

# AirWatch Launcher

VMware Workspace ONE UEM 1902



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# Introduction to VMware Workspace ONE Launcher

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VMware Workspace ONE Launcher is an app launcher that enables you to lock down Android devices for individual use cases and customize the look and behavior of managed Android devices. The Workspace ONE Launcher app replaces your device interface with one that is custom- tailored to your business needs.

The biggest advantage of Workspace ONE Launcher is that it can give administrators complete control over mobile use without using the OEM-specific MDM APIs.

Configuring Workspace ONE Launcher settings in the VMware Workspace ONE UEM™ console tailors devices for deployment in any number of situations, such as:

- **Retail** – Lock each device into a single app with no access to other features or settings. Customers can browse store products or place food orders without employee interaction.
- **Education** – Load a single education or research app for students to use while in class. Students are unable to surf the Web or download more apps onto devices.
- **Healthcare** – Loan out devices with whitelisted apps for patient-use, such as games and entertainment apps. Enable phone features and customize an address book with important hospital contact information.

## Supported OS Versions

Before deploying Workspace ONE Launcher to Android devices, consider the following supported OS versions to ensure compatibility. Familiarizing yourself with the information available in this section.

Workspace ONE Launchersupports the following OS versions:

- 4.0.X Ice Cream Sandwich
- 4.1.X Jelly Bean
- 4.2.X Jelly Bean
- 4.3.X Jelly Bean
- 4.4.X Kit Kat
- 5.0.X Lollipop
- 6.0.X Marshmallow

- 7.0.X Nougat
- 8.0.X Oreo

Consider viewing the tutorial that launches when you first open the Launcher profile in the Workspace ONE UEM console. The tutorial introduces the seven elements or steps to configure as you customize your Launcher profile. You can exit the tutorial and return later by selecting the question mark icon in the top right corner if you need to review.

# Workspace ONE Launcher Profile Overview

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Locking down your devices with Workspace ONE Launcher includes the configuration of a profile and the deployment of the application to your device fleet. This profile allows complete customization of the look and feel of the device, and access to important settings and native applications depending on the app mode selected.

Workspace ONE Launcher can be configured in one of three app modes. **Single App** mode enables you to lock each device into a single app and prevent access to other features or settings on the device. You can provide access to dependent apps, set as hidden apps. **Multi App** mode enables you to restrict the Launcher profile to a limited set of whitelisted apps and customize the layout. **Template Mode** enables you to customize the entire user interface of the Launcher app such as app spaces, images, and text.

## Using Workspace ONE Launcher with Android versus Android (Legacy)

How you use Workspace ONE Launcher depends on how you've configured setup in the Workspace ONE UEM console and the version of your Android devices:

- If you have completed Android EMM Registration and are using Android 6.0+ Work managed devices:
  - Deploy Workspace ONE Launcher using the Android profile. Using Workspace ONE Launcher with the Android profile configures devices for a single purpose such as kiosk mode by whitelisting supported internal and public applications. This hides certain settings on the device to prevent users from exiting from the Workspace ONE Launcher app. For more information on Workspace ONE UEM integration with Android, see the VMware AirWatch Android Platform Guide.
- If you opted out of Android EMM Registration with Google:
  - Deploy Workspace ONE Launcher using the Android (Legacy) method.  
For more information on Workspace ONE UEM integration with Android (Legacy), see the VMware AirWatch Android (Legacy) Platform Guide.

After you configure all desired settings for your organization and selected app mode, determine what version of Workspace ONE Launcher you are pushing to your device fleet. You can control which devices receive the Workspace ONE Launcher by configuring the smart group assignment within the General profile when creating the Launcher profile.

Workspace ONE Launcher can be provisioned and deployed as a seeded application, internal application, or pushed through Product Provisioning. Depending on the use case for your device fleet, push the profile accordingly.

## Using Custom XML in Launcher

Workspace ONE Launcher uses Custom Profiles to allow administrators to push advanced MDM features and other settings to Android devices using Workspace ONE Launcher that are not supported through the Workspace ONE UEM Console. The Custom Settings profile, as outlined in the Android Platform Guide, allows admins to enter their own XML into a profile and apply the profile to devices for custom settings.

For more information on how to configure Custom Profiles, see [Using Custom Settings \(Android\)](#).

For a complete list of available custom XML settings for Workspace ONE Launcher, see the following Knowledge Base articles per version:

- [Workspace ONE Launcher 4.2](#)
- [Workspace ONE Launcher 4.1](#)
- [Workspace ONE Launcher 4.0](#)
- [Workspace ONE Launcher 3.3](#)
- [Workspace ONE Launcher 3.2](#)

This chapter includes the following topics:

- [Configure Workspace ONE Launcher Profile](#)
- [Configure Launcher Version Settings](#)
- [Workspace ONE Launcher Status](#)
- [Layout Settings](#)
- [Apps for Workspace ONE Launcher](#)
- [Bookmarks for Workspace ONE Launcher](#)
- [Canvas Settings for Workspace ONE Launcher](#)
- [App Attributes for Workspace ONE Launcher](#)
- [Hidden Apps](#)
- [Alerts](#)
- [Template Mode Settings](#)
- [Settings for Workspace ONE Launcher](#)
- [Administrative Passcode](#)
- [Launcher Device Settings Matrix for Android Deployment](#)
- [Launcher Device Settings Matrix for Android \(Legacy\) Deployment](#)



# Configure Workspace ONE Launcher Profile

Locking down your devices with Workspace ONE Launcher includes the configuration of a profile and the deployment of the application to your device fleet.

You can deploy Workspace ONE Launcher to be used on Android 6.0+ Work managed devices for Android or Android (Legacy) if you've opted out of Android EMM registration with Google.

## Procedure

- 1 Navigate to **Devices > Profiles & Resources > Profiles > Add > Add Profile > Android..**

Alternatively, select **Android (Legacy)** to configure the Launcher profile if you've opted out of Android EMM registration.

- 2 Configure the **General** profile settings as desired.

- 3 Select the **Launcher > Configure**.

- 4 Configure devices with your custom home-screen by selecting an app mode: **Single App**, **Multi App**, or **Template Mode**.

- 5 Configure **Layout** elements such as the icon grid and orientation preference.

You can upload images to customize the Launcher with your unique brand look and feel as allowed by the selected app mode. For the available layout settings, please see [Layout Settings](#).

- 6 Move to the **Apps** section and use the drop-down menu to select Public, Internal, or Miscellaneous or to add Bookmarks.

To learn more about bookmarks, see [Bookmarks for Workspace ONE Launcher](#).

- 7 Organize the Launcher Canvas with apps, view **App Attributes**, remove apps, and create folders for apps to group apps together.

