

**Accela Mobile Office™**

Version 7.3 FP3

# ADMINISTRATOR GUIDE



## Accela Mobile Office Administrator Guide

© 2014 Accela, Inc. All rights reserved.

Accela, the Accela logo, the Accela logo with “Government Software” notation, Accela Automation, Accela Asset Management, Accela Citizen Access, Accela Mobile Citizen Access, Accela ERS, Accela GIS, Accela IVR, Accela Land Management, Accela Licensing, Accela Mobile Office, Accela Public Health and Safety, Accela Service Request, Accela Wireless, Kiva DMS, Kiva Development Management System, 'PERMITS' Plus, SiteSynch, Tidemark Advantage, VelocityHall, Vantage360, and other Accela logos, devices, product names, and service names are trademarks or service marks of Accela, Inc. Brava! Viewer is a trademark of Informative Graphics Corporation. Windows is a registered trademark of Microsoft Corporation. Acrobat is a trademark of Adobe Systems Incorporated. Portions copyright 2009 Ching-Lan 'digdog' Huang and digdog software. All other company names, product names, and designs mentioned herein are held by their respective owners.

**Version 7.3 FP3**  
**September 2014**

## Corporate Headquarters

2633 Camino Ramon  
Suite 500  
Bishop Ranch 3  
San Ramon, CA 94583

Tel: (888) 722-2352  
Fax: (925) 659-3201

[www.accela.com](http://www.accela.com)

# TABLE OF CONTENTS

---

<b>Preface .....</b>	<b>4</b>
Revision History .....	4
Obtaining Technical Assistance .....	4
Related Publications .....	5
Documentation Feedback .....	5
Where to Go from Here.....	5
 <b>Chapter 1</b>	
<b>Accessing the Administration Site.....</b>	<b>6</b>
Navigating the Administration Site .....	6
Running Diagnostics .....	9
Enabling Log Function .....	11
 <b>Chapter 2</b>	
<b>Configuring a User Group .....</b>	<b>13</b>
About User Groups .....	13
Creating a User Group .....	14
Importing a User Group .....	17
Deleting a User Group .....	18
 <b>Chapter 3</b>	
<b>Editing a User Group .....</b>	<b>20</b>
Searching for an Existing User Group .....	20
Managing General Settings .....	22
Establishing Large Block Settings.....	24
Establishing Support Settings .....	26
Setting Up Client Preferences.....	27
Importing User Groups.....	30
Setting Up a Proxy Server .....	32
Updating Data Schema .....	33
Customizing Labels and Messages .....	34
Generating a New User Group Key .....	36
 <b>Chapter 4</b>	
<b>Configuring Additional Settings .....</b>	<b>39</b>
Replacing the Default Images.....	39

# PREFACE

This guide introduces you to the Accela Mobile Office administration site and explains how to customize Accela Mobile Office that you install over a Windows operating system.

This guide is for agency administrators who have a working knowledge of Web server configuration and working knowledge of Accela Mobile Office software.

This guide assumes that you have installed the Accela Mobile Office server on your agency's network and the Accela Mobile Office software on Windows devices. The Accela Automation application should also be running and connected to Accela Mobile Office. Refer to the *Accela Mobile Office Installation Guide* and *Accela Automation Installation Guide*, respectively for this required installation information.

If you are planning to use online or offline mapping using Accela GIS mapping services, then you must configure the Accela GIS Server before configuring Accela Mobile Office. For a checklist and instructions on defining online or offline mapping for Accela Mobile Office, see "Configuration Checklists" in the Getting Started chapter of the *Accela GIS Administrator Guide*.

To get familiar with the basic administrator functionality of Accela Mobile Office, first time users should read this Introduction and then read [Chapter 1: Accessing the Administration Site on page 6](#).

## Revision History

This revision history summarizes changes made during each release of this document for all versions of Accela Mobile Office.

**Table 1: Revision History**

Date	Description
September 2014	Initial release.

## Obtaining Technical Assistance

As a starting point for all technical assistance, go to the Accela Customer Resource Center (CRC) website at [www.accela.com/services/support-login](http://www.accela.com/services/support-login). At this site you can search the knowledge base to find answers to commonly asked questions about our products and register at the Accela Forum to join in an information exchange with other Accela users.

If you still have questions after visiting Accela's CRC site, or if you encounter any problems as you use the product, contact your system administrator. If you determine that you need professional technical assistance, have your agency's designated contact call the CRC at (888)

7-ACCELA, ext. 5 or (888) 722-2352 ext. 5. The Accela CRC is available Monday through Friday from 4:00 AM to 6:00 PM Pacific Daylight/Standard Time.

Before you call please have this information available for the CRC representative:

- The Accela product name and version number
- Steps to reproduce the issue, including any error message or error number
- Screenshots, if possible
- Whether the problem is specific to a machine or to a user
- Exactly when the problem began
- Anything that changed on your computer or network (for example, did you install any new software?)
- A copy of your configuration file, if appropriate

## Related Publications

Accela Mobile Office provides these documents for administrators and users:

*Accela Mobile Office Installation Guide*

*Accela Mobile Office User Guide*

*Accela Mobile Office Report Development and Deployment Guide*

For users, there is an online help system.

## Documentation Feedback

Accela's technical publications team wants to provide you with the most accurate and useful documentation possible. We welcome your feedback in helping us improve future versions of this guide. If you have feedback and want to assist in improving the documentation, please send an email message to [documentation@accela.com](mailto:documentation@accela.com). Please include the product name and the version number, the title of the printed manual or online help, the specific topic (copy/paste the section you are referring to), and a detailed description of your suggestion.

## Where to Go from Here

To learn how the Accela Mobile Office Administrator utility works and how to log in and out, see [Chapter 1: Accessing the Administration Site on page 6](#).

To customize Accela Mobile Office, you can manage user groups to control access to certain features. See these sections:

- [Chapter 2: Configuring a User Group on page 13](#)
- [Chapter 3: Editing a User Group on page 20](#)

For instructions on establishing general settings, see [Managing General Settings on page 22](#) and [Chapter 4: Configuring Additional Settings on page 39](#).

---

# ACCESSING THE ADMINISTRATION SITE

Accela Mobile Office is a mobile government application that works along with Accela Automation to extend processing capabilities to the field for activities such as inspections, investigations, disaster response, code enforcement, work orders, and service requests. Any records the user updates using a Windows device also update on Accela Mobile Office, which interfaces with Accela Automation.

The Accela Mobile Office Administration site allows you to set up and administer Accela Mobile Office. You can set preferences and customize components for each user group.

Accela Mobile Office runs over a Windows operating system, which makes it compatible with a variety of mobile devices such as PDAs, Tablet PCs, and laptops.

