

Workspace ONE Boxer for iOS User Guide

VMware Workspace ONE UEM

You can find the most up-to-date technical documentation on the VMware website at:

<https://docs.vmware.com/>

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Welcome to Workspace ONE Boxer for iOS User Guide

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Learn how to use Boxer on your iOS device.

VMware Workspace ONE Boxer is a secure email, calendar, file, and contact mobile application with an enterprise-grade security. Boxer can be used to connect to your favorite email servers such as Exchange, Office 365, G Suite, Lotus, Gmail, and more. This application separates business data from personal data by providing frictionless access to corporate emails, calendars, files, and contacts across corporate owned and bring your own devices. (BYOD).

You can configure Boxer to meet the unique way you work. With features like custom swipe gestures, quick reply templates, and quick sharing of calendar availability, Boxer streamlines your tasks and boosts your mobile productivity.

Walk-through the User Guide

What's new in Boxer?			
Chapter 2 Add and Configure Email Accounts		Chapter 3 Create, Send, and Receive Emails	
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Get acquainted with Workspace ONE Boxer

You can follow the [Workspace ONE Boxer Training Series](#) to learn more about the application. These videos help you understand the basic functions and features of Boxer.

Add and Configure Email Accounts

2

You can add two types of email accounts to your Boxer application – Managed account and Unmanaged account. Your admin configures the managed accounts and the personal email account that you configure are the unmanaged accounts. Learn how to add and configure these accounts.

Access your Managed Account

Sign in to your managed account in Workspace ONE Boxer.

Before you begin, make sure that you have enrolled your device with Workspace ONE through Workspace ONE Intelligent Hub.

Based on how your admin sets the configuration, and when you first run the application, you are presented with the Boxer sign-in screen.

- 1 Sign in to your managed account.
- 2 Tap **Continue** to access your emails.

Add Unmanaged Email Accounts

Based on how your admin sets the configuration, you can add multiple personal email accounts. You can also manually set up IMAP accounts if an account type or domain cannot be auto-configured.

- 1 Enter a valid email address.
If you type an invalid email address, you receive an error message.
- 2 Select one of the two options - **Add account** or **Manual Setup**.
- 3 Tap **Add account**.

Workspace ONE Boxer attempts to determine the account type based on the email domain.

- a If the account type is determined, you can enter the password for the account in the Workspace ONE Boxer interface.
- b After password submission, Boxer verifies the credentials with a relevant server for validation. If validated, the account gets added to Boxer, and you are navigated to Boxer's mail view.

- 4 If the account type is not determined, add an account manually through the **Manual Setup** option.
 - a Tap **Manual Setup** to view the list of available account types.
 - b Select the required account type from the list. The selected account type determines the screen to be displayed next.
 - If you select Outlook, the relevant web view is presented to enter your email address and password for authentication. Upon Outlook server authentication, server requests you to grant permission to access their account. If agreed, the account gets added to Workspace ONE Boxer.
 - If you select any other account, you are required to enter the password for that account in the Boxer interface. After submitting the password, Boxer verifies the credentials with the relevant server for validation. If validated, the account gets added to Workspace ONE Boxer.
 - If you select Exchange and Other as the account type, you must provide additional information for account setup if your password is incorrect or cannot be verified. Further setup details include details about the incoming and outgoing servers.
 - c You can also add multiple accounts in Workspace ONE Boxer. To do this, navigate to **Boxer Settings > Add Account**.

Use Single Sign-On (SSO) Passcode to Access Workspace One Boxer

Single sign-on (SSO) is a user authentication service that allows you to use a set of login credentials to access the Boxer application.

If configured by your administrator, you are prompted to create the SSO passcode. You can use this passcode only if your admin enables the SSO functionality using Workspace ONE Intelligent Hub.

If you have forgotten the passcode, you are provided with options to sign in either with a user name and password or a token depending on the settings configured by your administrator.

How to Set Up an Application Passcode

If your admin has configured to authenticate Boxer using a passcode or user name and password with SSO deactivated, you must create an application-level passcode. While accessing Workspace ONE Boxer for the first time, you are prompted to set up the application passcode. You can use the same passcode on subsequent launches.

Note The application passcode that is set for the Boxer application cannot be used to access any other enterprise applications.

Use PIV-D Manager to Enroll into Workspace ONE Boxer

If configured by your administrator, you can use Workspace ONE PIV-D Manager to enroll into Boxer. The PIV-D Manager application also supports the standalone enrollment of Boxer.

- 1 Enroll your device using Workspace ONE Intelligent Hub.
- 2 Install Workspace ONE PIV-D Manager on your device. If you are enrolling into Boxer without installing the PIV-D Manager, you are prompted to download the application to continue the enrollment.
- 3 Enter the enrollment credentials and select **Next**. The message *Credentials Activation* appears.
- 4 After the verification of the credentials, Workspace ONE Boxer is launched.