View the available Canvas settings on [Canvas Settings for Workspace ONE Launcher](#) View available App Attributes on [App Attributes for Workspace ONE Launcher](#).

- 8 Configure **Hidden Apps**, if needed.

Find out how to add hidden apps on [Add Hidden Apps](#).

- 9 Click the **Settings** button to configure device settings and utilities to be allowed and to configure the admin passcode.

To see available settings, please see [Settings for Workspace ONE Launcher](#).

- 10 Select the **Preview** button to view how the configuration will appear on the user's device.

- 11 Select **Save** to add the profile to the Workspace ONE UEM console or **Save & Publish** to add the profile and immediately deploy it to applicable Android devices.

After the profile is created and deployed to devices, the Device Details page shows the status of the Launcher as "Launcher is the home app." If install was not successful or Workspace ONE Launcher is not the default app, the status shows " Launcher is not set at the home app or is not installed."

## Using Custom Settings (Android)

The **Custom Settings** payload can be used when new Android functionality releases or features that Workspace ONE UEM console does not currently support through its native payloads. Use the **Custom Settings** payload and XML code to manually enable or disable certain settings.

### Procedure

- 1 Navigate to **Devices > Profiles & Resources > Profiles > Add > Add Profile > Android**.
- 2 Configure the profile's **General** settings.
- 3 Configure the applicable payload (for example, Restrictions or Passcode).  
  
You can work on a copy of your profile, saved under a "test" organization group, to avoid affecting other users before you are ready to Save and Publish.
- 4 **Save**, but do not publish, your profile.
- 5 Select the radio button from the **Profiles List View** for the row of the profile you want to customize.
- 6 Select the **XML** button at the top to view the profile XML.
- 7 Find the section of text starting with `<characteristic> ... <characteristic>` that you configured previously, for example, Restrictions or Passcode. The section contains a configuration type identifying its purpose, for example, restrictions.
- 8 Copy this section of text and close the XML View. Open your profile.
- 9 Select the **Custom Settings** payload and select **Configure**. Paste the XML you copied in the text box. The XML code you paste should contain the complete block of code, from `<characteristic>` to `</characteristic>`.
- 10 Remove the original payload you configured by selecting the base payload section and selecting the minus [-] button. You can now enhance the profile by adding custom XML code for the new functionality.  
  
Any device not upgraded to the latest version ignores the enhancements you create. Since the code is now custom, you should test the profile devices with older versions to verify expected behavior.
- 11 Select **Save & Publish**.

## Custom XML for VMware Workspace ONE Launcher 4.2

This topic covers the available Custom XML to be implemented with Workspace ONE Launcher 4.24.2 for Android.

## Settings Overlay for Android Tablet

This overlay can be used in conjunction with whitelisting custom settings areas for users on Android tablets to prevent the user from being able to access settings outside of the Launcher interface. To implement an overlay, use the following Custom XML:

```
<characteristic type="com.airwatch.android.kiosk.settings" uuid="568bc89d-1df8-4ce9-a041-e5a24acdb7ec">
  <parm name="TabletOverlaySettings"
    value="{&quot;activityNames&quot;:&quot;com.android.settings.Settings
$lockAndsecuritySettingsActivity,com.sonyericsson.setupwizard,com.honeywell.systemto
ols.autoinstall&quot;,&quot;potraitPercentage&quot;: &quot;
60&quot;,&quot;transparency&quot;:&quot;100&quot;,&quot;landscapePercentage&quot;:
&quot;50&quot;}">
</characteristic>
```

The above custom setting has multiple parameters:

- **activityName:** When this parameter is added the overlay appears only when the settings are accessed through the particular activity.
- **portraitpercentage:** This parameter configures the overlay percentage in portrait mode.
- **transparency:** This parameter configures the overlay transparency in terms of percentage.
- **landscapePercentage:** This parameter configures the overlay percentage in landscape mode.

## Forece Reset Launcher Layout on Profile Update

Through use of Workspace ONE Launcher if given the ability, users can move folders and applications around to their preference. Normally these rearrangements are maintained when profiles or the Launcher are updated. To revert to the original configuration, this custom XML can ignore the user preference and go back to the original layout:

```
<characteristic type="com.airwatch.android.kiosk.settings" uuid="568bc89d-1df8-4ce9-a041-e5a24acdb7ec">
  <parm name="AllowProfileReset" value="True"/>
</characteristic>
```

## Set Launcher as Default after Reboot

Currently, when a user exits Workspace ONE Launcher using admin passcode and reboots the device, Workspace ONE Launcher is not set as the default launcher. To set Workspace ONE Launcher as the default launcher for the device, the profile must be pushed again.

This setting would be used in cases where an environment administrator exits Workspace ONE Launcher and forgets to reenter the secure launcher after completing their tasks. This feature works only on select Android devices, namely, Honeywell, Zebra and Samsung.

In cases where the launcher should open after a delay, the length of time can be defined in seconds in the XML below:

```
<characteristic type="com.airwatch.android.kiosk.settings" uuid="568bc89d-1df8-4ce9-a041-e5a24acdb7ec">
  <parm name="AllowLaunchOnReboot" value="5"/>
</characteristic>
```

## Custom XML for Workspace ONE Launcher 4.2.1

This topic covers the available Custom XML to be implemented with Workspace ONE Launcher 4.24.2.1 for Android.

### Allow Staging Profile

If the customer assigns a single profile to all the users at the parent Organization Group level then use this custom XML: `<characteristic type="com.airwatch.android.kiosk.settings" uuid="568bc89d-1df8-4ce9-a041-e5a24acdb7ec"><parm name="AllowStagingProfile" value="True"/></characteristic>`

## Custom XML for Launcher 4.1

This topic covers the available Custom XML to be implemented with Workspace ONE Launcher 4.24.1 for Android.

### Allow Staging Settings

In Workspace ONE Launcher, the option of toggling Wi-Fi is only available in the staging screen. If a user wants to configure Wi-Fi settings, long press on the Wi-Fi icon to launch the native Wi-Fi settings. Since this setting has to be accessed in the staging screen, the below custom xml must be pushed for the staging user (parent organization group). This can be configured by using below flag. Custom XML: `<characteristic type="com.airwatch.android.kiosk.settings" uuid="568bc89d-1df8-4ce9-a041-e5a24acdb7ec"><parm name="AllowStagingSettings" value="True"/> </characteristic>`

## Configure Launcher Version Settings

Determine which version of Workspace ONE Launcher is pushed to devices with the Launcher Version setting.

### Procedure

1. Navigate to **Devices > Device Settings > Android > Service Applications**.

## 2 Configure the applicable settings.

Setting	Description
<b>Always use the Latest Version of Launcher</b>	If this setting is enabled, the latest version of the app automatically pushes to devices when it becomes available.
<b>Launcher Version</b>	If this setting is enabled, manually choose the version you want to deploy from the drop-down menu.

