Mount Sinai uses the Mobile Device Management (MDM) solution from Airwatch. All users requesting Mount Sinai email access 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 device cannot be jailbroken!

If you currently receive your corporate email on your mobile device without the MDM agent, you must remove the email account that was manually setup on your device. To do this go to **Settings > Mail, Contacts, Calendars > Exchange (or the name of the Mount Sinai email account).** Click "Delete Account" and "Delete" again.



The Airwatch agent is installed from the App store on the device. You must have an Apple ID setup on you device.

- 1. Tap **App Store > Search for AirWatch > Choose "AirWatch MDM Agent";** Tap the download icon on the AirWatch MDM Agent screen.
- Alternatively, go directly to AirWatch download by going to <u>http://awagent.com</u> on your mobile device browser (Click Go To Apple Store and download AirWatch agent). Tap the download icon on the AirWatch MDM Agent.







3. After the download tap "open" on the AirWatch Agent app. Choose "Email Address" option and enter your email address then tap "Next" at upper right corner of screen.



4. This will prompt you to enter your credentials to authenticate your device. Enter your network user ID and password. (Same as ID and password used on work PC) Then "Next", on the next screen, Tap "Redirect & Enable"

Eack to Ap	o Store 11:20 AM 25 □					
	Enable Device Management					
	To enable your device, you will be redirected to Safari and Settings					
	Why?					
	Access your company resource					
	Remove company data in the event of loss or thett					
	Redirect & Enable					

5. Next, you will be prompted to install profile; Tap Install, then enter your device password used to unlock your device. If you don't have a password you will be prompted to create one. Tap Install after password prompt to install mail profile. You will be prompted with an administrator's warning message letting you know about AirWatch MDM mamagement capabilities. Please note, Mount Sinai ONLY manages corporate emails; no personal data is being collected or managed. Tap Install, then Tap Trust at "Remote Management prompt"



6. Tap "Done" at Profile Installed screen. Next Tap "**Open**" at prompt **Open this page in "Agent"**? There should be green check marks on "Device Enrolled", "Compliant" and "Connectivity Normal"



7. Enter Exchange Email password on "Password required prompt (Some devices may not be prompted for password until the mail app is opened). Device will sync emails, contacts and calendar after a few minutes.



8. Please verify that this email account is the default email account. Go to "Settings" → "Mail, Contact, Calendars" and scroll down to "Default Account".

