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2016-09-03 - Burner EOAS - Comments (2) - General

A new article has been posted to the knoweldge base that explains how to add your EOAS account to your iOS, i.e., iPhone or iPad, device.

<https://helpdesk.eoas.ubc.ca/kb/articles/how-to-configure-an-ios-device-to-use-eoas-mail-calendar-and-contacts>

Comments (2)

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DS Douw Steyn

6 years ago

page was not helpful. Pdf failed to download ?

Douw

Burner EOAS

6 years ago

Thanks for spotting this. The problem was traced to a performance issue where the PDF took too long to generate and the web server would stop the download before it could complete.

The initial release of the (new) help desk was rolled out quickly and performance was not the top-most priority. Now that there is time, a review has begun and performance is a priority again. PDFs now generate/download for all the articles, knowledge base, etc..