

Good Intranet™

Wireless Enterprise Data Access System

User's Guide

Version 5.0

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Please do not use while driving or engaged in any other activity that requires your full attention.

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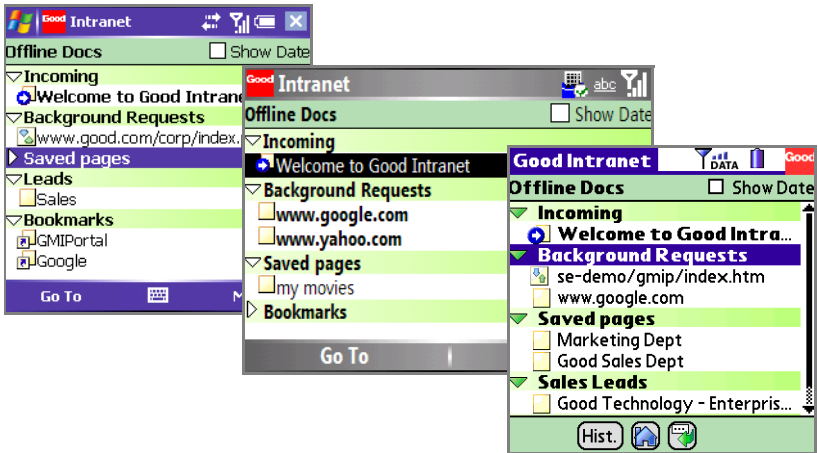
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1 Using Good Intranet

Good Intranet enables companies to extend valuable data sources – such as enterprise applications, intranets, and public web sites – to mobile users. For example, you can use Good Intranet to query information and submit data to enterprise applications such as a corporate directory, sales management systems, or customer profile database.



Key Features

The following sections summarize key features and benefits provided by Good Intranet. For additional features, contact your IT administrator.

Using Good Intranet

- Provides access to back-end systems from a handheld:
 - Displays existing HTML and WML pages on your handheld.
 - XSLT transformations can filter and extract content to display relevant information only.
 - Good Intranet can be integrated with back-end workflows to push information directly to the handheld. For example, technical bulletins can be re-broadcast automatically when content changes.
- Optimized delivery. Delivery of information is optimized for slow networks with unreliable coverage:
 - Web content is compressed to reduce page load time.
 - For often-viewed pages, Good Intranet manages *differential data* and returns changes to pages, rather than reloading the entire page.
 - Transformations eliminate the loading of unnecessary content.
- Enhanced mobile user experience:
 - Taking advantage of background processing, you can multitask by downloading content while checking email, viewing saved information, or completing other tasks on the handheld.
 - You can store documents and other items offline, then view information while out of coverage. Information can be submitted into forms while offline, and the content automatically saved in the back-end system when you connect to the network.
 - You can receive information on your handheld that is pushed immediately out by an IT administrator or sent on a scheduled basis. Information is queued if you are out of coverage.
 - You can upload files from your handheld to a web server.
- State-of-the-art security:
 - Messages are encrypted on Good Intranet Server (using AES) and decrypted only when they reach your handheld.

Encryption keys are stored on your corporate exchange server and on the handheld.

- Good Technology (and related suppliers) cannot read your enterprise traffic. The system cannot be wiretapped.
- Good Messaging integration and compatibility. If you are familiar with the Good Messaging interface, you can quickly learn to use Good Intranet.

Important: The descriptions in this chapter assume that you are starting from the Today, Home screen, or Good Launcher and that you know how to navigate between screens, bring up menus, and enter text on your handheld.

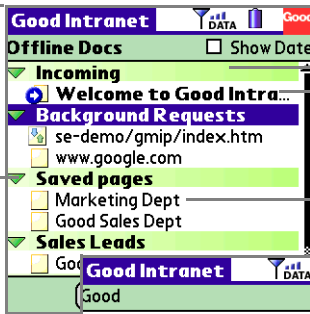
Using Good Intranet

You can use Good Intranet on Palm OS handhelds and Windows Mobile 5.0 Pocket PCs and Smartphones.

