

Content Manager

Software Version 9.4

Web Client - Mobile



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The title page of this document contains the following identifying information:

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- Document Release Date, which changes each time the document is updated.
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- Download software patches
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- Submit and track service requests
- Contact customer support
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Many areas of the portal require you to sign in with a Software Passport. If you need a Passport, you can create one when prompted to sign in. To learn about the different access levels the portal uses, see the [Access Levels descriptions](#).

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Content Manager Web Client - Mobile

Overview

Content Manager Web Client is an important addition to the Content Manager software and offers a new way to work with information from a zero footprint web client. It adds more choice in access methods to Content Manager to suit your specific user type and organizational preference. Developed with a focus on usability for the end user, the Content Manager Web Client is designed to be consistent with the look and feel of the Content Manager rich client and customizable to suit your intranet. The Web Client along with the Content Manager software is ideal for knowledge workers.

From version 8.1+, users will be able to use an Apple iPad and iPhone to perform End User functionality on the Content Manager Web Client. To access the Content Manager Web Client, users would have to specify a URL within the iPhone or Tablet browser and enter valid user credentials for authentication.

The Content Manager Web Client support on the mobile devices is primarily focused towards data consumption as opposed to creating or modifying existing content which is available on desktop environments. Moreover, the Content Manager Web Client running on iPad will allow users to perform similar functionality to that of the Content Manager Web Client running on desktop environments, such as, create new Records, modify/view existing Record metadata, add requests, and view electronic attachments.

Configuration

Pre-requisites

The Content Manager Web Client is installed and configured as per the installation documentation (see **CM9.4_Web-Client-Install.pdf** for details).

Google Chrome Browser installed on the device.

Setting up the Content Manager Web Client for the Intranet

For users to be able to access the Content Manager Web Client running on the Intranet Web Server, organizations need to setup a wireless access point.

It is recommended that organizations use a proven authentication technique to restrict access to the wireless access point, for example, enabling MAC filtering.

Users will connect to the Wi-Fi connection on the iPhone/iPad, open Google Chrome and browse to the Content Manager Web Client URL.

Setting up the Content Manager Web Client for the Extranet

Users will connect to either a Wi-Fi or cellular wireless connection, e.g. 4G, on the iPhone/iPad, open Google Chrome and browse to the Content Manager Web Client URL.

Creating a Web Clip for the Content Manager Web Client

On an iPhone/iPad users can create Web Clips which appear as icons on their Home screen. Web Clips are a faster way of directly launching web pages on an iPhone/iPad. Users can create a Web Clip of the Content Manager Web Client and add it to their home page to enable quick access to the Content Manager Web Client.

How to Create a Web Clip

1. On the iPhone/iPad, open Google Chrome, navigate to the Content Manager Web Client URL and type your login credentials.
2. Tap the **Add to Bookmark** button on the toolbar.
3. Tap **Add to Home Screen**.

4. Edit the name of the Web Clip if required.
5. Tap OK.

Content Manager Client

Technical Notes

Specifications

Operating System

iOS mobile operating system software version 6.0.

Browser

Google Chrome® browser.

NOTE: Due to a Safari® application not working correctly with Windows Integrated Authentication, Safari® application not recommended for browsing the Content Manager Web Client from iOS 6.

Limitations

iPhone/iPad

Check-in/Check-out

On an iPhone/iPad access to a local file store is restricted. As a result electronic documents cannot be accessed using the Content Manager Web Client on iPhone/iPad. As a result the Check In, Check Out and Report functionalities are not available.

iPhone

Creating a new Location

When selecting a Location object on the data entry form, if the Location does not exist, creating a new Location functionality is not available.