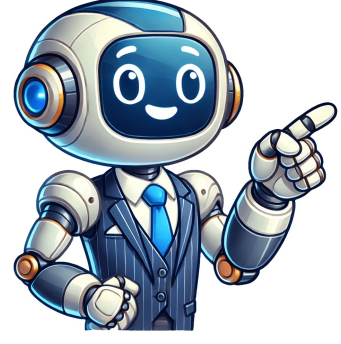Omnissa Workspace ONE Intelligent Hub is an application that delivers a secure digital workspace to employees on any device, anywhere. Intelligent Hub is where employees can find everything they need to be productive, whether on desktop, mobile or in a web browser. This includes single-sign-on to a unified app catalog, people directory, support resources and more. In addition, Intelligent Hub facilitates deployment of the Workspace ONE Assist client for real-time remote support. Intelligent Hub delivers secure and consistent access to all corporate apps and resources on Workspace ONE UEM managed, BYO, unmanaged or third-party managed devices of any platform. Read on to learn more about the key features and deployment options. To compete in today's fast-paced environment, and attract and retain top talent, you need to deliver a consistent quality user experience so end users can work efficiently and securely. But it is challenging if your end users are located on all points of the globe, and using all manner of devices, from mobile devices to head-mounted displays to desk-based office devices. How do you provide a secure, consistent and efficient environment for such a variety of users and devices? To meet these challenges, you need a single digital workspace—or hub—for employees to access any app on any device on corporate, shared and BYO devices. Employees need the correct apps to be productive, while you need to balance security and privacy requirements. Workspace ONE Intelligent Hub is designed to do just that. Features include ease of use, self-service, connection, and communication: Ease of use for end users Workspace ONE Intelligent Hub provides end users with a smoother onboarding experience, as well as more options and choices to make their jobs easier. Unified onboarding - Delivers a consistent experience across all use cases such as BYO/corporate devices and across platforms (mobile, desktop, and web). Engagement and productivity - Empowers employees with notifications on any device, including new apps and updates, device configuration. However, Intelligent Hub also includes tools and resources needed to create an engaging and productive experience for employees. The legacy AirWatch agent evolved into the Workspace ONE Intelligent Hub to simplify the mobile app portfolio, without requiring separate apps for endpoint management versus digital workspace with no need for multiple passwords. They can favorite applications and bookmark sites for easy access, and easily discover new apps that might be relevant, via new app notifications and app recommendations. The unified app catalog is available on iOS, Android, macOS, Windows, and via web browsers. Self-service - Your end users can find the answers to questions, troubleshoot issues, and set up new mobile devices and laptops. The Intelligent Hub support page can provide knowledge base articles and videos, as well as self-service scripts and workflows, so employees can solve problems without opening a support ticket, view and manage work devices, register new devices – both BYO and corporate – and more. Connection The Intelligent Hub streamlines communications with features such as the People tab, and the ability to connect with colleagues at any time. Notification – In Intelligent Hub, the For You tab provides users with contextual messages and tasks. The notifications framework enables corporate messaging and communications, whether automated via API or custom notifications created within the Hub Services admin console. For more information, see the Hub Services Notification Service product documentation. Connection with colleagues - Your end users can use the People tab to access the corporate directory and employee details to stay connected, no matter where they are working. They can view their team at a glance, click through an organization hierarchy, or search for colleagues. The People tab feature is supported on iOS, Android, Windows, macOS, and Hub for web browsers. To learn more about the People Search feature, see the product documentation. Communication The Intelligent Hub facilitates communication of information, news, announcements, and notifications, providing access to your corporate intranet, as well as third-party system of records. Personalized corporate communications - Your end users can go to the For You section for up-to-date information, news, and announcements from your organization. They can also access your corporate intranet site for resources. When managing endpoints with Workspace ONE UEM, Intelligent Hub is deployed since it contains the UEM agent and facilitates enrollment, authentication, app deployment and prioritize these communications, and then take action right there within the Intelligent Hub application. They can also access your corporate intranet site for resources. When managing endpoints with Workspace ONE UEM, Intelligent Hub is deployed since it contains the UEM agent and facilitates enrollment, authentication, app deployment and device configuration. However, Intelligent Hub also includes tools and resources needed to create an engaging and productive experience for employees. The legacy AirWatch agent evolved into the Workspace ONE Intelligent Hub to simplify the mobile app portfolio, without requiring separate apps for endpoint management versus digital workspace features such as the app catalog and notifications. Intelligent Hub offers a complete digital workspace and a consistent experience across device