techarrow

contentACCESS Mobile

Manual – version 5.1

Contents

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Introduction to contentACCESS Mobile

contentACCESS Mobile is a client application of contentACCESS, which is used for viewing items processed/archived by contentACCESS via a mobileApp.

The only The only condition to access the archive with contentACCESS Mobile is to have contentWEB access permissions that can be granted in contentACCESS Central Administration. For more information how to grant access permissions, please refer to the respective chapters of the contentACCESS Manual.

Installation

Simply download the app from **App Store** or **Google Play**.
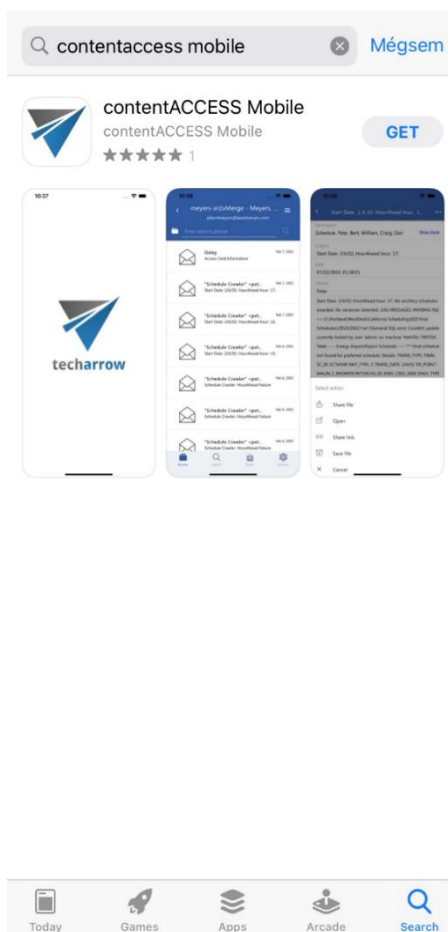
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Starting the app and logging in

Find the app on your phone. Click on the icon to open it.

A screen with TECH-ARROW logo will welcome you while the app is loading.

After everything is loaded, enter the URL of the server, where you archived files and emails are located. If you check the **Use secure connection** checkbox, hppts protocol will be used to connect (otherwise http will be used). Click on the **Log in** button.

You will be redirected to the Central administration login page. All login providers configured on the server will be displayed here. Choose one provider, enter your credentials, and click on the **Login** button. You will be redirected back to the app, where you will be able to browse your archived items.

User interface

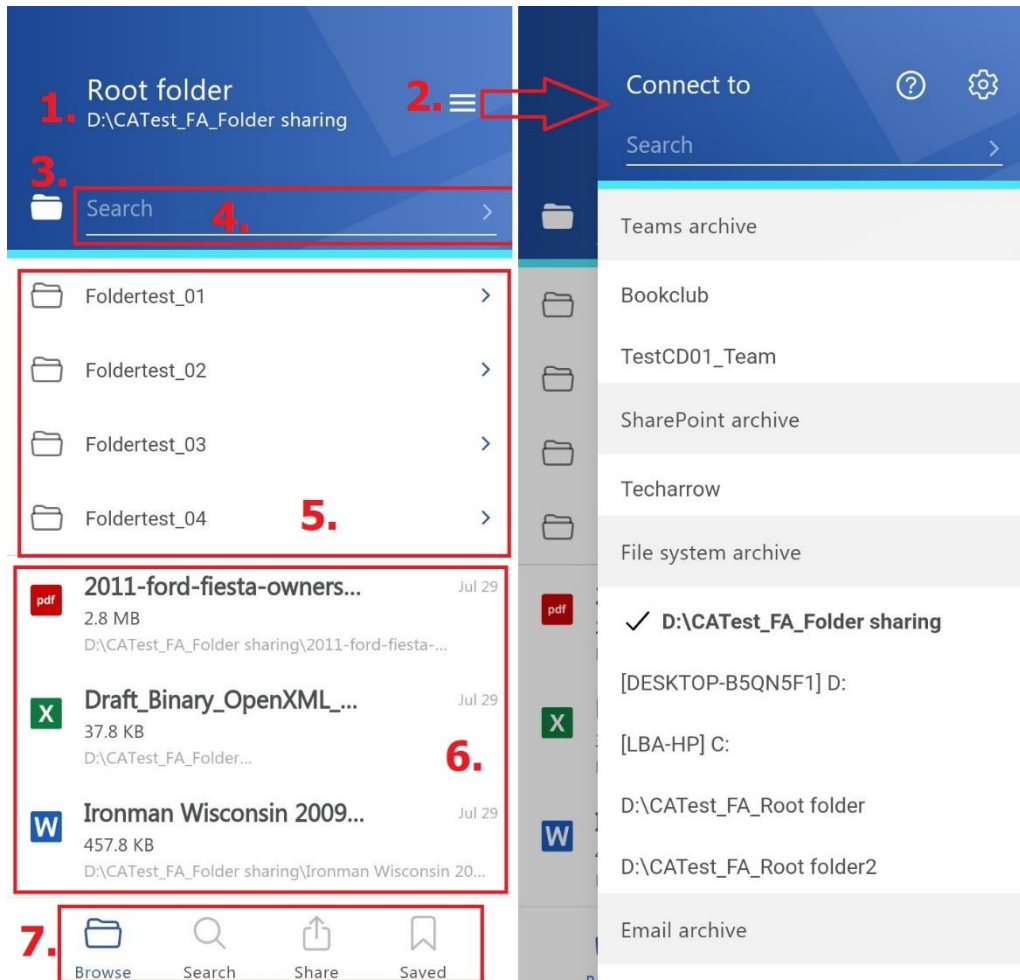The user interface of cA Mobile is divided into the following sections:

1. **Breadcrumbs** – The logged on user may see here the entity that he is currently connected to in the "Connect to" menu;

2. **"Connect to" menu** – From this menu the user may connect to the associated entities. An entity can be an Email archive mailbox, File System archive folder, etc., so anything processed/archived by a certain contentACCESS plugin type and displayed in this menu;

3. **Button for enabling/disabling subfolder view**;

4. **Search textbox** – search in the entity/folder you are connected to;

5. **Subfolders** of the entity;

6. **Content** of the entity;

7. **Pages** – Browse, Search, Share, Saved (they are the same for all entites).

Browse page

In the browse page, you can browse the archived content of selected entities (File archive, Email archive, SharePoint archive, Teams archive, Teams Chat archive, Sharing and GDPR). By default, all options in the View of items are enabled (on the Settings page), so we will work with that (the options and differences will be described later in the section Settings page).
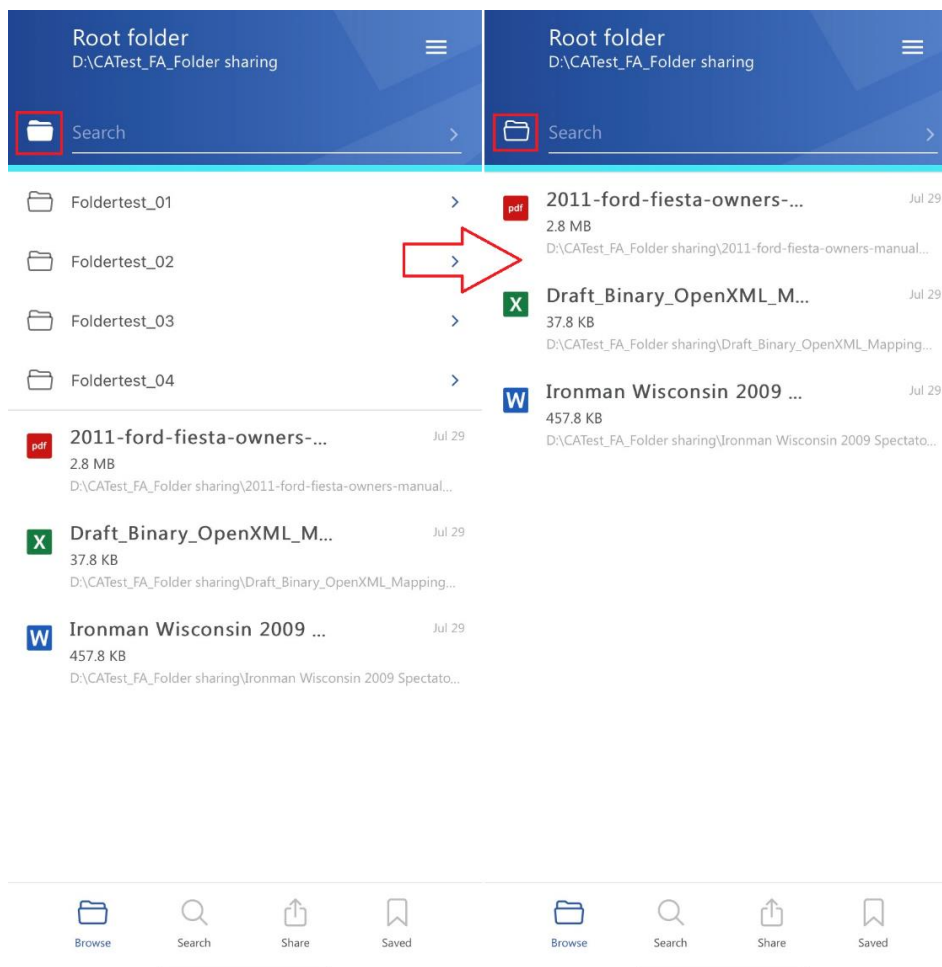
Subfolder view

The subfolder view can be enabled or disabled by clicking on the icon.
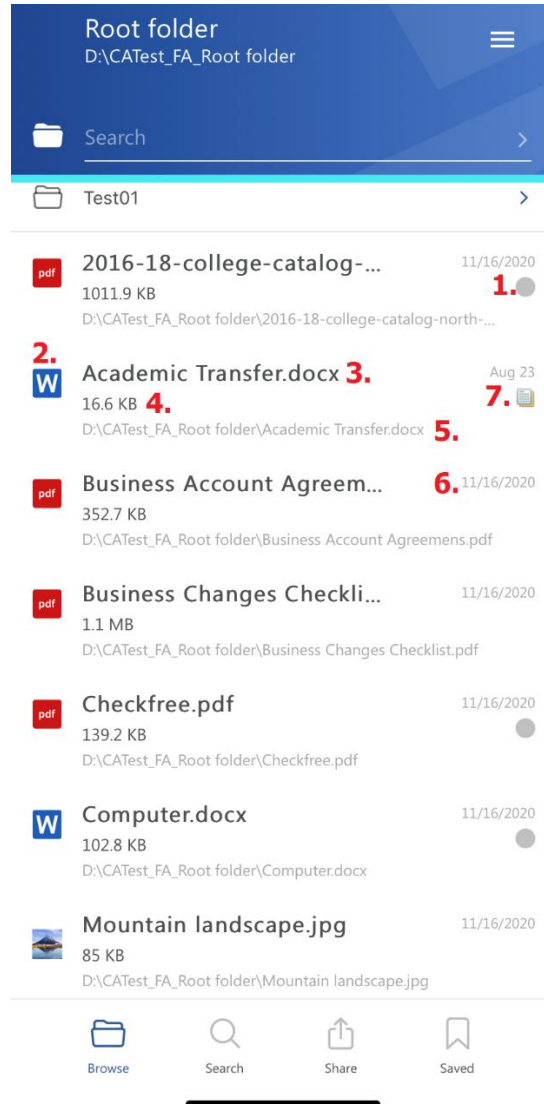
📂 - subfolder view is enabled

📁 - subfolder view is disabled

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File archive

When viewing a File archive entity, the following properties can be seen:

1. Flag (primary icon) – flags have to be previously set on the server

2. Item preview

3. Item name

4. Item size

5. Location/folder of the file (path)

6. Date of the last modification of the file

7. If the file has versions, an icon will appear under the primary icon.

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After clicking on a file, a more detailed view opens (the properties differ regarding the file format, modifications, etc.). If the item has been shared, a Sharing ribbon appears on the bottom of the page (will be described later in the section Share).