Good Intranet on Palm OS Handhelds

Use this screen to organize items in folders and store them on your handheld.

Select to open or close a folder. You can create personal folders to store pages or documents.



The Incoming folder contains items automatically sent (*pushed*) to you.

The Background Requests folder contains pages or documents you are actively downloading or have already

Select to open and view a page or document.



Save an item

Enter a site or address

Refresh view

Return to home URL

History

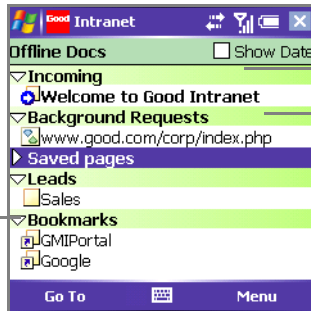
Go back

Return to folders

Good Intranet on Windows Mobile Handhelds

Use this screen to organize items in folders and store them on your handheld.

Select to open or close a folder. You can create personal folders to store pages or documents.



The Incoming folder contains items automatically sent (*pushed*) to you.

The Background Requests folder contains pages or documents you are actively downloading or have already downloaded.

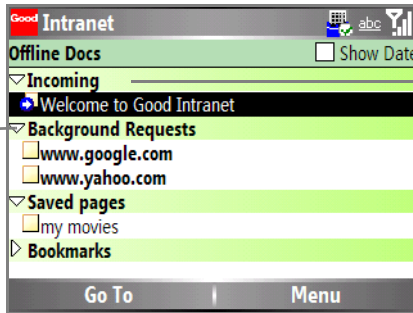


Select Menu to add a folder, set options, or return to the Good Launcher.

Good Intranet on Windows Mobile Smartphone

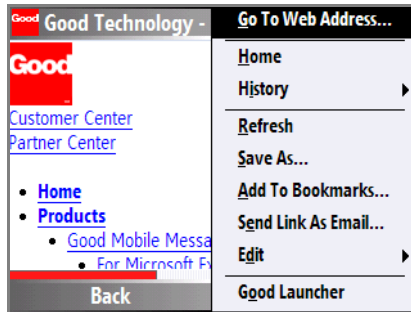
Use this screen to organize items in folders and store them on your handheld.

The Background Requests folder contains pages or documents you are actively downloading or have already downloaded.



The Incoming folder contains items automatically ser (pushed) to you.

Select Menu to add a folder, set options, or return to the Good Launcher.



Your handheld has the following Good Intranet folders:

- Incoming. This folder contains pushed messages sent by the IT administrator to your handheld. For more information, see “Pushed Messages” on page 20.
- Background Requests. This folder contains online pages you have downloaded (or are currently downloading) to your handheld.
- Saved pages. This folder contains online pages you have downloaded and saved. You can create your own personal folders to store and organize items offline. Folders contain pages, forms, documents, and other items you wish to save and reuse later.

- **Bookmarks.** This folder contains bookmarks. Bookmarks enable you to save and reuse links to your favorite sites. Only the link is saved, not the page itself.

Setting Up

In some cases, you may need to set up Good Intranet on your handheld. If your IT administrator has already set up Good Intranet, skip ahead to “Starting Good Intranet” on page 8.

To set up the handheld:

1. Select **Good Preferences** from the menu. A list of Good Messaging preferences appears.
2. Select **Good Intranet**.
3. A launch message appears. Select **Launch Good Intranet**.
4. Select **Connect**.

Note: If you are copying and pasting the server name, make sure you do not paste anything except for the server name in the server field.

When a connection is established, the **Close** button changes to **OK**. Select **OK**. The Good Intranet folders appear. If you have problems connecting, contact your IT administrator.

