

Sky Work Android User Guide

Installing Sky Work on company-owned and personal devices

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Introduction

Here is how to install and activate Sky Work onto your Android device. Once you activate your device, Sky Work automatically download and install additional apps your company has set as required. Sky Work will not affect personal files or apps.

The installation process will take 10 to 15 minutes for most devices. You will not be able to use other apps on your phone during the installation and activation process. During the installation and activation process your device might appear frozen or not proceeding. This is normal. Do not turn off or restart your device unless advised by your Sky Work administrator or Sky Work support. If you have any questions, you can contact Sky Work support 24/7 at support@skywork.com.

Downloading and Installing

To get started you will need to be sure that:

1. Your phone is fully charged, or plugged in and charging, while setting up Sky Work.
2. Your phone is connected to the internet while you activate Sky Work. We recommend connecting to Wi-Fi for the most reliable data connection and to avoid additional data charges.
3. You do not need to use your phone for the next 5-10 minutes. You will not be able to make calls, answer calls, or use other apps during installation.

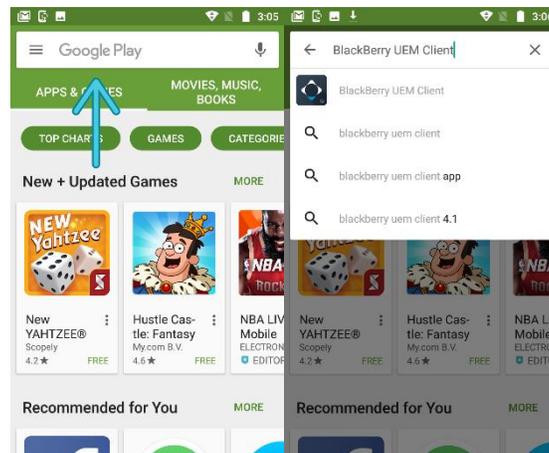
Do not stop or cancel the activation of Sky Work part-way through or you may have to reset your phone and start over. Contact your administrator if this happens.

Installing Sky Work on Android:

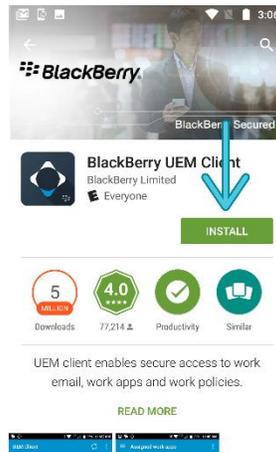
1. Open the Google Play Store.



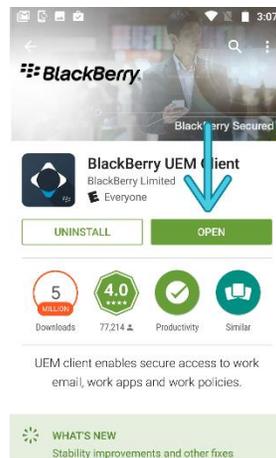
2. In the search bar, type in “Blackberry UEM Client” then tap enter on the keyboard.



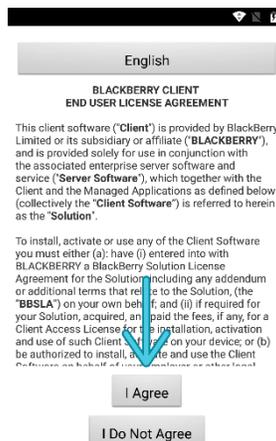
- When you see this app appear, tap the “INSTALL” button to download and install the BlackBerry UEM Client.



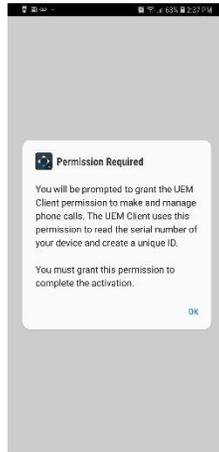
- Tap on the “OPEN” button once the installation completes.



- Read the BlackBerry Client End User Agreement and tap the “I Agree” button.



6. Tap “OK” to give the UEM Client permission to run on your device and manage functions.



7. Tap “ALLOW” to permit the UEM Client to manage phone calls.



There are two ways to activate the UEM client:

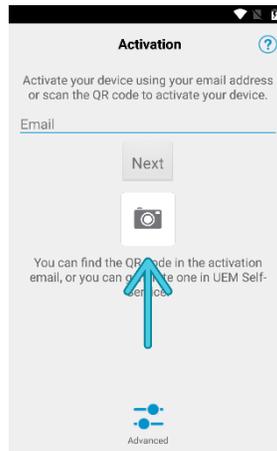
1. Scanning a QR code with your phone’s camera.
2. Entering the username and password in the email you received.

We **strongly recommend** using the QR code option because the randomly generated password sent to you in the activation email *cannot* be pasted into the app and needs to be typed in manually.