The context menu of the file allows the following actions:
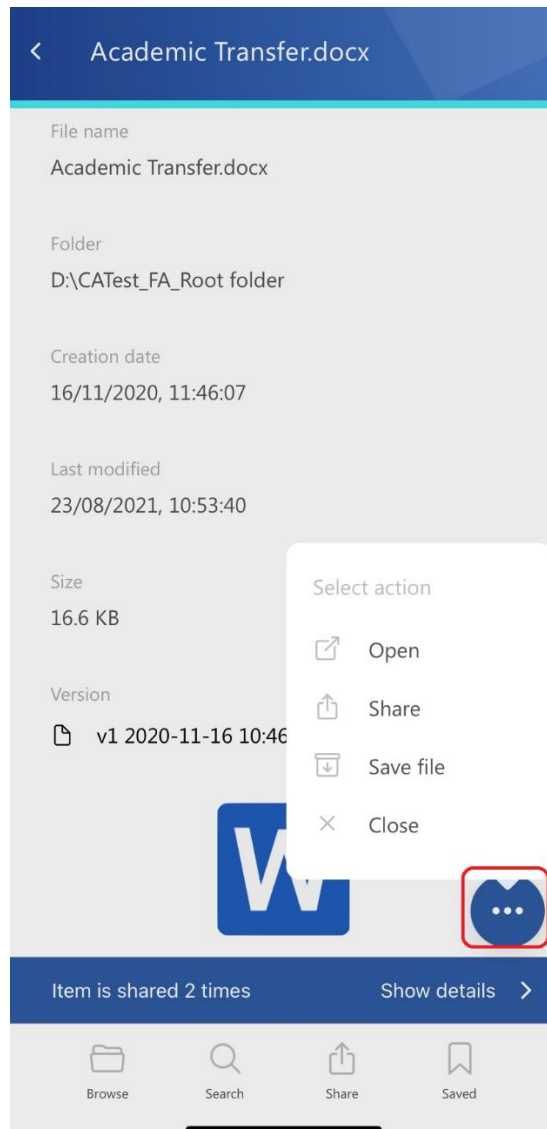
- Open – opens the file: it is also possible to open the file by clicking on the preview (not all file formats are supported at the moment)
- Share – the file can be shared (will be described later in the section Share)
- Save file – saves the file to the internal storage, the file will then appear on the Saved page
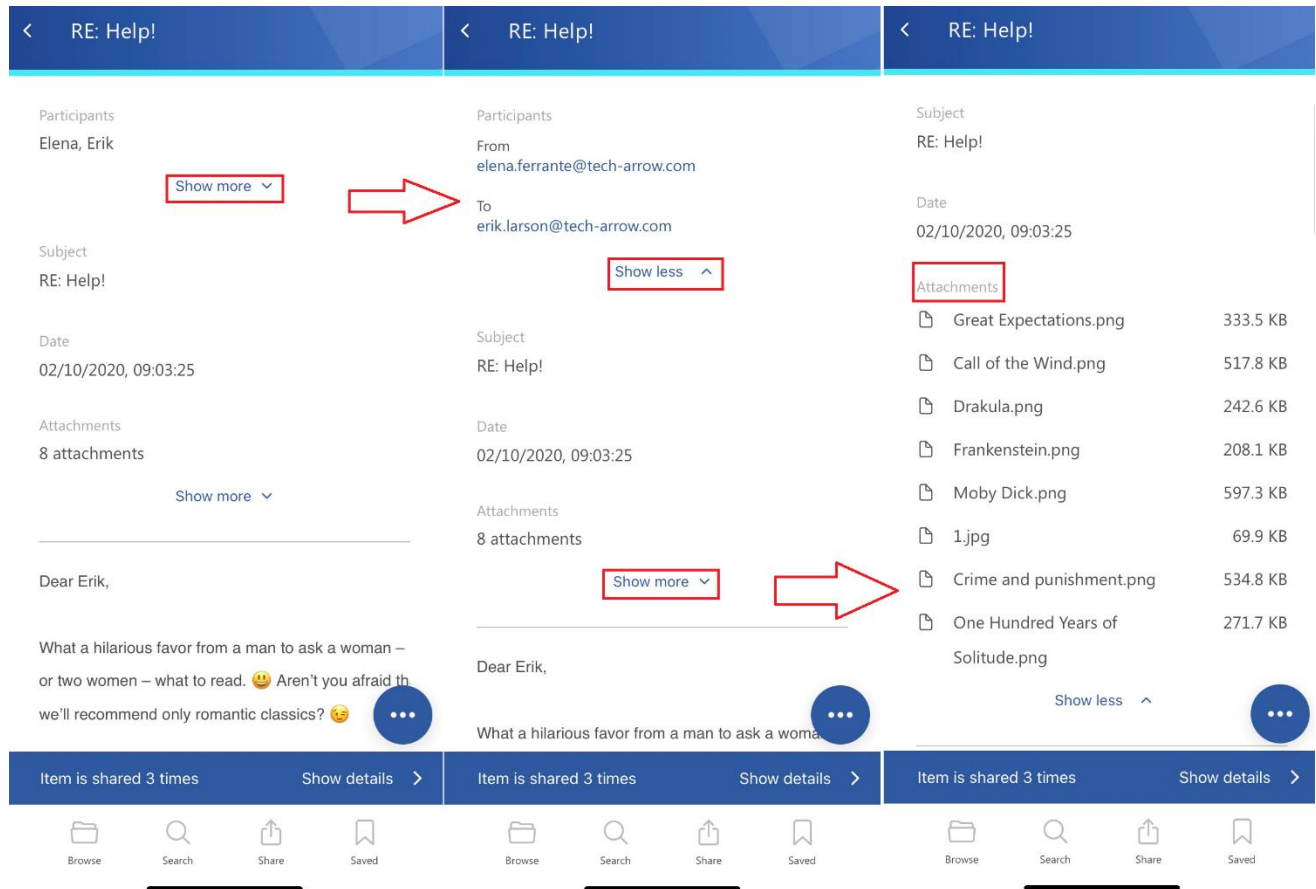- Close – closes the context menu

Email Archive

When viewing an Email archive entity, the following properties can be seen:
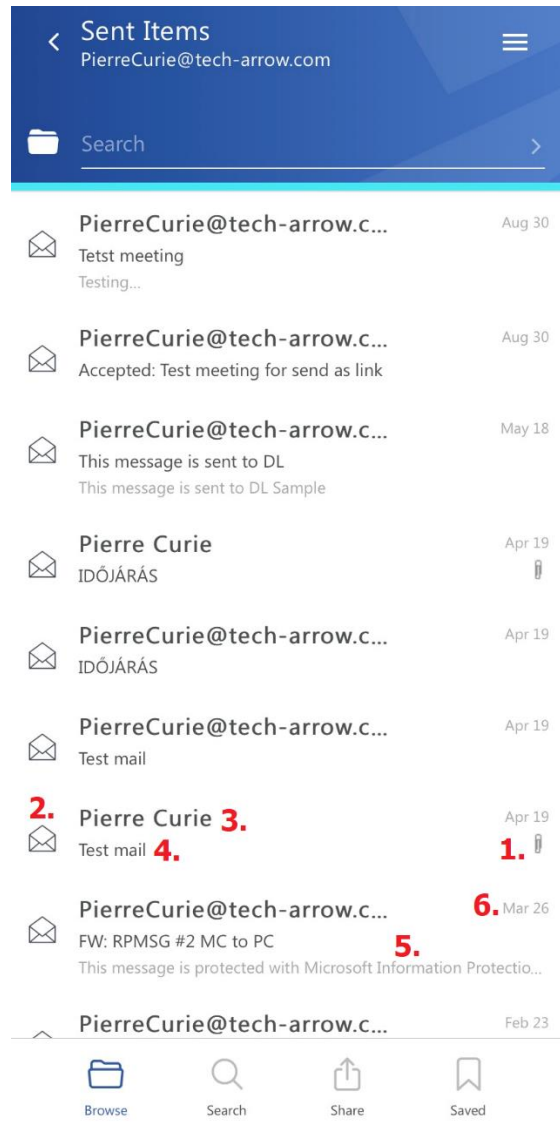
1. Flag (primary icon) – it shows that the email has attachment, category, or the item is inactive (deleted)
2. Email preview
3. Email sender address (or the name)
4. Email subject
5. Text of the email body – the first row from the email
6. Sent date of the email

After clicking on an email, a more detailed view opens.

By clicking on the **Show more**, the user may look at more information about the participants (sender/recipient) and the attachments. The attachments can be opened from the expanded attachment list by clicking on the title. If the email has been shared, a Sharing ribbon appears on the bottom of the page (will be described later in the section Share).
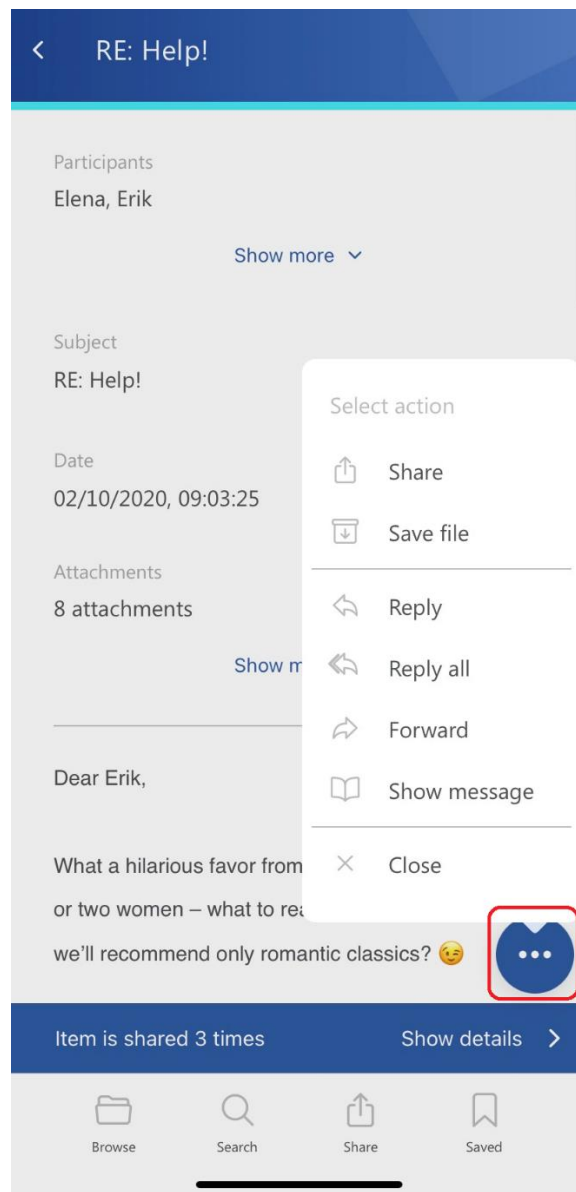
From the attachment list, the following actions are available:
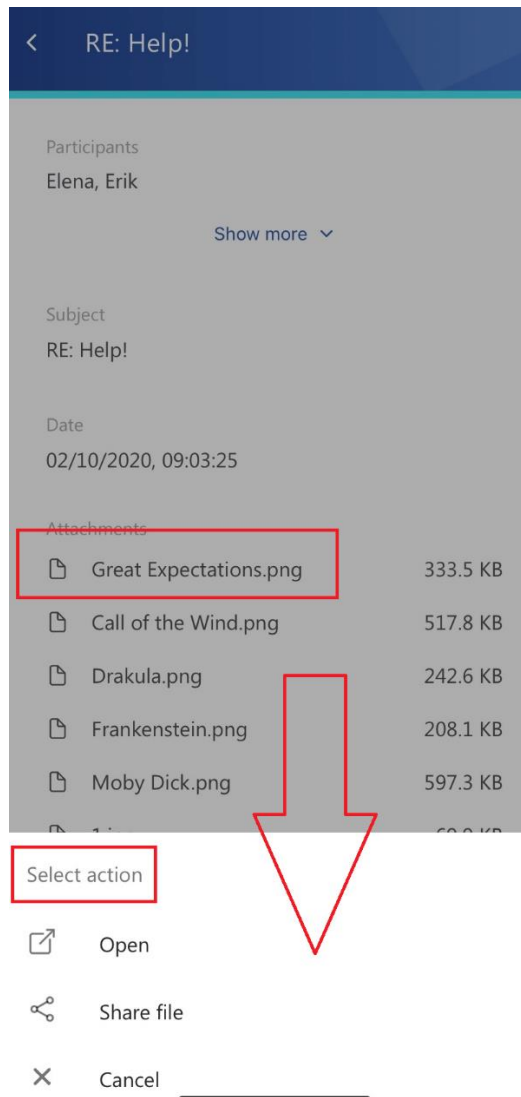
- Open
- Share file
- Cancel

The context menu of the email allows the following actions:

- Share
- Save file – saves the email to the internal storage, the email will then appear on the Saved page
- Reply
- Reply all
- Forward
- Show message – only the text of the email will be displayed
- Close

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Note: Emails are saved and shared as **.eml** files and not all (mainly mobile) devices are able to open that format. To ensure that your shared emails can be opened and read, please use the **Reply/Reply all/Forward** buttons instead.

Note: The **Split attachments** option is active (checked) by default. That means that the body of the email and the attachment are stored separately. If the email message containing attachments has been archived by a job, where this option **was not checked**, our apps (MailApp, officeGATE, contentACCESS Mobile) will show 0 attachments. However, if you open the original email, the attachments are shown.
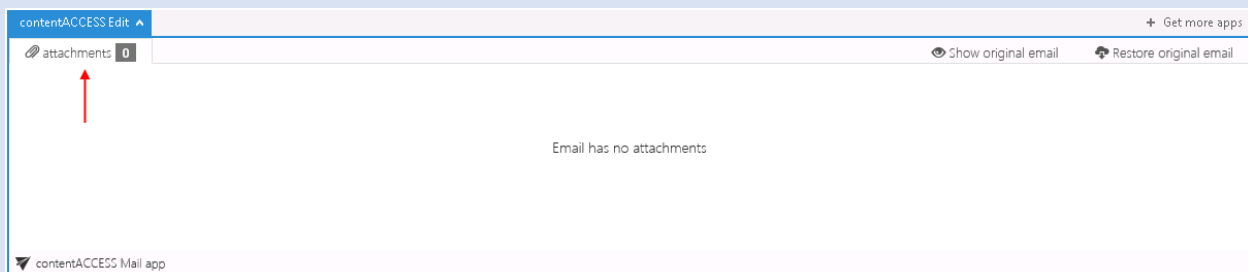

If this option **was checked**, but the email was containing embedded email (.msg attachment), this embedded email won't be displayed between the attachments in our apps.