## Topics

- [Navigating the Administration Site](#)
- [Running Diagnostics](#)
- [Enabling Log Function](#)

## Navigating the Administration Site

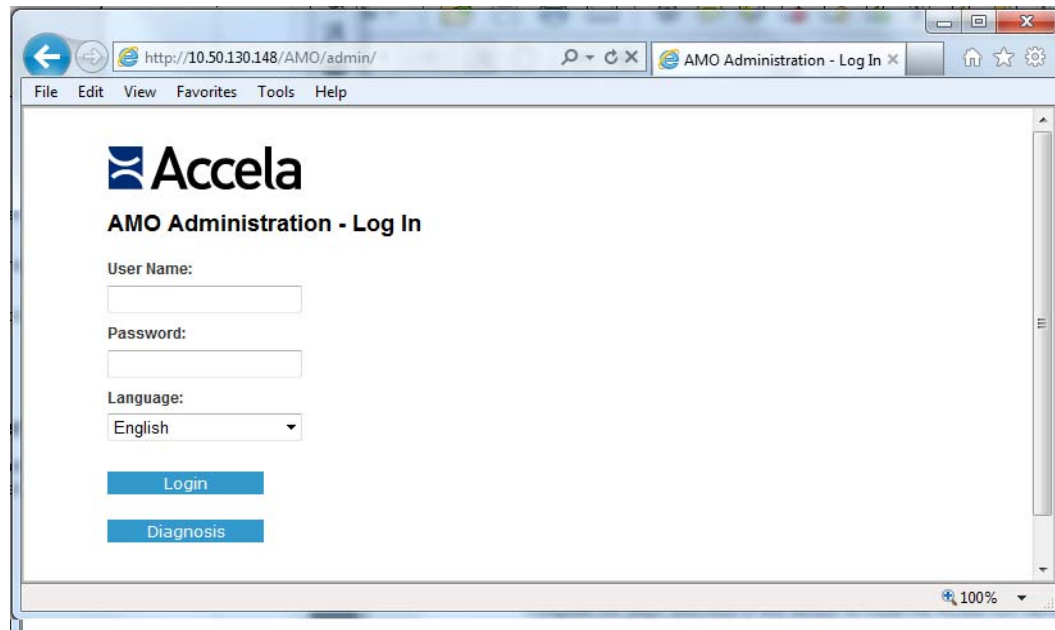
The Accela Mobile Office Administration site allows you to set up and administer Accela Mobile Office. The URL is `http://<amoservername>/<virtualroot>/admin/default.aspx`. Replace `<amoservername>` with the name or IP: Port of the server machine where you installed the Accela Mobile Office server software. Replace `<virtualroot>` with the virtual root name that you entered when you installed the Accela Mobile Office server software.

You can set preferences and customize components for each user group. Use a Web browser to access this site. Only those with the proper credentials can access the Accela Mobile Office Administration site.

Any user logged in to the Accela Mobile Office database has permission to change any user group; so it is the best practice to safeguard the username and password.

Refer to [Figure 1: Example Administration Site URL on page 7](#) for an example that shows the Accela Mobile Office Administration site with a URL address.

Figure 1: Example Administration Site URL



## Topics

- [Logging In](#)
- [Logging Out](#)

## Logging In

When you first access the Accela Mobile Office Administration site, you must log in with the proper credentials. The user name and password must match the user name and password of a user in the Accela Mobile Office server database. The user must have permissions to read and write to all of the Accela Mobile Office tables.

**Note:** *Because the database immediately saves the changes that you made to the Accela Mobile Office Administration site, you cannot undo your changes. Please make changes carefully and back up your database as needed.*

### To access the Accela Mobile Office Administration site

1. Open a web browser. See the *Accela Automation Release Notes* for the Accela Mobile Office version you are using. The Supported Environments chapter lists the supported web browsers.
2. Enter the Accela Mobile Office Administration site URL address where you installed the Accela Mobile Office server software.


The default URL address is: `http://<amoservername>/<virtualroot>/admin/default.aspx`.

Replace *<amoservername>* with the name or IP: Port of the server machine where you installed the Accela Mobile Office server software. Replace *<virtualroot>* with the virtual root name that you entered when you installed the Accela Mobile Office server software.

For example, the city of Bridgeview might have this address <http://prod.bridgeview.com/AMO/admin/default.aspx>.

*The Accela Mobile Office Administration site displays the Log In page.*

---



**AMO Administration - Log In**

User Name:

Password:

Language:

**3.** Complete these three fields as explained below.

When you first access the Accela Mobile Office Administration site, you must log in with the proper credentials. The user name and password must match the user name and password of a user in the Accela Mobile Office server database. The user must have permissions to read and write to all of the Accela Mobile Office tables.

<b>User Name</b>	Enter the user name for the Accela Mobile Office Administrator Database.
<b>Password</b>	Enter the password for the Accela Mobile Office Administrator Database. This password should be unique. So do not share it with any other users in your agency.
<b>Language</b>	As applicable, select a Language from the drop-down list.



4. Click the **Log In** button.

*The Accela Mobile Office Administration site displays the Options page.*

**Accela**

**AMO Administration - Options**

User Group:

[Create a new User Group](#)

[General Settings](#)

[Large Block Settings](#)

[Support Settings](#)

[Client Preferences](#)

[Import User Groups](#)

[Proxy Server Settings](#)

[Update Data Schema](#)

[Label Customization](#)

Create New User Group Key

Delete Current User Group

Log Information

Log Out

Language:

## Logging Out

You can log out at any time. Logging out allows you to log in with different credentials.

### To log out

1. Click the **Log Out** button on the **Options** page.

*The Accela Mobile Office Administration site displays the main login page.*

## Running Diagnostics

The Accela Mobile Office Administration provides you with a series of diagnostic tests that can help you discover problems and that might identify solutions to the problems. For more information about each diagnostic test, see [Table 2: Accela Mobile Office Diagnostics on page 10](#).

**Table 2: Accela Mobile Office Diagnostics**

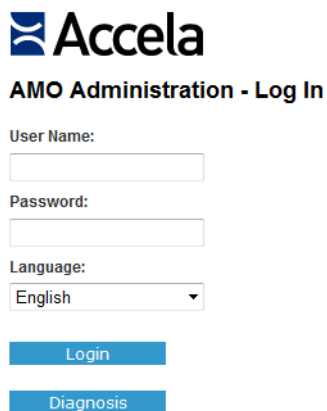
Diagnostic Test	Description
Windows Communication Foundation (WCF) Configuration	Checks to ensure the appropriate WCF configuration on the Accela Mobile Office server.
Database Info	Verifies whether you have entered the correct database information during the installation of Accela Mobile Office and checks the connection between the Accela Mobile Office server and the database.
Logs Folder Permission	Checks whether the logs files are accessible.
Check User Groups Connection	Checks whether each user group can connect the Accela Mobile Office server to the Accela Automation application server and the Accela GIS server.

### To run diagnostics

1. Open the Accela Mobile Office Administration site in a web browser.

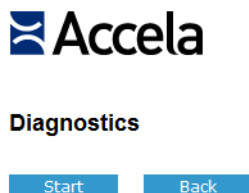
For more information, see [Logging In on page 7](#).

