

# Hitachi Content Platform Anywhere Enterprise

## Mobile App for iOS

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### User Guide

Describes how to use the HCP Anywhere Enterprise Mobile App for iOS to manage files securely and provide other users with access to these files.

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# Preface

## About this document

This book describes HCP Anywhere Enterprise Mobile app on iOS devices.

## Document conventions

This document uses the following typographic convention:

Convention	Description
<b>Bold</b>	<ul style="list-style-type: none"><li>Indicates text in a window, including window titles, menus, menu options, buttons, fields, and labels. Example: Click <b>OK</b>.</li><li>Indicates emphasized words in list items.</li></ul>
<i>Italic</i>	Indicates a document title or emphasized words in text.
Monospace	Indicates text that is displayed on screen or entered by the user. Example: <code>pairdisplay -g oradb</code>

## Intended audience

This document is intended for HCP Anywhere Enterprise users from a Windows PC.

## Accessing product downloads

Product software, drivers, and firmware downloads are available on Hitachi Vantara Support Connect: <https://support.hitachivantara.com/>.

Log in and select Product Downloads to access the most current downloads, including updates that may have been made after the release of the product.

## Getting Help

Hitachi Vantara Support Connect is the destination for technical support of products and solutions sold by Hitachi Vantara. To contact technical support, log on to Hitachi Vantara Support Connect for contact information: [https://support.hitachivantara.com/en\\_us/contact-us.html](https://support.hitachivantara.com/en_us/contact-us.html).

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# Chapter 1. Getting Started with HCP Anywhere Enterprise Mobile

HCP Anywhere Enterprise Mobile for iOS enables business users to access their files securely and store them in the cloud where they can be shared with colleagues, partners and customers. HCP Anywhere Enterprise Mobile works in tandem with the HCP Anywhere Enterprise Portal to extend cloud services to mobile users, to provide access to private folders and team project workspaces. The portal ensures data consistency, maintains version history and facilitates file sharing among users.

## Mobile Device Security

All content stored locally on the mobile device is encrypted. You can add an additional layer of security by defining a 4-digit PIN code. For details, refer to [Adding Additional Security to the HCP Anywhere Enterprise Mobile App](#).

## The HCP Anywhere Enterprise Mobile App Requirements

### Requirements

To run the HCP Anywhere Enterprise Mobile app you need:

- HCP Anywhere Enterprise Portal version 7.5.x or later.
- Latest 2 iOS versions.

### Supported Languages

The HCP Anywhere Enterprise Mobile app supports the following languages:

- English
- French
- German
- Hebrew
- Italian
- Spanish

The language is determined by the device language and cannot be changed in the mobile app.

## Downloading the HCP Anywhere Enterprise Mobile App

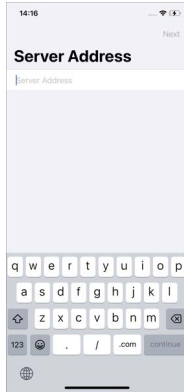
Download the HCP Anywhere Enterprise app from the Apple App Store. The download is free.

After the app is installed on your mobile device, you can sign in.

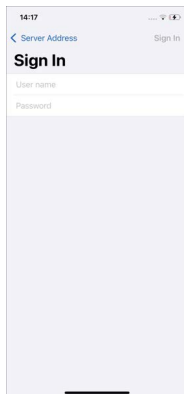
# Signing In

## To sign in to the HCP Anywhere Enterprise Mobile app:

1. Tap the HCP Anywhere Enterprise mobile icon to open the app. The **Server Address** sign in screen is displayed.

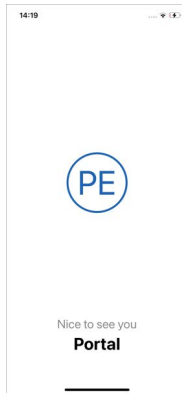


2. Enter the portal address. After the first sign in, the last used server address is displayed. Either:
  - *virtualportal\_name.DNS\_Suffix*  
Where *virtualportal\_name* is the name of any one of the virtual portals defined in HCP Anywhere Enterprise Portal, and *DNS\_Suffix* is the DNS suffix for the whole HCP Anywhere Enterprise Portal installation.  
This opens the interface to the specific portal's view.
  - Or:
  - The IP address of one of the HCP Anywhere Enterprise Portal servers. For example, to connect to a portal whose server IP address is 168.168.10.10, open 168.168.10.10. This method enables you to gain access to the portal, if the DNS service is not set up properly.
3. Tap **continue** in the keypad or **Next** in the top right of the app.  
If single sign-on has been defined, the single sign-on screen is displayed, otherwise, the **Sign In** authentication screen is displayed..

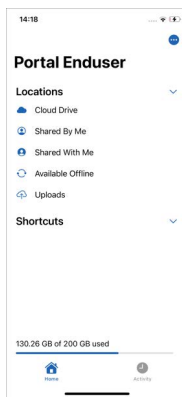


4. Enter your user name.

- To connect to the portal using a local account, enter your local account username.
  - To connect to the portal using an Active Directory or an LDAP account, enter your domain user account in either of the following formats:  
*fully\_qualified\_domain\_name\username* – For example, example.com\julianw  
*username\user\_principal\_name* – For example, julianw@example.com
5. Enter the password for the user.  
**Note:** When the keyboard is displayed, you can tap **Passwords** above the keyboard to use face or touch recognition or autofill the username and password if it has been previously save.
  6. Tap **Sign In** in the top right of the app.
  7. The welcome page opens, displaying your avatar, or, if don't have an avatar, your initials.



After a few seconds your home page is displayed.



The default opening screen displays your **Locations** and **Shortcuts**:

**Cloud Drive** – A repository containing your personal folders and files that are synced to the cloud.

**Shared By Me** – The content that you have shared with others.

**Shared With Me** – A repository containing all files and folders shared with you by your team members on HCP Anywhere Enterprise Portal.

**(Optional) Personal Folder** – One or more folders added by you in the HCP Anywhere Enterprise Portal. If this folder is shared with other users it is identified by a shared folder icon.

**Available Offline** – Files that are saved on the mobile device, so that access is faster.

**Uploads** – The status of uploads to the HCP Anywhere Enterprise Portal.

**Note:** The Cloud Drive for administrators also includes a Users option.

After signing in to the HCP Anywhere Enterprise Mobile app, you remain signed in, even if you close the app. HCP Anywhere Enterprise recommends that on every sign-in, you set a passcode, and optionally use Touch ID, to ensure that access to the portal is secure. For details, see [Adding Additional Security to the HCP Anywhere Enterprise Mobile App](#).

## Shortcuts



Provide a shortcut to your Cloud Drive folders that you frequently want to access. For details, see [Shortcuts](#).

