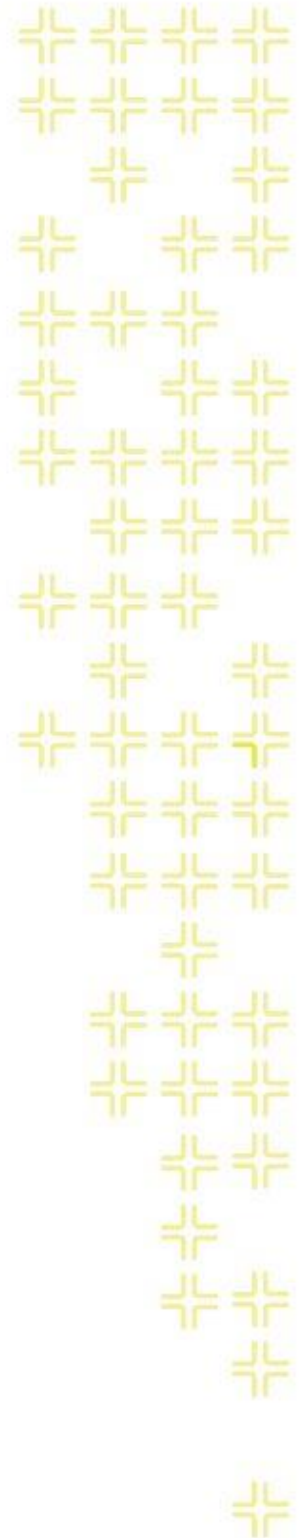




TRAINING GUIDE

# Admin

## Lucity Mobile Administration



# Lucity Mobile Administration

This section reviews administering advanced features in Lucity Mobile

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## App Links

Starting in Summer of 2018 for iOS and tentatively Fall 2018 for Android the Lucy mobile applications have app links which can be used to perform some tasks on the mobile units by clicking on a URL. We will be expanding app links to support more features in the future, but the current primary use of app links is to configure a device.

Using hyperlinks, you can have a user make sure they have the application downloaded and then configure it using your desired settings instead of manually configuring devices.

First, they need to have the application. If you send them the hyperlink to the app on the app store:

<https://itunes.apple.com/us/app/lucity-2-0/id1088976679?mt=8>

This will open the app store and then they can click open or install. They would need permissions for the app store.

Once the application is installed, you can have the user click on a hyperlink to configure it for your agency's settings:

lucitymobile://configure?host=actcloud.lucity.net

This will create a new client called "Production" with the host of actcloud.lucity.net and the REST Path of LucyMobileServer (which is our default install path).

The user can then log in to this client using their username and password.

The available query parameters (not case sensitive) in this app link are:

- Host: Required
- Name: Optional. Default value is "Production"
- Path: Optional. Default value is "LucyMobileServer"
- CategoryCode: Optional
- CategoryText: Optional. If you are going to specify CategoryCode, be sure to specify CategoryText if you have any offline users.
- Timeout: Optional. Default value is 12000
- PageSize: Optional. Default value is 15

Here is an example which uses all of the query parameters

lucitymobile://configure?host=actcloud.lucity.net&Name=ACT%20Demo&path=LucyMobileServerPW&timeout=60000&pagesize=25&categorycode=CC&categorytext=Call%20Center

Do not use any quotes. Make sure the path is properly encoded. You can do this using a URL encoder online (google it), or if the only non-alpha numeric character you have is a space, you can replace spaces with "%20".

## Signature Workflows

At the last ACT we presented a signature workflow available directly in the Lucy Mobile application without any external software or licensing required. This summer and Fall we have added support for a traditional e-signature workflow using an external e-signature software such as “Sign Now”, “Adobe e-Sign”, etc.

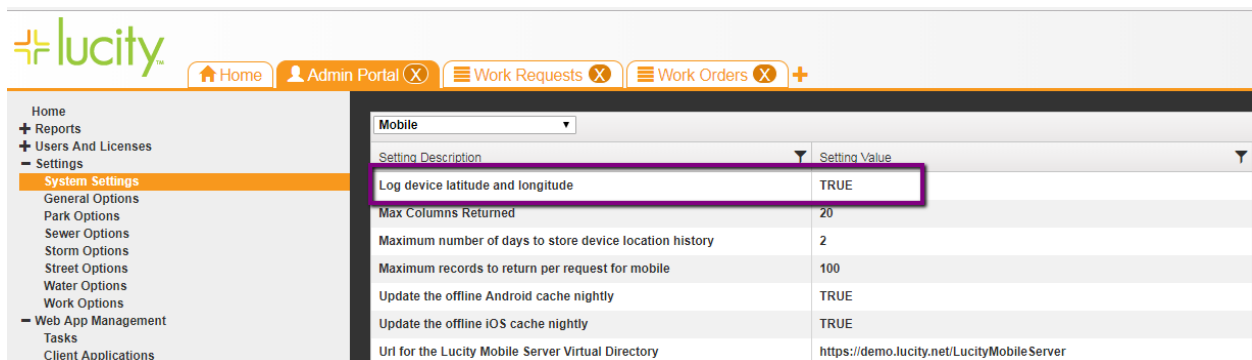
This workflow looks like this:

