Lotus Notes Traveler User and Troubleshooting Guide for iOS Devices

Traveler User Tips
1. All email is accessed through the Mail app, while calendar entries are accessed through the Calendar app, and contacts can be located in the Contacts app on an iOS device.
2. Your email is not password protected on your iOS device. Set a passcode on your device to prevent unauthorized access. Go to Settings, select General, scroll down and tap Passcode Lock, and tap Turn Passcode On, and type in a passcode and re-enter it, and tap the Home button to return to the home screen.
3. To-Do lists and Notebook are not supported in Traveler on an iOS device.

Manage the Settings for your Mail, Calendar, and Contacts Apps

You will manage all of the settings for your mail, calendar, and contacts through the Settings app on your iOS device. This is where you set push or fetch settings for email accounts; add additional email accounts; determine how many lines of an email appear in preview; set your default email account; create your email signature; set the default account and display preferences for contacts; and manage calendar preferences such as new invitation alerts, set sync preferences, set the default calendar, and select a day for start of week.

1. Tap the Settings app to open it
2. Tap Mail, Contacts, Calendars to access the settings page for the Mail, Contacts, and Calendars apps

All of your email accounts will be listed in the Accounts section

Use the Fetch New Data section to determine how your device receives email.

Push indicates that new data will be pushed to your device from the server whenever there is a connection and there is new data.

Fetch is used when push is turned off or for applications which don’t support push. If Fetch is selected, you determine how frequently your device checks for new data. If you select Manually, your device will fetch new data when you open the application.

You can have different settings for each email account.
Create a Signature for Your Email

By default, the signature line is *Sent from my iPhone* or *Sent from my iPad*. You should change this and create a professional email signature.

**Tap Signature** to open the Signature settings page.

You can set a single signature for all email accounts, or set a different signature for each account. Select **Per Account** if you want to set a different signature for each email account.

Tap the text field with *Sent from my iPhone/iPad* and delete that entry.

Type your new signature in the text field, and then tap the blue < Mail link in the upper left corner to return to the main mail settings page.
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Manage your Contacts Preferences

Make sure your **Default Account** is set to your IBM Notes Traveler account. Then, when you begin to compose an email and start to type a name in the *To* field, names from the SPPS Directory will pop-up.

Your Traveler account will have your First name Last name - IBM Notes Traveler

Manage your Calendar Settings

Scroll down to the *Calendars* section of the settings to manage your calendars.

Turn your **New Invitation Alerts** on or off.

Select the **Sync** settings for your calendar.

Determine which day of the week you wish to **Start Week On**.

Set your **Default Calendar** to your Notes Calendar. Make sure you see your *First Name Last Name - IBM Notes Traveler* for your default calendar.
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Mail

To Create a New Email Message

1. Tap the Mail app to open it. If you have multiple email accounts on your device, tap the name of the account you wish to use.
2. Tap the compose email icon (paper with pencil) in the upper right corner
3. Begin typing the name of your recipient in the To field. If your Traveler account is set up as the default account for your Contacts and your recipient is in the SPPS Directory, the names of SPPS employees with names using the same consecutive block of letters will appear, and you can select your recipient.
4. Tap in the Subject line to add a subject
5. Tap in the message pane to compose your email message. If you have set your email signature in the Mail Settings, your email signature will already appear in the message pane.
6. Tap Send in the upper right corner to send the message.

Mail Tips

You cannot add traditional attachments to your email messages. The only attachments you can send from an iPhone or iPad are pictures.

To send a picture, go to your Photos app and select the image you want to email. Tap the picture to select it. Tap the Share icon (page with an arrow coming out of the top), select Mail, type the recipient’s name in the To field, add your subject line and any message, and then tap Send in the upper right corner

Contacts Tips

To search for a contact in the SPPS Directory

1. Tap the Contacts app to open it
2. Tap Groups
3. Select your Lotus Notes Traveler Contacts -- your first name last name - IBM Lotus Notes
4. In the search field, type the name of the person you want to find, then tap Search

If you typed only one part of the name, then a list of people in SPPS with the same name will appear.
Calendar Tips

You can accept meeting invitations through the Calendar app on your iOS device. Make sure New Invitation Alerts is set to On in your Calendar settings so that you receive invitations on your iOS device.

