



MARK5 IPHONE APP | *User guide*

0.0 | *Welcome*

This user guide will teach you how to use the MARK5 iPhone app. The app gives you the opportunity to do business at any time and from anywhere you like. It helps you to keep your workload sorted and available by customizing folders with important emails.

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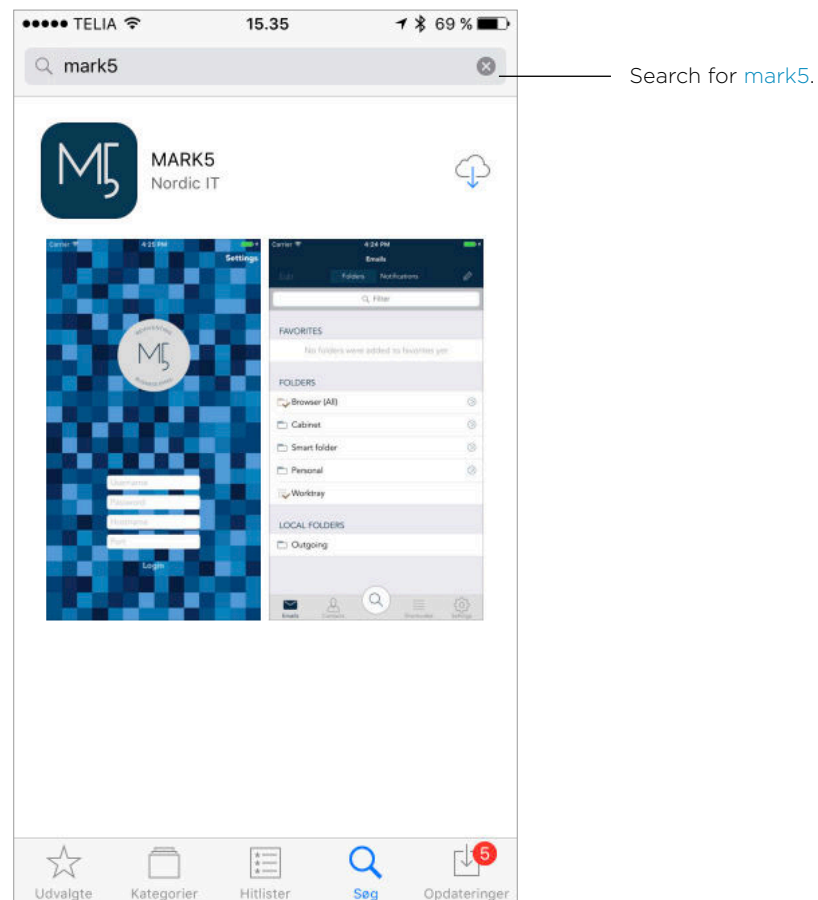
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1.0 | *Getting started*

The following chapter will teach you about the setup and basics of the app.

To get started go to App Store and type in: **MARK5** in the search bar. [Download](#) the app to your iPhone.



1.1 | Login

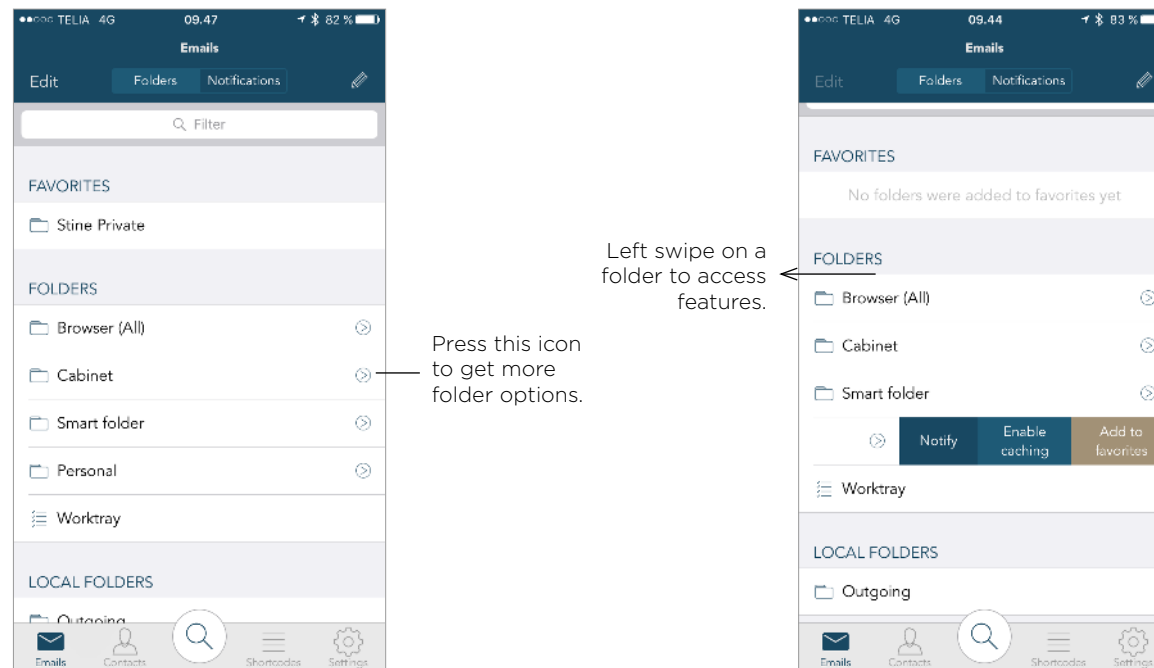
Now, login. Start off by tapping the icon to open the app. Now you will see the login page.

To login use the same [username](#) and [password](#) as when you login to MARK5 on your PC. In [hostname](#) and [port](#) you need to use the information provided by Nordic IT.

Once you have filled out the information in the right columns, tap [login](#) to enter the MARK5 app.



1.2 | Recommended setup



When you enter the app the first time, it is a good idea to set up **favorite folders**, **notifications** and **enable caching** on the folders you use the most. To do so, make a left swipe to access the settings.

Caching is a data storage mechanism which means that if you enable this, you can access the data in the folder when you have no connection. You should enable caching on the folders you wish to access when having no connection.

If you **enable notifications** on a folder you will receive notifications from the notifications center you access in the top bar. When you enable notifications you will see the folder icon changing color from blue to brown.

Favorite folders will be placed on top of the folder view for fast and easy access.

These can be rearranged by tapping **edit** in the top bar and dragging the favorite folders in the order you wish to view them.

Once you are done, open a folder by tapping the one you wish to view.

The same procedure is applicable for the modules **contacts** and **shortcodes**.

1.3 | Basic navigation

When you enter the app you will see a screen similar to the screenshot.

As you can see in the screenshot, the app is build up by 3 areas:


- 1 |** In the **bottom bar** you can access 4 different functions: **emails** (contains emails), **contacts** (your address book), **shortcodes** (your mailing lists) and **settings**.

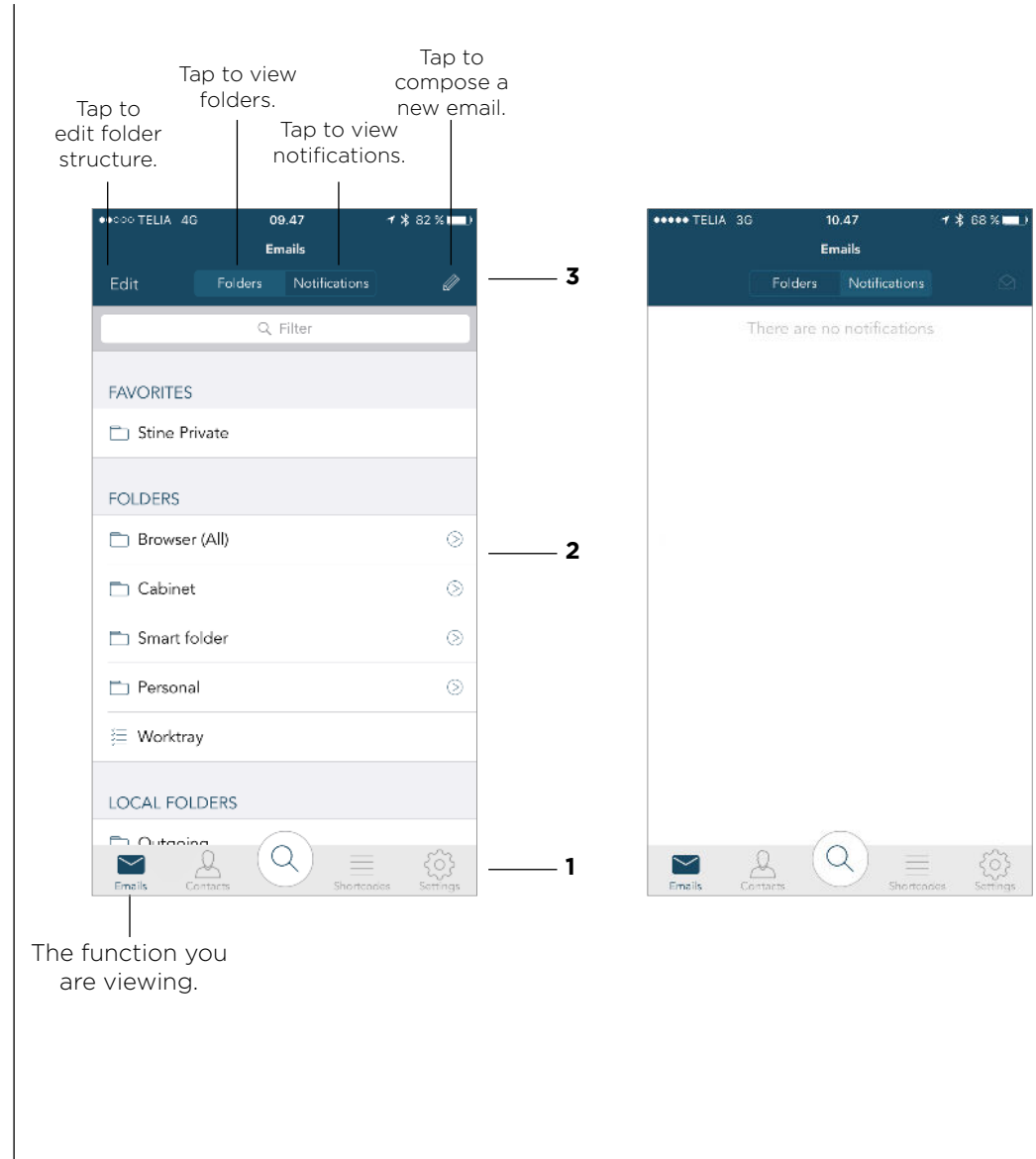
The function you view will be colored in a dark blue color – the others will be outlined in grey. The button in the middle is the **search function**. This function will be explained later in the guide.

- 2 |** The middle section of the page is your **folder view**. This is a static page and the containment of the page depends on if you choose **emails**, **contacts** or **shortcodes**.

- 3 |** In the top bar you have various function.

If you tap **edit**, you will be able to edit your folder structure. In the middle of the top bar you have the option of viewing either **folders** (left screenshot) or **notifications** (right screenshot).

The last icon in the top bar,  is where you have the option of **composing an email**. This will be explained further, later in this guide.

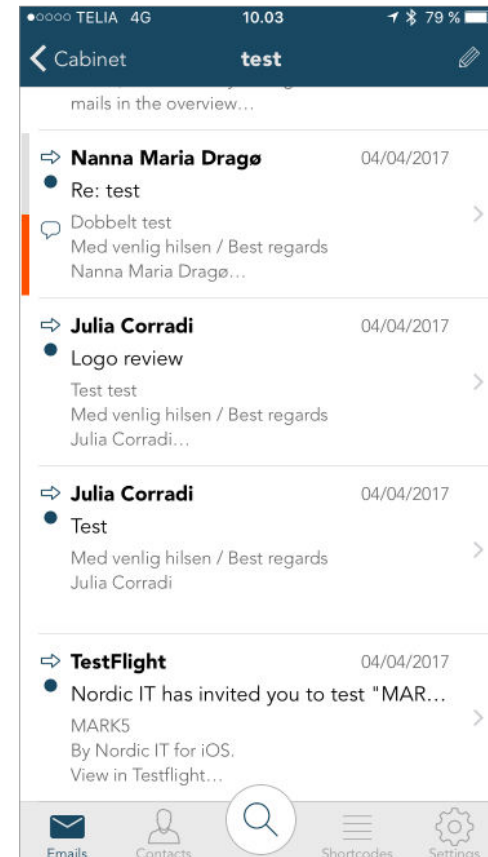


2.0 | Emails

This chapter will teach you about **emails**.

Make sure that you view **emails** by tapping the icon that says emails in the bottom bar.

Once you are viewing the function, the emails icon in the bottom bar will be colored in dark blue.



Make sure you view emails.

