IDENTIFI USER GUIDE

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Copyright Information and Changes

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Introduction

Identifi

Identifi is a suite of software modules allowing the storage and retrieval of document images. Additionally, documents can be tracked for expiration, retention and compliance.

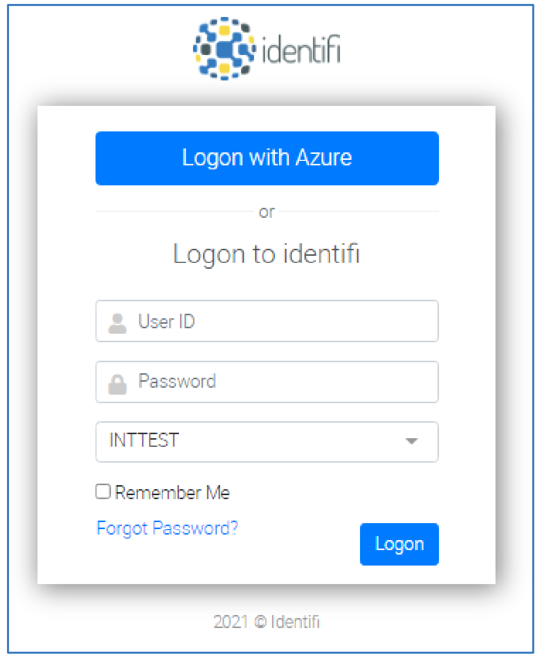
Logging in to Identifi

Log into Identifi by double-clicking the Identifi shortcut located on the desktop or by entering the installation's address into a browser page (http://[*servername*]/identifi.net).

The User will be prompted to enter their credentials. The password is case-sensitive. If the User ID and password are not accepted, or the User does not have a User ID assigned, please contact the Identifi administrator.

If Identifi is configured to use the customer's Active Directory (AD), then the logon is seamless. The User will not be prompted to enter the logon credentials.

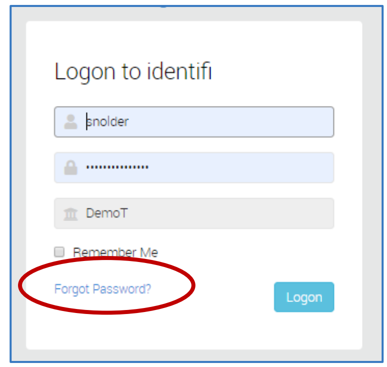
If the installation has been configured for **Single Sign-On** with Azure or Okta, the button to Logon with those credentials will present along with or instead of the Identifi User ID and Password.



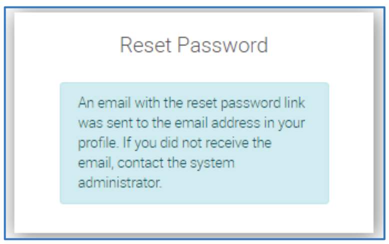
Forgot Password

The Forgot Password link is only available if AD is not being used, as passwords will not be updated automatically. However, if AD is being used on the installation, passwords are automatically changed when the User changes their network password.

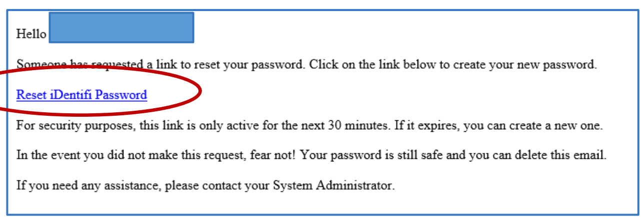
It is suggested that Users change their password at least every 60-90 days. Password Expiration is set at the installation level.



1. From the login screen, click the “Forgot Password” link.
2. The following message will be displayed:



3. User will receive an email with a link to reset the password.


Hello

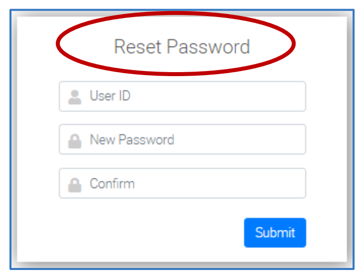
Someone has requested a link to reset your password. Click on the link below to create your new password.

Reset iDentifi Password

For security purposes, this link is only active for the next 30 minutes. If it expires, you can create a new one.

In the event you did not make this request, fear not! Your password is still safe and you can delete this email.

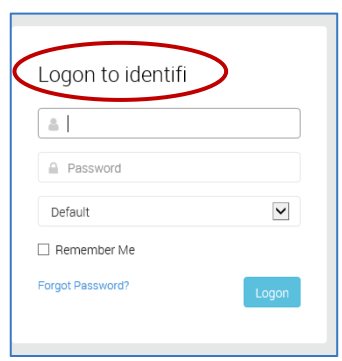
If you need any assistance, please contact your System Administrator.



Clicking the link will open a dialog box, allowing the User to select a new password.

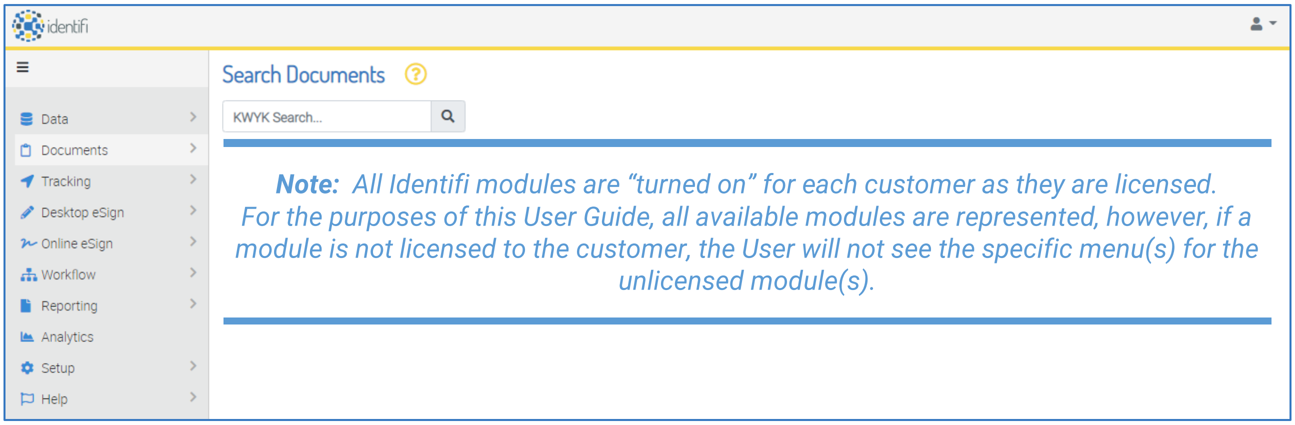
Note: Business rules for strong passwords require that a password be ***at least 12 characters, contain an uppercase and lowercase character, a digit or special character and no spaces***.

4. After confirming the new password, User will be directed to the Identifi login screen.

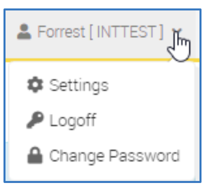


Main Page and Navigation

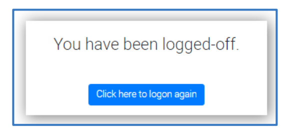
Once the User is logged in, the Document Search screen will be displayed.



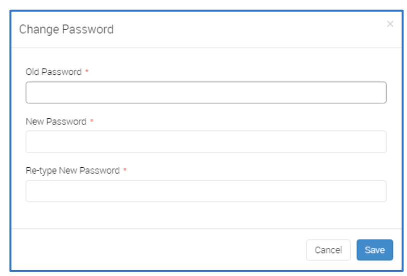
The left side bar contains a menu of sections in Identifi. Based on licensing and the User's assigned Roles, the menu will only show the sections to which the User has access.



The upper right corner contains a drop-down menu:

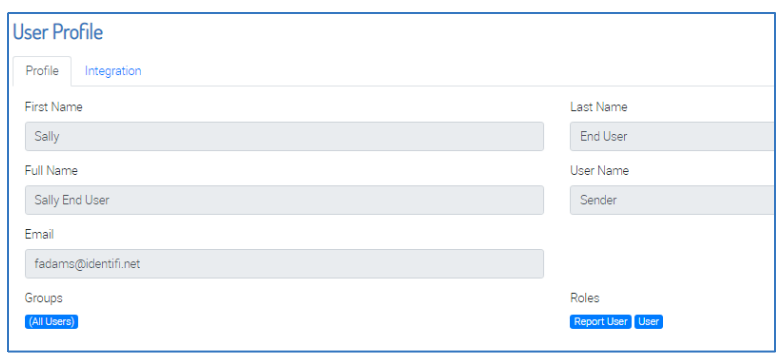


- To exit the system, use the drop-down menu at the top right, next to User Name, and select ***Logoff***.

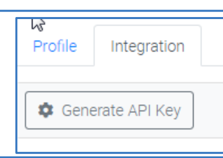


- Select ***Change Password*** to initiate a password change.

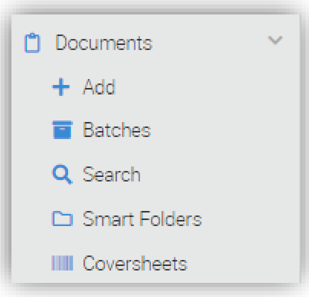
- Select ***Settings*** to view user details.



  - ***Profile* Tab: (*Settings*)** Details of the User Profile include Profile information for that User as well as any Role(s) assigned to the User and any Group(s) to which they have been added.
  - ***Integration* Tab:** Used on installations with custom configuration where Identifi calls to the API. For details on this, see your administrator.



Documents

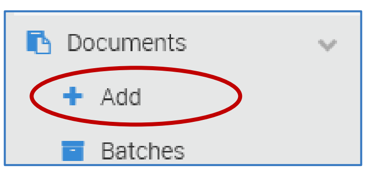


Adding Documents to the Archive

Documents are added to the archive through scanning or importing. The following features will be covered here:

1. +Add
2. Scan Client
3. Uplink

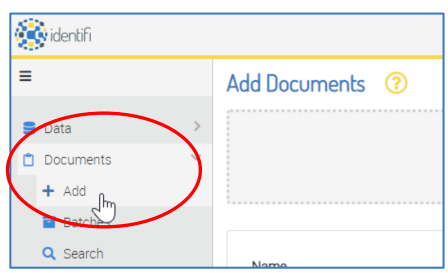
Add



Allows the User to add electronic documents to the archive using “Drag and Drop” or browsing for files on the computer.

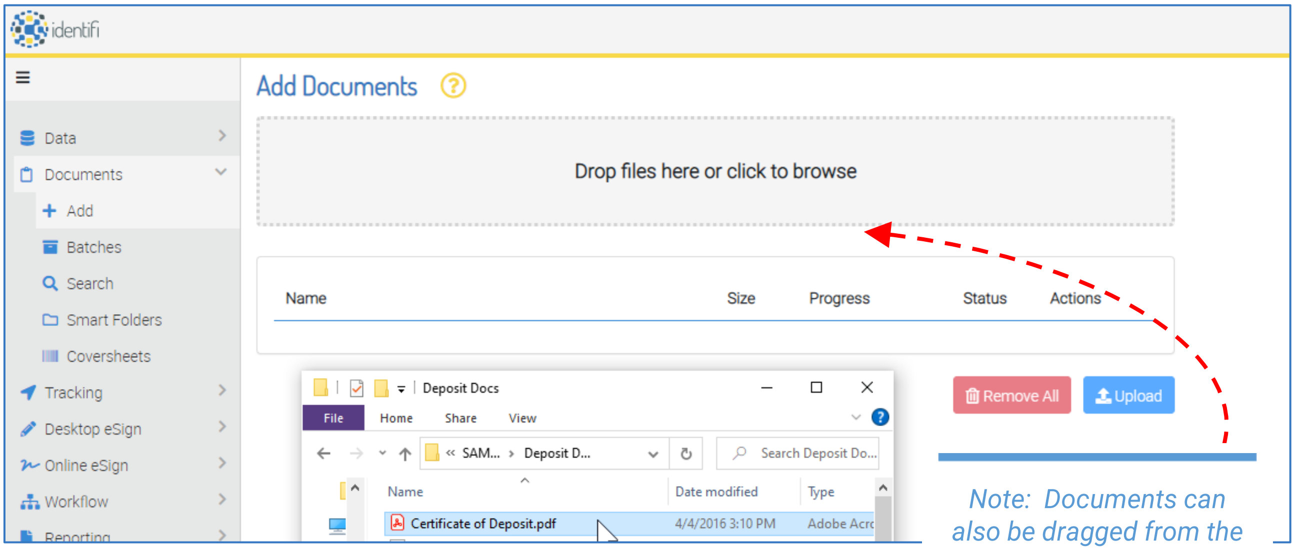
Drag and Drop

Click on “Documents - +Add” from the left menu bar.



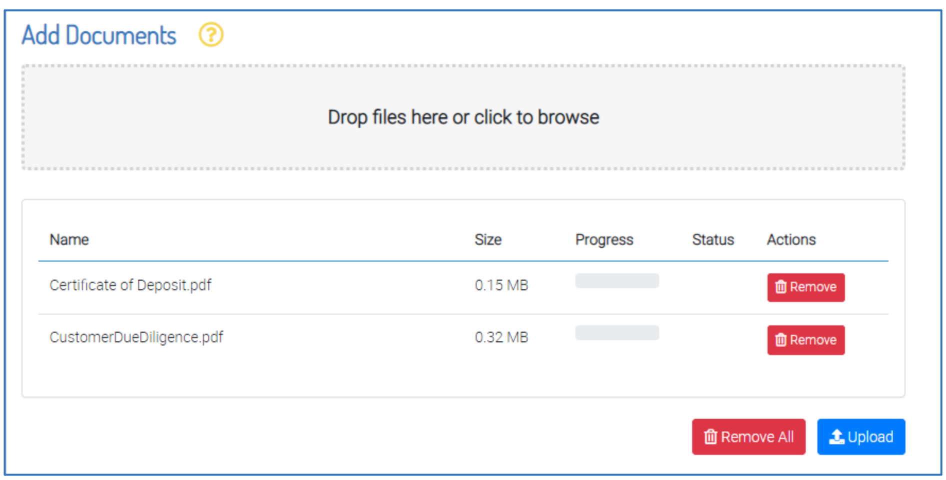
1. Open Windows Explorer on the computer and locate the file(s) you wish to upload.

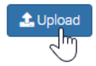
2. Highlight and select the file(s) and "drag" the file(s) from the Explorer window into the "Add Documents" box.



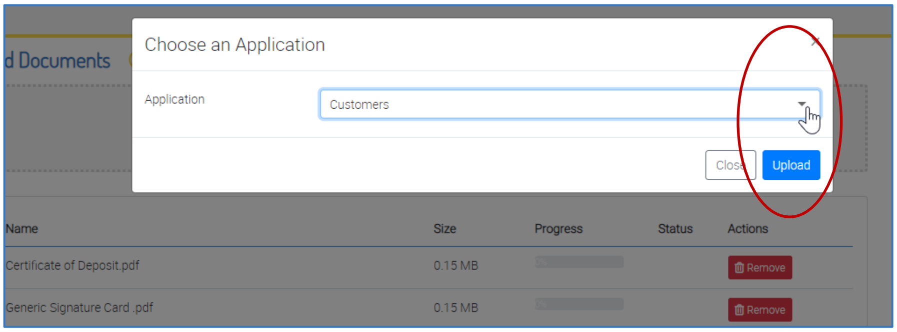
Note: Documents can also be dragged from the Desktop or from an email.

3. The selected files will be added to the queue.



4. Click the “Upload” button. 

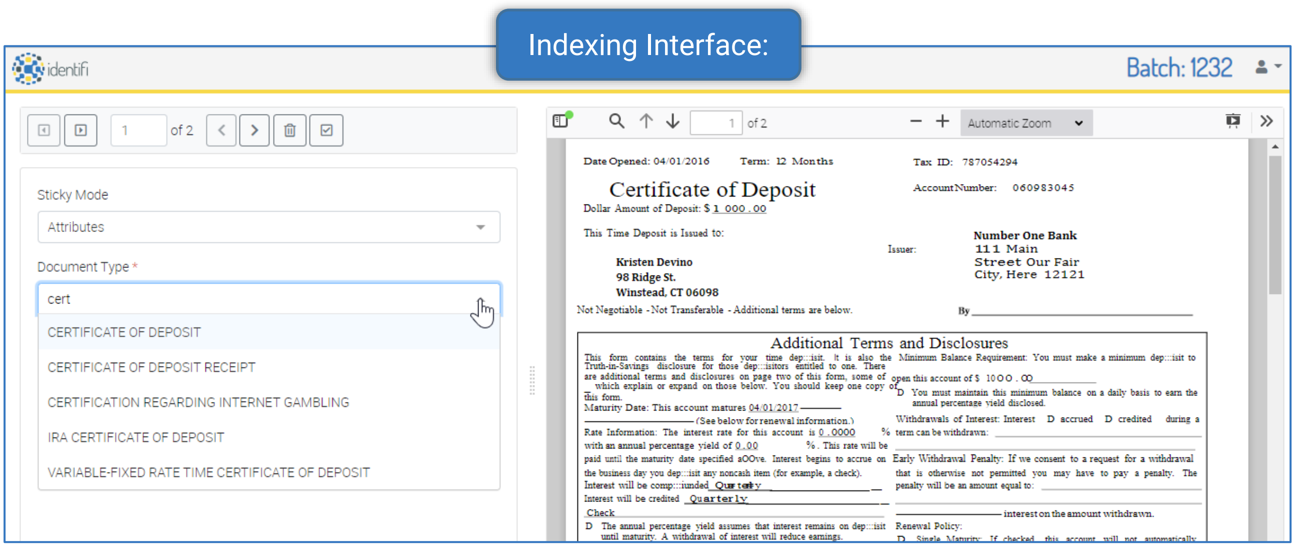
5. A dialog box will prompt the User to Choose an Application from the drop-down.
   Note: All documents being added must belong to the same Application.



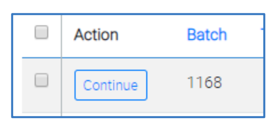
An *Application* is a category of Document Types.

For example: The Document Type “Photo ID” may belong to the Customer Application, and “Invoice” may belong to the Vendor Application.

6. Select the appropriate application and click “Upload” to launch the ***Indexing Interface***, allowing the User to enter attribute values for indexing. For details on the indexing process, see [Navigating the Batch](#).



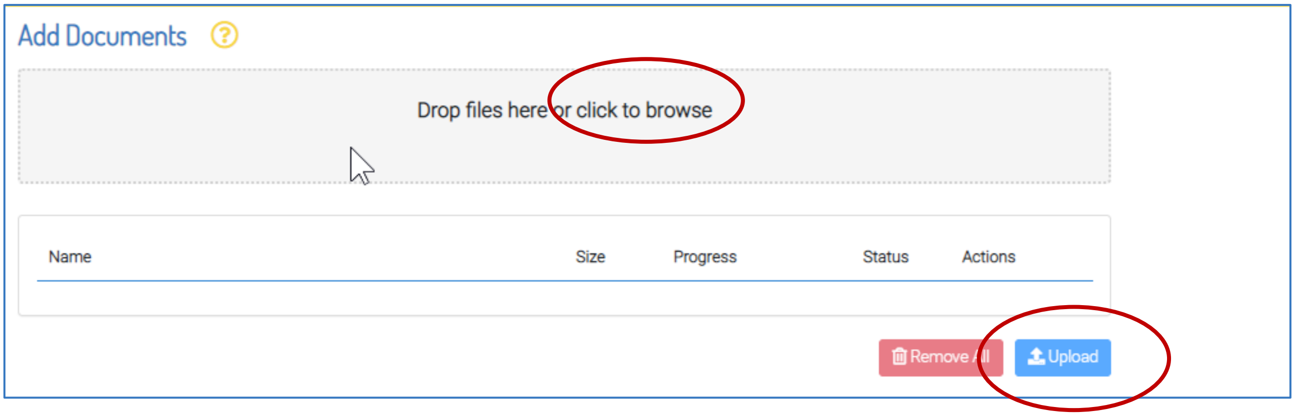
Note: *Clicking the browser’s “Back” button will exit the Indexing Interface, and the batch of documents will be saved in the Batches queue to be indexed at a later time and will display the Action “Continue.”)*



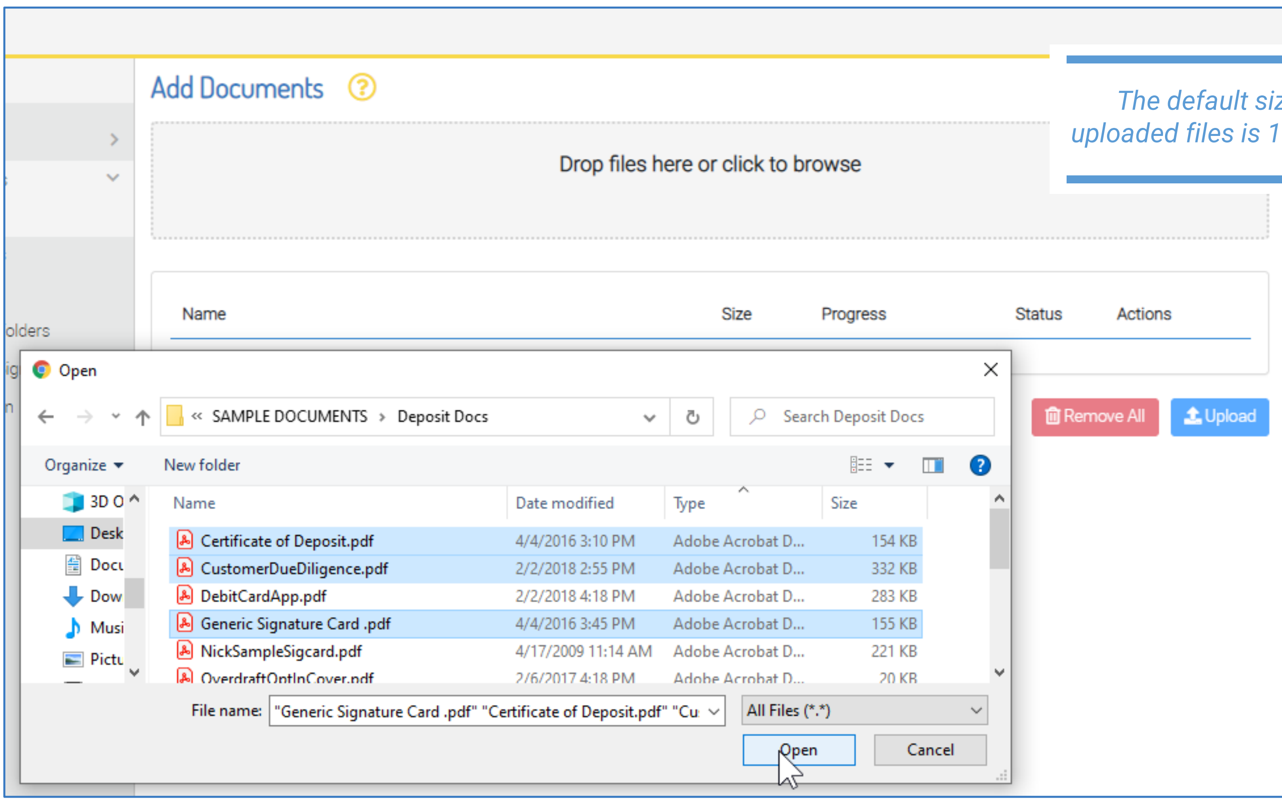
The batch will be saved and can be accessed at a later time from the Batch queue. (See [Indexing a Batch](#).)

Browse

1. Clicking inside the box ("***Drop files here or click to browse***") will open up a Windows Explorer window from the computer.



2. Locate the documents you wish to add and double click the file, or multi-select files and click "Open" at the bottom right of the window, to add selected files to the queue.



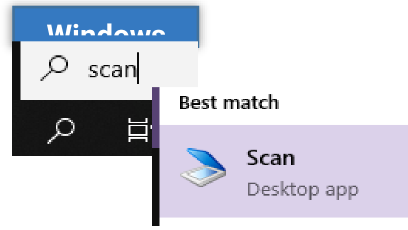
The default size limit for uploaded files is 100MB per file.

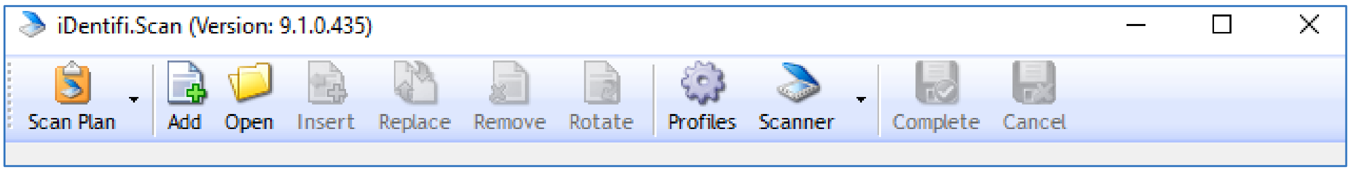
Follow instructions for "Drag and Drop" listed above, beginning with [Step 5.](#)

Scan Client

1. From the Windows Start Menu ( ) select the Program **Scan** to launch the Scan Client.

   (***Note:*** *The first time the Scan Client is launched the User may be prompted to "Run" the program.)*

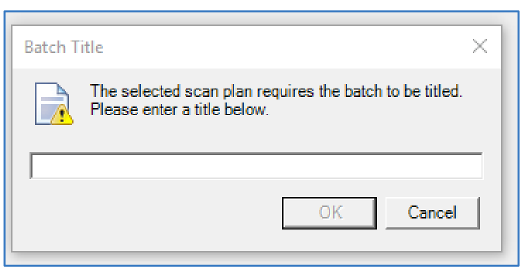




2. Choose the ***Scan Plan*** to direct the documents to the appropriate Application. All documents in a batch must belong to the same Application. (**Note**: ***Only those Scan Plans with no assigned security or those to which the User has been given Permissions will appear in the list of available Scan Plans).***

__Scan Plans__ direct the documents being added to the appropriate Application in the system.

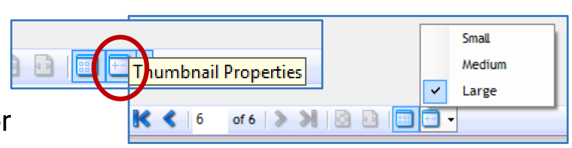
3. Place documents in the scanner.
4. Click "**Add**."
5. Enter a Batch Title if requested.



A __Batch Title__ is a temporary title given to the batch of documents being scanned and helps to easily identify the batch in the queue for indexing.

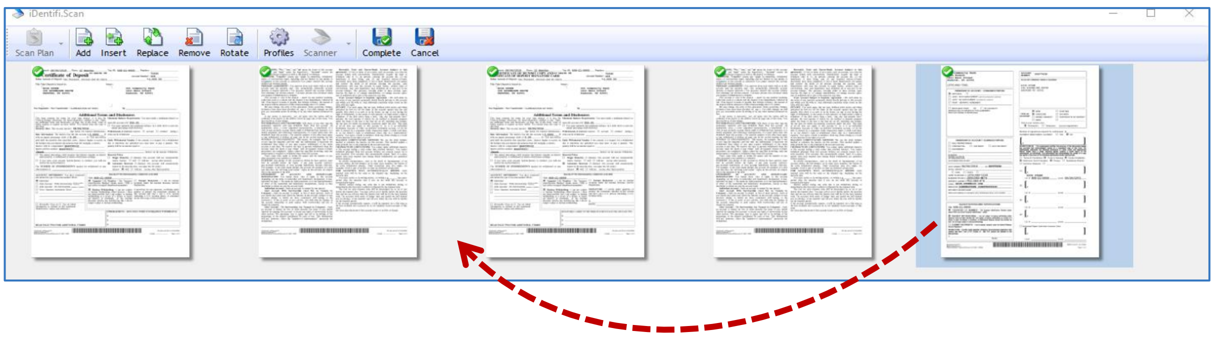
Once a batch has been indexed, the title is no longer available in the batch queue and is not retained in the system.

6. Review scanned images within the Scan Client window by navigating pages or by launching thumbnail view (click the Thumbnail button from the bottom menu, press the spacebar on the keyboard or double-click the image).
7. Selecting the **Thumbnail Properties** icon to the right of the Thumbnails icon will allow the User to view the images as Small, Medium and Large by clicking the icon or selecting the choice from the dropdown menu.



8. Before completing the batch for indexing, users have the opportunity to:

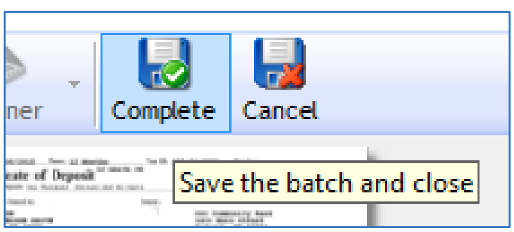
    - "**Add**" additional images to end of the batch
    - **"Open"** add electronically-stored documents to the batch
    - "**Insert**" new scanned image(s) in *front* of a selected image
    - "**Replace**" the selected image
    - "**Remove**" selected image(s), and
    - "**Rotate**" selected image(s). (***Note**: each click of the mouse will rotate the selected image(s) 90 degrees)***.

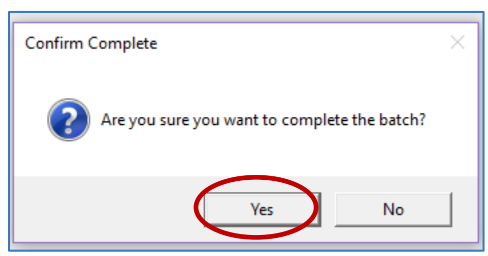


Documents or pages within a batch can also be re-ordered by dragging and dropping.

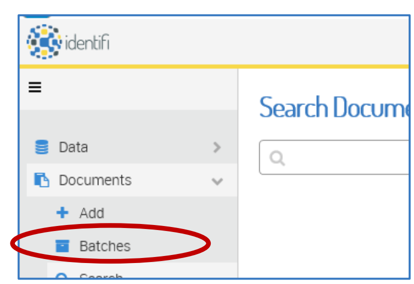
Note: *To select multiple pages, use the "Shift" or "Control" keys on the keyboard and click the pages to which the action will apply. Holding down the "Shift" key while selecting pages will allow the User to select consecutive pages; Holding down the "Control" key allows the User to select non-consecutive pages.*

9. When satisfied, click on "***Complete***", then select "***Yes***" to save the batch.





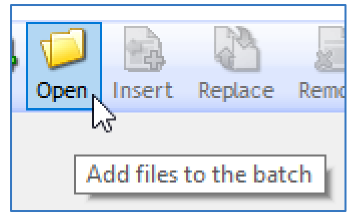
Once saved, the batch will be available for retrieval and indexing from the "Batches" menu, located under "Documents" in Identifi.



Importing Electronic Images Using the Scan Client

Users may also use the Scan Client to add electronically-stored images to the archive.

1. Follow steps 1 and 2 above.
2. Select the **"Open"** button from the Scan Client menu. A Windows Explorer window will open, allowing the User to navigate to, and select, the file(s) to be imported. Enter a Batch Title if prompted.
3. Follow steps 4 through 7 above.



Uplink

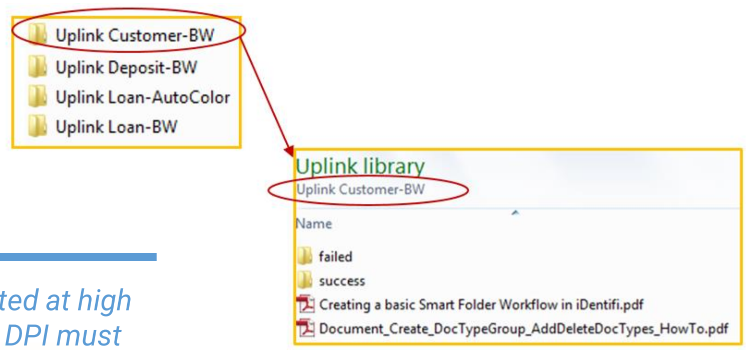
Uplink is a separately-licensed module. To add Uplink to your Identifi installation, contact Identifi Sales.

Uplink allows users to scan documents to specific folders on a network scanner and those documents are automatically brought into Batches for indexing.

Scanning with Uplink

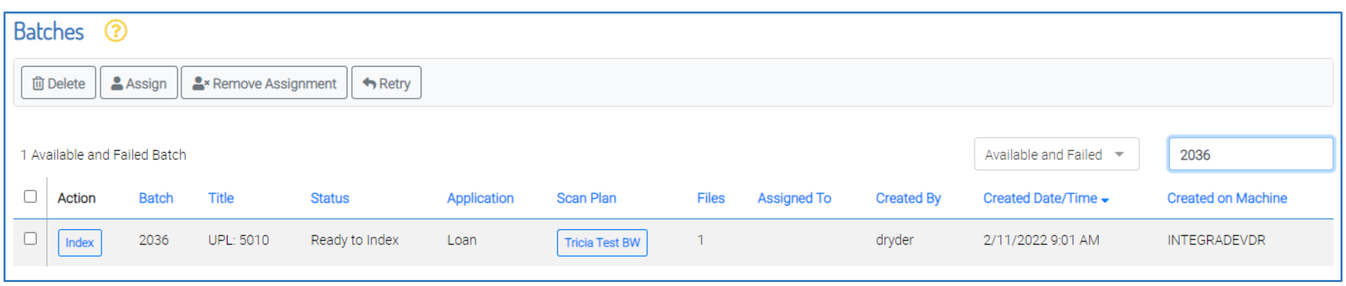
Users will select the folder using the interface of the multifunction printer or through the desktop software associated with the scanner.

Folders are associated with, and function like, Scan Plans, directing the document images to the appropriate Application within Identifi.



For Best Results: *Documents should be printed at high resolution (laser vs. inkjet) and the scanner's DPI must be set at a minimum of 200. 300 DPI is recommended.*

Once those documents have been scanned, the Uplink service sweeps whatever is in the folder out and into the Batch queue for indexing.



Using the Uplink Cover Sheet will populate the "***Created By***" column so that Users can easily locate their scanned batches. **Note**: Without a cover sheet, the batch with show Created By "**UplinkUser**". See Using Barcode Cover Sheets and Separator Sheets for details.

Clicking on "Index" will assign the batch to the User and will populate the "***Assigned To***" column. See Batches for instructions on the indexing process.

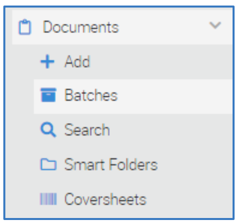
Using Uplink Without a Scanner

Dragging or copying PDFs to the Uplink folder on the network drive will also allow the documents to be swept into batches for indexing. Each PDF will appear as individual batches, so using cover sheets and separators would require that they are part of the PDF itself. **Note:** Rights to the folders on the network are required.

Retrieval of Uplink Documents

Documents scanned into Identifi through Uplink are retrievable like all other stored documents- through *Documents Search*. For details on searching, see Document Search.

Using Barcode Cover Sheets and Separator Sheets



Barcode Cover Sheets and Separator Sheets are found in the main menu under *Coversheets*, found under *Documents*. These can be printed or saved as a PDF and reused with Uplink and Scan Client batches.

For information on viewing and printing cover sheets, click here.

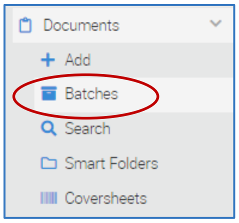
*The minimum Role required to access and print cover sheets: **User** Role*

Uplink User Cover Sheets: The cover sheets identify the user that has scanned the Uplink Batch, populating the 'Created By' column in Batches with their username. To use, place the coversheet as the first page in the batch of documents being scanned to the Uplink folder.

Document Type Cover Sheets: These cover sheets are placed in front of non-barcoded documents in a batch to indicate the Document Type. The document type will automatically select from the drop-down menu during indexing. ***Configuration at the Scan Plan/Uplink Folder level is required for these to be recognized properly.**

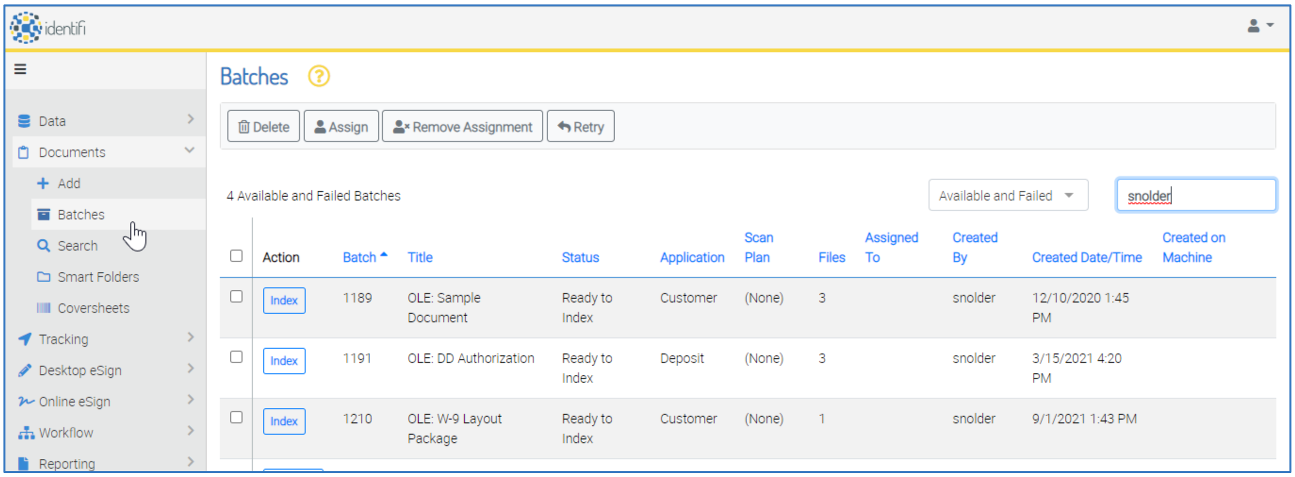
Identifi Break Doc Separator Sheets: These are generic barcode separator sheets placed between non-barcoded documents in a batch, indicating the first page of a new document. The "This file starts a new document" box will automatically be checked and the image of the separator sheet will be dropped from the batch during indexing.

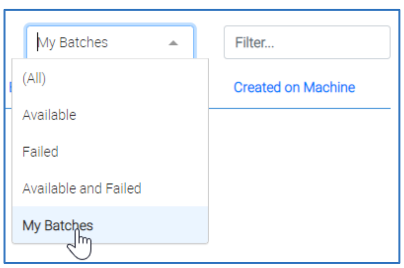
Batches



Allows the User to access existing batches available for indexing and completion.

Select ***"Batches"*** under ***"Documents"*** from the left sidebar to launch the Batch queue.





Within the batch queue is a drop-down filter box allowing Users to view batches available to them for indexing and specifically select their own batches.

Note: Only the User's Assigned batches will be shown using the "My Batches" selection. To see both "Assigned To" and "Created By" batches for the User, enter the User Name into the search filter to the right of the drop-down.

The list can be sorted by clicking on a column header. *For example*, to sort by the Date/Time a batch was created, click on that column header and the list will be sorted by creation date.

Batch Titles:

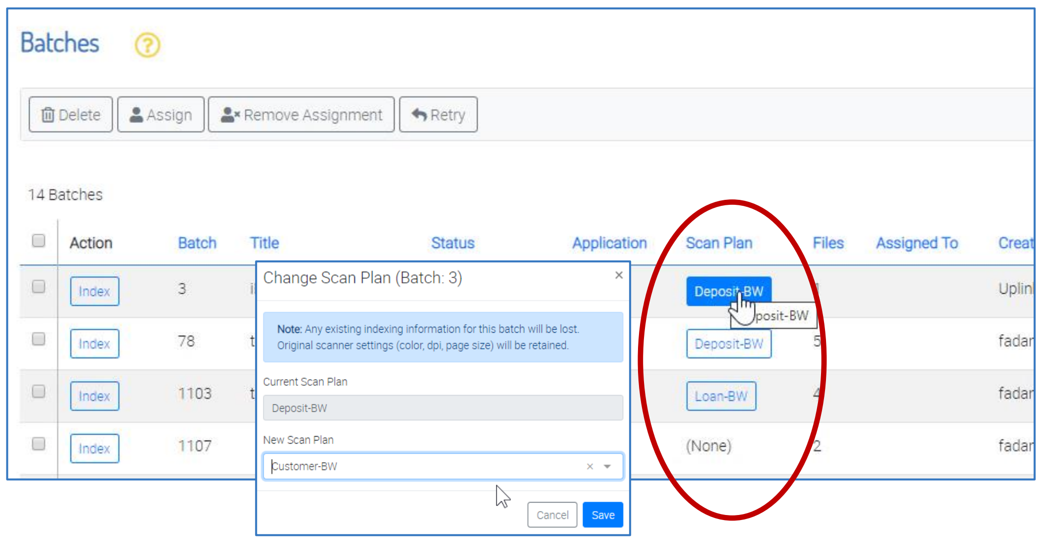
- Scan Plan Batches may have unique titles assigned during the scan process.
- Uplink Batches will automatically be titled "iDentifi.Uplink Batch"
- Online eSign Batches will be named based on the Package title; i.e. "OLE: New Account Documents"
- Batches brought in through *+Add* will not have a title.

Batch Actions:

- Batches that are unindexed have the Action “**Index**” associated with them.
- Batches that were started but not completed, have the Action “**Continue**.”
- If no Action is available, the User does not have the required Permissions to complete the Batch, or another User is currently indexing the batch.

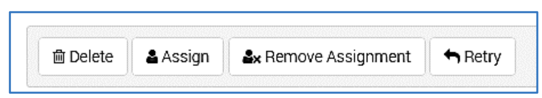
Documents scanned using an incorrect scan plan can be corrected by clicking the link in the **Scan Plan** column and making the desired change.

Note: *Batches brought in using the Add feature or Online eSign, do not use Scan Plans, so “(None)” will be displayed in the Scan Plan column.*

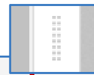


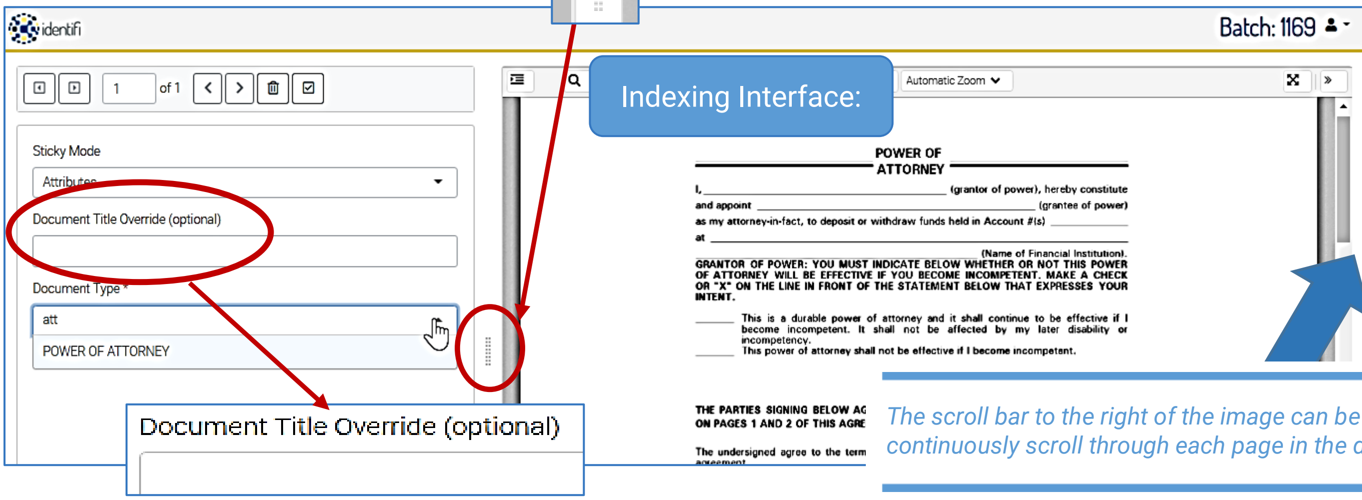
In addition to the above, a User with the ***Batch Administrator Role*** will also be able to:

- ***Delete*** batches from the queue
- ***Assign*** batches to specific Users, thereby removing them from the general batch queue
- ***Remove Assignment*** from a specific User
- ***Retry*** Failed Batches



Clicking “**Index**” or “**Continue**” launches the Indexing Interface where attribute values are entered on the left, and the document image is visible on the right.

Click and drag the split screen icon  to adjust window size.

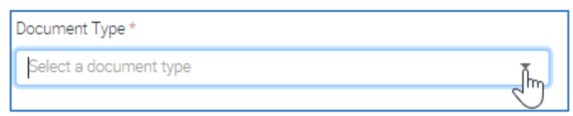


The scroll bar to the right of the image can be used to continuously scroll through each page in the document

Note: *the Document Title Override field will only appear in the Indexing Interface if the Application has been configured to allow its visibility.*

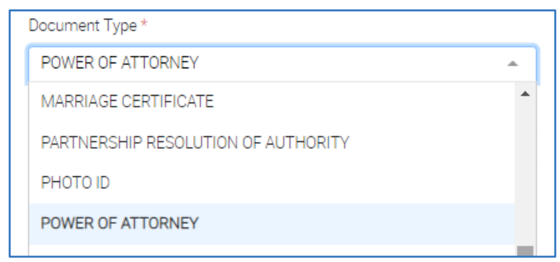
If the document has a barcode, indexing values within that barcode will already be present in the attribute fields. Other values may be entered manually, using drop-down menus and through Lookups. Fields marked with a red asterisk (*) are mandatory attributes; indexing cannot be completed without them.

The first required attribute field is always ***Document Type***.

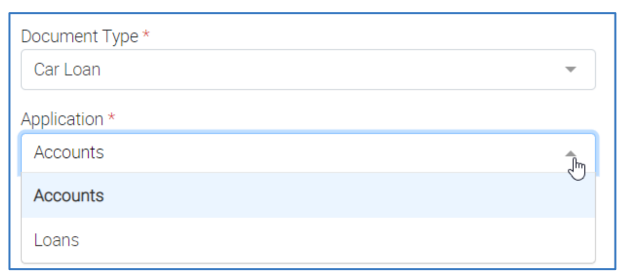


- Scroll through the list or start typing the name of the document (words within the Document Type name are also recognized).

