

GSD. Global – Mobile Phone - Show Latest Emails in Conversation

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General Information:

Possible symptoms/errors:

User wants to know how to Show Latest Emails in Conversation

Alternative names of the system:

EmailMessaging

IMPORTANT NOTICE:

N/A

Solution:

iOS 10 brought a lot of changes on the device, including the view of emails. This set users to see their first emails of a conversation instead of the latest ones. This article shows how to deactivate this new setting so users will see the latest emails first.

Details:

Advise user to tap Settings on their iOS device.

User must tap Mail.

Inform user to deactivate Organize by Thread and activate Most Recent Message on Top.

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

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

Important Links:

N/A