



Airwatch Self Service Portal (SSP)

What Does the SSP do?

- Enables users to manage their own device.
- Enables users to reset their own screen lock passcode.
- Enables Users to wipe their own device.
- Enables users to upload content to the Content Locker App.

The Airwatch Self Service Portal is a great way for users to manage their own device as an alternative to calling the ICT service desk. The Self Service Portal can be reached in a browser at this address

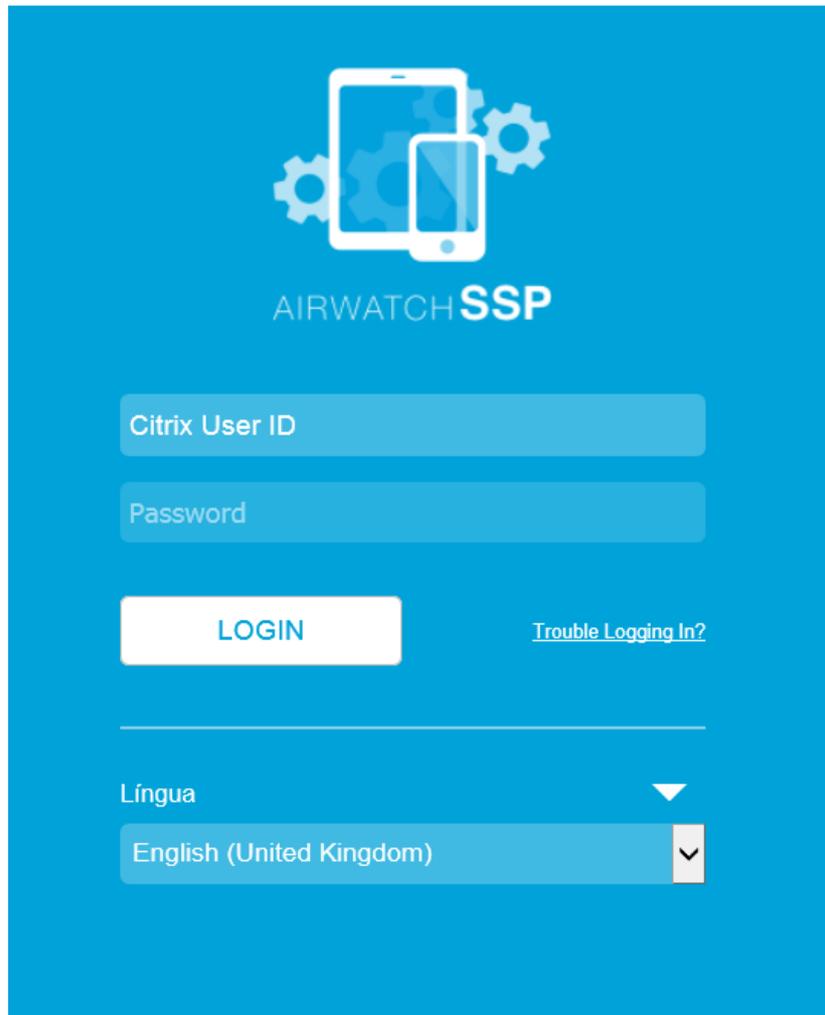
<https://ds532.awmdm.com/mydevice>

Logging In.

To login to the Self Service Portal go to <https://ds532.awmdm.com/mydevice> using your internet browser.

