



# Enroll an Android Device in Mobile Device Management (Intelligent Hub)

## Overview

CNUSD's Mobile Device Management (MDM) platform installs profiles on your device that configure and maintain settings on your device. MDM helps protect your privacy and the District's data.

Before you can enroll your Android device in the MDM service, you will need to install the Intelligent Hub app from the Google Play Store. You will need a Google account to do this.

Depending on your Android device, you may also need to install an additional service to support the enterprise capabilities of your device. If your device blocks the installation, change your security settings to allow installation of applications not obtained from the Google Play Store.

During the enrollment process, you'll be required to set a password with a minimum of four characters on your device.

**Backup your device before enrolling!**

## What to expect after you install MDM

It might take a few minutes to install the profiles on your device, so please be patient.

Your device will:

- Require a passcode to unlock. CNUSD requires that your password is a minimum of four digits. Some device manufacturers require a stronger password.
- Time out after a period of inactivity and require a passcode to unlock it. You can change your preferences in Settings to adjust the screen time out.
- Sync your CNUSD email, contacts, and calendar appointments after installation.
- Require you to enter your CNUSD Active Directory password before you can access your email.
- Check periodically for black-listed applications and to make sure that the device has not been rooted.
- Display the CNUSD App Catalog and BYOD Self-Service Portal
- Perform otherwise as it did before you installed the MDM

## Before you begin

Check that your device is running Android OS 6.0 or later. You cannot enroll a device in MDM if the OS is below 6.0. Make sure you have a Google ID – otherwise, you won't be able to download Intelligent Hub from the Google Play Store.

## Download Intelligent Hub

*You must be using your Android device to begin the enrollment process.*

1. [Install the Intelligent Hub on your Android device.](#) (This must be completed before connecting to the CNUSD WiFi network)



## Intelligent Hub

VMware Workspace ONE Business

Everyone

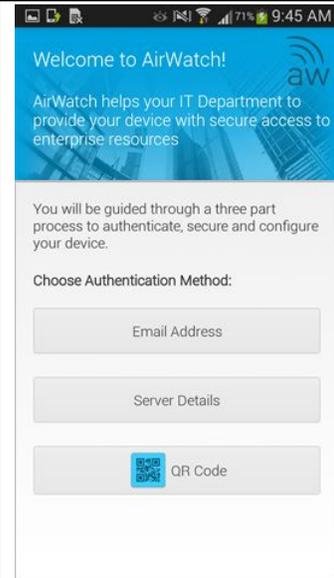
✘ This app is incompatible with your device.

You can share this with your family. [Learn more about Family Library.](#)

## Enrolling your device in MDM

### Authenticate

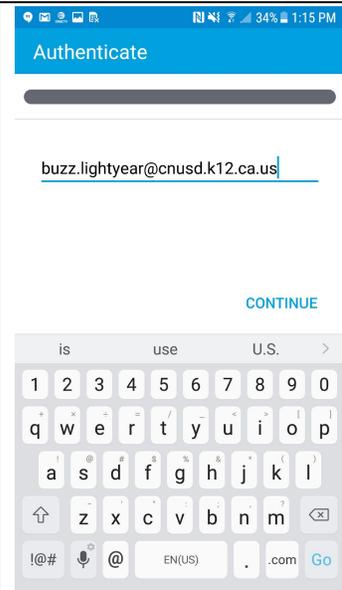
1. When the app has finished downloading, tap **Open**.
2. At the welcome screen, tap **Email Address** for your authentication method.



3. Enter your CNUSD email address and tap **Go**.

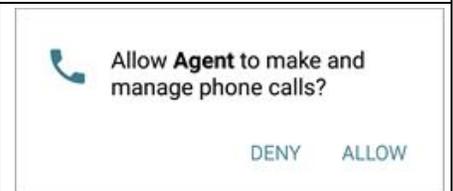
If you did not enter a valid email address, the next screen prompts you for a server and group ID. If this screen displays, enter the following and then tap **Enroll Device**.