## Home and Activity

At the bottom of the screen are icons to access the Home screen and to see the activity performed using the HCP Anywhere Enterprise Drive Mobile app.


**Home** – Jumps to the Home screen.

**Activity** – Shows all the recent activity on the HCP Anywhere Enterprise Drive Mobile app.

You can tap  or  to switch between the **Home** screen and **Activity** screen.

## Signing Out

**To sign out of the HCP Anywhere Enterprise Mobile app:**

1. Tap  in the top right of the app Home screen. The **Settings** screen is displayed.



2. Tap **Sign Out**.
3. Tap **Yes** in the confirmation box that is displayed.

Signing out removes all information about the portal and all portal files that were on the mobile device, including offline files downloaded to the mobile device as well as turning the **Passcode** option **Off**.

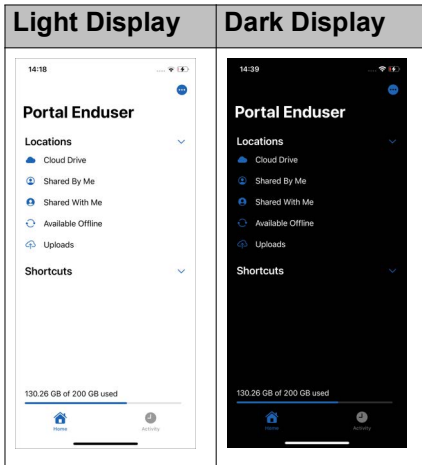
For details about setting a **Passcode**, see [Adding Additional Security to the HCP Anywhere Enterprise Mobile App](#).

You are signed out of the HCP Anywhere Enterprise Mobile app.

## Viewing the HCP Anywhere Enterprise Mobile App

All devices display the HCP Anywhere Enterprise Mobile app only in portrait mode, except for the iPad which can display the app both in portrait and landscape mode.

The HCP Anywhere Enterprise Mobile app supports both the iOS **Light** and **Dark** displays, configured in iOS Settings, under **Display & brightness**.



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## Chapter 2. Managing Folders and Files

You can view files directly in the HCP Anywhere Enterprise Drive Mobile app. Unless the file has already been downloaded, the file is downloaded and then opened. Files that were previously downloaded and still in the cache, or that were made available offline are opened immediately.

### Viewing files in HCP Anywhere Enterprise Mobile app

You can view files directly in the HCP Anywhere Enterprise Mobile app. Unless the file has already been downloaded, the file is downloaded and then opened. Files that were previously downloaded and still in the cache, or that were made available offline are opened immediately.

**To view a file:**

1. Navigate to the file you want to open.
2. Tap the file to download and view the file in the online viewer.

**Note:** Even if the file cannot be viewed, for example, a zip file, it is still downloaded.

### Viewing and editing files in iOS Files app

You can add the HCP Anywhere Enterprise Mobile app as a location in the iOS Files app. The folders in your Cloud Drive and in the Shared With Me cloud folder are then available in the iOS Files app. In the iOS Files app you can view and edit the files using any of the options available for that file in the iOS Files app. For example, you can create a duplicate of a file, share a file, rename or markup a file. Edited files are uploaded to the HCP Anywhere Enterprise Portal.

When first tapping a file in the iOS Files app, the file is downloaded and then opened. Even if the file has been downloaded in the HCP Anywhere Enterprise Mobile app, it is still downloaded to the iOS Files app. Files that were previously downloaded in the iOS Files app and are still in the cache are opened immediately.

**To manage a folder or file:**

1. Add HCP Anywhere Enterprise Portal to the available locations in the iOS Files app.
2. Navigate to a file in the HCP Anywhere Enterprise Portal.
3. Do one of the following:
  - Long press the folder or file for the available options and choose the required option.
  - Tap the folder to navigate through the folder tree
  - Tap the file to download and view the file. After the file is downloaded, the icon changes to a thumbnail.

**Note:** Even if the file cannot be viewed, for example, a zip file, it is still downloaded.

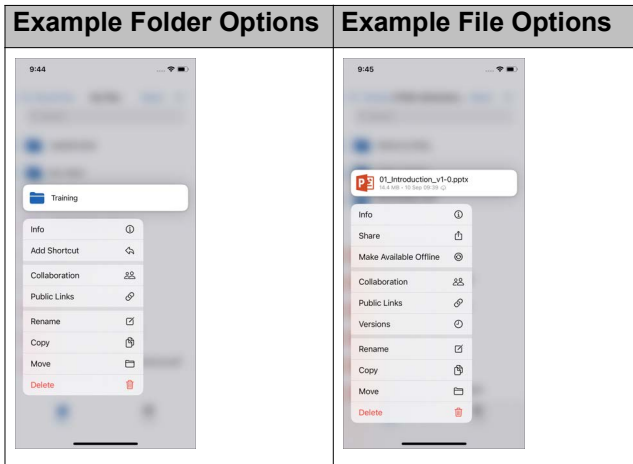
Any changes made to folders and files in the iOS Files app are synced to the HCP Anywhere Enterprise Portal.

# Folder and file functionality

Tapping a folder opens the folders and displays files in the that folder.

Tapping a file, either opens the file or if the file cannot be opened, downloads the file to the device.

These functions are available depending on the specific folder or file.

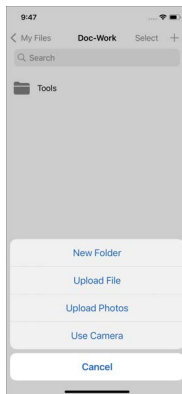


## Creating a folder

You can create a folder under a selected folder.

### To create a folder:

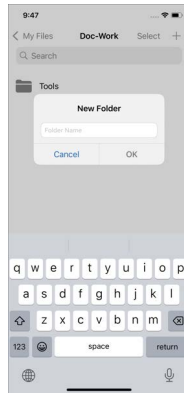
1. Navigate to the folder you want to be the parent folder.
2. Tap **+** in the top right corner.  
The following options are displayed.



**Note:** In the Cloud Drive you can only create a folder. Tapping **+** only displays the option to name a new folder. When not in the top cloud drive folder, other options as well as the **New Folder** option are displayed.

3. Tap **New Folder**.

The box to enter the new folder name is displayed.



4. Enter the name of the folder and tap **OK**.

**Note:** You must enter a name as you cannot create a folder without a name. Also, folder names cannot contain the following special characters % < > \* ? | / \ + = ; : " , . Names that are over 80 characters in length and include the characters % [ ] will not be accessible from Windows clients and should also not be used in folder names.

The folder is created.

## Searching for folders or files

You can search either in the whole cloud drive, the **Shared With Me** or **Shared By Me** folders or in any of their folders or subfolders. The search can consist of any part of the name you are searching for and all names that contain the search string are listed. For example, searching for *por*, will return a list of files that include the word *por*, such as **portal**, **Portal**, and **support**.

