

GSD. Global – Mobile Phone – Searching for Global Documents in MobileIron Docs@Work in Android

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General Information:

Possible symptoms/errors:

User wants to search for global documents in MobileIron Docs@Work in Android.

Alternative names of the system:

MobileIronDocs@Work

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 Android Enterprise.

Solution:

1. Ask user to tap Docs@Work on the Android device.
2. Advise user to tap the magnifying glass icon on the Sites dashboard.

Note: If you are not directed to Sites dashboard, tap the menu icon beside Docs@Work (as seen in this screenshot) to draw out the navigation pane then select Sites.

3. Let user type a keyword on the search text box and then to tap the magnifying icon on the keyboard to start searching.
4. Inform the user that they can find the needed document on the search results.
5. Advise user that they can also tap Continue search on server... to expand searching to remote storage locations.

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

