

# Samsung My KNOX Visual Walkthrough Guide

My KNOX 1.1

January 2015



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## Document History

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Date	Changes
July 2014	First version of document.
January 2015	My KNOX version 1.1 update

## Contact Information

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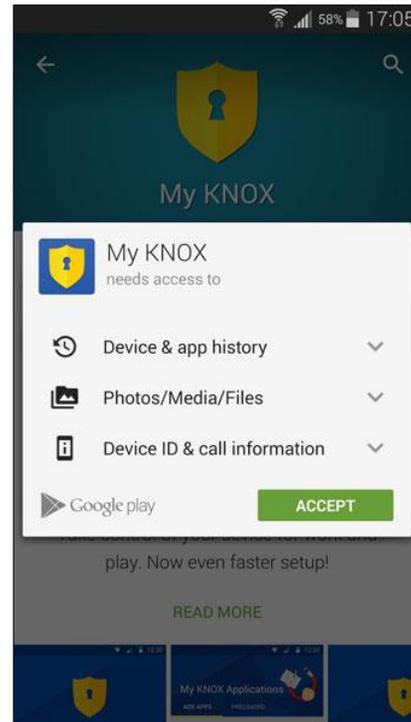
If you want to contact us about ...	You have these options ...
<b>General KNOX questions</b>	<a href="#">KNOX Portal</a> , for comprehensive information about KNOX
<b>How to get KNOX</b>	<a href="#">Try KNOX</a> , to start a free trial, get pricing info, or buy KNOX <a href="#">Contact KNOX Sales</a> , if you need help buying KNOX
<b>Technical questions</b>	<a href="#">KNOX Support</a> , for self-help resources like videos, guides, and FAQs If you already have a KNOX portal account, <a href="#">log in</a> to see all the resources available to you. If you do not have an account, you can <a href="#">register for one</a> .
<b>Other support options</b>	<a href="#">Contact KNOX Support</a>

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## My KNOX setup

1. Go to the Google Play Store and find My KNOX. Tap **Install** to begin.
2. Tap **Accept** if you agree to My KNOX access permissions.



3. After installation, tap **Open** to open the installed My KNOX app.



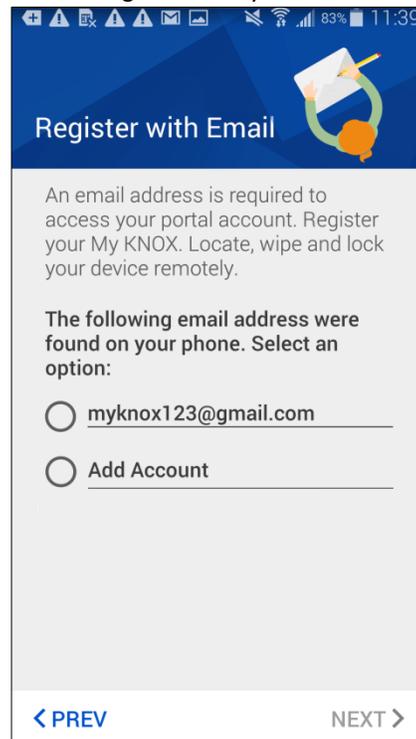
4. Tap the **Get Started** button to start the registration process.



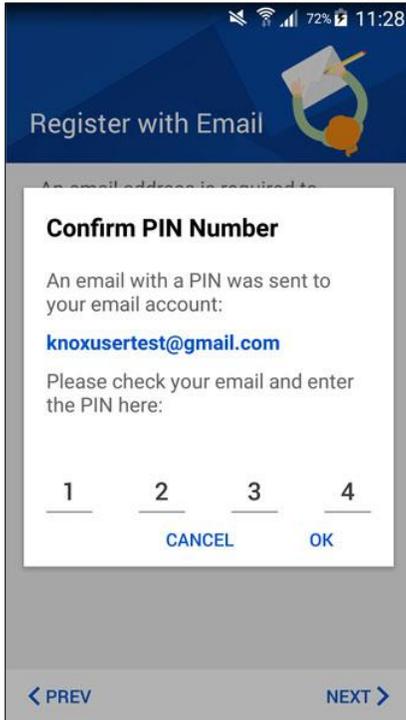
5. Review all the **Terms and Conditions** and agree to all terms; tap **Next**.



