ORACLE

Oracle Human Capital Management Cloud Mobile App

Oracle Learning Cloud

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Purpose statement

This document provides an overview of features and enhancements included in HCM Cloud Mobile application.

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Document Control

Change Record

Date	Version	Changes Reference
12-Aug-21	1.1	Updated FAQ's section
14-F**eb**-21	1.2	Updated FAQ's section

Introduction

This paper describes the features, functionality, and configurability of the Oracle HCM Cloud Mobile app for iOS and Android. The HCM Cloud mobile app can be used with Oracle HCM Cloud starting with release 18B.

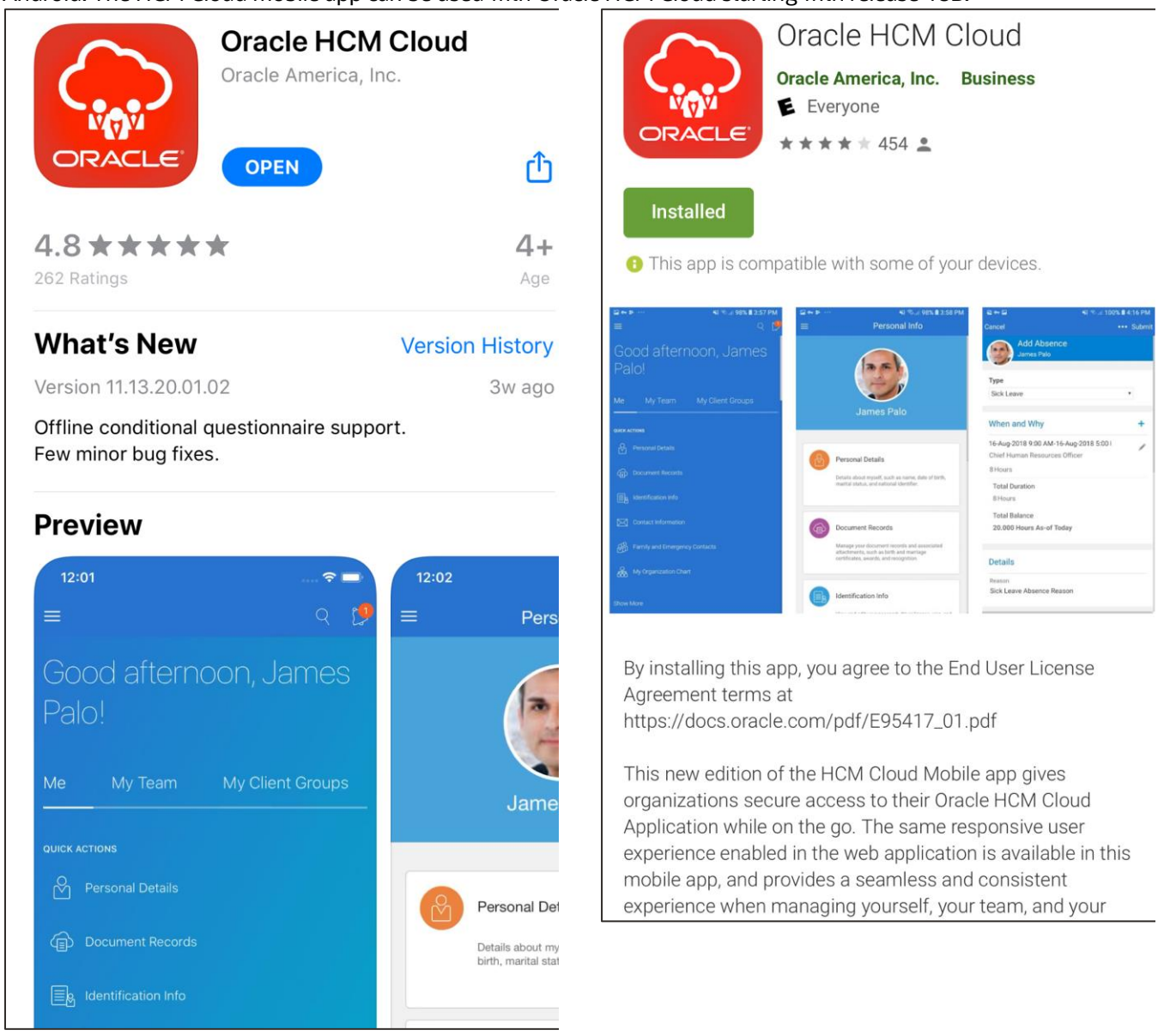

Image 1. Oracle HCM Cloud App Store Listing

Oracle HCM Cloud Mobile Native App

The Oracle HCM Cloud Mobile App uses an embedded web browser, this means that the app supports the same Oracle HCM Cloud web pages as a mobile browser app. On the phone, the app supports only the mobile responsive enabled features in HCM. On the tablet, the app supports both mobile enabled responsive pages and classic pages. You will have the same exact experience when you open your HCM Cloud application using the browser on your mobile device as when you do using the mobile app. If your Oracle HCM Cloud environment is not correctly configured for mobile responsive pages, the mobile app will display a one-time warning.

