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](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**
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

   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
Checking Device Details Page:

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

   ![Summary Tab](image)

   **Summary Tab Details:**
   - **Compliance Tab:** Shows if your device is currently compliant with Columbia’s management policies.
   - **Friendly Name:** rp2705
   - **Serial Number:** YP07K3X7W0
   - **Asset Number:** 00008110-000C18480284801E
   - **IMEI:** 3502949514118883
   - **UDID:** 00008110-000C18480284801E
   - **Wi-Fi MAC Address:** AC:49:DB:BE:83:78

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

   ![Compliance Tab](image)

   **Compliance Tab Details:**
   - **Status:** Compliant
   - **Policy Name:** Compromised Status
   - **Last Compliance Check:** 3/21/2022 5:00 PM EST
3. Clicking the **Apps** tab shows work-managed applications installed on a device

![Apps Tab Image]

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

![Security Tab Image]
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 |