- a. **Server:** airwatch.cnusd.k12.ca.us
- b. **Group ID:** byod (this is case sensitive)

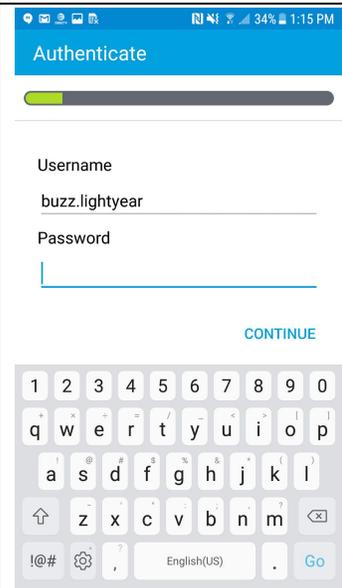


4. You may be asked to allow the Intelligent Hub to make and manage phone calls. Tap **Allow**.

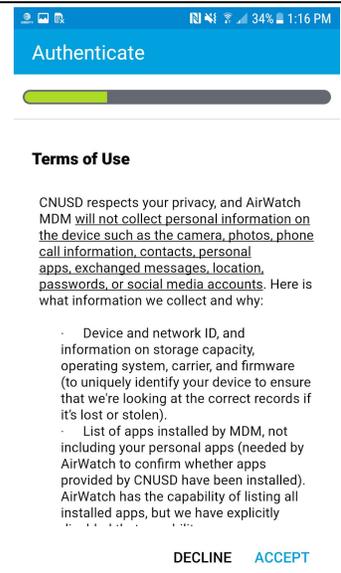
**Note:** While this capability exists in Intelligent Hub, CNUSD does not access this feature. [See the MDM Privacy Page](#) for more information.



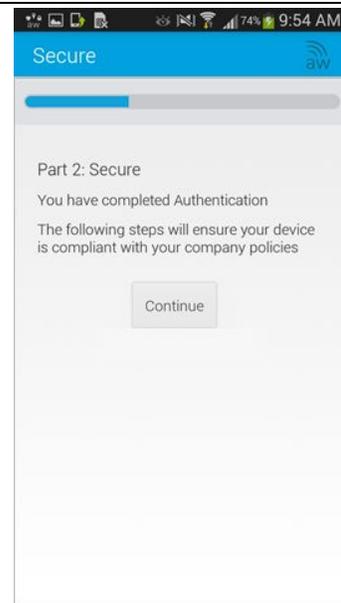
5. When the login screen is displayed, enter your CNUSD username and password and click **Next**.



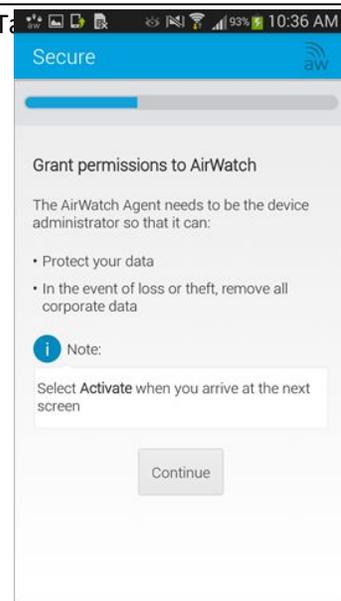
6. Tap **Accept** to accept the terms of use.



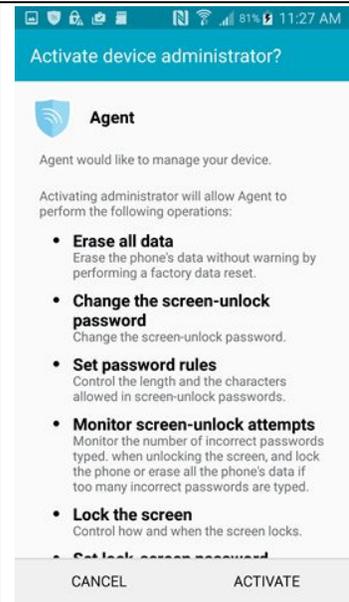
7. Tap **Continue**.