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SharePoint archive

When viewing a SharePoint archive entity, the following properties can be seen:
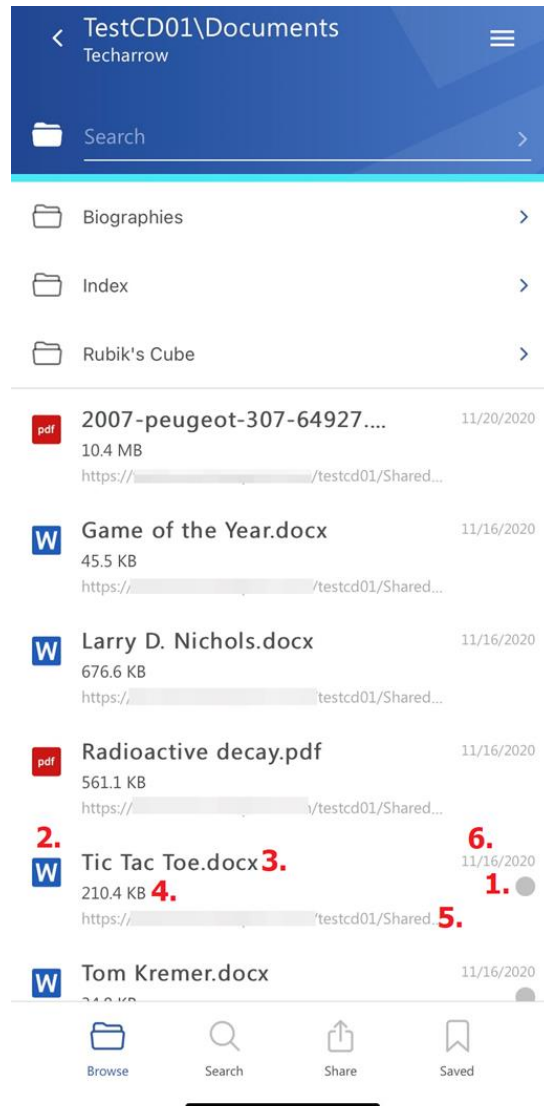
1. Flag (primary icon) – flags have to be previously set on the server

2. Item preview

3. Item name

4. Item size

5. Location/folder of the file
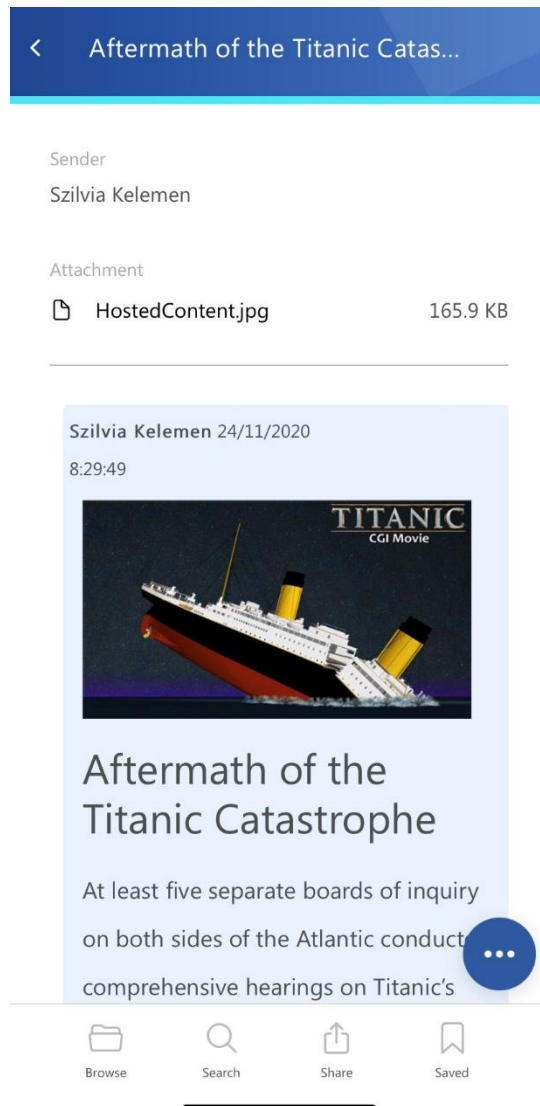
6. Date of the last modification of the file

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After clicking on a file, a more detailed view opens (the properties differ regarding the file format, modifications, etc.)

The document can be opened by clicking on the icon on the details page. It works in the same way as the open function in the context menu (not all file formats are supported at the moment).

The context menu of the file allows the following actions:
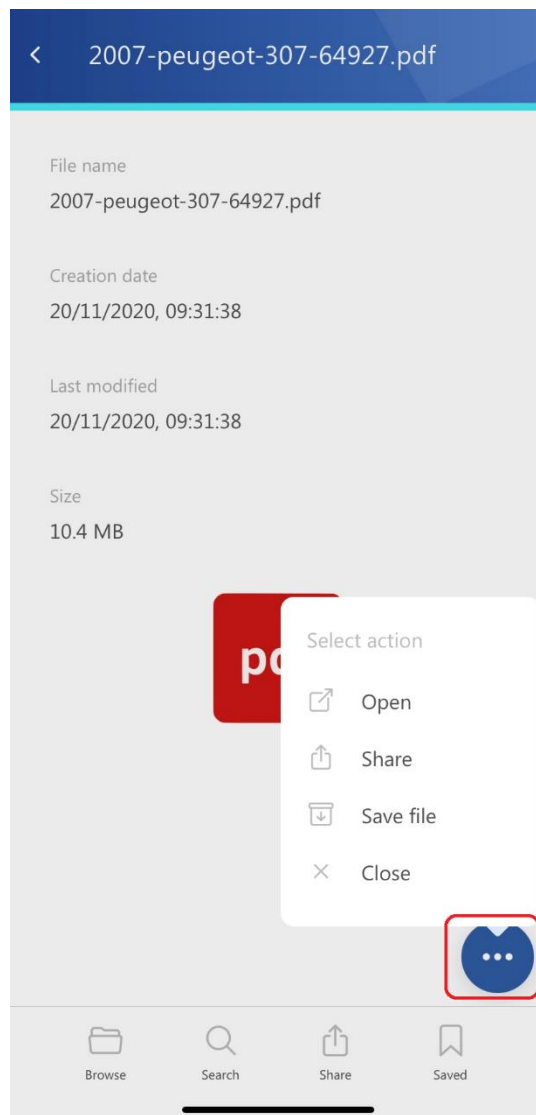
- Open – opens the file
- Share – the document can be shared (will be described later in the section Share)
- Save file – saves the file to the internal storage, the file will appear in the Saved page
- Close – close the context menu

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Teams archive

When viewing a Teams archive entity, the following properties can be seen:

1. Flag (primary icon) – flags have to be previously set on the server (for example: attachments)
2. Item preview
3. Sender
4. Location/folder of the item
5. Text of the message body – the first row from the message
6. Date of the last modification of the item

After clicking on an item, a more detailed view opens.

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The context menu of the item allows the following actions:

- Open – opens the message
- Share – the message can be shared (will be described later in the section Share)
- Save file – saves the item to the internal storage, the item will appear in the Saved page
- Show message – displayes the whole message without the details (sender, attachments) section
- Close – closes the context menu

Teams chat archive

When viewing a Teams chat archive entity, the following properties can be seen:
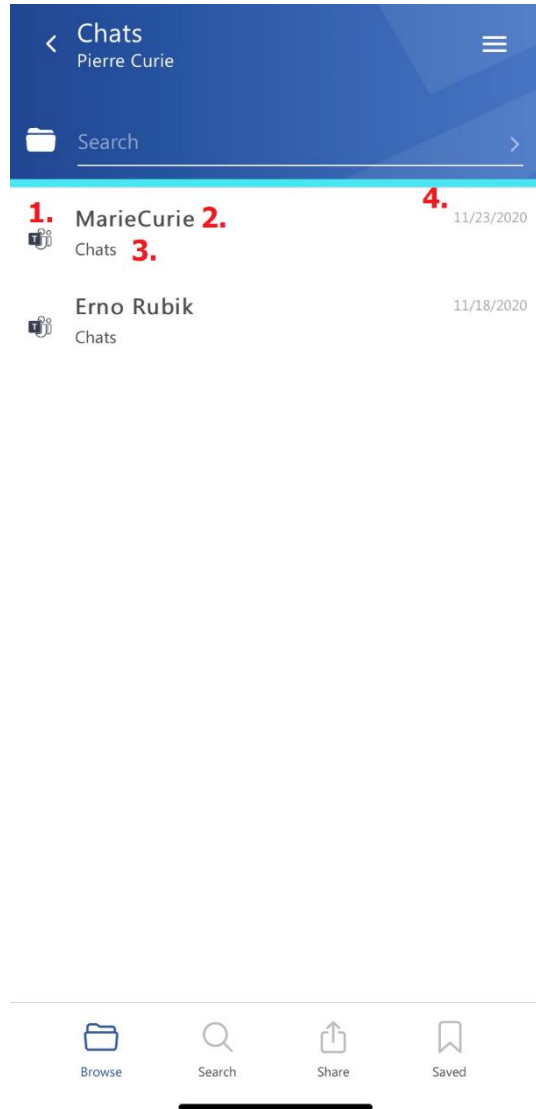
1. Item preview
2. Participant – with whom the user has a chat in the Teams
3. Location/folder of the chat
4. Date of the last modification of the item

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After clicking on an item, a more detailed view opens.

If the chat/group chat/meeting has been shared, a Sharing ribbon appears on the bottom of the page (will be described later in the section Share).

Note: The links and attachments from the messages are opened in an **app browser**, which means, that the user doesn't have to leave the mobileApp to check the inline attachments and links.

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The context menu of the item allows the following actions:
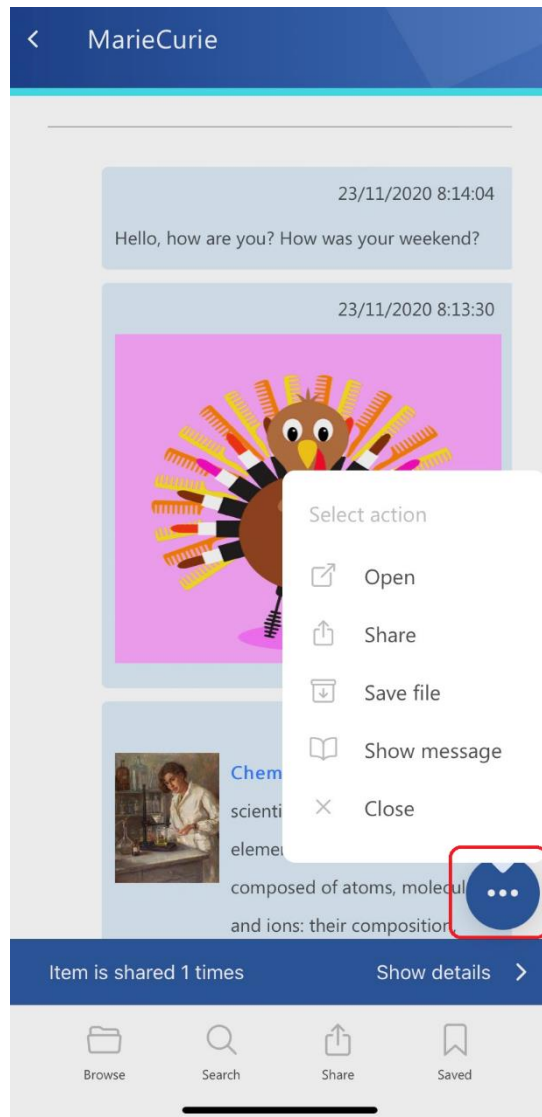
- Open – opens the item (not all file formats are supported at the moment)
- Share – the chat can be shared (will be described later in the section Share)
- Save file – saves the item to the internal storage, the item will appear in the Saved page
- Show message – the whole chat will be displayed
- Close – closes the context menu

GDPR File system

When viewing a GDPR File system entity, the following properties can be seen:
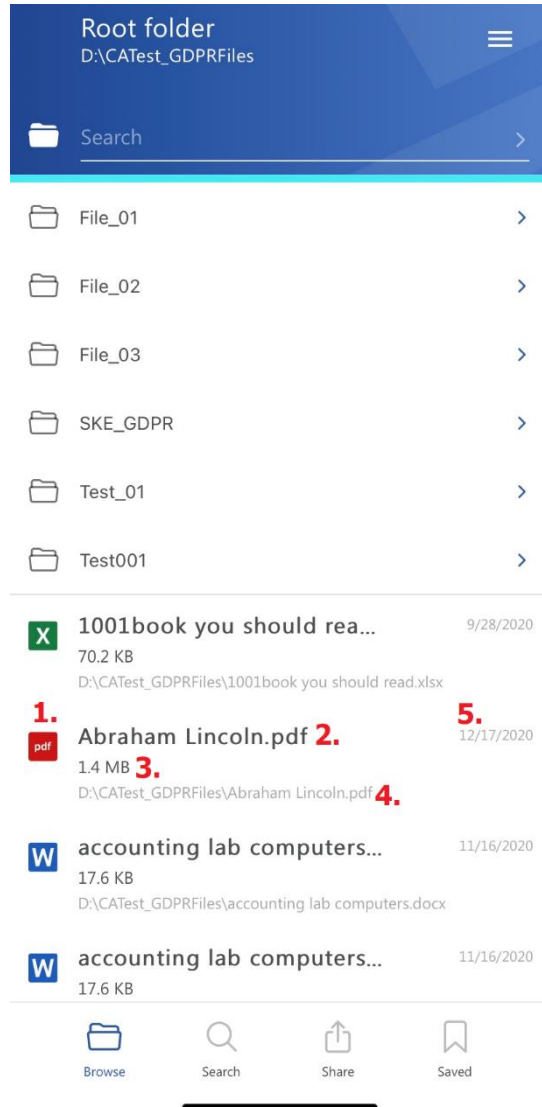
1. Item preview
2. Item name
3. Item size
4. Location/folder of the file
5. Date of the last modification of the file

After clicking on a file, a more detailed view opens (the properties differ regarding the file format, modifications, etc.).
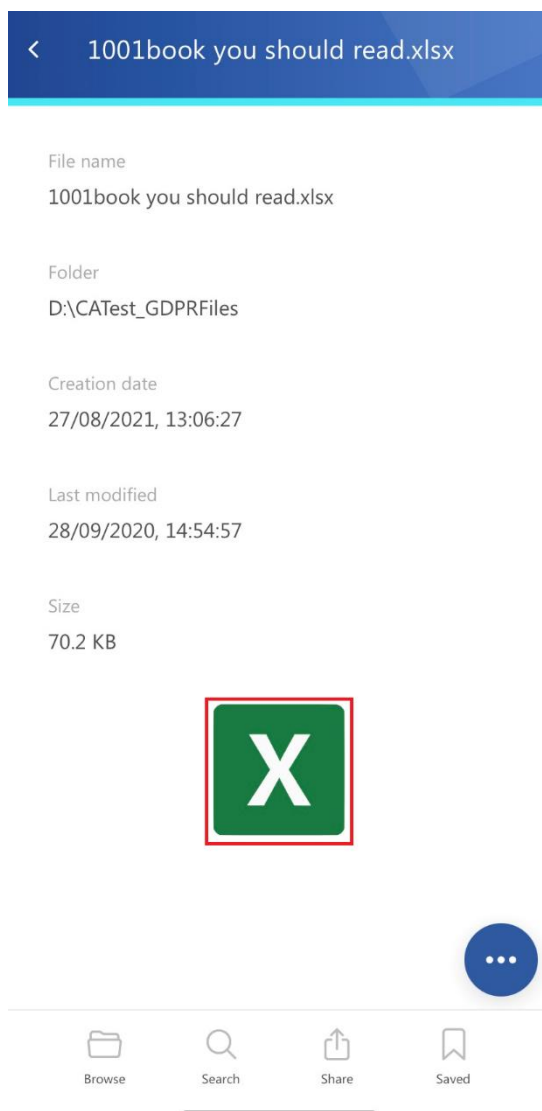
The document can be opened by clicking on the icon on the details page. It works in the same way as the open function in the context menu (not all file formats are supported at the moment).

