GSD. Mobile Phone – Usage of Docs@Work in Android

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General Information:

Possible symptoms/errors:

User wants to know what Docs@Work is used forUser asks how they can use Docs@Work

Alternative names of the system:

Docs@WorkAndroid

IMPORTANT NOTICE:

Please note that Docs@Work is only available for non-enterprise android devices.

Docs@work is supported on MobileIron devices for iOS but for the new Android Enterprise devices the app is no longer supported and cannot be installed via Play Store in the work profile. Users will be asked to use Sharepoint or OneDrive App directly, the Apps can be installed via Corporate Play Store in the work view.

Please take this in consideration, since almost all users have been migrated to Enterprise Android device.

Solution:

1. Advise user that with MobileIron Docs@Work, they can store documents across multiple sources. They can also use this app for finding documents within a specific folder or site or globally across remote storage locations.

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