

# Portal link

A portal link is a link that opens a document or a structural element – such as a process, topic or course – directly via WebAccess or QuickAccess. Portal links are sometimes also referred to as deep links.

Keep reading to discover more about the structure of a portal link, its parameterization and its call behavior. The target of a portal link is referred to below as an *entity* and always means the document or structural element that is to be accessed.

## 1 Structure of a portal link

As of Release 2024r2, portal links will have this uniform structure:

*`https://www.acme.com/webaccess/{type}/{uuid}`*

Explanation:

- {uuid}: Universally Unique Identifier of the entity
- {type}: Describes the type of the entity, e.g. process, topic, course, document, qa-search

 Please note: Documents may have slightly different links.

A standard portal link can be accessed with or without a slash at the end, e.g.:

*`https://www.acme.com/webaccess/process/84b1e00e-32a0-11ed-a1ac-0242ac180007/`*  
*`https://www.acme.com/webaccess/process/84b1e00e-32a0-11ed-a1ac-0242ac180007`*

Both variants shown here are possible in all versions with one or more path or call parameters. Here is an example:

*`https://www.acme.com/webaccess/process/84b1e00e-32a0-11ed-a1ac-0242ac180007/?view=web`*

Explanation:

- [view=web]: This parameter causes the entity to be accessed directly in WebAccess. The redirect page (see below) will be skipped.

### 1.1 Processes and topics

Processes and topics can be displayed in QuickAccess or in WebAccess. A portal link then opens a redirect page that automatically tries to open the process or topic in QuickAccess. However, it is also possible to access the entity in WebAccess (see below).

## 1.2 Courses

Portal links to courses or course categories are always opened in WebAccess. Despite the fact that courses are found in QuickAccess, they are always displayed in a separate browser window when opened. Therefore, no redirect page is displayed in this case, the course is opened directly in WebAccess instead.

## 1.3 Documents

- In most cases, documents can only be opened in WebAccess. However, there are some exceptions. Steplists and guides (as the only export format of a Producer document) are specially designed for QuickAccess and are also opened in QuickAccess.

The structure for a document portal link is as follows:

```
... /webaccess/document/{uuid}/{[preset]/}[?][view=web][&][format={format}]
```

In addition to the familiar portal link format, document portal links can contain other parameters:

- {preset} Presets as path parameters: Presets are documentation, shortinstructions, exercisesheet, learning, guidance, assessment, creator-document.
- [format={format}] The format as a query parameter (well-known formats: doc, pdf, htm)

The format is an optional parameter if a preset is specified. You cannot add a format without specifying a preset.

If the format exists, the entity will be displayed. If the format does not exist, you will receive an error message (no fallback in this case).

If a portal link to a Producer document, which features a preset that does not exist in the document, is specified, the landing page for Producer documents will be displayed. If the preset is unknown or a format that does not exist is specified, an error will be returned (400/404).

## 2 Automatic creation of portal links

Portal links can be created at various locations in the program interface:

In WebAccess

- For every process, topic, course and course category – please refer to the help document titled: Creating a portal link as a user (Process, Topic, Course)
- For every document, except embedded content (documents displayed inline) – please refer to the help document titled: Creating a portal link as a user (Document)
- For the hits in the hit list of a WebAccess search – a portal link can be copied for every entity found in the search.

In QuickAccess

- For every hit in the hit list of a QuickAccess search, with the exception of glossary entries.
- In the Content view of a process or topic – for the actual entity and the documents stored there
- Via the Burger menu to the right of the search field for the current search query (menu entry: Share link to search result)

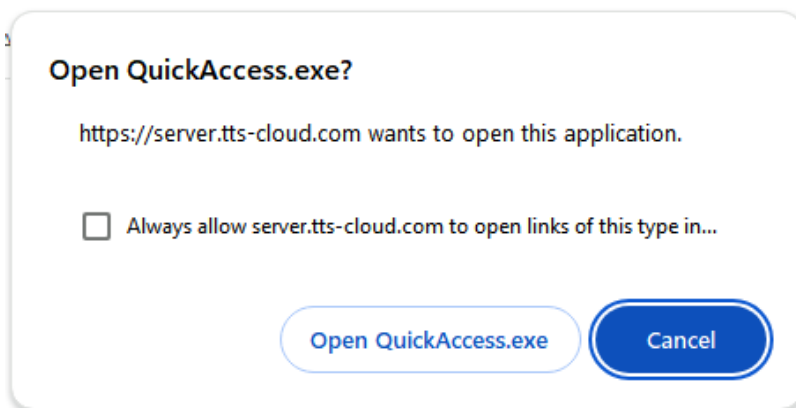
In the Curator

- Via the “Create portal link” function. This function is available for the following entities: process, topic, course, document (not for glossary entries). Please refer to the help documents titled: Creating a portal link as an author (Process, Topic, Course) and Creating a portal link as an author (Document)

### 3 Opening a portal link

Portal links can lead to a redirect page.

This page will be opened when a portal link can open the content in QuickAccess. This is the case when accessing processes, topics, documents and QuickAccess search results ({{type}}: process, topic, document, qa-search). When opening the redirect page, a **browser pop-up** appears with a prompt to open the QuickAccess client.



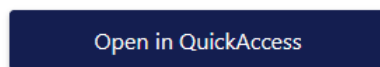
You must confirm this query for the content to be displayed. We recommend activating the **Always allow...** checkbox option. That way, this query will not appear every time a portal link is accessed.

Once you have confirmed the query, the redirect page will appear and, if possible, the content will be displayed in QuickAccess at the same time.



Click on **Open QuickAccess** in the dialogue box displayed by the browser

If you want to open the link again, click the button



Are you having a problem using the QuickAccess? [Open in Browser](#)

If you want to display the content in WebAccess, use the **Open in Browser** link at the bottom of the page.

The detection logic and jump logic are executed in the frontend layer (via JS and JSP).

### 3.1 Authorizations

A user who wants to open a portal link requires at least viewing rights for the corresponding entity. In the case of documents, a user requires rights for the document type.

### 3.2 Device recognition

Since the QuickAccess application can only be installed in a Windows environment, the user's device is identified and the redirect page is skipped in particular use cases. The device is recognized via the user agent. Depending on the detected device, the following happens:

- **Mobile devices:** The redirect page will be skipped and the content will be displayed in Web QuickAccess.
- **Other non-Windows devices (such as Mac or Linux):** The redirect page will be skipped and the content will be displayed in WebAccess.

QuickAccess search links never revert to WebAccess.

In the case of other non-Windows devices, the QuickAccess search link is opened in Web QuickAccess.

The detection logic and jump logic are executed in the frontend layer (via JS and JSP).