

# Enterprise Vault.cloud™ Mobile Web Access User Guide

# Enterprise Vault.cloud: Mobile Web Access User Guide

Last updated: 2017-07-14.

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# Contents

<b>Chapter 1</b>	<b>Introduction to Mobile Web Access</b> .....	<b>6</b>
	About Mobile Web Access .....	6
	Prerequisites for Mobile Web Access .....	7
	Supported mobile operating systems and browsers .....	7
<b>Chapter 2</b>	<b>Using Mobile Web Access</b> .....	<b>8</b>
	Logging in to Mobile Web Access .....	8
	About the Action Menu .....	9
	Configuring settings .....	10
	Changing your password .....	10
<b>Chapter 3</b>	<b>Working with Messages</b> .....	<b>12</b>
	Composing new messages .....	12
	Replying to archived messages .....	13
	Forwarding archived messages .....	13
	Restoring archived messages .....	14
	Downloading archived messages .....	14
	Downloading message attachments .....	15
<b>Chapter 4</b>	<b>Searching for Messages</b> .....	<b>16</b>
	About Mobile Web Access search .....	16
	Using Quick Search .....	16
	Using Advanced Search .....	17
	Supported Search Syntax .....	18
	Search Guidelines .....	19
<b>Chapter 5</b>	<b>Tagging Messages</b> .....	<b>21</b>
	About Mobile Web Access tags .....	21
	Tagging your archived messages .....	22
	Untagging your archived messages .....	23
	About tag manager .....	24
	Create tags .....	24
	Edit tags .....	24

Remove tags ..... 25

# Introduction to Mobile Web Access

This chapter includes the following topics:

- [About Mobile Web Access](#)
- [Prerequisites for Mobile Web Access](#)
- [Supported mobile operating systems and browsers](#)

## About Mobile Web Access

Enterprise Vault.cloud Mobile Web Access lets you work with messages archived in Enterprise Vault.cloud. Mobile Web Access provides many of the features available in Enterprise Vault Personal.cloud and has the added benefit of being optimized for use on mobile devices.

Mobile Web Access lets you perform the following tasks:

- Compose new messages.
- Reply to and forward archived messages.
- Restore archived messages.
- Download archived messages.
- Download message attachments.
- Search for archived messages.
- Tag and untag archived messages.

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**Note:** This guide provides information about using Mobile Web Access. It does not cover the process to enable Mobile Web Access or how to grant access to users. You can find this information in the Enterprise Vault.cloud Archive Administration help.

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## Prerequisites for Mobile Web Access

To use Mobile Web Access, you need the following:

- Your Mobile Web Access URL.
- Your Enterprise Vault.cloud user name.
- Your Enterprise Vault.cloud password.
- Access permission to use Mobile Web Access.

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**Note:** Please contact your administrator if you do not have this information or you need access permission for Mobile Web Access.

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## Supported mobile operating systems and browsers

Mobile Web Access support is limited to the mobile operating systems and the browsers that are listed in the Enterprise Vault.cloud Compatibility List.

[See the Enterprise Vault.cloud Compatibility List.](#)

# Using Mobile Web Access

This chapter includes the following topics:

- [Logging in to Mobile Web Access](#)
- [About the Action Menu](#)
- [Configuring settings](#)
- [Changing your password](#)

## Logging in to Mobile Web Access

Before you can access your archived messages, you must log in to Mobile Web Access using your Enterprise Vault.cloud credentials.

### To log in to Mobile Web Access

- 1 In a supported mobile browser, navigate to your Mobile Web Access URL.  
Please contact your administrator if you do not know your Mobile Web Access URL.
- 2 On the **Login** page, enter your Enterprise Vault.cloud user name and password.
- 3 If you want Mobile Web Access to save your credentials, check **Remember me**.



- 4 If you want to change the language selection for the **Login** page, press **Language** and select a new language.

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**Note:** This language selection only applies to the **Login** page. If you want to update your language selection for Mobile Web Access, update your localization settings on the **Settings** page.

See “[Configuring settings](#)” on page 10.

