

# Citrix Endpoint Management (CEM)

## Frequently Asked Questions (FAQs)

This document has been designed for devices that you plan to fully manage (MDM). *Where only application management is being used (MAM) you may not need this document.*

### What is Citrix Endpoint Management (CEM)?

Citrix Endpoint Management (CEM) is a solution that enables companies to securely deliver corporate email, corporate apps, corporate content, tools and network access to mobile devices and tablets.

### And why are we using it?

CEM enables you to access your corporate email, calendar, contacts and other work apps, whilst protecting the organization from security risks; this can include physical loss, unsecure Wi-Fi networks, (such as in coffee shops or trains) and downloading a malicious app. It also allows us to meet security and regulatory requirements by allowing IT to set policies that regulates the use of mobile devices and applications.

### What can (and cannot) be seen when using CEM?

What cannot be seen:

- Personal data including photos, text messages, browser activity, personal email
- Data in personal applications
- Voicemails and call records

What can be seen: *[depending on your organization's policy]*

- Corporate managed applications installed (company mail, Workspace App etc.)
- Device make/model/OS version
- Device phone number (to ensure employee identification and device compatibility)

### Can my phone be completely wiped? What about the photos of my kids? Or my dog?

CEM provides the ability for IT and Security to selectively wipe/erase corporate applications and data on a device if reported lost or stolen, or if user separates from the company. This does not wipe the data from the company server. Depending on the organization's choice, IT can also perform a full device wipe which would also include any personal content.

*[We would recommend that you include your chosen policy within your corporate guidelines.]*

### Can my employer see my location?

*[This is a concern often shown by users so we would recommend that you make it clear whether or not you have enabled this and how you are using it.]*

CEM is able to collect location data that informs security policies, for example, restricting access to internal resources when you travel abroad. You can turn off location sharing in settings, but this may put you out of compliance and might prevent some features from working.

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### Does CEM allow visibility of my personal emails?

Personal emails sent and received from personal accounts cannot be read.

### Can my personal applications be seen by my organization?

There is the option to be able to see a list of apps that are installed on the device, however not depending on your organization's deployment IT will have the option to view only corporate or malicious applications on your device. Although IT does have the option to view all installed applications in older management modes, they cannot view the data stored by the application or how the applications are used on your personal device. Corporate deployed devices will allow IT to view installed applications in both newer and older management modes but will not have the ability to view the data stored by the application or how the applications are used on the corporate device.

### Can my phone be unlocked?

*[If it is your organization's policy to unlock devices then you should advertise when and how you would do this.]*

There is the option for your organization to unlock your phone if you have forgotten your passcode.



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