Using Good Intranet

Starting Good Intranet

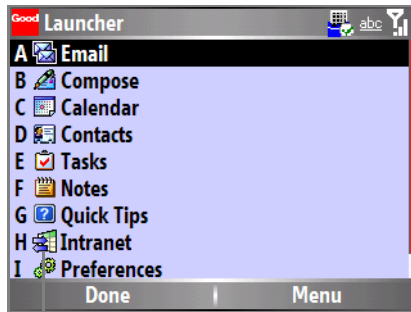
Once Good Intranet is set up, you can start Good Intranet from the Today screen or Good Launcher.

To start Good Intranet:

1. Select the **Good Intranet** icon on the Today Screen or Good Launcher.

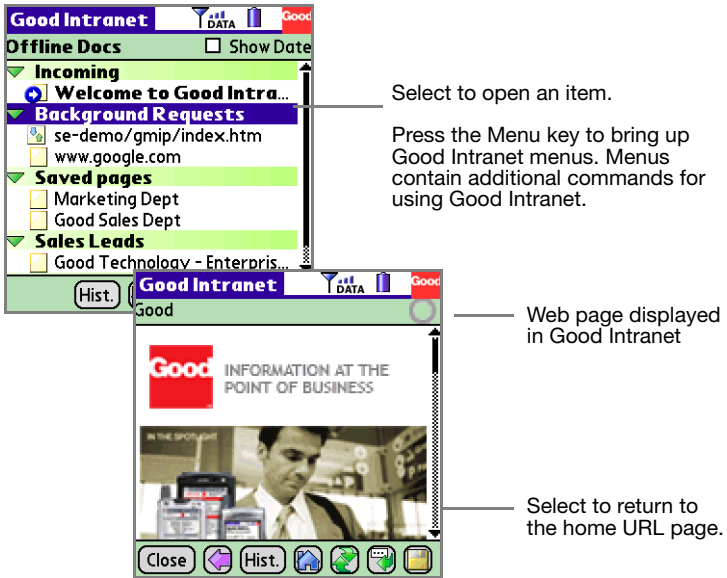


Select to start Good Intranet on the Today screen.



Select to start Good Intranet from Good Launcher

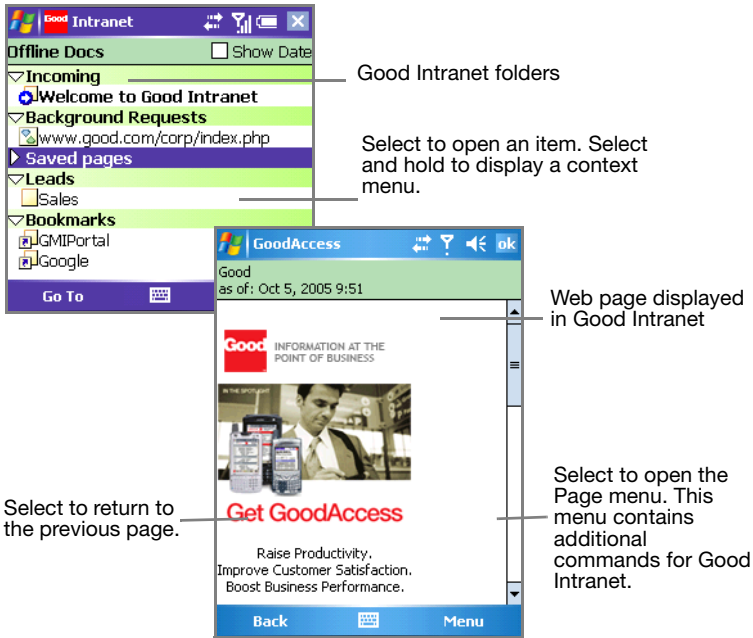
The Good Intranet folders appear. This screen shows a summary of Good Intranet activities on a Palm OS handheld.



To use Good Intranet without command buttons at the bottom of the screen, choose **Fullscreen Mode** from the Options menu.

