

Shared Devices

ZENworks® Mobile Management 3.2.x

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Novell.



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Shared Devices

How Shared Devices Function

Administrators can designate devices to be shared by various users. A shared user account is created on the server and is used to enroll an Android or iOS device. Any device enrolled with shared user credentials functions as a shared device. For information on adding a shared user to the organization, see the [Adding Users and Enrolling Devices](#) guide.

To designate a device as a shared device, simply enroll it using shared user credentials.

Until an enrolled shared device is signed in to by an individual, it is in a stand-by mode and the shared user policies and settings govern the device. When an individual takes temporary possession of the device, he/she signs in to the device with his/her own credentials and the settings associated with that user govern the device. Any corporate resource (Email, CalDAV, WiFi, VPN, etc.) associated with the user will synchronize if it is permitted on the shared device. (If the user's resource is not permitted, the resource associated with the shared user remains on the device.) When the individual signs out of the device, personal data is wiped and the device reverts to the original shared user credentials and settings.

Note: You cannot *sign in* to a shared device with shared user credentials. The shared user credentials can only be used to enroll the device and designate it as shared.

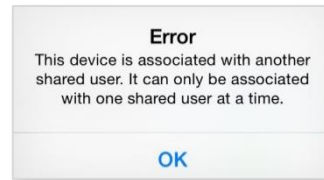
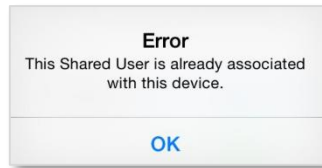
Shared Device Status Codes

Shared users/devices can be identified easily on the user/device grid by the status in the **Shared** column. The grid can be sorted by the *Shared* column so as to view shared users/devices together. The following status codes may appear in this column:

Grid Status	Description
Not Shared	The user/device is not a shared user/device.
Not Enrolled	This is a shared user. No devices have been enrolled using these credentials.
Enrolled	This is a shared user. Individuals have signed in, using their own credentials, to all devices enrolled under this shared user.
Stand-by	This status is assigned to a device that has been enrolled using a shared user account, but is not currently signed in to by an individual user. The device is governed by the shared user settings.
Signed-in	This status is assigned to a shared device to which an individual user is signed in. That user's settings govern the device and any corporate resource associated with the user is synchronized if it is permitted on the shared device.

Shared Device Errors

Shared devices are *enrolled* using shared user credentials, but once the device is enrolled you cannot *sign in* to the device using shared user credentials. The sign-in will only accept the credentials of an individual not designated as a shared user. You will see one of the following errors if this is attempted.



Un-enrolling a Shared Device

If you need to enroll a device under a different shared user or you want to discontinue using it as a shared device, you can do one of the following:

- Issue a full wipe on the device
- On iOS devices, delete the *ZENworks Mobile Management* and MDM profile, then reinstall the *ZENworks* app
- On Android devices, delete the *ZENworks Mobile Management* app and reinstall it

Using a Shared Device

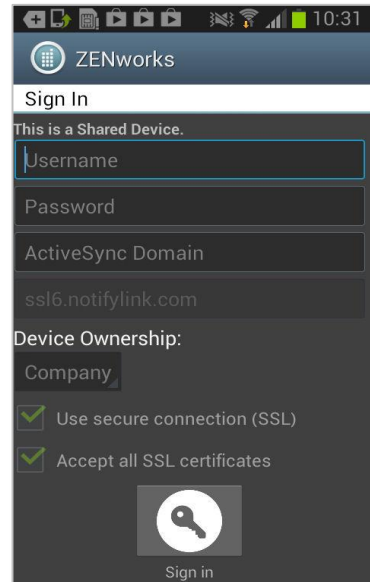
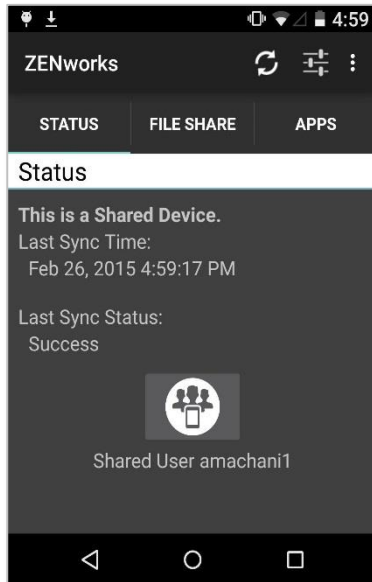
Shared Android Devices

Tap the *ZENworks Mobile Management* icon to open the application.

If you are the first person to use a device designated as shared, tap the shared user icon to access a login screen, otherwise you will see the login screen below.

