

# Good™ for Enterprise

## Windows Phone User's Guide

Version 1.2

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# 1 Getting Started

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Welcome to Good Mobile Messaging, the behind-the-firewall, wireless corporate email and data access system from Good Technology. Good for Enterprise provides your Windows Phone 7 device with a wirelessly synchronized, encrypted connection to your company servers, so you can instantly access up-to-date corporate email, calendar, and contacts from behind the firewall, when away from your desk.

## System Overview

Your device works in conjunction with your email server and Good Mobile Messaging Server software on your corporate network. When you start up Good for Enterprise, your device connects wirelessly with your corporate network using the high-speed wireless network service supported by your device.

Good for Enterprise Service synchronizes your device with your email, calendar, and contacts, just as those applications synchronize your desktop computer and laptop with your email server. In this way, your company and device folders present the same information to you. (Public folders and personal folders stored on your PC hard disk or laptop are not synchronized.)

Your *Windows Mobile 7 User Guide* describes your device before it has been set up for use with Good for Enterprise software. In most cases, the guide remains accurate after the device has been set up. However, where your device guide describes Email, Calendar, and Contact applications, use this guide instead for your corporate account.

## About Good for Enterprise Applications

Good for Enterprise applications are wirelessly synchronized with your email server account. The data that gets synchronized includes:

- Email messages

Both message status and basic folder contents are synchronized. For example:

- Messages marked read on your device are marked read on the email server and in your Inbox.
- New messages sent to your email server Inbox are also automatically sent to your device.
- Messages you delete from the Inbox on your device are also deleted from your company Inbox.

For more information on email synchronization, see “Windows Phone 7 Synchronization” on page 26.

- Contacts

All personal contacts in your company email application are added to your device and kept synchronized, if your administrator authorizes this feature. Personal contacts are those stored in the Contacts portion or Address Book in your company account (the ones that you see when you click Contacts in your company email).

- Calendar

Both calendar events and event requests are synchronized. You can accept or decline event requests from your device.

You do not need a physical connection to your computer to synchronize. Synchronization happens whenever the device is on, you are running Good for Enterprise, and you are connected to the Internet.

An active wireless network connection or access to a WiFi network (if it is supported by your device) is required for synchronization to work when you are running Good Mobile Messaging.

# 2 Setting Up Good for Enterprise

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Once your account is activated by your IT administrator, you will receive a welcoming message from Good that gets you started setting up Good for Enterprise. You won't need to return your device to the administrator for setup or connect it to a computer.

## Installing Good for Enterprise for the First Time

To set up your device with Good for Enterprise:

1. Your IT administrator will send you a message with your email address, a PIN (and expiration date, if applicable), and a URL address.
2. Make sure your device is fully charged and your wireless connection is active. See the documentation that came with your device for details.
3. Use the device browser to navigate to the URL address provided in the email sent by your IT administrator. You will be redirected to the Good for Enterprise application in the Windows Marketplace.

Click the link to initiate the download and automatic installation of the Good application. When installation is complete, launch the application.

4. Enter your login information. This includes:
  - Email address.
  - PIN.
  - Select Next.

A series of download, install, and connection screens appears. The status indicators at the top of the screen change to track setup progress.

5. If your administrator has enabled a policy requiring a password on Good for Enterprise, you'll be prompted to set it now.

When services are connected, Good for Enterprise automatically synchronizes your device with information in your enterprise email account. This includes email messages, contacts, calendar appointments, and so on. (For more information, see “Windows Phone 7 Synchronization” on page 26.)

*Note:* If you see any errors during startup or if your connection appears to fail, contact your IT administrator.

*Note:* Synchronization with the Good Network Operation Center will not work reliably if the Windows Phone device is connected to Zune desktop software via USB.

Congratulations! You are ready to use Good for Enterprise applications on your device.

# 3 Using Good for Enterprise

After your device is set up, company email messages, contacts, and activity will be synchronized with it. You can use the device to manage your email and contacts, and view your calendar, in the same way that you would in your company account. Your 100 most recent company Inbox emails, as well as the 100 most recent emails for all subscribed subfolders, will be added to your device.