## 3 Select **Save**.

# Workspace ONE Launcher Status

The Device Details page in the console displays the status of Workspace ONE Launcher on a device which helps you quickly and easily view and check the Launcher status on multiple devices.

When the Workspace ONE Launcher is pushed to devices under a standard Android deployment, the Launcher is set as the default with no additional steps required from the user. For Android (Legacy), most OEMs will push the Launcher automatically with the help of the signed service such as the Platform OEM Service (POEM). The status will show as follows:

**Table 2-1. Workspace ONE Launcher Status Descriptions**

Status	Description
Launcher is the Home App	Workspace ONE LauncherWorkspace ONE Launcher is set at the default launcher for the devices.
Launcher is not set as the home app or is not installed	This status indicates the profile push failed, did not install, or is not set as the default launcher on the selected device.

# Layout Settings

**Layout** lets you control design elements such as icon grid and orientation preference, as well as upload images to customize the Launcher with your unique brand look and feel. The available settings depends on the mode.

**Table 2-2. Layout Settings Descriptions**

Setting	Description
<b>Manufacturer</b>	Select from Generic, Samsung, or Nexus as the device types. Available on Multi App and Template Mode.
<b>Model</b>	Select whether the Launcher profile is being pushed to a phone or to a tablet. Available on Multi App and Template Mode.
<b>Orientation</b>	Allows you to select the preview of the Workspace ONE LauncherWorkspace ONE Launcher in <b>Portrait</b> or <b>Landscape</b> view for all app modes. The Preview window adjusts according to selection depending on the app mode.  <b>Caution</b> If you change the orientation while configuring Template mode, all settings are lost and you have to start your configuration over.
<b>Lock</b>	Enable this text box to lock the device into a single orientation.

**Table 2-2. Layout Settings Descriptions (Continued)**

Setting	Description
Grid	Select the grid size from the drop-down menu to specify how the icons appear with the specified numbers of grid rows and columns. Select Hide to remove the grid lines on the canvas. Available on Multi App mode only.
Title Bar Icon	Upload a customized icon to appear in the title bar. Available on Multi App Mode only.
Wallpaper	Upload a custom wallpaper to display in the background of the Launcher setup. Available on Multi App mode only.

## Apps for Workspace ONE Launcher

classifies applications as internal, public, and miscellaneous and you upload applications depending on the type.

Public and internal apps are pulled from your managed apps list from Apps & Books menu in the Workspace ONE UEM console. apps are not whitelisted through Miscellaneous apps. Miscellaneous apps are only used for native device apps. You will need the **Application Name** and **Application ID** to whitelist miscellaneous apps.

**Note** When deploying Workspace ONE Launcher with Android for Work, make sure apps are approved for Android. For more information on approving apps for Android for Work, see [Approve Applications for Android](#)

## Approve Applications for Android

Approve applications for integration so that you can upload them to the Workspace ONE UEM console.

### Procedure

- 1 Navigate to Google Play for Work, <https://play.google.com/work>.
- 2 Login to the site using an Enterprise account for Google Play for Work.
- 3 Search for applications you want to add to the integration and select the **Approve** option.
- 4 View the permissions for the applications and follow the prompts to confirm approval. Check to make sure the application has been imported after approval.

## Bookmarks for Workspace ONE Launcher

Bookmarks provide users a simple way to access a URL directly from the Workspace ONE Launcher home screen. The end user sees the bookmark icon and title, selects the bookmark and connects directly to a specified URL or web-view of the content.

Adding bookmarks differ based on the enrollment method of your device fleet. If you Bookmarks configured in the Bookmarks profile display in the **Add Apps** section while configuring Single App, Multi App, and Template mode. Bookmarks are useful for easy navigation to extended URLs with a large number of characters. Bookmark icons can be placed on the springboard directly next to the app. These icons can be used to connect to internal content repositories or login screens without having to open a browser and type out a long URL. Bookmarks are configured in the Bookmarks profile.

Webview opens bookmarks directly to web pages needed to access content without having to whitelist a browser application.

## Configure Bookmarks

Bookmarks provide users a simple way to access a URL directly from the Launcher home screen. The end user sees the bookmark icon and title, selects the bookmark and connects directly to a specified URL or web-view of the content.

After you configure the Bookmarks profile, you can add bookmarks directly to your Launcher preview for Single App, Multi App, and Template Mode.

### Procedure

- 1 Select **Bookmarks** from the **Apps** drop-down menu. All bookmarks configured in the Bookmarks profile display in the app list.
- 2 Select the desired bookmark and drag it to the desired location on the Launcher preview screen or select the book and select **Add to Launcher**.
- 3 Select **Save**.

## Canvas Settings for Workspace ONE Launcher

Use the **Canvas** tab to organize the Launcher layout by adding apps, creating folders, and determining the position of apps on the Launcher.

**Table 2-3. Canvas Settings Descriptions**

Setting	Description
Title Bar	Customize the title bar within the Launcher to support device-specific or user-specific names.
Remove	Remove apps or folders from the profile if they are no longer needed in the mode. Select the app then select the <b>Remove</b> button. You can also drag apps outside of the canvas area and they will be added back to the Apps section.
App Attributes	Display the properties of the selected app. To edit the properties, see <a href="#">App Attributes for Workspace ONE Launcher</a> .
Create Folder	Group apps together in a folder for further organization.
Layout	Click to configure Launcher layout design elements such as icon grid and orientation preference. The available layout options can be found in <a href="#">Layout Settings</a> .
Settings	Click to configure Launcher settings such as device settings and utilities to be allowed and the admin passcode to control exit from Launcher.

## App Attributes for Workspace ONE Launcher

**App Attributes** allows you to view the properties of the selected app once it is added to the Preview window. You can view default values for public apps, internal apps, and bookmarks, and edit values for miscellaneous apps.

**Table 2-4. App Attributes Settings Descriptions**

Settings	Description
<b>Application Name</b>	Enter the name of the application displayed to the user. For a public or internal app, the application name is static and is pulled from the Application name present in Apps and Books. For Miscellaneous apps, the name is editable and the app on the device will show the name that is entered in this field.
<b>Application ID</b>	<p>Enter the unique identifier for a given Android application. The format is com.&lt;app details&gt;. For example, for Workspace ONE Launcher: com.airwatch.lockdown.launcher.</p> <p>For a public or internal app, the application name is static and is pulled from the Application name present in Apps and Books. For Miscellaneous apps, the name is editable and changing the app ID directly affects whether the app would be whitelisted on the Launcher, meaning if it is wrong, the app will not show.</p> <p>If there are multiple apps with the same Application ID (say through Miscellaneous apps), this will cause a conflict on the device side. Instead, if one of the apps with the given Application ID is added to the canvas screen, all the other apps carrying that same Application ID should be greyed out.</p>
<b>Launch App on Start Up</b>	<p>Enable to force an app to automatically start on Launcher start up or reboot.</p> <p>If your Launcher profile has more than one app, you can only set this field for one app.</p>
<b>Allow Certain Sub Packages</b>	<p>Allows you to whitelist certain apps that install alongside a main application.</p> <p>You cannot add sub packages within Hidden apps. By default, all sub packages should be whitelisted.</p>
<b>Sub Package Name</b>	Create a whitelist that prevents the installation of all subpackages. For example, only whitelisting the <b>Sub Package Name</b> for AirWatch Calendar, this whitelist prevents the installation of AirWatch Contacts.

