UBC Workspace using the Self-Service Portal

Using UBC Workspace to access your work-related and personal content

Pilot Version 1.0, Mar 2015

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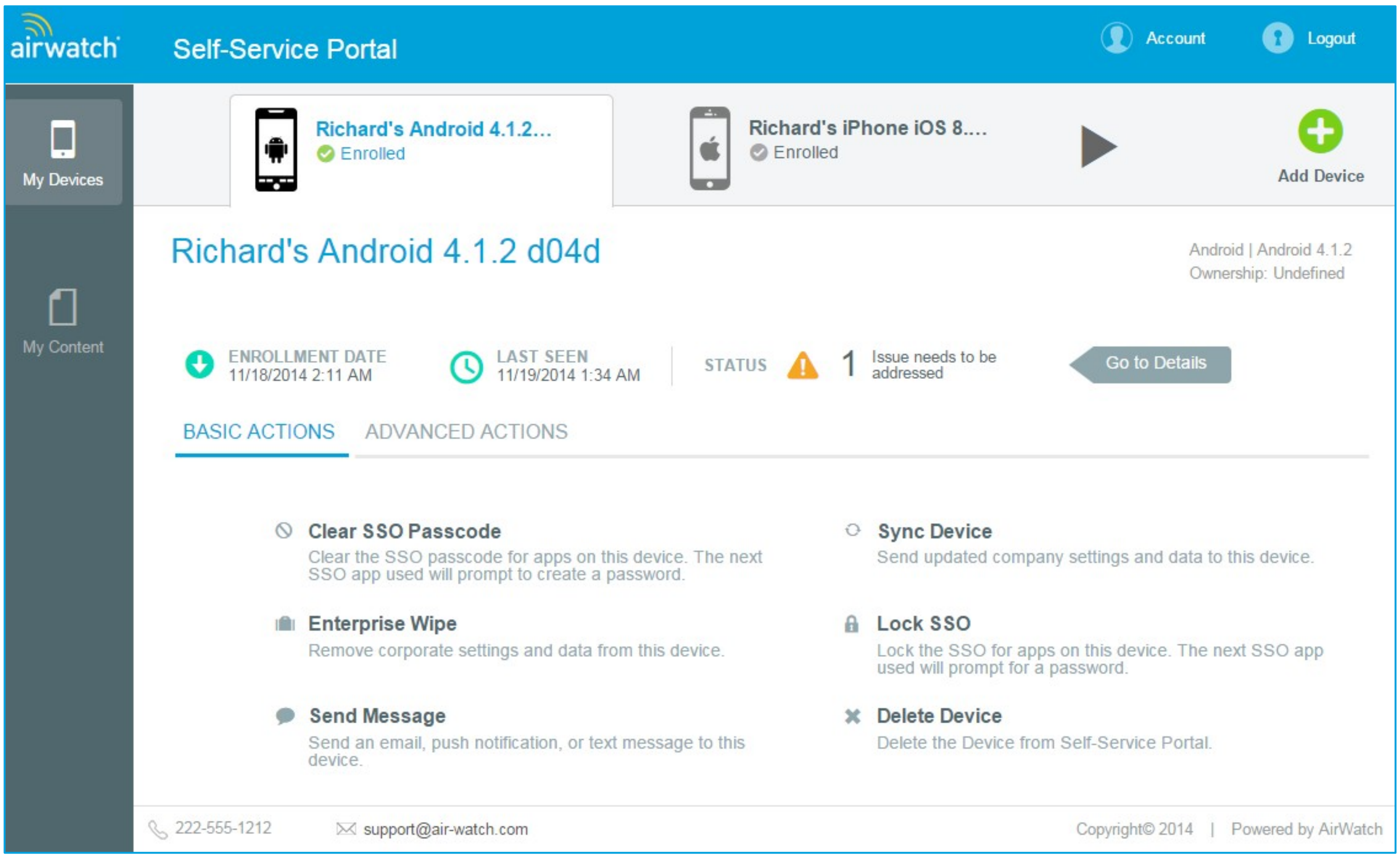
Disclaimer

This guide is for managing your content and devices through the self-service portal. For a more complete step by step guide to using the application please choose the user guide for your device.

Using the Self-Service Portal to Manage Personal Content

The Self-Service Portal (SSP) is a website unique to your organization where you can log in and see your AirWatch managed devices. For the purposes of this guide, we will look at how you can use the SSP to manage your Personal Content.



In This Section

- Accessing the Self Service Portal – Learn how to access the SSP directly from your mobile device.
- Using the 'My Devices' Page in the SSP – See how you can choose a language, login, select devices, add a new device and view your device's information.
- Performing Actions in the SSP – Learn how easy it is to perform remote actions using the Self Service Portal.
- Self Service Portal Actions Matrix – See at-a-glance which basic and advanced actions apply to all the major platforms.
- Using the 'My Content' Page in the SSP – Explore the wealth of actions and information available in the Content Management portion of the SSP.

Accessing the Self Service Portal on Devices

You can access the Self-Service Portal (SSP) from your workstations or devices by navigating to http://files.workspace.ubc.ca/MyDevice. However, if you have a device that supports Web Clips or Bookmarks, your administrator may have supplied these shortcuts enabling you to access the SSP without having to remember a URL.

Using the My Devices Page of the SSP

The **My Devices** page of the Self Service Portal provides access to detailed information about devices and enables users to perform a wide range of actions.

Choosing a Language

The Self Service Portal automatically matches the browser's default language, however, you may opt to override this default setting by choosing from the **Select Language** drop-down field directly from the login screen.

Logging into the SSP

Log in using the same credentials (**Group ID**, **username** and **password**) used to originally enroll in AirWatch. Optionally, if Email Domain registration is configured, you can log in using your corporate email address.

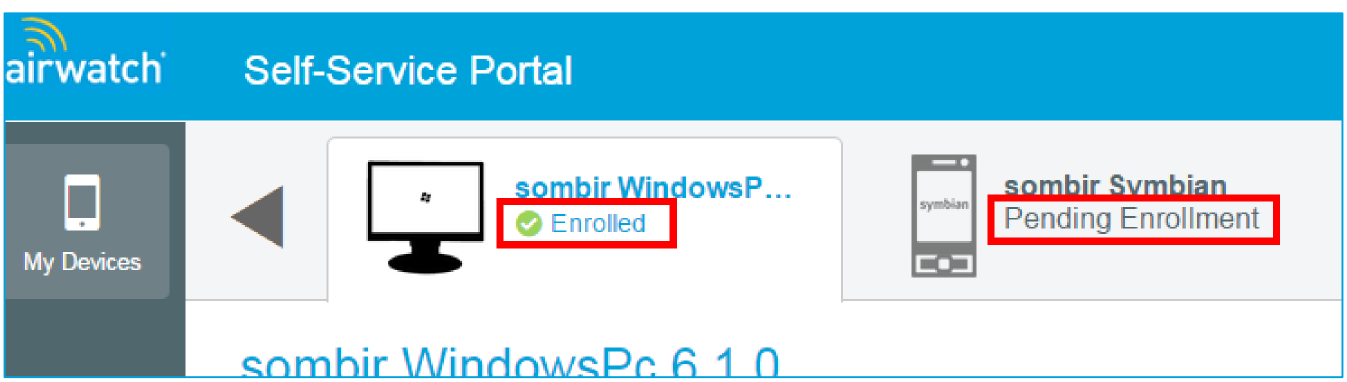
Changing the Password

You may use the **User Account** page to change the password associated with your AirWatch account. This password will be used for device enrollment and logging into the SSP.

