

# Micro Focus TeamWorks Mobile App 1.0 Quick Start

July 2017



## Quick Start

Micro Focus TeamWorks allows you to easily access all your files and folders from your desktop, browser, or a mobile device. In addition, you can promote collaboration by sharing files and folders with others. For more general information about Micro Focus TeamWorks, see “About TeamWorks” in the *TeamWorks Web Application User Guide* (<https://www.novell.com/documentation/team-works-1/tw-user-web/data/bookinfo.html>).

This Quick Start focuses on how to use TeamWorks from your mobile device.

In addition to accessing TeamWorks from a mobile device, you can also access TeamWorks in the following ways:

- ◆ From a web browser on your workstation, as described in the *TeamWorks Web Application User Guide* (<https://www.novell.com/documentation/filr-3/tw-user-web/data/bookinfo.html>)
- ◆ From your desktop, as described in the *TeamWorks Desktop for Windows Quick Start* (<https://www.novell.com/documentation/filr-3/esn-user-desktop/data/bookinfo.html>) and the *TeamWorks Desktop for Mac Quick Start* (<https://www.novell.com/documentation/filr-3/esn-user-desktop-mac/data/bookinfo.html>)

You can access Micro Focus TeamWorks from your **supported** mobile device. Be aware that access to the TeamWorks site through the app can be deactivated by your TeamWorks administrator. If you are unable to access TeamWorks through the app, consult your TeamWorks administrator.

## Supported Mobile Devices

The Micro Focus TeamWorks app is supported on the following mobile devices:

- ◆ iOS phones and tablets for iOS 8 or later  
The native app is available as a free download in the Apple App Store.
- ◆ Android phones and tablets for Android 2.3 or later  
The native app is available as a free download in the Google Play App Store, the Amazon Appstore for Android, and the Samsung Knox Apps store.
- ◆ Windows phones version 8.0 and 8.1  
Windows tablets are not currently supported.  
Supported only with a TeamWorks 1.1 server or later.
- ◆ The BlackBerry PlayBook and Z10  
The native application is available in the BlackBerry World app store.  
In this document, the BlackBerry steps are the same as for Android devices.

Accessing TeamWorks through a web browser on a mobile device is not supported. Instead, download the TeamWorks mobile app that is compatible with your mobile device.

## Supported Languages

The default language that the TeamWorks mobile app is displayed in is defined by the language set on the mobile device where the app is running. If the language on the device is not supported, the application is displayed in English.

The TeamWorks mobile app supports the following languages:

- ◆ Czech
- ◆ Chinese (Simplified)
- ◆ Chinese (Traditional)
- ◆ Danish
- ◆ Dutch
- ◆ English
- ◆ Finnish
- ◆ French

- ◆ German
- ◆ Hungarian
- ◆ Italian
- ◆ Japanese
- ◆ Polish
- ◆ Portuguese (Brazil)
- ◆ Russian
- ◆ Spanish
- ◆ Swedish

## File Viewing Support

The TeamWorks mobile app allows you to view most files within the app. Depending on the size and type of file, the app might need to be opened in a third-party app, or a warning might be displayed before you can view it in the TeamWorks app.

- ◆ [“Files That Cannot Be Viewed in the TeamWorks App” on page 2](#)
- ◆ [“Files That Give a Warning Before They Are Displayed” on page 2](#)

### FILES THAT CANNOT BE VIEWED IN THE TEAMWORKS APP

The TeamWorks app cannot display files of the following type that are larger than 20 MB on iOS devices and 2 MB on Android devices:

- ◆ Text files (such as .txt, .odt, .pdf, and so forth)
- ◆ HTML files

To view these files, you need to open the file in a third-party app, as described in [“Editing or Viewing a TeamWorks-Based File in Another Application” on page 6](#).

### FILES THAT GIVE A WARNING BEFORE THEY ARE DISPLAYED

Because viewing a file within TeamWorks consumes data (when using a mobile service provider), a warning is shown if you attempt to view a file over 5 MB in size.

When connected to Wi-Fi, a warning is shown if you attempt to view a file over 50 MB in size on iOS devices, because the process can be time-consuming.