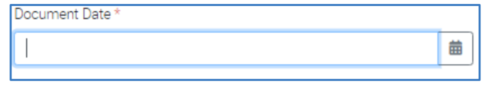
  The Document Type list is based on the assigned Application(s).



- If the Document Type exists within more than one Application, the User will choose the specific application from the Drop-Down list. The system defaults to the document's primary Application.
- If a Document Type is designated on the Scan Plan, then this value will be prefilled; however, the User can make adjustments if necessary.
- Document Type Cover Sheets can be used to automatically populate this field during indexing.



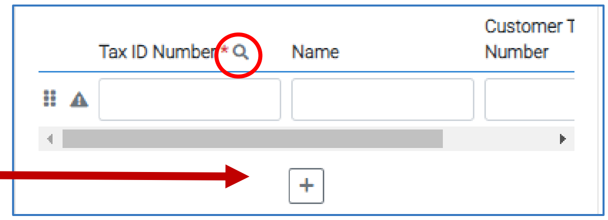
- The next required attribute field may be ***Document Date.***



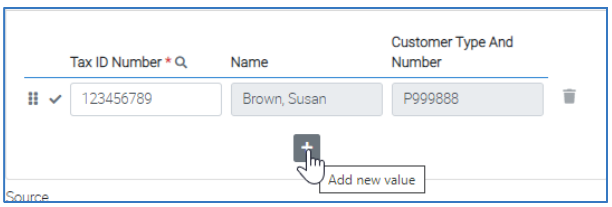
  - In any date attribute field, in addition to clicking the calendar icon ( ), the down arrow can be used to access the calendar OR the date can be typed into the field.
  - When manually entering a date, the system interprets a two-digit year to be 20YY.

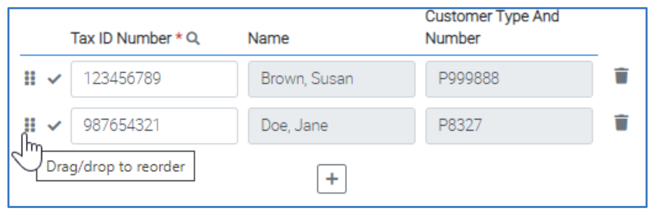
The Document Type's Lookup Attribute field is usually the **Account Number** or **Tax ID.**

Multi-Value Attributes: The same image can be indexed to multiple accounts/customers by clicking the Add Icon.

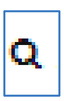


Click the "**+**" icon, add the additional information to the Indexing panel and hit the "Tab" or "Enter" keys on the keyboard to perform the lookup and add the value.





The Indexing panel will then reflect the change, and the values can be reordered using the icon to the left of each attribute.

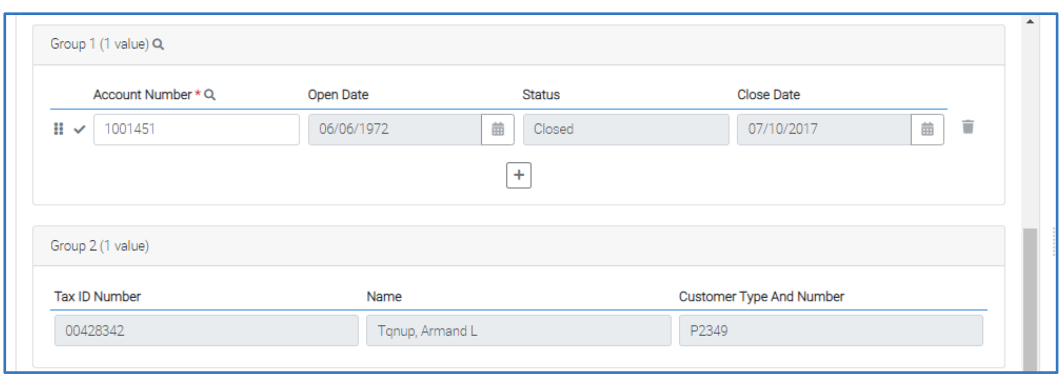


Lookup: Attribute that looks up the account/customer information in Data.

- The Lookup returned no values/information.

- The Lookup was successful and pulled back available data for all related attributes.

If the Lookup is successful, the related Attribute fields will populate.



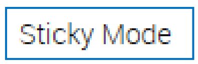
Other Common Attribute Fields:

- **Description**: Usually not a required field, Description can be made searchable to allow for additional searching options. Institutions often have an official procedure for using this field.
- **Source** and **Security**: populated by the system automatically.

- Indicate the first page of a new document in a batch.
  - Use this check box to begin indexing a new document.
  - If an Identifi Barcode Separator Sheet has been placed in the batch OR the documents themselves are barcoded, this box will automatically be checked.

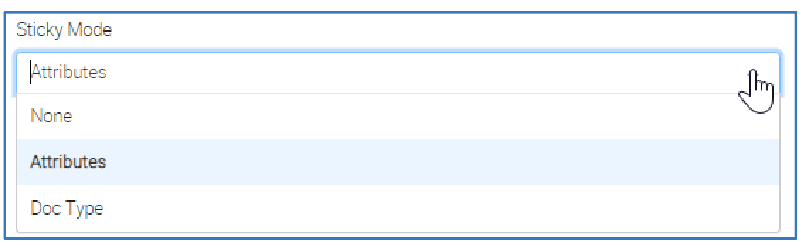
Note:** Applies to scanned batches only, not available in batches from **Add.

Choose your ***Sticky Mode***



Sticky Mode determines what "sticks" from one document to the next in a batch. For example, with a batch made up of all Signature Cards for different customers, the User would select **Doc Type** as sticky; or, with a batch of account documents for the same customer, **Attributes** would be selected as sticky.

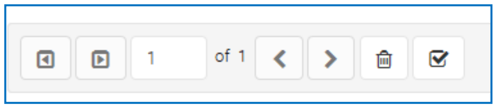
- ***None*** – no indexing information will prefill on documents in the batch.
- ***Attribute*** – will apply the same account number or Tax ID number, along with associated data, to each document in the batch.
- ***Document Type*** – will apply the same Document Type to each document in the batch.



*Batches from **Add** will default to 'Attributes' sticky, while other types of batches will default to 'None'.*

Navigating the Batch

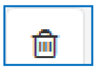
Indexing Interface Icons:



The arrows to the left of the page number move from one document to the next.

- These are useful only for batches made up of barcoded documents OR batches with Barcode Separator sheets placed between documents.

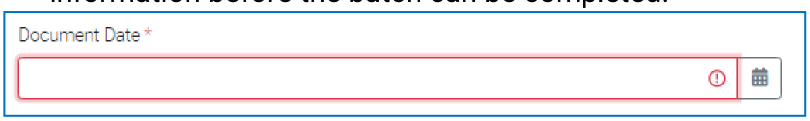
The arrows to the right of the page number move from one page to the next.



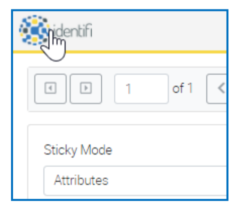
The trash can will **delete** that page from the batch.

The check mark completes the indexing.

- If any required attribute is left blank (*for example, Document Date, as shown below*) the User will be returned to that attribute field, now highlighted in red, to enter the information before the batch can be completed.



To leave a batch and complete it at another time:



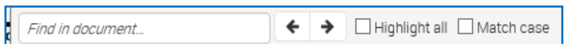
- ✓ Use the browser's Back button to exit the Batch. The batch will be visible in Batches with the action 'Continue' associated with it. Clicking Continue will reopen the batch to complete it.
- ✓ Click the Identifi logo in the top left corner to exit the Batch and be redirected to the Search Documents page. The batch will be retained in Batches with the action 'Continue' associated with it.
- ✓ Clicking Continue will reopen the batch to complete it.

Indexing Image Menus

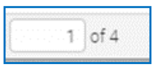
Upper Menu

Toggle to view thumbnails

Find text in document
(not available on all document types)



Navigate pages of the document



Jump to another page in the document

Zoom in/out

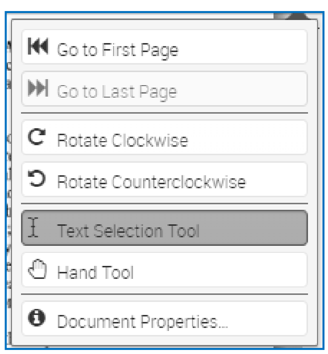
Automatic Zoom *(Actual size, page fit, page width, Percentage view)*

Presentation mode (view full screen)

Print the document

Download the document

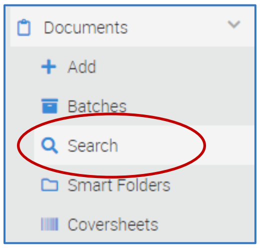
Reveal additional Tools



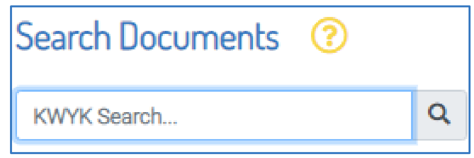
Note: *With Scanned batches (not Add), a User is able to rotate the document image (for some file types) within the indexing interface, and orientation changes will be saved when indexing is complete.*

Retrieving and Viewing Documents

Document Search

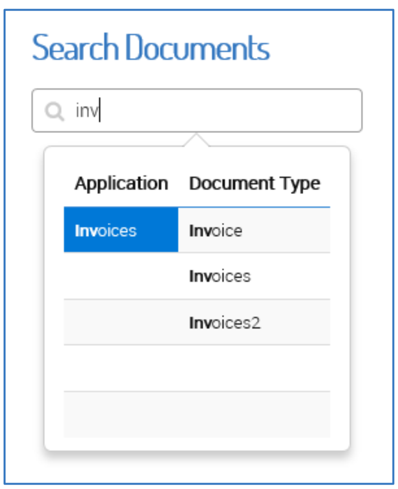


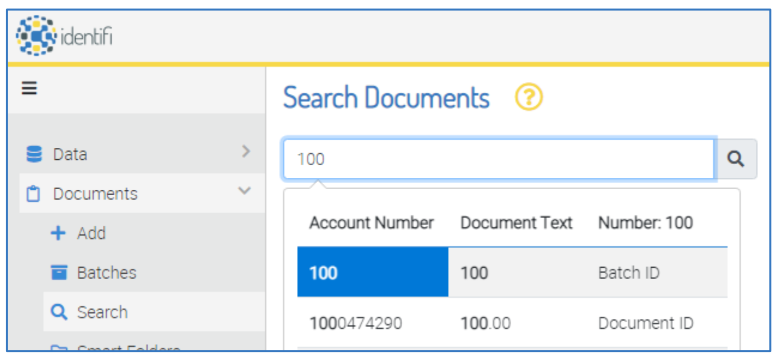
Allows the User to search within the document archive.



Identifi's **Document Search** feature functions like most internet search engines. Once you start typing the information you know about the item you are seeking (KWYK = ***"Key What You Know"***) into the Search Documents bar, the system will begin to offer suggestions.

Common attribute values that are searchable: *Account Number, Customer Name, Member Number, Location*. Application and Document Type names are also searchable, as well as other specific attributes (such as Status or Source).

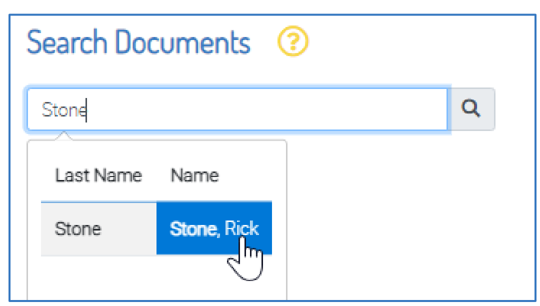




Note: *Which attributes are searchable and visible in search results is configurable for each installation and is managed by the System Administrator.*

The system automatically searches across all Applications to which the User has Permissions and begins suggesting items to narrow the results. Selecting a term from the grid creates a 'search pill'.

Example: If you are searching for items associated with your customer with the Last Name Attribute *Stone*, as soon as you begin typing, Search will begin suggesting and predicting what you're looking for. Choose *Stone* from the Last Name column in suggestion grid, or the customer's full name if it's offered, and a search will be completed, returning all items associated with that attribute.



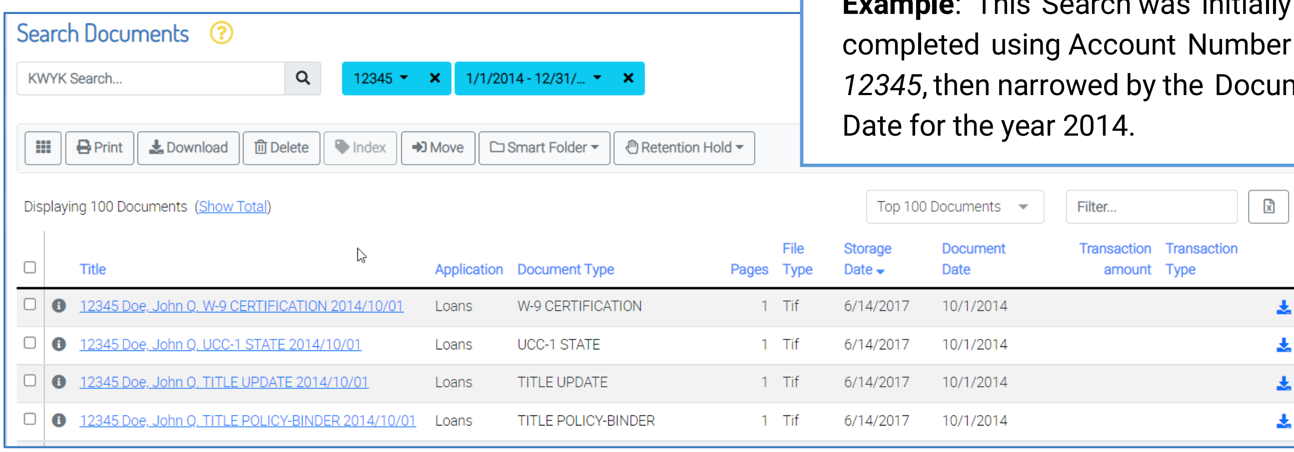
Narrowing Search Results

Once results have been returned, simply enter another term in the Documents Search bar to continue the search- this will narrow your initial results, getting to the most specific information you're seeking. Each search criteria is found in a "pill". They can be removed by clicking the **X** and viewed in more detail by clicking the **V**. There is no limit to the number of pills a search may contain.

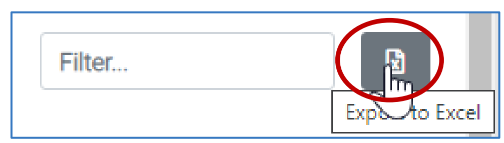
The Search feature allows search results to be sorted and filtered. The default sort order of documents is set to Storage Date Descending, reflecting the most recently added documents at the top.

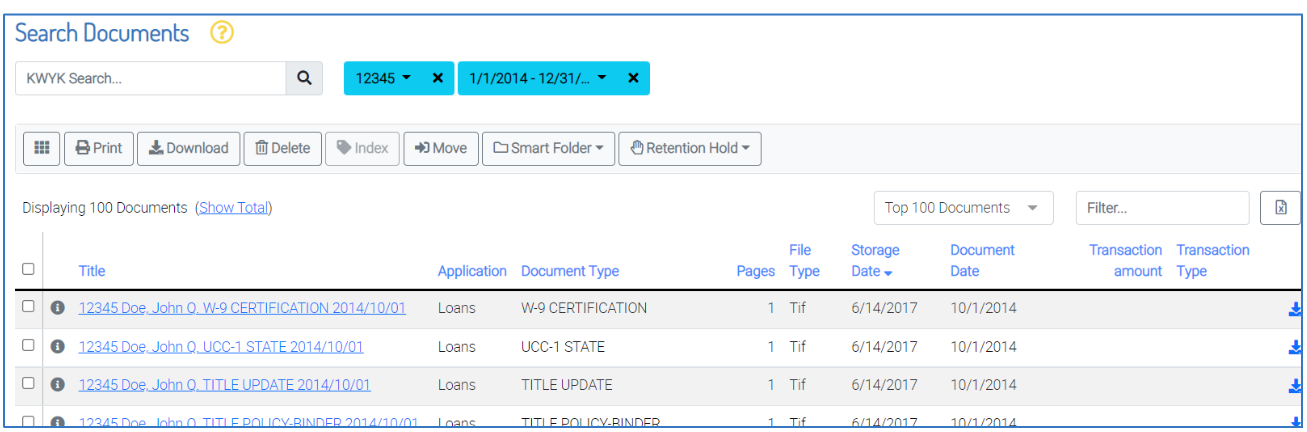
All columns are sortable, and results can be narrowed using the Search Filter field (above columns on the right) or by adding another search criterion.

Example: This Search was initially completed using Account Number *12345*, then narrowed by the Document Date for the year 2014.



Clicking on the icon to the right of the Search Filter box allows the User to "Export to Excel." A CSV file containing the search results will open in Excel and can be edited, saved, etc. as needed.



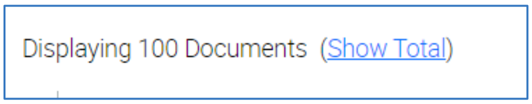


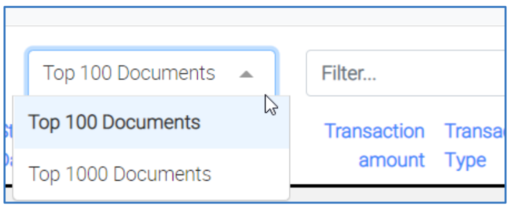
Note: *Search results displays 100 Documents.*

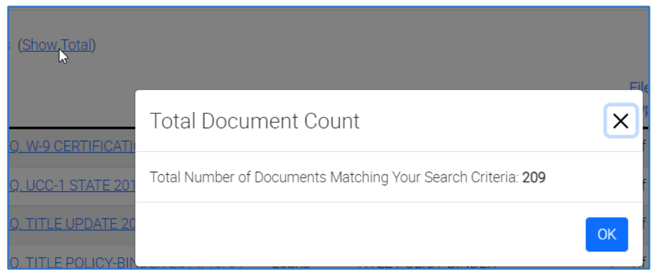
Be sure to add search terms to narrow the search to less than 100 documents.

Clicking on "Show Total" will give you the number of documents stored in the archive for the selected criteria.

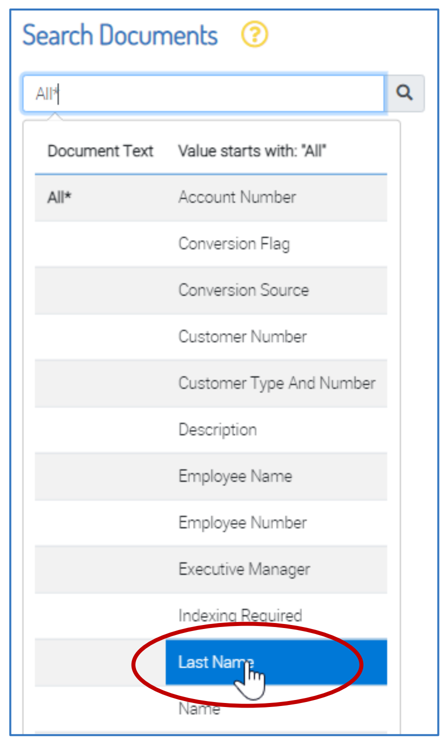
Clicking on the drop-down to the left of the Filter box will expand the search to display the Top 1000 Documents.







Document Search Advanced:



Advanced searching offers some very powerful search capabilities such as: Wildcard, Smart Text, Smart Date, Smart Currency and Smart Number searching, each using its own syntax.

1. ***Wildcard Searching*** allows you to search within text attributes for words or phrases that contain your search term. Select from the "*Value Start with"* column in the Suggestion Grid.

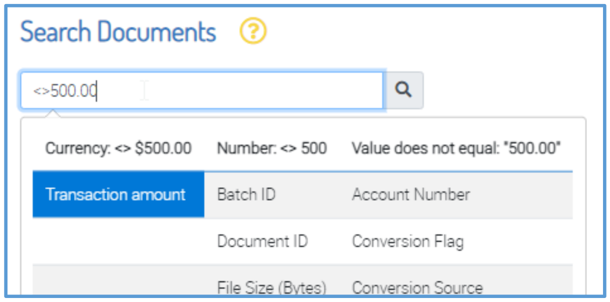
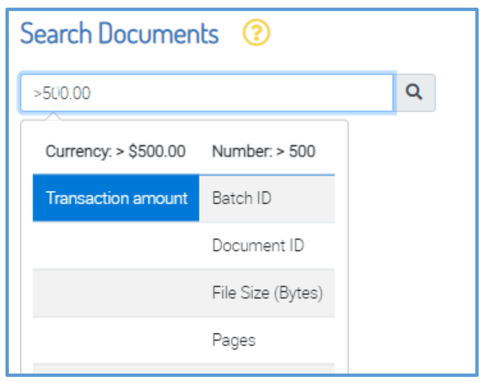
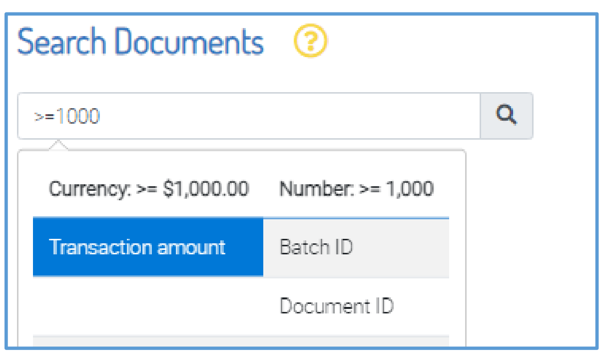
   The syntax used is an **asterisk** (*). Enter the portion of the search term you know, followed by an asterisk.

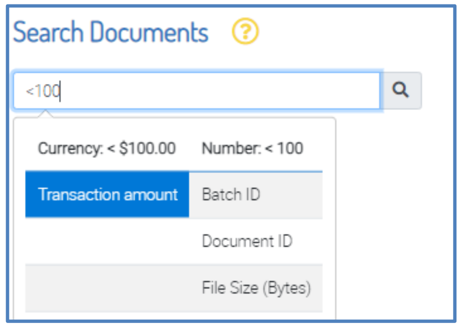
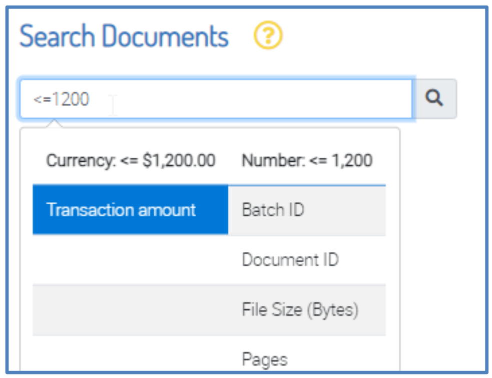
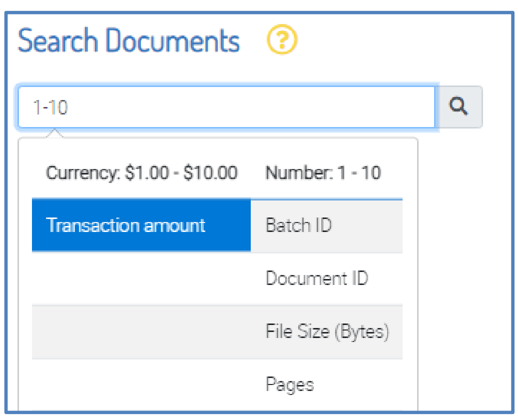
   Example: If you're searching for all documents associated with a specific customer, but you're not sure if the last name is Allan or Allen, enter All* in the Document Search field and choose the Last Name attribute from the suggested list.

   Note: The attributes must be set as wildcard searchable in order to appear in the list.

2. ***Smart Number Search*** and ***Smart Currency Searches*** are selected from either the Currency or Number columns in the Suggestion Grid.

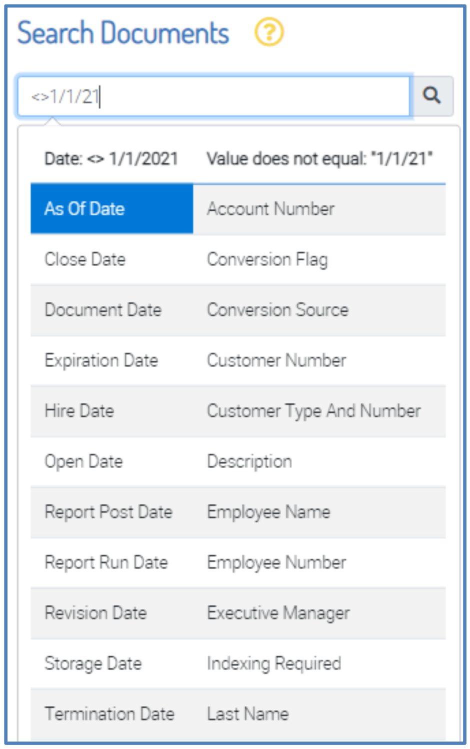
   The syntax is as follows used for these types of searches are:

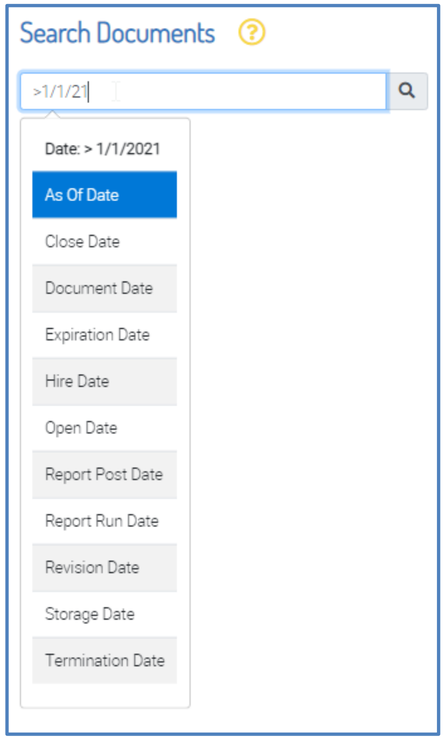
<> *(greater than and lesser than signs)*		For values that are not equal to your search term
> *(greater than sign)*		For values that are greater than your search term
>= *(greater than and equals sign)*		For values that are greater than or equal to your search term

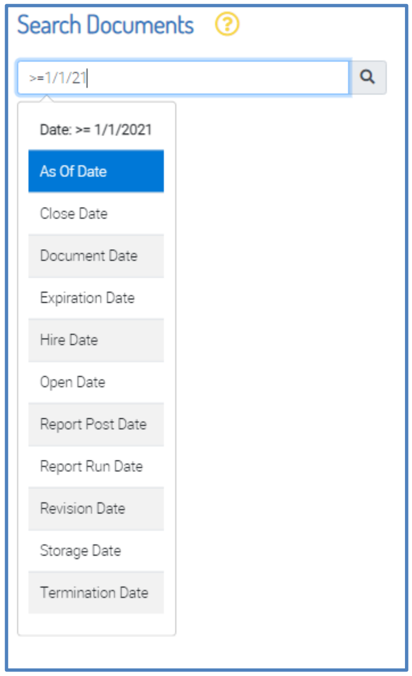
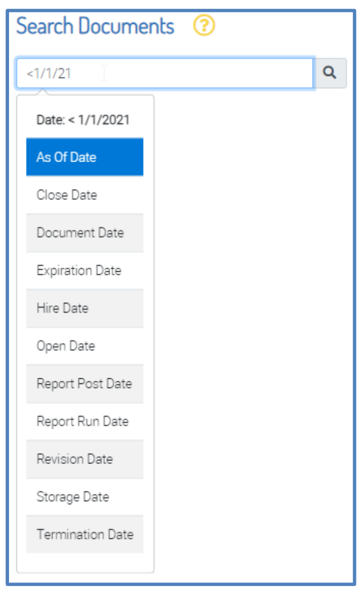
< *(less than sign)*		For values that are less than your search term
<= *(less than and equals sign)*		For values that are less than or equal to your search term
Term 1 - Term 2 *(dash)*		For values that are between (inclusive of) your two search terms

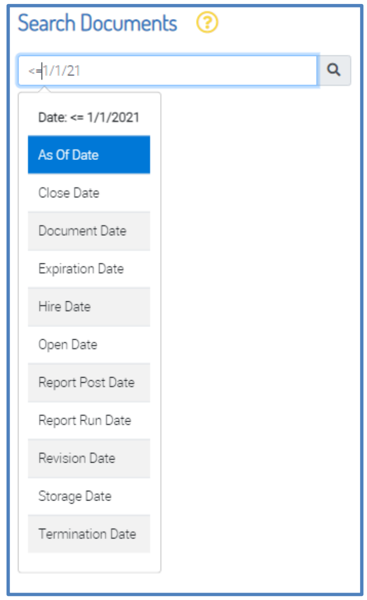
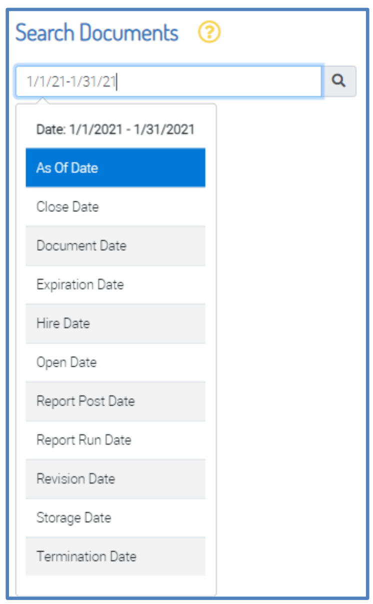
Smart Date Searches are selected from the Date Type column in the Suggestion Grid. The types of dates listed will depend upon the sorts of Date Attributes configured on the installation.

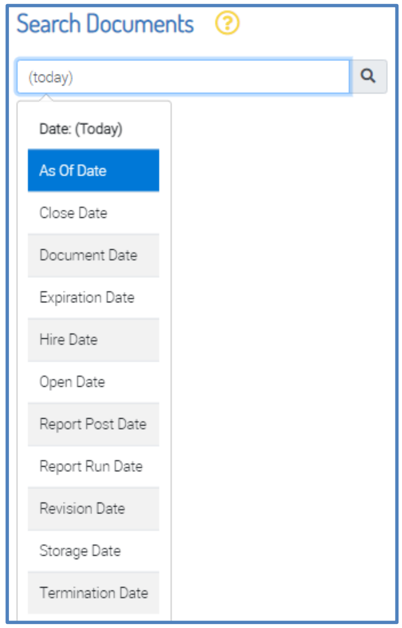
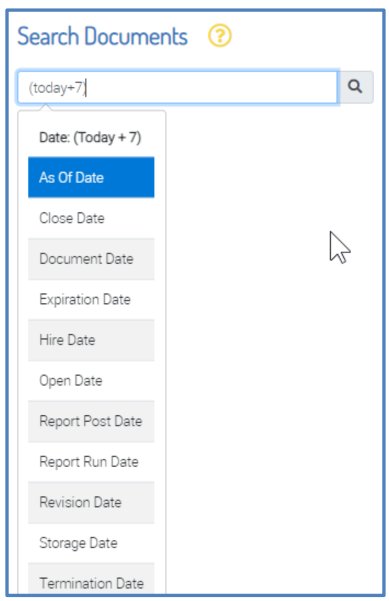
The syntax is as follows:

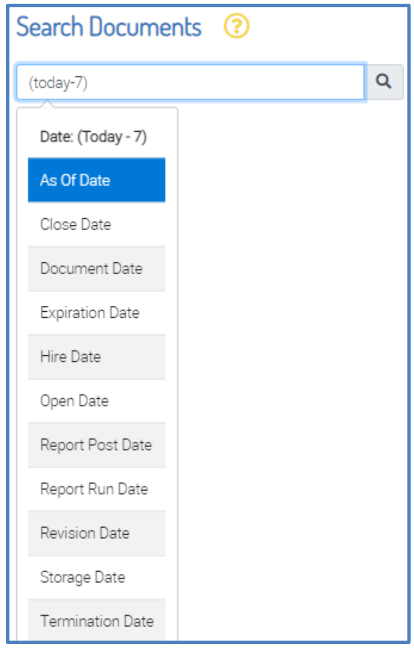
<table>
<tr>
<td><> (greater than & less than signs)

</td>
<td>For values that are not equal to your search term</td>
</tr>
</table>

> *(greater than sign)* 	For values that are greater than your search term

<table>
<tr>
<td>>= (greater than and equals sign)</td>
<td>
</td>
<td>For values that are greater than or equal to your search term</td>
</tr>
<tr>
<td>< (less than sign)</td>
<td>
</td>
<td>For values that are less than your search term</td>
</tr>
</table>

<table>
<tr>
<td><= (less than and equals sign)</td>
<td>
</td>
<td>For values that are less than or equal to your search term</td>
</tr>
<tr>
<td>Term 1 - Term 2 (dash)</td>
<td>
</td>
<td>For values that are between (inclusive of) your two search terms</td>
</tr>
</table>

<table>
<tr>
<td>(Today)</td>
<td>
</td>
<td>For dates that are equal to today’s date</td>
</tr>
<tr>
<td>(Today + n)</td>
<td>
</td>
<td>For dates that are equal to today’s date plus (+) n number of days</td>
</tr>
</table>

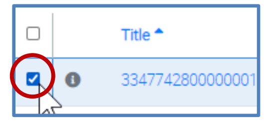
<table>
<tr>
<td>(Today - n)</td>
<td>
</td>
<td>For dates that are equal to today’s date minus (-) n number of days</td>
</tr>
</table>

***Note**: All other Smart Date Search operators can be used in conjunction with (Today), like ***>=(Today)*.**

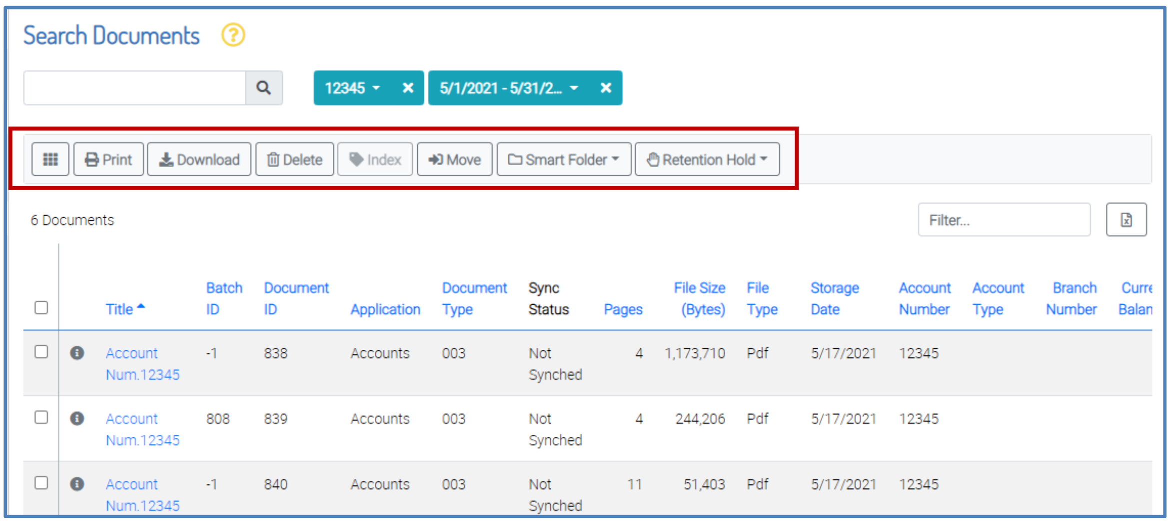
When using Smart Date Search, years beginning with *20* can be shortened to two digits (i.e. *2019* can be entered as *19*). For months and days 1 – 9, a leading zero is not required.

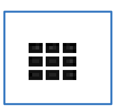
Actions Available from Document Search Results

Select specific document(s) by placing a ☑ next to the document title.



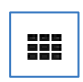
Once documents have been selected, the User may perform the following actions (depending on roles and permissions assigned) from the **upper menu bar:**



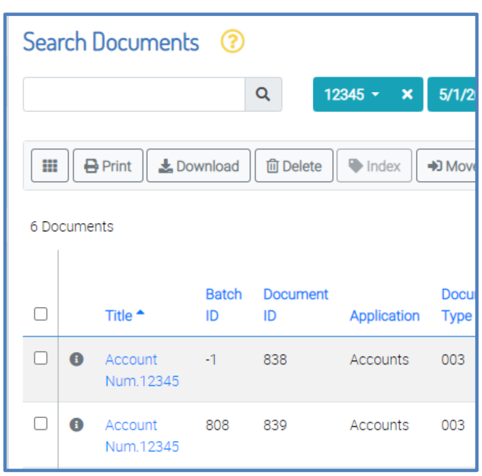


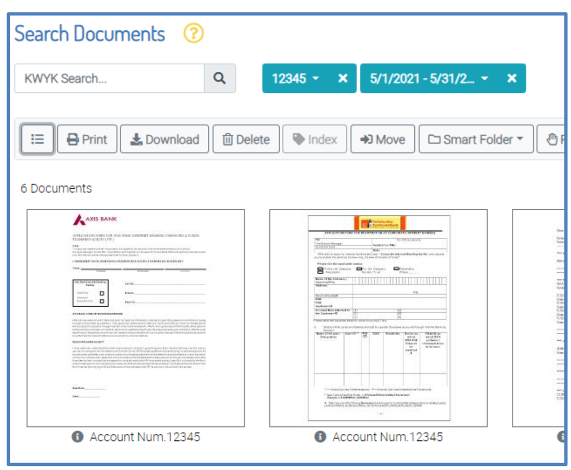
Toggle between Thumbnail view and List View

List View



Thumbnail View

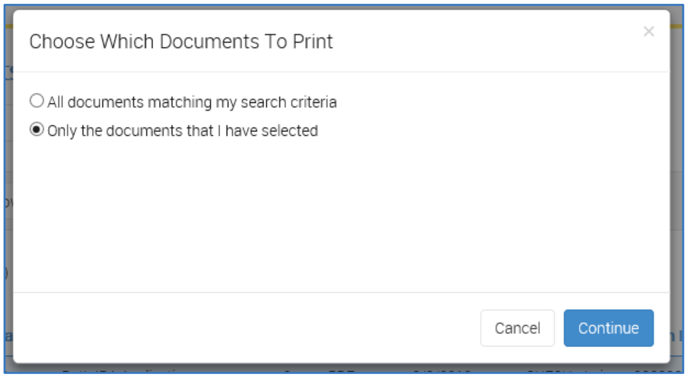


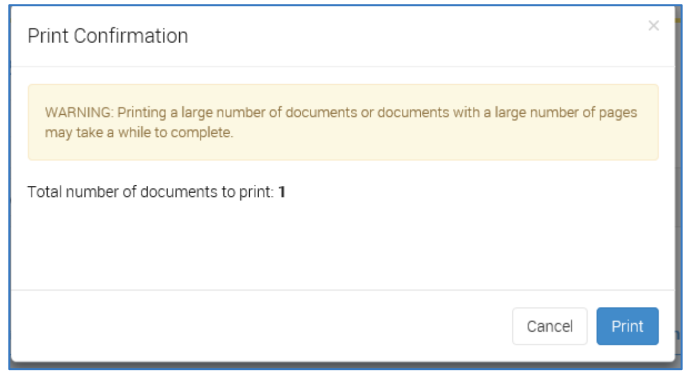


Printing Documents from Search Results

Print the selected document(s)
Place ☑ next to item(s) to be printed and click "Print." Selecting more than one document will result in the creation of a bookmarked .pdf.

- The system will prompt a dialog box regarding which documents to print:





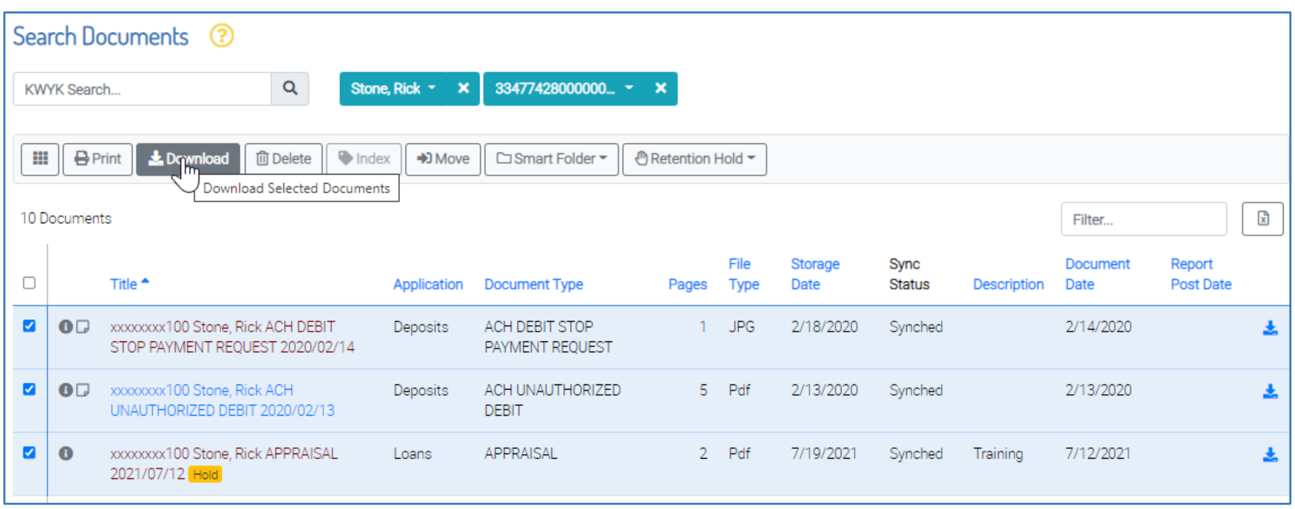
Once a selection is made, a second dialog box may open warning about the time required to print large or multiple documents. Select "Print" to continue.

- The document(s) will open in Adobe Acrobat as a .pdf and can be printed from there or saved.

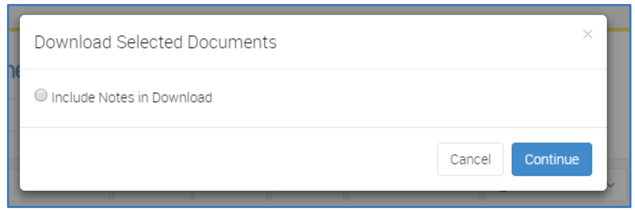
Downloading Documents from Search Results

Downloading documents in Identifi downloads the documents in their stored file format. There are two methods available to download documents from Search results.

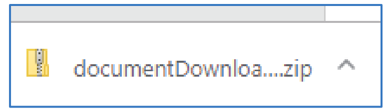
- ○ Select *one or more* documents by clicking the check box to the left of the title and then ***Download*** in the upper menu.

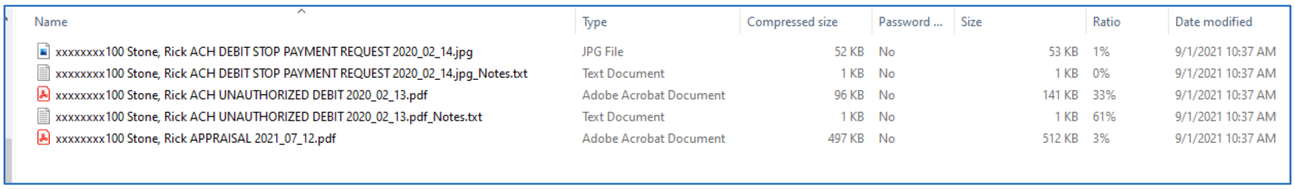


- Opt to include any Document Notes on the documents. These will download as a text file named for the associated document.



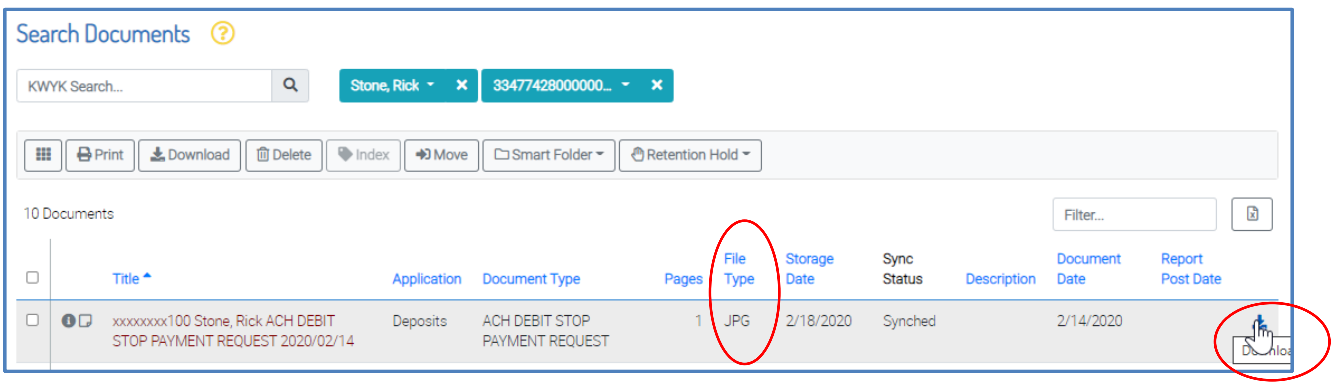
- A zipped file with all selected documents and any associated Notes will download to the PC. From there the files can be extracted and saved or shared as needed.





Name	Type	Compressed size	Password ...	Size	Ratio	Date modified
xxxxxxxx100 Stone, Rick ACH DEBIT STOP PAYMENT REQUEST 2020_02_14.jpg	JPG File	52 KB	No	53 KB	1%	9/1/2021 10:37 AM
xxxxxxxx100 Stone, Rick ACH DEBIT STOP PAYMENT REQUEST 2020_02_14.jpg_Notes.txt	Text Document	1 KB	No	1 KB	0%	9/1/2021 10:37 AM
xxxxxxxx100 Stone, Rick ACH UNAUTHORIZED DEBIT 2020_02_13.pdf	Adobe Acrobat Document	96 KB	No	141 KB	33%	9/1/2021 10:37 AM
xxxxxxxx100 Stone, Rick ACH UNAUTHORIZED DEBIT 2020_02_13.pdf_Notes.txt	Text Document	1 KB	No	1 KB	61%	9/1/2021 10:37 AM
xxxxxxxx100 Stone, Rick APPRAISAL 2021_07_12.pdf	Adobe Acrobat Document	497 KB	No	512 KB	3%	9/1/2021 10:37 AM

- Clicking the Download icon located to the right of an individual document in Search Results will simply download the single document to the PC.