Protect your Emails Using Azure Information Protection (AIP) Sensitivity Labels

You work with people outside or within the organization to meet your business needs. Usually, you exchange data or share confidential information with your colleagues through emails, making your data vulnerable and accessible to all. You must therefore monitor who can see your data and who can modify it. Workspace ONE Boxer gives you the ability to do so. With Azure Information Protection (AIP) Sensitivity labels, you can protect your emails and secure your organization's data without the compromising the productivity and employee collaboration.

Learn how to configure, apply, and modify the sensitivity levels.

Configure Azure Information Protection (AIP) Sensitivity Labels in Workspace ONE Boxer

If your administrator has not provided you the consent to access the AIP sensitivity labels, you must consent manually.

- 1 To enable the sensitivity labels in Workspace ONE Boxer, tap the **Enable** option in the banner displayed on the inbox screen.
- 2 If you have multiple managed accounts and you are on **All Accounts** screen, you must select an account for which you want to enable the sensitivity labels. When you have a single managed account, you are directly redirected to the Microsoft page, where you have to consent manually.
- 3 Tap **Accept** on the Microsoft page and consent manually.
After receiving the consent, Boxer fetches all the labels from Azure. You can apply these labels to your emails and also receive emails with labels.
- 4 To update the older emails with sensitivity labels, you can resynchronize Boxer.

Even if you do not receive the consent, you can still access the emails, but you cannot apply any restrictions and classification to the email content.

Apply Azure Information Protection (AIP) Sensitivity labels to Emails

You can apply a sensitivity label when you compose a new email, reply, or forward a received email. To apply a label on your email, you must tap the label icon. Upon tapping, you can see a list of all the labels configured in Azure.

General Information

- You cannot select the parent labels. You can only select the child labels.
- If the default label functionality is enabled in Azure, you can see that the label has already been applied to the list.
- When you apply a label to an email, you can see the following things in the email body:
 - Snackbar to confirm that you have applied a label.
 - The label icon turns red.
 - A solid red line appears under the subject of the email.

Note Sensitivity labels do not support delegated accounts.

Receiving Emails with Azure Information Protection (AIP) Sensitivity Labels

When you receive an email with an applied sensitivity label, you can see the name of the applied label and a label icon marked in red. You can also see the header and footer text if the label has the settings for it. The header and footer text that appears in the email body is according to the label settings in Azure.

Based on the settings of the label, sender can restrict you to perform actions such as **Reply**, **Reply all**, or **Forward** on the received email.

When you tap the label name, you can view the additional label details such as name, permissions, and restrictions applied on the received email. If the sender gives you the permission, you can also change the label of the received email. Sometimes you are asked to provide a valid reason for changing the label. The policy setting in Azure controls such requests.

You cannot access sensitivity labels in the cases where:

- Your admin has enabled the PolicySensitivityLabelsEmailClassification key in the Workspace ONE UEM console, but has not configured the sensitivity labels in Azure.
- The Boxer application fails to connect to the Azure server.

Combination of IRM templates and Sensitivity labels:

- When you receive an email with an already applied IRM template, then a default sensitivity label configured by the Azure admin is applied to that email. You can also apply the labels manually.

- If you receive an email with an applied sensitivity label, you can use a different sensitivity label if you are allowed to do so.

Combination of S/MIME and Sensitivity labels:

- When you receive a signed or encrypted email and you apply a sensitivity label to it, the signing or encryption level of protection is removed from that email.
- If you receive an email with an already applied sensitivity label, the label is removed automatically when you sign or encrypt that email.

Create, Send, and Receive Emails

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Perform the basic email functions using the features available in Workspace ONE Boxer.

Compose and Send Emails

Create an email message and add recipients, attach files, or insert photos before you send the message.

- 1 Select the **Compose** icon in the top-right corner of the **Inbox** screen.
- 2 To switch to a different account, tap the account name and select the account from the drop-down menu.
- 3 In the **Subject** box, type the subject of the message.
- 4 Enter the recipients' email addresses or names in the **To**, **Cc**, or **Bcc** boxes.
- 5 Press and hold the content to cut, copy, paste, or replace the selected term or the content.
- 6 Tap the following options to perform actions or to access more features.