2.1 | Basic email navigation

Now, take a look at your **email content view**. In the right corner of all emails you are able to see the date the email has been received.

On the left side you will, on some emails, see several icons.



The arrow pointing to the right indicates that the email is **incoming**.



The same arrow pointing to the left indicates that the email is **outgoing**.



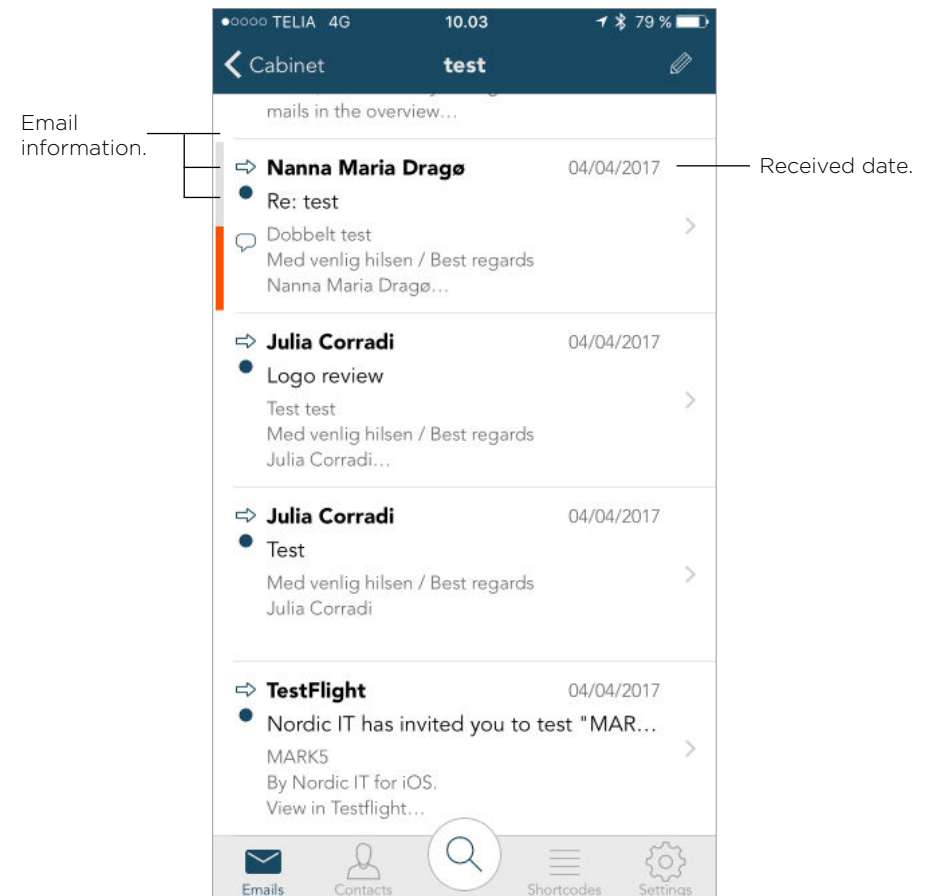
The dark blue dot indicates that the email is **unread**. If you read or mark the email as read, the dot will disappear.



The paper clip indicates that the email has an **attachment**.



The speech bubble indicates that there is comments to the email.



2.2 | Filter in emails

2.1.1 | On top of the front page you can filter your emails. If you do not see the filter bar, place your finger anywhere in the middle section and **pull down** so the **filter bar** appears.

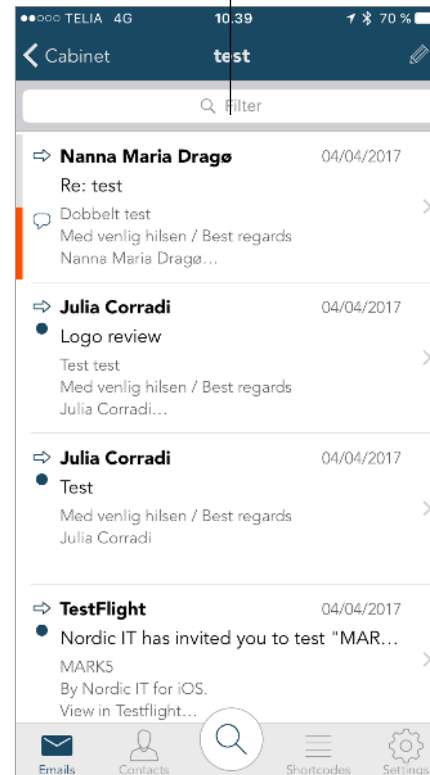
This is also the way to **refresh** the content.

2.1.2 | Once you have access to the search bar, tap it and type in your search word. Hit **search** on your keyboard, and your search will be viewed.

Once you are done viewing your search, tap **Cancel** in the right corner of the top bar and you will be navigated back to the **emails content view**.

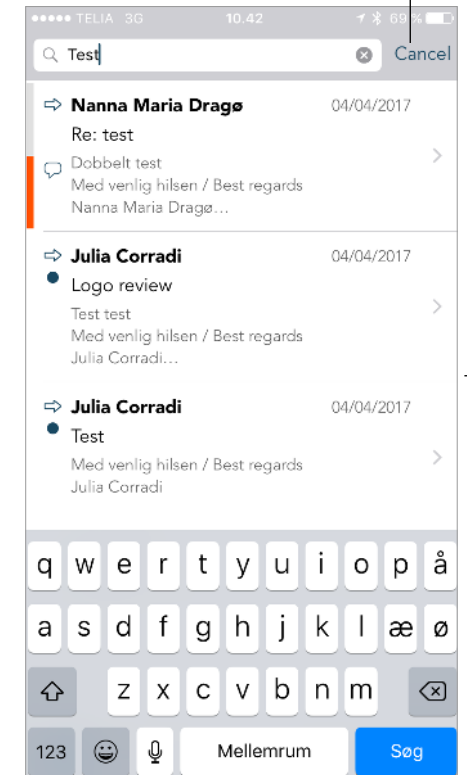
The exact same procedure is applicable to the modules **contacts** and **shortcodes**.

2.1.1



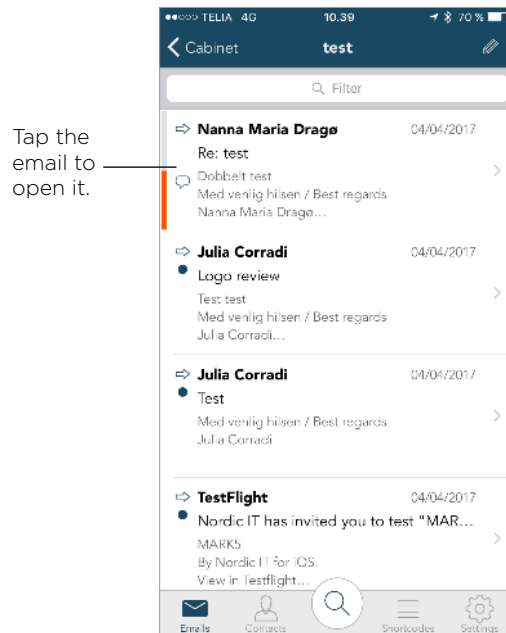
The function you are viewing.

2.1.2

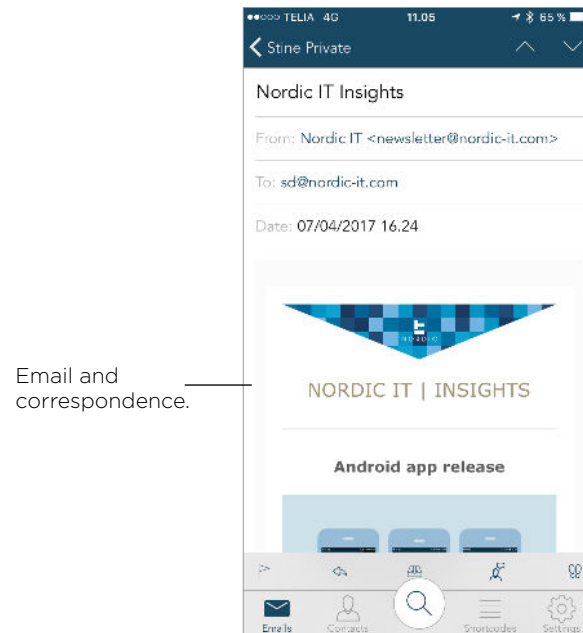


You filter result will be viewed in this area.

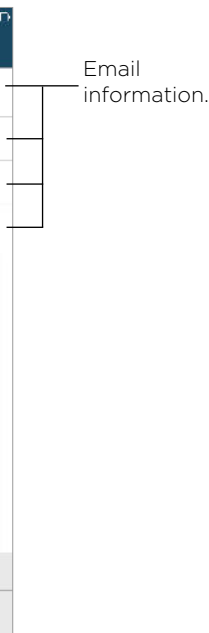
2.3 | Open emails



Tap the email to open it.



Email and correspondence.



Email information.



Further email information.

Make sure that you view **emails**.

To open an email, tap the one you wish to view.

You will be navigated to view the content.

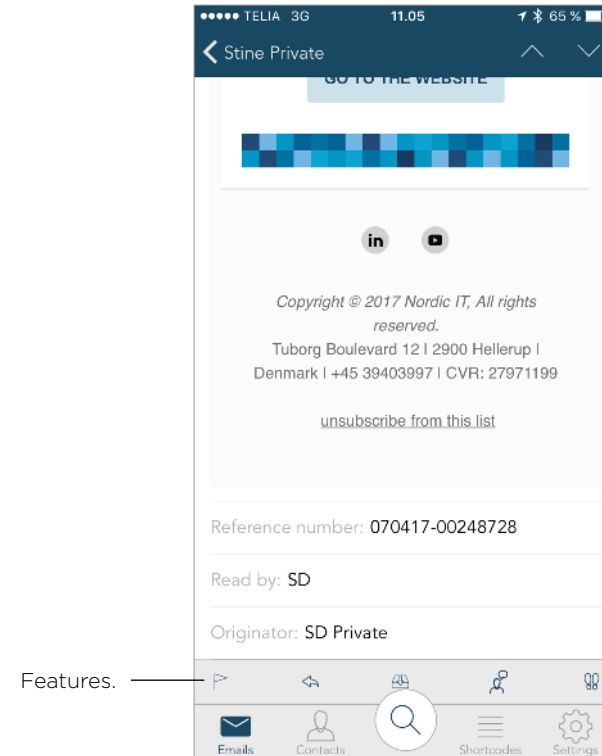
If you scroll down you will see the entire correspondence of the email.

If you scroll to the bottom of the email you can view the **reference number**, which users have **read** the email and the **originator**.

2.4 | Access email features

In the bottom bar of an open email you can access different features. These will be explained in the next pages.

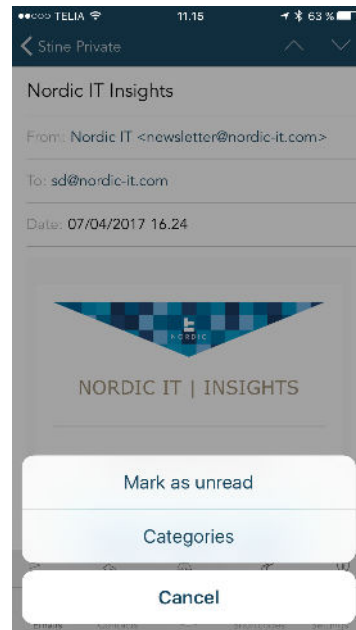
The features functions are also applicable for the modules **contacts** and **shortcodes**.



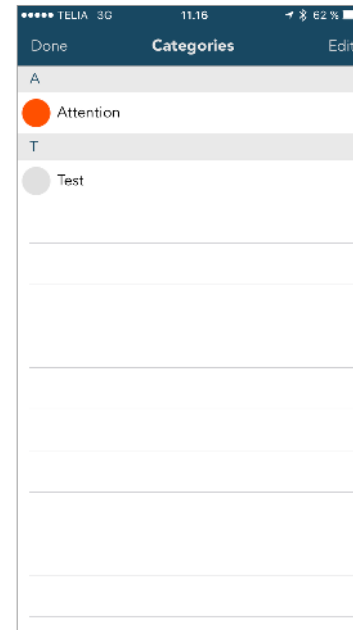
2.4.1 | Flag



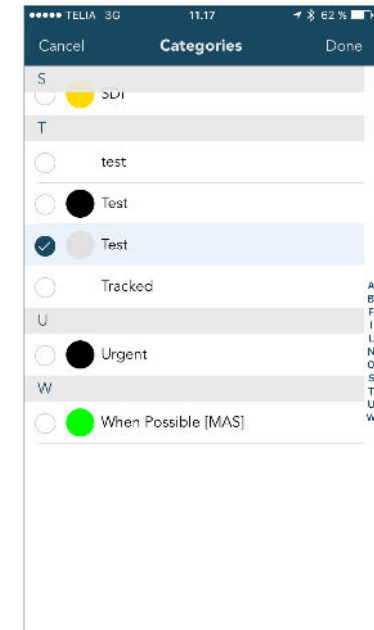
If you need to either mark an email as **read** or **unread**, or you want to add **categories** to an email, tap the first icon in the bottom bar of an open email. This icon is the **flag icon**.