Good starts with a panorama of available applications. Your Inbox is displayed by default. The panorama includes your ten most recent emails, eleven next appointments, and “favorite” contacts.




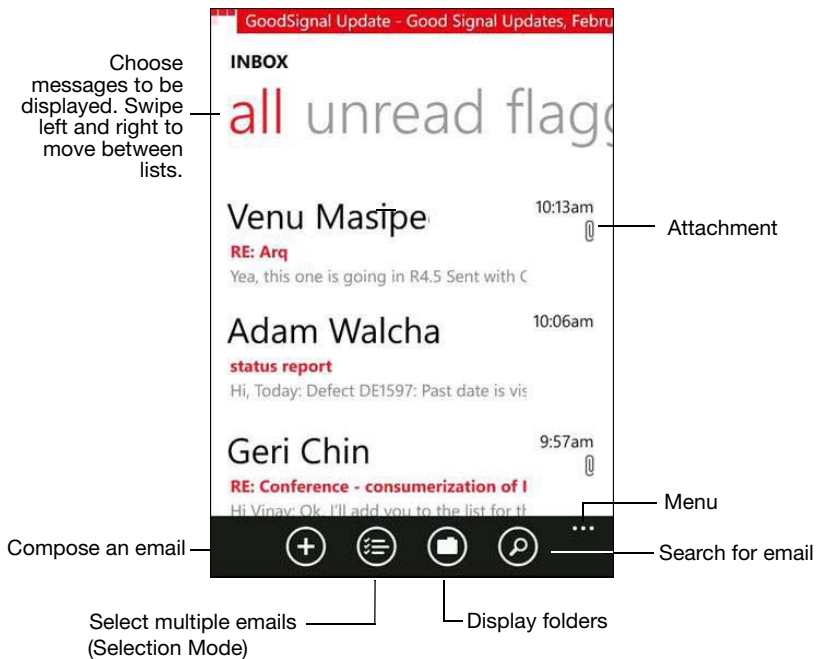


# Email

From the Panorama Email panel, you can:

- View latest messages
- Compose a new message
- Find a specific message
- Enter the Email app


Tap the “Pivot” icon  in the toolbar to enter the Email application, or tap an email to open it.



Status indicators in the Email List

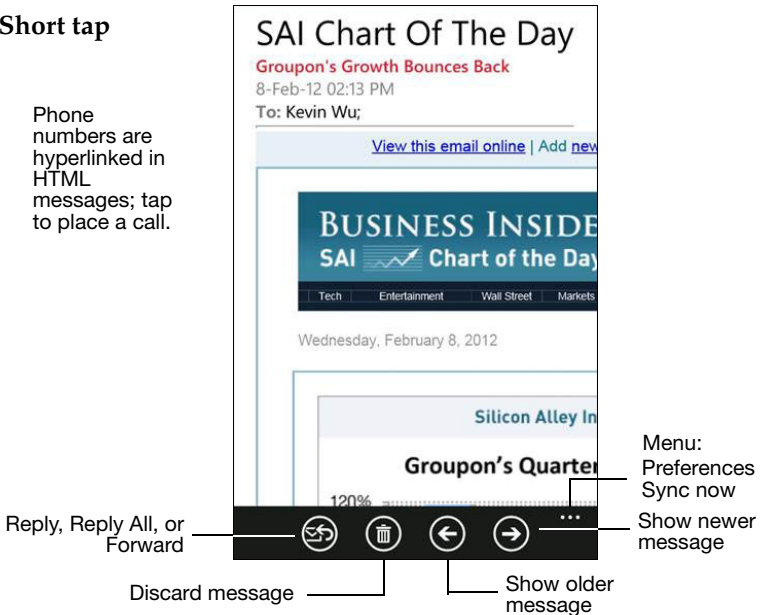
-  New, unread message
-  Opened message (no icon)
-  Replied-to message
-  Event request
-  Forwarded message
-  High importance
-  Attachment
-  Flagged

Tap an email to display its contents. Long tap it to display a menu of actions to take with it (mark as unread, delete, move to a different folder, or flag for follow-up).