This design is beneficial as the same configurations made in the desktop application are also seen in the mobile app. It also means that any enhancements done to the Oracle HCM web application will appear in the mobile app immediately. Features cannot be enabled or hidden from use in the mobile app only.

In addition to the online functionality, the mobile app differs from a mobile browser in that it can store multiple Oracle HCM Cloud URLs so you don't have to type them in or save a bookmark. It's online embedded browser is also toolbar-less so you have more screen real estate. However, the main reason to use the native mobile app over a mobile browser is it's offline capabilities for HCM Learning, Web Clock, and Wellness.

The legacy mobile apps, Oracle Tap and HCM Cloud Mobile (Original), were built independent from the web application. Functionality was limited to features built specifically for those mobile apps. The look and feel, features, and functionality differed from the desktop application. Configurations made to enable or disable functionality in the legacy app using profile options (prefixed with TAP_) are no longer valid. These apps and their profile options were deprecated with Oracle HCM Cloud 13.18.02 (18A).

Prerequisites to use the Oracle HCM Cloud Mobile App

- The HCM Cloud environment must be on 13.18.05 (18B) or higher.
- The HCM Cloud environment you connect the mobile app to must be configured for mobile responsive:
    - https://support.oracle.com/epmos/faces/DocumentDisplay?id=2399671.1
    - The default home layout must be set to News Feed. None of the other layouts are mobile responsive. If you use another layout and log into the app from your phone or tablet, the homepage will not adjust to the size of your device.
    - Any features you want to use specifically in mobile must also have the relevant profile options enabled.

Differences between the Native Mobile App and Mobile Web

HCM Cloud Mobile native app:

- Downloaded from Apple App Store or Google Play Store.
- Installs on a mobile device homepage with its own app icon.
- The online capabilities of the HCM Cloud Mobile native app are the same as using a mobile browser.
- When the mobile device goes offline or loses connection to HCM Cloud, you can swap to an offline experience that allows you to continue working on certain features offline. When the device reconnects to HCM Cloud, your progress while offline is sent to the server. Currently, offline capabilities are only available for HCM Learning, Web Clock, and Wellness.

HCM Cloud mobile web:

- Nothing to install.
- Accessed via a mobile browser app such as Safari or Chrome on a mobile device.

- Only HCM features that have been developed (and enabled via profile options) to be mobile responsive will show on smaller phone devices, tablets show the same experience as the desktop.

