

# GO!NotifyLink

Enterprise Server Mobile Web Guide



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# GO!NotifyLink Mobile Web

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## What is the GO!NotifyLink Mobile Web

The Mobile Web gives you access to your *GO!NotifyLink* account from the browser on your wireless device. The options allow you to set a few of the preferences that you would normally have to access from the *GO!NotifyLink Client Web* using a computer workstation.

### Mobile Web

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[Device](#)  
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[Select a different device](#)

[Logout](#)

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[Mobile Web Main Page](#)

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## How to Access the Mobile Web

### Access the Web

#### **GO!NotifyLink On-Premise Users**

In your device's web browser, enter the server address of the web server running the *GO!NotifyLink* Http/Web component, followed by **/mobile/**

#### **GO!NotifyLink On-Demand Users**

In your device's web browser, enter the server address of the web server:

**https://hosted<#>.notifylink.com/mobile/mobilelogin.php**

Where # is indicated, insert the number of the server to which you have been assigned (no brackets <>).

## Login

The login credentials for the *Mobile Web* are the same as those used to login into the *Client Web*. In the **Username** and **Password** fields of the Login screen, enter your Email address and your *Client Web* login password. (You can change this password in the *Mobile Web* from the Accounts page.)

## GO!NotifyLink Client Login

Username:

Password:

## Multiple Devices

If you have multiple devices registered to your account, a list of device links appears when you log in. Select the link for the device you wish to view. The use of multiple devices is supported by *GO!NotifyLink Enterprise Server* versions 4.8.2 Patch 3 or greater.

## Select a device:

[jsAndroid](#)

[jsiPad](#)

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# Overview of the Mobile Web

## The Mobile Web Options

The *Mobile Web* options give you access to several settings that control your account on the *GO!NotifyLink* server. This gives you the flexibility to adjust settings from your device that you would normally have to change from a computer workstation.

**Account** – Reset your Client Web login password or your Email and PIM passwords.

**Device** – View your Authentication Password, resynchronize the device with the server, change the time zone or do an over-the-air (OTA) download of the most current *GO!NotifyLink* device client software.

**Control** – Enable mail and PIM notifications and enable tracking notifications.

**PIM** – Enable/disable the individual PIM types (calendar, contact, task) for synchronization from the server to your device.

**Statistics** – View the processing times and results of your Email and PIM poll cycles and the date and time of the last device synchronization.

**Attachments** – Determine how attachments will synchronize to your device.

**Select a different device** – This option appears only when you have multiple devices registered to your *GO!NotifyLink* account. Click this link to switch devices. The use of multiple devices is supported by *GO!NotifyLink Enterprise Server* versions 4.8.2 Patch 3 or greater.

## Mobile Web

[Account](#)

[Device](#)

[Control](#)

[PIM](#)

[Statistics](#)

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[Select a different device](#)

## Disabled Options

You may notice one or more options in the *Mobile Web* are disabled (button will be gray). This means that the property has been set by an administrator and is not available to you for changes.

**Note:** Some properties may not apply to ActiveSync device users operating with the *GO!NotifyLink ActiveSync Solution*. An option button may be gray for this reason as well. See the [Device IT Policy Comparison](#) chart for a summary of supported policies for these users.

# Mobile Web Options

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## Account

Use the **Account** option to reset your *GO!NotifyLink Client Web* login password or the passwords associated with your collaboration suite account for *GO!NotifyLink* mail and PIM processing.

Changes to the passwords require that you type the password a second time in the *Confirm* field.

