Getting Started

This section includes the following topics:

- About Mobile Web Access
- Prerequisites to access Arctera Personal Archive mobile app
- Logging in
- Logging out
- Resetting a forgotten password

About Mobile Web Access

Arctera Personal Archive mobile web access allows you to work with messages archived in Arctera Unified Platform. It provides the same features as Arctera Personal Archive, with the added advantage of mobile device optimization. By using mobile web access, you can:

- Compose new messages
- Reply to and forward archived messages
- Restore archived messages
- Download archived messages and attachments
- Search archived messages
- Tag or untag archived messages

This guide describes how to use Arctera Personal Archive application on your mobile. It does not include steps to enable access of Arctera Personal Archive to your mobile or grant user access. For those procedures, contact your system administrator or refer to the Arctera Management Console Help.

Prerequisites to access Arctera Personal Archive mobile app

To access Arctera Personal Archive mobile app, you need the following:

- Mobile Web Access URL
- Arctera Unified Platform username and password
- Permission to access Arctera Personal Archive on mobile devices

To get access permission or any relevant information about mobile web access, contact your system administrator or Arctera Support.

- Supported operating systems and browsers

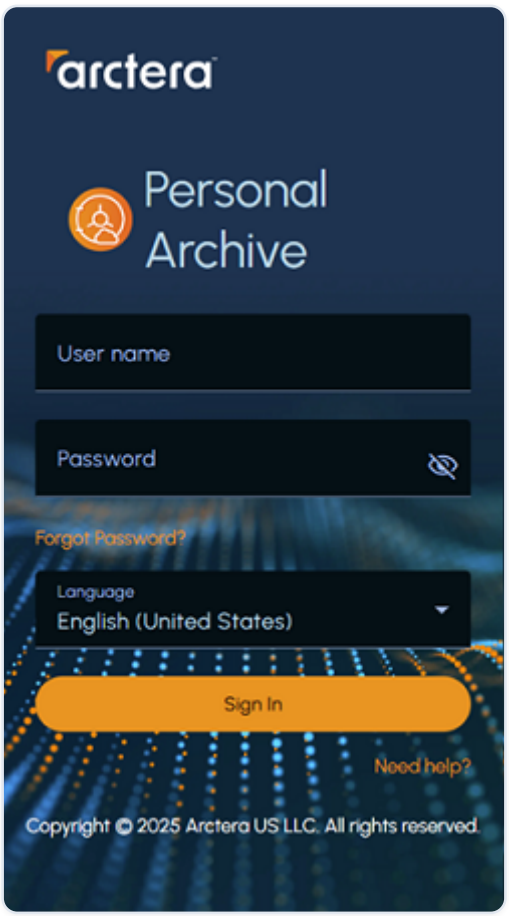
Refer to Arctera Unified Platform Compatibility List

Logging in

To access your archived messages, you can access Arctera Personal Archive on your mobile device using your Arctera Unified Platform credentials.

To log in:

1. On a supported mobile device, open a supported mobile browser and enter the Arctera Personal Archive Mobile Web Access URL. The authentication screen appears.



> **Note:** If you do not have the URL, contact your system administrator.

2. On the authentication screen, enter your Arctera Unified Platform username and password.

Click the *password visibility* icon to toggle between showing and hiding the password, if required.

1. To change the language for the sign-in screen, select a new language from the **Language** drop-down list. By default, the *English* language is selected.

   > **Note:** The selected language applies only to the sign-in screen. If required, you can change the language for the entire application interface after signing in. See Setting the language for the entire application interface.

2. Click **Sign In**.

The mobile web access interface appears as shown in the sample image below.



For more information, see User interface components.

Logging out

To log out:

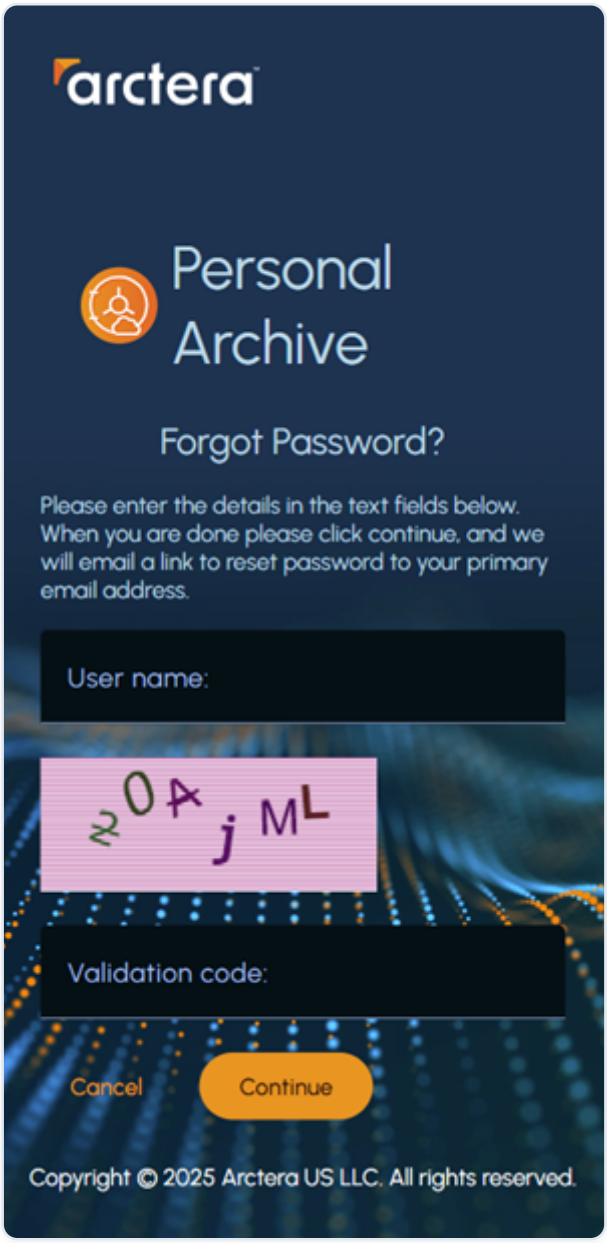
1. In the upper-left corner of the user interface, click the menu icon (hamburger icon).
2. Click **Log out**.

Resetting a forgotten password

If you forget your password, you can use the Arctera Personal Archive mobile app to reset it. The app sends a reset link to your Arctera Unified Platform email address.

To reset your forgotten password:

1. On the authentication screen, click the **Forgot password** link. The validation screen appears.



2. In the **User name** field, provide your Arctera Unified Platform email address.
3. In the **Validation Code** field, enter the correct code from the image, without spaces.

> **Note:** Letters in your validation code are not case-sensitive. You cannot sign in if your archive fails to authorize your device or location. If required, contact your system administrator for assistance.

4. Click **Continue**.

> **Note:** After successful validation, you receive an email containing a link to set a new password.