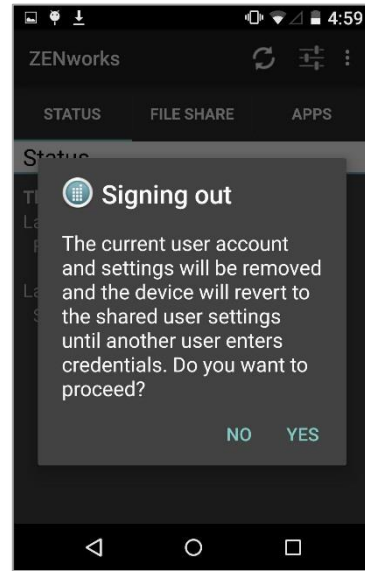
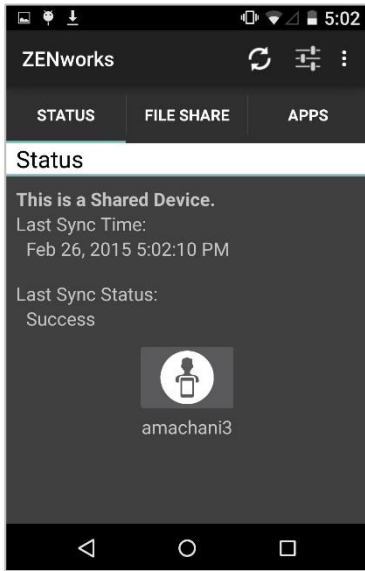
Enter your username and domain and tap the **Sign in** icon.

While you are signed in to the device, the device will have the settings and any corporate resources associated with your user account that are permitted on the shared device.

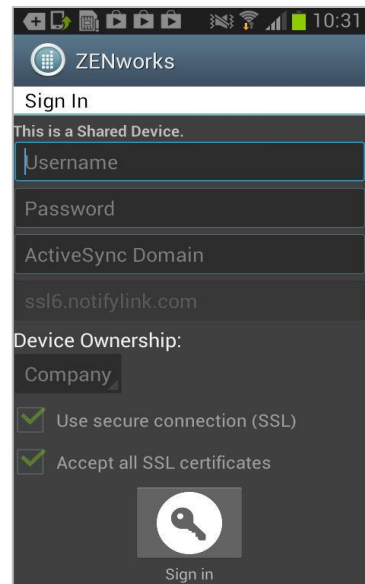


To sign out of the device, open the *ZENworks Mobile Management* app again and tap the icon that is labeled with your username.

Tap **Yes** at the confirmation prompt to complete the sign-out. Your personal data is wiped and the device reverts to the original shared user credentials and settings.



The device will return to the sign-in screen for the next user.



Shared iOS Devices

Tap the *ZENworks Mobile Management* icon to open the application.

If you are the first person to use a device designated as shared, tap the shared user icon to access a login screen, otherwise you will see the login screen below.

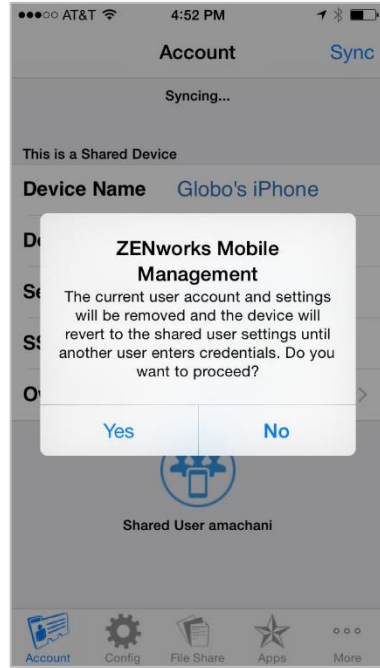
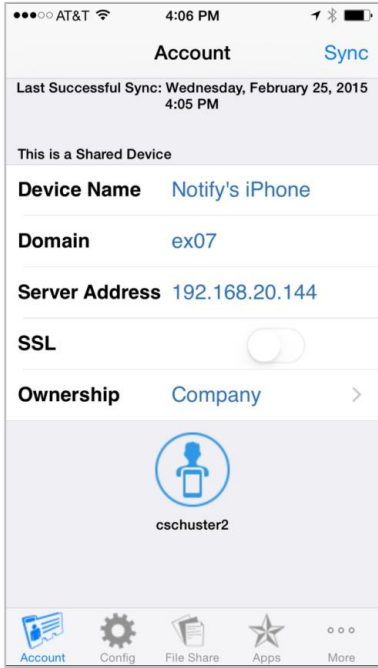
Enter your username and domain and tap the **Sign in** icon.

While you are signed in to the device, the device will have the settings and any corporate resources associated with your user account that are permitted on the shared device.



To sign out of the device, open the *ZENworks Mobile Management* app again and tap the icon that is labeled with your username.

Tap **Yes** at the confirmation prompt to complete the sign-out. Your personal data is wiped and the device reverts to the original shared user credentials and settings.



The device will return to the sign-in screen for the next user.

