

From: sarah.thompson@acmecompany.com  
To: helpdesk@acmecompany.com  
Subject: Re: Mobile Device Setup - Ticket #MDT-2023-06-15  
Date: 2023-06-16 10:30:15

Thank you so much for your help! The new email app is working perfectly now. I really appreciate your patience and clear instructions.

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From: helpdesk@acmecompany.com  
To: sarah.thompson@acmecompany.com  
Subject: Re: Mobile Device Setup - Ticket #MDT-2023-06-15  
Date: 2023-06-16 09:45:22

Hi Sarah,

I'm glad to hear that you've successfully configured your email account on the new app. The issue you experienced was due to an outdated version of the email app, which didn't support our new security protocols. The update resolved this compatibility issue.

If you need any further assistance, please don't hesitate to reach out.

Best regards,  
Alex  
IT Support Team

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From: sarah.thompson@acmecompany.com  
To: helpdesk@acmecompany.com  
Subject: Re: Mobile Device Setup - Ticket #MDT-2023-06-15  
Date: 2023-06-16 09:30:08

Hi Alex,

I followed your instructions and updated the email app. After that, I was able to add my work email account successfully. Everything seems to be working now. Thanks for your help!

Sarah

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From: helpdesk@acmecompany.com  
To: sarah.thompson@acmecompany.com  
Subject: Re: Mobile Device Setup - Ticket #MDT-2023-06-15  
Date: 2023-06-15 16:20:45

Hello Sarah,

I understand you're having trouble setting up your work email on your new mobile device. This issue is likely due to an outdated version of the email app on your phone. Here's what you can do:

1. Go to your device's app store (Google Play Store for Android or App Store for iOS).
2. Search for the email app you're using.
3. If an update is available, please install it.
4. After updating, try adding your work email account again.

If you still encounter issues after updating, please let me know, and we'll explore other solutions.

Best regards,  
Alex  
IT Support Team

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From: sarah.thompson@acmecompany.com  
To: helpdesk@acmecompany.com  
Subject: Mobile Device Setup - Ticket #MDT-2023-06-15  
Date: 2023-06-15 15:45:30

Hello IT Support,

I just got a new mobile device and I'm trying to set up my work email on it. However, I keep getting an error message saying "Unable to connect to server" when I try to add my account. Can you please help me with this?

Thanks,  
Sarah Thompson