8. Intelligent Hub informs you that it needs to be the device administrator. Tap **Continue**.

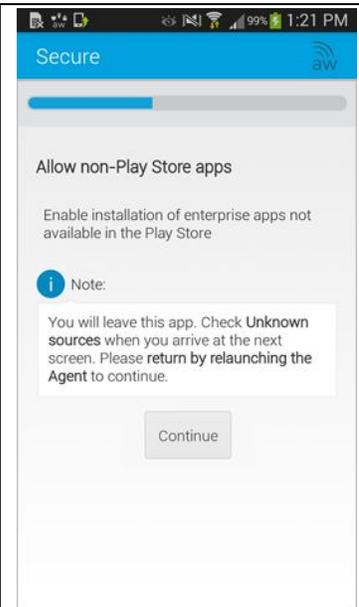


9. Tap **Activate** to grant permissions to the Intelligent Hub to manage your device.

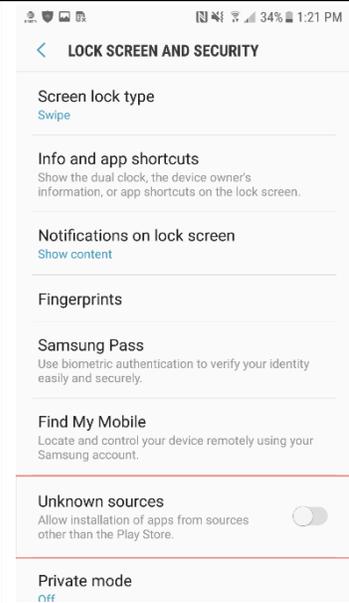


### Install Intelligent Hub Enterprise Service (Not required for all devices)

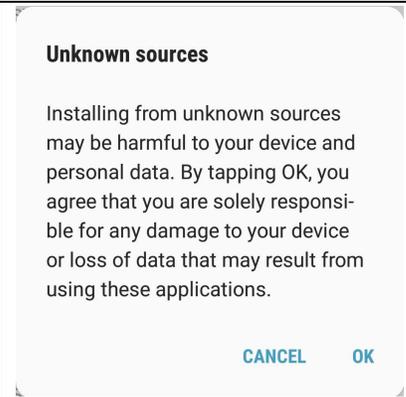
1. Depending on your device, you may see a message that says you need to enable installation of enterprise apps not available on in the Google Play Store. Tap **Continue**.



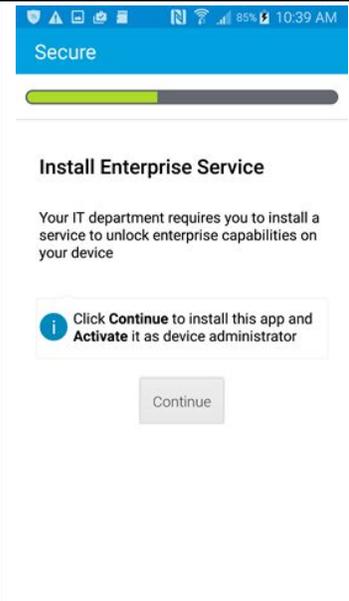
2. The **Settings** app opens. Check the **Unknown sources** box to allow installation of apps from sources other than the Google Play Store.



3. Tap **OK** to acknowledge installing from unknown sources. Then tap your device's back button to return to the installation.



4. Tap **Continue** to install the enterprise service.



5. Some devices require an additional service on the device:

- You will be prompted to install the Intelligent Hub ELM app. If prompted, open with **Package installer** and then tap **Install**.



