Minimum Requirements

* Android Version 4.3+
* Workspace ONE Intelligent Hub 7.0+
* Workspace ONE UEM Console 9.2.3+
* Chrome, Edge, or Safari web browser

Why is there more than one APK now?

* For most Android OEMs (Samsung and Sony is an exception) VMware uses special device APIs that require a platform signature to perform Remote Management. In the past, every time a new version had to be tested this platform signature step would take time. In Workspace ONE Assist we have split the functionality into two pieces to reduce the need to re-sign and speed up our ability to introduce new features and fix bugs.
* Assist provides two distinct modes of privacy protection. These are referred to as Attended and Unattended. It is important that Workspace ONE UEM be configured to deploy the correct Assist client to each device based on these use cases and the privacy requirements and expectations for each device.  
  Attended Mode – Attended Mode is the recommended Assist client. Attended Mode provides privacy-related notifications to the device end user to inform the end user when the device is being remotely accessed, viewed, and/or controlled as well as other privacy related features.  Attended Mode should be primarily used on BYOD and COPE devices. On BYOD devices, the attended agent should be downloaded from the managed Play Store.

What steps do I need to take for Workspace ONE Assist to work on Android devices?

* Ensure that your purchase of Workspace ONE licenses includes the Assist Add-On SKU for the product to be properly provisioned to your Organization Group in the Workspace ONE Console.
* Download the Agent from the package.
  + *If you are using Samsung or Sony, only the Agent is needed.*

Note: Download the OEM Specific Companion Service separately from the MyWorkspaceONE portal for all OEMs except Samsung and Sony.

* Install BOTH APKs to your device in any order, but both must be installed for the product to work.
  1. The Service specific to the OEM (not needed for Samsung or Sony).
  2. The Attended agent.
* Allow time for Agent Settings and automatic registration to occur.
* Use the Troubleshooting tab to help determine when the registration is completed.