type, platform, user persona or location. See these resources to learn more about Workspace ONE UEM: What is Omnissa Workspace ONE UEM? Workspace ONE UEM technical landing page Workspace ONE Intelligent Hub integrates with Workspace ONE UEM, Hub Services, and Omnissa Access. The digital workspace features within Intelligent Hub are powered by Hub Services, which is a service collocated with Access. Employees use the Workspace ONE Intelligent Hub app or the Hub portal in a web browser to access the features that you enable in Hub Services. So, you can think of Hub Services as the server-side component and Intelligent Hub as the user-facing client. Depending on the use case, the components described above may be required or optional. For example, certain Hub Services features require Omnissa Access to be configured and set as the authentication method for Intelligent Hub, such as People Search and a truly unified app catalog with SSO, including SaaS, web and virtual apps in addition to the native desktop and mobile apps. On the other hand, the Intelligent Hub browser portal can be utilized if Omnissa Access is configured without Workspace ONE UEM. Filter Tags Workspace ONE Workspace ONE Access Workspace ONE Productivity Apps Workspace ONE UEM Document Fundamental Overview DEX There is no one-size-fits-all answer to this question, as the best way to get rid of a hub on Android may vary depending on the specific device and Android version you are using. However, some tips on how to get rid of a hub on Android include uninstalling the app from your device, or resetting your device to factory settings. What is the Hub app on my phone? If you need to cancel your Hub, we're sorry to see you go! Please follow the steps below: 1. Log in to your Hub account 2. Click on the "Settings" tab 3. Scroll down to the "Cancel Hub" section 4. Click on the "Cancel Hub" button 5. Follow the prompts to confirm your cancellation If you have any questions or need help along the way, our support team is always happy to help! What is my hub on my Android phone? The hub on your Android phone is the central location for all of your notifications, messages, and other information. You can access your hub by swiping down from the top of your screen. How do I disable intelligent hub? There is no one-size-fits-all answer to this question, as the steps to disable intelligent hub will vary depending on the specific device and operating system you are using. However, in general, you can disable intelligent hub by going into the settings menu on your device and finding the option to turn off or disable the feature. What is Samsung Hub app? The Samsung Hub app is a content store that offers a variety of digital content, including movies, TV shows, music, books, and more. The app is available on select Samsung devices. How do I delete the Hub app on my iphone? To delete the Hub app on your iPhone, simply press and hold the app icon until all the icons begin to shake. Once they are shaking, tap the "x" on the Hub app icon, then tap "Delete" to confirm. How do I cancel MTN Hub status? If you would like to cancel your MTN Hub status, please contact our customer support team at 1-888-123-4567 and they would be more than happy to assist you. How do I cancel my HubSpot free trial? If you would like to cancel your HubSpot free trial, please follow the steps below: 1. Log into your HubSpot account 2. Click on your account name in the top right-hand corner, and select 'Billing' from the drop-down menu 3. On the 'Billing' page, scroll down to the 'Cancel Service' section 4. Enter your password in the 'Confirm Password' field, and click 'Cancel Service' If you have any further questions or concerns, please reach out to our support team at support@hubspot.com. Can I disable meta app Manager? There is no one-size-fits-all answer to this question, as the best way to disable the meta app Manager will vary depending on your specific operating system. However, some general tips on how to disable the meta app Manager include: -Uninstalling the meta app Manager app from your device -Disabling the meta app Manager service from your device's settings menu -Using a third-party app to disable the meta app Manager Can intelligent hub track my browsing history? Yes, the intelligent hub can track your browsing history. To disable this feature, go to the settings menu and select "disable history tracking." How do I delete the hub app? To delete the Hub app, follow these steps: 1. On your device, open the Settings app. 2. Tap Apps. 3. Tap Hub. 4. Tap Uninstall. Is Samsung Smart Hub necessary? No, the Samsung Smart Hub is not necessary. Why do you need Smart Hub? There are many reasons why you might need a Smart Hub. Maybe you want to be able to control your home's heating and cooling from your phone. Or maybe you want to be able to see who's at your front door when you're not home. Whatever your reason, a Smart Hub can help you automate your home and make your life easier. How do I remove Myhub from my Samsung? To remove Myhub from your Samsung, follow these steps: 1. Open the Settings app on your Samsung device. 2. Tap on the Accounts option. 3. Select the Myhub account you want to remove. 4. Tap on the Remove account option. 