Your email list is updated on a continuous basis, but you can also tap the ellipsis  in the toolbar and tap Synchronize to force immediate updates.

Short tap

Phone numbers are hyperlinked in HTML messages; tap to place a call.

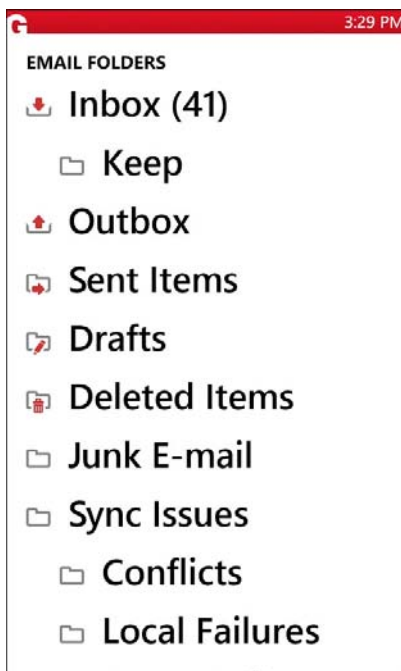


To enable/disable display of HTML email as sent, refer to “HTML Email” on page 29. With HTML turned off, messages will appear as plain text.

Your Good setup on the device includes your company folders. You can use these folders for managing email messages. Messages are synchronized between your company account and your device for these folders.

To access the folder list, click the Folders icon  in the Email list toolbar.


Tap a folder in the list to open it.



Your device will contain any email folders that you have added to your company account. (You can create and rearrange folders using your company account, but not using your device.) If you create subfolders under Drafts, Contacts, Calendars, or Outbox, these folders will not appear on your device. You must enable synchronization of email for each desired personal folder using Preferences (“Folder Synchronization” on page 28). If you don’t enable synchronization for a folder, you’ll need to maintain it manually.


Only email folders that are stored on your email server are included on your device. Personal email folders (\*.pst) stored on your computer’s hard disk are not included. (You can access both types of folders with your company account.)

To move a message from one folder to another, tap and hold on the message, and tap Move in the menu that is displayed; or tap the three dots at the bottom of the opened message and tap Move. A list of folders is displayed. Tap a folder and the message is moved to that folder.



To search the names and/or subjects in your email list, tap the search icon .

Enter a search name or word and tap From, Subject, or Both . All matches will be displayed.



To respond to a message, open it and tap the response icon  at the bottom. You can reply, reply to all, or forward the message. When you reply to a message, you cannot delete or edit the original email text.

However, you can copy the text to a new message, then edit it. When you have finished your response, tap Send.

To handle multiple messages, tap the Selection Mode icon  in the email list. Tap the checkboxes next to the messages to be affected, and tap the Move icon  at the bottom of the screen to move multiple messages to a new folder, or tap the three-dot ellipsis to display a menu of other options.

Menu choices include Delete, Mark as Read, Mark as Unread, Move, Flag for Follow-up, Flag Complete, Clear Flag.




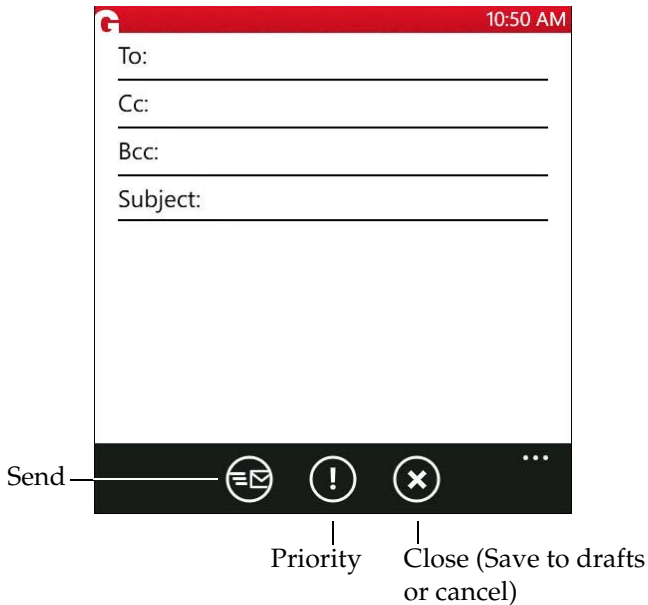
## Viewing an attachment

Tap the attachment icon within a message to display a list of attachments. Tap an item in the list to display the contents of the attachment. gif, jpg, and png files are supported. These are displayed using

a viewer within Good. The attachments are not available to third-party applications.