Getting Started

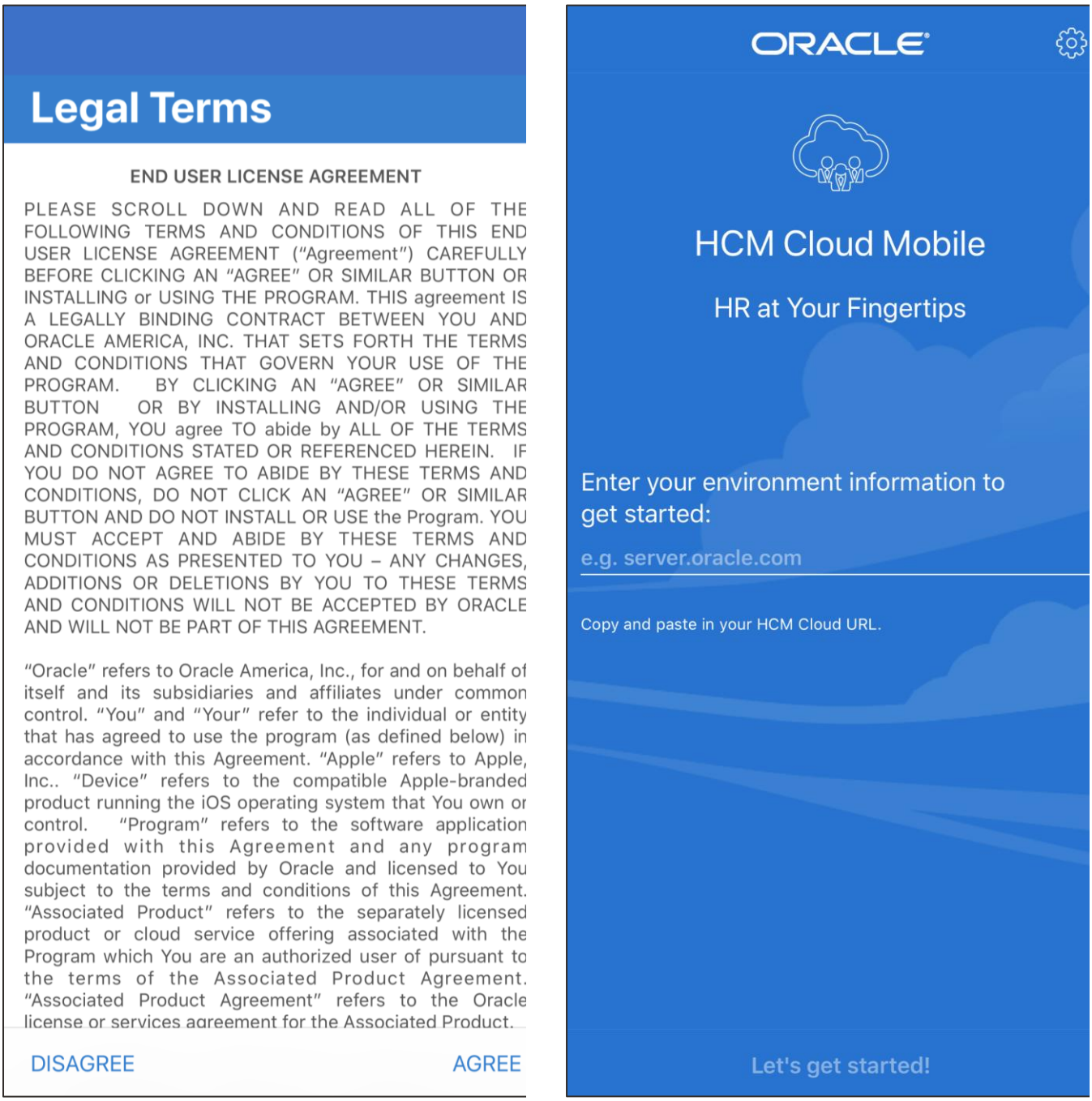

Image 2. Getting Started

- The first time you download the app and tap on it, the EULA (End User License Agreement) displays. Accept it to proceed.

- After accepting the EULA, the Getting Started page displays. You need to enter the hostname for your HCM Cloud application using one of these options if it's not already automatically configured by your administrator:
    - Copy and paste the full desktop URL into the app, it will trim the full URL down to just the hostname.
    - Enter the hostname manually
        - If the desktop URL is this: https://abcd100-fa.us.oracle.com/hcmUI/faces/FuseWelcome
        - Enter the URL in the mobile app like this: abcd100-fa.us.oracle.com
- After you save the hostname for your HCM Cloud environment, you need to sign in to the mobile app the same way you sign in to your desktop application. It doesn't matter if you use federated authentication or basic authentication. The login page handles that, just as it does on the desktop.
- Your user name and password aren't saved on your mobile device.
- No special privilege is needed to use the HCM Cloud mobile app in the online mode. Users must have an active user ID and password and access to a live HCM Cloud environment to use the app.

Setting Up Your Account

Individual employees should only set up a single account to the production Oracle HCM Cloud environment. Administrators can set up multiple accounts to facilitate testing of the app against their stage or test environments.

To configure accounts, navigate to the **Settings** page using the Settings icon in the top right of the Getting Started page:

- You can set Multiple Accounts to ON which allows you to set up multiple accounts to easily sign into different environments.
- You can modify the Primary Account Host Name or the app URL you enter on the Getting Started page.
    - If your account hostname was automatically configured by your administrator, you can't change this value.
- You can also modify account details by clicking the 'i' icon on the account cards as shown in the screenshot below.

