

GSD. Global – Mobile Phone - Saving Documents for Offline Viewing in MobileIron Docs@Work in Android

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General Information:

Possible symptoms/errors:

How to Save Documents for Offline Viewing in MobileIron Docs@Work in Android

Alternative names of the system:

MobileIron

IMPORTANT NOTICE:

N/A

Solution:

MobileIron Docs@Work lets Fresenius members view their documents in offline mode. In order to make a file available for offline viewing, the user can save an offline copy or place the documents in their 'My Files' folder. This article explains how to mark document as favorite and place the document in user's My Files folder

To make a file available offline:

1. Advise the user to tap Docs@Work on the Android device.
2. Tell the user to navigate through the navigation pane and to select Sites.

Note: If the navigation pane does not appear upon opening the app, user should tap the Menu icon at the upper left corner of the screen to draw it out.

3. Ask the user to navigate through the site of their choice and its folders to find their needed file. In this example, the selected site is My Sharepoint.
4. User should find the selected file and tap the 'more' icon found beside it.
5. Advise the user to tap the slider beside Offline on the prompt to make the file available offline.
6. Ask user to wait for the process to complete.
7. Once completed, user should be able to open the navigation pane and select Offline.
8. The user should now see the file available inside this section. This means file is available for access even without internet connection.

To download a document in the My Files folder:

1. Advise the user to tap Docs@Work on the Android device.
2. Ask the user to navigate through the navigation pane and to select Sites.

Note: If the navigation pane does not appear upon opening the app, tap the Menu icon at the upper left corner of the screen to draw it out.

3. Tell the user to navigate through the site of your choice and its folders to find your needed file. In this example, the selected site is My Sharepoint.

4. Let the user tap the device menu icon.

5. Ask user to tap Manage.

6. Advise the user to tick the check box next to the selected file then tap the download icon found at the upper right corner of the screen.

7. On the next prompt, the user needs to tap Download Here to save the document to My Files folder.

Note: User can also choose Create Folder to create a new folder within My Files for downloaded documents.

8. Ask user to wait for the download process to complete.

9. When the user sees the prompt indicating download completion, ask them to tap Locate to be directed to the folder where the file is downloaded.

10. User can access the file at a later time by opening the navigation pane and selecting My Files.

User will now see the downloaded file and view it at a later time offline.

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization: N/A

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A