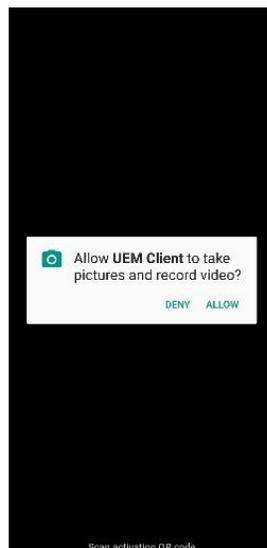
To use the QR code option, you need to **open the activation email on your laptop**, or any other screen like a tablet. You will need your phone to scan the code sent in the activation email.

Activating Sky Work on Android with a QR code:

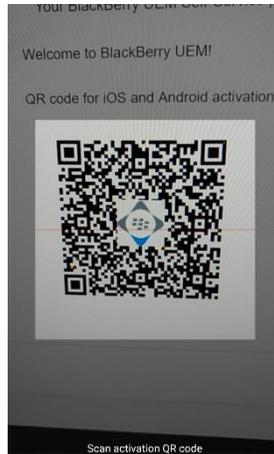
To use the QR code, **open the activation email on your laptop**, or any other screen. **Scan the code with your phone** by tapping the Camera button on the screen and aiming it at the QR code from the activation email.



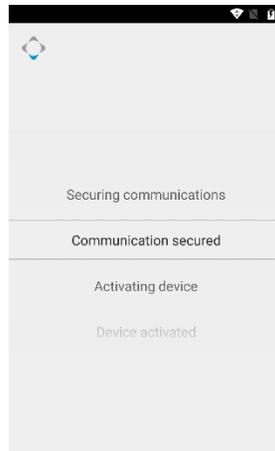
1. Tap “ALLOW” to permit the UEM Client to take pictures as it’ll be used to scan your QR code.



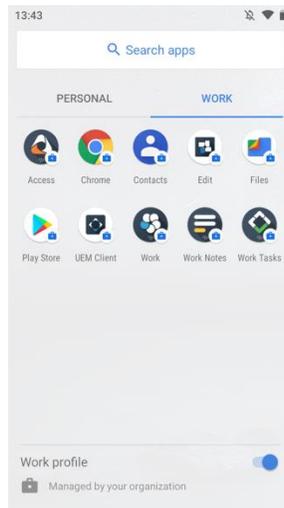
2. Scan the QR code from the activation email on whichever screen you have opened it on using the camera you activated to begin the activation.



3. Activating your device may take between five to ten minutes to complete depending on your internet connection speed. It is *perfectly normal* for it to look like nothing is happening during this time. **Do not** close the app, restart or shutdown your phone during the activation process.



4. Done! Your device is now set up with Sky Work. It should look something like this:



Activating with your email and password

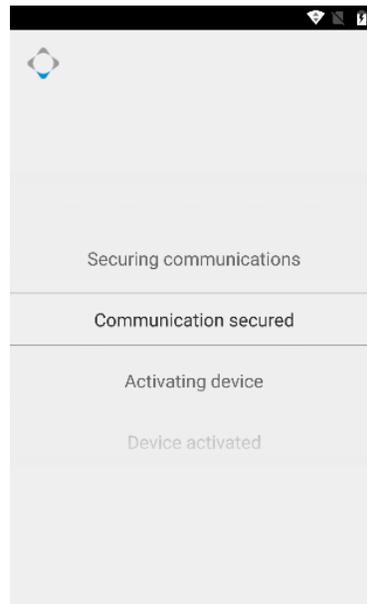
To use the email and password option, you will need to type in the password manually. The password cannot be copied and pasted from the email. If you interrupt the activation and setup process at any point you will need to contact your administrator for help restarting the process.

Here is how to start:

1. In the email field, enter the email address in your activation email and tap “Next”.
2. On the next screen, type in the password from the email and tap “Activate my Device”.

NOTE: BlackBerry UEM *does not* allow you to paste the password into the password field. You *must* type it in manually.

3. Activating your device may take between five to ten minutes to complete depending on your internet connection speed. It is *perfectly normal* for it to look like nothing is happening during this time. **Do not** close the app, restart or turn off your phone during the activation process unless instructed by your Sky Work administrator or Sky Work support.



Setting up and activating BlackBerry UEM

The last thing that you need to do is set up BlackBerry UEM so that it will automatically populate the settings that your company has set up:

1. Open the BlackBerry UEM client.
2. Tap Assigned Profiles.
3. Change the toggle to enable location sharing and tap “ALLOW” in the window so the UEM app can access your location.
4. If your passwords meet your company device policies, your UEM should say “Compliant”.

You’re done! Sky Work is now set up and installed on your Android device. If your company has configured Sky Work to install productivity apps for you, these apps will start installing in the background.

There may also be optional apps you can install as part of Sky Work. Your workplace will determine what those are. Please contact your Sky Work administrator for help installing additional apps that you feel you need.