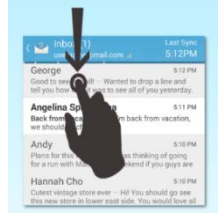


MaaS360 Frequently Asked Questions and Tips for Android

Mail

How do I check for new mail?

Mail – Pull down on the mail list.




How do I view my mail folders?

Click on the triangle at the bottom right corner of the inbox.



How do I delete a single mail message?

Select the message you want to delete by clicking on the check box next to the message, then click on the garbage can  on the top of the mail screen.

How do I compose a mail message?

Click on the compose button on the top of the mail screen.



How do I Reply – Reply All – Forward a mail message?

Select the message you want reply/forward, then click on the reply/forward button on the top of the mail message.



How do I move a single mail message into a folder?

Select the message you want to move, then click on the folder button on the top of the mail screen.



I recently got married and had my named changed for my user ID. Now I can no longer get mail. How do I fix this?

Currently the MaaS360 application cannot support a name change, therefore you will need to reset your account. You will need to delete the MaaS360 app from your device and follow the installations setup again.

How do I Delete – Move – Mark multiple mail messages?

Click on the check box next to each message you want to delete, move or mark.

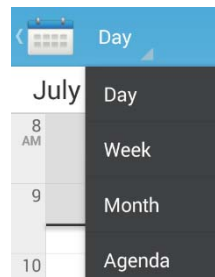
Calendar

Can I view tasks?

This feature is currently not available.

How do I change my calendar view?

Click on calendar icon on top left of screen.



How do I add an event to my calendar?

Click on the + in the top right corner of the calendar screen.



Where will my calendar reminders appear?

As long as you have not turned off calendar notifications. All calendar events will show on your screen and play a sound as well as show up in the Apple notification screen pulled down from the top of your device.

How do I view pending Invitations?

Pending invites will pop-up if you turned on the Pop-up notifications in settings.

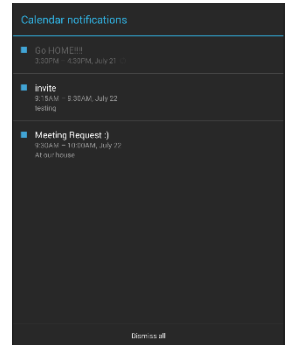
Can I decline a meeting and include a message?

This feature is currently not available.

Can I forward a meeting invite?


Open the meeting you wish to forward. Under the “ATTENDNG?” section you will see a

Forward invite option. 




Browser


How do I add another tab?

Click on the Box to the right of the URL. 


How do I add a bookmark?

Open the webpage you want to bookmark. Click on the 3 dots  in the top right corner. Select Add to Bookmarks.

How do I access my bookmarks?

Click on the 3 dots  in the top right corner. Click on Bookmarks. Select your Bookmark.

How do I view my browser history?

Click on the 3 dots  in the top right corner of the screen and select History.

Can I change my home page?

No, the system default for all users is peopleconnect.carolinas.org.


How can I view my CHS SharePoint sites?

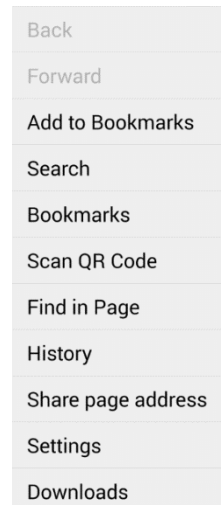
You will need to type in the URL to your SharePoint site then save it as a bookmark for future use.

Can I open WebApps in the MaaS360 Browser?


Yes, you can open WebApps; however, you will not be able to access any of the applications in your WebApps desktop as these require a special application outside of MaaS360.

How can I search for text on a page?

Click on the 3 dots  in the top right corner and select Find in Page.





How can I scan a QR Code?

Click on the 3 dots  in the top right corner and select Scan QR Code.

Docs

How do I open a document?

Navigate through the folders until you find the document you want to open. Click on the download button  next to document you want to open. When the document has been downloaded, it will put an open box next to the file. 


Error – Unable to Read Document

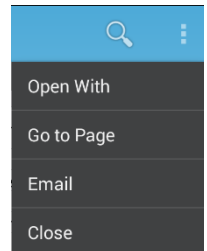
The file you are trying to open is password protected and cannot be opened using MaaS360.

Can I modify the documents?


No, these are read only copies.

Can I email the documents?

Yes, if you can open them in MaaS360, then you can email them using the  button at the top right of screen and select email once the document is open.



How can I clear my document cache to re-download a file that has been changed?

Click on the  button at the top of the screen and select “Clear Cached Documents.” This requires you to re-download any previously downloaded documents again.

Can I refresh my documents list?

Yes, click on the refresh button at the top of the screen.



Can I open all file formats in MaaS360 Docs?

No, certain file types like Access databases cannot be viewed through this application. You will receive an error “Open in another app. This file cannot be previewed.” for unsupported file types.

Can I download all of my documents?

Yes, but it is not recommended as it will take a long time to download and takes up storage space on your device.

Widgets

Can I add widgets to my desktop?

Yes, there are 3 widgets available in MaaS360.

2x3 MaaS360 Calendar

3x2 MaaS360 Mail

1x1 MaaS360 mail

All of these widgets can be resized once you have placed them on your desktop.

General

How do I see if my device is syncing or when it last synced?

From main MaaS360 menu – Settings – My Device – “Last Reported.” To force a sync click on the sync button in the stop right corner.

Questions?

Contact the CHS Support Center at 704-446-6161 for additional questions.