**Note:** Wildcard characters, such as an asterisk, \*, cannot be used in the search.

### To search for folders and files in the cloud drive:

1. Navigate to the folder you want to start the search from.
2. Tap the **Search** box.
3. Enter the name of the folder or file to find.

**Note:** You can tap the microphone icon and speak the search phrase instead of typing it.

4. Tap **Search**.

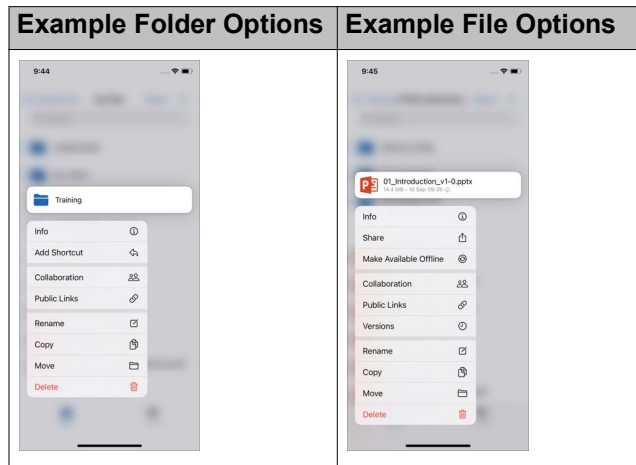
All the folders and files matching the search criteria are listed.

## Displaying information about a folder or file

### To display information about a folder or file:

1. Navigate to the folder or file.
2. Long press the relevant item.

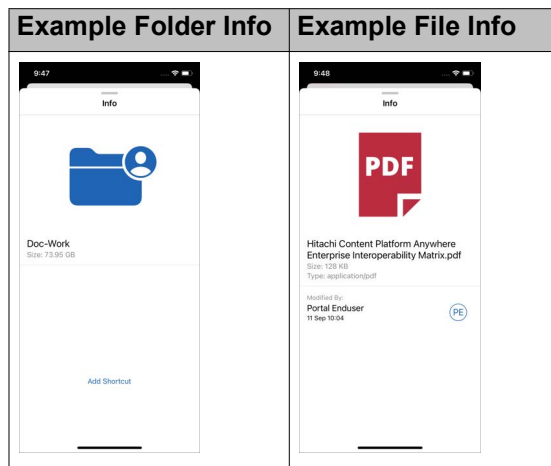
Options are displayed.



**Note:** The options displayed depend on what is enabled for the chosen folder or file.

3. Tap Info.

Information about the folder or file is displayed.



The  on the folder in the folder example means that the folder is shared.

## Sharing a file

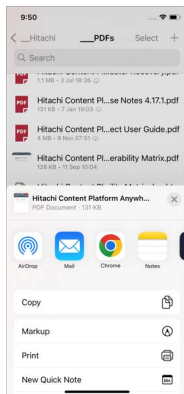
### To share a file:

1. Navigate to the file.
2. Long press the file.  
Options are displayed.



**Note:** The options displayed depend on what is enabled for the chosen folder or file.

3. Tap **Share**.  
The file is downloaded, if it is not already in the cache, and the sharing options are displayed.



4. You send the link via one of the options presented, email, message, etc.

## Making a file available offline

To quickly open a file that is frequently accessed, you can download it to the mobile device before you need to open it.

**Note:** You can only work with files offline that are less than 20MB.

For details about managing files that are marked for offline access, also refer to [Managing Offline Access](#).

### To mark a file for offline access:

1. Navigate to the file you want to work with offline.
2. Long press the relevant item.

Options are displayed.



**Note:** The options displayed depend on what is enabled for the chosen file.

**3. Tap **Make Available Offline**.**

The file is downloaded to the mobile device and displayed as a thumbnail. Even when there is no Internet connection, you still have access to the file.

Files that are available offline are listed with an icon under the name: .

**To mark more than one file for offline access:**

1. Navigate to the folder with the files you want to work with offline.
2. Tap **Select** and select all the files in the folder that you want to be offline.

**3. Tap **Offline**, .**

**To display the files that have offline access:**

- In the HCP Anywhere Enterprise Mobile app Home screen, under **Locations**, tap **Available Offline**.

The **Available Offline** screen is displayed.



**To remove a file from offline access:**

1. In the HCP Anywhere Enterprise Mobile app **Home** screen, under **Locations**, tap **Available Offline**.

The list of files that are available offline is displayed as thumbnails.



2. Long press the relevant item.
3. In the options that are displayed, tap **Remove From Offline**.



The file is removed from the **Available Offline** list.


If you want to remove more than one offline file at the same time, but not all of them, you must know the folder location.

**To remove more than one file from offline access:**

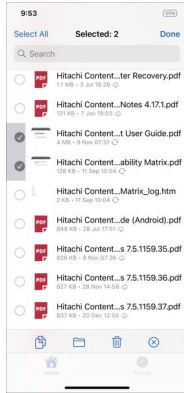
1. Either, in the HCP Anywhere Enterprise Mobile app Home screen, under **Locations**, tap **Available Offline**.


The **Available Offline** screen is displayed.

Or, navigate to the folder with files you want to remove from offline access.

The offline files are marked by the  icon.

2. Tap **Select** and select all the files in the folder that you want to remove from offline access.



3. Tap **Remove Offline**, .

The file is removed from the list.

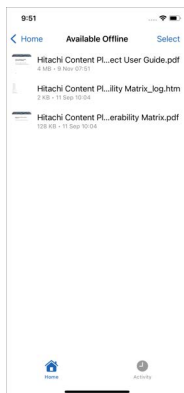
**Note:** If one of the files you select is not available offline, the option to remove the files from offline access is not displayed.

### Syncing a File With Offline Access

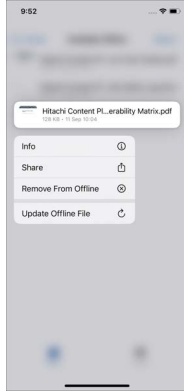
If the file that is offline was updated on the portal, you can update the local offline file.

**To synchronize a file with offline access with the server:**

1. In the HCP Anywhere Enterprise Mobile app **Home** screen, under **Locations**, tap **Available Offline**.  
The **Available Offline** screen is displayed.



2. Long press the relevant item.
3. In the options that are displayed, tap **Update Offline File**.



The file is synchronized with the server version.