## Hidden Apps

Hidden apps are apps that are not directly accessible to the user from the Workspace ONE Launcher home screen, but can be invoked by another application.

When a user selects a link inside a main app, if the app needed for that content has not been whitelisted they will see an error message. For example, if you have an app configured in the Workspace ONE Launcher profile that has a web link that will direct users to the browser, you have to whitelist the browser as a hidden app. The browser will not show up in the Workspace ONE Launcher profile on the device but will direct users specifically to the content needed. You can view App Attributes for Hidden Apps but the details cannot be edited.

## Add Hidden Apps

Hidden apps are apps that have been whitelisted in the Workspace ONE UEM console to allow users to access resources outside a specified app. You will add Hidden apps after you have walked through the setup for either app mode.



## Procedure

- 1 Select **Hidden App** tab.
- 2 Drag and drop apps to add them to the canvas. You can also select the desired app and select **Add To Launcher**.
- 3 Select the app and hit **Remove** to remove any apps you do not need.

## Alerts

View **Alerts** to fix issues before pushing your configured Launcher mode to devices.

Alerts are viewed in the **Preview** section of the launcher window. The alerts icon displays the number of errors in red. You will not be alerted for warnings. Click the icon to view all alerts. You cannot save the mode until the errors are resolved.

---

**Note** Alerts will only display while configuring Template Mode.

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Two types of alerts will display:

**Table 2-5. Alert Descriptions**

Alert Type	Description
Warnings	Alerts you if two elements are overlapping.
Errors	Alerts you if you are missing primary properties in the element. For example, missing text for the text element will result in an alert.

## Template Mode Settings

Template Mode is the fully customizable mode of Workspace ONE Launcher. You can add apps, images, text, and other layout settings to customize a device locked down in kiosk mode with Template Mode. Common use cases are hospital waiting rooms, cabs, restaurants, and filing forms.

**Table 2-6. Template Mode Settings - Basic Properties**

Setting	Description
Size	Drag the borders of the widget to adjust size of the icon.
Position	Move the widget around the canvas to adjust the placement on the template.

Table 2-7. Template Mode Settings - App Selection

Setting	Description
Filter App List	<p>Search for <b>Public</b>, <b>Internal</b>, or <b>Miscellaneous</b> apps to add to the Launcher profile.</p> <ul style="list-style-type: none"> <li>For <b>Public</b> and <b>Internal</b> apps: Select the desired apps that appear in the filtered list. These apps are pulled from your managed apps list from <b>Apps &amp; Books</b> menu in the Workspace ONE UEM console . The <b>Public</b> and <b>Internal</b> apps are not whitelisted through <b>Miscellaneous</b> apps. <b>Miscellaneous</b> apps are only used for native device apps.</li> <li>To add <b>Miscellaneous</b> apps: Select <b>Add an App</b> and enter the <b>Application Name</b> and <b>Application ID</b> under the Miscellaneous option. Select the app to add it to the Launcher preview.</li> </ul>

Table 2-8. Template Mode Settings - Text Properties

Setting	Description
Text	Enter the text display. The default text displays as Label View.
Text Color	Change the text color by selecting the color icons and selecting the desired color.
Background Color	Change the background color by selecting the color icon and selecting the desired color.
Text Position	Align the text in the desired area by selecting the circle from the box.
Font Weight	Select <b>Bold</b> or <b>Normal</b> .
Underline	Select <b>Yes</b> or <b>No</b> to underline the text.
Font Style	Select <b>Normal</b> or <b>Italic</b> .
Font Size	Move the bar to determine the size of the text.

Table 2-9. Template Mode Settings - Background Properties

Setting	Description
Background Image	Select <b>Upload</b> to load an image file from your desktop.
Background Image Size	Select <b>Fit To Wrapper</b> , <b>Keep Original</b> , or <b>Keep Aspect Ratio</b> .
Aspect Ratio Size	Move the bar to determine the aspect ratio. This option only applies if you have selected to <b>Keep Aspect Ratio</b> from the <b>Background Image Size</b> field.
Background Image Position	Align the app in the desired area by selecting the circle from the box.

**Table 2-10. Template Mode Settings - App Icon Properties**

Setting	Description
<b>App Image Size</b>	Select <b>Fit To Wrapper</b> , <b>Keep Original</b> , or <b>Keep Aspect Ratio</b> .
<b>App Aspect Ratio</b>	Move the bar to determine the aspect ratio. This option only applies if you have selected to <b>Keep Aspect Ratio</b> from the <b>App Icon Size</b> field.
<b>App Icon Position</b>	Align the app in the desired area by selecting the circle from the box.

## Settings for Workspace ONE Launcher

The available settings for the Workspace ONE Launcher profile varies depending on if you are opted into Android using EMM Registration or using Android (Legacy).

For deploying Workspace ONE Launcher as a Work Managed device, see Device Settings Matrix for Android Deployment [Launcher Device Settings Matrix for Android Deployment](#). To use Workspace ONE Launcher for Android (Legacy) deployment, see [Launcher Device Settings Matrix for Android \(Legacy\) Deployment](#).

**Table 2-11. Workspace ONE Launcher Profile Settings - Administrative Passcode**

Setting	Description
Administrative Passcode	Set a passcode to allow authorized users to perform admin tasks on the device. This passcode is provided only to authorized users. The profile cannot be saved unless an administrative passcode is entered.
Persist Admin Passcode If Launcher Profile Is Removed From Device	Require the passcode to be entered if the Launcher profile has been removed from the device.

**Table 2-12. Workspace ONE Launcher Profile Settings - Icon Settings**

Setting	Description
Prevent Icon Rearranging	Enable to disable users from moving icons around on the Launcher screen from the device.
Icon Size	Select as Small, Medium, or Large to determine how an icon appears on the display.