Using Good Intranet

This screen shows a summary of Good Intranet activities on a Windows Mobile handheld.



2. Take a few moments to review the menus and folders.

You use this screen as a starting point for viewing pages, opening and storing documents on your handheld, creating personal folders, and launching web applications.

Getting Help

Good Intranet includes a set of Help files you can use to learn more about Good Intranet.

To get help on Palm OS:

1. Start Good Intranet on the handheld.
2. Open any Good Intranet screen.
3. Press the **Menu** key and choose **Help** from the **Page** menu.
4. When you have finished viewing Help, press the **Menu** key and choose **Close** from the **Help** menu.

To get help on Windows Mobile handheld, choose Help from the Start menu.

To get help on Windows Mobile Smartphone, choose Quick Tips from the Good Launcher.

Navigation

There are several ways to open documents, internal sites, web pages, or applications in Good Intranet.

Opening an Address

To navigate to an internal site or public Internet address:

1. Select **Go To Web Address** menu.
2. Enter an address.

For web access, you don't have to type the `http://` at the beginning of the address. For example, enter **www.good.com** to connect to the Good Technology web page.

Tip: You can also press the spacebar once to add an `http://` prefix to the beginning of the address and press the spacebar again to add `www`. To complete the address, hit the spacebar to enter dot (`.`), then continue to press the spacebar to cycle through `.com`, `.edu`, `.gov`, `.mil`, `.net`, and `.org` suffixes.

3. Select **Go**.

If desired, you can download pages in background and continue working. For more information, see “Downloading in Background” on page 12.

After a few moments, the site is downloaded and appears in the Good Intranet viewer.

Downloading in Background

If desired, you can continue to work in other applications while downloading. For example, you can view and send email messages while downloading.

1. To download in background:

- When you enter an address, select **Background** (instead of **Go**).

If a page is already downloading, select **Continue in Background**.

The download continues as a background process. With background downloading, you can have more than one item downloading at a time.

2. To monitor download progress, check the Background Requests folder.

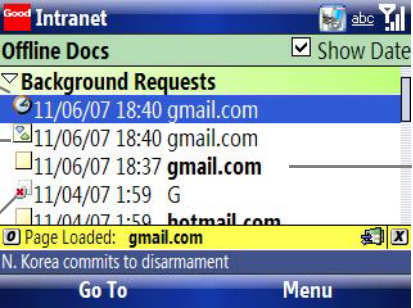
3. When the download is complete, select the item to view it. Downloaded links appear in bold text until they are viewed. The

icons displayed below indicate the status of your download requests:

Your request has not yet been launched

Good Intranet is waiting for a response from the server

Your request has been canceled



This page has been downloaded

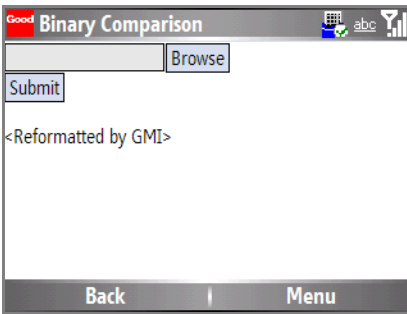
The screenshot shows the 'Good Intranet' interface. At the top, there is a header with the 'Good Intranet' logo and a 'Show Date' checkbox. Below this is a section titled 'Background Requests' which contains a list of items. Each item has a small icon to its left indicating its status: a blue circle with a white lightning bolt (not yet launched), a green circle with a white lightning bolt (waiting for response), a yellow square (downloaded), and a red circle with a white lightning bolt (canceled). The items in the list include dates and times followed by domain names like 'gmail.com', 'hotmail.com', and 'G'. At the bottom of the interface, there is a 'Page Loaded: gmail.com' notification and a news snippet about 'N. Korea commits to disarmament'. Navigation buttons 'Go To' and 'Menu' are visible at the very bottom.