Change your password by selecting the **Account** button located at the top-right of the Self Service Portal screen. The **User Account** page displays allowing you to select the **Change** button next to the **Password** field.

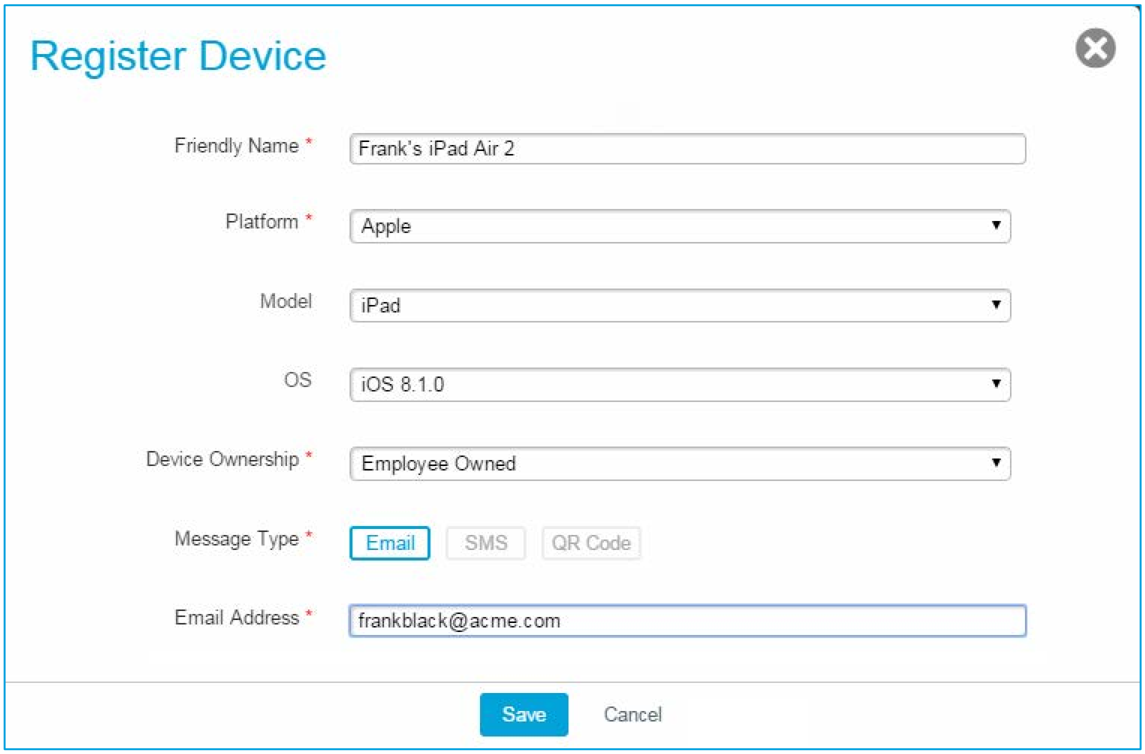
Selecting a Device in the SSP

After logging in to the SSP, the **My Devices** page displays all the devices associated with the account. Each enrolled device appears in its own tab across the top of the **Self Service Portal** screen. Select the tab representing the device you want to view and manage.



The device status is listed under the name of the device on the tab.

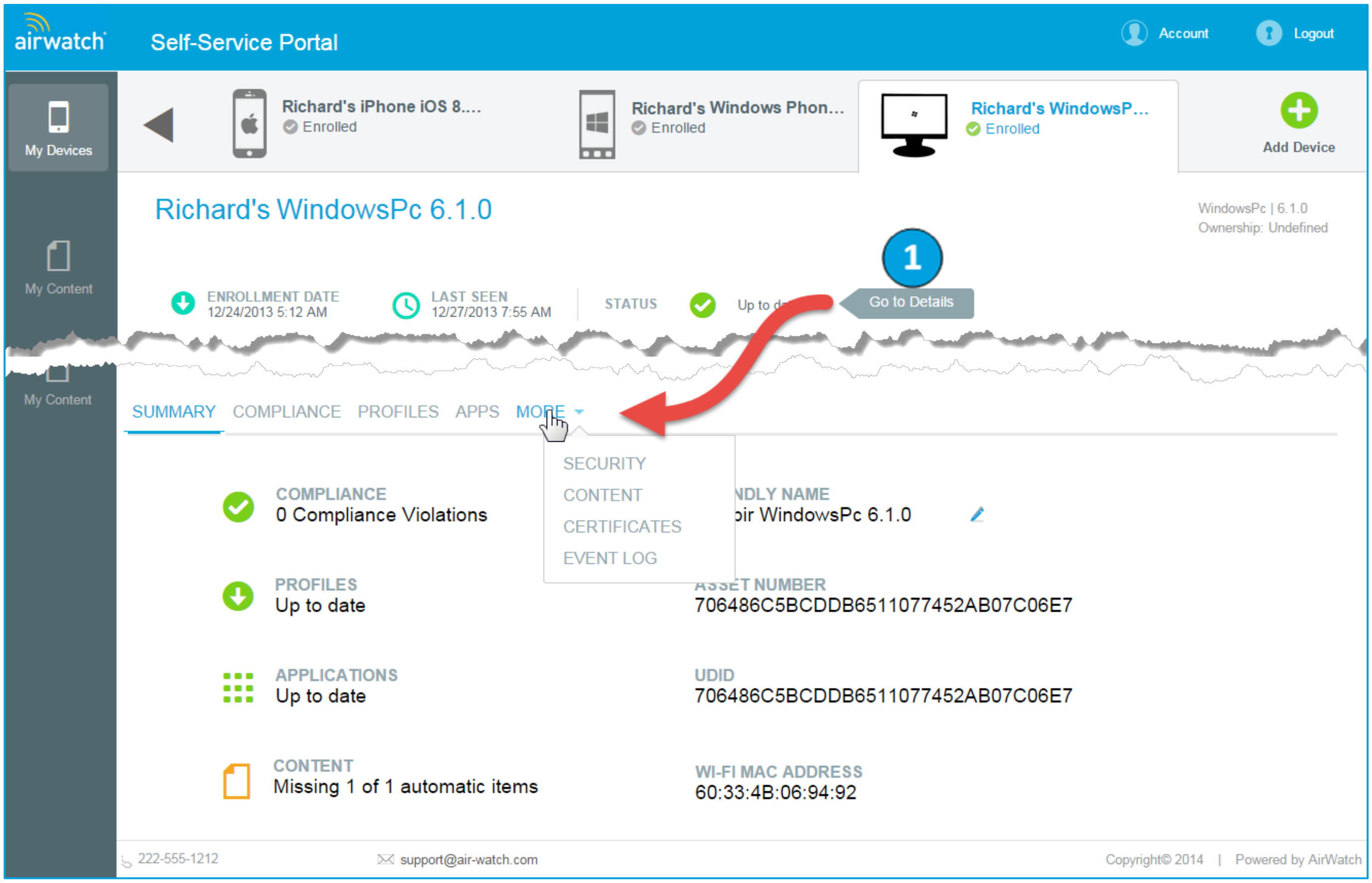
Adding a Device in the SSP



1. Select **Add Device** on the **My Devices** page.
2. Complete the required fields: **Friendly Name**, **Platform**, **Device Ownership**, **Message Type** and **Email Address**.
3. Select **Save** to add the new device to the SSP account.

