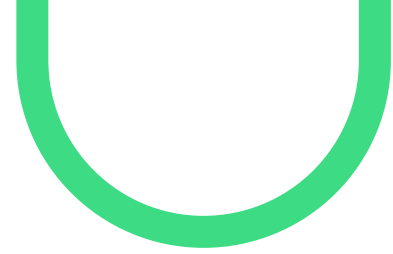android

Android Enterprise Essentials Customer Guide

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This guide has been designed to assist with the set up and management of Android Enterprise Essentials.

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Overview and features

Android Enterprise Essentials is a simple, secure management service that makes it easy to protect your business by automatically enabling and enforcing the critical features and functionality required to keep your devices and data safe.

Features include:

Simple remote deployment	Screenlock and encryption enforcement	Mandatory malware protection	Remote data wipe

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Supported devices

All devices that support zero-touch enrollment also support Essentials. Devices that support zero-touch are:

All Android devices running Android 9.0 or above that originally shipped with the Google Play Store

Select devices running Android 8.0

? Questions?
If you have any questions about specific device support, consult your reseller.

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Getting started

Android Enterprise Essentials can only be procured from a list of official [resellers](#). Once you've found your reseller and you've ordered your devices you will need to provide them your organization's name, your email address and, optionally, an additional email address of a colleague who will also have access to the portal. After your reseller creates your account and assigns devices to your unique Essentials portal, you'll receive a welcome email with information about how to access the portal.

If the email address you provided your reseller is a Google Account:

1 Click the link in your welcome email to open the Android Enterprise Essentials portal.

2 [Login to the portal](#) using your Google Account credentials.

Your Google Account is now an owner of the portal.

If the email address you provided your reseller isn't a Google Account:

1 Click the link in your welcome email to activate the Essentials portal.
Note: The activation link expires after 90 days.

2 When prompted, create a Google Account (or select an existing one).

3 [Login to the portal](#) using your Google Account credentials.

Your Google Account is now an owner of the portal.
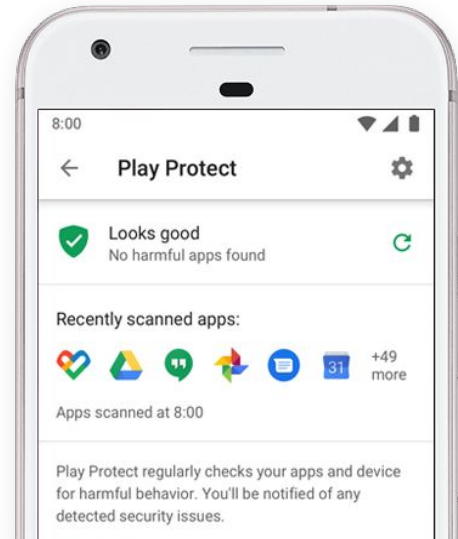
✅ **Set up process**

We've streamlined the setup process to be as easy as turning on the device. So as soon as the device's have been added to the Essentials portal by your reseller you can send them straight to your users!

💡 **Tip**
We recommend adding at least one more portal owner (see [Manage portal users](#))

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What does it mean to have a device managed by Android Enterprise Essentials?

8:00

← **Play Protect** ⚙

✓ **Looks good**
No harmful apps found   ↻

Recently scanned apps:

[app icons] +49 more

Apps scanned at 8:00

Play Protect regularly checks your apps and device for harmful behavior. You'll be notified of any detected security issues.

When a device is Active in the Android Enterprise Essentials portal all of the security measures are applied. This does the following:

Requires a screenlock to be applied to any device within Essentials.

Ensures device encryption is enforced.

Enforces mandatory malware protection with the most widely deployed mobile threat detection service with Google Play Protect.

Blocks the installation of applications from unknown sources.

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Using the Android Enterprise Essentials portal

As a portal owner or admin, you can see a list of your organization's Essentials devices. You can see details including the device name and manufacturer, and the last time it synchronized with Essentials. From the list, you can reset the password on a device, wipe data from a lost device, and more.

Upon logging into your portal you will see the devices with a list of the following information:

- Device name
- Manufacturer
- IMEI or serial number
- The last time the device synchronized with Essentials
- Device status

Find specific devices

You can search for a device from the devices list. At the top, enter a search term in the search bar. For example, to search for a specific device, enter the device name, IMEI, or serial number.

Device statuses

Ready to set up	The device is assigned to your organization but hasn't been activated.
Active	The device has been activated and is protected by Essentials. See "Activating an Android Enterprise Essentials device" for steps on how to activate your devices.
Wiped	The device was wiped using the Essentials portal and is ready to set up again.