Option	Description
IRM policies	Tap and choose the IRM policies that you want to enforce on your email while sending.
Send Availability	Tap to: <ul style="list-style-type: none">■ Send Availability – Send your availability including the date and time. From the calendar view, select the date and time when you are available. Upon selection, a box listing the selected date and time is inserted into the email body.■ Create Invite – From the calendar view, select the date and time. By default, the event name is picked up from the email subject. Optionally, to set the location, you can edit the event. When an event is created or edited, Workspace ONE Boxer displays the availability status of your recipients. After you add the recipients, send the email message with the invitation to all the recipients. The event gets added to your calendar.
Quick Replies	Tap to insert quick responses into the message body while composing emails. Navigate to Settings > Mail > Quick Templates to edit or add new quick responses.
Attachments	Attach photos, documents, location, and videos from your device or iCloud Drive. Navigate to More from the Attachment option to enable each of the available applications and to view them in the list. If restricted by your administrator, you cannot attach files from photo gallery and third-party sources.

Option	Description
S/MIME	If S/MIME is enabled, and the certificates are installed on your device, tap to sign the emails sent from the device.
Email Classification	<p>Enable email classification using security levels. For example, the following classifications can be configured in the increasing order of security:</p> <ul style="list-style-type: none"> ■ Confidential ■ Protected ■ Restricted ■ Secret <p>When enabled, the email subject, header, and footer have the selected classification tag. Email classification can be done only in the increasing order of security. For example, an email sent with 'Secret' classification (highest) cannot be replied with a classification lower than 'Secret.'</p>

- 7 Aliases can be added to any account within Workspace ONE Boxer except for the Exchange accounts. You can select the aliases from the **From** address when composing an email.
- 8 After you finish composing your message, tap **Send**.

Mark an Email as High Importance

You can let your email recipients know the email you sent needs urgent attention by marking the email as high importance.

While composing, forwarding, or replying to an email from Workspace ONE Boxer, you can set the email as high importance by tapping the icon on the Subject box. Your recipients can view the high importance indicator in the email list view and the email's detailed view.

Read and Respond to Emails

When you receive an email, you can perform several actions on that email. You can reply, forward, delete, archive, or shift the email message to a different folder.

Your administrator can restrict your email message to open certain links. You can only view secure HTTPS links within an email message if configured by your administrator. If your admin has blocked the non-HTTPS content, then the message "A policy has been enabled that restricts Workspace ONE Boxer from retrieving certain content. Please contact your admin for more information" pops up when you try to open the link. Your admin can restrict you from viewing, sending, and copying email messages in HTML or rich text format.

How to View IRM-enabled Emails

You can view and send the IRM-enabled emails only if your exchange server has Active Directory Rights Management Services (AD RMS) or Information Rights Management (IRM) enabled. On receiving such IRM-enabled emails, you are restricted or permitted to do any of the following security actions:

- Edit
- Reply
- Reply All
- Forward
- Copy-Paste
- Modify recipients
- Extract
- Print
- Export
- Content Expiry Date

If you attempt to perform any of the above actions on the email with IRM restrictions, a notification is issued stating that the action is restricted by the IT policy applied by the sender.

To forward email with attachments, enable **Forward attachments** in the Mail settings by navigating to **Settings > Mail > > More > Forward attachments**.

- If restricted by your administrator, you cannot copy data from Workspace ONE Boxer and paste it into any other application. The administrator can also restrict you from copying data from another application and paste into the Workspace ONE Boxer application.
- If your email message has contact number details, tap hold on the number to immediately dial it.
- Workspace ONE Boxer supports accessibility features such as text to speech. Enable Workspace ONE Boxer in the device Accessibility or Text to Speech settings on your device to read out the information that is on your screen.
- If restricted by your administrator, attachments can open through Workspace ONE Content and other Workspace ONE approved applications. You can only open hyperlinks through Workspace ONE Web.

Workspace ONE Boxer gives you the ability to respond quickly to your emails using the quick response templates. To pre-configure quick replies, see [Chapter 8 Tips and Tricks for Workspace ONE Boxer](#).

Search Emails

Using the search functionality available in Boxer, you can quickly search all of your mailboxes or specific folders to find an email.

When you perform a search, Workspace ONE Boxer defaults to searching all mailboxes. However, you can change the default and restrict the search to a specific folder. To do so, you must select the specific folder on the search screen.

For example, when performing a search from your Inbox, the search screen displays two tabs; All mailboxes and Inbox. Select Inbox to restrict the search to only the Inbox folder. Additionally, you can refine your search using the filters available on the search screen. For information about refining the search, see *Refine your Email Search* in the [Chapter 8 Tips and Tricks for Workspace ONE Boxer](#) topic.

Share

When the corresponding feature is activated by your administrator, you can send images, videos, links, files, and text directly from a native iOS application to Workspace ONE Boxer. Every time you tap the sharing icon for a particular content, the Workspace ONE Boxer icon is displayed among other sharing options. After you select this icon, you are redirected to the Compose Email screen where the content to be shared is already placed.

