Samsung My KNOX
Visual Walkthrough Guide

My KNOX 1.1

January 2015
Copyright Notice

Copyright © 2014 Samsung Electronics Co. Ltd. All rights reserved. Samsung is a registered trademark of Samsung Electronics Co. Ltd. Specifications and designs are subject to change without notice. Non-metric weights and measurements are approximate. All data were deemed correct at time of creation. Samsung is not liable for errors or omissions. Android and Google Play are trademarks of Google Inc. ARM and TrustZone are registered trademarks of ARM Ltd. or its subsidiaries. All brand, product, service names and logos are trademarks and/or registered trademarks of their respective owners and are hereby recognized and acknowledged.

Document History

<table>
<thead>
<tr>
<th>Date</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2014</td>
<td>First version of document.</td>
</tr>
<tr>
<td>January 2015</td>
<td>My KNOX version 1.1 update</td>
</tr>
</tbody>
</table>

Contact Information

If you want to contact us about ... | You have these options ...
--- | ---
**General KNOX questions** | [KNOX Portal](#), for comprehensive information about KNOX

**How to get KNOX**
- [Try KNOX](#), to start a free trial, get pricing info, or buy KNOX
- [Contact KNOX Sales](#), if you need help buying KNOX

**Technical questions**
- [KNOX Support](#), for self-help resources like videos, guides, and FAQs
  If you already have a KNOX portal account, [log in](#) to see all the resources available to you. If you do not have an account, you can [register for one](#).

**Other support options**
- [Contact KNOX Support](#)
Contents
My KNOX setup .......................................................................................................................... 2
My KNOX User Portal setup (add account) ............................................................................. 7
My KNOX User Portal setup (Existing account) ..................................................................... 8
My KNOX User Portal .............................................................................................................. 9
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.
7. 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.

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

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

10. 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.

![Welcome to Samsung My KNOX](image)

Welcome,

Congratulations! You can now use your device securely for work while protecting your privacy. You are in control of your Samsung mobile device at work without requiring much (if any) IT help. Access your work email and apps conveniently, securely, and for free!

We have created an account for you on the Samsung My KNOX portal.
Your account is: **jimmyang76@gmail.com**

*Activate your Samsung My KNOX account and set your password* (this link works only once).

You can:
- Remotely lock, wipe and find your device.
- Remotely lock and unlock KNOX on your device.
- Remotely reset your KNOX password.

To access the Samsung My KNOX portal, please visit **my.samsungknox.com**
For questions and support, please visit **samsungknox.com/support/faq**.

Sincerely,
The Samsung KNOX team

Do not reply to this email. Please do not reply directly to this email. The sender will not receive a reply message.

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

![New Password](image)
**My KNOX User Portal setup (Existing account)**

1. If you selected to use an existing account, go to my.samsungknox.com to access the Samsung My KNOX portal. Input the email address registered with My KNOX.

   ![My KNOX sign in page](image)

   **Email Address:** user@eng.com

   **Is Samsung My KNOX on your device? Get Started**

   **Click here to get help**

   **Next**

2. Enter your account password

   ![My KNOX authentication page](image)

   **Email Address:** myknox1234@gmail.com

   **Password**

   **Sign In**
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.