The context menu of the file allows the following actions:
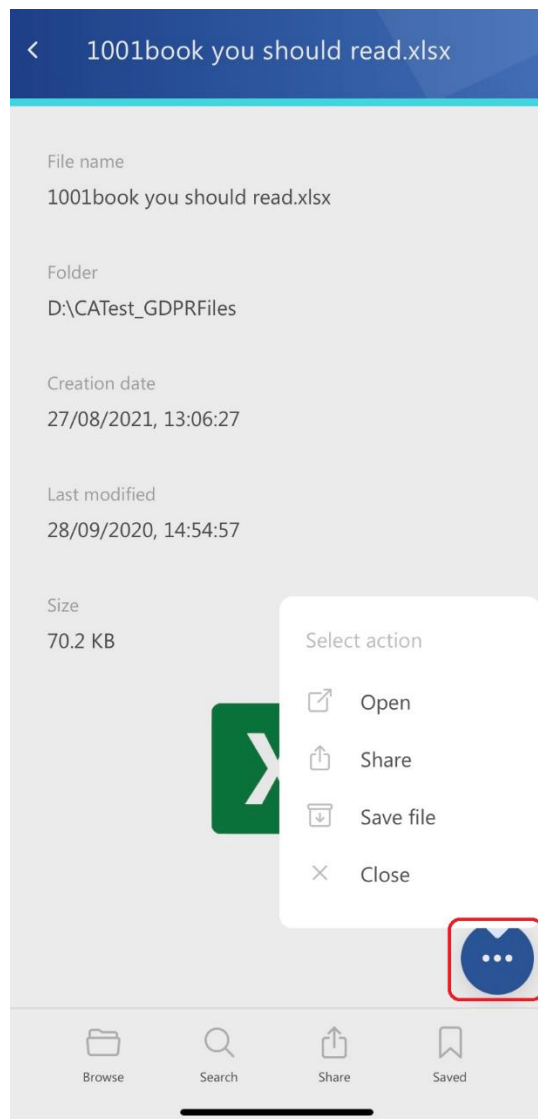
- Open – opens the file (not all file formats are supported at the moment)
- Share – the file can be shared from the context menu
- Save file – saves the file to the internal storage, the file will appear on the Saved page
- Close – closes the context menu

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GDPR Exchange

When viewing a GDPR Exchange entity, the following properties can be seen:
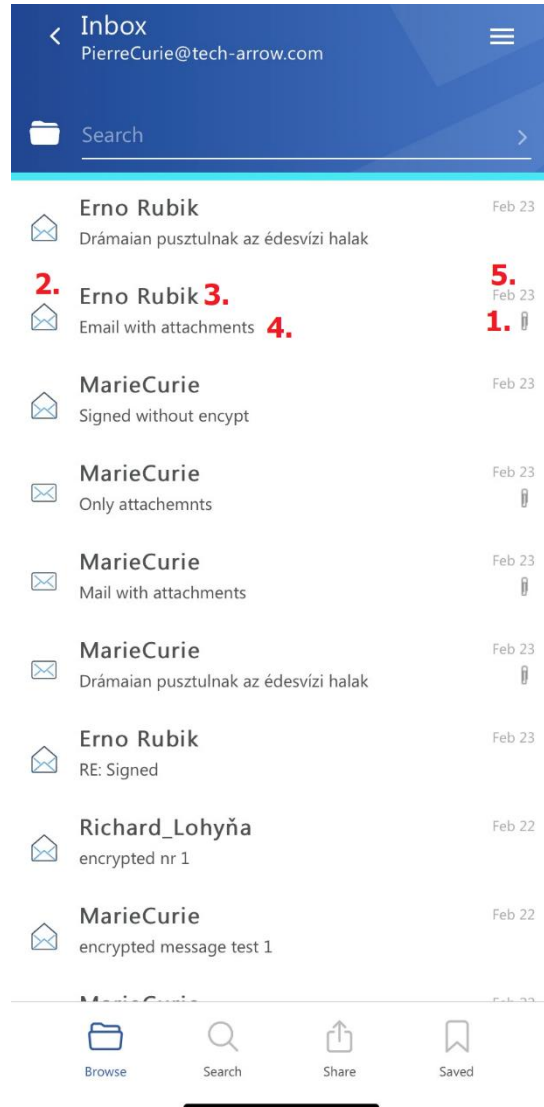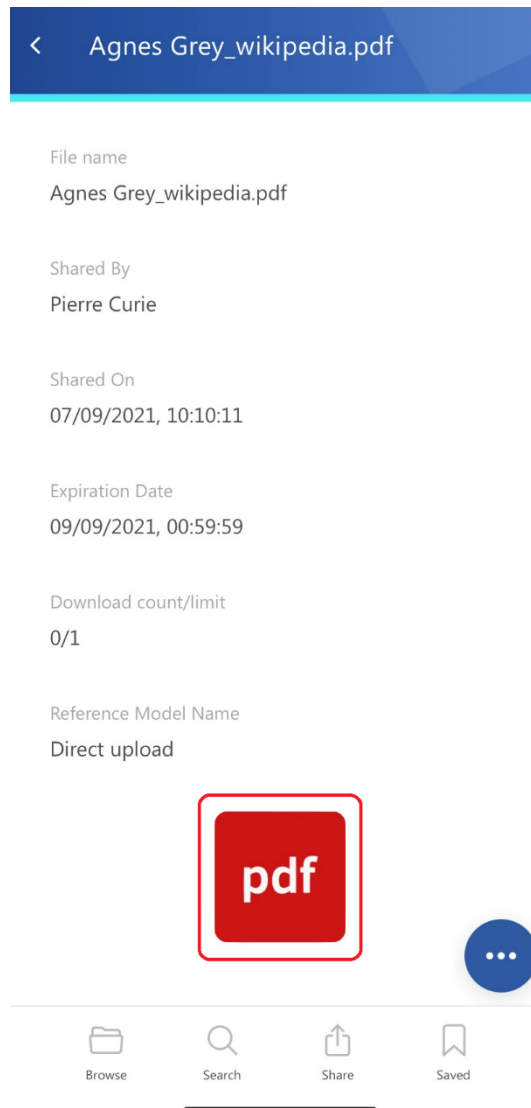

1. Flag (primary icon) – flags have to be previously set on the server (for example: attachments, categories)
2. Email preview
3. Sender's email address (or the sender's name)
4. Email subject
5. Sent date of the email
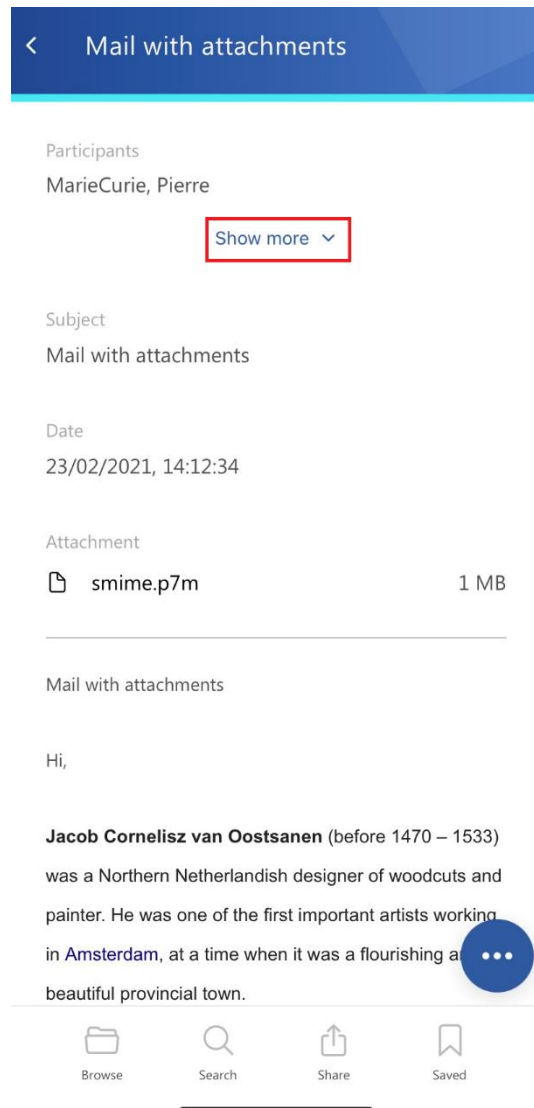
After clicking on an email, a more detailed view opens.

By clicking on the **Show more**, the user may look at more information about the participants (sender/recipient) and the attachments (if there are multiple attachments). The attachments can be opened from the attachment list by clicking on the title.

The context menu of the email allows the following actions:
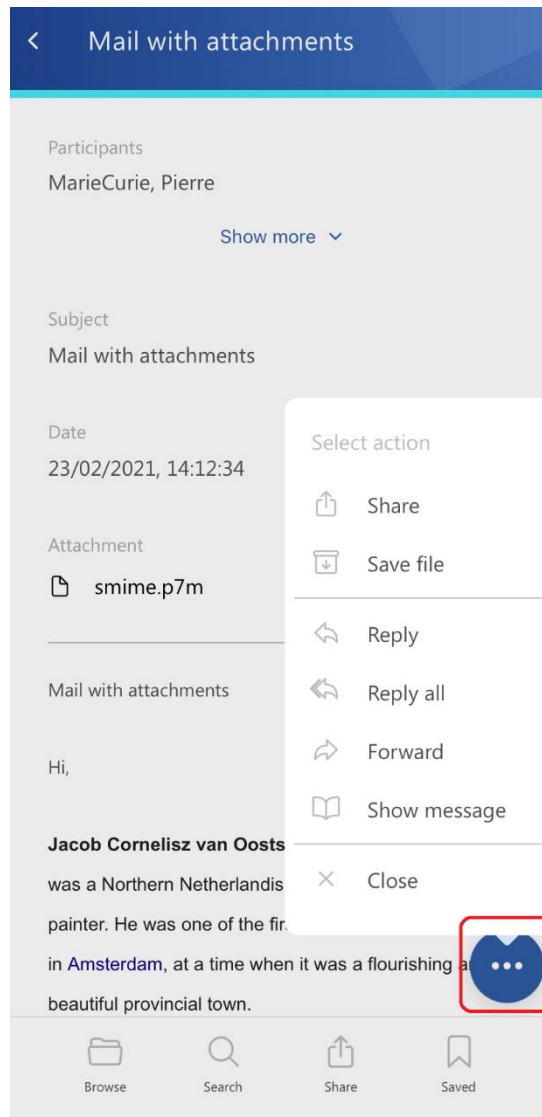
- Share
- Save file – saves the email to the internal storage, the email will then appear on the Saved page
- Reply
- Reply all
- Forward
- Show message – only the text of the email will be displayed
- Close

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GDPR Application

When viewing a GDPR Application entity, the following properties can be seen:
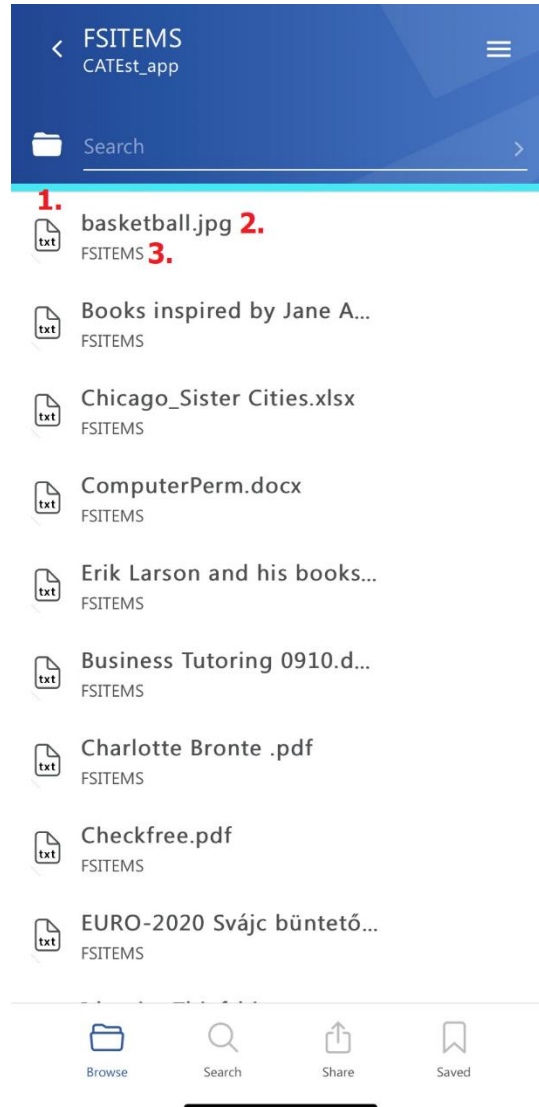
1. Item preview
2. Item name
3. Location/folder of the item