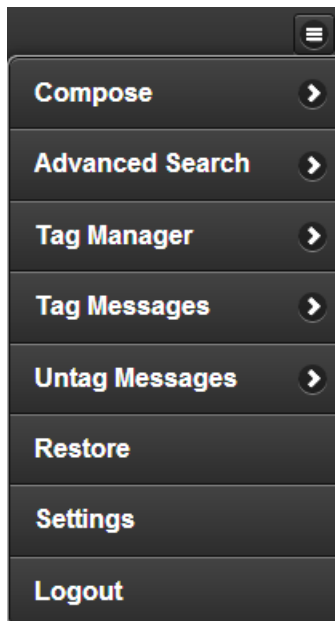
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- 5 Press **Login**.

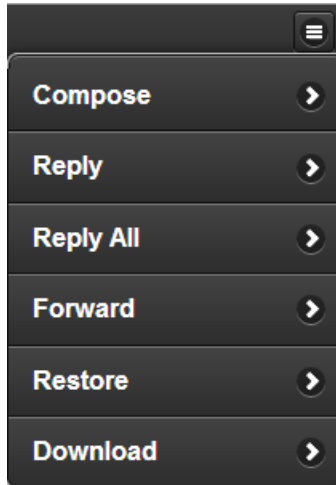
## About the Action Menu

The **Action Menu** lets you access the main functionality available in Mobile Web Access. You can access the **Action Menu** by pressing the **Menu** icon that is located in the upper right corner of the browser window. The menu items available in the **Action Menu** depend on the location from which you access it.

The menu items available when you open the **Action Menu** from the message list include the following:



You can also open the **Action Menu** from the message view. The menu items available in the **Action Menu** from the message view include the following:



## Configuring settings

From the **Settings** page, you can update the localization settings for Mobile Web Access.

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**Note:** Changing your Mobile Web Access settings also changes your settings in Enterprise Vault Personal.cloud.

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### To configure settings

- 1 At the top of the browser window, press the **Menu** icon to open the **Action Menu**.
- 2 Press **Settings**.
- 3 Press **Language** to update your language settings.
- 4 Press **Time Zone** to update your time zone settings.
- 5 At the top of the browser window, press **Apply**.

## Changing your password

From the **Settings** page, you can change the password that you use to access Mobile Web Access.

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**Note:** Changing your Mobile Web Access password also changes your password to access Enterprise Vault Personal.cloud.

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**To change your password**

- 1** At the top of the browser window, press the **Menu** icon to open the **Action Menu**.
- 2** Press **Settings**.
- 3** Press **Change Password**.
- 4** Enter your current Mobile Web Access password in the **Current Password** field.
- 5** Enter your new password in the **New Password** and **Confirm New Password** fields.
- 6** Press **Continue**. The **Settings** page displays.
- 7** At the top of the browser window, press **Apply**.

# Working with Messages

This chapter includes the following topics:

- [Composing new messages](#)
- [Replying to archived messages](#)
- [Forwarding archived messages](#)
- [Restoring archived messages](#)
- [Downloading archived messages](#)
- [Downloading message attachments](#)

## Composing new messages

When your administrator provides you with the required permissions, you can compose and send new messages from Mobile Web Access.

### To compose a new message

- 1 At the top of the browser window, press the **Menu** icon to open the **Action Menu**.
- 2 Press **Compose**.

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**Note:** If you do not see **Compose** in the **Action Menu**, please contact your administrator to request the required permissions.

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- 3 Enter the email addresses of the message recipients in the **To**, **Cc**, or **Bcc** fields.
- 4 If you want to attach a file to your message, press **Attach Files** and select the file.

- 5 Compose your message.
- 6 At the top of the browser window, press **Send**.

## Replying to archived messages

When your administrator provides you with the required permissions, you can reply to archived messages from Mobile Web Access.

### To reply to an archived message

- 1 From the message list, select an archived message.
- 2 At the top of the browser window, press the **Menu** icon to open the **Action Menu**.
- 3 Press **Reply** or **Reply All**.

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**Note:** If you do not see **Reply** or **Reply All** in the **Action Menu**, please contact your administrator to request the required permissions.

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- 4 Enter the email addresses of the message recipients in the **To**, **Cc**, or **Bcc** fields.
- 5 If you want to attach a file to your message, press **Attach Files** and select the file.
- 6 At the top of the browser window, press **Send**.

## Forwarding archived messages

When your administrator provides you with the required permissions, you can forward archived messages from Mobile Web Access.

### To forward an archived message

- 1 From the message list, select an archived message.
- 2 At the top of the browser window, press the **Menu** icon to open the **Action Menu**.
- 3 Press **Forward**.