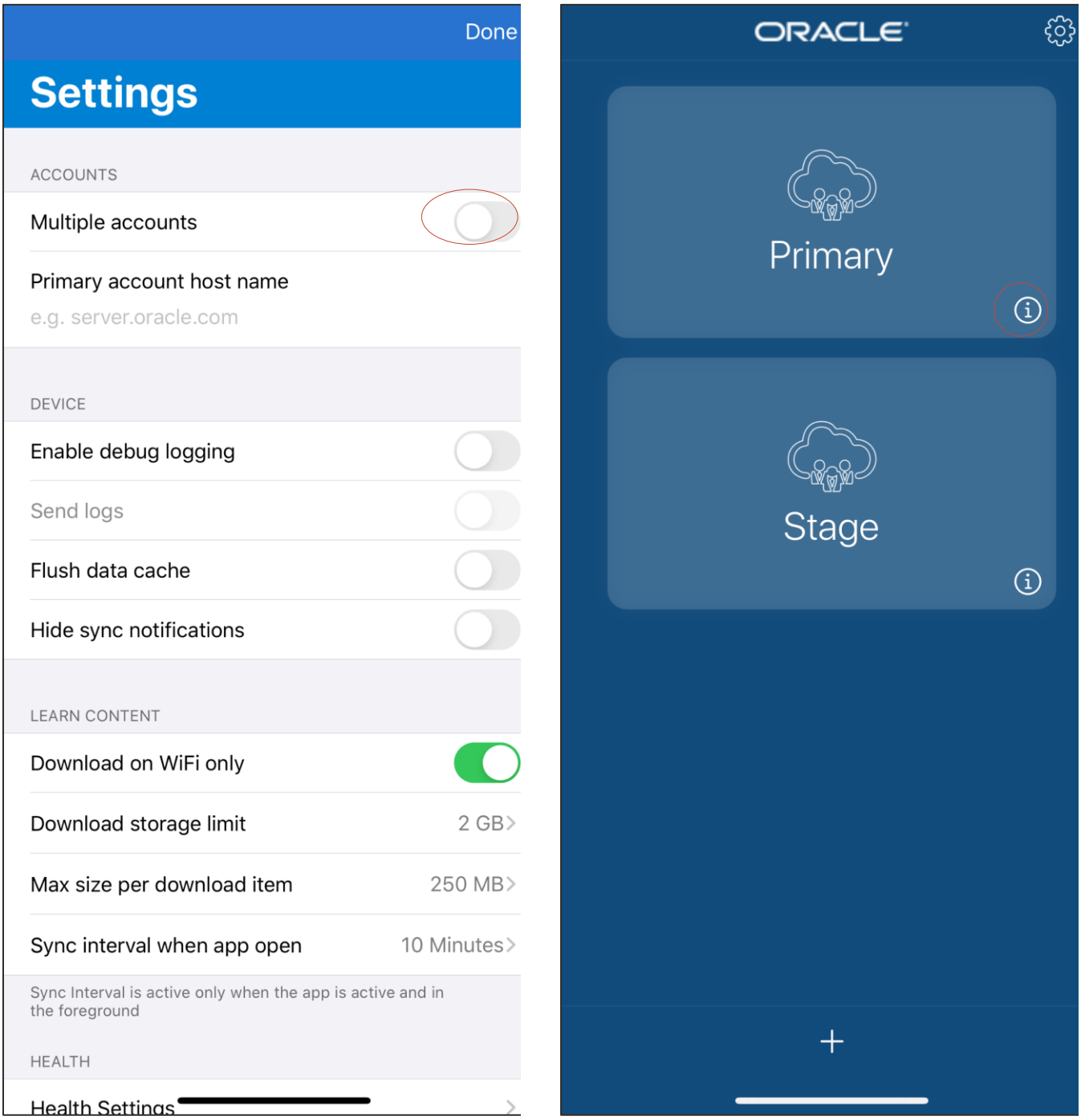

Image 3. Settings for Configuring Account URLs

User Experience on Mobile App

User experience using the HCM Cloud mobile app varies based on the device you use:

- Phone
    - You see only mobile responsive enabled pages. The main menu, tabs such as Me, My Team, and My Client Groups, and quick actions will only display features that are mobile responsive and enabled.
    - Locked in portrait orientation in offline mode when the Oracle HCM Cloud profile option for WLF_LEARN_SELFSERVICE_RESPONSIVE_ENABLED is set to N.
    - Custom menu entries that are configured for mobile navigate only to mobile responsive pages.
- Tablet
    - You see enabled mobile responsive pages and classic (non-mobile responsive pages). You will see the same thing you do on a desktop.
    - Locked in landscape orientation in offline mode when the Oracle HCM Cloud profile option for WLF_LEARN_SELFSERVICE_RESPONSIVE_ENABLED is set to N.

