



# Xerox® Workplace Mobile App Quick Start Guide

## Using the Workplace Mobile App with Xerox® Workplace Cloud and Xerox® Workplace Suite

The Xerox® Mobile App prints to devices enabled with Workplace Cloud, Workplace Suite, and available public printers.

### Installing the Mobile App

Install the appropriate mobile application for your mobile device. At your app store, search for the Xerox® Mobile App, then follow the instructions provided.

#### Note

The Mobile App requires Apple® iOS 9 or higher, Android™ 4.4 or higher, and the latest version of the Google Chrome Web browser.

### Using the Mobile App with the Google Chrome Web Browser

- The Xerox® Mobile App enables printing from Chrome and Chromebook browsers to the Xerox® Print Management and Mobility Suite.
- The Xerox® Mobile App supports environments that use the Google ecosystem for documents, Google Docs, Drive, Gmail, and the Chromebook-based environments.
- You can manage the Xerox® Mobile App from the G Suite to deploy automatically, and configure print policies.
- The Chrome App is an extension of the Mobile App that enables forward-compatibility with Google Chrome browsers.
- When you use your Chrome or Chromebook account login, Google Single Sign-On is supported.

## 1. Create a User Account

### Option 1: Confirmation Number – Workplace Suite only

To create a Mobile App account using a confirmation number:

1. From the Mobile App, type your email address, then touch **Next**.
2. For Company Code, enter the code that your company supplied.  
A message appears asking for a confirmation number.
3. If you are using the application for the first time, touch **Retrieve Confirmation Number**.  
The confirmation number is retrieved from the server and sent to your email address.
4. Enter the confirmation number that you received in email, then touch **Done/Next**.

## Option 2: Corporate Login

To create a Mobile App account using your corporate login:

1. From the Mobile App, type your email address, then touch **Next**.
2. For Company Code, enter the code that your company supplied.
3. Enter your **User Name** and **Password**.

### Note

Your company determines your login credentials. Your Mobile App credentials can be the same as your daily company login credentials. For more information about login credentials, contact your system administrator.

## Option 3: Password – Xerox® Print Management and Mobility Service Client Only

To create a Mobile App account using a password:

1. From the Mobile App, type your email address, then touch **Next**.
2. For Company Code, enter the code that your company supplied.
3. Enter a temporary password.
4. Enter a new password, then confirm the password.

### Note

Ensure that your password contains the required password parameters:

- Contains at least eight characters
- Contains at least one uppercase character
- Contains at least one alpha character
- Contains at least one numeral

5. Touch **Done/Next**

## 2. Print

There are three ways to print using the Mobile App: print from the app, print to email, or print from the Xerox Web user interface.

### Printing from the Mobile App

- Open documents with the Mobile App, select a print, then select **Print Immediately** or **Upload to Print Later**.
- To print from your mobile device, locate the documents.
  - For Android devices, select **My Library**.
  - For iOS devices, select **Photos** or **File Library**.

## Printing to Email

Send documents through email to the email address for your organization. The email and attachments are available in the Documents view of the Mobile App.

- For Xerox® Print Management and Mobility Service Client users, send documents to **print@printbyxerox.com**.
- For on-premise Mobile Print Solution users, for the email address for your company, contact your system administrator.
- Some organizations allow you to send emails from a device-specific email address to the printer. For information, contact your system administrator.

## Printing from the Xerox® Web User Interface

Xerox® Print Management and Mobility Service Client users can print from a personal computer or Mac® using the Xerox Web user interface at <https://xpmms.services.xerox.com/>.

## 3. Support

### App Help

For information about using the app, refer to the onscreen Mobile App help.

### Online Help and Documentation

- For online help and more information, go to <http://www.xerox.com/mobileprintportalsupport>.
- To view the User Guide for your mobile device, select the **Documentation** link.

### Customer Support Forum

For Mobile Service Client Customer Support, go to <http://forum.support.xerox.com/>.

The website displays information posted by Xerox and other mobile printing users.

