

GSD. Mobile Phone - How to Upload Documents to MobileIron Docs@Work in Android

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General Information:

Possible symptoms/errors:

How to Upload Documents to MobileIron Docs@Work in Android.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

Please note that Docs@Work is only available for non-enterprise android devices. Please take this in consideration, since almost all users have been migrated to Enterprise Android device

Solution:

MobileIron Docs@Work promotes convenience in accessing business documents. Aside from access, users can use it for uploading documents within the app. This guide teaches the user how to upload documents via Docs@Work.

Note: Files to be uploaded should be in the 'My Files' folder. Also, Docs@Work does not support uploading files to Network Drive at this time.

Details:

1. Advise the user to tap Docs@Work on their Android device.

2. Then, to tap My Files on the navigation pane.

Note: If the navigation pane is not displayed, tap the menu icon at the upper left corner of the screen to draw it out.

3. Ask the user to tap the device menu icon at the upper right corner of the screen.

4. Then, ask them to select Manage from the drop-down option.

5. Advise the user to Tick the check box beside the file to upload then tap the upload icon.

6. On the next prompt, user should select the site where the file should be uploaded. In this example, the site is My Sharepoint.

7. Ask the user to choose the document's destination folder from the site then tap Upload Here.

Note: If the session is unauthenticated, the site may request for authentication at this point.

8. Let the user wait for the progress bar to complete the upload.

9. Ask the user to tap the menu icon at the upper left part of the screen to display the navigation pane.

10. Then, tell the user to select Sites.

11. Advise the user to navigate to the site and folder where the file is uploaded.

12. User should now see the newly uploaded file in the folder.

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