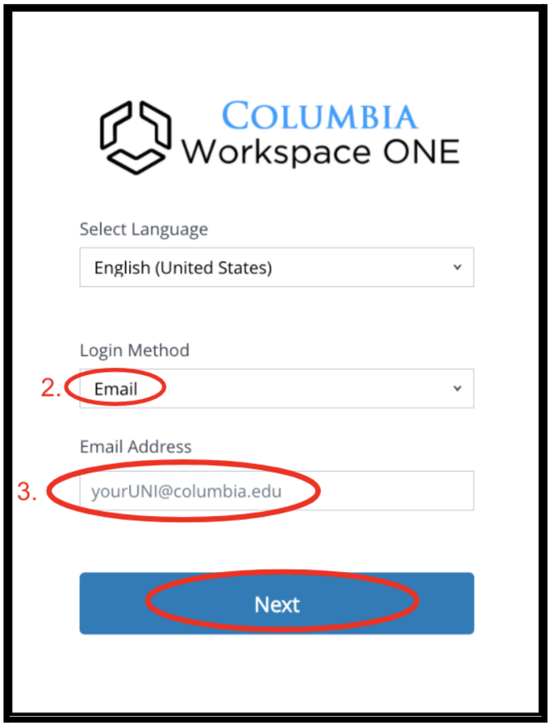
Navigating the Self-Self Portal (Android Devices)

Logging into the Self-Service Portal (SSP)

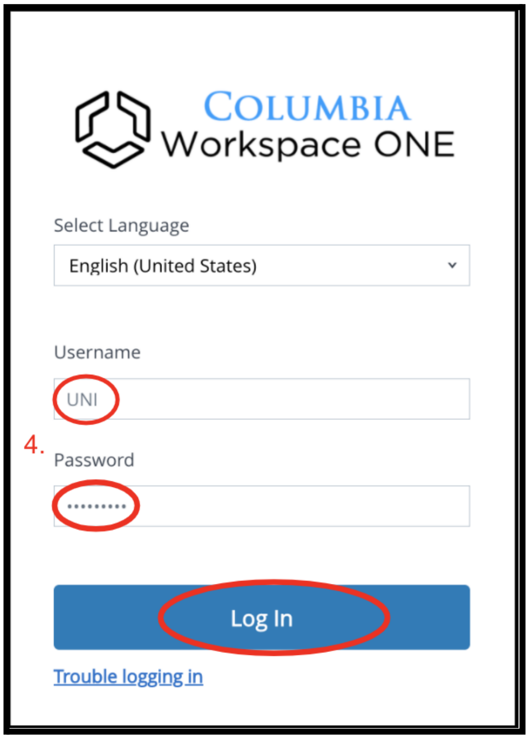
1. Open the link below to access the Self-Service Portal: https://airwatch.cuit.columbia.edu/MyDevice
2. Make sure that the login method is set to “Email”
3. Type in your full Columbia **UNI** email address (ex: uni@columbia.edu) then click **Next**
4. At the next window enter your **UNI** (without @columbia.edu) and your **UNI password** and click **Log In**



Select Language: English (United States)

Login Method: Email

Email Address: yourUNI@columbia.edu



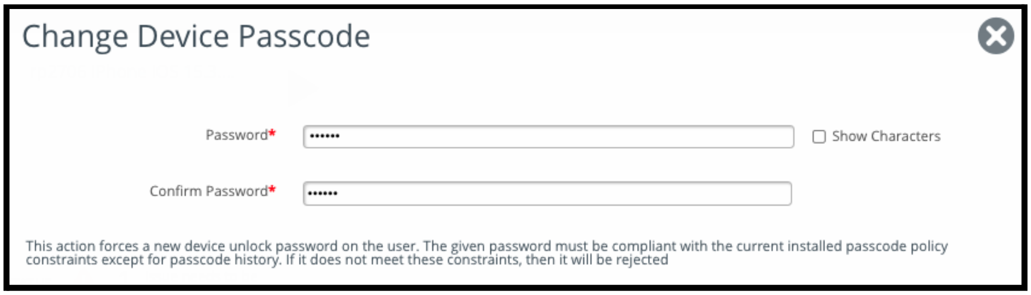
Select Language: English (United States)

Username: UNI

Password: ••••••••••

Performing Remote Actions for Enrolled Android Devices:

5. After you have logged into the portal you will see a list of your enrolled devices on the header of the page. First choose your current device from the toolbar above
6. The SSP offers basic remote actions that can be performed on your managed Android device. Below are some of the **Basic Actions** you can perform in the portal:
   a. ***Change Passcode:*** Change the current unlock passcode of this device.
      i. You will be prompted to enter your new unlock passcode