Note: The status of a newly-added device will be set to "Pending Enrollment" until it is fully enrolled.

Viewing Device Information

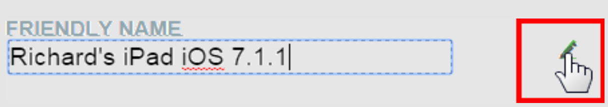


Upon logging in to the SSP, by default, the first device appears in the main viewer displaying basic information such as **Enrollment Date**, the **Last Seen** date and the device's **Status**.

The **Go to Details** button, when selected, displays the following tabs containing information about the selected device under the selected user account:

1. **Go to Details** button:
   - **Summary** – Displays summarized information for Compliance, Profiles, Apps, Content, Friendly Name, Asset Number, UDID number, and Wi-Fi MAC Address.

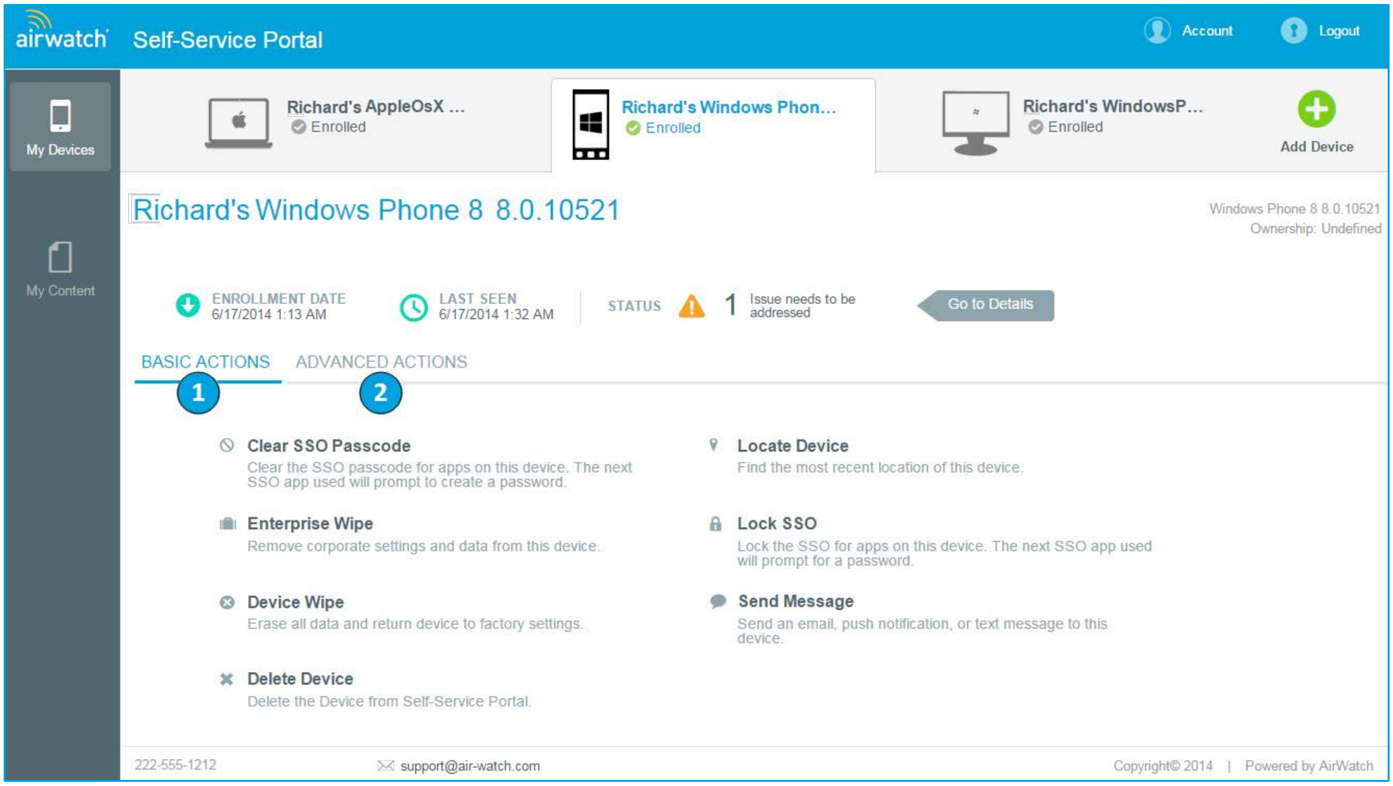
     Note: A device's friendly name can be edited directly from the **Summary** tab view by selecting the edit icon to the right of the **Friendly Name** field.

   - **Compliance** – Shows the compliance status of the device, including the name and level of all compliance policies that apply to the device.
   - **Profiles** – Shows all of the MDM profiles (including automatic profiles) that have been sent to the devices enrolled under your user account and the status of each profile.
   - **Apps** – Displays all applications installed on the selected device and provides basic app information.
   - **Security** – Shows general security information about a device enrolled under the user account.

- **Content** – Displays the list of content currently installed on your device, providing options to install and uninstall individual files.
- **Certificates** – Shows each certificate installed on the device.
- **Event Log** – Contains a comprehensive log of all interactions between the AirWatch Admin Console and the device.

Performing Actions in the SSP



End-users can perform remote actions over-the-air to the selected device from within the Self Service Portal. The selected device's available actions, which vary based on platform, are split between **Basic Actions** and **Advanced Actions** on the main access page:

> **Note:** Action permissions are determined by the administrator, therefore device users may not be able to perform all listed actions. See the applicable **AirWatch Platform Guide**.