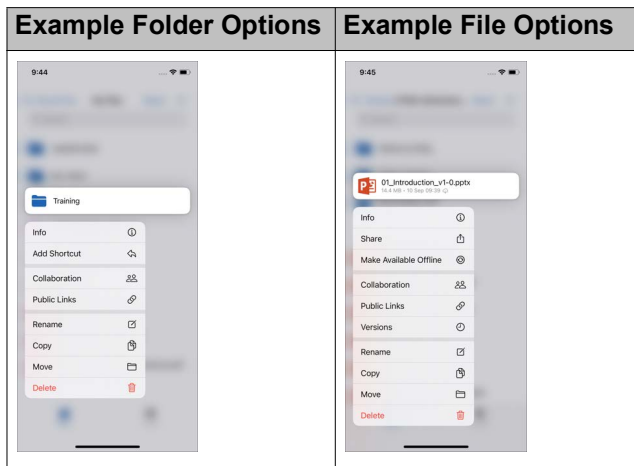
## Inviting users or groups to collaborate on a folder or file

Collaboration projects allow you to easily share files and folders with fellow workers. When project collaboration is enabled, you can create a project and invite co-workers to join the project as project members. Project members receive an email notification inviting them to collaborate on the project.

### To invite collaboration on a folder or file:

1. Navigate to the folder or file for collaboration.
2. Long press the relevant item.

Options are displayed.



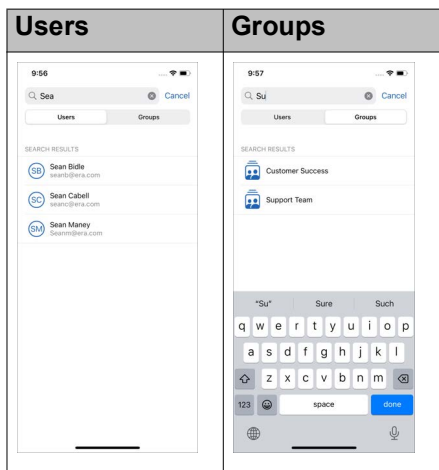
**Note:** The options displayed depend on what is enabled for the chosen folder or file. You can only add collaborators to folders and files in **Shared With Me**, if you are the owner or have permission to reshare.

3. Tap **Collaboration**.

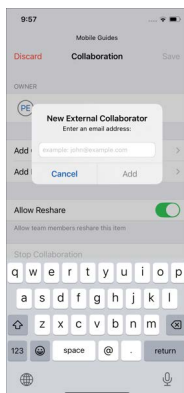
The **Collaboration** screen is displayed.



4. For co-workers, tap **Add Collaborator**.
5. Select either **Users** or **Groups**.
6. Enter the user name or email, or the group name to collaborate with.  
**Note:** You can enter a few letters and then search for matched.



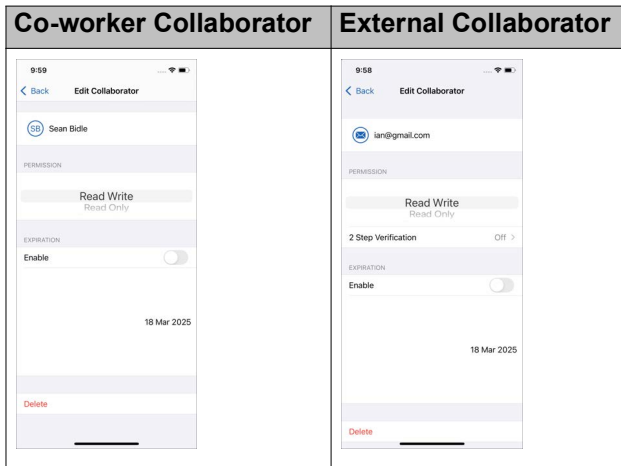
7. Repeat entering users or groups to collaborate with, until you have added everyone you want.
8. For external collaborators, tap **Add External Collaborator**.



9. Enter the email address of the collaborator and tap **Add**.



10. Tap the name of a collaborator to edit the collaborator properties, or group of collaborators.



- a) Scroll the **PERMISSION** options to change the share permission.
- b) Under **EXPIRATION**, slide the **Enable** button to the right to add an expiration date for the collaboration.  
The default is that the collaboration never expires.
- c) For an external collaborator, if you want 2-step verification, tap **2 Step Verification** and tap **Email** and then tap **Save**.  
Before the collaborator can access the folder or file, they are sent an email with a verification code that they have to enter for access.
- d) Tap **Back**.

11. Slide the **Allow Reshare** button to the right to allow collaborators to reshare the folder or file.

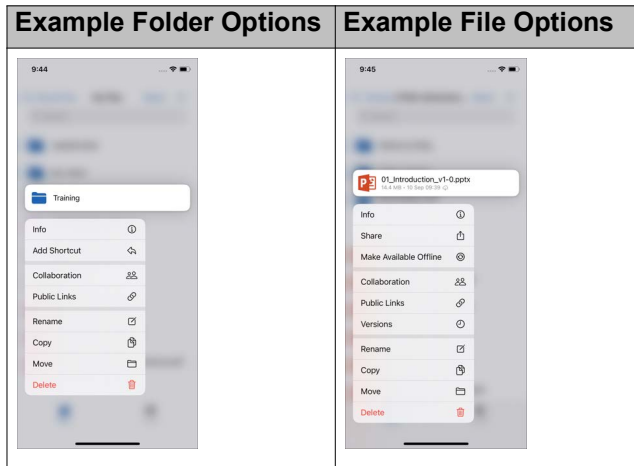
12. Tap **Save**.

Folders or files that have collaborators are listed with a collaboration icon.

**To remove a collaborator from a folder or file:**

1. Navigate to the folder or file with collaboration.
2. Long press the relevant item.

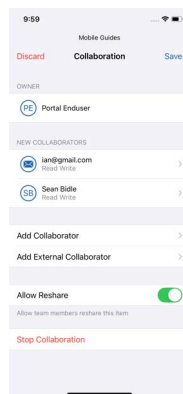
Options are displayed.



**Note:** The options displayed depend on what is enabled for the chosen folder or file.

3. Tap **Collaboration**.

The **Collaboration** screen is displayed.



4. If the collaboration was on one of your folders or files:
  - a) Tap **Stop Collaboration** at the bottom of the screen.
  - b) Tap **Yes** in the confirmation box that is displayed.
5. If the collaboration was on one of the folders or files in **Shared With Me**:
  - a) Tap the collaborator to remove. **Stop Collaboration** at the bottom of the screen.
  - b) Tap **Delete** at the bottom of the screen.
  - c) Tap **Save** at the top right of the **Collaboration** screen.

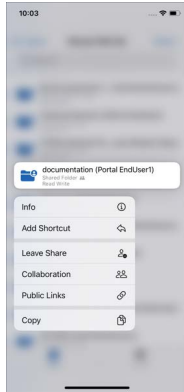
## Leaving a shared folder

If you no longer require the content of folders that were shared with you, you can leave the share. After leaving a shared folder, you can no longer access it nor any of the folders and files it contains, unless the folder owner reshares the folder with you.