*The Accela Mobile Office Administration site displays the Log In page.*



2. Click the **Diagnosis** button.

*The Accela Mobile Office Administration site displays the Diagnostics page.*



3. Click the **Start** button.

*The Accela Mobile Office Administration site runs all diagnostic tests and then displays a summary of results on the Diagnostics page.*

## Enabling Log Function

Through the Accela Mobile Office Administration site, you can enable or disable the log function and specify where to store the log files for Accela Mobile Office. The log files record all types of events, including GovXML requests and responses, and errors that occurred in the Accela Mobile Office server and client, which assists you in monitoring Accela Mobile Office and troubleshooting.

### To manage log files

1. Log in to the Accela Mobile Office Administration site. For instructions, see [Logging In on page 7](#).

*The Options page displays.*



#### AMO Administration - Options

User Group:

[Create a new User Group](#)

[General Settings](#)

[Large Block Settings](#)

[Support Settings](#)

[Client Preferences](#)

[Import User Groups](#)

[Proxy Server Settings](#)

[Update Data Schema](#)

[Label Customization](#)

[Create New User Group Key](#)

[Delete Current User Group](#)

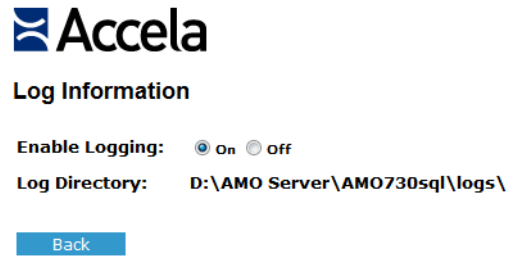
[Log Information](#)

[Log Out](#)

Language:

2. Click the **Log Information** button.

*The Accela Mobile Office Administration site displays the Log Information page.*



3. To enable or disable the log function, mark the desired option in the **Enable Logging** field.  
The **Log Directory** field indicates the location of the log files.

# CONFIGURING A USER GROUP

For users to access and use Accela Mobile Office, you need to create a user group. You can then configure each user group according to specific group's needs. This chapter provides instructions on how to create and configure user groups using the Accela Mobile Office Administration site.

Accela Mobile Office maintains different user groups than Accela Automation. After you create a new user group in Accela Mobile Office, you can import user groups from another database. You can then delete the first created user group if you no longer need it. To learn how to create and import a user group, see [Creating a User Group on page 14](#) and [Importing a User Group on page 17](#), respectively. Note that you can import user groups from an earlier version of Accela Mobile Office or from Accela Wireless.

## Topics

- [About User Groups](#)
- [Creating a User Group](#)
- [Importing a User Group](#)
- [Deleting a User Group](#)

## About User Groups

When a user logs into the Accela Mobile Office client from their Windows device, they first enter their Accela Mobile Office user group name and the Accela Mobile Office server URL address. You configure these two values through the Accela Mobile Office Administration site.

A user group is where you set the preferences and restrictions so users perform the required functions for their job. For example, you might want to direct one user group to access a specific map environment. Or, you might need to ensure that another user group can read their daily job lists, but they cannot modify the job list data to download.

These Accela Mobile Office user groups are distinct and separate from the user groups defined within Accela Automation.

You can have multiple Accela Mobile Office user groups that connect to the same agency and each of the user groups can have different configuration preferences.

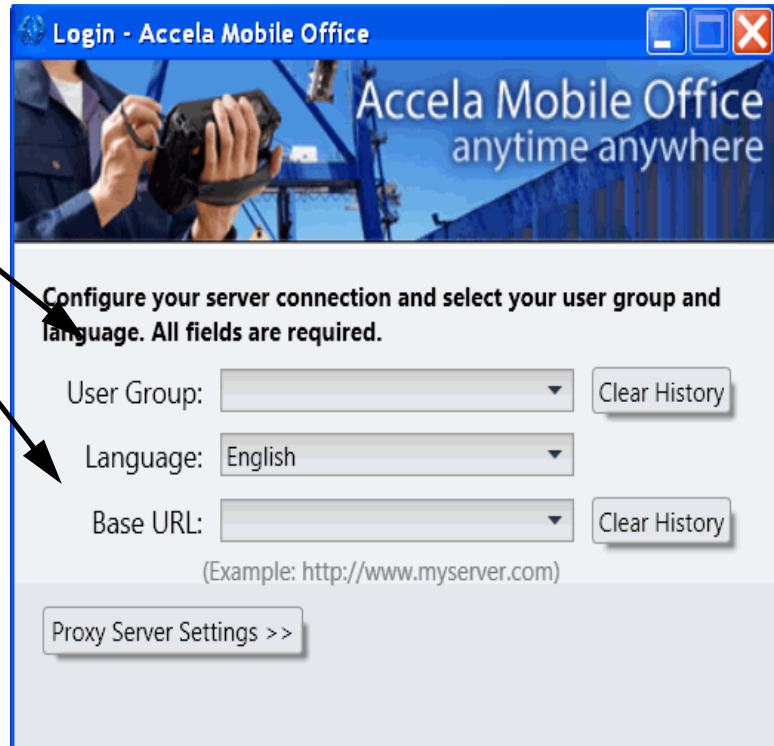
The initial login page that Accela Mobile Office client users access displays in [Figure 2: Windows Devices Access Page to Accela Mobile Office on page 14](#). This figure illustrates the User Group and Base URL that field staff enter from their Windows mobile device. To define

these fields, see “Publishing Access Information to Users” in the “Client Installation” chapter of the *Accela Mobile Office Installation Guide*.

Figure 2: Windows Devices Access Page to Accela Mobile Office

First-time Windows devices will access this Accela Mobile Office access page.

The user group name and base URL you entered is retained by Accela Mobile Office. Next time when you access the Accela Mobile Office login page, you can select the user group name and the base URL separately from a drop-down list.



## Creating a User Group

To provide agency users access to Accela Mobile Office, you first need to add a user group. You can also import a user group. Use this section to create a user group. To import a user group from another database, such as from Accela Wireless or earlier versions of Accela Mobile Office, see [Importing a User Group on page 17](#).

After you create a group in Accela Mobile Office, you can configure it further by assigning the security needed for various agency staff access by assigning specific Accela Mobile Office functions to certain groups. For information on configuring large block settings, setting up client preferences, and configuring general settings see [Chapter 3: Editing a User Group on page 20](#).

