



LINK App User Registration Guide

Your LINK Administrator will send you a registration welcome message with a secure “launch link” (URL) which you will tap on to securely register your identity and your device.

Your LINK Admin may send you one of three type of registration message:

1. **An email which you can open on your mobile device** and tap on the launch link.
This may be to your work email address. Or, it can be sent to a personal email address.
2. **An SMS text message** with the launch link embedded.
3. **QR code in an email.** You may open this email on any PC. Then you will use the camera on your mobile device to view the QR code in the email.

Step One: Install the LINK App on the Device

First install the LINK App on your mobile device.

Your firm may push the LINK App to your device from the firm MDM (Mobile Device Management) system, such as AirWatch, Blackberry, Citrix Endpoint Management, IBM MaaS360, Microsoft Intune, MobileIron, or other. In this case you do not have to install the LINK App.

Otherwise, you may install manually:

Apple Store: Search for Mobile Helix Link. Install.

Google Play Store: Search for Link Mobile Helix. Install.



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Step Two: Registration –

Your LINK Admin will send you one of three types of registration notice: 1. Email to be opened on mobile device; 2. SMS/text; 3. QR Code in Email which may be opened on any device.

I. Email to be opened on your mobile device

1. Open the registration welcome email in your native email app or other email app.
2. If you have not installed LINK already, you may tap on the “Install the Mobile Helix Link app...” link in blue. Install.
3. When the LINK App is installed, tap on the blue “Launch Mobile Helix Link” link in the welcome email.
4. Tap on the red LINK tile.
5. “Open in LINK? Tap “Open.”
6. “Enter a name for this device.”
Enter any identifiable name of your choice, e.g., “iPad Pro McAllister.”
This is to be used by your support team to identify your device.
7. “Allow ‘Link’ to use your location?”
Recommended: “Allow While Using App”
Note: The Link app does not track the location of your device as you move.
This setting pertains to finding your firm’s nearest Link Gateway when you login. If you select “Allow While Using App,” upon logging in Link will use the location one time to assure that you are connected to your firm’s nearest Link Gateway for faster speed. This is especially helpful for international law firms.
8. “Username” and “Password”: Enter your firm network username and password (Active Directory username and password).
9. “You must set a pincode for offline access...”
Enter a personal pincode. This pincode is used for offline access and as a backup if Touch ID or Face ID fails.
Your Link Administrator can reset this pincode.
You can reset it yourself when you are logged into the Link App: from the Link Home Screen, tap the three-bars menu, select “Reset Pincode.”
10. “Face ID for ‘Link’” or “Touch ID for ‘Link’.”
Authenticate with Face ID or Touch ID.



You and your device are now securely registered to use the Link App.



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II. SMS message to be opened on your mobile device

1. Open your SMS message.
2. The entire message is a URL, which begins with <https://cloud2.mobilehelix.com...>
3. Tap on the URL.
4. Tap on the red LINK tile.
5. "Open in LINK? Tap "Open."
6. "Enter a name for this device."

Enter any identifiable name of your choice, e.g., "iPad Pro McAllister."

This is to be used by your support team to identify your device.

7. "Allow 'Link' to use your location?"

Recommended: "Allow While Using App"

Note: The Link app does not track the location of your device as you move.

This setting pertains to finding your firm's nearest Link Gateway when you login. If you select "Allow While Using App," upon logging in Link will use the location one time to assure that you are connected to your firm's nearest Link Gateway for faster speed. This is especially helpful for international law firms.

8. "Username" and "Password": Enter your network username and password (Active Directory username and password).
9. "You must set a pincode for offline access..."

Enter a personal pincode. This pincode is used for offline access and as a backup if Touch ID or Face ID fails.

Your Link Administrator can reset this pincode.

You can reset it yourself when you are logged into the Link App: from the Link Home Screen, tap the three-bars menu, select "Reset Pincode."

10. "Face ID for 'Link'" or "Touch ID for 'Link'."

Authenticate with Face ID or Touch ID.