Sellings Mall Sellings Alphane Mode Org Alphane Mode Org Alphane Mode Org Org Implane Mode Org Mail Sol Protect Messages 3 Org Implane Mode Implane Mode Implane Mode Implane Mode Mail Sol Protect Messages 3 Sol Protect Messages 3 Implane Mode Implane Mode Implane Mode Biteloch Org Solew Ta'Ce Label Implane Mode Implane Mode Implane Mode Implane Mode Concell Copanie By Thraad Ome Implane Mode Implane Mode Implane Mode Implane Mode Soude Copanie By Thraad Implane Mode Implane Mode Implane Mode Implane Mode Nexue Solar Date Lavel On 3 Implane Mode Implane Mode Implane Mode Nexue Solar Date Mode Implane Implane Mode Implane Implane Mode Implane Mode Implane Mode Nexue Solar Date Mode Implane Implane Mode Implane Implane Mode Implane Mode Implane Mode Solar Date Mode Implane Implane Mode Implane Implane Mode Implane Implane Mode Implane Mode Solar Date Mode Implane Implane Mode Implane Implane Mode Implane Implane Mod	ad 🕈	1:40 PM	1 40% 🔳
i pignon Modi Orr VPA Modi VPA Modi Bow O Recett Assession Bow <	Settings	Mail, Contacts	s, Calendars
W-F1 MSAC-graw Bite-doch O Bite-doch O Do hot Distab O Control Source Do hot Distab O Control Source Source Opping Bite-doch O Source Source Source Opping Source Opping Bite-doch Opping Source Opping Bite-doch Opping Source Opping Bite-doch Opping <td>Airplane Mode OFF</td> <td>Mail</td> <td></td>	Airplane Mode OFF	Mail	
Butcoth Preview 2 Luss > De Mot Datub OFF De Mot Datub OFF Add Benote Dateding OFF Ceneral Organice By Thread Dirightness & Wallpaper Ansys Boc Byself Privery Signature Privery Signature Dirightness A Wallpaper Newsys Boc Byself Privery Signature Dirightness A Wallpaper Newsys Boc Byself Dirightness A Wallpaper Privery Signature Dirightness A Wallpaper Dirightness A Wallpaper Newsys Boc Byself Dirightness A Wallpaper Dirightness A Wallpaper Richards Dirightness A Wallpaper Dirightness A Wallpaper Dirightness A Wallpaper Richards Dirightness A Wallpaper Dirightness A Wallpaper Dirightness A Wallpaper Richards Dirightness A Wallpaper Dirightness A Wallpaper Dirightness A Wallpaper Dirightness A Wallpape	WI-FI MSMC-green	Show	50 Recent Messages >
Do Keit Distub OFF Nettinations Image: Control General Security Loss flence Image: Control Bounds Deletione Control Bounds	Bluetooth On	Preview	2 Lines >
Notifications Ak Bolova Doleting Image: Control General Lad Renots Insage: Control Image: Control Bounds Organize Bby Thead Image: Control Bounds Ansage Doc Upseid Image: Control Brightenes A Walpaper Ansage Doc Upseid Image: Control Picker Frame Signature General Picker Frame Signature Image: Control Picker Frame Signature Image: Cont	Do Not Disturb	Show To/Cc Label	OFF
exertal Load Rende Inages String sourds Organize By Thread String frightness & Xullapper Aksys Boc Myself String hcrease Quote Level On 3 String String String String	lotifications	Ask Before Deleting	OFF
Seunds Ogsalice by Thread Om Control http://tess.4.Walpaper Control Seunds Seunds fickure Frame Foresae Oucle Level On 3 binacy Sean for my Publ 3 Seunds Peture Frame fickure Frame Sean for my Publ 3 Sector Frame Sector Frame fickure Frame Sector Frame Sector Frame Sector Frame	General	Load Remote Images	ON 🔵
Brightness & Walpager Revery Else Urgett OT Image: Else Urgett Image: Else Urgett Picture France Signature Oto Image: Else Urgett Image: Else Urgett Discure Control Signature Signature Image: Else Urgett Image: Else Urgett Discure Control Signature Signature Image: Else Urgett Image: Else Urgett Discure Control Control Signature Image: Else Urgett Image: Else Urgett Netso Control Control Else Urgett Image: Else Urgett Netso Control Signature Image: Else Urgett	Sounds	Organize By Thread	ON O
Nutry Soc Graph Nutry Soc Graph Nutry Soc Graph Privacy Korease Quele Level Quele Difued Default Account Gent Account Notes Contacts Message context from the data decount. Notes Contacts Notes Reminder So Order Last, Frist J	Brightness & Wallpaper	Abuser Day Muser	
Physical Calification (Calification) Improve (Calification) Cloud Default Account Genesal Base_Contents_Contents Management of Mail all low series (mail low series	Picture Frame	Anways Dcc mysen	000
Conduct Conduct Account Conduct Account Accoun	Privacy	Cimatum	Cast from my Dad 3
Details Accurate () Details Accurate () <thdetails ()<="" accurate="" th=""> Details Accurate ()</thdetails>	iCloud	Default Assessed	Gene iron my ir ad 2
Notes Contacts Notes Reminders Sort Order Last, First >	Noil Contacta Colondara	Messages created or	diride of Mail will be
Deminders Sort Order Last, First > Previous Previous	Notes	sent from the de	efault account.
Sort Order Last, First >	Reminders	Contacts	
	Massagas	Sort Order	Last, First >

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

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