### To create a new user group

1. Log in to the Accela Mobile Office Administration site. For instructions, see [Logging In on page 7](#).

*The Options page displays.*



#### AMO Administration - Options

User Group:

[Create a new User Group](#)

[General Settings](#)

[Large Block Settings](#)

[Support Settings](#)

[Client Preferences](#)

[Import User Groups](#)

[Proxy Server Settings](#)

[Update Data Schema](#)

[Label Customization](#)

Create New User Group Key

Delete Current User Group

Log Information

Log Out

Language:

2. From the main page, called the **Options** page, click the **Create a new User Group** link.

*The Accela Mobile Office Administration site displays the Add a new User Group pop-up window.*

3. Complete these fields:

<b>Group Name</b>	<p>Enter the name of the user group.</p> <p><b>Tip:</b> You need to share the Group Name with your agency users so they can log in to Accela Mobile Office from their Windows device. Agency users enter the group name in the <b>User Group</b> field when accessing Accela Mobile Office for the first time. See <a href="#">Figure 2: Windows Devices Access Page to Accela Mobile Office on page 14</a>.</p>
<b>Description</b>	<p>Enter a description for the user group.</p>
<b>Application Server URL</b>	<p>Enter the URL address of the Accela GovXML application server. For example, if you are using Accela Automation Vantage360 to work with Accela Mobile Office then you must enter the Accela Automation Application Server URL.</p> <p>The URL is <code>http://&lt;servername&gt;:3080:wireless/GovXMLServlet</code> where you substitute <code>&lt;servername&gt;</code> with the Accela GovXML application server name.</p> <p>For example, it might be <code>http://biz.ist.accela.com:3080/wireless/GovXMLServlet</code> where <code>biz.ist.accela.com</code> represents your agency's business application server name.</p>
<b>Provider Code</b>	<p>Enter the provider code for the agency service.</p> <p>Contact <a href="#">Accela Customer Resource Center</a> if you need this information.</p>
<b>App. Server Version</b>	<p>Select the version of Accela Automation that you want the user group to access.</p>



4. Click the **Create Group** button.

*The Accela Mobile Office Administration site adds the new user group to the drop-down list on the Options page.*

5. For information on configuring and editing large block settings, setting up client preferences, and configuring general settings, see [Chapter 3: Editing a User Group on page 20](#).

## Importing a User Group

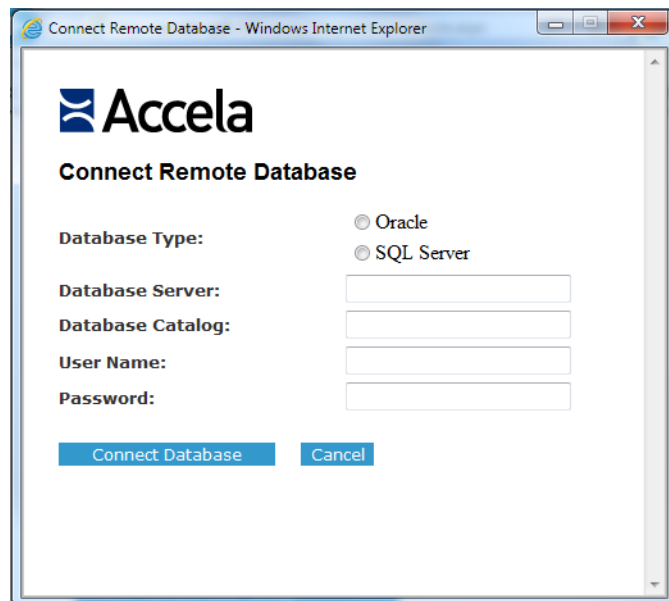
If you are logged in to the Accela Mobile Office Administration site, you can import user groups from a different database. Importing a user group creates a copy of the selected user group in the Accela Mobile Office database. If the imported user group is from a different version of Accela Mobile Office or is from Accela Wireless, the data might not be complete. For example, if importing from Accela Wireless, set the Accela GIS settings before activating GIS.

After you import a user group, it displays in the User Group drop-down list on the Options page. See [step 1](#) for the Options page. You can then edit the group settings. For editing group settings, refer to [Chapter 3: Editing a User Group on page 20](#).

### To import user groups

1. Log in to the Accela Mobile Office Administration site. For instructions, see [Logging In on page 7](#).
2. On the **Options** page, click the **Import User Groups** link.

*The Accela Mobile Office Administration site displays the Connect Remote Database page.*



3. Complete these fields:
-

<b>Database Catalog</b>	If your agency uses Microsoft SQL Server, enter the name of the database catalog on your server. Oracle databases do not use the Database Catalog data.
<b>Database Server</b>	Enter the database server name, IP address, URL, or other method that your agency uses to connect to the remote database.
<b>Database Type</b>	Indicate which database type your agency uses for Accela Mobile Office.
<b>Password</b>	Enter the remote database password.
<b>Username</b>	Enter the remote database user name.

4. Click the **Connect Database** button.

*Accela Mobile Office displays the Import Settings page listing user groups available for importing.*

5. In the **Import** column, mark the check box for each user group that you want to import.

6. Click the **Import Selected Items** button.

*Accela Mobile Office imports the selected user groups and then displays the Options page. The imported user groups are now available from the User Group drop-down list in the Accela Mobile Office Administration site.*

## Deleting a User Group

You can delete a user group that is no longer needed using the Accela Mobile Office Administration site. However, after you click OK, you cannot undo the deletion.

### To delete a user group

1. Log in to the Accela Mobile Office Administration site. For instructions, see [Logging In on page 7](#).
2. On the **Options** page, from the **User Group** drop-down list, select the user group to delete.

3. Click the **Delete Current User Group** button.

*The Accela Mobile Office Administration site displays a confirmation prompt.*



**Accela**

**AMO Administration - Options**

User Group:

[Create a new User Group](#)

[General Settings](#)

[Large Block Settings](#)

[Support Settings](#)

[Client Preferences](#)

[Import User Groups](#)

[Proxy Server Settings](#)

[Update Data Schema](#)

[Label Customization](#)

[Create New User Group Key](#)

[Delete Current User Group](#)

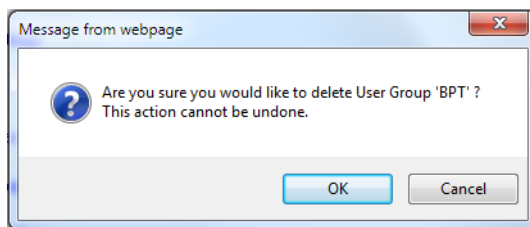
[Log Information](#)

[Log Out](#)

Language:

4. Click **OK** to confirm your choice.

*The Accela Mobile Office Administration site deletes the user group.*



# EDITING A USER GROUP

---

This chapter provides instructions on how to change the settings for any user group in the Accela Mobile Office Administration database. Before you edit any information in a user group, you need to select the correct user group. For information on creating, importing, and deleting user groups, see [Chapter 2: Configuring a User Group on page 13](#).

## Topics

- [Searching for an Existing User Group](#)
- [Managing General Settings](#)
- [Establishing Large Block Settings](#)
- [Establishing Support Settings](#)
- [Setting Up Client Preferences](#)
- [Importing User Groups](#)
- [Setting Up a Proxy Server](#)
- [Updating Data Schema](#)
- [Customizing Labels and Messages](#)
- [Generating a New User Group Key](#)

## Searching for an Existing User Group

You can change the settings for any user group in the Accela Mobile Office Administration database. Before you edit any information in a user group, you need to find the correct user group. You can change the user group you are working with at any time.