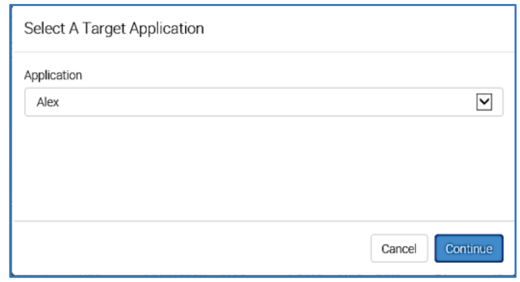
Deleting Documents from the Archive (from Search Results)

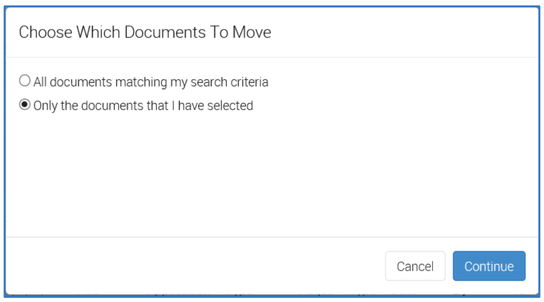
Delete the selected document(s)
Place ☑ next to item(s) to be deleted, then click the "Delete" button in the tool bar. The User must have the *permissions* to Delete at the Application, Doc Type and Document levels.
Note: *Deleting documents removes them from the system entirely, including other Identifi modules and may disrupt function.*

Moving Documents from one Application to another

This feature allows documents to be moved from one application to another application. This not only moves the image, but also ***all*** of the attributes associated with the image. ***Use this feature with caution.***

- Place ☑ next to item(s) to be moved.
- Click on the "Move" icon.
- Select a Target Application from the drop-down menu.
- Click "Continue."





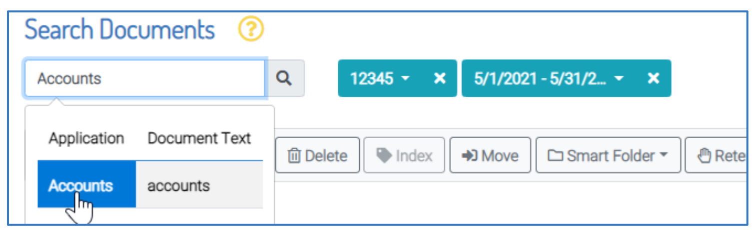
- Choose which documents to move.
- Click "Continue."

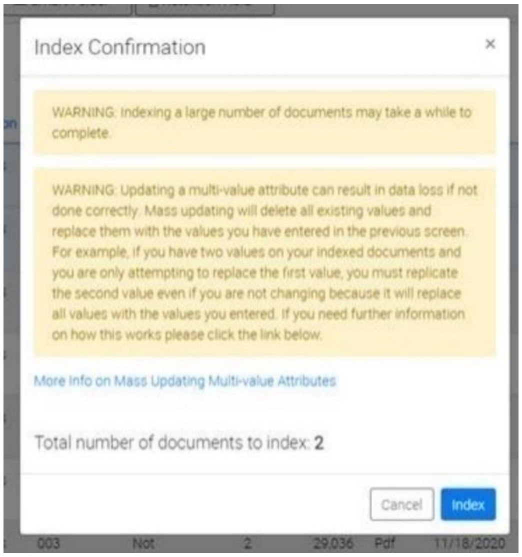
Note: *The user must have the Document Mover or Administrator Role in order for the button to appear in the menu.*

Index ("Mass Index" or "Mass Modify")

This feature is often referred to as 'Mass Index' or 'Mass Modify' and is used to change the indexing values of one or multiple stored documents from the Search Documents results.

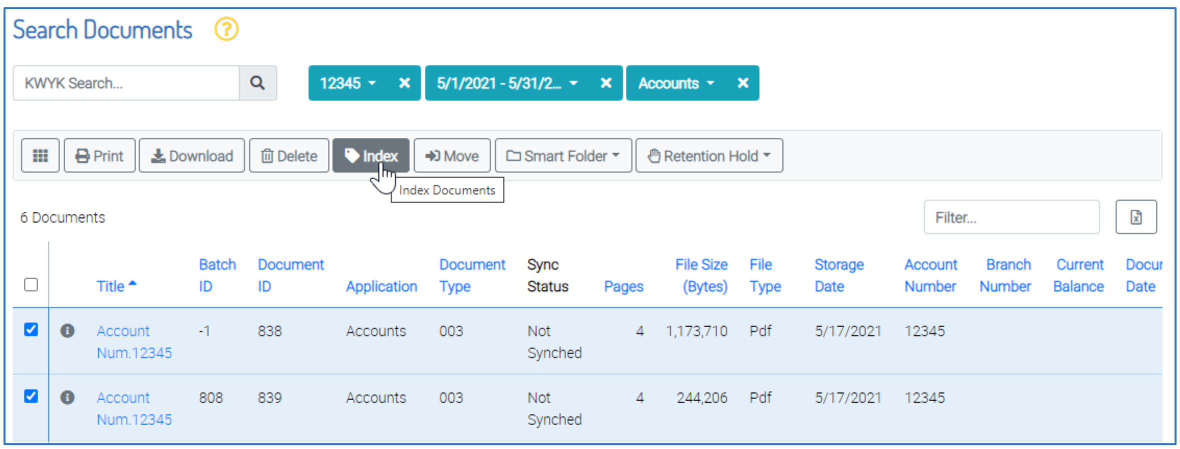
In order for this feature to be available, the Search must include an Application as one of the search "pills."



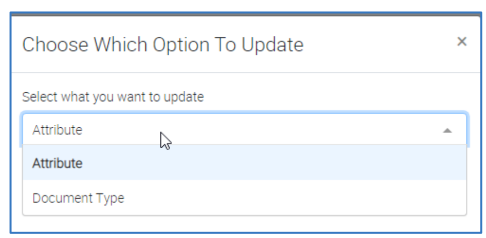


Note: *Because this process* ***overwrites the previous attribute data****, and if not done correctly could cause data to be lost, caution should be exercised whenever this feature is used, especially when updating* ***multi-value*** *attributes.*

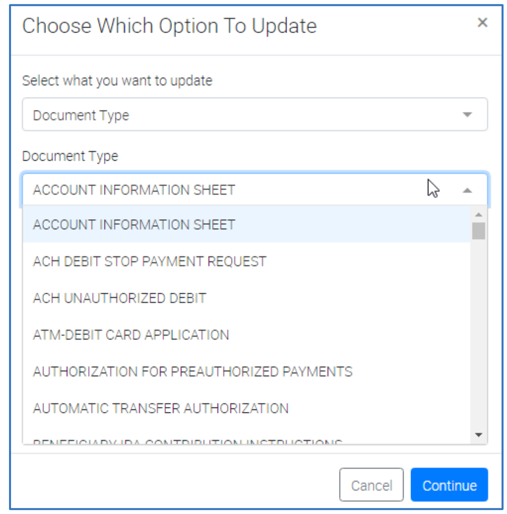
1. Place ☑ next to item(s) and select ***Index*** in menu bar.



2. Select to update *either* an Attribute or the Document Type.

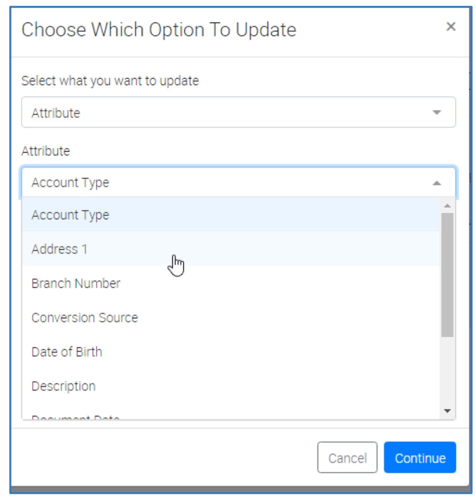


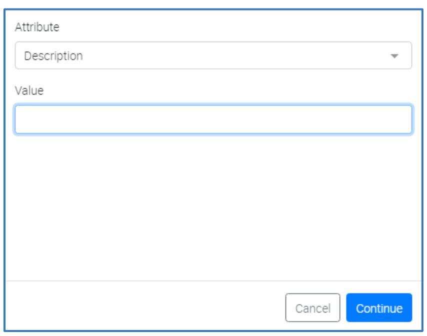
3. **Updating the Document Type**: Choose the new document type from the drop-down list, then click ***Continue.***



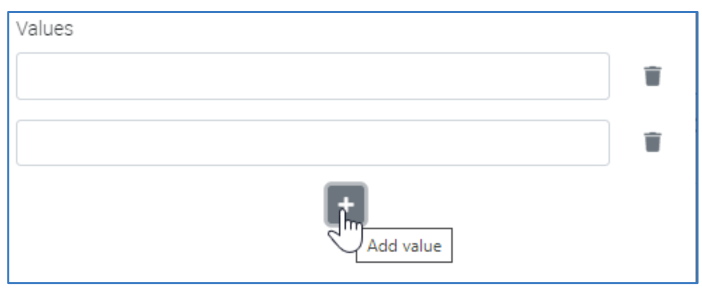
4. **Updating an Attribute**: Select the attribute to be modified from the drop-down list.

   - For single value attributes, enter a new value in the field provided and click ***Continue.***





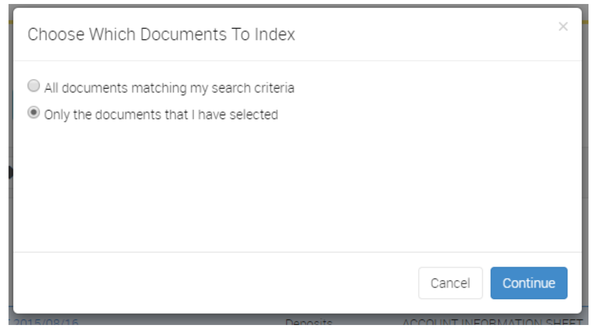
   - For multi-value attributes, click the plus sign to add additional fields. All values of the attribute on the documents must be entered here, in the order they appear in the indexing panel, even those not be updated as part of the re-indexing process. Once all values have been entered, click ***Continue.***

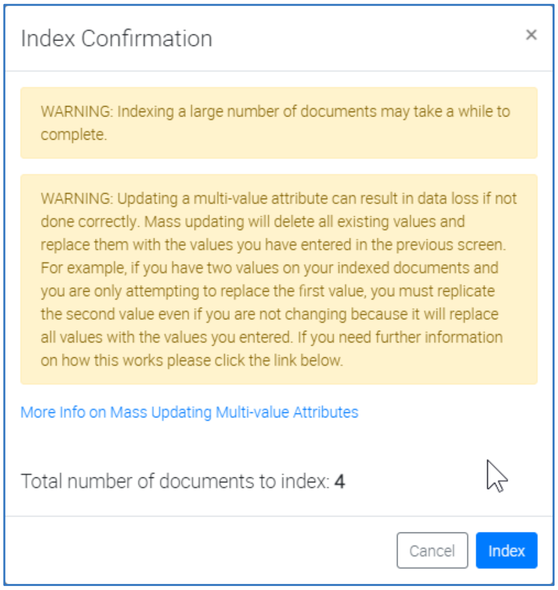


NOTE: ALL attribute values must be entered, not only the value to be changed; otherwise, those attributes not entered will appear blank in the Indexing Panel.

Before attempting, see [this article in the Help Center](#)   for more information on this powerful process.

Select which documents will be re-indexed (typically it is ***Only the document that I have selected***) and then confirm the total number of documents that will be affected by the indexing process in the next dialogue box.





NOTE: *Updating multi-value attributes* ***must be done carefully to avoid data loss****.*

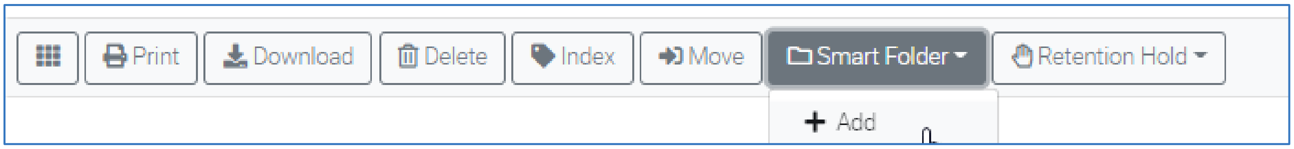
EACH attribute value must be entered, ***in order of appearance on the documents,*** *regardless of whether it will be changed or not.*

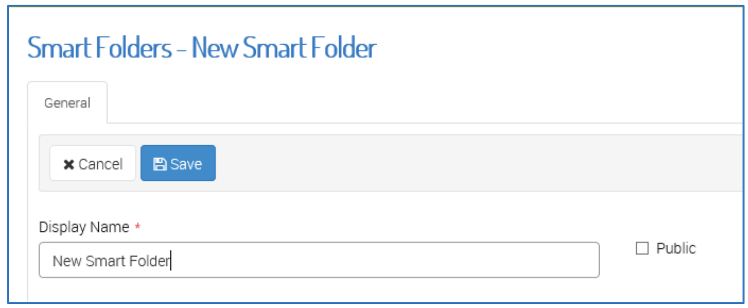
The final dialogue box will display the number of documents successfully and/or unsuccessfully re-indexed.

Creating a Smart Folder

A Smart Folder is a saved Documents Search. To create a Smart Folder:

- Perform the Search.
- Click on “Smart Folder” from the upper menu bar.
- Select ***Add***.





The system will create a Private Smart Folder for that search.

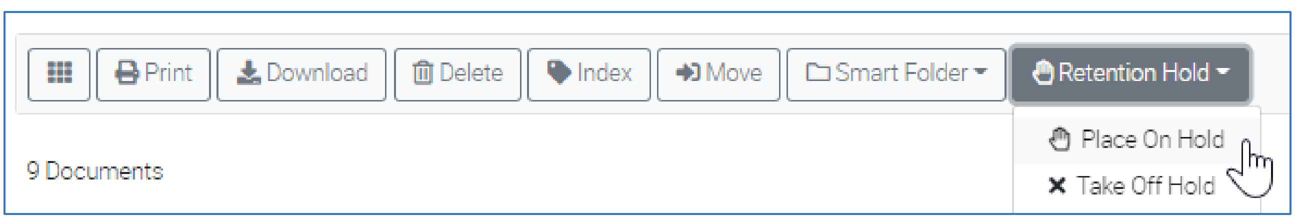
A Public Smart Folder can also be created for access by other Users (depending on User Permissions).

See Smart Folders for additional information on accessing saved Smart Folders.

Place (or remove) a Retention Hold

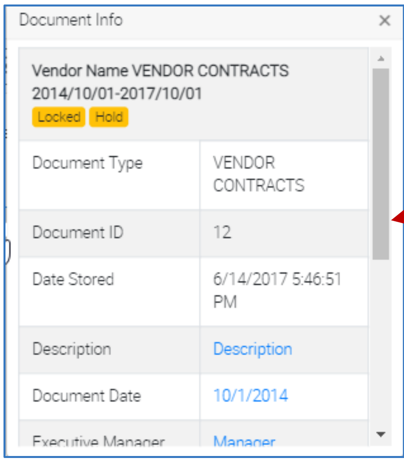
To prevent a document or documents from being deleted or affected *by a Retention Policy* (if one is assigned), a ***Hold*** can be applied to the document(s).

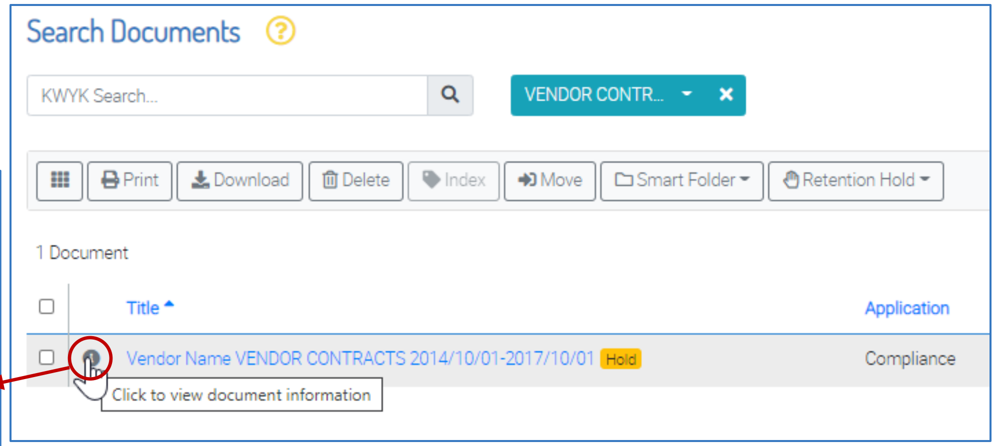
To place a ***Hold*** on a document or documents from Search results, place a  next to item(s) and select ***Place on Hold*** from the **Retention** Hold dropdown in menu bar.



Select ***Take Off Hold*** to free the document.

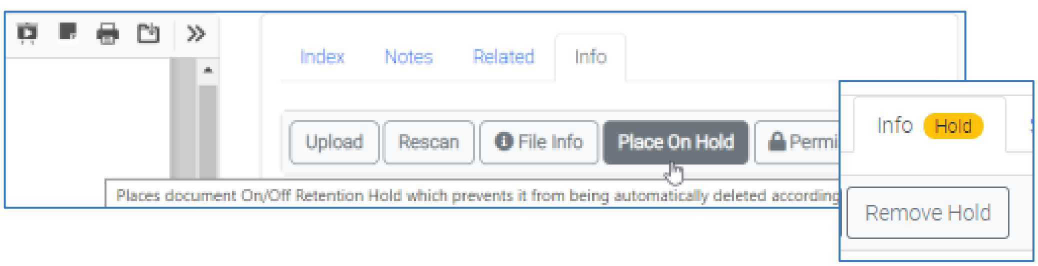
The Information icon will display a status of ***Locked*** when a ***retention policy*** is in effect on a document.





Notes: *Placing a Retention Hold on non-retention documents will have no effect on those documents. Placing a retention hold will **not** prevent document(s) from being **manually** deleted.*

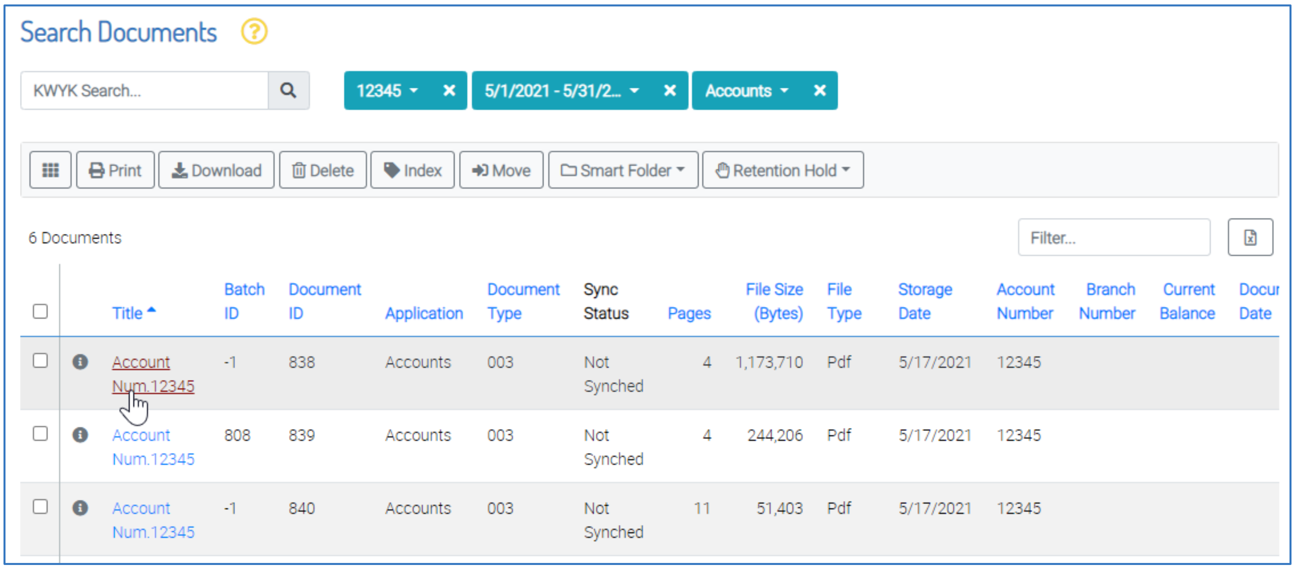
Retention Holds can also be managed from within the Document Detail Viewer. Under the "Info" Panel, select the ***Place on Hold*** (or ***Remove Hold*** if removing the Retention Hold).

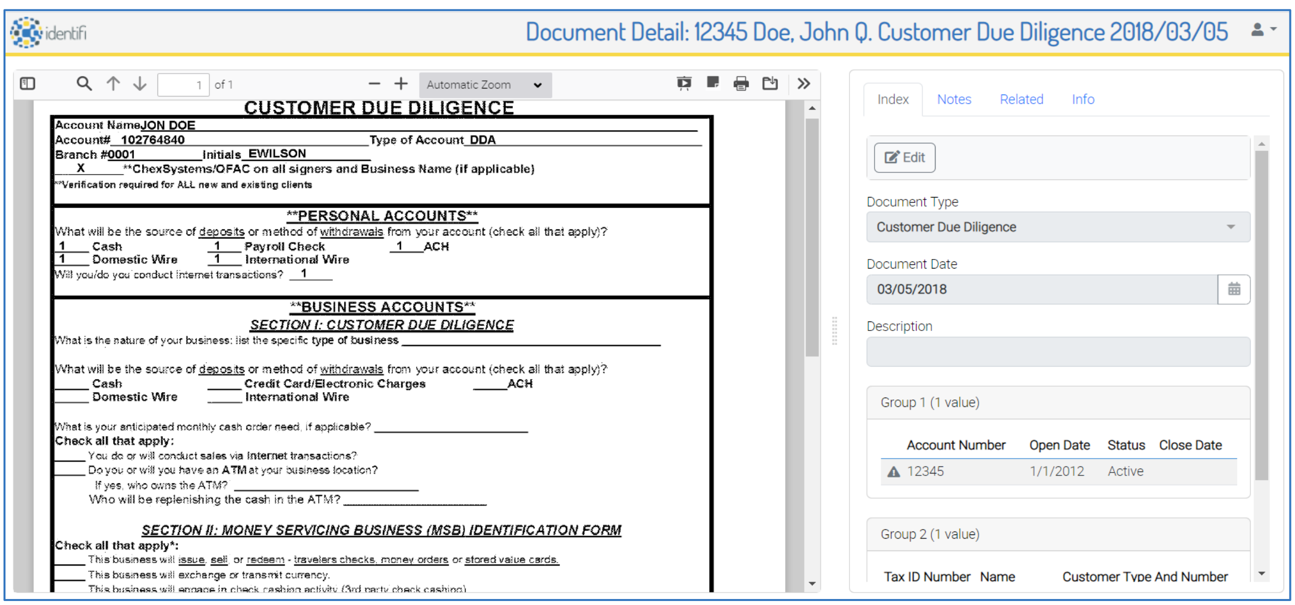


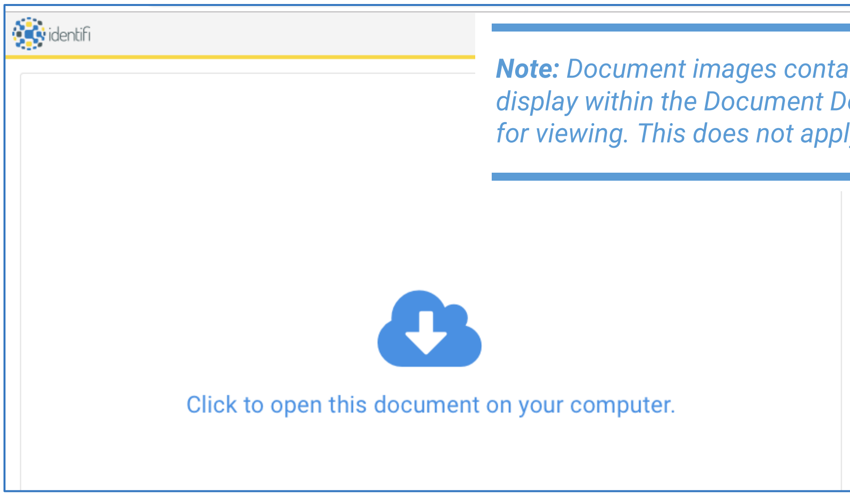
Viewing Documents in the Document Detail Viewer

Clicking on the title of a document in Search Results will open that document in the **Document Detail Viewer**.

Once a document has been opened in the Document Detail Viewer, the title of that document changes color in Documents Search results, indicating that the link has been accessed.

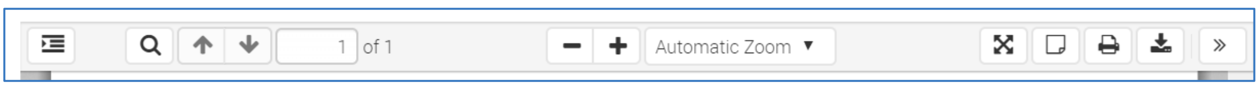




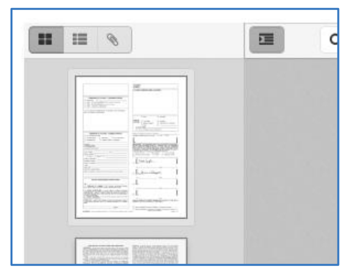


***Note:** Document images containing more than 2000 pages will not display within the Document Detail Viewer and must be downloaded for viewing. This does not apply to COLD Reports, see here.*

Document Detail Viewer Menu Bar:



Toggle Sidebar – the sidebar displays thumbnails of pages in the document

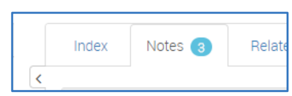


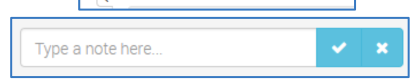
Find in Document - Allows for document text searching within the document image.

Document Text Search is not available for all document types. For more details, see Document Text Search.

Expand to **Presentation Mode** – allows the user to open the document for viewing full screen.

Add a Note to the document. Clicking on this icon will open the Notes Panel to the right and allow the User to add a note to this document.

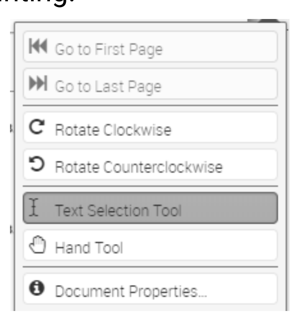




Print the Document - Clicking on this icon will create a .pdf in Acrobat for printing.

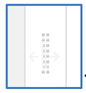
Download the Document - Selecting the download icon will allow the User to download and save the document.

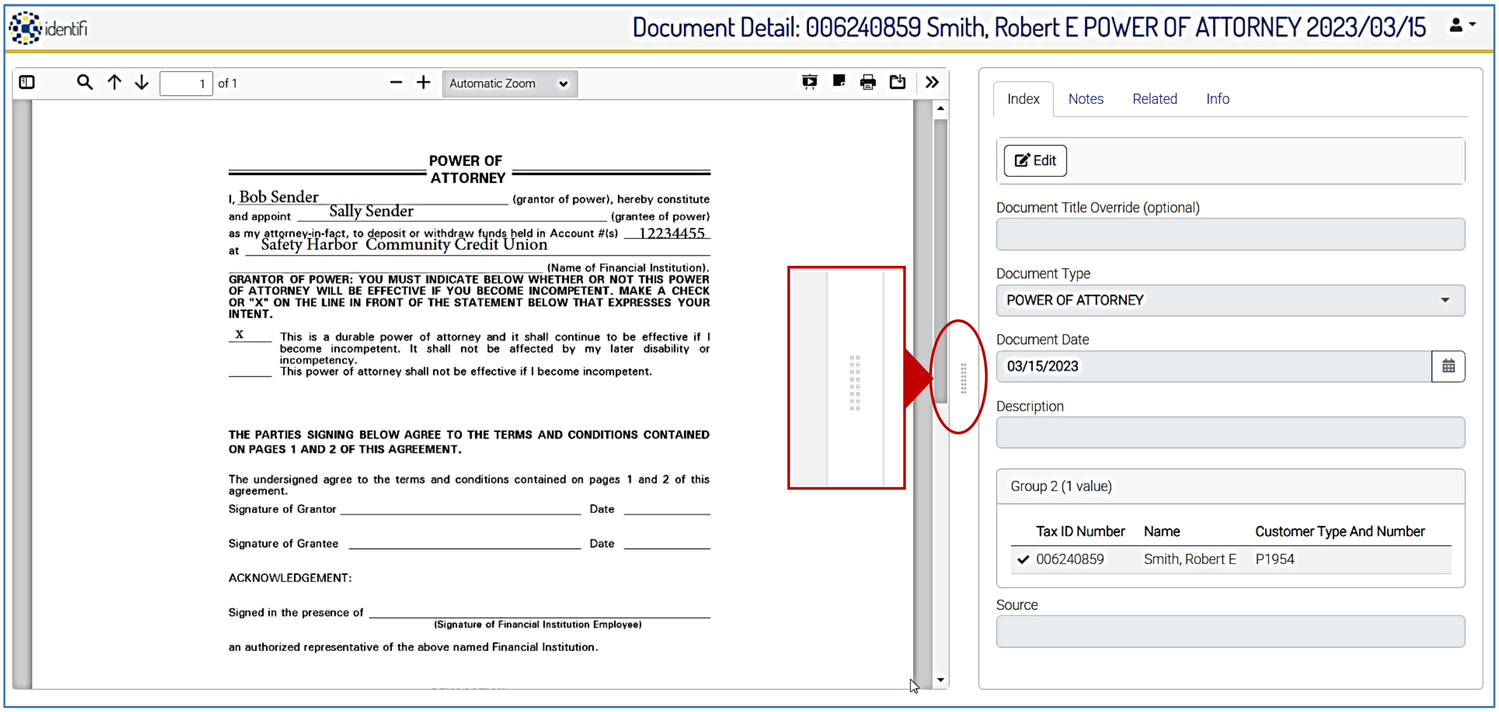
Reveals an **additional toolbar** allowing the User to navigate, rotate the image in the viewer, pan within the document and view document properties



Document Detail Panels:

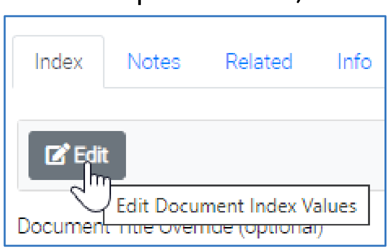
The ***Document Detail Panels*** are located in the upper right side of the screen.

- Click and drag the split screen icon  to adjust window size.



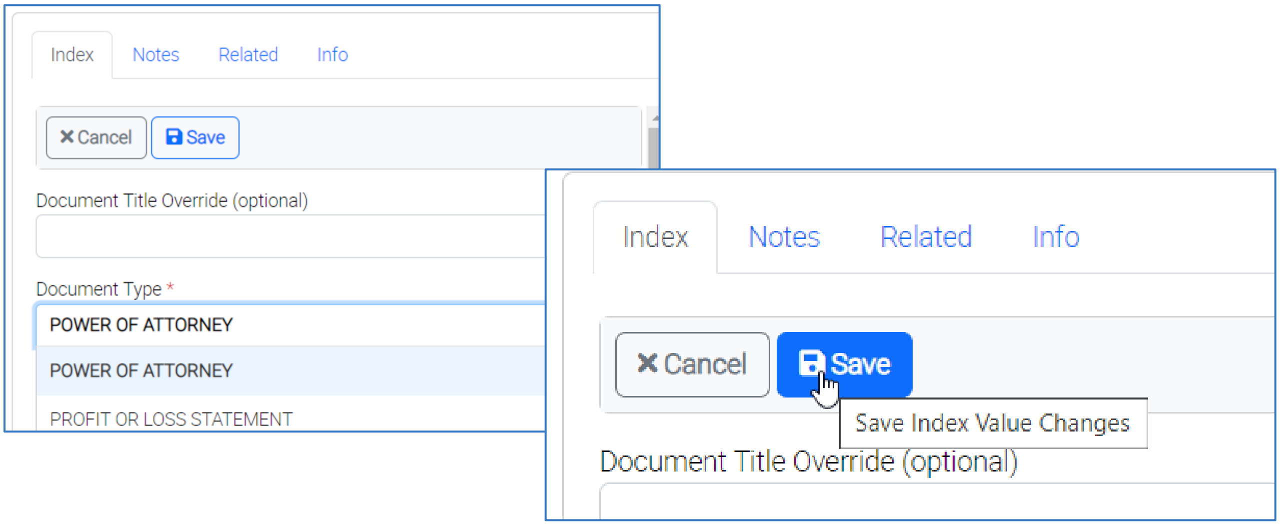
Listed below are the various panels and a full description of each. User *Permissions* determine access to Panels and their features.

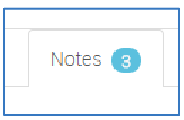
Index Panel - Displays indexing attribute values for current document. If the User has Index permissions, the attribute values can be edited by clicking 



Examples: changing the Document Date, the Document Type, re-syncing the Lookup Attribute, etc.

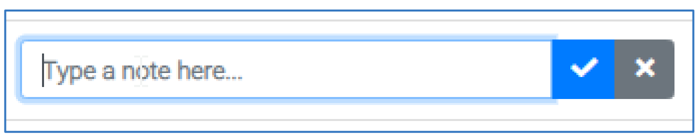
Once changes have been made, click “Save” to update the attribute value.



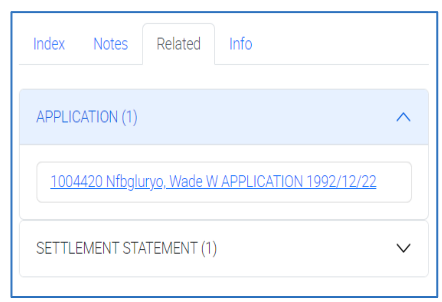


Notes Panel – Users with appropriate permissions can view, add and/or edit notes on the document. A number in the panel tab indicates the number of notes that exist on the document.

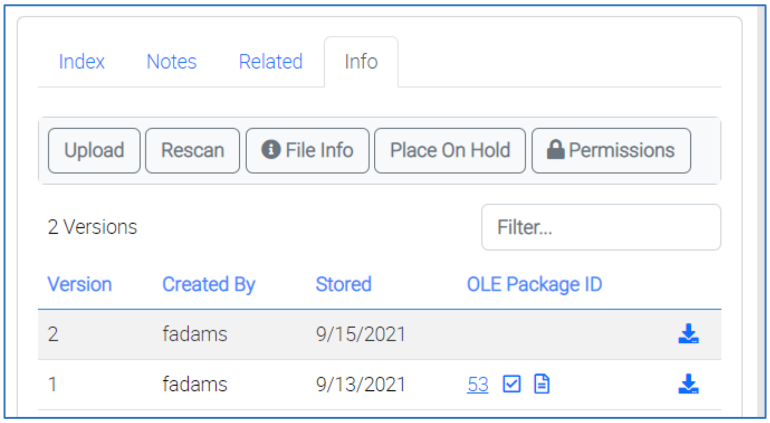
To add a note, click inside the box and type the note.
Click the check mark icon to save.



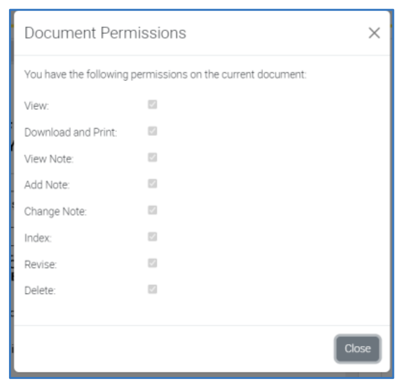
Related Documents Panel – Displays documents related by SSN/Tax ID (User must have permissions to images). Click on the hyperlink to view other documents for the same customer.



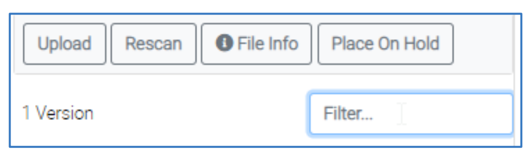
Info Panel – Provides a button to reveal file information for this document and access to the versioning options within Identifi.



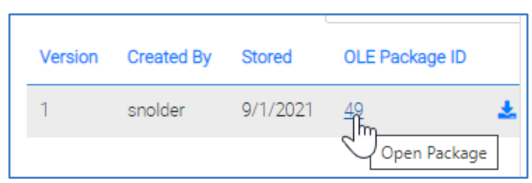
- ***Upload***: Upload a new document to replace the current version of the document in the viewer.
- ***Rescan:*** Opens the document in the Scan Client. *****Available only for documents that were originally brought into the archive through the Scan Client or Uplink. Must have access to the Scan Client to use this feature.*****
- ***File Info***: Displays storage information about the document such as Title, Document ID, Storage Date, etc.
- ***Place on Hold (or Remove Hold)*** Place the document on a Retention Hold (or remove the document from a Retention Hold).
- ***Permissions*** allows a User to view their Permissions for this document.



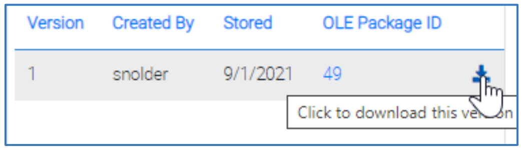
The **Filter** allows the user to filter to a particular version by who created the version ("Created By") or Storage Date.

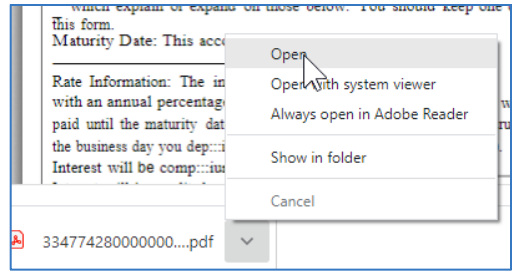


If the document was brought in using Online eSign, the OLE Package Details will be accessible by clicking the **OLE Package ID** link.

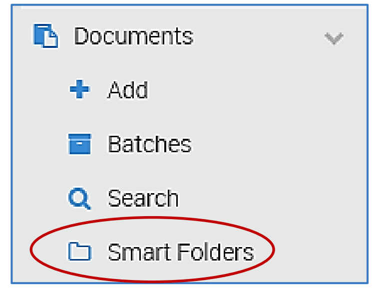


Clicking the Download icon to the right will download the document. Document will be in the same file format used to store the document to Identifi.





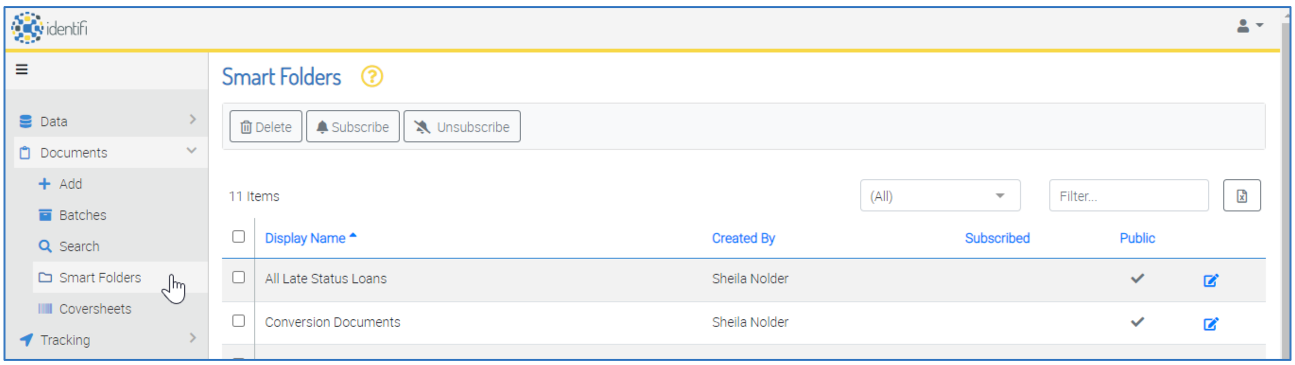
Smart Folders



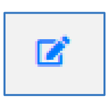
Allows the User to access Smart Folders to launch saved searches.

A Smart Folder is a saved search. Clicking on the title of a Smart Folder will launch the saved search in real time; meaning that anything added to the archive since the creation of the folder will be included in the search results.

Depending on a User's Permissions, both Public and Private Smart Folders may be visible here. If a Smart Folder is Public and the User has access, a check mark will be visible under the "Public" column header.

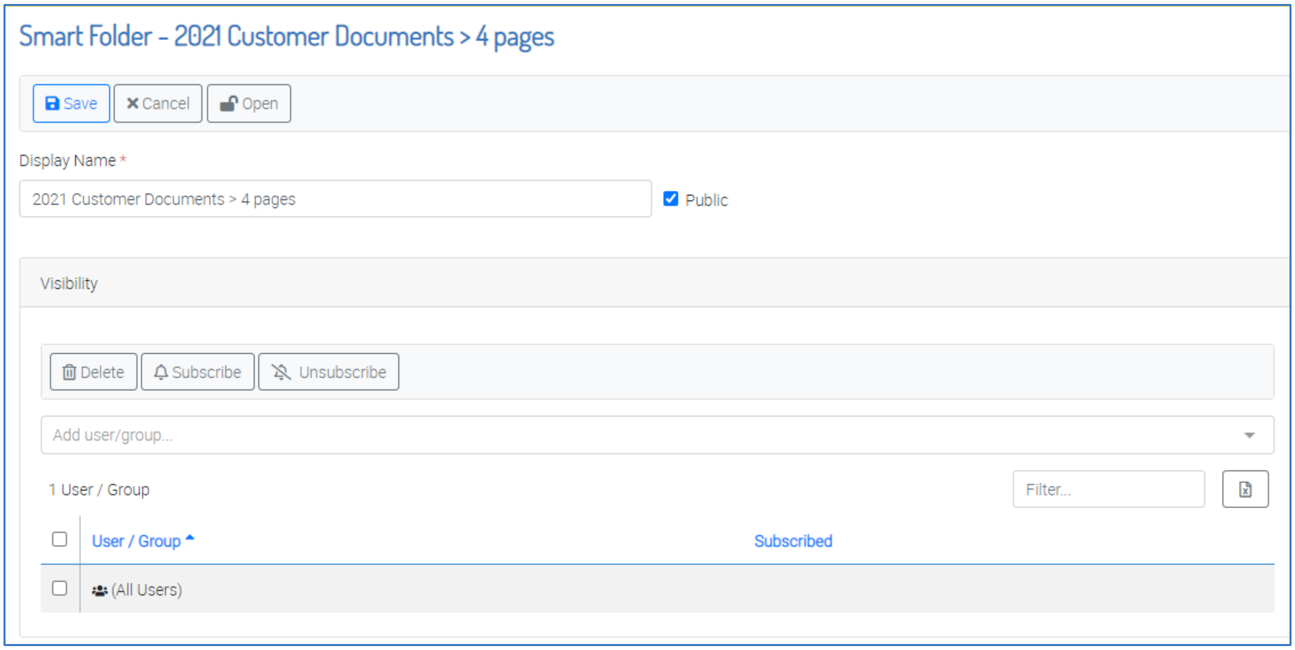


Any user with the User Role can create a Private Smart Folder (see "Creating a Smart Folder"). Private Smart Folders cannot be seen by anyone else; they are only visible to the User who created them.



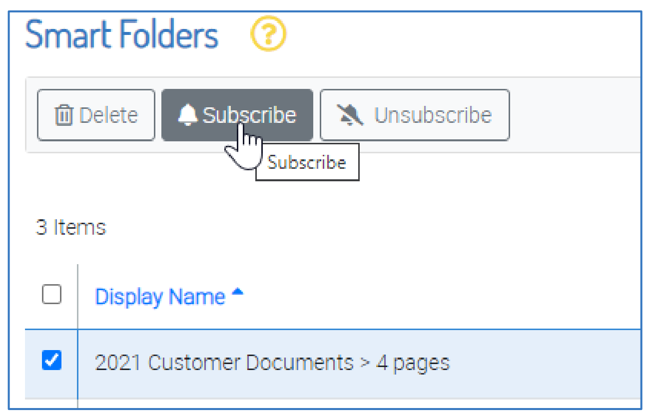
To ***Edit*** a Smart Folder, the User who created it can click on the Edit icon on the right.

A new screen will open, allowing the User to edit the folder and make changes as needed:



- Display Name
- Public or Private status
- Visibility (if Public – permissions required)
- Subscription – Subscribed or Unsubscribed (See below)

Select **"Save"** to save changes.

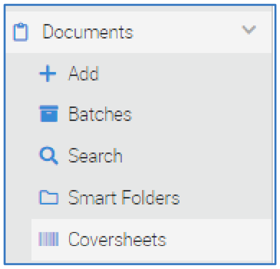


<u>Subscribe/Unsubscribe to a Smart Folder</u>

Users also have the ability to Subscribe to their Private Smart Folders and to those Public Smart Folders to which they have been assigned visibility. By subscribing to a Smart Folder, Users will receive an email notification when documents are added to the folder.

To subscribe to a Smart Folder, select the folder(s) and click "Subscribe" in the upper menu bar. To unsubscribe, select and click "Unsubscribe."