## Getting Started

- ◆ [“Installing the App” on page 2](#)
- ◆ [“Connecting to the TeamWorks Site” on page 2](#)
- ◆ [“Modifying the Configuration Settings for the TeamWorks Site” on page 3](#)

## INSTALLING THE APP

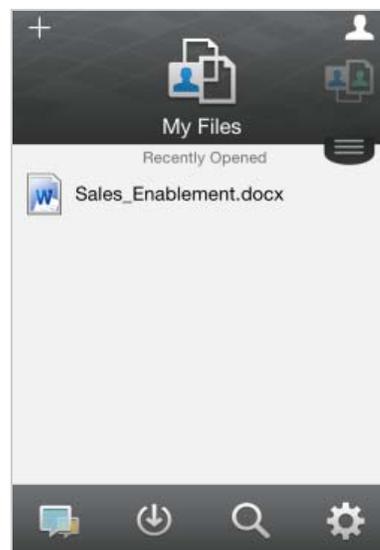
Download the TeamWorks mobile app from the appropriate store for your mobile device. (For a list of supported devices, see [“Supported Mobile Devices” on page 1](#).) To locate the app, search for `Micro Focus TeamWorks`.

## CONNECTING TO THE TEAMWORKS SITE

When you first set up the app, you need to specify information for just one TeamWorks site. After you have performed the initial setup as described in this section, launching the TeamWorks app automatically connects you and authenticates you to your TeamWorks server (if your TeamWorks administrator has enabled you to save your password).

- 1 Launch the TeamWorks mobile app on your iOS, Android, or Windows device.
- 2 **Android devices:** Accept the TeamWorks license agreement.
- 3 On the Login page, specify the following information:
  - User ID:** Specify the name that you use to log in to the TeamWorks site.
  - Password:** Specify the password that you use to log in to the TeamWorks site.
  - Save Password:** Select this option if you want your password to be securely stored on your device so that you can automatically be signed in to the TeamWorks site when you launch the app. (This option can be disabled by the TeamWorks administrator.)
  - Server:** Specify the URL for the TeamWorks site. For example, `https://TeamWorkssite.com`.

Your server must be configured with a secure HTTP (HTTPS) connection in order to connect to it from a mobile device.
- 4 Tap **Sign In**.  
The home page is displayed.



## MODIFYING THE CONFIGURATION SETTINGS FOR THE TEAMWORKS SITE

To modify the configuration settings for the TeamWorks site after you have already configured it in the TeamWorks app, sign out of the app and sign back in using different configuration settings. For example, you can modify your user name, password, and server URL.

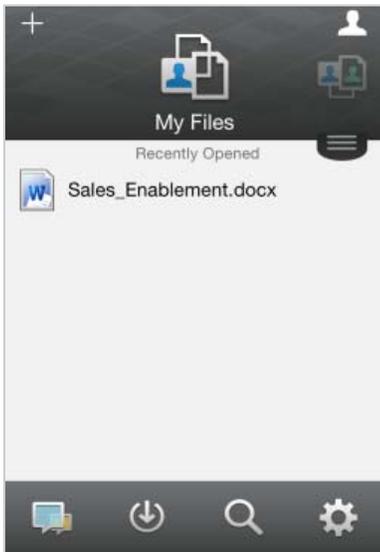
For information about how to sign out, see “Signing Out” on page 11.

## Navigating to the Home Page of the App

Regardless of where you are in the TeamWorks app, you can easily navigate to the home page.

- 1 If you are not already on the Home page, tap the **Home** button (for iOS, tap ; for Android, tap ; for Windows, tap .

The home page is displayed.



## Searching the App

When you perform a search in TeamWorks, TeamWorks searches the following content:

- ◆ Folder names
- ◆ File names and file content
- ◆ Comments on files (if commenting is enabled)
- ◆ Net Folders

Searches file names by default. Depending on configuration settings set by the TeamWorks administrator, file content might or might not be searched.

If you have access rights to view a file but you do not have access rights to view the folder where the file is located, the file is not listed in search results.

In offline mode, file content is not searched for downloaded files in the **Downloads** section. File names, comments, and author are searched.

The Micro Focus TeamWorks app enables you to search for items either in a specific folder or across the entire site.

- ◆ “Searching in a Folder” on page 3
- ◆ “Searching Globally” on page 3

## SEARCHING IN A FOLDER

- 1 Navigate to the folder that you want to search.
- 2 **iOS devices:** Tap the **Search** icon .  
**Android devices:** Tap the **Search** icon  next to the folder name.  
**Windows devices:** Tap the **Search** icon .
- 3 Choose from the following search options:
  - ◆ **Current Folder:** Searches files only in the current folder. Subfolders are not included. This is the default setting.
  - ◆ **Include Subfolders:** Searches files in the current folder and in any subfolders.