### Account Info

#### Reset GO!NotifyLink Account Passwords

[Reset Client Web Password](#)  
[Reset Email Password](#)  
[Reset Calendar Password](#)  
[Reset Contact Password](#)  
[Reset Task Password](#)  
[Go to Main Page](#)

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### Reset Client Web Password

Password:

Confirm:

[Go to Accounts Page](#)  
[Go to Main Page](#)

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## Device

From the **Device** option you can resynchronize the device with the server, or change your time zone. You can also link to the web page for over-the-air (OTA) downloads of the most current *GO!NotifyLink* device client software. If the option has been enabled by an administrator, you may be able to view your Authentication Password from this screen, as well. View or edit the following information:

- Use the **Resync Device** button if you need to resend registration messages to your device. This needs to be done when the device needs configuration information from the user account on the server.  
**ActiveSync users** will have a button labeled **Clear Registration** in place of the *Synchronize Device* button. Use this button to clear the unique identifier stored for the ActiveSync device registered to the user account. Clearing this registration information will allow the device to attempt a reconnection and send updated information to the server. This might be necessary if the user has changed devices.
- Select the correct **Time Zone** from the drop down list and select the *Update* button. This changes the time zone of your account on the mail server. (You will still need to change the time zone of the device from your device setup options.)
- Use the **OTA download** button to obtain the latest version of *GO!NotifyLink* device client software available for your device type.

### Device Information

Resync Device

Time Zone:

America/New\_York (GMT -05:00) ▼

Update

[OTA download](#)  
[Go to Main Page](#)

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## Control

The **Control** options allow you to enable mail and PIM notifications and enable tracking notifications.

- Check **Notify On** to turn Email processing on or leave unchecked to stop Email synchronization.
- Check **Track Notifications** if you want to track notifications for every Email / PIM addition, change, or deletion sent to your device. These notifications are stored in the *Sent Items* folder of your collaboration suite account. This is usually enabled, by technical support staff, for troubleshooting purposes only.
- Check **Track Device Mail** if you want to track mail sent from a device, including original email, replies, and forwards. Notifications are stored in the *Sent Items* folder of your collaboration suite account.
- Check **Enable PIM** to turn calendar event, contact, and task processing on or leave it unchecked to stop all PIM synchronization. You must also have the individual PIM types enabled under [PIM](#) options.

**TIP: To enable just one or two types of PIM synchronization (calendar, contact, or task):**

Enable PIM here in the *Control* options, then use the *PIM* options to disable the individual PIM type(s) you don't want synchronized.

### Control Options

- Notify On
- Track Notifications
- Track Device Mail
- Enable PIM

Apply Changes

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## PIM

Use the PIM options to enable/disable the individual PIM types (calendar, contact, task) for synchronization from the server to your device. **NOTE:** Enabling the individual PIM types will not work, unless you have PIM synchronization enabled in the [Control](#) options.

- Check **Calendar Sync** to enable calendar event processing or leave unchecked to stop calendar synchronization.
- Check **Contact Sync** to enable contact processing or leave unchecked to stop contact synchronization.
- Check **Task Sync** to enable task processing or leave unchecked to stop task synchronization.

**Note:** *Zimbra users can only create tasks using Outlook connector 2003, which is supported if you are using a Zimbra Network Professional Edition.*

### PIM Information

- Calendar Sync
- Contact Sync
- Task Sync

Apply Changes

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## Statistics

**Statistics** lets you view the processing times and results of your Email and PIM poll cycles and the date and time of the last device synchronization. This is a good tool for troubleshooting as it allows you to view past poll cycles or refresh the display for the most current statistics.

**Note:** New ActiveSync device user accounts will begin to show statistics as soon as the account is added. All other device type user accounts will not show statistics until the device is registered.

**Note:** iPhone/iPod touch devices do not support *Tasks* so *Task Result* will not appear for iPhone/iPod touch user accounts.

## Statistics

Refresh

### Email

Last Checked: 2012-01-18 14:27:35

Result: Mailbox checked successfully

### Pim

Cycle Start: 2012-01-18 14:28:05

Cycle End: 2012-01-18 14:28:05

Calendar Result: Success

Contact Result: Success

Task Result: Success

### Device

Last Sync: 2012-01-16 18:16:43

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## Attachments

Send attachments and choose the attachment format.

Check the box beside **Send attachments to device** if you wish to send attachments with email synchronized to the device.

## Attachment Options

Send attachments to device

Apply Changes

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