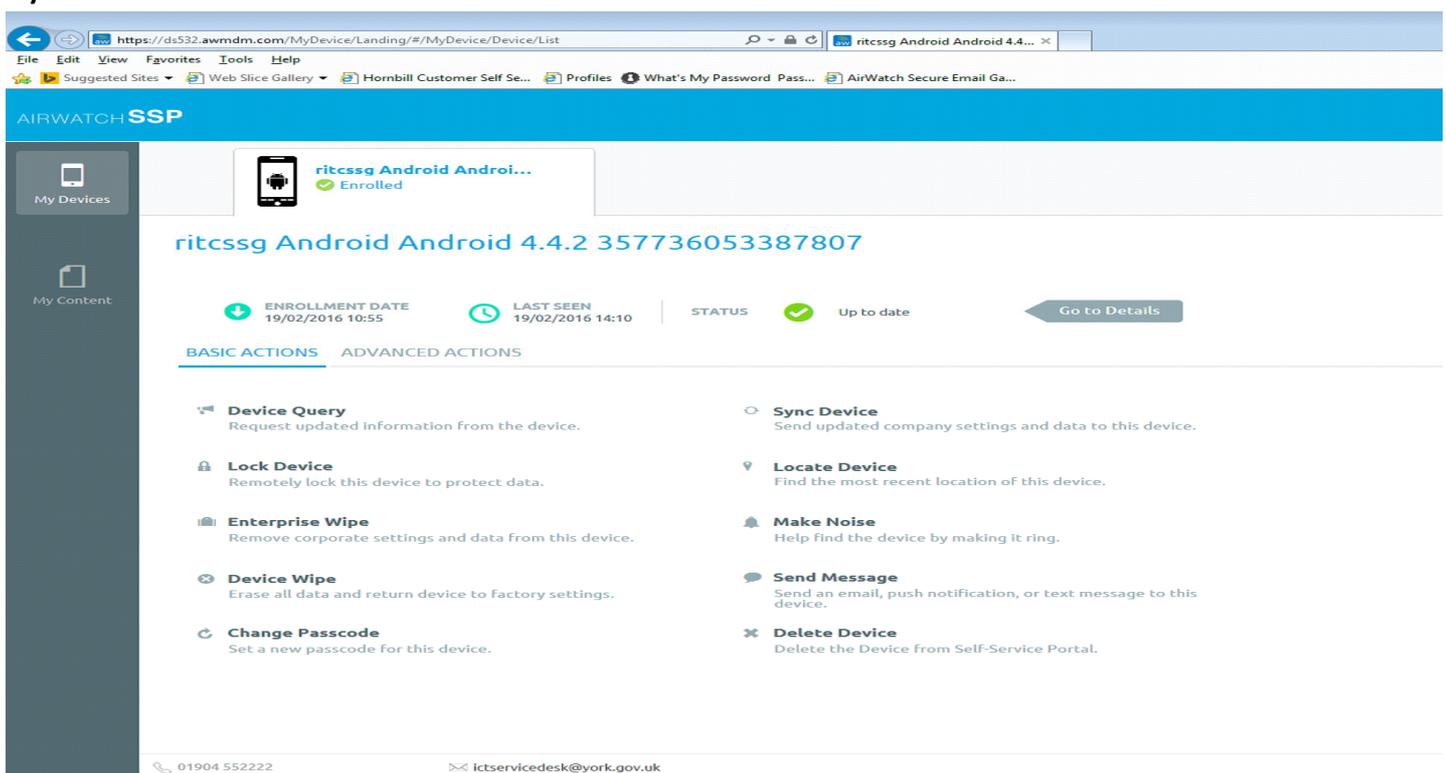
The screenshot shows the Airwatch SSP login interface. At the top, there is a logo featuring a smartphone and a tablet with gears, and the text "AIRWATCH SSP". Below the logo, there is a "Login Method" dropdown menu set to "Email". Underneath, there is a text input field containing the email address "example@air-watch.com". A white "NEXT" button is positioned below the input field. At the bottom, there is a "Need a Different Language?" dropdown menu set to "English (United Kingdom)".

Leave the login method as Email and enter your email address in the field where example@air-watch.com appears then click next.



Enter your Citrix User ID and password then click LOGIN. You will then land in the Self Service Portal.

