• **Product Documentation**

   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
   ◦ Managing Product Integrations
   ◦ campusM Quick Polls
   ◦ Managing Token Based Authentication
   ◦ Custom Integrations (Sample)
   ◦ Appendixes

• **Release Notes**

   Stay informed about the features and capabilities included in campusM

   ◦ 2021
   ◦ 2020
   ◦ 2019
   ◦ 2018
   ◦ 2017

• **Training**

   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...
Community Knowledge

Learn from other customers’ experience, access customer contributed articles and share your own expertise

Knowledge Articles

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

- App Center FAQ
- Are there default Android/iOS icons available for campusM?
- 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"
- Configure SSL on campusM Connect Layer
- 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 customize portal's side bar menu and breadcrumbs
- How to enable compression on the Tomcat server
- How To Force Upgrade CampusM Native Apps
- How to force users to logout?
- How to generate a list of registered users
- How to populate a notification group using a CSV file
- 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 Send BCC Notifications
How to set up the App Store and Google Play accounts access?
- Is campusM Apple App Transport Security (ATS) compliant?
- Migration to Oracle Analytics Server and Data Visualization
- Obtaining Application Statistics from Apple’s App Store and Google’s Play Store
- 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
- Requesting a new Product Integration (PI) not available for campusM
- 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
- Tomcat logs configuration
- Updating App Privacy Details for the App Store
- 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?
- Where can I find campusM Preview App Manager for configuring the upcoming monthly release?
- Which certificate should be used when configuring SAML SSO in campusM?
- Working with custom domain names on hosted ExLibris environments

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