**Note:** You can only leave a root folder. You cannot leave individual files or subfolders.

### To leave a shared folder:

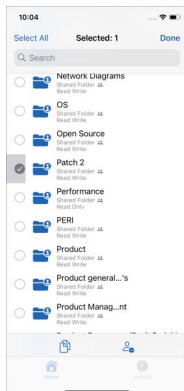
1. Navigate to the **Shared With Me** folder.
2. Long press the shared folder to leave.



3. Tap **Leave Share**.
4. Tap **Yes** in the confirmation box that is displayed.

### To leave more than one shared folder:

1. Navigate to the **Shared With Me** folder.
2. Tap **Select** and select all the folder that you want to leave.



3. Tap **Leave Share**, .

## Creating a public link to share a folder or file

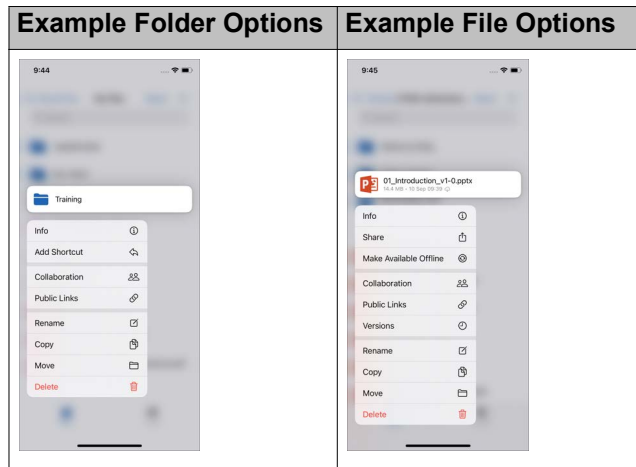
Securely share folders or files with your team members or external users.

**Note:** Public links are only available on folders or files in a folder if the folder was defined with permissions to allow public links.

### To create a public link to share a folder or file:

1. Navigate to the folder or file you want to create the link for.
2. Long press the relevant item.

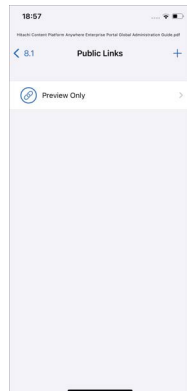
Options are displayed.



**Note:** The options displayed depend on what is enabled for the chosen folder or file.

3. Tap **Public Links**.

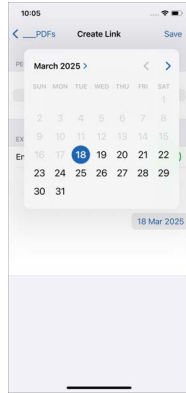
The **Create Link** screen is displayed.



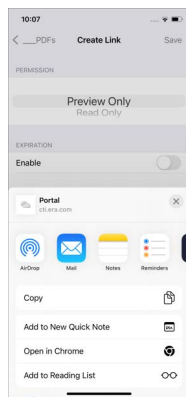
4. Scroll the **PERMISSION** options to change the share permission.
5. Under **EXPIRATION**, slide the **Enable** button to the right to add an expiration date for the public link.

**Note:** The default is that the link never expires.

6. Click the date to display the calendar to add an expiration date.



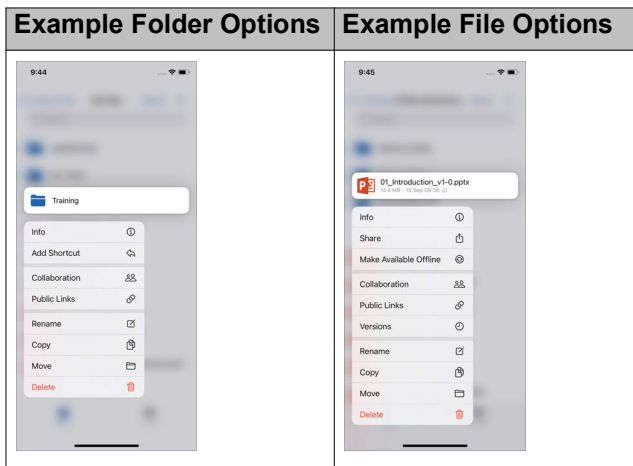
7. Tap **Save**.
8. Send the link via one of the options presented, email, message, etc.



Folders or files that have public links are listed with the public link icon.

**To change public link settings or remove a public link from a folder or file:**

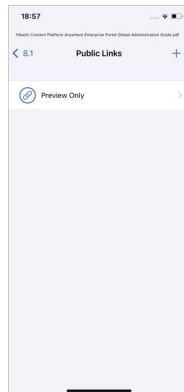
1. Navigate to the folder or file for collaboration.
  2. Long press the relevant item.
- Options are displayed.



**Note:** The options displayed depend on what is enabled for the chosen folder or file.

**3. Tap Public Links.**

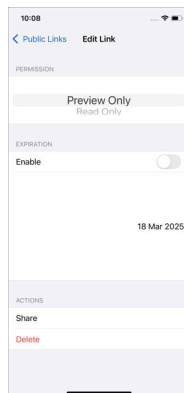
The **Public Links** screen is displayed.



**4.** To add another public link, tap **+** in the top right corner and follow the procedure in [To create a public link to share a folder or file:](#)

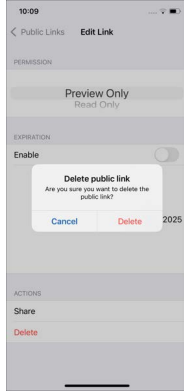
**5.** Tap the public link to change the permissions or expiration of the link, or to reshare the link or to delete the link.

The **Edit Link** screen is displayed.



**6.** You can change the permission for the link, the expiry date, share the link or tap **Delete** to delete the link.

When sharing a link, Tap **Share** and then tap **Delete** in the confirmation box that is displayed. When deleting a link, Tap **Delete** and then tap share the link using one of the options presented, email, message, etc.



## Managing versions

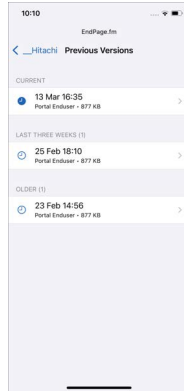
The HCP Anywhere Enterprise Portal saves old versions of documents. You can list the previous versions of a document and if required, view a previous version.

1. Navigate to the file you want to manage previous versions for.
2. Long press the relevant file.

Options are displayed.



- Note:** The options displayed depend on what is enabled for the chosen folder or file.
3. Tap **Versions**.  
The **Previous Versions** screen is displayed.