5. Confirm that you want to remove the account by tapping on the Remove account button. Removing the Intelligent Hub app from your phone depends on the type of phone you have and the operating system it is running. For Android phones, you can usually uninstall the app through Settings > Apps. On an iOS device, you can press and hold the app until a menu appears, then you can select the 'x' to delete the app. It is important to note that deleting the app will not completely remove it from your device as it is associated with the device's profile, so you may still receive system notifications. To completely remove Intelligent Hub from your device, you may need to contact your IT department to have it removed. What is the Intelligent Hub app on my phone? The Intelligent Hub app on your phone is a powerful and comprehensive mobile enterprise application platform that provides secure access to your workflows, resources, and other corporate data. It is an easy-to-use, secure, unified platform that helps you to manage and access your identity, applications, and data. You can use it to access corporate resources and applications like email, calendar, contacts, customer relationship management, customer service, and more. It also helps you manage your profiles and settings, including notification settings, security options, and management of your mobile devices. Additionally, the app helps you to stay secure with different authentication methods and safeguards. With the Intelligent Hub app, you can also access cloud services and analytics, as well as manage financial transactions for businesses. How do I delete a work hub? Deleting a work hub can vary somewhat depending on the platform you are using to access the hub. Most of the time, you can uninstall it from your computer. Depending on the type of computer or operating system you are using, the process of uninstalling may slightly differ. However, here are the general steps you should follow to uninstall a work hub from your device: On the Settings page of the platform, clicking on thehub you want to delete, then selecting the option to delete the hub. When deleting a work hub, make sure to select the option to delete all associated content from the hub. Additionally, you may want to export any important information from the hub before you delete it in order to save it for later. How do I uninstall an Android app that won't uninstall? If you have tried to uninstall a stubborn Android app that won't uninstall, there are a few other solutions you can try. Depending on your device and Android version, some solutions may work better for you than others. First, try uninstalling the app normally as usual. If this does not work, you can try using an app-uninstaller tool, such as the ones available on the Google Play Store. These apps can help you completely uninstall any packages or unwanted programs on your Android device. If the app still won't uninstall, or if you don't have access to an uninstaller tool, you can try resetting the device to factory settings. This will wipe all of the data from the device, so make sure to back up your data and photos before doing this. If you don't do this, you will lose the data. To reset your device, go to the "Settings" and select the "Factory Data Reset" option. Finally, if none of the above solutions work, you may need to root your device in order to uninstall the app. Rooting your device requires advanced technical knowledge, so it should be attempted only as a last resort. If you are not confident in your technical skills, it is best to refrain from attempting this solution. How do I uninstall preinstalled apps on Android? To uninstall preinstalled apps on Android, you will first need to enable the "Unknown Sources" option in your device's security settings. This will allow your device to accept and install apps from sources outside of the official Google Play Store. Once this is enabled, you can go into your device's Apps menu, locate the app you would like to uninstall, and tap on the uninstall button. If the option to uninstall is not available, you can use a third-party app, such as the Root Uninstaller, which can help you remove preinstalled apps. Just remember to be careful when using third-party apps and to check that they come from a reliable source. If you don't want to bother with a third-party app, you can also try disabling preinstalled apps instead. This method will deactivate the app on your device, rendering it useless and freeing up storage space. To do this, go into your device's Apps menu and locate the app you would like to disable. Tap Disable, and the app will be removed from your device. You can always re-enable it if you change your mind. Uninstalling or disabling preinstalled apps can free up valuable storage space on Android devices, so experiment and see what works best for you. Why won't my phone let me uninstall apps? It could be because the app is a pre-installed app that is essential to the phone's operating system, or it could be associated with a user account that you do not have permission to delete. It could also be because the app is linked to a secure system or service, such as banking apps. Lastly, if you are using an Android device, you may need to enable the "Uninstall apps" feature in Settings > Applications if it is not already enabled. How do I completely remove an app from Android? To completely remove an app from your Android device, you'll need to follow these steps: 1. Open your device's Settings app. 2. Tap "Apps" or "Application Manager". 3. Find the app you want to remove, then tap it. 4. Tap Uninstall. 5. If you're asked if you want to change the app's permissions, tap "Cancel". 