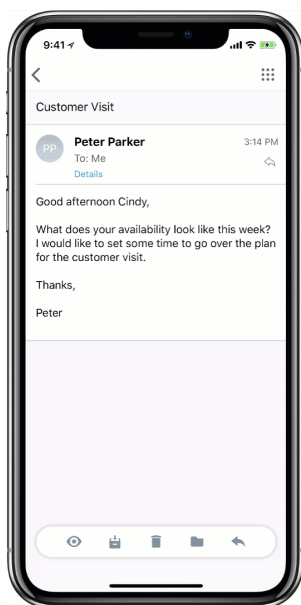
Organize your Inbox and Files

4

To boost your efficiency when using an iOS device, Workspace ONE Boxer helps you organize your inbox and manage your files.

Configure Swipe Actions

To manage your inbox, you can use swipe actions on your email messages. You can configure short and long swipe gestures on both right and left side of your email message.



- 1 Navigate to **Settings**.
- 2 Select **Swipe actions**.
- 3 Select the desired action from the available swipe actions.

Perform Bulk Actions on Emails Using Action Grid

You can perform bulk actions on the selected emails using the action grid. For example, you can bulk delete or move the selected emails to a different folder.

The Action grid option appears on the top banner of the Inbox screen when you swipe along the email or select single or multiple emails. To select more than one email, either long press (tap and hold) on a message from your inbox or tap on the circular avatar next to a message.

You can perform the following actions on the selected emails:

- Notebook

Note The To-do action and To-Do folder are no longer supported in Workspace ONE Boxer as of version 21.06. The To-do action is replaced with Notebook using which you can create a task or note.

- Send a quick reply
- Move
- Archive
- Delete
- Spam
- Flag
- Phishing
- Labeling

When you select one or more emails and tap **Select All from Sender** option, Workspace ONE Boxer scans the entire visible inbox to select all emails from your selected senders.

View and Manage your Files

The **Files** section in Workspace ONE Boxer helps you view the list of downloaded files and pre-configured repositories.

You can perform the following actions in the Files section:

- Preview the files within the Workspace ONE Boxer application.
- Email the file as an attachment.
- Open the file into another Workspace ONE approved application.
- Delete the selected file.
- Attach files to emails and save your email attachments to the File section.
- View the list of preconfigured repositories.
- Access the supported online repositories to browse your corporate content from within the Workspace ONE Boxer application.

When viewing an email with attachment, tap on the file to download and preview it when downloaded. You can also save the file locally in Workspace ONE Boxer for reference.

Manage your Calendar Using Workspace ONE Boxer

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View, manage, and create calendar events from the Workspace ONE Boxer **Calendar** tab when installed on an iOS device.

You can synchronize the Workspace ONE Boxer calendar by enabling the Sync Calendar option in **Boxer Settings > Accounts > Exchange > Sync Calendar**. You can also search for any calendar event by title, location, and attendees.

Note You cannot sync your work calendar events to the native calendar or personal calendars on your iOS device.

Create a Calendar Event

To create a calendar event, either double-click or long press on any random time displayed on the calendar screen. You can also use the **Add** icon to create an event and enter the event details in the New Event screen.

Add Attachments to your Calendar Event

You can add attachments when you create a calendar event.

- 1 Enable the calendar attachment feature. To do so, you must tap **Enable new features** from the notification bar and then select **Proceed**.

Upon enabling, the back-end services are upgraded to support the calendar attachment feature and a resynchronization is required to fetch your emails.

- 2 To add a calendar attachment, select Add attachments when creating an event.

If your administrator has configured, you can also view and download the attachments that you receive as part of an invitation.

View Event Details

To view the event details, tap an event and use the following options:

Options	Descriptions
Email attendees	You can send an email only to the organizer or to all attendees including the organizer.
Forward event	Forward an event to another user or recipient. While forwarding an event, you are presented with a compose email screen with pre-populated event details where you can add recipients.
Accept	Accept an event.
Maybe	If you have conflicting events, tap and propose a new time and date to the event organizer.
Decline	Decline an event.

You can reply to your event organizer by tapping **Accept**, **Maybe**, or **Decline** options.

You can select one of the following ways to respond to your sender:

- Respond with comments – Takes you to the email compose screen with space for adding comments before sending email.
- Respond without comments – Sends response with default comments.
- Do not send a message.

View Event Color Categories

Multiple events can be scheduled in the calendar and tracking numerous such events can be a challenge. Using the color categories available in your Outlook desktop application, you can assign colors to your events and categorize them. These color categorizations help you easily identify and organize the events. You can also provide the name of your choice to your event categories. Workspace ONE Boxer displays the events with their assigned colors in the Agenda, Day, Week, and Month views.

Note Workspace ONE Boxer displays the events with the colors only if your admin enables the Exchange Web Services (EWS).

