

Navigating the Self-Service Portal (iOS 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 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**

The image displays two sequential screenshots of the Columbia Workspace ONE login interface. The first screenshot shows the initial login screen with the following elements: the Columbia Workspace ONE logo, a 'Select Language' dropdown menu set to 'English (United States)', a 'Login Method' dropdown menu set to 'Email', an 'Email Address' field containing 'yourUNI@columbia.edu', and a blue 'Next' button. The second screenshot shows the subsequent login screen with the following elements: the Columbia Workspace ONE logo, a 'Select Language' dropdown menu set to 'English (United States)', a 'Username' field containing 'UNI', a 'Password' field with masked characters, a blue 'Log In' button, and a 'Trouble logging in' link.

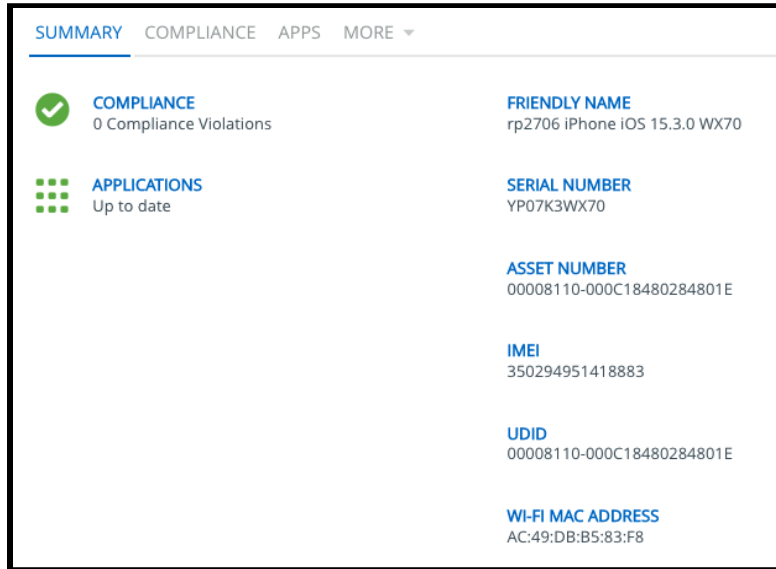
Performing Remote Actions for Enrolled iOS Devices:

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 iOS device. Below are some of the **Basic Actions** you can perform in the portal:
 - a. **Clear Passcode:** Clears the current unlock passcode from the device. Once the passcode is cleared you will be prompted to create a new one.
 - i. **Please Note: DO NOT** choose this command if your device is currently lost as this will unlock the device and allow access to the phone.
 - b. **Lock Device:** Remotely locks device, activates “Lost Mode”, and offers the option to leave a custom message and callback number on the lock screen
 - i. **Please Note:** After putting your phone in “Lost Mode” ApplePay will be disabled on your iOS device. To re-enable Apple Pay after Lost Mode, please re-enter the password for your AppleID in settings.
 - 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

The screenshot displays the 'My Devices' section of a mobile device management portal. At the top, there is a toolbar with two device cards: 'rp2706 iPhone iOS 15.3...' (highlighted with a red box and labeled '5.') and 'rp2706 Android Android...' (labeled '6'). Below the toolbar, the details for the selected iPhone are shown, including 'rp2706 iPhone iOS 15.3.0 WX70'. A row of status indicators includes 'ENROLLMENT DATE 3/21/2022 10:32 AM', 'LAST SEEN 3/21/2022 10:47 PM', and 'STATUS Up to date' (labeled '8.'). Below this, there are two tabs: 'BASIC ACTIONS' and 'ADVANCED ACTIONS'. Under 'BASIC ACTIONS', there are three options: 'Device Query' (Request updated information from the device.), 'Clear Passcode' (Clear the current passcode from this device., highlighted with a red circle and an arrow, labeled '6a.'), and 'Lock Device' (Remotely lock this device to protect data.).

Checking Device Details Page:

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



The screenshot shows the 'SUMMARY' tab of a device management interface. At the top, there are navigation tabs: 'SUMMARY' (selected), 'COMPLIANCE', 'APPS', and 'MORE'. Below the tabs, the interface is divided into two columns. The left column contains two sections: 'COMPLIANCE' with a green checkmark icon and '0 Compliance Violations', and 'APPLICATIONS' with a green grid icon and 'Up to date'. The right column lists device identifiers: 'FRIENDLY NAME' (rp2706 iPhone iOS 15.3.0 WX70), 'SERIAL NUMBER' (YP07K3WX70), 'ASSET NUMBER' (00008110-000C18480284801E), 'IMEI' (350294951418883), 'UDID' (00008110-000C18480284801E), and 'WI-FI MAC ADDRESS' (AC:49:DB:B5:83:F8).

