User Training Guide

The Texas Department of State Health Services

Document Management and Review Solution

User Training Guide

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Overview

OnBase is an enterprise content management system we will be using to store documents into the system and allow the retrieval. There are many options in OnBase, but we will focus on a few areas that we recommend.

Capture

- Batches of documents will be scanned/uploaded directly into OnBase via batch processing with the installed client called OnBase Unity
- Documents uploaded via the RAS portal will be uploaded to the respective programs supporting documents on the backend. We will not be covering this session and will leave that to the admins.
- Documents from the RAS system today will be converted into OnBase. Some of you may be part of that effort.

Retrieval

- The primary way you will be retrieving documents is via RAS using a keyboard combination. We will be utilizing the OnBase Application Enabler application and a keyboard combination to retrieve
- A secondary way documents can be retrieved is through the OnBase Unity client installed directly on your machine. You can search via a few ways
    - Search a collection of documents via a Custom Query
    - Search for just one document type by itself or across multiple accounts based on Keywords on documents and/or information contained within a document with a full text search.

Workflow

- The compliance group has a business process that will allow the review, approval and signing of documents.

Document Retention

- Documents will be maintained with a predefined retention schedule that allows for the review and disposal of documents.

Users will primarily be retrieving documents from Versa Regulation with OnBase App Enabler and ingesting documents into the system via batch scanning into the OnBase Unity Client.

Key Terms

- Clients and System
    - **OnBase** - ECM (Enterprise Content Management) system developed by Hyland
    - **OnBase Application Enabler** - Software to retrieve and index documents from RAS
    - **OnBase Unity Client** - Installed client on your workstation for scanning and direct retrieval of documents

- Documents
    - **Document Type** - a collection of likeminded documents like such as a Supporting - Certificate of Insurance - Provider documents
    - **Document Type Group** - A collection of document types that is used to aid in the filter down of document types
    - **Keywords:** A value associated with a document type that allows you to search and filter for a document. Some examples would be a License Type, File #, Application #, etc.

- Document Processing
    - **Batch Scanning** - The area of OnBase Unity where we will be scanning or importing documents

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- **Document Separation** - a status within Batch Indexing that allows you to separate or merge documents prior to indexing.
- **Batch Indexing** - The area of OnBase Unity where we will be separating documents, adding keywords, and finalizing a document.
- **Index** - The act of applying keywords to a document

- Document Retrieval
  - **Custom Query** - A way of searching across many document types with some similarity for easier searching.
  - **Document Retrieval** - Finding a document based on the individual document type with a keyword or value within the document.

- **Workflow** - A portion of the OnBase Unity Client that allows the processing of a business process.

- **Document Retention** - a process of maintaining and disposing of documents based on a predefined retention schedule.

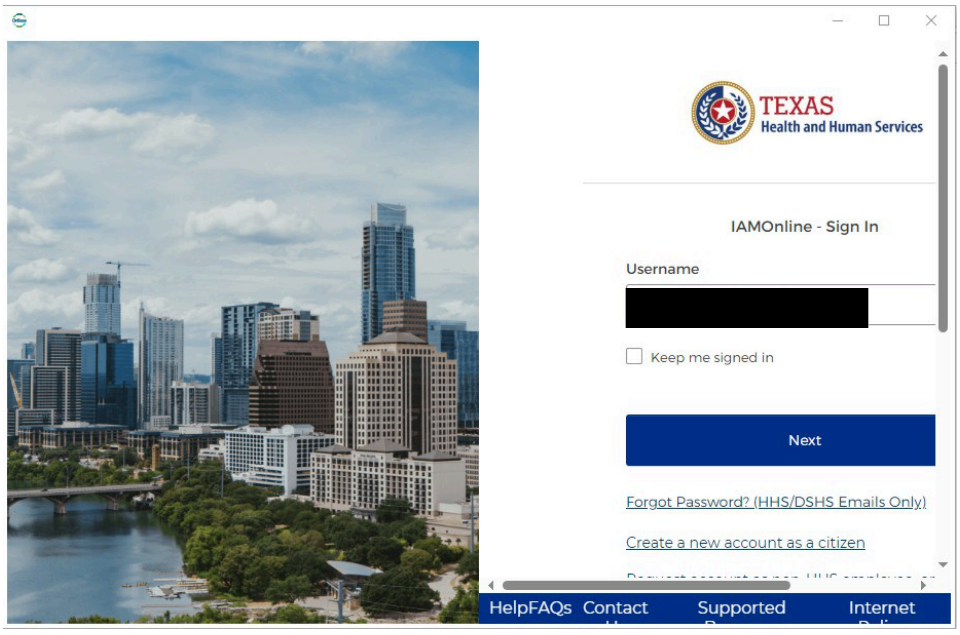
Unity Client

Logging Into OnBase Unity Client

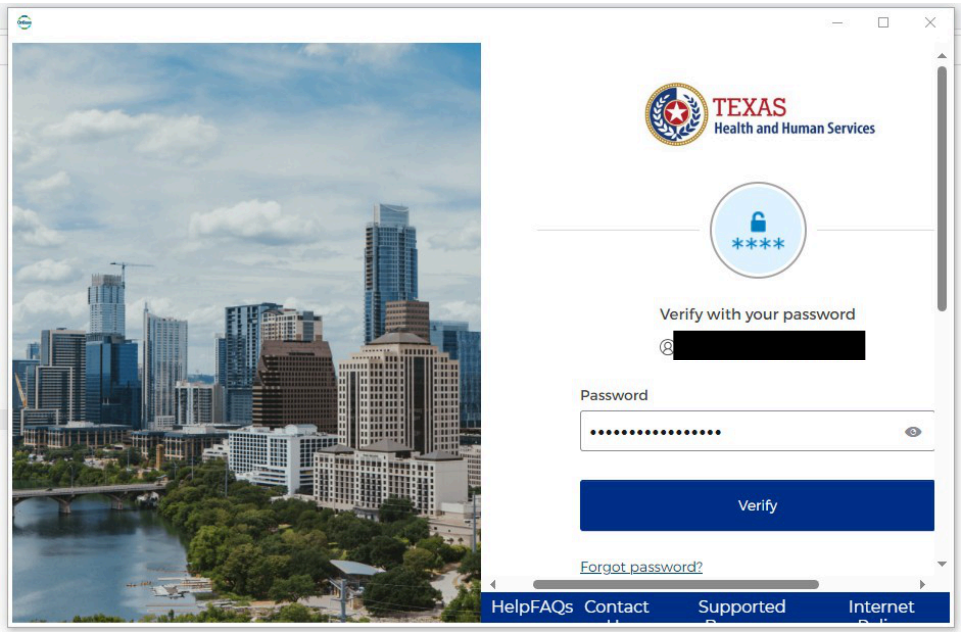
The Unity Client can be opened by double-clicking the desktop shortcut to the Unity Client.

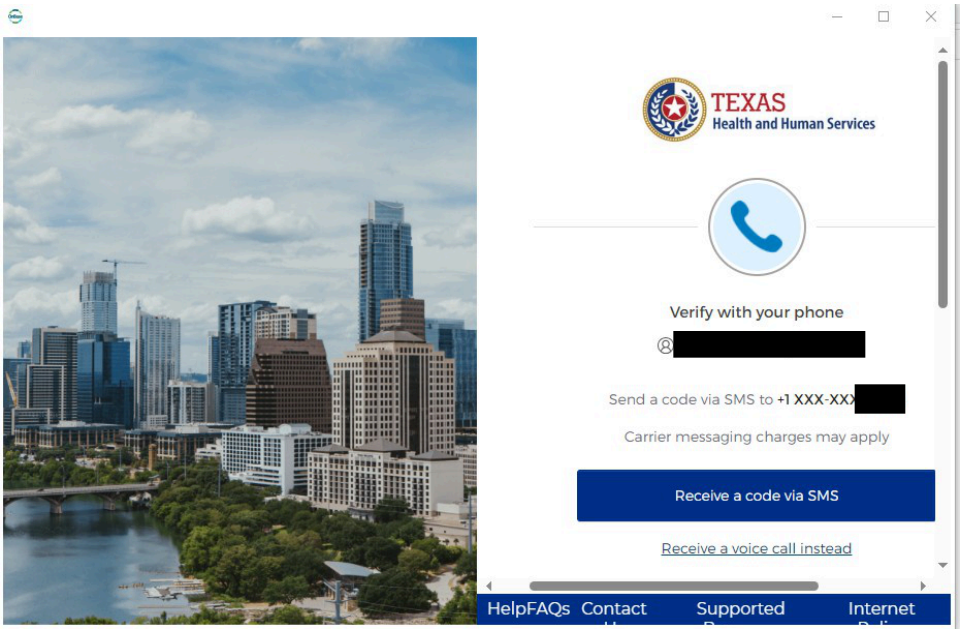


You will need to put in your Active Directory Username and Password and Provide 2 factor Authentication

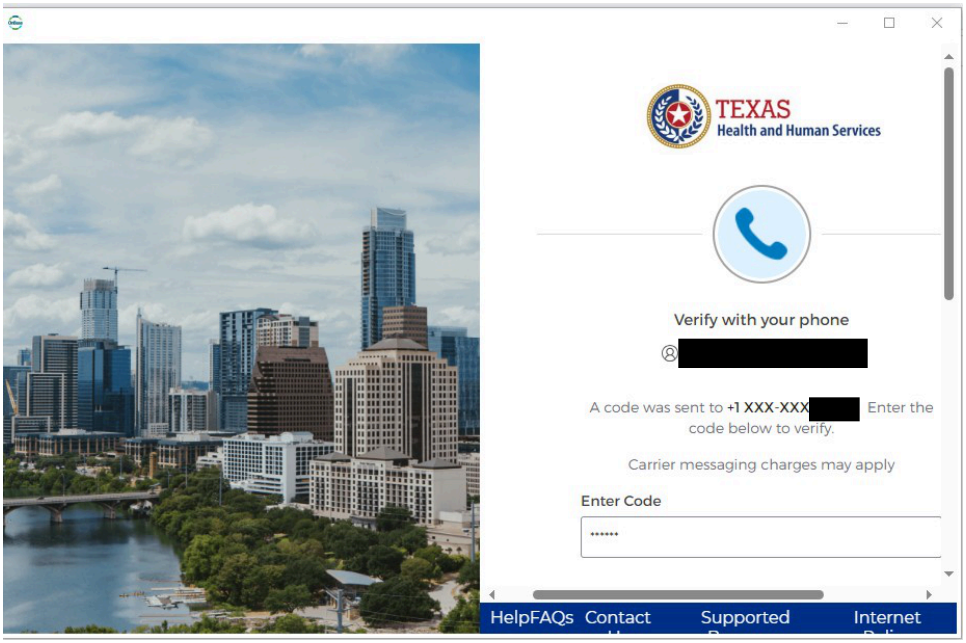


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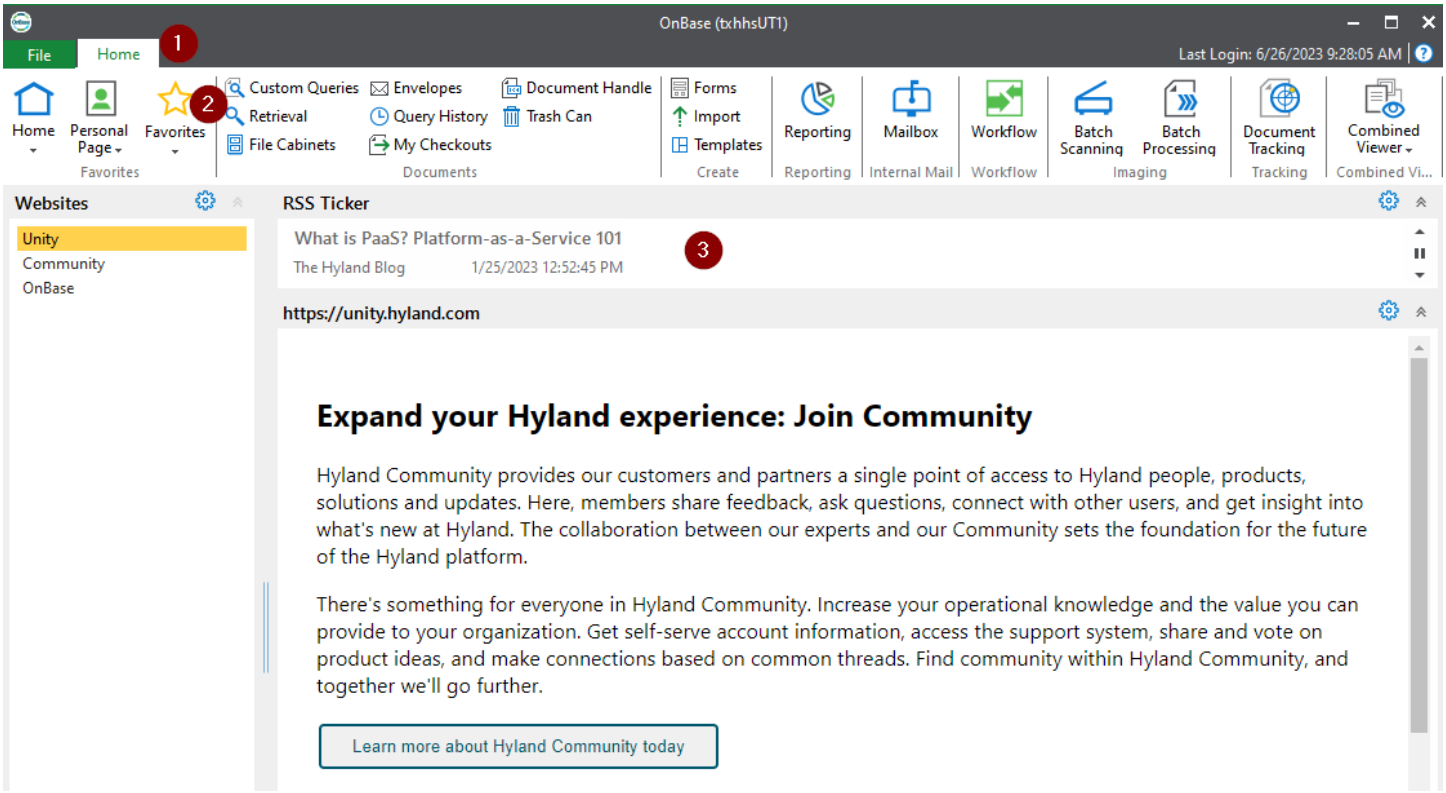


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Unity Client Layout



The numbers displayed in the screen shot above correspond to the numbers in the following table, where each region of the screen is explained in detail.

Number	Region	Description
1	Tabs	You can use tabs to navigate between different layouts in the Unity Client. Tabs are displayed at the top of the Unity Client window.
2	Ribbon	The contextual ribbon displays available user actions based on the currently displayed layout. A ribbon is displayed by clicking the corresponding tab. Each ribbon is divided into ribbon groups. In the above screen shot, the Home tab is displayed. This tab is available after logging on. The Home tab is divided into ribbon groups. Ribbon groups are categories of user actions.
3	Layout	Each screen in the OnBase Unity Client has a layout. Default layouts are included with the OnBase Unity Client.

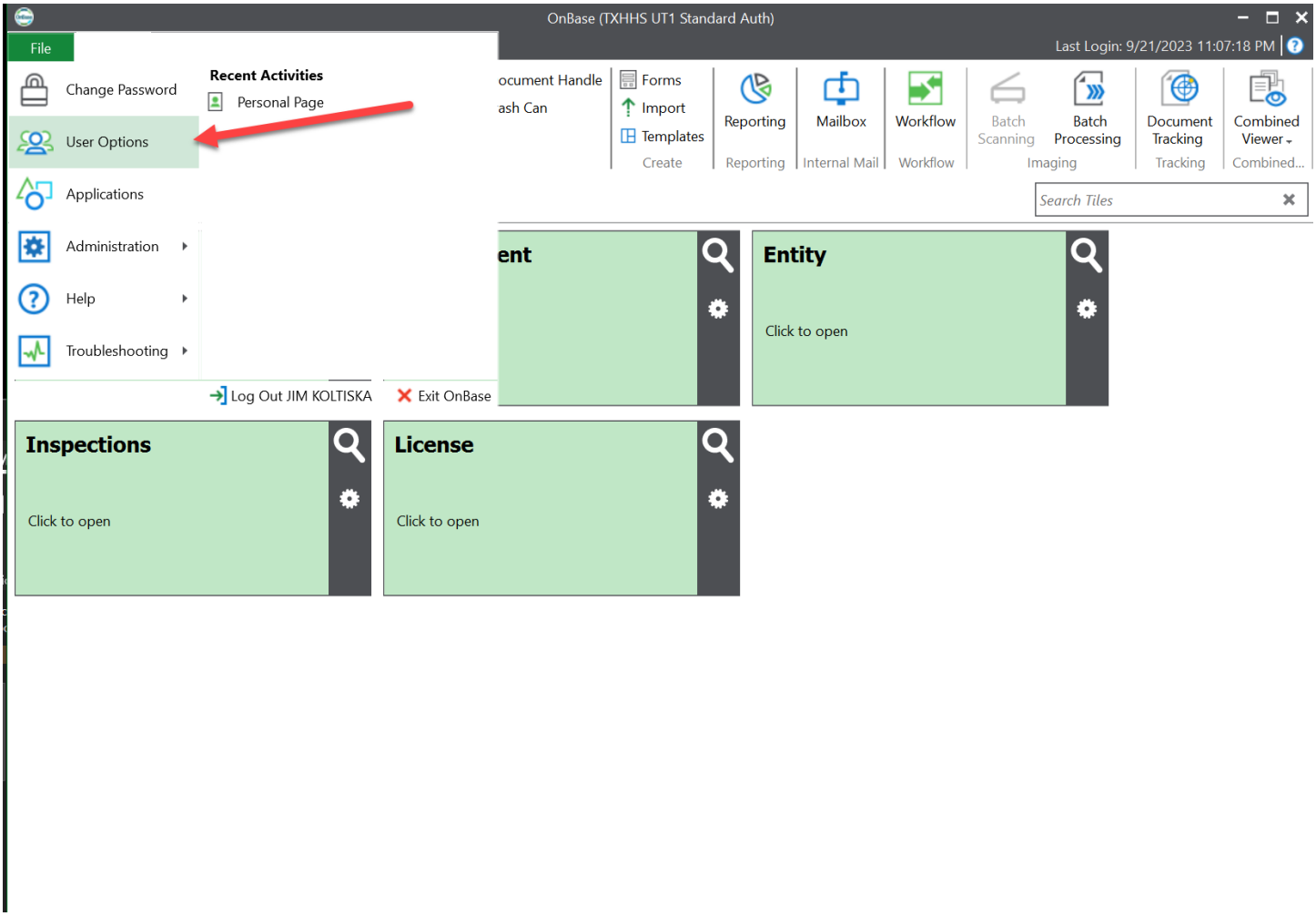
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License Setup (1st time only)

Batch Scanning License Registration Validation

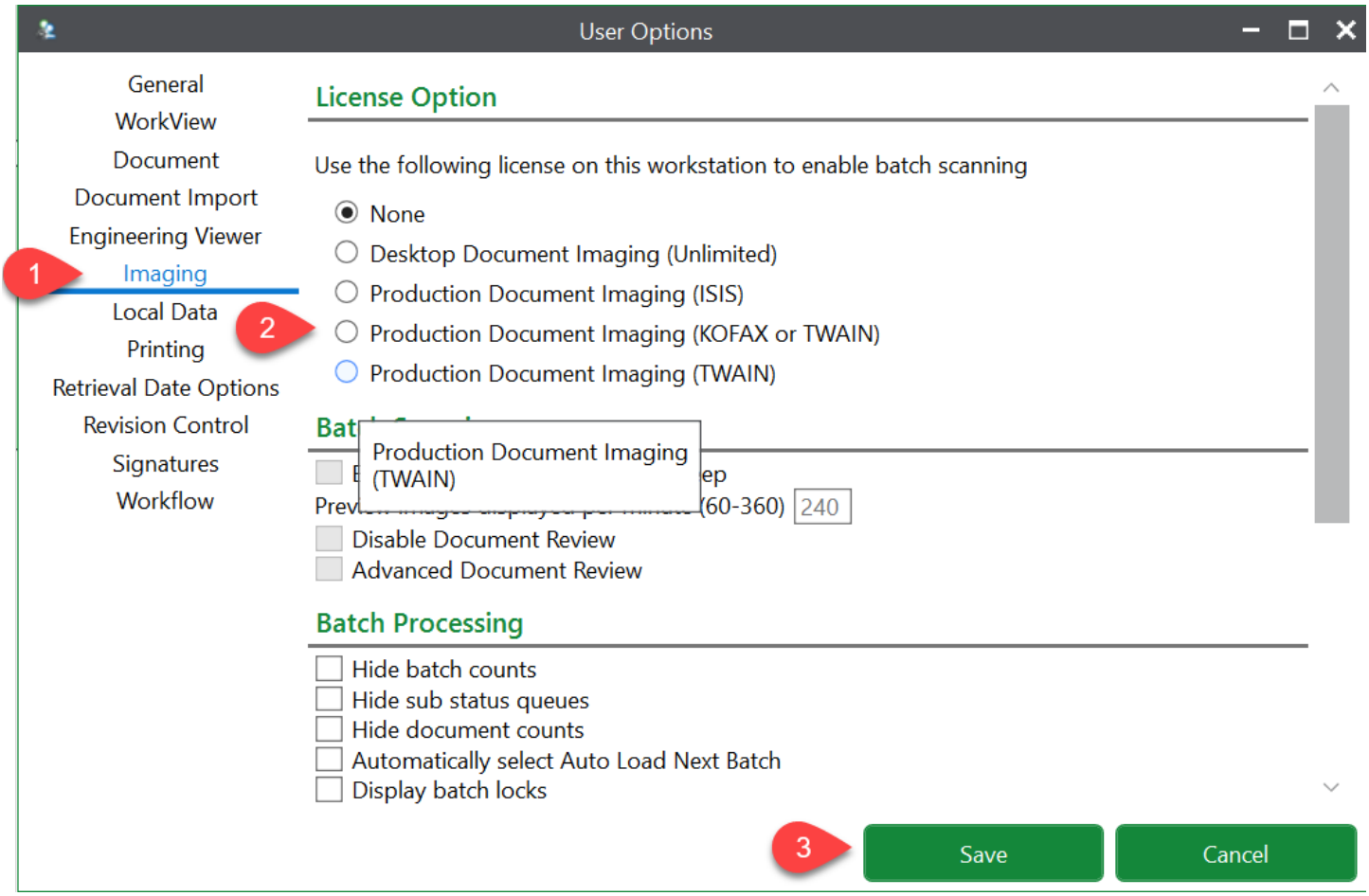
To scan or sweep batches of documents into your system, a Production Document Imaging License will be needed. It can either be a Production Document Imaging (KOFAX or TWAIN) or a (TWAIN) license. Both licenses will work with TWAIN scanners but if you are using a KOFAX scanner, the KOFAX or TWAIN license must be used.

1. License workstation
2. Click On File-> User Options



3. On the User Options Screen Select Imaging along the left side of the screen-> Select the "Production Document Imaging (TWAIN or KOFAX)" option-> Then click the "Save" button at the bottom

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Scanning

Scan Formats setup (1st time only on the workstation)

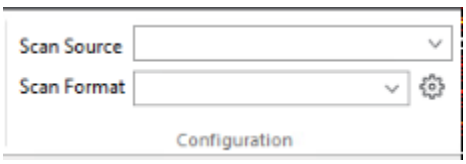
Create a Scan Format

A scan format tells the scanner what settings you would like to use in OnBase. This is a reusable setting that will is specific to the scanner model.