## To find a user group

1. Log in to the Accela Mobile Office Administration site. For instructions, see [Logging In on page 7](#).

The Accela Mobile Office Administration site displays the Options page.



**Accela**

**AMO Administration - Options**

**User Group:**

[Create a new User Group](#)

[General Settings](#)

[Large Block Settings](#)

[Support Settings](#)

[Client Preferences](#)

[Import User Groups](#)

[Proxy Server Settings](#)

[Update Data Schema](#)

[Label Customization](#)

[Create New User Group Key](#)

[Delete Current User Group](#)

[Log Information](#)

[Log Out](#)

**Language:**

2. From the **User Group** drop-down list, choose the user group that you want to edit.
3. Update the settings for the User Group as described in the following sections:
  - [Managing General Settings on page 22](#)
  - [Establishing Large Block Settings on page 24](#)
  - [Establishing Support Settings on page 26](#)
  - [Setting Up Client Preferences on page 27](#)
  - [Setting Up a Proxy Server on page 32](#)
  - [Customizing Labels and Messages on page 34](#)

# Managing General Settings

You can edit the general setup for a selected user group.

## To edit general settings

1. Log in to the Accela Mobile Office Administration site. For instructions, see [Logging In on page 7](#).
2. On the **Options** page, choose the user group that you want to modify from the User Group drop-down list.
3. Click the **General Settings** link.

*The Accela Mobile Office Administration site displays the Settings page.*



## AMO Administration - Settings

### Settings for User Group:

#### User Group Settings

Group Name:	<input type="text" value="733-SACCO"/>
Description:	<input type="text"/>
App. Server URL:	<input type="text" value="http://10.50.130.142:43080/wi"/>
Provider Code:	<input type="text" value="SACCO"/>
Date Mask:	<input type="text" value="dddd, dd MMM yyyy"/>
Time Mask:	<input type="text"/>
Accela GIS Server:	<input type="text" value="http://agis-qa.achievo.com/ag"/>
GIS Integration Setting for Online Mapping:	<input type="text" value="amo-online"/>
GIS Integration Setting for Offline Mapping:	<input type="text" value="amo-offline"/>
App. Server Version:	<input type="text" value="7.3.3.0"/>
Background Style:	<input checked="" type="radio"/> Standard Blue <input type="radio"/> White
Font Size:	<input type="text" value="Normal"/>
<input type="button" value="Update"/> <input type="button" value="Cancel"/>	

4. Complete the necessary fields.  
For a description of the fields, see [List 1: Administration Settings Fields on page 23](#).
5. Click the **Update** button.

*The Accela Mobile Office Administration site updates the settings.*

List 1: Administration Settings Fields

<b>Accela GIS Server</b>	Enter the URL of the Accela GIS application to link it to Accela Mobile Office. For example, <a href="http://agis.bridgeview.com/agis">http://agis.bridgeview.com/agis</a> .
<b>App. Server Version</b>	<p>Select the version of Accela Automation that you want the user group to access.</p> <p>If a user group needs to access a test or staging server, then select that version from the drop-down list.</p> <p>Accela Mobile Office is backward-compatible to at least one version. For example, if you are running Accela Mobile Office version 7.1.0 you can run it against Accela Automation Vantage360 7.0.5 by selecting "7.0.5" in the App. Server Version field.</p>
<b>App. Server URL</b>	<p>Enter the URL address of the Accela GovXML application server.</p> <p>For example, if you are using Accela Automation Vantage360 to work with Accela Mobile Office then you must enter the Accela Automation Application Server URL.</p> <p>For example, <a href="http://biz.ist.accela.com:3080/wireless/GovXMLServlet">http://biz.ist.accela.com:3080/wireless/GovXMLServlet</a> where <i>biz.ist.accela.com</i> represents your agency's business application server name.</p>
<b>Background Style</b>	Select the background style to apply in the Accela Mobile Office client interface for the user group. The background can be either standard blue (default) or white.
<b>Date Mask</b>	<p>Update the format for how the date displays for the user group. If the Date Mask or Time Mask is blank, Accela Mobile Office takes the format for the date or time from the Operating System Locale settings.</p> <p>A date mask must include a month, day, and year. For example, you might enter "MM/dd/yy" to represent 12/31/2010. Similarly, you might enter "dd-MM-yy" to represent 31-12-2010.</p>
<b>Description</b>	Update the description of the user group.
<b>Font Size</b>	Select the font size you want the user group to view in the Accela Mobile Office client interface. The setting has three options: Normal (default), Larger and Largest.
<b>GIS Integration Setting for Online Mapping</b>	<p><b>Online</b> mapping: This is the Integration Name that your agency's GIS administrator defined in Accela GIS using the Define Integration Environment from the Start Map Integration Wizard link. This field value must exactly match the Integration Name in the Start Map Integration Wizard. This includes uppercase, lowercase, spaces, and any other punctuation.</p> <p>Users can access maps in online mode. User groups are able to manage the layers and map data that are available to Accela Mobile Office users in online mode.</p> <p>For a checklist and instructions on required tasks for defining online mapping for Accela Mobile Office, see the "Configuring Accela GIS for Accela Mobile Office Online Mapping" section in the Getting Started chapter of the <i>Accela GIS Administrator Guide</i>.</p>

List 1: Administration Settings Fields (Continued)

<b>GIS Integration Setting for Offline Mapping</b>	<p><b>Offline mapping:</b> This is the Integration Name that your agency's GIS administrator defined in Accela GIS using the Define Integration Environment from the Start Map Integration Wizard link. This field value must exactly match the Integration Name in the Start Map Integration Wizard. This includes uppercase, lowercase, spaces, and any other punctuation.</p> <p>Users can access maps in offline mode. User groups are able to manage the layers and map data that are available to Accela Mobile Office users in offline mode.</p> <p>For a checklist and instructions on required tasks for defining offline mapping for Accela Mobile Office see the "Configuring Accela GIS for Accela Mobile Office Offline Mapping" section in the Getting Started chapter of the <i>Accela GIS Administrator Guide</i>.</p>
<b>Group Name</b>	Update the name of the user group.
<b>Provider Code</b>	Update the agency provider code. Contact <a href="#">Accela Customer Resource Center</a> if you need this information.
<b>Time Mask</b>	<p>Update the format for how the time displays for the user group. If the Date Mask or Time Mask is blank Accela Mobile Office takes the format for the date or time from the Operating System Locale settings.</p> <p>A time mask must include a minute. For example, you might enter "hh:mm" to represent 09:30. You might also enter "hh:mm:ss" to represent 09:30:50, or "hh:mmtt" to represent 09:30 AM. Another possible time mask might be "HH:mm" to represent 13:30.</p>

## Establishing Large Block Settings

You can limit the number of search results the Accela Automation GovXML application server returns at a time when a query has a large number of results. Limiting search results allows you some control over your server load. For example, if you set the entry to 100, Accela Mobile Office sends each request to 100 records at a time until it retrieves all the records of that type. These settings can prevent a runaway process or query from slowing or stopping Accela Automation. You can establish large block settings in all pages that have a query function.