Uploading Files from Good Intranet

You can upload files from your handheld to a web server. Most handhelds have limited memory and therefore, your IT administrator may limit the size of the file you are uploading.

To upload a file:

1. Navigate to a web page that includes a Browse button, as in the following example screen.



2. Browse to the location of the file you want to upload.
3. Click **Submit** to upload the file.

Note: If you upload a large file and then stop the request before the upload is completed and then submit a second upload request, the second request does not take place until the first request is completed. This situation can occur if your handheld is reset, if you press Stop, or if you launch a new request to upload a file without putting the first request in the background.

Navigating to Recently-Visited Items

There are several ways to navigate to recently-visited items:

- Select **Back**.

This button acts like the Back button on a Web browser to return you to a previous page.

- Select **History**.

History displays a list of the last 15 recently-visited items.

- Select **Home**.

Home returns you to the Good Intranet home page. The home page is a link to a default URL address.

This address is set by your IT administrator. You can use Good Intranet options to change this address. For more information, see “Setting Good Intranet Options” on page 21.

- Select **Go To Web Address** or the **Address** icon.

- You can also use bookmarks to store links to your favorite online locations. See “Adding Bookmarks” on page 16 for more information.

Intelligent Linking

Good Intranet automatically handles links that appear on pages. For example:

- When you open an address that points to a document (for example, a *.doc* or *.xls* file), and your handheld has the associated application installed (for example, MS Word, Excel, or Documents to Go), Good Intranet automatically downloads the document and opens the application.
- When you select a Mail To link, Good Intranet automatically opens a Good Messaging email message with the Mail To address filled in.
- When you select a Telephone link with protocol supported by Good Intranet, the handheld automatically dials that number.

Not all pages or handhelds (for example, WiFi-only handhelds) use the appropriate protocol to enable this feature.

Adding Bookmarks

To add a bookmark:

1. Navigate to the site you want to bookmark.
2. Choose **Add to Bookmarks** from Menu.

A bookmark description appears.

3. Select **OK** to save the bookmark.

Bookmarks are automatically saved in the Bookmarks folder. Only the link is saved, not the item itself.

To edit or delete a bookmark, choose Edit or Delete from the menu.

Organizing Items in Folders

When you use Good Intranet to open an online item such as an internal site, web page, or document, the view is stored temporarily.

If desired, you can use folders to save a permanent copy. When you save, a copy of the page is stored locally on your handheld. Local copies are useful for saving information you have typed into a form, minimizing connection times, and shortening retrieval time.

Important: Items you save on your handheld are no longer dynamic, online documents connected to the network. The content remains fixed. For example, a stock report saved in a personal folder remains unchanged until you update it. For more information, see “Updating Items in Folders” on page 19.

Creating Personal Folders

You can create personal folders to store and organize items on your handheld.

To create a personal folder:

1. Select a folder.
2. Choose **Add Folder** from Menu.
3. Enter a folder name and select **OK**.

The new folder appears.

You can create as many personal folders as desired, but you cannot create folders within folders. You can also create new folders when you save items. See “Adding Items to Folders” on page 17 for more information.

Adding Items to Folders

When you save a page or document, you can add it to an existing folder or create a new folder. Items in folders remain saved until you update or delete them.

To save an item:

1. Open the item you want to save.
2. Select **Save As** from Menu.
3. Name the item you want to save.

Note: When you are saving or entering an item, the title can be a maximum of 256 characters.

You can use the existing name or enter a new name.

4. Select a folder for saving the item.
 - Select the menu icon ▼ to display a list of existing folders.
 - Select **New Folder** to create a new folder. Then, enter a folder name and select **OK**.
5. Select **Save**.

When you return to the folders screen, the item you saved appears in the folder you selected.

Moving Items Between Folders

To move a saved page or document between folders:

1. Select the item you want to move.
2. Choose **Move to Folder** from Menu.

A dialog box appears. If the page already exists in the selected folder, you are asked if you want to overwrite it.

