**Symantec Mobility Suite and Symantec Work Mail FAQ**

|  |  |
| --- | --- |
| **Question** | **Answer** |
| **Work Mail**  |
| Why would I want to use Work Mail over Native Mail on iOS? | Work Mail provides unparalleled security and features that are unavailable in the Native Mail client on iOS. Some examples are an additional layer of encryption, an app that functions like Outlook, an Agent PIN, and the ability to categorize your emails. |
| Why am I redirected to the Google Play store when installing the Android Work Mail app? |  One function of the Symantec Mobility tenant is that it acts as an app store. The Android Work mail app is configured on the Symantec Mobility tenant as a store pointer. When you tap the Symantec Work Mail for Android app, You are redirected to the Google Play store to download and install the Symantec Work Mail for Android app. |
| How my corporate email is dynamically configured when I install Symantec Work Mail? |  When you install your Symantec Work Mail app, you login using the credentials you used to login to your Symantec Work Hub. Based on these login credentials, a pre-defined configuration policy is applied when you initially access your Symantec Work Mail app. This configuration policy contains the async server name, domain name and your SYMC credentials. Your mailbox, calendar, tasks and notes are all imported from your Exchange server. |
| How can I change what mailboxes to sync? | **For your iOS Work Mail app:** 1. Tap the **Hamburger icon** to display the Work Mail main menu. C:\TouchDown!\TD_iOS_screenshots\hamburger.png
2. Tap the **Settings** icon. C:\TouchDown!\TD_iOS_screenshots\settings.png
3. Tap **Account**.
4. Tap **Sync Folders** and select which mailbox folders to enable or disable for synchronization from your Exchange server.

**For your Android Work Mail app:**1. From the **Home screen**, tap the **Email** icon. C:\Work_Mail\WM_screenshots\Android_WM_UI\1_mail.png
2. Tap the **Hamburger icon** to display a listing of all your mail folders.
3. Tap the mail folder you wish to sync and tap **Click to sync this folder**
 |
| How can I change email history retention? |  **For your iOS Work Mail app:** 1. Tap the **Hamburger icon** to display the Work Mail main menu.
2. Tap the **Settings** icon.
3. Tap **Email**.
4. Tap **Email History**.

**For your Android Work Mail app:**1. From the Home screen, tap the **toolbox options icon** on your device
2. Tap the Settings option.
3. Tap **Synchronization**. Under the **Content section**, tap **Email History**.
 |
| Can I create out-of-office replies? |   **For your iOS Work Mail app:**1. Tap the **Hamburger icon** to display the Work Mail main menu.
2. Tap the **Settings** icon.
3. Tap **Email**.
4. Tap **Out of Office** and configure your internal and external out of office messages.

**For your Android Work Mail app:**1. From the **Home screen**, tap the **toolbox options icon** on your device
2. Tap the **Settings** option.
3. Tap the **Advanced** option.
4. Tap **Out of Office** to launch the out of office editor.
 |
| How can I change meeting history retention? |  **For your iOS Work Mail app:**1. Tap the **Hamburger icon** to display the Work Mail main menu.
2. Tap the **Settings** icon.
3. Tap the **Calenda**r.
4. Tap **Calendar History** to define meeting event history retention.

**For your Android Work Mail app:**1. From the Home screen, tap the **toolbox options icon** on your device
2. Tap the Settings option.
3. Tap **Synchronization**. Under the **Content section**, tap **Calendar History**.
 |
| How do I create a new meeting invite? |   **For your iOS Work Mail app:**1. Tap the **Hamburger icon** to display the Work Mail main menu.
2. Tap **Calendar** to expand the Calendar **folder.**
3. Tap the **Add icon** to create a new meeting event.

**For your Android Work Mail app:**1. From the **Home screen**, tap the **Calendar** icon. C:\Work_Mail\WM_screenshots\Android_WM_UI\1_calendar.png
2. Tap the Add meeting icon to create a new meeting.
 |
| How are my contacts imported? |  The active sync server that is used in the configuration of your Symantec Work mail is mmsmp.symantec.com. This connection, from your device to the Exchange server over active sync, allows for the importing of your contacts. |
| Why are my contacts unable to sync from Work Mail to my local contact book on iOS? | Symantec Work Mail’s contact sync does not support the use of iCloud contacts. This option should be disabled while syncing your corporate contacts. After syncing is complete, you may choose to re-enable iCloud Contacts. |
| Can I create new contacts? | **For your iOS Work Mail app:**1. Tap the **Hamburger icon** to display the Work Mail main menu.
2. Tap **Contacts** to expand the **Contacts folder.**
3. Tap **Contacts.**
4. Tap the Add icon to create a new contact.