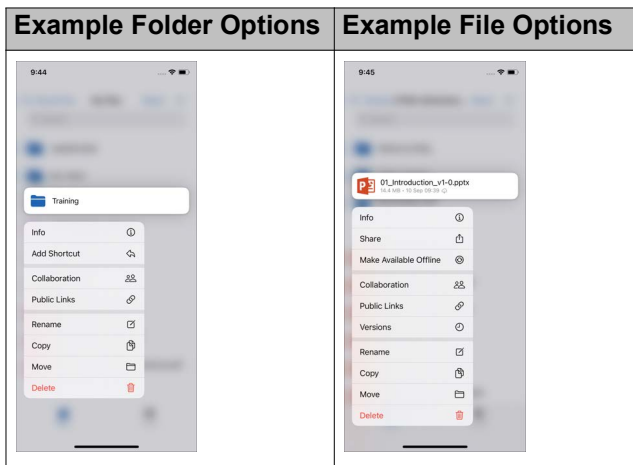


4. Tap the version you want.  
The version is downloaded and displayed as a thumbnail.

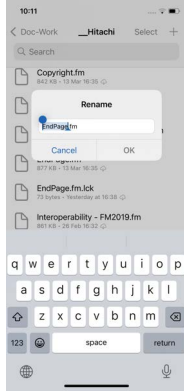
## Renaming a folder or file

### To rename a folder or file:

1. Navigate to the folder or file you want to rename.
2. Long press the item to rename.  
Options are displayed.



- Note:** The options displayed depend on what is enabled for the chosen folder or file.
3. Tap **Rename**.  
The name is displayed highlighted.



4. Enter a new name.
5. Tap **OK**.

The folder or file is renamed.

## Copying or moving folders or files

You can copy or move one or more folders and files at the same time, from one folder to another folder.

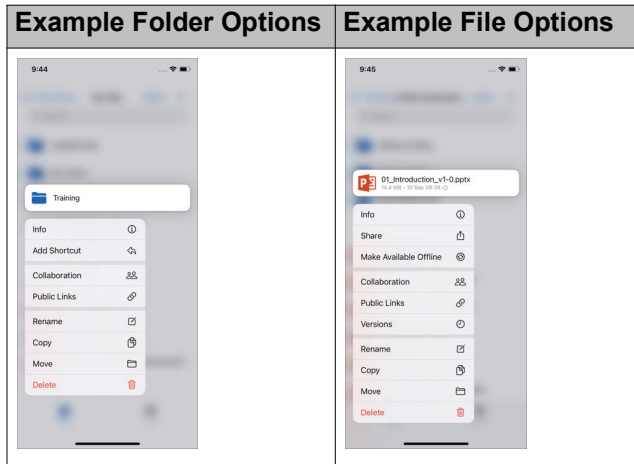
- The following restrictions apply to copying and moving folders and files:
- You cannot move folders or files that you do not own.
- You cannot move the **My Files** folder, but you can move folders or files within the folder.
- You cannot copy or move the **Shared With Me** folder, but you can copy folders or files within this folder.

**Note:** If you have shared a file and then move it, anyone trying to access the file will not be able to.

### To copy or move a folder or file:

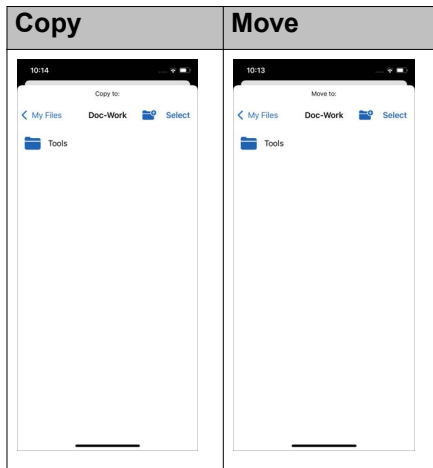
1. Navigate to the folder or file you want to copy or move.
2. Long press the item to copy or move.


Options are displayed.



**Note:** The options displayed depend on what is enabled for the chosen folder or file.



3. Tap **Copy** or **Move**.  
The Cloud Drive folder is displayed.
4. Navigate to where you want to copy the folder or file.

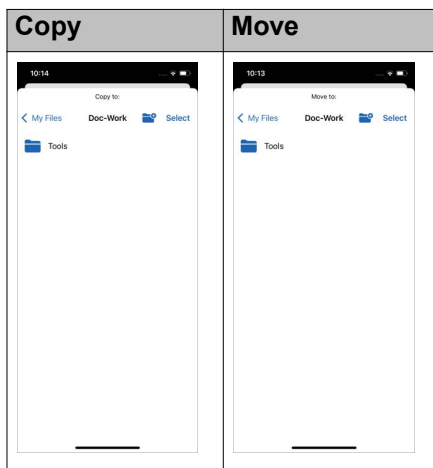



5. Either tap **Select** in the top right corner to copy or move the folder or file to the chosen folder or tap  to create a new folder under the current folder and then, after creating the folder, tap **Select** in the top right corner to copy or move the folder or file to the new folder.  
For details about creating a folder, see [Creating a folder](#).

The folder or file is copied or moved to the new location.

**To copy more than one folder and file at the same time:**

1. Navigate to the parent folder with the subfolders and files you want to copy.
2. Tap **Select** and select the subfolders and files that you want to copy.
3. To copy multiple items, tap **Copy**, .
- To move multiple items, tap **Move**, .
- The Cloud Drive folder is displayed.
4. Navigate to where you want to copy or move the folders and files.



5. Either tap **Select** in the top right corner to copy the items to the chosen folder or tap  to create a new folder under the current folder and then, after creating the folder, tap **Select** in the top right corner to copy the items to the new folder.

For details about creating a folder, see [Creating a folder](#).

The folders and files are copied or moved.

## Deleting folders and files

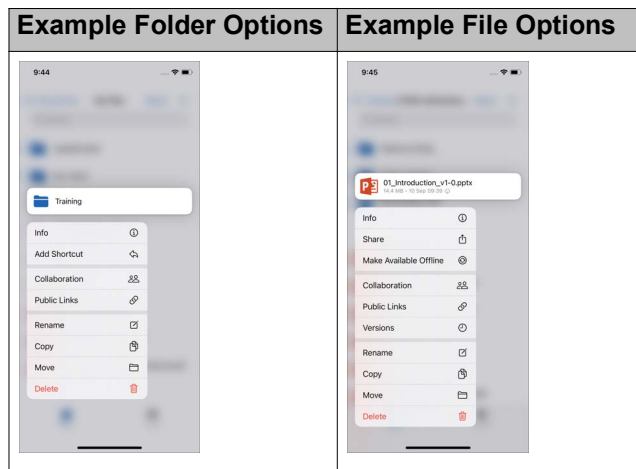
You can delete folders and files.

You can delete an individual folder or file or select multiple folders and files to delete.

### To delete a folder or file:

1. Navigate to the folder or file you want to delete.
2. Long press the item to delete.

Options are displayed.