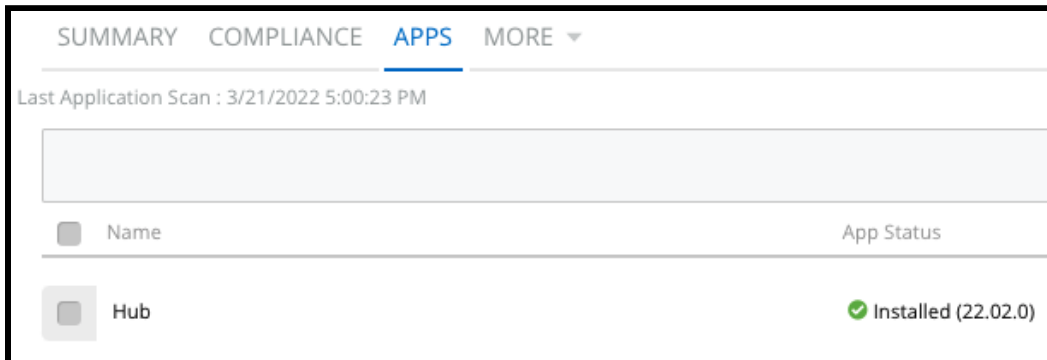
2. Clicking the **Compliance** tab shows if your device is currently compliant with Columbia's management policies.



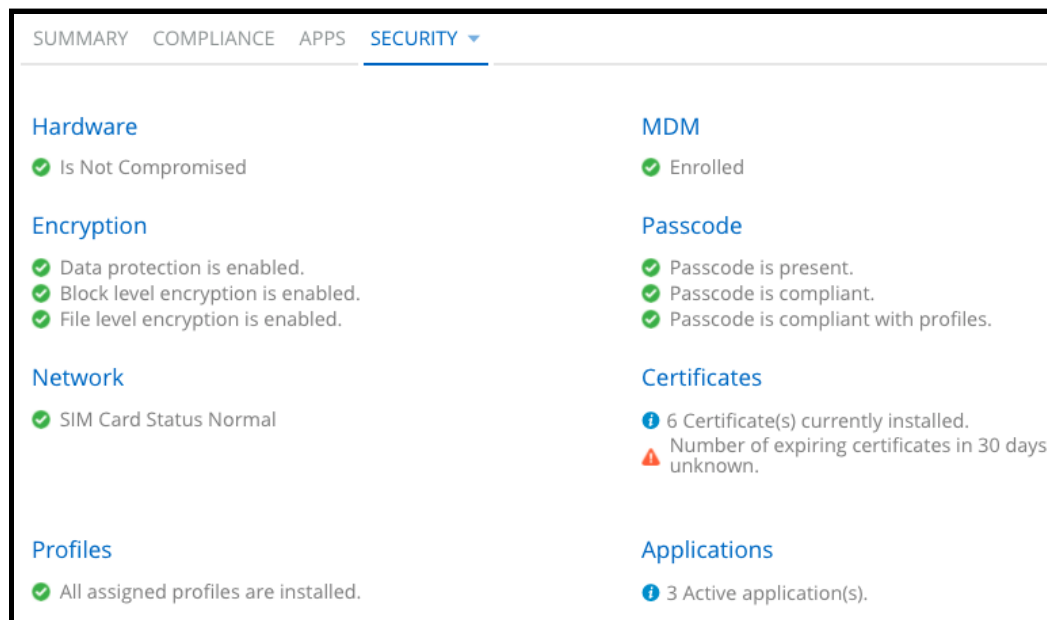
The screenshot shows the 'COMPLIANCE' tab of the device management interface. At the top, there are navigation tabs: 'SUMMARY', 'COMPLIANCE' (selected), 'APPS', and 'MORE'. Below the tabs, there is a table with the following data:

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

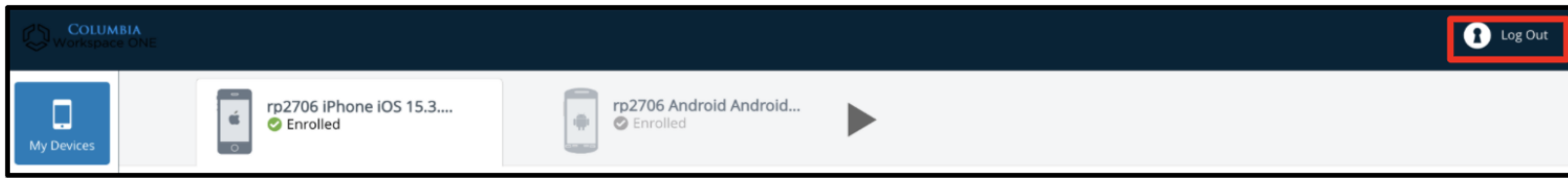


4. Click **More** and then click **Security** to view device security information



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