## Creating Email Messages

To create an email message, from the Email list in the Panorama or Email app view, tap the Add icon . A blank (or draft) message appears.





As you enter characters in the To, CC, and Bcc fields, a list of matching previous recipients and contacts appears. This includes your personal distribution lists. At the bottom of the list, when displayed, a message indicates that your corporate directory is being searched for further names.


You can enter an email address directly or select a previous recipient or contact from the list. The To: field is limited to 32 recipients. For more on contacts, refer to “Contacts” on page 13.

Enter a message. When writing a long message, it’s a good idea to save your work occasionally. The message is saved in the Drafts folder. If you need to leave the message before you are ready to send it, you can tap the Close icon, save the message, and select it later in your Drafts folder to open it and continue writing it. If you are interrupted by, for example, a phone call on the device, the message is saved in Drafts.

Note that your IT administrator may implement a policy that prohibits cut/copy/paste from Good for Enterprise to other applications on the device.

Tap the Importance icon  to set importance: Normal, Low, or High.


Tap the Close icon  to save or discard the email.

When you have finished composing the email message, tap the Send icon .

Messages you send are temporarily stored in the Outbox folder on your device. When the message is sent, a copy is stored in the Sent Items folder on your device and in your company account.

## Responding to an Event Request

Event requests sent from other users appear in your Inbox with an

 icon. You can use your device to respond to event requests. From your Inbox, tap the message to open the event request. A description of the event appears.



Display Day View with this meeting included

Respond options

Accept, decline, or tentatively accept the request using the icons in the message. After you choose a response, a prompt is displayed; you can send the response, add comments to it, or send no response. Add comments if desired. Then tap the Send icon to send your response.

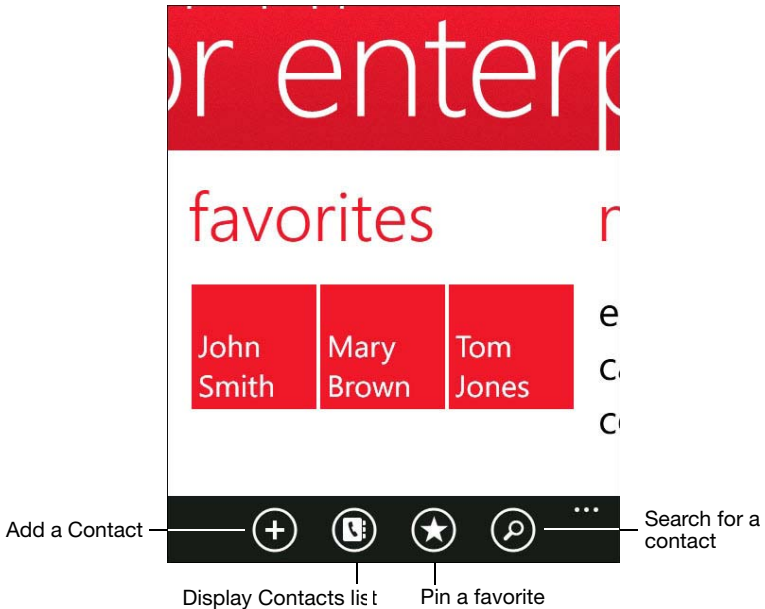
After you send your response, the event request is automatically deleted from your Inbox and moved to the Deleted Items folder. Event requests that you accept are automatically added to your calendar.

## Contacts

When Good for Enterprise is installed on your device, your company contacts are synchronized with the contacts in the Good application. (Your administrator can specify which elements of data in a contact are kept synchronized.) Thereafter, the contacts displayed within




Good on the device will be kept up-to-date with your company contacts. The Good contacts will contain your personal contacts but not company history or shared contacts.