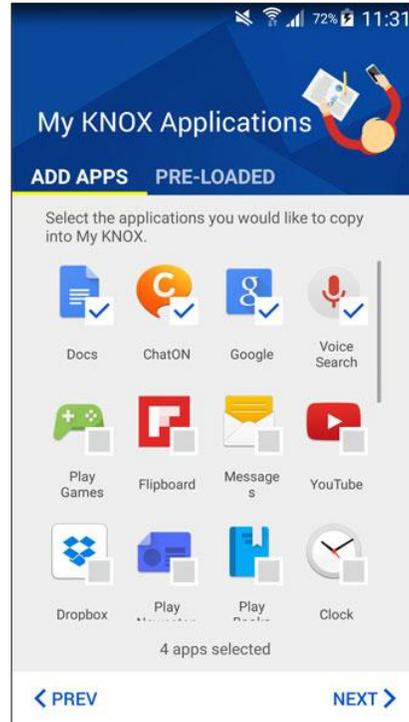
6. Tap on **Add Account** or choose an existing account registered on your device.



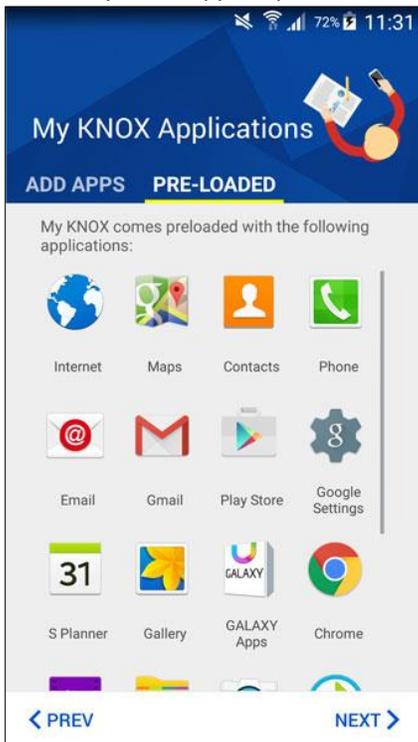
- If you selected **Add Account**, a confirmation **Pin Number** is sent to your email. Input the PIN Number and tap **OK**. Otherwise, skip this step.



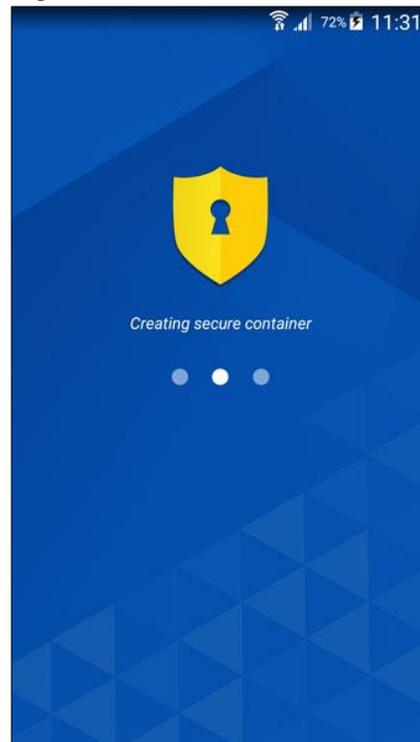
- You have an option to copy over apps from personal to My KNOX in the **Add Apps** tab.



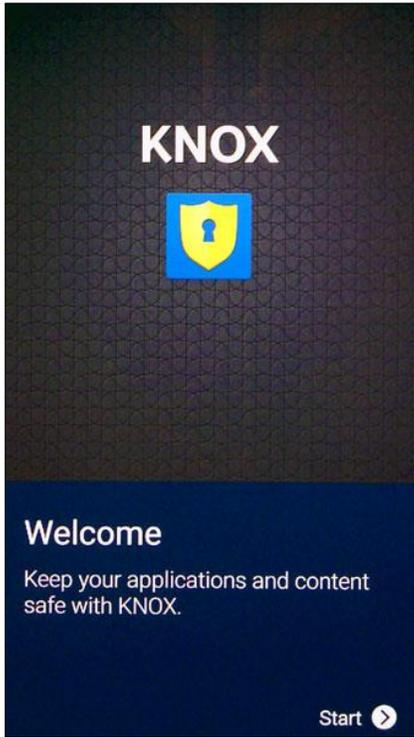
- Navigate to the **Pre-loaded** tab to review pre-loaded My KNOX apps; tap **Next**.



