

Mobile Workplace Installation Instructions_2023

LITEON

Workplace Installation Instructions _ iOS

The enterprise-level app is not available on the Apple App Store. Please scan the QR code to install it.

1 Step 1

Install Mobile Workplace

Scan the following QR code with your mobile phone



Or enter the URL below in Safari

<https://appstore.liteon.com/mw/>

2 Step 2

Click "Download iOS" and confirm the installation.



3 Step 3

iPhone Setup



Please go to Settings
→ General
→ VPN & Device Management
→ LITE-ON TECHNOLOGY CORPORATION
→ Click to Trust the certificate.

Workplace Installation Instructions _ Android

The enterprise-level app is not available on the Apple App Store. Please scan the QR code to install it.

1 Step 1



Android Setup

(For version 8.0 and above, you can skip this step)

Please go to Settings

→ Lock Screen and Security

→ Allow installation from unknown sources.



2 Step 2



Install Mobile Workplace

Scan the following QR code with your mobile phone



Or enter the URL below in your Browser

<https://appstore.liteon.com/mw/>

3 Step 3

Click "Download Android" and confirm the installation.



If your browser doesn't start any downloads, please enter the URL for the downloads.

Registration & Login _ IDL Colleagues

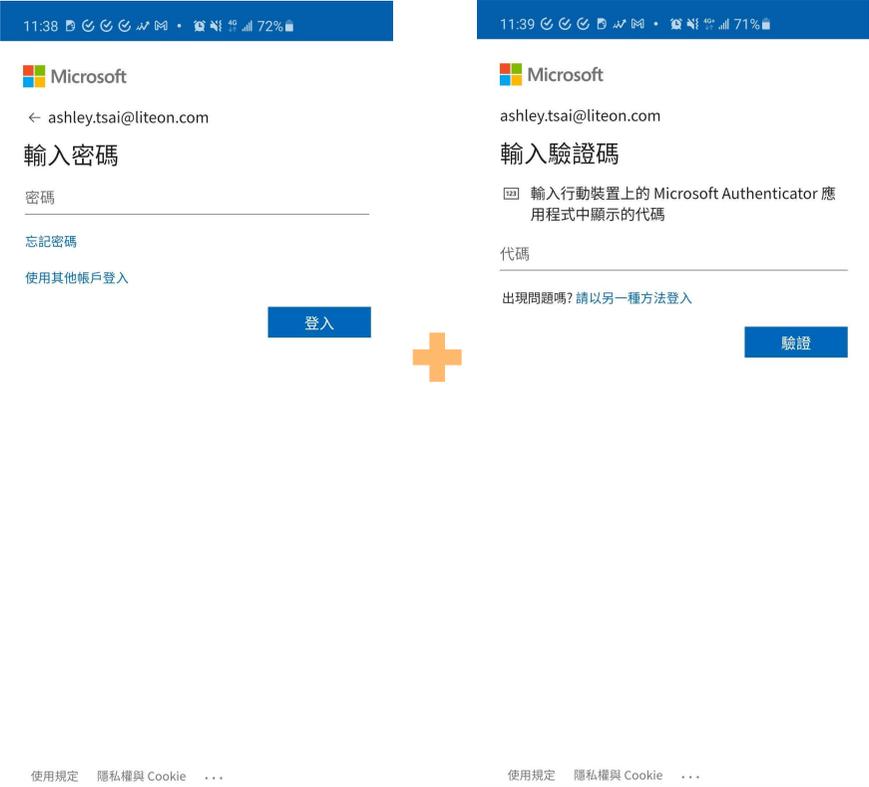
1 Step 1

Log in with your O365 account



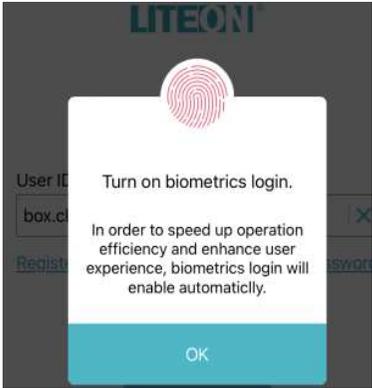
2 Step 2

Enter your password and pass MFA authentication

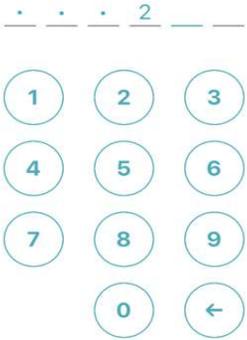


3 Step 3

Set up a quick login code required for biometric recognition



Verify 6-digit number passw...