6. Tap "OK" or "Delete" to you confirm. It's important to note that some system apps can't be uninstalled, only disabled. In this case, you can go to the app's info page and tap the "Disable" button instead of "Uninstall". If the Disable button is grayed out, the app can't be disabled. If you've followed all the steps above and you're still unable to uninstall an app, it may be a system app that comes preinstalled on your device. You can try contacting your device manufacturer for further assistance. How do I remove the hub app? Removing the Hub app from your device is pretty straightforward. Depending on the type of device you have, the instructions may vary slightly. If you have an Android device: 1. Open the Google Play Store on your device. 2. Search for the Hub app and select it. 3. Tap the Uninstall button. 4. Confirm the Uninstall by tapping OK. If you have an iOS device: 1. Open the App Store on your device. 2. Search for the Hub app and select it. 3. Tap the Uninstall button. Confirm the Uninstall by tapping Delete. If you're using a Windows device: 1. Open the Windows Store on your device. 2. Search for the Hub app and select it. 3. Tap the Uninstall button. 4. Confirm the Uninstall by tapping OK. Once the Hub app has been uninstalled, it will no longer appear on your device. How do I delete the Hub app on my iphone? To delete the Hub app on your iPhone, you will need to use the App Store to uninstall the app. Here are the steps to do so: 1. Open the App Store app on your device. 2. Scroll to the very bottom of the page and tap on your Apple ID. 3. Tap on the "Purchased" tab. 4. Find the Hub app in the list of your purchased apps and tap on it. 5. Tap on the "Delete App" button and confirm the action. Once the app is deleted, it will no longer be available in your device. How do I get rid of login hub? To get rid of Login Hub, you will need to uninstall it from your computer. Depending on the type of computer or operating system you are using, the process of uninstalling may slightly differ. However, here are the general steps you should follow to uninstall Login Hub: 1. Go to the "Control Panel" of your computer. 2. Select "Programs and Features" from the available options. 3. Scroll down the list of all the installed applications and find Login Hub. 4. Click on "Login Hub" and then select the "Uninstall" option. 5. Follow the instructions provided on the screen to complete the uninstallation process. 6. After the uninstallation is complete, restart your computer for the changes to take effect. Once you have followed these steps, Login Hub will be completely uninstalled from your system. How do I cancel my intelligent hub? To cancel your intelligent hub subscription, you need to contact the vendor that you purchased your subscription from. Depending on the seller, you may be able to cancel the subscription through their website or through a telephone call. Once you have contacted the seller and asked for your subscription to be cancelled, they may ask for additional information to confirm your identity and the cancellation of your account. After the cancellation is processed, you will no longer be able to access your Intelligent Hub account. Can't uninstall because this package is an active device administrator? Uninstalling an app that is an active device administrator can be tricky because administrator apps have special privileges that ordinary apps don't. These privileges usually include the ability to remotely lock or wipe a device or block users from downloading certain apps, so it is important to proceed with caution if you are looking to uninstall an active device administrator app. First and foremost, you should see whether or not the app has its own 'uninstall' option or instructions somewhere in its settings. Most administrator apps will let you disable or deactivate it without uninstalling the app itself. If deactivating the administrator app isn't an option, the next step would be to go into your Android device's settings menu, find the 'Security' option, and tap 'Device Administrators' to disable it. This may, however, depend on the device you are using. If not, you may need to go into the device's settings menu and find the 'Applications' setting to uninstall the administrator app. Finally, when disabling or uninstalling the active device administrator, you may be asked to enter a password. Ensure you have this information in case you need to enter it when trying to uninstall. Hopefully this information has been of assistance to you in your quest to uninstall an active device administrator app. How do I uninstall AirWatch from my Mac? In order to uninstall the AirWatch agent from your Mac, you will need to first open the terminal. To do this, open the Applications folder, then double-click the Utilities folder, then double-click the Terminal application. Once the Terminal window is open, type in the following command and press enter "sudo /Library/Application Support/AirWatch/Uninstaller/uninstall. sh". You will be prompted to enter your administrative password in order to complete the uninstall process. Once the uninstall process is complete, you may need to manually delete the AirWatch folder located in the "/Library/Application Support" folder. To do this, select the Go menu at the top, then select Computer. Then select your Macintosh HD, then select the "Library/Application Support" folder. From here, delete the "AirWatch" folder. Additionally, you may want to delete the "com. AirWatch. Agent" folder, located in the "/Library/LaunchAgents" folder. To do this, go to the same location as before, then select "LaunchAgents". Then delete the "com. AirWatch. Agent" folder. The uninstall