AirWatch - FAQ

Frequently Asked Questions

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What are the supported devices?

AirWatch will support the following platforms, including personal laptops:

- Apple iPhone and iPad devices with iOS version 10.0 and above *(preferred devices)*
- Android devices with version 4.0 and above*
  
  *Note: For Haiku and Canto access on Android platforms, devices by HTC, Samsung, and LG are required.
- Due to some manufacturer-specific features, there are limitations for some mobile devices.
- Nexus and Motorola phones are now compatible with AirWatch, but require a different set of instructions: AirWatch InBox
- Laptops and desktops running:
  - macOS 10.9 or higher (Apple)
  - Windows 10 Professional or Enterprise with TPM *(preferred operating system)*

  **NOTE:** Windows devices must have a Trusted Platform Module (TPM) version 1.2 or above. This is a hardware requirement to support device encryption on the PC. See the AirWatch - Enrollment Instructions page for more details.

What type of information does Michigan Medicine store about my phone? Can they look at my personal information?

AirWatch does NOT collect any data related to phone calls, texts, location, or web browsing. AirWatch only collects basic device metrics, such as battery life, device identifying information, cell phone carrier, etc. AirWatch will also track the status of encryption and email policies applied to the device, and any enterprise apps (like Haiku/Canto) installed on the device, but NOT apps installed by the device user.

Will AirWatch affect my battery life, data usage, or device performance?

There should be no impact to battery life, data usage, or performance after you enroll in AirWatch. Some reports of battery drain may be related to how your email is set up; specifically whether it is set to “push” updates to your device rather than “pull” them. You may improve battery life by changing your email sync settings to “pull” which will use a fixed schedule rather than a “push” which provides faster email alerts but may have a negative impact on the battery (depending on the amount of email you receive).

To check which applications on your device may be impacting your battery life, please visit: iOS Track Battery Life (iOS) or What's Draining the Most Battery in Android (Android). No additional battery drain is expected with AirWatch.

Why is my jailbroken/rooted device not working?

Jailbreaking (iOS) or rooting (Android) is the process of removing limitations on a device permitting direct access to the operating system or installing a non-standard operating system on the device. If the device experiences "jailbreaking" or "rooting," all Michigan Medicine resources (including email) will be blocked until the approved operating system is reloaded.

Can I manage the AirWatch settings and functions for my devices?

Yes. Use Chrome or Firefox (not Internet Explorer) to access the self-service portal: http://aw.med.umich.edu/mydevice

If I reset my Michigan Medicine (Level-2) password, how do I make sure AirWatch knows the new password?

AirWatch will automatically pop up a window for you to enter your new password.

My device was lost or stolen. What should I do?
Contact the HITS Service Desk immediately for assistance.

- Click our online customer service portal (help.medicine.umich.edu)
- Call the HITS Service Desk 24/7 at 734-936-8000
- Visit one of our walk-in “Help Me Now” sites (michmed.org/HMN-locations)

You may also use the AirWatch self-service portal to remotely remove your personal data from the device prior to contacting the Service Desk.