

contentACCESS MailApp vNext Manual - version 7.2



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TECH-ARROW a.s.
KAZANSKÁ 5, 821 06 BRATISLAVA, SLOVAKIA
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Introduction

contentACCESS MailApp vNext is a simple end-user-friendly contentACCESS client application designed to manually archive/restore from/to mailboxes directly in the MS Outlook desktop version or OWA 2013 (or higher) without needing an email archive job.

It works similarly to the other contentACCESS MailApp, but it also provides access to the user's other models and the archived data in these models. You can check the other contentACCESS MailApp documentation [here](#).

The contentACCESS MailApp is running on the following platforms:

- Desktop (Windows, Macintosh – on Macintosh, MS Outlook 2015+ is required)
- OWA (desktop computer, android, iOS, phone, tablet)
- Native MS Outlook app on tablets
- Native Outlook app on mobiles

Important!!! contentACCESS MailApp prerequisites

- **Exchange 2016 or later** version. For more information, please read this [article](#).
- **MS Outlook M365, 2016 or later** desktop version. Be aware that Office 2016 and 2019 have some limitations. For more information, please refer to this [article](#).
- **OWA (Outlook in Web)** no Office limitation
- **WebView2** needs to run correctly. It's supported on **O365 Outlook** and **Office 2016,2019**, and **2021**. BUT **Office 2016** and **2019** must fulfill some conditions to **support** WebView2. For more information, please read this [article](#). You can find additional details about WebView2 [here](#) or download it directly from [this](#) link.
- **Proxy installed over HTTPS** connection.
- **Default shortcut** and a **default retention** must be set in contentACCESS Central Administration.
- On the **System** page (**System** tab => **Services** group => **System** button => **External accessibility settings**) a HTTPS alias must be configured.
- Roles **Org Custom Apps**, **Org Marketplace Apps** and **User Options** must be assigned for the EWS user on the Email archive System settings page in section **EWS settings**. These roles enable an administrator to install and manage custom apps for the organization (read more about the roles [here](#)).

If the user wants to use the **contentACCESS MailApp** in shared mailbox(es), the following is required:

- Office 1.5 API minimum. Supported Exchange and Outlook versions are described [this](#) article (**Supported API requirements sets** column).



The following is **NOT** supported; therefore, you won't be able to use **contentACCESS MailApp** in these:

- Public folders
- Office365 group folders

Configuration part for administrators

The configuration of the **contentACCESS MailApp vNext** is similar to the other contentACCESS MailApp configuration (read more about the legacy MailApp configuration [here](#)). The only exception is that if the administrator wants to install the contentACCESS MailApp vNext, the **Deploy MailApp vNext** checkbox needs to be selected first in the **Email archive => System settings => General settings** section.



contentACCESS Central Administration

System		File Archive		Email Archive			SharePoint Archive		GDPR	Teams Archive		Custom plugins		
Save	Discard changes	Databases	Storages	System settings	Provisioning settings	Retentions	Shortcut configuration	Schedules	User experience	View address book	Jobs	Remote agents	PST import	Legacy data configuration
Edit		Settings							Archive		Remote agents		Miscellaneous	

System settings

Email Archive > Settings > System settings

Database settings

Database connection: ✔

Exchange connection settings

Exchange server type:

Region:

Exchange server interface version:

EWS Url:

Use impersonation:

EWS authentication mode:

OAuth application ID:

OAuth tenant ID:

OAuth client secret:

PowerShell Url:

PowerShell auth:

Max connection count:

Ignore SSL errors:

Keep connection alive:

Use explicit credentials:

User name:

Password:

General settings

Use forest wide queries:

Allow to re-link mailboxes:

Allow to archive public folders:

Public folder access:

Retention reference date:

Allow to archive one-off emails:

Deploy MailApp vNext:

Message class handling

Exclude message classes: Mails Posts Documents Appointments Contacts Distribution list Tasks Reports

Exclude custom message classes:

Custom message classes

No data to display

Shortcutting of non-email types:

Allow or disable shortcut creation for non email items like appointment, contact, task, post. The exact shortcut configuration is taken from job settings.

Rights protected messages: Allow converting to shortcut

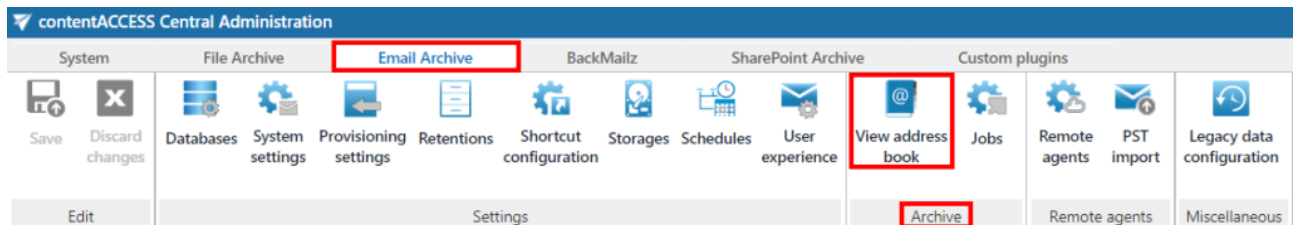
Important: The new contentACCESS MailApp requires **WebView2** to run correctly (Find more information about the **WebView2** [here](#) or download it directly from [here](#).). **WebView2** is supported on M365 Outlook, and Office 2016, 2019, and 2021. **BUT** Office 2016 and 2019 must fulfill some conditions to support **WebView2**. For more information read this [article](#).

Users who use Office 2016 or 2019 with volume license must download and install the previous contentACCESS MailApp. The new contentACCESS app works only with retail license in Office 2016 and 2019.

The administrator is required to do the following configurations for manual email archiving. He has to:

1. configure a shortcut that the contentACCESS MailApp will use and set this shortcut as default (refer to section [Shortcuts in email archiving](#));
2. configure a retention that the contentACCESS MailApp will use and set this retention as default (refer to section [Retentions](#));
3. install the Proxy server with HTTPS connection;
4. configure HTTPS based alias In Central Administration under **System => Services => System => External accessibility settings**;
5. allow contentACCESS MailApp activation for selected mailboxes/groups/servers from Central Administration => Address book;
6. run the [Email archive Provisioning job](#) to apply the changes.

To allow the contentACCESS MailApp activation, navigate to **Email Archive => Archive => View address book** on the ribbon.



In the column **Enable Mail app** it is possible to see if the contentACCESS MailApp activation was allowed for the selected object (mailbox, group, or server). By default, **the objects inherit the contentACCESS MailApp activation from their parent**, so if the parent has it set to allow/forbid, so will the child.

View address book
Email Archive > Archive > View address book

Mailboxes	Public folders	Groups	Servers		
import groups manually + add group manually					
Name	Create contentWEB access	Enable mail app	Associate with role	Active	Group DN
✓ [redacted]	*** Inherit	Inherit		Yes	CN=[redacted],CN=Users,DC=ta,DC=internal
[redacted] 2	*** Enable	Enable	Inherit	Yes	CN=[redacted] 2,CN=Users,DC=ta,DC=internal
[redacted] 3	*** Enable	Forbid	Inherit	Yes	CN=[redacted] 3,CN=Users,DC=ta,DC=internal
TECH-ARROW	*** Inherit	Inherit		Yes	

Page 1 of 1 (4 items)

The contentACCESS MailApp activation can be set from the context menu of the selected object to:

- Inherit
- Explicitly allow
- Explicitly forbid

View address book
Email Archive > Archive > View address book

Mailboxes	Public folders	Groups	Servers		
import groups manually + add group manually					
Name	Create Portal access	Enable mail app	Associate with role	Active	Group DN
✓ DEMO_d761c7e6-9f1e-48de-b569-d3024175e520	*** Inherit	Inherit	Inherit	Yes	CN=DEMO_d761c7e6-9f1e-48de-b569-d3024175e520
InternalDemo	Show details		Default role	Yes	CN=InternalDemo,OU=TECHARROW.onmicrosoft.com
[redacted]_9443775a-2698-48f0-a194-9ffca99fd809	Automatically create Portal user		Default role	Yes	CN=[redacted]_9443775a-2698-48f0-a194-9ffca99fd809

Page 1 of 1 (3 items)

If you selected **Explicitly allow**, the contentACCESS Portal user role pop-up will open. Here you need to specify the contentACCESS Portal user role (containing user permissions) to be assigned to the contentACCESS Portal user(s). It is possible to select a **custom role** from the dropdown list or you can use the role defined in the **Email archive Provisioning job**.



Portal user role ×

The user will be created with Azure login provider.


- Use the role defined in the provisioning job
 Select a custom role you want to assign to the created user(s)

Archive settings

Role for mailbox owners:

Initialize archive:

After the changes have been made, it is necessary to start the **Provisioning job** to apply them.

 To apply the new settings, the provisioning job needs to be started. You can wait for the scheduled run or you can [start it now](#). ×

When the Provisioning job finishes the run, the new contentACCESS MailApp vNext version should appear in the user's mailbox.

Note: After the contentACCESS MailApp was activated, it is recommended to restart your Outlook.

Important: To successfully install the contentACCESS MailApp, the Exchange server must have access to the contentACCESS server and to the MailApp's .xml manifest file. The manifest file can be accessed using the following links:

- [https://\[SERVERNAME\]/contentACCESSWS/Mailapp/Mailapp.xml](https://[SERVERNAME]/contentACCESSWS/Mailapp/Mailapp.xml)
- [https://\[SERVERNAME\]/contentACCESSWS/Mailapp/Mailapp_no_ribbon_button.xml](https://[SERVERNAME]/contentACCESSWS/Mailapp/Mailapp_no_ribbon_button.xml)

The administrator should be able to browse the file using the links above without any issues.

If the user wants to configure the legacy contentACCESS MailApp, the check-in **Deply MailApp vNext** step should be skipped. It is also possible to switch back to the legacy contentACCESS MailApp from the contentACCESS MailApp vNext by the following steps:

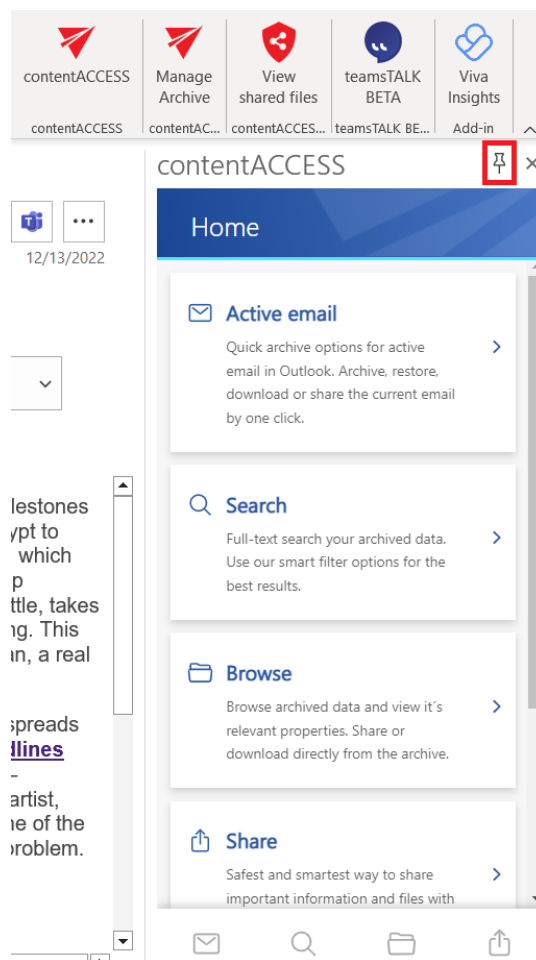
1. go to Email archive => Archive => View address book => Groups section
2. select the group to whom you want to restore the previous version => **Mail app activation** => **Explicitly forbid**
3. after the changes have been made, it is necessary to start the **Provisioning job** to apply them



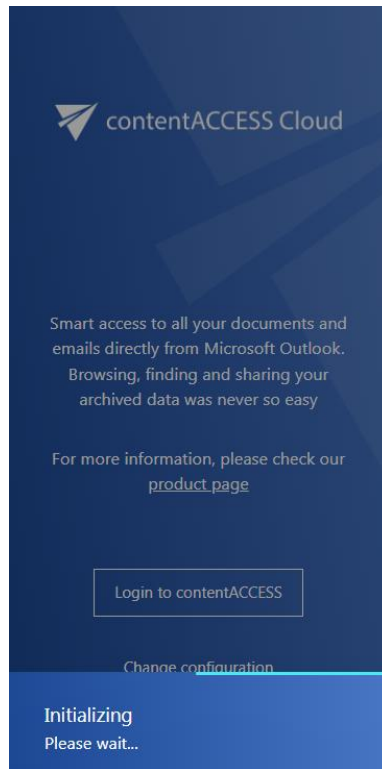
4. then go to the Email archive => System settings => General settings section, and **disable the Deploy MailApp vNext option**
5. go back to the View address book – Groups section, and select **Mail app activation => Explicitly enable**, then start the Provisioning job to apply the changes. After this, the legacy contentACCESS MailApp will be displayed in the users' mailboxes

Starting the app and logging in

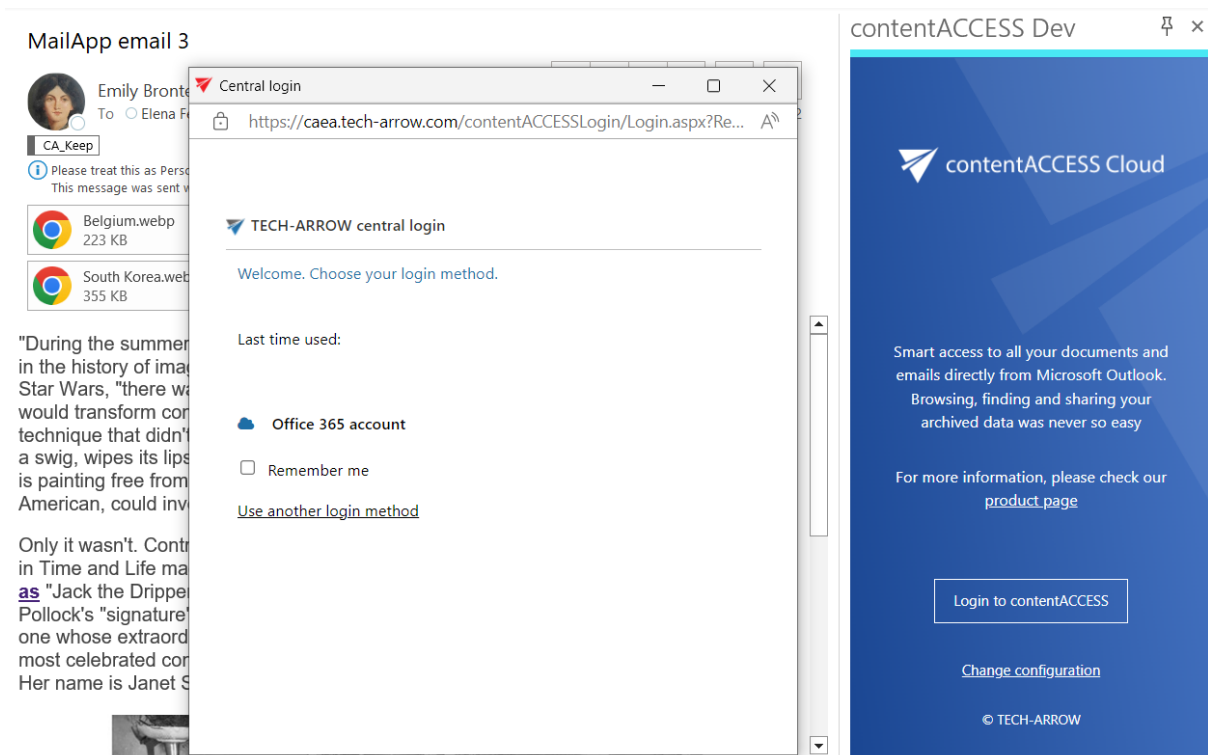
Find the **contentACCESS** on the toolbar. Click on the icon and open it. If you pin the contentACCESS Mailapp add-in, the app will be opened automatically the next time you open Outlook. Also, it is highly recommended to pin the app, so it will not hide when a different email is opened.



When you open contentACCESS MailApp for the first time, the app pulls in the server to which the user who has contentACCESS MailApp activated belongs through Exchange. The server's name is automatically filled in on the Settings page, and the mailbox's owner is automatically authenticated via autologin (if the user has an M365 login).



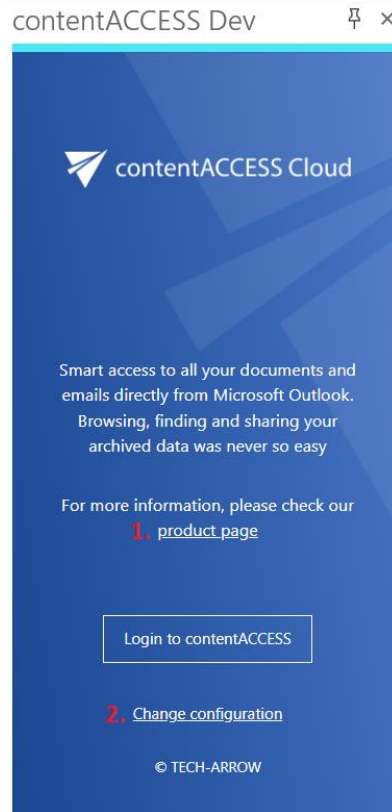
If for some reason, the automatic authentication fails, the user can log in to the app through the “**Login to contentACCESS**” button. In this case, a login page will appear, where the user can either log in with a contentACCESS account, M365 account, or other external login providers (Forms, Windows, Microsoft account, etc.).





After the successful login, the [Home page](#) appears on the screen.

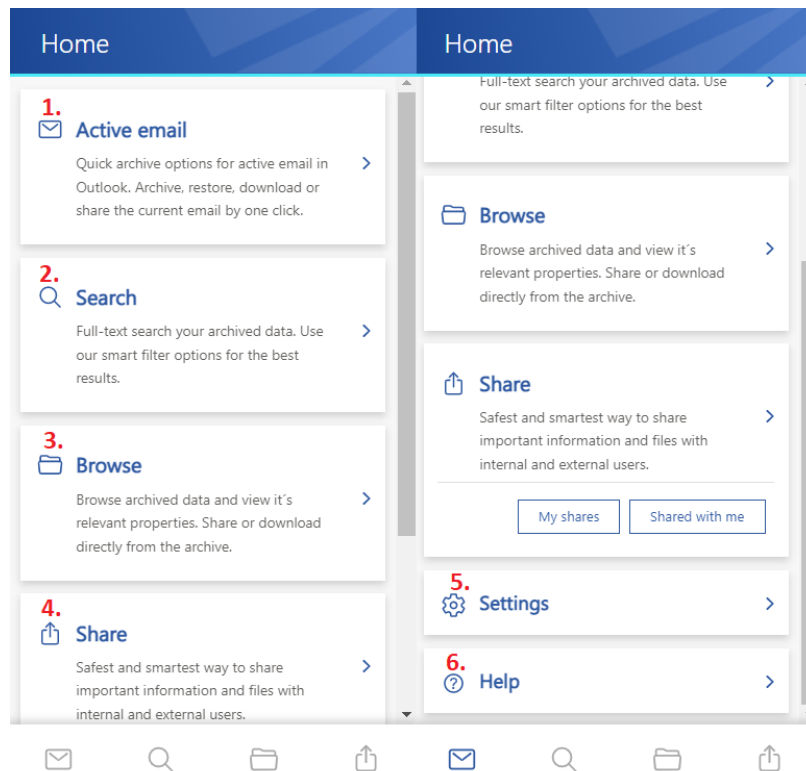
The login page also provides the following actions:



1. Visit the **product page** – the link opens the [contentACCESS MailApp's page](#) on the TECH-ARROW website
2. **Change configuration** – the link opens the [Settings page](#), where the user can add a different server name or switch to another language

