Navigating the Self-Self 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
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
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]

   - **Compliance**: 0 Compliance Violations
   - **Applications**: Up to date
   - **Friendly Name**: rp2705 IPhone iOS 15.3.0 WX70
   - **Serial Number**: YP07K3WX70
   - **Asset Number**: 00008110-0000C18480284801E
   - **IMEI**: 350294951418883
   - **UDID**: 00008110-0000C18480284801E
   - **Wi-Fi MAC Address**: AC:490E:B5:83:F8

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

   ![Compliance Tab Image]

   - **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.

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

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<th>Phone</th>
<th>Email</th>
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<tr>
<td>212-854-1919</td>
<td><a href="mailto:askcuit@columbia.edu">askcuit@columbia.edu</a></td>
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