



Mobile Device Management AirWatch – Parent and Guardian Documentation

Version 1.1

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Introduction

This document sets out to explain the use of AirWatch in Catholic Education Canberra & Goulburn Schools and frequently asked questions from Parents and Guardians relating to the use of AirWatch.

What is AirWatch?

AirWatch is a corporate Mobile Device Management system (MDM) allowing schools to manage a diverse range of Mobile Computing devices to assist in the streamlined use of mobile learning environments that enhance student’s learning.

AirWatch has the functionality to deploy applications to devices, set restrictions, and install certificates allowing the device to operate on our network as well as installing configuration settings such as e-mail. AirWatch also ensures the device is in a secure state.

Why does my Child need AirWatch?

AirWatch is required as part of your School’s ‘Bring Your Own Device’ program enabling your child to access the School’s network and related infrastructure. This will allow your child to get the most out of their device.

In some School’s AirWatch will be responsible for allocating paid applications to devices removing the requirement for the Parent or Guardian to pay for any school related applications.

Will AirWatch Administrators be able to access information about my Child's device?

AirWatch collects certain information that is used to manage your Child's device. A brief list of information that is collected is below. Only certain Staff have access to this information and information collected is used in conjunction with the Catholic Education Privacy Policy.

AirWatch does have the ability to locate and track a device's location, however a location request can only be made by the User of the device by logging into the remote device manager or by the AirWatch Administrator. Such a request must be made by the School Principal, the Director or a relevant Head of Service of the Catholic Education – Canberra and Goulburn.

AirWatch will access the following information on your Child's device:

- **Summary Information** – such as the e-mail address of the user, their name, the security details relating to the device such as if the device is encrypted and protected with a passcode as well as basic device information including the serial number of the device, the battery level, storage capacity and storage available as well as any asset numbers or UDID information.
- **Profile Information** – detailing the active and inactive configuration profiles on the device such as Content Filters, Wireless settings, E-mail configurations, Certificates and restriction policies
- **Compliance information** – such as the software version the device is operating under
- **Application Information** – this is simply a list of applications that the User has installed on the device
- **Location Information** – This information is only accessed when a request is made by the User or the School Principal, the Director or a relevant Head of Service of Catholic Education – Canberra and Goulburn
- **Corporate Content** – If the device has corporate content loaded onto the device (Catholic Education Canberra Goulburn are not licensed for this function therefore it will be irrelevant to the management of your Child's device)

Using AirWatch, AirWatch Administrators **CANNOT** do the following:

- View or retain copies of your Photos, Videos or other related multimedia content
- Monitor your iMessages, Social Media Accounts and related applications
- Monitor any personal e-mail address that may be active on the device
- Listen to or record phone calls
- Track your internet activity other than when the device is at School
- Capture and store personal information such as Bank Accounts, Credit Cards and other related information

Is there any way I can manage my Child's device remotely?

Yes, you can view the status of your device remotely by logging on using your child's school email, username and password at <https://ds500.airwatchportals.com/mydevice>

Does AirWatch work with any type of device?

AirWatch supports a large group of devices. However your School will communicate to you the preferred device that they would like you to supply for their BYOD program.

What happens if my Child leaves the School?

Should your child cease their education at the School, all AirWatch configurations, deployed applications and restrictions will be removed. This will return the device to its original configuration state prior to enrolling into AirWatch. Under normal circumstances no data will be lost as a result of completing un-enrolment.

What happens if my Child's device is lost or stolen?

In the event that your device is lost or stolen an AirWatch Administrator can try and locate the device using GPS mapping. The device can be sent a message notifying who ever may have the device to contact the school or user.

If locating the device fails an AirWatch Administrator can remove the school data from your device to keep your confidential information secure. AirWatch will also have information such as serial numbers and last known location information which can be made available on request.