When tapping the flag icon, you will see a pop up similar to the one in the screenshot above. Here you can choose to mark the email as **read** or **unread** depending on the current status of the email. This action will be carried out straight away after tapping this option. You can also add **categories** to the email. To return to the email, tap **cancel** in the bottom of the page.



If you tap the **categories** bar, you will be navigated to the **categories feature**. Here you tap **edit** in the right corner of the top bar.



Choose your categories by tapping the empty dots by the wished category, and tap **done** when you have finished.

Tap **done** again, now in the left corner of the top bar, to return to the email.

2.4.2 | Reply

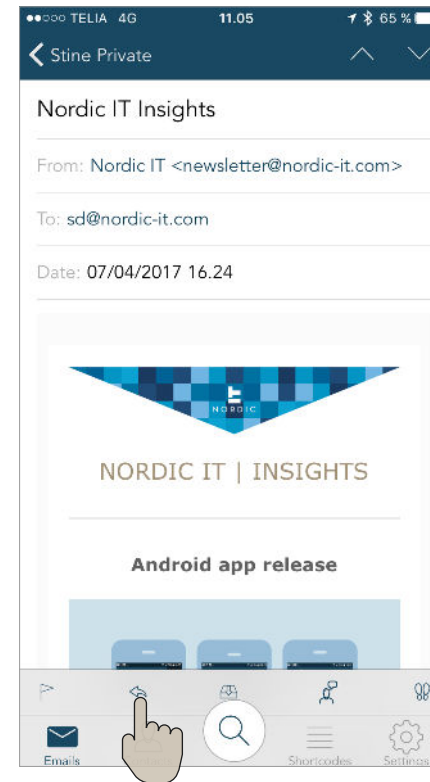
1.

If you need to either reply to or forward an email, you must tap the middle feature in the bottom bar of an open email. This is the [reply icon](#).

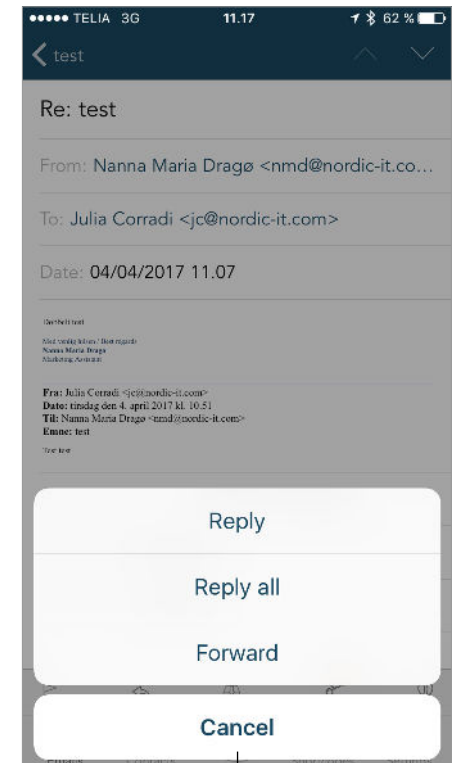
2.

When tapping the reply icon, you will see the options shown in screenshot 2. Here you can [reply](#), [reply all](#) or [forward](#) the email. To return to the email, tap [cancel](#) in the bottom of the page

1.



2.



Tap to return to email.

2.4.3 | Add to folder

1.

If you need to file an email to a folder you must tap the [worktray icon](#), which is the third feature in the bottom bar of an open email.

2.

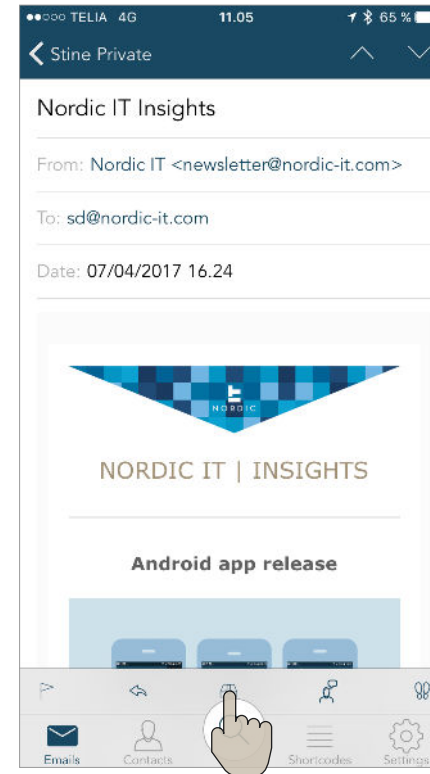
When tapping the worktray icon, you will see the options shown in screenshot 2. Here you have the option to [copy to worktray](#), [copy to folder](#), [move to folder](#), [set priority](#) or [delete from folder](#). To return to the email, tap [cancel](#) in the bottom of the page.

If you tap [copy to worktray](#), the email will get copied to the [worktray folder](#) right away, and you will not be navigated to a different page. This is the same for [delete from folder](#).

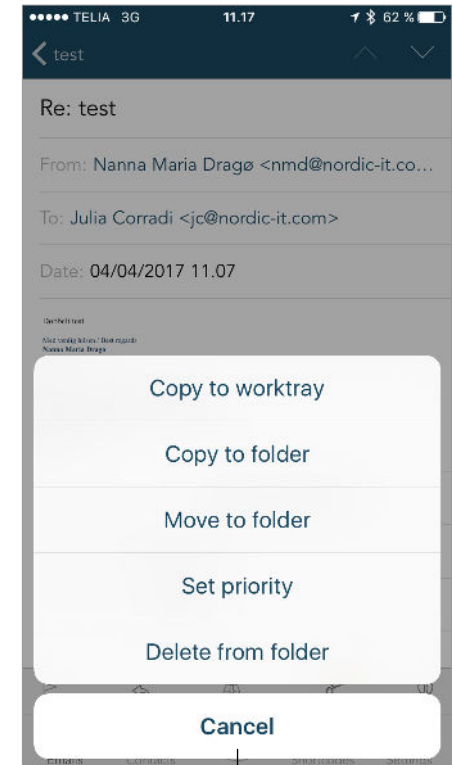
If you tap [copy to folder](#) or [move to folder](#) you will be navigated to the folder view. Here you pick the folder you wish to copy the email to, and tap [done](#).

If you tap [set priority](#) you can choose which priority the email should have. You can select the priorities: [Low](#), [normal](#) or [high](#).

1.



2.



Tap to return to email.

2.4.4 | Comments

1.

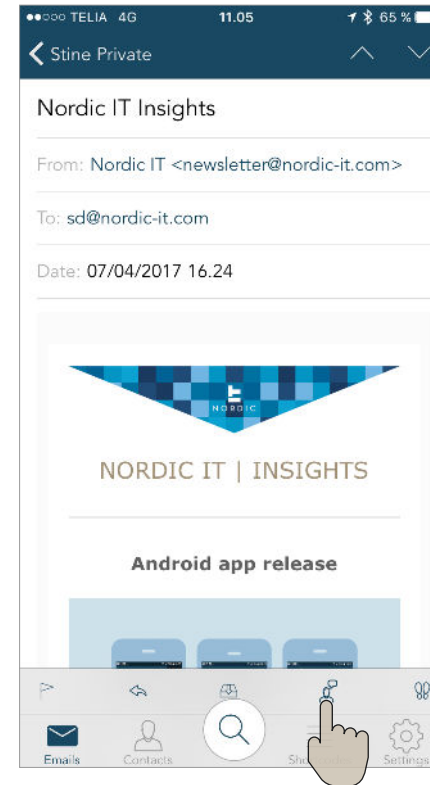
You can [view and write comments](#) from the fourth feature in the bottom bar of an open email. To open the feature, tap the [comments icon](#).

2.

When tapping the comments icon, you will be navigated to the [comments feature](#) as shown in screenshot 2. Here you can access comments that have been written to the email and you can also add comments yourself.

To add a comment, tap the bottom bar, write your comment and hit [add](#) when you are done. To return to the email, tap [done](#) in the right corner of the [top bar](#).

1.



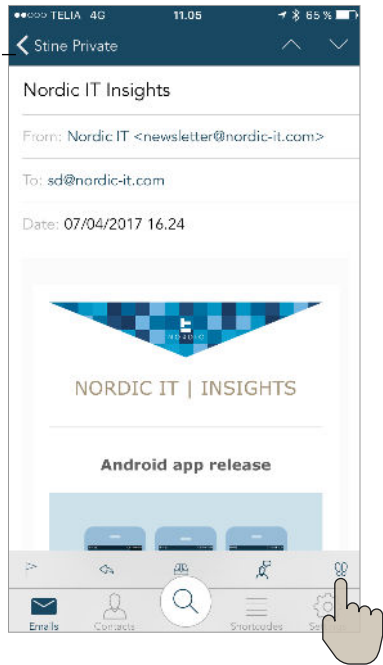
2.



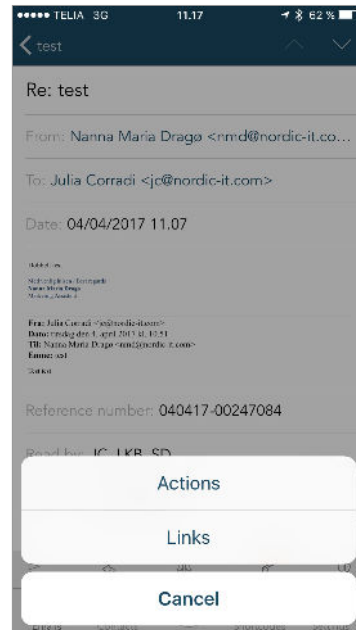
Tap to write a comment.

Tap to add your comment.

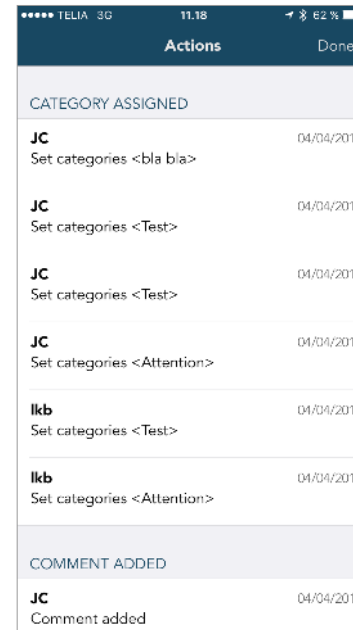
2.4.5 | Actions & links



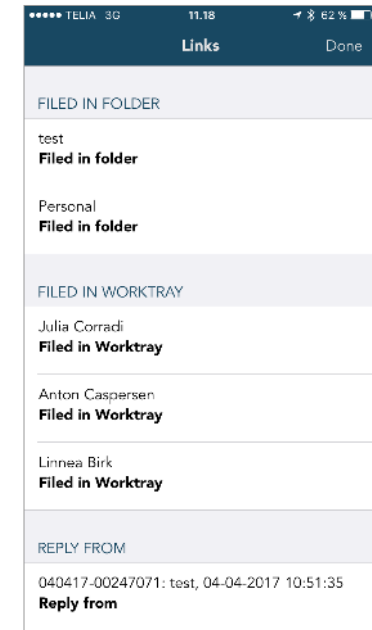
You can view everything that has happened with an email as well. Tap the **actions icon** which is the last feature in the bottom bar of an open email.



Now you have the option of viewing either **actions** or **links**. To return to the email, tap **cancel**.



When tapping actions, you will be navigated to the **actions feature**. Here you access the actions of the email. This means that you can see all actions other users have carried out to the specific email, such as who have read, replied and commented. Swipe down to see all the action informations. To return to the email, tap **done** in the right corner of the top bar.



When tapping links, you will be navigated to the **links feature**. Here you find information on how the email is linked in the system. To return to the email, tap **done** in the right corner of the top bar.

2.5 | Write email

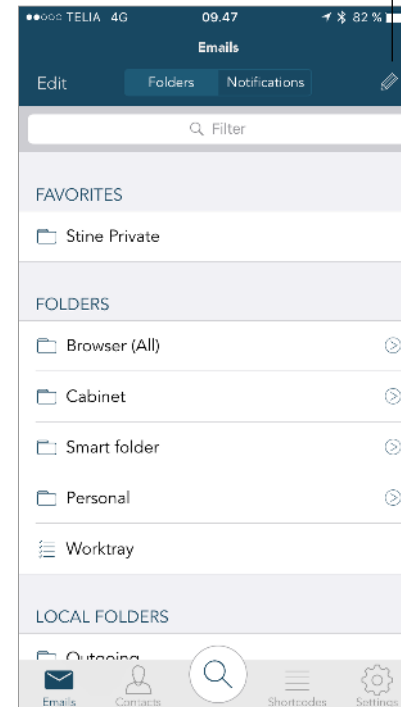
This chapter will teach you how to write a new email.