From Favorites in the Panorama view, you can:

- Add a new contact
- Display the Contacts app
- Pin a favorite from the Contacts list to the Panorama view
- Search for a contact

## Viewing Contacts

To view your Good contacts, tap Contacts in the Panorama menu, or tap the Contacts icon  in the Favorites panel of the Panorama. A tiled view of all of your contacts is displayed.

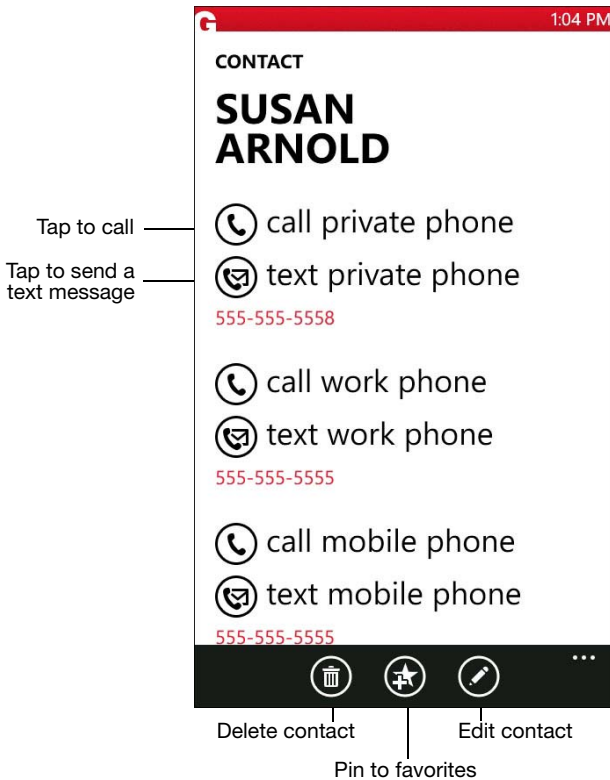
Long tap a name to display a menu to edit, pin to favorites, or delete a contact.



Tap a letter to display a tiled grid of all letters. Those containing contacts are shaded red.

In the tiled grid view, tap a shaded letter to display the full Contacts list.

Tap a contact to display its details.




Contacts can be used to make phone calls with your phone and send email and text messages.

Personal distribution lists are supported. They cannot be created/edited from your device, but will be synchronized with those you create on the desktop.

Text messaging uses the native app, with all its features.

## Finding Contacts

When searching a long list, use rapid brush movements with your fingertip to accelerate scrolling in either direction. Touch the screen to stop the scrolling.

To search your contacts, tap the Search icon  in the Panorama Favorites tool bar or the tool bar on the main Contacts People screen.

To find a contact using the search screen, tap Contacts, Directory, or All, to search your personal contacts or the company directory, or both. Tap the Search field. You can find contacts based on the first few characters of a first name, last name, or company. This feature is useful for working with long lists of contacts. Matches will be displayed, for first and last names, and company.

For example, if you enter *smi* in the search field, only contacts with that string in them, such as Smith, are displayed.

If the characters you enter do not match any contacts, no names are displayed.

*Note:* You cannot search the company directory while working offline.


## Handling Contacts


**To edit, delete, or pin to Favorites a contact**, long press on it in the contacts list. A menu is displayed to edit or delete the contact, or pin it to Favorites.

You can also long press on a favorite to edit or unpin it.

If you choose to delete the contact, you'll be prompted to confirm. You can also delete the contact from its detailed view, by tapping the

Delete icon .

If you choose to edit the contact, an edit screen is displayed. You can also reach this screen from the contact’s detailed view, as with the delete operation, by tapping the Edit icon .

To pin/unpin a favorite, tap the  icon.


Tap an item on a contact’s detailed view to open a screen on which to edit it.

Tap a field to edit

Tap plus fields to add to contact


To remove a field, tap it to open an edit screen, and then tap the Trash icon; the field will be removed and listed on this screen with a + next to it.



Enter or change information in the fields as desired. When you have finished making changes, tap the check-mark icon . You’ll be prompted to save or discard your changes if you attempt to leave the screen without saving. To cancel the edit, tap the X icon.