The common settings for a scan format are 300x300 dpi, black and White, auto rotate, auto straighten, one document, and auto paper size. Your OnBase admin can assist with the setup of this feature for your scanner.

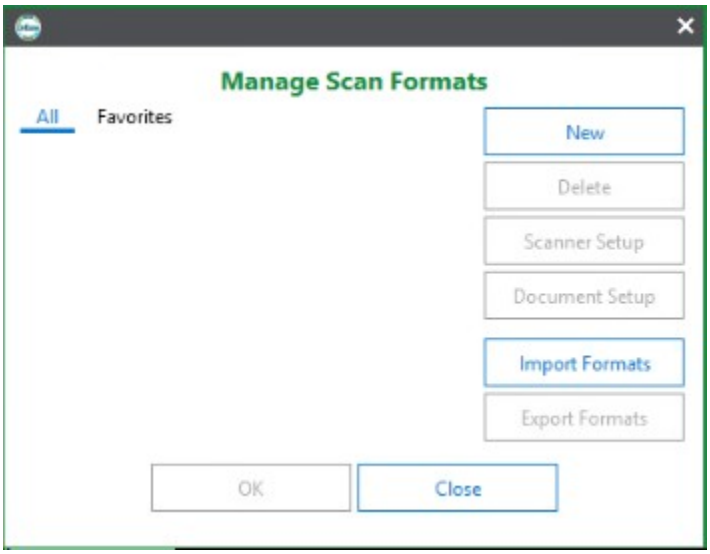
This setting is per workstation and per scanner.

1. From within the Batch Scanning layout, click the Gear Icon – Manage Scan Formats button.

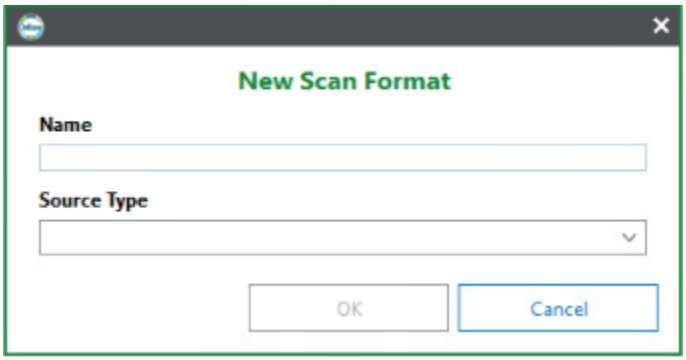


2. Click New.

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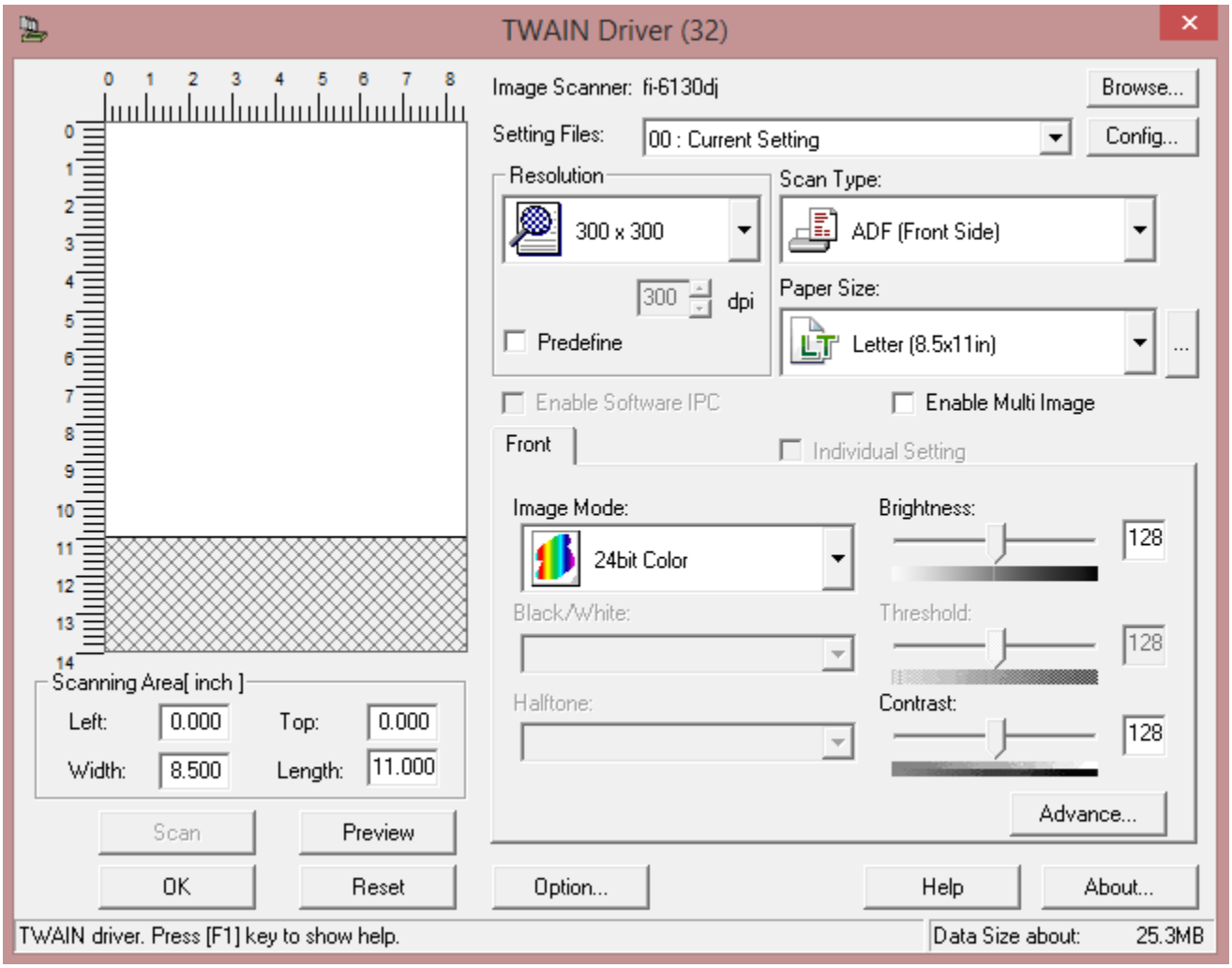


3. Enter a name for the new scan format. Best practice is to enter the name of the scanner model with distinctive scan format settings that will define the scan format such as color, paper size, and DPI. Click **Ok.**
   Enter “Black and White 300 DPI Scan Format” for the name



4. Select the scan source for the connected scanner.
5. Select the appropriate settings for the scan. This screen may look different depending on your scanner’s driver.
6. Click OK.

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Document Preparation

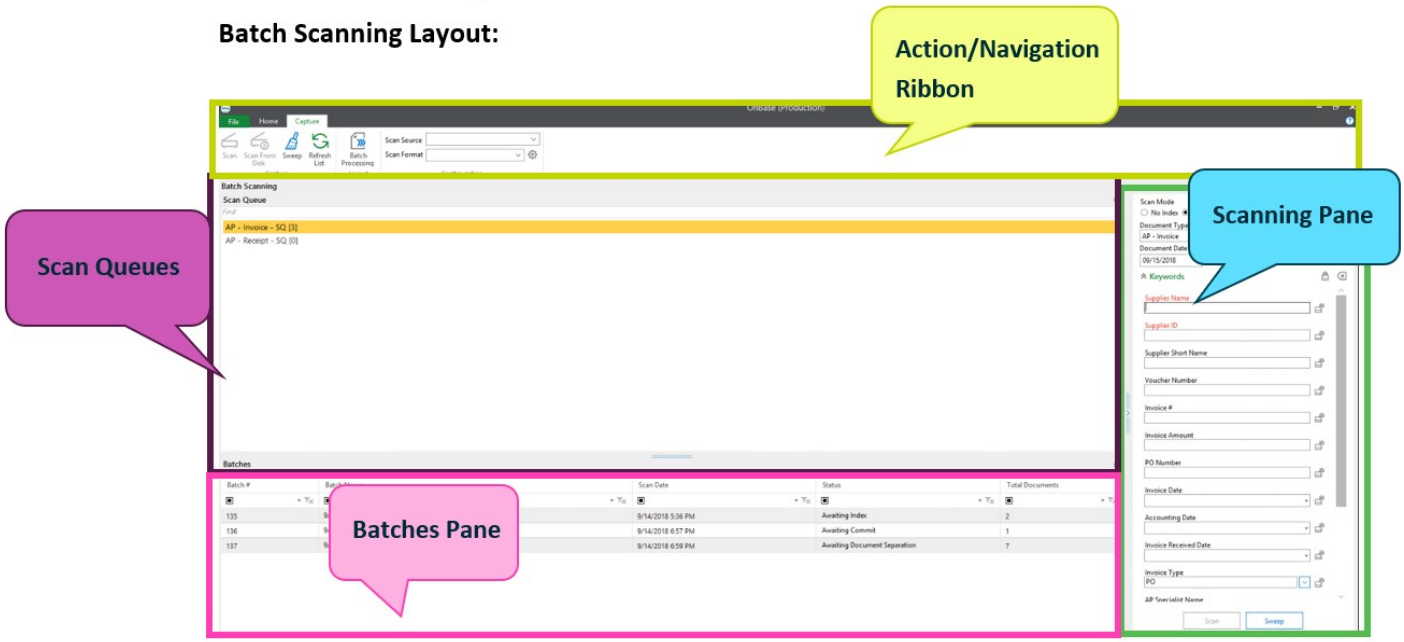
1. Remove any paperclips and staples.
2. Unfold any folded pages.
3. Verify that any multipage documents are in the correct page order.
4. Orient all pages to have the page tops in the same direction and the front of the page in the same direction.

Batch Scanning

Batch scanning allows you to scan multiple documents at once.

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Batch Scanning Layout:



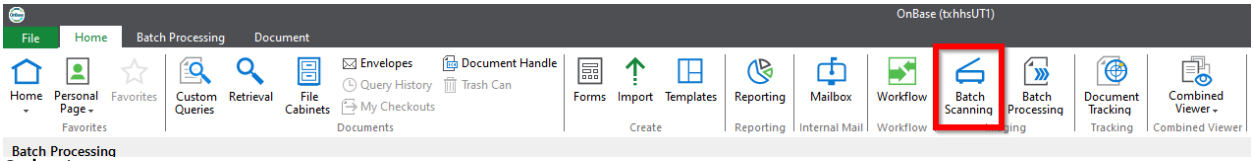
Scan Queues: Displays the Scan Queues available to you for scanning batches.

Action/Navigation Ribbon: Provides buttons to initiate scanning, sweeping, or modifyin scan formats.

Scanning Pane: The Scanning pane contains all of the options necessary to pre-index and scan/scan from disk/sweep a batch. It is displayed by default on the right side of the Batch Scanning.

Batches Pane: This area lists the previously scanned (or swept) batches for the selected scan queue.

1. On the home ribbon, select Batch Scanning



2. Select your scan queue.

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3. Click Scan in the top ribbon
4. Note: There is an option in the scanning pane called Pre-Index to prepopulate all documents as the same document type and index values. Commonly the No Index option should be used to allow the indexing later in the process.

Scan Mode indicates the type of indexing prior to scanning.

No Index

No indexing is done on the document prior to scanning—neither the document type nor the keyword is assigned. Batches are routed to the Awaiting Index queue. This should not be used.

Pre-Index

Document type and keywords can be assigned to the batch prior to scanning. However, the batch is still routed to the Awaiting Index queue.

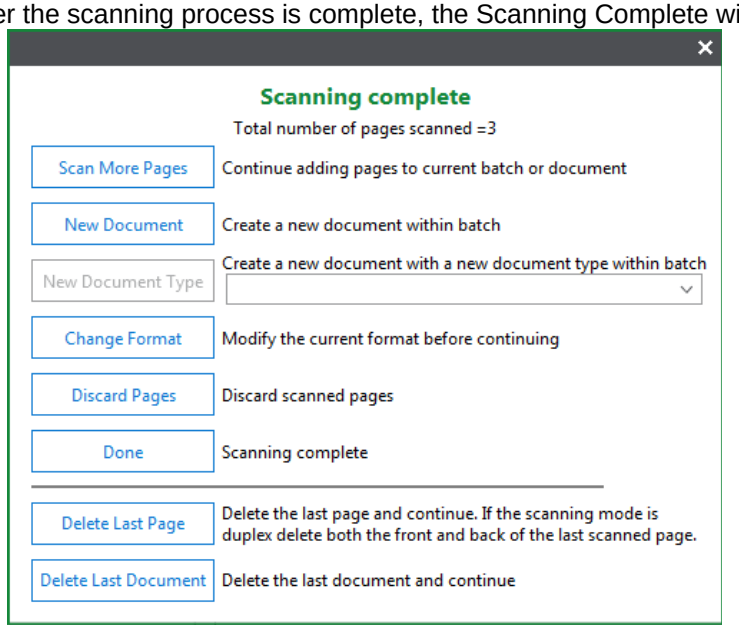
Full-Index

Document type and keywords can be assigned to the batch prior to scanning. If a doc type and all required keywords are indexed, the document bypasses the Awaiting Index queue and is routed to Awaiting Commit/Committed. This scan mode is used most often with barcodes. If this scan mode is selected but a document is missing a doc type or required keyword, the entire batch is routed to the Awaiting Index queue. This option is not used.

Note: *If doc type or keywords are manually entered prior to scanning, these index values are applied to* ***all*** *of the documents in the batch.*

Scanning Complete Window Options

After the scanning process is complete, the Scanning Complete window displays.



Scan More Pages

Allows the user to add more pages into the scanner to continue scanning documents/pages into the same OnBase Batch.

New Document

Allows the user to scan additional documents. The new documents scanned into the system will create a new document within the same OnBase Batch.

New Document Type

Click to scan a new document into the batch using a different Document Type. Using the drop-down select list, select the Document Type that the document you are scanning into the batch belongs to and then click

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New Document Type. The document is scanned into the batch and the Total number of pages scanned count is updated.

Change Format

Allows the user to switch between formats during the scan process. The user will perform this action when a document/page within the same batch is required to scan in color, while the rest of the batch is scanned in black and white. The user will load the scanner with either the color document/page or black and white document/page, and select the appropriate scan format (i.e., color or black and white). After the pages have scanned the user will be presented with the above dialog and select “Change Format,” then they will load the other separated stack of documents/pages in the scanner, and then choose “Scan More Pages.”

Discard Pages

This option will discard all the scanned pages.

Done

After all scanning of the current batch is complete select “Done.” This will end the scan process and mark the current batch for indexing.

Delete Last Page

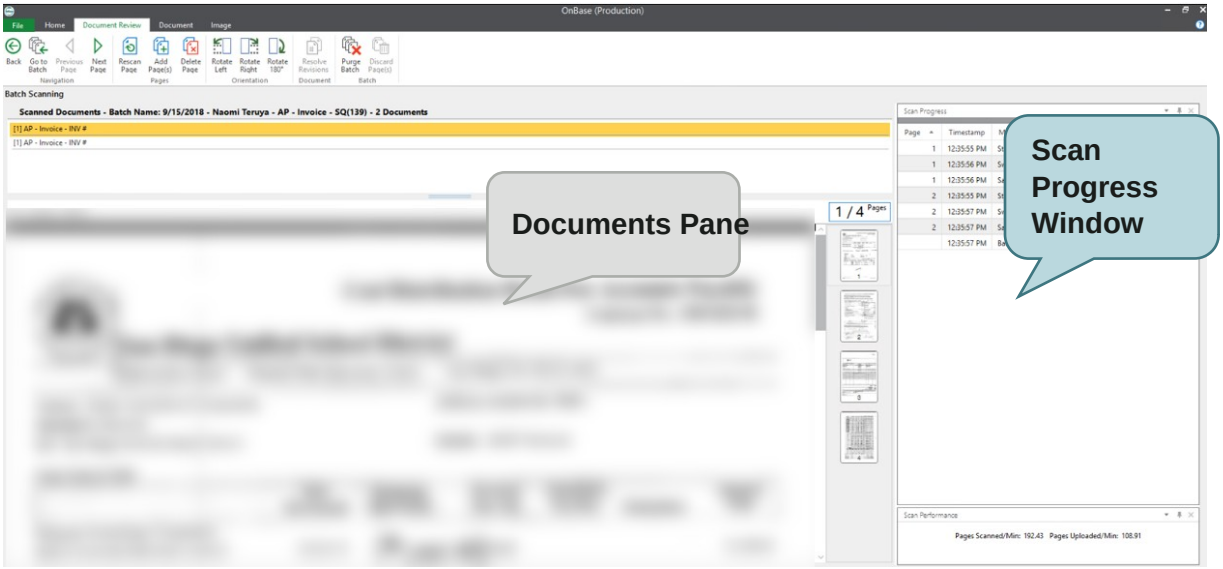
If the last page scanned was incorrect, the button will delete that page.

Delete Last Document

If the last document that was scanned was not correct, this button will delete that entire document.

Document Review

1. After scanning or sweeping a batch, the scanned images are reviewed in “Document Review.”
2. The Documents pane, Document Viewer, and Scan Progress Window are displayed (i.e., the Batch Scanning layout’s secondary view).
3. From this view, pages and document from the batch can be viewed and deleted, rotated, or rescanned, as necessary.
4. To return to the Batch Scanning Layout, click the Back button.



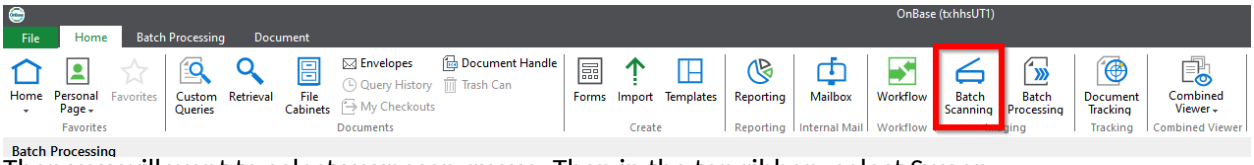
5. Once the documents have been scanned you will select the Go to Batch option in the top ribbon. Now the document is set to enter in Document Separation.

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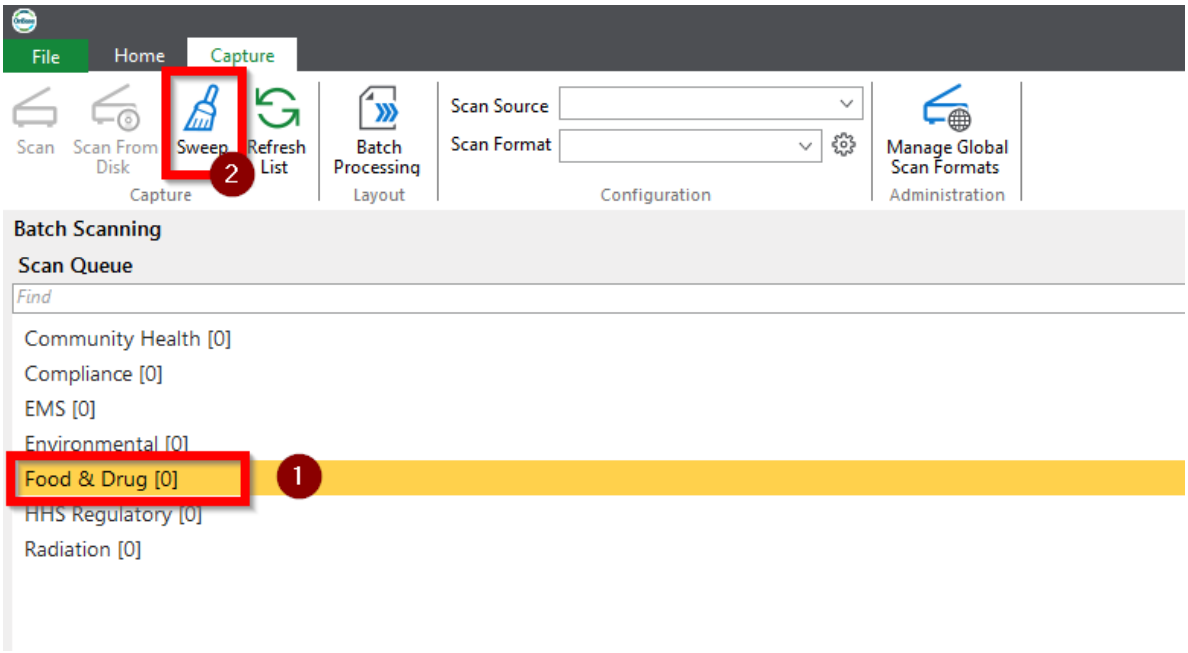
Batch Sweeping

When the documents are already digital, they can be swept in individually or as a group.

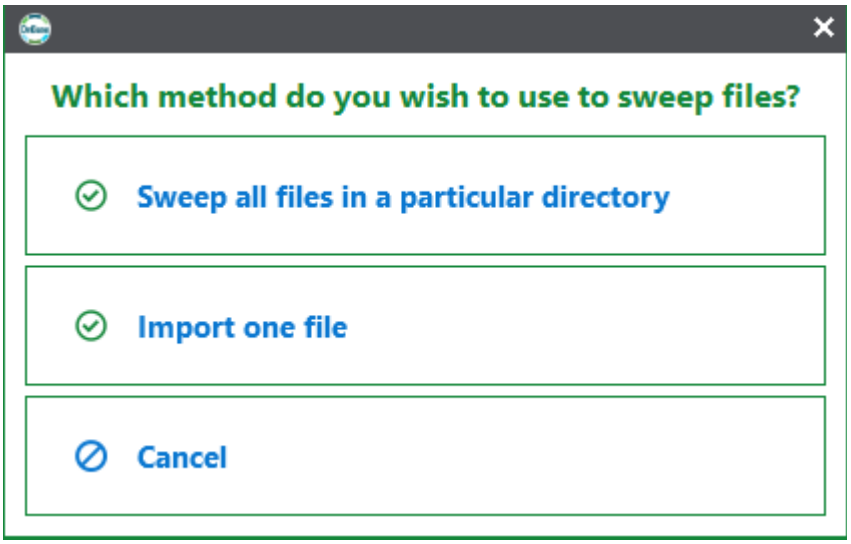
1. On the home ribbon, select Batch Scanning



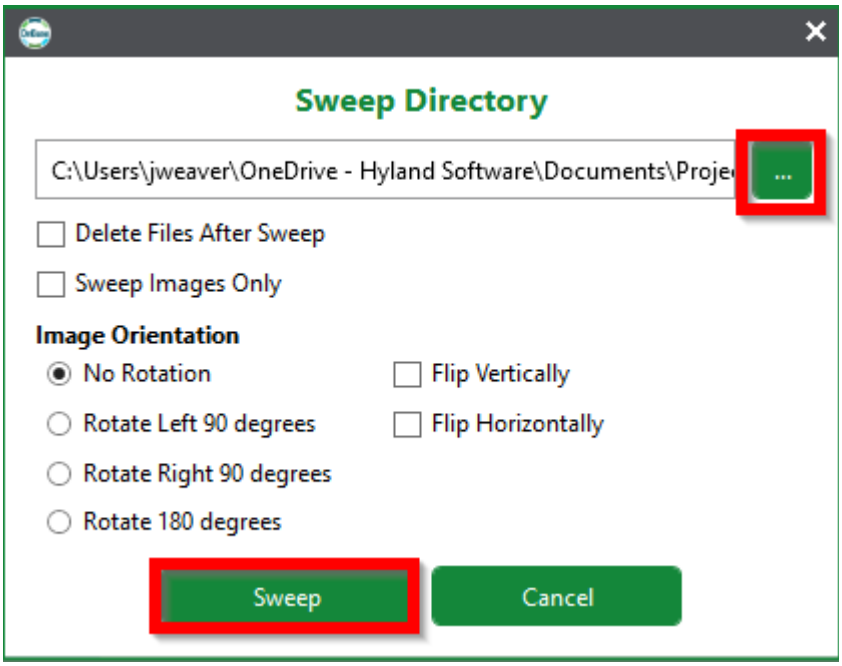
2. Then you will want to select your scan queue. Then in the top ribbon, select Sweep



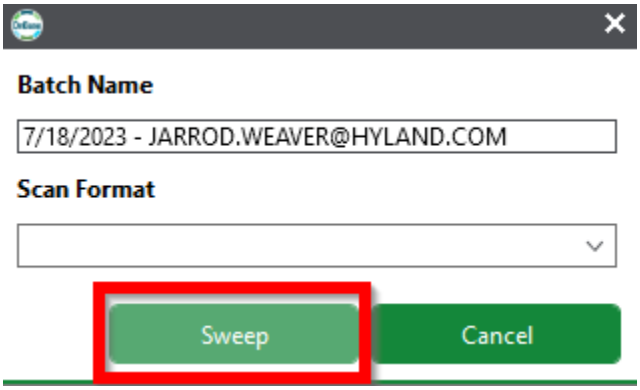
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3. Select Sweep all files in a particular directory" Here you can open file explore and select the folder you want to "sweep" the documents into OnBase. You do this by selecting the 3 dots. This will open file explore and allow you to select your file location.