Barcode Coversheets



Barcode coversheets used in the scanning process are accessed and printed by navigating to *Documents-> Coversheets*

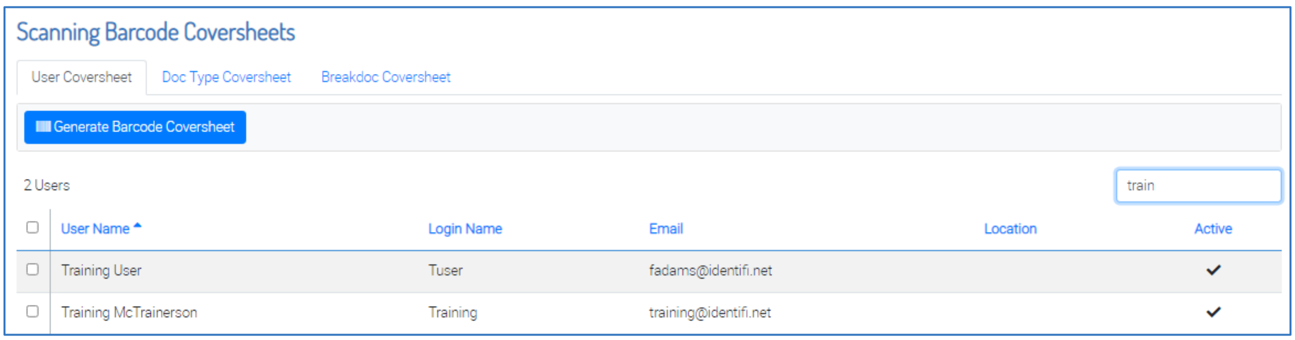
Up to three types of coversheets will be available:

- Document Type Coversheets
- Uplink User Coversheets
- Generic Barcode Separator Sheets

User Coversheets

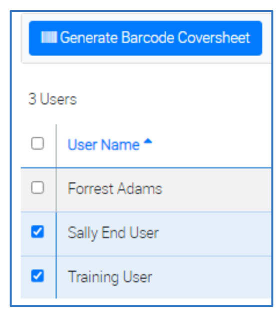
User Coversheets are scanned along with an Uplink batch to identify the User that the batch belongs to in *Batches*. The coversheet does not appear in the batch.

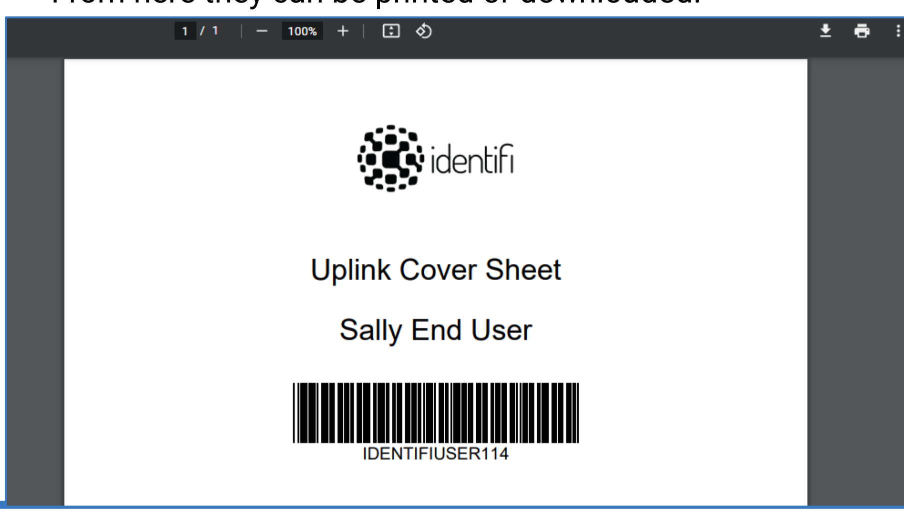
***Note: This tab will appear only on installations licensed for Uplink.**



To prepare the coversheets:

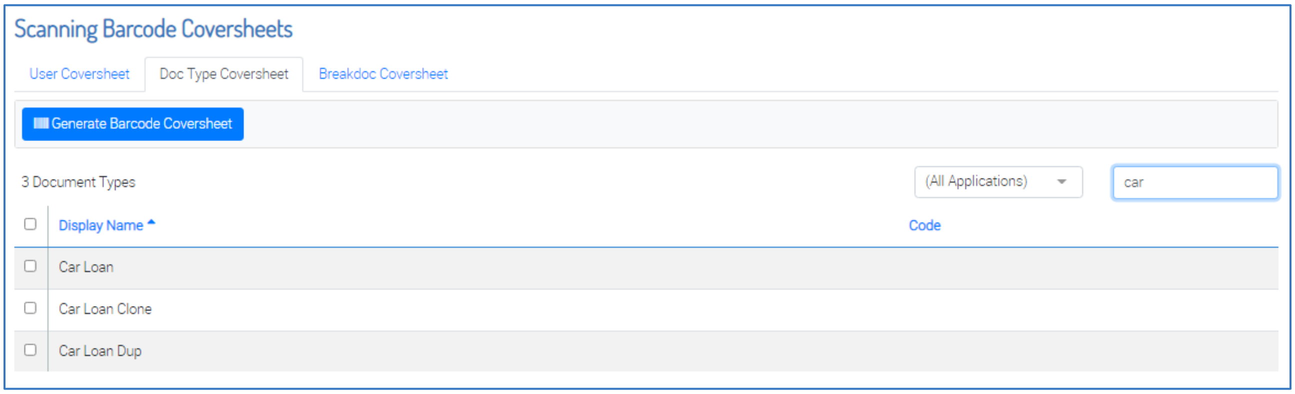
1. Check the box next to the user(s) in the list.
2. Click ***Generate Barcode Coversheet***
3. The coversheets will open in new browser window as a PDF. From here they can be printed or downloaded.



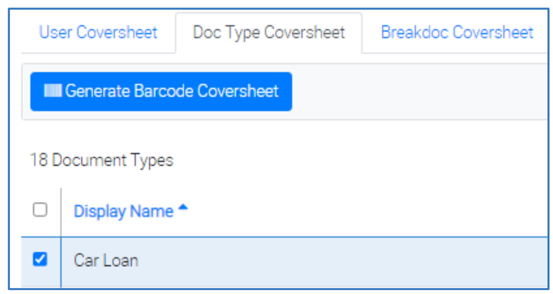


Doc Type Coversheet

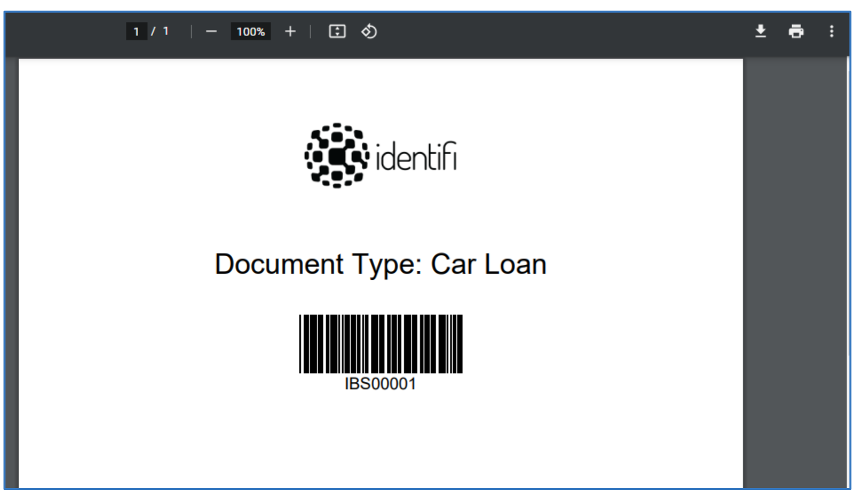
Doc Type Coversheets are used to identify document types during the indexing process. Insert the coversheet ahead of the document in the batch to fill in the Document Type indexing field automatically. The coversheet does not appear in the batch.



To prepare the coversheets:

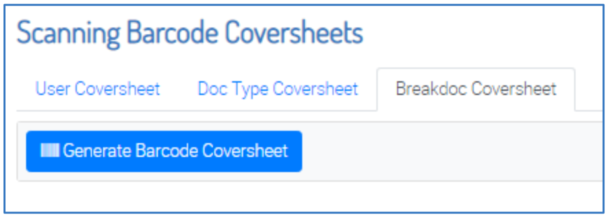


1. Check the box next to the doc type(s) in the list.
2. Click ***Generate Barcode Coversheet***
3. The coversheets will open in new browser window as a PDF. From here they can be printed or downloaded.



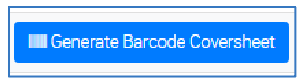
Breakdoc Sheets

Breakdoc Coversheets are generic barcode separator sheets used in scanned batches to indicate where a new document begins during indexing. The barcode will trigger the *This file starts a new document* box to be checked. The coversheet does not appear in the batch.

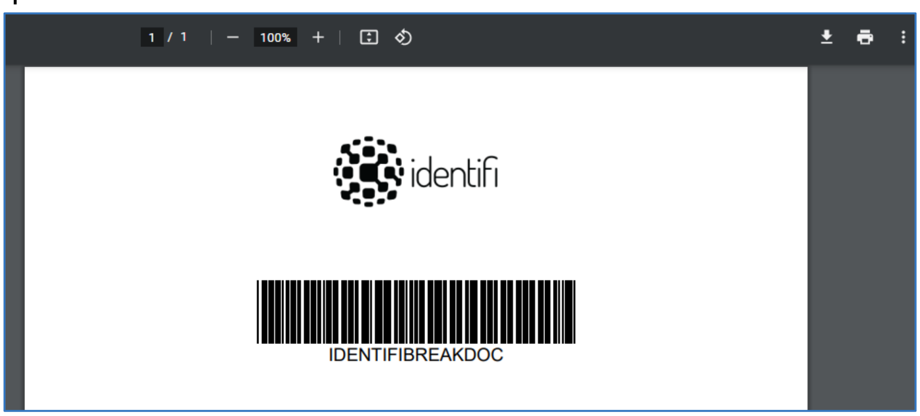


To prepare the coversheets:

1. Click ***Generate Barcode Coversheet***



2. The coversheets will open in new browser window as a PDF. From here they can be printed or downloaded.



Viewing COLD Reports & Using Document Text Search

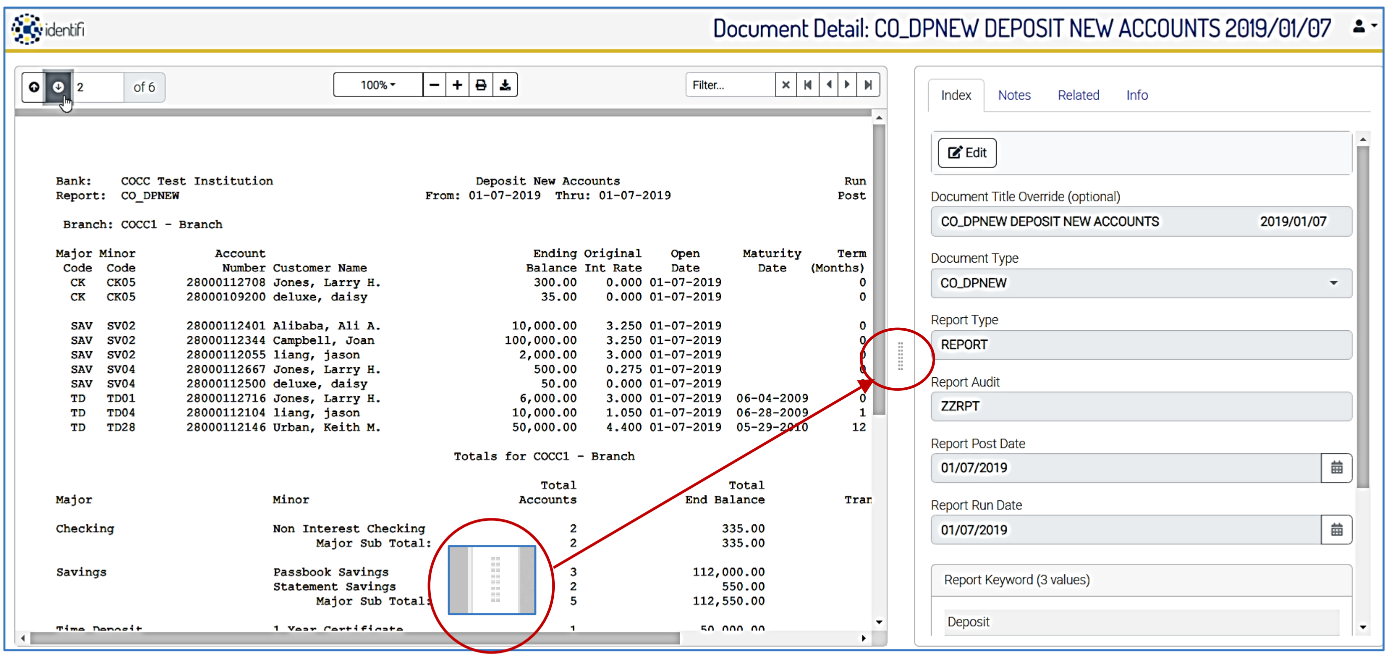
COLD Reports are automatically imported and indexed into Identifi. They are retrievable through the same *Document Search* used to retrieve other types of documents and many of the same search criteria. Unlike other documents stored in the archive, COLD Reports are text indexed. Users are be able to search the text within the document from Document Search as well as from inside the Report Viewer.

Viewing COLD Reports

The Report Detail Viewer is very similar to the Document Detail Viewer, however without the 500-page view limitation.

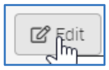
Report Detail Panels:

Click and drag the split screen icon to adjust window size.

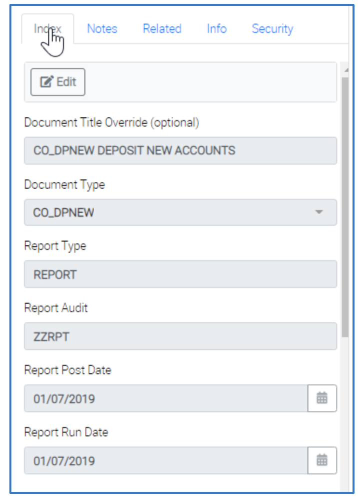


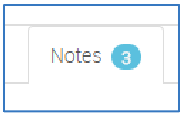
The ***Report Detail Panels*** are the same as the panels found in the Document Detail Viewer. Those most helpful for report viewing are highlighted below:

Index Panel - Displays indexing attribute values for current report. Find details like associated Report Keywords and Report Post Date and Report Run Date.



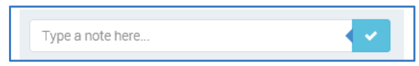
- ***Edit*** Allows attribute values to be changed (*permissions required*)



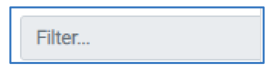


Notes Panel – Users with appropriate permissions can view, add and/or edit notes on the report. Notes are associated with specific pages of the report, and a number in the panel tab indicates the number of notes that exist on the report.

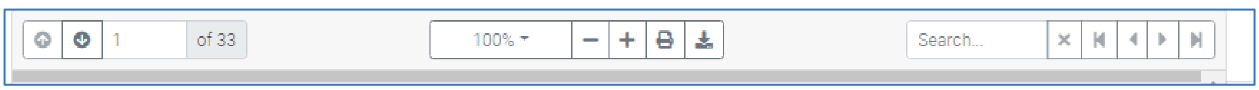
To add a note, click inside the box and type the note. Click the check mark icon to save.



Filter - Allows user to search within notes.

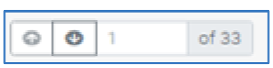


Report Detail Viewer Menu Bar:

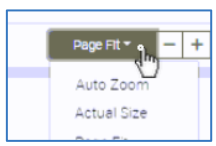


The document image can be reviewed on the left.

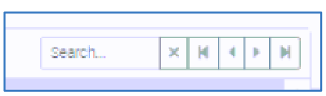
- **Use the arrows to navigate the pages**



- **Zoom in/out**



- **Document Text Searching**

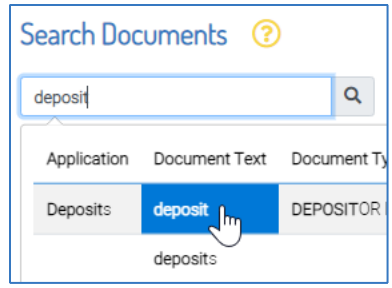


- **Print as PDF or Download the File**

Document Text Searches

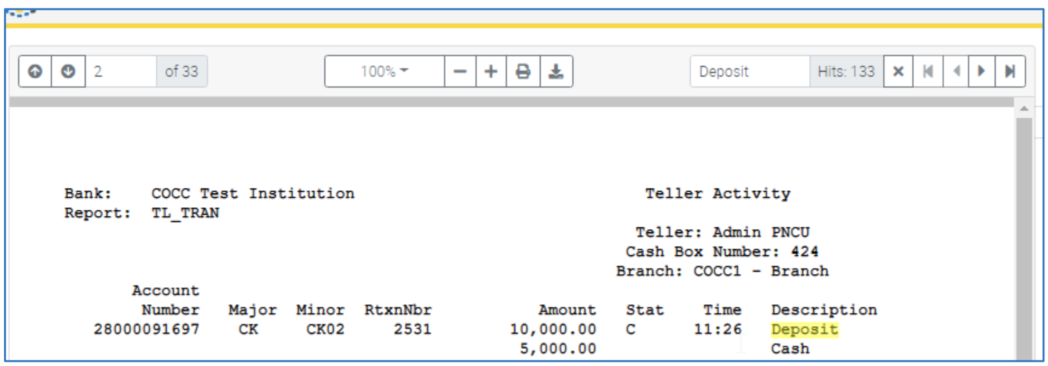
The text found within COLD Reports is indexed and searchable. All words in the report, as well as some types of punctuation, are stored during the indexing process. This includes articles and conjunctions (such as *and, the,* and *a*), periods (.) and hyphens (-). <u>Commas (,) and apostrophes (') are ignored</u>. So, the number **9,874.56** is stored as **9874.56**; and the name **O'Brien** is stored as **OBrien.** The term **past-due** would be stored as **past-due**.

Document Text Searching from Search Documents



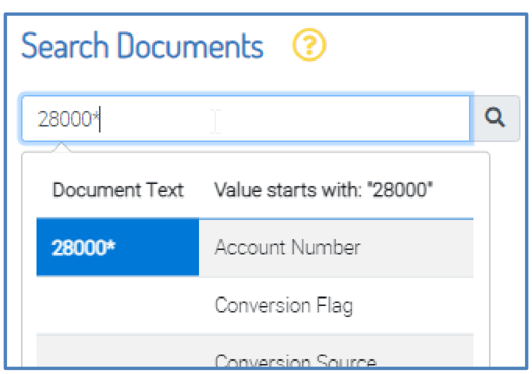
Allows users to retrieve reports from the document image archive that contain specific text/data. Select ***Document Text*** from the Suggestion Grid.

When the returned reports are opened in the Report Viewer, the **search data will be highlighted**.

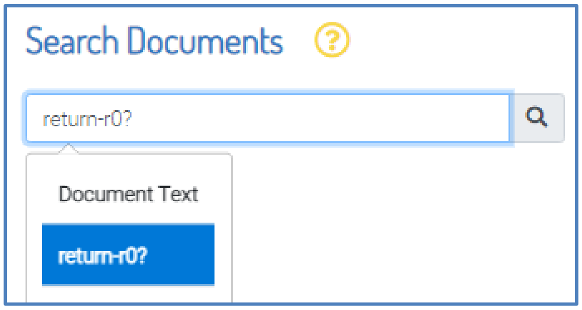


Advanced Document Text Search Syntax from Search Documents

Use special syntax to search for text within reports from Search Documents. Select ***Document Text*** from the Suggestion Grid.

**** (asterisk)*** *Can only be used in at the end of a term*		Wildcard that matches zero or more characters **Example**: *28000** would bring back reports with account numbers beginning with those numbers.

? (question mark)

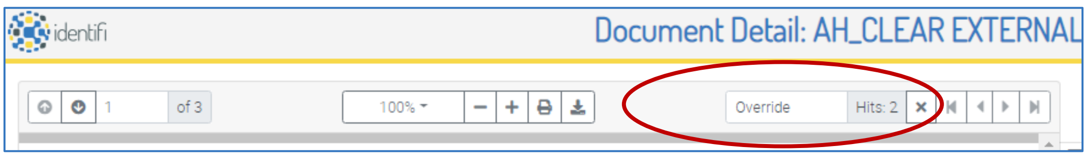


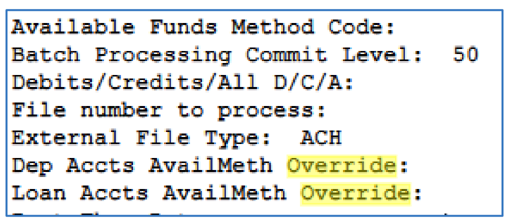
Wildcard that matches exactly one character

Example: *return-r0?* would bring back *Return-R02, Return-R08,* etc. as results.

Document Text Search from the Document Detail Viewer *using the Search Bar*

A Search Bar is available in the Report Viewer. Search for exact words and phrases or use special syntax to search inside a report; 'hits' will be highlighted.

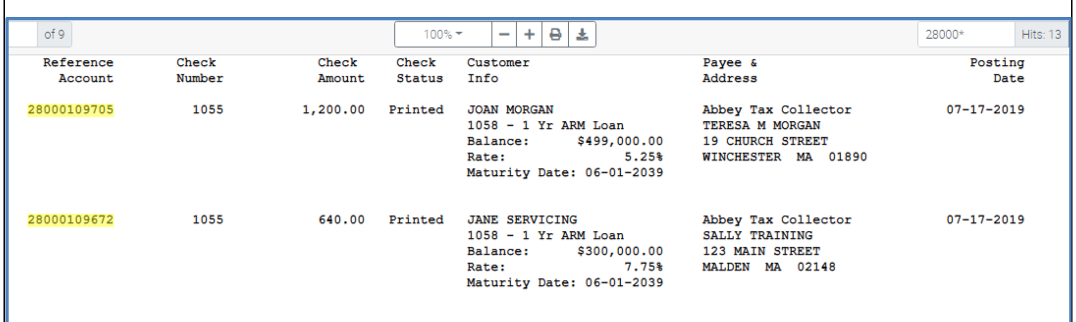




```
Available Funds Method Code:
Batch Processing Commit Level:  50
Debits/Credits/All D/C/A:
File number to process:
External File Type:  ACH
Dep Accts AvailMeth Override:
Loan Accts AvailMeth Override:
```

Advanced Text Search Syntax

*** (asterisk)** *Can be used at the beginning or end of a term*

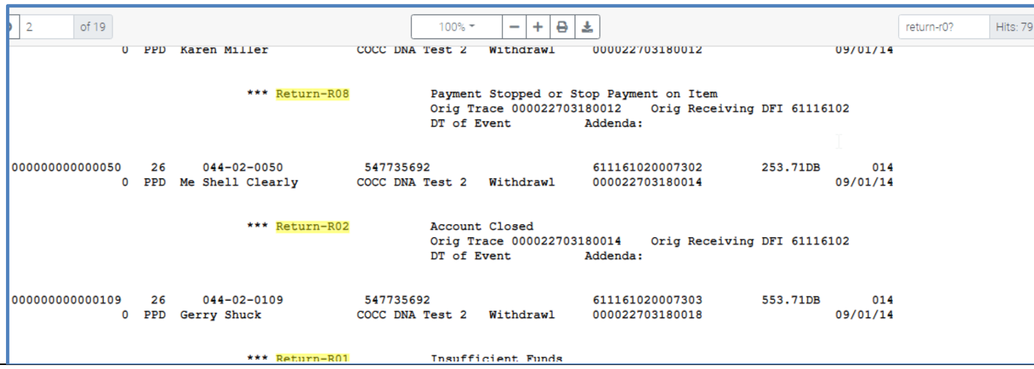


Reference Account	Check Number	Check Amount	Check Status	Customer Info	Payee & Address	Posting Date
28000109705	1055	1,200.00	Printed	JOAN MORGAN 1058 - 1 Yr ARM Loan Balance: $499,000.00 Rate: 5.25% Maturity Date: 06-01-2039	Abbey Tax Collector TERESA M MORGAN 19 CHURCH STREET WINCHESTER MA 01890	07-17-2019
28000109672	1055	640.00	Printed	JANE SERVICING 1058 - 1 Yr ARM Loan Balance: $300,000.00 Rate: 7.75% Maturity Date: 06-01-2039	Abbey Tax Collector SALLY TRAINING 123 MAIN STREET MALDEN MA 02148	07-17-2019

Wildcard that matches zero or more characters

Example: *28000** would bring back all accounts on the report beginning with those numbers.

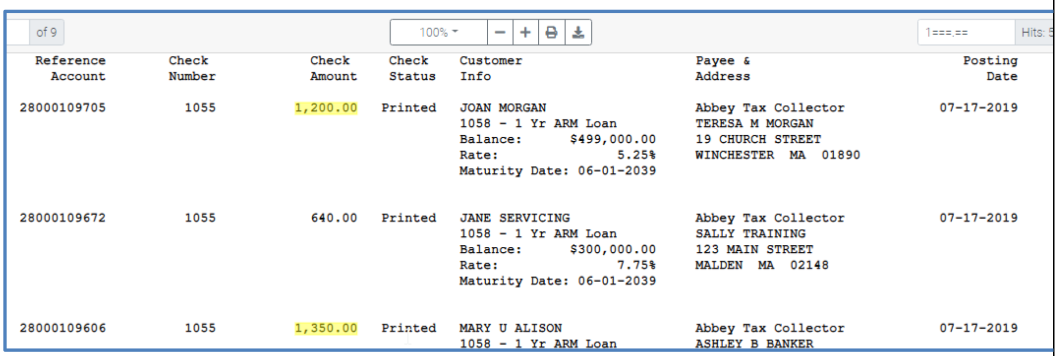
? (question mark) *Can be used anywhere in a term*



Wildcard that matches exactly one character

Example: *return-r0?* would bring back *Return-R02, Return-R08,* etc. as results.

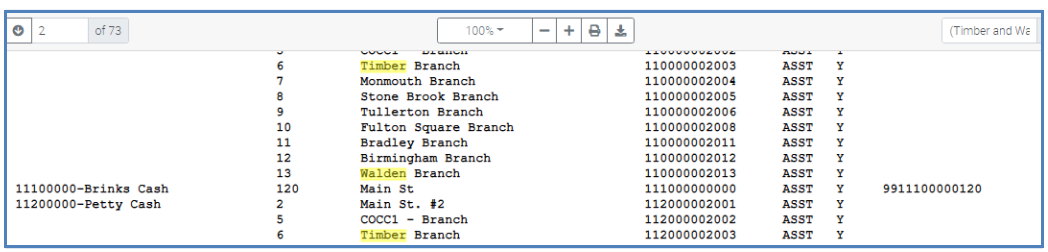
= (equals sign) *Can be used anywhere in a term*



Wildcard that matches exactly one numeric character (0 – 9)

Example: *1===.==* would highlight any amount 1, 000.00 or greater.

( ) (parentheses)

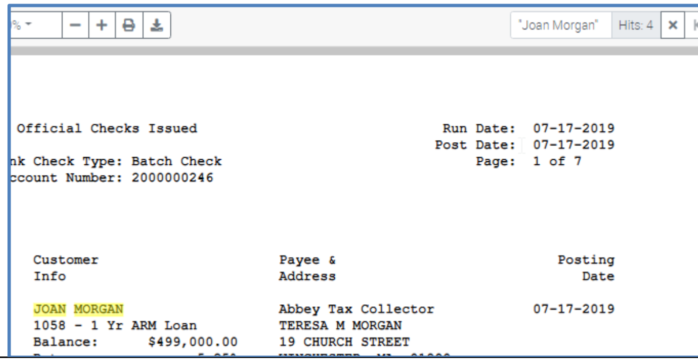


Used to logically group multiple search Terms connected by Connector Words

Example: *(timber and walden)* would highlight both those words in the report.

<table>
<tr>
<td>

“ ” (quotation marks)



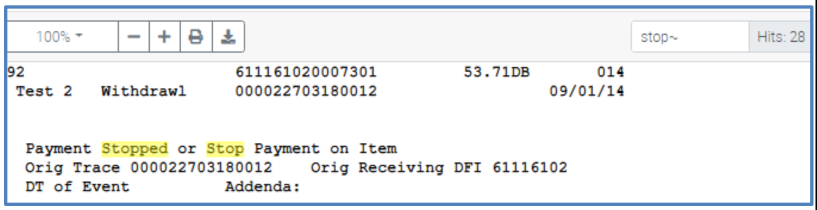
</td>
<td>

Used when searching for an exact phrase

Example: *“Joan Morgan”* would highlight that name and not *Teresa Morgan*

</td>
</tr>
<tr>
<td>

~ (tilde)



Stemming extends search to cover grammatical variations.

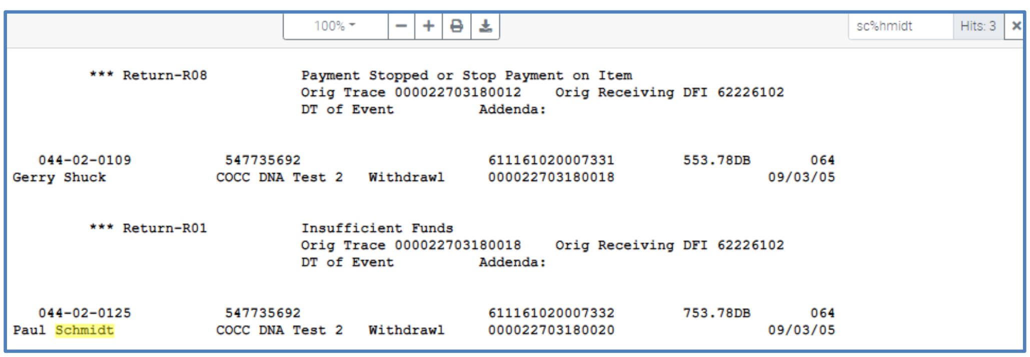
</td>
<td>

Used at the end of a Term, indicates that **stemming** matches should be found.

Example: *stop~* would bring back *stop, stopping stopped, etc.*

</td>
</tr>
<tr>
<td>

% (percent sign) *Can be used anywhere in a term*



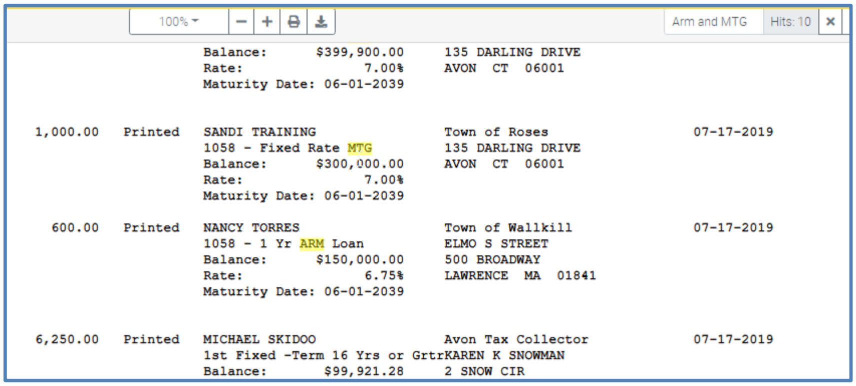
Fuzzy searching will find a word even if it is misspelled

</td>
<td>

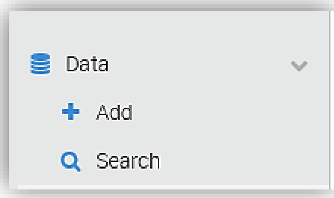
Used anywhere in a Term, indicates that **fuzzy** matches should be found

Example: *Sc%midt* would highlight results with at most one difference between it and *schmidt*

</td>
</tr>
</table>

AND	 100% Arm and MTG Hits: 10 Balance: $399,900.00 135 DARLING DRIVE Rate: 7.00% AVON CT 06001 Maturity Date: 06-01-2039 1,000.00 Printed SANDI TRAINING Town of Roses 07-17-2019 1058 - Fixed Rate MTG 135 DARLING DRIVE Balance: $300,000.00 AVON CT 06001 Rate: 7.00% Maturity Date: 06-01-2039 600.00 Printed NANCY TORRES Town of Wallkill 07-17-2019 1058 - 1 Yr ARM Loan ELMO S STREET Balance: $150,000.00 500 BROADWAY Rate: 6.75% LAWRENCE MA 01841 Maturity Date: 06-01-2039 6,250.00 Printed MICHAEL SKIDOO Avon Tax Collector 07-17-2019 1st Fixed -Term 16 Yrs or GrtrKAREN K SNOWMAN Balance: $99,921.28 2 SNOW CIR	Used to highlight multiple terms in a report. **Example:** *ARM and MTG* would highlight both *ARM* and *MTG*.

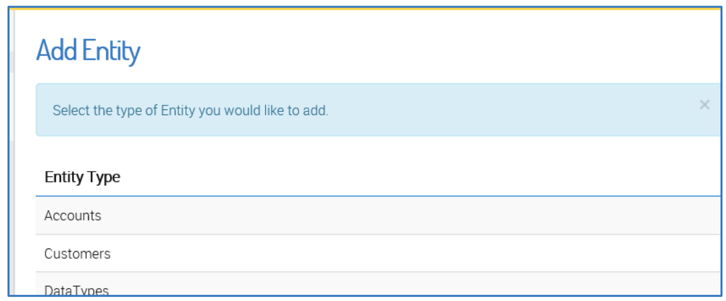
Data



Data houses the information used to index documents. All entity items- such as accounts, customers or vendors- can be searched here, pending User Permissions.

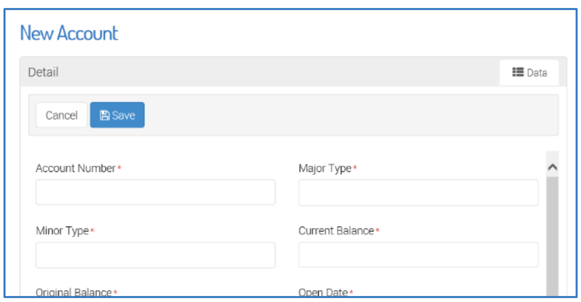
Add

Allows the User to manually add an item to an existing Entity.

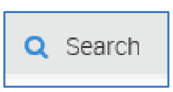


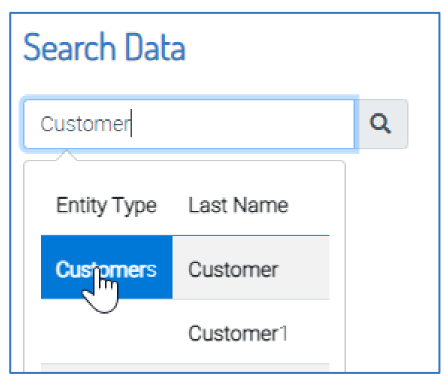
Click on "Add." Select the Entity to which the new item will belong.

Enter the required information and click "Save" to create the new item.



Search





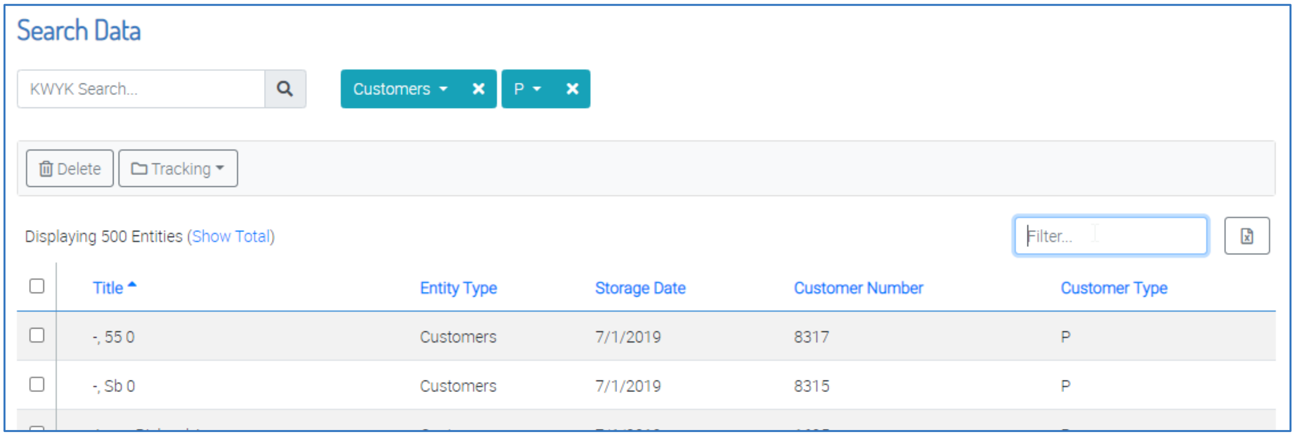
Data Search allows the User to search within Entity and Workflow Data, and the feature functions like most internet search engines. Once a User begins typing the information about the item sought, the system will begin offering suggestions.

Common searchable attribute values: *Account Number, Customer Name, Employee Code*, etc.

The system automatically searches across all Entities to which the User has permissions and begins suggesting items to narrow the results.

In the example below, the initial search was done for **Customers** (Entity) and the Customer Type "**P**" was added to narrow the results.

Identifi allows search results to be sorted and filtered. The default sort order is Storage Date Descending, reflecting the most recently added items at the top. All underlined columns are sortable and results can be narrowed using the **Filter** field to the right of the screen or by adding another search pill to the search.

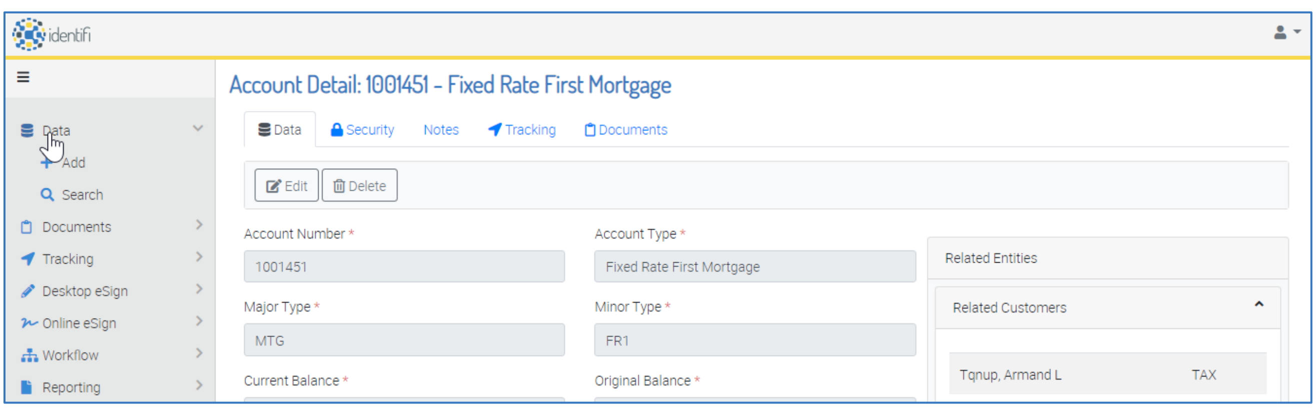


Viewing Data Items

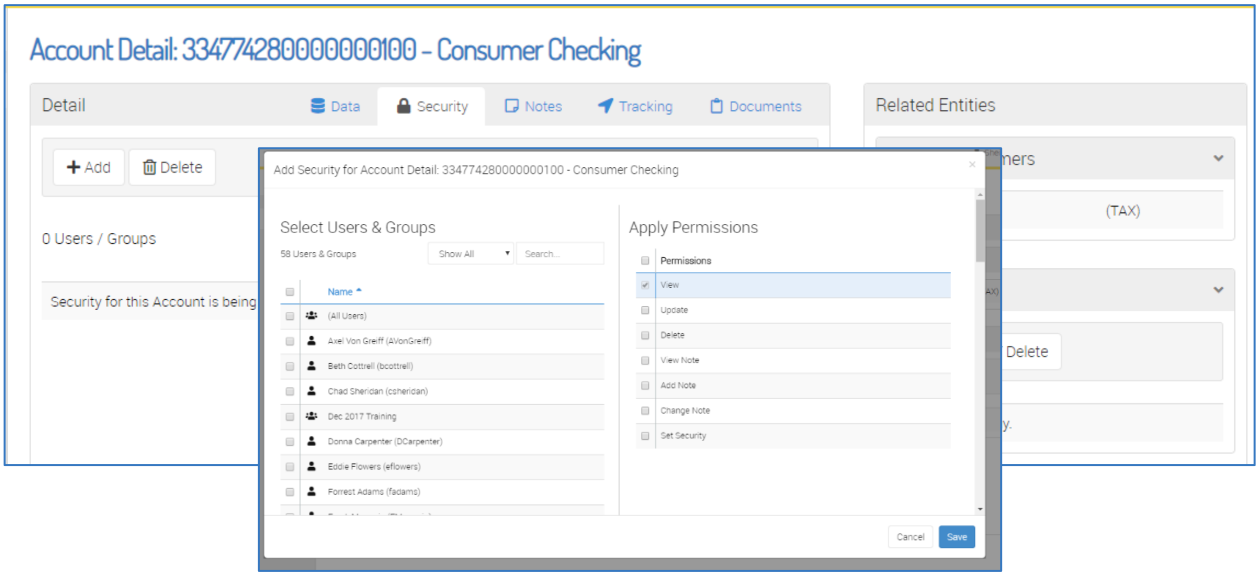
Clicking on the entity item in *Data Search* results will open the item's details. Depending upon the user's Permissions, tabs related to data details, security, notes, tracking and related documents will be presented. Related entity items may also be viewable.

Data

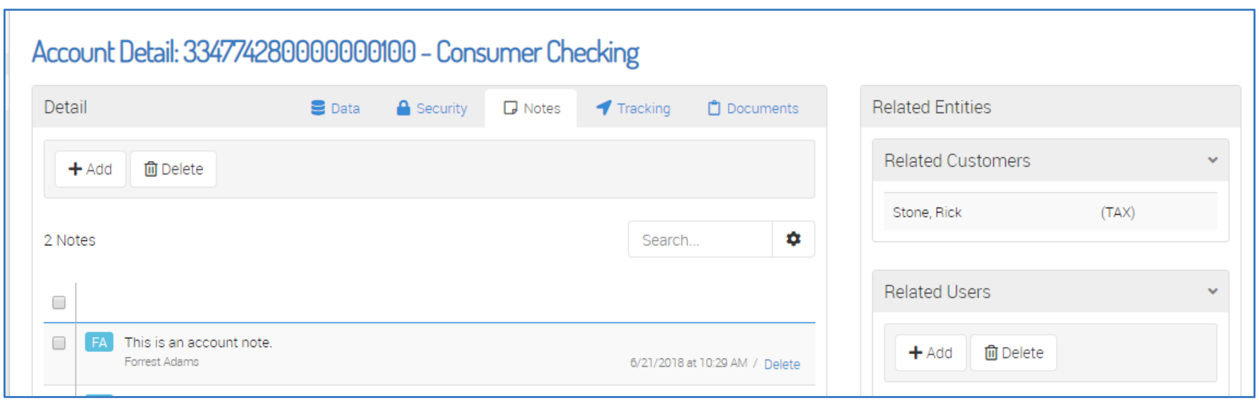
Contains all information about the item, these details should match the item's information in the host system. Some fields may be modified by selecting ***Edit*** or ***Delete*** in the menu.

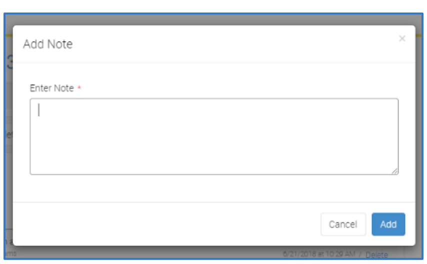


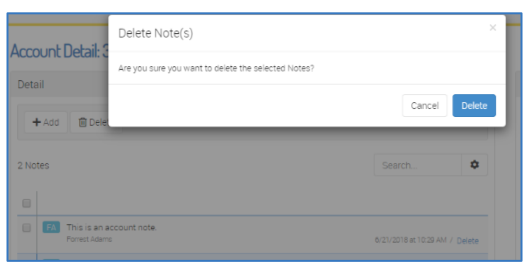
Security
Allows a User to set security specifically for the entity item.



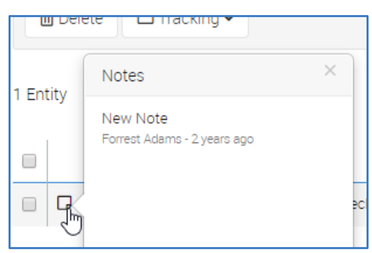
Notes
Notes can be added or deleted here.





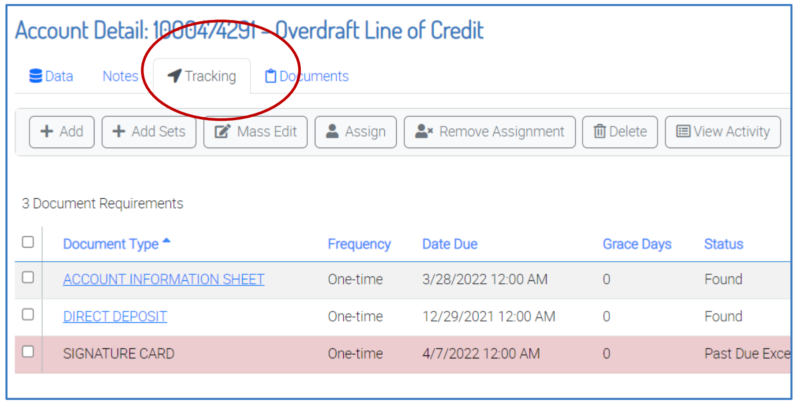


These notes can be previewed from *Data Search* results.