### To establish large block settings

1. Log in to the Accela Mobile Office Administration site. For instructions, see [Logging In on page 7](#).
2. On the **Options** page, choose the user group that you want to modify from the User Group drop-down list.



3. Click the **Large Block Settings** link.
- The Accela Mobile Office Administration site displays the *Large Block Settings* page.

AMO Administration - Large Block Settings

Settings for User Group: 'BPT' (ID = '198')

[Large Block Size Settings](#)

Inspection List:

Guidesheet List:

Record Type List:

Inspection Type List:

Inspector List:

Disposition List:

Comment List:

Condition Types List:

Roles List:

Cities List:

Record Status List:

Inspection District List:

Record Query List:

Parcel Query List:

Update

Cancel

4. Complete the necessary fields, making sure that all values in these fields are integers.
- For a description of fields, see [List 2: Administration - Large Block Settings Fields](#) on page 25.

5. Click the **Update** button.
- The Accela Mobile Office Administration site updates the settings.

List 2: Administration - Large Block Settings Fields

Cities List	Enter the maximum number of records you want Accela Mobile Office to return when a user searches for a city.
Comment List	Enter the maximum number of records you want Accela Mobile Office to return when a user searches for a list of comments.
Condition Types List	Enter the maximum number of records you want Accela Mobile Office to return when a user searches for a list of condition types. Conditions refer to certain requirements for an application that an applicant must fulfill to qualify for approval. Although conditions do not necessarily impose holds, they can prolong the permitting process until the application meets all the conditions. For information about conditions, refer to the documentation that came with your permitting system.
Disposition List	Enter the maximum number of records you want Accela Mobile Office to return when a user searches for a list of dispositions. A disposition is the final outcome or the current status of a particular inspection.

**List 2: Administration - Large Block Settings Fields (Continued)**

<b>Guidesheet List</b>	Enter the maximum number of records you want Accela Mobile Office to return when a user searches for a list of checklists.
<b>Inspection District List</b>	Enter the maximum number of records you want Accela Mobile Office to return when a user searches for an inspection district.
<b>Inspection List</b>	<p>Enter the maximum number of records you want Accela Mobile Office to return when a user searches for a list of inspections. This list refers to inspection sheets, which are one per day. Limiting the search results establishes how many days' inspection lists Accela Mobile Office downloads at a time.</p> <p>An inspection refers to a general observation of an asset or a permit application. An inspection can include many specific observations.</p>
<b>Inspection Type List</b>	Enter the maximum number of records you want Accela Mobile Office to return when a user searches for a list of inspection types.
<b>Inspector List</b>	Enter the maximum number of records you want Accela Mobile Office to return when a user searches for a list of inspectors.
<b>Parcel Query List</b>	Enter the maximum number of record you want Accela Mobile Office to return when a user searches for a parcel query.
<b>Record Query List</b>	Enter the maximum number of records you want Accela Mobile Office to return when a user searches for records. Accela recommends that you restrict this list to 50 records at a time, because each record can have a large amount of data.
<b>Record Status List</b>	Enter the maximum number of records you want Accela Mobile Office to return when a user searches for a record status.
<b>Record Type List</b>	Enter the maximum number of records you want Accela Mobile Office to return when a user searches for a list of record types.
<b>Roles List</b>	Enter the maximum number of records you want Accela Mobile Office to return when a user searches for a role.

## Establishing Support Settings

Before users can contact their support representative or Accela Mobile Office can notify a support representative when an error occurs, you need to set up the support settings.

### To establish support settings

1. Log in to the Accela Mobile Office Administration site. For instructions, see [Logging In on page 7](#).
2. On the **Options** page, choose the user group you want to modify from the User Group drop-down list.

3. Click the **Support Settings** link.

*The Accela Mobile Office Administration site displays the Support Settings page.*

#### AMO Administration - Support Settings

Settings for User Group:

[Support Settings](#)

Support Contact:	<input type="text"/>
Days Of Operation:	<input type="text"/>
Hours of Operation:	<input type="text"/>
Primary Phone:	<input type="text"/>
Secondary Phone:	<input type="text"/>
Support Email:	<input type="text"/>

[Update](#)

[Cancel](#)

4. Complete these fields:

<b>Days of Operation</b>	Enter the days the contact works.
<b>Hours of Operation</b>	Enter the hours the contact works.
<b>Primary Phone</b>	Enter the primary phone number for the contact.
<b>Secondary Phone</b>	Enter the secondary phone number for the contact.
<b>Support Contact</b>	Enter the name of the support contact.
<b>Support Email</b>	Enter the email address for the support contact.

5. Click the **Update** button.

*The Accela Mobile Office Administration site adds the contact information to the database.*

## Setting Up Client Preferences


Setting up the user interface includes setting preferences on the client. These preferences include GPS time-out preferences and choosing the data entry type for Inspection Unit Numbers (IUNs).

#### To configure client preferences

1. Log in to the Accela Mobile Office Administration site. For instructions, see [Logging In on page 7](#).
2. On the **Options** page, choose the user group that you want to modify from the User Group drop-down list.

3. Click the **Client Preferences** link.

The Accela Mobile Office Administration site displays the Preferences page.



AMO Administration - Preferences

Settings for User Group:

[Preferences](#)

GPS Options

Auto-Capture GPS(coordinates & date/time stamp)

No

Number of attempts to capture GPS info

3

Duration between attempts (in minutes)

3

GPS Timeout Setting

3

Read Only:

☒

Number of seconds client waits for a GPS response

Record Additional Information Display Mode

Tree View

Read Only:

☐

Record Additional Information Display Modes:TreeView,GroupTreeView,ListPanel

Scheduled Task Time Interval

60

Read Only:

☐

Minimal time interval for scheduled tasks

Inspection Unit Number Setting

No

Read Only:

☐

Display Inspection Unit Number as a List

Job List Configuration

Read Only:

☐

Allow to View Audit Log

Yes

Enable Inspection Time Allocation

Yes

Remove Transaction Records

Remove transaction records after

3 days

Remove Reference Records

Remove asset and parcel reference records after

14 days

Working City

City weather forecast where the agency is located

Working State

The state where the city is located

Working Country

The country where the city is located

Temperature Display

Fahrenheit

City weather forecast

Update

Cancel

4. Complete the necessary fields and specify for each if you want Accela Mobile Office users to have read-only access to the options that you select. The read-only access prevents the user group from modifying these values on their Windows device.

For a list of field descriptions, see [List 3: Administration-Preferences Fields on page 29](#).

5. Click the **Update** button.

The Accela Mobile Office Administration site updates the preferences.