You can choose to view the events in monochromatic colors instead of other colors for better visualization of the available time. To activate the monochromatic colors, navigate to **Workspace ONE Boxer > Settings > Calendar > More > VS monochromatic colors**.

Add Events to your Workspace ONE Boxer Calendar Using an ICS File

You can add events to your Workspace ONE Boxer calendar with the help of an ICS file.

An ICS file is a calendar file that contains event details like title, date and time of the event, location, attendees, and user's availability.

- 1 To add an event to your calendar, perform the following steps:
 - a Tap on the `.ics` attachment and preview the event detail. The preview of the ICS attachment shows the event in edit event mode.
 - b To add the event to your Workspace ONE Boxer calendar, edit the event details and tap on **Add to Calendar**.

In case the event is already present in your calendar, it gives you an option to delete or edit the event if you are the organizer.

- 2 You can also add multiple events to your calendar with the help of an `.ics` file.
 - a To open the list of events, tap on the ICS attachment.
 - b To add all the events to your Workspace ONE Boxer calendar, tap on Add All. You can also tap on the individual events to add them individually.

Upon a successful addition of all events to your calendar, a message `N events added to calendar` prompts.

Add Multiple Calendars

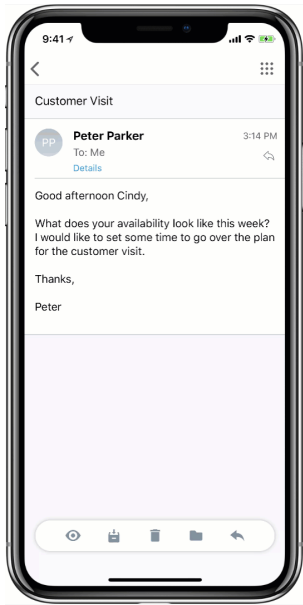
You can add multiple calendars to the Workspace ONE Boxer's default calendar by enabling the **Local Calendars** option in the Workspace ONE Boxer settings. All the calendars are visible to you in distinct colors. You can also change the calendar color by tapping the **EDIT** icon and specify the color you want to see.

Dial into a Conference Call

You can dial a conference call without remembering the meeting ID directly from the Workspace ONE Boxer application. Upon tapping the conference number specified in the invitation, Workspace ONE Boxer dials the access code and connects you to the conference.

Send your Availability

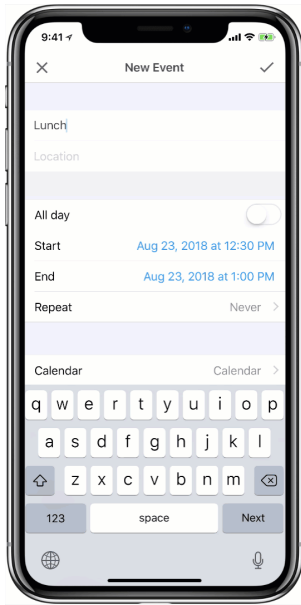
Scheduling meetings with someone in another organization who has no access to your Workspace ONE Boxer calendar can be challenging. Avoid such back and forth emails when trying to plan meetings by using the Send Availability feature. This feature allows you to send your availability from the Workspace ONE Boxer's compose screen.



To send your availability, select the available dates and times from the calendar view, by tapping the time you want. Upon selection, a box listing the selected dates and times is inserted to the email body.

Check Someone's Availability

Workspace ONE Boxer displays the availability status of the invitees when creating or editing an event. If you are the event organizer, tap **Invitees** and add people.



Note

- Workspace ONE Boxer does not support previewing the recipient availability for events with duration less than 30 minutes.
- Workspace ONE Boxer does not support more than 20 recipients.
- If you are using email servers that do not support the status lookup feature, Workspace ONE Boxer displays `Fetching availability is not supported by your email server message`.

If you encounter any network errors when previewing the availability of recipients, Workspace ONE Boxer displays `Issue while fetching availability message`.

Manage Delegate Calendar Using Workspace ONE Boxer

With the delegate access you are granted, you can modify your delegator's calendar, send, and respond to meeting requests on their behalf.

Based on the permission provided by your delegator, you can read, create, and modify their calendar.

Your delegator must grant you access before you can manage their calendar on behalf of them.

- 1 Navigate to **Boxer Settings > Add account > Add shared account > Select an account** and add the delegator's email account.
- 2 To manage the delegator's calendar, refresh your inbox.

If you are using Office 365 account, you might see duplicate calendars on your calendar screen. Calendars listed at the bottom are the calendars synced over Exchange Web Services.

Manage your Contacts

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To view all the Boxer contacts, tap the **Contacts** tab.

You can synchronize contacts by navigating to **Boxer Settings > Accounts > Exchange** and enabling the **Sync Contact** option.