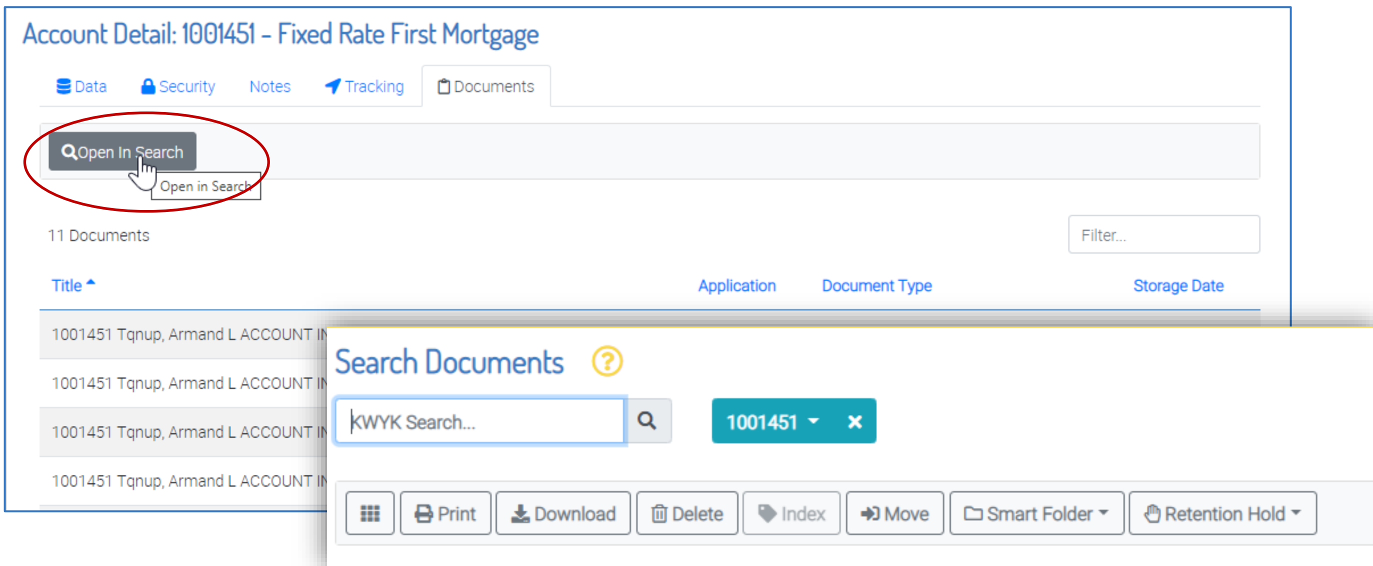
Tracking

This tab will be available only on those installations with the Document Tracking license enabled. For details on this tab, see: [Viewing Tracked Entity Items.](#)



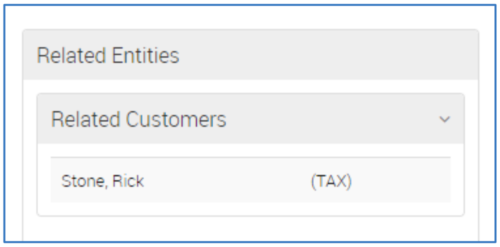
Documents

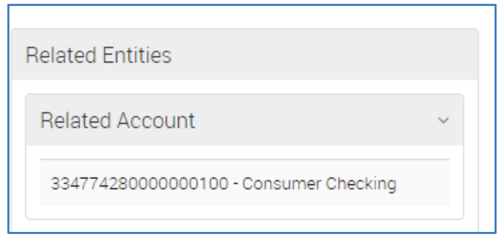
All stored documents related to the entity item will be listed here. Clicking the title will open the document viewer in a new tab and selecting ***Open in Search*** will open the list in *Document Search,* providing access to actions like **Print** and **Download.**



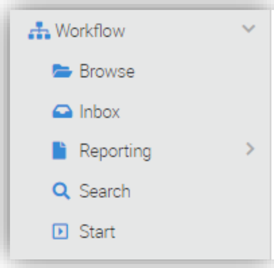
Related Entities

Any related entity items will be found in the right area of the screen. These items are clickable and will open for viewing in the existing tab.



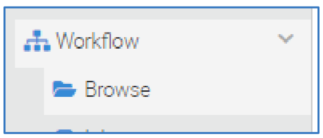


Workflow



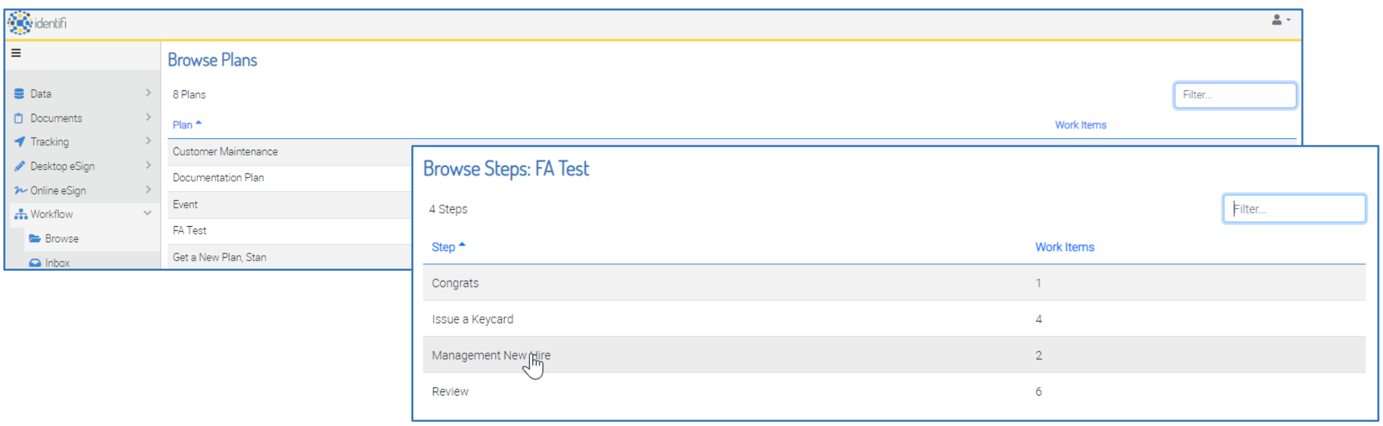
Allows the User to initiate a workflow process and to track work items or tasks within a workflow.

Browse



A User is able to browse by Plan to locate specific Work items.

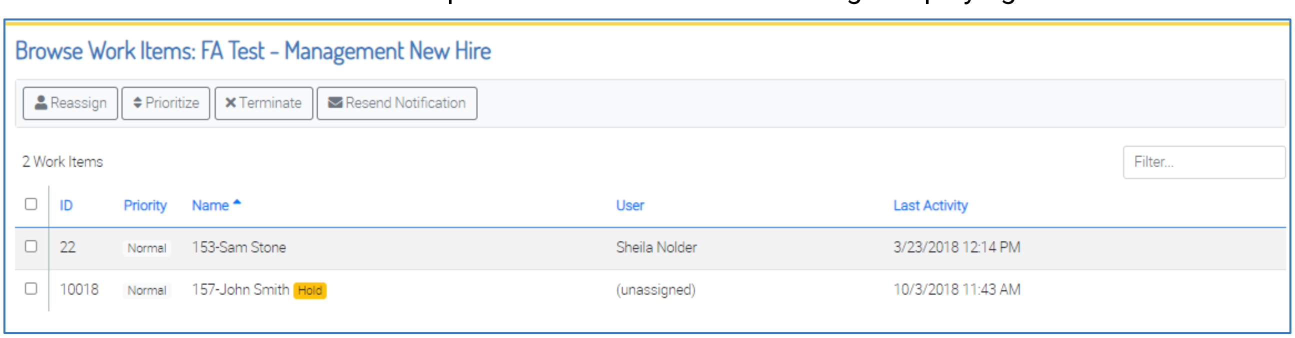
Users will see only those Plans to which they have been assigned.



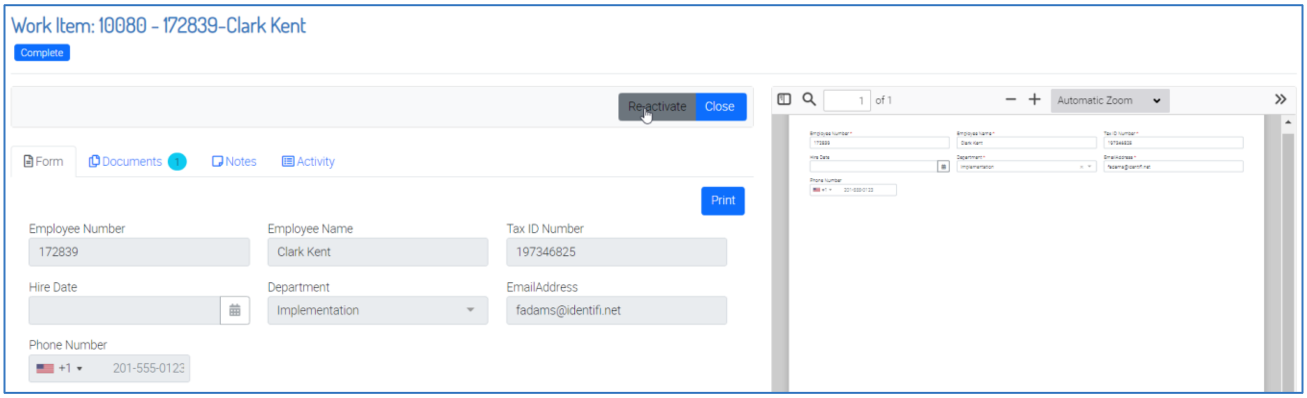
When browsing within a plan, Work items can be **assigned, reassigned, prioritized** or **terminated**, **Reactivated** and **emailed steps can be resent**.

Within the Browse By Plan results:

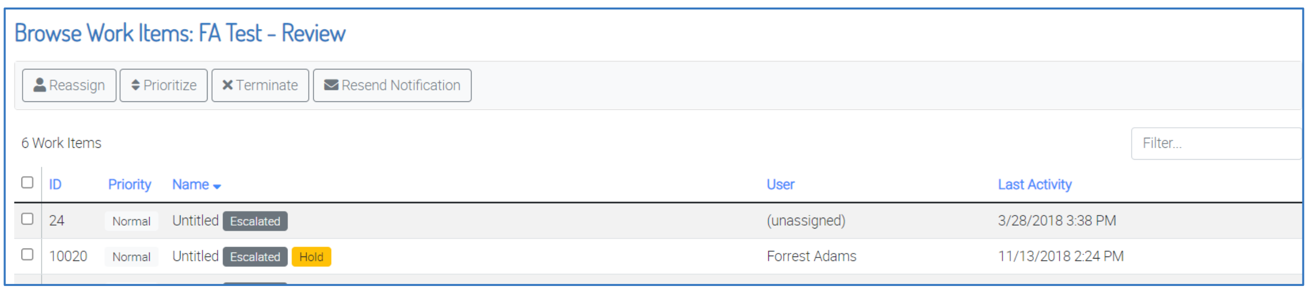
- Work items that have been placed **On Hold** will have a badge displaying that status.



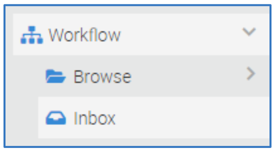
- Completed or Terminated Work Items can be opened and **reactivated** to be returned to the Workflow. (Manage Permission required.)



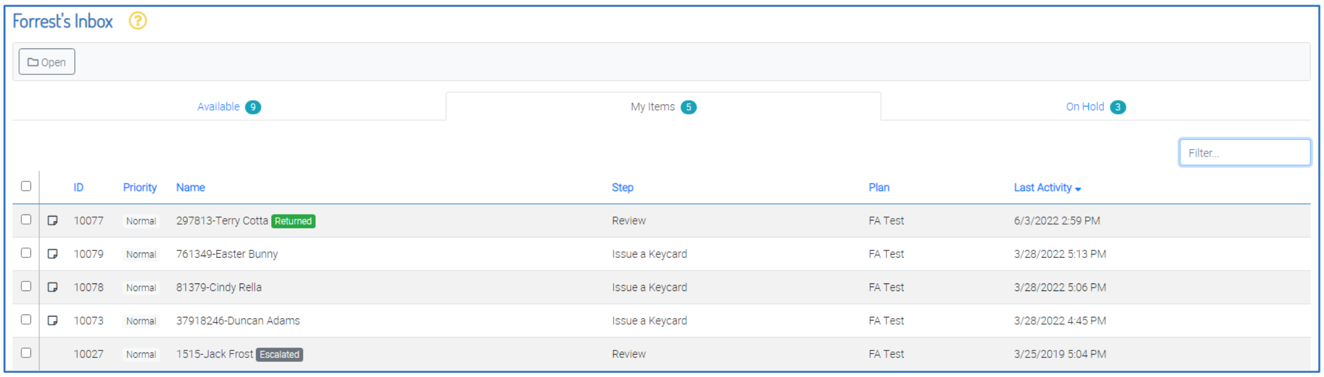
- Items that have been delayed in completing a step will display an "**Escalated**" badge, indicating the escalation of that work item based on criteria set at plan origination.



The Inbox



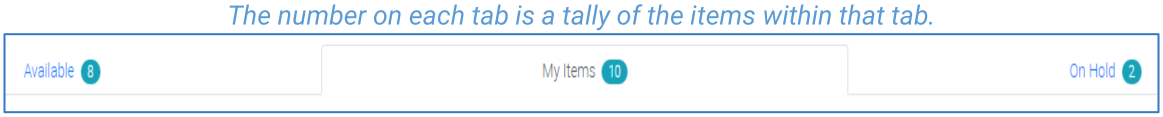
Opens the User's Workflow Inbox. Items available or assigned to the User will be displayed and accessible here.



<u>Three tabs are displayed:</u>

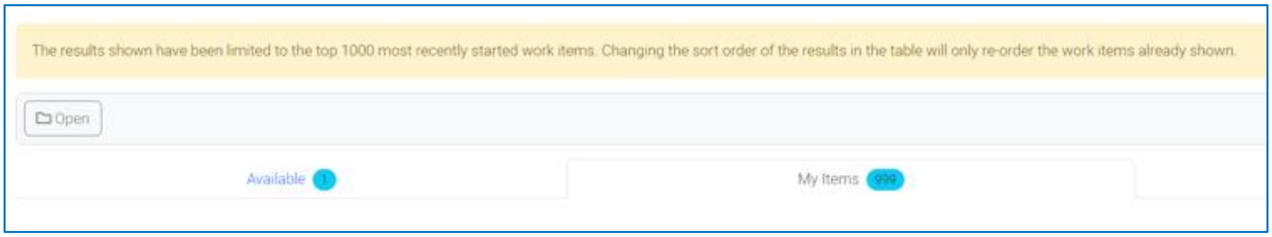
- **Available** – Unassigned items to be completed are displayed here. Once an item is selected from Available by a User, it will then be assigned to them.
- **My Items** – (Default tab) Displays items assigned to the User and requiring attention or action.
- **On Hold** – Displays items put on hold by the User for follow up at a later time
    - Items in this tab are not accessible to others and only the User who placed the item on hold will be able to remove the hold.

The number on each tab is a tally of the items within that tab.



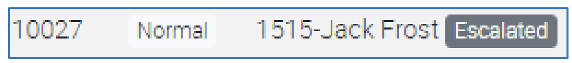
Item Badges and Labels in the Inbox:

An alert message is displayed when a User has hit the limit of items returned for the Workflow Inbox.

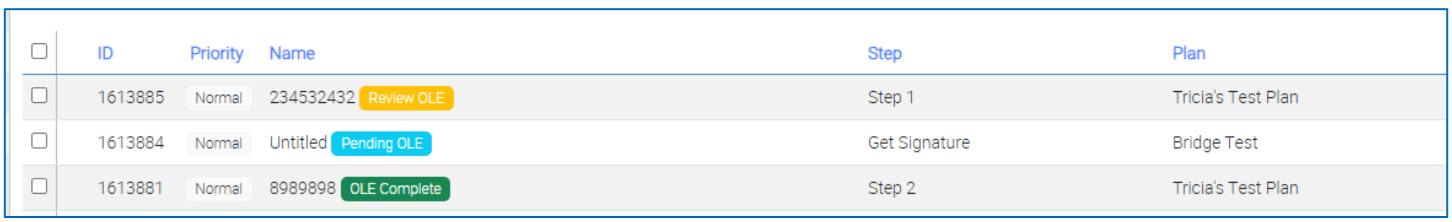


- **Returned**- Items that appear in the User's inbox as the result of a 'Return to Sender' action.

- **Escalated-** Items that have remained in a step beyond the configured amount of time. Escalation may trigger only a reminder email, or it may move the item to a different step for attention.

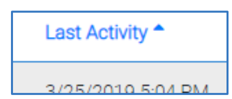


- **OLE Package Statuses-** For installations with Online eSign enabled, the Inbox will reflect badges which display the status of an OLE Package (Review, Pending, Completed).



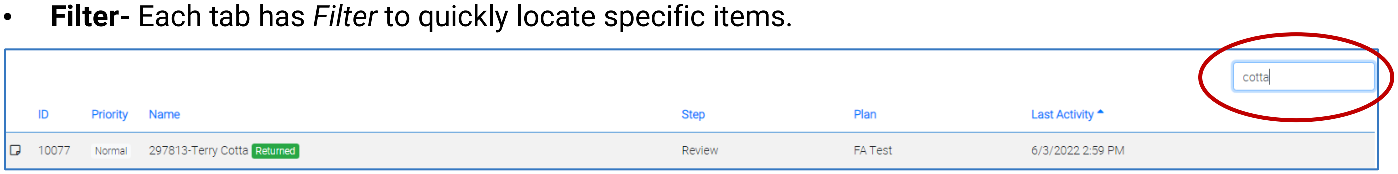
ID	Priority	Name	Step	Plan
1613885	Normal	234532432 Review OLE	Step 1	Tricia's Test Plan
1613884	Normal	Untitled Pending OLE	Get Signature	Bridge Test
1613881	Normal	8989898 OLE Complete	Step 2	Tricia's Test Plan

Locating Specific Items in the Inbox:



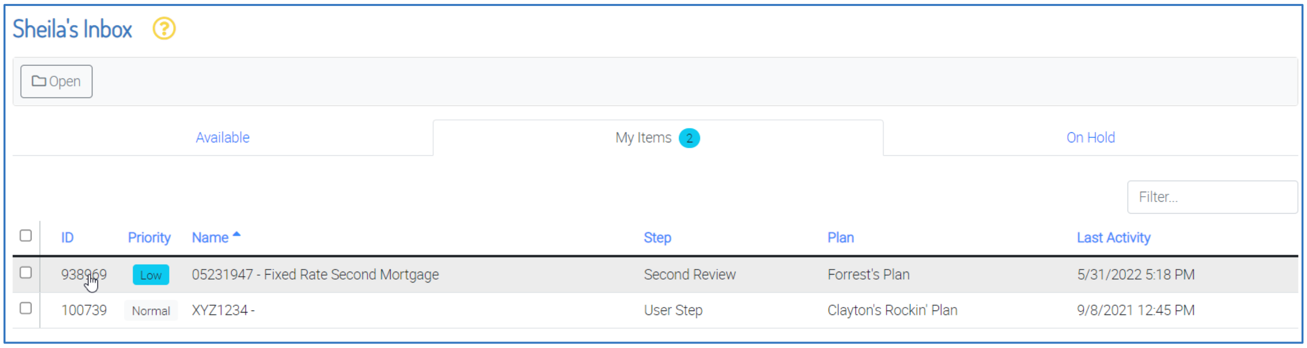
- **Sort-** All columns are sortable in each tab. The items will sort by *Name* by default.

- **Filter-** Each tab has *Filter* to quickly locate specific items.

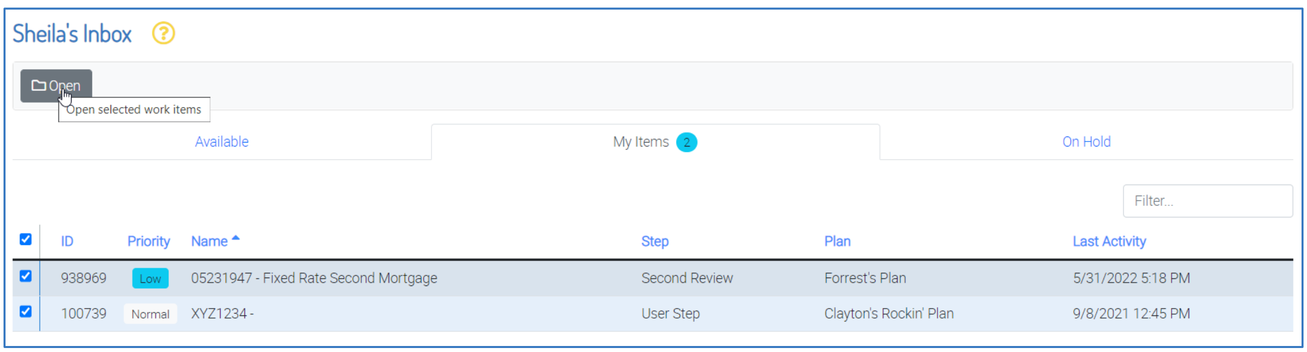


Taking Action on an Item from the Inbox

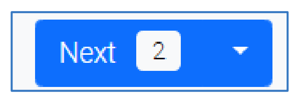
Within the **My Items** tab, open a single item by clicking on the title of the item to be reviewed from the list displayed.



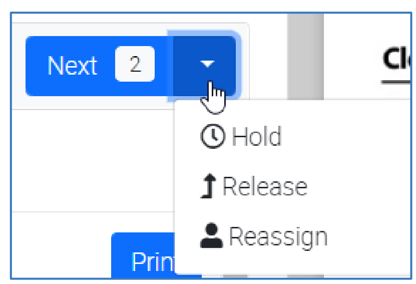
Open multiple items to review by clicking the items' checkboxes and selecting the "Open" icon. The item(s) will open and the step name will be displayed in the upper left corner of the screen.



Move between Work items using the Next button to the right of the screen. The number to the right indicates the number of items remaining.

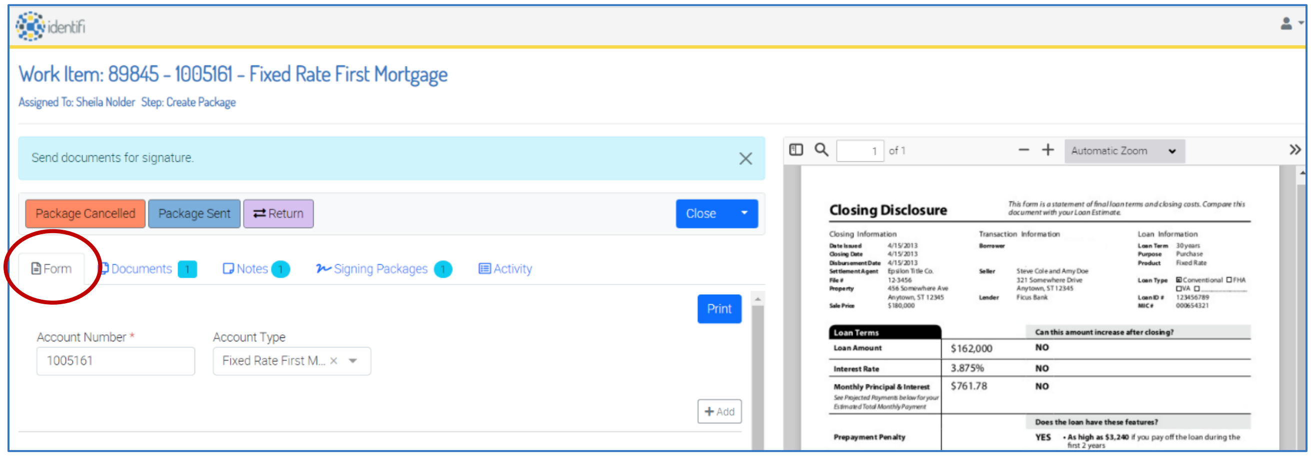


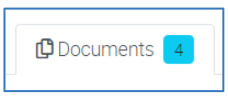
The drop-down arrow to the right reveals additional options:



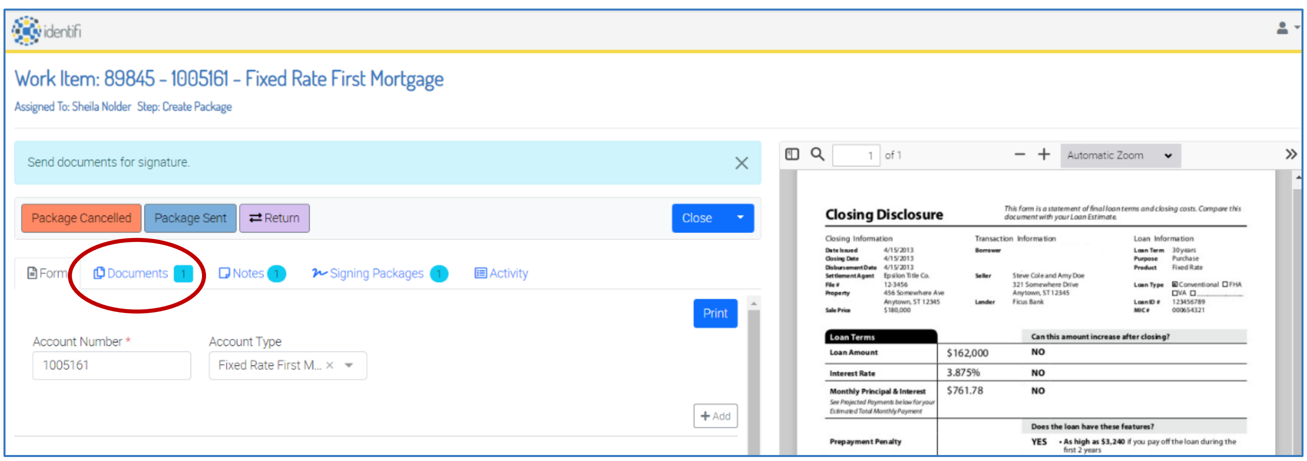
- **Hold -** places the item on hold moves it to the "On Hold" tab in the User's Inbox. (Note: When an item is placed on hold, it is inaccessible to others, and only the User who placed the item on hold will be able to remove the hold.) See more.
- **Release** - remove the assignment and returns the item to the "Available" in any User's Inbox with permissions to the Step.
- **Reassign** – sends the item to another User's Work Inbox to be addressed.

The Form (where information is presented and collected for the step) will be viewable in the left pane.





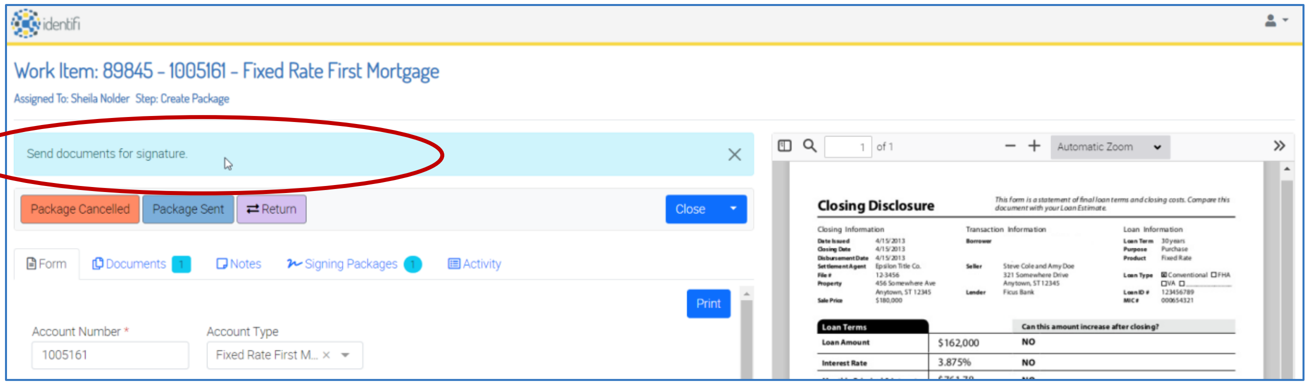
Associated document(s) will be viewable in the “Documents” pane to the right.



Instructions Bar

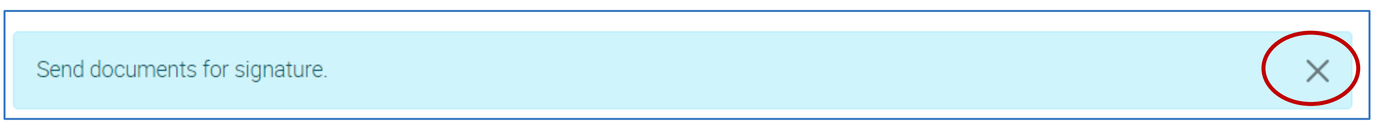
Within the open item, the instructions bar will be visible at the top of the screen and contains a description of what actions need to be taken as part of this work item.

In the example below, the User is directed send the documents for signature to move the item to the next step in the workflow process.

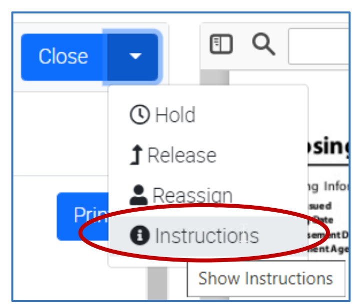


Each workflow item will have a unique action buttons. Examples might be: approve, reject, return, question, reply, etc.

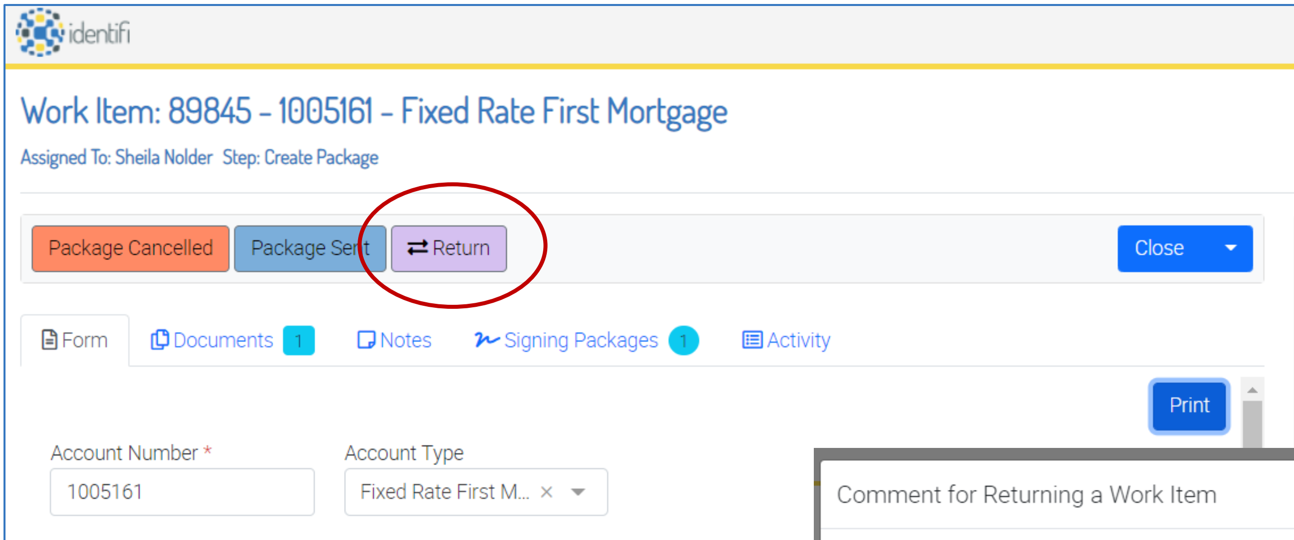
Once instructions are no longer needed, they can be hidden by clicking on the **"X"** to the far right of the bar.

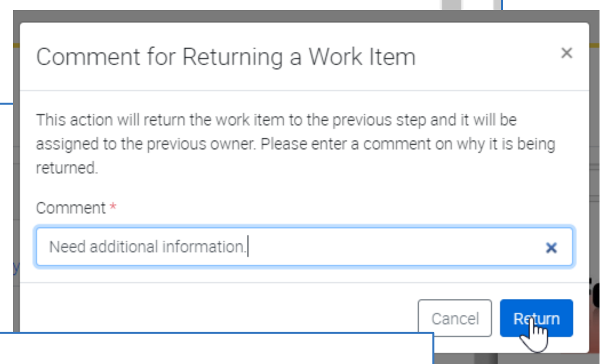


Note: *Clicking "Instructions" within the* **Close Drop-down** *will reopen the Instructions bar.*

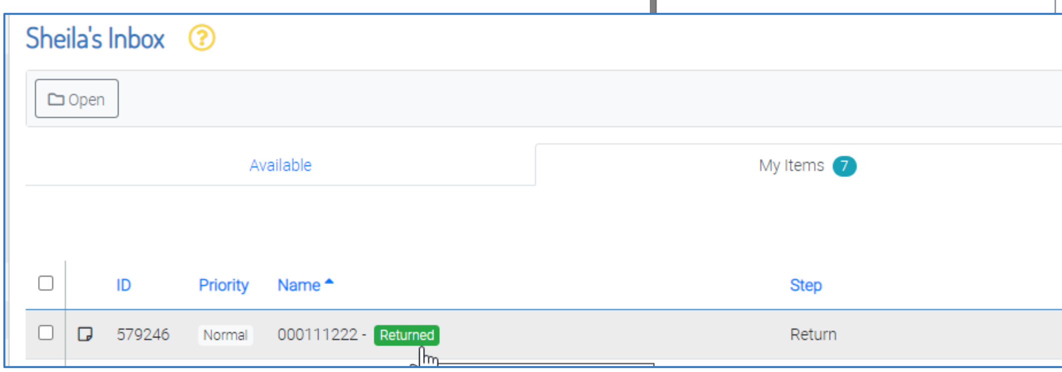


Actions will move the item to the next step in the workflow, return the item to its sender and/or automatically create and store a PDF of the work item's Form in the Identifi archive.



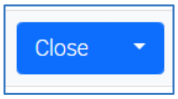


When an item is returned, a dialog box will pop up, prompting for a comment on the returned item (required). The item is returned to the previous User who touched the item, and it will be listed in their Inbox under the "My Items" tab.



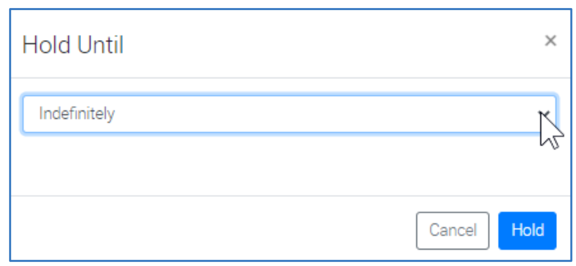
Some Actions may trigger emails, SMS messages or send web forms to be completed by a customer or other external participant.

Close/Hold/Release/Reassign



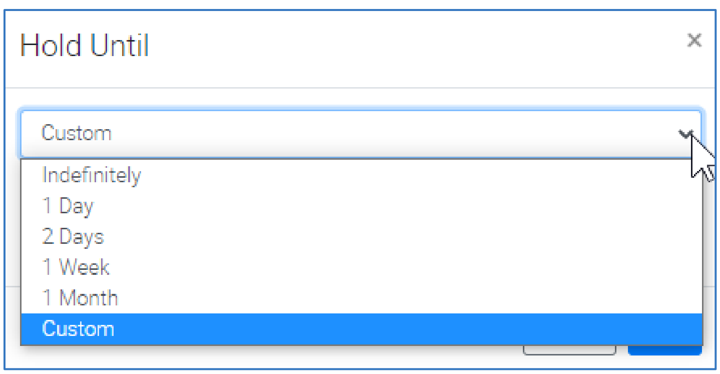
Clicking the ***"Close"*** icon will close the work item, returning it to the User's Inbox.

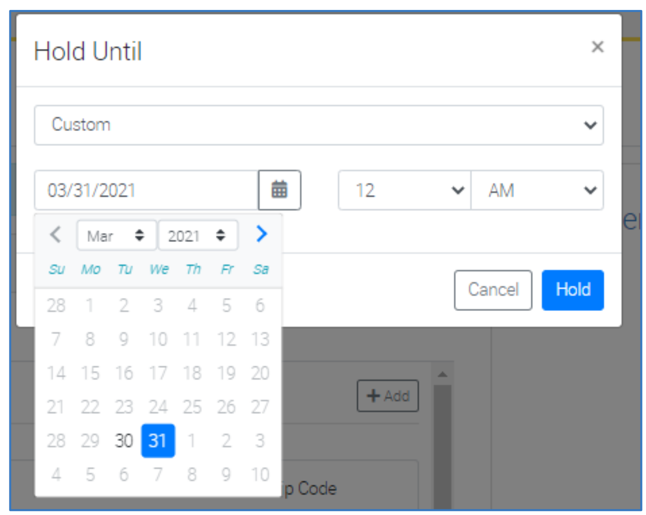
Clicking the ***"Hold"*** icon will place the item on hold and will move it to the "On Hold" tab in the User's Inbox. When an item is placed on hold, it is inaccessible to others, and only the User who placed the item on hold will be able to remove the hold.)



When placing an item On Hold, the User will have the opportunity to set a time period for the item to remain in On Hold status.

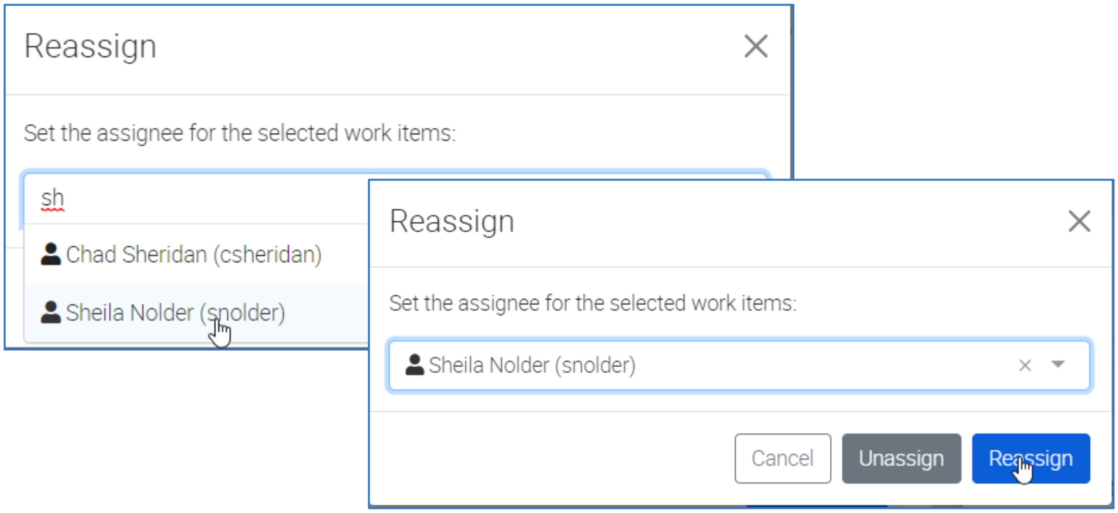
Choose from among the set periods or add select *custom* to choose a specific date and time.





Clicking the ***"Release"*** icon will remove the assignment. The item will then appear in the "Available" in any User's Inbox with rights to the Step.

Clicking the ***"Reassign"*** button will allow the User to reassign the Work item to another User.

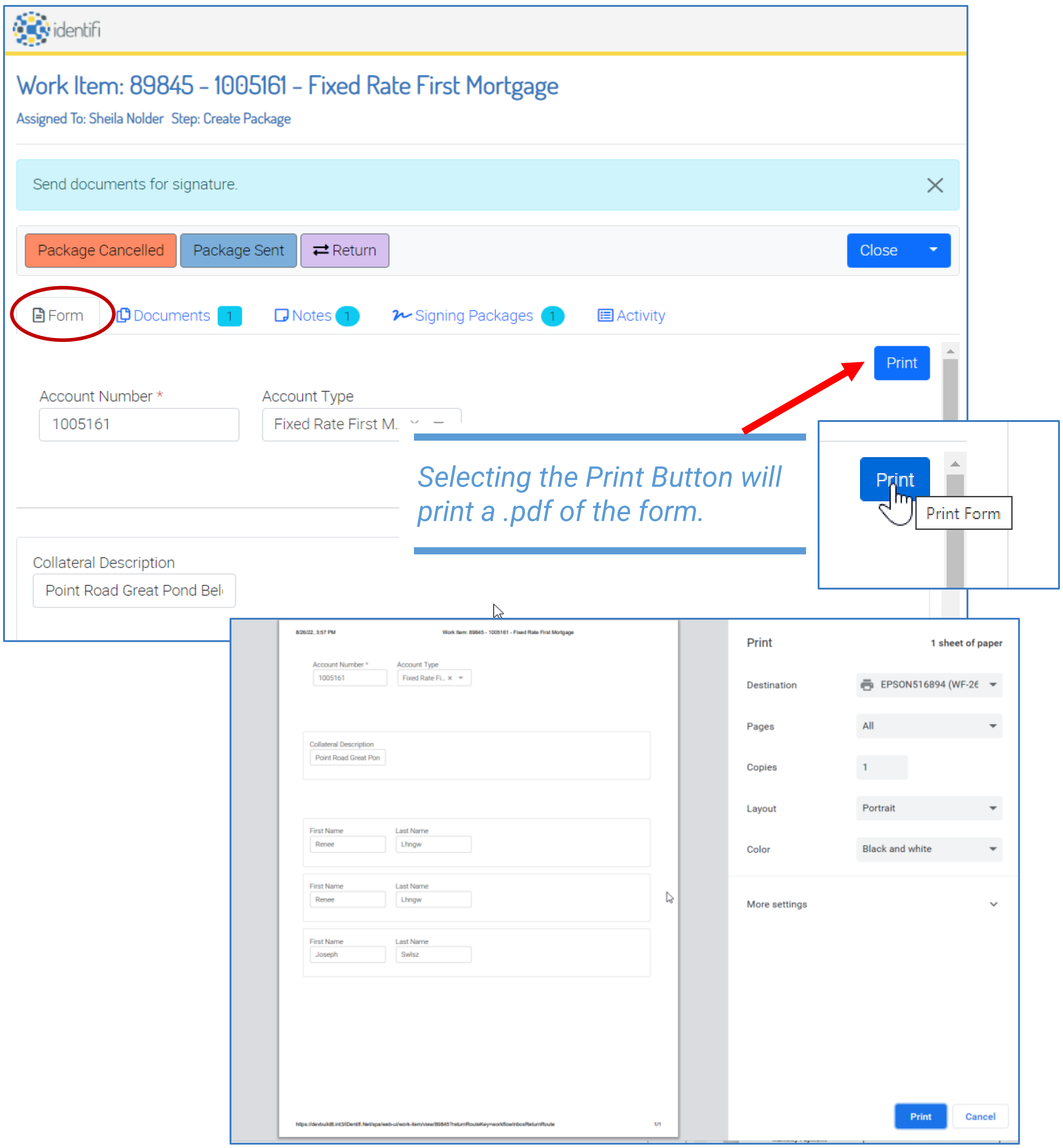


The Form Tab

The Form will be visible beneath the “Form” tab (***Note:*** *In some cases, the Form Tab will not be displayed.*):

When the plan is created, the design of the Form(s) is based on the Entity attributes. Some fields may be pre-filled while other fields may require manual entry or offer a drop-down menu.

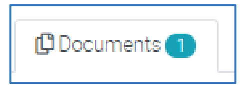
Fields marked with a red asterisk (*) are required fields.

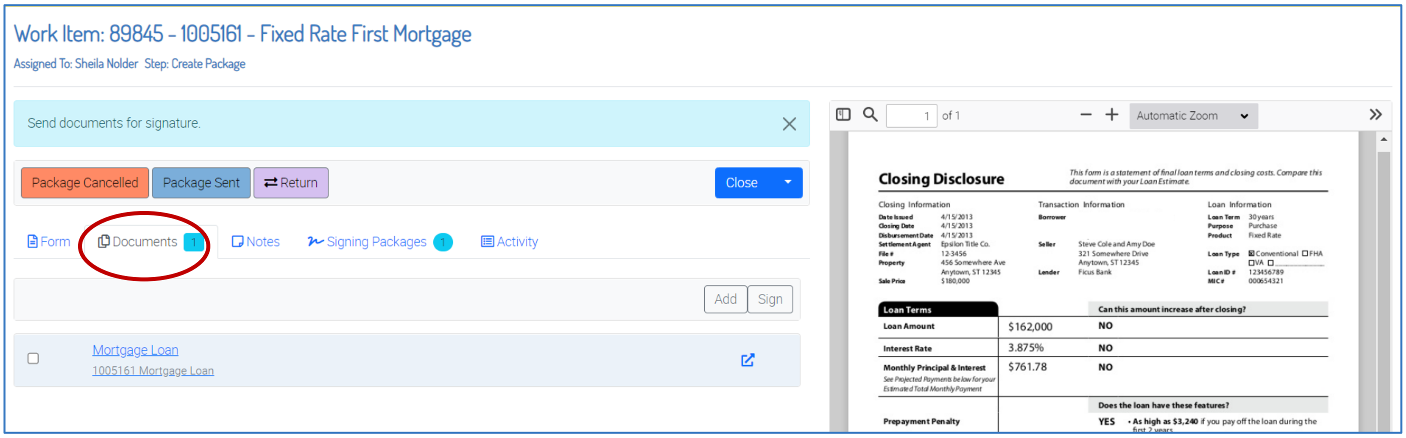


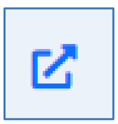
Documents Tab:

If there are documents required or associated with this item, they will be displayed and clickable here (***Note:*** *Not all items will have this tab.*)

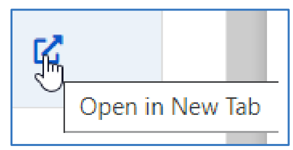
A number on the tab indicates the number of documents attached.