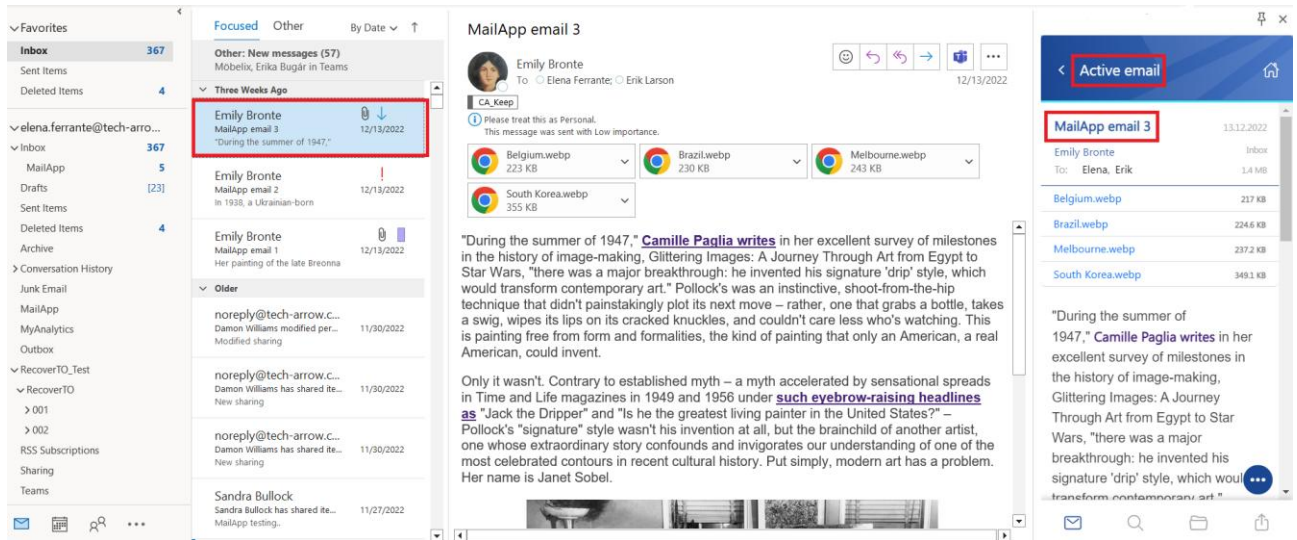
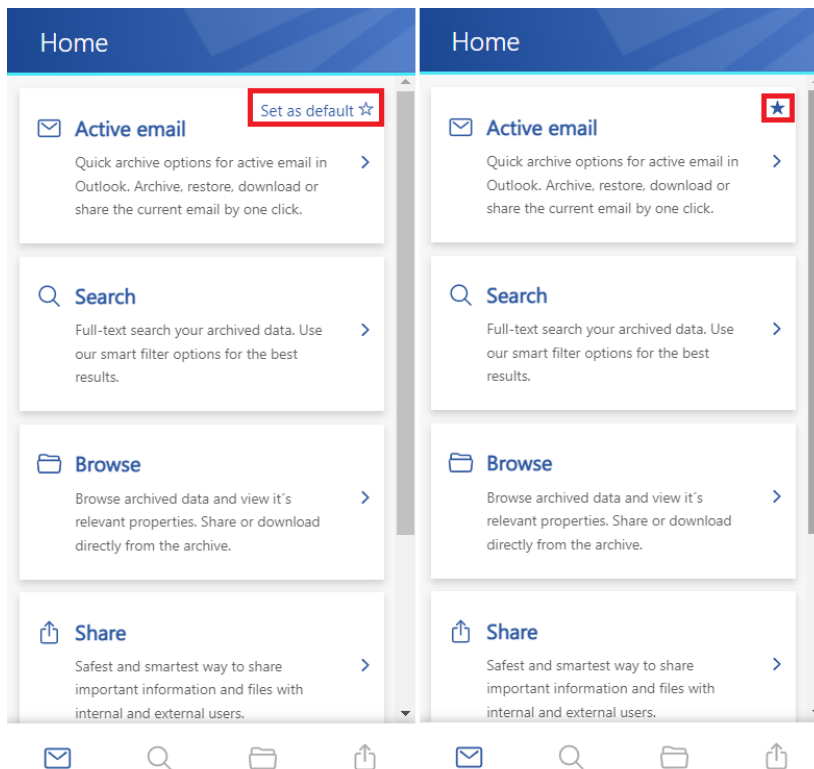
Home page

After the autologin is completed (or the user logs in manually), the Home page appears in the app. Here, the following pages are accessible to the user:

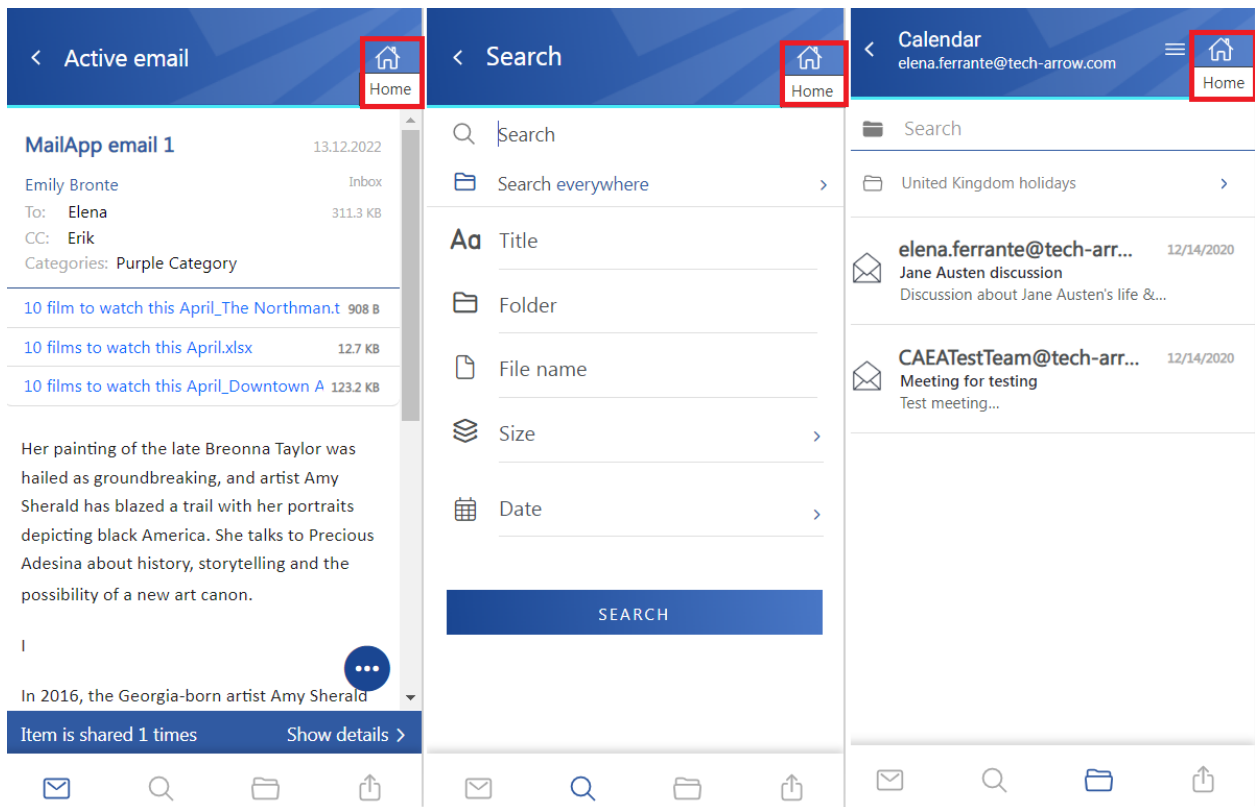


1. **Active email** – archive emails directly from Outlook via this tab or check the properties of an already archived email. You can also restore the original email in the Active email tab.
2. **Search** – search your archived data extensively from the Search tab in all available entities.
3. **Browse** – via the Browse tab, you have access to your archived data. By default, the Email archive is opened when the user clicks on the tab on the “Home” page or the folder icon at the bottom of the page.
4. **Share** – from the Share tab you can easily access the Share view to share items with internal and external users or your Sharing entity (by clicking on the My shares or Shared with me buttons). The Share view is also available from the Sharing icon at the bottom of the page.
5. **Settings** – the Settings tab opens the settings page of the application. The page allows the user to configure the application, check the current version, change the language, server and sign out with the current user.
6. **Help** – the Help tab opens the contentACCESS MailApp vNext manual in the browser.

It is also possible to set one of the tabs as default. Move the cursor over the desired tab and click on “**Set as default**”. The next time you open the app, the set tab will open immediately. The default setting can easily be undone: simply click on the star, and the next time you open the app, the Home page will be opened.



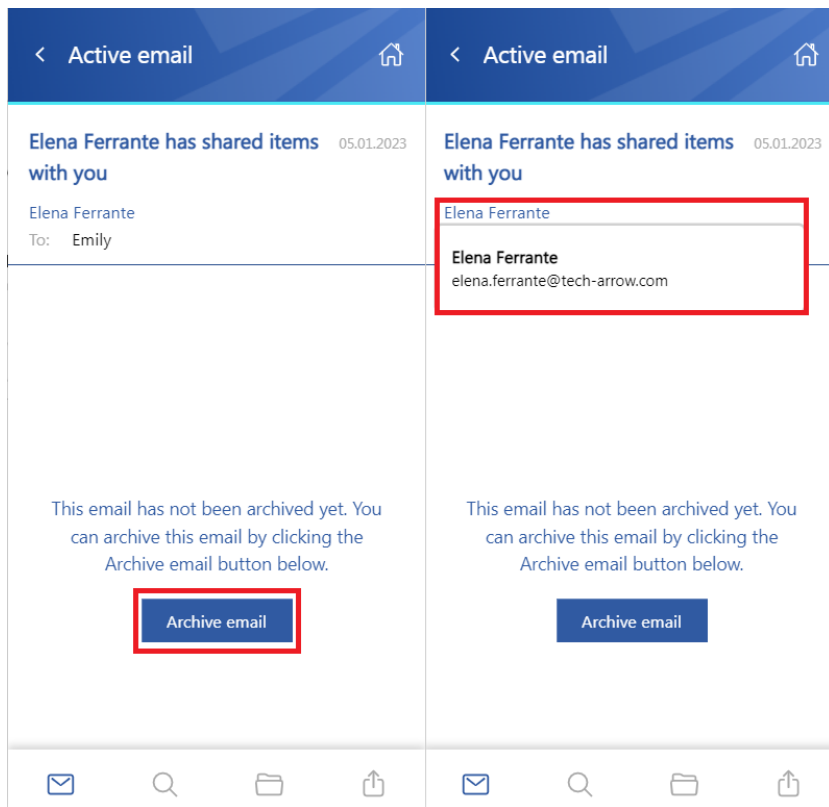
You can return to the Home tab quickly from the other pages. Just click on the little house icon on the top of the page, and the Home page will be shown automatically.



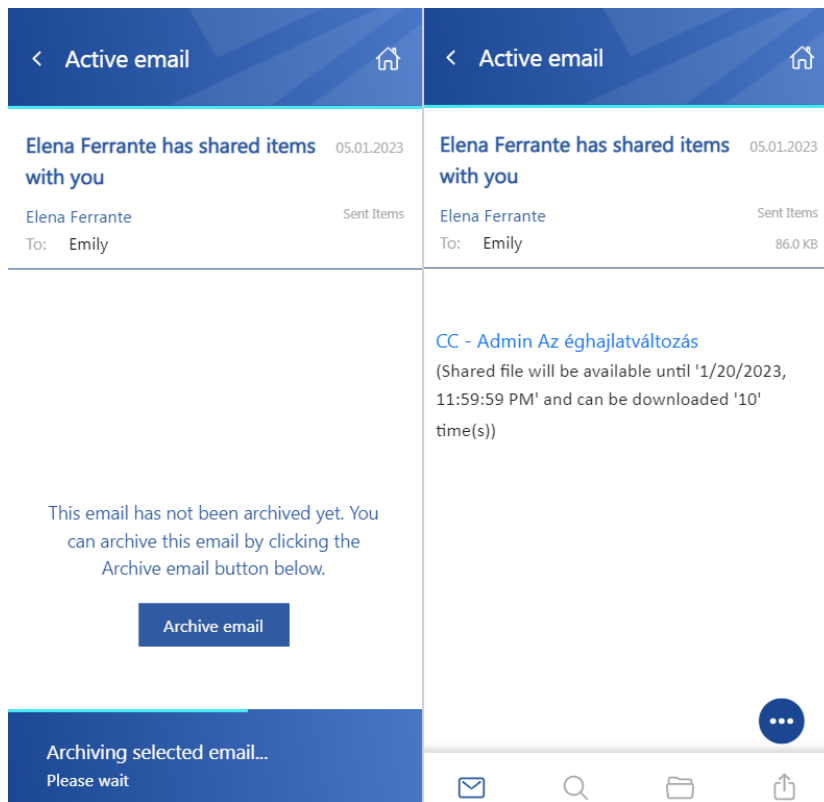
Active email

On the **Active email** page, you can archive emails directly from Outlook or check the properties of an already archived email. You can also restore the original email in the Active email tab.

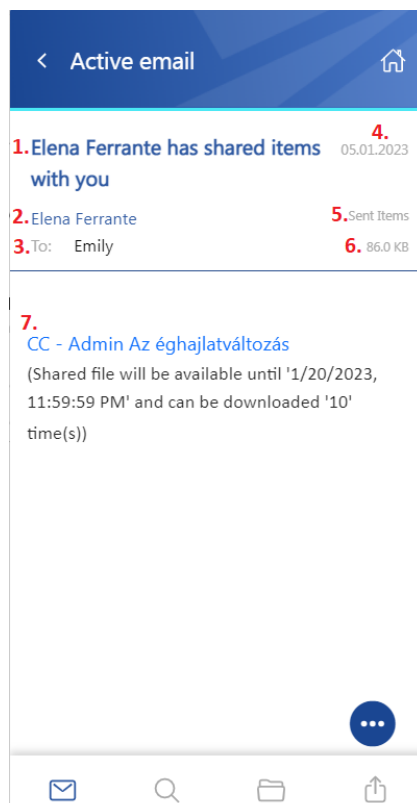
If the selected email hasn't been archived, the user can see the email's subject, sender, recipient, and sent date on the top section and the **"Archive email"** button in the middle of the page. The full email address will appear in a pop-up window if the user clicks on the sender's or recipient's name.



By clicking on the **“Archive email”** button, the selected email will be archived directly from Outlook. The contentACCESS MailApp will use the shortcut configured in the Central Administration previously (for more information, please read the [Configuration part for administrators](#) section in this manual).



The selected email's preview will be displayed in the app when the archive is done. Now the following properties can be seen:



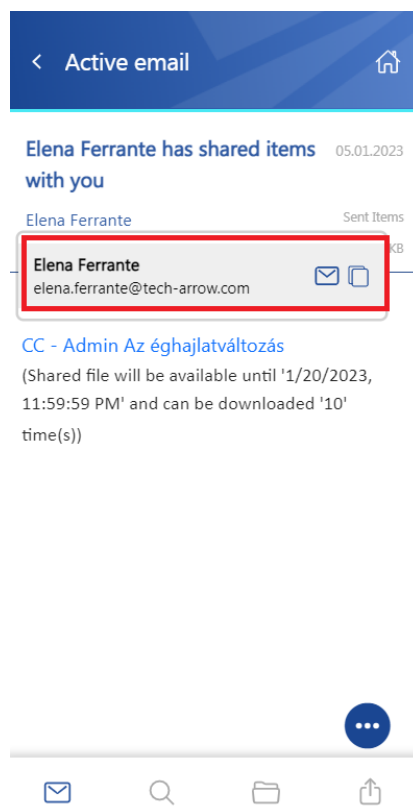


1. The subject of the email (the title can also be found in the header)
2. The name of the sender
3. Recipients – To, Cc, and Bcc if the user has rights to see that information (mostly the sender and the Bcc participant)
4. Sent date of the email
5. The folder where the email is located
6. The size of the email
7. Body of the email

Note: The list can be expanded depending on the email. Other emails may have categories, attachments, and other properties.

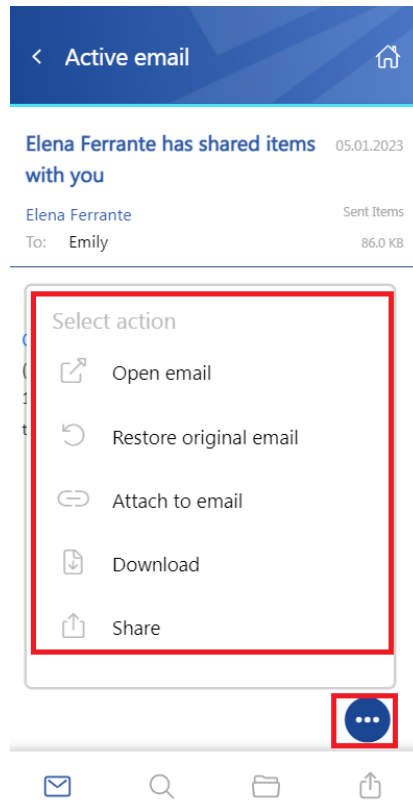
By clicking on the user's name, a tooltip appears with the participant's full name and email address. If you hover the cursor over the tooltip, the following two actions appear:

- **Copy email address and name to clipboard** – the email address and name can be pasted wherever the user wants (for example, into a notepad, new email, etc.)
- **Start composing an email** – a new email will be opened, and the selected user will be added automatically to the email as the recipient





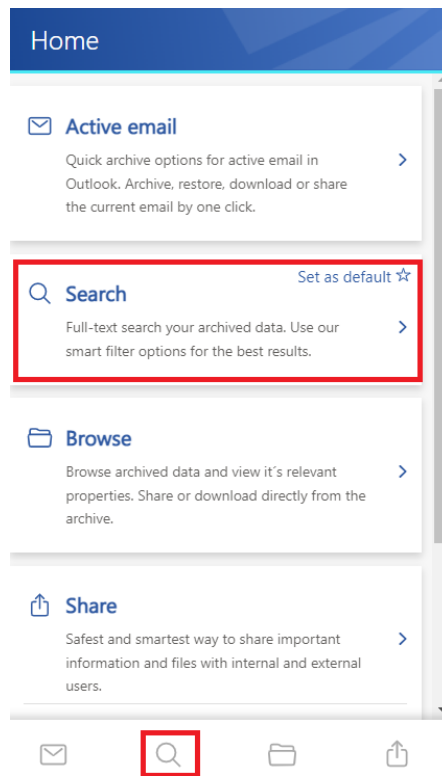
The context menu of the email allows the following actions:



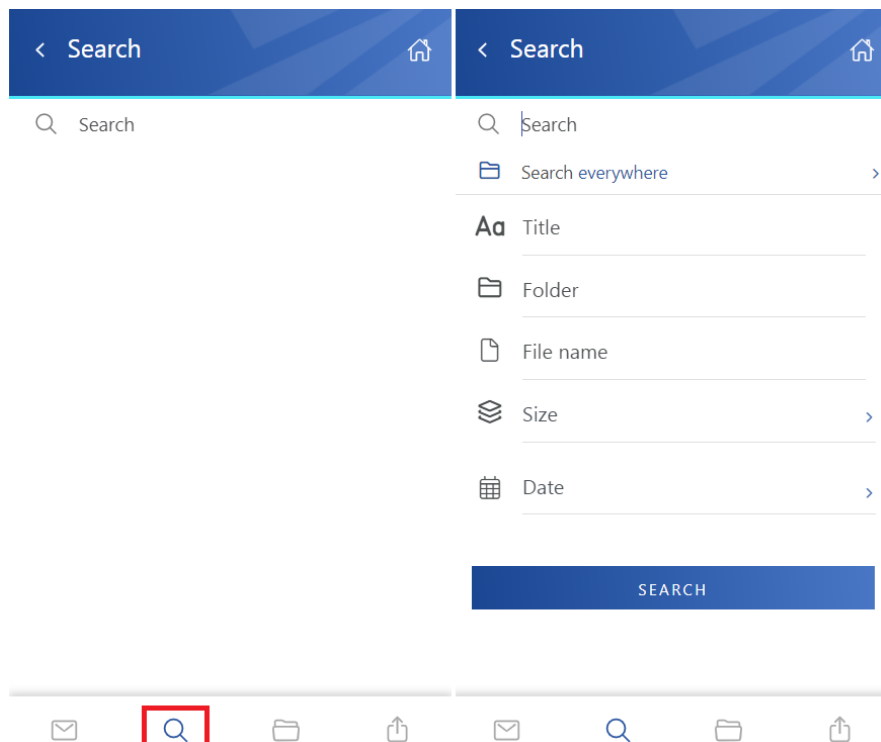
- **Open email** – the original email is opened in a new popup window
- **Restore original email** – if the emails are archived with a shortcutting type, this action can restore the original email in the user's mailbox
- **Attach to email** – the selected email will be attached to a new email and sent as an attachment
- **Download** – download the email to your local machine
- **Share** – the email can be shared from the context menu. For more information about Sharing, please read [this](#) section of the manual.