**Table 2-13. Workspace ONE Launcher Profile Settings - Device Preferences**

Setting	Description
App Icons	Allow app icons on the device home screen.
Settings	Allow device network and other granular settings to be enabled.
Utilities	Allow devices management settings to be enabled.
Hardware Keys	Enable or disable hardware keys on the device.
Quick Launch Icons	Allow shortcut icons on the device home screen.

## Administrative Passcode

The administrative passcode allows users to access the device menu to add applications or to exit from the Workspace ONE Launcher mode. The passcode is required to perform all actions in **Admin Mode** from the device.

The **Preference** tab from each app mode allows you to establish the passcode. The **Persist Admin Passcode If Kiosk Profile is Removed From Device** check box prompts the user for the admin passcode if they are attempting to remove the Launcher profile from their device. There are two use cases for this option:

- **Remove Profile** – Removes the Workspace ONE Launcher profile from the device. This option restricts users from using any launcher apps and the device will be locked down and display a standard screen saver
- **Check In/Check Out** – Displays the **Check Out** credentials page when a user checks in a device after use. The user can access device side functions but not Launcher apps or settings.

## Launcher Device Settings Matrix for Android Deployment

The **Settings** section of each AirWatch Launcher allows you to set an administrative passcode, establish icon settings, and enable/disable various functions of the Launcher profile for Android device owner deployment. Available preferences vary based on the selected mode you are configuring.

The following matrix compares the Launcher device capabilities across the different app modes. Some settings are dependent on additional factors such as permissions and COSU mode limitations and are denoted as such.

Key:

- Usage Access: Requires Usage Access permission.
- COSU mode: COSU setup removes certain features for security to prevent users escaping out of Lock mode.

**Table 2-14. Supported Device Settings for Android**

Category	Preference	Single App	Multi App	Template Mode
App Icons	Allow Hub Icon on Home Screen		✓	
App Icons	Allow Phone Icon		✓	
App Icons	Allow Contacts Icon		✓	
Settings	Display Setting	✓	✓	✓
Settings	Sound Setting	✓	✓	✓
Settings	Screen Lock (Usage Access)	✓	✓	✓
Settings	Language Setting (Usage Access)	✓	✓	✓
Settings	Bluetooth Setting (Usage Access)	✓	✓	✓
Settings	Wi-Fi Settings (Usage Access)	✓	✓	✓

**Table 2-14. Supported Device Settings for Android (Continued)**

Category	Preference	Single App	Multi App	Template Mode
Settings	Security settings (Usage Access)	✓	✓	✓
Settings	Application Setting	✓	✓	✓
Settings	Allow Tethering Setting (Usage Access)	✓	✓	✓
Settings	Allow GPS Setting (Usage Access)	✓	✓	✓
Utilities	Allow Widgets		✓	
Utilities	Allow App Manager (Android 6.0 and Android 6.0.1)	✓	✓	✓
Utilities	Allow Task List (COSU)	✓	✓	✓
Utilities	Allow Bar (COSU)	✓	✓	✓
Utilities	Allow Airplane Mode	✓	✓	✓
Utilities	Allow Stay Awake	✓	✓	✓
Quick Launch Icons	Bluetooth	✓	✓	✓
Quick Launch Icons	Wi-Fi	✓	✓	✓

## Launcher Device Settings Matrix for Android (Legacy) Deployment

The **Settings** section of each Workspace ONE Launcher allows you to set an administrative passcode, establish icon settings, and enable/disable various functions of the Launcher profile. Available preferences vary based on the selected mode you are configuring.

The following matrix compares the Workspace ONE Launcher capabilities across the different app modes. To see available setting for Workspace ONE Launcher using COSU Mode, see [Launcher Device Settings Matrix for Android Deployment](#).

✓ Supported

✓\* Android 4.4 and below devices only

**Table 2-16. Supported Device Settings for Android (Legacy)**

Category	Preference	Single App	Multi App	Template Mode
App Icons	Allow Hub Icon on Home Screen		✓	
App Icons	Allow Phone Icon		✓	
App Icons	Allow Contacts Icon		✓	
Settings	Display Setting	✓	✓	✓
Settings	Sound Setting	✓	✓	✓
Settings	Screen Lock	✓*	✓	✓
Settings	Language Setting	✓*	✓	✓
Settings	Bluetooth Setting	✓*	✓	✓

**Table 2-16. Supported Device Settings for Android (Legacy) (Continued)**

Category	Preference	Single App	Multi App	Template Mode
Settings	Wi-Fi Settings	✓	✓	✓
Settings	Security settings	✓*	✓	✓
Settings	Application Setting	✓	✓	✓
Settings	Allow Cellular Data Setting (Android 4.4 and Below)	✓*	✓	✓
Settings	Allow Tethering Setting	✓*	✓	✓
Settings	Allow GPS Setting	✓	✓	✓
Utilities	Allow Widgets		✓	
Utilities	Allow App Manager	✓	✓	✓
Utilities	Allow Recent Task List	✓*	✓	✓
Utilities	Allow Status Bar (Safe v3.0+)	✓	✓	✓
Utilities	Allow Notification Bar	✓	✓	✓
Utilities	Allow Navigation Bar (Safe v3.0+)	✓		✓
Utilities	Allow Mini Launcher Bar (Safe v3.0+)	✓	✓	✓
Utilities	Allow Airplane Mode (Android 4.1 and below Safe v5+)	✓	✓	✓
Utilities	Allow Stay Awake	✓	✓	✓
Hardware Keys	Allow Home Button (Safe v3.0+)	✓	✓	✓
Hardware Keys	Allow Back Button (Safe v3.0+)	✓	✓	✓
Hardware Keys	Allow Options Button (Safe v3.0+)	✓	✓	✓
Hardware Keys	Allow Volume Up Button (Safe v3.0+)	✓	✓	✓
Hardware Keys	Allow Volume Down Button (Safe v3.0+)	✓	✓	✓
Quick Launch Icons	Allow GPS (Safe v3.0+)	✓	✓	✓
Quick Launch Icons	Bluetooth	✓	✓	✓
Quick Launch Icons	Wi-Fi	✓	✓	✓
Quick Launch Icons	Cellular Data (Android 4.4 and below)	✓*	✓	✓

## Shared Devices

Shared Device/Multi-User Device functionality ensures that security and authentication are in place for every unique end user. And if applicable, shared devices allow only specific end users to access sensitive information.

Issuing a device to every employee in certain organizations can be expensive. Workspace ONE UEM lets you share a mobile device among end users in two ways: using a single fixed configuration for all end users, or using a unique configuration setting for individual end users.

When administering shared devices, you must first provision the devices with applicable settings and restrictions before deploying them to end users. Once deployed, Workspace ONE UEM uses a simple login or log-out process for shared devices in which end users simply enter their directory services or dedicated credentials to log in. The end-user role determines their level of access to corporate resources such as content, features, and applications. This role ensures the automatic configuration of features and resources that are available after the user logs in.

