

24INT - Work Anywhere: Unlocking the Potential of The Re-Designed Mobile App

Top 20 Questions & Answers

1. Q: When are Mobile View and the New Home Experience Launching on Android?

A: Both of these features are coming later this year for Android.

2. Q: Is Mobile View customizable?

A: Yes! You can tap the “fields to display” button at the top to choose which fields (columns) you want to display for Mobile View. We highly recommend you start here when loading Mobile View on a sheet for the first time. You can learn more about this at our [help article](#).

3. Q: How many fields can Mobile View display at once?

A: Mobile View can display up to 9 fields (columns).

4. Q: My sheet is very large, is Mobile View going to work for me?

A: Yes! We recommend tapping “Compact view” at the top for large sheets so you can scroll through your sheet faster. Compact view shrinks the mobile view cards so they take up less space while you’re finding your work. Learn more at our [help article](#).

5. Q: How do you recommend using Mobile View?

A: We think Mobile View is the best way to view a sheet on your phone. We really like using mobile view for tasks where you need to update a few fields routinely. For example, we have a bug tracker sheet where we need to prioritize bugs as red yellow or green. We use mobile view to quickly change the priority using a symbols column and love it.

6. Q: How do I switch to Mobile View?

A: On iOS: simply tap on the 3-dot menu in the upper right corner of your sheet and choose Mobile View. Alternatively, you can use the same menu to switch to Grid, Card, Gantt, List, or Calendar View. (When Android launches, just tap the icon on the top bar representing grid view, and a drop down will appear and you can select Mobile View from there). Learn more at our [help article](#).

7. Q: Does Mobile View autosave?

A: Yes, mobile view auto-saves after every edit, so when you're done updating a dropdown or adding text it will save.

8. Q: How can I optimize Mobile View?

A: We recommend putting **date**, **symbol**, and **checkbox** columns next to each other because they are half-width fields and will float next to one another when you switch into Mobile View. This will make Mobile View more compact!

9. Q: Is there a way to set Mobile View to be the default view?

A: Not right now, however we remember your choice of view so you only need to switch it once per sheet.

10. Q: Can I move the cards up and down on Mobile View?

A: Not yet! Though this is on our list of things to do! We can't give a date for this right now though.

11. Q: What if I need to add text into a non-text column (e.g. dropdown, checkbox)?

A: You can do that by tapping the 3-dot menu on the Mobile View card and then selecting "edit entry." This will enable you to add free-text into non-text columns.

12. Q: Are Proofs supported on Mobile?

A: Yes! You can access your proofs on Mobile. See our [help article](#) for more details.

13. Q: Does Smartsheet mobile support SSO?

A: Yes, The Smartsheet product, including the mobile apps, support corporate SSO integrations.

14. Q: Does Smartsheet intend to offer mobile app support for Gov customers?

A: Yes, we plan to offer all Smartsheet platform capabilities on Gov, including Mobile App support. While we cannot offer a launch date for Mobile app support of Smartsheet Gov it is high on our list of priorities.

15. Q: Does Smartsheet mobile read barcodes to help with my inventory management system?

A: Yes we do! You can search using barcodes to pull up information for that item. To learn more check out our template "Barcode Inventory Management" on the mobile app.

16. Q: Do Recents sync with Desktop?

A: With the New Home Experience recents now sync with Desktop. Forms will still appear in recents on Mobile but are not supported in Recents on Desktop yet.

17. Q: If I mainly use Workspaces will the New Home Experience work for me?

A: Yes! We remember which tab you left the app on, so if you leave the app on Workspaces you will return to the Workspaces tab. We think Recents is the best way to access your work for most people, but we certainly want to support whatever way you prefer to get to your work.

18. Q: What happened to the search tab?

A: Search is now on top of both the Home and Browse tabs.

19. Q: When is Offline coming for Mobile?

A: We can't give a date yet, but we are working on Offline support!

20. Q: Where can I get started?

A: Download the app on the [iOS App Store](#) or the [Google Play](#) store!