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Activating an Android Enterprise Essentials device

Once your reseller has assigned the devices to your organization, and they will be listed in the portal as *Ready to set up*, and they will remain in this state until you activate them. **To activate a device please follow the steps below:**

> **Tip**
>
> During the setup process the device will display a screen notifying the user the device is being managed by their employer.

1 Turn on the device.

2 When prompted, connect the device to a Wi-Fi network. The device is now activated and Essentials security requirements are automatically enforced.

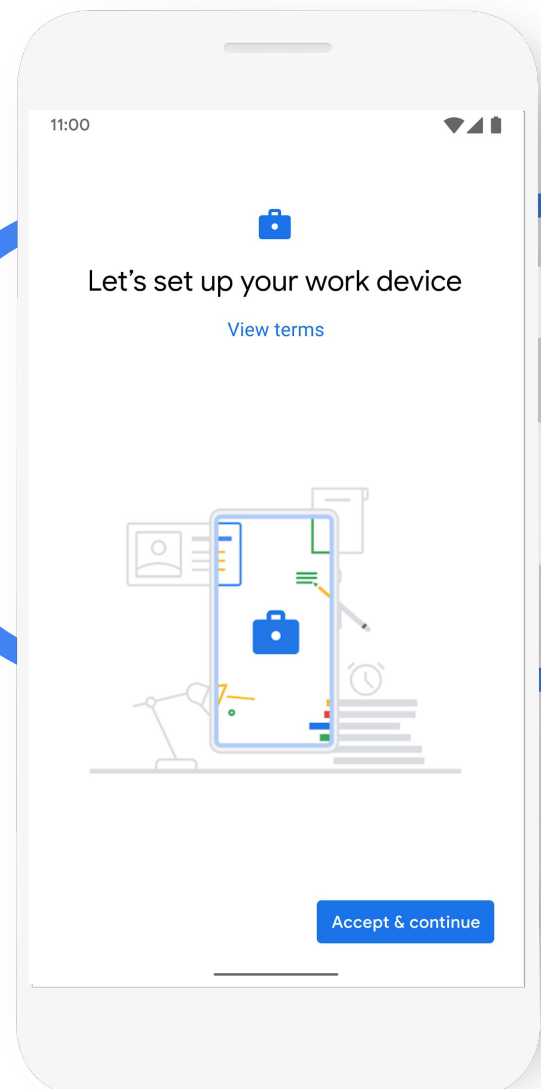**3** Follow the on-screen instructions to complete the setup.

> ✓ **Once a device is active, you can use the Essentials portal to:**
>
> Assign a new name to the device to make it easier to identify.
>
> Reset the screen lock or wipe the device at any time.

11:00

Let's set up your work device

View terms

Accept & continue

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Device management

Essentials allows you to take proactive action on your devices should it be required. Devices will require an internet connection to receive actions sent from the Essentials portal.

Reset the screen lock on a device

1. Login to the Essentials portal.

2. Find the device you want to reset the screen lock for. The device must be active.

3. At the right of the device status, click More ⋮ ❯ **Reset screen lock.**

4. Enter a new passcode. It must be between four and 16 characters.

5. Click **Reset.**

💡 **Tip**

You can also do all of these actions by clicking on a device, this will bring up a side panel with information specific to the device you clicked on.

When might you take this action?

It can be common for users to forget their passcode on their device, leading to extensive troubleshooting with the user to guide them through remembering the passcode or being forced to factory reset the device to regain access. Resetting the passcode on behalf of the user allows them to quickly get back up and running. It is highly recommended that you encourage the user to change their passcode themselves once you've taken this action.

What will your users experience?

If the device is **locked** when the user goes to interact with it again they'll need to input the new passcode. If the device is **unlocked** when the reset takes place the device will lock and request the input of the new passcode.

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Device management

Essentials allows you to take proactive actions on your devices should it be required. Devices will require an internet connection to receive actions sent from the Essentials portal.

Wipe a device

Wiping a device deletes all data on the device and resets it to factory settings. Wiped devices are listed in your Essentials portal as Wiped. When a wiped device is set up again, Essentials security features will be re-enabled and its status will be updated to Active. To wipe a device:

1. Login to the Essentials portal.

2. Find the device you want to wipe. The device must be active.

3. At the right of the device status, click More ⋮ > **Wipe device**.

4. Click **Wipe**.

When might you take this action?

If a device is lost or stolen with little to no chance of recovery it may be in your interest to wipe the device of all its corporate data. Note that when the device next connects to a network after the reset it will reconnect to Essentials unless it has been removed from the portal. You may also take this action if you wish to reallocate the device to another user.

What will your users experience?

If the device has Internet connectivity it will reset immediately. Should the device be disconnected from the Internet it will reset once a connection has been established.

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Device management

Devices will require an internet connection to receive actions sent from the Essentials portal.