To write a new email, you need to view **emails** from the bottom bar. It does not matter whether you are in **folder view** as in screenshot 1, or in **content view** as in screenshot 2. Either way, you will see the compose icon in the top bar:

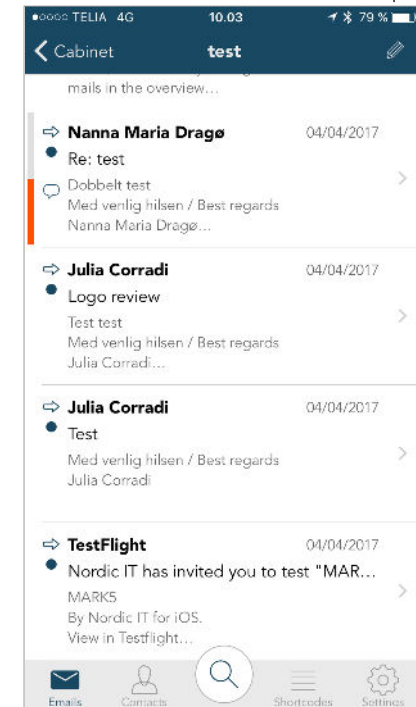


When you tap the icon, you will be navigated to write an email. This will be explained in the following page.

1.



2.



2.5 | Write email

When you tap the **to** bar your keyboard will open.

As you start typing, the app will come with suggestions from your addressbook that matches what you typed in.

This procedure is the same when adding recipients in **Cc** or **Bcc**.

The **mailbox** bar tells you which email you are sending from.

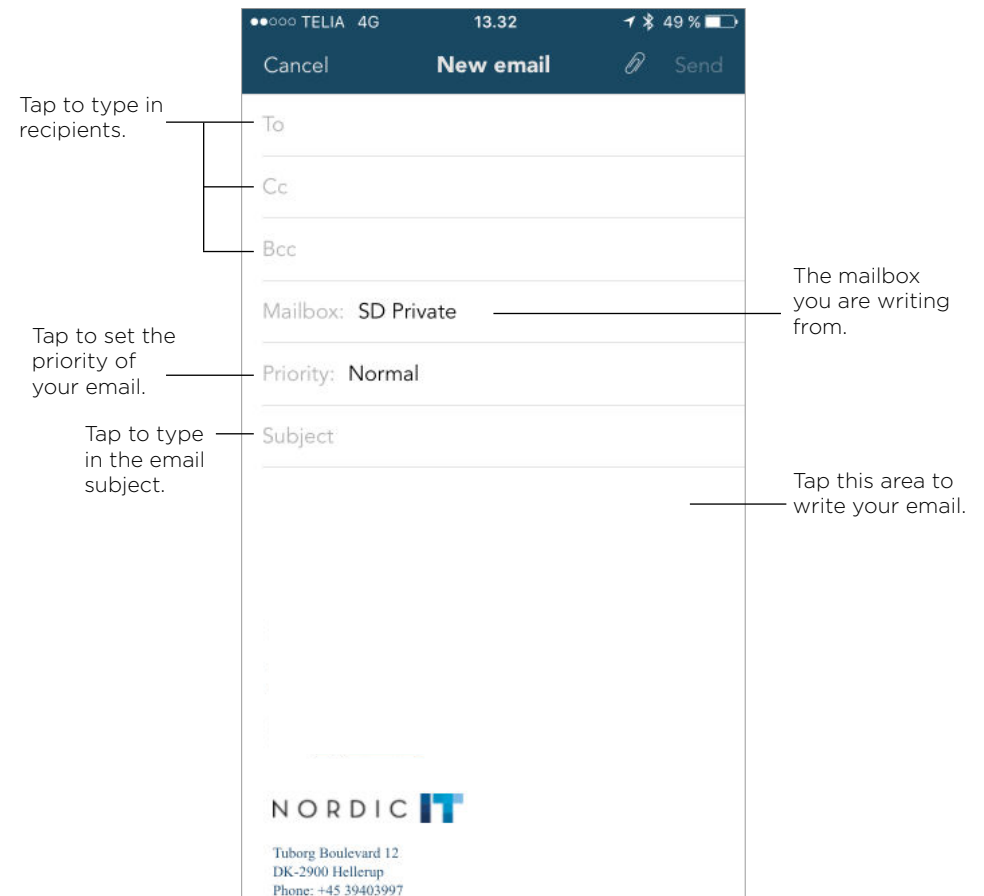
By tapping the **priority** bar, you can choose from three different options; **urgent**, **normal** or **low**. This is to indicate to the receiver, how important the email is. If you do not actively choose one, the priority will automatically be set to **normal**.

Now, type in an email subject by tapping the **subject bar**.

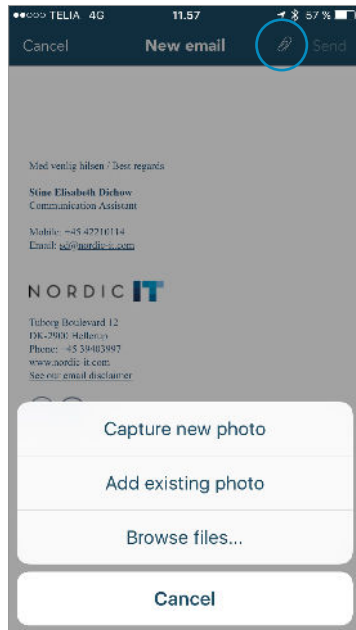
Write your email message by tapping the blank space under the subject bar (the editor field).


If you need to **paste** text into your email, you have to tap the editor field to get your keyboard to appear. Once this is done, hold your finger on the editor field to access the **paste option**.

Once you have filled out the necessary information and you have written your message, hit **send** in the right corner of the top bar.

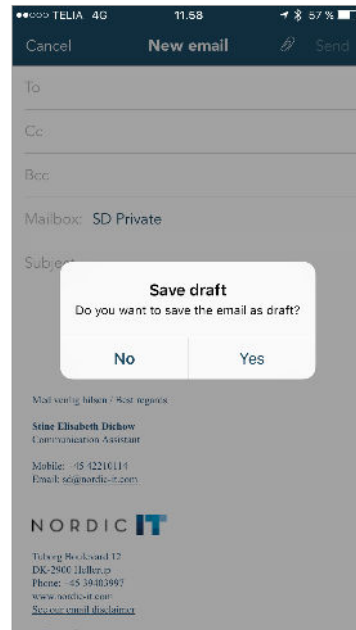


2.5 | Write email



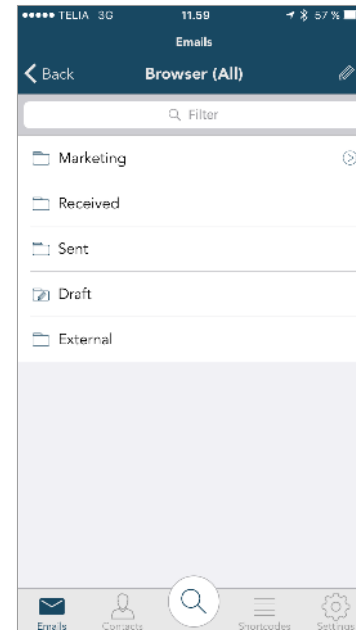
If you tap the paperclip icon,  you have the option of adding an attachment to your email.

Here you have the following attachment options: [capture a new photo](#), [add an existing photo](#) or [browse files](#) on your phone you wish to attach to the email.

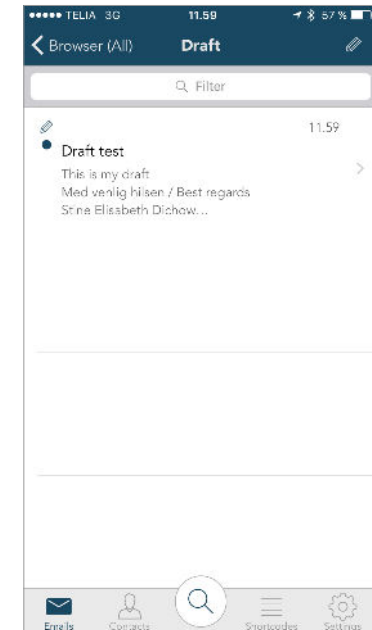


If you have written an email, but are not ready to send it, you can tap [cancel](#) in the left corner of the top bar.

Now you get the option to save the email as a draft as shown in the screenshot above.



You access your drafts by tapping the [arrow](#) in the left corner of the [email](#) top bar.



Tap the [Draft](#) folder, and you will be able to view your drafts. Tap the draft you wish to continue working on, and hit [send](#) once you are done.

2.6 | Emails shortcuts

This chapter will teach you how to access different document features fast and easy through [shortcuts](#).
Make sure that you view [emails](#).

11.1 | Email options

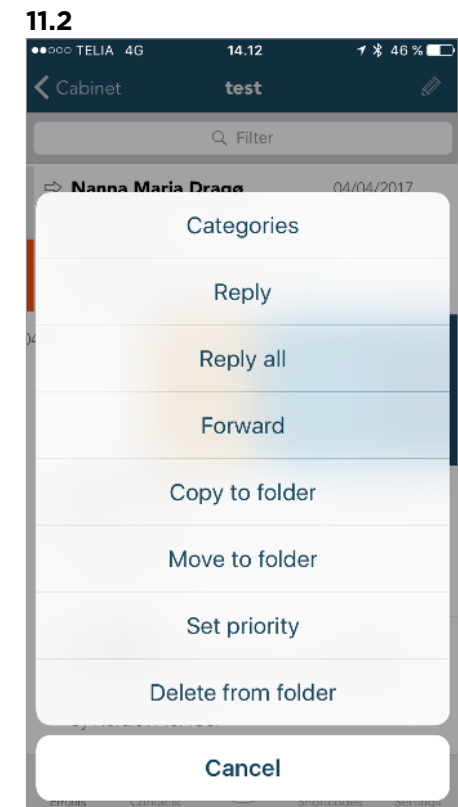
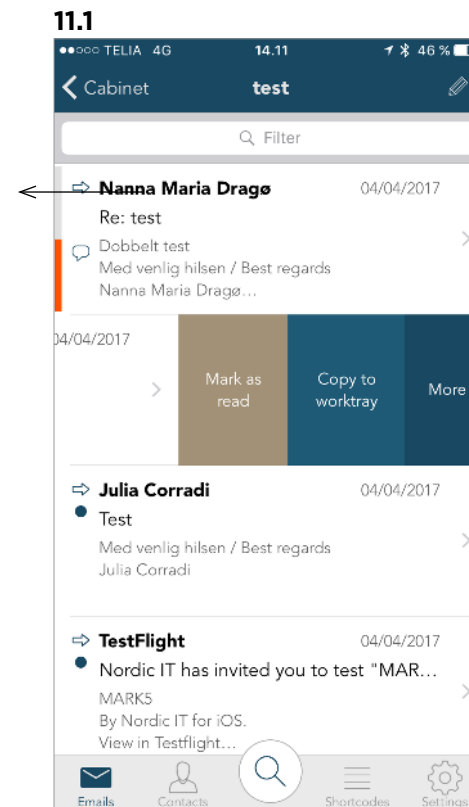
You have different options to any email. If you [swipe to the left](#) of any email, you will get some different options.

Starting from the far right, you get the option; [mark as read](#) or [unread](#) depending on the current status of the email. The next option you have is [copy the email to worktray](#).

11.2 | More

If you tap the box with the text [more](#) you will get more options.

The options you get are; [categories](#), [reply](#), [reply all](#), [forward](#), [copy to folder](#), [move to folder](#), [set priority](#) or [delete from folder](#). Tap [cancel](#) to return to the [content view](#).



