GSD. Global – Mobile Phone – Activate other folders for direct synchronization on iOS mobile device

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General Information:

Possible symptoms/errors:

User wants to know how to force folders to automatically synchronize on an iOS mobile device

Alternative names of the system:

Direct Folder Synchronization

IMPORTANT NOTICE:

This can cause additional traffic and thus costs.

Solution:

Advise user to open Settings

User must tap on Mail in left column and then tap on Accounts on the right side of the screen

Then, tap on Fetch New Data.

Inform user to tap on Fresenius Mail.

Now, user must choose the folders to be synchronized directly from the list. Mostly used for important folder(s).

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A