- 4 **iOS and Android devices:** Begin typing the words or phrases that you want to search for. Search results are displayed as you type.

**Windows devices:** Specify the word or phrase to search for, then tap the Enter key.

TeamWorks supports numerous wildcards and operators that you can use to refine your search. For more information, see “Supported Operators and Wildcards for Search” in the *TeamWorks 1.0: User Access Guide* “Supported Operators and Wildcards for Search” in the *TeamWorks 1.0: User Access Guide*.

When you search in the **Downloads** section, only wildcards with the \* operator and the ? operator are functional.

## SEARCHING GLOBALLY

Global search searches everything on the TeamWorks site for which you have access.

To perform a global search on your mobile device:

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap .
- 2 **iOS and Android devices:** Tap **Search** .  
**Windows devices:** Tap the **Search** icon .
- 3 **iOS and Android devices:** Begin typing the words or phrases that you want to search for. Search results are displayed as you type.

**Windows devices:** Specify the word or phrase to search for, then tap the Enter key.

TeamWorks supports numerous wildcards and operators that you can use to refine your search. For more information, see “Supported Operators and Wildcards for Search” in the *TeamWorks 1.0: User Access Guide* “Supported Operators and Wildcards for Search” in the *TeamWorks 1.0: User Access Guide*.

For information about how to search from within the TeamWorks Web application, see “Searching for Information” in the *TeamWorks 1.0: User Access Guide*.

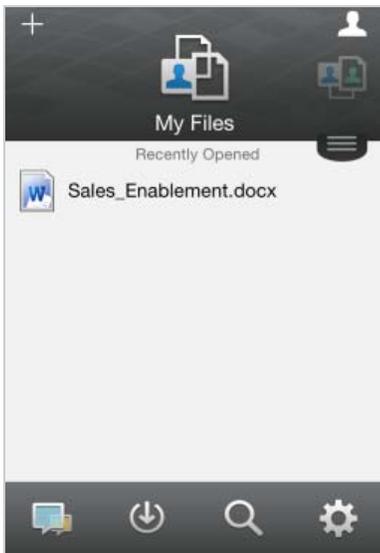
## Accessing Your Personal Files (My Files)

All your personal files and folders are stored in one convenient location.

Personal files (My Files) include files that you upload to the TeamWorks site and other personal files that are associated with your Home directory on a network server.

To access My Files from your mobile device:

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).



- 2 **Windows devices:** Tap **Collections**.

- 3 Tap **My Files**.

- 4 Tap an individual file to view it.

If the file is not displayed,

- ◆ Your device might not support the file type.

Or

- ◆ The file might be too large to view within the TeamWorks app. For more information, see “File Viewing Support” on page 2.

For information about how to open the file in another application, see “Editing or Viewing a TeamWorks-Based File in Another Application” on page 6.

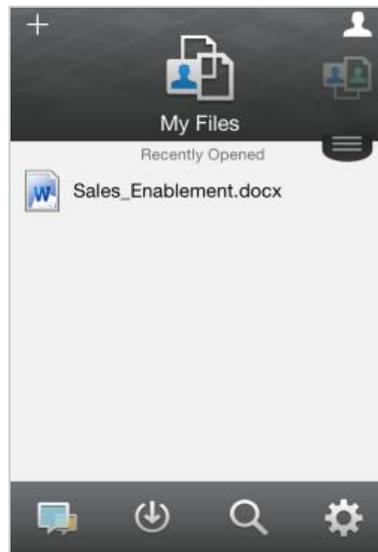
For information about how to access My Files from within the TeamWorks Web application, see “Accessing Your Personal Files and Folders (My Files)” in the *TeamWorks 1.0: User Access Guide*.

## Accessing Shared Files and Folders

Files and folders that you have shared with others are stored in one convenient location. Files and Folders that others have shared with you are stored in another location.

To view files and folders that have been shared with you:

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).



- 2 **iOS and Android devices:** Tap the drop-down tab.

**Windows devices:** Tap **Collections**.

- 3 Tap **Shared With Me** .

Items that have been shared with you are displayed in the order that they were shared, with the most recent displayed first.