Search page

The **search page** is accessible in two ways: you can either select the **Search tab** from the list on the Home page or by clicking on the **magnifying glass** at the bottom of the page:

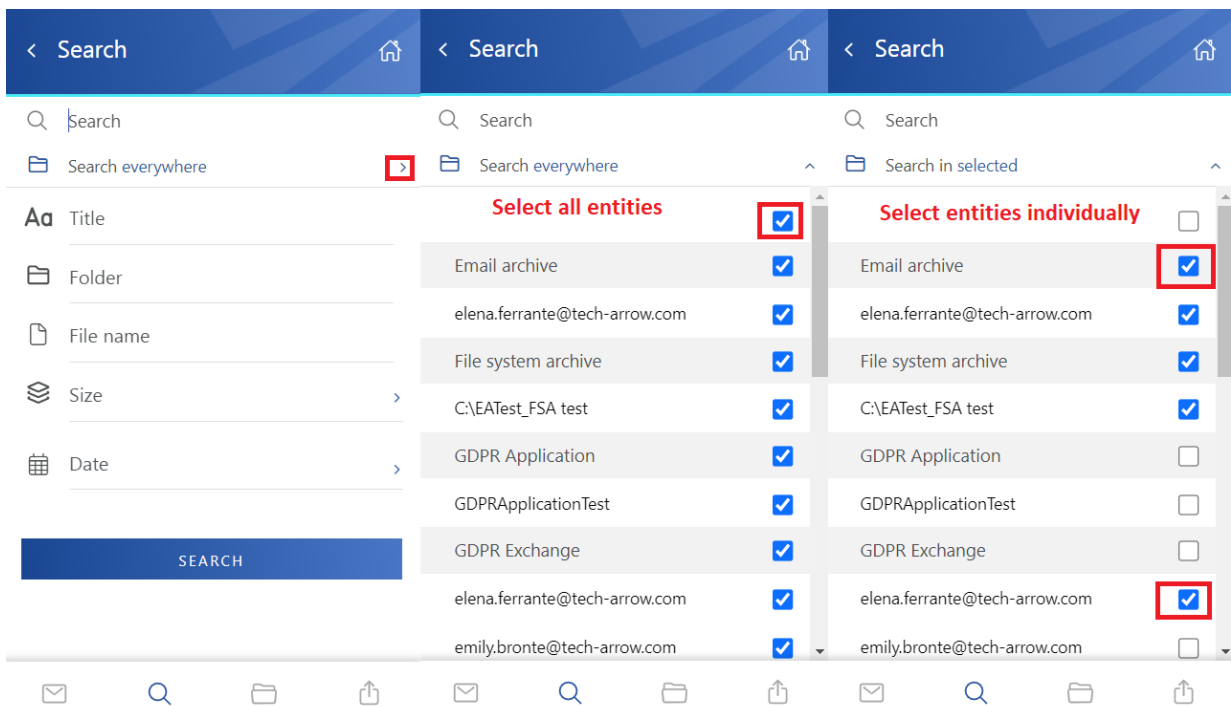


The search function on this tab is more extensive than the one on the Browse page since it can search for **all available entities**. After clicking on the search textbox, the list of the most common search properties will appear:

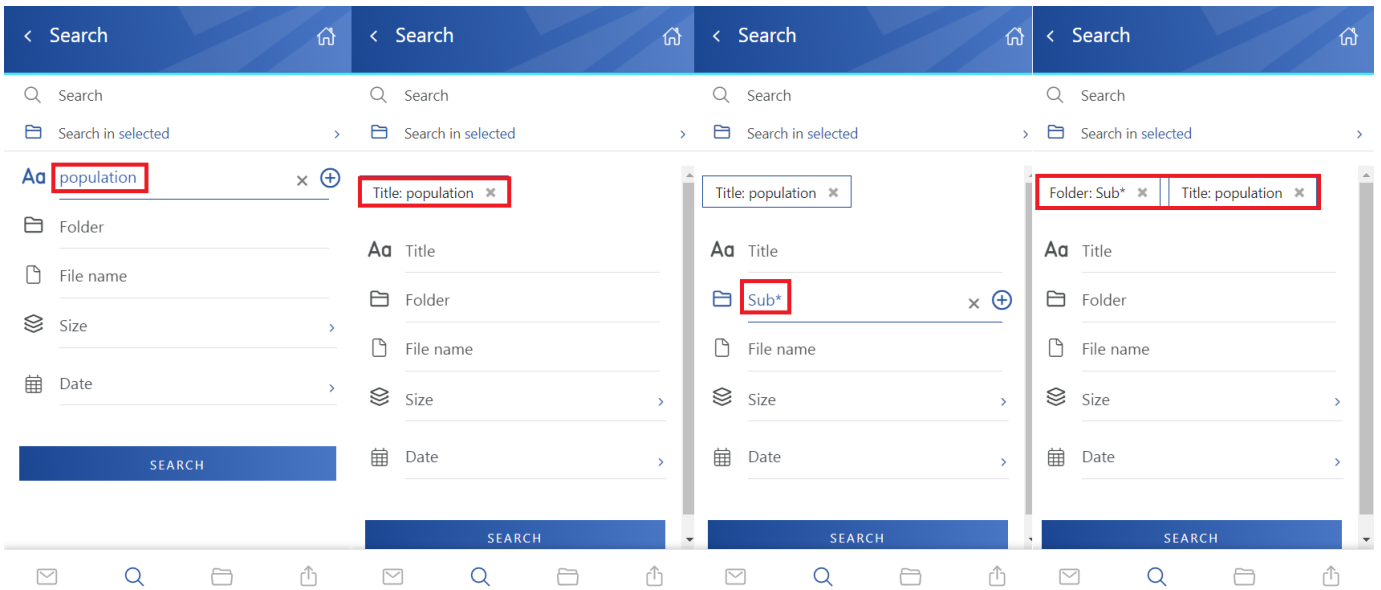




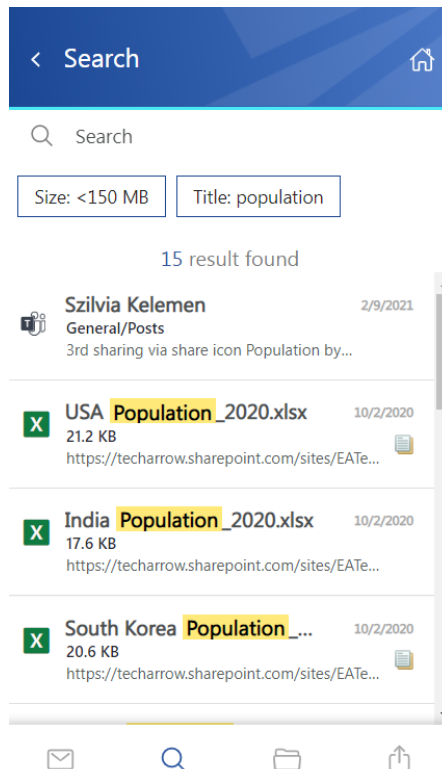
The entities can be selected by clicking on the little arrow next to **Search everywhere**. It is possible to select all models and entities at once or to select them individually. With this, you can define which entities will be the search proceeds. If you check in the checkbox next to the model's name (for example, next to the Email archive), all entities from the chosen model will be included in the search. But it is also possible to exclude entities from the search simply by clicking on the checkbox next to the entity name. After the selection, the entity list can be closed by clicking on the same little arrow as previously, and the search properties will be displayed again.



On the Search page, you can specify the **search query**. Pick single or multiple properties, add the keyword, and click on the **“Plus”** icon. The keyword(s) will be added to the search by this. After defining the search criteria, click on the **“Search”** button.

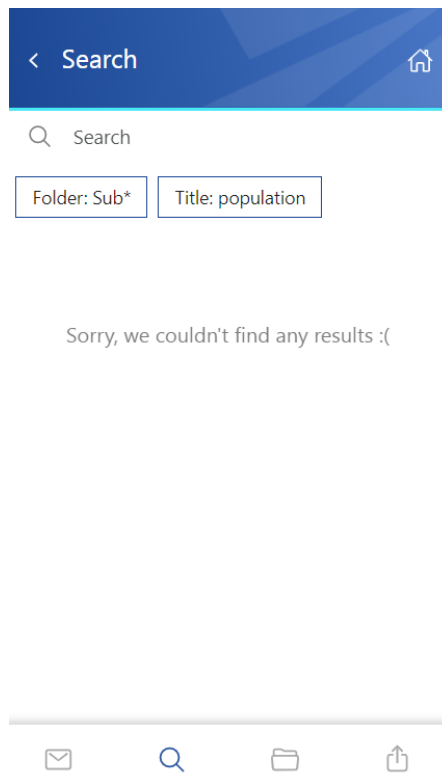


Example: we searched with the title:population AND size:<150MB – the search finds all files and items, where the title contains the word “population” (or as in the case of the Teams archive, the message contains the file), and the size is smaller than 150MB. If no option is specified, the search field uses the fulltext method. For more information about the search queries, read [this](#) section of the contentACCESS Portal manual.

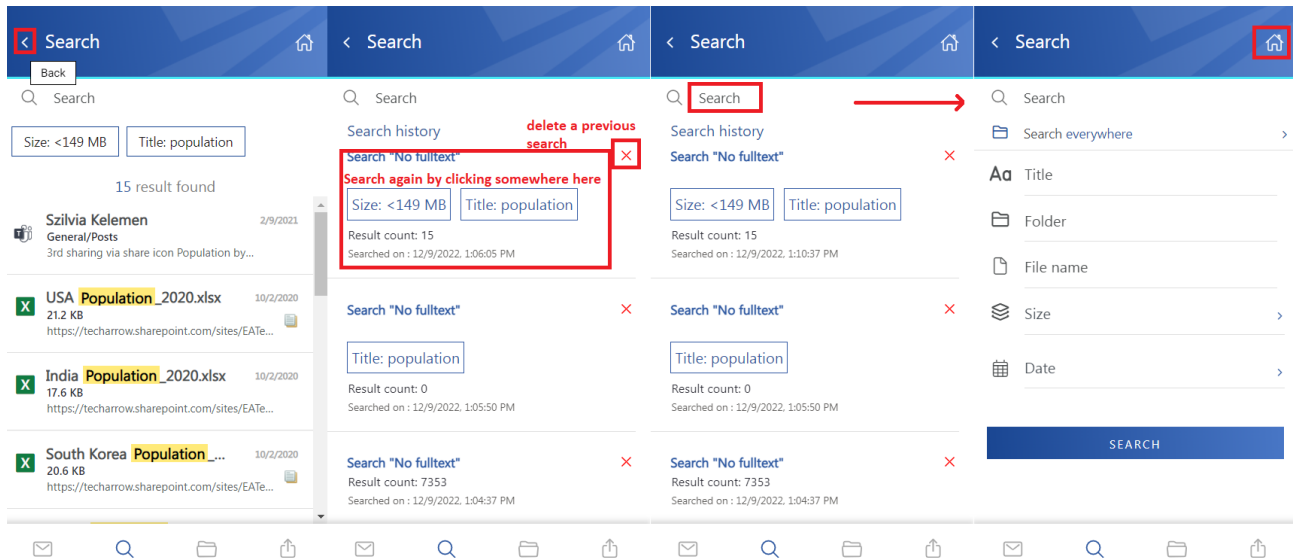




If the user enters a phrase, which isn't part of any item, the following error occurs. In this case, the user needs to redefine the search criteria.



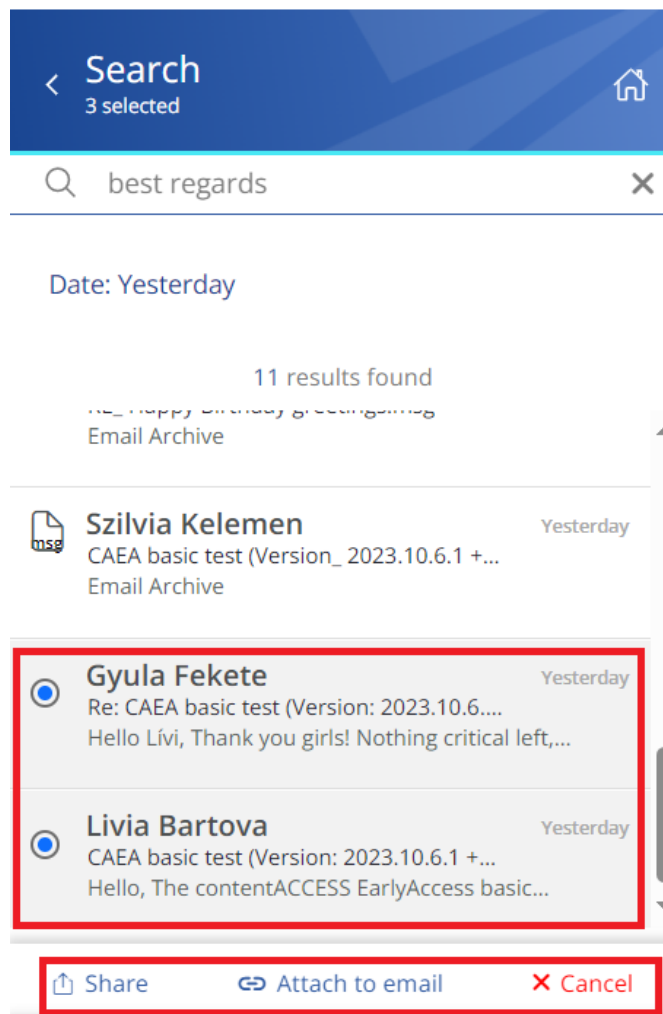
From the search results page, the user can go back to the **Search page**, where the **search history** can be checked. The previous search either can be deleted or searched again by clicking on it. If you want to specify the search with other queries, click on the "Search" textbox, and the search properties appear again. Also, you can go back to the **Home page** from the Search page by clicking on the little house icon at the top of the page.



The results can be selected from the list – multiple selections are available. In this case, a toolbar appears with the following actions:

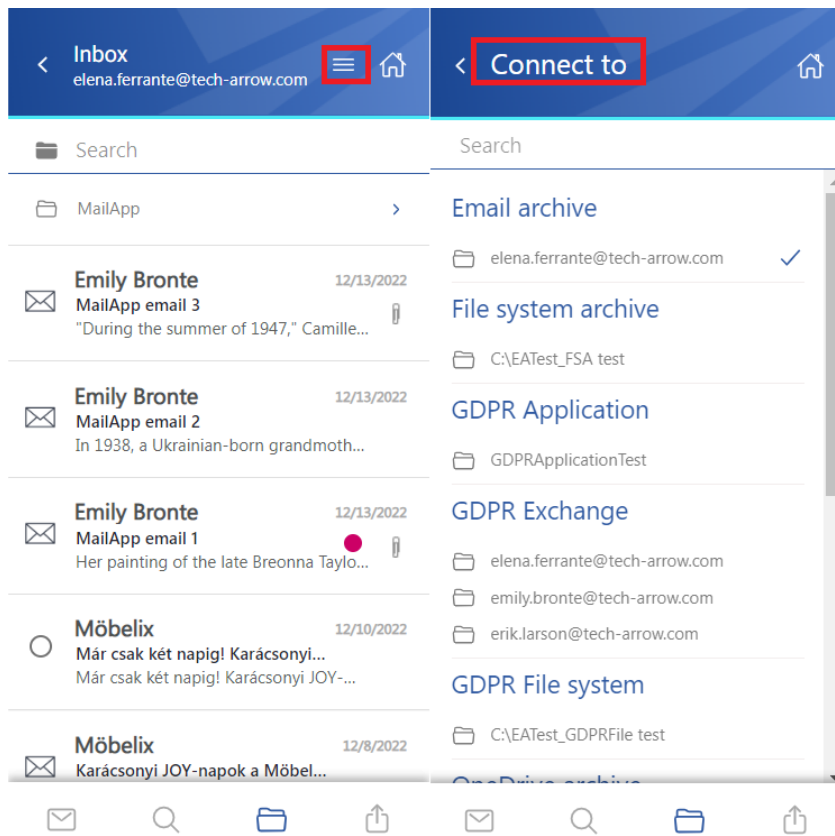
- **Share** – the selected item(s) can be shared from the archive
- **Attach to email** – the selected email(s) will be attached to a new email and sent to the recipients
- **Cancel** – the operation can be canceled with this button, and the selection will be removed from the email(s)

Note: Please be aware that **item selection** is not available for items from the **Sharing entity**. It is not possible to share or attach shared items to an email.





Browse page

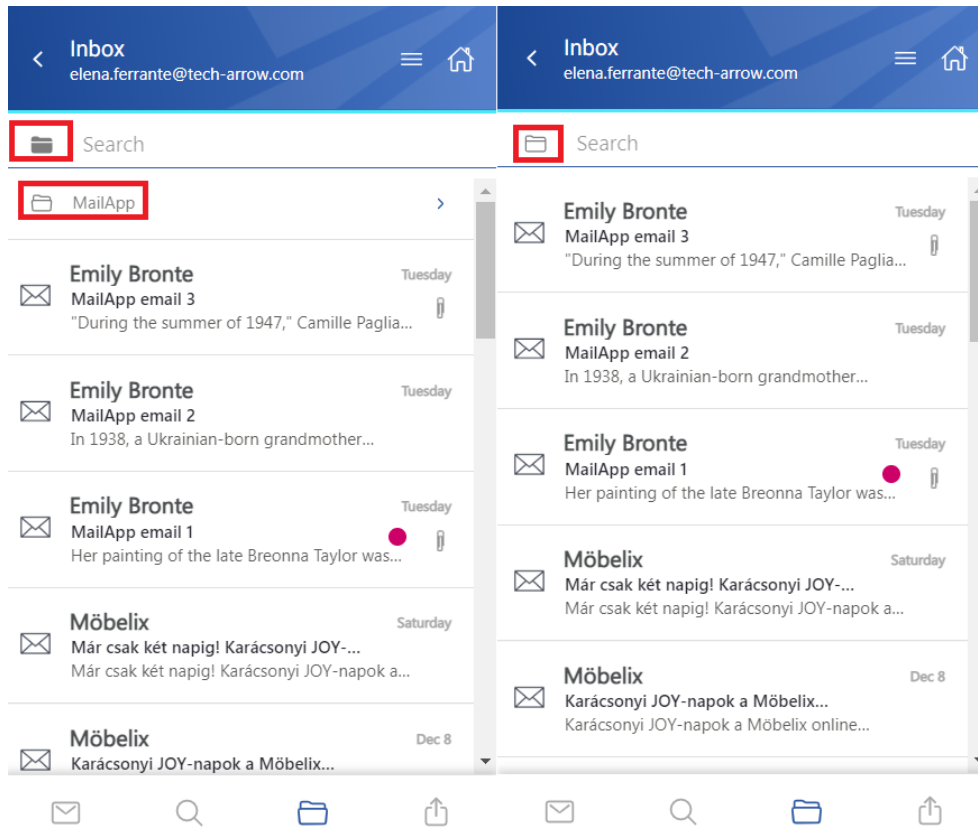
In the **Browse page**, you can browse the archived content of the selected entities (Email, File, OneDrive, SharePoint, Teams, Teams chat archive, Sharing, and GDPR) to which you have permission. By default, the Email archive is opened when the user clicks on the **Browse** tab on the Home page. The other models can be selected from the “**Connect to**” menu.



Subfolder view

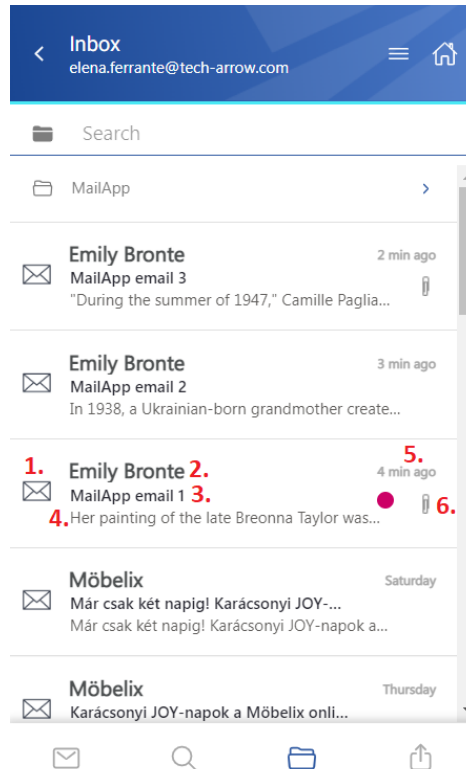
The subfolder view can be enabled or disabled by clicking on the icon.