Create Contacts

You can create contacts by tapping the '+' icon at the top-right corner of the Contacts screen and add basic information such as name, job title, department, company, office location, email address, and phone number.

There are also additional contact fields to add the nickname, birthday, instant message, and relationships of your contacts such as assistant, manager, and spouse. You can also search for a contact using the nickname.

You can also copy the details from the contact detail fields. If your admin has enabled certain restrictions, you are allowed to paste the details only in other Workspace ONE apps.

Export Contacts from Boxer

If configured by your administrator, Workspace ONE Boxer auto applies Caller ID functionality to all your Boxer contacts. **Export Contacts** exports contact with a name and number to the native contacts application under the Boxer's contacts group with a disclaimer. It says

```
This contact was created to enable caller ID for VMware Boxer contacts. No changes made here is reflected on your account. You can turn off Caller ID in Workspace ONE Boxer settings.
```

Any changes you make to these contacts in the native contacts app does not get reflected to Boxer contacts.

GAL Contacts

Use the GAL Contacts feature to create and save contacts from the Corporate Global Address List (GAL). The GAL contacts feature is enabled by default and supports creating and saving contacts from email, calendar, and Boxer's contacts. To create a GAL Contact:

- 1 Select the **GAL** contact and then tap the icon present in the top-right side of the screen.

- 2 Enter the contact details and tap **Save**.

Note Workspace ONE Boxer does not synchronize the following contact information due to limitations of the Exchange ActiveSync protocol:

- Assistant
- Callback
- Car
- ISDN
- Other Fax
- Primary
- Other
- Radio
- Telex

Identify your Incoming Calls Using the Callkit Support

Use Workspace ONE Boxer to identify incoming calls without exporting the Boxer contacts to the native contacts application.

This feature provides better security and separation between your corporate contacts and personal contacts. Caller ID functionality using CallKit is only valid for incoming and outgoing calls, and call history.

Note

- CallKit does not support integration with the iOS Messages app and traditional car Bluetooth systems. Your incoming texts and incoming calls are not identified when using traditional car systems.
- This feature is supported only on 64-bit devices running iOS 10 and above versions.
- Caller ID functionality using CallKit is not supported in China due to government restrictions.

-
- 1 Navigate to your **iOS Settings > Phone > Call Blocking & Identification**.
 - 2 To enable the CallKit support, select **Boxer** and tap the toggle button.

CallKit support is enabled and your incoming calls are identified using the Boxer contacts. Due to iOS limitations, text and iMessage messages are not identified.

Customize your Workspace ONE Boxer Settings

7

To access the Workspace ONE Boxer Settings screen on an iOS device, tap the Settings icon at the bottom of the Inbox screen.

Monitor Workspace ONE Boxer with Health Checks

The Health Check screen displays your Workspace ONE Boxer's health status. You can determine the health status by the following metrics:

- App Version - Checks the current version of the Workspace ONE Boxer application.
 - Green - Indicates the latest version.
 - Yellow - Indicates that the app is using the previous version.
 - Red - Indicates that the app is using a very old version.
- Sync Health - Checks the network connection and the Exchange server response.
 - Green- Indicates that your network connection and the exchange server response are in good health.
 - Yellow - Indicates that the last ten sync average response time is greater than 2 seconds.
 - Red - Indicates that the last ten sync average response time is greater than 5 seconds.
- Push Notification Health - Indicates that your admin has enabled the push notification.

View Privacy and Data Sharing

You can view the Privacy and Data Sharing screen when you log in to Workspace ONE Boxer. The Privacy screen displays the following information.

- **Data collected by the app** – Provides a summary of data collected and processed by the application. Some of this data is visible to the administrators of Workspace ONE UEM console.
- **Device Permissions** – Provides a summary of requested device permissions for the app to enable the product features and functionality, such as push notifications to the device.
- **Company's Privacy Policy** – By default, a message is displayed to get more information about your company. When configured by your administrator, you can access your employer's privacy policy information by tapping your **Company's Privacy Policy**.

Use the Data Sharing notice to track the usage analytics of Workspace ONE Boxer. These data help VMware improve product functionality and develop new product features. If you deactivate this option, you cannot view the data sharing notice, and no data is collected from the device to optimize the experience of the app. To activate or deactivate this option, navigate to **Settings > Privacy > Data Sharing**.

Manage Multiple Mailboxes

Workspace ONE Boxer merges common mail folders found in all email accounts into a single combined mailbox. The default combined mailboxes are Inbox, Flagged, and Unread. To view the mailboxes, you can access the slide-out navigation pane.

