

GSD. Global – Mobile Phone - Managed State via MobileIron Docs@Work in iOS

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General Information:

Possible symptoms/errors:

User wants to know how to use Managed State via MobileIron Docs@Work in iOS

Alternative names of the system:

MobileIron.Managed State.Docs@Work.

IMPORTANT NOTICE:

N/A

Solution:

MobileIron Docs@Work lets users navigate the app in managed state. Going into the managed state allows them to manage contents set within the app.

Details:

Managed state in My Files folder:

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

Then, user must select My Files.

Inform user to tap the menu icon on the upper right corner of the screen,

And select Manage from the options.

Advise user to select the file/document and select the specific icons to do their desired actions.

Trash bin icon: For deleting selected files. Move icon: For moving selected files to another location within My Files.

B. Managed state in Sites:

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

Inform user to tap on Sites from the navigation pane and then select a site to manage from the list

User must tap the menu icon on the right of the selected file/document.

User can select specific options to do their desired actions.

Details: Displays information about the selected file.

Star: Sort and make the file available under Starred.

Download to My Files: For downloading selected file to My Files to make them available offline.

Offline: Make the file available offline.

Delete: For deleting selected files.

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A