-  - subfolder view is enabled
-  - subfolder view is disabled



Email archive

When viewing an Email archive entity, the following properties can be seen:

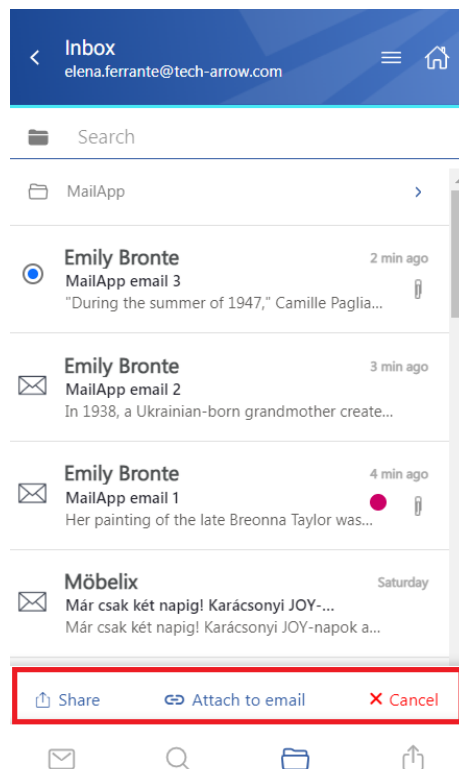




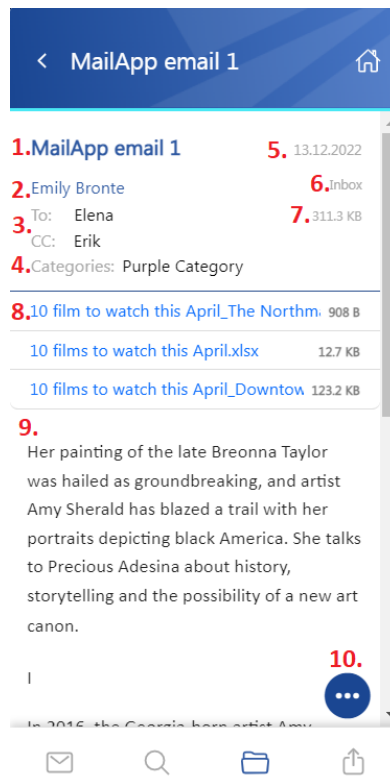
1. Email preview
2. Email sender's name or email address
3. The subject of the email
4. Snippet from the email – the first row of the message
5. Sent date of the email
6. Flag – it shows that the email has an attachment, category, or the item is inactive (deleted)

The emails can be selected from the list – multiple selections are available. In this case, a toolbar appears with the following actions:

- **Share** – the selected item(s) can be shared from the archive
- **Attach to email** – the selected email(s) will be attached to a new email and sent to the recipients
- **Cancel** – the operation can be canceled with this button, and the selection will be removed from the email(s)

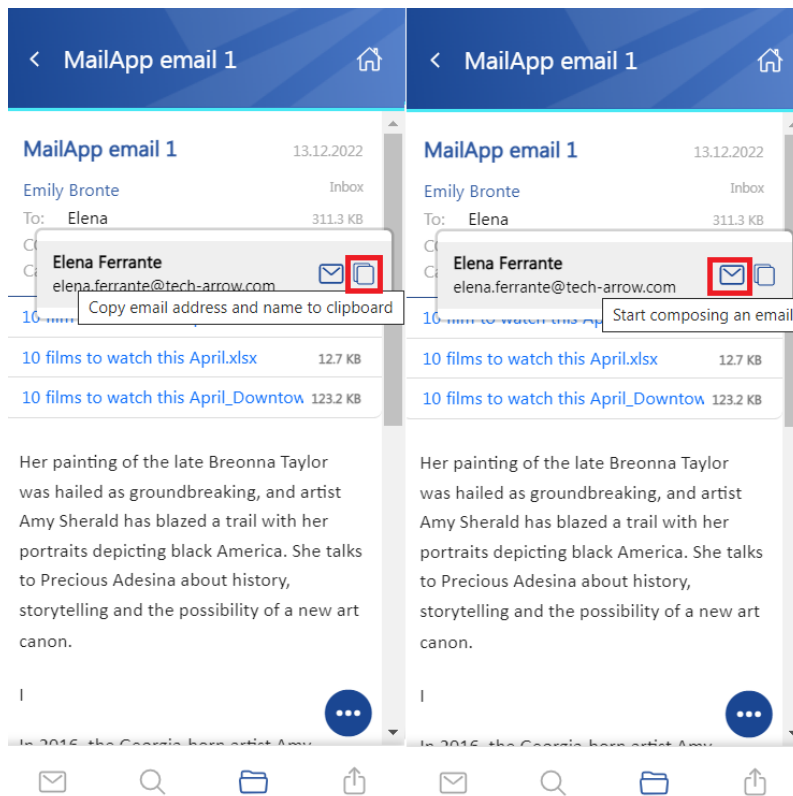


After clicking on an email, a more detailed view opens:

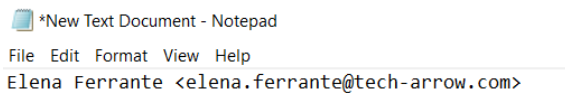


1. The subject of the email (the title can also be found in the header)
2. The name of the sender
3. Recipients – To, Cc, and Bcc if the user has rights to see that information (mostly the sender and the Bcc participant)
4. Categories – if the email was archived with categories, this information is also displayed in the app
5. Sent date of the email
6. The folder where the email is located
7. The size of the email
8. Attachment list
9. Body of the email
10. Context menu
11. Home icon – the user can return to the Home page via this button

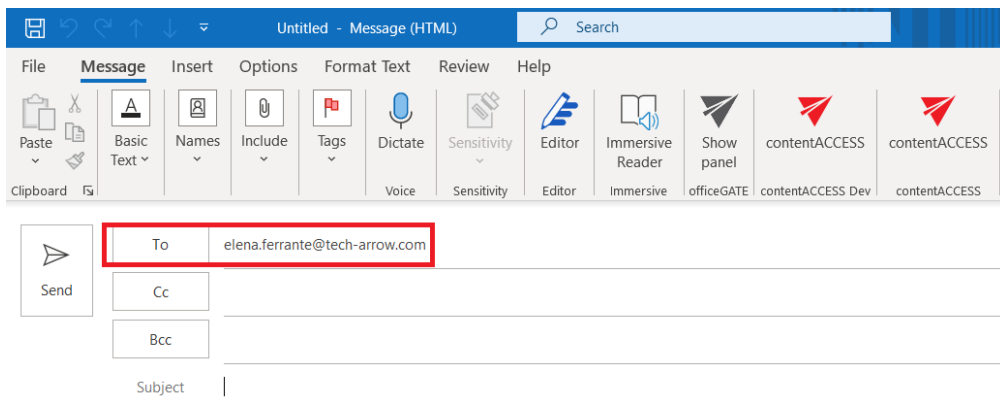
By clicking on the user's name, a tooltip appears with the participant's full name and email address. If you hover the cursor over the tooltip, the following two actions appear:



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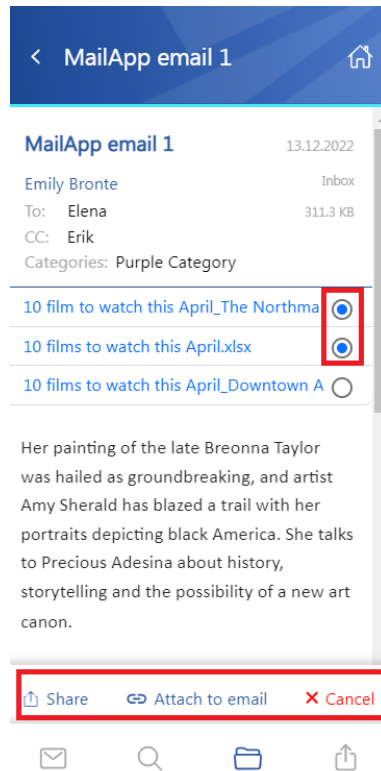


- **Start composing an email** – a new email will be opened, and the selected user will be added automatically to the email as the recipient

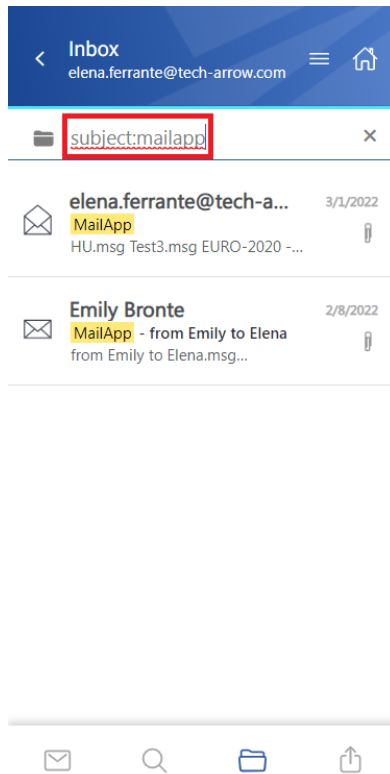




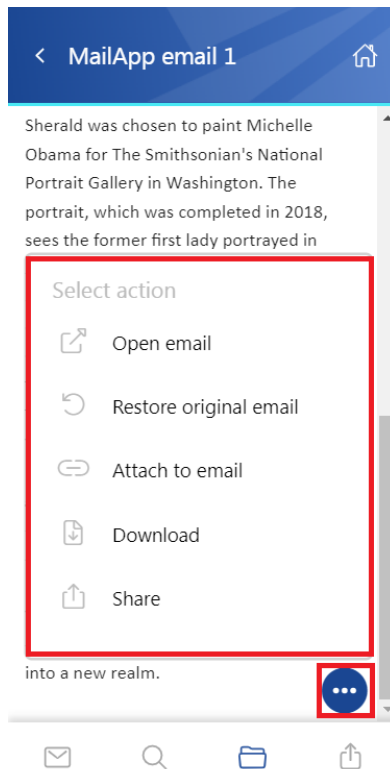
In the **Attachment(s)** section, the user can download the files by simply clicking on them. It is also possible to select the items when the cursor is moved over the files. In this case, a menu appears at the bottom of the page, and the user can share the attachments, attach them to an email, or cancel the selection.



The **search** is available in the entities too, but it is more limited here than on the [Search page](#). After clicking on the search textbox, the user can filter out the requested emails from the folder. Both fulltext and property search work, but all queries need to be added manually.



The context menu of the email allows the following actions:



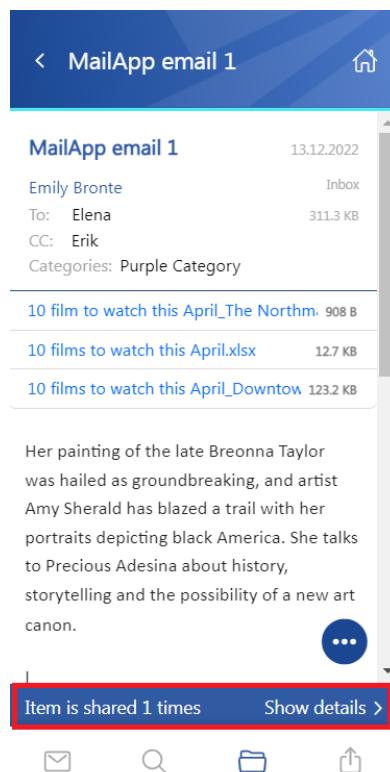


- **Open email** – the original email is opened in a new popup window

Note: The “Open email” function is supported only in case the mailbox user (who is currently logged in to Outlook) is registered in the archive’s mailbox (the mailbox in the contentACCESS archive, which owns the currently opened email) tenant. Otherwise, the app won’t be able to open the original email.

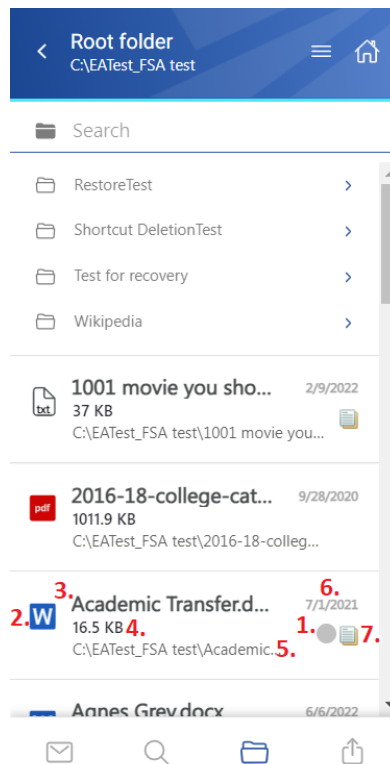
- **Restore original email** – if the emails are archived with a shortcutting type, this action can restore the original email in the user’s mailbox
- **Attach to email** – the selected email will be attached to a new email and sent as an attachment
- **Download** – download the email to your local machine
- **Share** – the email can be shared from the context menu. For more information about Sharing, please read [this](#) section of the manual.

If the email has been shared, a **Sharing ribbon** appears at the bottom of the page (more information in the [Share page](#) section).



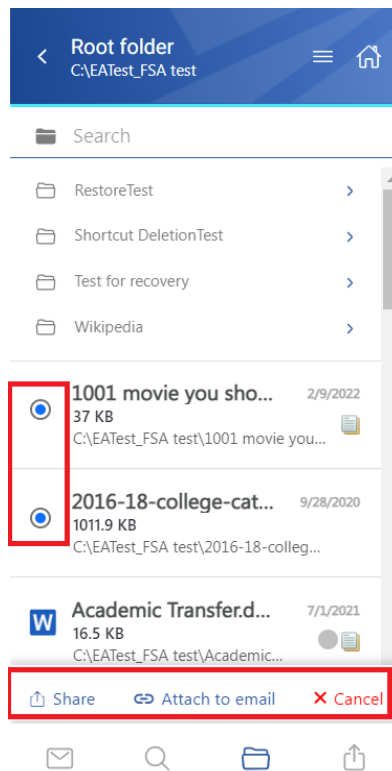
File system archive

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



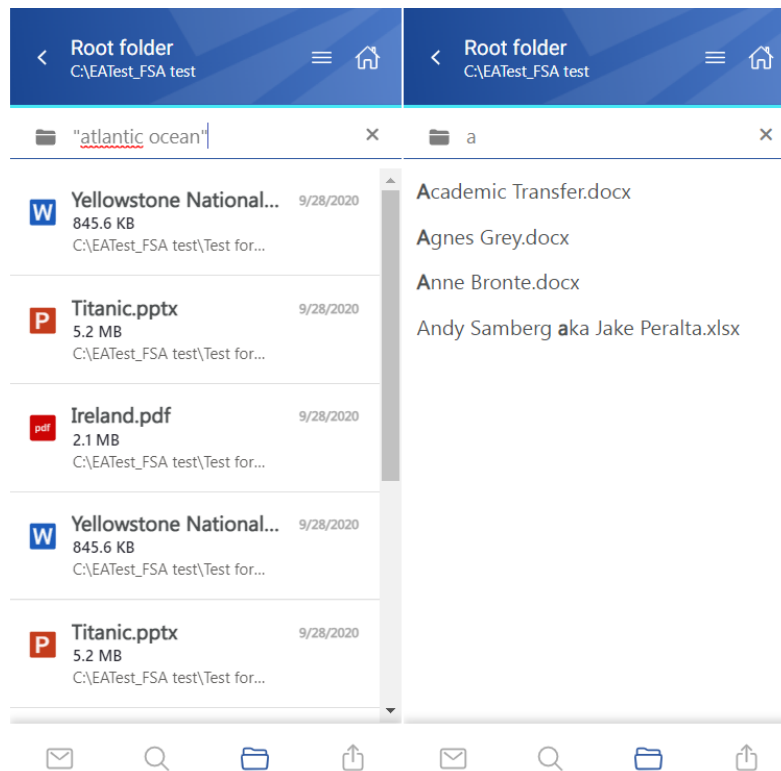
1. Flag (primary icon) – indicates the inactive items
2. Item preview
3. File's name/title
4. File's size
5. Location/folder of the file
6. Date of the last modification of the file
7. If the file has versions, this icon will appear next to the primary icon

The files can be selected from the list – multiple selections are also available. In this case, a toolbar appears with the following actions:



- **Share** – the selected item(s) can be shared from the archive
- **Attach to email** – the selected file(s) will be attached to a new email and sent to the recipients
- **Cancel** – the operation can be canceled with this button, and the selection will be removed from the item(s)

The **search** is available in the entities too, but it is more limited here than on the **Search page**. After clicking on the search textbox, the user can filter out the requested files from the folder. Both fulltext and property search works, but all queries need to be added manually. If the search suggestion and hit highlighting are enabled in the Central Administration, the keywords will be highlighted, and the search suggestion will offer options upon typing. For more information, refer to [this](#) chapter in the contentACCESS manual.

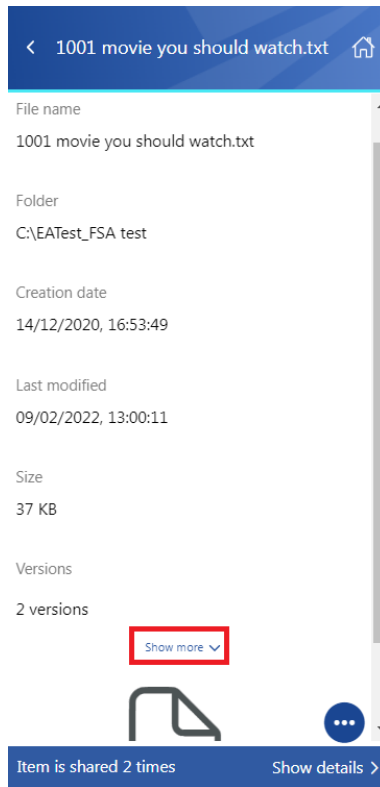


After clicking on a file, a more detailed view opens.

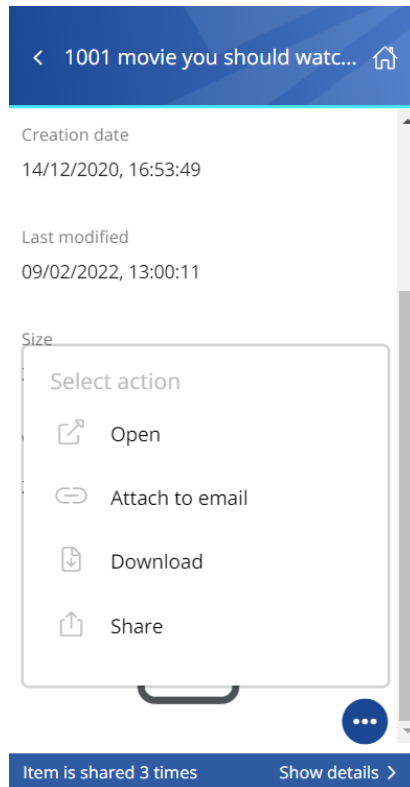
The properties differ regarding the file format and modification. You can also see the previous versions here and download them from the Version list (by clicking the version's title). The list can be expanded or closed by the **Show more/Show less** buttons.

If the **Preview service** is enabled in the Central Administration (more information can be found [here](#)), the file's preview can be opened via the document icon. In this case, when the user clicks on the icon or selects the **Open** action from the context menu, the item's preview is opened in a new window in the browser (if the user opens the preview for the first time after the login session was expired, the login page appears first). From here, the user can **download** the document as the **original file** or as a **pdf**, **print** the item, or get limited **file information** (name and size).

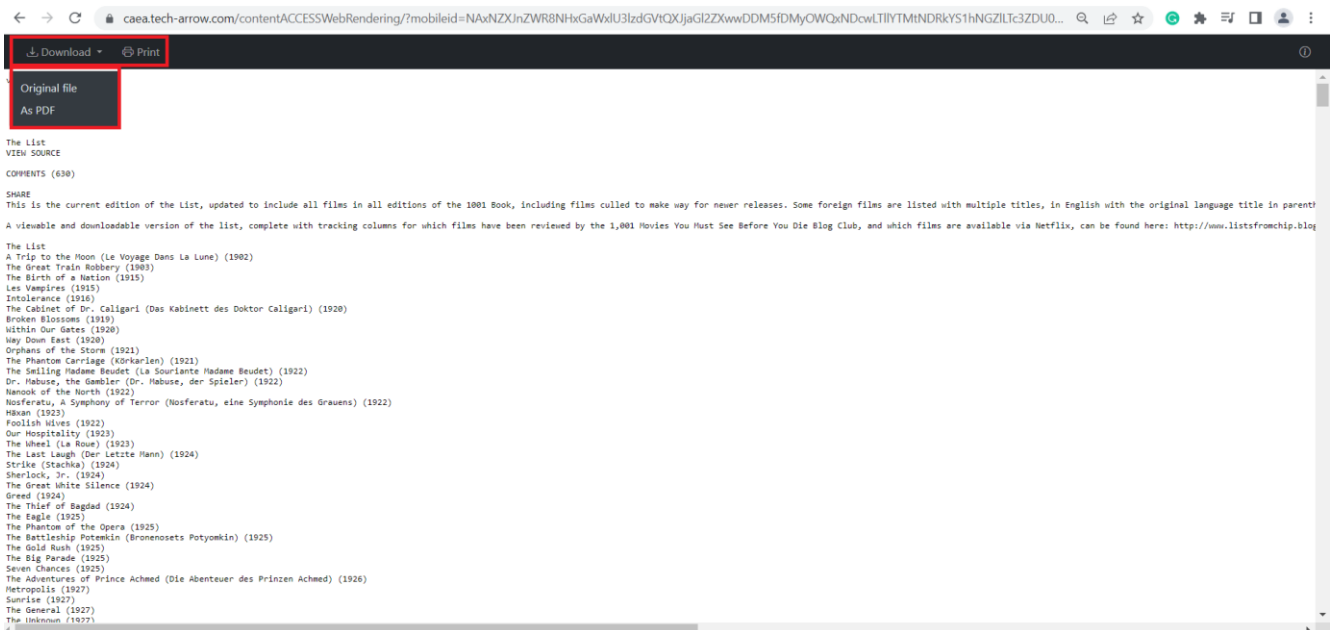
If the email has been shared, a **Sharing ribbon** appears at the bottom of the page (more information in the [Share page](#) section).



The context menu of the file allows the following actions:

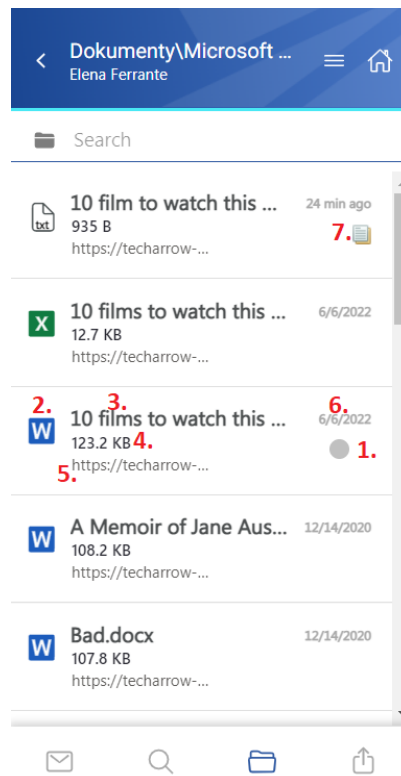


- **Open** – opens the document in the browser via the preview service
- **Attach to email** – the file whose preview is opened will be attached to a new email and sent as an attachment
- **Download** – download the item to your local machine
- **Share** – the file whose preview is opened can be shared from the context menu. For more information about Sharing, read [this](#) section of the manual.



