

Accessing HPE Content Manager Remotely

Introduction


HPE Content Manager is available to be accessed remotely and offsite using two different options.

- Virtual Private Network (VPN)
- ADAPT – Any Device, Any Place and any Time

To access HPE Content Manager via VPN

Before using VPN for the first time ensure two-factor authentication has been setup. ITDS instructions for setting up can be found here:

<https://www.adelaide.edu.au/technology/your-support/self-help-guides/windows/windows-for-staff#remote-access-to-your-files-vpn->

Log into VPN  using 'Staff ID' aXXXXXXXX and password. A second password (code) is required from either 'Duo App' on your mobile phone or push code from SMS/Phone Call. Once the code is entered successfully VPN connection will be established.



HPE Content Manager can then be accessed as per usual working environment on campus/university network.

Emails and documents can be saved directly to HPE Content Manager by dragging and dropping or by using configured integration with Microsoft applications. Records can be edited, finalised, actioned and emailed directly from within HPE Content Manager.

To access HPE Content Manager via ADAPT

ADAPT information and access link is from the Information Technology and Digital Services page –

<https://www.adelaide.edu.au/technology/your-support/self-help-guides/windows/windows-for-staff#adapt>

Citrix Receiver application is required to be installed prior to logging into ADAPT.

For instructions on installing the Citrix Receiver application ITDS procedure link is below.

<https://www.adelaide.edu.au/technology/system/files/media/documents/2019-01/win-adaptstaff-citrix-install.pdf>

Once the Citrix Receiver has been installed select 'Staff Login' to login by 'Staff ID' aXXXXXXXX and password.

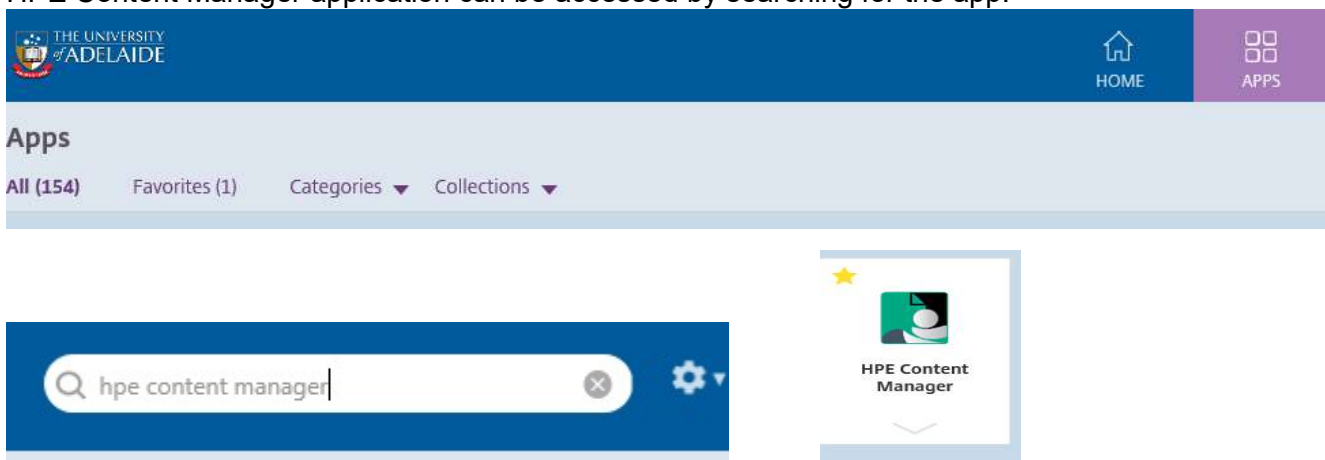
STAFF LOGIN

From the main ADAPT screen HPE Content Manager can be accessed by navigating to the 'Staff Desktop' this will display as a standard windows desktop screen. HPE Content Manager can be located from the Start Menu.



Or

HPE Content Manager application can be accessed by searching for the app.



When using HPE Content Manager, registering emails and documents can be dragged and dropped only from within applications also opened from within ADAPT. For example Microsoft Word and Microsoft Outlook applications also must be opened within ADAPT to be dragged and dropped into HPE Content Manager opened in ADAPT.

Note – HPE Content Manager Web Client access via web browser cannot be accessed outside of University network/offsite.

Contact Us

For further support or questions, please contact Records Services on **8313 5334** or [**records.services@adelaide.edu.au**](mailto:records.services@adelaide.edu.au)