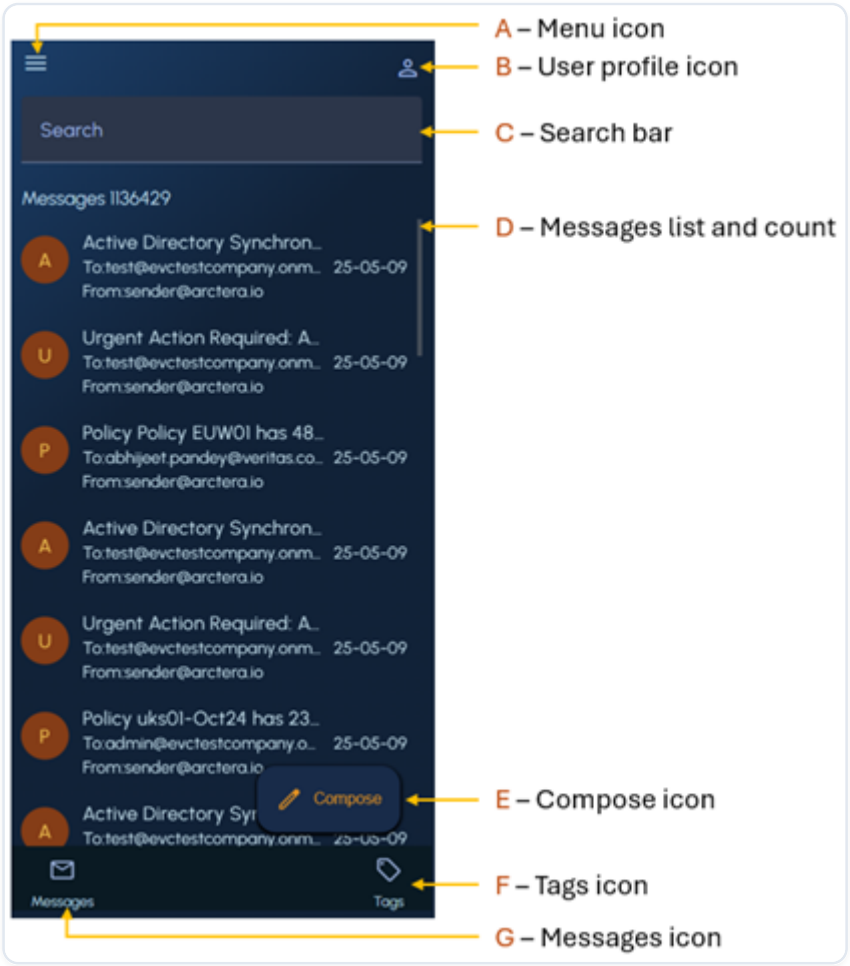
User Interface

This section includes the following topics:

- User interface components
- Setting the language for the entire application interface

User interface components

This section introduces the main components of the user interface for the Arctera Personal Archive mobile web access application, explaining their function and how you can interact with each element.



SCREENSHOT REFERENCE	COMPONENT	DESCRIPTION
A	Menu icon (Hamburger icon)	Available in the top-left corner of the screen, and lets you open the side menu.
		The Log out option is the only available action and is used to exit the application.
B	User profile icon	Available in the top-right corner of the screen, and lets you access the following\:
		- Advanced Search Search and Subject fields: Enter keywords or subject lines to quickly filter messages containing matching text. Mail Direction drop-down: Select the direction of mail flow, such as All Mails, Incoming, or Outgoing, to narrow your search scope. From , To , and Date Range fields: Define specific sender or recipient email addresses and to filter messages within a selected date range. Has Attachment checkbox and Attachment Type field: Select the checkbox to include only messages that have file attachments, and specify the attachment type if the checkbox is selected.
		- Settings Information section : Shows the read-only information about your logged-in account, associated company, and the application version. Language drop-

SCREENSHOT REFERENCE	COMPONENT	DESCRIPTION
		down: Select the application's display language to your preferred option. Time Zone and Theme drop-downs: Select your preferred time zone and switch between the light, dark, or your device default visual themes. Change Password button: Tap to change your password. Help button: Tap to access application help document.
		- Logout : Tap to exit the application.
C	Search bar	Lets you enter keywords to search messages.
D	Message list and count	Lets you view a list of messages and the total number of messages available in your account.
E	Compose icon	Lets you create and send a new message.
		This icon appears when you are viewing or working with messages. It features a pencil icon and is persistently accessible regardless of scrolling action.
F	Messages icon	Lets you view the existing messages, compose new messages, and search messages.

SCREENSHOT REFERENCE	COMPONENT	DESCRIPTION
G	Tags icon	Lets you view the existing tags, add new tags, and search tags.

Setting the language for the entire application interface

To set the language for the entire application interface:

1. Tap the **User profile** icon available in the top-right corner of the screen.
2. Tap **Settings**.
3. In the **Language** drop-down field, select the display language to your preferred option.

Messages

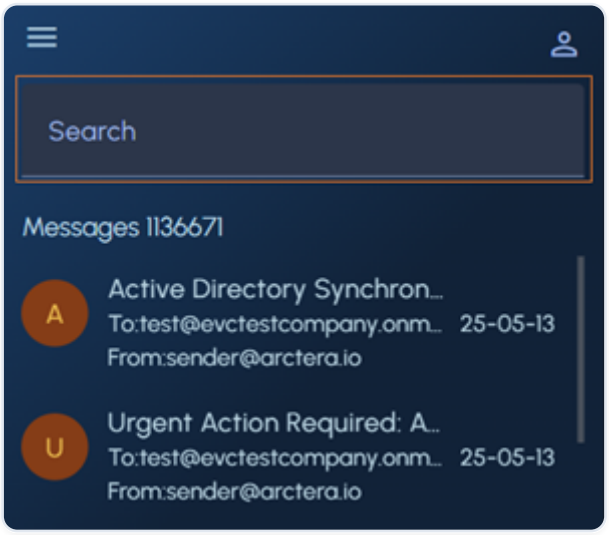
This section includes the following topics:

- Searching for messages
- Composing a new messages
- Working with messages

Searching for messages

You can search archived messages in the following methods:

- Search allows you to find specific messages using keywords that appear in the subject line or message body.