Information specific to the share is displayed beneath the shared item (such as who shared the item, when it was shared, and any notes associated with the share).

- 4 Tap an individual file to view it.

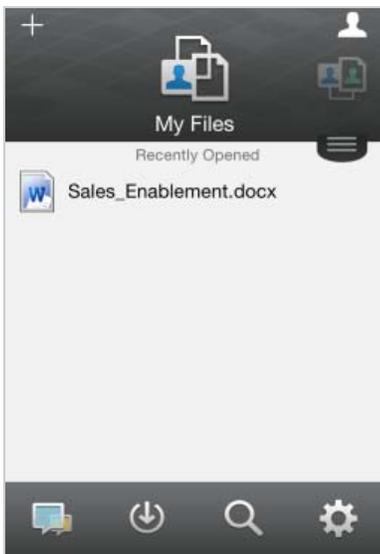
If the file is not displayed,

- ◆ Your device might not support the file type.  
Or
- ◆ The file might be too large to view within the TeamWorks app. For more information, see [“File Viewing Support” on page 2](#).

For information about how to open the file in another application, see [“Editing or Viewing a TeamWorks-Based File in Another Application” on page 6](#).

To view files and folders that you have shared:

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).



- 2 **iOS and Android devices:** Tap the drop-down tab.

**Windows devices:** Tap **Collections**.

- 3 Tap **Shared by Me** .

- 4 Tap an individual file to view it.

If the file is not displayed,

- ◆ Your device might not support the file type.  
Or
- ◆ The file might be too large to view within the TeamWorks app. For more information, see [“File Viewing Support” on page 2](#).

For information about how to open the file in another application, see [“Editing or Viewing a TeamWorks-Based File in Another Application” on page 6](#).

For information about how to access your shared files and folders from within the TeamWorks Web application, see [“Accessing Shared Files and Folders” in the \*TeamWorks 1.0: User Access Guide\*](#).

## Viewing What’s New

**NOTE:** This functionality is not currently available on Windows Phone.

The TeamWorks app enables you to see new files that have been added to the TeamWorks site. (Files that have been most recently added, modified, or commented on are displayed.)

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).

- 2 Tap **What’s New** .

Files that have been most recently added, modified, or commented on that you have access to are displayed.

You can filter the list by tapping a category, such as My Files, Shared With Me, Shared By Me, and Net Folders.

- 3 Tap an individual file to view it.

If the file is not displayed,

- ◆ Your device might not support the file type.  
Or
- ◆ The file might be too large to view within the TeamWorks app. For more information, see [“File Viewing Support” on page 2](#).

**IMPORTANT:** Files that are password protected or that are not supported for rendering must be opened in another application for viewing.

For information about how to open the file in another application, see [“Editing or Viewing a TeamWorks-Based File in Another Application” on page 6](#).

For information about how to view what’s new from within the TeamWorks Web application, see [“Finding What’s New” in the \*TeamWorks 1.0: User Access Guide\*](#).

## Viewing Recent Files

The Home page displays the files that you have most recently viewed or modified, in chronological order.

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).

The files that you have most recently viewed or modified are displayed in the **My Files** column.

- 2 **iOS and Android devices:**

- ◆ **On a phone device:** Swipe to the right to view recent files in the **Shared with Me**, **Net Folders**, **Shared by Me**, and **Public** columns.

Recent files for that area are displayed.

**Windows devices:** Swipe left to view the Recent list.

- 3 Tap an individual file to view it. The app navigates to the file location and renders it if the platform supports the file type.

**IMPORTANT:** Files that are password protected or that are not supported for rendering must be opened in another application for viewing.

For information about how to open the file in another application, see [“Editing or Viewing a TeamWorks-Based File in Another Application” on page 6.](#)

## Viewing Comments for a File

**NOTE:** TeamWorks administrators can disable comment viewing, so you might not see it on your device. Also, it is not currently available on Windows Phone.

- 1 On your mobile device, navigate to and view the file for which you want to view comments.
- 2 **iPhone, iPad and Android devices:** When you view the file, tap the **Comment** icon .

## Commenting on a File

**NOTE:** TeamWorks administrators can disable commenting, so you might not see it on your device. Also, it is not currently available on Windows Phone.