Remove a device

Removing a device deletes all data on the device, resets it to factory settings, and removes the device from the Essentials portal. After a device is removed, Essentials security features won't be enforced.

To remove a device:

1 Login to the Essentials portal.

2 Find the device you want to remove.

3 At the right of the device status, click More ⋮ ❯ **Remove device**.

4 Click **Remove**.

When might you take this action?

Removing a device from Essentials signals you're no longer actively using the device within your organization. This could be due to the device being lost or stolen, or if you are looking to retire the device from your organization.

You might also take this action if you wish to manage this device in some other way, such as using an Enterprise Mobility Management (EMM) solution.

What will your users experience?

The user experience will be identical to wiping the device.

Tip
If a device is lost it may be easier to wipe it first before removing it. A device that is removed from the Essentials portal can only be re-added by a reseller.

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Portal management

Rename a device

This name isn't visible or displayed on the device. It may be beneficial to rename a device to identify its use case, which user it is associated with, or which country it may be deployed to.

1 Login to the Essentials portal.

2 Find the device you want to rename.

3 At the right of the device status, click More ⋮ > **Rename device.**
Enter a name for the device. Click Rename.

Add multiple resellers from customer portal

If your organization purchases devices from multiple resellers you can add them into your existing Essentials portal.To add a reseller, follow the steps below:

1 Open the zero-touch customer portal. You might need to sign in.

2 Click 👥 **Resellers** in the sidebar.

3 For the reseller you would like to enroll, see under the Other resellers column.

4 Click **Enroll** next to reseller names.

5 It will be visible under Active resellers.

🗛 Portal languages

You can use the portal in one of the following languages:

American English, British English, Danish, Dutch, French, German, Italian, Japanese, Norwegian, Polish, Portuguese, Spanish, or Swedish.

To change to another language, update the preferred language in your Google Account. For more help, follow the instructions in Change language.

⬆ Supported browsers

Access the Essentials portal on your computer using the latest version of Chrome, Safari, Firefox for the best experience.

If you're having trouble using your Essentials portal, try upgrading your browser to the latest version.

💡 Tip
Renaming your devices makes the portal much easier to manage. You could look to name your devices after the user it's being used by or their internal directory user name.

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User management

When you sign up for Android Enterprise Essentials, the Google Account you use to first access the Essentials portal becomes an owner of the portal. As an owner, you can add other users to help you manage tasks in the portal.

Types of user roles

⚙️

Admin
Access the portal and use the portal to view and manage devices.

🔑

Owner
The same privileges as an Admin, plus the ability to grant and revoke access to the Essentials portal.

Manage users
Only an owner can perform these tasks.

Add a new admin or owner

💡 **Tip**
Add another Admin to your Essentials account, this will ensure your business can continue as usual should your main Admin be out of office.

1. Login to the Essentials portal.
2. From the side menu, click **Users**.
3. Click **Add user**.
4. Enter the user's email address. This must be a Google Account.
5. From the dropdown menu, choose Admin or Owner.
6. Click **Add**.

Edit an existing admin or owner

1. Login to the Essentials portal.
2. From the side menu, click **Users**.
3. Select the user you want to edit.
4. Click **Change role**.
5. From the dropdown menu, choose Admin or Owner.
6. Click **Update**.

Remove an admin or owner

1. Login to the Essentials portal. From the side menu, click **Users**.
2. Select the user you want to remove.
3. Click **Remove user**.
4. Click **OK**.

Get help

For additional support, you can find answers to many questions about Android Enterprise Essentials in the following articles:

- [Overview](#)
- [Sign up for Android Enterprise Essentials](#)
- [Essentials and Google Workspace basic mobile management](#)
- [Set up an Android Enterprise Essentials device](#)
- [Use the Android Enterprise Essentials portal](#)

The [Android Enterprise Help Community](#) and your Essentials reseller and can help with the rest.

Contact your reseller for support

Get in touch with your Android Enterprise Essentials reseller if you:

Are experiencing service, registration, or billing issues.	Lose access to your owner account(s) and are unable to add a new owner in the portal.	Need to reinstate a device that was unintentionally removed from your Essentials portal.

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Get help

?

Ask the Help Community

If you have a general question about Android Enterprise Essentials or need help troubleshooting an issue that your reseller can't address, post a question in the Android Enterprise help community and get answers from community experts.

⚙

I need more functionality

Android Enterprise Essentials has been designed to provide you just that, the essentials of device management. However, Android has a vast majority of great management functionality that you can migrate to through one of our Enterprise Mobility Management partners. In addition to the Android Enterprise Essentials functionality, our EMM partners extend additional Android Enterprise functionality including:

- Distributing and configuring applications
- Separating work and personal data
- Configuring settings and networks
- Managing devices in kiosk mode