**For your Android Work Mail app:**1. From the **Home screen**, tap the **Contacts** icon.
2. Tap **Add Contact** icon and create a new contact.
 |
| How are tasks imported?  |  The active sync server that is used in the configuration of your Symantec Work mail is mmsmp.symantec.com. This connection, from your device to the Exchange server over active sync, allows for the importing of your tasks. |
| Can I create new tasks?  |  **For your iOS Work Mail app:**1. Tap the **Hamburger icon** to display the Work Mail main menu.
2. Tap **Tasks** to expand the **Tasks folder.**
3. Tap **Tasks.**
4. Tap the Add icon to create a new contact.

**For your Android Work Mail app:**1. From the **Home screen**, tap the **Tasks** icon.
2. Tap **Add Task** icon and create a new task.
 |
| Can I save file attachments for viewing at a later time? |  **For your iOS Work Mail app:**1. Access your inbox and a tap an email that includes an attachment.
2. Tap the **attachment** icon in the body of the email.
3. Tap the **Save attachment** icon.
4. Tap the **Save** icon to save the attachment.  Your file is saved.
5. To access any saved files, access the Work Mail main menu. Tap the **Saved Files** icon.
 |
| How will I be informed when my Work Mail app receives an update? |  Any apps that are installed using the Symantec Work Hub receive an app update notification through the Symantec Work Hub. Your Symantec Work Hub icon receives a badge notification when an update exists for the Work Mail app. |
| **Enrollment** |
| What device commands can be remotely run on my device? |  Symantec’s Mobility Suite solution has a wide variety of commands that can be sent to a managed corporate device.  Please review the following article for the remote commands that correspond to your device or operating system.         <https://support.symantec.com/en_US/article.HOWTO83845.html> |
| What action should I take if MDM profile installation fails? |  This can be the cause of several issues, but the best place to start is to ensure the device’s network connectivity is strong. Poor connectivity can cause partial or failed installation. Another area that may cause enrollment or download issues is device/app permissions. On today’s current mobile devices, you must trust any 3rd party application before that application is able to deliver profiles onto the device. |
| Why am I prompted to change my device pin? |  Symantec may require a more strict PIN requirement than previously set on your device.  As a security measure, this PIN policy must be followed in order to complete enrollment into the Symantec Mobility Suite. |
| I receive an error indicating my **browser is not supported** when I attempt to login with my Work Hub for the first time. What action should be taken? |  Ensure that the browser you are using is updated to the latest version. Symantec Mobility Suite supports all known Mobile browser platforms and works best on Safari (iOS) as well as Google Chrome (Android). Windows/Mac desktop web browsers include Internet Explorer, Chrome, Firefox, and Safari. If you are using a browser not listed here and would like to communicate an issue you are seeing, feel free reach out to IT for assistance. Ensure that you are not viewing the ‘mobility.symantec.com’ website in ‘Desktop Mode’ on your mobile device. |
| When I successfully login with my Work Hub, I am presented with a home screen showing several apps. Can I install any of the apps listed? |  You are entitled to either install or request all the apps that are presented to you in your Work Hub’s home screen.  For apps that say [Request] next to them, an administrator must approve your request before you are able to download it. |
| What would happen if I remove the MDM profile from my iOS device? | The MDM profile allows Mobility Suite to manage the device.  If this is removed, the device becomes ‘Out of Compliance’ and the device will no longer have access to certain corporate data (such as email). |
| Do I still need the Work Hub on my device after I complete my enrollment and what would happen if I uninstalled it? | You will need the Mobility Suite Work Hub on the device after enrollment is complete. The Work Hub is the agent that provides access to your corporate apps and profiles. If it is removed, then the device would be out of compliance. Your corporate apps and profiles will be removed from the device (such as the email profile). All other data (such as photos and personal apps) will be unaffected. |
| Should I install all of the available corporate apps from the Work Hub? | You are entitled to install them, but they are not required to be installed on your device. The apps available on the Work Hub are for general use by those that would like to use them. |