The login or log-out functions are self-contained within the Workspace ONE Intelligent Hub. Self-containment ensures that the enrollment status is never affected, and that the device is managed whether it is in use or not.

### Shared Devices Capabilities

There are basic capabilities surrounding the functionality and security of devices that are shared across multiple users. These capabilities offer compelling reasons to consider shared devices as a cost-effective solution to making the most of enterprise mobility.

### Functionality

- Personalize each end-user experience without losing corporate settings.
- Logging in a device configures it with corporate access and specific settings, applications, and content based on the end-user role and organization group (OG).
- Allow for a log in/log out process that is self-contained in the Workspace ONE Intelligent Hub.
- After the end user logs out of the device, the configuration settings of that session are wiped. The device is then ready for login by another end user.

## Security

- Provision devices with the shared device settings before providing devices to end users.
- Log in and log out devices without affecting an enrollment in Workspace ONE UEM.
- Authenticate end users during a login with directory services or dedicated Workspace ONE UEM credentials.
- Manage devices even when a device is not logged in.

## Platforms that Support Shared Devices

The following devices support shared device/multi-user device functionality.

- Android 4.3+,
- iOS devices with Workspace ONE Intelligent Hub v4.2+,
- MacOS devices with Workspace ONE Intelligent Hub v2.1+.

## Give Shared Devices Their Own OG

If you want your shared devices to contain profile and policy settings not found on single user devices, you can give shared devices their own OG. Giving shared devices their own organization group makes the distribution of specialized content easy. For more information, see [Define the Shared Device Hierarchy](#).

## Shared Device Configuration

Before multiple people can use a device, it must first be "staged" by an administrator, or configured to be a multi-user device. For more information, see [Configure Shared Devices](#).

## Logging in and Logging Out

When you log in to and out of a shared device, it gets treated differently by Workspace ONE UEM than single user devices. When a user logs in, Workspace ONE UEM immediately pushes the profile, apps, and policy specific to that user role and organization group. When the user logs out, all configuration settings for the prior session are wiped and the device is ready for login by another user. For more information, see the following topics.

This chapter includes the following topics:

- [Define the Shared Device Hierarchy](#)
- [Configure Shared Devices](#)
- [Configure Android for Shared Device Use](#)



- [Log In and Log Out of Shared Android Devices](#)

## Define the Shared Device Hierarchy

Create the hierarchy of subgroups under a single organization group based on your company needs.

When you first log in to Workspace ONE UEM, you see a single organization group (OG) that has been created for you using the name of your organization. This group serves as your top-level OG. Below this top-level group you can create subgroups to build out your company hierarchical structure.

### Procedure

- 1 Navigate to **Groups & Settings > Groups > Organization Groups > Organization Group Details**.  
Here, you can see an OG representing your company.
- 2 Ensure the **Organization Group Details** displayed are accurate, and then use the available settings to make modifications, if necessary. If you make changes, select **Save**.
- 3 Select **Add Child Organization Group**.
- 4 Enter the following information for the first OG underneath the top-level OG.

Setting	Description
Name	Enter a name for the child organization group (OG) to be displayed. Use alphanumeric characters only. Do not use odd characters.
Group ID	Enter an identifier for the OG for the end users to use during the device login. Group IDs are used during the enrollment of group devices to the appropriate OG.  Ensure that users sharing devices receive the <b>Group ID</b> as it might be required for the device to log in depending on your Shared Device configuration.  If you are not in an on-premises environment, the Group ID identifies your organization group across the entire shared SaaS environment. For this reason, all Group IDs must be uniquely named.
Type	Select the preconfigured OG type that reflects the category for the child OG.
Country	Select the country where the OG is based.
Locale	Select the language classification for the selected country.
Customer Industry	This setting is only available when <b>Type</b> is Customer. Select from the list of Customer Industries.
Time Zone	Select the time zone for the OG's location.

- 5 Select **Save**.

## Configure Shared Devices

Similar to single-user device staging, multi-user staging (a "shared device") allows an IT administrator to provision devices to be used by more than one user.

## Procedure

- ◆ Complete the **Security** section, as applicable.

Setting	Description
Require Shared Device Passcode.	Require users to create a Shared Device passcode in the Self-Service Portal to check out devices. This passcode is different from a Single Sign On passcode or a device-level passcode.
Require Special Characters.	Require special characters in the shared device passcode, which includes characters such as @, %, &, and so forth.
Shared Device Passcode Minimum Length	Set the minimum character length of the shared passcode.
Shared Device Passcode Expiration Time (days)	Set the length of time (in days) the shared passcode expires.
Keep Shared device Passcode for minimum time (days)	Set the minimum amount of time (in days) the shared device passcode must be changed.
Passcode History	Set the number of passcodes that are remembered by the system, providing a more secure environment by preventing the user from reusing old passcodes.
Auto Log out Enabled	Configure an automatic log out after a specific time period.
Auto Log out After	Set the length of time that must elapse before the <b>Auto Log out</b> function activates in <b>Minutes, Hours, or Days</b> .
Enable Single App Mode.	<p>Select this check box to configure Single App Mode, which locks the device into a single application when an end user logs in to the device.</p> <p>To check out an iOS device in Single App Mode, end users log in using their credentials. When the device is checked in again, it returns to Single App Mode.</p> <p>Enabling Single App Mode also disables the Home button on the device.</p> <p><b>Note</b> Single App Mode applies only to Supervised iOS devices.</p>
Clear Device Passcode on Logout (Android Only)	This setting controls whether the current device passcode is cleared when the user logs out (checks in) a multi-user shared device.
Clear App Data on Logout (Android Only)	Clear the app data when the user logs out of a shared device (checks it in).
Reinstall Apps on Logout (Android Work Managed Device and Android (Legacy) Only)	Use the drop-down to select whether to Always reinstall app between users or never reinstall app between users. For Android (Legacy) deployments, you can opt to reinstall app if the Hub cannot clear app data between users.

## Configure Android for Shared Device Use

To use shared device functionality on Android devices, enroll the device using the Workspace ONE Intelligent Hub, set the AirWatch Launcher application as the default home screen, and create and assign the Launcher profile. AirWatch Launcher is automatically downloaded during enrollment, but you will need to determine which version of the Launcher is pushed to devices.

## Procedure

- 1 Navigate to **Devices > Device Settings > Android > Service Applications**.
- 2 Configure the applicable settings:

Setting	Description
<b>Always use the Latest Version of Launcher</b>	If this setting is enabled, the latest version of the app automatically pushes to devices when it becomes available.
<b>Launcher Version</b>	Manually choose the version you want to deploy from the drop-down menu.