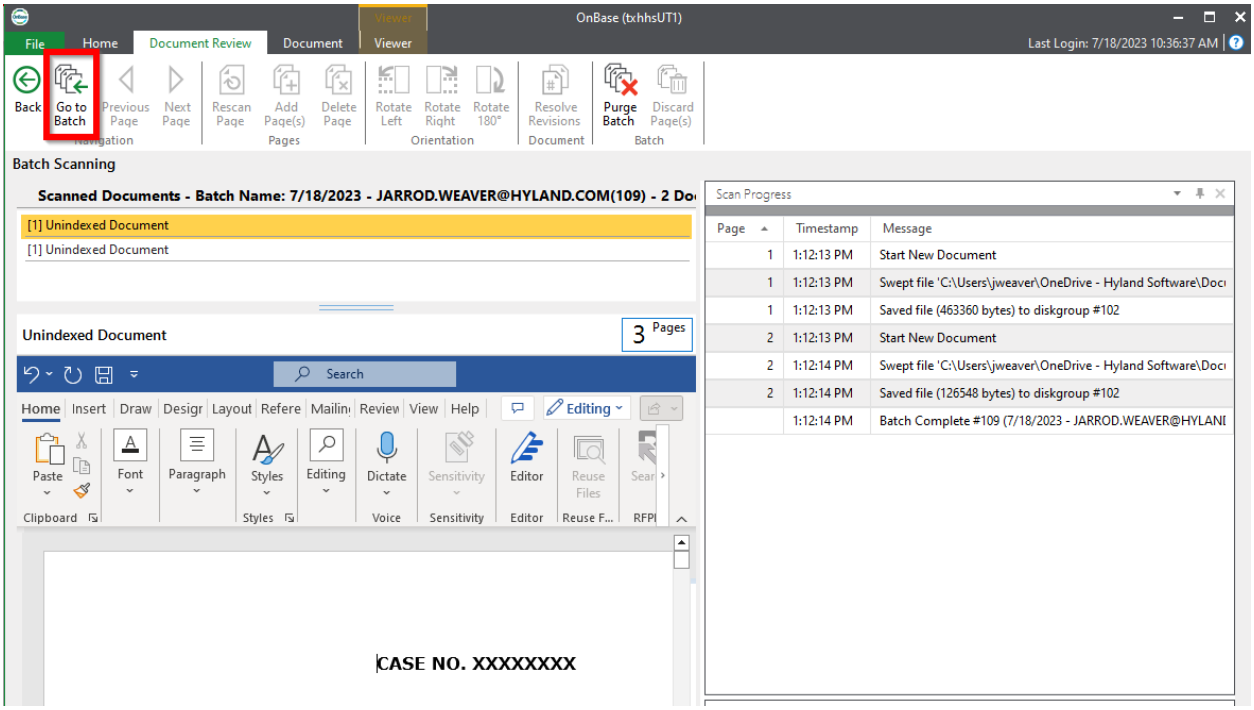


4. Once complete you can select Sweep. You will be prompted to name the batch. It sets a default name with Date and Email Address. If this name is sufficient, select Sweep.



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5. Once the documents have been scanned. You will select the Go to Batch option in the top ribbon.



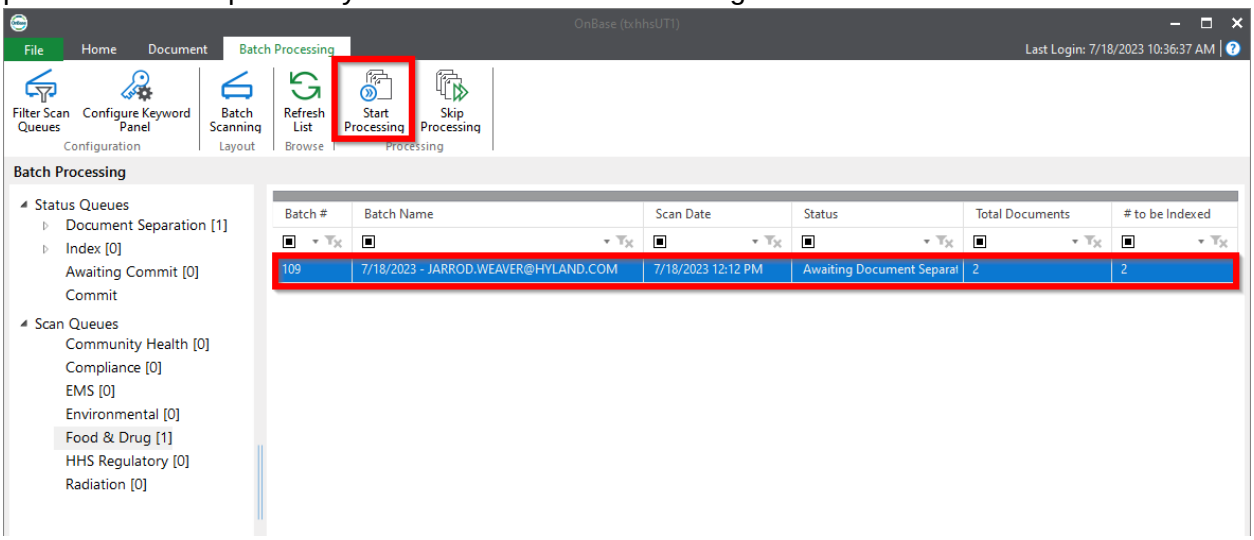
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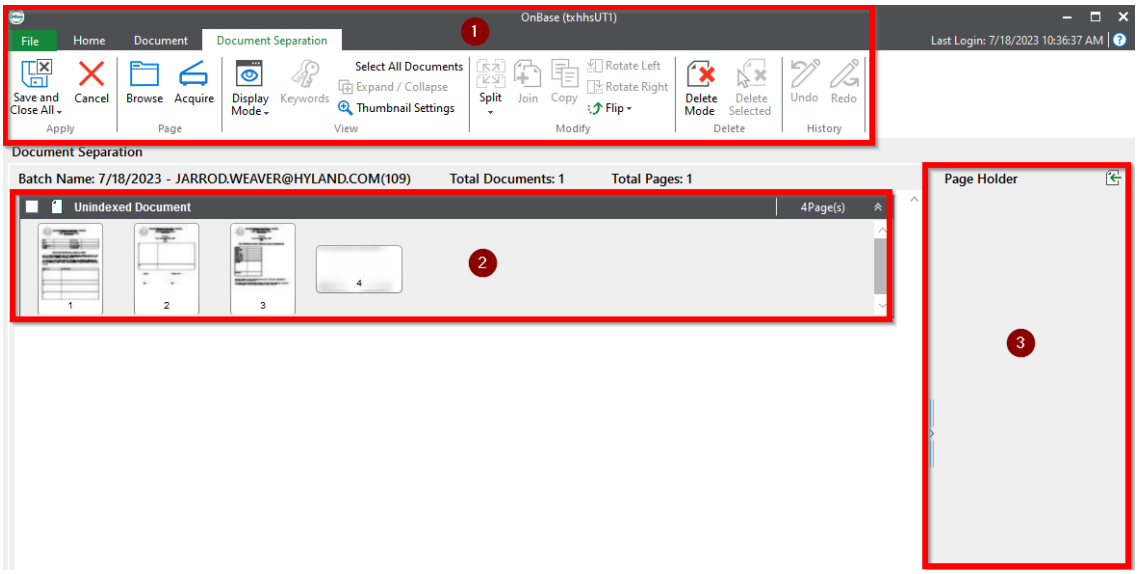
- Now the document is set to enter in Document Separation.

Document Separation

The **Document Separation Layout** allows users to conveniently separate documents and move pages.

1. When your documents have been scanned into the system. You will select the batch you want to process. In the top ribbon you will select Start Processing.





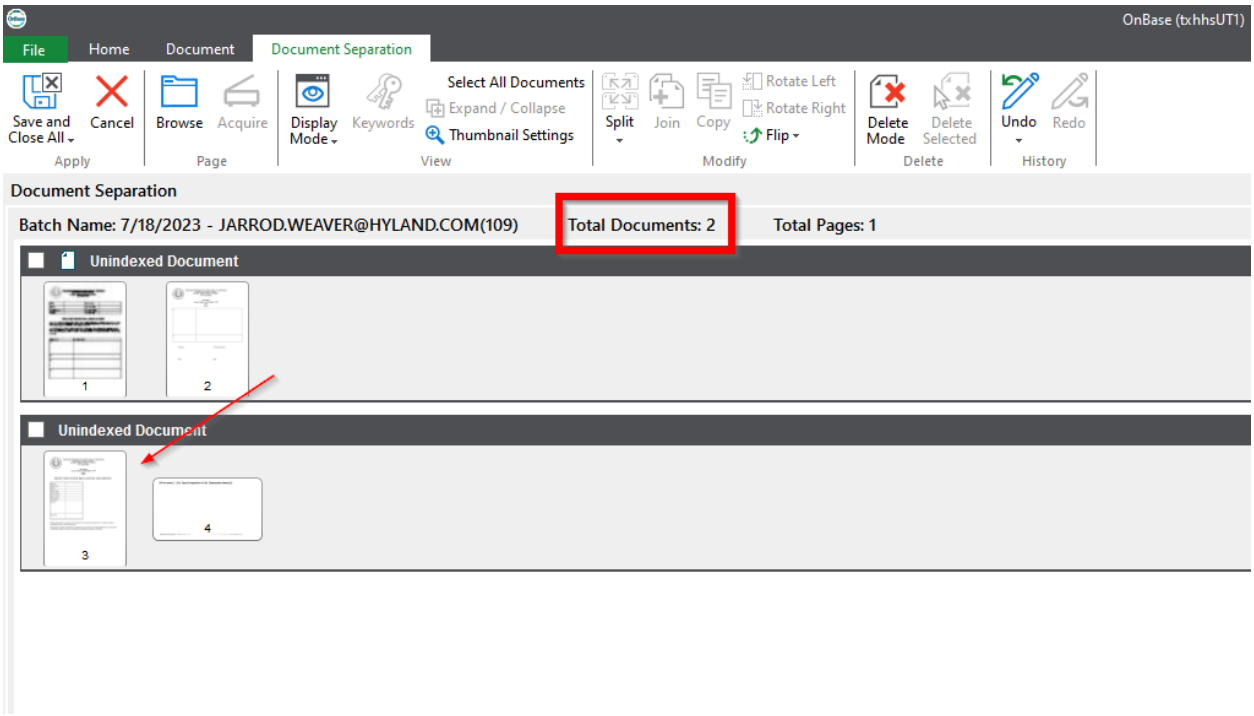
Within this layout, you will have three spaces:

1. The Ribbon Menu
2. The Separation Workspace
3. The Page Holder

2. Select the page you want to separate and drag underneath the current document to create its own

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document type.



3. Once you are done separating the document. You are ready for indexing. You will select **Save and Close All**. The document will then enter the indexing queue where it is ready to be indexed.

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Batch Indexing

Indexing is the process of applying Document Type and Keyword, or index, values to the document.

The Batch Processing button allows a user with appropriate rights to view scanned batches either by Scan Queue processing status or Scan Queue name.

Indexing

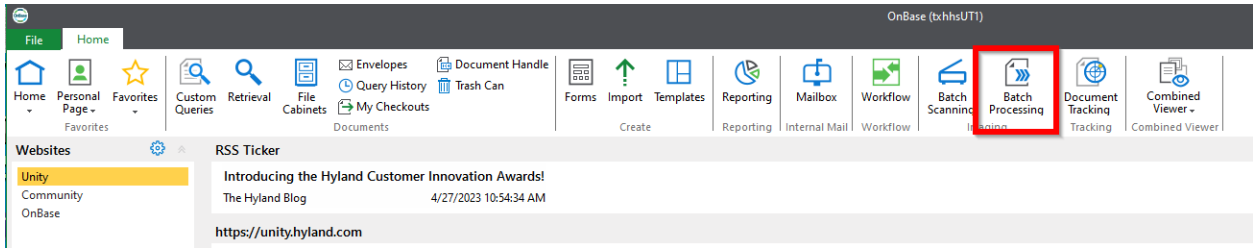
Overview

Indexing documents is the process of attaching metadata or keywords to a scanned batch. The keywords enhance the functionality of OnBase by providing the ability to quickly identify the important characteristics of documents within the batch by the descriptive values assigned to it.

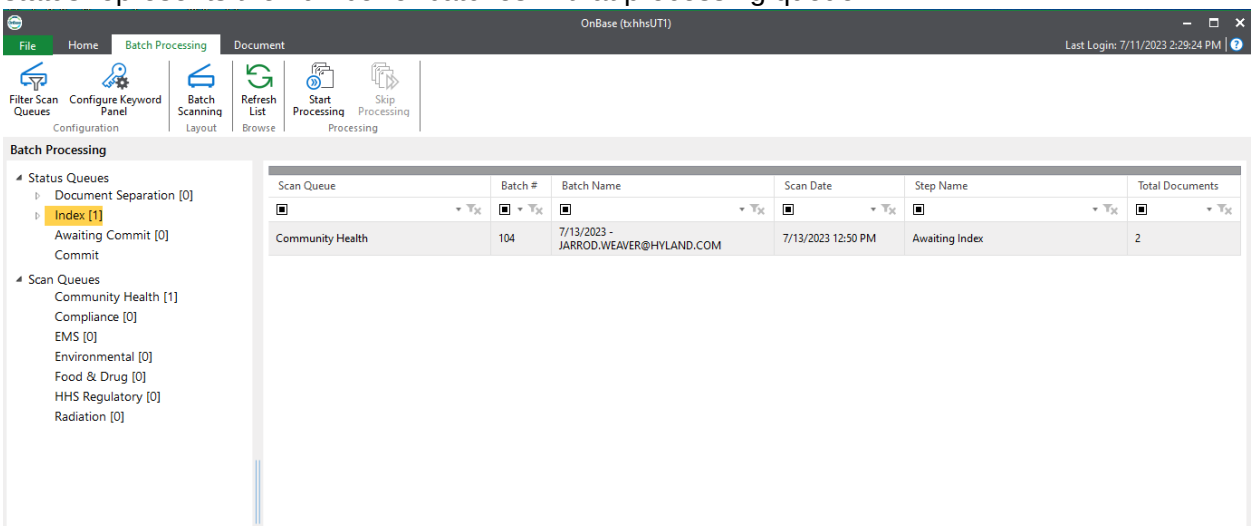
Indexing

During indexing, every document must be indexed to a Document Type and have Keywords associated with it. OnBase will not let a user index a document if it is missing a Document Type or required Keyword, which will be red. These indexing values allow it to be easily retrieved later.

1. Select the Imaging icon dropdown and then select Batch Processing.

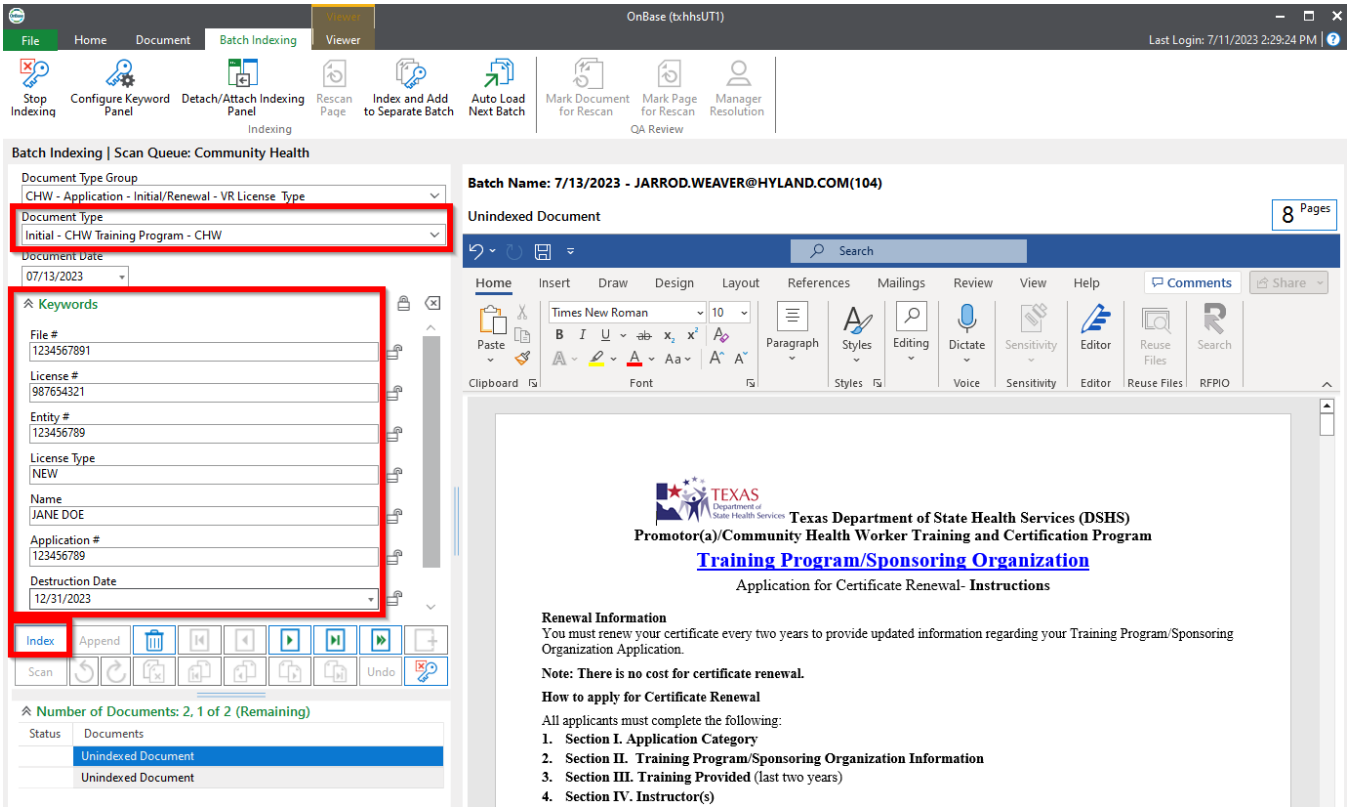


2. Select a batch and click Start Processing in the top ribbon. The number next to each Scan Queue status represents the number of batches in that processing queue.



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3. Select a Document Type and add appropriate keywords (index values) for the document. Click the Index button.



4. Enter in keywords that are needed for retrieval of the document, including the close date it known.
5. Click **Index**

IMPORTANT NOTE: Enter the **CLOSE DATE** keyword if known to help facilitate document retention on a document. Destruction Date does not need to be filled out on a document.

Indexing Pane Buttons



Index allows you to mark the current document as indexed. All indexing information entered for the document is saved and the document is no longer available for indexing (though it can be re-indexed). The batch will automatically move to the next document.
Shortcut Keystrokes:
[**Alt**] + [**I**] or
[**Ctrl**] + [*****] (Num Pad)

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Append will attach the current document on to the end of the previously indexed document. If no document has been indexed in the batch, the button will be grayed out. This option is only available for image documents.
Shortcut Keystrokes:
[**Alt**] + [**P**] or
[**Ctrl**] + [**/**] (Num Pad)



Delete allows you to delete the selected document from the batch. If you delete all documents from the batch, the batch is deleted.



First Document icon allows you to select the first unindexed document in the batch.



Previous Document button allows you to select the previous unindexed document in the batch. Once a document has been Indexed or QA'd, it will no longer be able to be reached through these buttons.
Shortcut Keystrokes:
Previous: [**Alt**] + [**V**]
Next: [**Alt**] + [**N**]



Next Document button allows you to select the next unindexed document in the batch.



Last Document button allows you to select the last unindexed document in the batch.

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Skip Document button allows you to skip the currently selected document during indexing. The next unindexed document in the batch is selected and the skipped document is no longer available for indexing



Create New Document button allows you to create a new document from the pages of an existing document. This button is only available when indexing an image document.



Scan will scan additional pages to the current document. Users will be able to select where the newly scanned pages will fall in the document.
Shortcut Keystrokes: [**Alt**] + [**S**]



Rotate Left button allows you to rotate the currently displayed page 90 degrees counterclockwise.



Rotate Right button allows you to rotate the currently displayed page 90 degrees clockwise.



Delete Page button allows you to delete the currently displayed page from the selected document. This button is only available when indexing an image document.

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First Page button allows you to select the first page of the currently displayed document.



Previous Page button allows you to select the previous page of the currently displayed document.



Next Page button allows you to select the next page of the currently displayed document.



Last Page button allows you to select the last page of the currently displayed document.



Undo button allows you to undo the indexing task (i.e., index document, append document, delete page, delete document, or skip document) that was performed for the previous document.

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Stop Indexing button allows you to stop indexing the currently selected batch.

Using Application Enabler help fill in the keywords while Indexing

To aid in the indexing Application Enabler can copy the index values from the 5 different configured RAS (Versa Regulation) screens into OnBase. The Microsoft Edge or Google Chrome browser may be utilized. OnBase should be launched and at the Indexing Screen to use App Enabler Indexing.