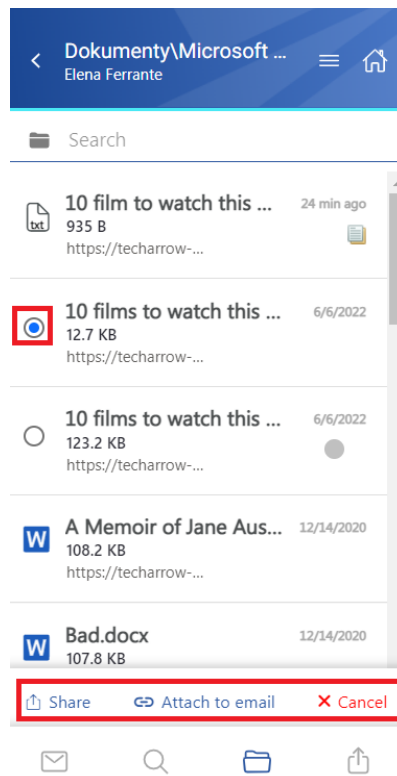
OneDrive archive

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



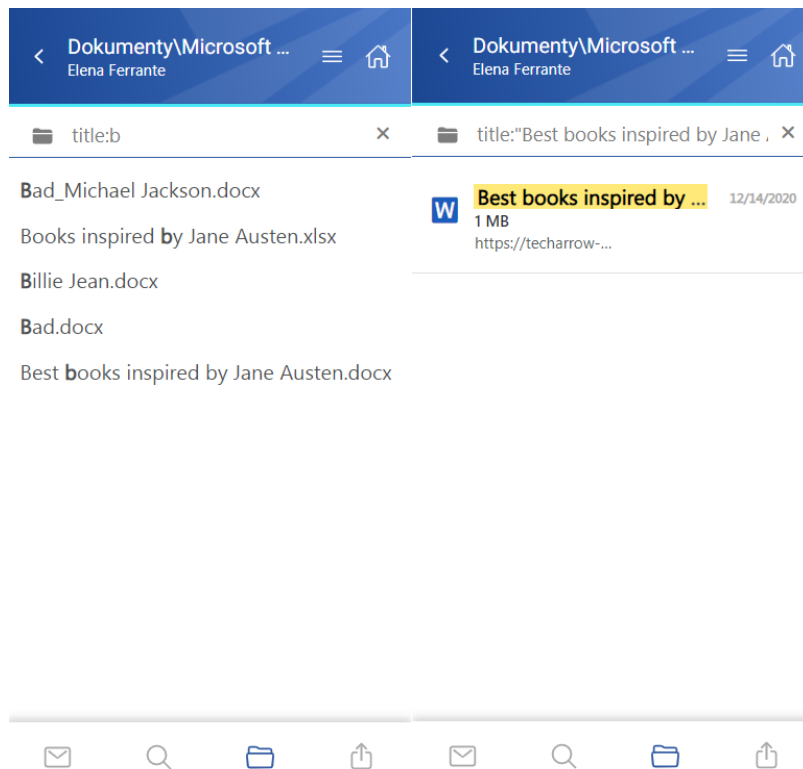
1. Flag (primary icon) – indicates the inactive items
2. Item preview
3. File's name/title
4. File's size
5. Folder/path of the file
6. Date of the last modification of the file
7. If the file has versions, the icon will appear next to the primary icon

The items can be selected from the list (multiple selections are available). In this case, a toolbar appears with the following actions:



- **Share** – the selected file(s) can be shared from the archive
- **Attach to email** – the items will be attached to a new email and sent to the recipients as attachments
- **Cancel** – the operation can be canceled, and the selection will be removed from the item(s)

The **search** is also available in the entities, but it's more limited here than on the **Search page**. After clicking on the search textbox, the user can filter out the requested files from the folder. Both fulltext and property search works, but all queries need to be added manually. If the search suggestion and hit highlighting are enabled in the Central Administration, the keywords will be highlighted, and the search suggestion will offer options upon typing. For more information, refer to [this](#) chapter in the contentACCESS manual.



After clicking on a file, a more detailed view opens. The properties differ regarding the file format and modification. You can also see the previous versions here and download them from the Version list (by clicking on the item's title).

If the **Preview service** is enabled in the Central Administration (more information can be found [here](#)), the file's preview can be opened via the document icon. In this case, when the user clicks on the icon or selects the **Open** action from the context menu, the item's preview is opened in a new window in the browser (if the user opens the preview for the first time after the login session was expired, the login page appears first). From here, the user can **download** the document as the **original file** or as a **pdf**, **print** the item, or get limited **file information** (name and size).

If the email has been shared, a Sharing ribbon appears at the bottom of the page (more information in the [Share page](#) section).



< 10 film to watch this April_The Nort...

File name
10 film to watch this April_The Northman.txt

Creation date
06/06/2022, 09:22:20

Last modified
04/01/2023, 09:26:48

Size
935 B

Version
 v1 2022-06-06 07:22:21.txt 908 B



The context menu of the file allows the following actions:

< 10 film to watch this April_The ...

File name
10 film to watch this April_The Northman.txt

Creation date
06/06/2022, 09:22:20

Last modified
04/01/2023, 09:26:48

Size
935 B

Url
https://tech...
onal/elena_ferrante_tech-arrow_com/Documents/Microsoft Teams Chat Files/10 film to watch this April_The Northman.txt

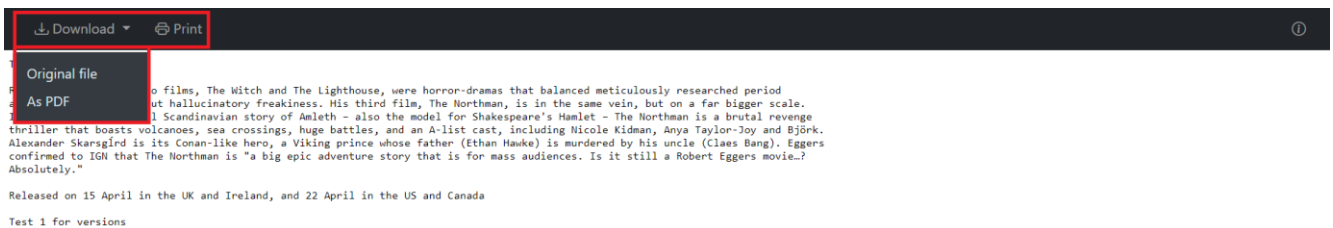
Select action

- Open
- Attach to email
- Download
- Share

Item is shared 4 times Show details >

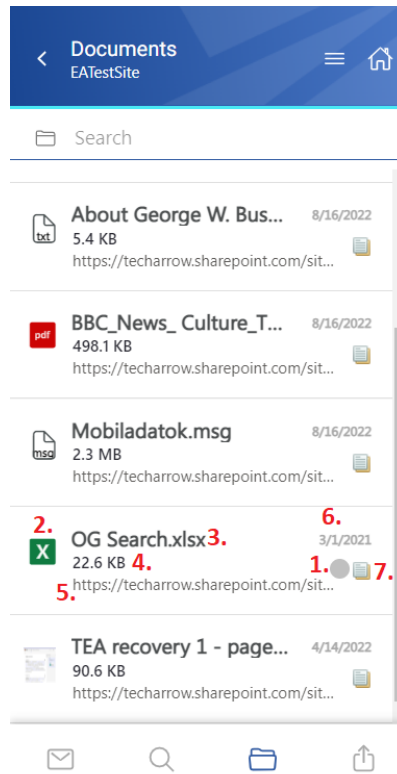


- **Open** – opens the document in the browser via the preview service
- **Attach to email** – the file whose preview is opened will be attached to a new email and sent as an attachment
- **Download** – download the item to your local machine
- **Share** – the file whose preview is opened can be shared from the context menu. For more information about Sharing, read [this](#) section of the manual.



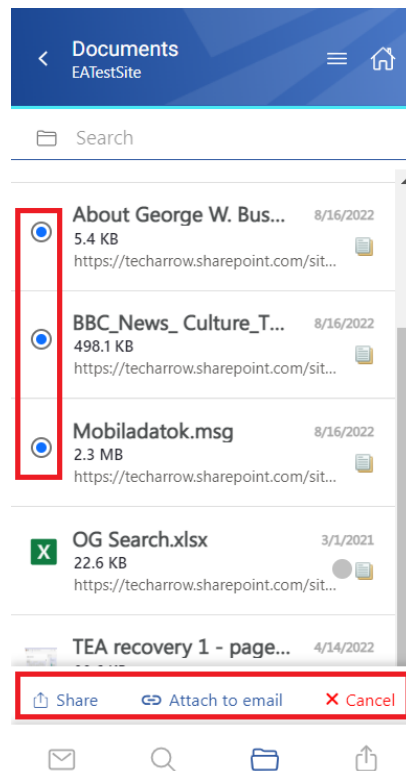
SharePoint archive

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



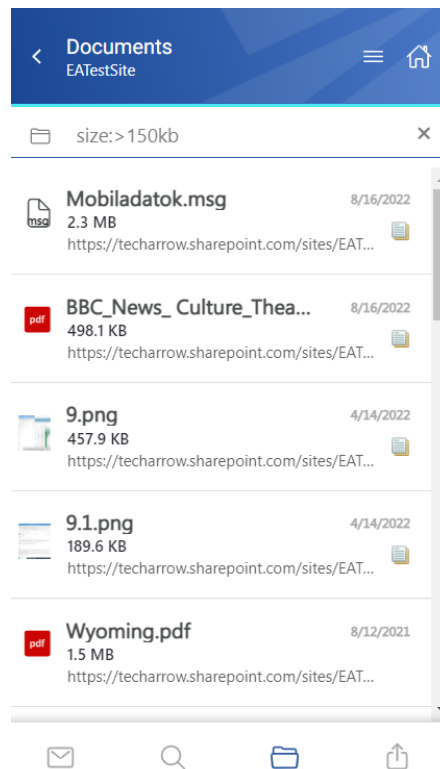
1. Flag (primary icon) – indicates the inactive items
2. Item preview
3. File’s name/title
4. File size
5. Folder/path of the file
6. Date of the last modification of the file
7. If the file has versions, the icon will appear next to the primary icon

The items can be selected from the list (multiple selections are available). In this case, a toolbar appears with the following actions:



- **Share** – the selected file(s) can be shared from the archive
- **Attach to email** – the items will be attached to a new email and sent to the recipients as attachments
- **Cancel** – the operation can be canceled, and the selection will be removed from the item(s)

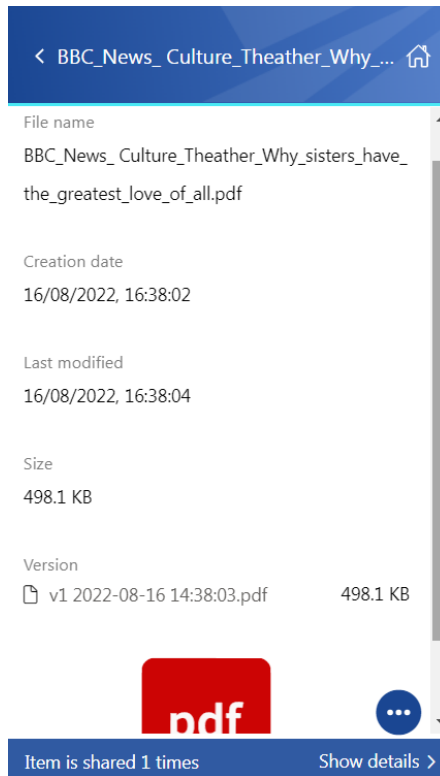
The **search** is also available in the entities, but it's more limited here than on the **Search page**. After clicking on the search textbox, the user can filter out the requested files from the folder. Both fulltext and property search works, but all queries need to be added manually. If the search suggestion and hit highlighting are enabled in the Central Administration, the keywords will be highlighted, and the search suggestion will offer options upon typing. For more information, refer to [this](#) chapter in the contentACCESS manual.



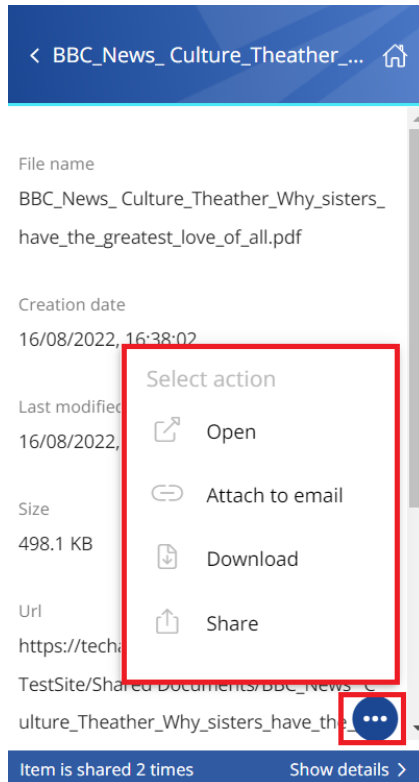
After clicking on a file, a more detailed view opens. The properties differ regarding the file format and modification. You can also see the previous versions here and download them from the Version list (by clicking on the item's title).

If the **Preview service** is enabled in the Central Administration (more information can be found [here](#)), the file's preview can be opened via the document icon. In this case, when the user clicks on the icon or selects the **Open** action from the context menu, the item's preview is opened in a new window in the browser (if the user opens the preview for the first time after the login session was expired, the login page appears first). From here, the user can **download** the document as the **original file** or as a **pdf**, **print** the item, or get limited **file information** (name and size).

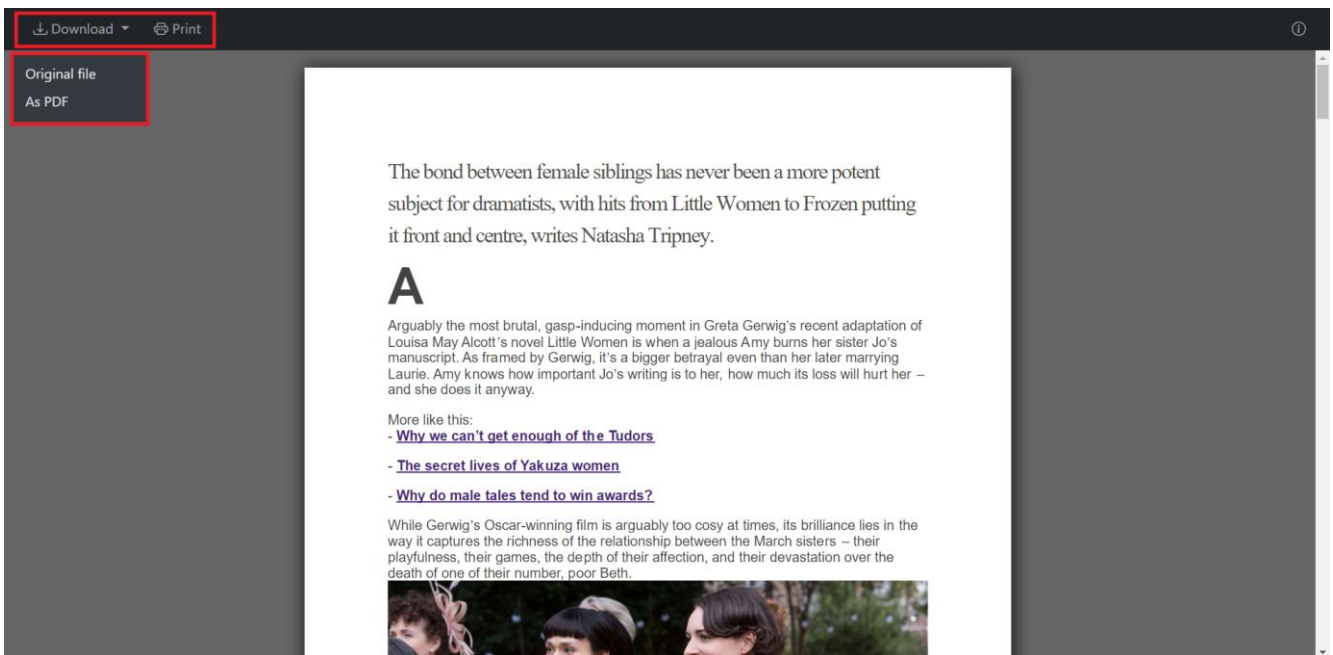
If the email has been shared, a Sharing ribbon appears at the bottom of the page (more information in the [Share page](#) section).



The context menu of the file allows the following actions:

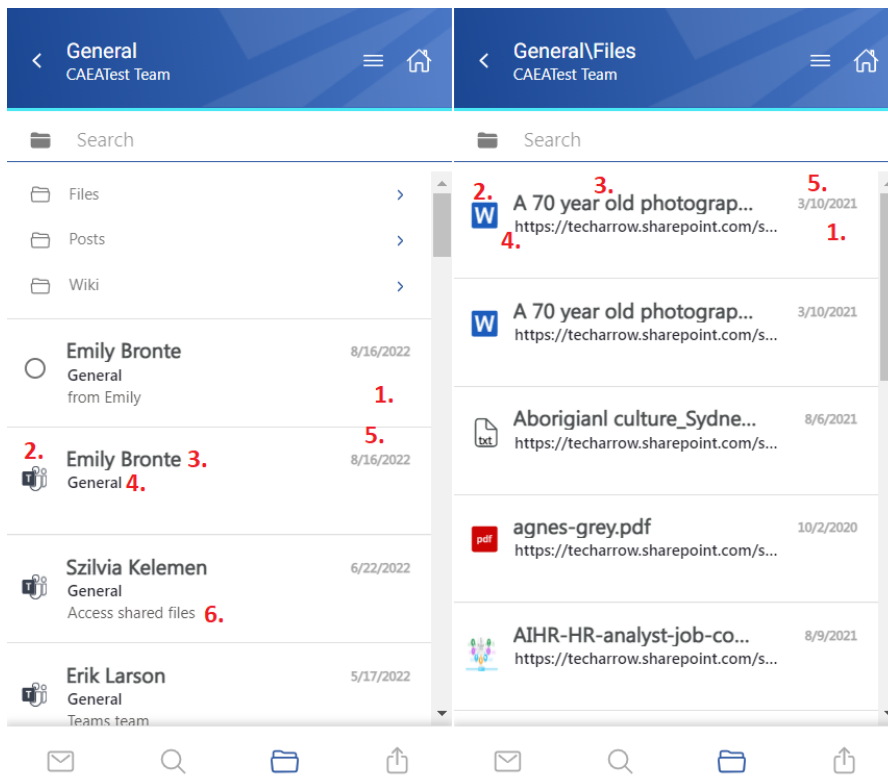


- **Open** – opens the document in the browser via the preview service
- **Attach to email** – the file whose preview is opened will be attached to a new email and sent as an attachment
- **Download** – download the item to your local machine
- **Share** – the file whose preview is opened can be shared from the context menu. For more information about Sharing, read [this](#) section of the manual.



