

# GSD. Global – Mobile Phone - Send Email Device Logs from MobileIron Docs@Work in iOS

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General Information:

Possible symptoms/errors:

User wants to know how to Send Email Device Logs from MobileIron Docs@Work in iOS

Alternative names of the system:

MobileIronDocs@WorkEmail Device Logs

**IMPORTANT NOTICE:**

This article is relevant for iOS users!

**Solution:**

MobileIron Docs@Work expands its features by having email logs. Email device logs are important information for administrators as part of troubleshooting any issues. For users, in order to send the email logs advise them to follow the steps below.

Advise user to tap Docs@Work on the iOS device.

Inform user to select Settings at the upper left corner of the screen.

User must tap Help.

Advise user to tap on Email logs.

A compose email window will open with attached email log file.

Inform user to enter the administrator-assigned email address then tap the arrow icon to send the email.

**NOTE:** The email address may be pre-configured for you.

**Assignment Group:**

Ext\_WW\_Collaboration\_SLS\_Capgemini

**Ticket Creation:**

**Template:** N/ACategorization:

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

Important Links:

N/A