Using the App

Slide in Menu

- If you swipe to the left from the right side of the screen, a hidden panel containing these menu items is displayed:
    - The Home icon will reload the online embedded browser to take you back to the Oracle HCM Cloud homepage
    - The Cloud icon with a reload symbol inside of it will perform a manual synchronization of your offline learning content, this will both download any new or updated learning assignments as well as update any assignment progress or completions while offline back to Oracle HCM Learning
    - The Cog icon will open up the app settings (detailed below)

Return to Home

- iOS – You can swipe right from the left side of the phone screen to reload the Oracle HCM Cloud home page. However, if you have a pop-up open (i.e. a notification or some other type of window), swiping right will close the current page and take you back to the previous page.
- Android – You can double-tap on the **Back** button to reload the Oracle HCM Cloud home page. However, if you have a pop-up open (i.e. a notification or some other type of window), a double-tap will close the current page and take you back to the previous page.

Settings

- Accounts
    - Multiple accounts - As mentioned above you can configure more than one account, sliding this on will enable an additional page before you login that lets you select which account to access.
    - Primary account host name - Only the primary account hostname is shown in the settings, to change additional account hostnames you need to use the info ‘i’ icon on the accounts page.
- Device
    - Enable debug logging - If you are having issues with the app, you can enable debug logging.
    - Send logs - After logs have been gathered, enabling the next setting will open a draft email containing the log for you to email to support.
    - Flush data cache - This will remove all offline learning content as well as any metadata the app has downloaded, this can be useful to forcibly clear old learning content or to troubleshoot a problem.

- Hide sync notifications - You can choose to hide (not display) the notifications you receive whenever a sync occurs, this can be handy if you don't use the offline capabilities very often and don't want to be disturbed in the online experience.

- Learn Content
  - Download on WiFi only - You can change values relating to the download of offline learning content (videos, SCORM, PDFs). By default the app will only download on WiFi (as videos and SCORM can be large in size).
  - Download storage limit - There is also a maximum storage limit that the app will consume on the device, it will not download any more content beyond this limit once it is reached.
  - Max size per download item - You can specify the limit per learning item (so your entire download limit is not consumed by a single large learning item).
  - Sync interval when app open - There is a time interval that can be set which determines how often the app will reach out to Oracle HCM Cloud to synchronize your offline progress and download any new learning assignments.

- Health (iOS only)
  - Health settings - These settings enable the wellness health sync which will send health data (steps) from the Apple Health app to Oracle HCM Cloud Wellness for wellness competitions and other features. This is disabled by default and is currently available only to select customers under controlled availability. To enable this functionality, please contact the Oracle HCM Cloud Wellness team. This will not track the user and will not send any health data when disabled, and even if incorrectly enabled in the app, nothing will be sent to Oracle HCM as it also needs to be enabled on the server side.
  - Enable Sync – This will enable the sync feature to upload Health data to HCM Wellness.
  - Sync Quietly (no notifications) – If the notifications for the Wellness sync are too much, you can sync without receiving any notifications.
  - Days to Sync – This controls the number of past days to consider for sending health data to HCM Wellness.

- About
  - This contains information about the app, specifically the EULA, privacy policy, and third-party attributions. The version number is extremely useful if you need to contact support with an issue.

App Icon Badge Count

The iOS version of the HCM Cloud Mobile includes a badge count on its app icon. This count will reflect the number of unread notifications within HCM Cloud Application.

The count will be updated:

- when you log in to the HCM Cloud Mobile app
- when you open a notification in HCM Cloud from within the HCM Cloud Mobile app
- when a synchronization occurs for offline Learning
- once a day in the background

If the you don't wish to see this badge count on the HCM Cloud Mobile app icon on the iOS home screen, you can disable it via the iOS Notifications settings under Settings > Notifications > HCM Cloud > Badges or Settings > HCM Cloud > Notifications > Badges.

Session Management

Due to the online and offline capabilities in the HCM Cloud Mobile app, there are two different sessions maintained. All online sessions will use the same Idle and Session timeouts as configured in Oracle HCM. If you lose your internet connection or close the mobile app without logging out, your online session will log out based on the timeout values configured in Oracle HCM. The online authentication method is the same web based authentication as the web.

If the user chooses to move to the offline mode when they lose network connection, the Idle and Session timeouts used for their offline session are determined by the values set in the Oracle HCM Profile Options HCM_MOBILE_SESSION_TIMEOUT and HCM_MOBILE_IDLE_TIMEOUT (detailed below). The authentication method for offline access is determined by the HCM_MOBILE_OFFLINE_LEARN profile option (detailed below). When the session timeout has expired, the user will need to sign back in to Oracle HCM in the online mode.

Languages

A user can specify a language in two places, within the operating system settings of their mobile device and in their Oracle HCM Cloud preferences on the web. Before the user signs in to Oracle HCM Cloud, the app will display text using the mobile device language. After sign in, the app will show text using the users Oracle HCM Cloud preference. Due to this, we recommend that users have the same mobile device language and Oracle HCM Cloud preference language.