3.0 | *Contacts*

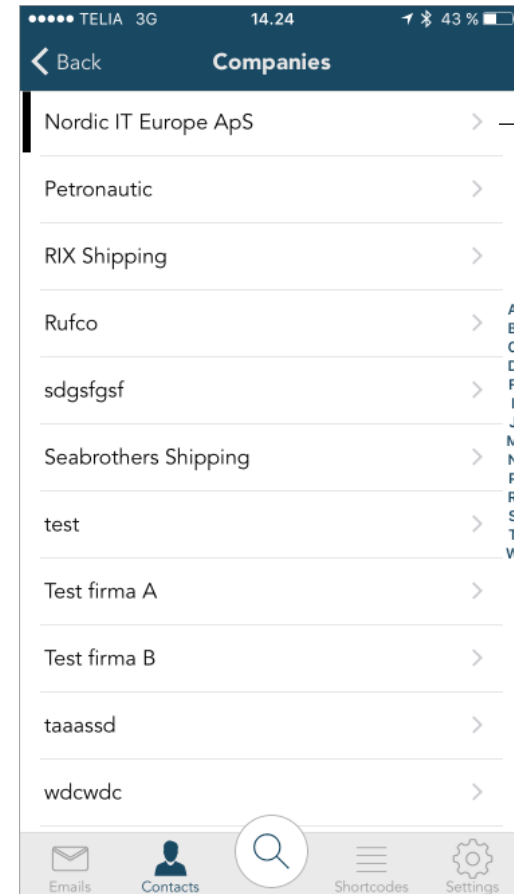
Make sure that you view **contacts** by tapping the icon that says emails in the bottom bar. Your contacts will be organized in alphabetic order.

You access them by scrolling down until you reach the contact you seek, and tapping the contact you wish to view.

You can also search for a contact in the search bar on top of your object list.

If you do not see the search bar, place your finger on the object list and pull down so the search bar appears.

To add contacts to **favorites** use the same method as described under "Recommended setup".



Tap a contact to view in details.

Make sure you view contacts.

3.1 | *Open contact*

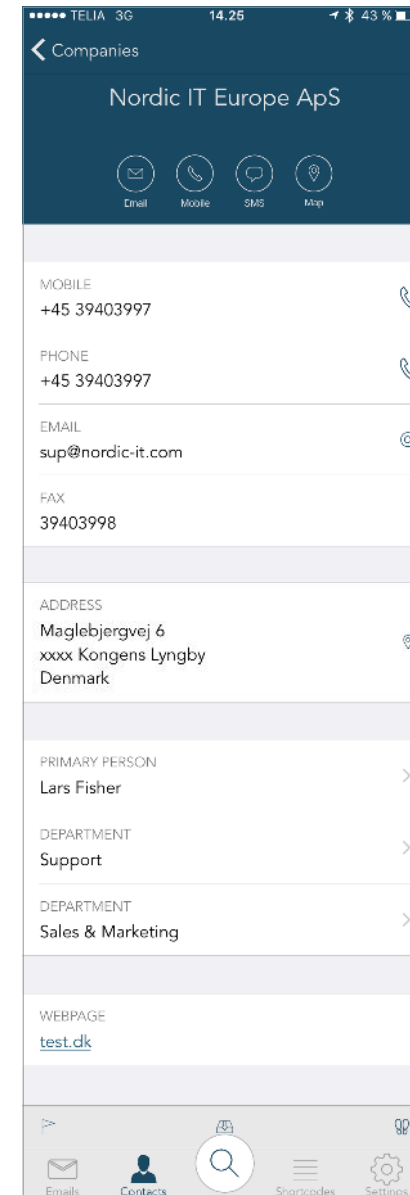
When opening a contact, you will see several icons. Each of these icons represent information about the contact.

If you tap the [email icon](#) @ you will get straight to [composing an email](#) with the contact you have selected as the receiver.

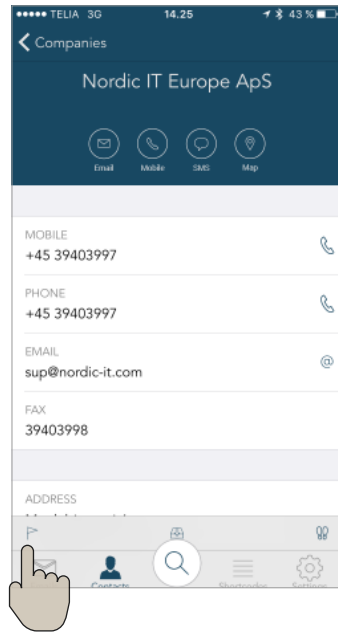
Some contacts will have a [phone icon](#) ☎. If you tap this icon, you will be calling directly the selected contact by phone.

Some contacts will have a [text message icon](#) 💬. Tap this icon and you will be sent to text messages to write a message to the selected contact.

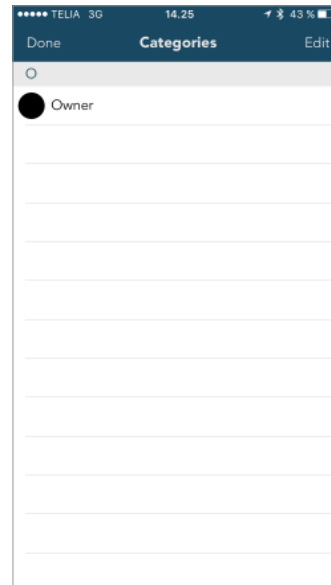
Some contacts will have a [maps icon](#) 📍. Tap this icon and you will be sent to maps to view the contacts' address in your Maps app.



3.2 | Access contact features: Categories

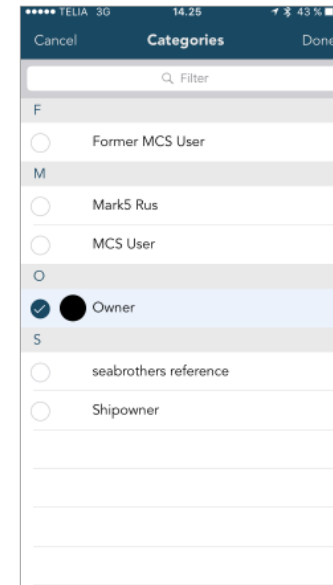


To assign categories to a contact tap the **flag icon**, which is the first feature in the bottom bar of an open contact.



When tapping the flag icon, you will be navigated to the **categories screen** as shown above.

You can add categories to the contact by pressing **edit**.



Now you can choose your categories by tapping the empty dots by the wished category. Tap **done** when finished.

Tap **done** again, now in the left corner of the top bar, to return to the contact.

3.2.2 | *Copy contact to folder*

1.

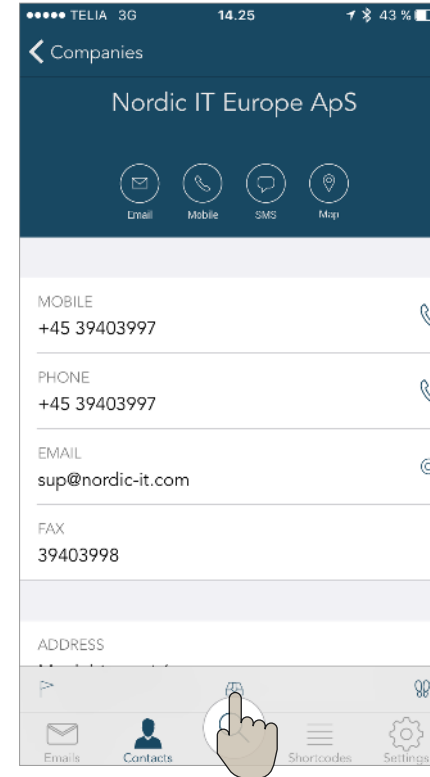
To file a contact to a folder, tap the **inbox icon** which is the middle feature in the bottom bar of an open contact.

2.

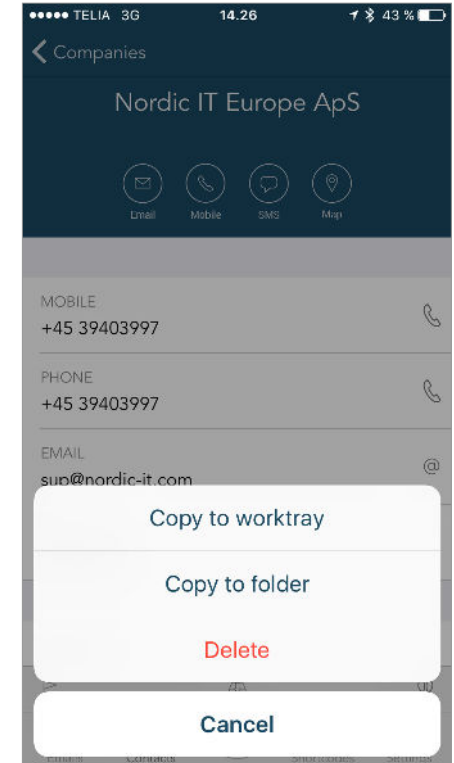
When tapping the **inbox icon** on the bottom bar, you will see the options shown in screenshot 2. Here you have the options to **copy to worktray**, **copy to folder** or **delete from folder**. To return to the contact, tap **cancel** in the bottom of the page.

If you tap **copy to folder** you will be navigated to the **folder view**. Here you pick the folder you wish to copy the contact to and tap **copy**.

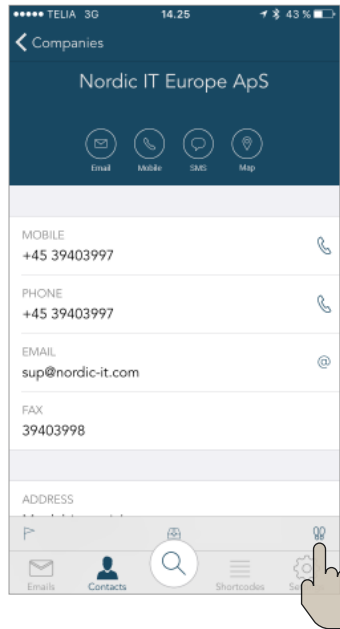
1.



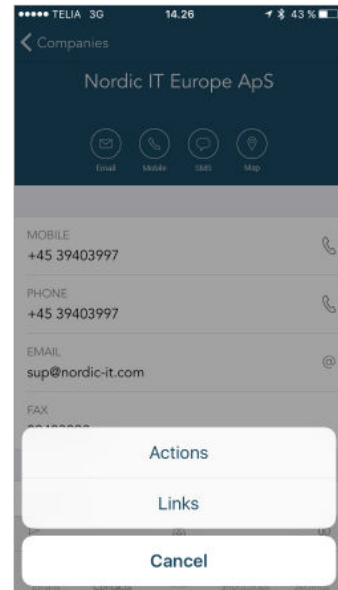
2.



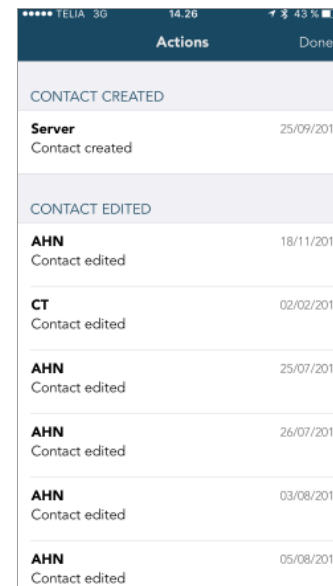
3.2.3 | Actions and links



The last feature in the bottom bar of an open contact, is the [actions](#) and [links](#) icon. To open the feature, tap the icon.

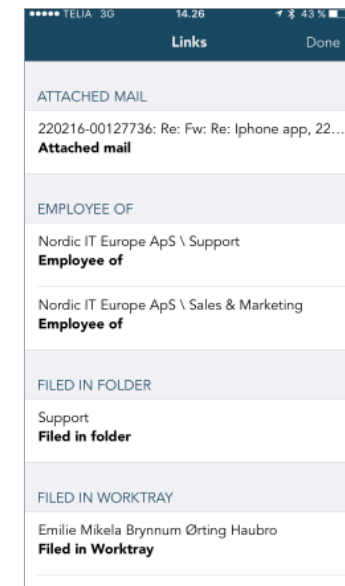


You will here get the options of viewing [actions](#) or [links](#). Tap the feature you wish to open or tap [cancel](#).



When tapping the [actions](#) icon, you will be navigated to the [actions](#) feature. Here you access the actions of the contact. That means that you can see all actions other users have carried out to the specific contact.

To return to the email, tap [done](#) in the right corner of the top bar.



When choosing to view links you will be able to see how to contact is linked to everything else in the system.

To return, tap [done](#) in the right corner of the top bar.

3.3 | *Contacts shortcuts*

This chapter will teach you how to access different contact features fast and easy through [shortcuts](#). Make sure that you view **contacts**.