You can schedule meetings through the Calendar app, but it is a multi-step process, and you will not be able to see participant availability when scheduling the meeting.

To Schedule a Meeting and Invite Attendees

1. Tap the Calendar app to open it
2. Tap Calendars at the bottom of the display to view the list of calendars
3. Tap All iCloud and All Gmail to uncheck all other calendars, and make sure only your IBM Lotus Notes Traveler Calendar is selected, and tap Done
4. Navigate to the desired date on the calendar and tap it to select
5. Locate the start time and tap it to select
6. Enter the Title, Location, and select the end time by using the scroll tool at the bottom, and tap Done

You have now created the calendar entry, and need to edit the entry to select the correct calendar and add participants. Remember, you will not be able to view participant availability when scheduling the meeting. If you need to see participant availability, use your Lotus Notes Client on a computer.

7. Tap the calendar entry on the calendar to open it
8. Tap the Edit link in the upper right corner
9. Scroll to bottom to Calendar, and make sure your IBM Notes Calendar has been selected
10. Tap Invitees, and in the To field type the name of your invitee. Tap the + (plus sign) to add another participant. When finished adding participants, tap the red <Edit link in the upper left corner to return to the edit screen for the meeting entry.
11. Tap Done
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Troubleshooting Tips for Traveler

**Issue: Mail Synchronization and Connection Problems**

If it seems like your iOS device is no longer receiving mail or there are connectivity issues, you should check the status of the Traveler server. Follow the steps below to check the status of the server:

1. Open the *Safari* browser app
2. Type `traveler.spps.org` in the URL field and tap *Go*
3. In the pop-up authentication window, type your *Webmail User name* (first name space last name) and *Webmail Password* (this is the user name and password you use when you log in to Lotus iNotes through a web browser) and tap *Log in*

Look for a green *Lotus Notes Traveler server is available* message. If you see another message, contact the Service Desk or submit a service ticket online at [http://servicedesk.spps.org](http://servicedesk.spps.org)

**Issue: Mail only Syncs when I open a Mail folder**

If Mail is synchronizing with your device only when you open a Mail folder, then you may need to turn off Push, and turn it back on. To turn off Push, follow the steps below:

1. Tap the *Settings* app
2. Tap *Mail, Contacts, Calendars* in the list
3. Scroll down to *Fetch New Data* and tap the toggle switch to turn it *Off.*
4. Tap the toggle switch again to turn it to *On.*
If none of the previous options resolved your issue, you can always uninstall Traveler and reinstall it on your device.

To Uninstall Traveler

1. Tap the *Settings* app
2. Tap *General*
3. Scroll to the bottom of the display, and tap *Profile*
4. Locate the IBM Lotus Notes Traveler profile -- it will begin with your first and last name -- and tap the red *Remove* button
5. Tap *Remove* and if you have a passcode on your device, you will be prompted to enter your passcode.

To Reinstall Traveler

1. Tap the *Safari* app to open it
2. Type `traveler.spps.org` in the URL field and tap *Go*
3. Enter your *webmail user name and password* in the pop-up authentication window, and tap *Log in*
4. Tap the *Configure your Apple iPhone / iPad / iPod Touch* link
5. Tap the *Generate* button
6. Tap *Install*
7. Tap *Install Now* and if prompted for your device’s passcode, enter it now
8. Type your *webmail password* and tap *Next* in the upper right corner
9. Tap *Done*. This should return you to the Generate an Apple Profile for your name/spps page.
10. Tap your Home button once to return to your Home screen

To verify that Traveler has been successfully installed, go to your Settings app, tap General, scroll to the bottom of the display, and tap *Profile* to see if your Lotus Notes profile appears. If it does, you have successfully re-installed Traveler.

To clear your Safari browser history and remove the Generate an Apple Profile page from your browsing history, follow these steps:
1. Tap the *Settings* app to open it and scroll down and tap *Safari*
2. Scroll to the bottom of the display and tap *Clear History* and *Clear History*
3. Then tap *Clear Cookies and Data* and *Clear Cookies and Data* and tap your Home button to exit