



**Device User Guide**

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# **Sybase Mobile Workflow for SAP Business Suite 1.2**

iPhone

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# Sybase Mobile Workflow for SAP Business Suite

Sybase® Mobile Workflow for SAP® Business Suite (Mobile Workflow) works with Sybase Unwired Platform to make parts of your company's SAP Workflow available on your mobile device.

Mobile Workflow lets you submit information to the SAP system and sends you information submitted from the SAP system. Mobile Workflow makes workflow items from SAP Workflow available on your mobile device.

Your Sybase Unwired Platform administrator has to set up an account for you, provide instructions for you to download and install the supporting client software, and enable download of the Sybase Mobile Workflow for SAP applications.

## Supported Devices

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Your Sybase Unwired Platform system administrator can help ensure that you have a device with a supported operating system.

Sybase Mobile Workflow for SAP can run on these devices running these operating systems.

- Apple iPhone and iPod touch 3.1.3 - 4.1

## Installation Prerequisites

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Perform the installation prerequisites before installing Sybase Mobile Workflow.

If your Sybase Unwired Platform system administrator has already installed the Sybase Mobile Workflow client on your device, skip these steps.

Before installing Sybase Mobile Workflow, be sure you have at least 40 MB of free storage space on the device.

- See your Sybase Unwired Platform system administrator to ensure that you have an SAP account and an Unwired Server device messaging account.
- For Unwired Server, be sure to note your user name, Unwired Server name, Unwired Server port number, activation code, and farm ID.

## Installing the Mobile Workflow Client on Your iPhone

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Your Sybase Unwired Platform system administrator will direct you to install the Mobile Workflow client from App Store, or using iTunes.

You obtain the Sybase Mobile Workflow client from the App Store, either directly or through iTunes.

Your company will choose a method for provisioning the application; meaning, your system administrator determines how you obtain and install the Mobile Workflow client. The possible methods include:

- Download and install the Mobile Sales & Workflow client directly to your iPhone from the App Store.
- Download the Sybase Mobile Sales & Workflow application from iTunes. Sync your iPhone with iTunes to install it on your iPhone.

## Installing the Mobile Workflow Client from App Store

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Install the Mobile Workflow client from App Store if that is your company's policy.

### Prerequisites

Review the installation prerequisites.

### Task

1. On the iPhone home page, tap **App Store**.
2. Search for **Sybase**.
3. When the Sybase Mobile Sales & Workflow results display, tap **Free**.
4. Tap **Free** again on the Sybase Mobile Sales & Workflow information page.

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**Note:** The application you are downloading is called Sybase Mobile Sales & Workflow. After you install it, you can set it up to provide access to Sybase Mobile Workflow, Sybase Mobile Sales, or both.

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5. Tap **Install** to download the application.

### Next

- Set up the server connection.

## **Installing the Mobile Workflow Client Using iTunes**

Install the Mobile Workflow client using iTunes if your company does not provide an App Store account.

### **Prerequisites**

Review the installation prerequisites.

### **Task**

1. Launch iTunes.
2. Search for "Sybase."
3. When the Sybase Mobile Sales & Workflow results display, click on **FREE**.

### **Next**

- Set up the server connection.

## **Setting Up the Server Connection**

Configure the server connection so that you can connect your device to the server for Sybase Mobile Workflow.

The server connection settings provide the information needed to connect to server for Sybase Mobile Workflow.

1. From the Home page, select **Settings > Sybase** to display the Sybase Connection screen.
2. Enter the server connection settings that your Sybase Unwired Platform system administrator sent to you.

- **Server Name**
- **Server Port**
- **Farm ID**
- **User Name**
- **Activation Code**

Ignore **URL Prefix**. The server supplies this value when you connect.

3. At the bottom of the screen, in the **Sybase Features** section, set the "switches" to support Sybase Mobile Workflow, with or without Sybase Mobile Sales.

Options	Description
<b>Sybase Mobile Workflow switch</b>	Set to <b>ON</b> position to enable Mobile Workflow.

