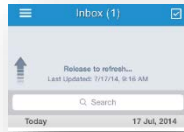


## MaaS360 Frequently Asked Questions and Tips for Apple iOS

### 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 folder button at the bottom of the mail screen.



#### How do I delete a single mail message?

Select the message you want to delete, then click on the garbage can on the bottom of the mail screen.



#### How do I compose a mail message?

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



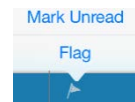
#### How do I move a single mail message into a folder?

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



#### How do I flag a mail message?

Select the message you want to flag, then click on the flag button on the bottom 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 select button in the top left corner of the mail screen. Then select the messages that you want to delete, move or mark.



### Calendar

#### Can I view tasks?

This feature is currently not available.

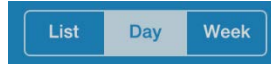
#### How do I view pending Invitations?

Click on the Invitations button on the bottom right corner of calendar screen.



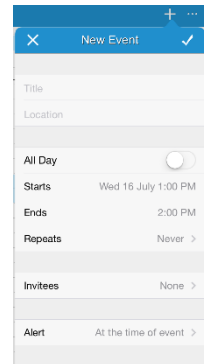
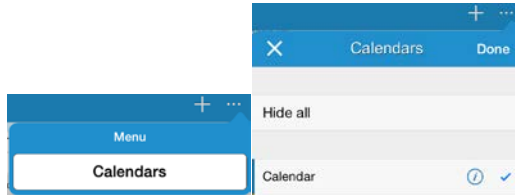
### How do I change my calendar view?

Click on List – Day – Week on bottom of calendar screen.



### How can I show/hide calendars?

By default, all of your calendars show. Click on the ... at the top right corner of calendar screen. From the Menu, select Calendars and then select/deselect your calendars.



### 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.

### Can I decline a meeting and include a message?



This feature is currently not available.

### Can I forward a meeting invite?


You can only edit a meeting that you created and add invitees, but you cannot forward a meeting that you were invited to.

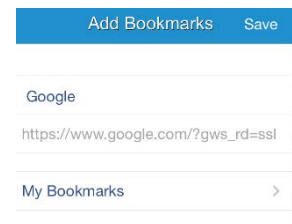
## Browser

### How do I add another tab?

Click on the  (iPad) or  (iPhone) in the top right corner of the screen.

### How do I add a bookmark?

Open the webpage you want to bookmark. Click on the .... In the top right corner. Click on the  and select Save.



### How do I access my bookmarks?

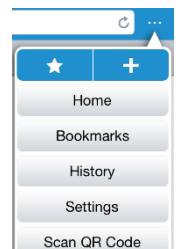
Click on the ... in the top right corner. Click on Bookmarks. Select your Bookmark.

### How do I view my browser history?

Click on the ... 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.

## **Docs**


### **How do I open a document?**

Navigate through the folders until you find the document you want to open. Click on the document to download and open the file. When the document has been downloaded, it will put a blue check mark 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.

### **How do I add a file to my favorites?**

Open the documents that you want to make a favorite and click on the  in the top right.

### **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 email button at the top right of screen?

### **Can I sort a folder?**

Yes, click on the ... at the top of the screen, select Sort then select sort option.

### **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.

### **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, select “Clear Cache.” This will clear the blue check marks from all documents and require you to re-download them again. **NOTE:** clearing your document cache will clear out your favorites as well.

### **Can I open my documents outside of the MaaS360 application?**

No, due to security and HIPAA regulations, documents cannot be opened in external applications.


### **Can I refresh my documents list?**

Yes, pull down on the documents list to refresh it.

### **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.



Use  to open in another app.  
This file cannot be previewed.

## General

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

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

### **I forgot my lock screen pin to get into my MaaS360 application. How can I get this reset?**

You will need to login to the user portal to reset you pin code.

[User Portal](#)

## Questions?

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