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**Note:** If you do not see **Forward** in the **Action Menu**, please contact your administrator to request the required permissions.

---

- 4 Enter the email addresses of the message recipients in the **To**, **Cc**, or **Bcc** fields.
- 5 If you want to attach a file to your message, press **Attach Files** and select the file.
- 6 At the top of the browser window, press **Send**.

## Restoring archived messages

While working with your archived messages, you may find one you need that is no longer in your inbox. Using Mobile Web Access, you can restore the archived message and send an exact copy of it back to your inbox. The restored message appears at the top of the message list in your inbox with the date and time you restored it. You can see the original timestamp of the message by opening it in your inbox.

### To restore a single message

- 1 From the message list, select an archived message.
- 2 At the top of the browser window, press the **Menu** icon to open the **Action Menu**.
- 3 Press **Restore**.

### To restore multiple messages

- 1 From the message list, check the archived messages that you want to restore.
- 2 At the top of the browser window, press the **Menu** icon to open the **Action Menu**.
- 3 Press **Restore**.

## Downloading archived messages

While working with archived messages, you may find one you want to download. Using Mobile Web Access, you can download a copy of the message to your device. The download location for archived messages depends on your device.

- On iOS devices, you can select an application to open downloaded messages. Due to limitations of iOS, you cannot save messages to the file system of your device.
- On Android devices, you can find downloaded messages in your **Downloads** folder.
- On BlackBerry 10 devices, you can select the download location for messages.

**To download an archived message**

- 1 From the message list, select an archived message.
- 2 At the top of the browser window, press the **Menu** icon to open the **Action Menu**.
- 3 Press **Download**.

## Downloading message attachments

While working with archived messages, you may find an attachment you want to download. Using Mobile Web Access, you can download message attachments to your device. The download location for attachments depends on your device.

- On iOS devices, you can select an application to open downloaded attachments. Due to limitations of iOS, you cannot save attachments to the file system of your device.
- On Android devices, you can find downloaded attachments in your **Downloads** folder.
- On BlackBerry 10 devices, you can select the download location for attachments.

**To download a message attachment**

- 1 From the message list, select an archived message with an attachment.

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**Note:** A **Paperclip** icon denotes a message with an attachment.

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- 2 Select the attachment in the message body to download it.

# Searching for Messages

This chapter includes the following topics:

- [About Mobile Web Access search](#)
- [Using Quick Search](#)
- [Using Advanced Search](#)
- [Supported Search Syntax](#)
- [Search Guidelines](#)

## About Mobile Web Access search

Mobile Web Access includes two types of search to help you find archived messages in Enterprise Vault.cloud. Quick Search lets you search Enterprise Vault.cloud for specific messages using criteria such as a user name, an email address, or a search term. Advanced Search lets you customize your searches using specific search criteria including subject, sender, recipient, mail direction, attachment type, or date.

## Using Quick Search

**To use Quick Search**

- 1 At the top of the browser window, enter a user name, email address, or search term in the **Search** field.
- 2 Press **Search**.



# Using Advanced Search

## To use Advanced Search

- 1 At the top of the browser window, press the **Menu** icon to open the **Action Menu**.
- 2 Press **Advanced Search**.
- 3 On the **Advanced Search** page, specify your search criteria in the following fields:

Search	Enter a user name, email address, or search term.
Subject	Enter the subject of the message.
Mail Direction	Select an option to search for all messages, only incoming messages, or only outgoing messages.
From	Select the email address of the message sender.  <b>Note:</b> If you add more than one email address in the <b>From</b> field, Mobile Web Access returns no results because a message can only have one sender.
To	Select the email address of the message recipient.
Start Date	Select the beginning message sent date if you want to search within a date range.
End Date	Select the ending message sent date if you want to search within a date range.
Has Attachment	Check to find only messages with attachments.
Attachment Type	Enter the attachment type if you checked the <b>Has Attachment</b> check box. You can find a list of supported attachments in the Search Guidelines section.  See " <a href="#">Search Guidelines</a> " on page 19.

- 4 Press **Search**.

# Supported Search Syntax

The following search syntax can be entered into the Quick Search and Advanced Search text fields.