1. **Basic Actions**

- **BES Registration** – Select this to register the device with BES 10.
- **Change Passcode** – Set a new passcode for the selected device.
- **Clear SSO Passcode** – Clears the single-sign on passcode on the selected device and will prompt for a new passcode. This is useful if users forget their device passcode and are locked out of their device.
- **Clear Passcode** – Clears the passcode on the selected device and will prompt for a new passcode. This is useful if users forget their device passcode and are locked out of their device.
- **Delete Device** – Removes the device from the Self Service Portal.
- **Delete Registration** – Deletes any pending enrollment record from the Self Service Portal.
- **Device Query** – Manually requests the device to send a comprehensive set of MDM information to the AirWatch Server.
- **Device Wipe** – Wipes all data from the selected device, including all data, email, profiles and MDM capabilities and returns the device to factory default settings.
- **Download Agent** – Download and install the AirWatch Agent for this device.
- **Enterprise Wipe** – Wipes all corporate data from the selected device and removes the device from AirWatch MDM. All of the enterprise data contained on the device is removed, including MDM profiles, policies and internal applications. The device will return to the state it was in prior to the installation of AirWatch MDM.
- **Locate Device** – Activates the GPS feature to locate a lost or stolen device.
- **Lock Device/Screen** – Locks the selected device so that an unauthorized user cannot access it, which is useful if the device is lost or stolen. In such a case, end-users may also want to use the GPS feature to locate the device.
- **Lock SSO** – Lock the single sign-on passcode for apps on this device. The next SSO app opened will prompt for a passcode.
- **Make Noise** – Help find a device by remotely causing it to ring.
- **Resend Enrollment Message** – Sends another copy of the initial enrollment email, SMS or QR code to the device intended to register.
- **Sync Device** – Outfit devices with the latest company policies, content and apps.
- **View Enrollment Message** – See the actual email, SMS or QR code that comprised the initial enrollment message.

Note: Registration and Enrollment actions will only display in the SSP when the enrollment of a selected device is still pending.

2. **Advanced Actions**

- **Generate App Token** – Generate a token that the device can use to access secure applications.
- **Review Terms of Use** – Review past terms of use for this account.
- **Revoke Token** – Revokes the token for a selected application.
- **Upload S/MIME Certificate** – Upload an S/MIME Certificate for a corporate email account.

Self-Service Portal Actions Matrix

The table below shows which basic and advanced SSP actions are supported by the various major platforms.

Action	Android	iOS	Win Phone 8	Mac OS X	Win Mobile	Win32	Win 8/RT	QNX	Black Berry	Sym-bian
Basic Actions										
BES Registration									✓	
Change Passcode	✓									
Clear (SSO) Passcode	✓	✓	✓				✓			
Delete Device	✓		✓	✓	✓	✓	✓		✓	✓
Delete Registration	✓	✓			✓	✓	✓			
Device Query	✓	✓		✓		✓	✓	✓		✓
Device Wipe	✓	✓	✓	✓	✓				✓	✓
Download Agent				✓		✓		✓		
Enterprise Wipe	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Locate Device	✓	✓	✓		✓				✓	✓
Lock Device/Screen	✓	✓		✓	✓	✓		✓	✓	✓
Lock SSO		✓	✓							
Make Noise	✓									
Resend Enrollment Message	✓	✓			✓	✓	✓			
Send Message	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Sync Device	✓	✓								
View Enrollment Message	✓	✓			✓	✓	✓			
Advanced Actions										
Generate App Token	✓	✓	✓	✓	✓	✓	✓		✓	
Manage Email					✓	✓	✓			
Review Terms of Use	✓	✓	✓	✓	✓	✓	✓		✓	
Revoke Token	✓	✓	✓	✓	✓	✓	✓		✓	
Upload S/MIME Certificate	✓	✓	✓	✓	✓	✓	✓		✓	

Using the Self-Service Portal to Manage Personal Content

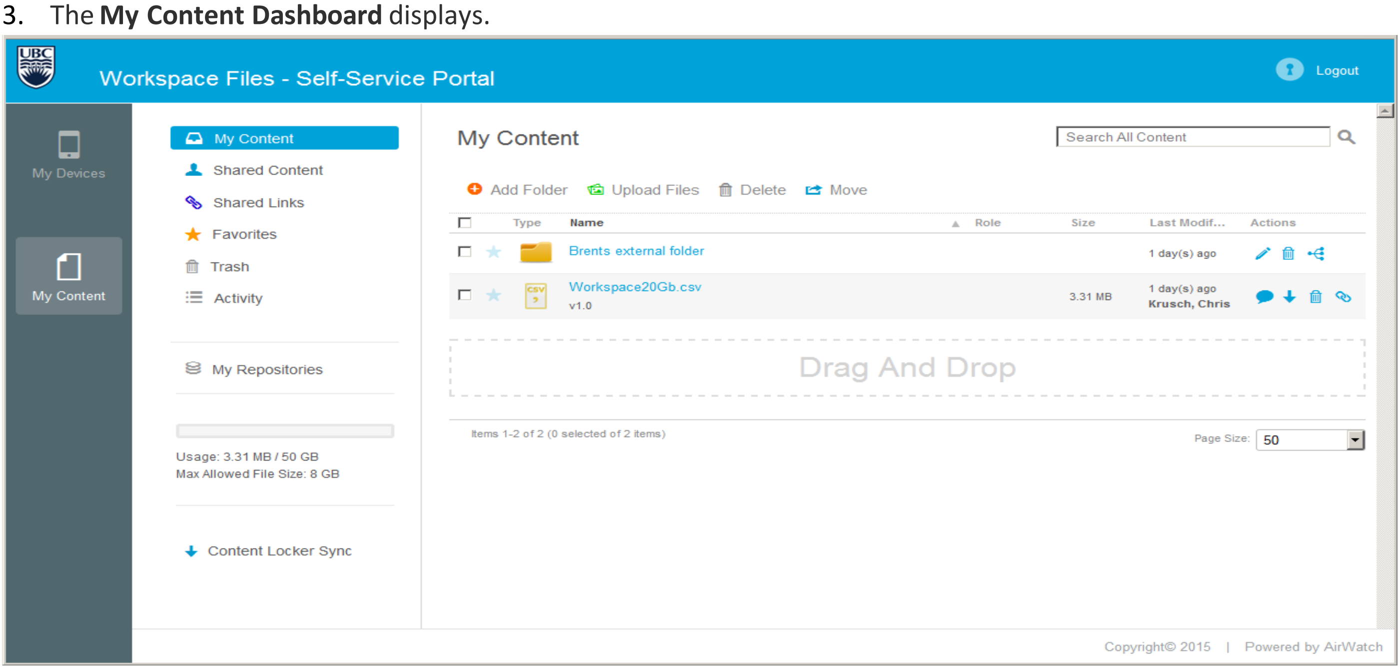
The Self-Service Portal (SSP) is a website unique to your organization where you can log in and see your AirWatch managed devices. For the purposes of this guide, we will look at how you can use the SSP to manage your Personal Content.

In This Section

- Logging In to the SSP – This section explains how to log in to the SSP to access your Personal Content.
- Using the My Content Menu – This section teaches you how to manage your Personal Content from this view.
- Using the Actions Menu – This section tells you about the actions you can perform on your files using the Actions Menu.
- Managing Content Details – This section explains how to edit existing file details.
- Managing Shared Content – This section teaches you how to manage shared folders, including who can see them and contribute.
- Managing Shared Links – This section tells you how to configure share settings for your individual files.
- Managing Favorites – This section explains how to view your favorite content.
- Managing Trash – This section teaches you how to see what you have recently deleted and restore it, if necessary.
- Managing Activity – This section tells you how to view recent activity of yourself and external users within the SSP.
- Managing My Repositories – This section explains how to access any shared repositories that have been configured for you.

