

Enterprise Systems – AirWatch Mobile Device Management

Frequently Asked Questions

Can the AirWatch MDM platform track my device?

- The AirWatch MDM platform **can track an enrolled device if "Location Services" (on that device), are turned on.**
- **Users can choose to turn location service on or off.** The AirWatch MDM platform **cannot override the user's choice.**
- Enabling location services provides benefits should the device be misplaced or stolen.

Can the AirWatch MDM platform track my "app" usage and data?

- The AirWatch MDM platform **can only provide a list of the apps installed** on a device and **restrict apps** (whilst connected to the CEDP ICT wireless network), **from being launched based on the device's App Store age ratings.**
- **The AirWatch MDM platform cannot view in-app data, app usage details, or delete personal apps.**

Can the AirWatch MDM platform control my device?

- The AirWatch MDM platform **can only manage settings; it cannot control the device remotely.**
- Management settings are only **applied whilst the device is connected to the CEDP ICT wireless network.**

Can the AirWatch MDM platform delete stuff off my device?

- The AirWatch MDM platform does have the ability to remove from the device CEDP specific data and apps, in the event the device is lost or stolen.
- **The AirWatch MDM platform cannot delete personal data nor personal apps.**

What is the difference between the old Casper MDM platform and the new AirWatch MDM platform?

- Both the old and new MDM platforms perform relatively the same functions. **AirWatch however supports a broad range of devices and uses an "AirWatch Agent" app**, whilst Casper only supported Apple devices and used profiles.

Why do I now need an AirWatch App to connect to the wireless network?

- All supported Apple IOS, Android and Windows mobile devices (CEDP-owned or personal e.g. BYOD devices) **now require the installation of the "AirWatch Agent" App in order to connect to the CEDP wireless ICT networks.**
- The "AirWatch Agent" App is free, and allows your mobile device and the AirWatch MDM platform to integrate closely with the CEDP ICT network, **to ensure a safe, online experience** (whilst connected to the CEDP ICT wireless network).

Will the AirWatch App affect the battery life of my device?

- **Any effect on the life of your battery will be negligible.** If you are experiencing a noticeable decline in your battery's performance after the installation of the "AirWatch Agent" App, please contact your local ICT support personnel so the issue can be addressed.

Is the AirWatch App going to interact with other Apps or cause things to crash?

- **The "AirWatch Agent" App should not interfere with any existing applications** on your mobile device, or otherwise adversely affect your devices performance.

If I lose my device while it's logged in, or someone else figured out my password, will you be able to stop them from connecting as me?

- If your device and/or password are compromised, **report it immediately.**
- **CEDP can use the AirWatch MDM platform to remove any CEDP related data and prevent it from reconnecting to the CEDP ICT wireless network.**

Are you going to be able to use the AirWatch App to access everything on my device?

- **Absolutely not!**
- The "AirWatch Agent" App is not spy-ware. It is a tool to help both you and CEDP protect important or confidential data. **It does not give CEPD the capability to view in-app data, app usage details, or delete personal apps.**

Do I need an "app Store" account to download the AirWatch App?

- **Yes**
- **An "app Store" account is required for a user to download the "AirWatch Agent" app** from the Apple App Store (Apple devices), the Google Play Store (Android devices) or the Microsoft Store (Windows devices). **CEDP recommends parents create and manage an "app Store" account that can be used on the device to download the free "AirWatch Agent" app.** The same account can then be used to download other apps that maybe required supporting student learning. **It is recommended that the parent actively manages the use of this account for the "app Store" purchases.**