6. A warning message is displayed saying that this application will have access to certain aspects of your device. Click **Install**

**Note:** This message is standard legal information from Google and is automatically generated.

- **Modify System Settings**

We enforce restrictions such as requiring a 4-digit passcode or pattern and requiring auto-lock and passcode lock after a certain period of time

- **Find accounts on the device**

We add your CNUSD email and calendar account to your device. This will only be removed at your request and at the time you choose to unenroll your device; or if the device is lost or stolen and you request a device wipe.

- **Access approximate/precise location**

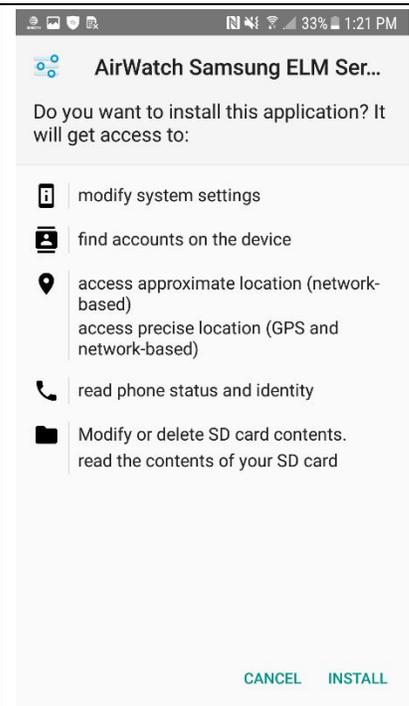
While the capability exists in the MDM platform, we do not collect GPS location information

- **Read phone status and Identity**

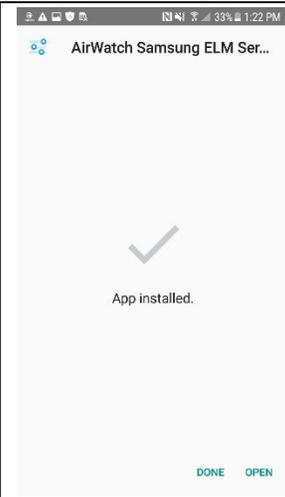
Specifically, we associate your name with this device for your record at [airwatch.cnusd.k12.ca.us](http://airwatch.cnusd.k12.ca.us). You can see all the data we collect at <http://bit.ly/2nM1vSd>.

- **Read or Modify or delete SD card contents**

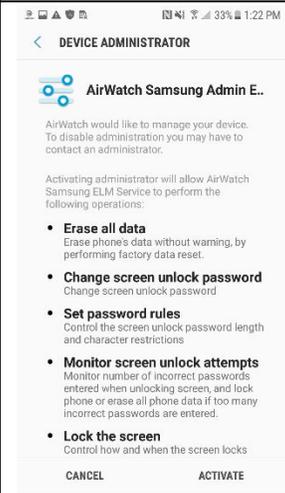
If you unenroll from the CNUSD MDM service, your MDM profiles and your CNUSD email and calendar accounts are automatically erased from your device. This action will also remove any app installed through MDM or the CNUSD App Catalog. Once a device is enrolled in MDM, you can go to [airwatch.cnusd.k12.ca.us/MyDevice](http://airwatch.cnusd.k12.ca.us/MyDevice) to send a command to remotely erase all CNUSD data on your device if it is ever lost or stolen. This will never be done by a CNUSD employee without your acknowledgement.



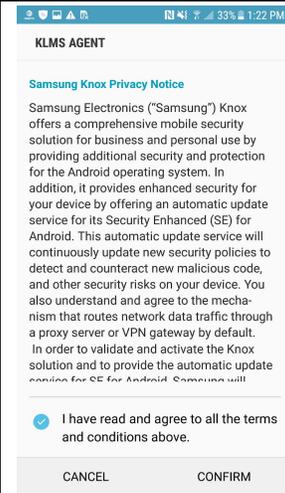
7. Click **Done** on the App Installed screen.