- 1 On your mobile device, navigate to and view the file that you want to comment on.
- 2 **iPhone, iPad and Android devices:** When you view the file, tap the **Comment** icon .
- 3 Tap the **Plus** icon to add a new comment.  
or  
To reply to an existing comment, tap the **Reply** icon  next to the comment that you want to reply to.
- 4 Specify your comment, then tap **Add / Send**.

For information about how to comment on a file from within the TeamWorks Web application, see [“Commenting on a File” in the \*TeamWorks 1.0: User Access Guide\*.](#)

## Editing or Viewing a TeamWorks-Based File in Another Application

You might need to open TeamWorks-based files in other applications if

- ♦ The type of file is not supported for viewing within the TeamWorks app.
- ♦ You need to edit the file.

**IMPORTANT:** If your TeamWorks administrator has disallowed the downloading of files to mobile devices, you cannot edit or view a file in an external application as described in the following sections.

## USING TEAMWORKS TO OPEN A FILE IN ANOTHER APPLICATION

To access and open a file in an external application starting within the TeamWorks app:

- 1 Navigate to the file that you want to open in an external application, then tap the **Actions** icon (iOS devices, tap ; Android devices, tap ; Windows devices, tap ).
- 2 Tap the name of the application that you want to use to open the file.  
On iOS devices, TeamWorks is registered with the Open In technology to import and export all file types. Other applications can also choose the types of files they support.
- 3 (Optional) Edit the file, then save it to TeamWorks as described in [“Uploading a File” on page 8.](#)

or

**On Android devices:** Edit the file in the external application, save the file, then close the app or use the Back button to navigate back to the TeamWorks app.

TeamWorks asks if you want to upload the changes that you made. Tap **Upload** and the changes are uploaded.

## USING PICKERS/PROVIDERS TO OPEN TEAMWORKS-BASED FILES

Many applications are integrated with pickers (iOS and Windows) and providers (Android) that let you open TeamWorks-based files within the applications themselves.

- 1 While using another application and needing to open a file, access the picker/provider and choose TeamWorks as the file source.
- 2 Browse to and open the file.
- 3 (Optional) Edit the file and then save it directly in TeamWorks.

## Saving a File to the Photos App (iOS Only)

You can save a file directly to the Photos app on your iOS device:

- 1 On your mobile device, navigate to and view the file that you want to save to the Photos app.  
The file must be an image file, such as .jpg or .png.

- 2 Tap the **Actions** icon , then tap **Save Image**.
- 3 (Conditional) Click **OK** if you are prompted to allow TeamWorks to access your photo album.

## Downloading a File

You can download files onto your mobile device to make them available when you are offline. Comments already made on downloaded files are also available.

Your TeamWorks administrator can disallow the downloading of files to mobile devices from the TeamWorks mobile app. If you cannot download files to your mobile device as described in this section, or if files that you previously downloaded are no longer there, your administrator has disabled this functionality.

- 1 Navigate to the file that you want to download.
- 2 **iPhone:** When you view the file on the iPhone, tap the **Actions** icon , then tap **Add To Downloads**.  
To remove the file from your downloads, tap the **Actions** icon , then tap **Remove From Downloads**.

**iPad:** When you view the file on the iPad and on Android devices, tap the **Download** icon .

To remove the file from your downloads, tap the **Remove** icon .

**Android devices:** Tap the Menu button, then tap **Add to Downloads**.

To remove the file from your downloads, tap the Menu button, then tap **Remove from Downloads**.

**Windows devices:** When you view the file on a Windows phone, tap the **Download** icon .

To remove the file from your downloads, tap the **Remove** icon .

The following icons indicate that a file has been downloaded:

- ♦ The download icon overlays on the file icon, next to the file name.

**On Android devices:**



**On iOS and Windows devices:**



- ♦ On the iPad, the **Download** icon  is changed to the **Remove** icon .

On Windows devices, the **Download** icon  is changed to the **Remove** icon .

You can access your downloaded files by tapping

**Downloads**  from the home screen.

To see how much memory your downloaded files are consuming on your device:

- 1 Tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).
- 2 **iOS devices:** Tap **Settings**  > **Usage**.

The **Downloaded Files** section displays the memory usage of your downloaded files.

**Android devices:** Tap **Settings**  > **Storage**.

The **Current Downloads Size** displays the memory usage of your downloaded files.

**Windows devices:** Tap **Settings** , then swipe to the **Storage** section. The **Current Downloads Size** displays the memory usage of your downloaded files.