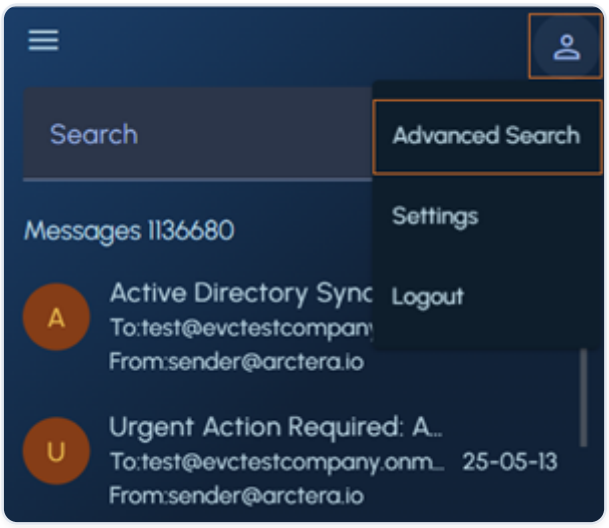


> **Note:** The matched keywords are highlighted in the subject and message body.

- Advanced Search allows you to build more customized queries.

To use advanced searching:

1. Tap the User Profile icon and tap Advanced Search.



Custom a query using the following fields, and click Search.

- Search and Subject fields: Enter keywords or subject lines to quickly filter messages containing matching text.
- Mail Direction drop-down: Select the direction of mail flow, such as All Mails, Incoming, or Outgoing, to narrow your search scope.
- From, To, and Date Range fields: Define specific sender or recipient email addresses and to filter messages within a selected date range.
- Has Attachment checkbox and Attachment Type field: Select the checkbox to include only messages that have file attachments, and specify the attachment type if the checkbox is selected.

For more details, see User interface components.

Composing a new messages

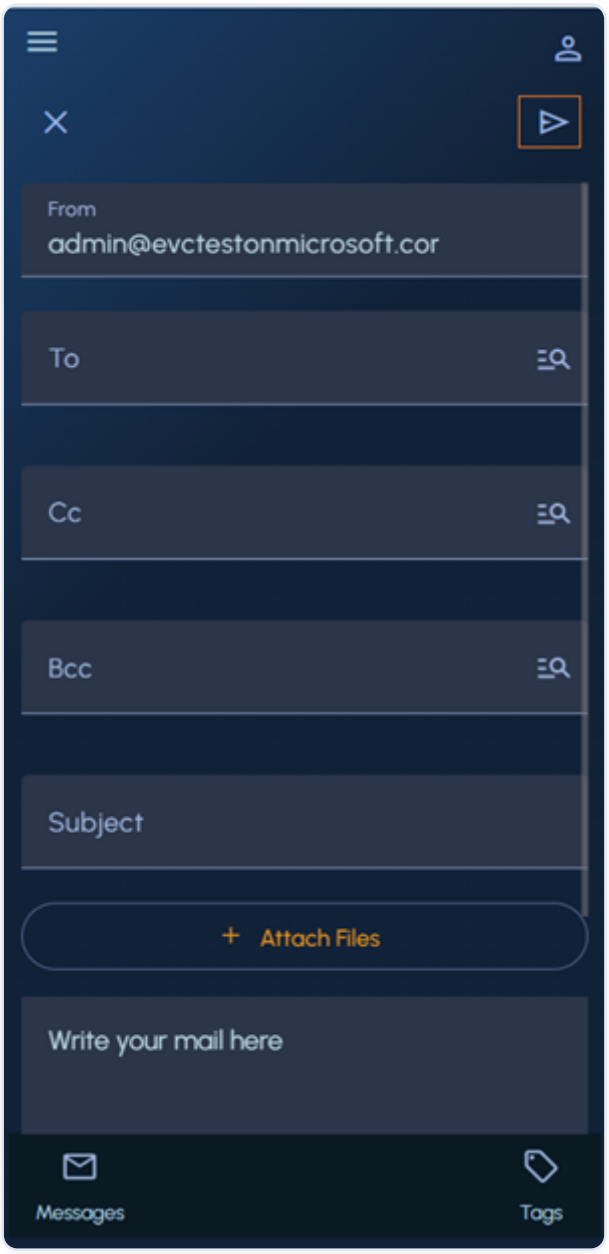
After your administrator assigns the required permissions, you can compose and send new messages using Mobile Web Access.

