

Amazon WorkDocs – Mobile and web access

Q: Can I use Amazon WorkDocs on my mobile device?

Yes. Users can access Amazon WorkDocs using free applications for iPad, Kindle Fire, and Android tablets that you can download from iTunes, Amazon Appstore for Android, and Google Play. Users can also access Amazon WorkDocs using the web browser on any mobile device.

Q: Will I have offline access to documents in Amazon WorkDocs on my mobile device?

Users can select which documents to make available for offline viewing using our free applications for iPad, Kindle Fire, and Android tablets and can also leave comments on documents in offline mode. These comments will sync with Amazon WorkDocs the next time users open the application after the device has reconnected to the Internet.

Q: Can I use the Amazon WorkDocs mobile apps to access, store, and sync content from other apps on my device?

Yes, you can send files between WorkDocs and other apps, provided that they support this capability.

When using an iOS device, you can open a WorkDocs file in another iOS app by selecting “Share” from the main menu in the WorkDocs app. You can save a file to WorkDocs by sending it to the WorkDocs app from the iOS app you’re using. To learn more about sharing files between WorkDocs and other iOS apps, please see the documentation as follows:

- iPhone: [Opening a File in Another iOS App to View or Edit](#)
- iPhone: [Saving a File from Another iOS App to Amazon WorkDocs](#)
- iPad: [Opening a File in Another iOS App to View or Edit](#)
- iPad: [Saving a File from Another iOS App to Amazon WorkDocs](#)

When using an Android device, simply choose “Send File” from the file dropdown menu in the WorkDocs app, and choose the app you want to use to open the file. To learn more about using WorkDocs on Android devices, please see the documentation as follows:

- Android phone: [Amazon WorkDocs Android Phone Client](#)
- Android tablet: [Amazon WorkDocs Android Tablet Client](#)

Q: How do I store photos from my Camera Roll in Amazon WorkDocs when using an iOS device?

To store photos from your Camera Roll, open your Photos app, select your photos, tap the share button, and select WorkDocs. To learn more, please see the documentation as follows:

- iPhone: [Saving a File from Another iOS App to Amazon WorkDocs](#)
- iPad: [Saving a File from Another iOS App to Amazon WorkDocs](#)

Q: How do I save email attachments in Amazon WorkDocs when using an iOS device?

To store email attachments in Amazon WorkDocs, open the email containing the attachment, select the attachment, tap the share button, and select WorkDocs. To learn more, please see the documentation as follows:

- iPhone: [Saving a File from Another iOS App to Amazon WorkDocs](#)
- iPad: [Saving a File from Another iOS App to Amazon WorkDocs](#)

Q. Which browsers does the Amazon WorkDocs web application work on?

The Amazon WorkDocs web application supports recent versions of Firefox, Chrome, Internet Explorer, and Safari.

Q: Can I open a file and edit it from the web client?

Yes, you can open Microsoft Office, .pdf, and .txt files using the default applications on your computer and save changes on Amazon WorkDocs. To do this, select Edit from the drop-down menu when viewing the file. You will be prompted to install Amazon WorkDocs Companion. The file will open using the default application on your computer and changes will be saved as a new version on Amazon WorkDocs when you save the file.

Q. What is Amazon WorkDocs Companion?

Amazon WorkDocs Companion is an app that lets you edit Microsoft Office, .pdf, and .txt files from the Amazon WorkDocs web client using the default application on your computer. When you save the file, your changes are saved on Amazon WorkDocs as a new version. With Amazon WorkDocs Companion, you no longer need to manually download, save, and upload files when using the web client.

Q. Which operating systems and browsers can run Amazon WorkDocs Companion?

Amazon WorkDocs Companion is available for Windows 7 or later, Windows Server 2008 or later, and Mac OS X 10.1 or later, and is compatible with recent versions of Chrome, Firefox, Internet Explorer, and Safari. You must enable Adobe Flash 10 or higher for your browser to use the app with Firefox, Internet Explorer, and Safari. Once you install the app, it works with all browsers. You do not require administrator rights to install the app.

If you do not have Adobe Flash installed or enabled, you will need to download or enable Adobe Flash and restart your browser.

Q. Does Amazon WorkDocs Companion support private browsing?

No, Amazon WorkDocs Companion does not support private browsing.

Q. Do I have to install Amazon WorkDocs Companion for every browser?

No, once you install Amazon WorkDocs Companion on your computer, it works with all browsers.

Q. Can I use Amazon WorkDocs Companion with multiple WorkDocs sites?

Yes, Amazon WorkDocs Companion can be used with multiple WorkDocs sites on your computer.

Q. Can I use Amazon WorkDocs Companion and the Amazon WorkDocs sync client at the same time?

Yes, you can use both. Amazon WorkDocs Companion makes it easy for you to immediately start editing files from the Amazon WorkDocs web client using the default application on your computer. The sync client provides a fast way to synchronize files between Amazon WorkDocs and your computer, and access your files and folder directly on your computer.

Q. Who can open and edit files using Amazon WorkDocs Companion?

Owners, co-owners, and contributors can open and edit files.

Q. What happens if I edit a locked file?

A locked file will not be overwritten with changes you make. The file owner will need to unlock the file before changes you make are saved. Amazon WorkDocs Companion does not automatically lock or unlock files when you are editing them.

Q. Can I send diagnostic logs for Amazon WorkDocs Companion?

Yes, you can send diagnostic logs for Amazon WorkDocs Companion to the Amazon WorkDocs team. To do this, select the Amazon WorkDocs Companion app icon in your system tray and click Send Diagnostic Logs. Diagnostic logs help the Amazon WorkDocs team to troubleshoot any issues you may experience.

Diagnostic logs may contain information regarding your operating system, file names, organization/registration details, and Amazon WorkDocs Companion settings.

Q: Where can I download Amazon WorkDocs Companion?

The first time you select Edit from the drop-down menu when viewing a file, you will be prompted to download Amazon WorkDocs Companion. You can also download it from [WorkDocs Resources](#). You do not need to be an administrator on your computer to install the app.