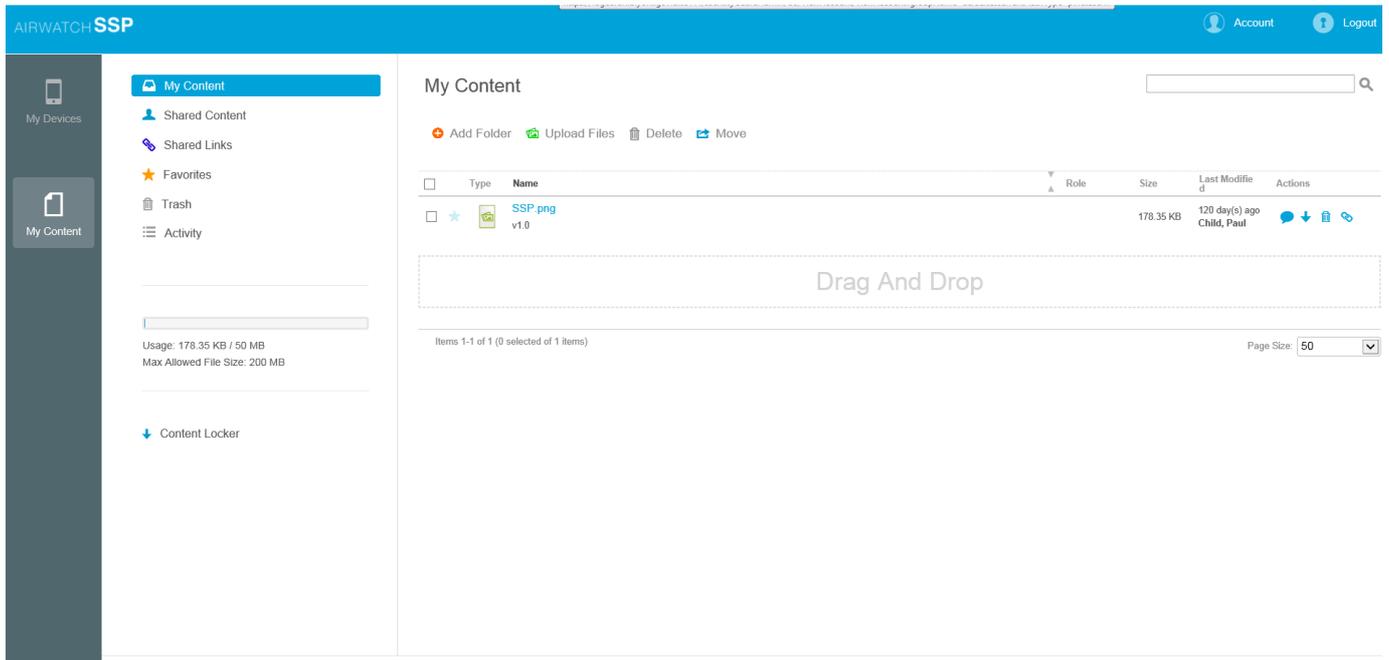
My Device



Here you can manage your own device. If you have multiple devices you will see these as separate tabs across the top. You will notice some information such as enrolment date and Last seen date and time. This is a good indicator to check if your Mobile device is communicating with Airwatch and should be a few seconds. Firstly select the tab of the device you want to manage. You will need to navigate this section very carefully as you have the ability to wipe your entire device with activating an enterprise wipe or device wipe.

To reset your passcode you can simply click Change Passcode. You will then be prompted to enter a new passcode. You do not need to know your current passcode to perform this action. Enter a new passcode and confirm it in the second field then click OK. This will send this new passcode to your device and can be used after a couple of minutes. You will be then able to access the mobile device with the newly set passcode. Device Query will check your device for updated information. Lock Device will simply lock an open screen on your device. Enterprise Wipe will factory reset your device. Lock device will simply lock your device screen. Selecting Device Wipe will remove Airwatch and associated applications from Your device including your email. Sync Device will send updated information to your device. Locate Device will show you on Google Maps where the phone last checked in to Airwatch. Make Noise will make the phone ring. Send Message will send a text message to the Device. Delete Device will Remove Airwatch and associated apps including your email and remove the device from the Self Service Portal.

My Content.



The screenshot shows the 'My Content' section of the Airwatch SSP interface. The top navigation bar includes 'AIRWATCH SSP', 'Account', and 'Logout'. The left sidebar contains 'My Devices' and 'My Content'. The main content area is titled 'My Content' and features a search bar, action buttons for 'Add Folder', 'Upload Files', 'Delete', and 'Move', and a table listing content items. The table has columns for 'Type', 'Name', 'Role', 'Size', 'Last Modified', and 'Actions'. One item is listed: 'SSP.png v1.0' with a size of 178.35 KB and a last modified date of 120 days ago. Below the table is a 'Drag And Drop' area and a status bar showing 'Items 1-1 of 1 (0 selected of 1 items)' and a 'Page Size' dropdown set to 50.

Here you can upload content or documents to your Airwatch account. Any content you have uploaded to your account will be available to view / open within the Secure Content Locker on your mobile devices. For example if you have important PDF documents that you need to reference while you are out of the office you can upload these documents in this section which will make the documents available on your mobile devices whilst you are out of the office.

To upload documents simply double click the upload file icon. Your Windows explorer window will open then navigate to your chosen documents or files then click open. You will then see the file being uploaded. Once complete you will see your document in the list. You can also create a folder structure with the Add Folder icon

which will be replicated in the Secure Content Locker App on your mobile device.

My Content

Add Folder Upload Files Delete Move

<input type="checkbox"/>	Type	Name	Role	Size	Last Modified	Actions
<input type="checkbox"/>		SSP.png v1.0		178.35 KB	120 day(s) ago Child, Paul	

Drop And Drop

This document will now be available on your mobile device within the Secure Content Locker application.



Open Secure Content Locker on your Mobile device.



Select All Content and you will see all your uploaded documents. Just tap the document to open it and view.

**Please note a maximum of 200MB can be stored.*