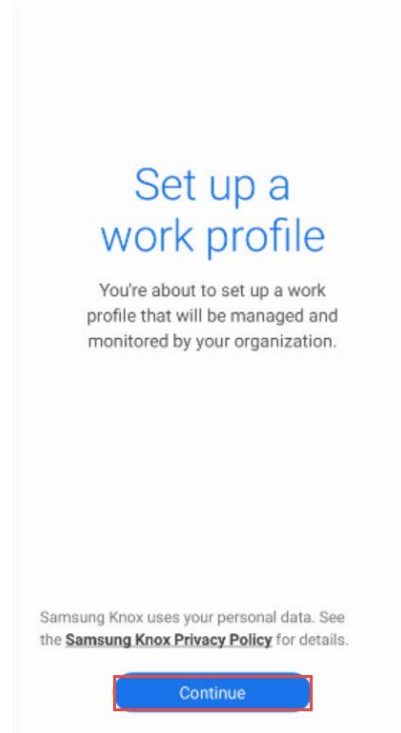
8. Read the Workspace Services prompt and select **Next**.



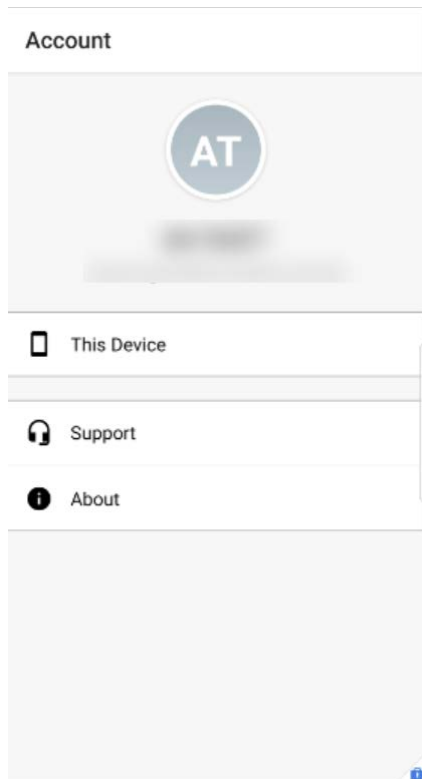
9. Select either **I Agree** or **Not Now** under the Data Sharing screen.



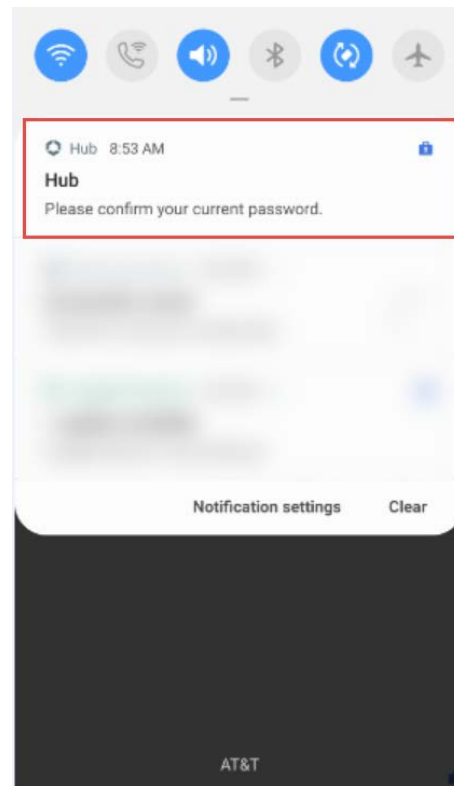
10. Select **Continue** in the Set up a work profile screen.



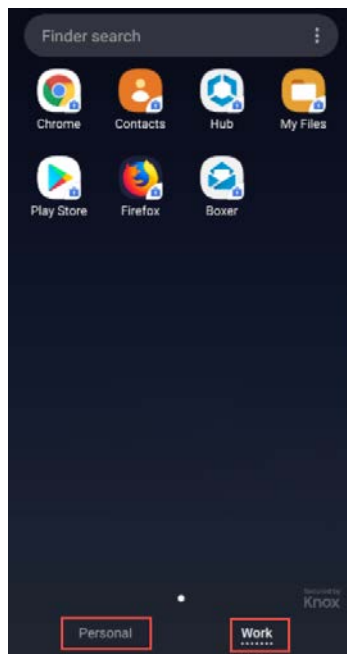
11. You will arrive at the Account screen once enrollment is completed.



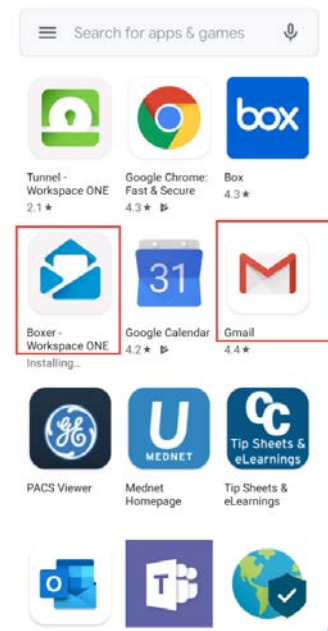
12. Please look for a notification from Hub requesting your device passcode.



13. Once enrollment and authentication is complete, you will notice that your applications are now compartmentalized into a **Personal** and **Work** section.



14. Gmail will be your default mail application. We also offer VMWare Boxer as an alternative. Once you open either mail client, enter your password. Your mail should be available shortly.



Note: Synching email may take 15-30 minutes.

You may receive a quarantine notice after enrollment with the following information:

To: Bruin, Joe <JBruin@mednet.ucla.edu>
Subject: Your mobile device is temporarily blocked from synchronizing using Exchange ActiveSync until your administrator grants it access

Message: Your mobile device is temporarily blocked from accessing content because the mobile device has been quarantined. You don't need to take any action. Content will automatically be downloaded as soon as access is granted by your administrator.

Information about your device:

Device model: AndroidXXXX

Questions

If you experience any issues enrolling your device in AirWatch, please contact Customer Care at 310267-CARE (2273). Specialists are available 24/7 to provide support. For in-person support, stop by [IT Connect](#).