Logging In to the SSP

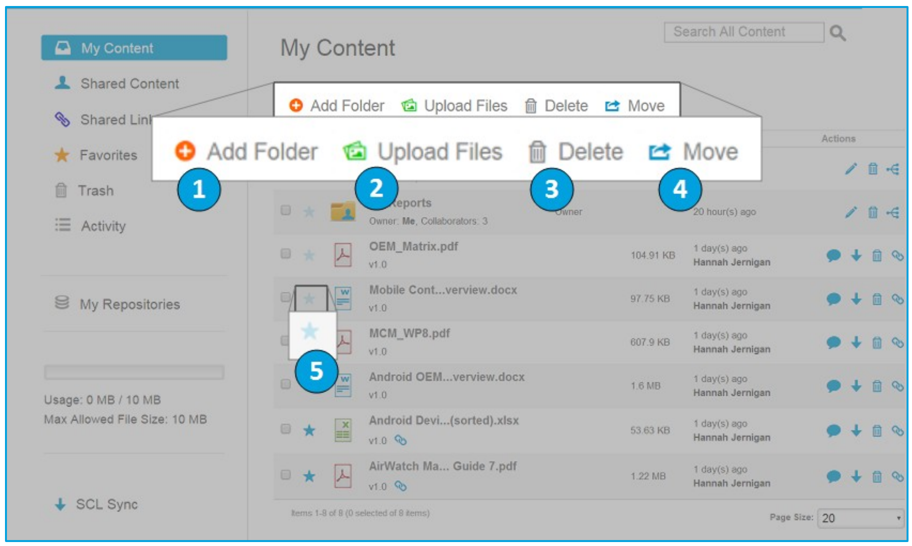
1. Access the SSP by navigating to: http://files.workspace.ubc.ca/MyDevice
2. Select **My Content**
3. The **My Content Dashboard** displays.



Using the My Content Menu

Along the top of the page is the **My Content Menu**. This menu gives you options to manage and organize your Personal Content.

1. **Add Folder** – Select and complete the fields to create a new folder:
   - **Name** – Enter a name for the folder that appropriately identifies its contents.
   - **Download Method** – Set to **Any** to allow downloads at any moment or to **Wi-Fi Only** to limit roaming charges and data overages.
   - **Download While Roaming** – Select in conjunction with setting the **Download Method** to **Any** to allow unlimited data usage.



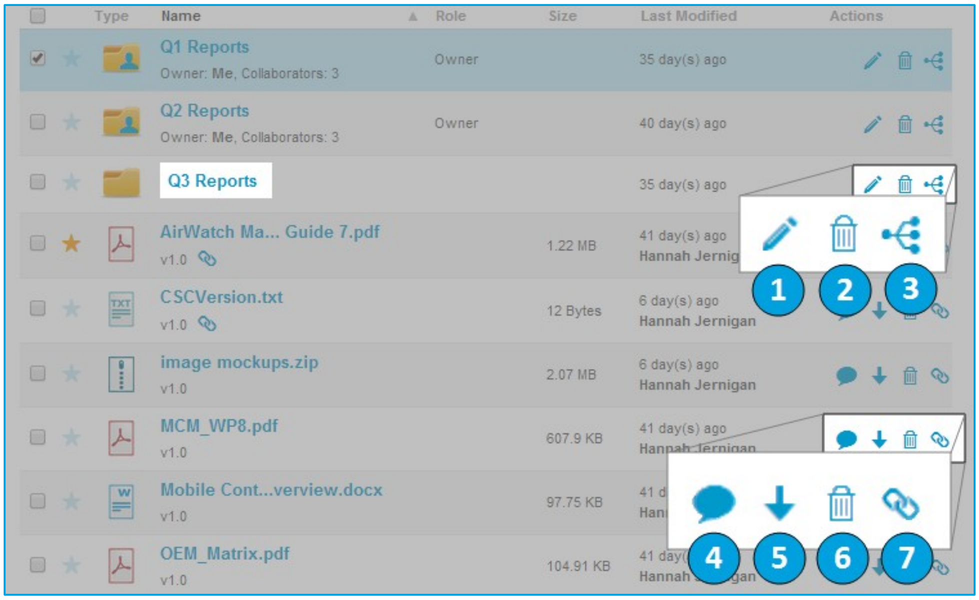
2. **Upload Files** – Select to open a file browser to locate and upload files from your computer into your Personal Content repository. You can upload files of any type. Click the file name to display the [Content Details Page](#).
3. **Delete** – Select a file or folder from the Personal Content list view and click delete to move it to the trash.
4. **Move** – Select to relocate the folder within the Personal Content repository.
5. **Favorites** – Add content to your favorites view by selecting the star to the left of your file.

Using the Actions Menu

Manage Personal Content from the Self-Service Portal (SSP) by selecting options from the **Actions Menu**. The available actions differ for files and folders.

Folder Actions

1. **Edit** – Select the edit icon beside the desired folder to open a field where you can:
   - Change the **Name** of your folder.
   - Set the **Download Method** to **Any** or **Wi-Fi Only** from a dropdown menu.
   - Enable **Download While Roaming**.
   - Enable **Force Encryption** to encrypt your folder.



2. **Delete** – Select delete to move content to the Trash.

   From the Trash, you can view your deleted files in a simple list that is sortable by filename, delete date or size.

   > **Note**: Restoring content previously located in a deleted folder places the file in the root directory.

3. **Share** – Select share to display the **Share Settings Screen**.

File Actions

4. **Comments** – Click comments to add or view comments to the file. These comments are useful when you are collaborating with others.
5. **Download** – Click to download the file you wish to view.
6. **Delete** – Select delete to move content to the Trash.

   From the Trash, you can view your deleted files in a simple list that is sortable by filename, delete date or size.

   > **Note**: Restoring content previously located in a deleted folder places the file in the root directory.

7. **Share Link** – Select share link to display the **Share Link Screen**.