process is now complete. The AirWatch agent has now been uninstalled from your Mac. How do I remove Company Software from my Mac? Removing company software from your Mac is relatively straightforward and can be accomplished in a couple of different ways. The first is to simply drag from the Applications folder to the Trash (located in Finder). This will remove the software from your Mac, but you may need to perform additional steps to completely uninstall it. If you want to fully remove the software from your Mac, you can use a third-party uninstaller, such as AppCleaner or AppZapper. These will remove not only the app itself, but any related files and folders that may be left behind when simply dragging the app to the Trash. You should also check the system library for any preferences, library or support files associated with the software. To do this, open the Finder and navigate to the root Library folder. From there, open the Preferences folder. If you see any files related to the company software you want to remove, drag them to the Trash. Finally, if the software was installed using an installer, such as a. dmg, you may need to open the installer and the option to "uninstall. " This will ensure that the software is completely removed from your Mac. In summary, the best way to completely remove company software from your Mac is to use a third-party uninstaller, and check the system library and the installer for any associated files. Can I delete Intelligent Hub? It is not recommended to delete the Intelligent Hub from your device. The Intelligent Hub is the client application that allows you to access organization resources like email and calendars, as well as Unified Endpoint Management tools to manage and secure mobile devices within your organization. It also provides access to specialized apps such as HR and employee benefit tools, safety and compliance programs, or other services unique to your organization. Removing this application may cause you to lose important functionality or data associated with it. If you are having difficulty with the Intelligent Hub application or its associated features, it is best to contact your organization's IT team before attempting to delete it. Can Intelligent Hub track my browsing history? No, Intelligent Hub does not track your browsing history. Intelligent Hub is an enterprise mobility management (EMM) platform that provides security measures and control to make sure that your devices, corporate data, and applications are secure. It also offers tools for managing devices and distributing applications. Intelligent Hub does not keep track of your browsing history or have any tracking capability. Does the Hub app track your location? No, the Hub app does not track your location. The Hub app is a communication tool to easily manage all of your messages, notifications, files, and tasks from many sources like Slack, GitHub, or Email. It helps keep your communication organized, but does not track your location. Your privacy is a top priority for the Hub and all data collected is used only for the purpose of providing the services and features promised by Hub. What is my hub app? My Hub app is a comprehensive smart appliance and home automation control application. It allows you to monitor, control, automate, and manage a wide range of smart appliances and home automation devices, such as lights, locks, thermostats, security cameras, security systems, garage door openers, and more, all from one place. It can also be used to create scenes and customize settings to make managing your home easier. With the My Hub app, you can also monitor energy consumption and usage to help reduce costs. Additionally, it provides support for Alexa and Google Home, allowing you to control your home remotely or with voice commands. My Hub also can be used to monitor real-time data to ensure your home is always secure. The app also integrates weather alerts, news, and other useful information, making it much more than just a home automation app. Finally, My Hub also connects with a variety of third-party products so that you can expand and customize the features of your home automation system. Skip to main content Reddit and its partners use cookies and similar technologies to provide you with a better experience. By accepting all cookies, you agree to our use of cookies to deliver and maintain our services and site, improve the quality of Reddit, personalize Reddit content and advertising, and measure the effectiveness of advertising. By rejecting non-essential cookies, Reddit may still use certain cookies to ensure the proper functionality of our platform. For more information, please see our Cookie Notice and our Privacy Policy. The Intelligent Hub app is the single destination where employees can have an enhanced user experience with unified onboarding, catalog, and access to services such as People, Notifications, and Home Capabilities:**Stay Secure, Stay Connected**Intelligent Hub extends mobile device management (MDM) and mobile app management (MAM) capabilities and enables your company to keep your device secure, compliant and connected. You can also view device details, messages from IT, and verify compliance status and request support from your IT administrator. **App Catalog, People, Notifications, and Home in a Single App**Single catalog experience with optional services such as People, Notifications, and Home. You can now favorite apps and websites that you need quick access to, rate apps, use the Search function in the Catalog, get recommended & popular apps, access corporate resources and home page, and much more.