Mount Sinai uses the Mobile Device Management (MDM) solution from AirWatch. All users requesting access to any Mount Sinai resource on their mobile device must install the AirWatch agent which will automatically configure their mobile device with email, Mount Sinai wireless and security policies. Your mobile device cannot be rooted! All Android devices with Android OS version 3 or higher must be encrypted. The AirWatch agent is installed from the Google App store. The Touchdown email client is necessary for Android users who want email access. This is downloaded from the Google app store and needs to be installed prior to the AirWatch agent. Please note, if you already use Touchdown this will reset it and you will have to reconfigure any settings or filters you have customized. Please download the free version of Touchdown, after you enroll with AirWatch you will automatically get pushed a Touchdown license unlocking the full version of the app.

1. Tap Google Play Store **>** Search for **Touchdown HD** > Choose the appropriate "FREE" version of Touchdown HD for your device. Install Touchdown but **do not launch it**.
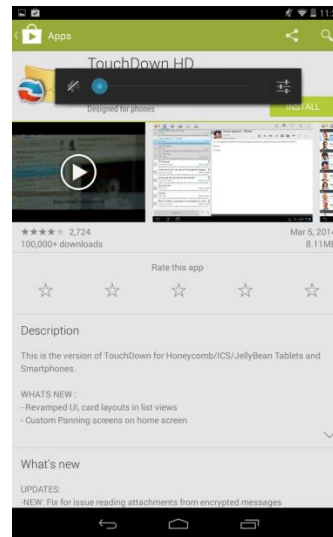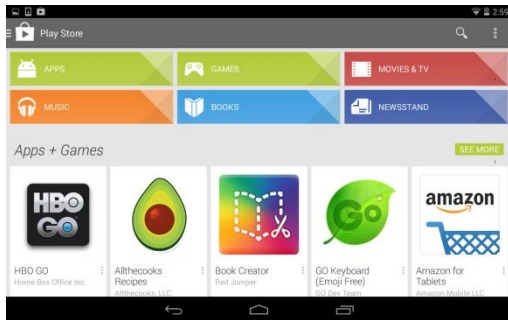

2. Tap **INSTALL**, then Tap **ACCEPT > TouchDown HD will install. Exit screen and go back to Google Play Store.**
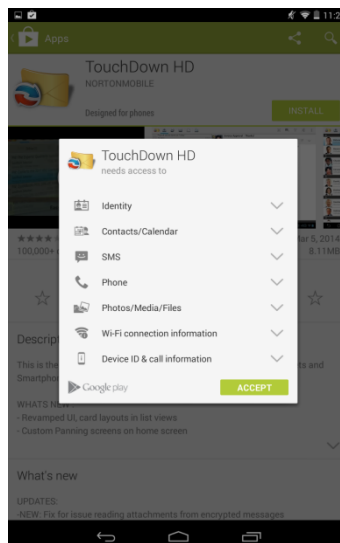
3. Search for and install AirWatch MDM Agent. Search for **AirWatch** and Install the **AirWatch Agent.** Read and **Accept** the agreement > this will install agent > Tap **Open** after install.
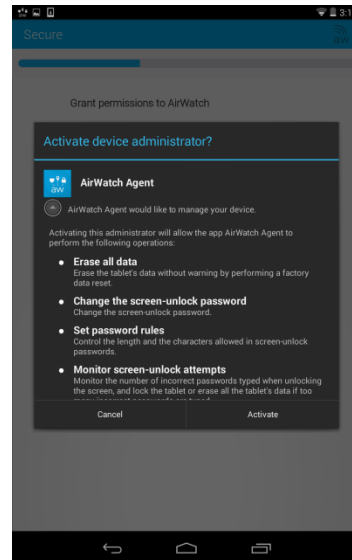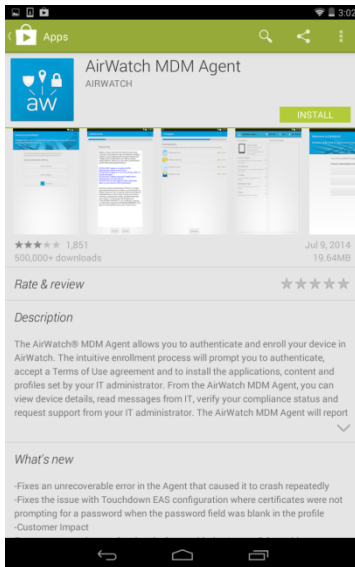