Managing Content Details

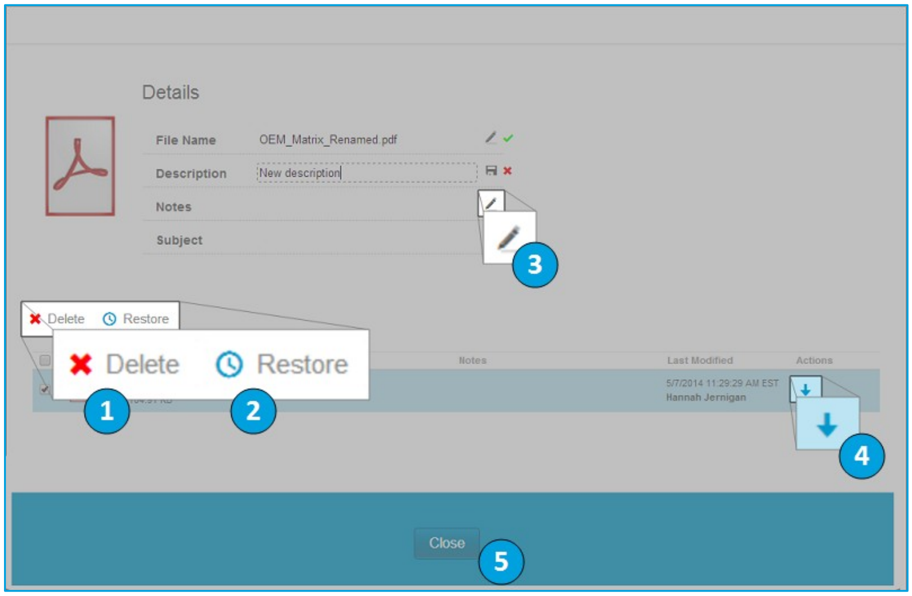
You can edit, delete or restore any content by using the **Content Details Page**. To access the Content Details page, click the name of the file you wish to edit.

1. **Delete** – Select to move your file to the Trash.

2. **Restore** – Select to restore previous file versions.

3. **Edit** – Select to change content details. Click the pen icon to save. The content details you can edit include:

   - **File Name**
   - **Description**
   - **Notes**
   - **Subject**



4. **Download** – Save the file to your laptop.

5. **Close** – Return to the Personal Content Dashboard.

Managing Shared Content

Configuring Shared Folders

When you select the **Share** icon beside a folder in the list view, a screen displays where you **Add Others** or **Invite New Users** to share your folder with.

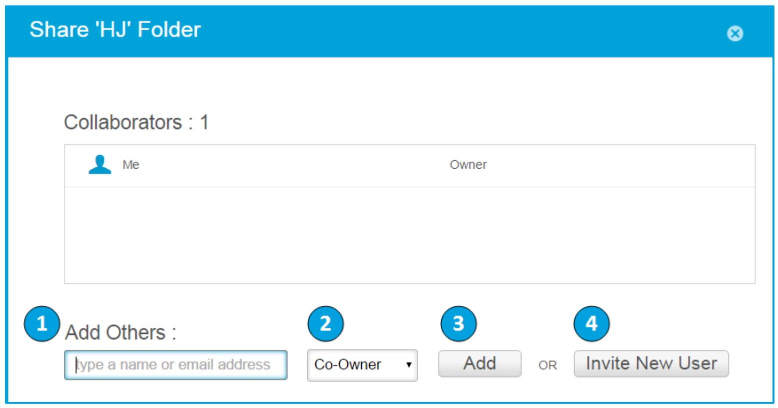
1. **Add Others** – Type the user **name or email address** into the field.

   Suggestions of users automatically populate as you type. Add multiple users to the same role by separating their name or email address with a comma.

   Quick Tip: If you do not see the email address in the suggestions, you must Invite a New User.

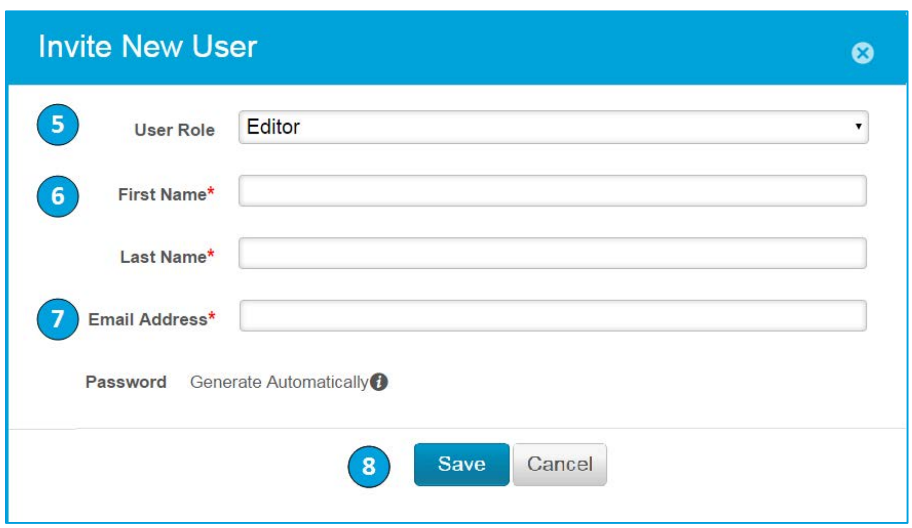
2. **Role** – Change the status of each collaborator using the dropdown menu. Statuses include:

   - **Co-Owner** – Allow a collaborator to have full ownership in the folder.
   - **Editor** – Allow a collaborator to make changes within the folder.
   - **Reader** – Allow a collaborator read only permissions.



3. **Add** – Send the collaborator an email notification that you added them to your folder.

4. **Invite New User** – Invite a new user if the name or email address does not auto-populate on the main screen. Select **Invite New User**, and configure the fields on the screen that appears:



5. **User Role** – Set the role as Editor or Reader.

6. **First/Last Name** – Provide the name of the person you want to add.

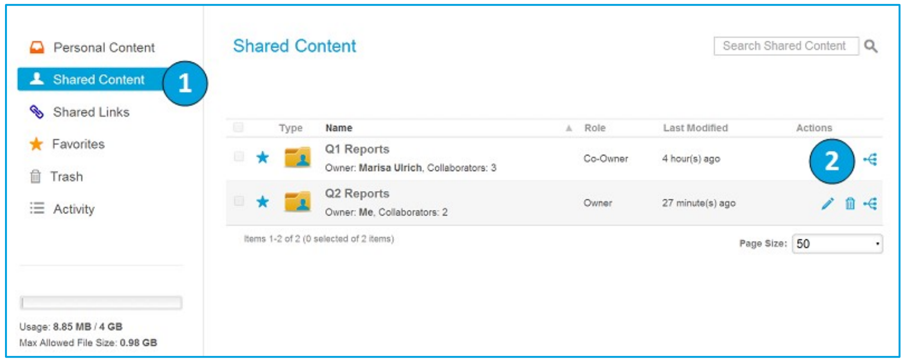
7. **Email Address** – Provide the email address so that the new user can receive a notification and access information for the shared folder.

8. **Password** – AirWatch automatically generates a password that emails to the New User.