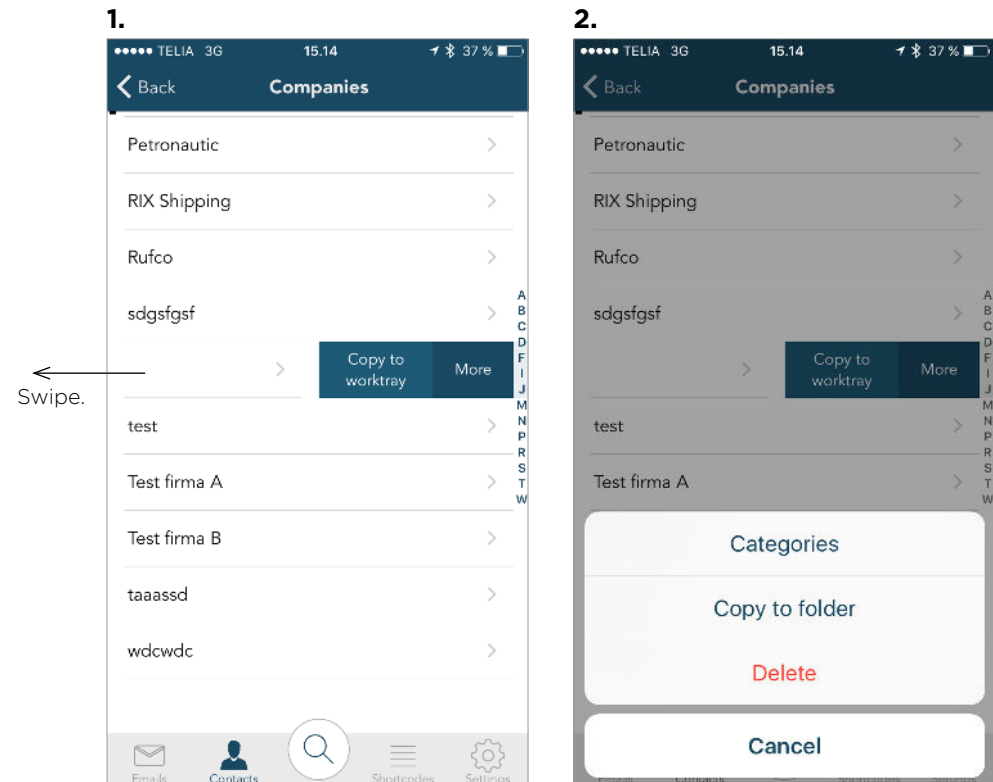
1. | **Email options**

You have different options to any contact.

If you [swipe to the left](#) on any contact, you will be able to either [copy to worktray](#) or see [more](#) options.

2. | If you tap the box with the text [more](#) you will see the options as shown in screenshot **2**. Here you can add [categories](#) to the contact or [copy the contact to a folder](#). This is also where you can [delete](#) a contact.

To return, tap [cancel](#).



4.0 | Shortcodes

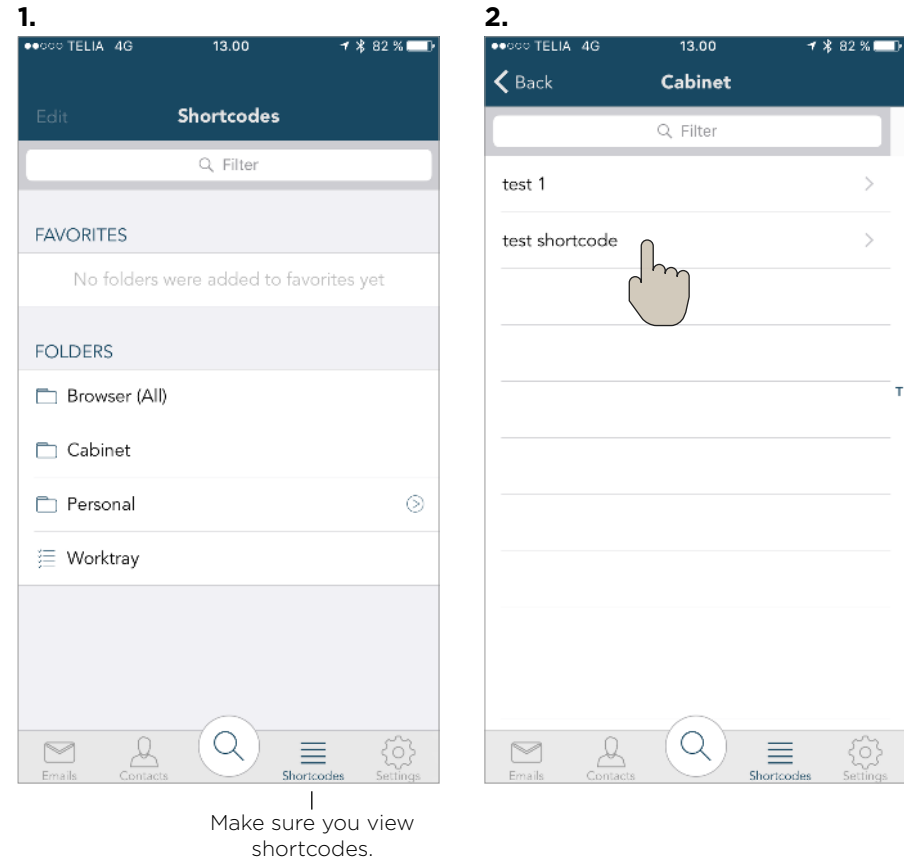
Through shortcodes you can find your predefined mailings lists.

Tap on **shortcodes** in the bottom bar to access the page.

Now you will see the **folder view**.

When you have opened a shortcode folder, you will be navigated to the **content view**.

To add shortcodes to **favorites** use the same method as described under "Recommended setup".



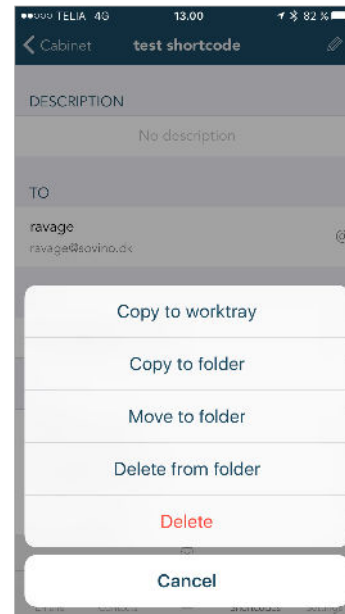
4.1 | Shortcodes features

1.



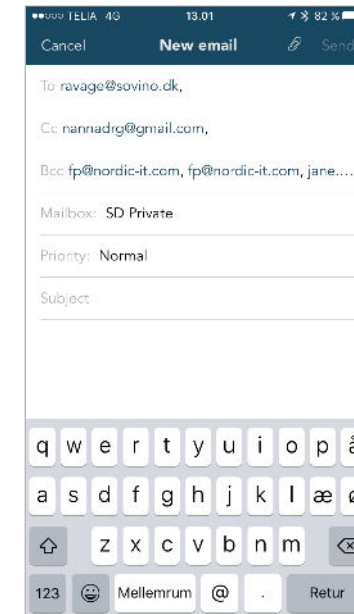
Compose a new email with the shortcode.

2.



The following options are: [Copy to worktray](#), [copy to folder](#), [move to folder](#), [delete from folder](#) and [delete](#). If you tap [delete](#) the entire shortcode will be deleted.

3.



If you tap the small pen icon in the right corner of the top bar, shown in screenshot 1, you will be directed to compose a [new email](#) with the shortcode inserted as receivers. Proceed as described under "Write email" or tap [cancel](#) to return to the shortcode.

4.2 | Shortcodes shortcuts

This chapter will teach you how to access different mailing lists features fast and easy through [shortcuts](#).
Make sure that you view [shortcodes](#).

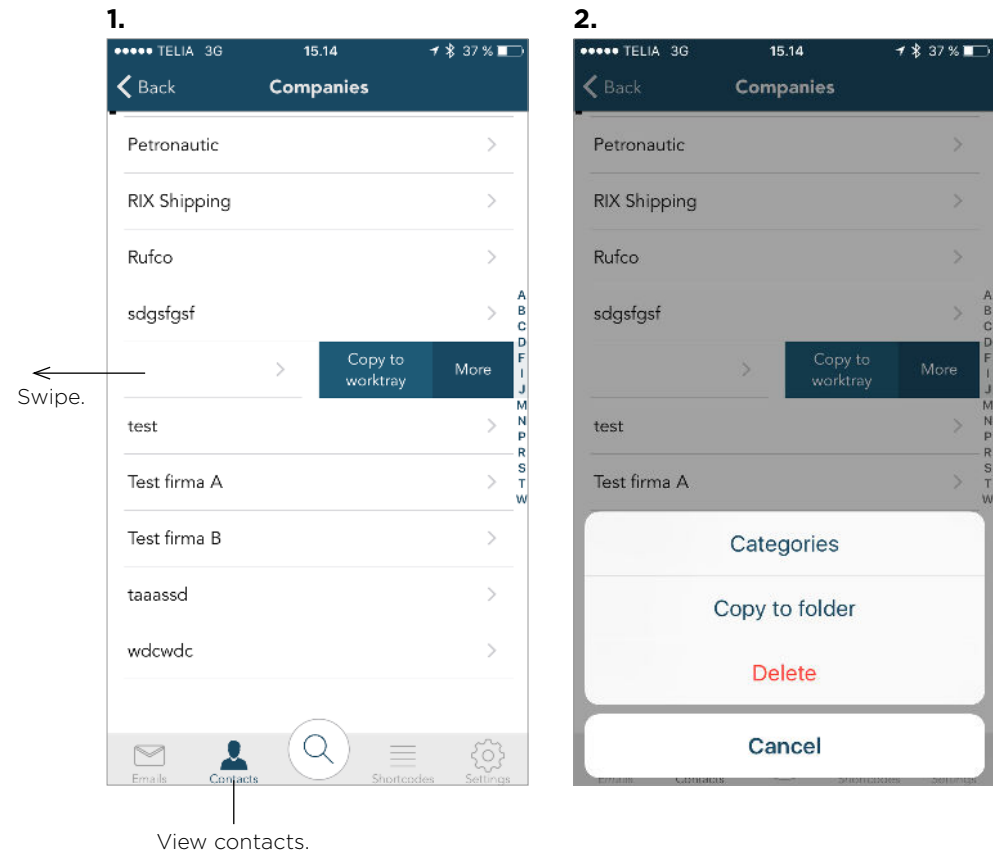
You have different options to any mailing lists. The options can be contained in several ways.

1. | If you [swipe to the left](#) on any mailing lists, you will be able to either [copy to worktray](#) or see [more](#) options.

2. | If you tap the box with the text [more](#) you will see the options as shown in screenshot **2**.

Here you have the option of adding [categories](#) to the mailing lists or [copy the shortcode to a folder](#). This is also where you can [delete](#) a shortcode.

To return, tap [cancel](#).



5.0 | Search

This chapter will teach you about the **search function**. To access the function, tap the search icon in the middle of any module, as shown in screenshot 1.

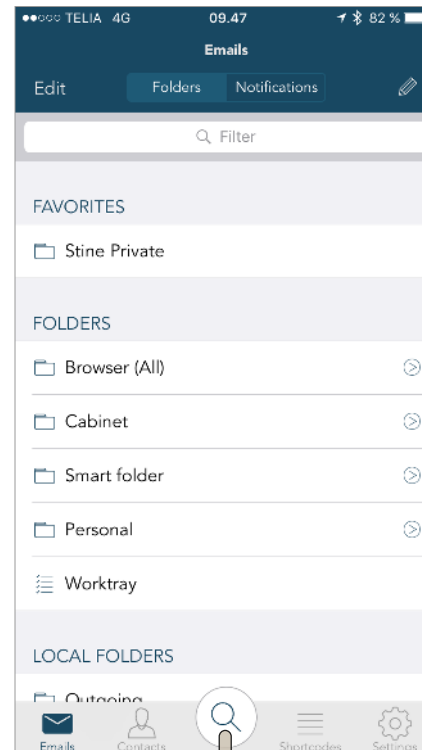
You will be navigated to the **search function** as shown in screenshot 2.

First of all, take a look at the top bar. Starting from the left, this is where you can **close** the search function and return to your emails, contacts or shortcodes folder.

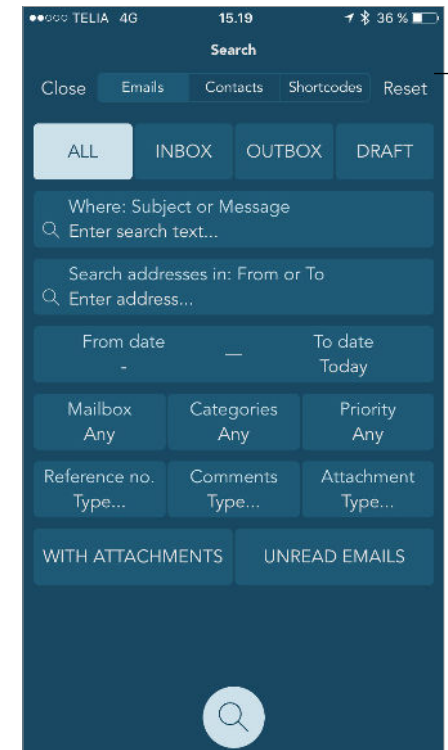
In the middle of the top bar you have to choose what you are searching for. You can choose between **emails, contacts** or **shortcodes**.