To compose a new message:

1. On your mobile device, open the **Mobile Web Access** application.
2. Tap the **Messages** icon from the bottom menu bar. A list of messages is displayed.



3. Tap **Compose** and specify the following details:



- **To/Cc/Bcc**: Enter one or more recipient email addresses manually, or tap the **Contacts** icon to search for recipients.
- **Subject**: Enter a subject line.
- **Attach Files**: Click to browse and select files to attach to the message, if required.
- **Message**: Type your message content.

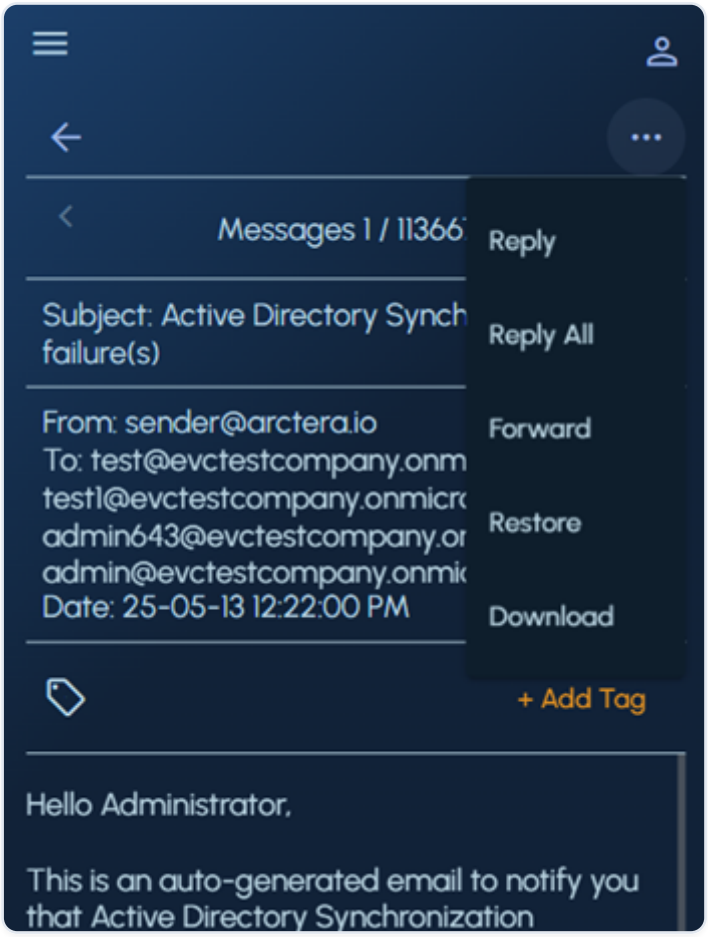
4. Tap the **Send** icon in the top-right corner of the screen to send the message to the specified recipients.

Working with messages

You can view a list of archived messages and take action on individual messages as needed. Available actions include replying, forwarding, restoring, and downloading message and attachments.

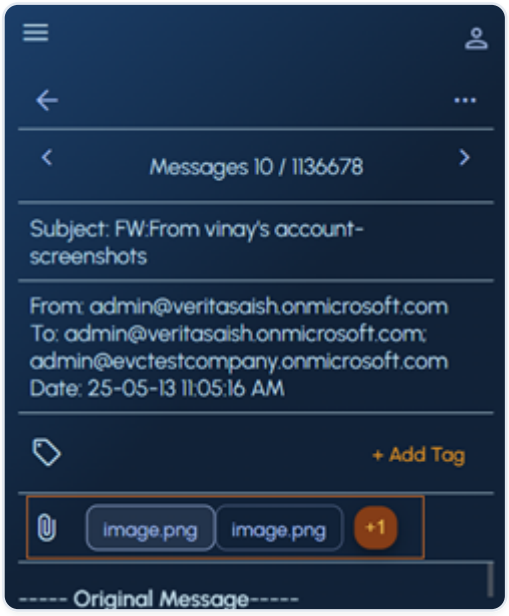
To work with messages:

1. Tap the **Messages** icon from the bottom menu bar. A list of messages is displayed.
2. Search for and open the message you want to interact with.