**Note:** The options displayed depend on what is enabled for the chosen folder or file.

3. Tap **Delete**.
4. Tap **Yes** in the confirmation box that is displayed.

The folder or file is deleted.

### To delete more than one folder and file at the same time:

1. Navigate to the parent folder with the subfolders and files you want to delete.
2. Tap **Select** and select all the files in the folder that you want to copy.
3. Tap **Delete**, .
4. Tap **Yes** in the confirmation box that is displayed.

The folders and files are deleted.

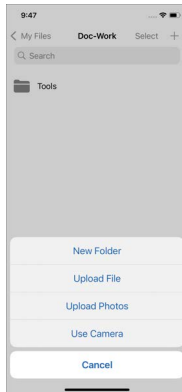
## Uploading content

You can upload files, content from the iOS Files app, iOS Photos app, or new photos taken with the device camera, to the HCP Anywhere Enterprise Mobile app.

### To upload content to the HCP Anywhere Enterprise Portal:

1. Navigate to the folder where you want the uploaded item.
2. Tap **+** in the top right corner.

The following options are displayed.



**Note:** You can only create a folder in the Cloud Drive and not upload content.

3. Tap **Upload File**, **Upload Image**, or **Use Camera**.

**Upload File** – The iOS Files app is displayed. Select the file to upload.

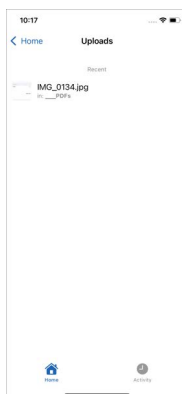
**Upload Image** – The iOS Photos app is displayed. Select the image to upload.

**Use Camera** – The iOS Camera app is opened enabling you to take a photo. After taking the photo the result is displayed and you can either retake it or use the photo, in which case it is uploaded to the folder.

**Note:** If necessary, you are prompted to allow opening the camera from the HCP Anywhere Enterprise Mobile app.

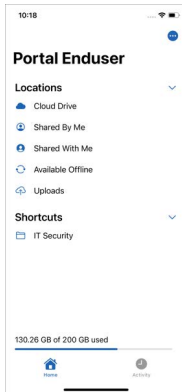
### To view what is being uploaded or recently was uploaded:

- In the HCP Anywhere Enterprise Mobile app **Home** screen, under **Locations**, tap **Uploads**. The list of files that are being uploaded or that were recently uploaded is displayed.



# Shortcuts

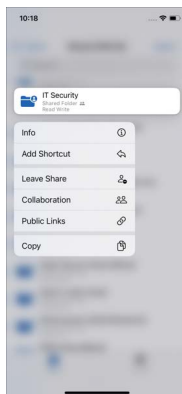
Shortcuts enable quick access to folders that you want to get to, without having to navigate through the whole folder structure. The shortcuts are displayed in the **Home** screen, and you tap a shortcut to jump directly to that folder.



## To create a shortcut to a folder:

1. Navigate to the folder you want to be a shortcut.
2. Long press the folder.

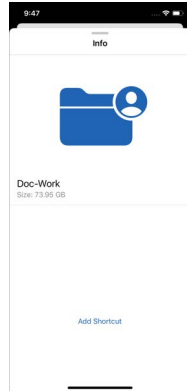
Options are displayed.



**Note:** The options displayed depend on what is enabled for the chosen folder.

3. Tap **Add Shortcut**.

You can also tap **Info** and in the Info screen that is displayed, tap **Add Shortcut**.



The shortcut is added to your list of shortcuts on the **Home** screen.


**Note:** Signing out of the HCP Anywhere Enterprise Mobile app removes all the shortcuts.

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# Chapter 3. HCP Anywhere Enterprise Mobile App Settings

You can see details about the HCP Anywhere Enterprise Mobile app and sign out using the **Settings** option in the HCP Anywhere Enterprise Mobile app menu.

## To configure HCP Anywhere Enterprise Mobile app settings:

- Tap  in the top right of the app Home screen. The **Settings** screen is displayed.



This screen includes the following:

**Name** – The name of the user signed in to the portal.

**Email** – The email address of the user signed in to the portal.

**Sign Out** – Sign out of the HCP Anywhere Enterprise Mobile app, as described in [Signing Out](#).

### ACCOUNT

**Portal** – The name of the portal signed in to.

**Storage Usage** – The current storage used for the user.

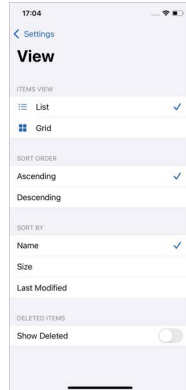
### SECURITY

**Passcode** – A 4-digit PIN passcode is either required (**On**) or not required (**Off**) to access the HCP Anywhere Enterprise mobile App.

See [Adding Additional Security to the HCP Anywhere Enterprise Mobile App](#).

## MANAGE

**View** – Manage how you want to view and order the folders and files. Tap **View** and the **View** screen is displayed.



The screen displays how the folders and files are displayed.

**ITEMS VIEW** – Choose to view the folders and files as a list or as a grid.

**SORT ORDER** – Sort the screen contents, either ascending or descending according to the **SORT BY** option.

**SORT BY** – Sort the screen contents by name, size or last modified date.

See [Sharing Logs](#).

**DELETED ITEMS** – Toggle whether to display deleted items or not.

**Offline Access** – Files are saved on the mobile device, so that access is faster. See [Managing Offline Access](#).

## ABOUT

**Version** – The HCP Anywhere Enterprise Mobile app version.

**End User License Agreement** – The license agreement for the HCP Anywhere Enterprise Mobile app.

## FEEDBACK:

**Send Logs** – Send the mobile App logs. See [Sharing Logs](#).

# Adding Additional Security to the HCP Anywhere Enterprise Mobile App


The HCP Anywhere Enterprise Mobile app requires signing on to the portal using a user name and password and all content stored on the mobile device is encrypted to protect it. If you do not sign out of the HCP Anywhere Enterprise Mobile app, you can continue to access the content. You can add an additional layer of security so that if you close the application, but don't sign out, re-accessing it requires either a 4-digit PIN passcode or face or touch recognition.

**Note:** Accessing the HCP Anywhere Enterprise Mobile app running in background does not require entering the passcode.

## Setting a Passcode

You can set a 4-digit PIN passcode so that if you close the application, but don't sign out, you can only access it by entering the passcode.

### To define a 4-digit PIN passcode:

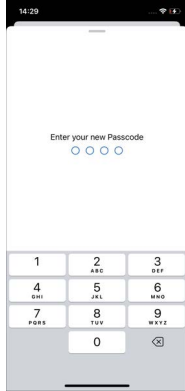
1. Tap  in the top right of the app Home screen.  
The **Settings** screen is displayed.