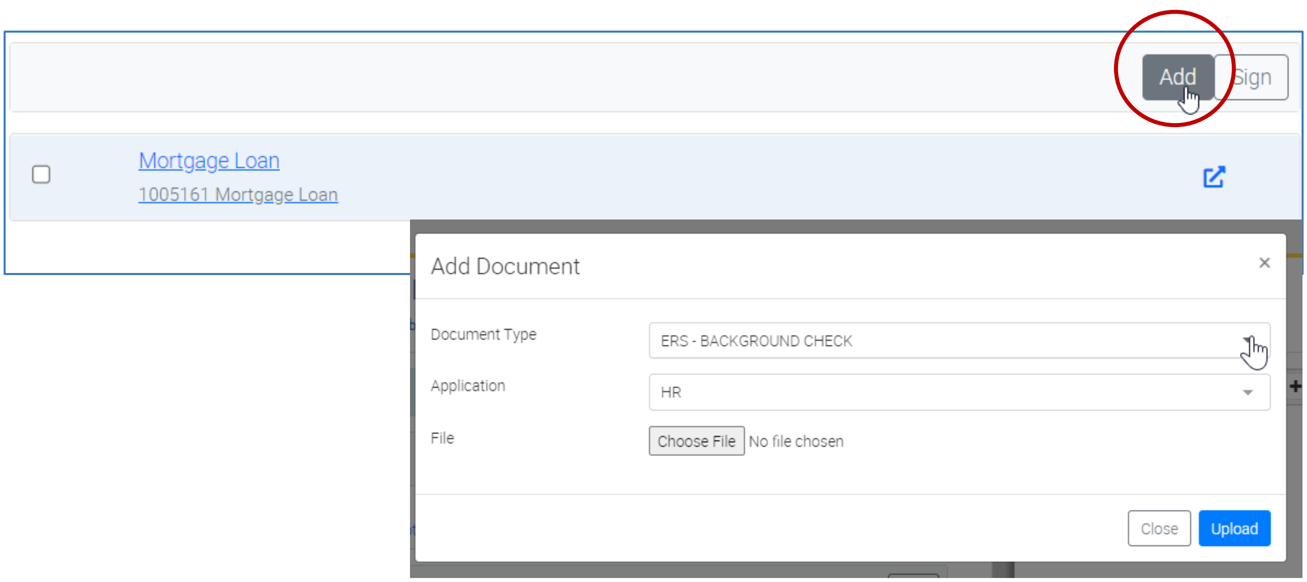




Clicking on the icon next to the document title will open it within the Viewer in a new tab.

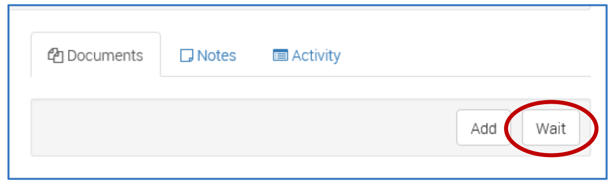


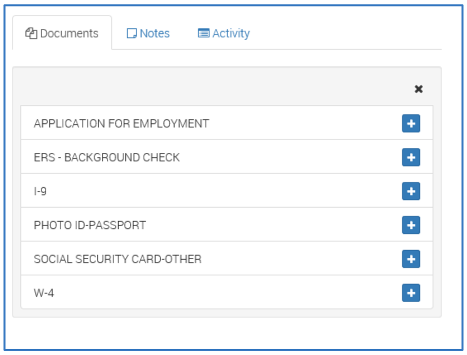
<u>Add</u>
Additional documents can be added here by clicking on the "***Add***" icon. (***Note:*** *Not all items will have this option.*) A new screen will open to allow the User to choose the type of document from a pre-configured drop-down menu and then browse for the document to be added, .



<u>Wait</u>

If specific documents are required to move this item to the next step in the Workflow process, clicking on the "***Wait***" icon will allow the User to add the specific document type to a wait list from a pre-configured drop-down menu. (***Note:*** *Not all items will have this option)*



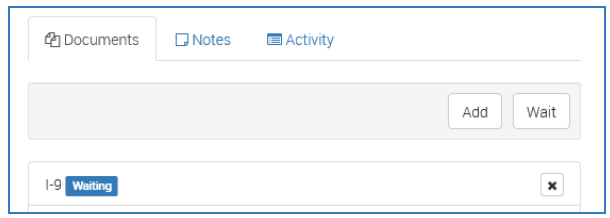


Select the document(s) required by clicking the plus icon.

Once all document(s) have been selected, clicking the "X" in the top right corner will close the selection window.

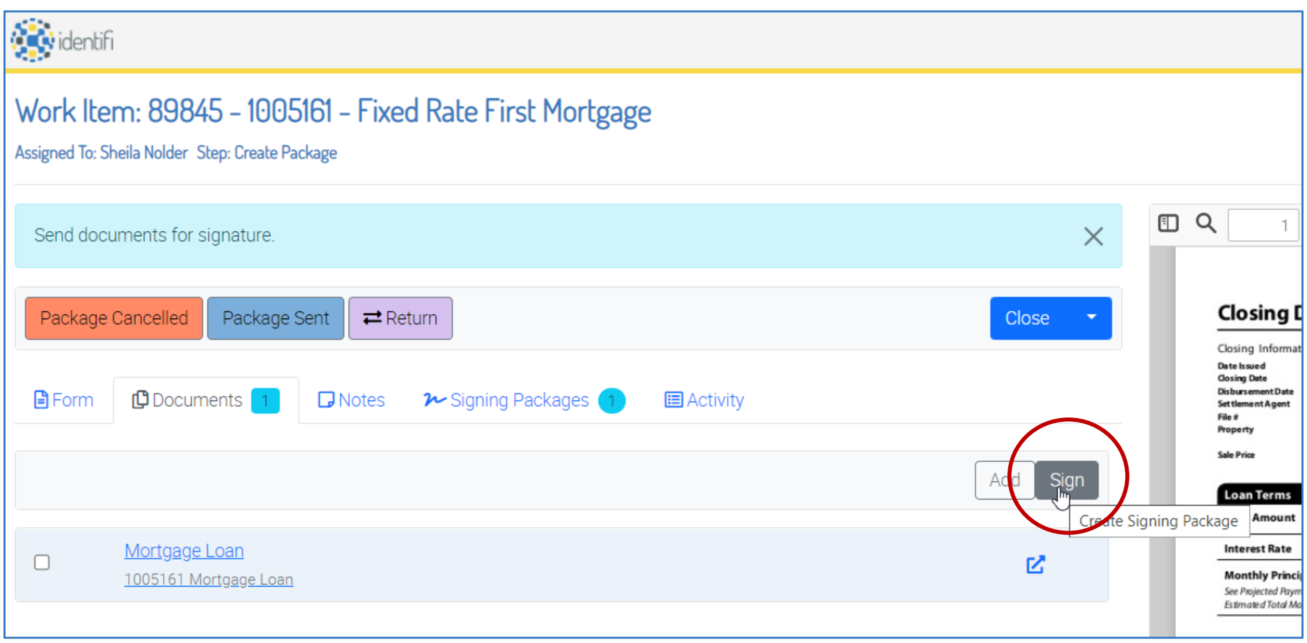
The documents will now be listed as "Waiting" under the Documents tab.

To remove the requirement, click on the "X" to the right.



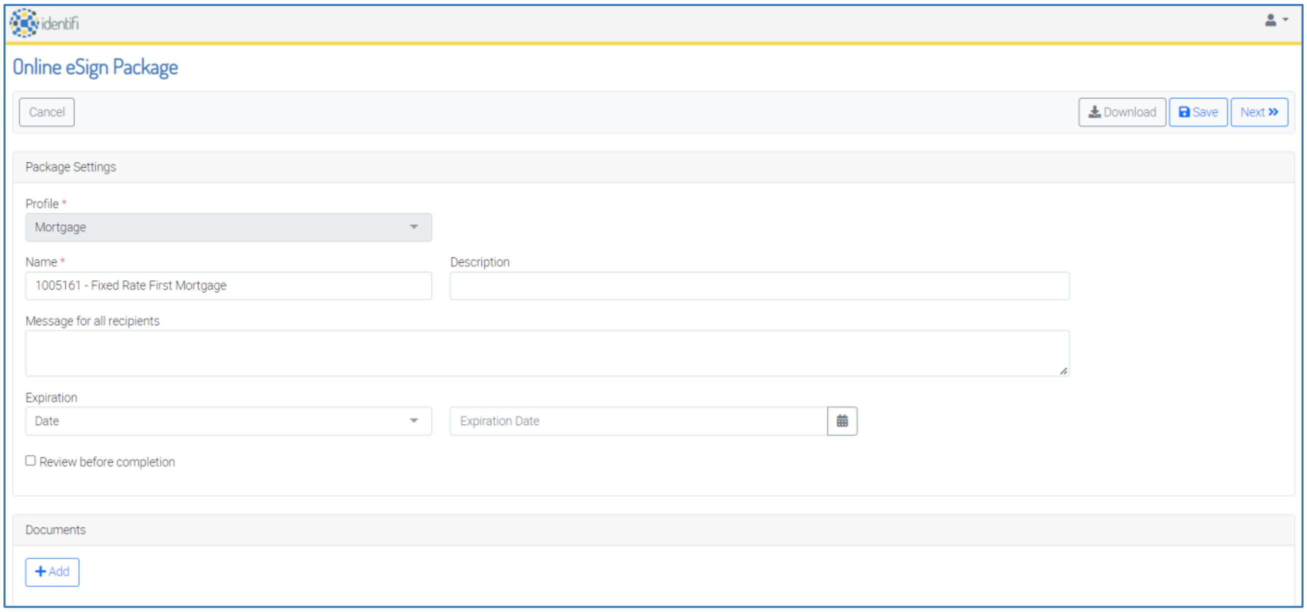
<u>Sign</u>

Selecting the "Sign" option will create an Online eSign Package to send documents necessary for signature to the Customer for execution. (***Note:*** *Not all items will have this option)*



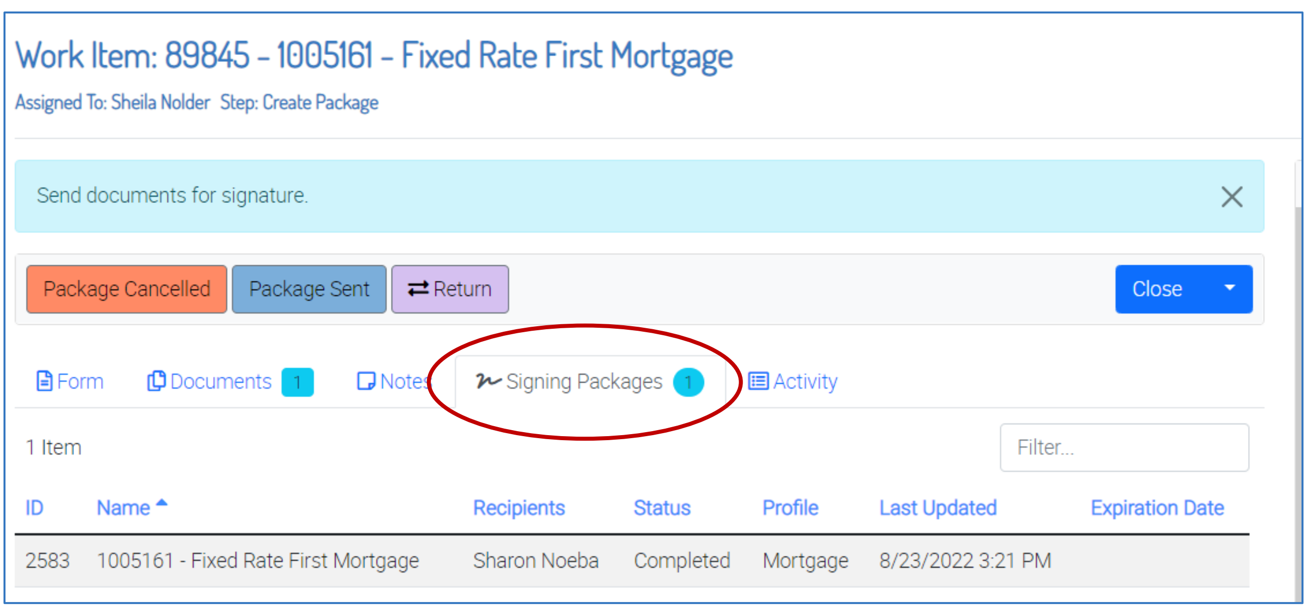
An Online eSign Package form will open with the Profile selected and Package Name field populated with the Work Item name:

Complete all Package Settings on the form in order to complete the Online eSign Package for sending. For additional information, see Package_Settings.



Signing Packages Tab:

This tab is only displayed on steps with Online Signing enabled. Here, any Packages sent for signing from the Workflow are displayed.



Status Descriptions:

Sent- the Package has been sent, but the documents have not been signed. Clicking the Package will open the Package Settings where a reminder can be sent to the recipients. For more information on managing Sent Packages, see Managing In Process Packages

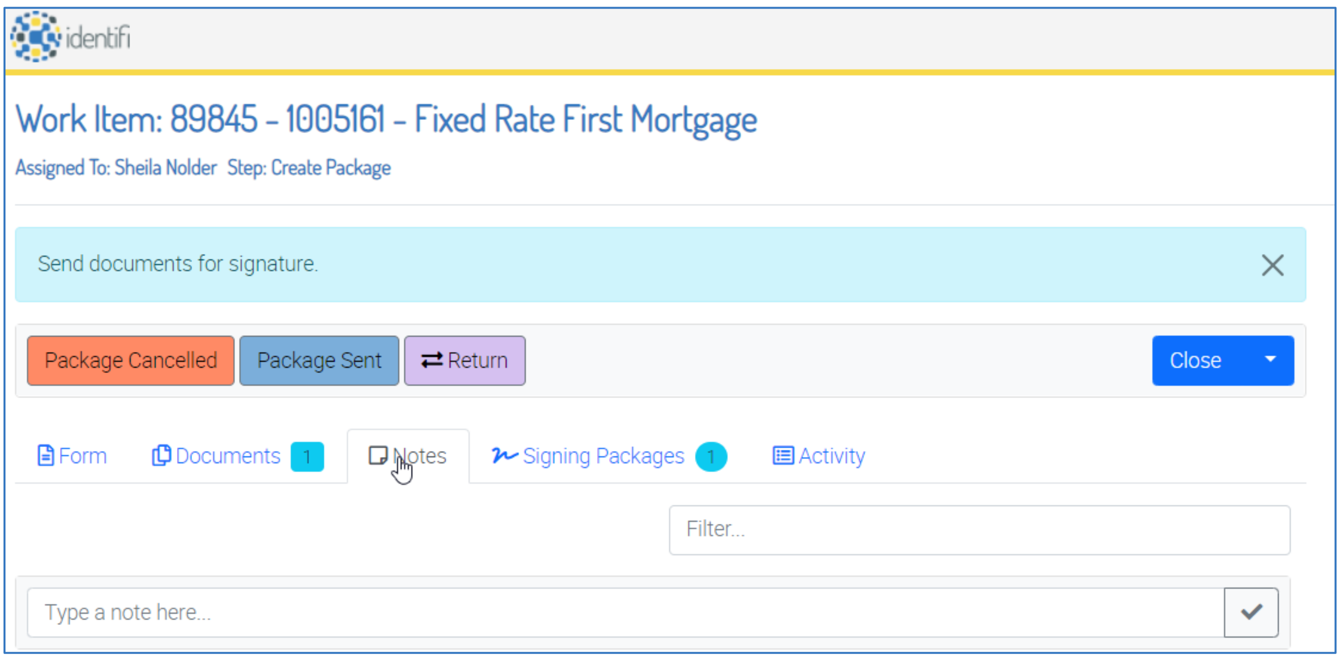
Completed- all documents in the Package have been signed by all Recipients and they have been archived.

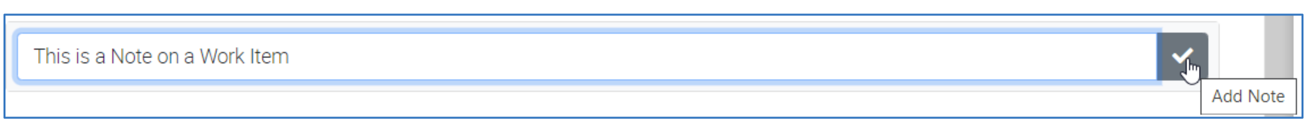
Note: *Packages was sent with "Review before completion" checked will appear here in* ***Sent*** *status even after all signatures have been collected until it's reviewed. For details on that process, see* *Ready For Completion Packages*

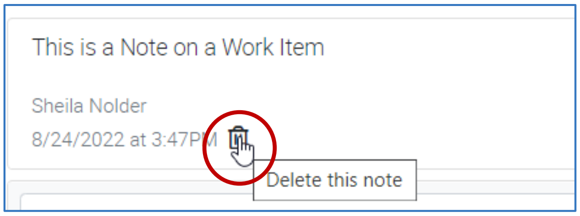
Notes Tab:

Here, the User is able to view notes that have been added during the item's workflow and to enter additional notes (with Permissions).

After typing in the note and clicking the check mark, the note will be displayed and is date/time stamped.

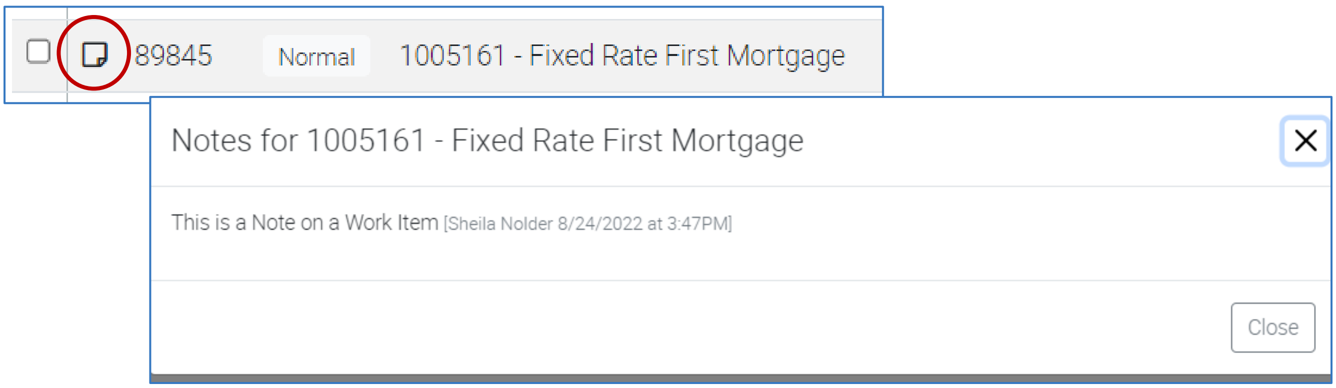




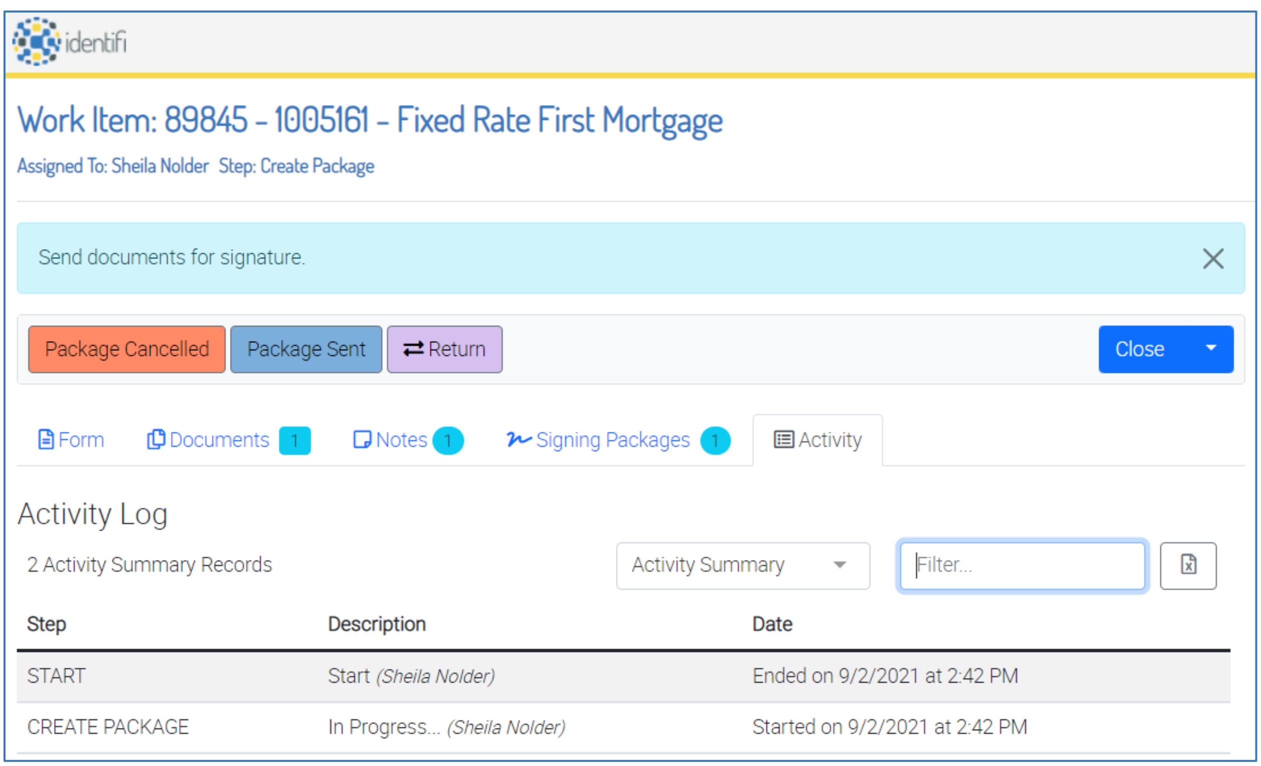


Selecting the Trash Can icon to the right will remove the note from the workflow item.
Notes placed on work items will be visible from the User's Inbox

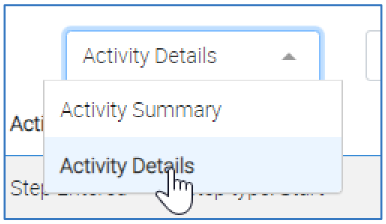
From the User's Inbox, clicking the note icon will open the note for viewing:



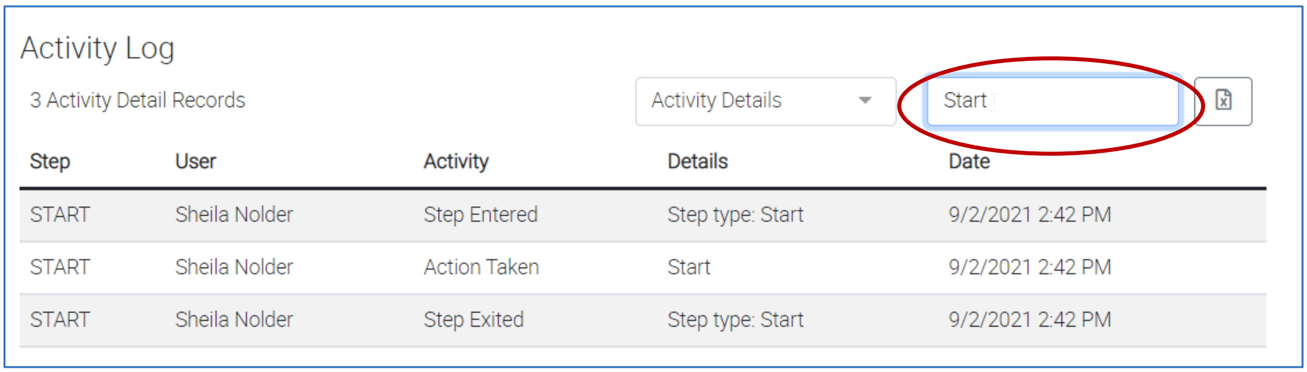
Activity Tab:
Displays activity history relative to this item.



Display item Activity Summary or Details using the Dropdown box.



Narrow displayed items with the "Filter" box:



Activity Log

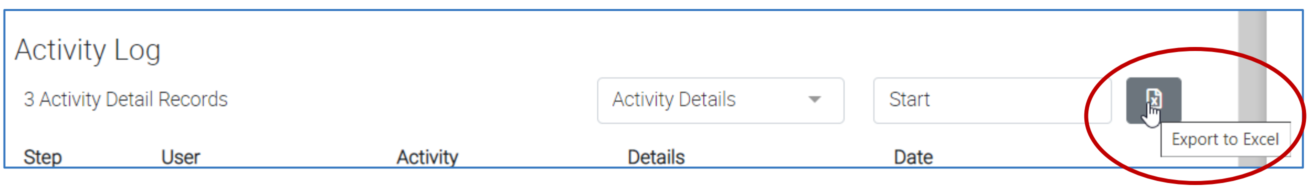
3 Activity Detail Records

Activity Details

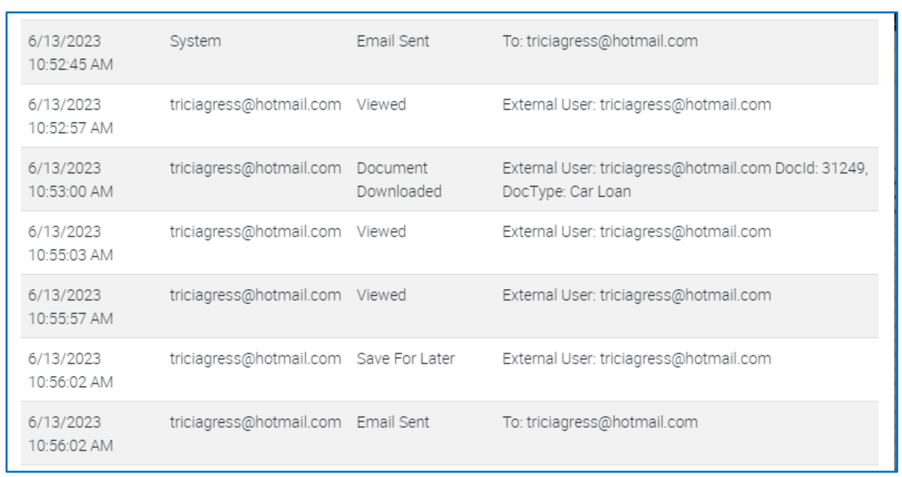
Start

Step	User	Activity	Details	Date
START	Sheila Nolder	Step Entered	Step type: Start	9/2/2021 2:42 PM
START	Sheila Nolder	Action Taken	Start	9/2/2021 2:42 PM
START	Sheila Nolder	Step Exited	Step type: Start	9/2/2021 2:42 PM

Displayed items can be exported to Excel using the button to the right of the Filter box.



The Activity Log will also capture and reflect external activities, such as Downloading Documents, Attaching Documents and hitting the Save for Later option.

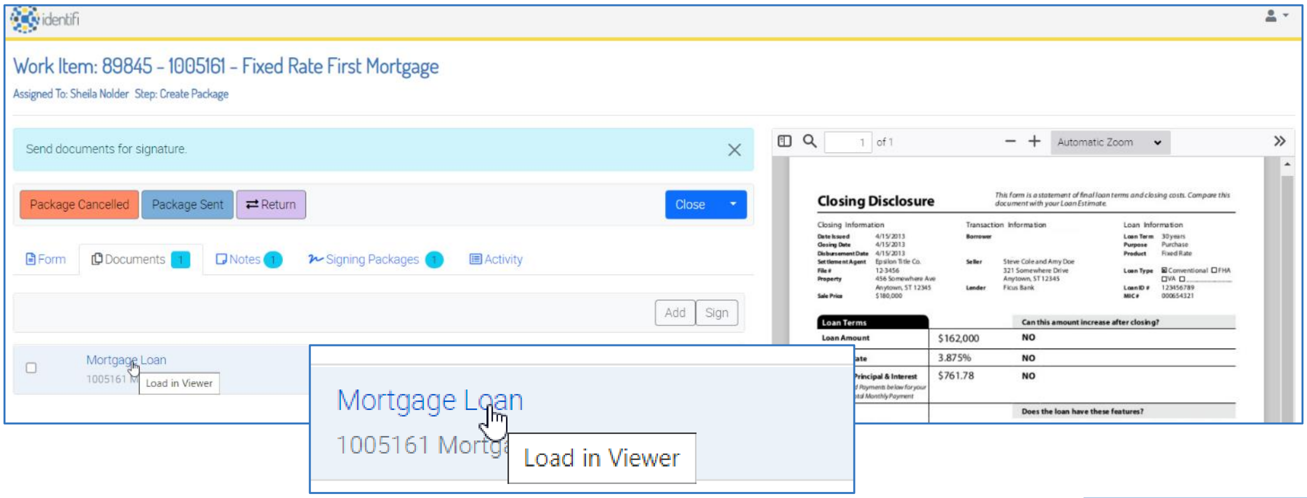


6/13/2023 10:52:45 AM	System	Email Sent	To: triciagress@hotmail.com
6/13/2023 10:52:57 AM	triciagress@hotmail.com	Viewed	External User: triciagress@hotmail.com
6/13/2023 10:53:00 AM	triciagress@hotmail.com	Document Downloaded	External User: triciagress@hotmail.com DocId: 31249, DocType: Car Loan
6/13/2023 10:55:03 AM	triciagress@hotmail.com	Viewed	External User: triciagress@hotmail.com
6/13/2023 10:55:57 AM	triciagress@hotmail.com	Viewed	External User: triciagress@hotmail.com
6/13/2023 10:56:02 AM	triciagress@hotmail.com	Save For Later	External User: triciagress@hotmail.com
6/13/2023 10:56:02 AM	triciagress@hotmail.com	Email Sent	To: triciagress@hotmail.com

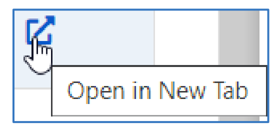
Viewing Documents

Documents within a work item are listed under the “Documents” tab once the item has been opened:

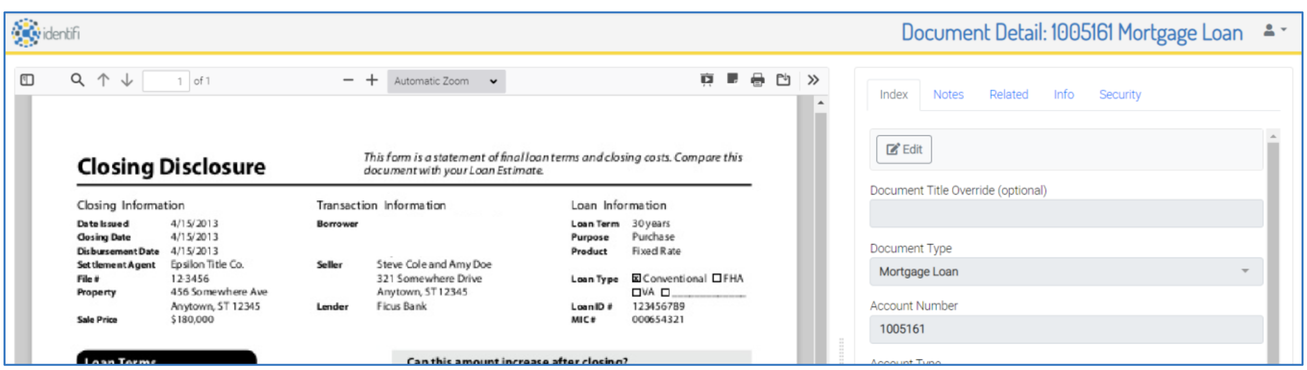
Clicking the document title will load the document in the Document Pane to the right of the form.



To open the document in a new tab within the Document Viewer, click the icon to the right of the Document Title



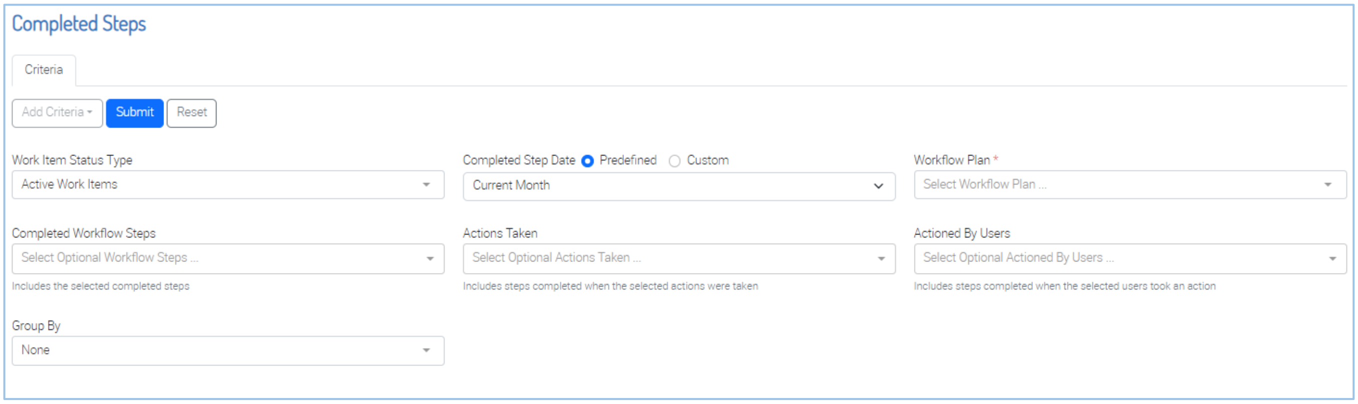
On the left is the document image; on the right are the Document Detail Panels.



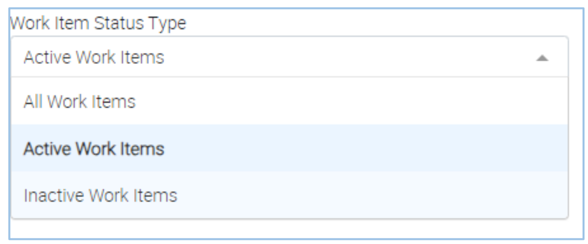
For additional information about viewing documents, see [Viewing Documents in the Document Detail Viewer.]

Workflow-Reporting

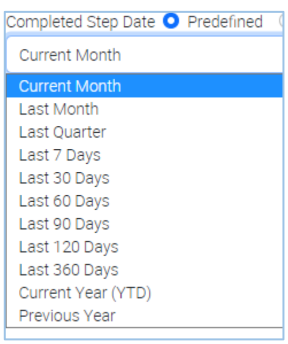
Completed Steps Report:
Allows the user to report on Work Items that have gone through the completion of a step.

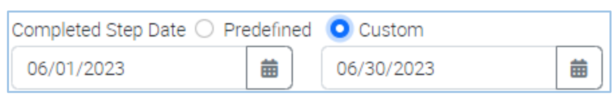


Criteria:
Work Item Status Type:
Choose from ***All, Active*** or ***Inactive*** Work Items.

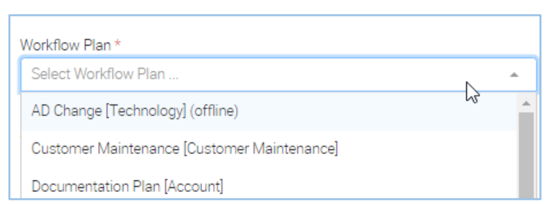


Completed Step Date
Choose between a Predefined or Custom Date Range. This field represents the date in which a work item completed/exited the workflow step.

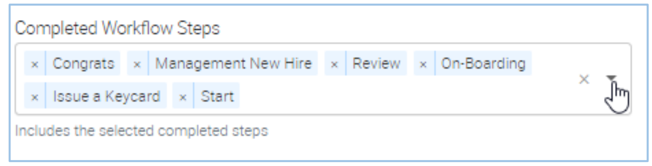




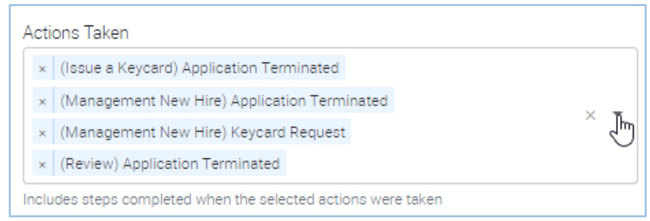
Workflow Plan: (**Required*)
Select the Workflow Plan to report on. Users can report on one plan at a time, because of the ability to add custom attributes to the report criteria.



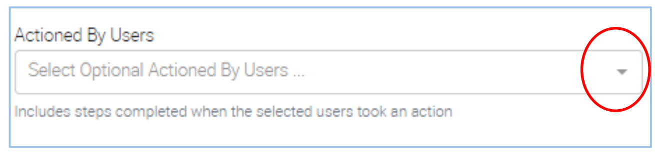
Completed Workflow Steps:
Optionally select one or more Completed Steps from the drop-down list. Leaving blank will include all Steps in report results.



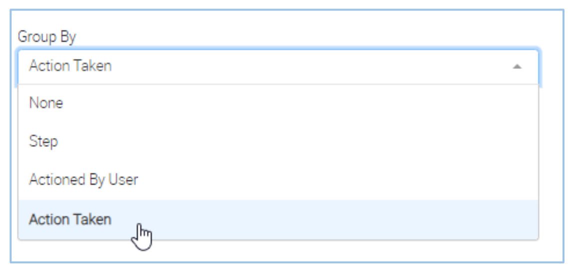
Actions Taken:
Optionally select one or more Actions Taken from the drop-down list. Leaving blank will include all Actions Taken in report results.



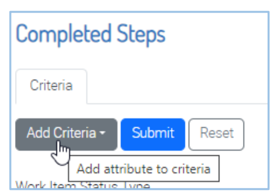
Actioned By Users
Optionally select Actioned By User(s) from the drop-down list. Leaving blank will include all Users in report results.

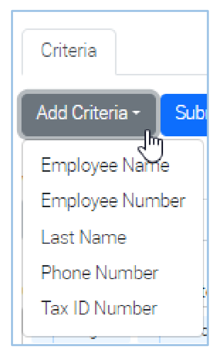


Group By:
Optionally select the preferred grouping for results display. The default is no grouping.



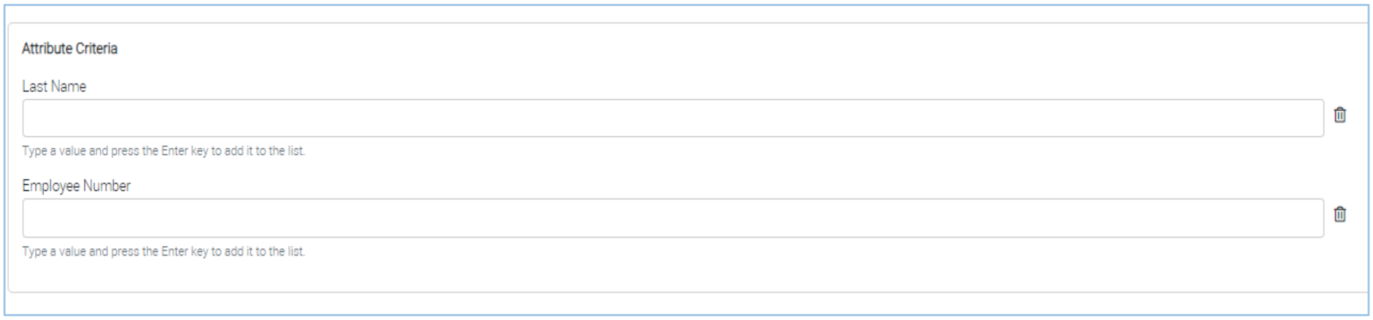
Add Criteria:
Add any additionally-available criteria using the button at the top of the page.

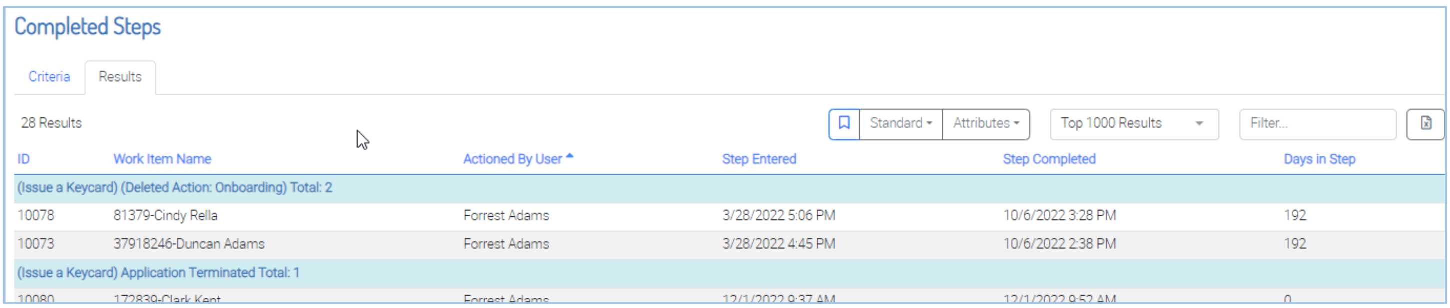




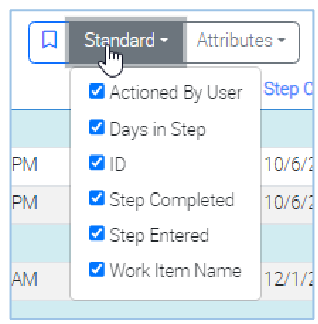
The selected criteria will appear at the bottom of the form. You can delete any added criteria using the trash can icon to the right. Currently only string attributes are available for report filtering.

Click Submit to generate report results. Results will be displayed in a separate tab.
Click Reset to clear the form.

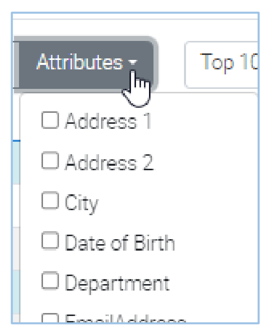




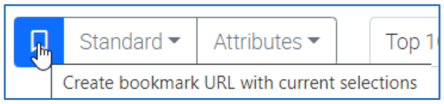
- **Standard** columns can be shown or hidden by selecting or deselecting them under the "Standard" button.

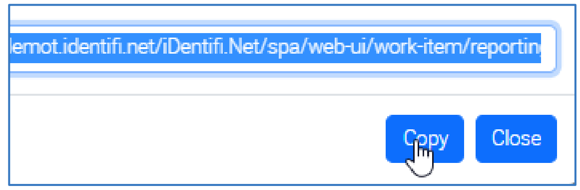


- Specific **Attributes** can also be added to displayed results by selecting them from the "Attributes" drop-down menu.

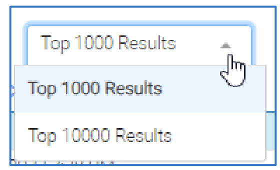


- **Bookmark:** A bookmark of the selected criteria can also be saved using the “Bookmark” icon to “Copy” the URL.

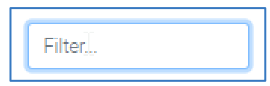




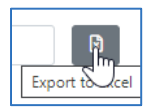
- Choose the number of Top Results to display.



- Use the Filter to narrow results displayed.

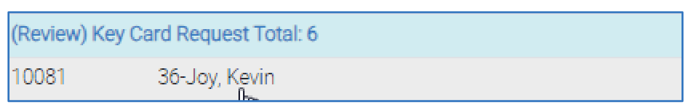


- Export the list of results to Excel.



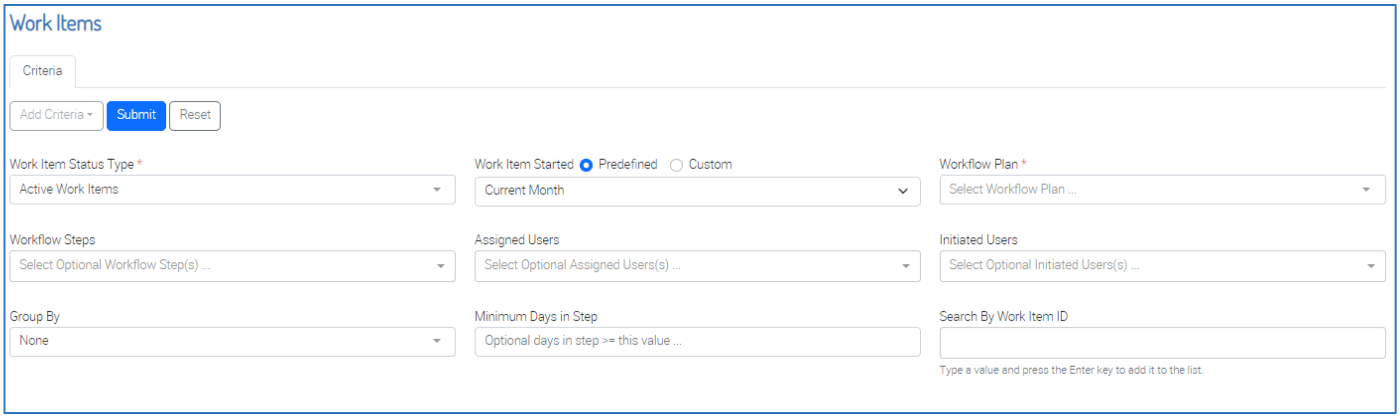
- Further sort results by clicking on any column header. Please note this is client-side sorting.

- Click the Work Item Name to view the item’s details (opens in new tab).



Work Items Report:

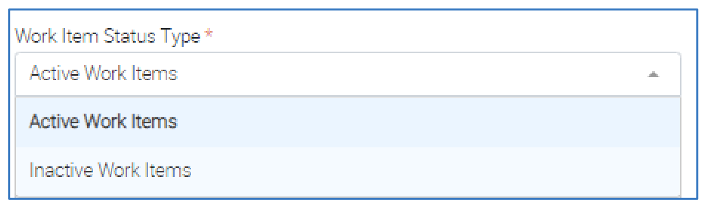
Allows the user to query and filter Work items from a single Work Plan and displays the results in a single list. Active or Inactive Work items can be queried and output can be sorted according to business needs.



Criteria:

Work Item Status Type: (**Required*)

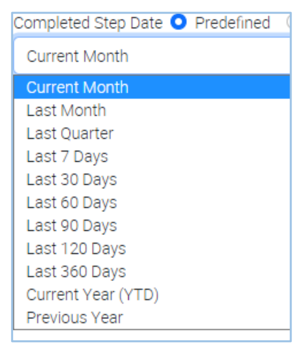
Choose from ***Active*** or ***Inactive*** Work Items.