3. Do any of the following as required:

ACTION	DESCRIPTION AND PROCEDURE
Reply	Tap to respond to the sender of the message. Compose your reply and click the Send icon.

ACTION	DESCRIPTION AND PROCEDURE
Reply All	Tap to respond to the sender and all recipients included in the original message. Compose your reply and click the Send icon.
Forward	Tap to send the message to other recipients. Compose your reply and click the Send icon.
Restore	Tap to create a copy of the message in your inbox. The restored message appears at the top of your inbox message list, marked with the date and time of restoration. To view the original timestamp, open the message from your inbox.
Download	 Tap to download a copy of the message to your device.
	To download an attachment, tap the attachment.
	The location of the downloaded message file and attachment depend on the mobile operating system:
	- iOS : Due to platform limitations, messages cannot be saved directly to the device file

ACTION	DESCRIPTION AND PROCEDURE
	system. You can select an application to open the downloaded message.
	- Android : Downloaded messages are saved in the Downloads folder.
	- BlackBerry : You can choose the location where the message has to be downloaded.

Tags

This section includes the following topics:

- Searching for tags
- Adding a new tag
- Working with tags

Searching for tags

The tag search functionality enables users to quickly locate specific tags by entering relevant keywords in the Search field. As the user types, the tag list dynamically filters to show only matching entries based on the input. This real-time filtering eliminates the need for pressing Enter or using a search icon, offering an efficient way to navigate and access tags.

To search a tag:

1. Tap the **Tags** icon from the bottom menu bar. A list of existing tags is displayed.
2. In the **Search** field at the top, type a keyword related to the tag name.

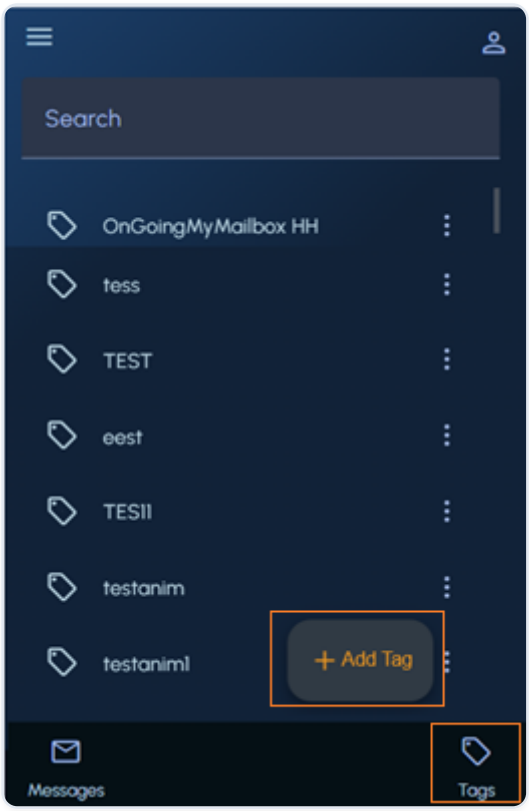
Tags that contain the entered keyword are automatically filtered in the list.

Adding a new tag

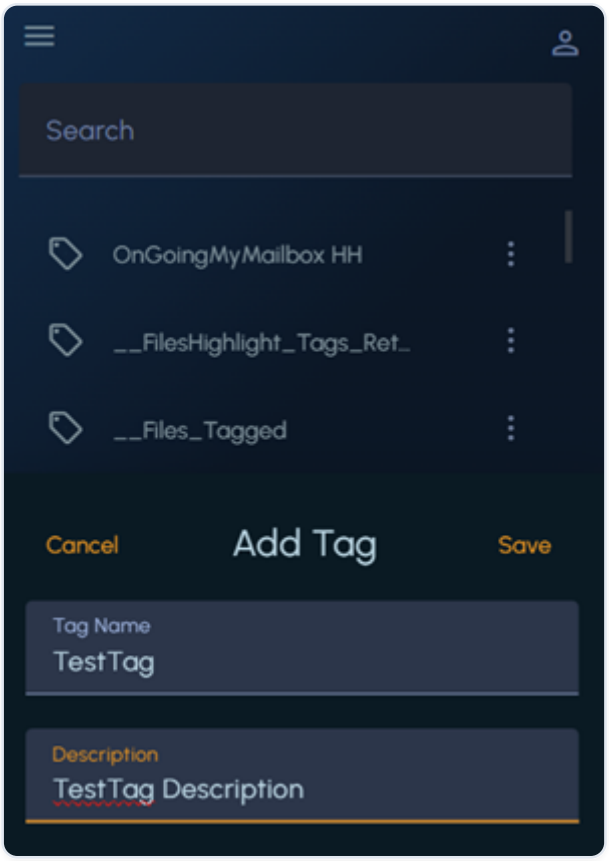
The Add Tag feature allows users to define custom tags that can be applied to data or search results for classification and retrieval purposes. Users can provide a tag name and an optional description to create a meaningful and searchable label. Once added, the new tag appears in the tag list and becomes available for further operations.