Keyboard Shortcut to Index : **Alt** + **X**

Below are the screens that are configured:

1. License Screen
    1. Launch RAS (Versa Regulation)
    2. Click **License** and then **Search**
    3. Enter search criteria
    4. Click **Find**
    5. Click the **folder** icon
    6. On the keyboard press **Alt** + **X**

    The following keywords will be captured if available:
    - File #
    - License #
    - Entity #
    - Lic Type
    - Name

2. Applications Screen
    1. Launch RAS (Versa Regulation)
    2. Click **Application** and then **Search**
    3. Enter search criteria
    4. Click **Find**
    5. Click on **folder icon**
    6. On the keyboard press **Alt** + **X**

    The following keywords will be captured if available:
    - Lic Type
    - Complaint #
    - Org Name/Name
    - File #
    - License #

3. Entity Screen

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1. Launch RAS (Versa Regulation)
2. Click **Entity** and then **Search**
3. Enter search criteria
4. Click **Find**
5. Click **magnifying glass**
6. Click **entity** number
7. On the keyboard press **Alt** + **X**

The following keywords will be captured if available:

- Entity #
- Name

4. Enforcement Screen
    1. Launch RAS (Versa Regulation)
    2. Click **Enforcement** and then **Search**
    3. Enter search criteria
    4. Click **Find**
    5. Click the **Respondent** Tab
    6. On the keyboard press **Alt** + **X**

    The following keywords will be captured if available:

    - Lic Type
    - Complaint #
    - Org Name/Name
    - File #
    - License #

5. Inspections Screen
    1. Launch RAS (Versa Regulation)
    2. Inspection Search and then **Search**
    3. Enter search criteria
    4. Click **Find**
    5. Click **Eyeball** icon
    6. On the keyboard press **Alt** + **X**

    The following keywords will be captured if available:

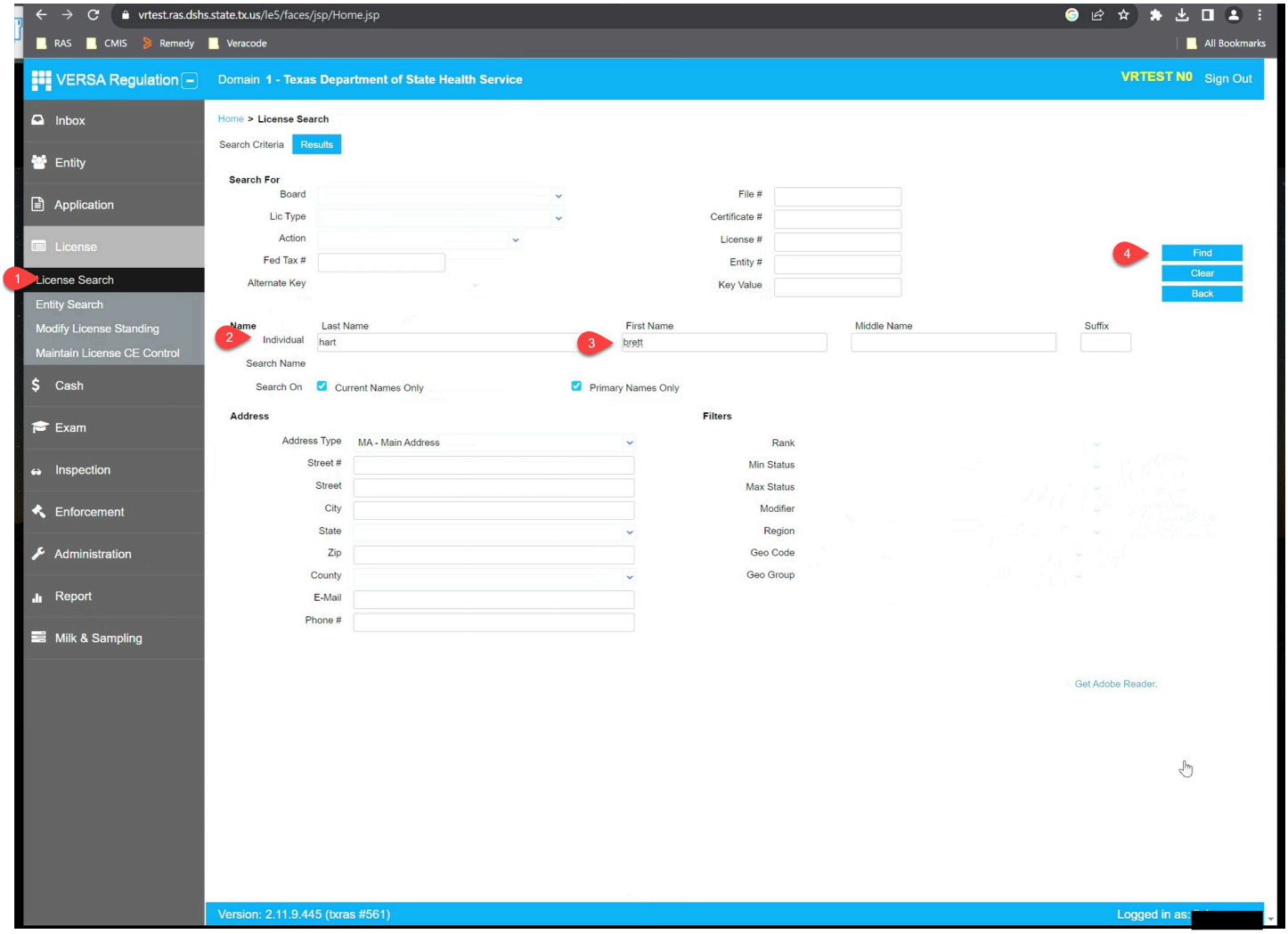
    - Lic Type
    - Entity #
    - File #
    - Inspection #
    - License #

Practice Indexing a document with a license screen

1. Within OnBase Batch indexing select the **Document Type Group** and **Document Type**
2. Open the RAS window
3. Click on **License**
4. Click **License Search**

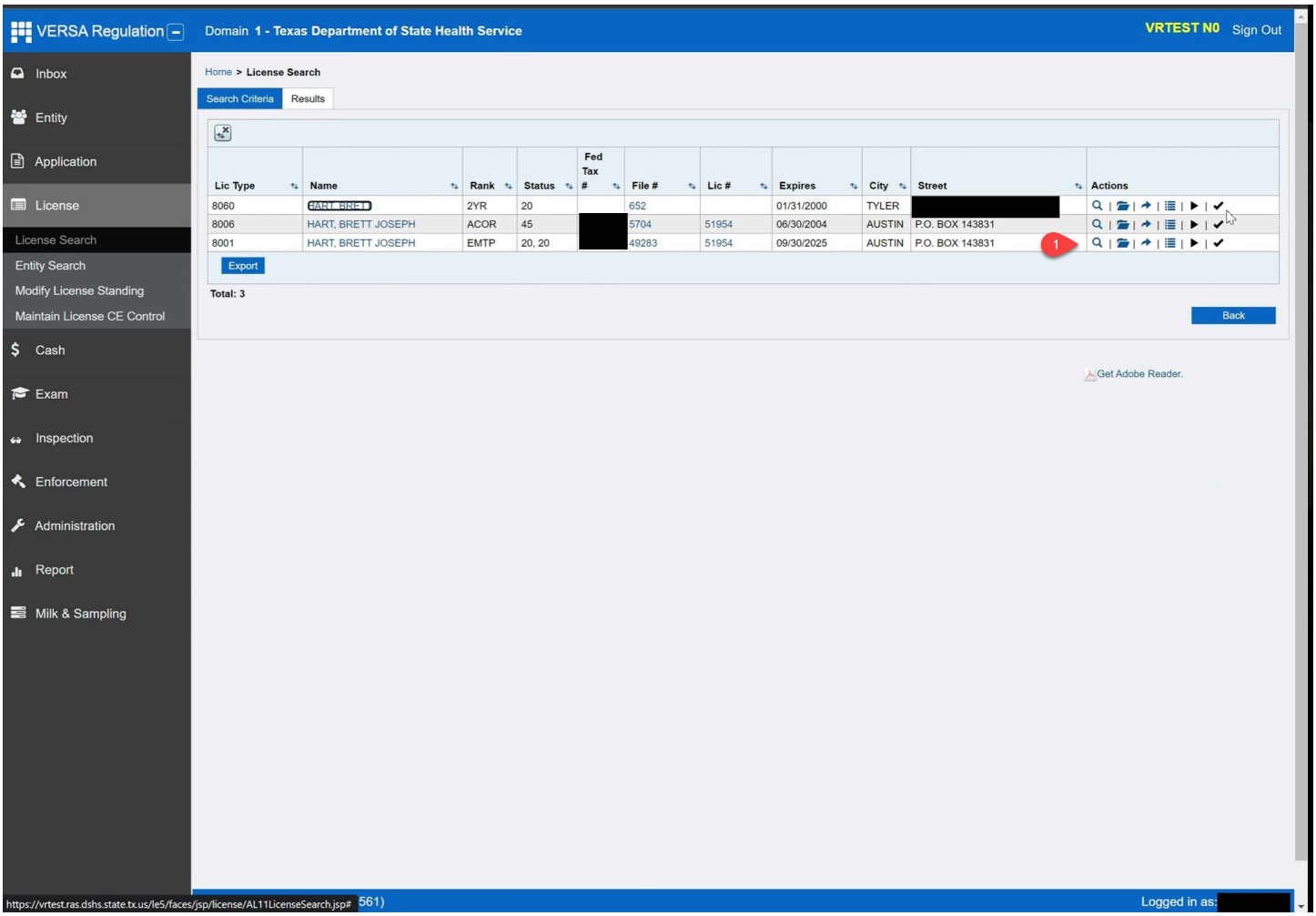
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5. Enter in the search Criteria such as
    1. Last Name = Hart
    2. First Name = Brett
6. Click **Find**



7. Click on the **Magnifying** glass under the Actions Menu on the right side

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8. On the keyboard press **Alt + X** to copy the primary keywords to the Index Panel within Unity Batch Indexing keyword panel.

If the **close date** is known at the time of import the keyword should be entered. This will be used for the document retention process. If the date is not available, it will be indexed to the document automatically once the date is entered into RAS.

Document Retrieval

Document Retrieval Overview

After a document has entered OnBase, it can be located and viewed through document retrieval. OnBase gives users a variety of ways to find documents. Users can search directly from RAS (Versa Regulation) with OnBase Application enabler or within the OnBase Unity client with Custom Queries, retrieve by document type or keyword values, date range values or even through full text search. Users will primarily retrieve from RAS with Application Enabler.

Retrieval from RAS (Versa Regulation)

Documents stored in OnBase can be retrieved from 5 different screens within RAS depending on the

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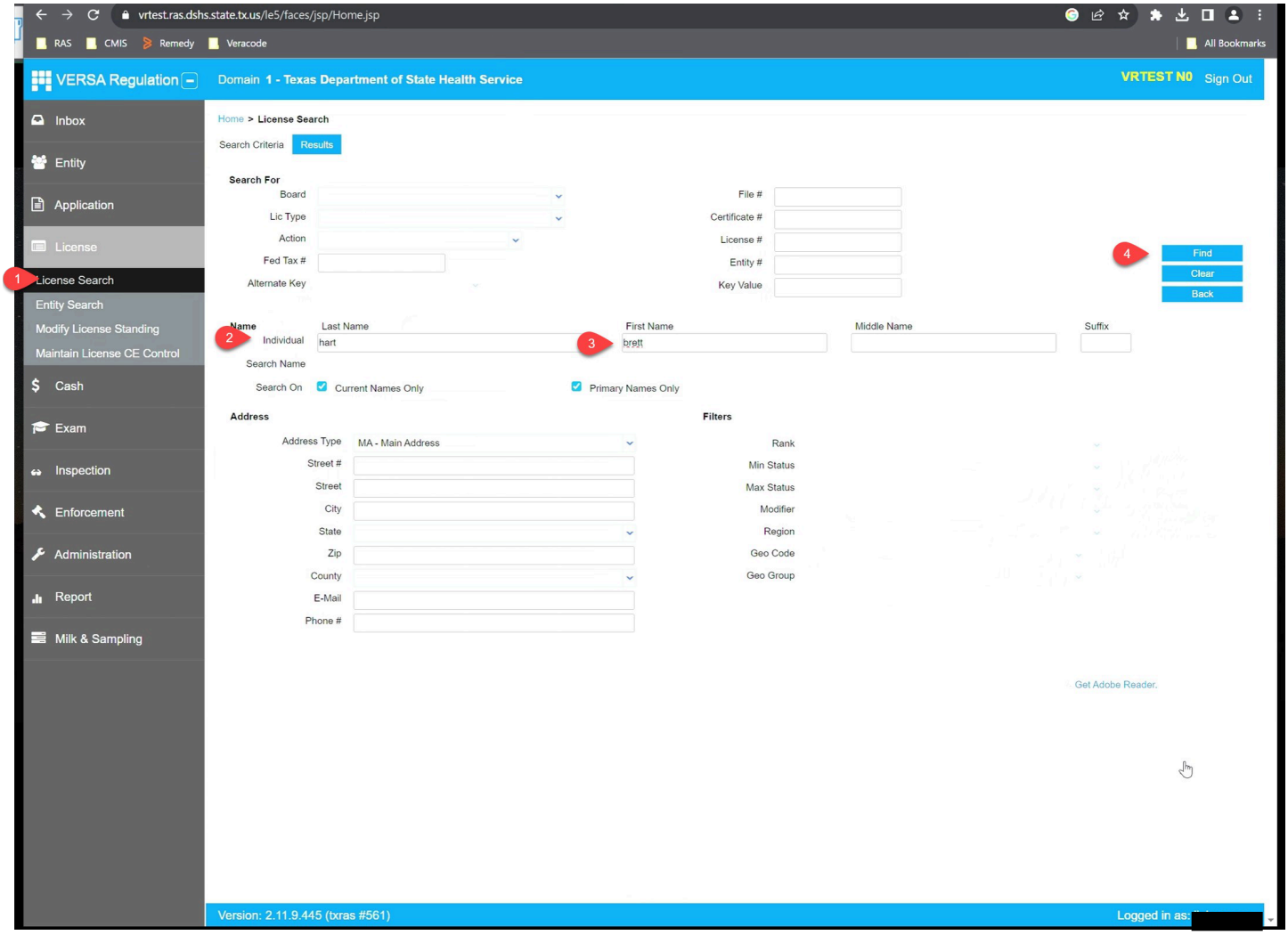
information you are looking for and the screens you use the most.

Screens configured for Retrieval (and Indexing Assistance)

- Applications
- Enforcement
- Entity
- Inspections
- License

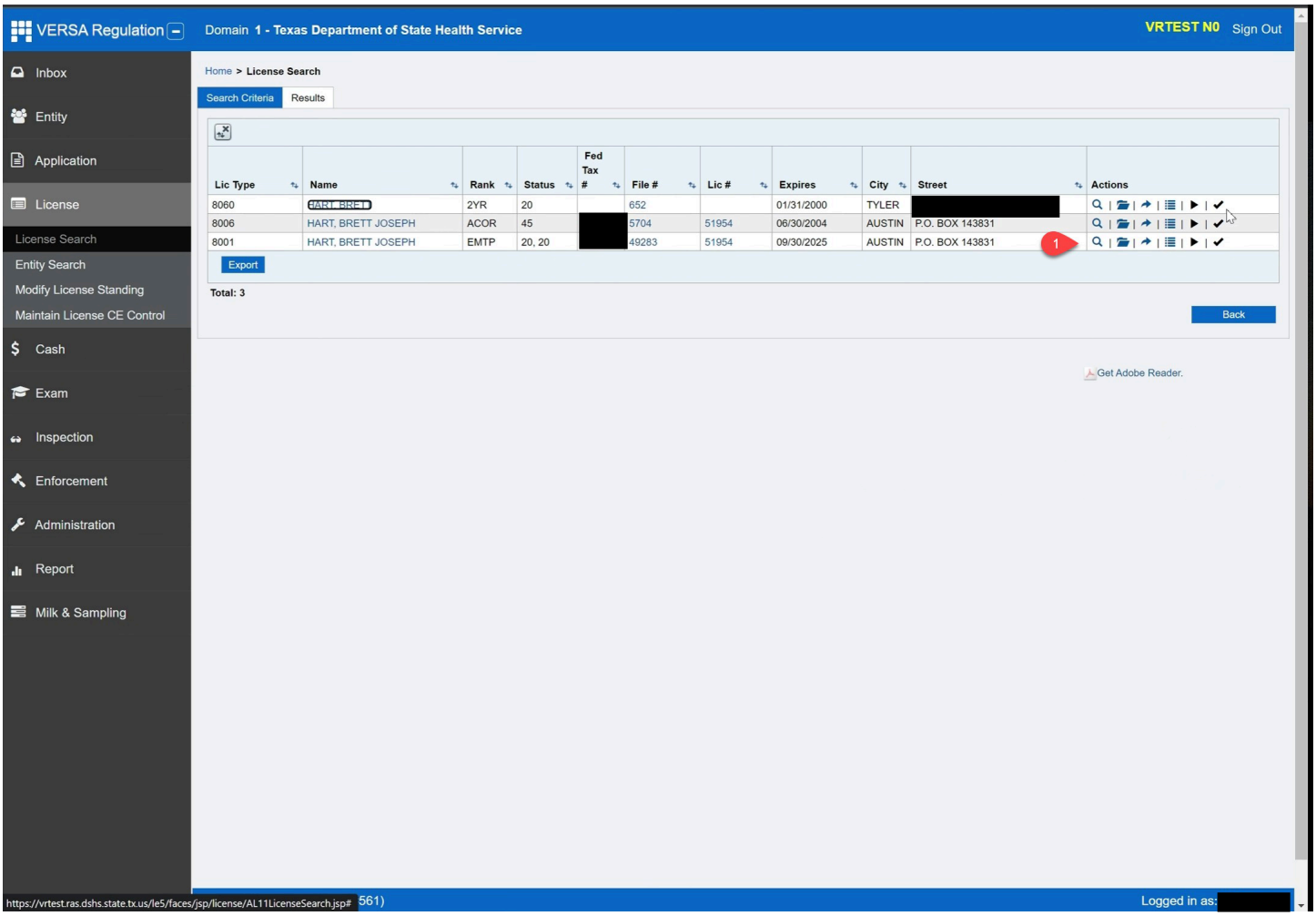
To search for documents related to a license:

1. Log into RAS (Versa Regulation) Environment
2. Log into the Unity Client / Application Enabler (same application)
3. Click on **License**
4. Click **License Search**
5. Enter in the search criteria such as
    1. Last Name = Hart
    2. First Name = Brett
6. Click **Find**



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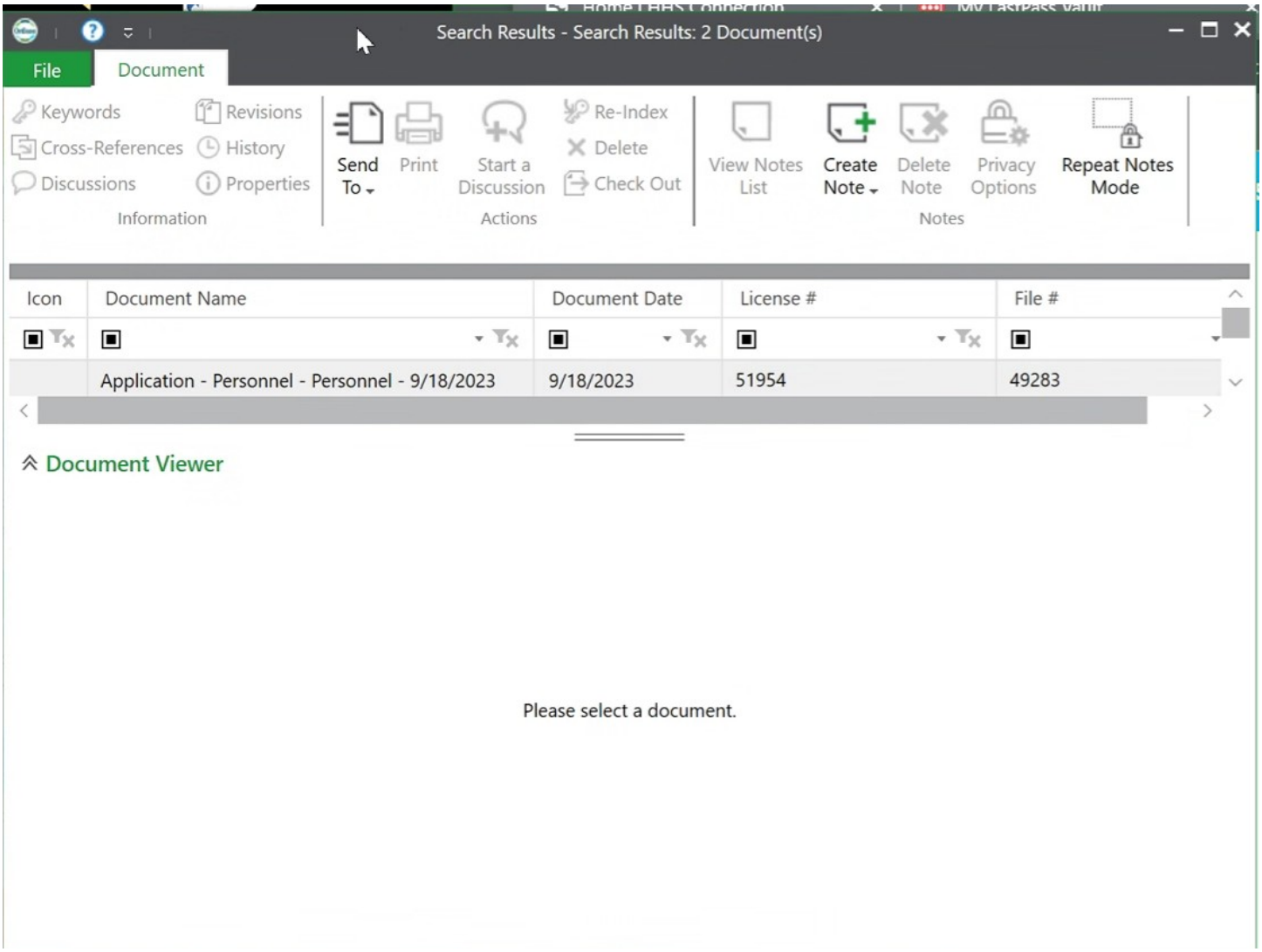
7. Click on the Magnifying glass under the Actions Menu on the right side



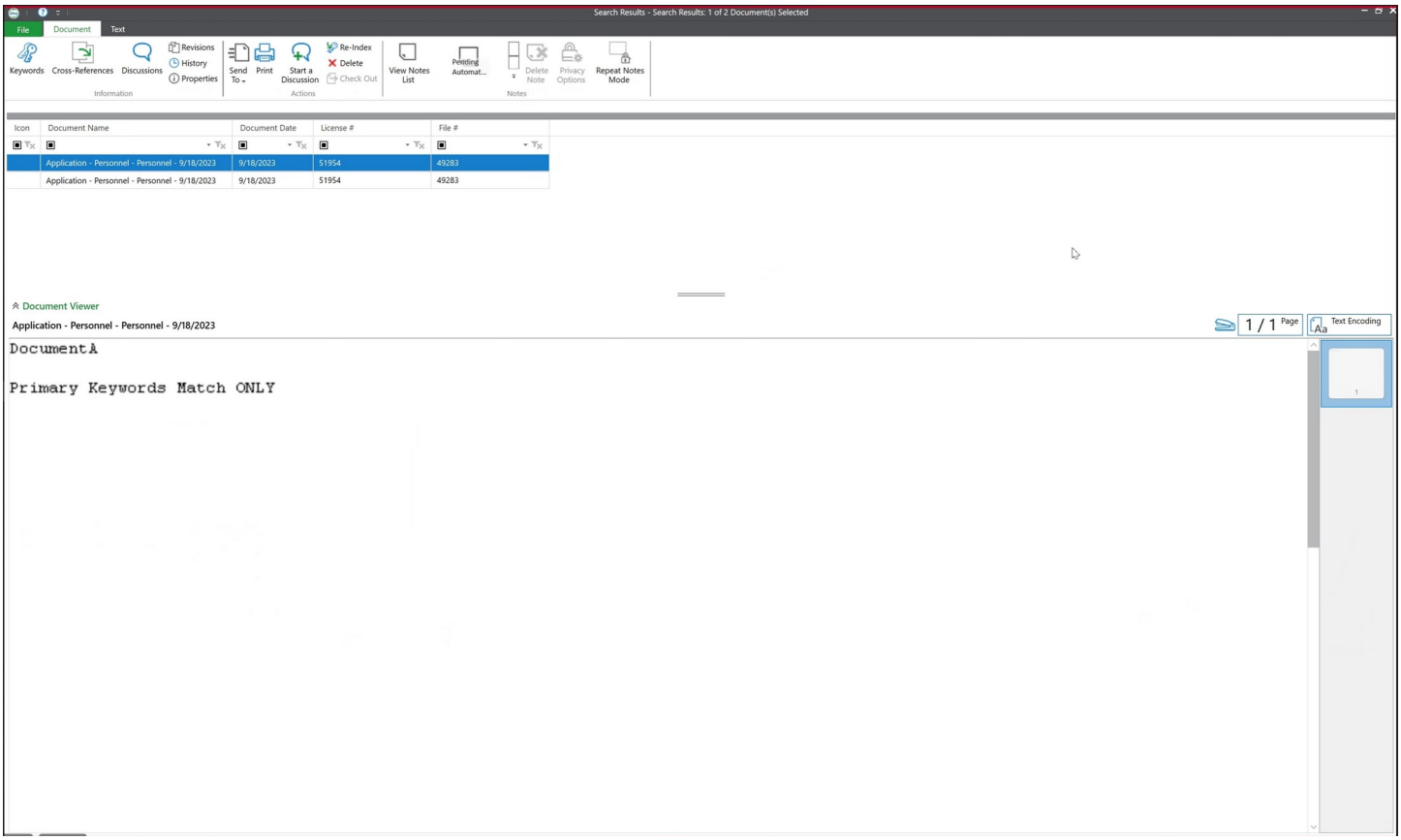
8. On the keyboard press **Alt + R** to retrieve all documents with the same Application # and License Type

A screen will pop up with the documents found. If there is only one document, it will open the document. If there are multiple a hitlist of documents is presented to select the specific document.

