

# ZENworks Mobile Workspace

## Android Installation Guide

May 2017

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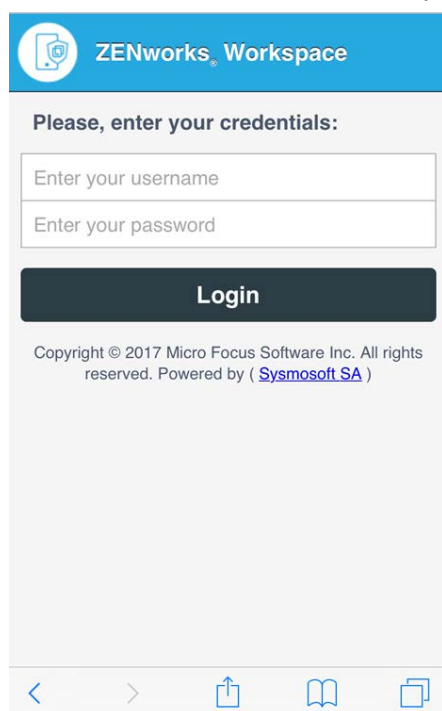
## 1 OVERVIEW

Aim of this document is to guide you through the installation, update and deletion of ZENworks Mobile Workspace Android apps.

## 2 INSTALL

### 2.1 Downloading application

1. Go to the Web Address Provided by the IT admin. The login page is displayed.

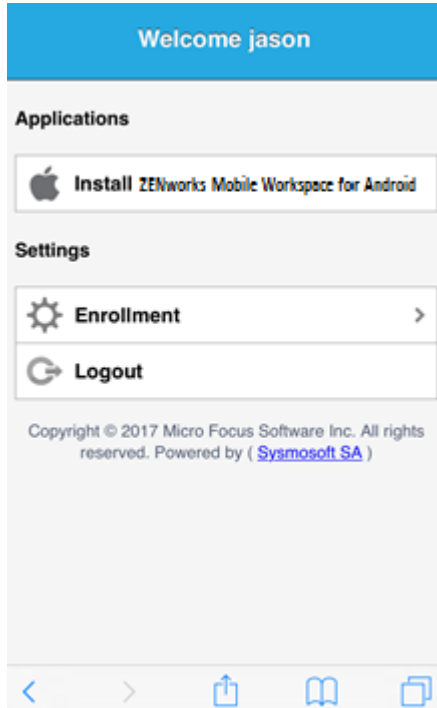


(Example: <https://sense.yourdomain.com/sense/install>)

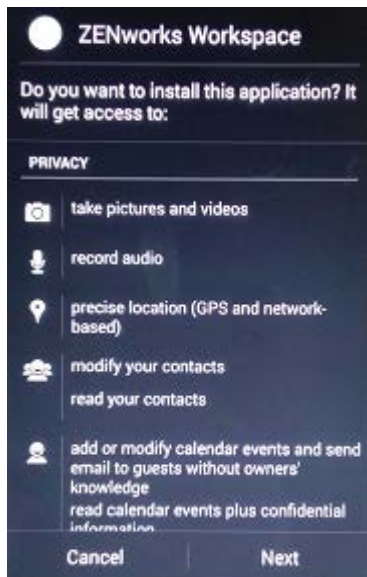
2. Enter your credentials (user has to be in the group that can use some workspace, assigned in the previous step) and log in. After you log in, the download option is displayed based on your mobile platform (Android or iOS).

**Note:** If the same page is displayed even after clicking **Login**, ensure that cookies are accepted.

3. Press Install ZENworks Mobile Workspace. You will be asked to confirm that you want to download the app.



4. Press Next to confirm that you want to download the app. The app is installed.



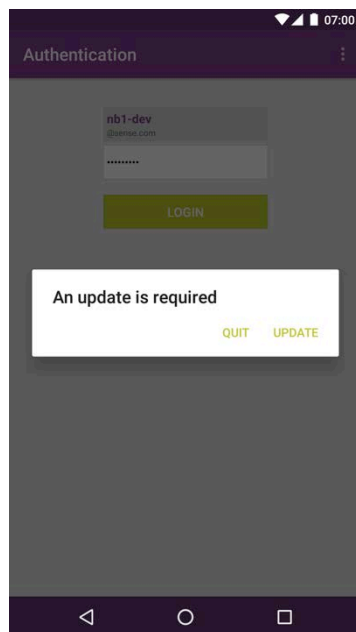
Note: If a security alert is displayed after opening the downloaded app, you will need to open device security settings, and allow installation of apps from unknown sources.

### 3 UPDATE

1. Tap on the Workspace icon on your Android apps screen.



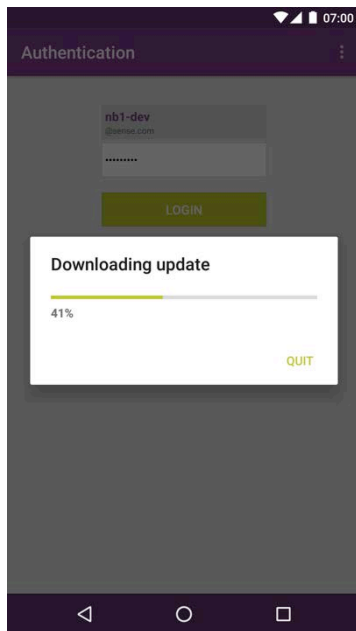
2. Log in with your user credentials.
3. After logging in, a message is displayed (An Update is required) to update your application.



4. Press Update to continue.

Note: Pressing Quit will close the application, as due to the security restrictions, you are able to login only to the newest available application.

5. When you press the continue button, the update is downloaded.



To update the application, perform the following steps:

1. A dialog is displayed asking you to confirm the installation of an update. Press install. The update is processed.
2. A confirmation dialog is displayed and the app is installed.

**Note:** After updating the application, the Open option is displayed. This option will allow you to login and continue your work in the updated application.

#### 4 **DISENROLL**

If for any reason the user is not able to enroll and login anymore even after IT admin action, disenrollment could be used as the last resort.

On Android, you just need to erase the application's data (the following steps are for a Samsung device):

1. Long press on your application.
2. Select "Application information".
3. Select "Data storage".
4. Select "Delete data".

When you restart the application, you will be requested to start the enrollment process.

## **5 DELETE**

Uninstalling the ZENworks Mobile Workspace app is as easy as deleting any other Android app.

### **5.1 Deleting ZENworks Mobile Workspace**

1. Select ZENworks Mobile Workspace from your applications list.
2. Press uninstall. A dialog is displayed asking you to confirm.
3. Press the confirmation button.

The app is uninstalled and a message is displayed informing you that the ZENworks Mobile Workspace application has been uninstalled.