

GSD. Global – Mobile Phone - Sending Pictures via Email on iOS Device

Article ID: KB0039387

Created: 2024-12-19 13:59:42

Updated: 2025-01-23 16:34:29

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/50a39c48c3ca1a100acd33001501314c',

'value': '50a39c48c3ca1a100acd33001501314c'}

General Information:

Possible symptoms/errors:

User wants to send pictures to their colleagues or friend via email using their iOS device

Alternative names of the system:

Mail

IMPORTANT NOTICE:

This article is relevant for iOS users!

Solution:

Advise user to tap on Photos app

User must select one of the photo categorization options at the bottom part of the screen to find their photo, then tap Select to start choosing photos.

Inform user to select the photos they want to send via email and tap the Share icon at the bottom part of the screen.

Advise user to tap on Copy Photos,

Then, open the Mail app.

Advise user to open a new email by tapping the new mail icon at the bottom part of the screen.

On the email body, user must tap the screen for several seconds until additional menu is displayed then select Paste.

The selected pictures will now be added to the email's body. Inform user to tap Send when they are done composing the email.

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