Mount Sinai uses the Mobile Device Management (MDM) solution from Airwatch. All users requesting Mount Sinai email access on their device must install the Airwatch agent which will automatically configure their device with email, Mount Sinai wireless and security policies. **Your cannot be jailbroken!**

If you currently receive email on your device without the MDM agent you must remove the email account that was manually setup on your device. To do this go to **Settings > Mail, Contacts, Calendars > Exchange (or the name of the Mount Sinai email account)**. Click “Delete Account” and “Delete” again.

The Airwatch agent is installed from the App store on the device.

1. Tap **App Store > Search for Airwatch > Choose “airwatch mdm agent”.**

2. After the install tap the Airwatch Agent app. Click OK to the notification dialog box. In the URL box type in: mdm.mountsinai.org. Then tap “Save”
3. This will prompt you to enroll, tap “Yes”. In the Group ID box type: “MSH” if you are a Hospital user or “MSSM” if you are a School user.

4. Enter your domain login credentials, the same credentials used to log into Exchange/Outlook email. When prompted, tap “Install” and in the subsequent screen, tap “Install Now”

5. Tap “Install” once more to complete the setup.

6. After a moment you will be prompted for your Outlook/Exchange password (this will be once).
7. You will then be prompted to create a 6 (or more) digit PIN code which will now be your device password.

8. To confirm that everything was installed correctly, go to “Settings” > “General” > “Profiles”. You should see the following:

9. After a couple of minutes your device will be synced with your email and calendar.

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