

GSD. Global – Mobile Phone - Mobile Iron updates on iOS mobile device

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General Information:

Possible symptoms/errors:

User wants to know how to check for Mobile Iron updates on iOS mobile device.

Alternative names of the system:

MobileIronUpdate

IMPORTANT NOTICE:

It is important to keep device up to date. Some updates may give users advice new security improvements and features. Fresenius offers these updates via MobileIron to users. They will keep the company's data and users privacy secure.

Solution:

Advise user to open MobileIron App.

Inform user to tap on Settings in MobileIron app (bottom right), then tap on Troubleshoot.

Advise user to tap on Check for updates and click Continue, then close MobileIron App.

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