3. Select the menu icon to display a list of folders.
4. Select the folder you want to move the item to and select **OK**.

Renaming and Deleting

- To rename an item (or folder), select the item (or folder) and choose **Rename** from the menu. Enter a new name and select **OK**.
- To delete an item (or folder), select the item (or folder) and choose **Delete** from the menu.

You cannot rename or delete the Incoming, Background Requests, or Bookmarks folders, but you can rename or delete items stored within these folders.

If you try to delete a folder that contains items, a message appears asking if you want to delete the folder contents. Move items you don't want to delete to another folder.

Updating Items in Folders

To make sure you have the latest version, you can update pages or documents saved in personal folders.

To update the view:

1. Select the **Show date** setting (located above the folders) to display when items were last saved.

2. Select **Refresh**.

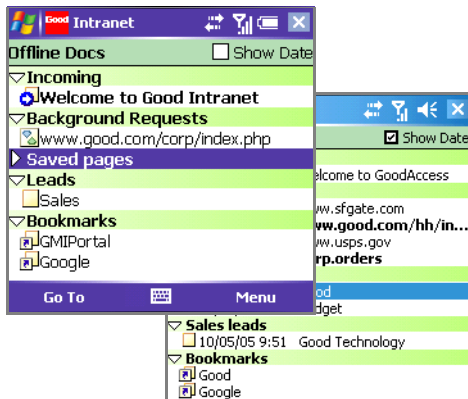
Good Intranet opens the latest online version of the page and the information is updated.

3. To Save this new, updated view, select **Save** from Menu.

When you save, you can update the existing item or create a new copy:

- Select **Update** to replace the existing item.
 - Select **Save As** to create a new copy.
4. Enter a name and folder for the copy, then select **Save**.

Tip: Select the **Show Date** setting (located above the folders) to show when items were last saved.



Pushed Messages

IT administrators can arrange for push messages to be sent automatically to your handheld. For example, members of a field service organization might periodically receive service notes associated with products they support.

Push messages appear in the Incoming folder. You can leave messages in this folder or save them in another folder.

Good Messaging Integration

Good Intranet is fully integrated with other Good applications installed on your handheld. For example, you can configure Good Intranet so that selecting a site or Internet address in an email message will automatically open Good Intranet and display the page.

Other examples of integration include sending email links to other users and copying and pasting text between applications. See below for details.

Note: Good Messaging applications are automatically configured to open Web links with Good Intranet. To change how links are opened, see “Setting Good Intranet Options” on page 21.

Sending Links

You can send address links to other users. To send a link:

1. Open the page you want to send.
2. Choose **Send Link** as Email from Menu.
3. An email message appears. This message includes a link to the page you opened.
4. Fill out the rest of the email message as desired and select **Send**.

Copying Text

You can cut or copy text and then paste the text in another location. For example, you can copy text from one Good Intranet item to another or from Good Intranet to another Good Messaging application.

To copy an entire page:

1. Open the page you want to copy.
2. Choose **Select All** from the menu, then choose **Copy**.
All text on the page is copied to the clipboard. Pictures are not copied, only text.
3. Navigate to a new location.
You can open another item in Good Intranet or change to another application (for example, opening the Notepad).
4. Set the insertion point and choose **Paste** from the menu.

You can also cut, copy, and paste selected text:

1. Navigate to a **text field** (for example, the address field that appears when you edit a bookmark).
This option works for text fields only. You cannot copy and paste selected text from a web page. For web pages, use Select All.
2. Select the text you want to cut or copy.
As a shortcut, you can use the Select All command on the menu to select all text in a field or form.
3. Choose **Cut** or **Copy** from the menu.
4. Navigate to a new location and set the insertion point.
5. Choose **Paste** from the menu.

Setting Good Intranet Options

Good Intranet includes options you can set to customize the viewer.