After clicking on an item, a more detailed view opens.
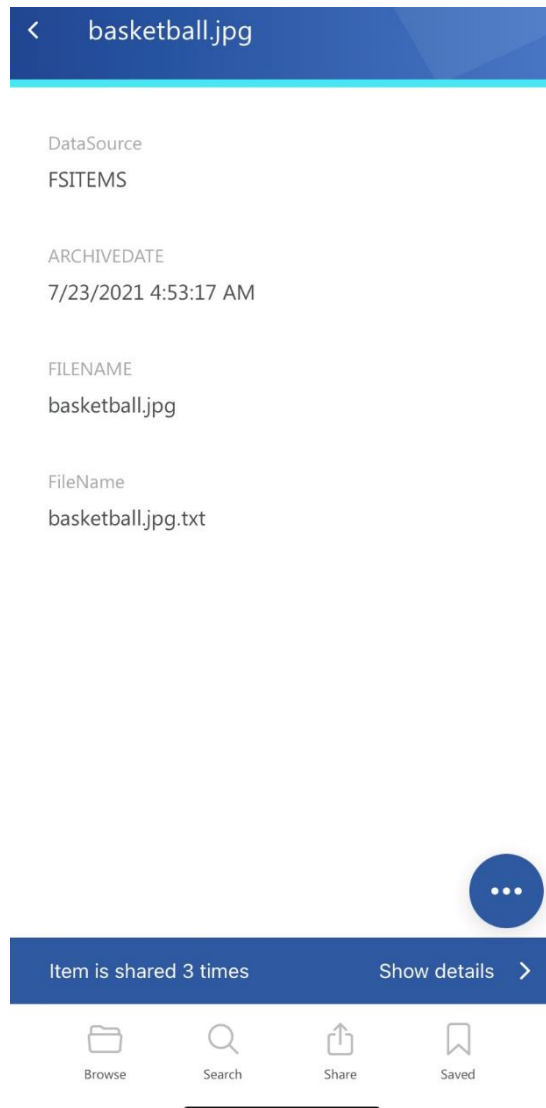
If the item has been shared, a Sharing ribbon appears on the bottom of the page (will be described later in the section Share).

The context menu of the item allows the following actions:
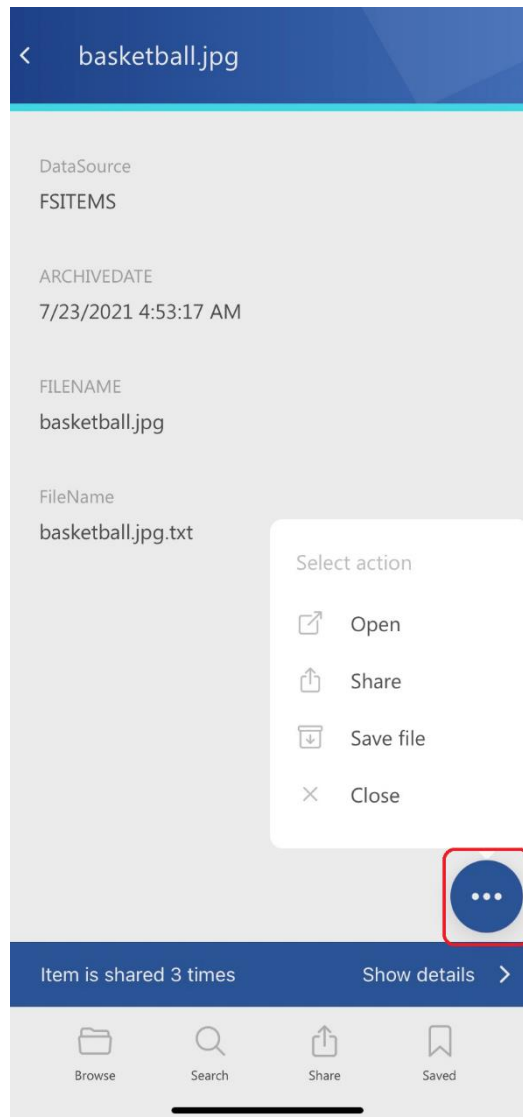
- Open – opens the item
- Share – the item can be shared (will be described later in the section Share)
- Save file – saves the item to the internal storage, the item will appear in the Saved page
- Close – closes the context menu

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Sharing

When viewing a Sharing entity, the following properties can be seen (first, a folder needs to be selected from the entity):
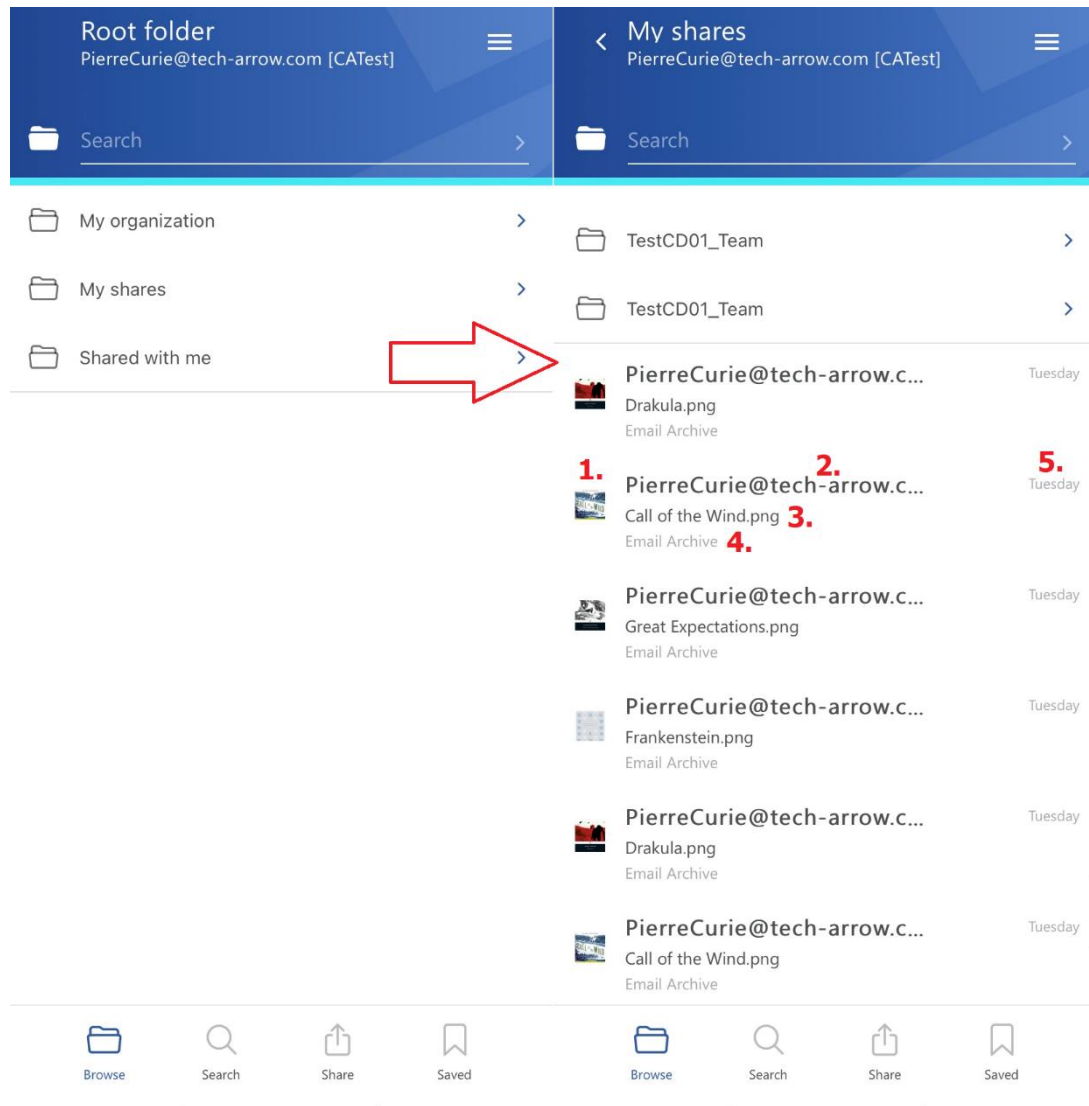
1. Item preview
2. Sender's email address - owner of the sharing
3. Item name
4. Location of the shared item – from which entity has it been shared
5. Date of the sharing

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After clicking on a shared item, a more detailed view opens.

The shared document can be opened by clicking on the icon on the details page. It works in the same way as the open function in the context menu (not all file formats are supported at the moment). The owner has access to all shared items, but the recipient can only open the file if it's still active or the download limit has not been reached. Otherwise, the following error messages can appear when the user tries to open the shared item:

- If the item is expired – "The requested file cannot be downloaded because it has expired."
- If the item reached the download limit – "The requested file cannot be downloaded because the download limit has been reached."
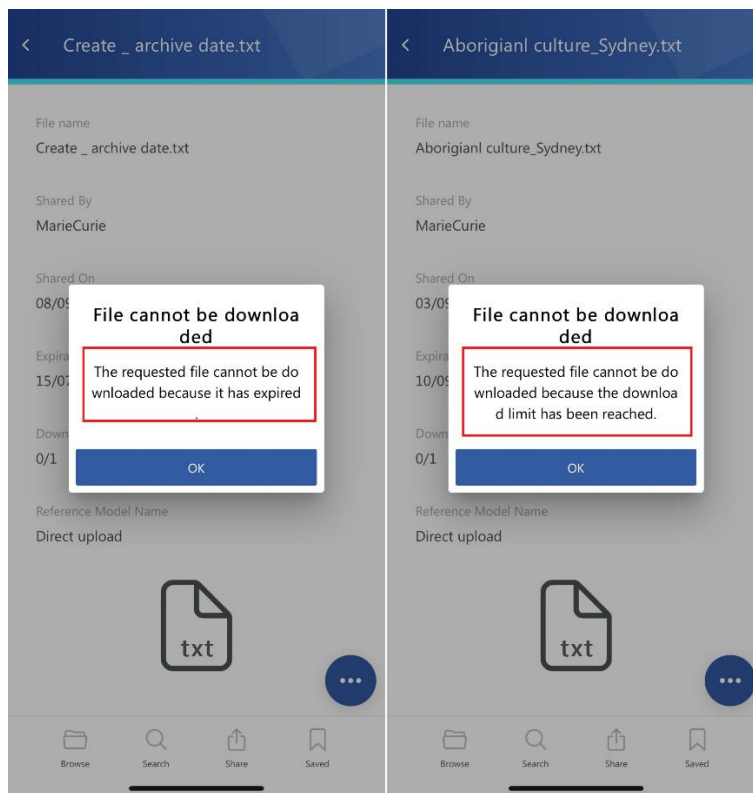
The context menu of the shared item allows the following actions:
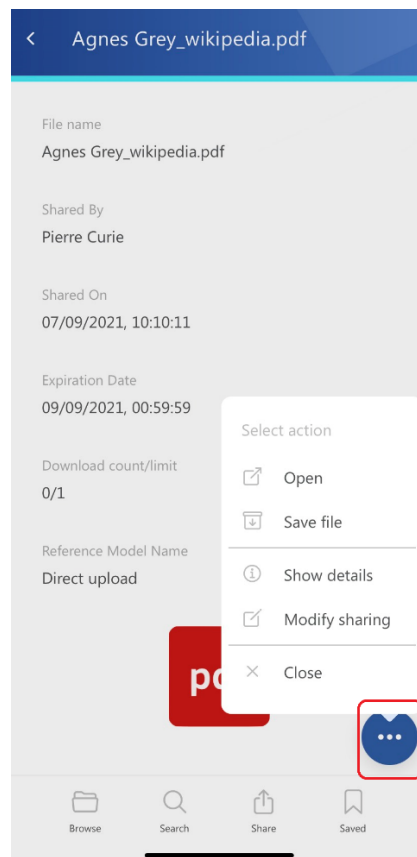
- Open – opens the shared item (if it's still active or the download limit hasn't been reached)
- Save file – saves the item to the internal storage, the item will appear in the Saved page
- Show details – shows the sharing status (works the same way as in the contentWEB)
- Modify sharing options – the sharing options can be changed here (recipients, expiration date, and download limit). Only the owner has access to this action, and it's displayed only in the My Shares folder
- Close – closes the context menu

Show details

This function shows the sharing status of the items, but also the sharing can be modified here. The Status tab contains the following information about the sharing:

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1. Status - shows the status of the sharing
   a. `Active` – the download limit hasn't been reached and the sharing hasn't expired
   b. `Expired` – the sharing expired (the expiration date has been reached)
   c. `Suspended` – the owner can suspend the sharing; the user won't have access to the shared files until the owner re-activates the sharing
   d. `Unavailable` – the download limit has been reached
2. Shared by – shows the owner of the sharing
3. Shared on – the date when the item was shared
4. Expires on – the date when the sharing expires
5. Download limit - how many times the shared item can be downloaded
6. Shared with – who has access to the shared files (recipients, organization, everybody)
7. Recipient list – the recipients are listed here
8. Download history – the downloades can be monitorized here