## Synchronizing Downloaded Files

TeamWorks synchronizes your downloaded files on your mobile device with the files on the server at a schedule set by your TeamWorks administrator.

To modify your synchronization settings or to synchronize your files immediately:

- 1 Tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).
- 2 **iOS devices:** Tap **Settings**  > **General**, then look at the options in the **Synchronize Downloads** section.

**Android devices:** Tap **Settings**  > **Synchronize Downloads**.

**Windows devices:** Tap **Settings** , then swipe to the **Synchronize** section to view the synchronization options. (In addition to the synchronization settings, you can view the date and time of the last synchronization and whether a synchronization is currently in progress.)

The following options are displayed:

- ♦ **WiFi only:** When this option is enabled, the synchronization process occurs only when your mobile device is connected to WiFi. When it is disabled, the synchronization process uses WiFi when available, and uses data through your mobile provider when WiFi is not available.

- ◆ **Synchronize Now:** Synchronizes your downloaded files immediately, regardless of the **WiFi only** setting.

## Uploading a File

**NOTE:** This functionality is not currently available on:

- ◆ Windows Phone devices
- ◆ BlackBerry devices

You can upload files to the TeamWorks site from your mobile device.

### UPLOADING A FILE FROM WITHIN TEAMWORKS

- 1 iOS devices:** Navigate to the folder or area where you want to upload the file, tap the **Plus** icon , then select the file that you want to upload.

**Android devices:** Tap the menu icon  next to the folder where you want to upload the file, tap **Upload File**, then select the file that you want to upload.

### UPLOADING A FILE FROM ANOTHER APP

- From another app on your mobile device, view the file that you want to upload to TeamWorks.
- 2 iOS devices:** Tap the **Open In** icon , then tap the TeamWorks icon.

This option is not available from the Photos app on iOS devices.

**NOTE:** TeamWorks is registered with the Open In technology to import and export all file types. Other applications can also choose the types of files they support.

**Android devices:** Tap **Share**, then tap the TeamWorks icon.

The TeamWorks app is launched and the Upload File dialog box is displayed.

- (Optional) In the **File Name** field, rename the file.
- To save the file to the default destination (My Files), tap **Upload**.

or

To save the file to another destination on the TeamWorks site:

**iOS devices:** In the **Select a destination** section, tap either **My Files**, **Shared With Me**, or **Net Folders**, navigate to the folder that you want to save the file to, then tap **Select > Upload**.

**Android devices:** Tap **Browse**, tap the location drop-down list to choose either **My Files** or **Net Folders**, tap the folder where you want to save the file, then tap **Select > Upload**.

## Moving a File or Folder

**NOTE:** This functionality is not currently available on Windows Phone.

You can move a file or folder to another location on the TeamWorks site by using your mobile device.

- Navigate to the location that contains the file or folder that you want to move.
- Tap the information icon next to the file or folder name that you want to move (for iOS, tap ; for Android, tap .
- 3 iOS devices:** Tap the **Actions** icon .
- Tap **Move**.
- In the **Change folder** section, click either the **My Files**, **Shared with Me**, or **Net Folder** icon that represents the location where you want to move the file or folder.  
For example, if you want to move a file to a folder in your My Files area, click the **My Files** icon.
- (Optional) If you want to move the file or folder to a specific folder within either the My Files, Shared with Me, or Net Folder areas:
  - Navigate to the folder where you want to move the file.
  - 6b iOS devices:** Click **Select**.
  - Click **Move**.

## Copying a File or Folder

**NOTE:** This functionality is not currently available on Windows Phone.

You can copy a file or folder to another location on the TeamWorks site by using your mobile device.

- Navigate to the location that contains the file or folder that you want to copy.
- Tap the information icon next to the file or folder name that you want to copy (for iOS, tap ; for Android, tap .
- (Conditional) For iOS, tap the **Actions** icon .
- Tap **Copy**.
- In the **Change folder** section, click either the **My Files**, **Shared with Me**, or **Net Folder** icon that represents the location where you want to copy the file or folder.  
For example, if you want to copy a file to a folder in your My Files area, click the **My Files** icon.

- 6 (Optional) If you want to copy the file or folder to a specific folder within either the My Files, Shared with Me, or Net Folder areas:
  - 6a Navigate to the folder where you want to move the file.
  - 6b **iOS devices:** Click **Select**.
  - 6c Click **Copy**.