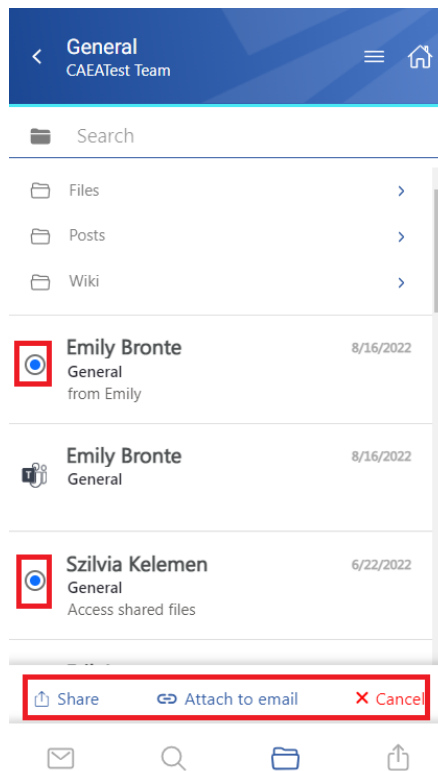
Teams archive

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



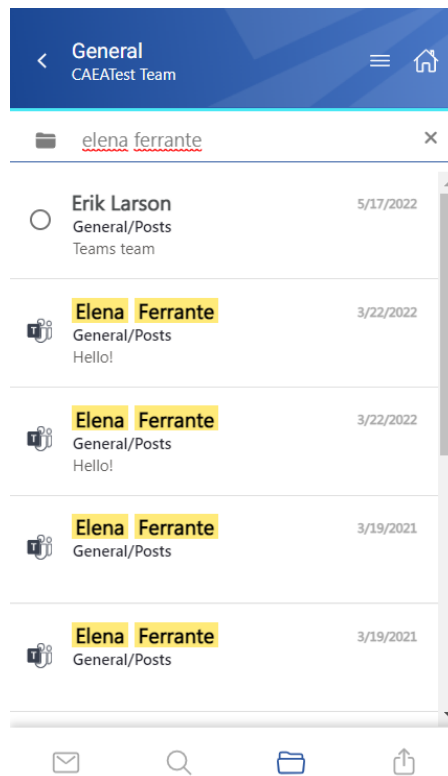
1. Flag (primary icon) – indicates the inactive items
2. Item preview (either a file or a Teams message)
3. File name/title (in the Files, SharePoint data folders) or the name of the message sender
4. Folder/Channel/Path of the file
5. Date of the last modification of the file
6. Message snippet from the first row of the message

The items can be selected from the list (multiple selections are available). In this case, a toolbar appears with the following actions:



- **Share** – the selected message(s) can be shared from the archive
- **Attach to email** – the messages will be attached (as zip files) to a new email and sent to the recipients
- **Cancel** – the operation can be canceled, and the selection will be removed from the item(s)

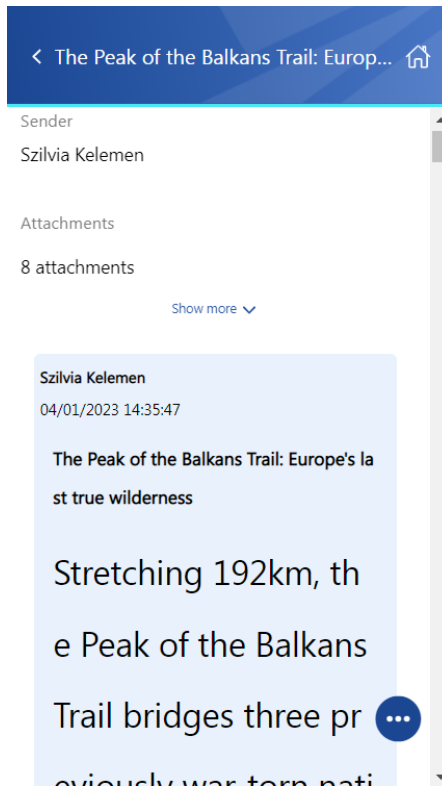
The **search** is also available in the entities, but it's more limited here than on the **Search page**. After clicking on the search textbox, the user can filter out the requested messages and files from the folder. Both fulltext and property search works, but all queries need to be added manually. If the search suggestion and hit highlighting are enabled in the Central Administration, the keywords will be highlighted, and the search suggestion will offer options upon typing. For more information, refer to [this](#) chapter in the contentACCESS manual.



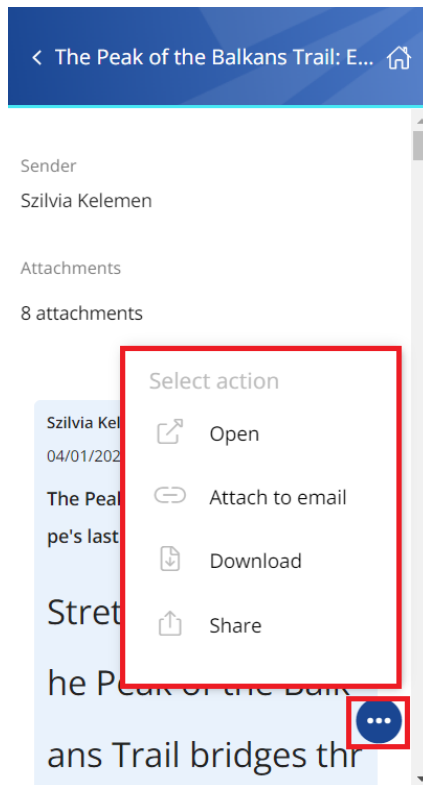
After clicking on a message or file, a more detailed view opens. The properties include the sender, the attachment(s) (if the message has one), and the post itself. The files can be downloaded from the list (by clicking on the item's title). The list can be expanded or closed by the **Show more/Show less** buttons.

If the **Preview service** is enabled in the Central Administration (more information can be found [here](#)), the file's preview (from the Files folder) can be opened via the document icon. In this case, when the user clicks on the icon or selects the **Open** action from the context menu, the item's preview is opened in a new window in the browser (if the user opens the preview for the first time after the login session was expired, the login page appears first). From here, the user can **download** the document as the **original file** or as a **pdf**, **print** the item, or get limited **file information** (name and size).

If the message has been shared, a Sharing ribbon appears at the bottom of the page (more information in the [Share page](#) section).

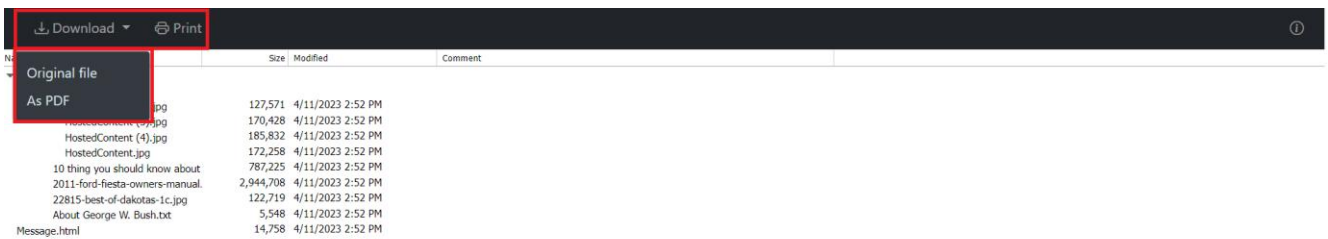


The context menu of the message allows the following actions:



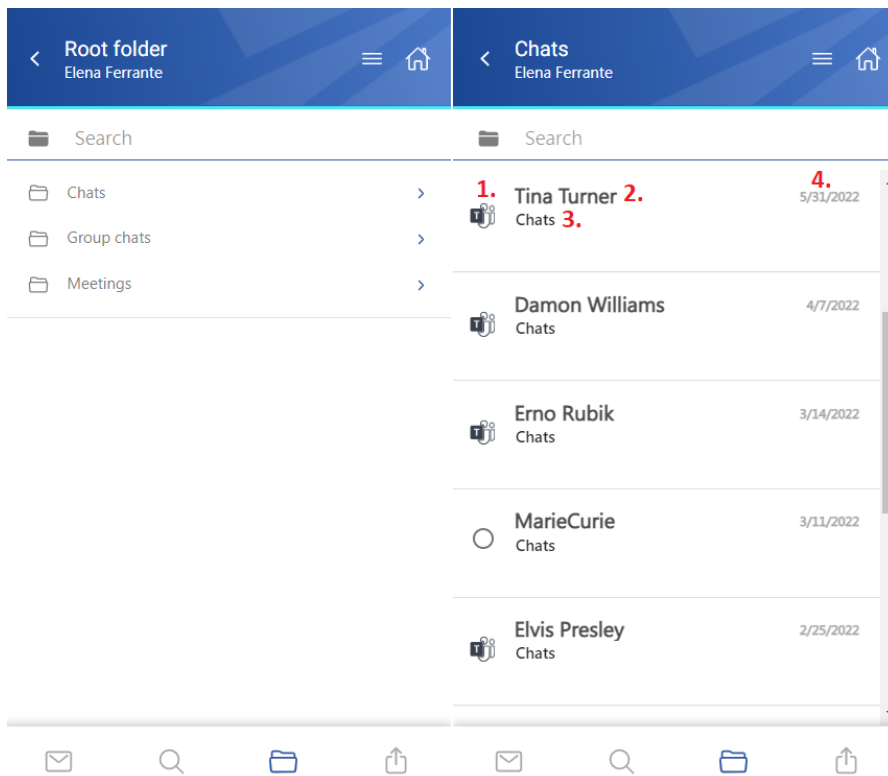


- **Open** – opens the item in the browser via the preview service
- **Attach to email** – the message (or file) whose preview is opened will be attached to a new email and sent as an attachment
- **Download** – download the item to your local machine
- **Share** – the message (or file) whose preview is opened can be shared from the context menu. For more information about Sharing, read [this](#) section of the manual.



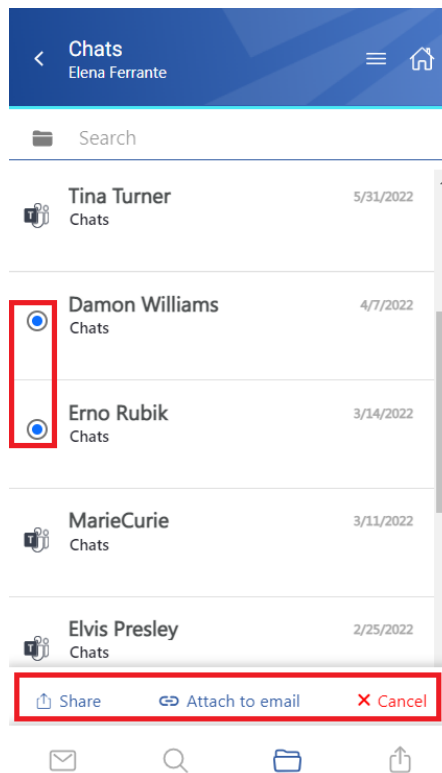
Teams chat archive

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



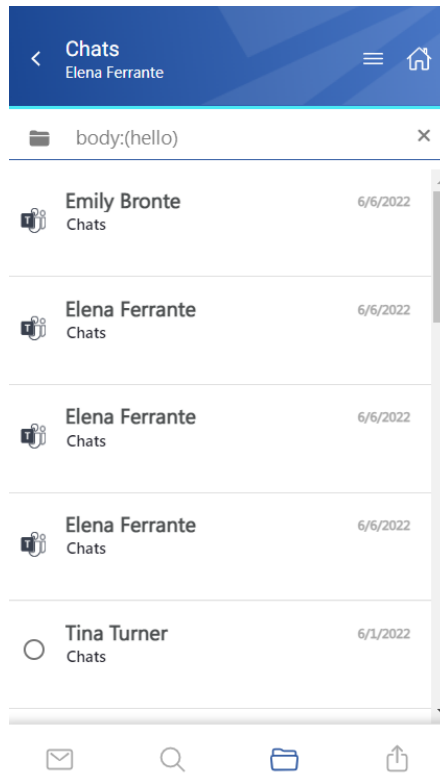
1. Message preview
2. Participant – with whom the user has a chat in the Teams
3. Location/folder of the chat
4. Date of the last modification of the message

The items can be selected from the list (multiple selections are available). In this case, a toolbar appears with the following actions:

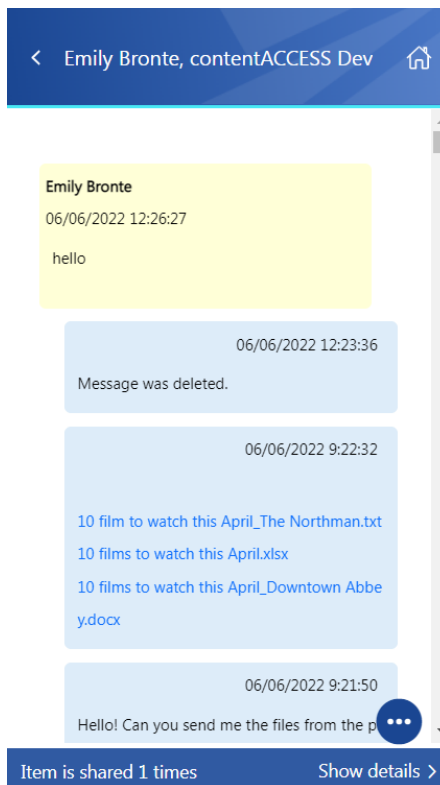


- **Share** – the selected message(s) can be shared from the archive
- **Attach to email** – the messages will be attached (as zip files) to a new email and sent to the recipients
- **Cancel** – the operation can be canceled, and the selection will be removed from the item(s)

The **search** is also available in the entities, but it's more limited here than on the **Search page**. After clicking on the search textbox, the user can filter out the requested messages from the folder. Both fulltext and property search works, but all queries need to be added manually. If the search suggestion and hit highlighting are enabled in the Central Administration, the keywords will be highlighted, and the search suggestion will offer options upon typing. For more information, refer to [this](#) chapter in the contentACCESS manual.



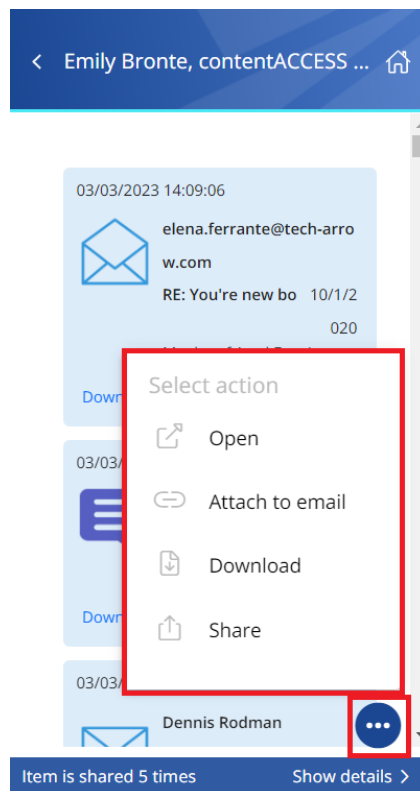
After clicking on a message, a more detailed view opens. If the chat/group chat/meeting has been shared, a Sharing ribbon appears at the bottom of the page (more information in the [Share page](#) section).





If the **Preview service** is enabled in the Central Administration (more information can be found [here](#)), the message's preview can be opened via the **Open** action from the context menu. In this case, when the user clicks on the **Open**, the item's preview is opened in a new window in the browser (if the user opens the preview for the first time after the login session was expired, the login page appears first). From here, the user can **download** the message (or attachments) as the **original file** or as a **pdf**, **print** the item, or get limited **file information** (name and size).

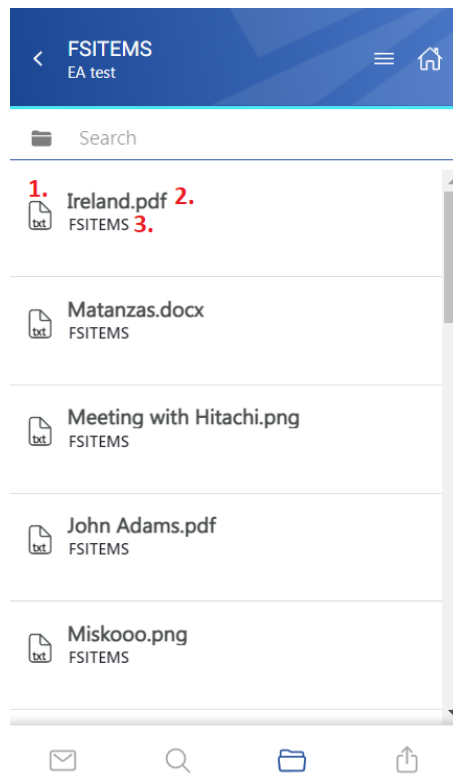
The context menu of the item allows the following actions:



- **Open** – opens the item in the browser via the preview service
- **Attach to email** – the message whose preview is opened will be attached to a new email and sent as an attachment
- **Download** – download the item to your local machine
- **Share** – the message whose preview is opened can be shared from the context menu. For more information about Sharing, read [this](#) section of the manual.

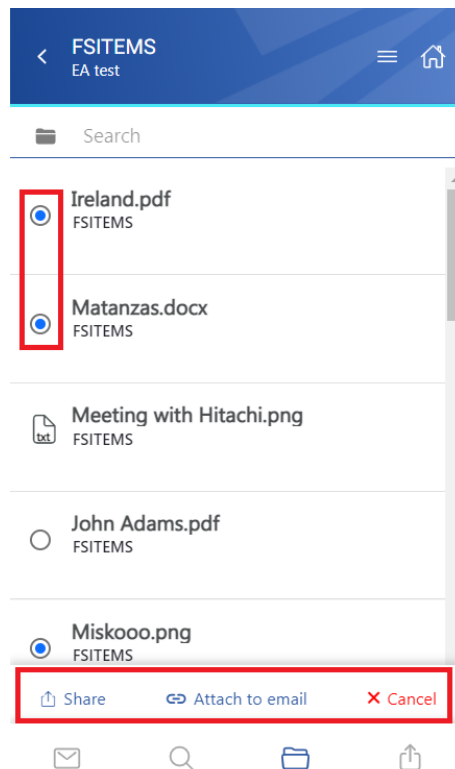
GDPR Application

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



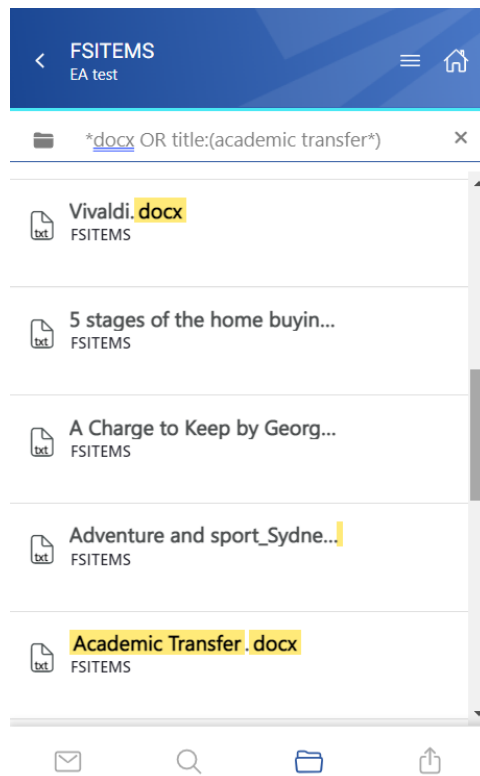
1. Item preview
2. Item name
3. Location/folder of the file

The items can be selected from the list (multiple selections are available). In this case, a toolbar appears with the following actions:




- **Share** – the selected item(s) can be shared from the archive
- **Attach to email** – the items will be attached to a new email and sent to the recipients as attachments
- **Cancel** – the operation can be canceled, and the selection will be removed from the item(s)

The **search** is also available in the entities, but it's more limited here than on the **Search page**. After clicking on the search textbox, the user can filter out the requested files from the folder. Both fulltext and property search works, but all queries need to be added manually.



After clicking on a file, a more detailed view opens. The properties differ regarding the file format and modification. You can also see the previous versions here and download them from the Version list (by clicking on the item's title). If the email has been shared, a Sharing ribbon appears at the bottom of the page (more information in the [Share page](#) section).



< Academic Transfer.docx 

DataSource

FSITEMS

FILENAME

Academic Transfer.docx


FileName

Academic Transfer.docx.txt



Item is shared 1 times [Show details >](#)

The context menu of the file allows the following actions:

< Academic Transfer.docx 

DataSource

FSITEMS





FILENAME

Academic Transfer.docx

FileName

Academic Tr

Select action

-  Open
-  Attach to email
-  Download
-  Share



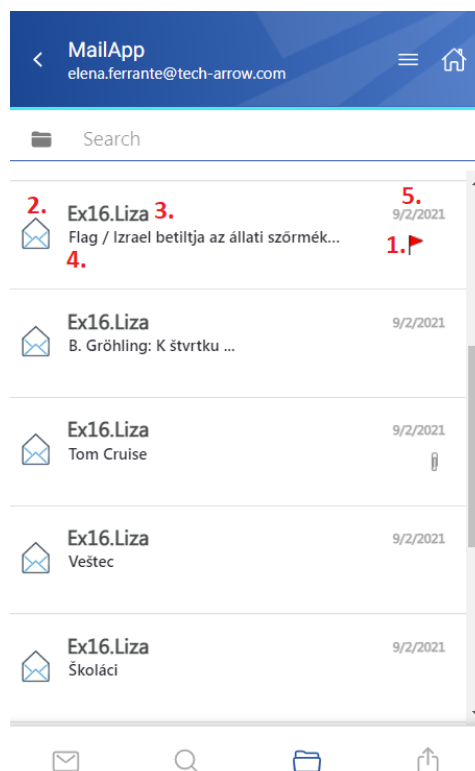
Item is shared 1 times [Show details >](#)



- **Open** – opens the item in the browser via the preview service (read more about the Preview service [here](#))
- **Attach to email** – the item whose preview is opened will be attached to a new email and sent as an attachment
- **Download** – download the item to your local machine
- **Share** – the file whose preview is opened can be shared from the context menu. For more information about Sharing, read [this](#) section of the manual.