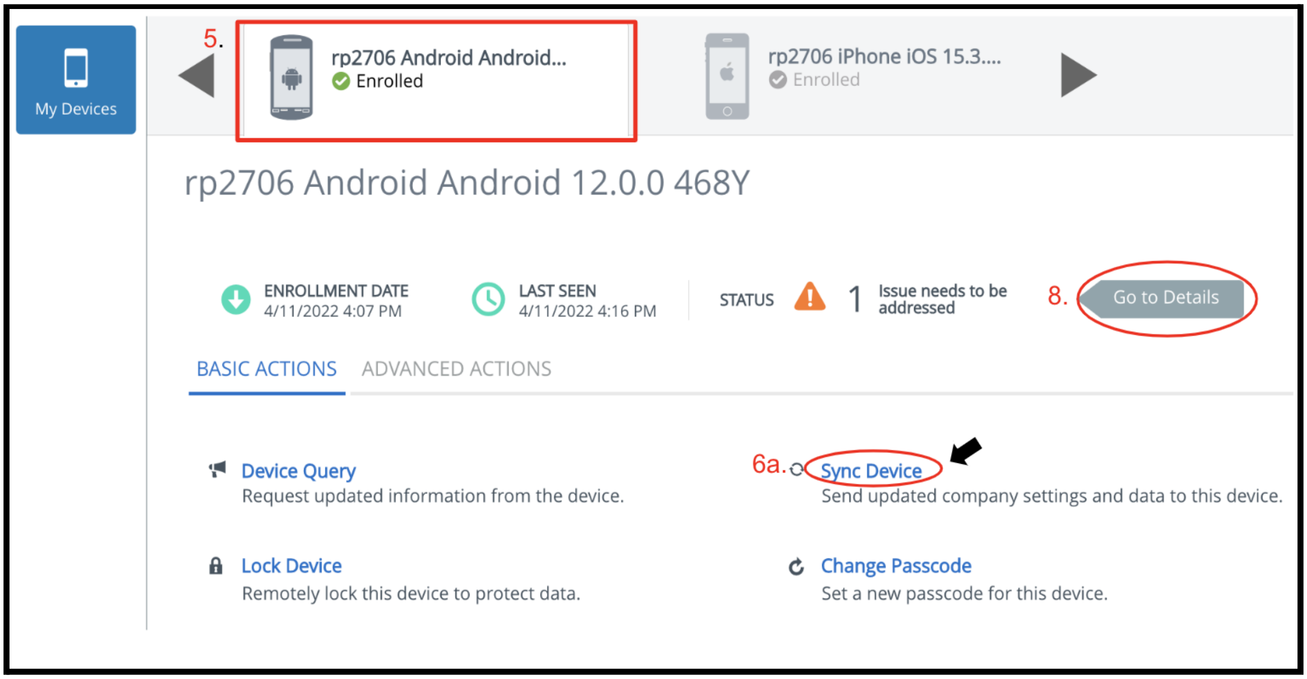
Change Device Passcode

Password* •••••• □ Show Characters

Confirm Password* ••••••

This action forces a new device unlock password on the user. The given password must be compliant with the current installed passcode policy constraints except for passcode history. If it does not meet these constraints, then it will be rejected

   b. ***Lock Device:*** Remotely locks device and offers the option to leave a custom message and callback number on the lock screen
   c. ***Device Query***: Sends updated device information to the CUIT managed console
   d. ***Sync Device:*** Sends updated company settings and data to device
7. Currently there aren't any **Advanced Actions** that are available for users
8. To check your device's details click the **Go to Details** button next to Enrollment Status



rp2706 Android Android...
Enrolled

rp2706 iPhone iOS 15.3....
Enrolled

rp2706 Android Android 12.0.0 468Y

ENROLLMENT DATE 4/11/2022 4:07 PM

LAST SEEN 4/11/2022 4:16 PM

STATUS 1 Issue needs to be addressed

Device Query
Request updated information from the device.