Configuring the App

Profile Options

The mobile app can be configured with the following profile options. These profile options are changed by an administrator within Oracle HCM Cloud as a Task in the Setup and Maintenance feature.

- HCM Mobile Enable Native App
  - Code: HCM_MOBILE_ENABLE_NATIVE_APP
  - Description: Allows you to disable access to Oracle HCM via the HCM Mobile native app available from the app stores. If set to No, Oracle HCM Cloud can only be accessed via web browsers.
  - Default Value: Y
- HCM Mobile Idle Timeout
  - Code: HCM_MOBILE_IDLE_TIMEOUT
  - Description: Specify the number of seconds within which users can sign back into the mobile application by local authentication. No server connection is needed.
  - Default Value: 300 seconds (5 minutes)
- HCM Mobile Session Timeout
  - Code: HCM_MOBILE_SESSION_TIMEOUT
  - Description: Specify the number of seconds after which users must re-authenticate against the server whether online or offline to get a new valid session.
  - Default Value: 604800 seconds (7 days)
- HCM Mobile Offline Learn
  - Code: HCM_MOBILE_OFFLINE_LEARN
  - Description: Configure authentication required for offline access.
  - Default Value: Available with device authentication
- HCM Mobile Learn Sync Interval
  - Code: HCM_MOBILE_LEARN_SYNC_INTERVAL
  - Description: This allows you to select the frequency that the mobile app will query the server for data updates.
  - Default Value: 10 minutes
- HCM Mobile Active Learning Cache Expiration
  - Code: HCM_MOBILE_ACTIVE_LEARNING_CACHE_EXPIRATION
  - Description: Timeout period for active learning assignment content stored offline in HCM Mobile App.

    - Default Value: 1 month
- HCM Mobile Completed Learning Cache Expiration
    - Code: HCM_MOBILE_COMPLETED_LEARNING_CACHE_EXPIRATION
    - Description: Timeout period for completed learning assignment content stored offline in HCM Mobile App.
    - Default Value: 1 week
- HCM Mobile Enable Offline Web Clock
    - Code: HCM_MOBILE_ENABLE_OFFLINE_WEB_CLOCK
    - Description: Allows you to enable or disable offline Web clock in HCM Cloud Mobile native app.
    - Default Value: No
- HCM Mobile Enable Wellness Health Sync
    - Code: HCM_MOBILE_ENABLE_WELLNESS_HEALTH_SYNC
    - Description: Enables the user option to transfer data from Apple HealthKit to HCM Wellness in the HCM Cloud Mobile native app.
    - Default Value: No

Offline Learning

The offline learning capability in the HCM Cloud mobile app allows users to download their currently active Learning assignments to their mobile devices and continue with the learning content while they are offline.

The learning data is downloaded when the user is online and signs in to the app. The download happens automatically if the user has access to Learning Cloud Self-Service on the web, and offline learning is enabled. Every time a server connection is made, there is a check to see if there is new learning data to be downloaded.

When users are offline (such as when they are in airplane mode, or if their connection to the server is lost), they are prompted to switch to the offline mode. Users will access offline content from the app using the last logged in server and user combination. Users may be required to sign in again to go back online if the server session expired while they were offline. When users go online, the learning progress is synched with the HCM Cloud.

Additional Configuration Steps

Firstly, you should ensure that the profile option to enable offline learning is enabled; profile options are a Task under the Oracle HCM Cloud Setup and Maintenance Admin area:

- HCM_MOBILE_OFFLINE_LEARN

Secondly, the users of this feature will need access to the HCM Learning REST webservice. This is a public web service available to all Oracle HCM Learning customers, however there is a specific privilege that users need to access this data. This service is used to download all the Learning content for the user to access offline. Using the Security Console in Oracle HCM Cloud, you will need to add the following privileges to the user roles who need offline learning. Typically, most customers would have this via some copy of the Employee Abstract role:

- Use REST Service - Learner Learning Record Read Only
    - WLF_REST_SERVICE_ACCESS_LEARNER_LEARNING_RECORD_RO_PRIV

Features Available Offline vs Online

Currently the focus of offline learning is centered around the individual learner. This means that the capabilities offline are all within the features under Me > Learning in Oracle HCM Cloud on the web. Any manager (My Team > Learning) or learning specialist / admin (My Client Groups > Learning) features still need to be performed on the web.