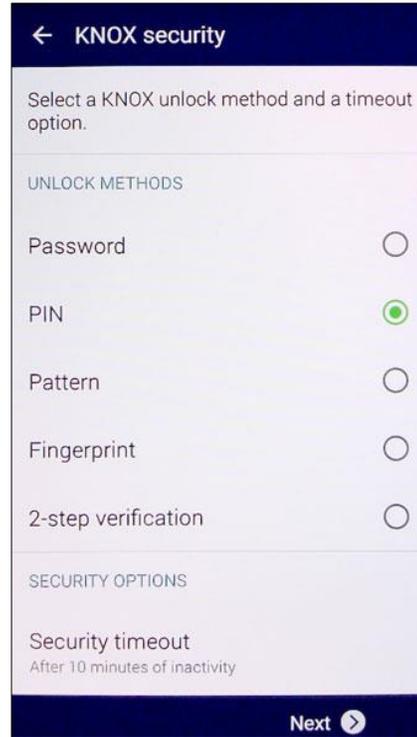
- The My KNOX container creation process begins. Please wait.



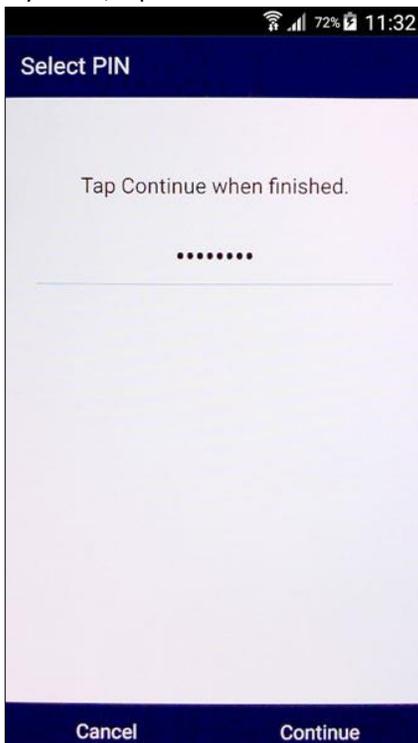
11. The My KNOX container has been created. Tap **Next** on the Welcome screen to proceed.



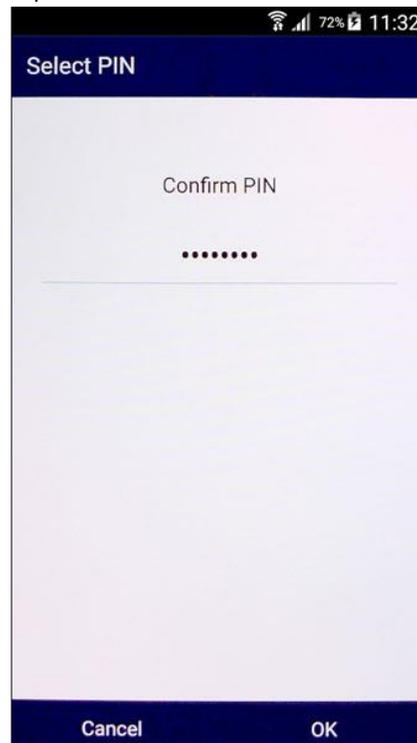
12. Select the KNOX unlock method from the list; tap **Next**.