Registration & Login _ DL Colleagues

1 Step 1

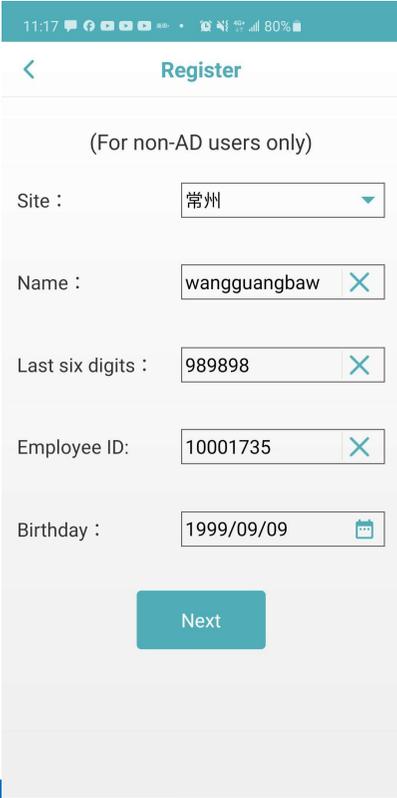
Click to register



*DL Colleagues please log in after registrarion.

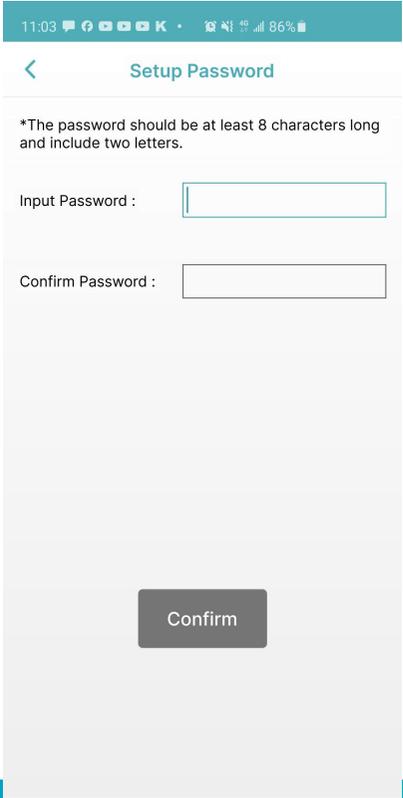
2 Step 2

Input your basic information to verify your identity.



3 Step 3

Set up your password



FAQs

FAQs

Q : Why does Workplace crash upon opening?

Please make sure that you have followed Step 3 in the installation process to set up the trusted certificate. If the crash still occurs after trusting the certificate, please uninstall and repeat the installation process.

Q : Why can't I pass the validation after entering the registration information?

If you have recently joined the company within the last two days, it's possible that your data has not yet been synchronized with the system.

Please verify with your local HR colleague that your information has been entered into the HR system and that the data you are inputting is accurate.

Q : Why can't I use biometric authentication for quick login, and only have the numeric password option without the fingerprint or Face ID?

Some versions of Android phones require additional permissions for using fingerprint recognition hardware. Please ensure that the necessary permissions have been granted.

If you have any other questions or issues, please contact IS&IT - [Kyle Fu \(kyle.fu@liteon.com\)](mailto:kyle.fu@liteon.com)

FAQs

Q : When trying to install applications like Learning Center on a Xiaomi smartphone, you may encounter a message indicating that external app installation is not allowed.

You will need to adjust the application installation permissions. Please go to **Settings / App Management/ Workplace** and enable the "**Install Unknown Apps**" permission.

Q : Why am I seeing old employee ID information when I enter the application?

If employees who have been rehired still see their old employee ID when logging in (under Settings/Personal Information), it indicates that the offboarding information has not been synchronized. Please contact your HR colleague for assistance.

If you have any other questions or issues, please contact IS&IT - [Kyle Fu \(kyle.fu@liteon.com\)](mailto:kyle.fu@liteon.com)