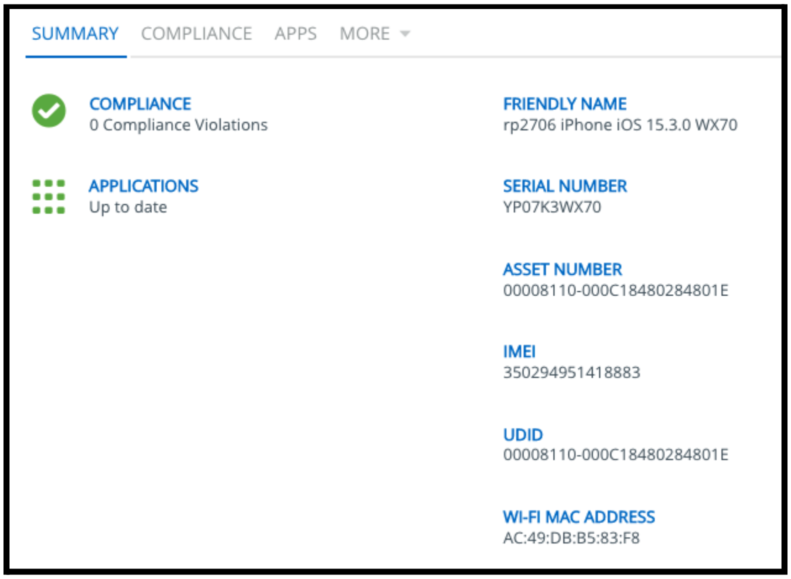
Sync Device
Send updated company settings and data to this device.

Lock Device
Remotely lock this device to protect data.

Change Passcode
Set a new passcode for this device.

Checking Device Details Page:

1. At the next window you will first see the **Summary** tab which provides a quick overview of device details.



COMPLIANCE
0 Compliance Violations

APPLICATIONS
Up to date

FRIENDLY NAME
rp2706 iPhone iOS 15.3.0 WX70

SERIAL NUMBER
YP07K3WX70

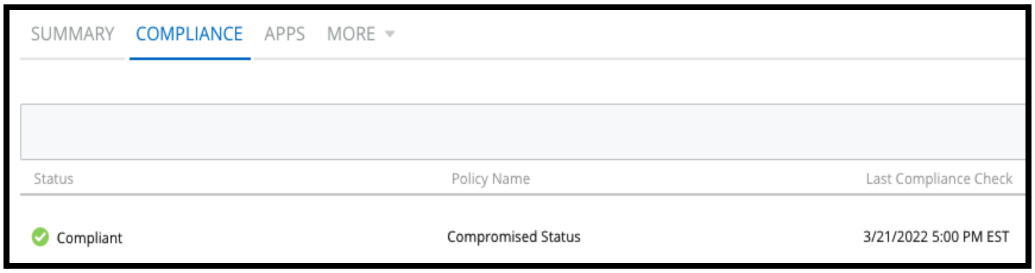
ASSET NUMBER
00008110-000C18480284801E

IMEI
350294951418883

UDID
00008110-000C18480284801E

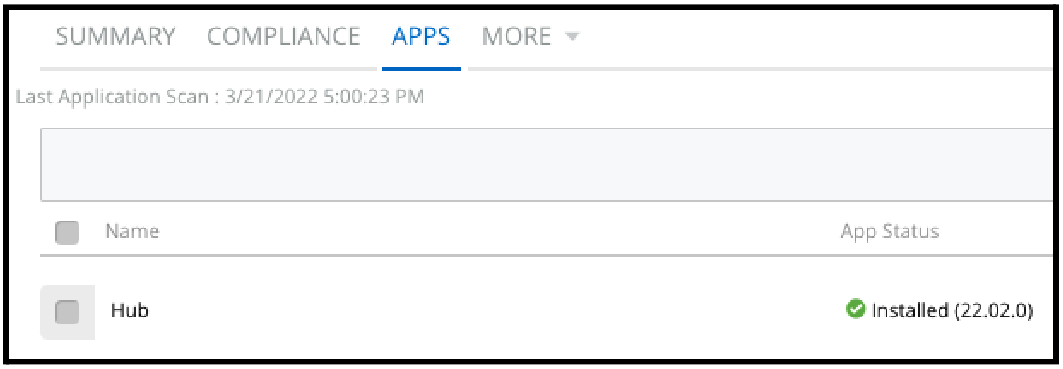
WI-FI MAC ADDRESS
AC:49:DB:B5:83:F8

2. Clicking the **Compliance** tab shows if your device is currently compliant with Columbia's management policies.



Status	Policy Name	Last Compliance Check
✓ Compliant	Compromised Status	3/21/2022 5:00 PM EST