To add a new tag:

1. On your mobile device, open the **Mobile Web Access** application.
2. Tap the **Tags** icon from the bottom menu bar. A list of tags is displayed.



3. Tap **Add Tag** and specify the following details:



- **Tag Name**: Type a unique name of the tag.

- **Description**: This field is optional and allows you to enter additional context or usage details about the tag. This field supports better clarity and helps distinguish tags with similar names or functions.

4. Tap the **Save** icon on the screen to save the tag.

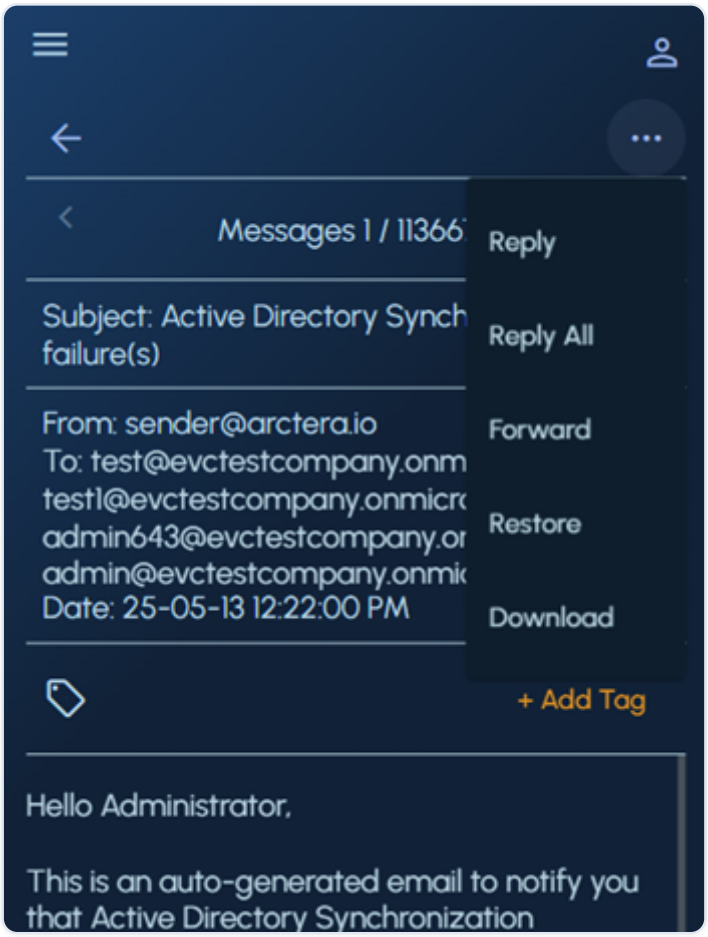
To abort the operation, click **Cancel**.

Working with tags

You can view a list of tags and take action on individual tag as needed. You can manage existing tags using the *Edit* and *Remove* options. This functionality helps maintain an organized and up-to-date tag list.

To work with tags:

1. Tap the **Tags** icon from the bottom menu bar. A list of tags is displayed.
2. Search for and open the tag you want to interact with.



3. To modify the tag name or description, tap the ellipsis icon located next to the desired tag. Click **Edit**. Update the required field, and click **Save**.

4. To remove the tag, tap the ellipsis icon located next to the desired tag. Click **Remove**. A confirmation notification is displayed once the tag has been successfully removed.