**The Entire Company in Your Pocket**Easily search through your corporate directory by first name, last name, or email address and view employee details such as photos, titles, email addresses, phone numbers, office location and reporting structures. You can call, text, or email right from within the app.**Stay on Top of Company Notifications**Improve productivity wherever you are and get notified with app notifications and custom notifications. Custom notifications can be notification alerts, downtimes, and participation in surveys.Disclaimer: Please note that your experience may vary depending on the capabilities enabled by your IT organization. Jun 4, 2025 Version 25.03.2 This release includes features and bug fixes to enhance your Hub experience. This is your companion App that loads and manages the company Apps. That's a big if they had setup the app correctly first. Highly recommend having a separate smart phone to use this software on. Memory hungry and drains your battery under normal use like fast. Above all make sure you have all the updates you can get for your device. Prone to locking you out of your device for work when you do not have the latest updates! Hi Christopher, sorry to hear you're having troubles setting up Hub! There might be specific restrictions set by your IT Admin on the allowed number of devices that can be enrolled into Hub. Please, make sure your previous device is unenrolled. If this is not the case, please, contact your IT Help Desk as they can help you with troubleshooting or escalating the issue to our Enterprise Support teams for further assistance. I use this app for Starbucks and I hate it. It's helpful to get my hours yet it is really poorly done. It is always going down. It is hard to navigate, poorly designed, and it's overall just frustrating. Loading my hours takes forever and I have multiple times where when I changed my availability it didn't load later. Leaving me scrambling with my manager to figure out my hours for the upcoming weeks. It really has some serious work to be done to it. Also the fact that the "mother app" has to stay on my phone to function the rest of it is pretty unsettling. There is no use to it other then stealing data I'm sure. I just wish Starbucks would change applications because this is not worth the money. Hi, sorry to hear you're having a poor experience with our app! We appreciate your valuable feedback and we understand your frustration. The issues you're describing are not the default behavior. Please, contact your IT Help Desk and ask them to escalate these issues to our Enterprise Support teams so we can start working on improvements. I am a physician starting at a new hospital. I recently worked at a prior institution that used Intelligent Hub and when I left I deleted the application and its data. When redownloading the app for use at my new job it force logs me into my old hospital's server. When they try to remove me from their Device Enrollment Profile (DEP) they cannot find me in their system. I tried deleting the application AND full factory resetting my phone and the problem persists. I have no certificates under my Settings>Device Management tab to remove. Both my new and old hospital IT departments are unable to change the app settings. I cannot find any contact information for VMWare customer support. Please help me The developer, AirWatch, LLC, indicated that the app's privacy practices may include handling of data as described below. For more information, see the developer's privacy policy. The following data may be collected but it is not linked to your identity: Location Contact Info Identifiers Usage Data Diagnostics Privacy practices may vary, for example, based on the features you use or your age. Learn More Developer Website App Support Privacy Policy Privacy is one of the hottest topics in the tech world and a concern for most digital users. While digital tools aim to make our lives easier, how those digital tools use the information we share and the level of privacy and transparency have become one of the defining factors for adoption. This is no different in the workplace. Employees who access work tools and information on their personal or "BYO" devices have historically held a level of distrust with IT and have raised concerns over what IT departments can and cannot see and collect from their devices. When shopping for digital solutions, organizations must take into account their employee's privacy experience to establish trust with users and ensure the adoption of those solutions. Over the years, our Workspace ONE product teams have carefully built privacy into the core of our platform, making it easy for IT and business teams to craft a great employee experience centered around privacy and transparency. Let's take a look at three key things you need to know about the Workspace ONE platform and employee privacy. 