Options	Description
<b>Sybase Mobile Sales switch</b>	Set as directed by your Sybase Unwired Platform system administrator. <ul style="list-style-type: none"> <li>Set to <b>OFF</b> position to disable Mobile Sales.</li> <li>Set to <b>ON</b> position to enable Mobile Sales.</li> </ul>

4. Return and close the Settings application.



# Using the SAP Workflow Package

SAP Workflow package allows you to receive SAP Workflow items from your SAP inbox.

## Activating the SAP Workflow Package

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You must activate the SAP Workflow package before you can process SAP Workflow items.

### Prerequisites

- Your Sybase Unwired Platform administrator must register your device for the SAP Workflow package on Sybase Unwired Server.
- The Mobile Workflow client must be installed on your device.

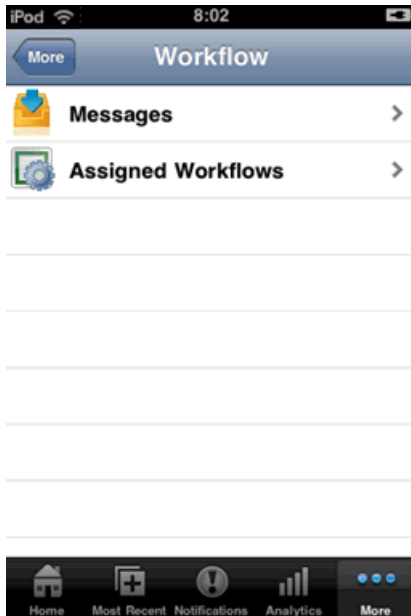
### Task

The first time you open the SAP Workflow package, you must enter your Username and Password in an Activation screen. When your Username and Password are accepted, you are able to use to the SAP Workflow package.

1. From the Home page, select **Sybase**, enter your password and select **OK**.

What happens next depends on whether Sybase Mobile Sales for SAP® is also installed on your device.

Options	Description
<b>Mobile Sales is also enabled</b>	You go to the Sybase Mobile Sales screen. <ol style="list-style-type: none"><li>1. Select the <b>More</b> icon at the bottom of the screen.</li><li>2. Select the <b>Workflow</b> icon at the bottom of the screen to proceed to the Workflows screen.</li></ol>
<b>Mobile Sales is not enabled</b>	You go directly to the Workflows screen.



2. Open the **SAP Workflow** package.  
The Welcome screen appears.
3. On the Welcome screen, click **Activate**.  
The Activation screen appears.
4. Enter your **Username** and **Password**.
5. Select **Activate**.  
If your Username and Password are accepted, the Activation Successful screen appears.
6. Select **Close**.

## Processing a Workflow Item

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A workflow item requires you to approve or reject a request.

### Prerequisites

- You have activated the SAP Workflow package.

### Task

A workflow item comes to you when someone you manage submits a request that you must either approve or reject. Workflow items come to your mobile device messaging inbox.

1. Go to Workflow Messages folder and locate the workflow item.

2. Open the workflow item and review the information on the SAP Workflow screen.

The SAP Workflow screen provides all the information submitted in the request.

3. Under **Choose Decision**, select **Approve** or **Reject**.

4. (Optional) Add a **Comment**.

For example, give the reason why you reject a request.

5. Select **Save** to complete the processing of the request; after processing by SAP, it will be automatically deleted from your inbox.

If you want to come back to process this workflow item later, select **Cancel**.

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**Note:** With Travel Request workflow items, the approval may be sent to several managers. As soon as one manager approves the Travel Request, the workflow item is automatically deleted from the other managers' inboxes.

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6. If your login information has changed, another message will automatically be sent to you.

Open that message and enter your current **Password** in the Change Credentials screen that appears.

Contact your SAP system administrator if you do not know your Password.

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**Note:** If your login has changed, the workflow item is not processed until you supply your new login.

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# Uninstalling the Mobile Workflow Client

Uninstall the Mobile Workflow client when you no longer need to use it.

1. Hold your finger on the Sybase icon on your home screen until it begins to shake or wiggle.
2. Select the **X** in the upper left-hand corner of the application icon.
3. Ask your Unwired Platform administrator to unassign the workflow from your device.



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