Using Good Intranet

To set options:

1. Choose **Good Intranet** from the Good Preferences.

The Options screen appears.

2. Select the options you want to set.

Good Intranet Options

Option	Description
Show Pictures	If this option is selected, pages will include pictures and other types of images in addition to text. To decrease download time, turn this setting off.
End sessions using close button	Clears the login and other session information when you use the close button.
Show JavaScript errors	If this option is selected, JavaScript errors are displayed when encountered on a page.
Start page	Sets the Good Intranet starting page. You can choose the Home Page or Offline Docs.
Home page	Sets the home URL address for the handheld.
Clear Cache	Clears temporary pages stored on your handheld. This is useful for freeing up storage space, but increases download time.
Clear Cookies	Deletes all browser cookies stored on the handheld and on the Good Intranet Server if the server is configured to store cookies.
Clear Passwords	Clears the login and other session information. You will be asked to log in again when viewing Web sites that require authentication.
Server	The name of the Good Intranet Server where your user account is enabled.
Change memory usage	Determines the amount of memory available to all of the Good Messaging applications, including Good Intranet. You must reset the handheld after you change this setting. <i>Note:</i> Increasing this value reduces the amount of memory available to other applications on you handheld. This applies to Palm OS handhelds only.
Set to Default	Resets options back to factory defaults.

Good Intranet Options

Option	Description
Enable barcode scanner	Enables barcode scanning. This option only applies to handhelds that support barcode scanning.
Display barcode errors	Displays barcode errors. This option only applies to handhelds that support barcode scanning.

Options set on the Good Intranet Server override options you set on your handheld. For example, if your IT administrator configures the Good Intranet Server to remove pictures and other images from web pages, your handheld will not display pictures even if Show Pictures is selected.

Web Link Settings

To control how web links are handled by Good Messaging applications:

- 1. Start Good Messaging and select **Good Preferences**.**
- 2. Select **web links**.**

A list of settings appears. These settings control how web links are activated.

You can set Good Messaging applications to:

- Use the native browser installed on the handheld.
 - Use Good Intranet.
 - Ask each time. This setting enables you to choose between the native browser and Good Intranet when the link is activated.
- 3. Select your preference, then select **OK**.**

Keyboard Shortcuts

This section includes shortcuts you can use with Good Intranet. Some external keyboards may add shortcuts to list items.

Keyboard Shortcuts for Good Intranet

Command/Action	Shortcut
General	
Refresh Page (page view)	R
Rename bookmark (bookmark view)	
Rename page (saved page view)	
Add Bookmark	K
Save Page	S
Select All	A
Email Link	E
Cut	X
Copy	C
Paste	P
Add new line in text input area (Smartphone)	Shift+Enter
Folders	
Open or Close Folder	Enter, Return
Delete item (Personal folders only)	D, Backspace
Select previous item in list	Up
Select next item in list	Down
Rename personal folder	R
Close folder	Left
Open folder	Right
Items in Folders	
View item	Select, Center click, Enter, Return
Delete item	D, Backspace
Move to folder	M

Keyboard Shortcuts for Good Intranet

Command/Action	Shortcut
Return to Home page (URL defined in Good Intranet Options)	H
Rename item	R
Select previous item in list	Up
Select next item in list	Down
Select parent folder	Left
Items Open for View	
Scroll up	Up
Scroll down	Down
Page down	Space bar
Top of view	T (Except forms)
Bottom of view	B (Except forms)
Next field in form	Tab
Back (Return to previous item)	P
Done (Return to folder view)	W
Continue in background	Q
Go to Web address	Menu, then G
	<i>Note: If you press Menu and G simultaneously, the Today screen is displayed.</i>

Enter Web Address dialog

Press the spacebar once to add an http:// prefix to the beginning of the address. Press the spacebar again to add www. To complete the address, press the space bar to enter a dot (.), then continue to press the spacebar to cycle through .com, .edu, .gov, .net, .mil, and .org suffixes.

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