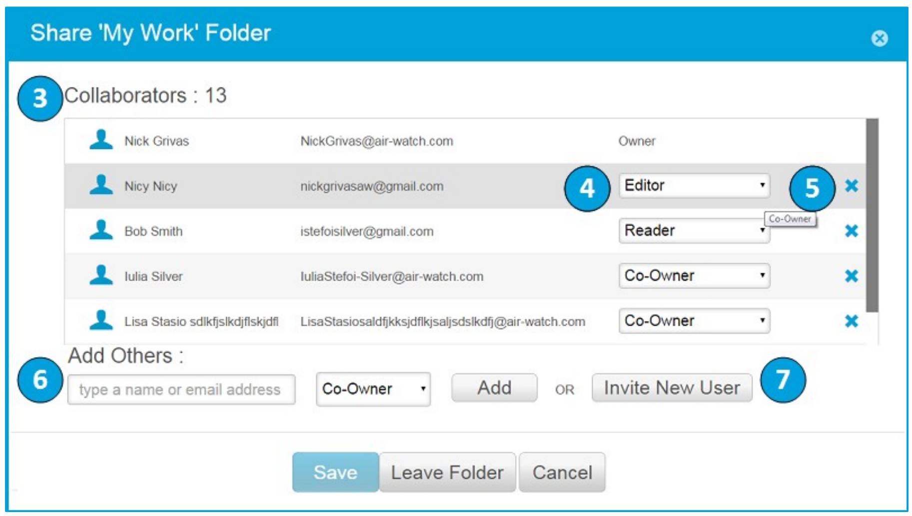
Managing Shared Folders

The Shared Content view displays folders that you have shared, or that have been shared with you. From this view, you can see and change your role, as well as leave folders you no longer wish to collaborate in.

1. **Shared Content** – Navigate to this view in the SSP.



2. **Content Share** – Select to access folder sharing options.
3. **Collaborators** – View the Name, Email and Owner status of each collaborator.
4. **Role** – Change the status of the collaborator using the dropdown menu.
   - **Co-Owner** – Allow a collaborator to have full ownership in the folder.
   - **Editor** – Allow a collaborator to make changes within the folder.
   - **Reader** – Allow a collaborator read only permissions.
5. **Delete** – Select this to leave a shared folder that you no longer need access to. You cannot leave a folder you are the owner of.



6. **Add Others** – Enter the email address of a new collaborator, set their role from the dropdown menu Select **Add** to send a notification to those you shared the folder with.

   Suggestions of users automatically populate as you type. Add multiple users to the same role by separating their name or email address with a comma.

   Quick Tip: If you do not see the email address in the suggestions, you must Invite a New User.

7. **Invite New User** – Invite a new user if the name or email address does not auto-populate on the main screen. Complete the fields in the screen that appears.

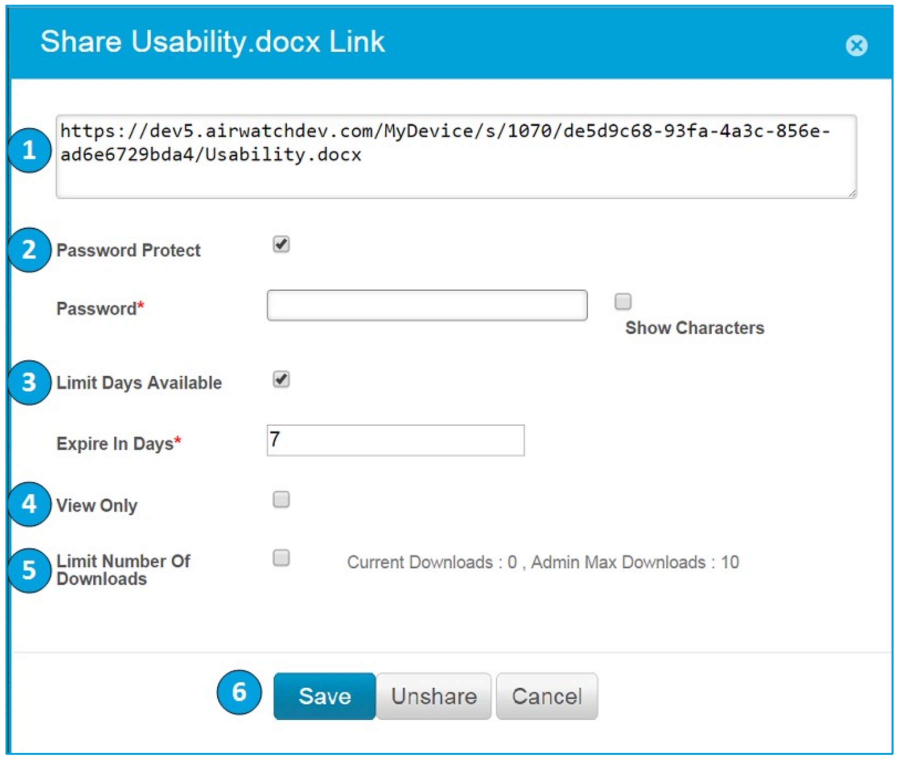
Managing Shared Links

Configuring Shared Links

When you select the **Share** icon beside a file in the list view, a new window pops up displaying the share link. Before you copy this link and share it with others, review the security settings underneath the link.

Quick Tip: If you are unable to configure any of the fields, that means your administrator created default share settings that you cannot override. If all the options listed below do not display as a configuration option, that means your administrator did not set that feature up.

1. **Copy** – Copy the share link URL to provide to others.

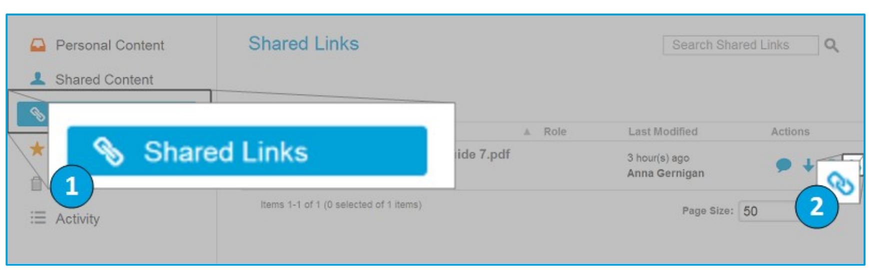


2. **Password Protect** – Enable password protection and provide a **Password** for the link. You must provide the password to those you share the link with.
3. **Limit Days Available** – Specify a numerical value for the file to **Expire in Days**.
4. **View Only** – Enable this setting to prevent those that you share the link with from downloading the file.
5. **Limit Number of Downloads** – Specify the numerical value for a **Maximum Download Limit**. This option does not appear when you enable View Only.
6. **Save** – Select to save your share configurations. Alternatively, select **Unshare** or **Cancel**.

Managing Shared Links

The Shared Links view only displays the links you have shared.

