The Mount Sinai Medical Center uses the Mobile Device Management (MDM) solution from Airwatch. All users requesting access to any Mount Sinai resource on their device must install the Airwatch agent which will automatically configure their device with email, Mount Sinai wireless and security policies. **Your device cannot be rooted! All Android devices with Android OS version 3 or higher must be encrypted.** The Airwatch agent is installed from the Google App store. The Touchdown email client is necessary for Android users who want email access. This is downloaded from the Google app store and needs to be **installed prior to the Airwatch agent.** Please note, if you already use Touchdown this will reset it and you will have to reconfigure any settings or filters you have customized.

1. **Tap Google Play Store > Search for Touchdown > Choose the appropriate version of Touchdown for your device. Install Touchdown but do not launch it.**

2. **Next step is to install the Airwatch MDM Agent. Search for Airwatch and Install the Airwatch MDM Agent. Accept the agreement then Open the app.**
3. In the URL box type in: mdm.mountsinai.org. In the Group ID box type: “MSH” for Hospital users or “MSSM” for School users. Then tap “Enroll Device”.

4. This will launch the browser. Enter your domain login credentials, the same credentials used to log into Exchange/Outlook email and then tap “Enroll”. When prompted, tap “Activate”.

5. If you do not already have a 6 character device password you will need to set one up. Tap “Password”, and enter an alphanumeric password that is at least 6 characters long. Do NOT use “Pattern”! Confirm your password.
6. If your Android device is v3.0 or higher it must be encrypted. When prompted, tap “Encrypt” and then “Encrypt Device”.

It will ask you to confirm your password and then tap “Encrypt Device” once more. Depending on the device this could take up to an hour.

7. Please make sure you have Touchdown installed. By now you will have received a notification that your email configuration is ready. Tap the notification. If you do not see this then launch the Airwatch agent and tap “Notifications” and then tap “Email Configuration”.
8. This will launch Touchdown, accept both agreements.

9. Enter your Exchange/Outlook password (this will only be required once).

10. After a couple of minutes your device will be synched with your email and calendar.

If you have any issues during this process please contact 4-HELP and create a ticket for Desktop Support.