GDPR Exchange

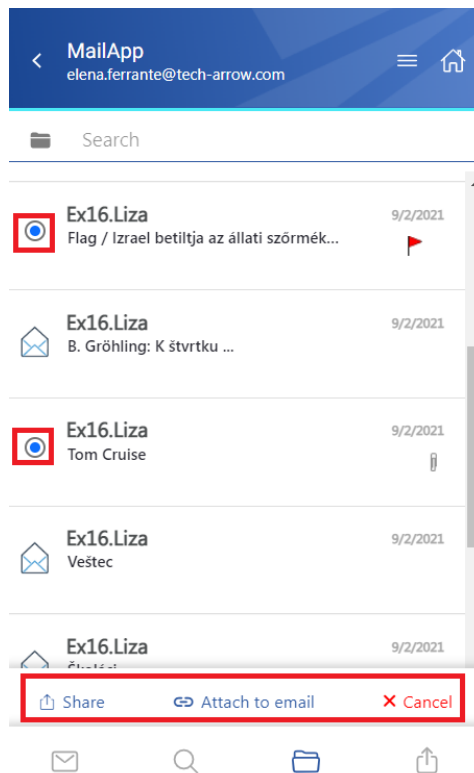
When viewing a GDPR Exchange, the following properties can be seen:



1. Flag (primary icon) – indicates the inactive items, flags, attachments, etc.
2. Email preview
3. Sender's email address (or the sender's name)
4. Email subject
5. Sent date of the email

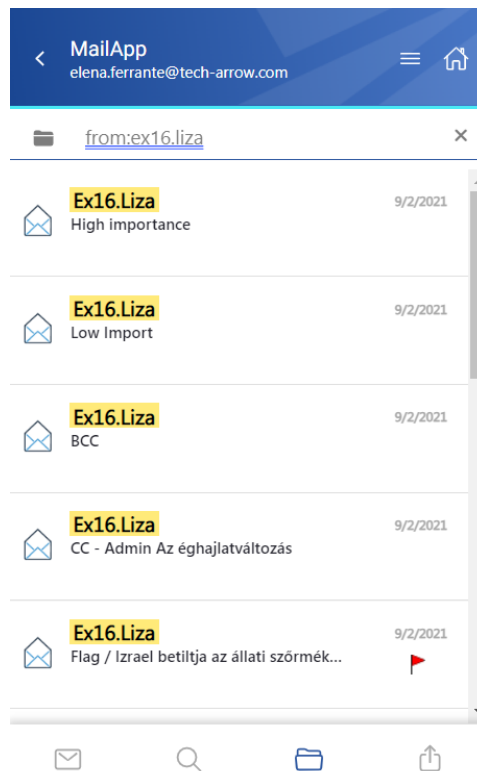


The items can be selected from the list (multiple selections are available). In this case, a toolbar appears with the following actions:

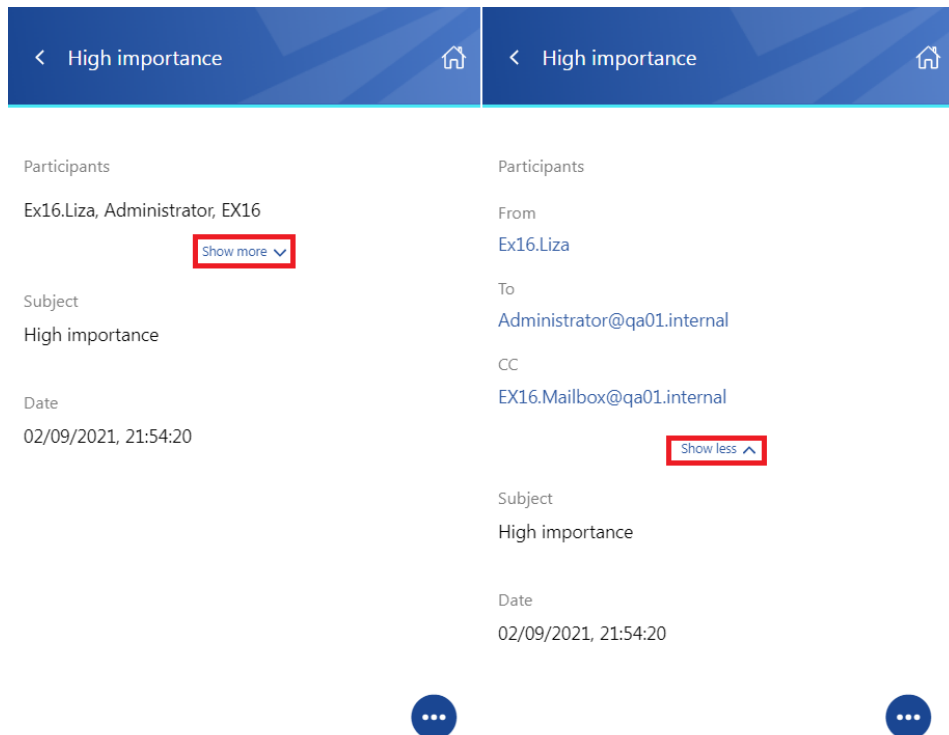


- **Share** – the selected email(s) can be shared from the archive
- **Attach to email** – the items will be attached to a new email and sent to the recipients as attachments
- **Cancel** – the operation can be canceled, and the selection will be removed from the item(s)

The **search** is also available in the entities, but it's more limited here than on the **Search page**. After clicking on the search textbox, the user can filter out the requested files from the folder. Both fulltext and property search works, but all queries need to be added manually. If the search suggestion and hit highlighting are enabled in the Central Administration, the keywords will be highlighted, and the search suggestion will offer options upon typing. For more information, refer to [this](#) chapter in the contentACCESS manual.

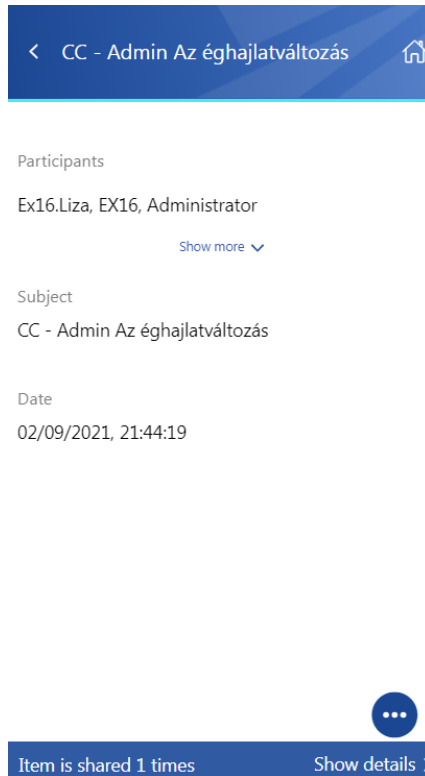


After clicking on a file, a more detailed view opens. By clicking on **Show more**, the user may look at more information about the participants (sender/recipient) and the attachments (if there are multiple attachments). The attachments can be opened from the attachment list by clicking on the title.

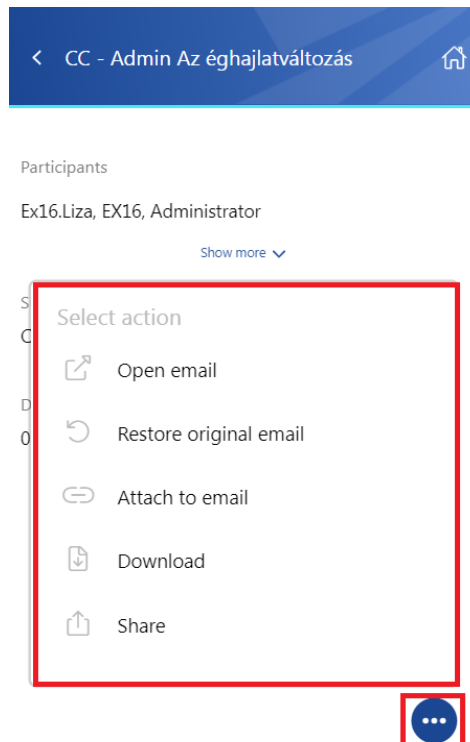




If the email has been shared, a **Sharing ribbon** appears at the bottom of the page (more information in the [Share page](#) section).



The context menu of the email allows the following actions:

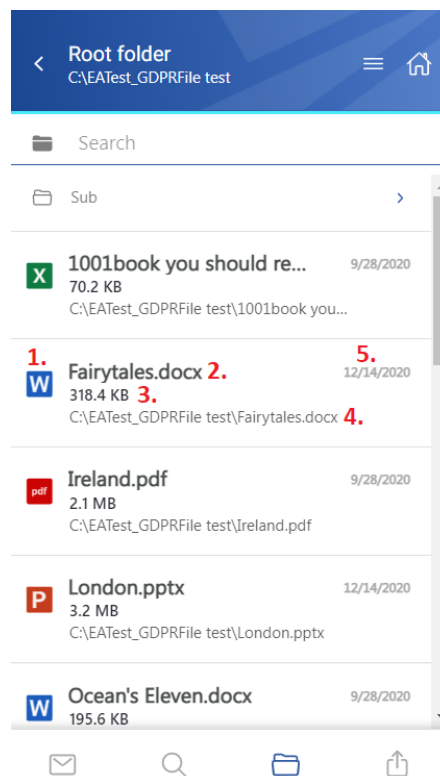




- **Open email** – the original email is opened in a new popup window
- **Restore original email** – if the emails are archived with a shortcutting type, this action can restore the original email in the user's mailbox
- **Attach to email** – the selected email will be attached to a new email and sent as an attachment
- **Download** – download the email to your local machine
- **Share** – the email can be shared from the context menu. For more information about Sharing, please read [this](#) section of the manual.

GDPR File system

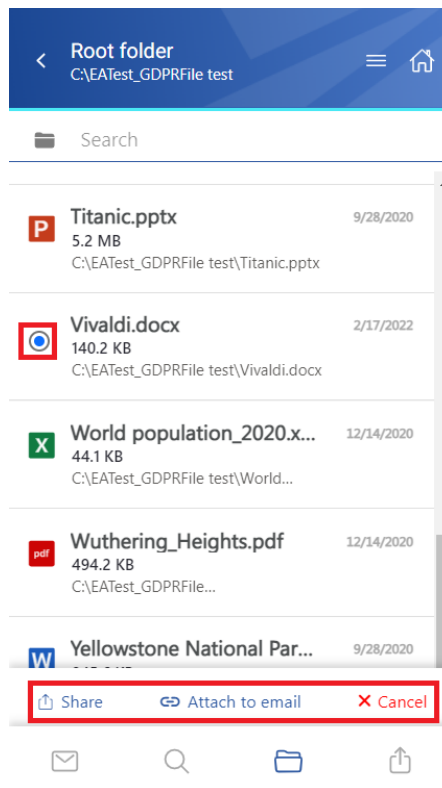
When viewing a GDPR File system, the following properties can be seen:



1. Item preview
2. Item name
3. Item size
4. Location/folder of the file
5. Date of the last modification of the file



The files can be selected from the list – multiple selections are also available. In this case, a toolbar appears with the following actions:

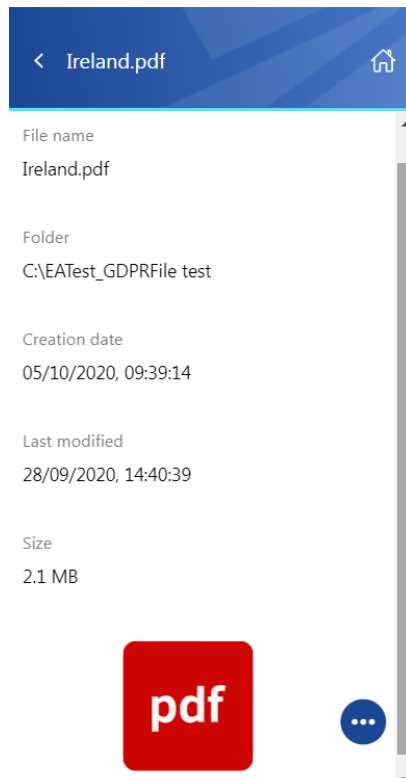


- **Share** – the selected item(s) can be shared from the entity
- **Attach to email** – the selected file(s) will be attached to a new email and sent to the recipients
- **Cancel** – the operation can be canceled with this button, and the selection will be removed from the item(s)

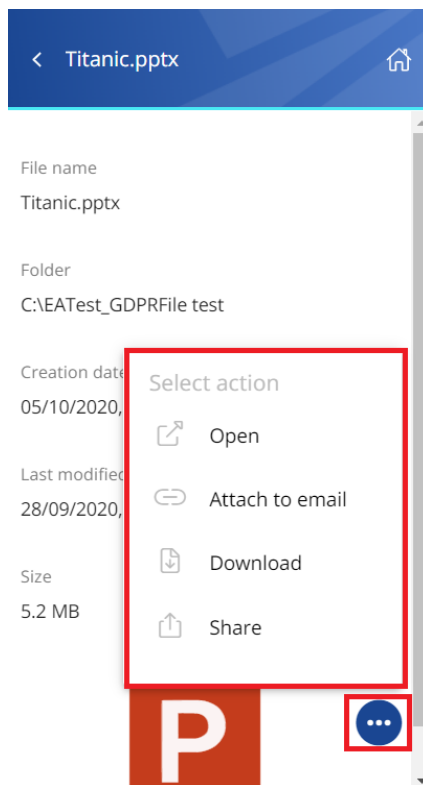
After clicking on a file, a more detailed view opens. The properties differ regarding the file format and modification.

If the **Preview service** is enabled in the Central Administration (more information can be found [here](#)), the file's preview can be opened via the document icon. In this case, when the user clicks on the icon or selects the **Open** action from the context menu, the item's preview is opened in a new window in the browser (if the user opens the preview for the first time after the login session was expired, the login page appears first). From here, the user can **download** the document as the **original file** or as a **pdf**, **print** the item, or get limited **file information** (name and size).

If the file has been shared, a **Sharing ribbon** appears at the bottom of the page (more information in the [Share page](#) section).



The context menu of the item allows the following actions:

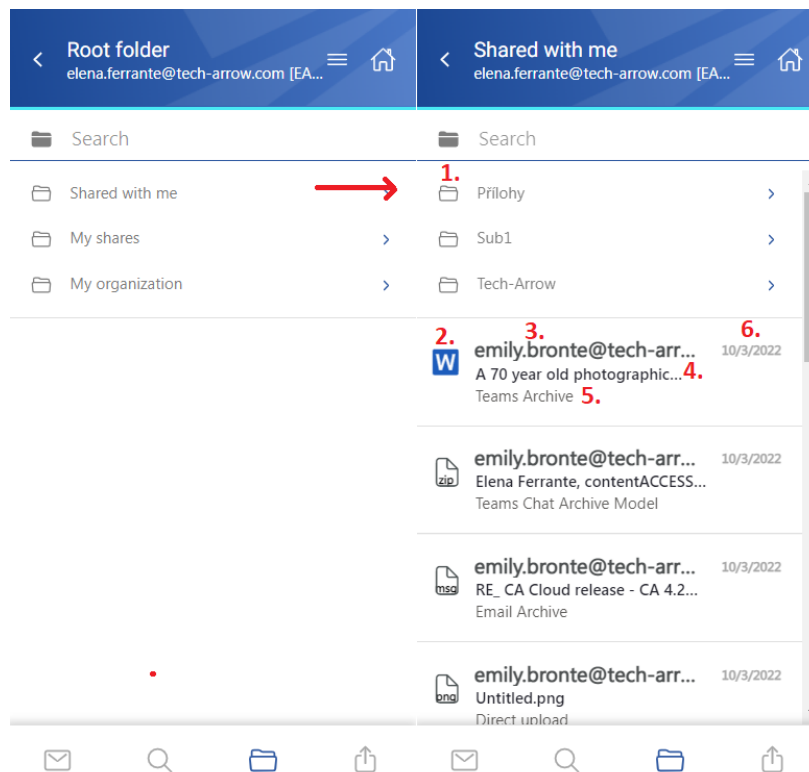




- **Open** – opens the document in the browser via the preview service
- **Attach to email** – the file whose preview is opened will be attached to a new email and sent as an attachment
- **Download** – download the item to your local machine
- **Share** – the file whose preview is opened can be shared from the context menu. For more information about Sharing, read [this](#) section of the manual.

Sharing

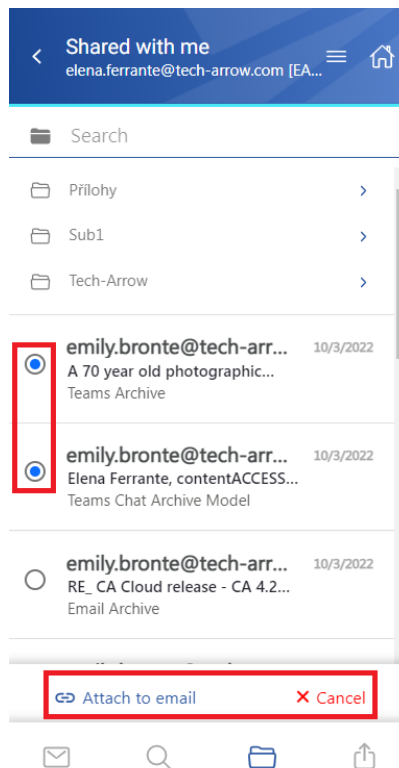
When viewing a Sharing entity, the following properties can be seen (first, a folder needs to be selected from the entity):



1. Items from the folder sharing
2. Item preview
3. Sender's email address – the owner of the sharing
4. Item name
5. Origin of the shared item – from which entity has it been shared
6. Date of the sharing

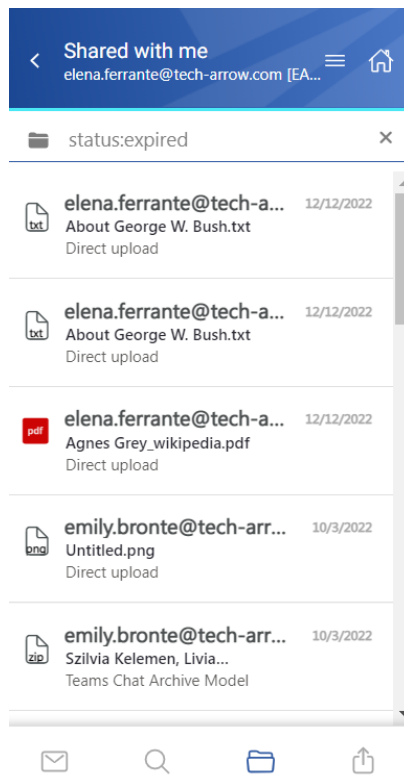


The files can be selected from the list – multiple selections are also available. In this case, a toolbar appears with the following actions:



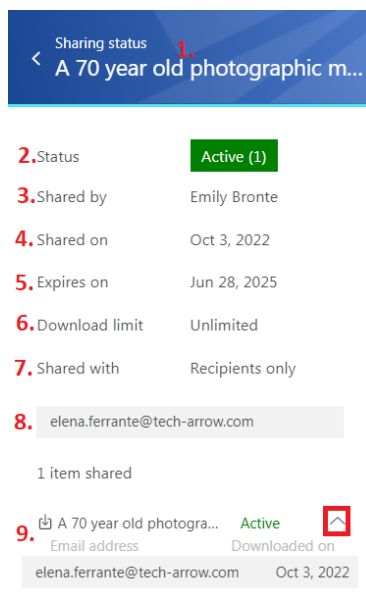
- **Attach to email** – the selected file(s) will be attached to a new email and sent to the recipients
- **Cancel** – the operation can be canceled with this button, and the selection will be removed from the item(s)

The **search** is available in the Sharing entity, but it is more limited here than on the **Search page**. After clicking on the search textbox, the user can filter out the requested files from the folder. Both fulltext and property search works, but all queries need to be added manually. If the search suggestion and hit highlighting are enabled in the Central Administration, the keywords will be highlighted, and the search suggestion will offer options upon typing. For more information, refer to [this](#) chapter in the contentACCESS manual.



After clicking on a file, a more detailed view opens. The preview changes depending on which folder the user is viewing.