13. Enter the passcode that will be used to unlock My KNOX; tap **Continue**.



14. Enter the same passcode to confirm. Tap **OK** when finished.



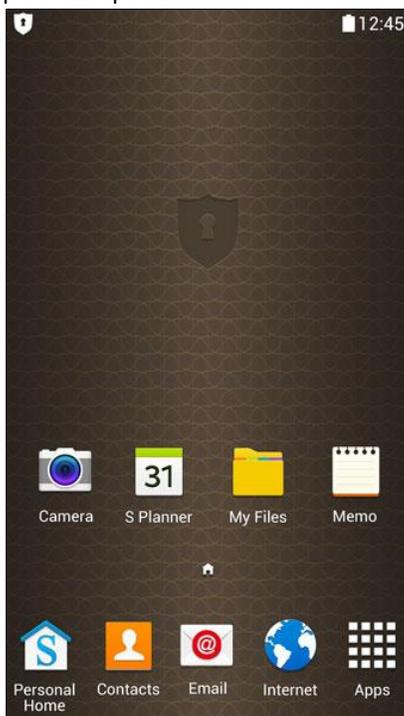
15. My KNOX has been successfully configured. Tap **Set up** to create app shortcut.



16. Congratulations! My KNOX has successfully installed onto your device and ready to use



17. Click **Personal Home** to return to your personal space.

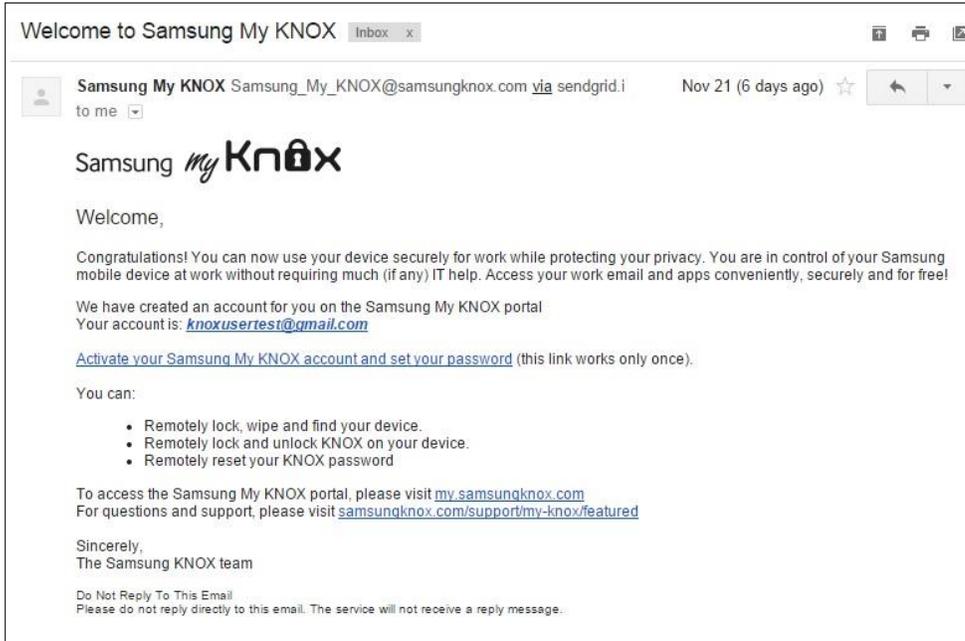


18. You are provided with account information and your portal login details.



## My KNOX User Portal setup (add account)

1. If you selected **Add Account**, check the email account that you used to register for My KNOX. There should be a welcome email with a one-time link to set your My KNOX User Portal password.