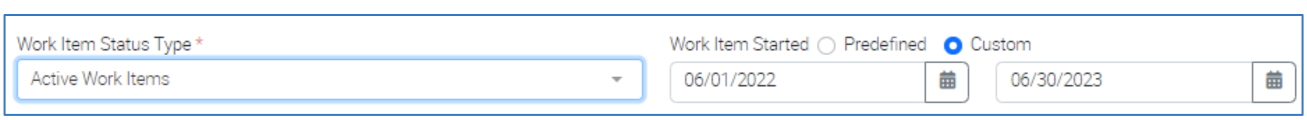


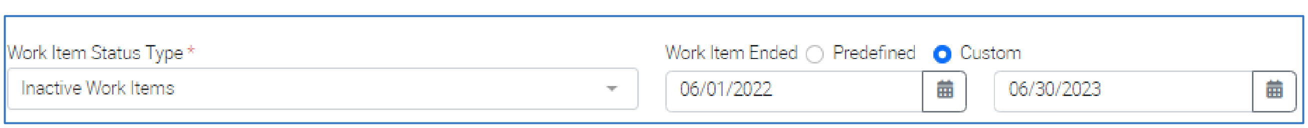
***(Note:** Active and Inactive Status Types will present different filters)*

Work Item Started (Active Status Type) **/Work Item Ended** (Inactive Status Type)

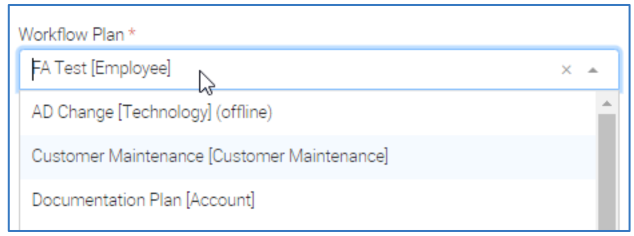
Choose between a Predefined or Custom Date Range.



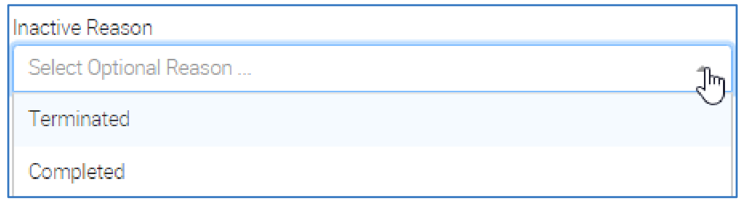




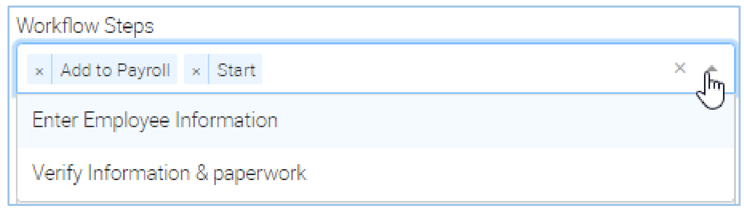
Workflow Plan: (**Required*)
Select the Workflow Plan to report on. Users can report on one plan at a time, because of the ability to add custom attributes to the report criteria.



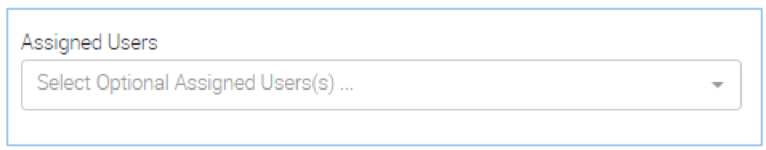
Inactive Reason (Inactive Status Type)
Select the reason for the Inactive Status



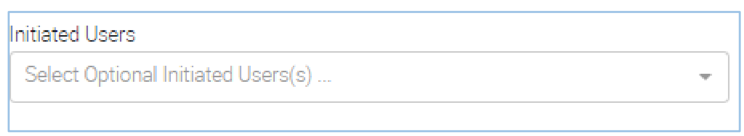
Workflow Steps (Active Status Type)**:**
Optionally select one or more Completed Steps from the drop-down list. Leaving blank will include all Steps in report results.



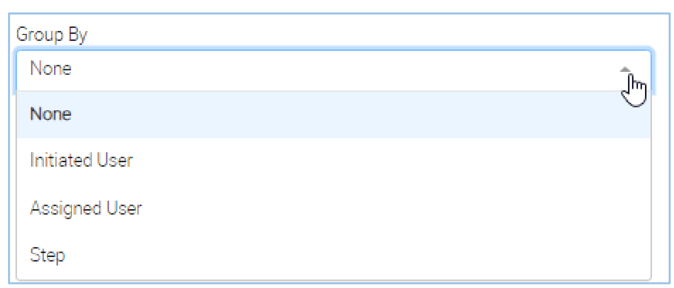
Assigned Users (Active Status Type)
Optionally select Assigned User(s) from the drop-down list. Leaving blank will include all Users in report results.



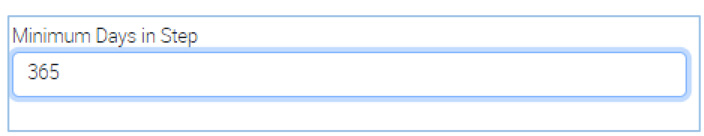
Initiated Users
Optionally select Initiated User(s) from the drop-down list. Leaving blank will include all Users in report results.



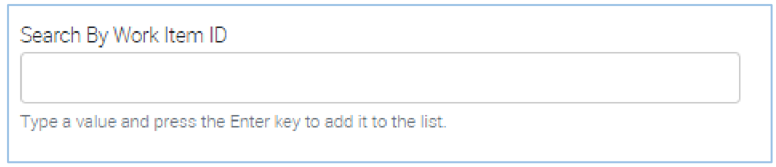
Group By:
Optionally select the preferred grouping for results display. The default is no grouping.



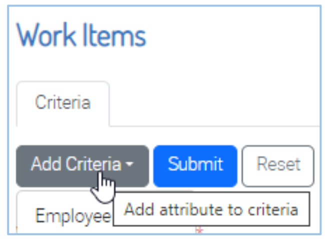
Minimum Days in Step (Active Status Type)
Optionally enter a value for the number of days the item has been in the step.

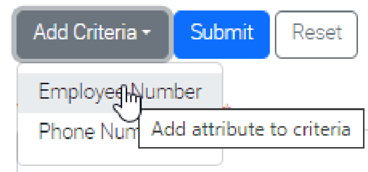


Search by Work Item ID
Work Item ID is the unique number assigned by the system to the Work item

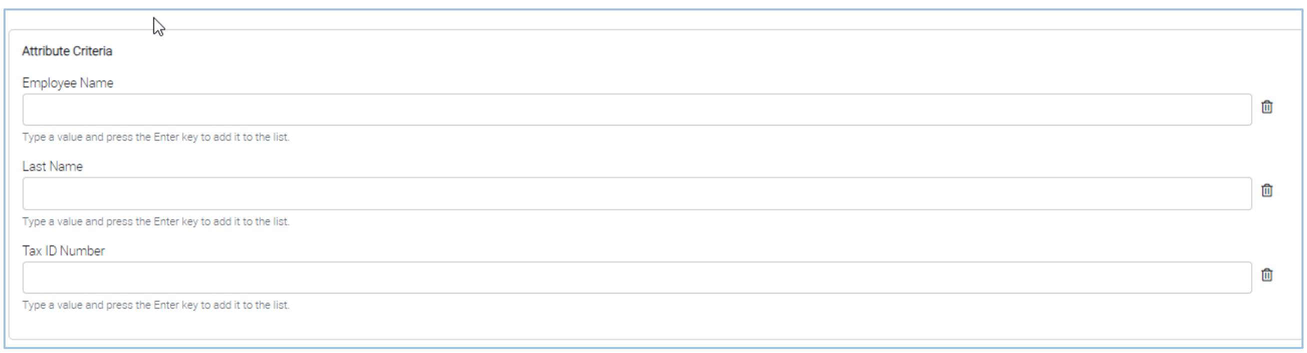


Add Criteria:
Add any additionally-available criteria using the button at the top of the page.

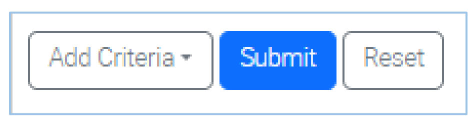


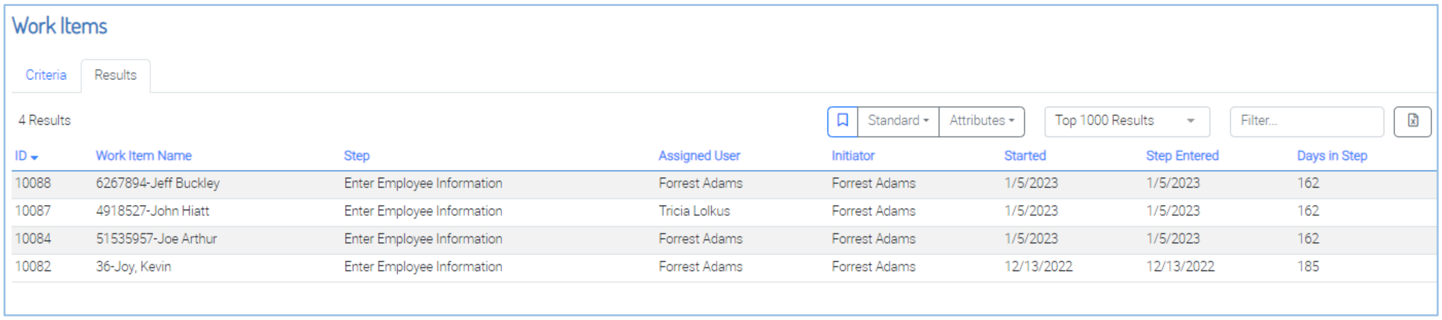


The selected criteria will appear at the bottom of the form. You can delete any added criteria using the trash can icon to the right. Currently only string attributes are available for report filtering.



Click Submit to generate report results. Results will be displayed in a separate tab. Click Reset to clear the form.





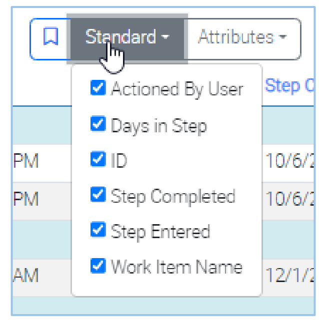
Work Items

Criteria | Results

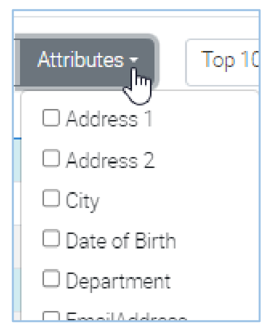
4 Results

ID	Work Item Name	Step	Assigned User	Initiator	Started	Step Entered	Days in Step
10088	6267894-Jeff Buckley	Enter Employee Information	Forrest Adams	Forrest Adams	1/5/2023	1/5/2023	162
10087	4918527-John Hiatt	Enter Employee Information	Tricia Lolkus	Forrest Adams	1/5/2023	1/5/2023	162
10084	51535957-Joe Arthur	Enter Employee Information	Forrest Adams	Forrest Adams	1/5/2023	1/5/2023	162
10082	36-Joy, Kevin	Enter Employee Information	Forrest Adams	Forrest Adams	12/13/2022	12/13/2022	185

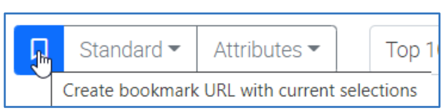
- **Standard** columns can be shown or hidden by selecting or deselecting them under the “Standard” button.

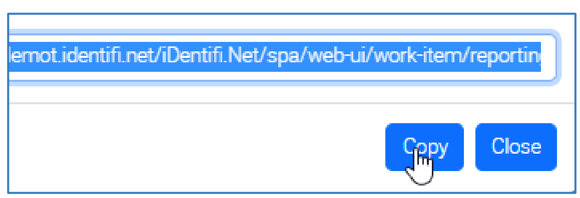


- Specific **Attributes** can also be added to displayed results by selecting them from the “Attributes” drop-down menu.

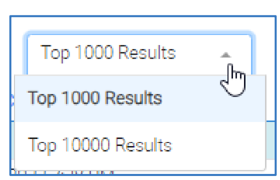


- **Bookmark:** A bookmark of the selected criteria can also be saved using the “Bookmark” icon to “Copy” the URL.

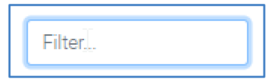




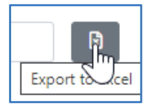
- Choose the number of Top Results to display.



- Use the Filter to narrow results displayed.

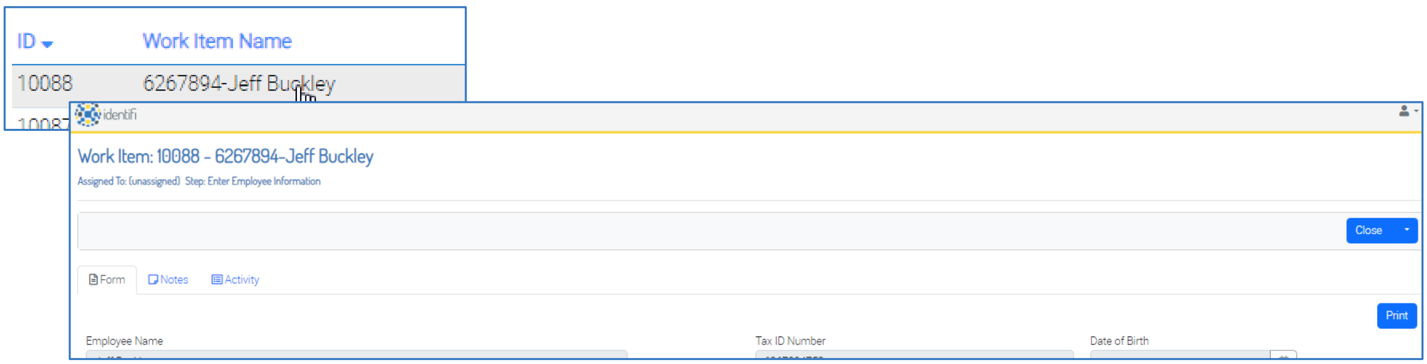


- Export the list of results to Excel.

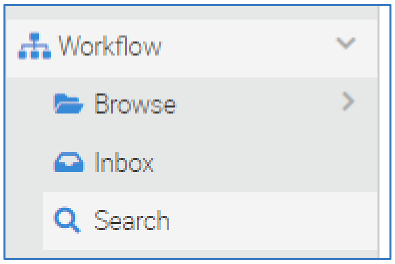


- Further sort results by clicking on any column header. Please note this is client-side sorting.

- Click the Work Item Name to view the item's details (opens in new tab).

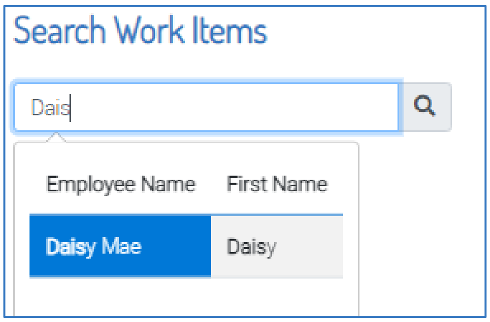


Workflow-Search



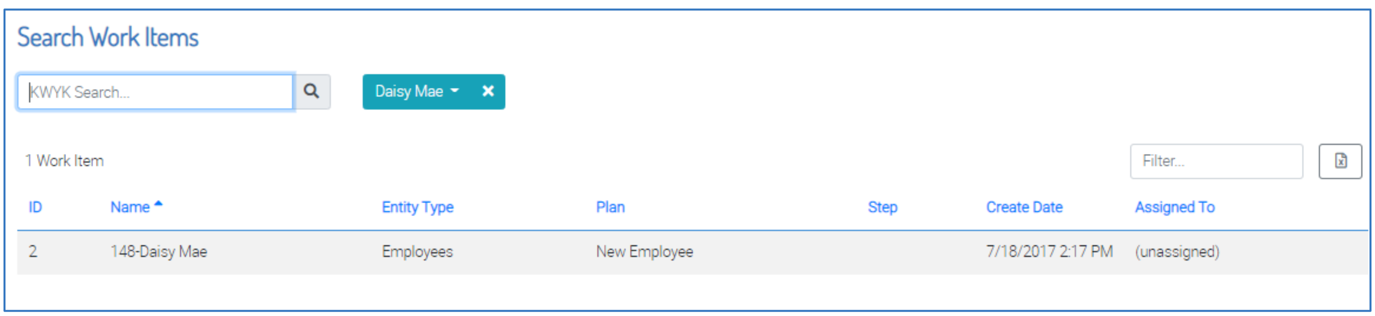
Search within Work Items by clicking on “Workflow” then “Search” from the left menu bar.

The Search Work Items screen will open:



Within the Search box, type in a searchable attribute, such *as Invoice Number, Amount*, *Employee Name*, etc. This feature works in the same way as Document Search and Data Search and will offer a “suggestion grid” of possible matches.

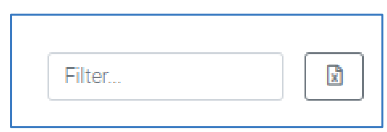
Clicking on the desired selection (*in this example, “Daisy Mae”*) will pull back search results.



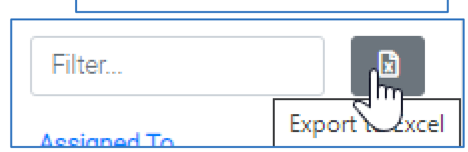
The Search feature allows search results to be sorted and filtered. The default sort order of items has been changed to Create Date Descending, reflecting the most recently added items at the top. All underlined columns are clickable and will sort the results by the column selected.

If a large number of results is displayed, search results can be filtered further by adding another search “pill,” thus narrowing the results to include the new criteria.

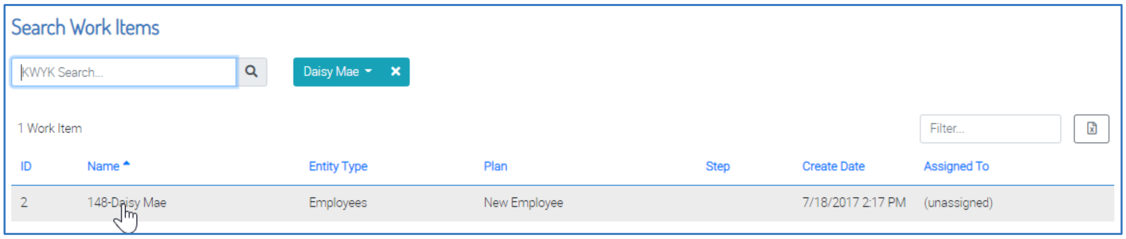
The Search Filter box to the right of the screen can also be used to narrow the search within existing results.

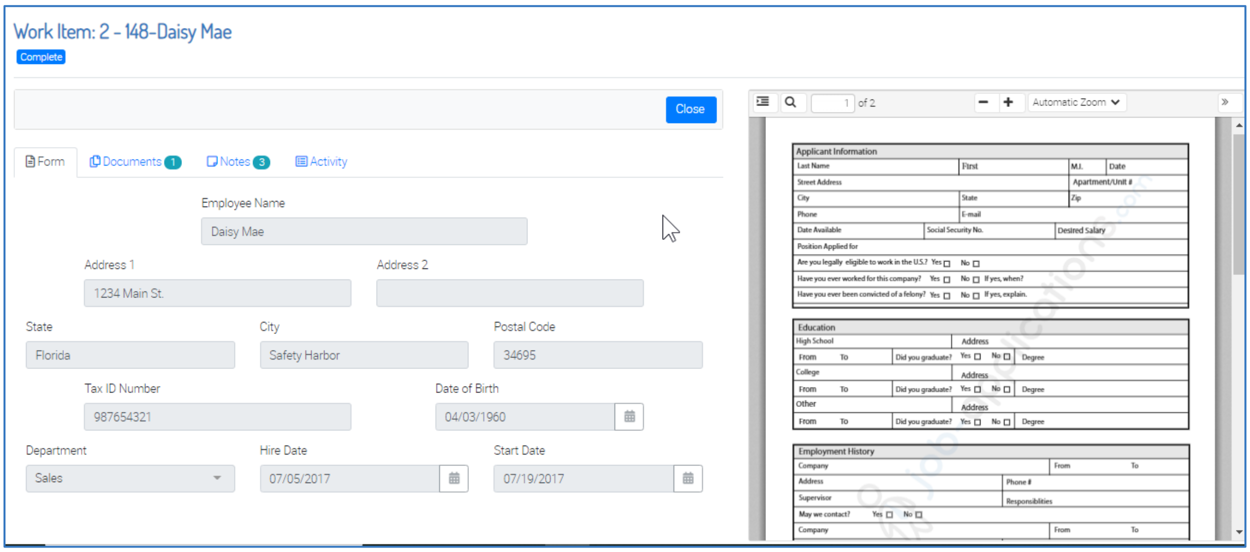


Clicking on the icon to the right of the Search Filter box allows the User to **Export to Excel**. A CSV file containing the search results will open in Excel and can be edited, saved, etc. as needed.



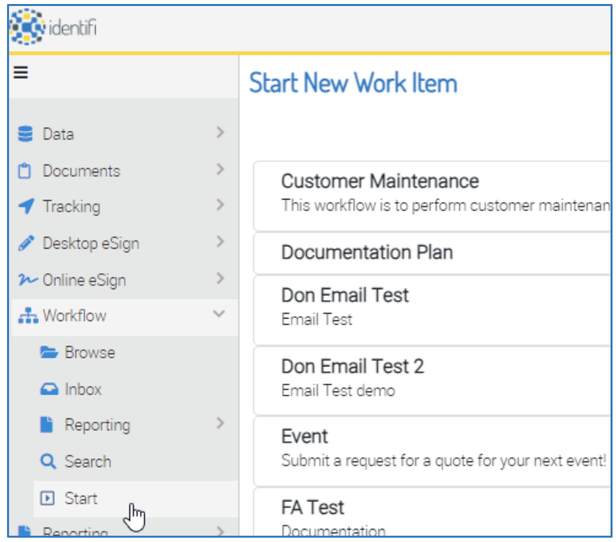
Open the Item for viewing by double clicking on the Name:



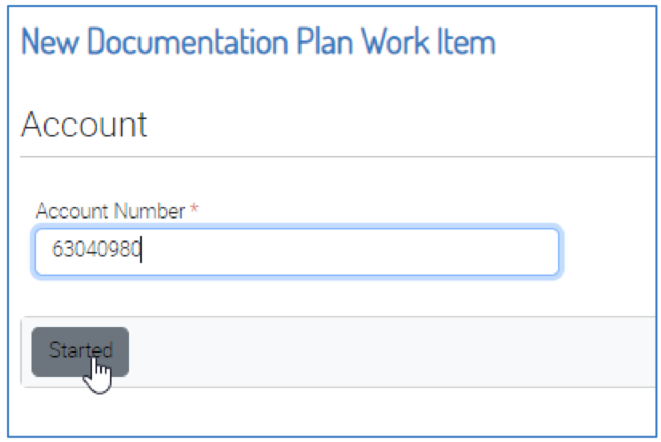


Workflow-Start

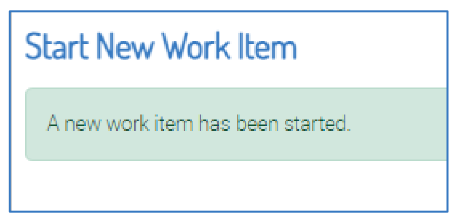
Allows the User to create a New Work Item



1. Select the Plan to which your Workflow will belong

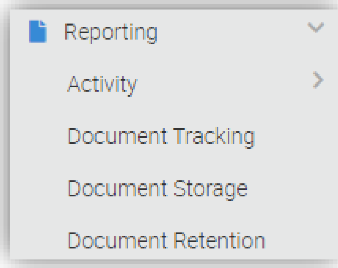


2. Populate the form fields (those marked with a red asterisk are required) and click the Start (or Started) button.



3. The system will confirm that a new Work Item has been started and the requested item will move to the next step in the Workflow process, and the item will be visible in that User's Inbox for follow up.

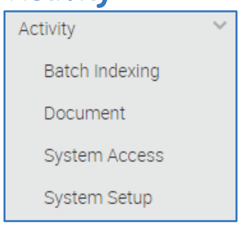
Reporting



The Reporting section of the menu allows the User to generate two categories of reports: *Activity* and *Document Tracking*

Note: Document Tracking category only presented on installations licensed for Tracking

Activity

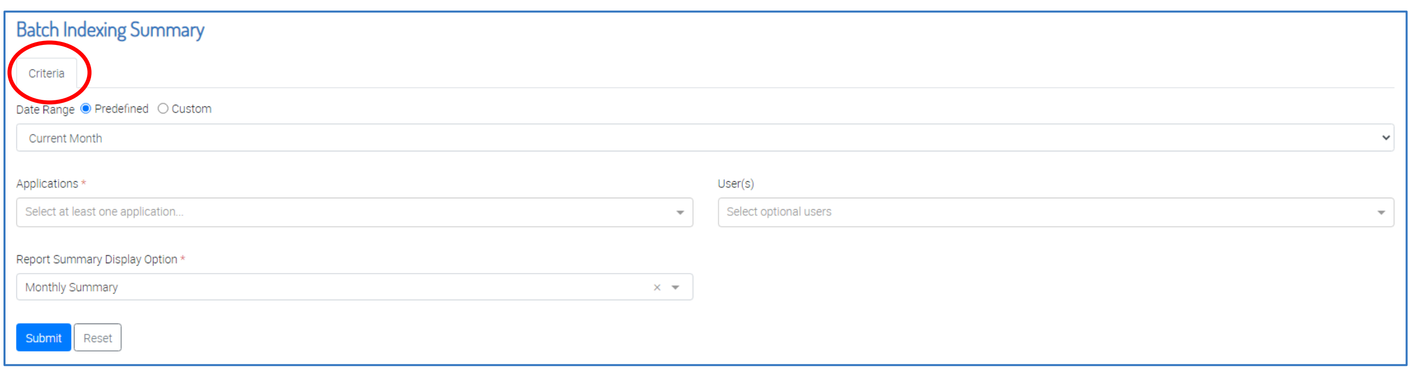


Batch Indexing

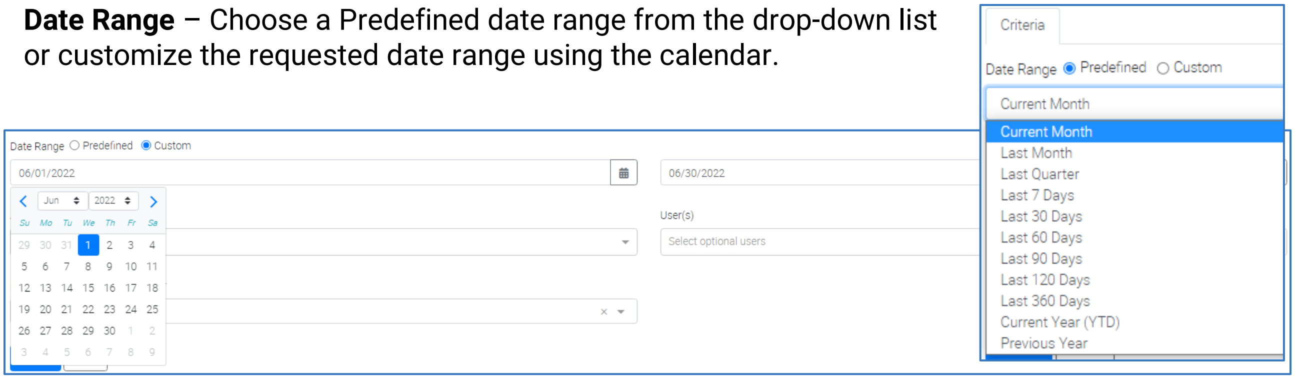
This report displays a summary of batches indexed.

Criteria

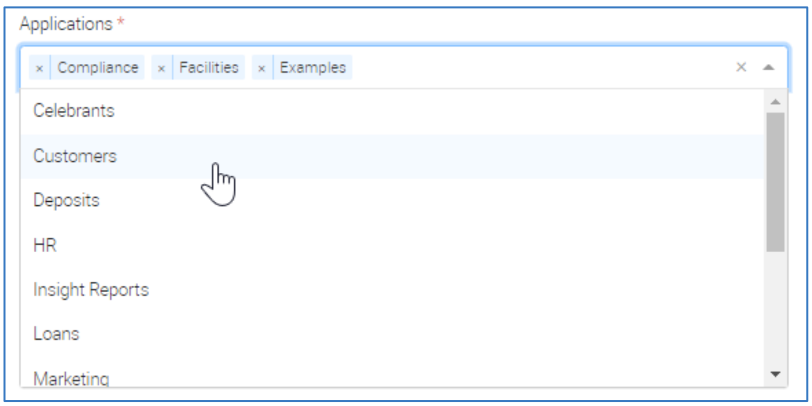
Select from various report filter options. Required filters will be designated by an asterisk (*).



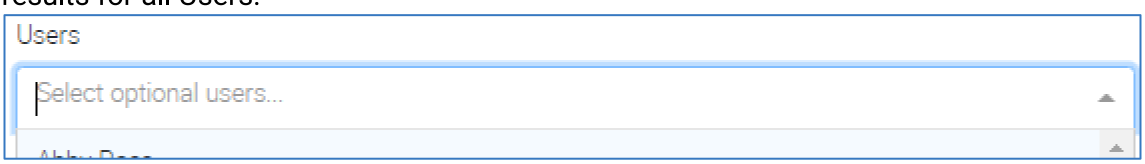
Date Range – Choose a Predefined date range from the drop-down list or customize the requested date range using the calendar.



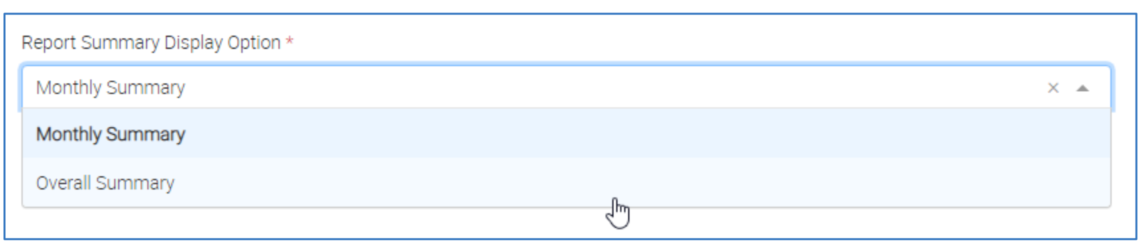
Applications
Choose at least one Application(s) from which to pull data. Multiple Applications may be selected.



Users
Optionally, select Users from the drop-down list. If no Users are selected the report will return results for all Users.



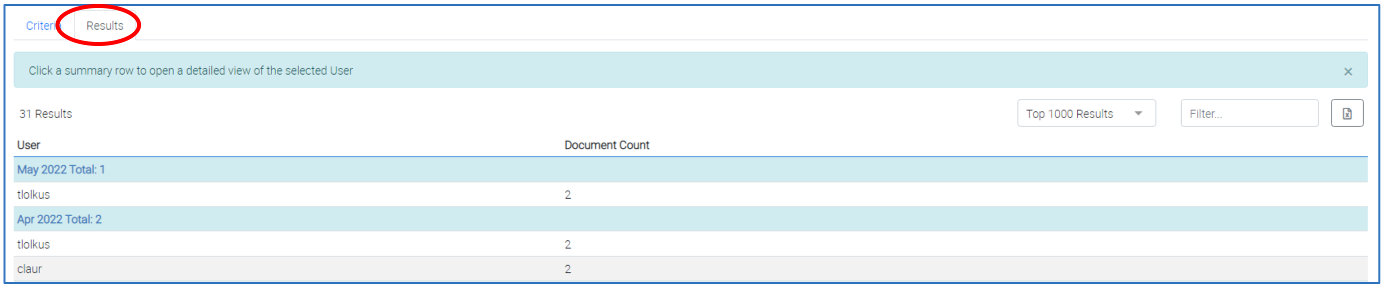
Report Summary Display Option
Choose the desired display option.



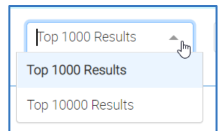
- *Monthly Summary*: Totals presented grouped by month and year
- *Overall Summary:* One single total provided

Results

Monthly Summary Results

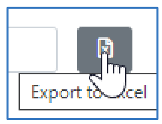


- Choose the number of Top Results to display.

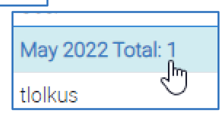


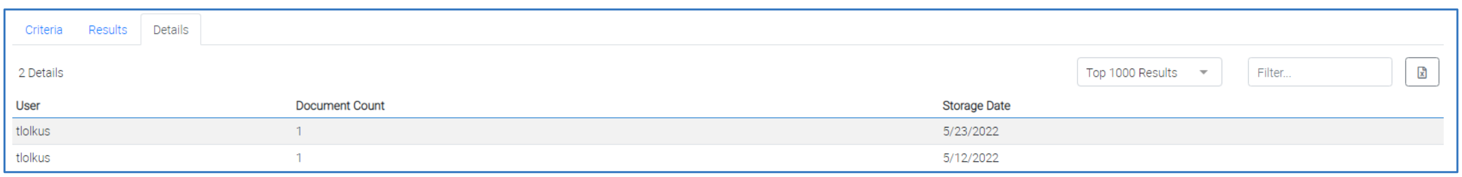
- Use the Filter to narrow results displayed.

- Export the list of results to Excel.

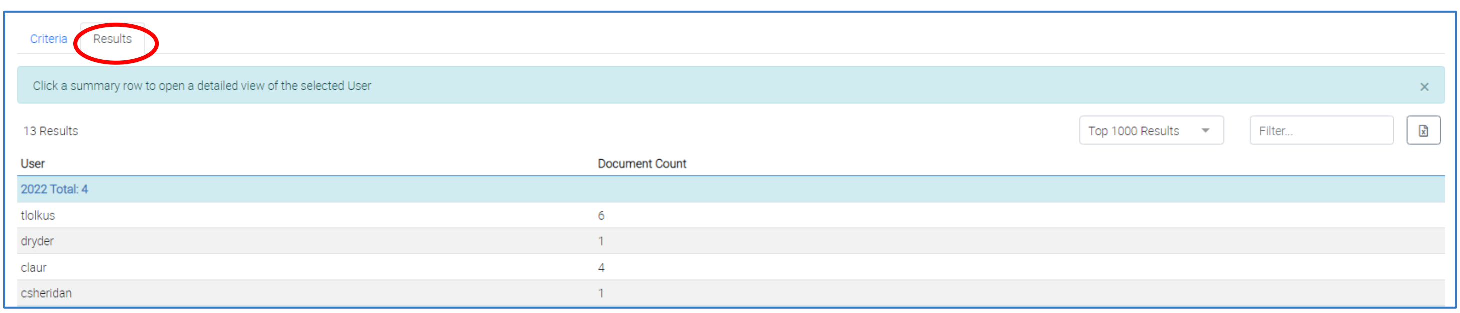


- Click the Month and Year to view the Details View

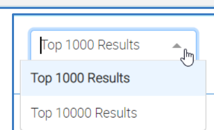




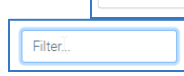
Overall Summary Results



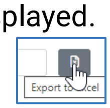
- Choose the number of Top Results to display.



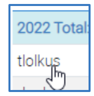
- Use the Filter to narrow results displayed.

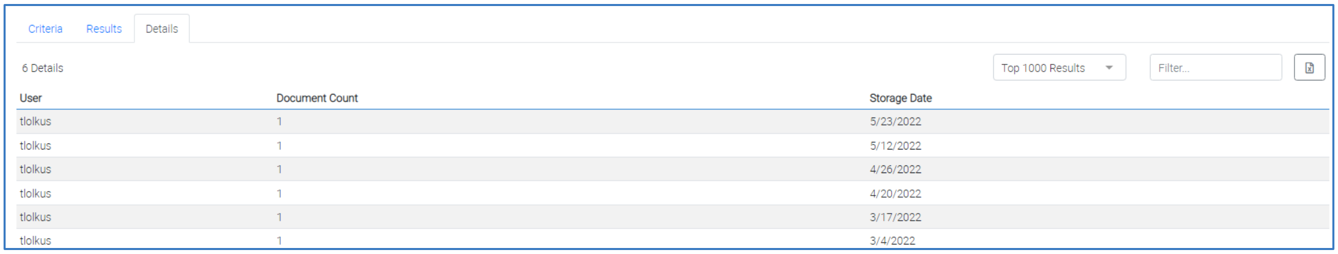


- Export the list of results to Excel.



- Click the User Name to view the Details View





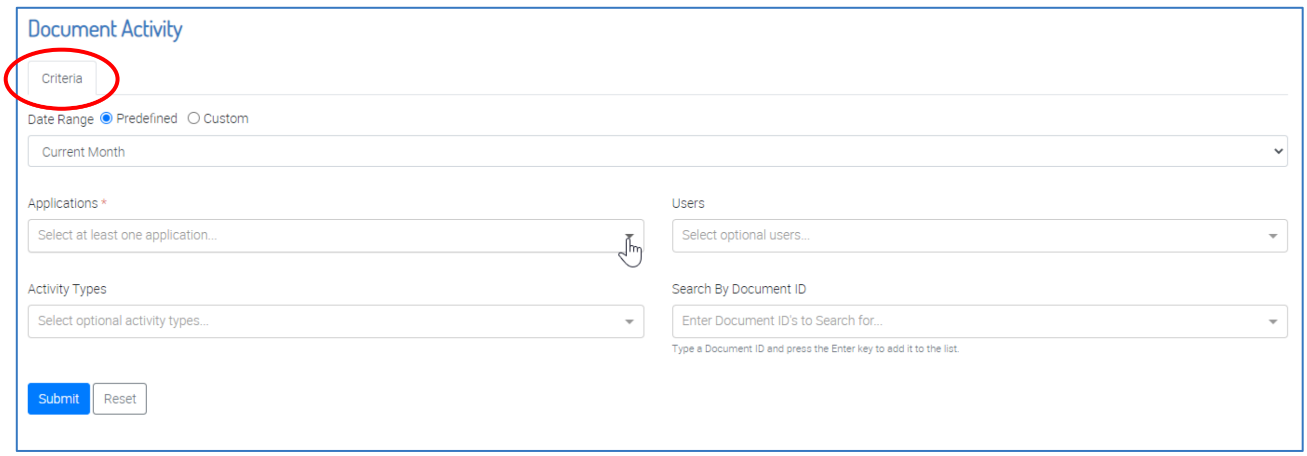
User	Document Count	Storage Date
tlolkus	1	5/23/2022
tlolkus	1	5/12/2022
tlolkus	1	4/26/2022
tlolkus	1	4/20/2022
tlolkus	1	3/17/2022
tlolkus	1	3/4/2022

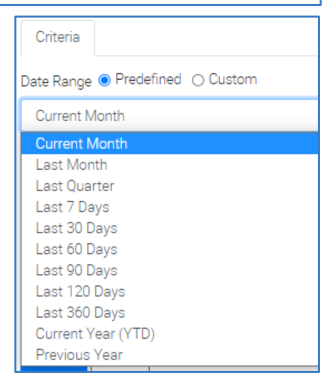
Document

This report displays documents User(s) have accessed and activity for each

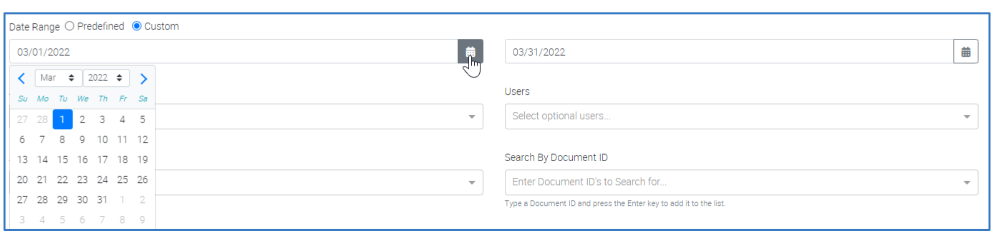
Criteria

Select from various report filter options. Required filters will be designated by an asterisk (*).

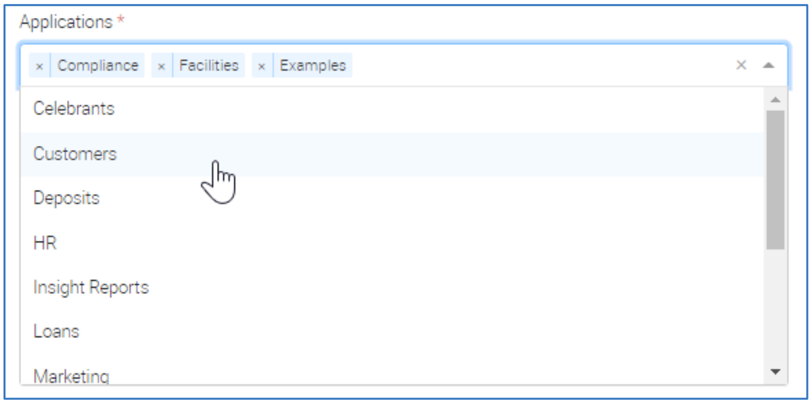




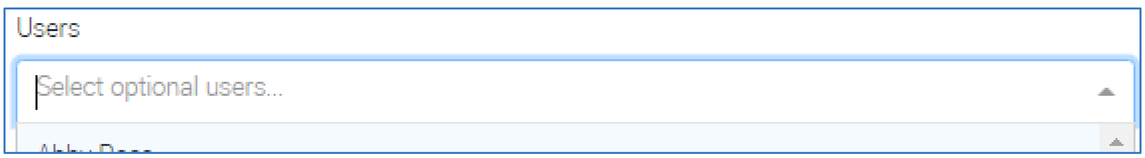
Date Range – Choose a Predefined date range from the drop-down list or customize the requested date range using the calendar.



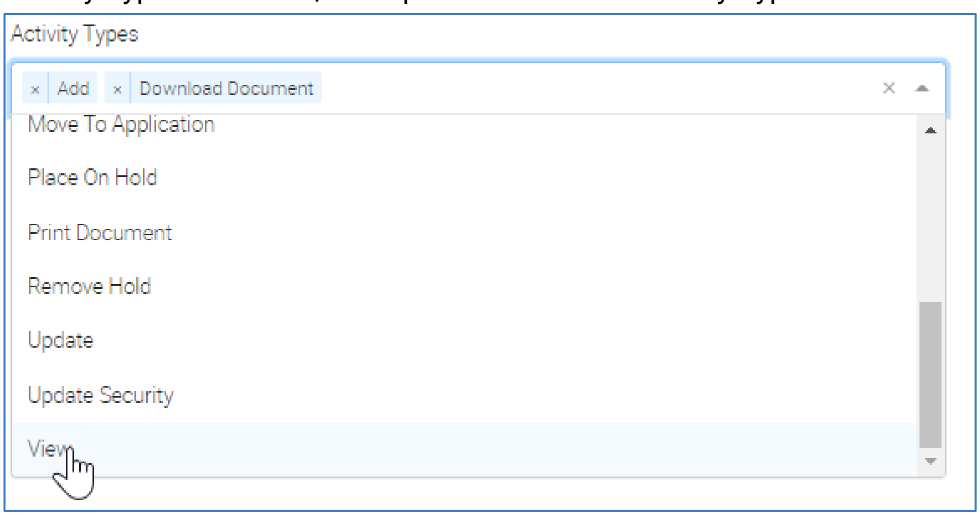
Applications
Choose at least one Application(s) from which to pull data. Multiple Applications may be selected.



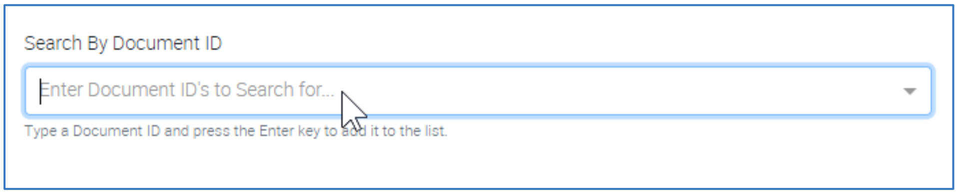
Users
Optionally, select Users from the drop-down list. If no Users are selected the report will return results for all Users.



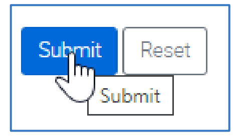
Activity Types
Optionally, choose which Activity Types to display. Multiple Activity Types may be selected. If no Activity Type is selected, the report will return all Activity Types.



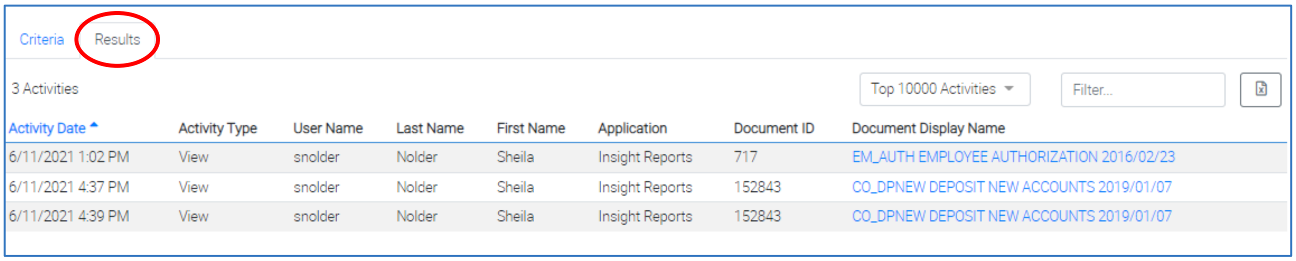
Document ID
Optionally, enter the Document ID to return the specific document.



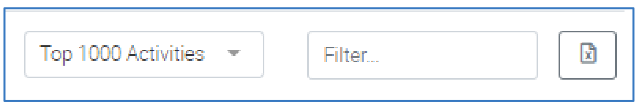
Click Submit to generate the report, which is displayed in the **Results Tab**.



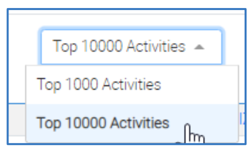
Results



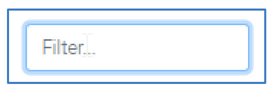
Activity Date	Activity Type	User Name	Last Name	First Name	Application	Document ID	Document Display Name
6/11/2021 1:02 PM	View	snolder	Nolder	Sheila	Insight Reports	717	EM_AUTH EMPLOYEE AUTHORIZATION 2016/02/23
6/11/2021 4:37 PM	View	snolder	Nolder	Sheila	Insight Reports	152843	CO_DPNEW DEPOSIT NEW ACCOUNTS 2019/01/07
6/11/2021 4:39 PM	View	snolder	Nolder	Sheila	Insight Reports	152843	CO_DPNEW DEPOSIT NEW ACCOUNTS 2019/01/07



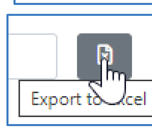
Choose the number of Top Activities to display.



