What is the AirWatch Self-Service Portal?

The AirWatch Self-Service Portal is used for the following:

- Self-manage devices in case of theft and to utilize the device lock and wipe function.
- Manage the device passcode.
- Manage and view the applications that are currently provisioned to your device from the AirWatch server.

Access the Self-Service Portal

1. Navigate to [http://aw.med.umich.edu/MyDevice](http://aw.med.umich.edu/MyDevice) in your web browser.

2. Select either Email or Group ID for the Login Method.

3. Enter your @med.umich.edu email address or Group ID in the field provided. The Group ID is the Group ID you selected when enrolling your device in AirWatch.
   - UMHS
   - MiChart

4. Click Next.

5. Enter your Uniqname and Level-2 password in the Username and Password fields.

6. Click Login.
Self-Service Portal Overview

From the Self-Service Portal you can access your account information, view the status of your enrolled device(s), and execute actions such as manage your email connection or change your passcode.

Self-Service Portal Tabs and Buttons

There are two navigation tabs on the left side of the screen:

A. My Devices – This tab opens by default upon login.

B. My Content – Features included on this tab are not currently active, but may be included in future enhancements.

Three buttons are visible outside of the device tabs:

C. The Account button opens a window that provides Summary of your contact and account related information.

D. Add Device – This feature is not currently active. Please enroll your device through the AirWatch MDM Agent app.
   - AirWatch for Android Devices
   - AirWatch for iOS Devices

E. The Logout button is used to log out of the Self-Service Portal.

View Device Information

Enrolled devices display as tabs at the top of the screen and the first tab is open by default.

F. Each device tab contains information and actions specific to the device.

G. The Go to Details button on each device tab allows you to view detailed information about your device(s).
Self-Service Portal Actions

Basic actions such as password management and more advanced actions such as managing your email connection are accessed through the portal. The actions displayed are specific to the device tab selected at the top of the screen. Descriptions of each action appear next to the icon.

H. The Basic and Advanced Actions available to you may vary by device.

The following Basic Action features are not currently available at this time:

- **Locate Device** – This service is not active as Location Services is not activated for this application.
- **Set Roaming** - This feature is not currently active.

The following Advanced Action features are not currently available at this time:

- **Generate App Token** – This feature is not currently active, but may be included in future enhancements.
- **Revoke App Token** – This feature is not currently active, but may be included in future enhancements.
- **Upload S/MMe Certificate** – This feature is not currently active, but may be included in future enhancements.

**Enterprise Wipe**

*Enterprise Wipe* is used to un-enroll a device from AirWatch. This stops the device from being managed by AirWatch and deletes any Enterprise data such as email, etc. This will NOT affect non-Enterprise data or applications. If you need to un-enroll the device and do not have access to it or are not able to un-enroll from the device itself, you can use Enterprise Wipe.

1. Select **Enterprise Wipe** from Basic Actions.
   - A popup notifies you that the un-enrollment command has been sent to the device.
   - The device can no longer be reached through the Self-Service Portal and AirWatch software can be removed from the device.

   ![Enterprise Wipe Popup](image)

   ![Un-Enrollment Confirmation](image)

   If you do not have any other devices registered to your account, you may be kicked out to an “access denied” site.

2. The Device can be enrolled in AirWatch again by following the AirWatch enrollment process.
Device Wipe

WARNING: The Device Wipe button is used to wipe ALL information from a device and reset all settings to manufacturer default. This should only be used if you are certain that you do not need anything on the device, as data will be unrecoverable.

If you only want to remove Enterprise data and applications, use Enterprise Wipe instead.

1. Select Device Wipe from Basic Actions.
2. Confirm your selection.
3. Enter the Key Code provided by AirWatch on the Device Wipe- Wipe Confirmation window.
   - A notification appears indicating that the device is being wiped.

   If you do not have any other devices registered to your account, you may be kicked out to an “access denied” site.

   - After the device has processed the command it will wipe the device of all data and begin restoring factory default settings.

Clear Passcode

The Clear Passcode action clears the passcode on your device.

- If you opt to clear your password, your passcode must be changed within 60 minutes.
- When you set your passcode, be sure it is something you'll remember. 10 failed login attempts will result in the device being wiped as a security precaution!

Additional Resources

For additional resources for AirWatch visit the Mobile Devices site or contact your Service Desk for assistance:

- MCIT Customers: Service Desk at 734-936-8000
- MSIS Customers: Service Desk at 734-763-7770