- User runs a report in Lucy or generates a document another way on the tablet and has it signed using an e-signature software (this will require licensing from the 3<sup>rd</sup> party software)
- User uses the menu to Send the document to Lucy
- User is prompted to select from a list of recently opened Lucy records
- Document is uploaded as an attachment to the record

## Device Locations

Lucy 2018r2 Web map includes a new way to load tablet locations into the map. We are going to continue to improve this workflow in Lucy 2019. Concurrently we have been refining how we send locations from tablets and have done a lot of testing on Android and iOS.

An administrator controls whether device locations are sent to the server:



The screenshot shows the Lucy Mobile Server administration interface. The 'System Settings' section is expanded, and the 'Mobile' settings are visible. The 'Log device latitude and longitude' setting is highlighted with a red box and is set to 'TRUE'. Other settings include 'Max Columns Returned' (20), 'Maximum number of days to store device location history' (2), 'Maximum records to return per request for mobile' (100), 'Update the offline Android cache nightly' (TRUE), and 'Update the offline iOS cache nightly' (TRUE). The 'Url for the Lucy Mobile Server Virtual Directory' is set to 'https://demo.lucity.net/LucityMobileServer'.

Setting Description	Setting Value
Log device latitude and longitude	TRUE
Max Columns Returned	20
Maximum number of days to store device location history	2
Maximum records to return per request for mobile	100
Update the offline Android cache nightly	TRUE
Update the offline iOS cache nightly	TRUE
Url for the Lucy Mobile Server Virtual Directory	https://demo.lucity.net/LucityMobileServer

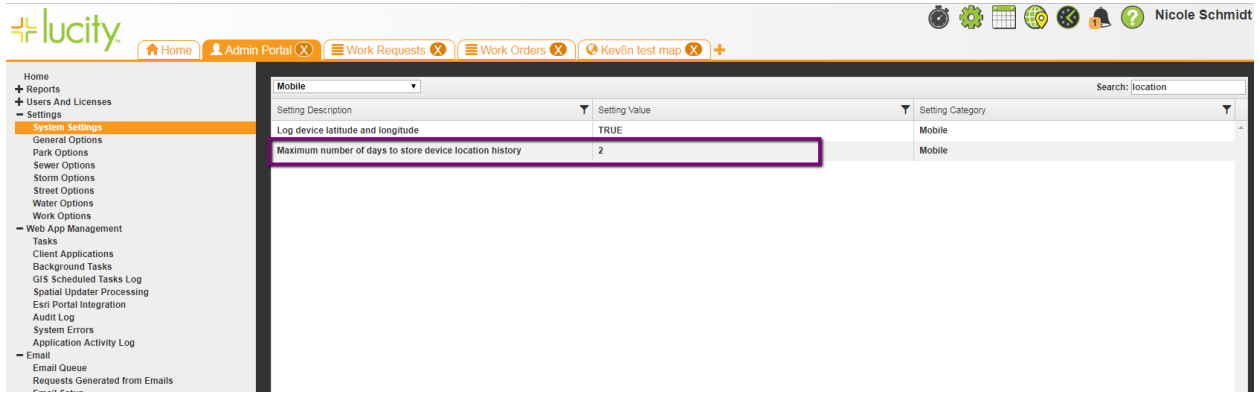
However, a user must grant permissions on the device to track the location.

We do not currently have a way to notify the server if you have devices with this disabled. This is something we are looking at in the future.

Devices will only send location if they are able to communicate with the server. It is always possible to do this if the user is actively using the app, but if the device is in sleep or locked, it relies on the ability to continue to make a network connection. Tablets and phones with cellular service should not have any difficulty. Tablets using a WIFI connection will likely be unable to make the connection to the server while in sleep. This is because tablets (android and iOS) turn off WIFI when in sleep to preserve battery. It is not possible to disable this. In some cases, you may be able to use Bluetooth to maintain a hotspot connection if you do not have cellular but so far, we have only been able to do this using hotspots on iOS.

Therefore, when considering new tablet purchases, you may opt for cellular over WIFI options if you want tablet locations.

Device locations are automatically cleared from the tablet based on a system setting.



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