• Community Knowledge
  No image available
Learn from other customers’ experience, access customer contributed articles and share your own expertise

• Product Documentation
  No image available
Access the latest documentation for the campusM App Manager, Attendance, and Creative Studio
  ◦ Introduction to the App Manager
  ◦ Managing the App Manager Environment
  ◦ Managing the App and its Services
  ◦ Managing campusM Attendance
  ◦ Managing Creative Studio
  ◦ Appendices
  ◦ Product Integrations
  ◦ Customized Integration Examples

• Training
  No image available
Learn new skills and get certified with our tutorials, recorded training and other materials
  ◦ campusM Welcome Kit
  ◦ campusM Essentials
  ◦ AEK (Application Extension Kit)
  ◦ campusM: How to...

• Release Notes
  No image available
Stay informed about the features and capabilities included in campusM
  ◦ 2020
  ◦ 2019
  ◦ 2018
  ◦ 2017
Knowledge Articles

Answers as provided by our product analysts, to commonly raised questions.

- App Center FAQ
- Best practice for reporting issues through Salesforce
- campusM Release Cycle – Native App Deployments
- Can a closed SalesForce case be re-opened?
- Chrome browser identifies connection as "Not Secure"
- Connect Layer Troubleshooting
- Connect Layer - Managing Hard Disk Space
- Creating Curl Requests for Testing Services
- Customer ability to close Salesforce Cases
- Disabling TLS 1.0 and TLS 1.1 Encryption Protocols
- Ex Libris Offices' IP Addresses
- Frequently Asked Questions - transferring Apple and Google account hosted by Ex Libris to your own account
- How are Apple Push Service certificates renewed?
- How do I prepare for the iOS 11 release?
- How do I request a Support Portal Login for a new staff member?
- How do I restore Background Color changes to tiles when a mouse hover occurs with Homescreen v2.0 enabled?
- How do I restore my tiles background color with Homescreen v2.0 enabled?
- How to transfer campusM to an App Store account?
- How to Add Custom Fonts to Creative Studio Pages
- How to Add New App Manager Accounts
- How to enable compression on the Tomcat server
- How to generate a list of registered users
- How to preview the Personalization Available version of the Homescreen in your Web App
- How to Request an Upgrade for Native Apps
- How to Reset Apple Device List in Apple Developer Account
- How to set up the App Store and Google Play accounts access?
- Is campusM Apple App Transport Security (ATS) compliant?
- Obtaining Application Statistics from Apple's App Store and Google's Play Store
- How to Send BCC Notifications
- Potential Differences Between Preview and Production Environments
- Pre-configuring iBeacon Parameters
- Preparing for iOS Updates
- QuoVadis root SSL certificates causing issues for Android 4.x users
RoleSync - Troubleshooting

- Service Provider (SP) Metadata Exchange for the campusM Preview Environment
- Setup Email Preferences to Subscribe to Ex Libris Mailing Lists
- Sharing Distribution Certificates
- Tips for Advanced Document Searching in the Customer Knowledge Center
- Viewing System Status for SaaS Environments
- How does Ex Libris handle slow running tiles?
- What permissions does the campusM Android app requires?
- What procedure should be followed to alert Ex Libris of a system down?
- Working with custom domain names on hosted ExLibris environments

• Implementation

Understand methodology and requirements to facilitate successful implementations

- General
- Implementation Guides and Configuration Forms
- Useful Resources