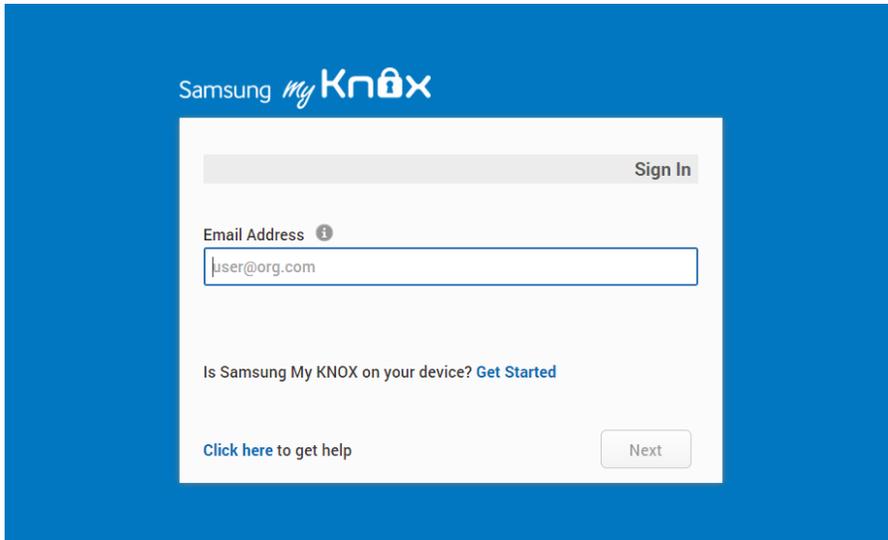


2. My KNOX User Portal asks you to create a new password for your portal account. Type in a password and click **Sign In**.



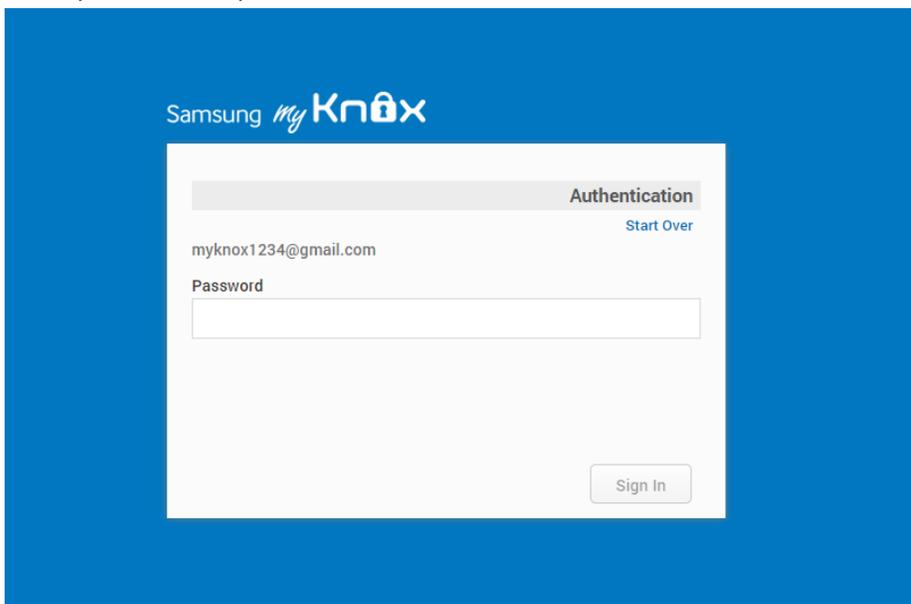
## My KNOX User Portal setup (Existing account)

1. If you selected to use an existing account, go to [my.samsungknox.com](http://my.samsungknox.com) to access the Samsung My KNOX portal. Input the email address registered with My KNOX.



The screenshot shows the Samsung My KNOX Sign In page. At the top left is the Samsung My KNOX logo. Below it is a grey bar with the text "Sign In". Underneath is the "Email Address" label with a help icon, followed by a text input field containing "user@org.com". Below the input field is the text "Is Samsung My KNOX on your device? [Get Started](#)". At the bottom left is a link "Click here to get help" and at the bottom right is a "Next" button.