4. On the **"Choose Authentication Method"** screen, Tap **Email Address** option and enter your email address then Tap **Continue**.
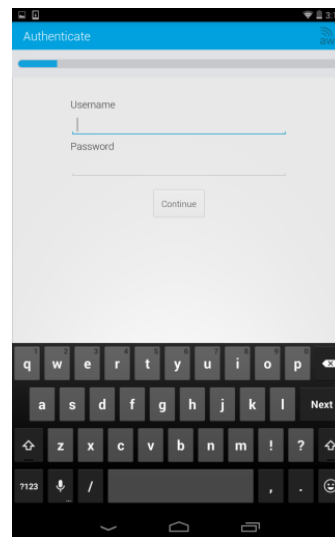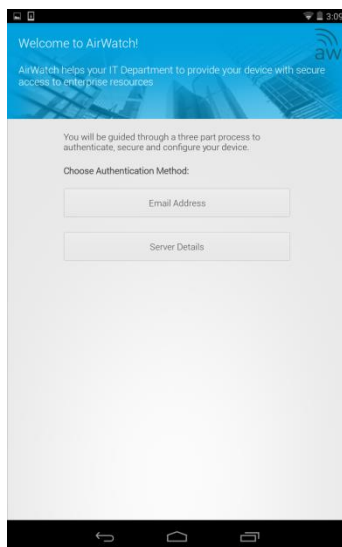

5. Next, Enter your "Username and "Password" (This is the same credentials used to log into Exchange/Outlook email) then Tap **Continue**.

6. Is device compliant check (**if your device is not encrypted, you will be prompted to encrypt it**) Tap **Continue.** At the "**Grant permission to AirWatch"** screen Tap **Activate.**
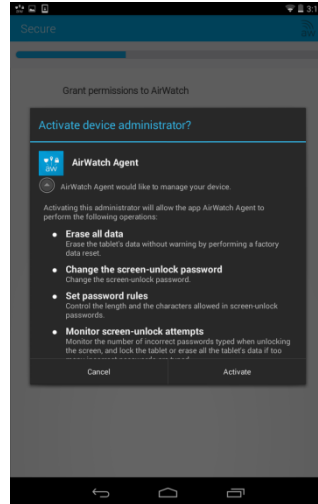