It should also be known that only ACTIVE learning assignments will be actionable by the user while offline. This means that if a learners status is waitlisted, requested, or any non-active state (typically not enrolled), they will not be able to complete that learning item while offline. This is mainly due to size limitations, if the app was to download all

available learning a learner could potentially enroll in and complete, the download process would take forever and likely use up all available storage of the mobile device.

There is also the capability to remain in the offline mode, but have your connection to Oracle HCM Cloud restored. This can occur when you regain network connection and displayed with an alert. The alert will prompt you to either return to the online mode, or remain in the offline mode. This way the user can finish what they were doing offline before returning online.

- Available offline features
  - Current Learning
  - View Transcript
- Unavailable offline features
  - Browse Catalog
  - What to Learn
  - My Shared Learning
  - My Learning Communities
- Supported offline learning item types
  - SCORM 1.2 Single Chapter
  - SCORM 1.2 Multi-Chapter
  - PDF
  - Video
  - Assessments
  - Evaluations
  - Specializations
- Supported learning item types when online but remaining in offline mode
  - HACP / AICC
  - Web Link
- Unsupported offline learning item types
  - SCORM 2004 Single Chapter
  - SCORM 2004 Multi-Chapter
  - Tutorials

Offline Limitations

- Learning Evaluations and Assessments
  - These two features use the questionnaire component, which has support for attachments. Attachments can't be uploaded in an answer with offline learning.
  - The questionnaire component supports rich text, offline learning will show the rich text, but the user can't enter a response in rich text, only plain text.
- SCORM
  - SCORM containing Flash components will not work on iOS since the platform doesn't support Flash.
  - SCORM with external references (URLs) to online content will not work offline.
- HACP and Web Links
  - These learning item types will appear offline in the learners Current Learning listings, but as they are online only by their nature, they can't be launched offline.

Enterprise App Store support

The HCM Cloud mobile app is not certified to work with any third-party app stores or MDM (Mobile Device Management) tools. The app binary is made available for customers to download independently, re-sign with their own companies certificates and try on their own if they want to use these utilities, but any issues arising from specifically doing so will not be supported.

Oracle doesn't support issues encountered:

- While attempting to make the app work with any third-party software.
- While attempting to change file names or icons while re-signing the app.

Customers can download an unsigned version of the HCM Cloud Mobile app from:

- iOS Link: https://www.oracle.com/downloads/cloud/hcm-cloud-mobile-downloads.html
- Android Link: https://www.oracle.com/downloads/cloud/hcm-cloud-android-apk-downloads.html

For instructions on how to re-sign the app, how to hardcode a hostname or use the AppConfig settings to push down a hostname, please refer to the Readme doc in the downloaded files from the links above.

FAQs

Q1) Are there any differences when accessing the mobile app on a phone and accessing the app through the mobile browser?

Yes, the main one being that the mobile app has offline capabilities for HCM Learning, Web Clock, and Wellness. The app also allows more screen real-estate while using the online Oracle HCM Cloud capabilities as it does not use any toolbars for browser navigation.

Q2) What data is stored by the mobile app?

For all uses of the HCM Cloud Mobile app, some user settings will be downloaded to the device, this includes the users preferences from Oracle HCM Cloud (their preferred date formats, languages etc) as well as system preferences (theme settings, profile option values to determine what features the HCM Admin has configured for the mobile app). No user account, password or personally identifiable information is ever stored.

If you are only using the online experience of HCM Cloud Mobile, any additional data stored by the device is the same as if using a mobile browser. The embedded browser will store a temporary cache of web pages, images, files you have accessed while using the embedded browser and they will be cleared per your session timeouts. No personally identifiable information is ever downloaded just by viewing pages in the online experience (for example viewing your personal details). The one exception is if the user downloads a file that contains sensitive information, the user will need to ensure the security of that downloaded item.

Additional data from the offline experience varies depending on the offline feature you are using. For HCM Learning, any active learning assignment the user has will download the learning content (PDF, Video, SCORM) and data surrounding it for accessing it offline. Web Clock will download some metadata that describes what attributes need to be collected when the user clocks in or out while offline. Wellness does not download any data but will upload health information to Oracle HCM if it is configured by a Oracle HCM administrator and accepted to share that data by the mobile device user.

Q3) When using the offline features, can offline data be accessed if the mobile phone is stolen?

The offline data is stored in a private directory of the app, there is no way to publicly access the content outside of the app. However unauthorized access may be possible in case of a jailbroken or rooted device. Given in-app detection of jailbroken or rooted devices is not sufficient, only third party MDM software can be used to detect this situation. However, please note that MDM software is external to Oracle and therefore not supported by Oracle.

Q4) What happens when a worker's employment is terminated? Does the app and its data remain on the phone?