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The other screens enabled:

There are the 5 different configured RAS (Versa Regulation) screens that allow retrieval of documents into OnBase. The Microsoft Edge or Google Chrome browser may be utilized. This is the primary method most users will retrieve a document. A collection of documents using a custom query will pull back all documents with BOTH primary keywords in common.

Keyboard Shortcut to Retrieve: **Alt**+ **R**

Below are the screens that are configured:

1. License Screen
    1. Launch RAS (Versa Regulation)
    2. Click **License** and then **Search**
    3. Enter search criteria
    4. Click **Find**
    5. Click the **folder** icon

    The keywords that will be used for retrieval on this screen are:
    - File #
    - Lic Type

2. Applications Screen
    1. Launch RAS (Versa Regulation)
    2. Click **Application** and then **Search**

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3. Enter search criteria
4. Click **Find**
5. Click on **folder icon**

The keywords that will be used for retrieval on this screen are:
- Lic Type
- App #

3. Entity Screen
    1. Launch RAS (Versa Regulation)
    2. Click **Entity** and then **Search**
    3. Enter search criteria
    4. Click **Find**
    5. Click **magnifying glass**
    6. Click **entity** number

    The keywords that will be used for retrieval on this screen are:
    - Entity #
    - Name

4. Enforcement Screen
    1. Launch RAS (Versa Regulation)
    2. Click **Enforcement** and then **Search**
    3. Enter search criteria
    4. Click **Find**
    5. Click the **Respondent** Tab

    The keywords that will be used for retrieval on this screen are:
    - Lic Type
    - Complaint #

5. Inspections Screen
    1. Launch RAS (Versa Regulation)
    2. Inspection Search and then **Search**
    3. Enter search criteria
    4. Click **Find**
    5. Click **Eyeball** icon

    The keywords that will be used for retrieval on this screen are:
    - Lic Type
    - Inspection #

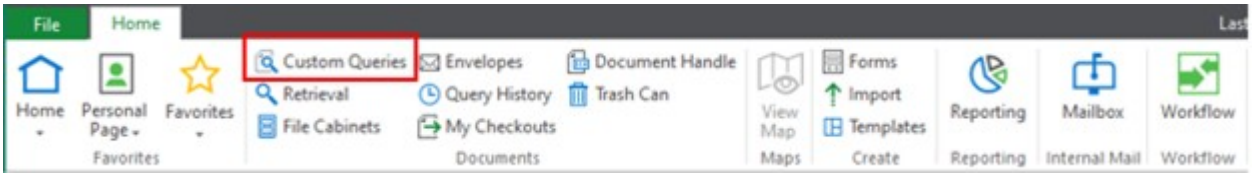
Document Retrieval by Custom Query

A Custom Query can be developed to allow users to more easily retrieve documents that exist within OnBase. This allows the user to find the specified documents using a pre-defined form and limits the criteria needed to perform the search. This is what powers the previous search with App Enabler within RAS (Versa Regulation).

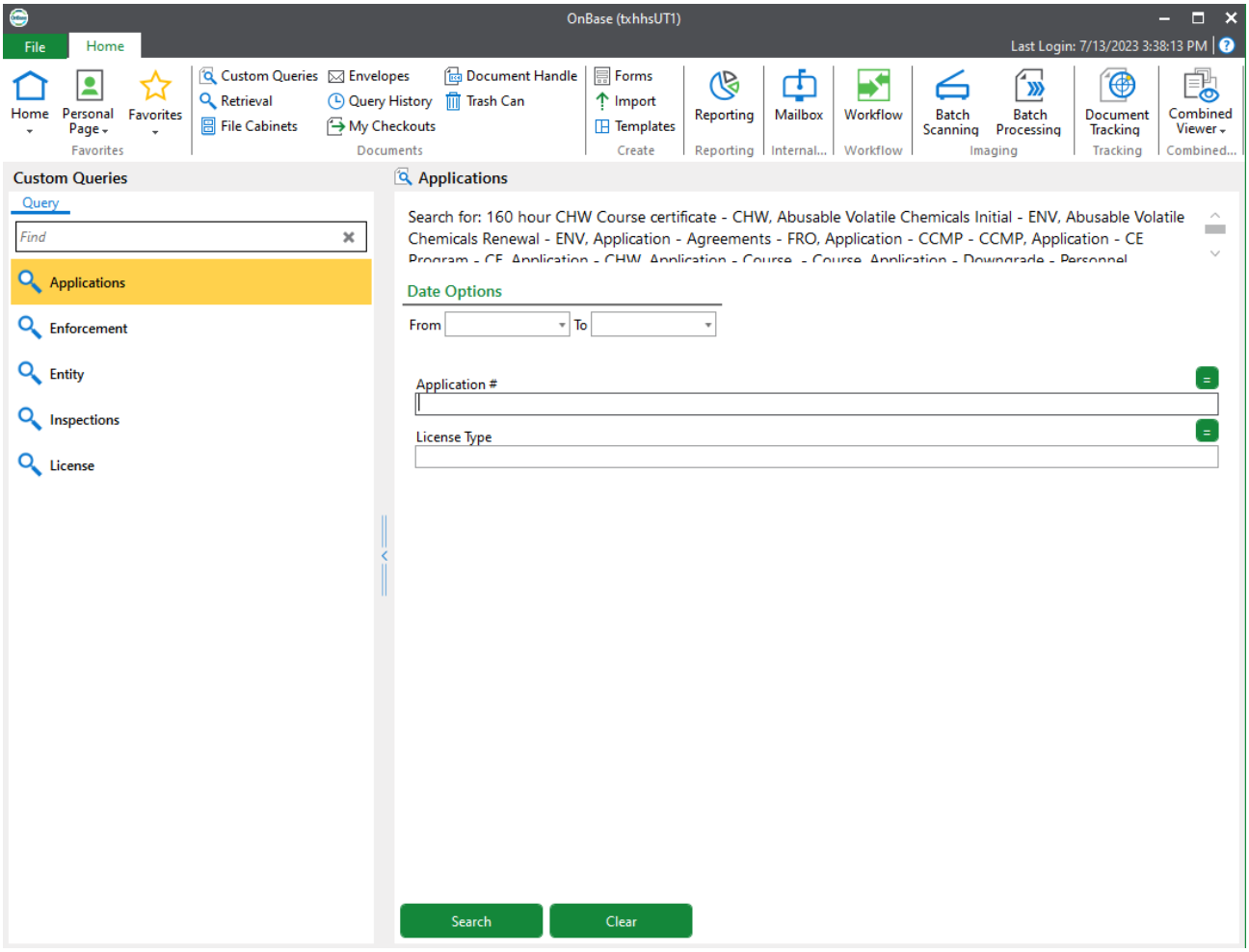
To perform a custom query:

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1. Launch the Unity Client
2. Click Custom Queries in the ribbon

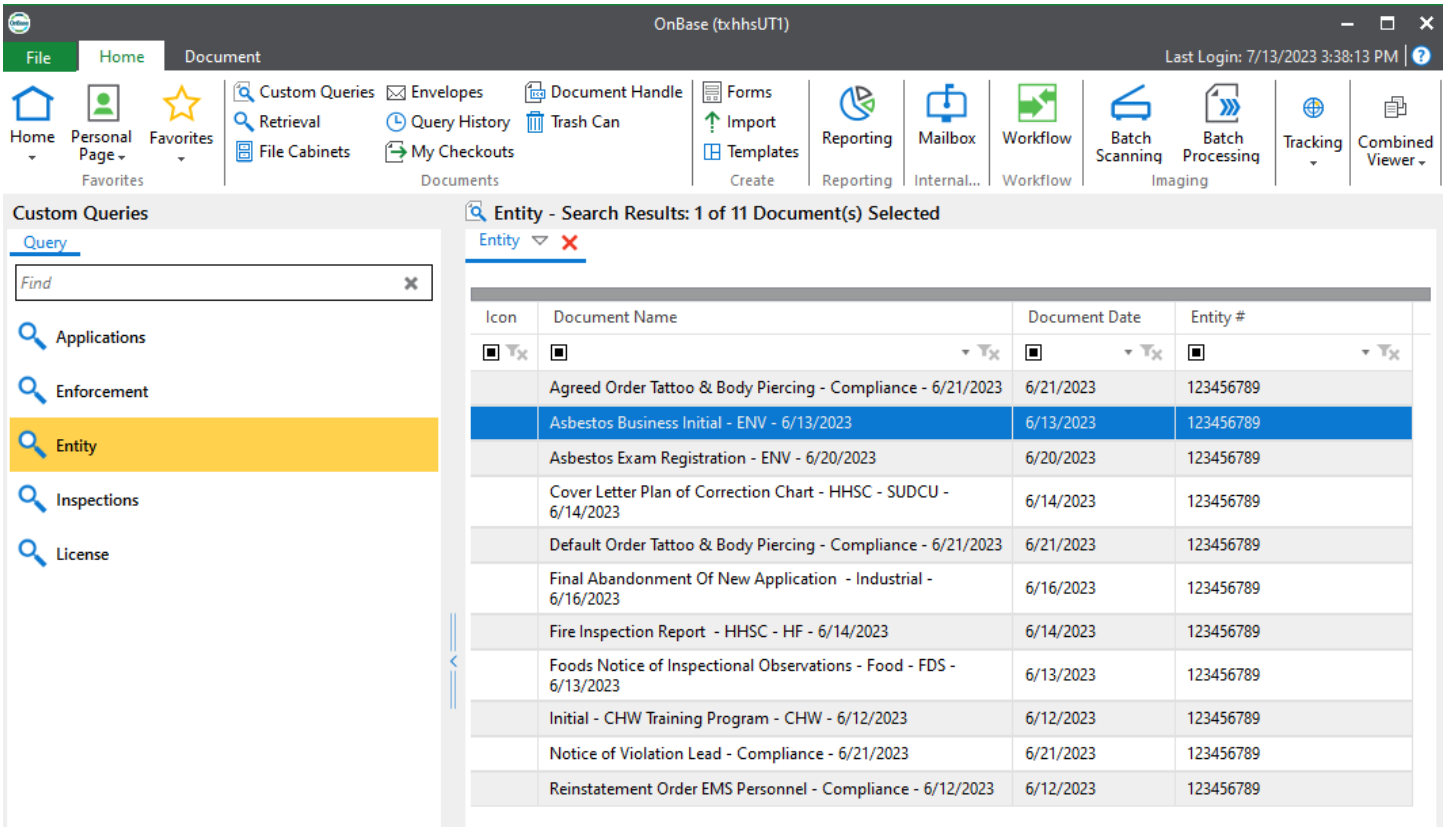


3. Select a Custom Query from the pane on the left. The query will open to the right.



4. Your search result(s) will be displayed on a tab.

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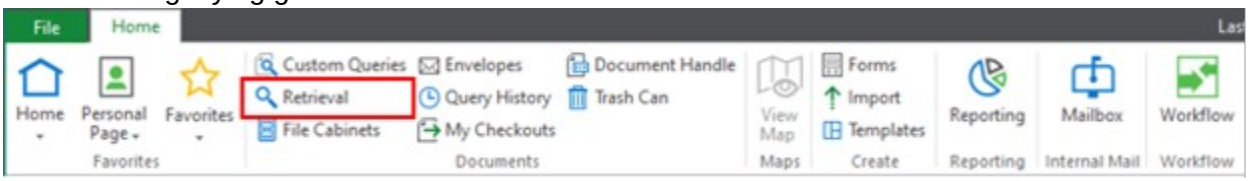
5. Double-click on a document to view it.

When you conduct multiple Custom Queries, results for each Custom Query are retained on their respective tabs for future use.

Document Retrieval

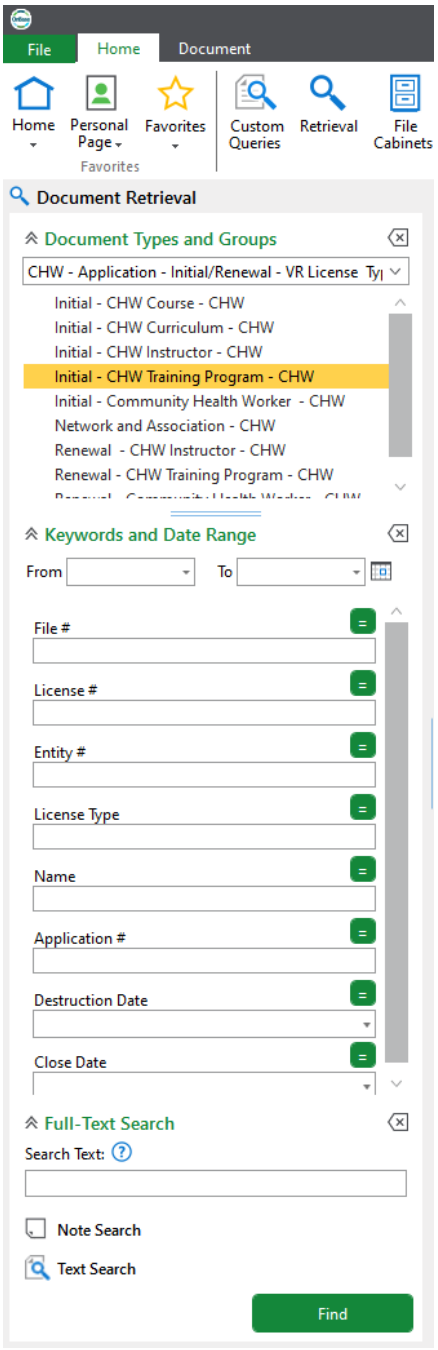
When trying to retrieve a single document type across one or many keywords Document Retrieval is effective way of retrieving documents.

1. Click the Magnifying glass icon with **Retrieval** next to it



2. The Document Retrieval pane will open to the left.

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3. Enter the Document Type Group (optional) and the Document Type

   NOTE: Document Type Group is optional for filtering large groups of document types

4. Enter the Keywords needed to find the document

NOTE: *You need user rights to access the Document Retrieval layout and to view documents. If you have any problems, see your system administrator.*

NOTE: *Depending on your configuration, you may not be able to perform searches without providing some search parameters.*

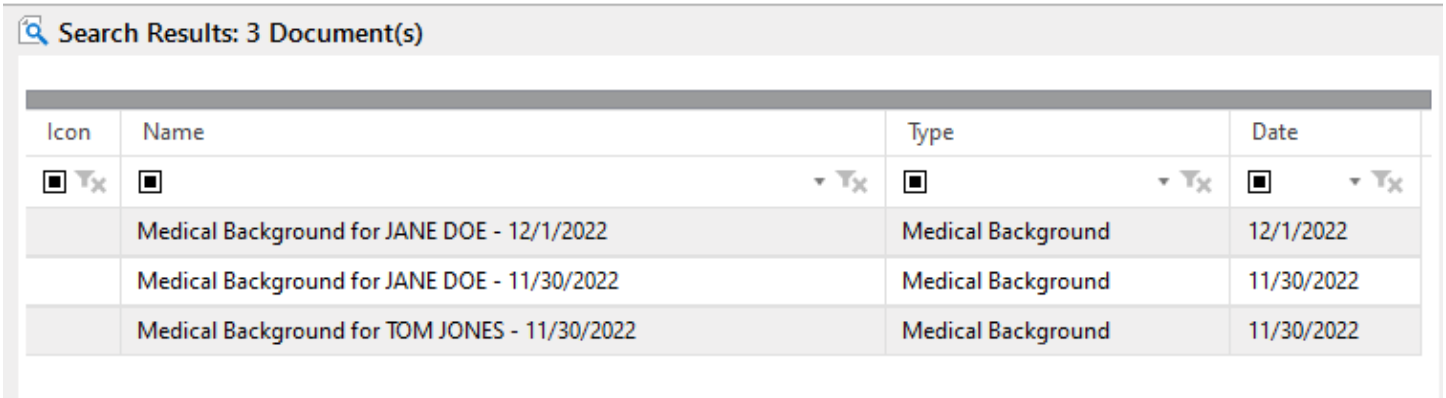
Date Range – Define specific date or range of dates based on the document date of the document. A specific date can be selected from the drop-down arrow.

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Keywords – Enter specific Keywords to narrow document searches. The Keyword edit fields will change depending on the Document Type selected.

Full Text Search – Find specific text in a text-based document assigned to a Document Type or Document Type Group.

5. Click **Find** to execute the search. The Document Search Results will display to the right.

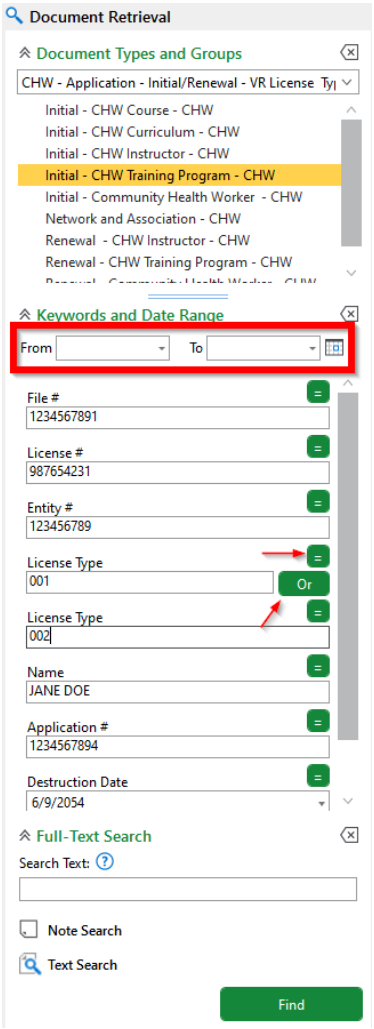


6. Double-click on a document in the results hit list. The document will open in a new window.

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Document Retrieval Keyword Options

A Keyword is an identifying piece of information used to locate documents stored within the electronic document imaging system.



Keyword Operators and Wildcards

The Keyword Type Edit Field default property = (equal to) will appear in a box on the right side of each Keyword Type Edit Field, and the default binary operator, AND will appear in a box on the right side of each Keyword Type Edit Field when multiple search fields have been activated for a Keyword in the Document Retrieval dialog box.

If you left click the = operator, it will act as a toggle switch and allow you to toggle through the following choices (choices vary depending on the format of the Keyword, i.e., date, alphanumeric, currency, etc.)



Equal To allows you to search for keyword values that are an exact match to what is entered for retrieval.



Not Equal To allows you to search for keyword values that are not equal to the keyword value entered for retrieval.



Double Quotes returns only those documents containing the literal entry.

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	Greater Than allows for the retrieval of documents with keyword values greater than the numeric or date value entered for retrieval.
	Less Than allows for the retrieval of documents with keyword values less than the numeric or date value entered for retrieval.
	Greater Than/Equal To allows for the retrieval of documents with keyword values greater than or equal to the numeric or date value entered for retrieval.
	Less Than/Equal To allows for the retrieval of documents with keyword values less than or equal to the numeric or date value entered for retrieval.
F6	F6 opens a second entry field for the active keyword. You can also click on the keyword label.
	And allows for searching two or more values of the same keyword type that exists on the selected document type.
	Or allows you to search either one (or more) documents containing either one or more specific keyword types. Click And to change to Or.
	To allows you to search from one keyword to another keyword of the same keyword. Used with Numeric or Date keywords.

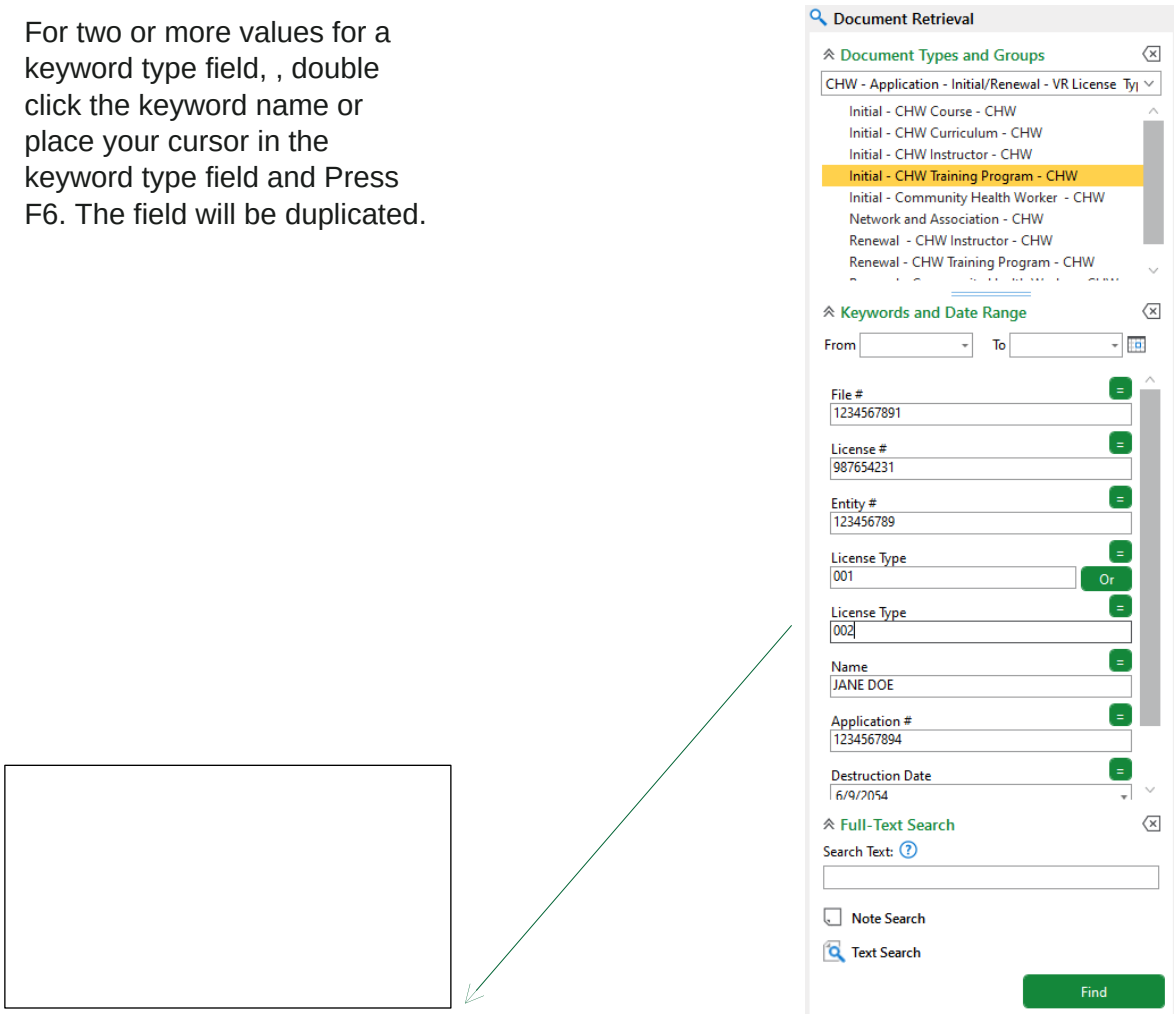
Wildcards combined with keyword values can be used to retrieve documents.