7. Tap Continue at "Install Enterprise Service", then Tap Next at Install Samsung ELM Service" , then Tap Install. **(For Samsung only devices follow Step 7 - 8)**
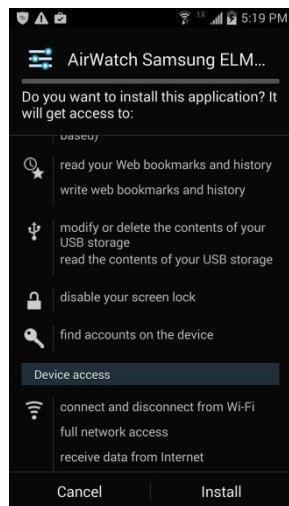
8. Grant permission to AirWatch Samsung Admin ELM Service by Tapping "Activate", and then check the acknowledgement on Privacy Policy screen.
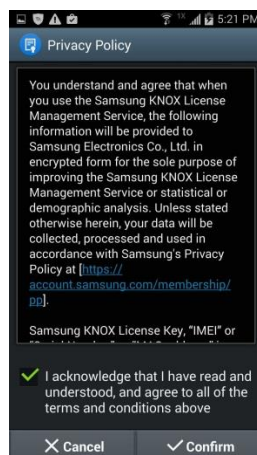
9. **Configure** you device for email > Tap **Continue,** then **Continue** again on next screen (**Set up your email**)
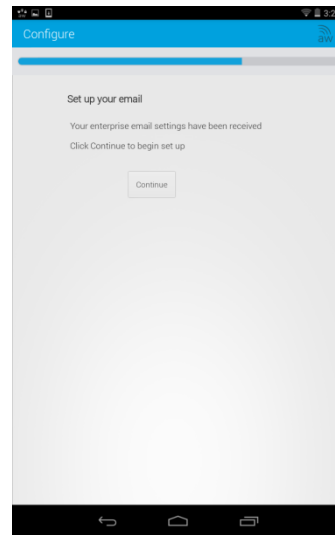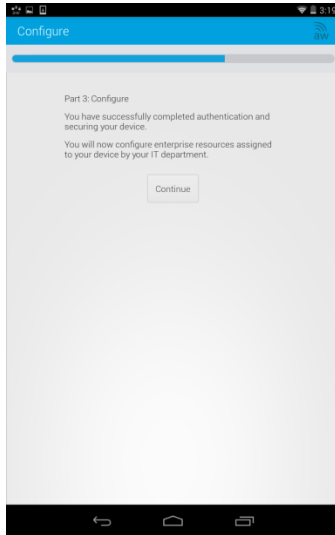

10. AirWatch agent will display status, Compliant and Connectivity should have a green check mark.

11. Tap the back button on device, Touchdown will launch, Tap I Accept at License Agreement after you have read it. Next Tap **I Accept** again at prompt "**Do you accept the End User License Agreement?"**
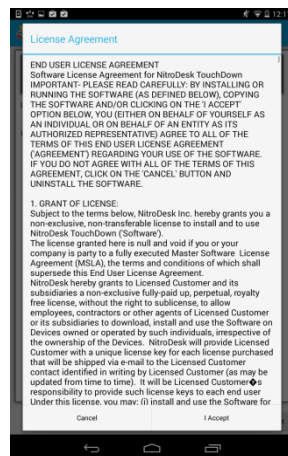
12. Lastly, enter your email password on "**Device Configuration Wizard**" screen, then Tap **Next**. Your email will start synchronizing after the Touchdown License acknowledgement is checked off.
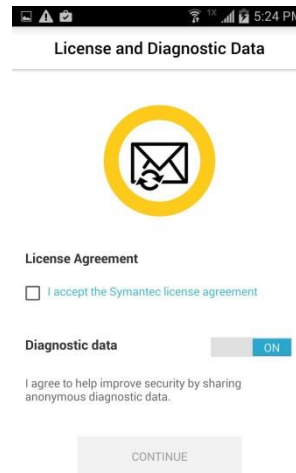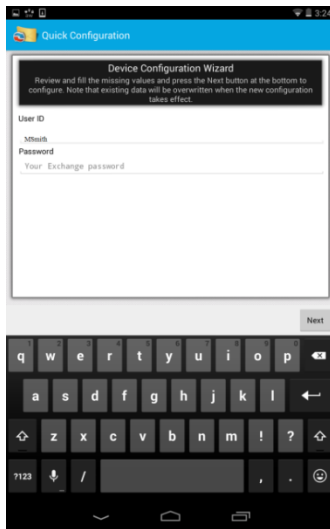
13. To access your email, **Tap** the Touchdown icon located on application Screen. →

Your enrollment is now completed! Thank you for enrolling with Mount Sinai AirWatch MDM.

If you have any issues during this process please contact the Helpdesk and create a ticket for Desktop Support.

MSSL / MSBI / MSB helpdesk (212-523-6486) MSH helpdesk - (212-241-4357) MSSM helpdesk – (212-241-7091)