List 3: Administration-Preferences Fields

<b>GPS Options</b>	<p><b>Auto-Capture GPS (coordinates &amp; date/time stamp)</b>  Select Yes from the drop-down list if you want the Accela Mobile Office client to automatically capture GPS coordinates of the user's location, along with the inspection date and inspection time when the user submits an inspection. The Yes option also disables the Coordinates button on the Inspection detail page in the Accela Mobile Office client.</p> <p>Select No from the drop-down list if you want users to manually capture GPS coordinates or enter the coordinates. The No option enables the Coordinates button on the Inspection detail page.</p> <p><b>Number of attempts to capture GPS info</b>  When you set Auto-Capture GPS to Yes, select the number of attempts to auto-capture GPS coordinates, inspection date, and inspection time upon submittal of an inspection. When the maximum number of attempts is reached, the Accela Mobile Office client prompts the user to submit the inspection without the GPS information or cancel the submittal.</p> <p><b>Duration between attempts (in minutes)</b>  When you set Auto-Capture GPS to Yes, define the time interval in minutes between two attempts to auto-capture GPS coordinates, inspection date, and inspection time.</p>
<b>GPS Timeout Setting</b>	Enter the amount of inactivity time the GPS system waits before it times out.
<b>Record Additional Information Display Model</b>	Select a display mode for additional record information from the drop-down list. The available options include Tree View, List Panel, and Group Tree View.
<b>Scheduled Task Time Interval</b>	Enter a value in this field to set a time interval for user tasks.
<b>Inspection Unit Number Setting</b>	This field determines the data entry type for IUNs. Select Yes if you want to display IUNs in a drop-down list. Select No if you want to users to manually enter IUNs in a text entry field.
<b>Job List Configuration</b>	This field determines whether users have read-only access to the job list. If you mark the Read Only check box, users only have read-only access to the job list. If you clear this option, users can access the My Job List on the Job List settings page, the Add to Job List button on the Inspections and Records list pages, and the Add to Job List map command in the Actions and Context menu.
<b>Allow to View Audit Log</b>	This field determines whether Accela Mobile Office users can access the record detail audit log.
<b>Enable Inspection Time Allocation</b>	This field determines whether Accela Mobile Office users can access the time accounting log.
<b>Remove Transaction Records</b>	<p>This field determines the number of days after which Accela Mobile Office automatically removes transaction records from client devices upon user login. Select a value from the "Remove transaction records after" drop-down list.</p> <p>The transaction records include the records, inspections, and asset condition assessments that users have submitted or that users have not changed since downloading them from the Accela Mobile Office server.</p>

**List 3: Administration-Preferences Fields (Continued)**

<b>Remove Reference Records</b>	This field determines the number of days after which Accela Mobile Office automatically removes reference records from client devices upon user login. Select a value from the "Remove reference records after" drop-down list.  The reference records include the assets and parcels that users have submitted or that users have not changed since downloading them from the Accela Mobile Office server.
<b>Working City</b>	Enter the name of the city where your agency resides. The weather forecast for the city displays on the Home page in Accela Mobile Office.
<b>Working State</b>	Enter the name of the state where your agency resides. The weather forecast for the state displays on the Home page in Accela Mobile Office.
<b>Working Country</b>	Enter the name of the country where your agency resides. The weather forecast for the country displays on the Home page in Accela Mobile Office.
<b>Temperature Display</b>	Enter the unit of the temperature which displays in the weather forecast information.

## Importing User Groups

If you are logged in to the Accela Mobile Office Administration site, you can import user groups from a different database. Importing a user group creates a copy of the selected user group in the Accela Mobile Office database. If the imported user group is of a different version of Accela Mobile Office or is from Accela Wireless, the data might not be complete. Review the imported user group's data to make sure it is complete. After you import the user group, Accela Mobile Office users can access it.

For information on creating, deleting, and configuring user groups, see [Creating a User Group on page 14](#), [Deleting a User Group on page 18](#), and [Chapter 2: Configuring a User Group on page 13](#) respectively.

### To import user groups

1. Log in to the Accela Mobile Office Administration site. For instructions, see [Logging In on page 7](#).

2. On the **Options** page, click the **Import User Groups** link.

*The Accela Mobile Office Administration site displays the Connect Remote Database page.*

3. Complete these fields:

<b>Database Catalog</b>	If your agency uses Microsoft SQL Server, enter the name of the database on your server. Oracle databases do not use the Database Catalog data.
<b>Database Server</b>	Enter the database server name, IP address, URL, or other method that your agency uses to connect to the remote database.
<b>Database Type</b>	Indicate which database type your agency uses for Accela Mobile Office.
<b>Password</b>	Enter the remote database password.
<b>Username</b>	Enter the remote database user name.

4. Click the **Connect Database** button.

*The Accela Mobile Office Administration site displays the Import Settings page listing user groups available for importing.*

5. In the **Import** column, mark the check box for each user group that you want to import.
6. Click the **Import Selected Items** button.

*The Accela Mobile Office Administration site imports the selected user groups and then displays the Options page. The imported user groups are now available from the User Group drop-down list in the Accela Mobile Office Administration site.*

## Setting Up a Proxy Server

You can set up a proxy server for the Accela Mobile Office server to access the Internet.

### To set up a proxy server

1. Log in to the Accela Mobile Office Administration site. For instructions, see [Logging In on page 7](#).
2. On the **Options** page, choose the user group you want to modify from the User Group drop-down list.
3. Click the **Proxy Server Settings** link.

*The Accela Mobile Office Administration site displays the Proxy Server Settings page.*

Proxy Server Settings - Windows Internet Explorer

**Accela**

**Proxy Server Settings**

☒ Use HTTP proxy server

Address:  (Example: 10.50.0.20)

Port:

☐ Bypass for local addresses

☐ Bypass for these addresses:  
(Regular expression is supported)

Address 1:  (Example: 10.50.1.56)

Address 2:  (Example: 10.50.1.58)

Address 3:  (Example: 10.50.2.17)

☐ Use authorization information

Username:

Password:

Domain:  (Example: Sacramento)

4. Complete these fields:



<b>Use HTTP proxy server</b>	<p>Mark this check box when your agency policy enforces the use of proxy servers for the Accela Mobile Office server to access the Internet. Then complete these fields:</p> <p><b>Address</b> Enter the IP address of your proxy server.</p> <p><b>Port</b> Enter the port number of your proxy server.</p>
<b>Bypass for local addresses</b>	<p>Mark this check box only when your agency policy enforces the use of a proxy server so you can work within the agency's local firewall.</p>
<b>Bypass for these addresses</b>	<p>Mark this check box if you want to access some IP address directly instead of through the proxy server. Then complete the following fields:</p> <p>Address 1, Address 2, Address 3 Enter the IP address that you want to access directly instead of through the proxy server.</p>
<b>Use authorization information</b>	<p>Mark this check box if your proxy server authenticates each user. Then complete these fields:</p> <p><b>Username</b> Enter the user name used to access the proxy server.</p> <p><b>Password</b> Enter the password used to access the proxy server.</p> <p><b>Domain</b> Enter your domain.</p>

5. Click the **Save** button.

*The Accela Mobile Office Administration site saves the settings.*

## Updating Data Schema

After upgrading the Accela Mobile Office server, you need to update the database tables.