Search Type	Search Syntax	Example
Phrase search	<p>Use quotation marks to find an exact phrase.</p> <p><b>Note:</b> Mobile Web Access drops stop words and special characters from phrase searches.</p> <p>See “ <a href="#">Search Guidelines</a>” on page 19.</p>	Enter "cloud computing" to find archived messages with this exact phrase.
AND operator search	Use the AND operator between two search terms to find items with both search terms.	Enter cloud AND computing to find archived messages with the search terms cloud and computing.
OR operator search	Use the OR operator between two search terms to find items with at least one of the search terms.	Enter cloud OR computing to find archived messages with the search term cloud or the search term computing.
NOT operator search	<p>Use the NOT operator between search terms to exclude specific search terms.</p> <p><b>Note:</b> You cannot begin a search term with NOT because Mobile Web Access does not support negative searches.</p>	Enter cloud NOT computing to find archived messages with the search term cloud but not the search term computing.
Single character wildcard search	<p>Use the question mark wildcard character at the end of a search term to represent a single unknown character.</p> <p><b>Note:</b> You must enter a search term with at least three characters before the wildcard character for the search to be completed.</p>	Enter appl? to find archived messages with the search terms apply or apple.

Search Type	Search Syntax	Example
Multiple character wildcard search	Use the asterisk wildcard character at the end of a search term to represent one or more unknown characters.  <b>Note:</b> You must enter a search term with at least three characters before the wildcard character for the search to be completed.	Enter comp* to find archived messages with the search terms computing, computer, or company.
Proximity search	Use quotation marks around two search terms with a tilde and a numerical value to perform a proximity search.  <b>Note:</b> Mobile Web Access limits the words between the two search terms in a proximity search to under 50 words.	Enter "cloud computing"~5 to find archived messages with the search terms cloud and computing within five words of each other.

## Search Guidelines

The following search guidelines can help you return more accurate results when you enter search terms in the Quick Search or Advanced Search text fields.

- Search terms are not case-sensitive.
- Mobile Web Access drops the following stop words from searches:
  - a, an, and, are, as, at,
  - be, but, by,
  - for,
  - if, in, into, is, it,
  - no, not,
  - of, on, or,
  - such,
  - that, the, their, then, there, these, they, this, to,
  - was, will, with

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**Note:** Mobile Web Access does not drop the words AND, BUT, and OR when they are used as part of an operator search.

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- Mobile Web Access drops the following special characters from searches:  
 \* @ # \$ % ^ & - + = \_ { } [ ] , < > ; : / \ ?

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**Note:** Mobile Web Access does not drop question marks or asterisks when they are used as part of a wildcard search.

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- Mobile Web Access search supports the following attachment types:

<b>Attachment Type</b>	<b>File Extension</b>
Microsoft Excel Spreadsheet 2000-2003	.xls
Microsoft Excel Spreadsheet 2007-2010	.xlsx
Microsoft Word document 2000-2003	.doc
Microsoft Word document 2007-2010	.docx
Microsoft PowerPoint presentation 2000-2003	.ppt
Microsoft PowerPoint presentation 2007-2010	.pptx
Microsoft PowerPoint slides	.pps
Adobe Acrobat	.pdf
Text	.txt
HTML	.htm or .html
Compress	.zip
Graphics interchange format	.gif
Image	.jpeg or .jpg
Bitmap	.bmp
Portable network graphics	.png
Data	.dat
Email	.eml
Shockwave flash	.swf

# Tagging Messages

This chapter includes the following topics:

- [About Mobile Web Access tags](#)
- [Tagging your archived messages](#)
- [Untagging your archived messages](#)
- [About tag manager](#)
- [Create tags](#)
- [Edit tags](#)
- [Remove tags](#)

## About Mobile Web Access tags







Mobile Web Access includes two types of tags that you can apply to archived messages. Personal tags let you identify archived messages or group several related archived messages together by applying a single tag to them. You can create personal tags in Mobile Web Access or use the tags that you created in Enterprise Vault Personal.cloud. Retention tags are the tags that your administrator creates and let you or your administrator keep archived messages from being deleted from Enterprise Vault.cloud. Since your administrator manages retention tags, you cannot create, edit, or remove retention tags in Mobile Web Access.

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**Note:** You can only use the retention tags that your administrator granted you permission to use.

---

You may see the following icons when working with tags in Mobile Web Access.