## Renaming a File or Folder

**NOTE:** This functionality is not currently available on Windows Phone.

You can rename a file or folder from your mobile device.

- 1 Navigate to the location that contains the file or folder that you want to rename.
- 2 Tap the information icon next to the file or folder name that you want to rename (for iOS, tap ; for Android, tap ).
- 3 **iOS devices:** Tap the **Actions** icon .
- 4 Tap **Rename**.
- 5 Type the new name, then tap **Save/Rename**.

## Deleting a File or Folder

**NOTE:** This functionality is not currently available on Windows Phone.

You can delete a file or folder from your mobile device.

- 1 Navigate to the file or folder that you want to delete.
- 2 Tap the information icon next to the file or folder that you want to delete (for iOS, tap ; for Android, tap ).
- 3 **iOS devices:** Tap the **Actions** icon .
- 4 Tap **Delete**.
- 5 Tap **Yes/Delete** to confirm the deletion.

## Viewing File Details

You can view important details about files on your mobile device.

- 1 Navigate to the file for which you want to view the details.
  - 2 **iOS and Android:** Tap the information icon (for iOS, tap ; for Android, tap  > **Details**) next to the file name.
- Windows:** Long-press the file name, then tap **Details**.
- The following details are displayed:
- ◆ **File Name:** The name of the file.

- ◆ **File Path:** The path to the file.
- ◆ **Size:** Size of the file.
- ◆ **Created By:** User who created the file.
- ◆ **Created:** Date that the file was created.
- ◆ **Modified By:** User who last modified the file.
- ◆ **Last Modified:** Date the file was last modified.
- ◆ **Note:** Note associated with the share from the user who shared the file. (Displayed only for shared files in the Shared with Me area.)
- ◆ **Downloaded:** Indicates whether the file has been downloaded and is available to view offline.
- ◆ **Share With:** Displays who the file has been shared with and information regarding the share.

## Viewing Folder Details

You can view important details about folders on your mobile device.

- 1 Navigate to the folder for which you want to view the details.
- 2 **iOS and Android devices:** Tap the information icon (for iOS, tap ; for Android, tap ) next to the folder name.

**Windows devices:** Long-press the folder name, then tap **Details**.

The following details are displayed:

- ◆ **Folder Name:** The name of the folder.
- ◆ **Folder Path:** The path to the folder.
- ◆ **Created By:** User who created the folder.
- ◆ **Created:** Date that the folder was created.
- ◆ **Modified By:** User who last modified the folder.
- ◆ **Last Modified:** Date that the folder was last modified.
- ◆ **Note:** Note associated with the share from the user who shared the folder. (Displayed only for shared folders in the Shared with Me area.)
- ◆ **Share With:** Displays who the folder has been shared with and information regarding the share.

## Managing Cached Files

If you cannot see updated content on the TeamWorks app, or if you experience similar problems, you might need to clear the TeamWorks cache. You can also view the amount of data your cached files are using, and you can set a maximum size for cached files.

- ◆ [“Clearing the Cache” on page 10](#)
- ◆ [“Setting a Maximum Size for Cached Files” on page 10](#)

## CLEARING THE CACHE

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).
- 2 **iOS devices:** Tap **Settings**  > **Usage** > **Clear Cache**.

**Android devices:** Tap **Settings**  > **Storage** > **Clear Cache**.

**Windows devices:** Tap **Settings** , swipe to the **Storage** section, then tap **Clear Cache**.

The amount of data that cached items are consuming is also displayed in the **Cached Files** section (iOS), the **Current Cached Files** section (Android), and the **Current Cache Size** section (Windows).

## SETTING A MAXIMUM SIZE FOR CACHED FILES

You can set a maximum file size so that nothing over the maximum size is cached.

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).
- 2 **iOS devices:** Tap **Settings**  > **Usage**, then tap **Maximum Cache Size**.

**Android devices:** Tap **Settings**  > **Storage** > **Maximum Cache Size**.

**Windows devices:** Tap **Settings** , swipe to the **Storage** section, then tap in the **Maximum Cache Size** field.

- 3 Tap the number that represents the maximum file size that you want to cache.

## Understanding Document Conflicts

If a document is edited at the same time from various locations, only the first file that is uploaded to TeamWorks retains the original file name. Other versions of the file are uploaded to TeamWorks under different file names. Only the original file maintains any file comments and share information.