When a worker's employment is terminated, the user can continue to access their offline cached data until the session timeout expires (as set by profile option HCM_MOBILE_SESSION_TIMEOUT). It should be noted however that the data is not wiped out or deleted until either the app is manually removed from the device or the data timeout values are hit. In addition, the data is not encrypted and can be retrieved if the device is jailbroken or rooted. For this reason, we recommend a device passcode be used on the mobile device as that enables encryption on the entire mobile device.

Q5) Does the app support MDM, Wrapping and Remote Wipe?

The HCM Cloud mobile app is not certified to work with any of the third-party MDM tools. The app binary is made available and customers can perform this on their own. Oracle doesn't support issues encountered while attempting to make the app work with any third-party software.

However, you should not have an issue using MDM capabilities at the DEVICE level (as this is independent of the HCM Cloud Mobile app), but using MDM capabilities on the app itself is not suggested. For example, enforcing a pin code lock is a device level capability, but wrapping the HCM Cloud Mobile app to restrict file access is an app level capability.

Q6) How is the authentication process handled?

HCM Cloud Mobile uses an embedded web-browser for all online functionality which reuses the web authentication, including if 2FA is enabled. For offline access, the user must first login online, then the app uses device authentication provided the login is within the timeout values specified by profile options in Fusion. When the timeouts expire the user must log back in online (using the web authentication) to regain access to offline.

Q7) What are the inactivity and absolute timeout values?

For online access the timeouts are the same as the web, for offline access the timeouts are set via profile options HCM_MOBILE_IDLE_TIMEOUT and HCM_MOBILE_SESSION_TIMEOUT. When the offline session timeout expires the user must login online again before regaining offline access.

Q8) How does the mobile application enforce entitlements on the client and server side?

For online access, the same entitlements on the web apply as it's an embedded web browser, for offline the entitlements used are specific to the feature being used. For offline learning the user will also require WLF_REST_SERVICE_ACCESS_LEARNER_LEARNING_RECORD_RO_PRIV privilege. Health and Wellness offline features also require privileges, but these are not GA features and need to be enabled through collaboration with those teams.

Q9) How does the app secure sensitive data from being shared by the user?

The mobile app will blur the current of the open page when it is not actively open. However for additional restrictions such as denying taking a screenshot, using copy / paste or disabling screen-sharing, they must be enforced at the device level via MDM.

Q10) How is data encrypted during communication with the server?

The app uses TLS 1.2.

Q11) Can we remotely wipe / destroy the data on the mobile app if needed?

MDM needs to be used to enforce this at the device level.

Q12) Does the mobile application enforce certificate pinning?

Not currently, given the certificate must be installed in the app itself at compile time which is not technically possible to be delivered via the App Store delivered app.

Q13) Does the mobile app implement any code level security such as code obfuscation or binary hardening?

No, the mobile application does not implement any code obfuscation or stripping of symbols given the compiled nature of a mobile app. However given the use of the embedded web browser, browser debug functionality is disabled.

Q14) Does the mobile application perform any jailbreak / rooted device detection?

MDM needs to be used to enforce this, in-app implementations of jailbreak detection are far from foolproof (and some implementations can trigger app store rejection by Apple), MDM solutions at the device level are far superior.

Q15) Are WebView's only allowed to connect to servers on the allowlist?

If the account the app is being connected to is not on oraclecloud.com, a warning will be given to the user asking if they want to continue. Given some customers can use alias domains a blanket denial of different domains was not possible. However if a URL is clicked on (once logged in) that is not on the same domain as the Fusion environment, it will open in a separate safariWebView on iOS or open in the Chrome app on Android, this maintains separate caches/sessions.

Q16) Does the mobile application allow inter-app communication?

The app does not maintain a list of allowed applications it will accept incoming requests from, but the URL scheme the app responds to is only allowing limited functionality (opening the app and adding an account, or deep-linking to a URL in Fusion). Deep-link to Fusion requires a login before opening if no session is valid, after which Fusion will validate the deep-link; adding an account has it's inputs checked before creation.

Q17) Is the mobile application penetration tested on a regular basis?

The app is pen tested at a minimum of once a year. All High and Medium risk issues are always resolved immediately upon discovery and a new app released; the remainder are fixed during the regular release schedule. We do not report the findings of pen tests for security reasons.

Additional Resources

Refer to the What's New for the Redesigned User Experience features in Oracle Cloud Release Readiness for detailed information about mobile responsive features that are displayed in the app using the embedded browser while it is online.

For notes on supported mobile devices, see: https://www.oracle.com/system-requirements/index.html

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