UI Health Care
MDM AirWatch
Android Type2 Enrollment
Personally Owned Single User Android Device
(Canto / Haiku not Available)

To enroll your device, it must have an internet connection. If you are in UIHC, you can connect to Guestnet with your wireless connection. Your version of Android must be **4.01** or higher. Android OS systems are all different, and there may be problems with some Android device models. Some of these instructions may not coincide exactly with the Droid OS/model you have. If you have problems setting up your device, contact the Help Desk at 356-0001.

**Not all Android models/versions support AirWatch MDM.**
HCIS will only support Android devices with MDM installed. If you reset your device or purchase a new device, you will have to reinstall the MDM service. You will have to be a Remote Access user to use Citrix Receiver. **If you do not have Remote Access on your Healthcare account** your supervisor will need to submit a Web Request for a “Remote Access Request”: [http://hcis.healthcare.uiowa.edu/HelpDesk/webrequest.html](http://hcis.healthcare.uiowa.edu/HelpDesk/webrequest.html)

On the device, launch the Google Play Store.

Search under Apps for “AirWatch”. Install the AirWatch MDM Agent application.

Open the AirWatch App – Click OK if prompted
Check the box “Continue without email address” Put the following information in:
Server: mdm.healthcare.uiowa.edu
Group ID: type2
Click “Enroll Device”
For the Username – enter “Healthcare\” and your HealthcareID.

A pop-up may appear asking you to Activate Security Policies on your phone. Click Activate:

Activate device administrator?

You may see a message in the top alert bar of your Android saying “Airwatch requires action”. A pop up will come up requiring you to set a passcode, hit OK.
You can set this passcode as either a Pattern, a PIN, or a password:

After setting the Passcode, Airwatch will ask you to set a Wi-fi password on your phone. Click on “Wifi Password Required” to set a password then hit Ok when done.

Airwatch will also ask for an Email Password. Use your HealthcareID password and this will set up your Healthcare Email account in the Email app on your device.

Go back into the Airwatch App and click on the “App Catalog” at the top right of the screen:

Open App Catalog and install Citrix Receiver
Open Citrix Receiver application: 

choose Add Account and in the Address line enter your HealthcareID@healthcare.uiowa.edu:

Enter the following information when prompted:

User name:  Your HealthcareID
Password:  Your Healthcare password
Domain:  Healthcare

( HCIS only supports Citrix on mobile devices enrolled in MDM. )

For support...
Submit a HCIS WebRequest
http://hcis.healthcare.uiowa.edu/HelpDesk/webrequest.html
Call our Solution Center @
319-356-0001 Or email:
helpdesk-hcis@uiowa.edu