

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

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General Information:

Possible symptoms/errors:

User wants to upload Documents to MobileIron Docs@Work in iOS.

Alternative names of the system:

MobileIronDocs@WorkDocumentsMy Files

IMPORTANT NOTICE:

Files to be uploaded should be in the My Files folder. Also, Docs@Work currently does not support uploading files to Network Drive.

Solution:

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

Details:

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

Inform them to tap on My Files on the navigation bar at the bottom.

User must tap on the three dots (...) beside the file which they want to upload. In this example, the file selected is: Presentation-1.pptx

Advise user to select Upload to Sites.

The next screen will ask to select a Storage server/site where the file should be uploaded. In this example, the site is: My SharePoint.

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

Inform user to choose the document's destination folder from the site. In this example, the specific folder is Documents.

Once the destination folder has been selected, user must tap on Upload Here.

Advise user to wait for the progress bar for completing the upload. They will get a notification once the file has been uploaded.

To check the file uploaded, user must tap on Sites on the navigation bar at the bottom.

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

User should now see the newly uploaded file.

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