

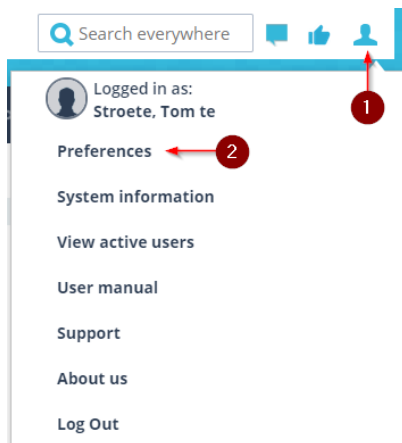
Working with Join when JOIN Now client is not installed

On non-UT devices it is not possible to install Join Now. Therefore Office integrations like “Save in Join” and “Open from Join” can not be used. T

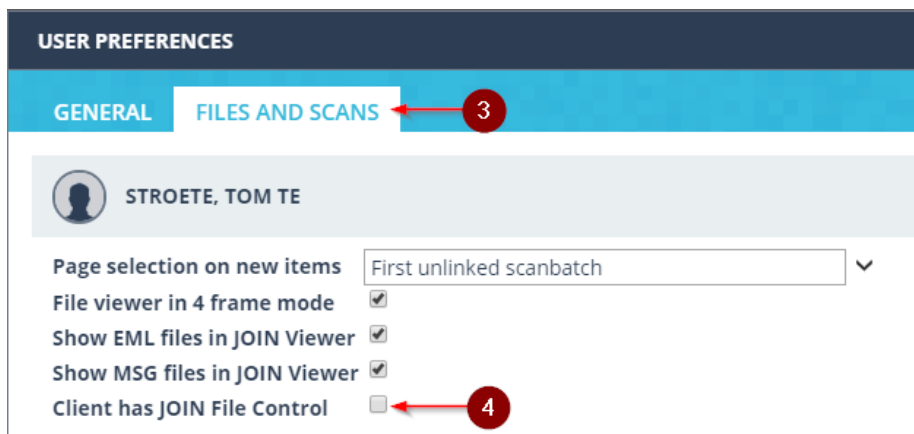
There also can occur problems opening documents from the web client.

When you have problems opening documents from the web client the following steps can be executed to solve this problem.

1. Click in the top right corner on the My Account logo.
2. Click on Preferences



3. Navigate to the tab Files and Scans
4. Uncheck the box behind “Client has JOIN File Control”



After unchecking the box documents in Join can be opened again. It is however not possible to save these documents automatically in Join again. After making changes to a document the file should first be saved locally and then be manually added to the registration in Join.

When working again on a device with JOIN Now installed the checkbox “Client has JOIN File Control” should be manually checked again to retrieve all functionality of Join Now.