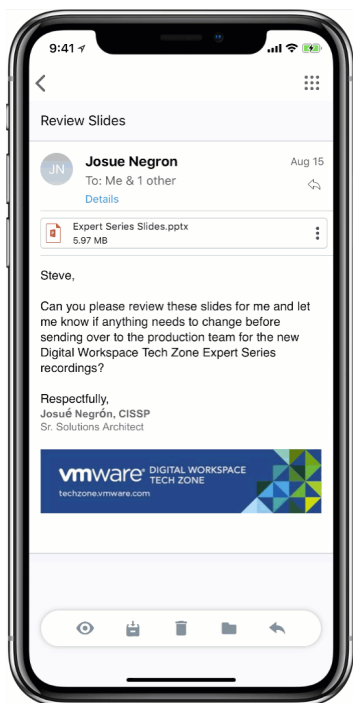
To customize your mailboxes:

- 1 Select **Edit**.
- 2 Tap **Add Custom Box** and select the required folder from any email account.
- 3 To sync the selected folders, tap **Background sync**.
- 4 Tap **Done**.

Note Archive and Spam folders are created in the mailbox only after the application's first-time use of the respective features.

Mark External Addresses

Workspace ONE Boxer highlights any email addresses that are outside the specified domain when composing or responding to emails or creating a calendar event.



This feature helps in scenarios where you intend to send an email to "example@vmware.com" but you accidentally type or autofill an alternate domain. For example, you enter a domain "example@abc.com" which is not your specified domain, then the example "abc.com" is highlighted to alert you that you are sending emails outside the specific domain list.

If your IT administrator configures the setting, then the setting is considered as a global corporate setting that cannot be modified by any individual users. If your admin has not enforced any configurations, you can customize the external address setting.

To add any specific domains.

- 1 Navigate to **Boxer Settings > Mail > More > External Addresses** toggle on the **Mark External Addresses**.
- 2 Enter one or more specified domains in **DO NOT MARK**.

Clear Email Cache

Clear the email cache on your device without having to resynchronize all emails. You can use the Clear Email Cache option when you see an email in Workspace ONE Boxer that is not visible to other devices. You can also use this option when the badge count does not match or when the unread email is still shown as read. You must reset all your inbox data, if the issue still exists.

Clear Avatar Cache

Avatars are photos added to your contact exchange. If you cannot see the updated contact photos, clear the Avatar Cache by tapping **Clear Avatar Cache**.

Clear Contacts Cache

Cached contacts appear when composing an email or searching for contacts. You can clear the cached contacts to avoid seeing any suggestions about your contacts' old email addresses that are no longer in use. To clear the cached data of your contacts, navigate to **Boxer Settings > Advanced > Clear Contacts Cache**. Removing cached contacts in Workspace ONE Boxer does not delete emails, contacts, or any other useful information.

Send Feedback

Share your suggestions with us for better assistance by navigating to **Settings > Send feedback**.

Low Network Detection

As a mobile user, you often experience poor network or network unavailability issues when you are in remote areas, on an airplane Wi-Fi, or any congested network. These connectivity issues can cause slow or failed content downloads. Workspace ONE Boxer notifies you about such low network conditions so that you can either move to a new network with better connectivity or wait until your current network connectivity improves. You can also check for network issues that are outside of Workspace ONE Boxer's control.

Boxer informs you with the help of a banner on the Inbox screen when:

- Your device goes offline.
- Workspace ONE Boxer experiences slow network connectivity.
- Workspace ONE Boxer fails to reach the Exchange Server for an account, despite having a secure internet connection.

If you do not want to see such a notification, you can deactivate the Low Network Detection option by navigating to **Boxer Settings > Advanced > Enable features > Low Network Detection**.

Remove highlighted, quoted text

Highlighted quoted text displays a vertical line which highlights the text in previous quoted emails when replying to or forwarding emails.

By default, this setting is turned on. To turn off the setting and remove the vertical line, navigate to **Settings > Mail > Conversation View > Highlighted quoted text**.

Tips and Tricks for Workspace ONE Boxer



To maximize Workspace ONE Boxer's efficiency when the application is installed on an iOS device, use certain shortcuts and time-saving tricks.

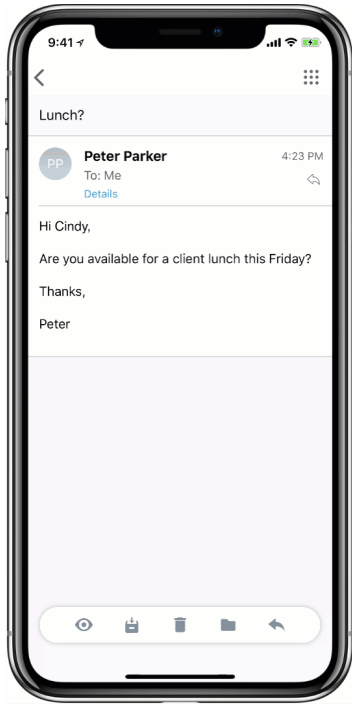
Perform Quick Actions on Workspace ONE Boxer

To launch a quick action menu, tap and hold the Workspace ONE Boxer icon on your home screen. This menu supports the following shortcut actions:

Options	Descriptions
New Mail	Directly access the Compose Mail page.
New Event	Directly access the New Event page.
New Contact	Directly access the Create Contact page.
Next Event	Directly access your next event's details based on the current time.

