

GSD. Global - Mobile Phone - Convert Mobile@Work to be a managed app

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General Information:

Possible symptoms/errors:

User wants to know how to convert their device's Mobile@Work app to be a managed application

Alternative names of the system:

Mobile@WorkMigration

IMPORTANT NOTICE:

The migration process will work more automatically when the Mobile@Work App is managed.

Solution:

Advise user to click on the Apps@Work app.

Then, user must click on MobileIron Mobile@Work.

Inform user to click on Install.

Advise user to tap on Manage when you see the prompt shown below:

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A