- 3 Select **Save**.
- 4 Navigate to **Devices > Profiles & Resources > Profiles > Add > Add Profile > Android > Launcher** and configure the Launcher profile at each child organization group. This profile should contain all of the necessary settings common to that organization group.

---

**Important** Make sure to enable the **Persist Admin Passcode If Launcher Profile Is Removed From Device setting**, as this will ensure that the staging user, as well as the shared device Users are not permitted to exit the Launcher without entering the Administrative Passcode.

---

Do not assign the Launcher profile to a staging user.

- 5 Enroll the device into the enrollment organization group using the staging user. The Launcher .apk will install and the login screen will appear, by default.

The Launcher .apk needs to be installed before the Launcher profile in the Staging Manifest.

- 6 Enter the shared device user Group ID, Name, and Password to log in, assigning the device to the Shared Device User and the proper child organization group. The Launcher profile will be applied to the device, and the console will reflect which user is logged in to the device.

---

**Important** Only enter the Group ID if you selected **Prompt for Organization Group** in the Group Organization Group assignment mode under the shared device settings.

---

- 7 Log out of the Launcher profile on the device. This reassigns the device back to the staging user, moves the device back to the original enrollment organization group, and removes the Launcher profile.

## Log In and Log Out of Shared Android Devices

To use shared device functionality on Android devices, enroll the device using the Workspace ONE Intelligent Hub and set the Android Launcher application as the default home screen. The Launcher application is automatically downloaded during enrollment.

Once the application is installed and set as the default home screen, the device is in a checked-in state. While in this state, the end user is unable to navigate away from this page and the device prompts the user to check out. To remove the profile and make the entire device accessible again, perform an Enterprise Wipe on the staging user device from the Workspace ONE UEM console.

## Procedure

- 1 From the Launcher log in page, users must enter their Group ID, user name, and password. If **Prompt User for Organization Group** is enabled on the console, end users are required to enter a **Group ID** to log in.

- 2 Select **Login** and accept the terms of use, if applicable.

The device is configured. Once logged in, user profiles are pushed down based on the smart group and user group associations.

## What to do next

To log out of an Android device, select the **Settings** button and select **log out**.

# Using Workspace ONE Launcher

After successfully configuring and deploying Workspace ONE Launcher to your fleet of devices, the app is now ready to be used in your organization.

Depending on the device, OS being used, and the version of Workspace ONE Launcher, the profile may require the user to grant app permissions and set Workspace ONE UEM as the default launcher. Granting app permissions allows Workspace ONE UEM console to push launcher settings to control the device, and setting Workspace ONE Launcher as the default overrides the native launcher on the device.

Once users have prepared their devices, they can further customize the layout by adding folders and widgets, and other elements. Admin mode allows users to access higher privileges such as creating shortcuts and other settings in preferences.

Admins set preferences that determine the available customization settings on Launcher devices during Workspace ONE Launcher setup. Settings such as: adding a folder, moving an icon, and swapping the position of an icon, folder or widget can be changed by the end user. View the available preferences in [Launcher Device Settings Matrix for Android Deployment](#) and [Launcher Device Settings Matrix for Android \(Legacy\) Deployment](#).

By default, any changes the user makes to the Workspace ONE Launcher set up, as allowed by the admin in the device preferences, remains on the device in the event the Workspace ONE Launcher is reloaded, admin pushes the profile again, or user exits Launcher. If the admin has to re-push the Workspace ONE Launcher profile that includes changes to the preferences, the new profile overrides any changes the user has made only in the case where the configurations conflict. For example, if the user rearranges the icon on the screen and then the admin has disabled that feature in the latest version of the profile, the icons revert to the original position. Another example is if the user has moved around the icons as allowed by the admin and then the admin updates the profile so that there is a different icon in one of the positions, the admin's icon will be retained at that position.

This chapter includes the following topics:

- [Device Requirements](#)
- [Prepare Devices for Workspace ONE Launcher Deployment](#)
- [Add Folders](#)
- [Add Widgets](#)
- [View Workspace ONE Launcher Details](#)

- [View Status Bar](#)
- [View Notifications](#)
- [Ghost Icons](#)
- [Device Settings](#)
- [Admin Mode](#)

## Device Requirements

The following tables break down the requirements by Workspace ONE Launcher version and Android OS and also breaks down the requirements by Android setup.

**Table 4-1. Android Requirements**

Launcher Version	Android 5.0 and Below Required Additional End User Steps	Android 6.0 Required Additional End User Steps
Workspace ONE Launcher 2.1+ (SAFE)	No setup required	Grant permission required
Workspace ONE Launcher 2.1+ (Non-SAFE)	Users have to clear the device's native launcher and set AirWatch as default launcher.	Grant permission required Users have to clear s native launcher on the device and set AirWatch as the default launcher.
Launcher 2.0.1 & Below-SAFE	No setup required	Not supported
Launcher 2.0.1 & Below- Non-SAFE	No setup required	Not supported

**Table 4-2. Android versus Android (Legacy) Setup**

Launcher Version	Android Required Additional End User Steps	Android (Legacy) Required Additional End User Steps
COSU Mode	Required	Not applied
Default Launcher	Automatic	User acceptance required
Notification Access Permission	Configurable	Configurable
Shared Device	Supported	Supported
Usage Access Permission	Configurable	Configurable

## Prepare Devices for Workspace ONE Launcher Deployment

Once the Workspace ONE Launcher profile is pushed to user devices, users have to grant app permissions which allow the profile to access features on the device and set Workspace ONE Launcher as the default launcher.

### Procedure

- 1 Wait for the Workspace ONE Launcher profile to be pushed to device and open the Launcher once installed.
- 2 Tap **Grant** on the "Launcher requires permission" screen.
- 3 Toggle **Permit Usage access** on. Usage access grants the Workspace ONE Launcher app permission to track what other apps are being used, how often, operator, language settings, and additional details.
- 4 Navigate to **Settings > Launcher > App Info**.
- 5 Tap **Clear Defaults** under the "Launch by Default" section.
- 6 Tap Workspace ONE Launcher on the Select a Home app prompt.

## Add Folders

Users can add folders to the Workspace ONE Launcher home screen to organize and structure the app further on their device. Users can use folders to group apps with multiple packages. For example, users can group all social media applications together in one folder.

### Procedure

- 1 Tap the plus sign from the **Options** menu or long press the home button.
- 2 Tap **Folder**.
- 3 Enter a **Folder name** and select **OK**. The folder displays on the home screen.
- 4 Drag desired apps into the folder.

## Add Widgets

Users can insert widgets for whitelisted apps on the device inside the Workspace ONE Launcher profile. If the profile is only configured for a set number of pages, users can add more widgets only if there is space available.