*	Replaces multiple characters. (ADAMS* would retrieve ADAMS, ADAMSON, ADAMSTON, etc.)
?	Replaces a single character. (SM?TH would retrieve SMITH, SMYTH, SMOTH, etc.)

If you wish to enter two or more values for a Keyword Type, press F6 while your cursor is on the Keyword Type field that you wish to duplicate. An additional Keyword Type field is displayed. Enter the additional Keyword Value in the resulting field.

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For two or more values for a keyword type field, , double click the keyword name or place your cursor in the keyword type field and Press F6. The field will be duplicated.



Document Retrieval by Date Range

All of the documents in OnBase for the selected Document Type that have a Document Date within the date range indicated in the search parameters will be displayed in the Search Results window.

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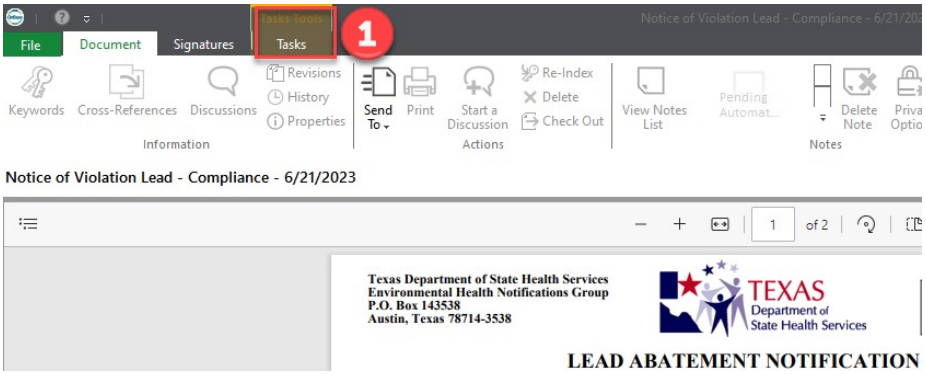
Manage

Compliance Workflow

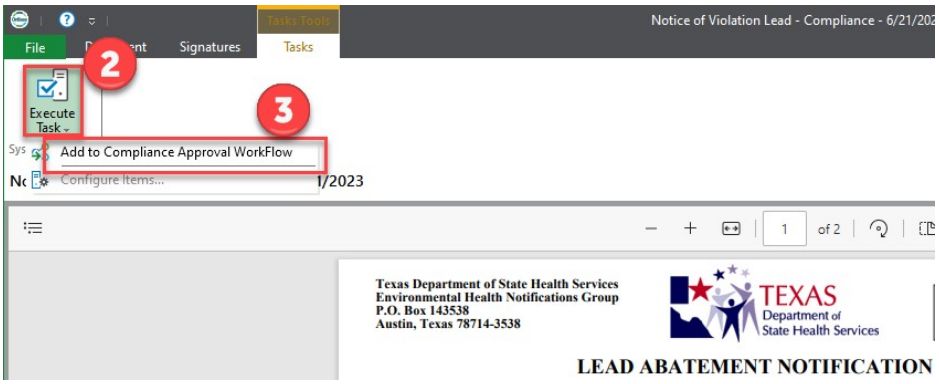
Adding a document to the Notice of Violation workflow

Once the document is in OnBase a Task Tools will appear.

1. Select the Task tab.

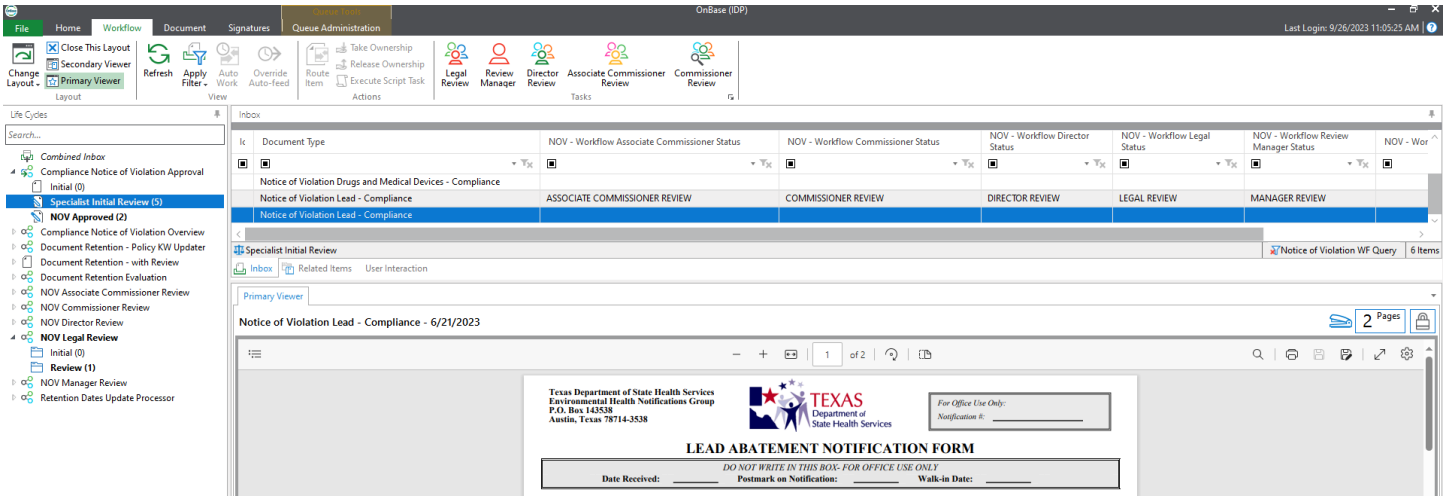


2. Select the Execute dropdown button and a drop down will appear.
3. Select “Add to Compliance Approval Workflow”



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Compliance Notice of Violation Approval Queue



Specialist Initial Review Ad Hoc Tasks

Review Manager



Review Manger will send the document to the Review manager Queue where additional processing can happen. This Ad-Hoc Task will also update the status to say in review.

Legal Review



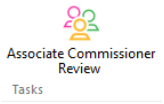
Legal Review will send the document to the Legal Review Queue where additional processing can happen. This Ad-Hoc Task will also update the status to say in review.

Director Review



Director Review will send the document to the Director Review Queue where additional processing can happen. This Ad-Hoc Task will also update the status to say in review.

Associate Commissioner Review



Associate Commissioner Review will send the document to the Associate Commissioner Review Queue where additional processing can happen. This Ad-Hoc Task will also update the status to say in review.

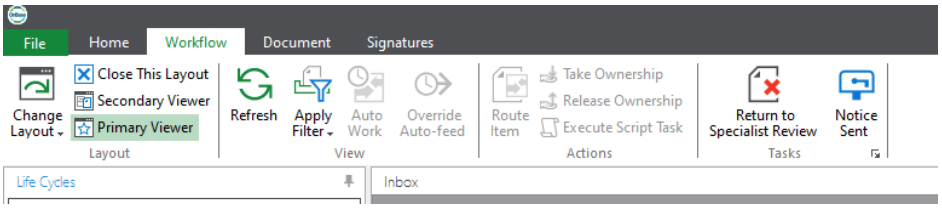
Commissioner Review

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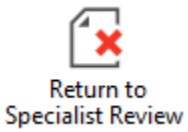


Commissioner Review will send the document to the Commissioner Review Queue where additional processing can happen. This Ad-Hoc Task will also update the status to say in review.

NOV Approved Ad Hoc Tasks



Return to Specialist Review

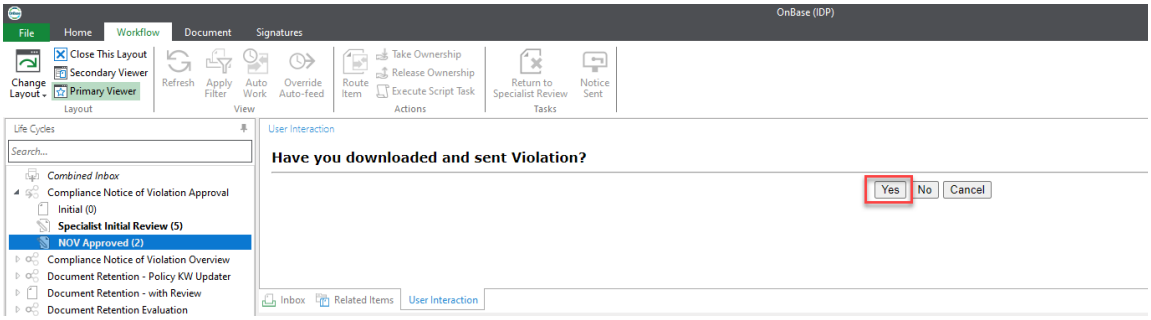


Return to Specialist can be used to send back to Specialist Queue if something is missing.

Notice Sent



Notice Sent will prompt the user to validate they have downloaded and sent the violation.



Review Queue's

Review Queues have Approve or Need Additional Information Ad Hoc Tasks.

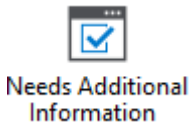
Approved



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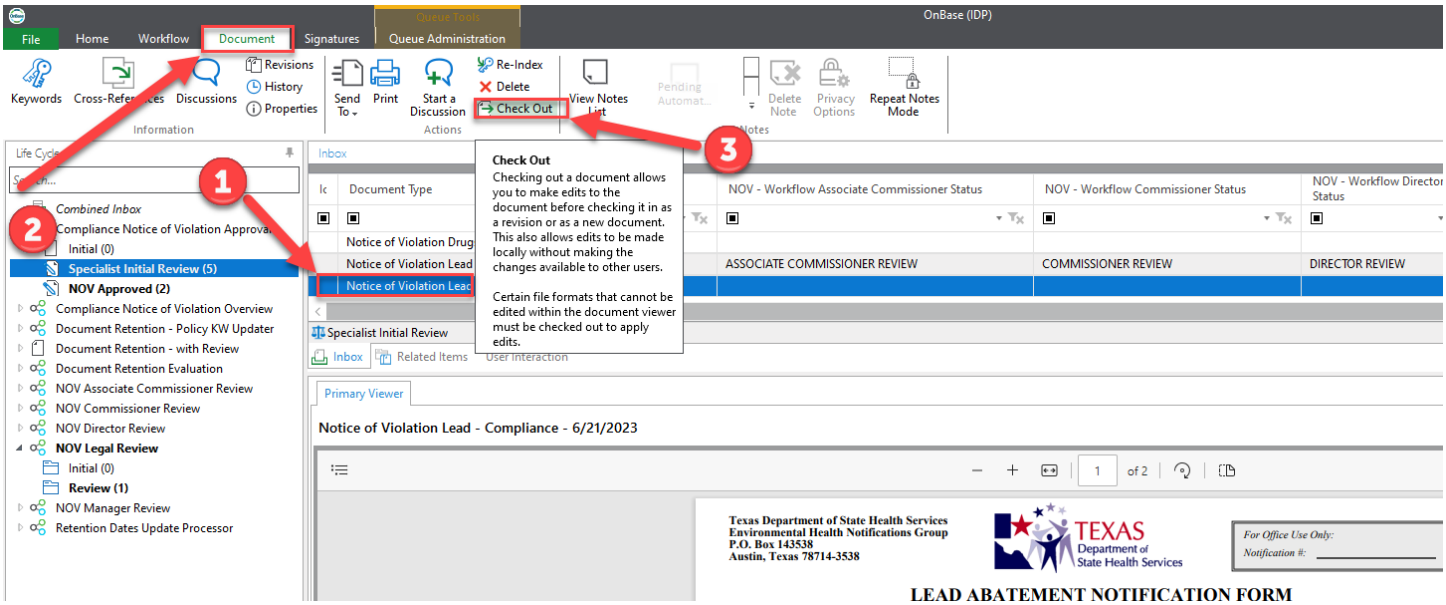
Approved will Update the status Keyword related to each Queue to “Approved. When all groups have approved the document will go to the Approved Queue

Needs Additional Information

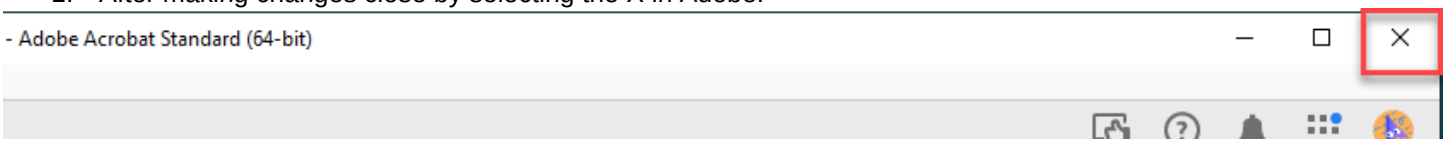


Needs Additonal Information will push the document out of the Reviewers queue and place back to the Specialist queue with the Status of “additional information needed”

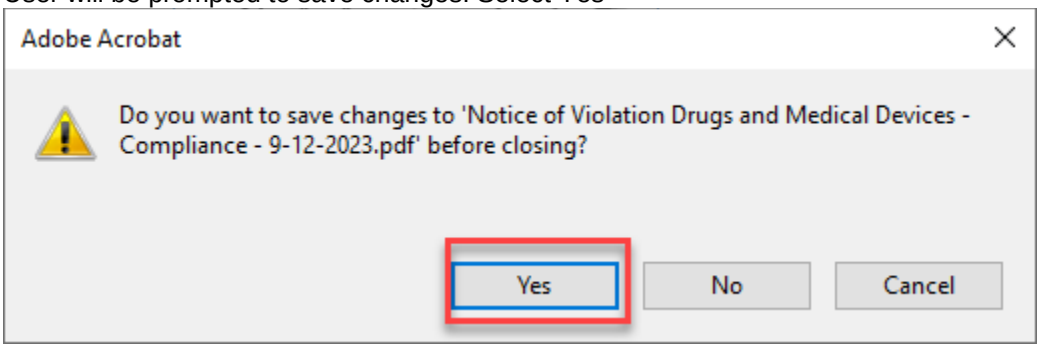
Adding Signature or Notes



1. After making changes close by selecting the X in Adobe.

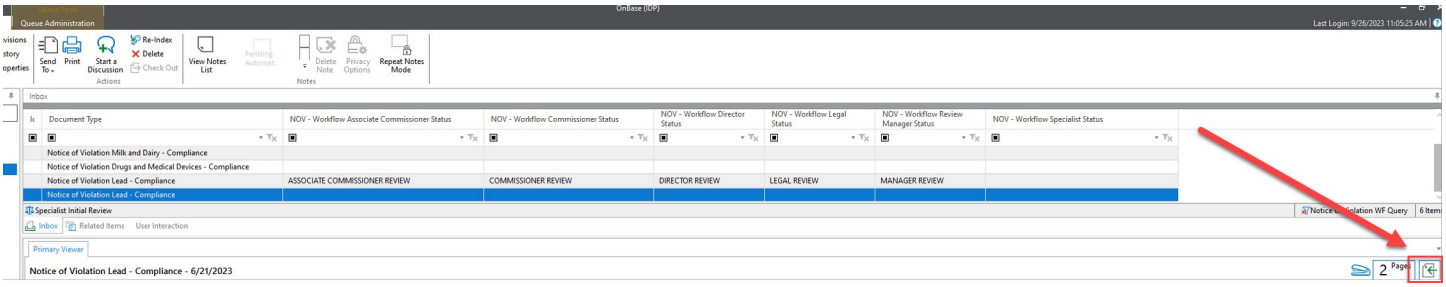


2. User will be prompted to save changes. Select Yes

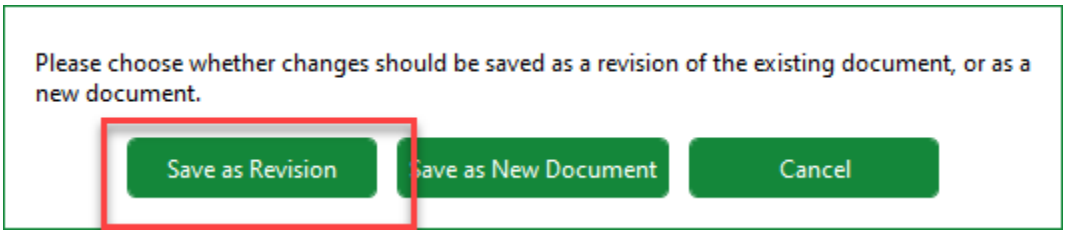


3. Inside the Unity Client Select the “Check in button

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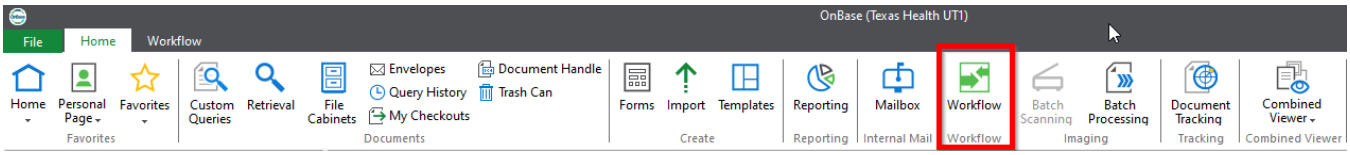
4. Select Save as Revision



Document Retention Destruction Workflow

Accessing Workflow

Users with appropriate access will be able to access Workflow.

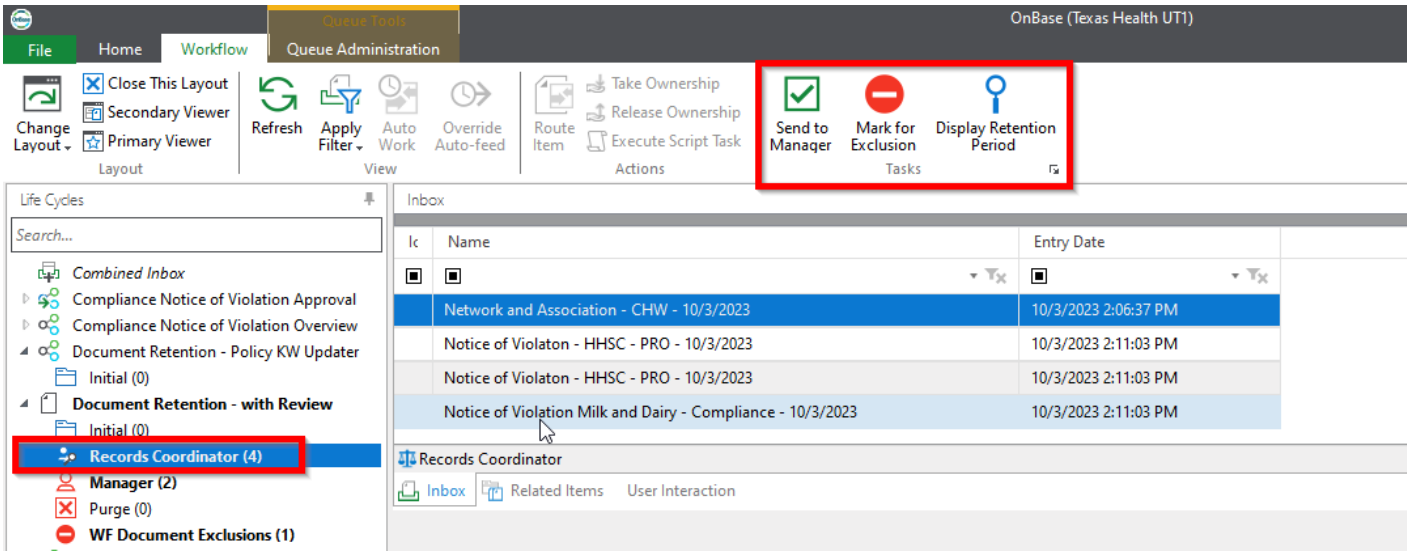


Users can access Workflow by navigating to and Clicking on the Workflow Button in the Unity Client Ribbon. The “Document Retention – with Review” Dashboard will be the focus of this Document.

The “Document Retention – with Review” Dashboard is load balanced based upon User Group. User Groups are built and based on department. Users will only see their departmental documents, unless they are in more that one group that has access to additional documents.

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Records Coordinator Queue

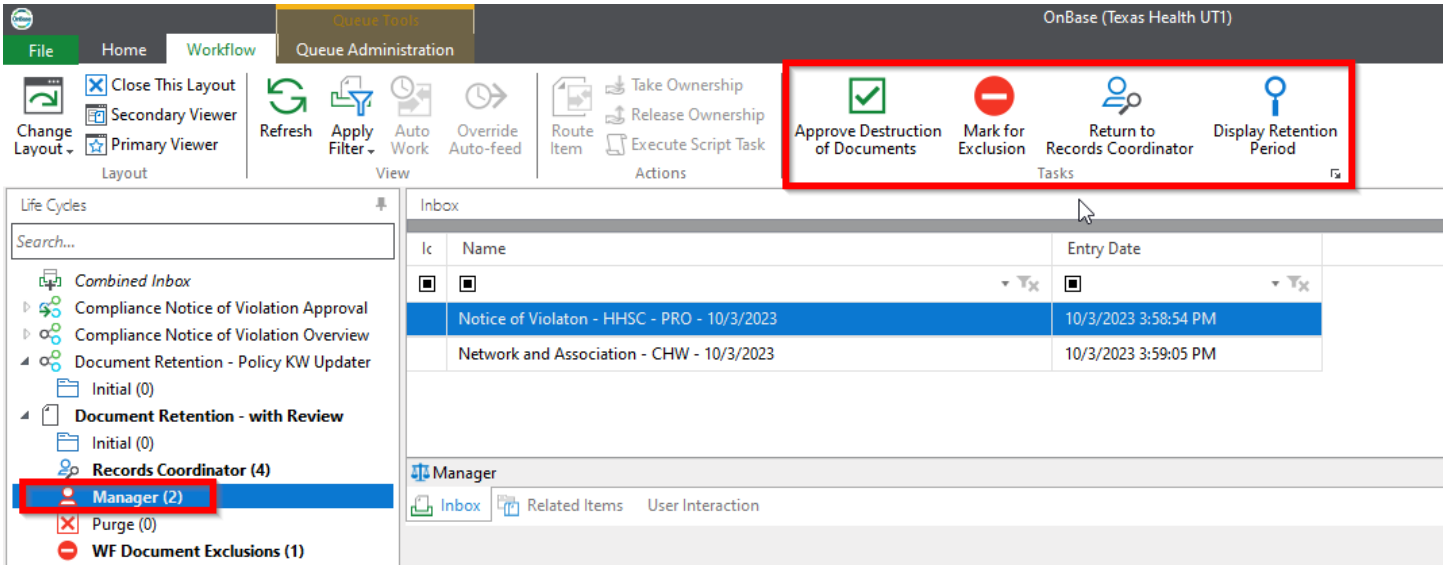


The “Records Coordinator” is the first reviewer of the destruction process. Located on the right is the Inbox in which will list the documents that are ready to be destroyed. The “Records Coordinator” will have the ability to Double Click on the document and view it prior to selecting the Task to perform on the document.