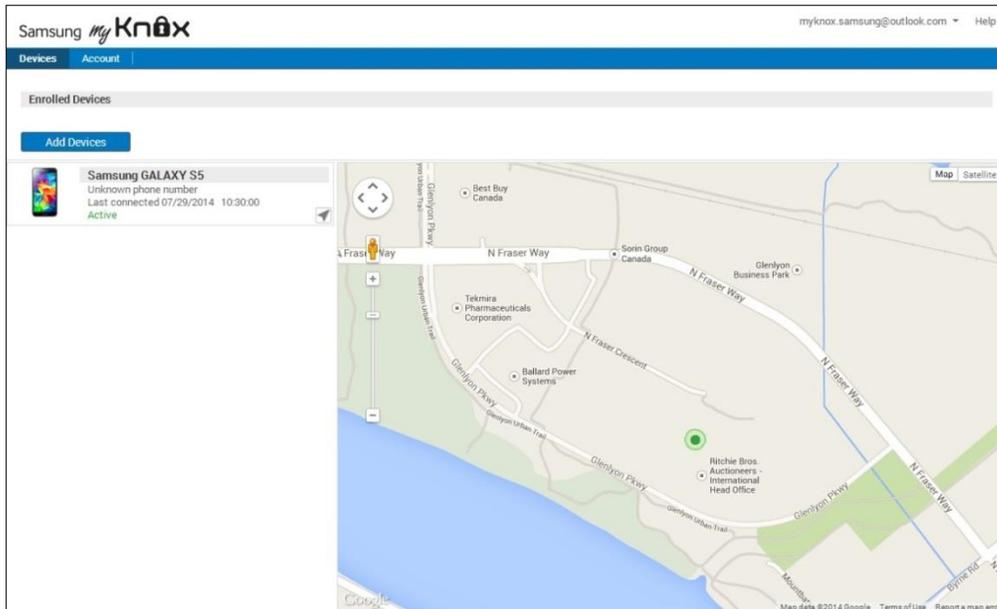
2. Enter your account password



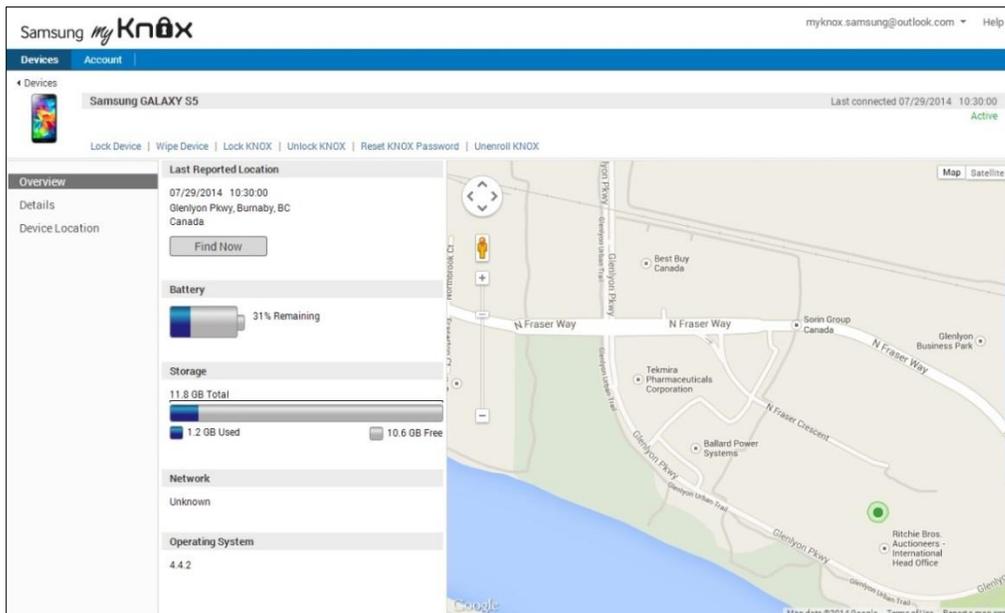
The screenshot shows the Samsung My KNOX Authentication page. At the top left is the Samsung My KNOX logo. Below it is a grey bar with the text "Authentication" and a "Start Over" link. Underneath is the email address "myknox1234@gmail.com". Below that is the "Password" label and a text input field. At the bottom right is a "Sign In" button.

## My KNOX User Portal

1. Upon log-in, you are directed to the devices page. Your device is automatically added to the Enrolled Devices list with a map on the right side indicating device location. Click on the device to see device management options.



2. There are options to **Lock Device**, **Wipe Device**, **Lock KNOX**, **Unlock KNOX**, **Reset KNOX Password**, and **Unenroll KNOX**. Use these tools to manage your device remotely.



For more information on My KNOX features and FAQ's, please visit the [My KNOX Support Portal](#).