

How to use third-party keyboards in a work profile

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Environment

- Knox Platform for Enterprise (KPE)
- Workspace

This change affects Work Profile on Samsung devices and the new 3.0 Workspace in [Knox Platform for Enterprise](#). In this environment, the personal and work spaces share one keyboard.

This is not applicable to existing Workspace Corporate Liable (CL) and Workspace Container Only Mode (COM) deployments, where the personal and work spaces use different keyboards.

How can I use third-party keyboards in my work container?

Enterprise data can be leaked to the personal container via an unauthorized third-party keyboard, as keyboards are shared between personal and work containers. To avoid this, Samsung Knox requires users to use the system keyboard by default. Third-party keyboards can only be used if they are first whitelisted by an IT admin.

Additional information

In an upcoming update, we will allow users to select any keyboard by default so that usability is improved. It will be up to IT admins to set restrictions on third-party keyboard use.

In the interim, please whitelist third-party keyboards using your EMM/UEM.

Was this article helpful?

Yes No

Sorry about that

Why wasn't this helpful? (check all that apply)

Couldn't find what I was looking for

Information confusing or unclear

Instructions didn't work

Comments

Great!

Thanks for taking the time to give us some feedback.

Related articles

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Additional Support

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