Records Coordinator Tasks

- **Send to Manager**: Clicking on the “Send to Manager” task will apply the “Records Coordinator” Approval to destroy the document and move it to the “Manager” Queue for the next level of Approval.
- **Mark for Exclusion**: This task will mark the document for Exclusion, place a stop on the retention process and move it to the “WF Document Exclusions Queue.”
- **Display Retention Period**: This task will display a message box that will display the Retention Policy for the currently selected document.

Manager Queue



The “Manager” is the second reviewer of the destruction process. Located on the right is the Inbox in which will list the documents that have passed the first level of approval and are ready to be destroyed. The “Manager”

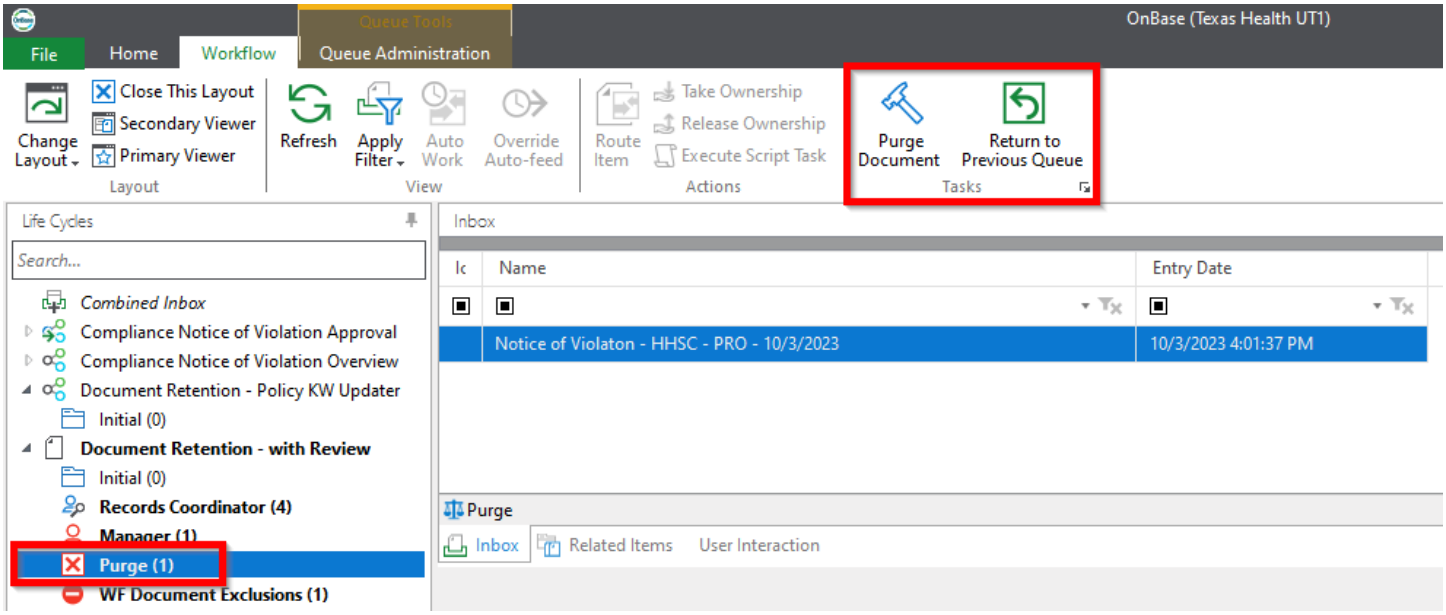
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will have the ability to Double Click on the document and view it prior to selecting the Task to perform on the document.

Manager Tasks

- **Approve Destruction of Documents**: Clicking on the “Approve Destruction of Documents” task will apply the “Managers” Approval to destroy the document and move it to the “Purge” Queue for the next level of Approval.
- **Mark for Exclusion**: This task will mark the document for Exclusion, place a stop on the retention process and move it to the “WF Document Exclusions Queue.”
- **Return to Records Coordinator:** This task will return the selected document to the “Records Coordinator” where the document may require additional review.
- **Display Retention Period**: This task will display a message box that will display the Retention Policy for the currently selected document.

Purge Queue

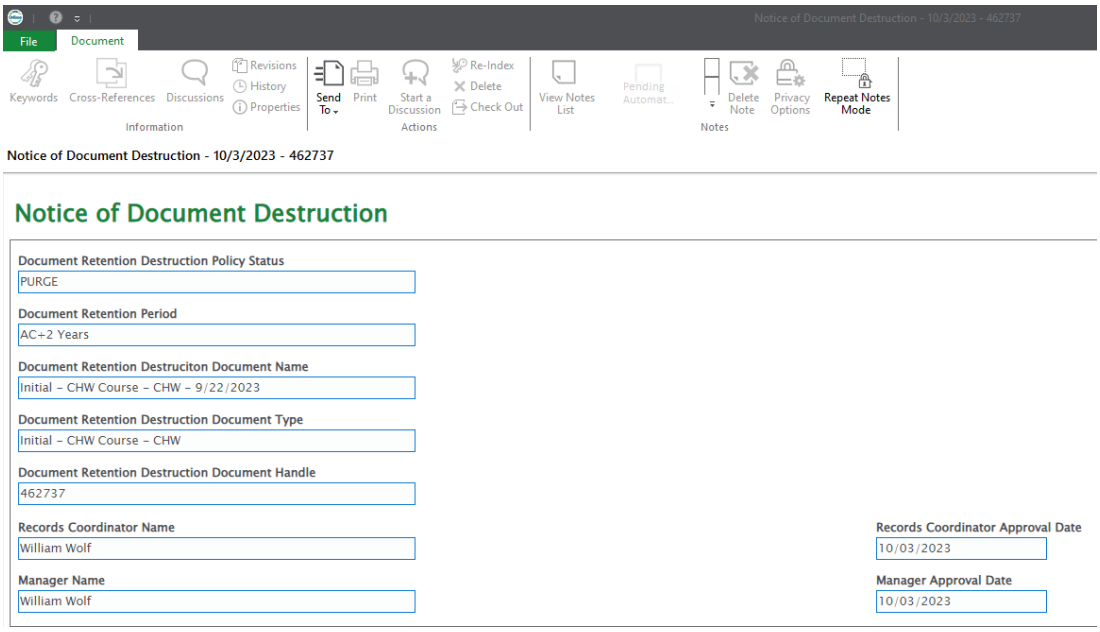


The “Purge” Queue is the last step of the destruction process. Located on the right is the Inbox in which will list the documents that have passed all levels of approval and are ready to be destroyed. Those with access to the “Purge” Queue will have the ability to Double Click on the document and view it prior to selecting the Task to perform on the document.

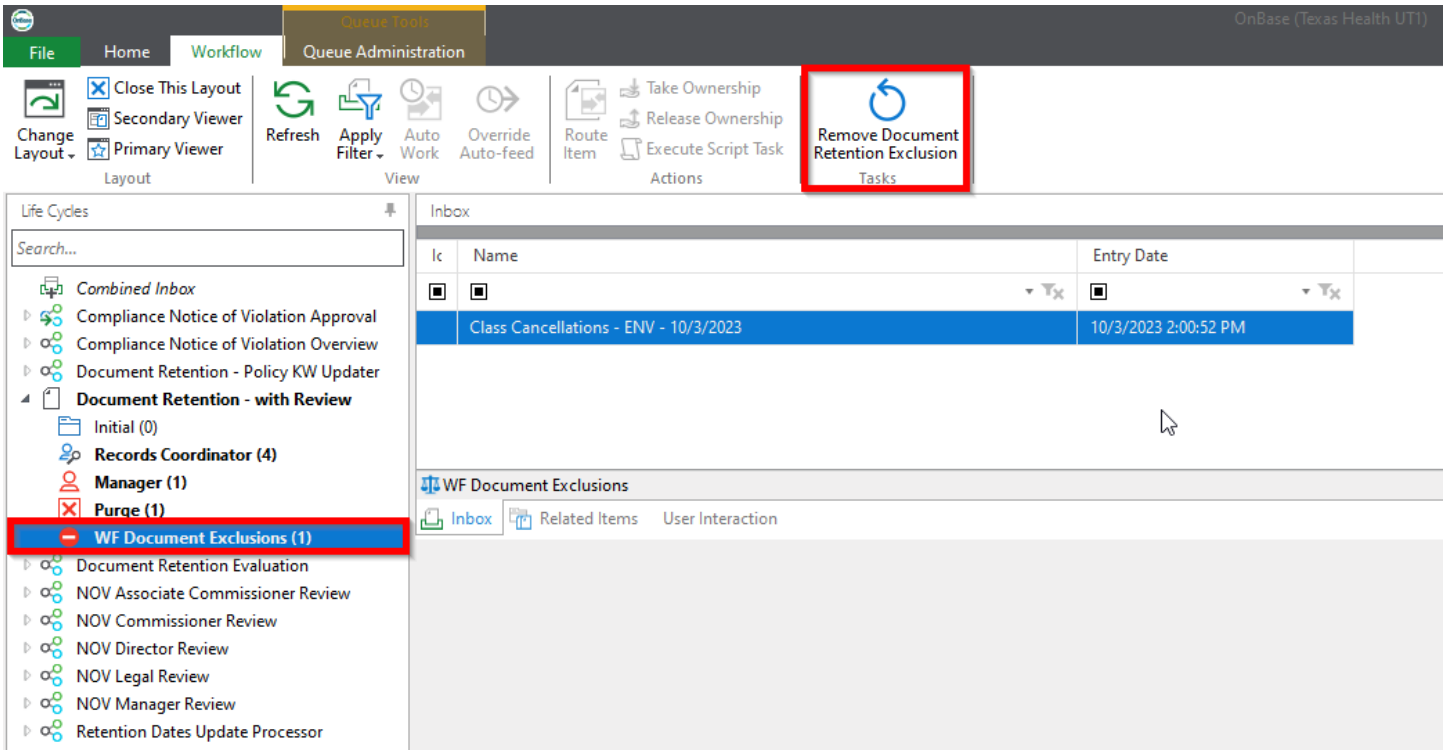
Purge Tasks

- **Purge Document**: Clicking on the “Purge Document” task, will PERMANENTLY delete the document from the system. Once the button has been clicked, the system will delete the document and create a “Notice of Destruction Form”. A sample of the form is shown below.
- **Return to Previous Queue:** This task will return the selected document to the “Manager” Queue where the document may require additional review.

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WF Document Exclusions Queue



The “WF Document Exclusions” Queue is specifically for documents that have been marked for exclusion via the Workflow Process. Documents marked for exclusion will remain in this Queue until it is Removed.

WF Document Exclusions Tasks

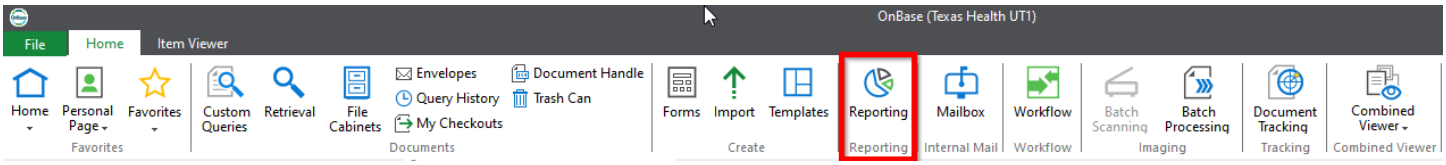
- **Remove Document Retention Exclusion**: Clicking this task will remove the selected document from exclusion and send it back to the “Records Coordinator” Queue for review.

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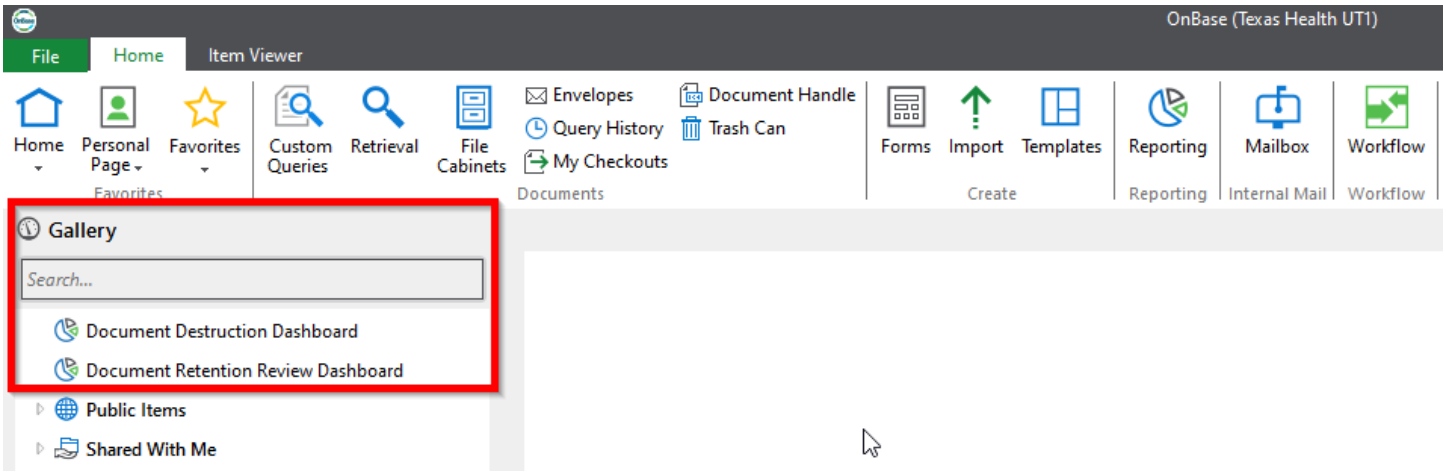
Reporting

Accessing Reporting Dashboards

Users with appropriate access will be able to access Reporting Dashboards.



Users can access reporting Dashboards by navigating to and Clicking on the Reporting Button in the Unity Client Ribbon.

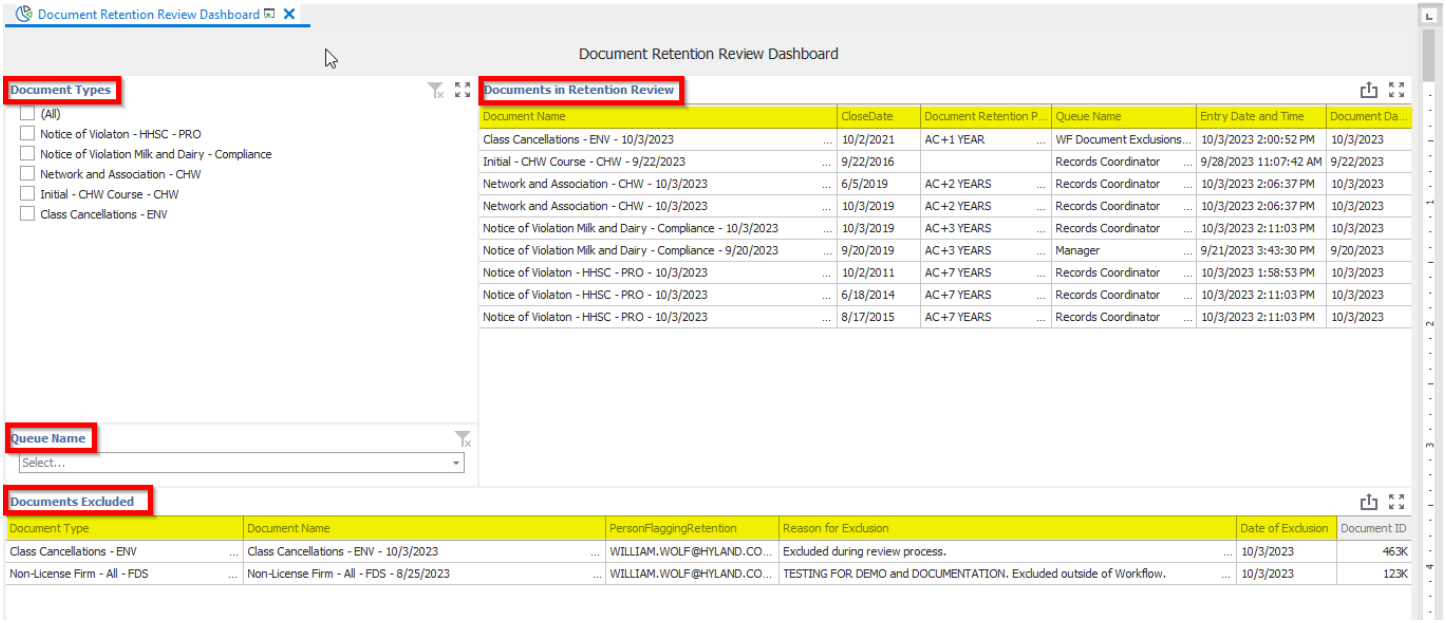


Reporting Dashboards will be located on the left side of your screen under the Gallery. Upon clicking a selected it will launch on the Unity Client Screen.

Please note, that it may take a few seconds to return the reports depending on the amount of data that will be displayed.

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Document Retention Review Dashboard



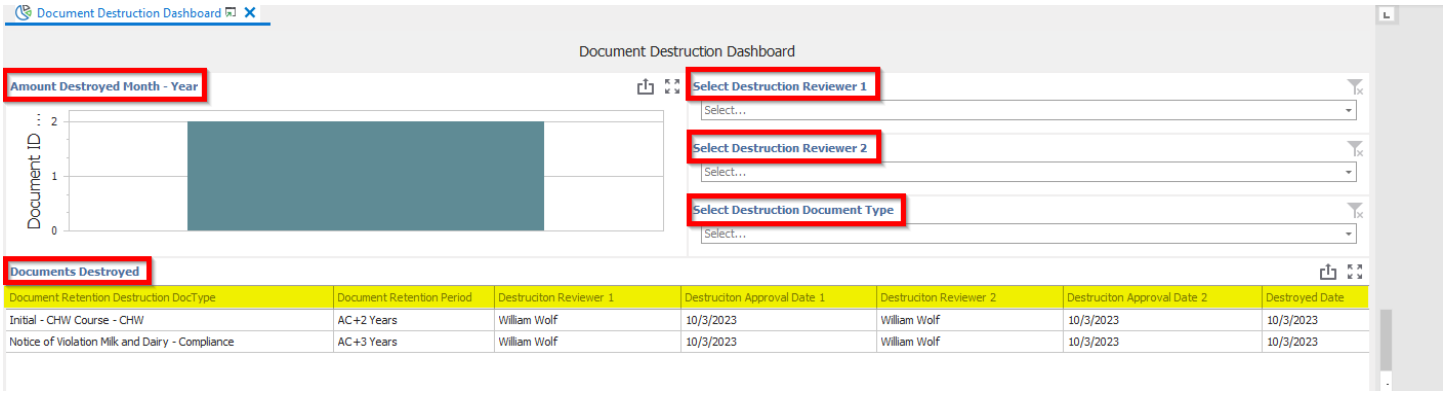
With the Document Retention Review Dashboard, you will see 4 functional areas.

- **Document Types**: This is a filter list in the upper left corner that is used to show all the different Document Types that are on the Right in “Documents in Retention Review”. With this filter, you can check the boxes to narrow down the display to which Document Types you would like to see on the Right.
- **Queue Name**: Located Below the “Document Types” Filter, is another Filter that will allow you to narrow down the list of which “Queue” Documents are in with in the Review Process.
- **Documents in Retention Review**: Located in the top right, you will see a list of Documents that are currently within the Review Process. Here you will be ablet to see the Document Name, Close Date (AKA Trigger Date), Document Retention Period, Queue Name, Entry Date and Time (When it entered that Queue) and Document Date (Date the Document came into OnBase).
- **Documents Excluded**: Located at the bottom of the Reporting Dashboard, you will see Documents Excluded. This portion will show all Documents that are currently being excluded from the retention process along with their Reason for Exclusion.

Note: You can Double Click and Open documents from within **Documents Excluded** and from **Documents in Retention Review**.

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Document Destruction Dashboard



With the Document Retention Review Dashboard, you will see 5 functional areas.

- **Amount Destroyed Month-Year:** Located in the upper left corner, you will see “Amount Destroyed Month-Year”. This is a bar graph that will display the number of documents that have met the retention policy and have been destroyed.
- **Documents Destroyed:** Located at the bottom, you will see “Documents Destroyed”. This portion of the Reporting Dashboard will show a list of all documents that have been destroyed. Along with the document, you will see information related to who approved the destruction and the date it was approved, followed by the day it was destroyed by the system.
- **Select Destruction Reviewer 1:** Located in the upper right corner, you see Filter called “Select Destruction Reviewer 1”. You can use this filter to narrow down the list of “Documents Destroyed” by selecting a user who was the first destruction reviewer.
- **Select Destruction Reviewer 2:** Located in the upper right corner, you see Filter called “Select Destruction Reviewer 2”. You can use this filter to narrow down the list of “Documents Destroyed” by selecting a user who was the second destruction reviewer.
- **Select Destruction Document Type:** Located in the upper right corner, you see Filter called “Select Destruction Document Type”. You can use this filter to narrow down the list of “Documents Destroyed” by selecting a certain Document Type.

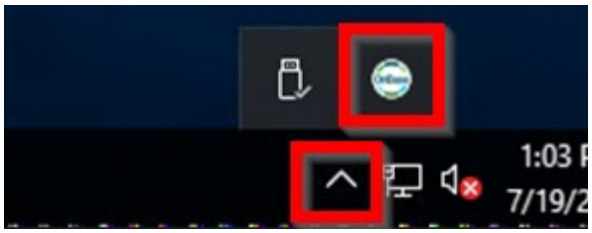
Note: You can use multiple filters to narrow down your search even further.

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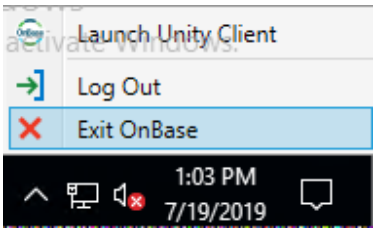
Exiting OnBase

When you are finished using OnBase, it can be closed from the system tray.

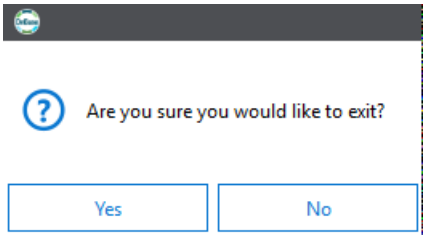
1. Close the Unity Client window.
2. Click the up arrow and right click on the Unity Client icon on the task bar. This will open a menu.



3. From the menu, select Exit OnBase.



4. Click Yes.



Additional Information

Time permitting, we will cover the following:

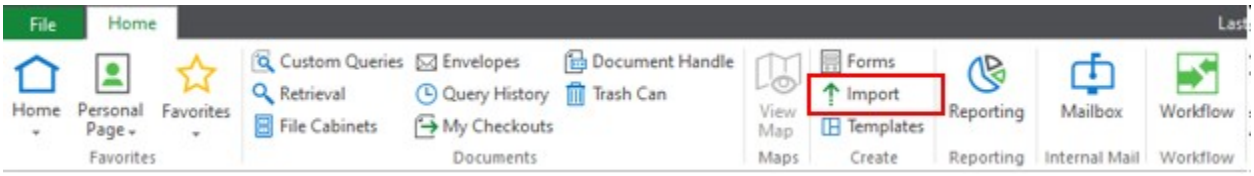
Import

Import a Document

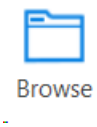
An individual document can be imported via the Import option. If a batch of documents are to be ingested, the batch scan scanning/sweep process is more efficient for your workload. If the business process dictates the uploading of outlook emails and attachments on a regular basis, talk to your admin about using the OnBase Outlook Addin for the most efficient process.