### Procedure

- 1 Tap the plus sign from the **Options** menu.
- 2 Tap **Widget**.
- 3 Select desired widget from the list.
- 4 Tap **Create**.

The selected widget gets added to the home screen.

For non-whitelisted apps, a message displays on the screen notifying the users they cannot add widgets to their home screen.

## View Workspace ONE Launcher Details

The device native status bar is hidden when the Workspace ONE Launcher profile is active on a device hiding details such as battery, time, and Wi-Fi. Users can insert a **Launcher Device Details** widget to the home screen.

In addition to these steps, users can also access the device details on their device through **Settings > Device Details**.

### Procedure

- 1 Tap the plus sign from the **Options** menu or long press the home button.
- 2 Tap **Add Widget** and select **Device Details** from the list. You can position the widget anywhere on the screen.
- 3 Tap the **Devices Details** widget to add it to your home screen. The widget shows the battery life, time, Wi-Fi or network connection, and signal strength.
- 4 Tap the widget to open the full device details page.

## View Status Bar

Users cannot view the status bar or Workspace ONE Launcher action bar on their device when devices are locked into Template mode. Users can swipe down the screen to display the status bar.

### Procedure

- 1 Navigate to **Devices > Profiles > List view > Add > Add Profile > Android > Device > Launcher > Configure > Template Mode**.
- 2 Select **Preferences** and enable **Allow Status Bar** and **Allow Mini Launcher Bar**.

## View Notifications

Notifications for different applications display inside Workspace ONE Launcher.

Available notifications display as an alert on the Options menu.

### Procedure

- 1 Tap the alert.
- 2 View notifications from the Options menu.
- 3 Open the specified app by tapping the notification.

## Ghost Icons

**Ghost Icons** are placeholder icons for apps that are whitelisted for user but are not installed on the device.



In the Workspace ONE UEM console you may have whitelisted ten applications but only five are installed on the device. Users can see icon placeholders for the apps that are not installed. Depending on the app mode that has been configured, the behavior of the ghost icons vary:

**Table 4-3. Ghost Icons Behavior**

App Mode	Behavior
Single App Mode	For public applications, users tap the icon and are redirected to the Google Play Store to download the app. For internal application, users tap the icon and are redirected to the AirWatch Catalog too download the app.
Multi App Mode	For public applications, users tap the icon and are directed to the Google Play store to download the app.
On Demand	Ghost icon displays on device until user taps it to start download.
Auto Push	Ghost icon will display on device and app is automatically installed as the Launcher profile is deployed to devices.

Even if the Play Store has not been whitelisted in the Workspace ONE UEM console , it is temporarily whitelisted to allow the users to download the app. Once downloaded, the app appears and is ready for use.

## Device Settings

Users can access native device settings from the **Options** menu and adjust them according to their business needs.

**Table 4-4. Native Device Settings Descriptions**

Setting	Description
<b>Sound</b>	Adjust the volume levels.
<b>Display</b>	Adjust brightness and set sleep timer.
<b>Applications</b>	Uninstall applications.
<b>Wi-Fi</b>	Connect the device to a Wi-Fi network.
<b>Cellular Data*</b>	Enable the use of network data over Wi-Fi.
<b>Bluetooth*</b>	Pair a Bluetooth device.
<b>Location*</b>	Enable GPS services.
<b>Security*</b>	Set device administrator settings.
<b>Language*</b>	Determine the language and input options.
<b>Tethering*</b>	Connect the device as a mobile hotspot.
<b>Screen Lock*</b>	Configure screen lock settings such as a PIN or password.
<b>App Manager</b>	View running applications and use the <b>Kill app</b> option to force stop.
<b>Blacklisted Apps</b>	Displays a list of apps the user attempted to open from within a whitelisted app so admins can choose to whitelist those apps as needed.

**Table 4-4. Native Device Settings Descriptions (Continued)**

Setting	Description
User Information	Displays user information.
About	Shows version information, privacy policy, and legal agreement.
Help	Opens the tutorial for onboarding.
*	These settings are not available while running Workspace ONE Launcher on Android 5.0 devices.

## Admin Mode

Admin mode grants privileges that allow users to perform admin tasks from the Workspace ONE Launcher profile on the device without having to exit the launcher. You can also use Admin Mode to enable a feature, troubleshoot a problem, or exit AirWatch app.

This mode is passcode protected, which you can configure in the Preferences section of the app mode. Admin mode is only available for Multi App and Template modes.

## Enable Admin Mode

You can use Admin Mode to enable a feature, troubleshoot a problem, or exit the Workspace ONE Launcher app.

### Procedure

- 1 Tap the **Admin** icon from the Options menu.
- 2 Enter the administrative passcode and tap **Submit**. You can use Lookup Values in this field.  
The icon now appears blue indicating it is active. The admin icon appears in the top ribbon, which is your reminder to log out of admin mode before returning the device to users.
- 3 Perform desired tasks such as enabling a feature or exiting Workspace ONE Launcher.
- 4 Disable admin mode by tapping **Admin** icon in the Options menu to return the device to user mode.

## Add Shortcut

When admin mode is enabled, users can add native device apps to Workspace ONE Launcher as **Shortcuts**. Add apps, bookmarks, contacts, and more into the Workspace ONE Launcher. Users can add shortcuts whether apps are whitelisted or not when in admin mode.

### Procedure

- 1 Tap the plus sign in the **Options** menu.
- 2 Tap **Shortcut**.
- 3 Select desired shortcut from the menu.
- 4 Enter other details or settings depending on the selected app by following the prompts displayed.
- 5 View desired shortcuts on the Workspace ONE Launcher home screen.

## Enable Notifications on Android Phones

You have to enable the notifications feature before users can view notifications for installed apps. On Android phones, you can only enable notifications when the Workspace ONE Launcher is first deployed to devices.

Notifications are only supported for Android 4.3 and above devices. Notifications cannot be enabled on Android Lollipop devices.

### Procedure

- 1 Tap **Enable Notifications**, which opens the device settings menu.
- 2 Select **Launcher** from the menu.
- 3 Tap the back button to be redirected to the Launcher profile.

## Enable Notifications on Android Tablet

Similar to Android phones, you have to enable the notifications feature before users can view notifications for installed apps. For Android tablets, the Options menu does not display notifications until enabled from admin mode.

### Procedure

- 1 Enter admin mode.
- 2 Tap **Enable Notifications**.
- 3 Enable **Launcher** from the list.
- 4 Exit admin mode.

## Exit Launcher on Device

Exit the Workspace ONE Launcher and access device settings when admin mode is enabled on the device.

### Procedure

- 1 Enter admin mode.  
For information on Admin Mode, see [Enable Admin Mode](#).
- 2 Tap **Exit**.
- 3 Tap **OK** on the confirmation screen.