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III. QR Code in Email – may be opened on any kind of device

1. Open the registration email from any device, for example, on your PC.
2. Open the QR code attachment in the email, if not already open.
3. Open the camera on your mobile device and point it at the QR code on your PC.
4. Tap on “Open mobilehelix.com in Safari” banner.
5. Tap on the red LINK tile.
6. “Open in LINK? Tap “Open.”
7. “Enter a name for this device.”
Enter any identifiable name of your choice, e.g., “iPad Pro McAllister.”
This is to be used by your support team to identify your device.
8. “Allow ‘Link’ to use your location?”
Recommended: “Allow While Using App”
Note: The Link app does not track the location of your device as you move.
This setting pertains to finding your firm’s nearest Link Gateway when you login. If you select “Allow While Using App,” upon logging in Link will use the location one time to assure that you are connected to your firm’s nearest Link Gateway for faster speed. This is especially helpful for international law firms.
9. “Username” and “Password”: Enter your network username and password (Active Directory username and password).
10. “You must set a pincode for offline access...”
Enter a personal pincode. This pincode is used for offline access and as a backup if Touch ID or Face ID fails.
Your Link Administrator can reset this pincode.
You can reset it yourself when you are logged into the Link App: from the Link Home Screen, tap the three-bars menu, select “Reset Pincode.”
11. “Face ID for ‘Link’” or “Touch ID for ‘Link’.”
Authenticate with Face ID or Touch ID.



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Set Notifications in the Native App

iOS/iPadOS

Go to:

- Settings
- Notifications
- Link



Make your selections.



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Android

Go to:

- Settings
- Notifications
- Link



Make your selections.

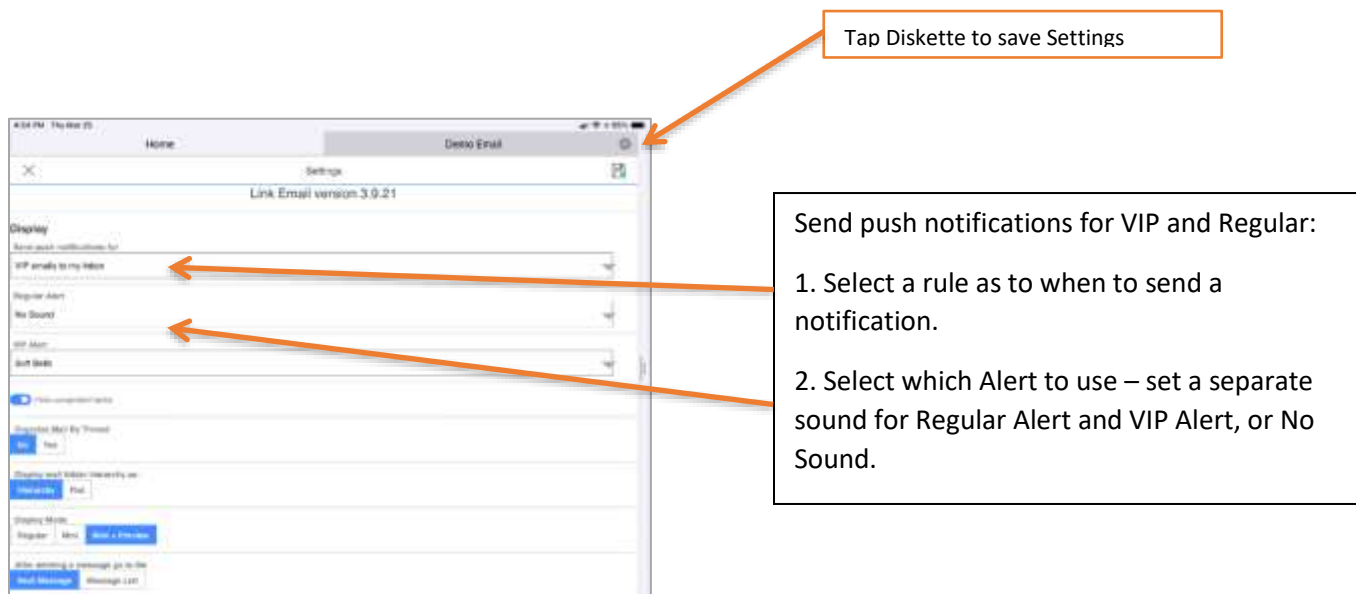


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LINK Email Notifications

The Link app has its own alerts for Link Regular and VIP correspondents.

From the Link Email Inbox, tap the Gear icon in the upper right.



To set a correspondent as a VIP:

1. Open an email from the correspondent.
Tap the VIP button.
Blue is on.
2. From the Inbox, go to an email from the correspondent.
Swipe from left to right.
Select VIP.
The blue button will now be on in the email, as well.

To de-select the VIP, reverse either of the above processes.