To delete a field from the Contact details, open the field's edit screen and tap the Trash icon; the field will revert to a list item with the Plus icon next to it, for use later if you want to return the field to the contact.

## Adding a Contact

To add a new contact to the Contacts list, tap the Add icon  in the Contacts list or the Panorama Favorites view.


A New Contact screen is displayed. Tap any field with a plus sign next to it to add it to the contact and to enter information for it.

At a minimum, you must add any one of the following items for a contact: first name, middle name, last name, company, or email address. The remaining fields are optional. You can enter up to three email addresses for a contact. You can also include a contact's title, business address, private address, and notes about the contact.

*Note:* Your IT policy determines which fields are available for inclusion in your contacts.

The device will accept contact phone numbers for the following categories: Work, Mobile, Private, Pager, and Fax. The other company categories are not synchronized with the device.

If you include the country code and/or area code as part of a contact's phone number, Good for Enterprise automatically includes this code (as required) when you dial the contact.

When you have finished entering contact information, tap the Save icon .

The new contact you added appears in the list of contacts and will be synchronized with contacts in your company account.

## Calendar

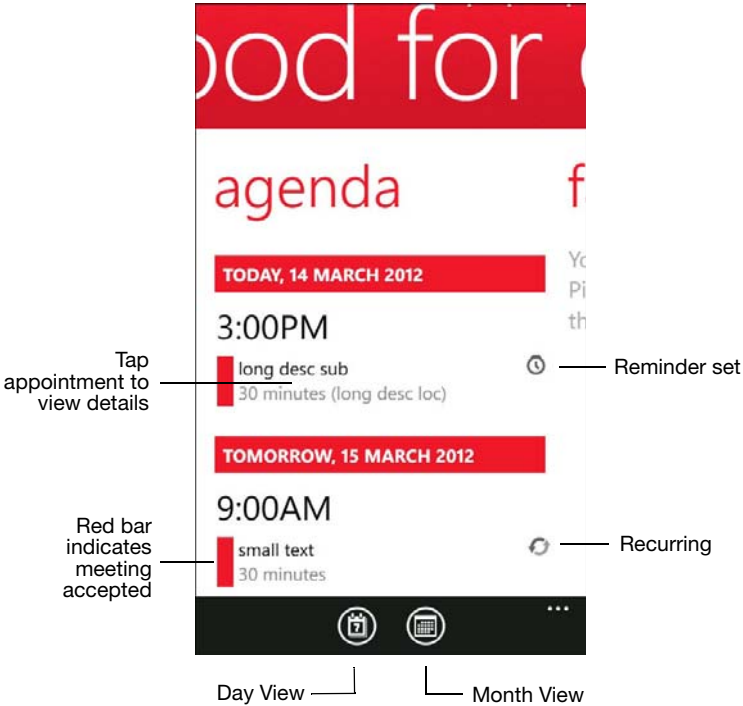
Good for Enterprise's Calendar feature keeps your device synchronized with your company calendar. You can use your device to monitor your company meetings and appointments. When your device is set up, all of your calendar events from the past week and all future events are added to it. With this application you can:

- View today's agenda in the Panorama view.
- View existing events by day or month

Your appointments for today are displayed as a panel in the Panorama view.

From here you can:

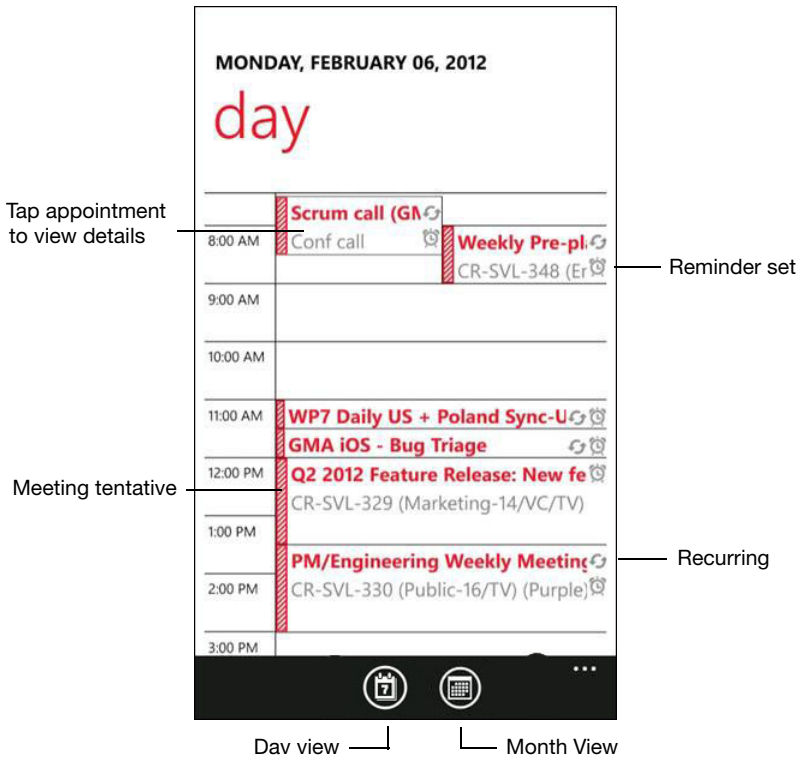
- Display the details of an appointment on the agenda by tapping it.
- Check the status of today's appointments.
- Display Calendar day and month views.



### Viewing Appointments

A list of the day's appointments is displayed in your Panorama agenda and in Day View.





In Month View, days with events are shaded.



Tap an appointment in any view to display its details.

## Notifications

You can pin tiles for Good Email app (Email list in Panorama), Good Calendar app (Agenda in Panorama), and Good Contacts app (People list in Good) to the Start page. To do so, do the following:

- Long-press the Good tile in the applications list (for the Email list in Good Panorama) and choose “Pin to start.”
- Tap the three-dot ellipsis in the Panorama Agenda view (for Calendar) and choose “Pin to start.”
- Tap the three-dot ellipsis in the Contacts list (for Contacts) and choose “Pin to start.”

The tiles on the Start screen will display notifications for new email, today’s meetings, and meeting reminders.



The notification bar displays Calendar toast reminders as set for pending meetings. If you dismiss a reminder in Outlook before it is displayed on the device, the toast display will be canceled for the appointment.



To enable or disable Calendar toast notifications, refer to “Notifications” on page 30.

## Exiting and Returning to Good for Enterprise

To exit from Good for Enterprise, press the Start button. Good will pause, saving its current state. Good will not synchronize with your desktop while paused. Good does not run in the background.

To resume Good, long-press the Back button and then tap Good in the list of applications displayed.

To restart Good, tap the Good application tile.

Notifications will continue to be received by the device even if Good is paused or not running. Email, Contacts, and Calendar will be updated when Good is running again.

## Security

Your system administrator may require that you enter a password before using Good Mobile Messaging. Note that if this requirement is in force, you will need to enter your password whenever you start Good by tapping its tile on the Start screen.

However, if you have already been using the app, you can use Fast App Switching (holding the Back button down and then tapping the Good app) to reenter without using the password; this assumes that the app hasn't been terminated by the operating system since you last used it and is permitted by your IT policy.

## Windows Phone 7 Synchronization

The following are exceptions to synchronization between your company account and the device:

- Your company-account and native device contacts are not synchronized.
- Items removed from the device via aging to free up space are not deleted from your company account.
- Synchronization of items in the company and device Sent Items folders are subject to policies set by your administrator.
- Items sent to the Drafts folder are not sent from your company account to device and vice versa.
- If you subscribe to a folder, the 100 most recent emails in it will be synchronized.

# 4 Preferences and Maintenance

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This chapter describes how to maintain Good for Enterprise on your device. Topics described in this chapter include:

## Email

- Folder Sync - Choose which email folders to sync.
- Out of Office - Set your Out of Office details.
- Signature - Set signature settings for sending email.
- HTML Email - Turn on/off email display in HTML format.

## Calendar

- Calendar - Toast reminder notifications.