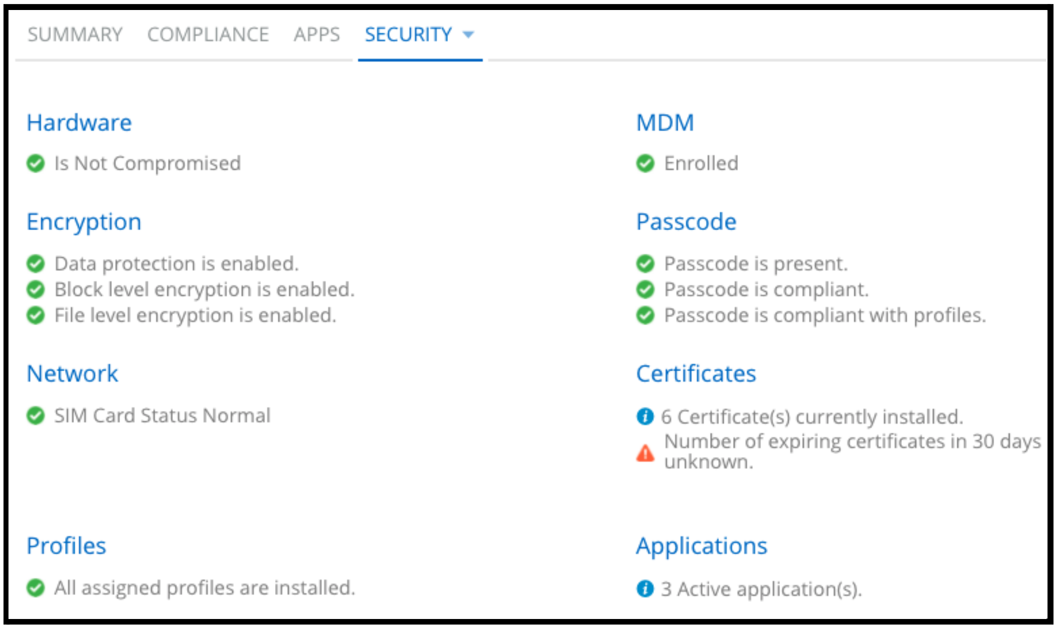
3. Clicking the **Apps** tab shows work-managed applications installed on a device



Last Application Scan : 3/21/2022 5:00:23 PM

□ Name	App Status
□ Hub	✓ Installed (22.02.0)

4. Click **More** and then click **Security** to view device security information



Hardware

✓ Is Not Compromised

MDM

✓ Enrolled

Encryption

✓ Data protection is enabled.
✓ Block level encryption is enabled.
✓ File level encryption is enabled.

Passcode

✓ Passcode is present.
✓ Passcode is compliant.
✓ Passcode is compliant with profiles.

Network

✓ SIM Card Status Normal

Certificates

ⓘ 6 Certificate(s) currently installed.
⚠ Number of expiring certificates in 30 days unknown.

Profiles

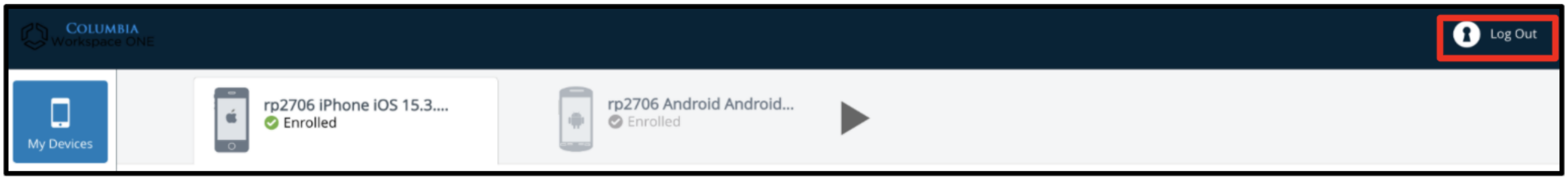
✓ All assigned profiles are installed.

Applications

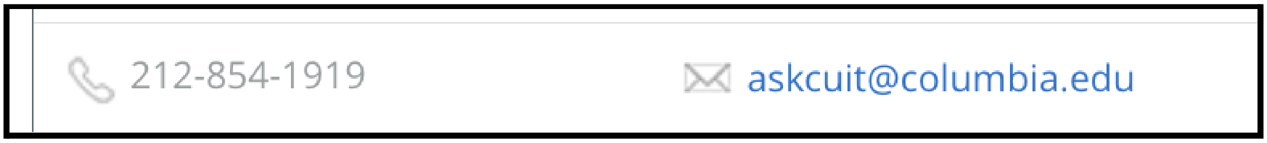
ⓘ 3 Active application(s).

CUIT Support Contact & Logging out:

1. Click the **Log Out** button on the top right corner of the page



2. Please note the contact information for CUIT's helpdesk listed on the bottom left corner of the page. For technical questions or assistance, please submit a ticket to the CUIT Service Desk, email askcuit@columbia.edu or call 212-854-1919



☎ 212-854-1919 ✉ askcuit@columbia.edu