The last thing you can do in the top bar is to **reset** your search. This way, all fields will be cleared and you can start a new search.

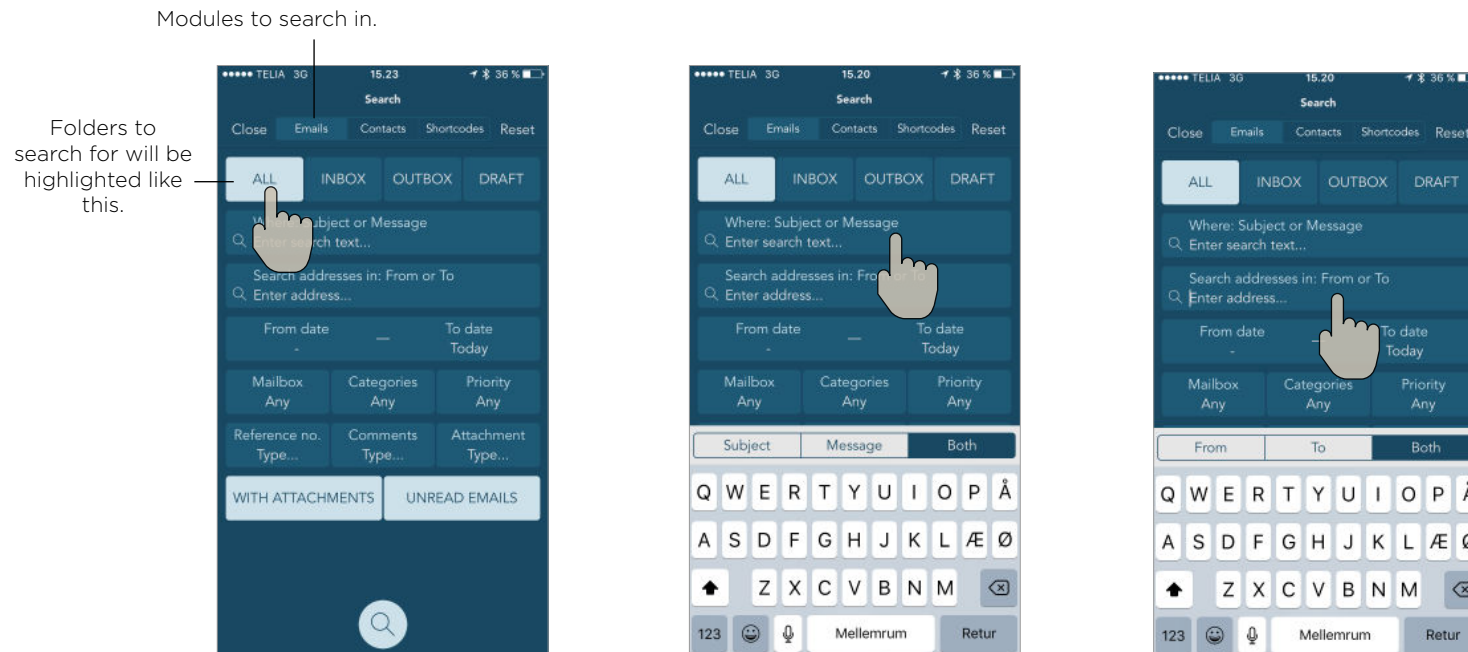
1.



2.



5.1 | Search



First, choose what module you want to search in: **emails**, **contacts** or **shortcodes**.

You can enable boxes to specify your search. The enabled boxes will be highlighted in light blue. If you wish to disable one of these search options, simply tap the one you wish to search for.

Tap on the blank fields to type in specific search word.

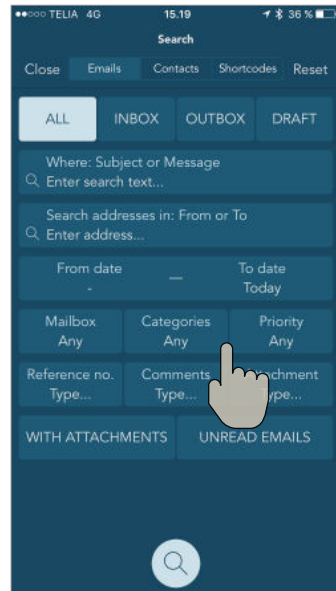
A keyboard will appear on your screen.

You can specify your search by selecting the boxes on the top of the keyboard. The enabled boxes will appear in dark blue.

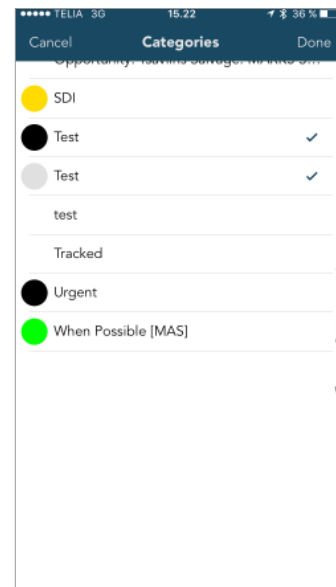
You can type in your search word on the keyboard and tap **return** in the right corner of the keyboard when finished.

The same procedure applies for the other blank fields.

5.1 | Search

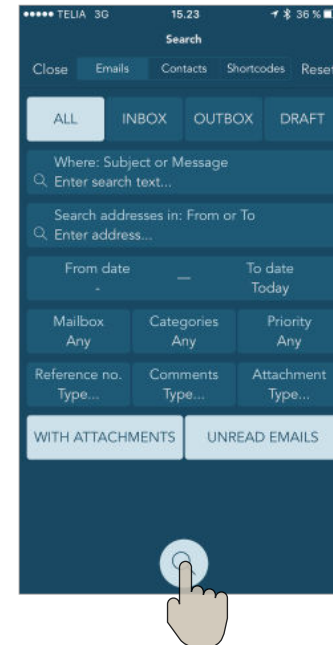


To search for a specific category, tap **categories**.

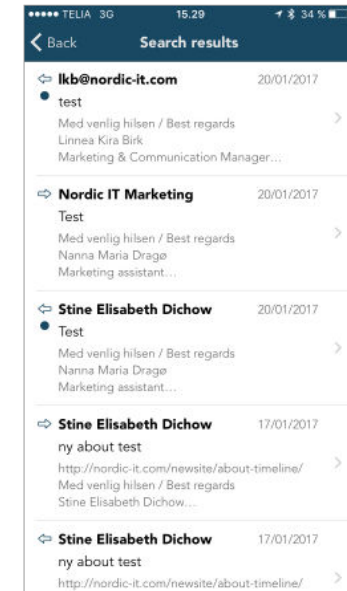


When this happens select the folder or category you wish.

Once you finish tap **done** in the right corner of the top bar. You can also choose none, and the search function will search for any of the concerning field. Follow the same procedure in both **categories**, **mailboxes** and **priority**.



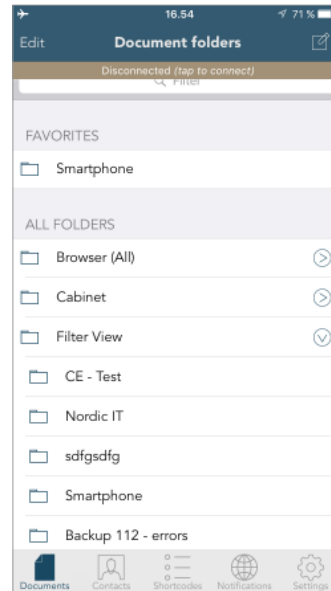
Once your search is ready, tap the round button with the search icon in the bottom of the screen.



Now, your search will be viewed. You can always adjust your search by tapping **back** on the left top corner and correct.

The same search procedure is applicable for the modules **contacts** and **shortcodes**.

6.0 | *Offline mode*



This chapter will teach you about the MARK5 app **offline mode**.

If you wish to work with MARK5 while being offline, make sure you have enabled caching on the folders you want to work in (follow instructions from: Recommended setup). This is important because with MARK5 you are only able to access emails from folders where **caching** is **enabled** (both from emails and contacts) and recently opened emails while being offline to make sure the app performs well. You will not be able to view attachments.

To work offline, choose a folder and start working as usual.

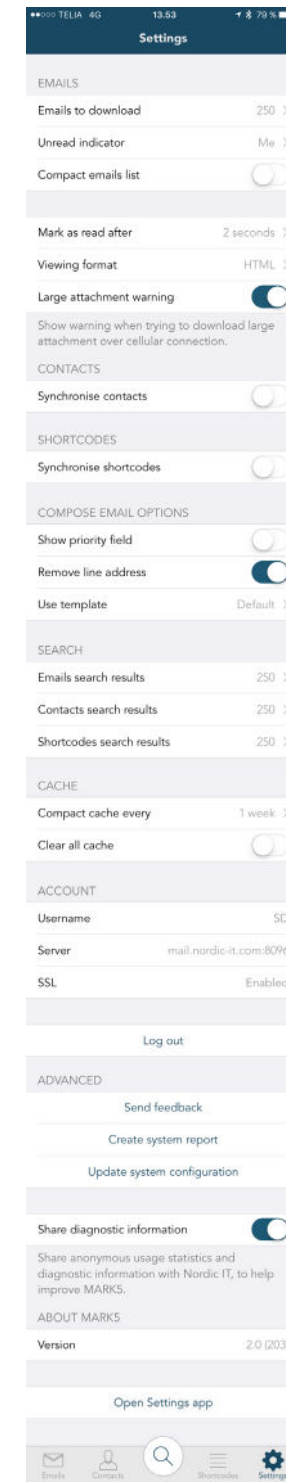
When you are working in offline mode, you can **prepare new emails** and save them so they are ready to be sent out when you are online again. To do this, **prepare an email** and tap **send**. Your email will be sorted in the **outgoing folder** and you can send it when you get online.

The app automatically shows you the status of the connection. If your connection gets unstable, it will notify you and you will see a connection status bar in brown similar to the one in the screenshot above. If you tap the bar you will force the app to connect.

7.0 | Settings

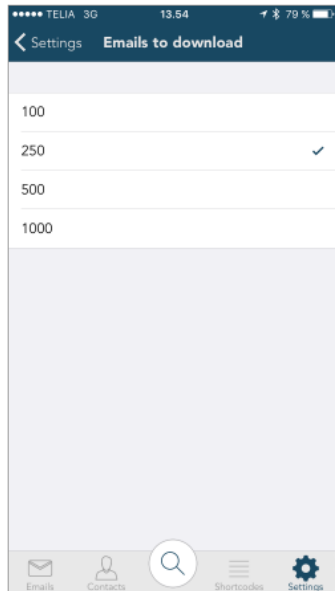
This chapter will teach you about the **settings function**. This is the last function you can access from the bottom bar. Here you can access your settings and adjust the app to suit your needs.

The different settings will be explained in the following pages.

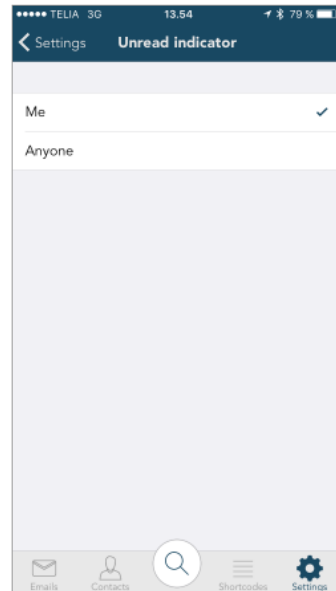


Make sure you view settings.

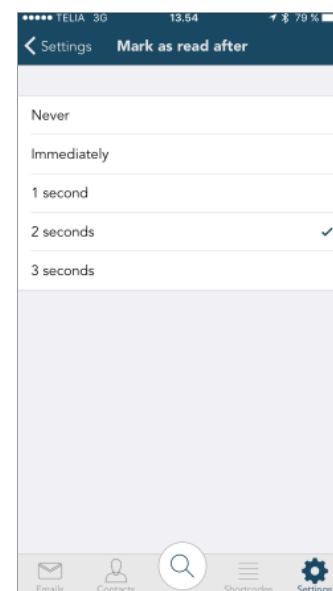
7.1 | Settings



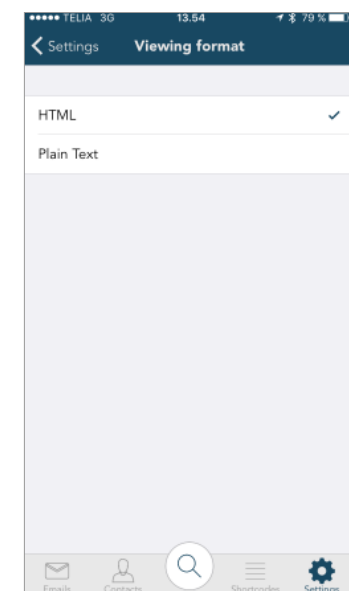
In [emails to download](#) you can choose how many emails should be downloaded in the app.