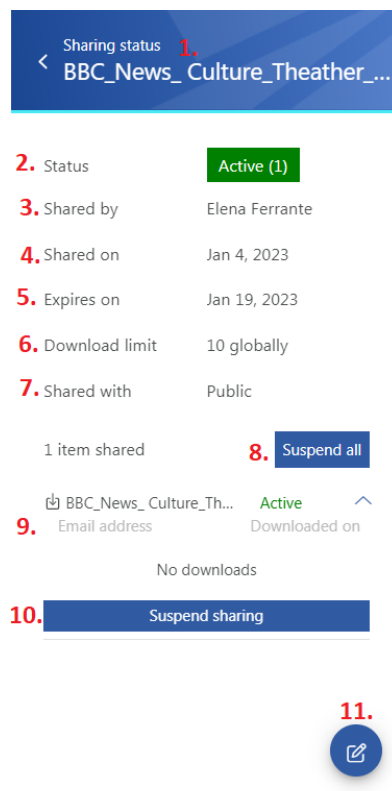
1) If the user is viewing an item's preview in the **Shared with me** folder, the preview contains the following properties:





1. **Title in the header** – the shared item's name
2. **Status** – status of the sharing (active, suspended, expired, or unavailable)
3. **Shared by** – the owner of the sharing (who shared the item)
4. **Shared on** – date of the sharing
5. **Expires on** – expiration date of the sharing
6. **Download limit** – how many times the user is allowed to download the shared item(s)
7. **Shared with** – the audience of the sharing (recipients only, organization, public)
8. **Recipients** – if the sharing has recipients, their email addresses are listed here
9. **Shared item(s)** – if the sharing is still active, the download icon is available for the user. With the arrow, the Download history list can be expanded to check who downloaded the item

2) If the user is viewing an item's preview in the **My shares** folder, the preview contains the following properties:



1. **Title in the header** – the shared item's name
2. **Status** – status of the sharing (active, suspended, expired, or unavailable)
3. **Shared by** – the owner of the sharing (who shared the item)
4. **Shared on** – date of the sharing

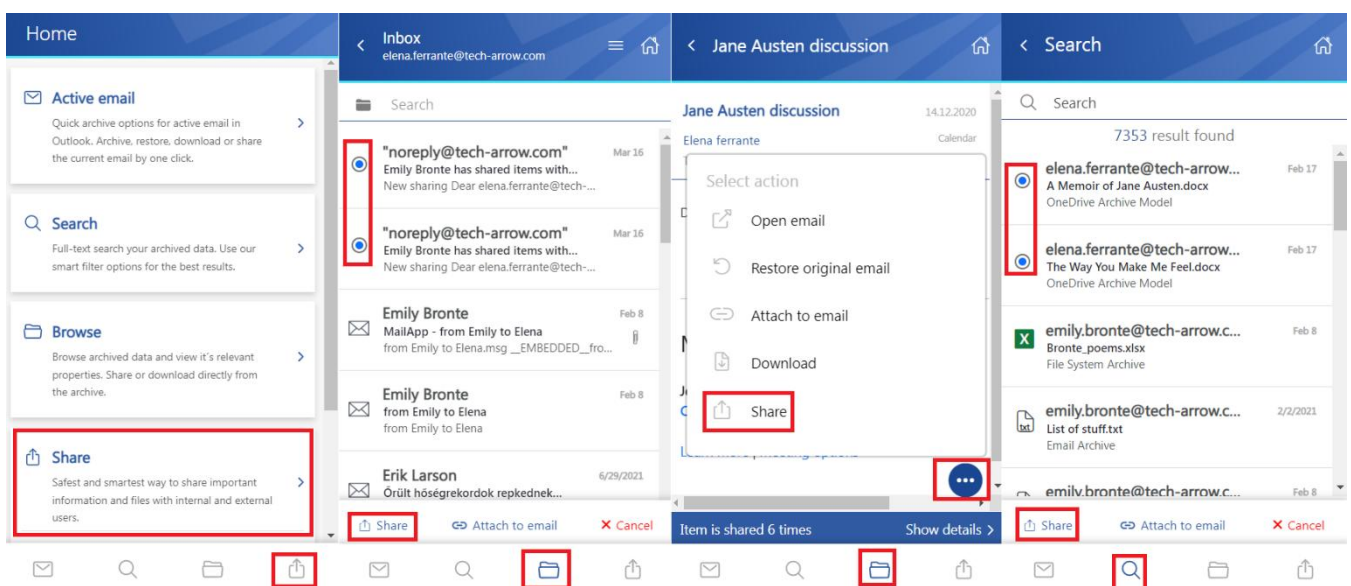


5. **Expires on** – expiration date of the sharing
6. **Download limit** – how many times the user is allowed to download the shared item(s)
7. **Shared with** – the audience of the sharing (recipients only, organization, public)
8. **Suspend/activate all** – if the sharing contains multiple items, the whole sharing can be suspended with this button
9. **Shared item(s)** – the download icon is available for the owner all the time, even if the sharing is suspended, expired, or no longer available. With the arrow, the Download history list can be expanded to check who downloaded the item
10. **Suspend/activate sharing** – the status will be changed only on the selected item(s), not on all sharing (for example, three elements have been shared, but the owner decides that two will be suspended, and only one file will be available for the recipients).
11. **Modify sharing** – the owner can modify the sharing from the preview. When he clicks on the button, the Modify sharing tab will be opened. For more information about the sharing modification, please refer to the [Share page](#) section in the manual.

Share page

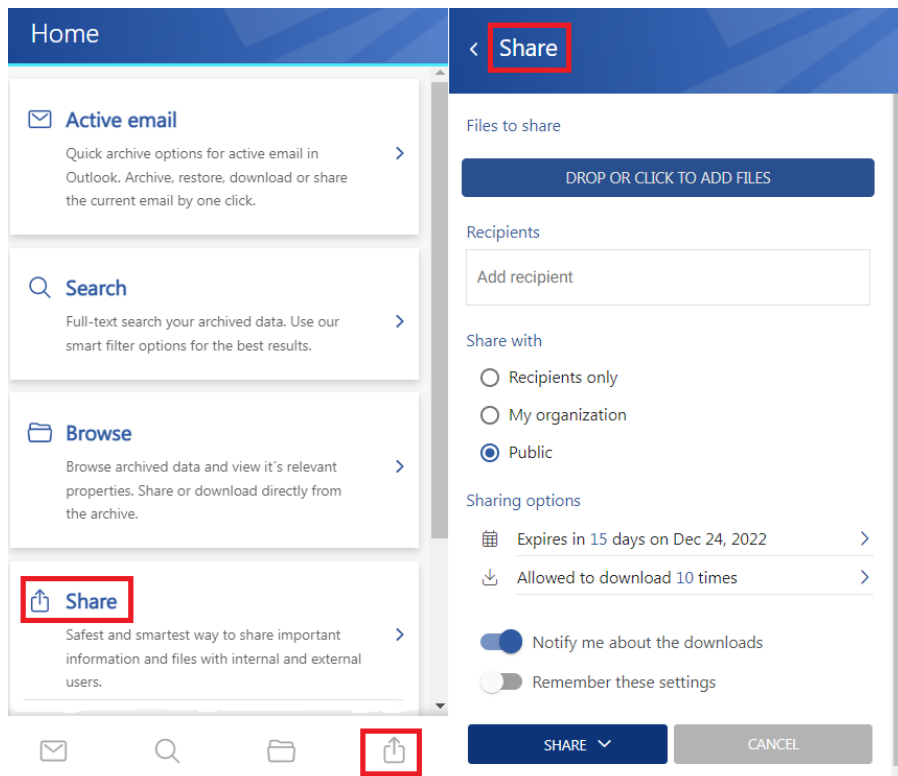
The Sharing option is enabled in contentACCESS MailApp. You can access it in three ways:

1. open the **Sharing** from the Home page by either selecting the **Share tab** or clicking on the **Sharing icon** at the bottom of the page. It is also possible to open the **My shares** and **Shared with me** folders in the Sharing entity directly by clicking on the buttons on the Home page.
2. share from the **Browse page** (from the models/entities)- select item(s) from the list and click on the **Share** function or open an item's preview and select **Share** from the context menu. Multiple items can be selected and shared from the item list in the entity.
3. share from the **Search page** – choose item(s) from the search results list and click on the **Share** function or open the preview of an item and select **Share** from the context menu. Multiple items can be selected and shared from the list.



Share items from the Share page:

After clicking on the Share option, the **Share view** opens.



In the section **Files to share**, you can see items selected for sharing. In the case of using the **Share** from the Home page, you will need to browse and add items by clicking on the **Drop or click to add files** button or by **Drag and Dropping** an item into the field. Multiple selections are possible. In that case, a **Show more shared files** button appears to extend the list of the selected items.

Also, the user can remove items from the Files to share list by clicking on the delete icon. In the section **Recipients**, specify the recipient(s) you wish to share the items. Start to type the email address in the Recipients field, then select the user from the search suggestion list with whom you would like to share item(s). You can also delete previously added recipients from the list by clicking on the “X” next to the email address. The following section is the **Share with**. Here you can specify to whom you would like to make the item(s) accessible:

1. **Recipients only** – even if the email with the link is forwarded, only the recipients will be to access the shared item(s)
2. **My organization** – only people from your organization (specified in **Central Administration => System => Services => Sharing settings**) will be able to access the shared item(s)
3. **Public** – anyone with the link will be able to access the shared item(s)

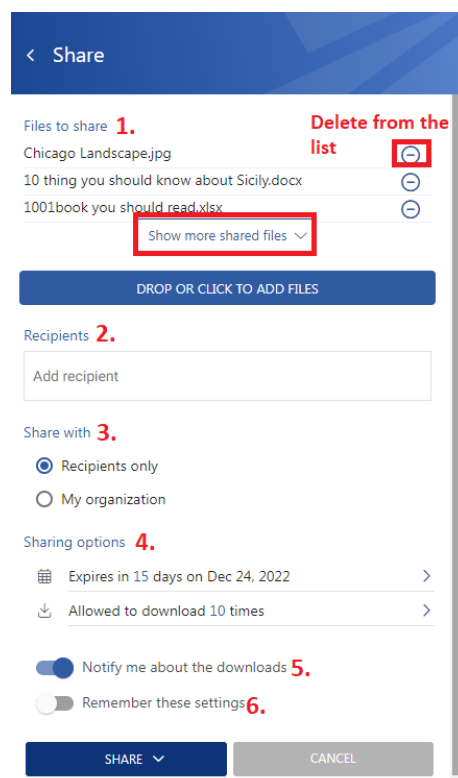


In the section **Sharing options**, specify the expiration date of the sharing (by selecting the date from the calendar or adding the number of days). It is also possible to limit the number of downloads (or set it as unlimited) based on the option selected in Share with:

1. Recipients only – number of downloads per recipient
2. My organization – number of downloads per user
3. Public – number of downloads together

Also, the sharing settings include the following checkboxes:

1. **Notify me about the downloads** – the owner can get information about the downloads from the recipient's side. As soon as the users download the shared item, a notification email will be sent to the owner with the following information: **user, who downloaded the item, downloaded file, downloaded time, and downloaded remaining.**
2. **Remember these settings** – you can save the sharing settings for future use by checking this checkbox. This way, you won't need to fill in the Sharing options next time.

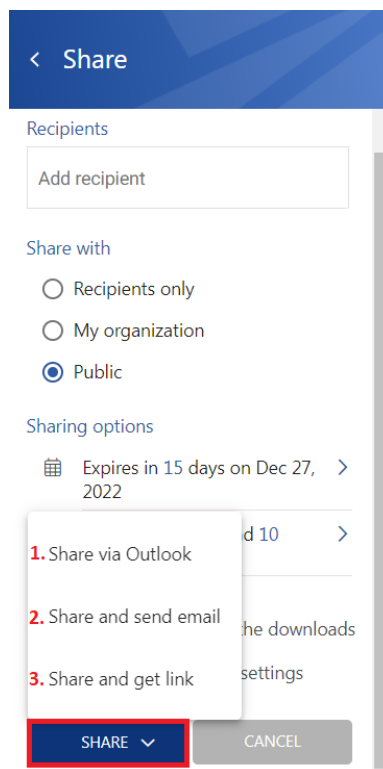


Finish the sharing by clicking on the **Share** button or **Cancel** it anytime. If you click on the Share button, 3 options will appear:

1. **Share via Outlook** – links to the shared files are inserted into the body of a new email. The from and to sections will be automatically filled with the owner's and recipient's email addresses.

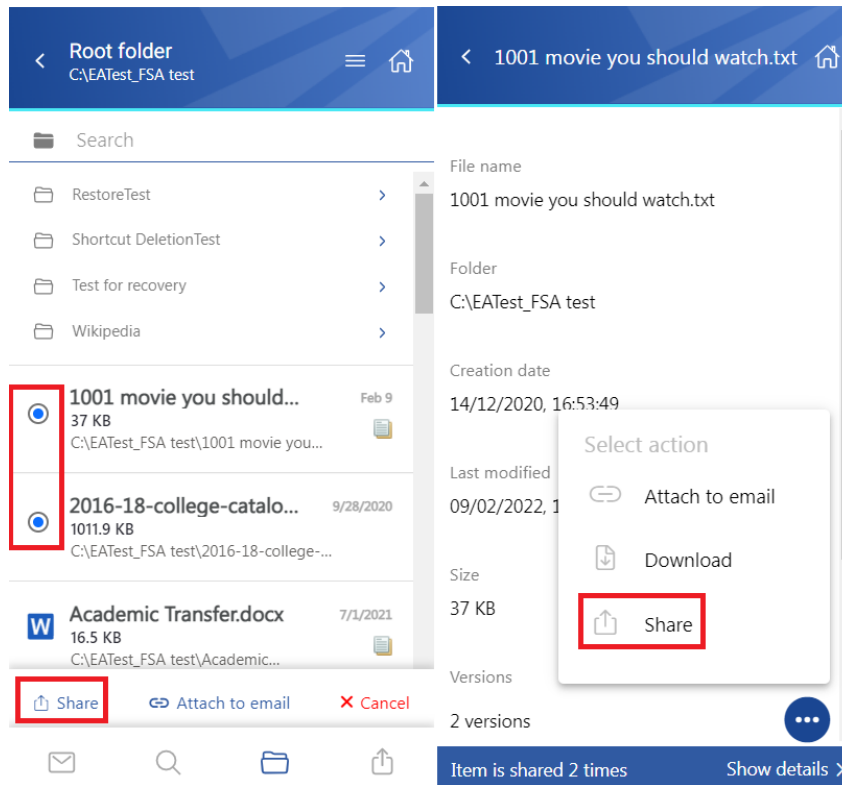


2. **Share and send email** – lets you write a message in the Share with contentACCESS window, then click on Send and send the email (links are also inserted into the body). First, at least one recipient must be specified to use this option since the notification email is sent via contentACCESS.
3. **Share and get link** – opens a pop-up window with the link of the shared item(s) that you can copy and send to the recipients (via Teams, pasted into a notepad, etc.).

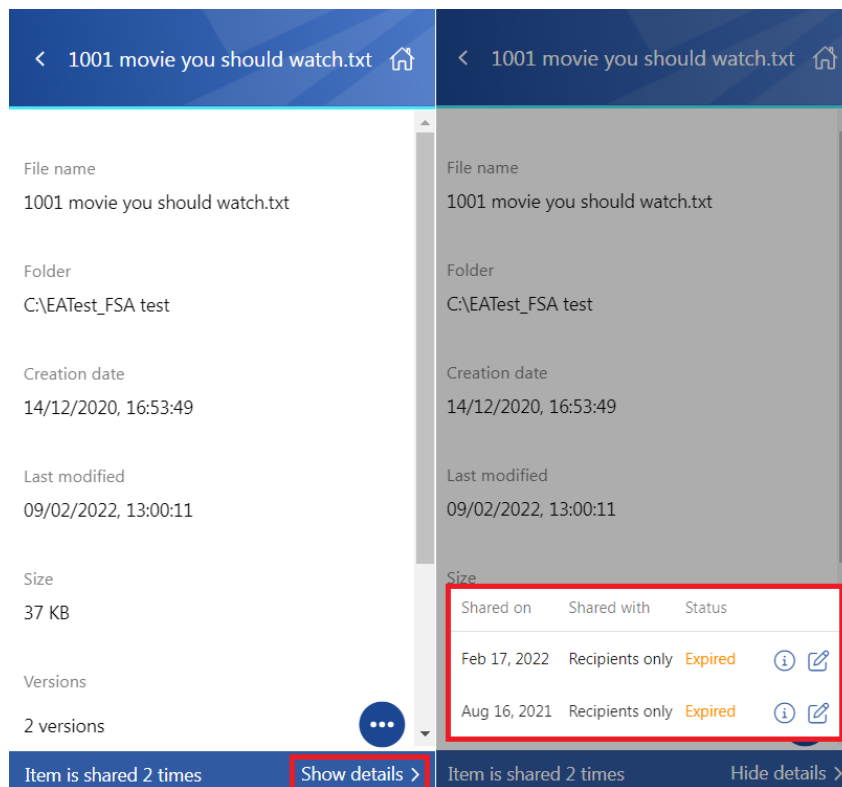


Share from the entities and context menu

As it was mentioned before, the sharing is also accessible from the entities (Browse page), search results (Search page), and context menu. The only difference from the sharing on the Share page is that the item(s) are shared from the archive models. In this case, you can select a single file (or multiple items) from the list and click on the Share button, or you can open an item's preview and share it from the context menu. In both cases, the Share view opens, where you can specify the sharing.



If the item was shared previously, a **Sharing ribbon** appears at the bottom of the page. By clicking on the **Show details**, the ribbon can be expanded.





You can modify the sharing settings if you have applicable rights and permissions. It works by the same logic as the Modify sharing options window in the Sharing entity.

When you click on the **Status** option, the Sharing status window opens. Here, you can check the status of the sharing. From here, it is also possible to **Activate**, **Suspend**, or **modify the sharing** and resend the sharing notification by clicking on the **Resend sharing notification** button.

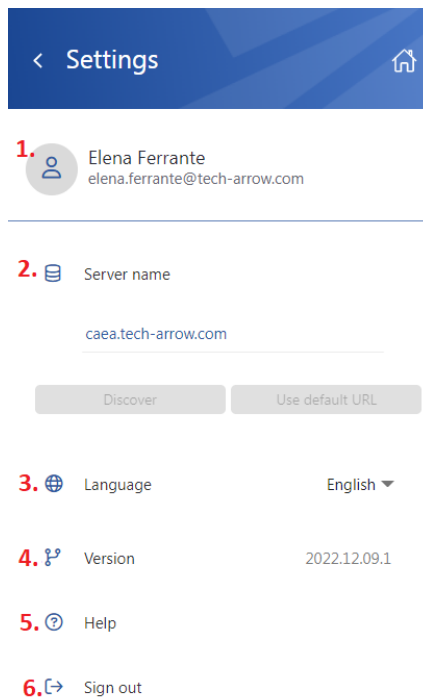
It is also possible to download the shared items on the Status page, but it depends on the user's role. The owner can download all items regardless of their status (expired, unavailable, suspended, active). The recipients can download only the active items. If the shared files are inactive/suspended/expired, the download icon is not available for the logged-in user.

The image shows three screenshots of the sharing interface:

- Modify sharing:** Shows a form to edit sharing settings for '1001 movie you should watch.txt'. It includes a recipient list with 'emily.bronte@tech-arrow.com', sharing options (Recipients only, My organization, Public), and expiration settings (Expires in 298 days on Feb 18, 2022; Allowed to download 3 times). There are 'SAVE' and 'CANCEL' buttons.
- Sharing status (Expired):** Shows the status of the sharing as 'Expired (1)'. It lists details: Shared by Elena Ferrante, Shared on Aug 16, 2021, Expires on Mar 14, 2022, Download limit 10 per recipient, and Shared with Recipients only. It shows one item shared: '1001 movie you should watch.txt' with an 'Expired' status.
- Sharing status (Active):** Shows the status of the sharing as 'Active (2)'. It lists details: Shared by Elena Ferrante, Shared on Feb 17, 2022, Expires on Dec 24, 2022, Download limit 3 per recipient, and Shared with Recipients only. It shows five items shared: '1001 movie you should watch.txt' (Active), 'Agnes Grey.docx' (Active), and 'Disability Services Request Form.pdf' (Unavailable). There is a 'Suspend all' button and a 'RESEND SHARING NOTIFICATION' button.

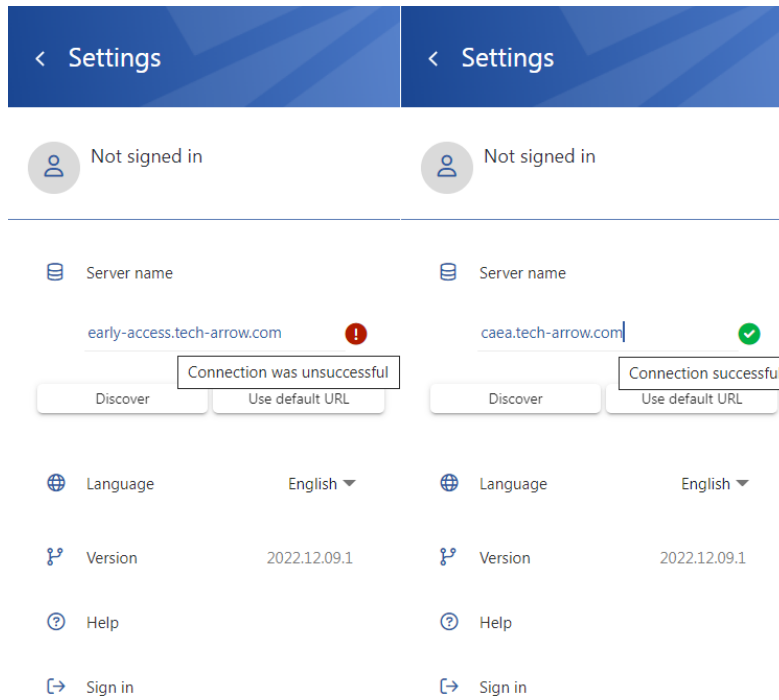
Settings page

The **Settings** tab opens the settings page of the application. This page allows the user to configure the application and displays the logged-in user.



The Settings page provides the following actions:

1. **Logged-in user** – displays the name and email address of the logged-in user
2. **Server name** – shows the currently used server or allows the user to switch to another server. When a user is not logged in, the **Discover** and **Use default URL** buttons become active. The Discover button tries to locate your contentACCESS URL based on your email address. If you press the Use default URL button, it will automatically set the **system default URL**. Test connection is available when you click in the server name textbox and press Enter (but only when nobody is signed in). If the connection is successful, then a green checkmark appears.
3. **Language** – allows the user to select the language in the application. Currently, only the English language is supported
4. **Version** – displays the current version of the app
5. **Help** – opens the contentACCESS MailApp documentation in the browser
6. **Sign out** – Sign out the user from the application. After the user is signed out, the Server name section can be edited: change the server, locate the user's contentACCESS URL or set the system default URL. When the user clicks on the Sign in button, the application will redirect them to the Login page.



Help

The **Help** tab opens the contentACCESS MailApp vNext manual in the browser. The links points to the Introduction section in the documentation. You can access the online documentation [here](#).