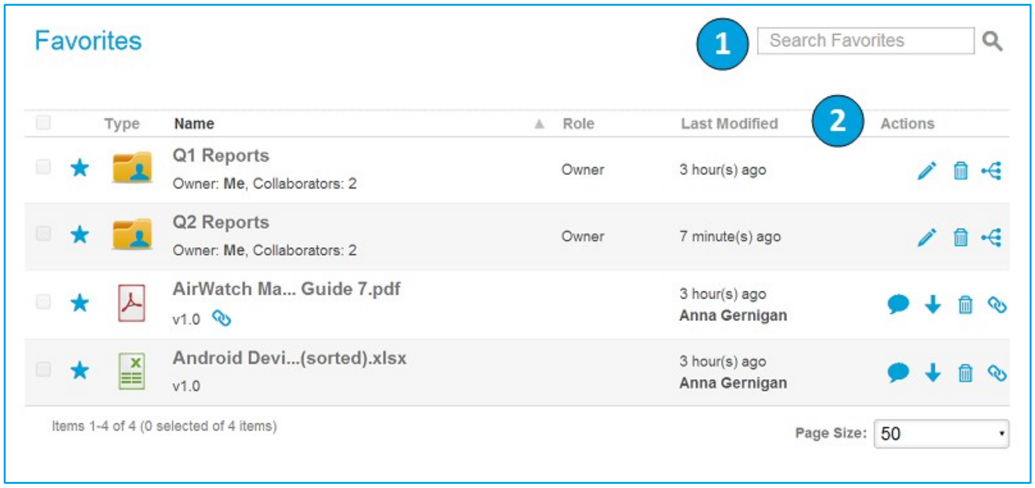
From this view you can search for shared links using the search bar, add comments, download or delete shared links.



1. **Shared Links** – Navigate to this view in the SSP.
2. **Link Share** – Select to edit the link sharing options you [previously configured](#).

Managing Favorites

The Favorites view only displays content you or the admin has favorited; your favorited content on your device is not displayed or changed.



1. **Search Favorites** – Enter keywords into the search bar.
2. **Actions Menu** – Utilize to add comments, download, delete, or reconfigure shared settings.

Managing Trash

When content and folders are deleted from the SSP, they are moved to the Trash container.

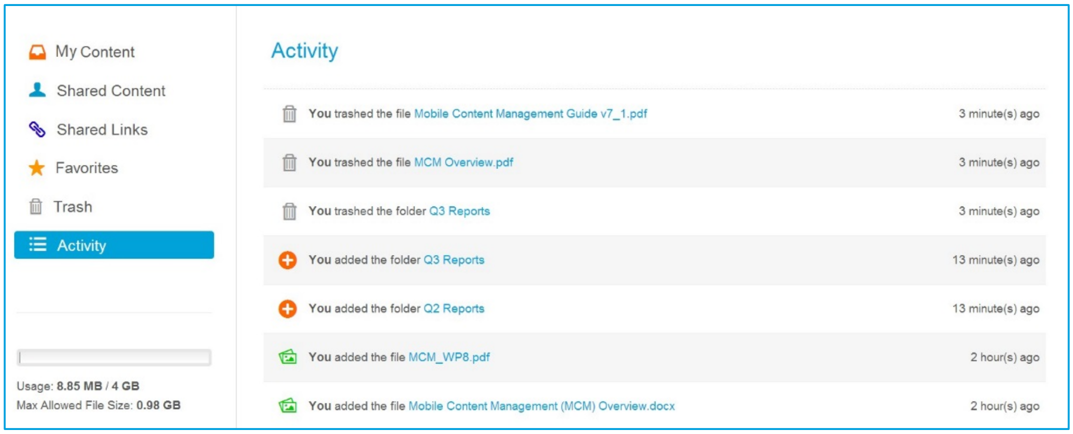
1. **Trash** – Navigate to the view in the SSP.
2. **Restore** – Click to return content from the trash queue to its original location.

> **Note**: Restoring content previously located in a deleted folder places the file in the root directory.

3. **Delete** – Click to permanently remove a file from your Trash.
4. **Sort** – View your deleted files in a simple list that is sortable by filename, delete date or size.
5. **Empty Trash** – Click to permanently remove all content from the Trash. This feature is helpful if you exceed your SSP data storage limit, and wish to quickly create more storage.

Managing Activity

The **Activity** feed is a live stream of the most recent events that are taking place in your Personal Content. Use this view to see who made a change in the SSP, what was changed, when and where the change was made.

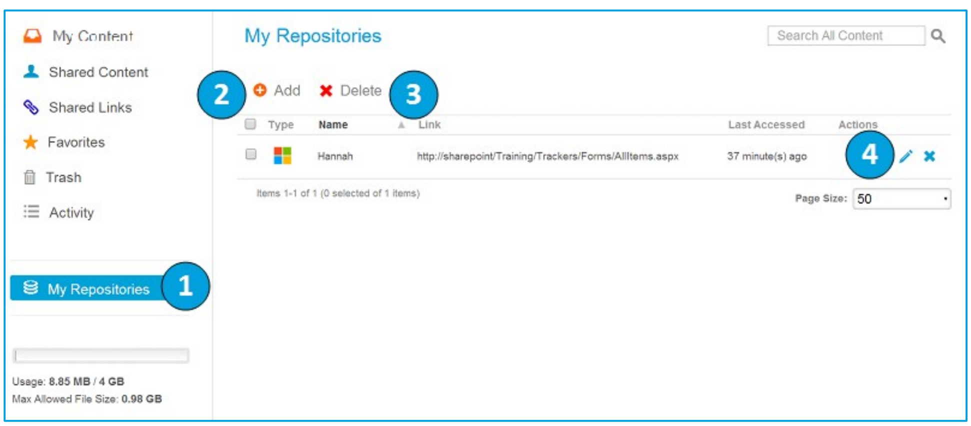


Managing My Repositories

Use the **My Repositories** view to access and add user repositories, which are shared folders that your Administrator makes available to you to store your files. Depending on the type of user repository your Administrator configures, you may receive instructions to add the repository manually from this page, or you may automatically see a repository your admin configured for you. Contact your Administrator if you have any questions.

1. **My Repositories** – Navigate to this view in the SSP.

2. **Add** – Select add and complete the fields to create a repository.
   - Provide a **Name** for your repository.
   - Select a repository **Type**. Only the repository types specified by the template display as options.



   - Provide a URL for your repository.
   - Select **Test Connection** to ensure your link works, and **Save**.

3. **Delete** – Select one or more existing repositories and click delete to remove them from your SSP. Alternatively, delete repositories individually by selecting delete from the actions menu.

4. **Edit** – Update key information about your repository from the actions menu.

Options for Managing Personal Content

AirWatch offers end user facing features that facilitate your organization's content management. In addition to the robust configurations and management options available within the AirWatch Admin Console for content, you can also configure the behavior of these user facing features.

- **AirWatch Content Locker** – Allows end users to access important content on their devices while simultaneously safeguarding those files. Any content accessed through the AirWatch Content Locker opens inside the application, ensuring that it cannot be copied, saved, or shared without approval.
- **Content Locker Sync** – Allows end users to add files to a shared folder on their computers that syncs with their Personal Content repository. This gives them access to those files on their mobile device's AirWatch Content Locker application or from the Self-Service Portal.

Note: Downloading, installing and/or using these features are user dependent actions. Please see the **UBC Workspace Secure Content Locker End User Guide** in the appropriate platform for step by step instructions on downloading and using the **UBC Workspace Secure Content Locker** as an end user as well as installing and using **UBC Workspace Secure Content Locker** Sync.

For details about the above features, contact your Administrator.