Modify sharing options

On this page, the owner can modify the sharing options. Here, you will be able to:

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1. Add and/or remove recipients
2. Change accessibility
3. Change the expiration date – can be added manually or selected from the calendar
4. Change the download limit
5. Save the sharing settings by checking the Remember these settings checkbox

The following actions are also allowed from this page:

- Save and get link – the link is pointing to the shared item the way you share other items from your phone
- Save and share via email – the sharing notification will be sent via email
- Save – just saves the changes that were made to the sharing settings
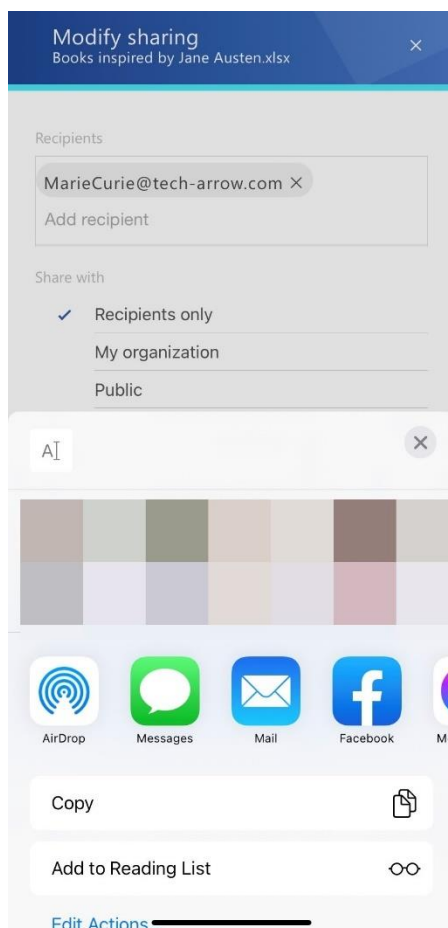
Screenshot: Save and send as link

Search page

The search function on this page is more extensive that the one on the Browse page since it can search in all available entities. After clicking on the search textbox, the list of the most searched properties will appear.

The entities can be selected by clicking on the little arrow next to the Search everywhere. It is possible to select all entities at once or to select them individually.
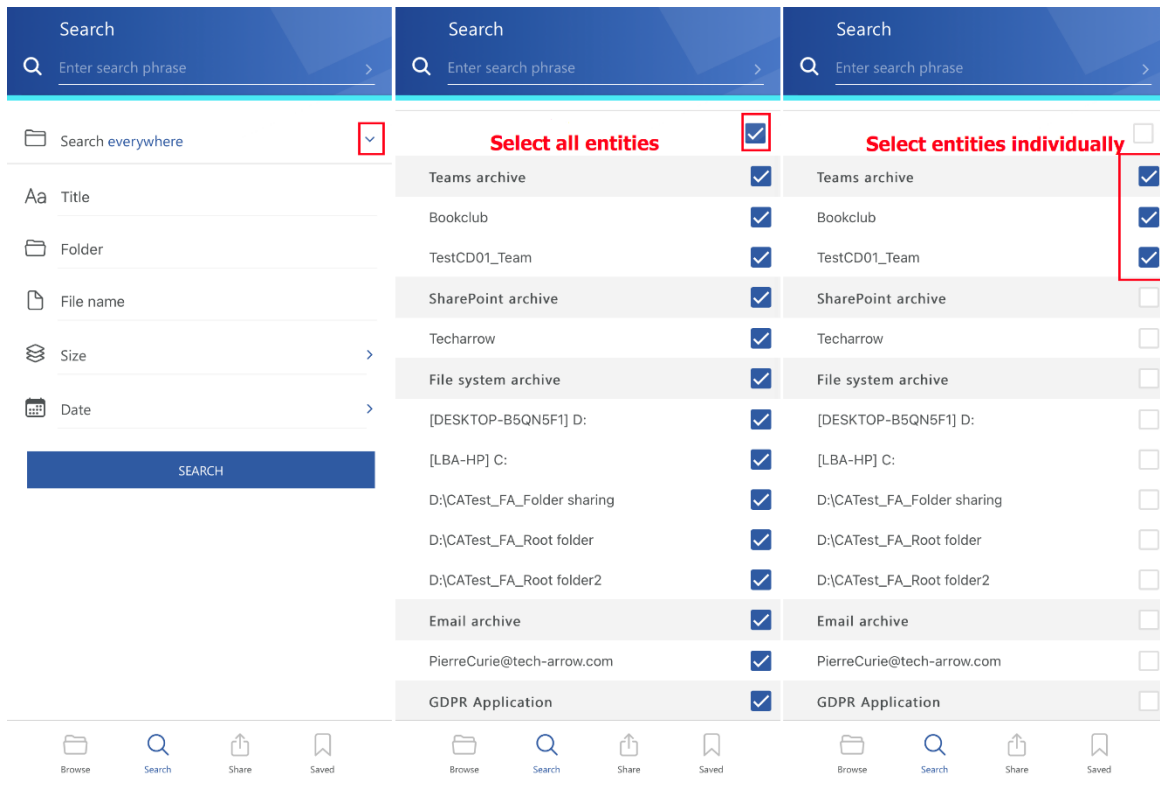
After clicking on a property, you will be able to specifiy it and add it to the search criteria.

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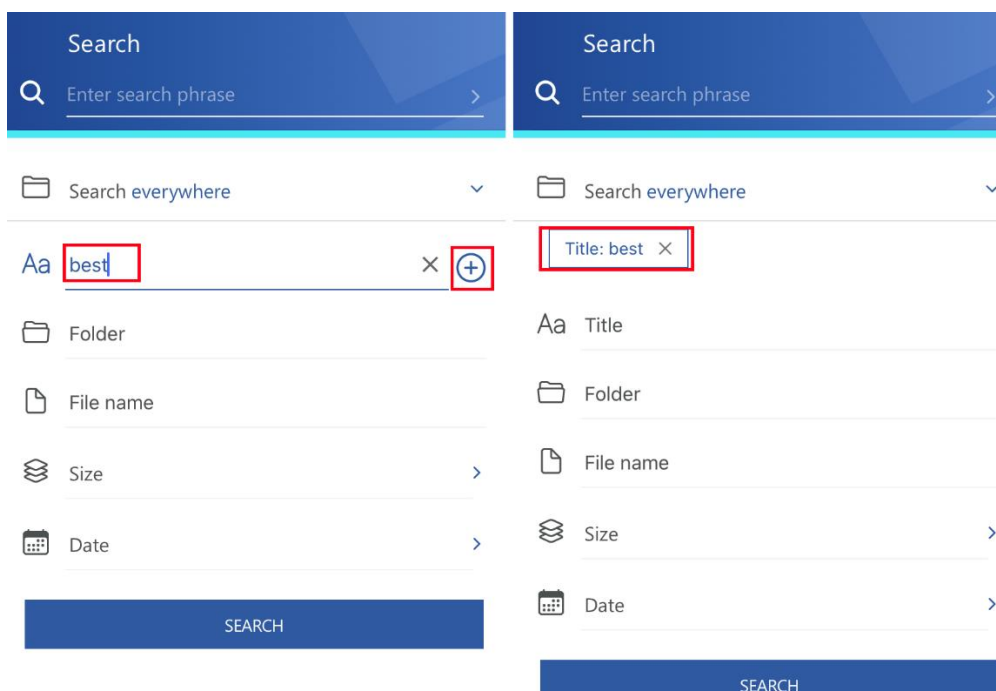
Here, for example, we were searching for the word "best" – the search finds all files and items with the word "best" in their name, path (location), and/or content. If no criteria are specified, the search field uses the fulltext method.
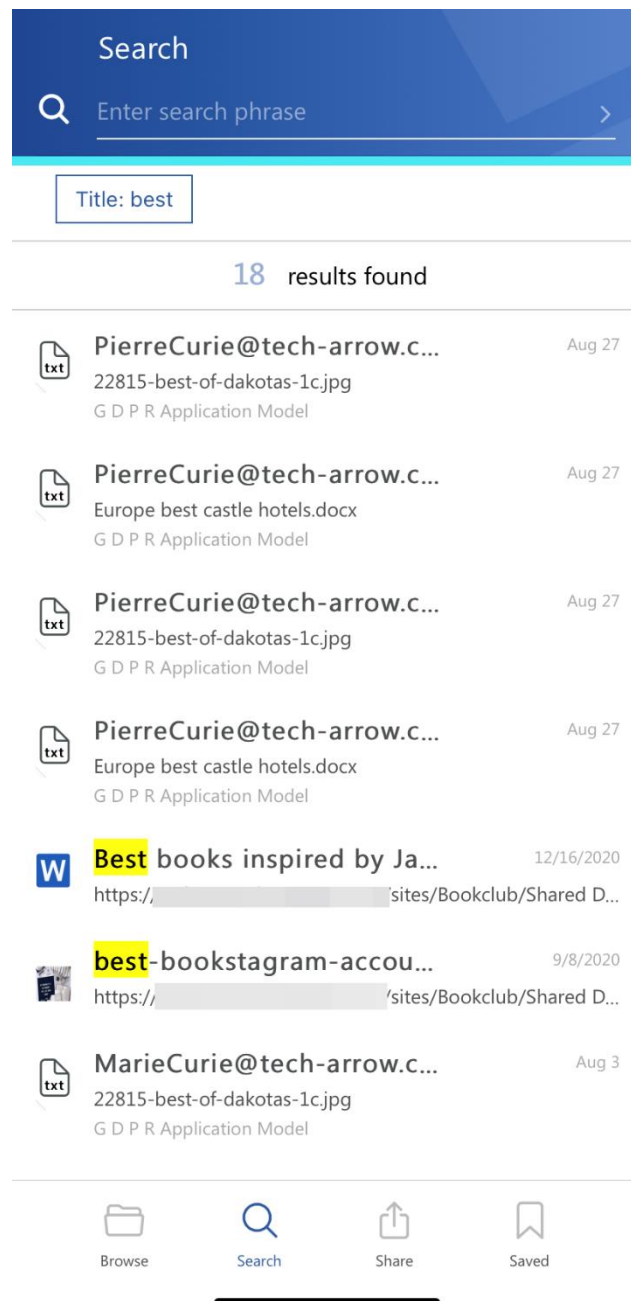
If the user enters a phrase, which isn't part of any item, the following error occurs:

It is possible to see the search history and edit it. The user can also repeat any search by clicking on it in the search history.

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Share page

There are two ways to share from the mobileApp:

1. Share from the Share page
2. Share from the context menu (in the entities)

Share items from the Share page

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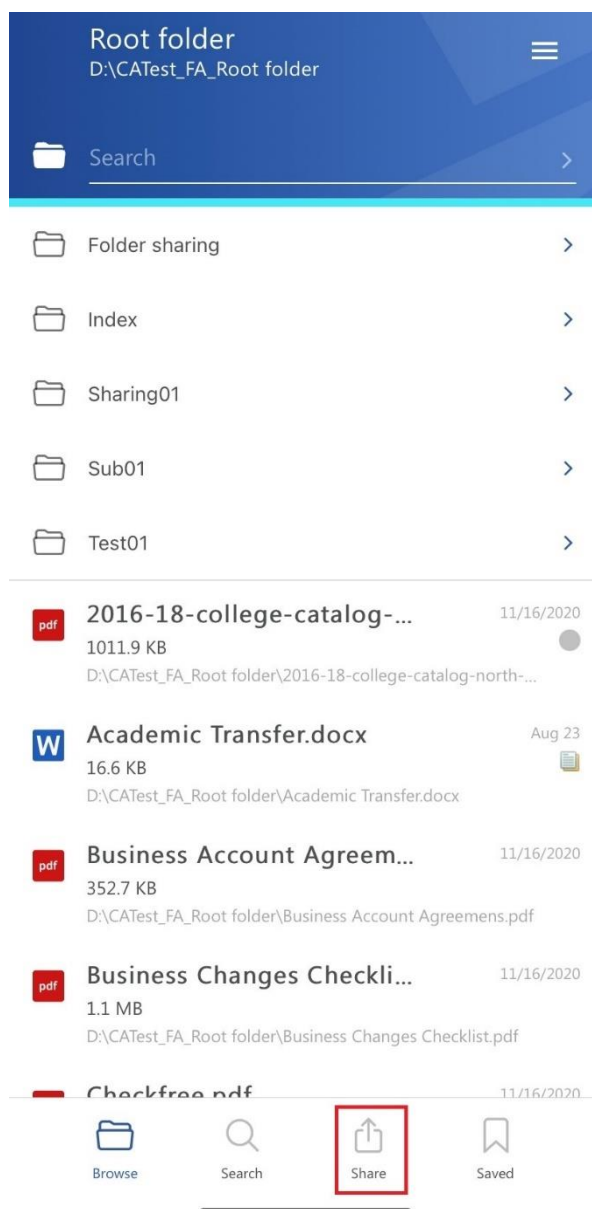
A pop-up window opens, where the user can specify the sharing options.