1. Click the Import button on the ribbon.

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2. Click Browse.

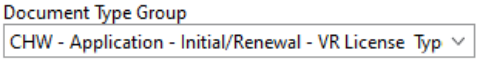


NOTE: If the Document Type is already selected the documents may be filtered by the previous document types File Type. If uploading multiple documents, clicking cancel between documents can reset the file format from the last document. If multiple documents are being uploaded, they can be dragged and dropped into the preview within for indexing one after another. Multiple documents cannot be selected in the browse menu.

3. Select a document. The image appears in the Preview window.
4. Index the document with information such as Document Type Group, Document Type, and any necessary Keywords. Include the CLOSE DATE if known to aid in document retention.

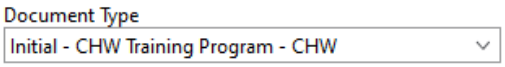
- **Document Type Group**

  Select a Document Type Group from the Document Type Group drop-down list to filter the Document Types available in the Document Type drop-down select list.



- **Document Type**

  Select a Document Type from the Document Type drop-down list. A Document Type must be selected before the document can be uploaded into OnBase. The default file type and Keyword Types for that Document Type are displayed.



- **File Type**

  The File Type drop-down list shows the default file type (file format) for the Document Type. Users can select any File Type from the drop-down select list. This will be assigned automatically but can be overridden is needed.



- **Document Date**

  Assign the Document Date. The Document Date is used when document search and retrieval is based on date, such as the date search limits displayed in the lower-left corner of

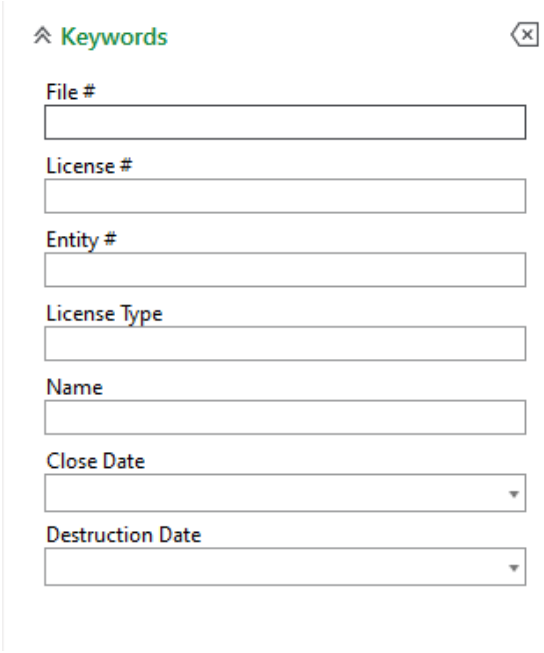
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the standard Document Retrieval dialog box.



- **Keywords**

  Enter the Keyword Values for the document into the Keyword Type fields.



5. Click Import when finished.



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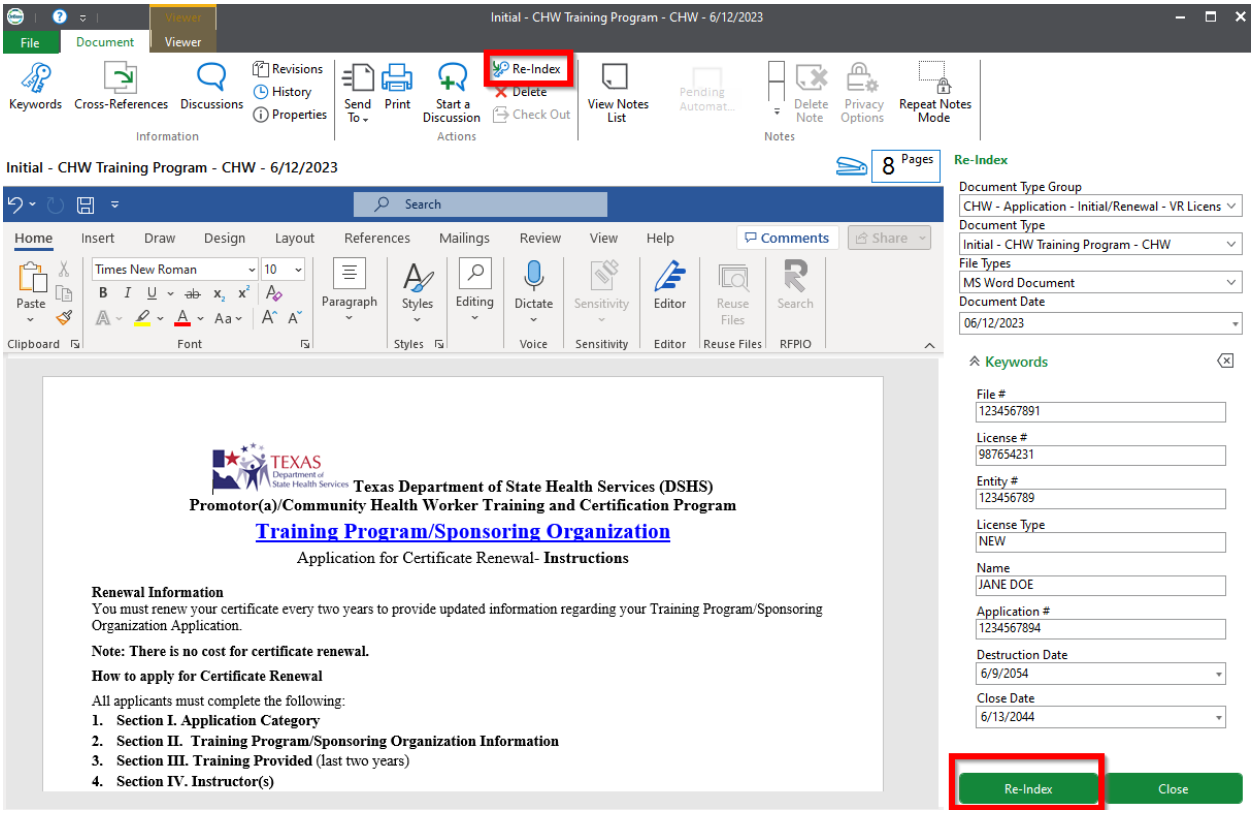
Re-Indexing

Once a document is indexed, it is possible to Re-Index a document to modify information associated with document. You can update, add, or delete keywords.

1. In order to re-index, first search for the document to open it in the viewer.
2. Click the Home tab, then click



3. In the Document Types and Groups section, select the document type.
4. Enter some search criteria in the Keywords and Date Range section. Click find.
5. This will display the document in the Search Results section.
6. Open the document first and then select the Re-Index button in the Actions group on the tool bar.
    - This will display the Re-Index panel on the right of the screen.
7. From here you can change the Document Type and update the Keywords. When you are finished, click **Re-Index** to accept the updated entries.

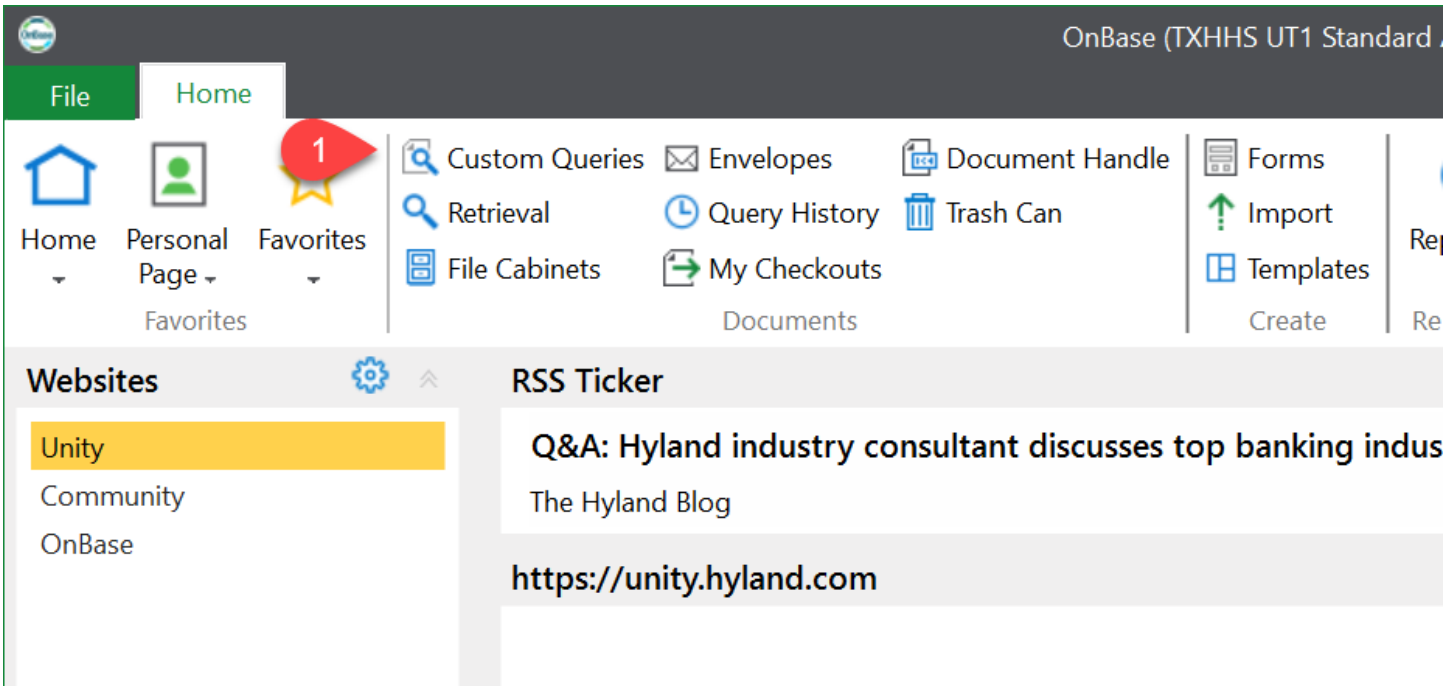


Personal Page Customization

The OnBase Unity Client has a section called the Personal Page where you add your most used features all together.

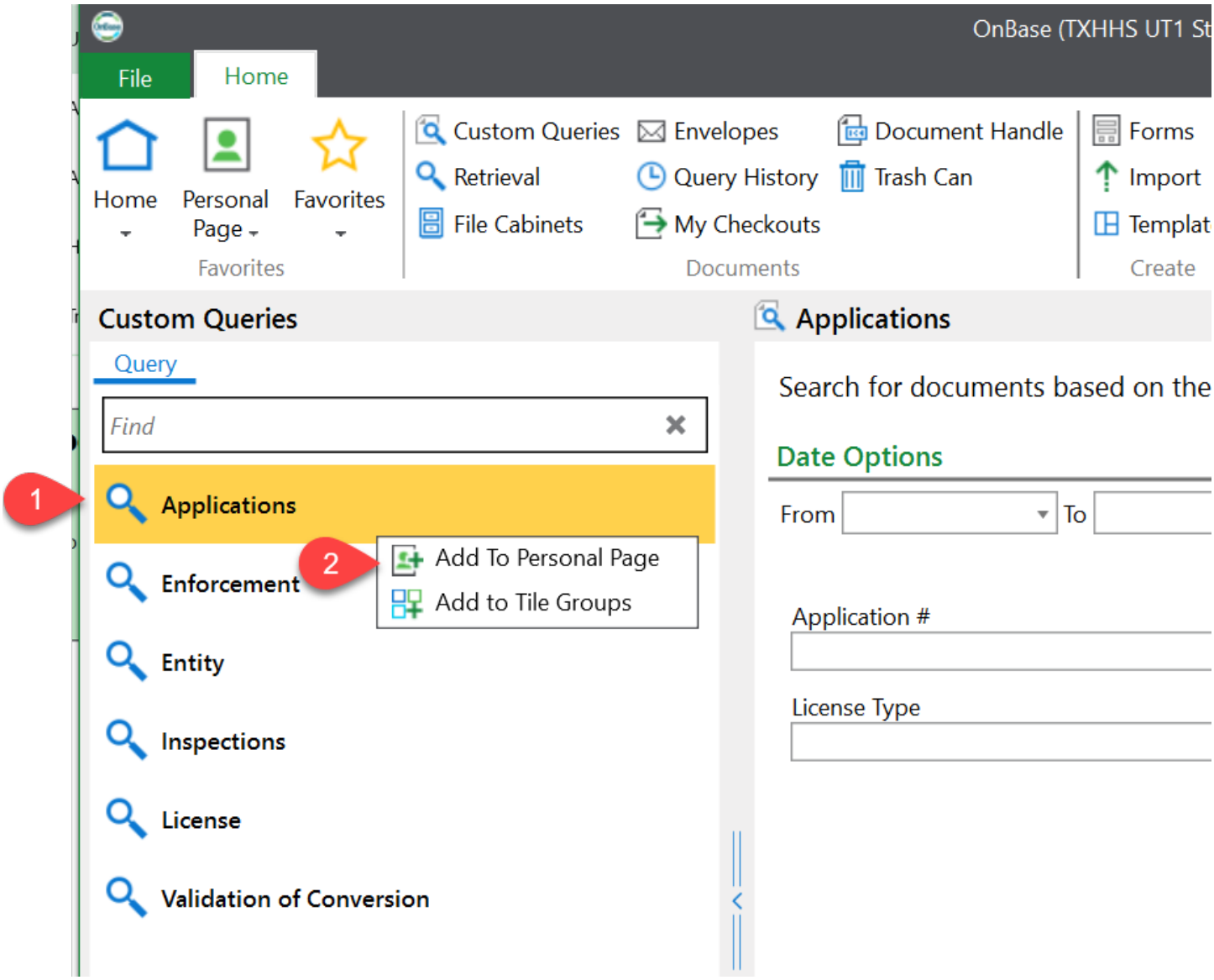
1. Navigate to the Feature to add to the personal page. We will use the Applications Custom Query in this example but there are many other options are available.
2. Click on Custom Queries in the Home Ribbon

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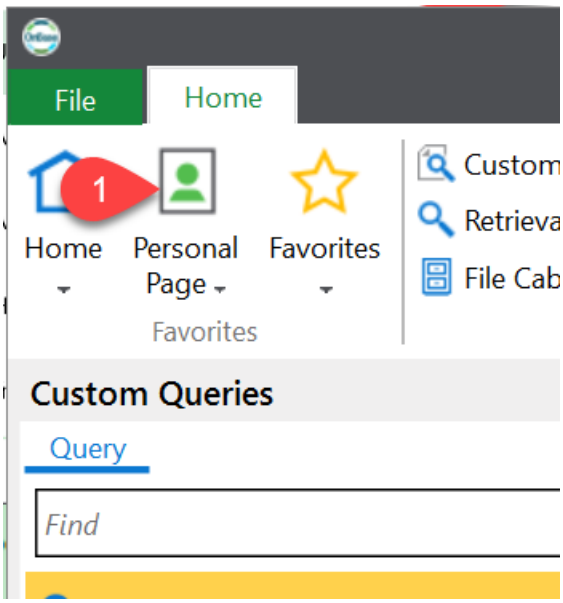


3. Right Click on the document **Custom Query** icon with a document and a magnifying glass
4. Click on **Add to Personal Page**

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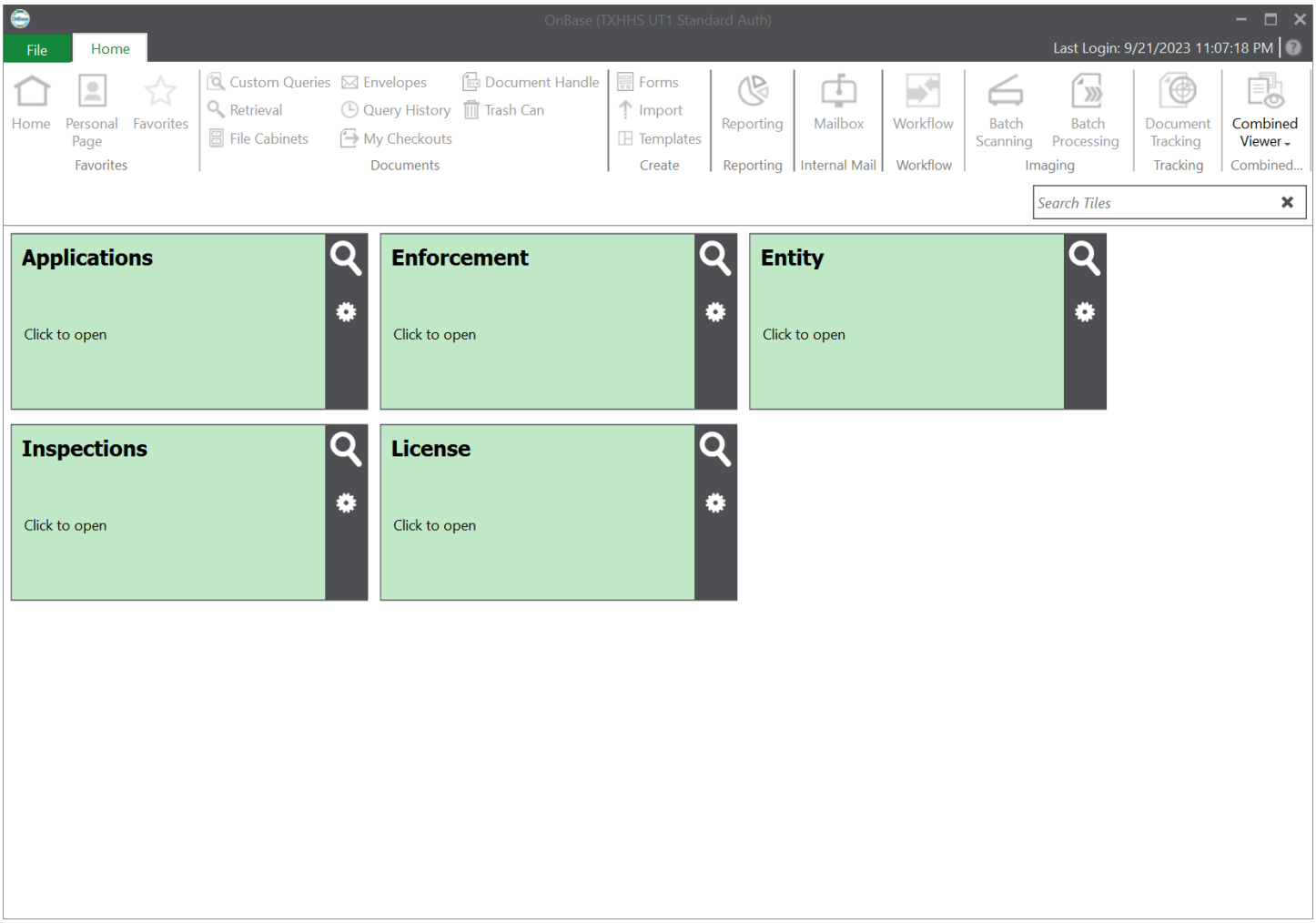


5. Click on Personal Page



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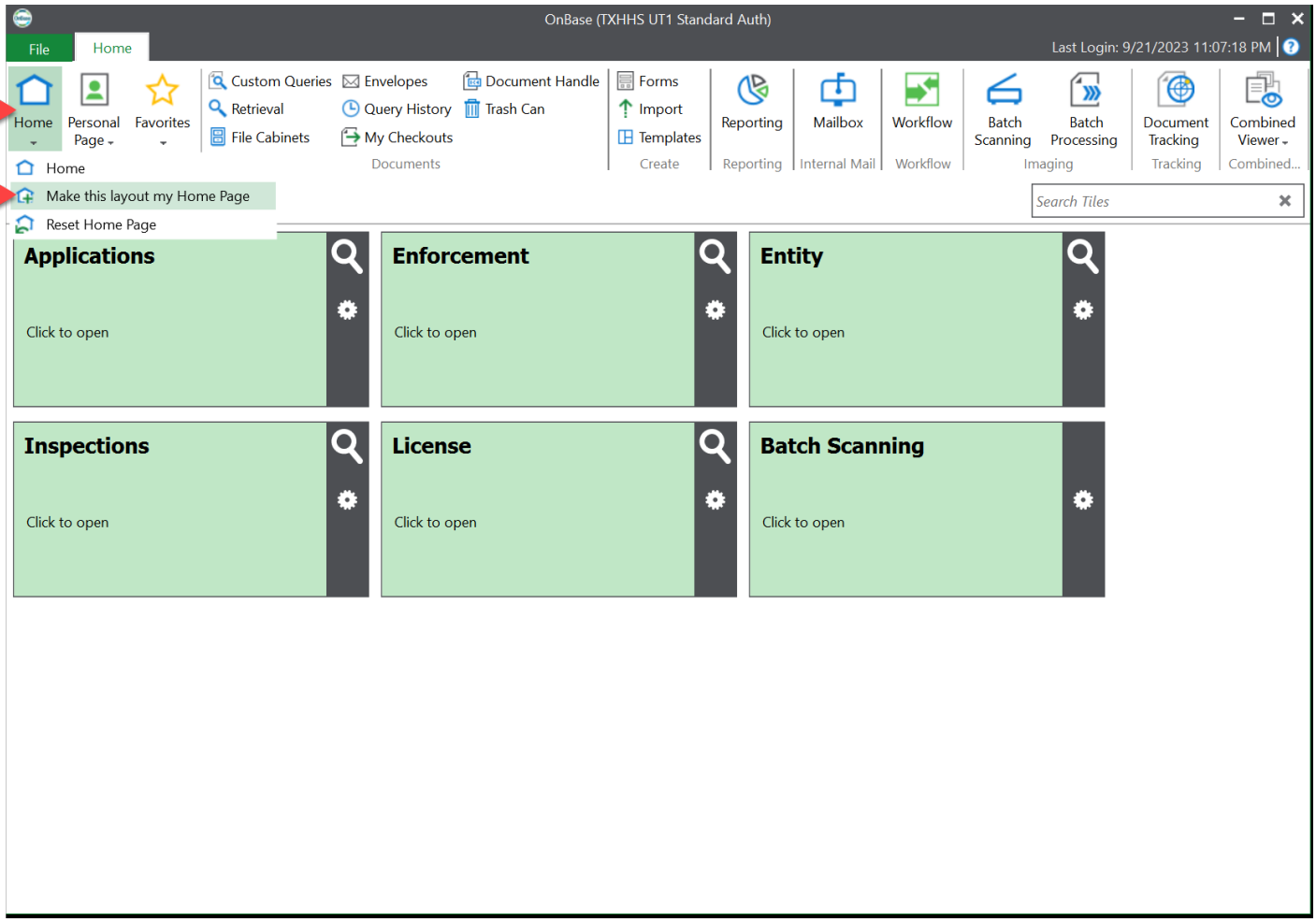
6. Notice the new Applications Tile



The Personal Page can become your new homepage within Unity

1. Click the down arrow under personal page
2. Select **Make this layout my Home Page**

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Document Control

Subject Matter	Texas Public Health OnBase User Training Guide
Client	Texas Public Health
Department	Texas Public Health
Last Updated	10/6/2023
Current Version	1.1
Author	Hyland Global Services

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