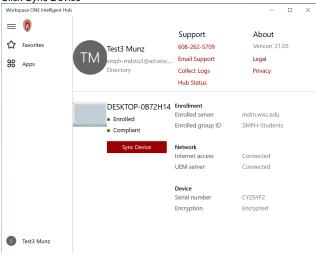
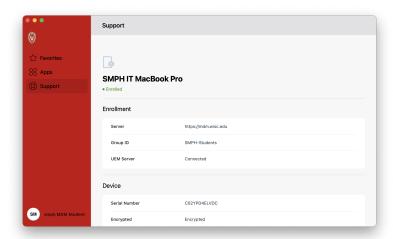
## **Student Workspace ONE offline Troubleshooting**

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- · Verify you are connected to the internet
- Verify the Intelligent Hub client in in the system tray
- · Launch Workspace ONE Intelligent Hub by double clicking on the system tray icon, or open the "Workspace ONE Intelligent Hub"
  - o WINDOWS Click on your name at the bottom
    - verify Network status as connected
    - Click Sync Device



- O MAC Click on Support
  - verify device says Enrolled



Sync Device form System Tray