1. Encouraging mobile transparency: A built-in tool for employees Employees need improved transparency, access, and choice when it comes to enrolling their mobile devices. With the release of Workspace ONE Privacy Guard, we give the end user a consistent privacy experience across the Workspace ONE secure productivity apps that shows employees exactly what IT departments are collecting from a smartphone and/or tablet in terms that are easy to understand. When you initially open Intelligent Hub or any of our other Workspace ONE secure productivity apps, you will be presented with a privacy notice. The notice is broken into the following parts: Device Management (only in Intelligent Hub). Gives an overview of the information collected from the device, helping employees understand what information the device administrators can and cannot see or collect. This gives employees clarity around things like text messages, photos, personal email, and more that are not collected by admins. App Data Collected: Displays data collected by the application. This includes user, device and app information, diagnostics, and more. Device Permissions: Displays the operating system level requirements for the application to work properly. This includes items like calendar access, push notifications and more. Privacy Policy. Displays the organization's privacy policy. Mobile workers can check this privacy information at any given time within the app, typically within "Settings." A privacy notification will also be shown any time a change is initiated that impacts an employee's privacy. This includes changes in enrollment status or any changes made by IT in the console across both MDM policies and app container policies. [Related: Announcing New Workspace ONE Privacy Guard] An in-depth look at the user privacy experience as part of Workspace ONE Privacy Guard–built into every Workspace ONE secure, productivity app. 2. What information Workspace ONE Intelligent Hub can and cannot collect One of the most common employee misconceptions we hear from customers is that Workspace ONE Intelligent Hub can collect personal information from their personal devices. The reality is that Intelligent Hub cannot collect personal text messages, photos, applications, and more. The reality is that Intelligent Hub can collect personal information from their personal devices. This can include personal text messages, photos, applications, and more. Privacy on OEM devices Apple has taken a much more aggressive approach to user privacy over the years with the latest iOS releases. This started with removing APIs to allow developers to collect the unique identifier associated with each iOS device in 2011. The iOS 9 release gave end users more granular control over location-based services. Per Apple: "An app can use your data only if you have given it your permission." Android has also taken an aggressive approach to user privacy over the years. For employee-owned and corporate-owned personally enabled (COPE) devices, Android Enterprise by default separates the data into "work" and "personal," meaning IT has no way of accessing personal data. This feature is baked in at the operating system level. As it states on their site, "Privacy comes first on Android. That's why we created the work profile, so employees can work on their personal phones without sharing their personal stuff. Between work and personal profiles, every app stays separate — emails, calendars, docs, photos. The two versions never share data. And the IT team can never touch anything personal." Google continues to show a commitment to privacy with each Android release. [Related: What's New with Workspace ONE UEM for Android OS] One of the most common privacy settings that employees are most concerned about is the ability to track the location of the mobile device. As a consumer, the ability to find a lost or misplaced device is revolutionary and, every once in a while, very useful. There are many different reasons why IT may need to track the device. The device could be used to help a field service technician or be used as a self-service resource that provides assistance to customers in a retail environment. In both instances, the location of the device may be very important to the enterprise. It may be important to wipe the device if it leaves the store or to provide location information if a service technician leaves it at a worksite. By default, Workspace ONE does not track GPS data. Situations may change that might require the enablement of some privacy settings. If users notice one of these privacy pop-ups during the course of work, they should work with their IT department to understand why they are asking for the information. 3. Introducing Workspace ONE Privacy Guard for Admins As part of Workspace ONE Privacy Guard, there's an important administrative role: the "Privacy Officer." The Privacy Officer role has access to view devices and system settings that affect users and has full editing rights around privacy. IT can assign an individual or small group the exclusive privilege to manage privacy settings across the Workspace ONE platform. This role is important, as it allows for an additional layer of segregation on the administrative side. Separating the privacy settings by policy within IT allows for better checks and balances and helps provide an additional layer of end-user protection. Protecting privacy should be the focus of every mobile experience. After all, user adoption is key to any successful business mobility initiative, and earning user trust is the foundation of successful user adoption. That's why the Workspace ONE digital workspace platform delivers what we call "privacy by design" through Workspace ONE Privacy Guard. Workspace ONE Privacy Guard has even more to offer than what is covered in this blog. To get those details, read the blog: Announcing New Workspace ONE Privacy Guard. To learn more about Workspace ONE and privacy, visit our privacy webpage. To see Privacy Guard from an admin perspective, watch this video. Originally published February 20, 2020. Updated August 22, 2022.