2. Tap **Passcode**.  
The **Passcode** screen is displayed.



3. Tap **Require Passcode**.



4. Enter a 4-digit PIN passcode.
5. Re-enter the same code to confirm it.  
The **Passcode** screen is redisplayed.




After closing the HCP Anywhere Enterprise Mobile app, access is only possible by entering the passcode.

**Note:** Accessing the HCP Anywhere Enterprise Mobile app running in background does not require entering the passcode. To prevent brute force access to the HCP Anywhere Enterprise Mobile app, you are restricted to entering ten passcodes before you are signed out of the portal and have to enter your user name and password to sign back on.

Signing out of the HCP Anywhere Enterprise Mobile app removes all information about the portal and all portal files that were on the mobile device, as well as setting the **Passcode** option to **Off**.

## To change a 4-digit PIN passcode:

1. Tap  in the top right of the app Home screen. The **Settings** screen is displayed.




2. Tap **Passcode**. The **Passcode** screen is displayed.



3. Tap **Change Passcode**.
4. Enter the current 4-digit PIN passcode to allow the change to the security.
5. Enter a new 4-digit PIN passcode.
6. Re-enter the same code to confirm it. The **Passcode** screen is redisplayed.

**To remove a 4-digit PIN passcode:**

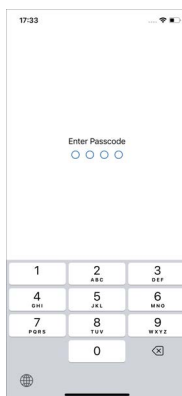
1. Tap  in the top right of the app Home screen.  
The **Settings** screen is displayed.



2. Tap **Passcode**.  
The **Passcode** screen is displayed.



3. Tap **Require Passcode**.



4. Enter your 4-digit PIN passcode.  
The **Passcode** screen is redisplayed, with **Require Passcode** set to **Off**.


## Configuring Biometric Authentication: Face ID or Touch ID

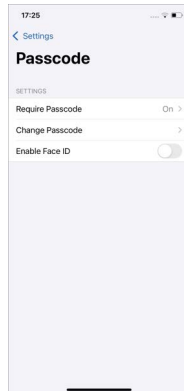
You can set a the HCP Anywhere Enterprise Mobile app to use either Face ID or Touch ID so that if you close the application, but don't sign out, you can access it with either Face ID or Touch ID.

Some Apple mobile devices only support Touch ID. Later models support Face ID. The HCP Anywhere Enterprise Mobile app allows you to configure either Face ID or Touch ID, dependent on what model you have.

Your mobile device must be configured and enabled for either Face ID or Touch ID.

### To define either Face ID or Touch ID:

1. Tap  in the top right of the app Home screen.  
The **Settings** screen is displayed.
2. Tap **Passcode**.  
The **Passcode** screen is displayed.
3. Tap **Require Passcode**.
4. Enter a 4-digit PIN passcode.
5. Re-enter the same code to confirm it.  
The **Passcode** screen is redisplayed.




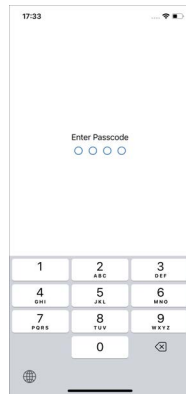
6. Slide the **Enable Face ID** or **Enable Touch ID** button to the right to turn this feature on.

After closing the HCP Anywhere Enterprise Mobile app, access is possible using Face ID or Touch ID. If you cannot use these options, you can still enter the passcode to access the HCP Anywhere Enterprise Mobile app.

**Note:** Accessing the HCP Anywhere Enterprise Mobile app running in background does not require using **Face ID** or **Touch ID**. To prevent multiple invalid attempts using Face ID or Touch ID to access the HCP Anywhere Enterprise Mobile app, you are restricted to five attempts, after which the Face ID/Touch ID feature is disabled and you can only use the passcode to access the HCP Anywhere Enterprise Mobile app. The Face ID/Touch ID feature is disabled for all your apps and you have to re-enable the Face ID/Touch ID feature in iOS Settings.

### To remove Face ID or Touch ID:

1. Tap  in the top right of the app Home screen.  
The **Settings** screen is displayed.
2. Tap **Passcode**.  
The **Passcode** screen is displayed.
3. Slide the **Enable Face ID** or **Enable Touch ID** to the left to turn this feature off.  
The feature is disabled, but you still require a passcode to access the HCP Anywhere Enterprise Mobile app if you close it. You can remove both **Face ID/Touch ID** and the passcode by turning **Require Passcode** off:
  - a) In the **Passcode** screen, tap **Require Passcode**.




- b) Enter your 4-digit PIN passcode.  
The **Passcode** screen is redisplayed, with **Require Passcode** set to **Off** and the **Face ID/Touch ID** option disabled.

# Managing Offline Access

You can work with files offline, so that access is faster.

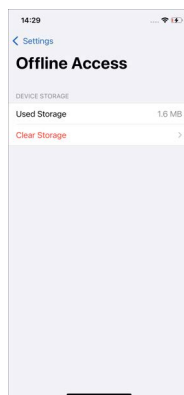
For details about marking files for offline access, see [Making a file available offline](#).

## To manage offline access:

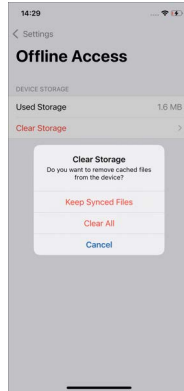
1. Tap  in the top right of the app Home screen.  
The **Settings** screen is displayed.



2. Tap **Offline Access**.  
The **Offline Access** screen is displayed.



- The screen displays the current storage used by offline files.  
Use this screen to clear the offline files that are stored on the mobile device.
3. To clear storage, tap **Clear Storage**.  
The **Clear Storage prompt** is displayed.



4. Tap the option you want.

**Keep Synced Files** – Do not remove files marked as *available offline*, but remove other files opened in the mobile device that are downloaded and cached on the device for faster access.

**Clear All** – Remove all files in the cache: files marked as *available offline* and files opened in the mobile device that are downloaded and cached on the device for faster access.

The Offline Access screen is redisplayed showing that there is no storage used for offline files.




**Cancel** – Leave the offline files as they are.

# Sharing Logs

You can share the log of all events performed by the HCP Anywhere Enterprise Mobile app.

## To share the HCP Anywhere Enterprise Mobile app logs:

1. Tap  in the top right of the app Home screen. The **Settings** screen is displayed.



2. Tap **Send Logs**.  
The options to share the **logs.txt** file is displayed.
3. Select **Share** to share using one of the device apps or **Upload to Portal** to upload the log file to **CloudDrive/Logs** in your HCP Anywhere Enterprise Portal account.

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