Icon	Description
	<p>Archived message with tags assigned. An orange tag icon next to an archived message indicates the message has one or more tags assigned. The number next to the orange tag icon denotes the number of tags assigned.</p> <p><b>Note:</b> Assigned tags may include both personal tags and retention tags.</p>
	<p>Archived message with no tags assigned. A gray tag icon next to an archived message indicates the message does not have any tags assigned.</p>
	<p>Personal tag. In the tag manager, a black tag icon next to a tag indicates the tag is a personal tag.</p>
	<p>Retention tag. In the tag manager, a black tag icon with the letter R next to a tag indicates the tag is a retention tag.</p>
	<p>Edit tag. In the tag manager, press the orange pencil icon to edit the tag.</p> <p><b>Note:</b> You cannot edit retention tags.</p>
	<p>Unassign tag. After you press the orange or gray <b>Tag</b> icon next to a message, press the minus sign icon to unassign a tag.</p> <p><b>Note:</b> You can only unassign a retention tag if you have the required permissions.</p>

## Tagging your archived messages

Using Mobile Web Access, you can tag one or more archived messages directly from the message list. You can either assign existing tags or create new personal tags.

### To tag a single message

- 1 From the message list, press the orange or gray **Tag** icon next to the message that you want to tag.
- 2 Press **Add Tag**.

- 3 On the **Assign Tags** page, do one of the following:
  - Check one or more tags to assign.
  - Enter a tag name in the **New Tag** field to create a new tag.

---

**Note:** You can enter up to 50 characters for the tag name.

---

- 4 Press **Apply**.

**To tag multiple messages**

- 1 From the message list, check the archived messages that you want to tag.
- 2 At the top of the browser window, press the **Menu** icon to open the **Action Menu**.
- 3 Press **Tag Messages**.
- 4 On the **Assign Tags** page, do one of the following:
  - Check one or more tags to assign.
  - Enter a tag name in the **New Tag** field to create a new tag.

---

**Note:** You can enter up to 50 characters for the tag name.

---

- 5 Press **Apply**.

---

**Note:** You can tag up to 1,000 messages at once.

---

## Untagging your archived messages

Using Mobile Web Access, you can untag one or more archived messages directly from the message list.

**To untag a single message**

- 1 From the message list, press the orange or gray **Tag** icon next to the archived message that you want to untag.
- 2 Press the **Unassign Tag** icon next to the tag you want to unassign.
- 3 Press **Untag**.

**To untag multiple messages**

- 1 From the message list, check the archived messages that you want to untag.
- 2 At the top of the browser window, press the **Menu** icon to open the **Action Menu**.
- 3 Press **Untag Messages**.
- 4 On the **Untag** page, select one or more tags you want to unassign.
- 5 Press **Apply**.

## About tag manager

The tag manager lets you view and work with tags in Mobile Web Access. Using the tag manager, you can create, edit, or remove personal tags.

## Create tags

Using the tag manager, you can create new personal tags to assign to archived messages.

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**Note:** You can also access personal tags you create in Mobile Web Access from Enterprise Vault Personal.cloud.

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**To create a tag**

- 1 At the top of the browser window, press the **Menu** icon to open the **Action Menu**.
- 2 Press **Tag Manager**.
- 3 Enter a tag name in the **New Tag** field.

---

**Note:** You can enter up to 50 characters for the tag name.

---

- 4 Press **Add Tag**.

## Edit tags

Using the tag manager, you can edit the details of existing personal tags. Since your administrator manages retention tags, you cannot view or edit the details of retention tags in the tag manager.



**To edit a tag**

- 1 At the top of the browser window, press the **Menu** icon to open the **Action Menu**.
- 2 Press **Tag Manager**.
- 3 Press the **Edit Tag** icon next to the tag you want to edit.
- 4 Edit the tag name or tag description.

---

**Note:** You can enter up to 50 characters for the tag name and up to 200 characters for the tag description.

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- 5 Press **Save**.

## Remove tags

Using the tag manager, you can remove personal tags you created in Mobile Web Access or Enterprise Vault Personal.cloud.

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**Note:** Removing a tag in the tag manager deletes the tag and cannot be undone.

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**To remove a tag**

- 1 At the top of the browser window, press the **Menu** icon to open the **Action Menu**.
- 2 Press **Tag Manager**.
- 3 Press the **Edit Tag** icon next to the tag you want to remove.
- 4 Press **Remove**.