## General


- Lock - Lock the Good app.
- Password - Turn password requirement on/off, as IT policy allows.
- Notifications - Turn sound on/off for notifications
- About - Good for Enterprise version number, handheld information, end-user license agreement, send comments, send handheld logs.
- License - Read end-user license.
- Debug mode - Enable/disable additional diagnostic logs.

To set or change a preference, scroll to Menu in the panorama view and tap the Preferences icon .

## Email

### Folder Synchronization

Your company Inbox, Deleted Items, and Sent Items folders are synchronized automatically with Good for Enterprise on your handheld. (Your administrator may choose to turn off Sent Items syncing.) Your Drafts folders are not synchronized. You can choose which other of your company folders are to be synced. Note that if you have your company account set up to filter mail into folders, you'll need to enable syncing with those folders on your handheld too, for the filtered messages to show up.

To enable syncing for a folder, select Preferences from the three-dot ellipses menu in the Email list or tap the Preferences icon  in the Menu tool bar, then tap Folder Synchronize in the Email menu. Individual subfolders can be synced. When you turn on syncing, the folder's 100 previous emails are fetched.

Tap a folder and you'll be prompted "Do you want to subscribe to "*name*" folder to receive messages?" Tap Yes to enable synchronization.

### Out of Office

To create and enable an automatic out-of-office auto response to incoming email, tap Out of Office in the Preferences Email menu.

Tap the Out of Office checkbox to toggle the feature on/off.

Enter or edit your response text in the Message field below.

Your settings and changes are synchronized with your company desktop account.

Your changes are saved automatically when you leave the screen.

## **Signature**

To create and enable a signature for your email, tap **Signature** in the **Email** menu in **Preferences**.

Tap the **Append Signature** checkbox to toggle **Signature** on or off.

Enter or edit your signature text in the **Message** field below.

Your settings and changes are synchronized with your company desktop account.

Your changes are saved automatically when you leave the screen.

## **HTML Email**

This option is available only if enabled by your IT administrator.

Tap **HTML Email** in the **Preferences Email** list, and tap the **On/Off** checkbox to toggle support for HTML email display (**On**), or to cause all emails to be displayed as simple text (**Off**).

If you turn off HTML support, any HTML emails already downloaded will continue to be displayed in HTML format.

# **Calendar**

## **Calendar**

Tap **Notifications** in the **Preferences Calendar** list to enable/disable toast notifications.

Tap the toast notification checkbox to toggle notifications on or off.



## General

### Lock

In the Preferences General list, tap Lock to lock the Good for Enterprise application. A Good password, if set, will be required to resume use. If no Good password is set, this feature is automatically disabled. To set a password, refer to “Password” on page 30.

### Password

The system administrator may require that you enter a password to run Good for Enterprise. The administrator sets policies that govern the format and function of this lock password.

You also have the option of setting such a password yourself, even if administrative polices do not require it.

If the password you enter does not conform to the administrative policies that are set for your device, an error message appears and you are prompted to re-enter the password.

Your administrator can set a policy that removes Good for Enterprise and all its data from the device if you enter an incorrect password a specified number of times in a row.

You can use Password in the Preferences General list to enable/disable and change your password.

If your administrator changes a password policy for your device, you'll be informed the next time that you are required to enter or change the password, or if you try to change the password yourself. At that time you'll be required to make any changes to your password that may be required by the new policy settings.

### Notifications

Turn sound for notifications on/off using Notifications in the Preferences General list. Tap the checkbox to toggle sound on/off.

## About

Tap About in the Preferences General list to display version and copyright information about Good for Enterprise on your device

Your IT or helpdesk administrator may ask you to send in a log file from your device for troubleshooting purposes. To do so, on the About page tap Send Diagnostic Logs. A confirmation message will be displayed as the logs are sent. Once sent, "Sending logs" will revert to "Send logs."

## License

Tap License in the Preferences General list to display the Good End-User License Agreement.

## Debug Mode

Your IT or helpdesk administrator may instruct you to turn on additional diagnostic logging. If so, tap Debug Mode in the Preferences General menu, and tap the checkbox to toggle logging on/off.

## Copyright, trademark and patent information.

Windows Phone User's Guide (Last revised: 04/30/12)  
Documentation complies with client software version 1.2.

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