For example, suppose that User A and User B begin editing `file1.doc` at the same time on different devices. User A saves his changes and uploads the file to TeamWorks. The file is saved in TeamWorks with User A's changes and with the original file name (`file1.doc`). User B then saves her changes and uploads the file to TeamWorks. User B's file is renamed to `file1 (User B's conflicting copy date).doc`. User B sees User A's version of `file1.doc` in TeamWorks, and User B is notified that her file has been renamed.

**IMPORTANT:** A renamed file can be uploaded only if the user who created it has Contributor rights to the folder where the file originated. For example, if a file was shared with User B, and User B has only Editor rights to the folder where the file exists (not Contributor rights), the file cannot be uploaded to TeamWorks after it is renamed.

## Security Considerations

When you access TeamWorks on your mobile device, it is important that your sensitive documents are secure. TeamWorks provides secure access to files from your mobile device. However, if your TeamWorks administrator has allowed you to download files to your mobile device, you need to make sure that your device is set up to encrypt files.

- ♦ “Default Security Settings” on page 10
- ♦ “Configuring a 4-Digit Passcode” on page 10
- ♦ “Encrypting Downloaded Files” on page 11

## DEFAULT SECURITY SETTINGS

When you access Micro Focus TeamWorks from your mobile device, you enjoy the same security as when you access TeamWorks from your workstation. Security features include:

- ♦ Secure access via SSL
- ♦ All previously established access control settings

## CONFIGURING A 4-DIGIT PASSCODE

For added security, you can configure a 4-digit passcode that is required when accessing the TeamWorks app. If your device supports touch ID, you can enable touch ID to be used rather than the 4-digit passcode.

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).
- 2 **iOS devices:** Tap **Settings**  > **Account** > **Passcode Lock**.

**Android devices:** Tap **Settings**  > **Account** > **Passcode Lock**.

**Windows devices:** Tap **Settings** , swipe to the **Account** section, then tap **Passcode Lock**.

- 3 Tap **Turn Passcode On**.
- 4 Specify and confirm your 4-digit passcode.
- 5 **iOS devices:** (Optional) If your device supports touch ID, you can enable the **Use Touch ID** option.

## ENCRYPTING DOWNLOADED FILES

Your TeamWorks administrator can allow you to download files to your mobile device and allow you to open files in third-party applications. If your TeamWorks administrator has given you these abilities, ensure that your mobile device is set up to encrypt files:

- ◆ “Encrypting Downloaded Files on iOS Devices” on page 11
- ◆ “Encrypting Downloaded Files on Android Devices” on page 11
- ◆ “Encrypting Downloaded Files on Windows Devices” on page 11

### Encrypting Downloaded Files on iOS Devices

**NOTE:** This functionality is available only on devices that offer hardware encryption, including iPhone 3GS and later, iPad (all models), and iPod Touch 3rd generation and later.

To set up your iOS device to encrypt files, you need to enable a passcode:

- 1 Turn on passcode encryption by tapping **Settings > General > Passcode Lock**.
- 2 Follow the prompts to create a passcode.
- 3 After the passcode is set, scroll to the bottom of the screen and ensure that the **Data protection is enabled** text is visible.

### Encrypting Downloaded Files on Android Devices

**NOTE:** This functionality is available only on Android 4 and later. The steps might vary depending on your device.

To set up your Android device to encrypt files, you need to configure data encryption:

- 1 Tap **Settings > System Security**.
- 2 Tap **Data encryption**, then follow the on-screen prompts to set up data encryption for your device and for the SD card (the SD card is where downloaded files reside).

### Encrypting Downloaded Files on Windows Devices

**NOTE:** This functionality is available only on Windows Phone 8.0 or 8.1 and must be enabled by your system administrator.

- 1 Ensure that your device is connected to a network that is running Exchange ActiveSync, then select **RequireDeviceEncryption**.

For more information about Windows Phone for Business, see the [Microsoft website \(http://www.microsoft.com/en-us/windows/enterprise/products-and-technologies/windows-phone.aspx\)](http://www.microsoft.com/en-us/windows/enterprise/products-and-technologies/windows-phone.aspx).

## Signing Out

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ; for Windows, tap ).
- 2 **iPhone:** Tap the **User** icon .  
**iPad and Android devices:** Tap your linked user name in the upper right corner of the page  
**Windows:** Tap **Settings** .
- 3 Tap **Sign Out**.

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