In [unread indicator](#), you can choose whether you only want it to be you, that can see when you have not read a message, or you want anyone to see it.

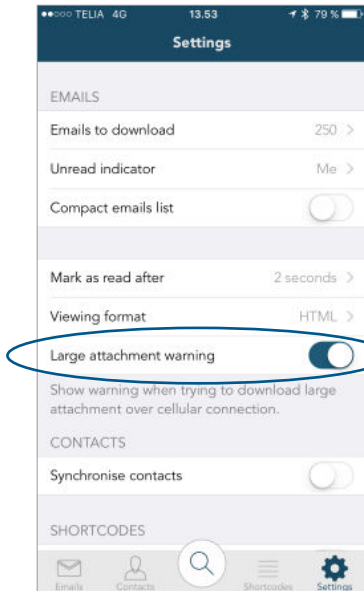


In the setting for [mark as read after](#) you can adjust how many seconds the email could be open before being marked as read. You also have the option for MARK5 app never to mark an email as read.

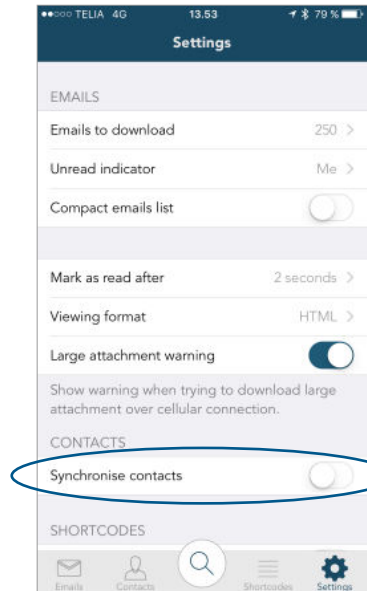


In [viewing format](#) you can choose if you want to view in [HTML](#) or [plain text](#).

7.1 | Settings

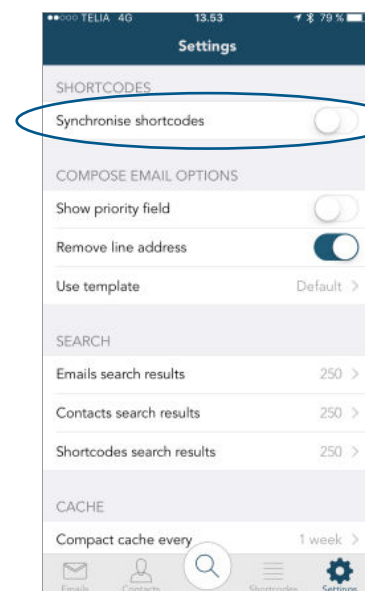


You can enable or disable [large attachment warning](#). If you enable it, a warning will show when trying to download large attachments over cellular connection. As seen in the screenshot, that setting is enabled.



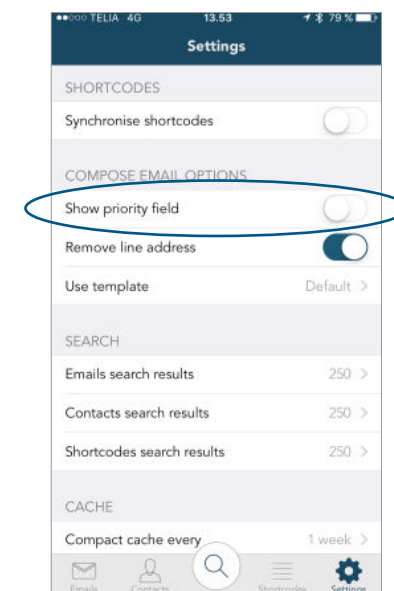
You can also enable or disable whether or not you wish to [synchronise contacts](#) with your phone.

Whenever a folder is open, all contacts will automatically be downloaded and available to view offline.



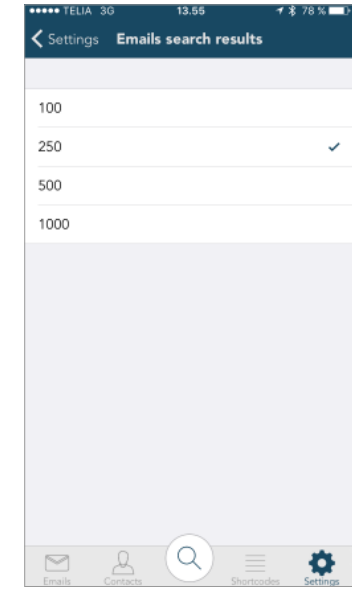
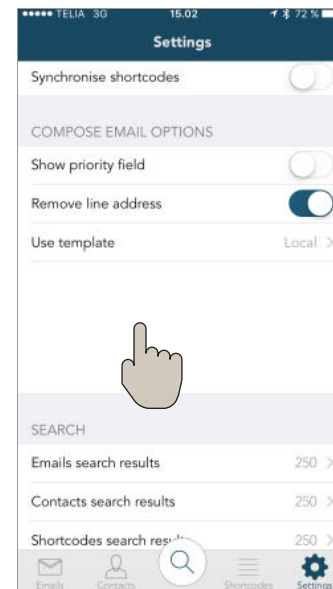
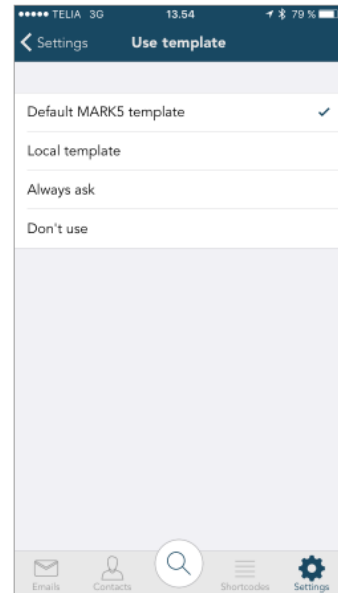
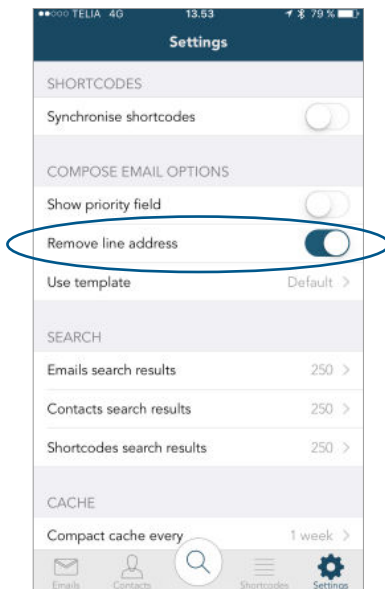
This is the same for shortcodes, where you can enable or disable if you want to [synchronise shortcodes](#).

Whenever a folder is open, all shortcodes will automatically be downloaded and available to view offline.



The next setting is regarding composing email. Here you can choose if you want to show the [priority field](#) when composing a new email or not.

7.1 | Settings



The line address is the information that shows which line you are writing from in MARK5. In [remove line address](#) you have the option of removing this information when you are replying to all.

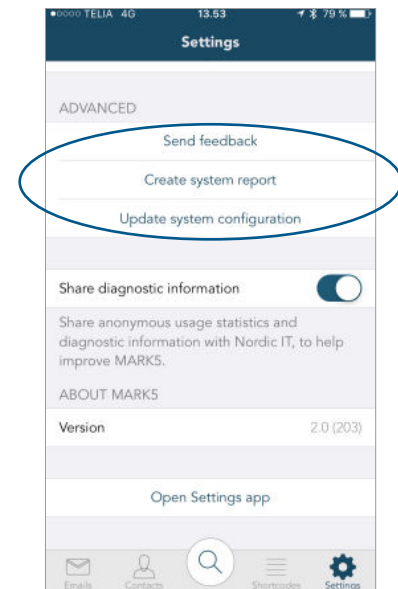
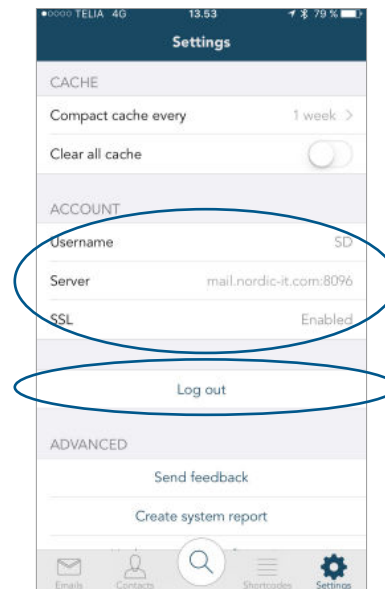
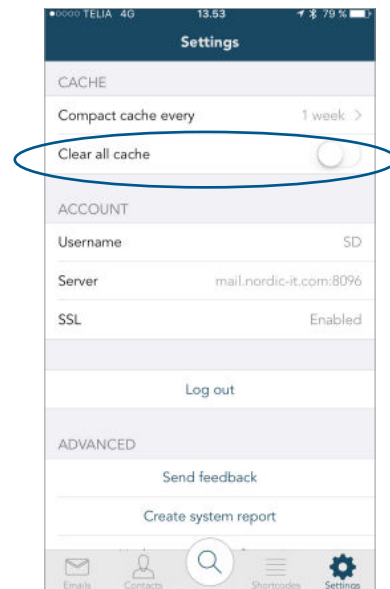
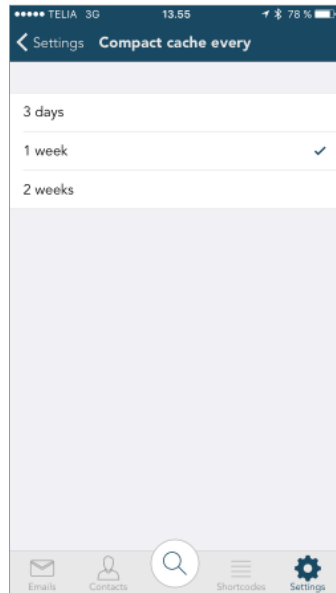
You can also adjust which type of [template](#) you wish to use in the app. Either you can use the template you always use in MARK5 (not the app) or you can define your own that will only be used in the app (the next step on the page). You also have the options of choosing everytime or you can choose not to use a template.

If you choose to use a [local template](#) to use only in the app. Tap the blank space to compose your own template. The text you write here will appear everytime you compose/reply/forward an email.

In [email search results](#) you choose how many emails search results should be shown.

The same is applicable for [contacts search results](#) and [shortcodes search results](#).

7.1 | Settings



In [compact cache limit](#) you choose how long the containing of folders you have cached should be kept.

Note that the longer period of caching you choose, the more space it will take up on your phone.

In [clear all cache](#) you choose weather cache should be reset everytime the app is started.

From settings you can also view your [account details](#).

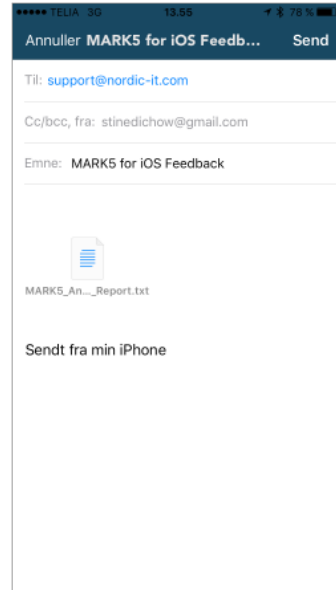
This is also where you can [log out](#) of the app.

(See: Login).

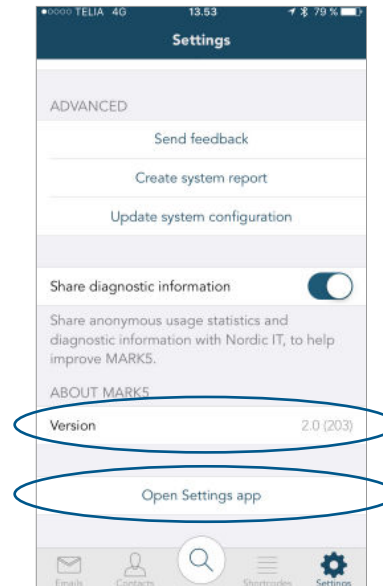
Under [advanced](#) settings you can [send feedback](#) to the creators of the app.

You can also create a system report or update the system configuration.

7.1 | Settings



If you choose to send feedback, you will be navigated to compose an email where the necessary information is already filled out, so you only have to write your feedback and hit [send](#).



In the bottom of the settings you can see which [version](#) of the app you are on.

You can also [open the settings app](#), which will take you to the iPhone settings of the app.