1. **Select the item** you would like to share – it can be an image (will open the Photos app on your phone) or a file (will open the Files folder on your phone). Multiple selection is allowed, and the items can be removed from the list
2. **Recipients** - write the email addresses of the people you want to share the item(s) with
3. **Share with** - specify who would you like to make the item(s) accessible for:
    a. Recipients only – only the recipients will be able to access the shared item(s)
    b. My organization – people from you org. has access to the item(s)
    c. Public – anyone with the link will be able to access the shared item(s)
4. **Sharing options** – specify how many days do you want the item to expire in or select the date from the calendar. It is also possible to limit the number of downloads, based on the option selected in Share with me:
    a. Recipients – number of downloads per recipient
    b. My organization – number of downloads per user
    c. Public – number of downloads together

5. **Remember these sharing settings** – the user can save the sharing settings for the future that way, you won't need to fill in the Sharing options nex time

6. **Get link** or **Share via email –** finish the sharing by clicking on one of the two options. If you select **Get link**, the link is pointing to the shared item the way you share other items from your phone. If you select Share via email, the sharing notification will be sent via email (the sharing notification is created automatically)

Share items from the context menu
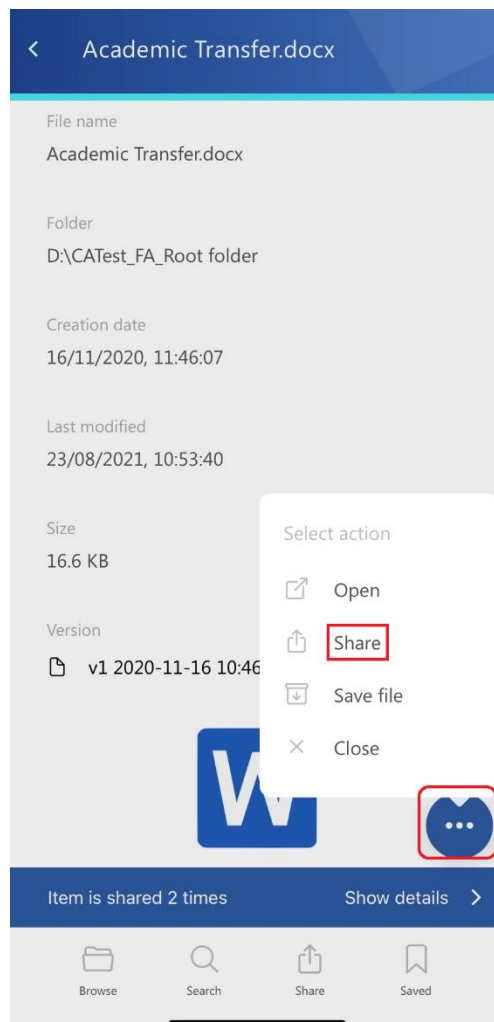
It works the same as the sharing from the Share page. The only difference is that item(s) are shared from the archive models.

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If the item has been shared, a Sharing ribbon appears on the bottom of the page.


By clicking on the **Show details**, the ribbon can be expanded. If you have applicable rights and permissions, you will be able to modify the sharing settings. It works the same as the Modify sharing options window in the Sharing entity.

When you click on the **Status** option, you will be redirected to the window where you will be able to view the status and information about the selected sharing. From here, it is also possible to **Activate** or **Suspend** the sharing. When an item (or whole sharing) is **suspended**, it is not possible to download it, until it is **re-activated** again. If necessary, it is also possible to re-send the sharing notification by clicking on the **Send sharing notification** button.
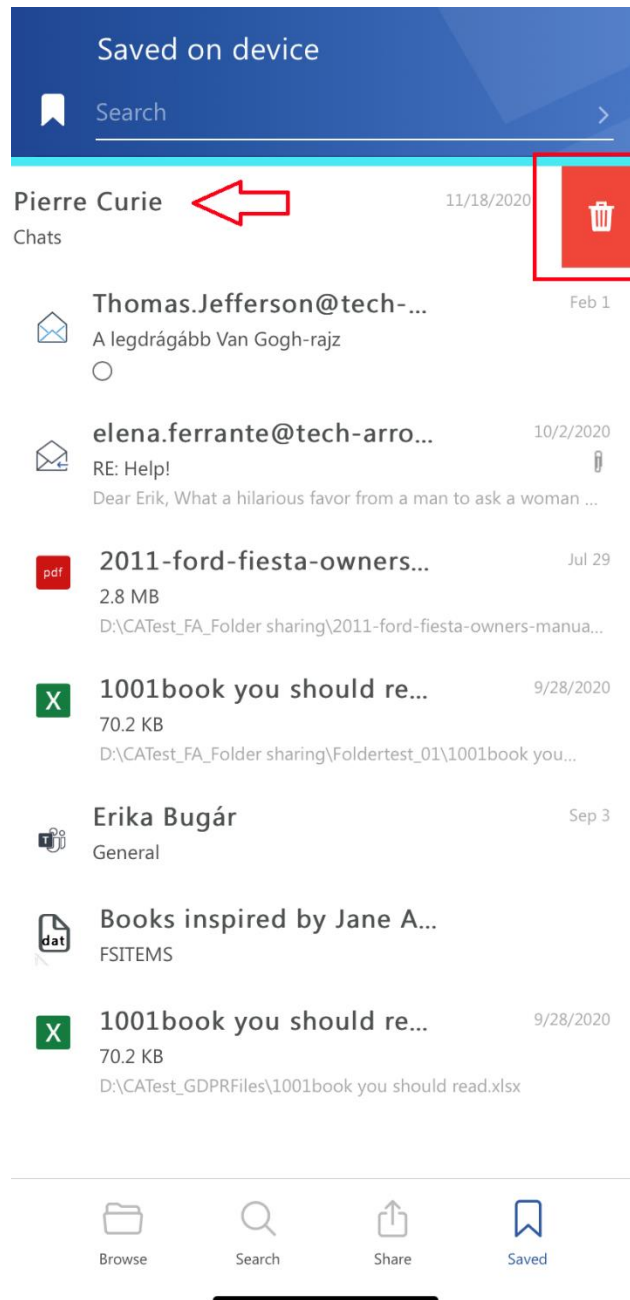
Saved page

The items that were previously saved (from their context menu option) will appear on this page.
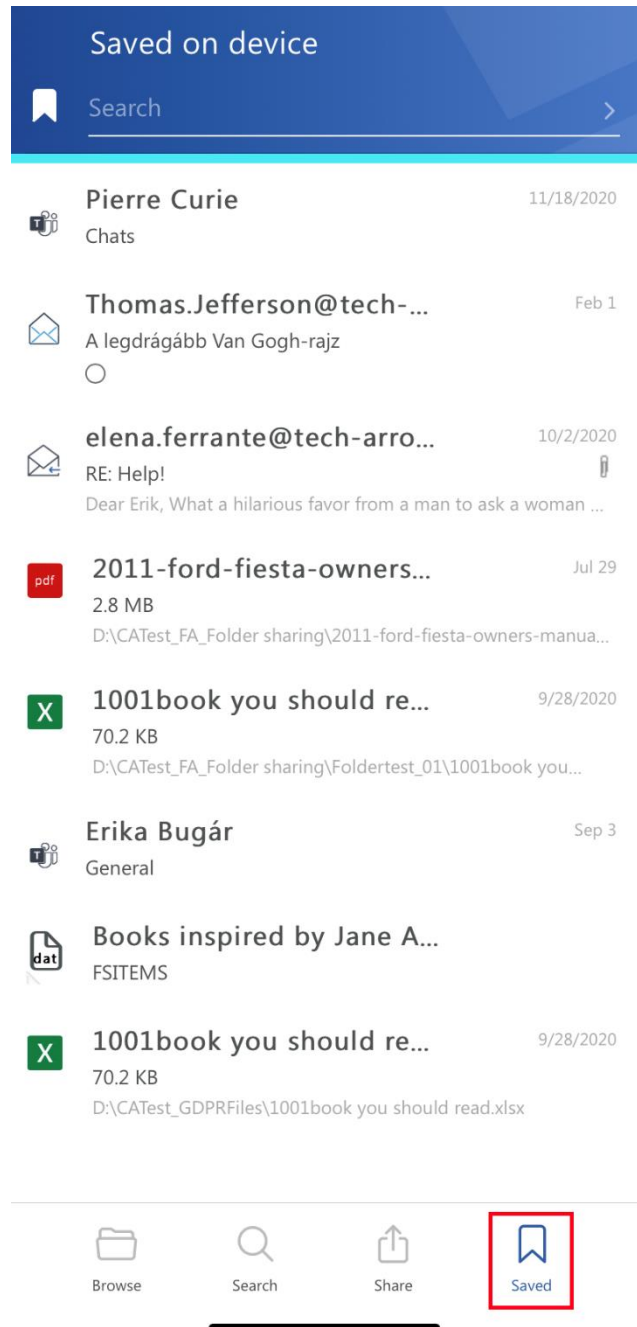
The items can be deleted by swiping them left and then clicking on the delete button.

When you open an item from the **Saved page**, the view is the same as on **Browse page**, except here are details in the header about the sent date/last modification date and from where was the item saved.

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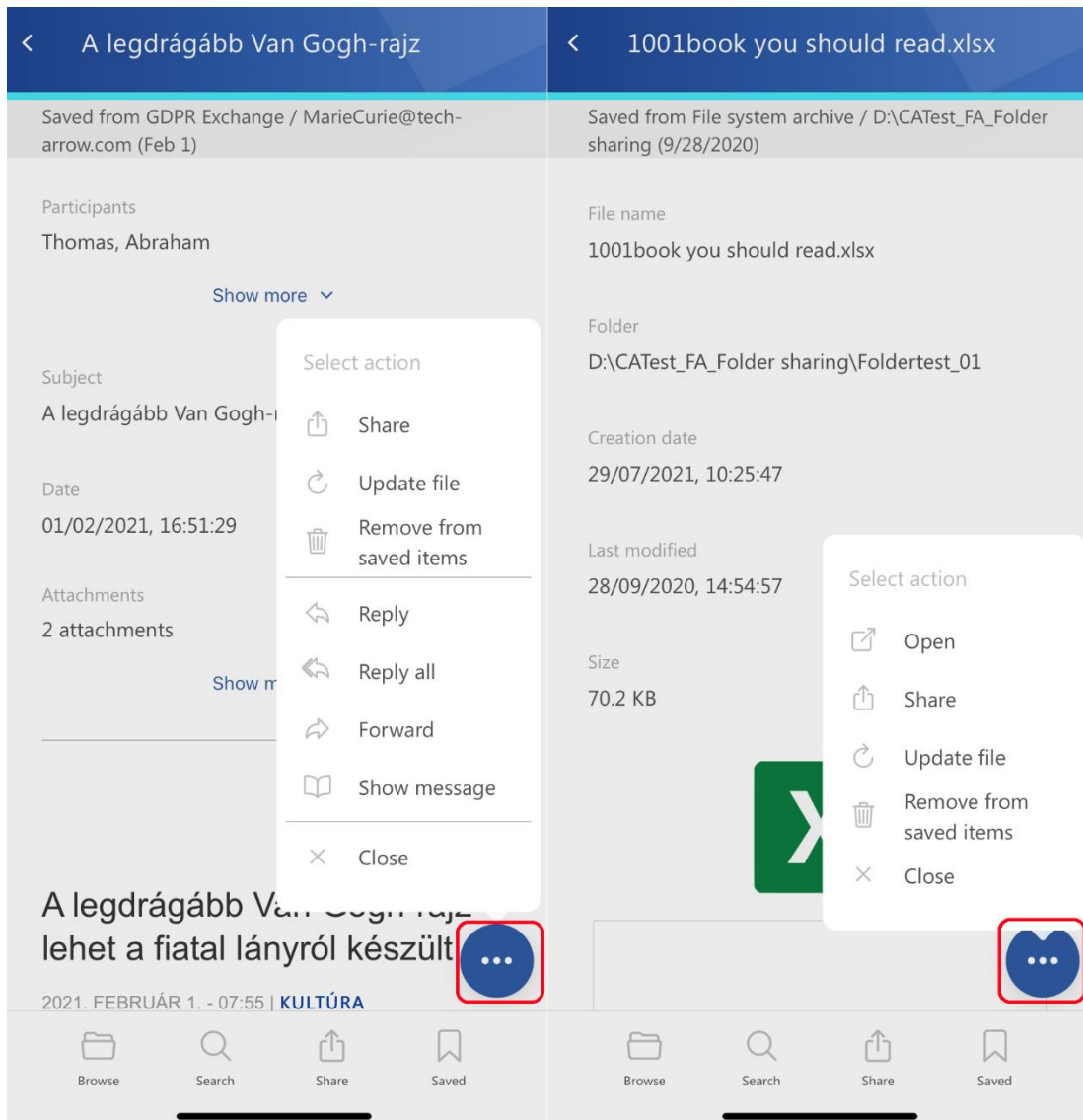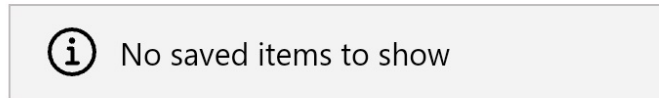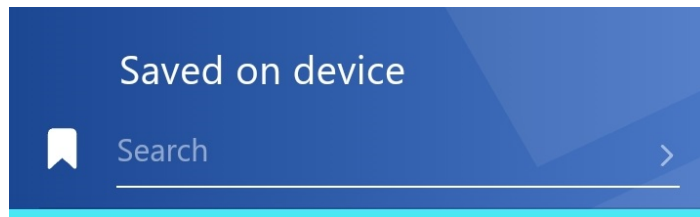
The context menu of the saved item allows the following actions:

- Open – opens the the saved item
- Share – the saved item can be shared
- Update file – updates the saved item if any changes were made
- Remove from saved items – removes the item from the list of saved items on the **Saved page**
- Reply/Reply all/Forward/Show message – same as in the Email Archive (appears only if the saved item comes from the Email Archive or GDPR Exchange)
- Close – closes the context menu

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If there are no saved items on the Saved page, the following message appears:

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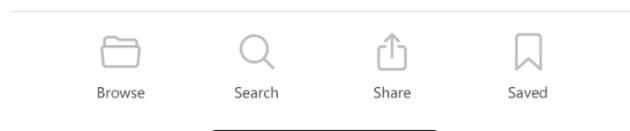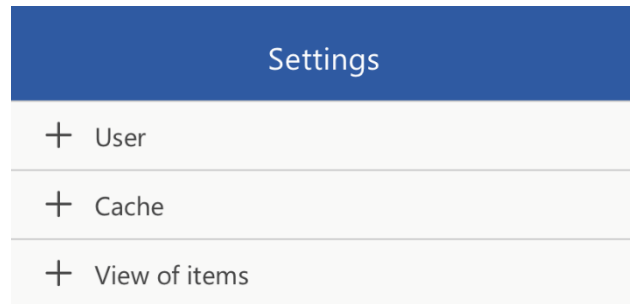
Settings page

The settings page has three sections:

- User
- Cache
- View of items

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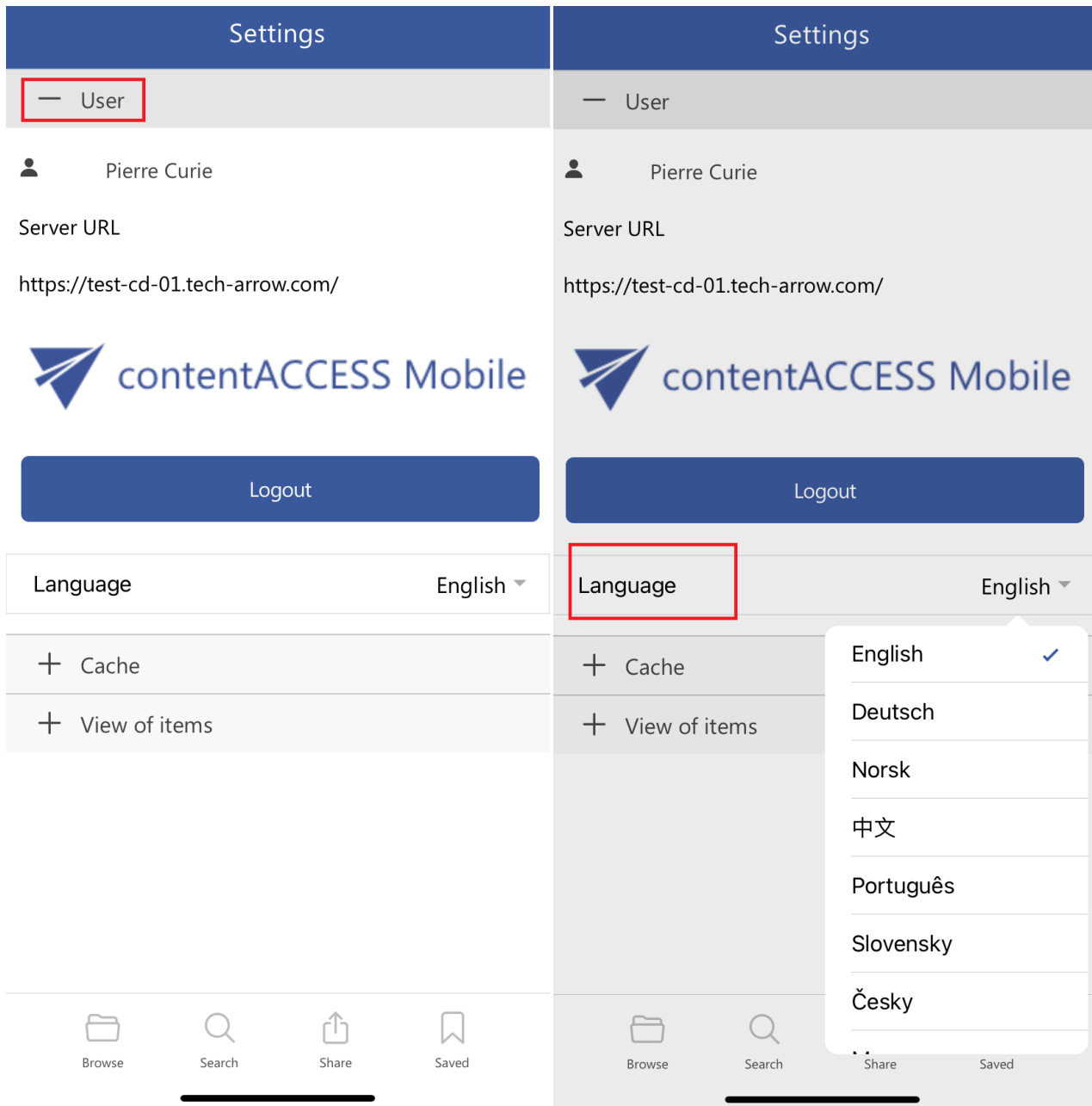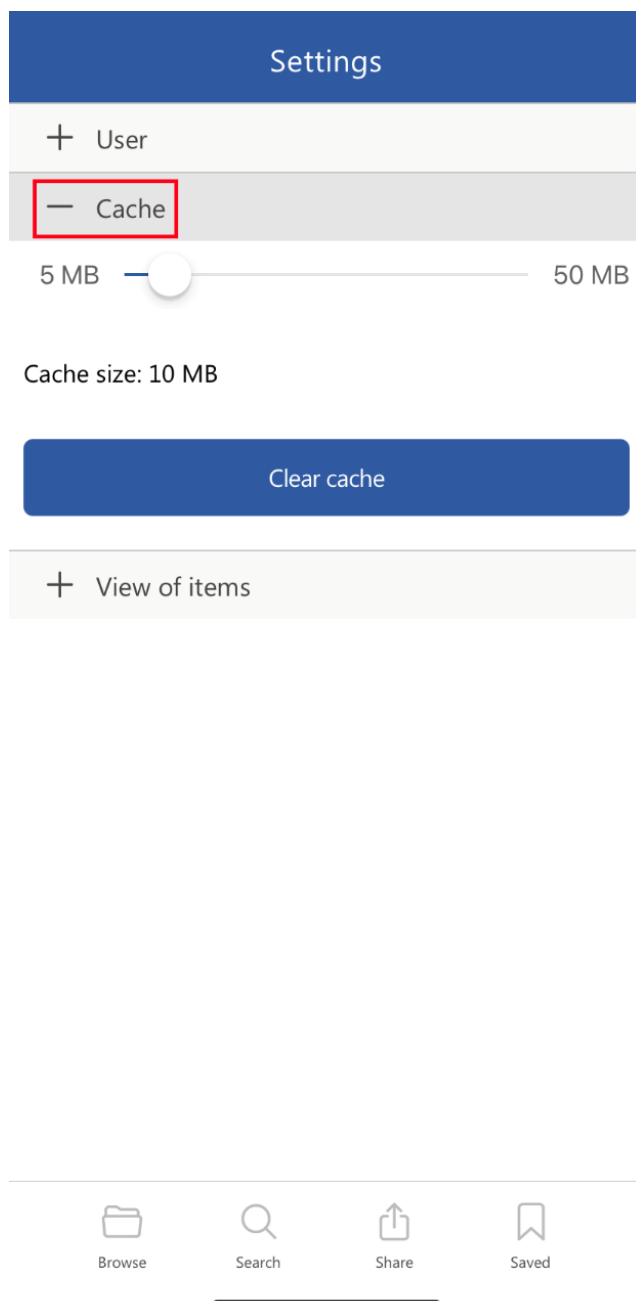## User section

In this section, it is possible to see the current logged in user, the service URL, and then the option to **Logout**. It is also possible, to change the language of the app in the **Language** dropdown list. Currently, twelve languages are supported: English, German, Norwegian, Chinese, Portuguese, Slovak, Czech, Hungarian, Polish, Greek, Arabic and Dutch.

Cache information

In this section, it is possible to change the cache size. Document previews are stored in the cache for faster loading. If the cache limit is reached, previews will be automatically deleted from the cache, starting from the oldest.

View of items section

In this section, it is possible to enable/disable the view of some of the item's properties. The view will be affected on all pages.
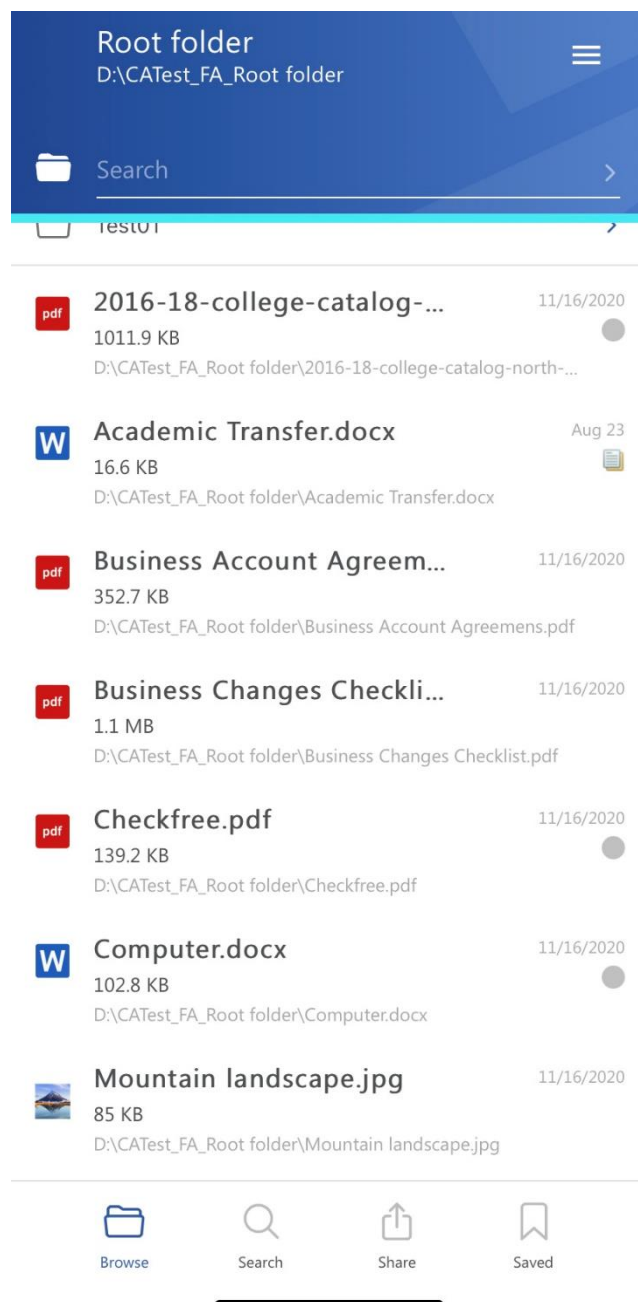
☑ - enabled

☐ - disabled

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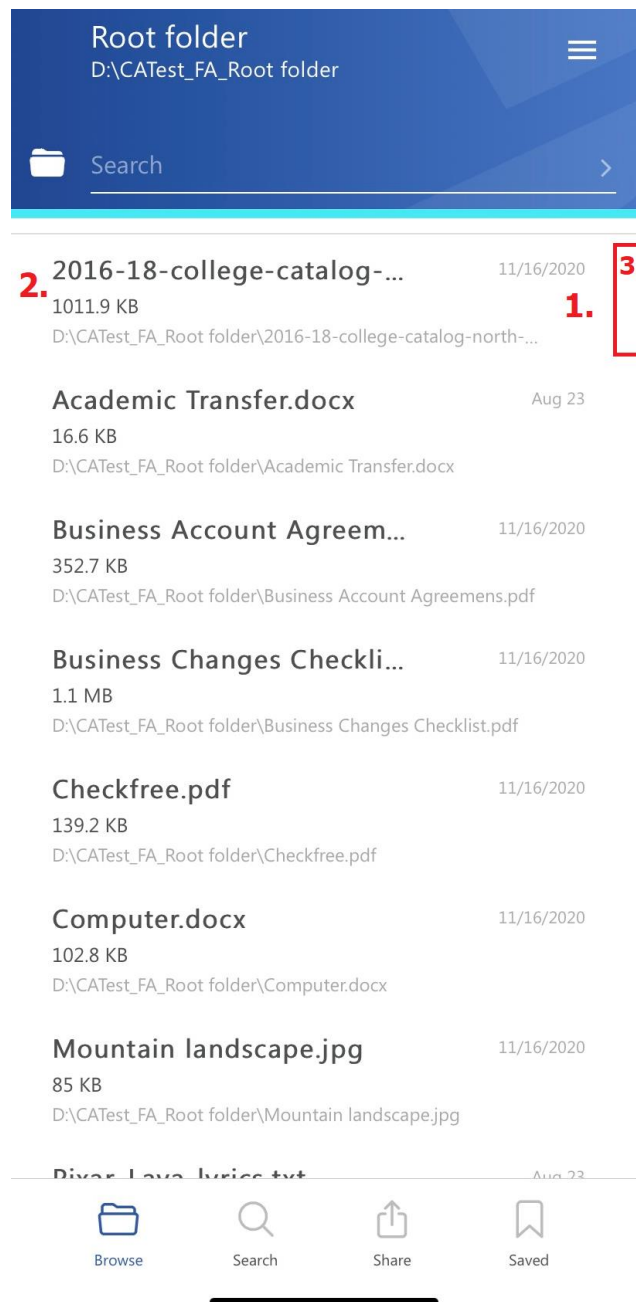TECH-ARROW, a. s. | Kazanská 5B, 821 06 Bratislava, Slovakia, EU | E-mail: sales@tech-arrow.com | www.tech-arrow.com   57/60

All properties enabled

- Primary icon
- Preview
- Category information – changes visible only for Email archive items

![tech-arrow logo]

Disable properties

1. Primary icon set disabled – for example: mark as inactive, attachments
2. Preview disabled
3. Category information disabled – changes visible only for Email archive items

Refresh

The refresh function is used if any newly processed items have not been displayed yet. To refresh, simply pull down the page.