8. Click **Activate** to grant the permissions that were outlined in Step 6.

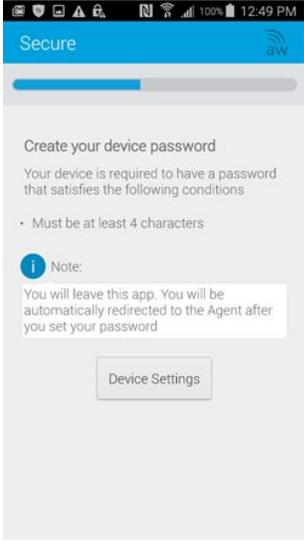
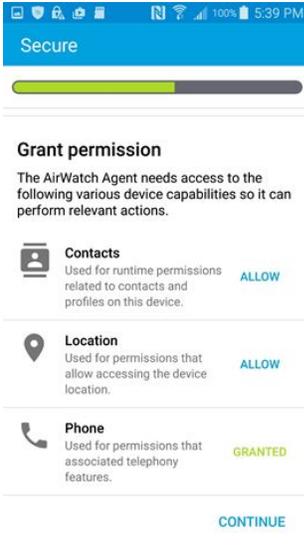


9. If your device is a Samsung, you will be requested to activate the Knox feature. Agree to the terms and click **Confirm**



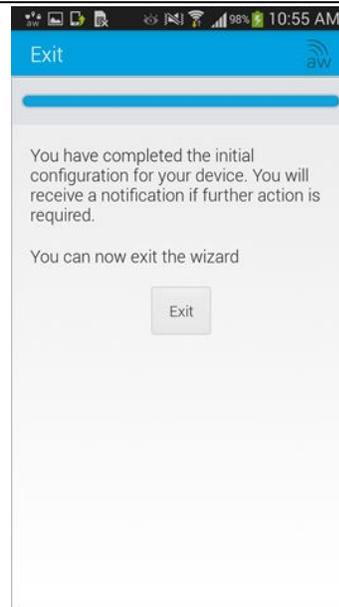
## Set a passcode

If you do not already have a passcode on your device, you must set one after your device is enrolled in MDM. The passcode must be a minimum of four digits.

<p>1. A message saying that a device password is required displays. Tap <b>Device Settings</b>.</p>	 <p>The screenshot shows the 'Secure' screen with a blue header. Below the header is a progress bar. The main text reads 'Create your device password' followed by 'Your device is required to have a password that satisfies the following conditions'. A list item states 'Must be at least 4 characters'. A note icon is followed by the text 'Note: You will leave this app. You will be automatically redirected to the Agent after you set your password'. At the bottom is a button labeled 'Device Settings'.</p>
<p>2. When asked to grant permission to the Intelligent Hub, tap <b>Continue</b>.</p>	 <p>The screenshot shows the 'Grant permission' screen with a blue header. Below the header is a progress bar. The main text reads 'Grant permission' followed by 'The AirWatch Agent needs access to the following various device capabilities so it can perform relevant actions.' There are three permission items: 'Contacts' (ALLOW), 'Location' (ALLOW), and 'Phone' (GRANTED). At the bottom is a button labeled 'CONTINUE'.</p>
<p>3. Enter a password that consists of at least four characters and tap <b>Continue</b> (some manufacturers require a stronger password). 4. Confirm your password by entering it again.</p>	
<p>5. Select whether to show or hide sensitive notification content on the lock screen and then tap <b>Done</b>.</p>	
<p>6. If you don't return to the Intelligent Hub screen, open the app. Tap <b>Device Settings</b> to proceed.</p>	
<p>7.</p>	

8. When the configuration completes, tap **Exit**.  
When you arrive at school connect to the CNUSD-BYOD wifi network.

***NOTE: If your school does not have the BYOD WiFi option choose the Guest Wifi for student level content filtering***



### Manage your mobile device

Once your device is successfully enrolled in MDM, you can manage your device in [MyDevice](#). It can take up to 6 hours before your device appears in MyDevice.