Send Quick Replies through Response Templates

With the Quick Reply feature, you can quickly reply to your emails without tapping Reply or Send.



You can also modify the existing responses and create templates for your response by navigating to **Settings > Quick templates > Add templates**.

Refine Your Email Search

Finding a specific email in an overloaded email inbox can be a challenge. While the quickest way to find an email might be using keywords, sender's, or recipient's name, this type of search often returns massive search results.

To help you refine your search and quickly find the email, you are looking for, Workspace ONE Boxer provides you with advanced search filters.

Tapping **All filters** from your search screen displays the All filters screen with advanced search filters. If you have selected the From, To, Subject, or Has attachment filters from your search screen, these filters appear pre-filled in the All filters screen.

The advanced search filters are:

- Has attachment – Shows emails that have attachments. This filter is also available on your search screen.
- Flagged - Shows the emails that you have flagged.
- Unread – Shows unread messages.
- Period – Shows the emails for a specific time range. The default period is All time. Tap the filter to see more options. You can set the period to show you the emails from the past 7, 14, or 30 days.

The All filters notification counter shows you the number of selected filters.

Note Adding more filters narrows your search and makes it more restrictive, and returns a focused search result helping you quickly find the email.

To help you save time, Workspace ONE Boxer saves and displays your past searches in the newest to oldest order using which you can rerun a search without selecting the search filters again.

Change the Default Web Browser

If configured by your administrator, you can change the default web browser to open websites in Safari or Chrome. To change the browser settings, navigate to **Settings > Advanced** and set the browser from the list.

Send Automatic Out of Office Replies

To set up out of office replies to incoming messages, select the account in the Workspace ONE Boxer settings and enable the Out of Office option.

Stay Connected with Your VIPs

Imagine a situation where you are on a deadline with a client or working on any critical project with your boss. Any email from these contacts might require your immediate action. Workspace ONE Boxer helps you prioritize these VIP contacts. With the Workspace ONE Boxer's VIP Contact feature, you can create a list of VIP contacts and set a custom notification sound for the list. You can find the configuration of this VIP list in **Settings > your exchange account > VIP notifications**. This feature requires Email Notification Service (ENS2). To activate VIP notifications, your admin must configure Workspace ONE Boxer with ENS2.

Create Unique Email Signatures

An email signature is automatically applied to the email sent from the Workspace ONE Boxer application. You can modify the default signature with a customized message of your preference. To do so, navigate to **Settings** and select the account to which you want to add a signature. To create and preview the HTML signature, use the **HTML enabled** option. You can deactivate the HTML enabled option when adding tags.

Quickly Join Online Meetings

You can quickly join online meetings such as Skype for Business, Webex, Microsoft Teams, and Zoom with one tap from the calendar invitation.

Add Siri Shortcuts

To access quickly the information you need, you can enable Siri Shortcuts. Workspace ONE Boxer provides the following Siri Shortcuts:

- View upcoming Workspace ONE Boxer meeting
- View Workspace ONE Boxer agenda for the day
- Dial into your next Workspace ONE Boxer meeting

To enable Siri Shortcuts in Boxer, you can navigate to **iOS Settings > Siri & Search > Boxer > Siri & Suggestions** or **Boxer Settings > Advanced > Siri Shortcuts** and record your Siri suggestions.

You can also combine Workspace ONE Boxer with Apple's Shortcuts application to create more complex workflows.

Report Spam and Phishing Messages

If configured by your administrator, you can report any suspicious email as phishing or spam. You must long press on the email message and select the Phishing or Spam option from the action grid. After reporting an email message as phishing, the original reported email is permanently deleted.

Switch to Dark Mode

Workspace ONE Boxer follows the iOS Dark Mode settings. When in Dark Mode, in the email detail screen, you can toggle an email's contents back into light mode with the sun or moon toggle. This feature requires iOS 13 and later.

Compose Your Emails in a Unique Way

Workspace ONE Boxer introduces a new email compose view. By default, this feature is enabled on Boxer 5.14. The new email compose view includes the following features:

- Move recipients between the To, Cc, and Bcc boxes.
- Automatically performs a spell check on the email body.
- Highlights the external recipients in orange with an external recipients icon.
- Automatically collapses the To, Cc, and Bcc boxes to give you more space to write your email.