AirWatch: Managing Applications

Version Date: 08/01/2014
Managing Applications: From the Applications List View page, you can view all the applications that you manage in the AirWatch Admin Console. This page provides you with a detailed list of all the public and purchased applications for your location.

Sorting and Viewing Application Information: There are two separate pages for managing your public and purchased applications. Navigating to Apps & Books > Applications > List View displays the two tabs, which you can select to view a list of those types of applications. You can use a number of filters to sort and view information for your public and purchased applications. Once you have found an application you would like to manage, you can perform actions using the actions menu.

Directions: Sorting and Viewing Public Applications

1. Platform: filter based on platform type.
2. Status: filter based on whether an application is active or inactive.
3. Categories: filter based on the application categories.

Directions: Sorting and Viewing Purchased Applications

1. Platform: filter based on platform type.
2. Status: filter based on whether an application is active or inactive.
3. App Type: not applicable for CPS.
Using the Application Actions Menu: Each application is listed in a row, and each row has an actions menu on the right side that you can use to perform various actions. These can differ based on whether you are viewing public or purchased apps.

*Note: Any applications managed by Chicago Public Schools cannot be edited.*

**Directions:** Sorting and Viewing Public Applications

1. **View:** provides detailed information about a public application.
2. **Edit:** edits all settings of an application deployment.
3. **Edit Assignment:** edits settings of an application to exclude or include specific devices via Smart Groups.
4. **More Tab > Manage Devices:** offers options for removing public applications from devices.
5. **More Tab > Deactivate:** removes a public application and all versions of it from all managed devices and saves it in the AirWatch Admin Console for later deployment.
6. **More Tab > View Events:** shows console events (unsupported at this time).
7. **More Tab – Delete:** removes a public application from devices and from the AirWatch Admin Console.
**Directions:** Sorting and Viewing Purchased Applications

1. **Edit Assignment:** lets you allocate available redemption codes.

2. **Publish:** makes an application live and available in the app catalog to the Smart Groups the application is allocated to.

3. **View Devices:** see which devices have installed, removed, or pending installation of a deployed application.

4. **More Tab > Delete:** removes a purchased application from devices and from the AirWatch Admin Console.

---

**Recycling Redemption Codes:** When an iPad is supervised, you are able to recycle redemption codes among your school. Redemption codes work like a library book, you can have a smart group “rent” a purchased application and then in AirWatch force a return and redistribute the application to a new smart group.

This can help stretch any school budget, since there are many applications that are costly, but beneficial to many classrooms.

*Note: Devices must be supervised in either Apple Configurator or Apple’s Device Enrollment Program.*

**Directions:** Revoke and recycle a redemption code

1. **Navigate to Apps & Books > Applications > Redemption Codes.**

2. **In the status column,** view what redemption codes are currently available.

3. **To revoke a redemption code and remove the application from the device,** click the Make Unavailable button.
4. Repeat steps 2 and 3 until all redemption codes you wish to remove have been made unavailable.

5. Once the status of those redemption codes shows as available, navigate to Apps & Books > Applications > List View > Purchased.

6. Click the Edit Assignment button next to the application you wish to redistribute.

7. In the Assignment Tab, click the delete button next to the Smart Group that will no longer be using the Application.

8. Click Add Assignment By, and then click Smart Group.

9. Add the new smart group allocation and click Save when completed.

Note: For more detailed instructions on smart group allocation, please see the guide AirWatch: Deploying Purchased Applications.
Need Help?

We are here to support you! For all technical issues, simply call the IT Service Desk at (773) 553-3925, option 9.

Our team works with the IT Service Desk to make sure your issues are routed to the proper Mobile Device Management Support Team member as quickly as possible.

We encourage you to email your feedback and non-technical questions to the Mobile Device Management Support Team at mdmsupport@cps.edu.