### To update data schema

1. Log in to the Accela Mobile Office Administration site. For instructions, see [Logging In on page 7](#).

2. On the **Options** page, click the **Update Data Schema** link.

*The Accela Mobile Office Administration site updates the data schema.*



## AMO Administration - Options

User Group:

[Create a new User Group](#)

[General Settings](#)

[Large Block Settings](#)

[Support Settings](#)

[Client Preferences](#)

[Import User Groups](#)

[Proxy Server Settings](#)

[Update Data Schema](#)

[Label Customization](#)

[Create New User Group Key](#)

[Delete Current User Group](#)

[Log Information](#)

[Log Out](#)

Language:

**Updated successfully**

## Customizing Labels and Messages

To address your agency's needs for internationalization and localization you can customize the display text for labels and prompt messages used by the Accela Mobile Office client.

### To customize labels and messages

1. Log in to the Accela Mobile Office Administration site. For instructions, see [Logging In on page 7](#).
2. On the **Options** page, choose the user group that you want to modify from the User Group drop-down list.

- Click the **Label Customization** link.

The Accela Mobile Office Administration site displays the Label Customization page.

#### AMO Administration - Label Customization

Language:

Text:

Key	Text
Accela.AMO.Client_App_GotUnProcess Message	The application has an unhandled exception. Do you want to send the exception log file t
Accela.AMO.Client_App_Unprocessede xceptionTitle	Unhandled exception
Accela_AMO_Client_DataAccess_Binar yDao_ObjectHaveExistInDataSource	Insert failed. The {0} item already exists in data source.
Accela_AMO_Client_WCFProxy_URLInc orrect	The URL {0} is NOT correct. Please check your entered URL base.
ActionComboxTitle	Actions
Action_Open	Open
Action_Delete	Delete
Add	Add
AddAddressDialog_Title	Add Address
EditAddressDialog_Title	Edit Address
AddParcelDialog_Title	Add Parcel
AddParcelAddressDialog_Title	Add Parcel Addresses
AddParcelContactsDialog_Title	Add Parcel Contacts
AddCheckList_Title	Add Checklists
AddCondition_Title	Add Condition
Additional_Title	Additional Information
AdditionalItemValueRequired	{0} is required.
AddRelatedRecords_RecordID	RECORD ID:
AddRelatedRecords_Relation	RELATION:
AddRelatedRecords_Title	Add Related Records
Address	Address
Address_Block	Block
Address_City	City
Address_Fraction	Fraction
Address_MapBook	Map Book:
Address_Number	Number
Address_Prefix	Prefix
Address_Primary	Primary
Address_RecentlyUsed	RECENTLY-USED ADDRESSES:
Address_Tooltip_RecentlyUsed	Recently-used addresses

Total 3349 Records    1/112 Page    First    Previous    [Next](#)    [End](#)    Jump to page

- Select the target language from the Language drop-down list. Accela Mobile Office supports American English, Arabic, and Australian English.

The Accela Mobile Office Administration site displays the labels and messages for the selected language in the Text column.

- Locate the label or message that you want to customize by using one or more of the following methods:

- Enter the display text for the label or message that you want to customize in the Text field and click the **Search** button.
  - Click the **First**, **Previous**, **Next**, or **End** link to page through the list of labels and messages.
  - Enter the page number in the Jump to page field and then click the **Go** button.
6. Edit the display text for the label or message in the Text column as necessary.
  7. Click the **Update** button.

*The Accela Mobile Office Administration site saves the changes you made to the display text for the label or message.*

## Generating a New User Group Key

The Accela Mobile Office server and client encrypt the data between each other so that the data is not viewable by interceptors. The New User Group Key allows an administrator to create a new public key for the Accela Mobile Office server so that when the Accela Mobile Office client logs in it gets the new public key to encrypt the data.

Consider generating a new group key when users are not logged in to the Accela Mobile Office server. The user group that the new encryption key affects must then log in again to the Accela Mobile Office server. A pop-up message indicates this requirement. Refer to the following steps.

### To generate a new public key for the Accela Mobile Office server

1. Log in to the Accela Mobile Office Administration site. For instructions, see [Logging In on page 7](#).
  2. On the **Options** page, choose the user group that you want to modify from the User Group drop-down list.
-



## AMO Administration - Options

User Group:

[Create a new User Group](#)

[General Settings](#)

[Large Block Settings](#)

[Support Settings](#)

[Client Preferences](#)

[Import User Groups](#)

[Proxy Server Settings](#)

[Update Data Schema](#)

[Label Customization](#)

[Create New User Group Key](#)

[Delete Current User Group](#)

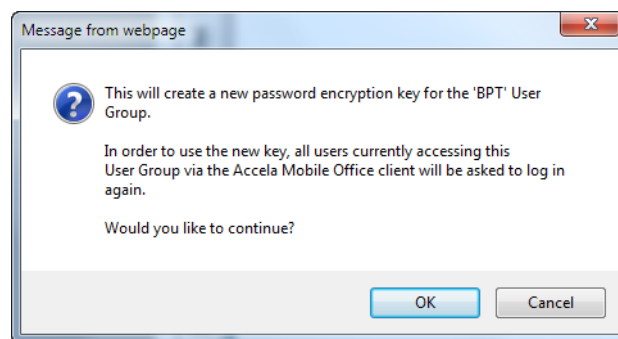
[Log Information](#)

[Log Out](#)

Language:

3. Click the **Create New User Group Key** button.

*The Accela Mobile Office Administration site displays this confirmation message.*



4. Click **OK** to continue with the new user group key.

*The following message displays at the bottom of the Options page.*

[Create a new User Group](#)

[General/ADS Settings](#)

[Large Block Settings](#)

[Support Settings](#)

[Client Preferences](#)

[Import User Groups](#)

Create New User Group Key

Delete Current User Group

Log Out

Language:

English

**User Group 'Public Works' has been  
successfully updated.**

# CONFIGURING ADDITIONAL SETTINGS

This chapter provides instructions on how to change the settings that affect the users in all the user groups.

Topics

- [Replacing the Default Images](#)

## Replacing the Default Images

You can replace the application icon, login banner and splash screen that display when a user starts Accela Mobile Office.

To replace the default images

1. On the Accela Mobile Office server, go to the Images directory: <Installation\_Directory>\client\profiles\default\PC\Images. This directory stores the image files that display in Accela Mobile Office, as shown in [Table 3: Accela Mobile Office Client Images](#).
2. To replace any of the image files, prepare an image file with the same name, size, and format.
3. Copy the new image file to the Images directory. Select the **Copy and Replace** option when a Copy File window pops up.

Table 3: Accela Mobile Office Client Images

Image File Name	Image Usage	Default Image
ApplicationIcon.ico	Application Icon	

Table 3: Accela Mobile Office Client Images

Image File Name	Image Usage	Default Image
amo_login_banner.png	Login Banner	
splashscreen.png	Splash Screen	