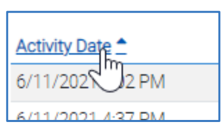
- Use the Filter to narrow results displayed.



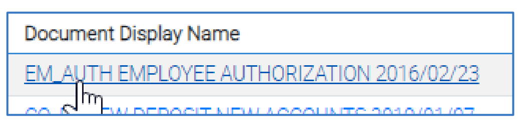
- Export the list of results to Excel.



- Sort results by Activity Date.

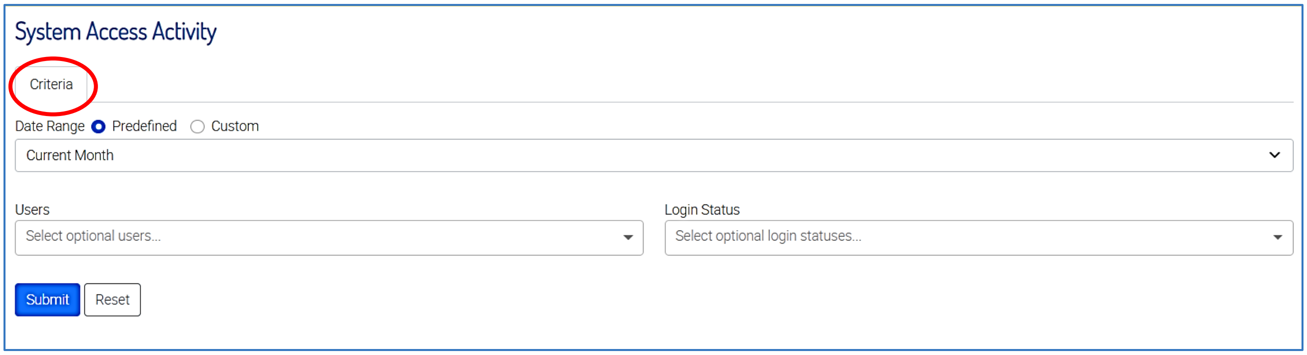


- Click the Display Name to view the document within the Document Detail Viewer (opens in new tab).



System Access

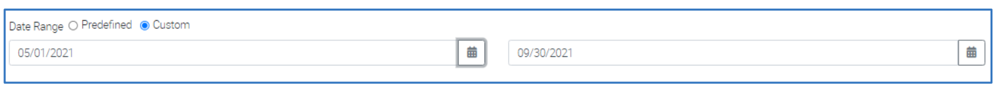
This report displays a list of User(s) who have accessed the system

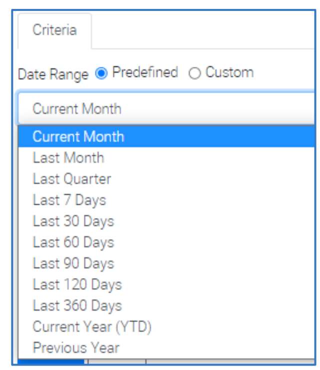


Criteria

Select from various report filter options. Required filters will be designated by an asterisk (*).

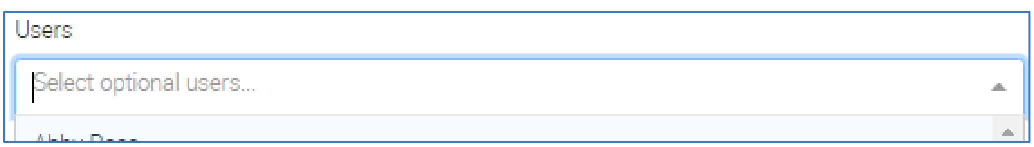
Date Range – Choose a Predefined date range from the drop-down list or customize the requested date range using the calendar.



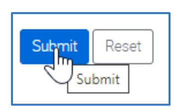


Users

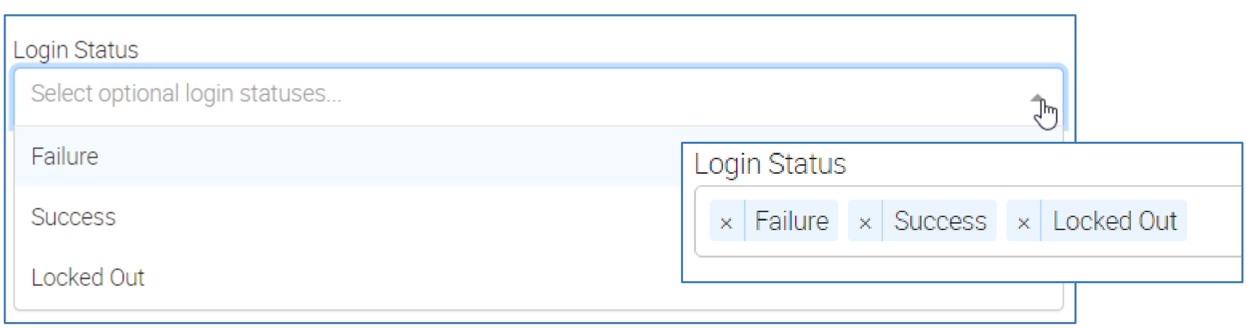
Select Users from the drop-down list. If none is selected, all will be included in results.



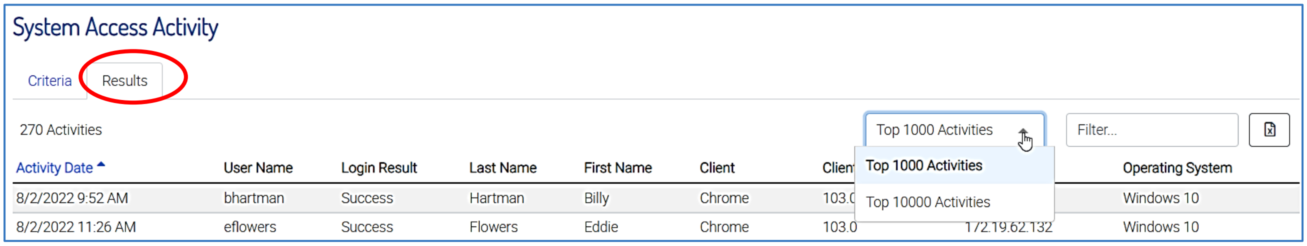
Click Submit to generate the report, which is displayed in the **Results Tab**.



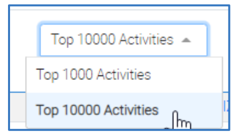
Login Status – Select optional login statuses from the drop-down list .



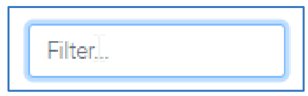
Report Results



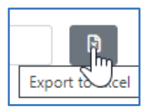
- Choose the number of Top Activities to display.



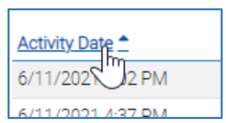
- Use the Filter to narrow results displayed.



- Export the list of results to Excel.

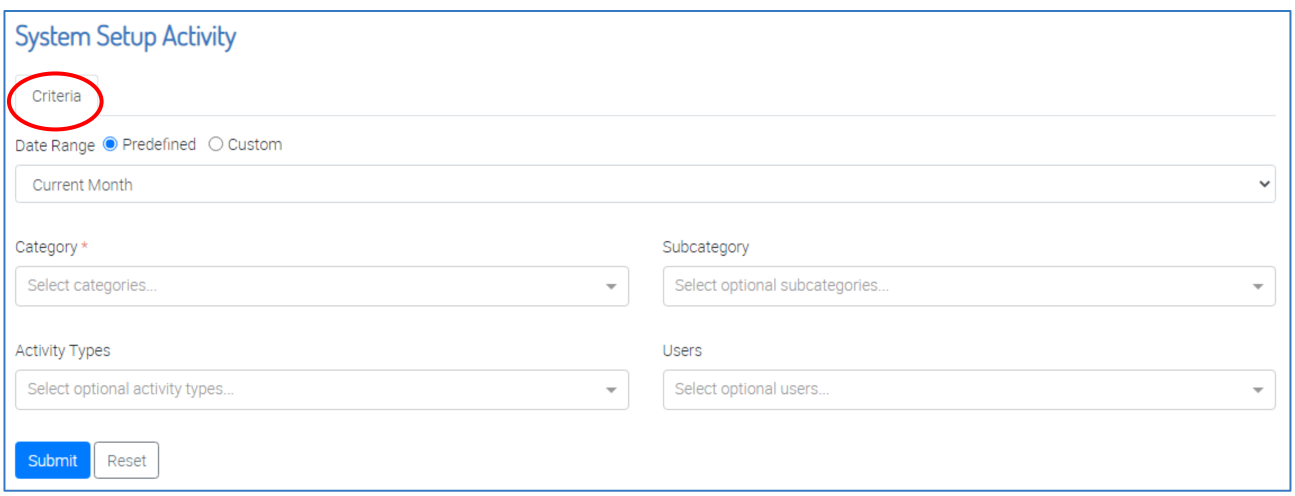


- Sort results by Activity Date.



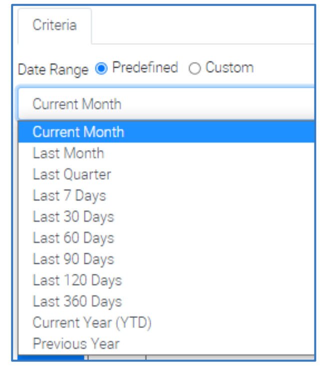
System Setup

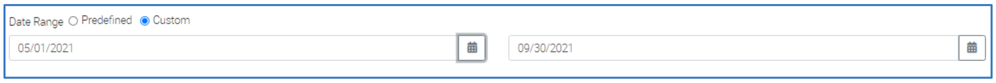
This new report offers Document Type auditing that captures retention, security and attribute changes.



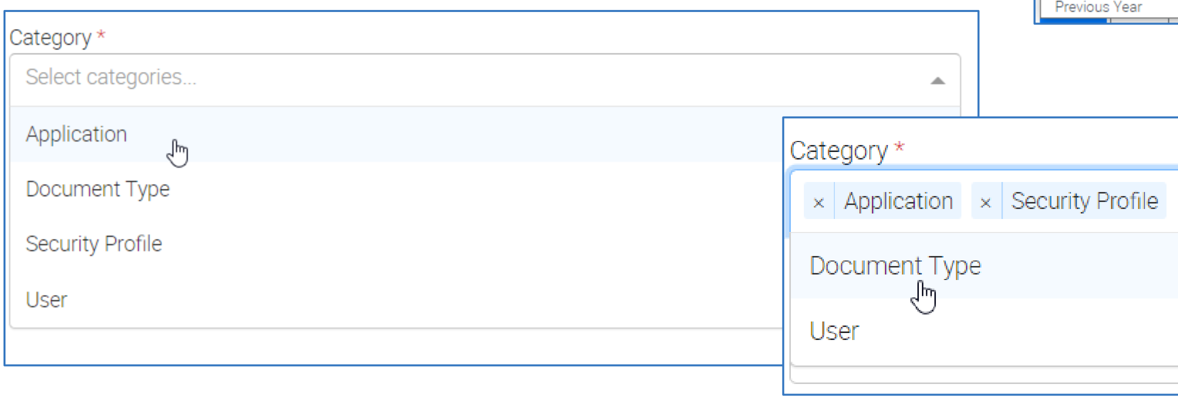
Criteria
Select from various report filter options. Required filters will be designated by an asterisk (*).

Date Range – Choose a Predefined date range from the drop-down list or customize the requested date range using the calendar.

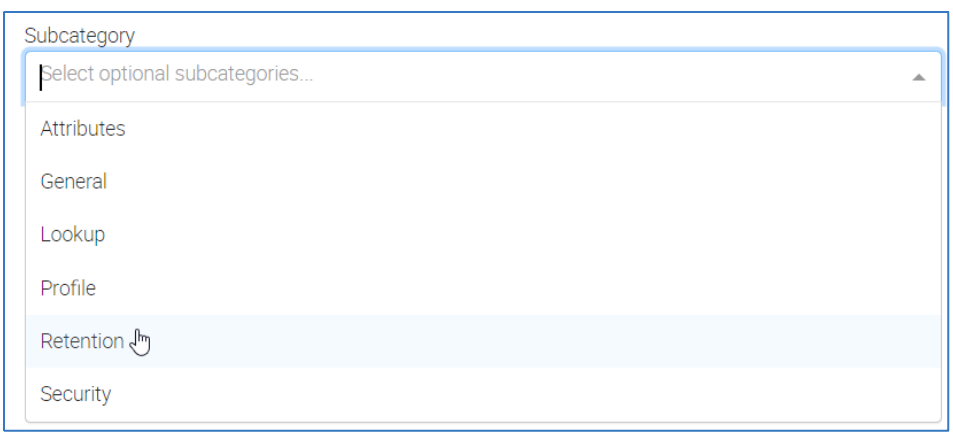




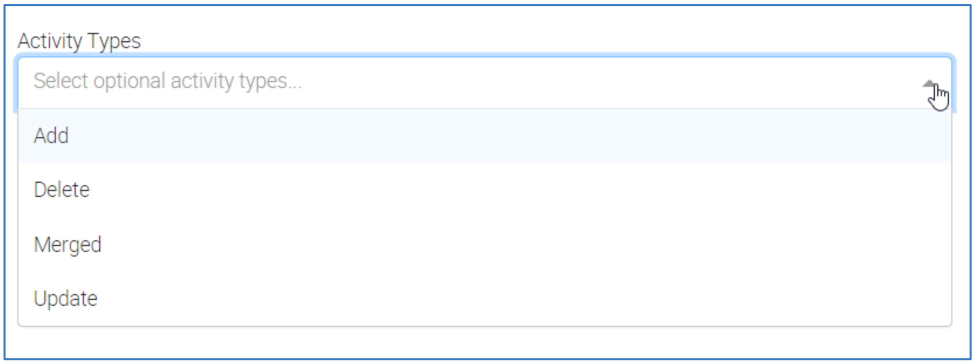
Category- Select *Application, Document Type. Security Profile* and/or *User* here.



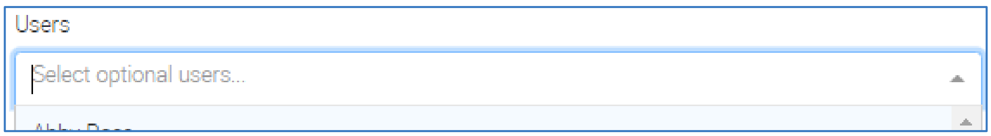
Subcategory- Select Subcategories for results. If none are selected, all will be included in results.



Activity Types- Select Activity Types for results. If none are selected, all will be included in results.

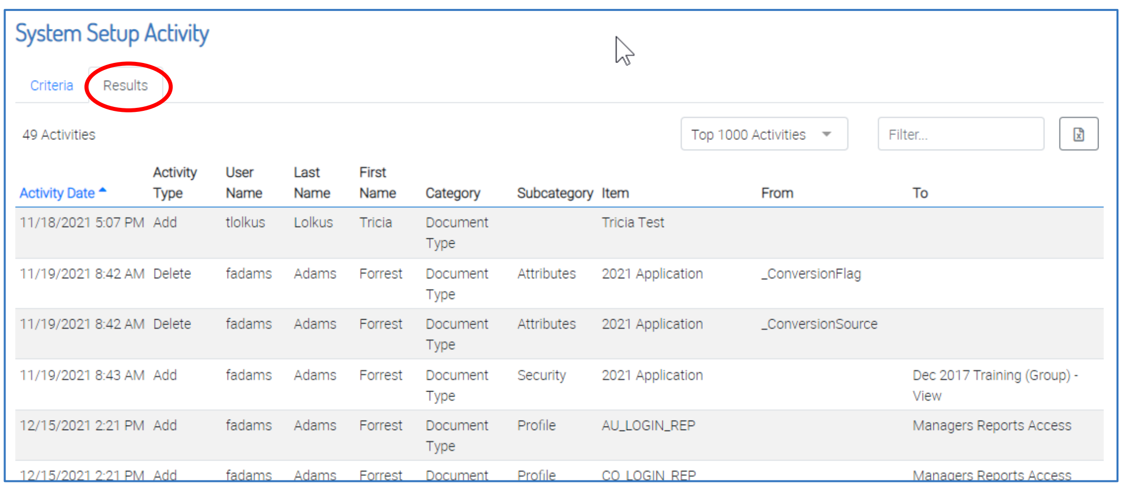


Users
Select Users from the drop-down list. If none are selected, all will be included in results.



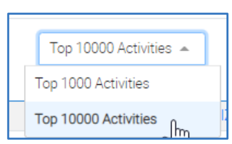
Click Submit to generate the report, which is displayed in the **Results Tab**.

Report Results

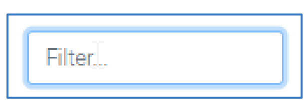


Activity Date	Activity Type	User Name	Last Name	First Name	Category	Subcategory	Item	From	To
11/18/2021 5:07 PM	Add	tlolkus	Lolkus	Tricia	Document Type		Tricia Test		
11/19/2021 8:42 AM	Delete	fadams	Adams	Forrest	Document Type	Attributes	2021 Application	_ConversionFlag	
11/19/2021 8:42 AM	Delete	fadams	Adams	Forrest	Document Type	Attributes	2021 Application	_ConversionSource	
11/19/2021 8:43 AM	Add	fadams	Adams	Forrest	Document Type	Security	2021 Application		Dec 2017 Training (Group) - View
12/15/2021 2:21 PM	Add	fadams	Adams	Forrest	Document Type	Profile	AU_LOGIN_REP		Managers Reports Access
12/15/2021 2:21 PM	Add	fadams	Adams	Forrest	Document	Profile	CO_LOGIN_REP		Managers Reports Access

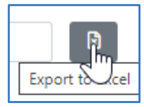
- Choose the number of Top Activities to display.



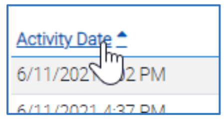
- Use the Filter to narrow results displayed.



- Export the list of results to Excel.

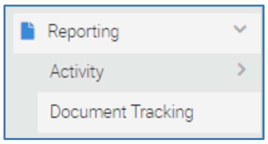


- Sort results by Activity Date.



Document Tracking

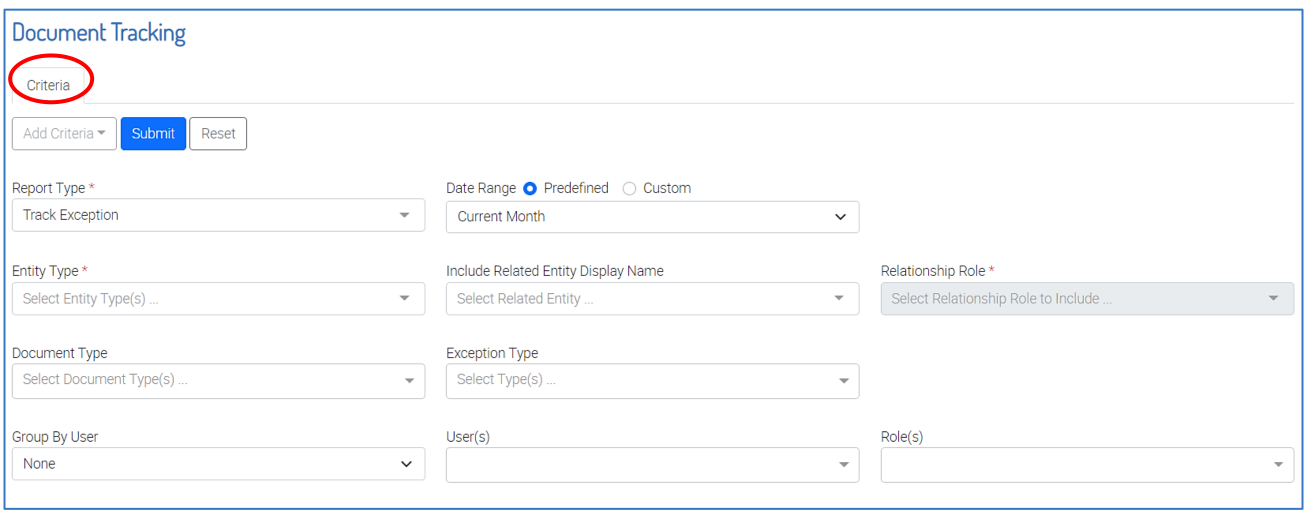
These reports display Tracking items by status.



Select the *Report Type* to view: **Exception**, **Found**, **Pending** or **Waived** items and their details.

Note: Available filters will change based on Report Type selected.

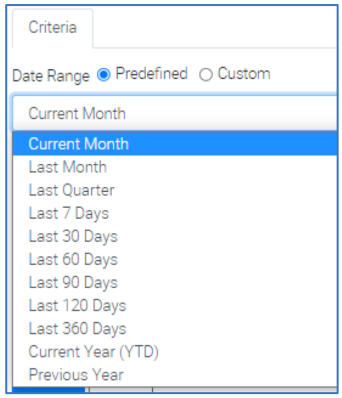
Track Exception

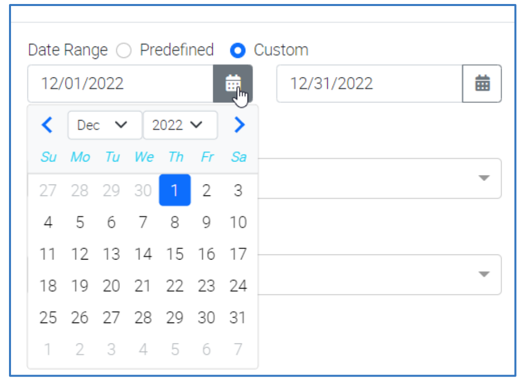


Criteria

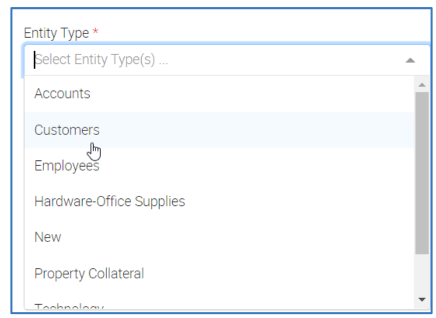
Select from various report filter options. Required filters will be designated by an asterisk (*).

Date Range – Choose a Predefined date range from the drop-down list or customize the requested date range using the calendar.

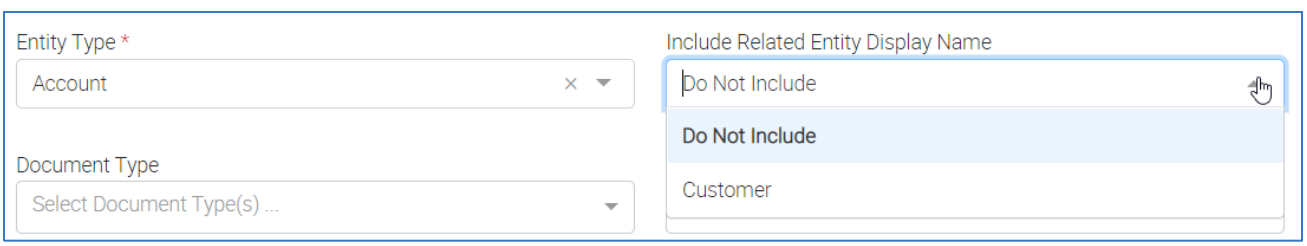




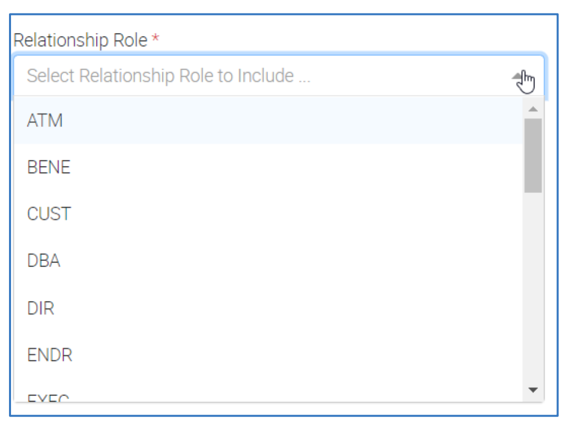
Entity Type – Select an Entity Type from the dropdown menu.



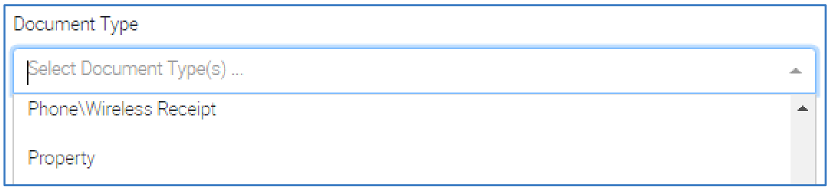
Related Entity Display Name Select a related Entity Display Name (if applicable); if none is selected or available, criteria will reflect *"Do Not Include."*



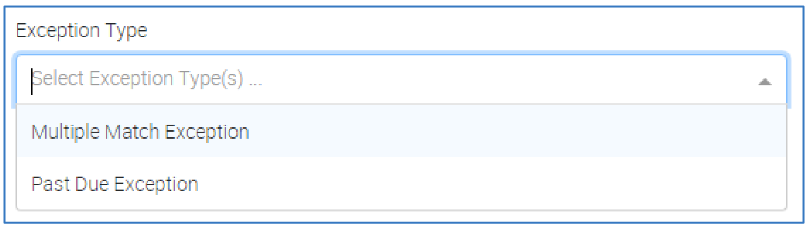
Relationship Role – Select the Relationship Role to be displayed in results.



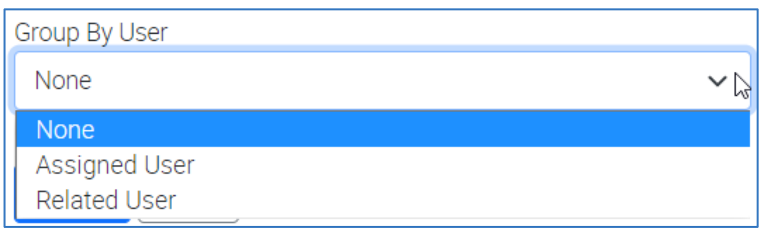
Document Type- Select the document type(s) for the report. If none is selected, the results will include all document types.



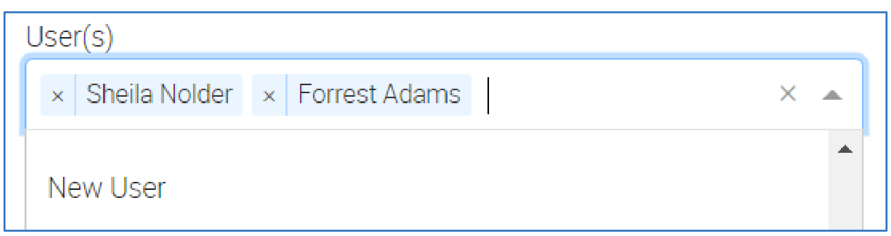
Exception Type- Select the Exception Type(s) to show on the report. If none is selected, all statuses will be included.



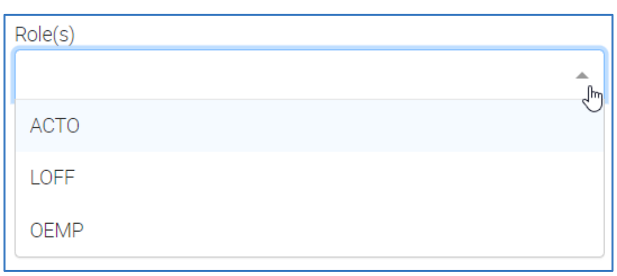
Group by User – Select either *None, Assigned User* or *Related User.*

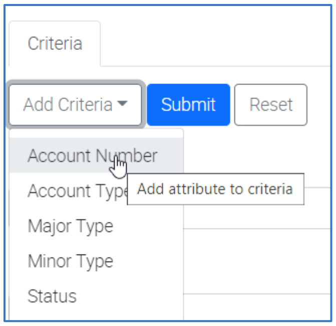


User(s) – Select specific user(s). If none is selected, all Users will be included.



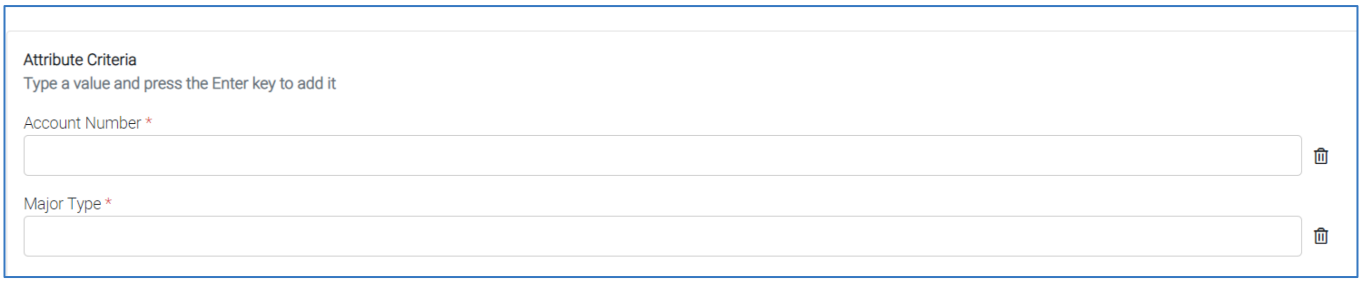
Role(s) – Select one or more Roles to be displayed on the report from the dropdown list. If none is selected, results would include all of them.



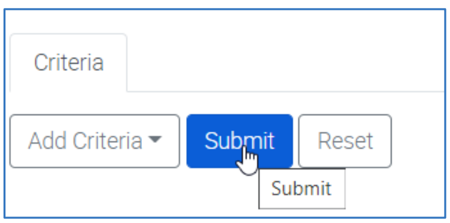


Additional Attribute criteria may be selected from the drop-down menu and will be visible at the bottom of the form if selected.

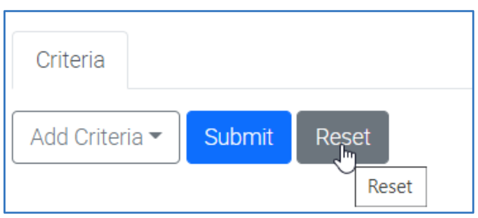
To deselect the additional Attribute criteria, click the trash can to the right.

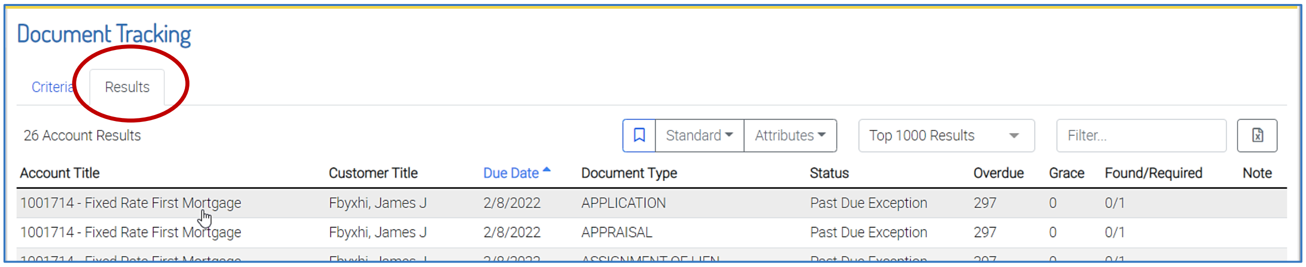


Click ***Submit*** to generate the report, which is displayed in the **Results Tab**.

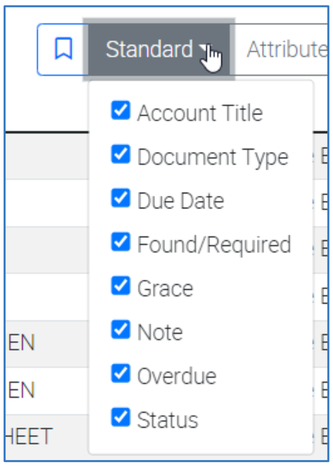


Click ***Reset*** to clear the form.



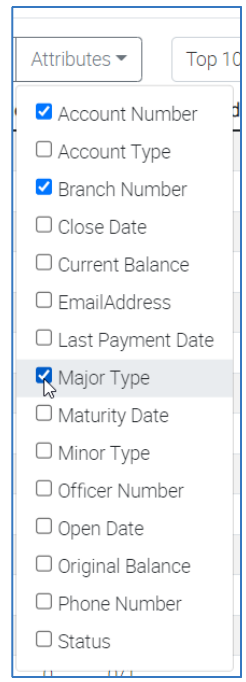


Column Selections- Standard and Attributes



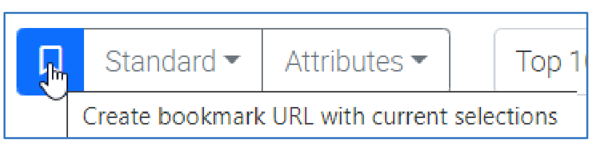
Standard columns can be shown or hidden by selecting or deselecting them under the “Standard” button.

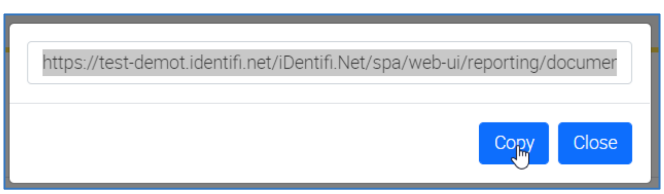
Specific Attributes can also be added to displayed results by selecting them from the “Attributes” drop-down menu.



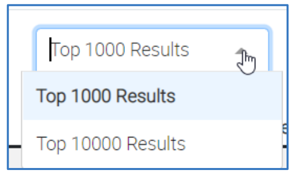
Bookmark

A bookmark of the selected criteria can also be saved using the “Bookmark” icon to “Copy” the URL.

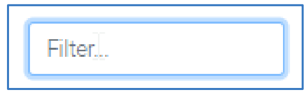


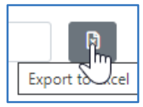


Choose the number of Top Results to display.

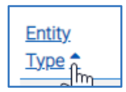


- Use the Filter to narrow results displayed.

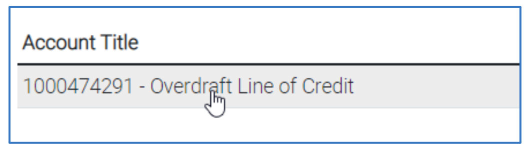


- Export the list of results to  Excel.

- Sort results by Entity Type or Due Date.



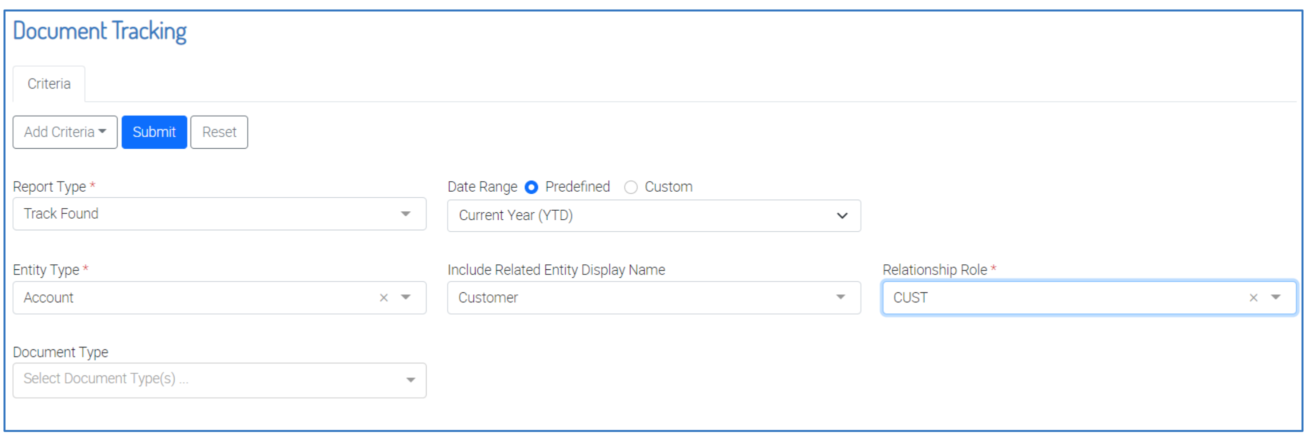
- Click the Title to view the item's details (opens in new tab).



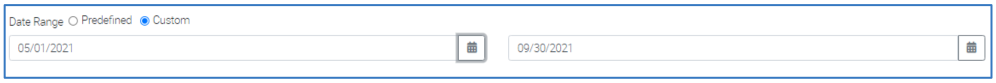
Track Found

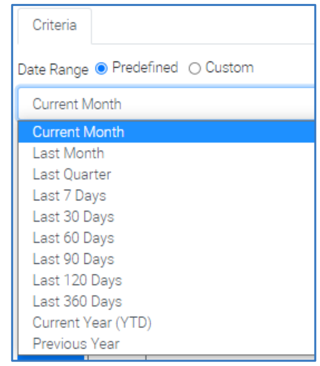
Criteria

Select from various report filter options. Required filters will be designated by an asterisk (*).

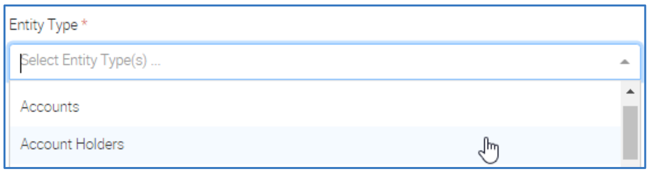


Date Range – Choose a Predefined date range from the drop-down list or customize the requested date range using the calendar.

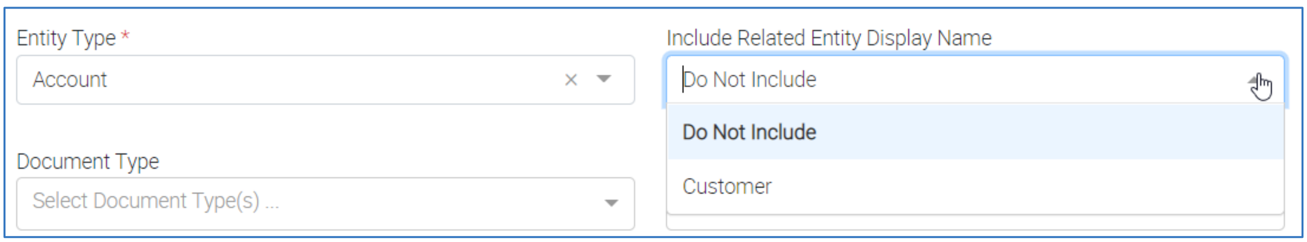




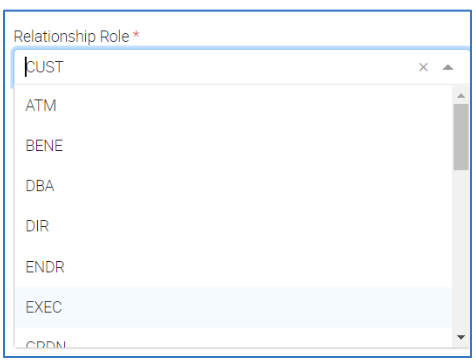
Entity Type – Select-an Entity Type.



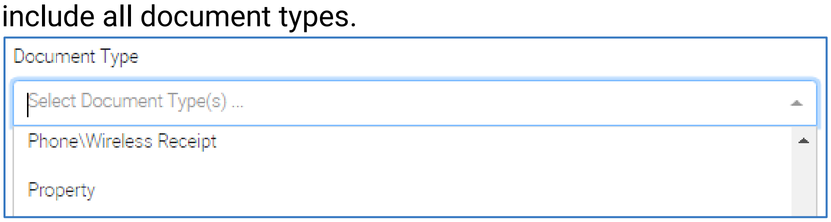
Related Entity Display Name Select a related Entity Display Name (if applicable); if none is selected or available, criteria will reflect *"Do Not Include."*

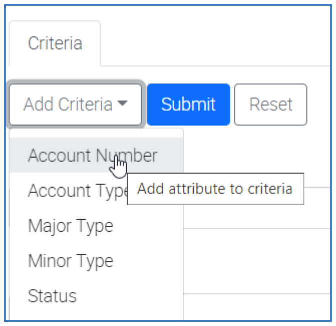


Relationship Role – Select the Relationship Role to be displayed in results.



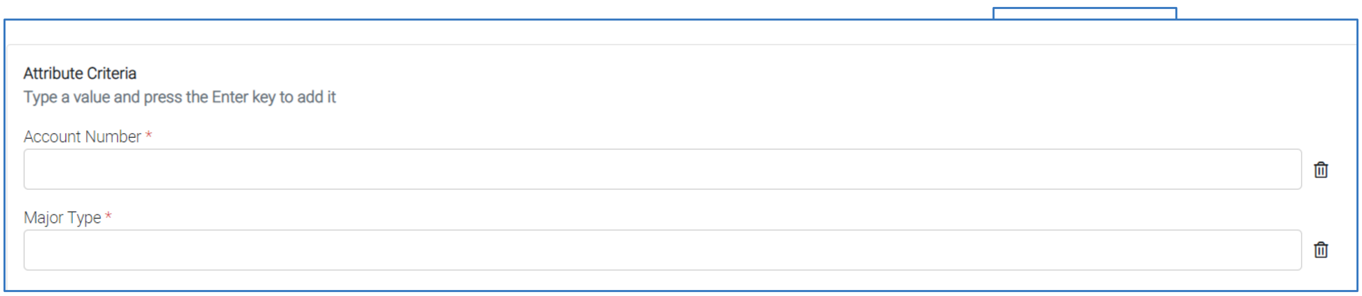
Document Type- Select the document type(s) for the report. If none is selected, the results will include all document types.



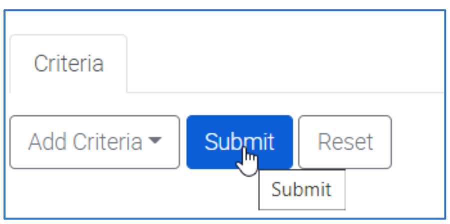


Additional Attribute criteria may be selected from the drop-down menu and will be visible at the bottom of the form if selected.

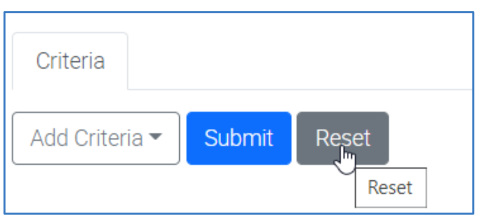
To deselect the additional Attribute criteria, click the trash can to the right.



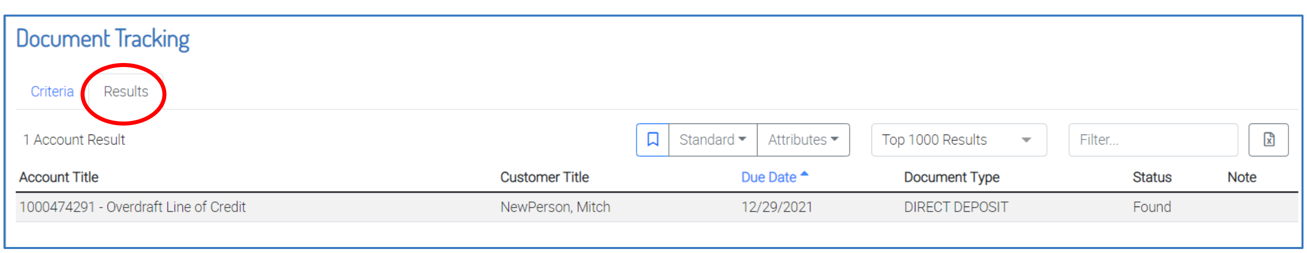
Click ***Submit*** to generate the report, which is displayed in the **Results Tab**.



Click ***Reset*** to clear the form.

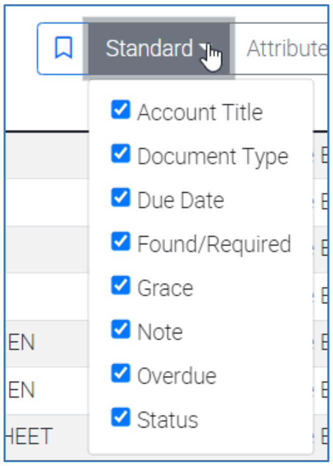


Report Results



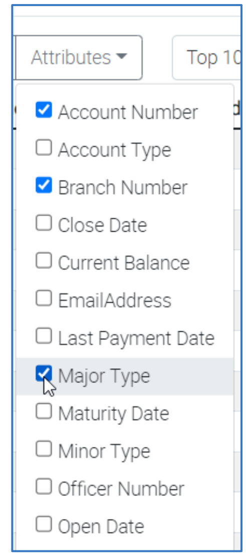
Account Title	Customer Title	Due Date	Document Type	Status	Note
1000474291 - Overdraft Line of Credit	NewPerson, Mitch	12/29/2021	DIRECT DEPOSIT	Found	

Column Selections- Standard and Attributes



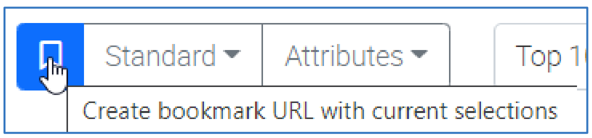
Standard columns can be shown or hidden by selecting or deselecting them under the “Standard” button.

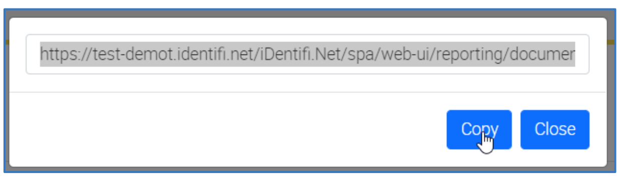
Specific Attributes can also be added to displayed results by selecting them from the “Attributes” drop-down menu.

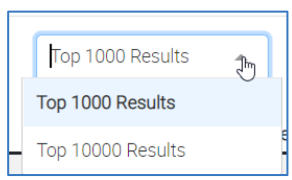


Bookmark

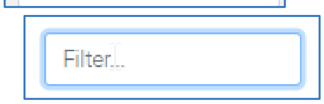
A bookmark of the selected criteria can also be saved using the “Bookmark” icon to “Copy” the URL.







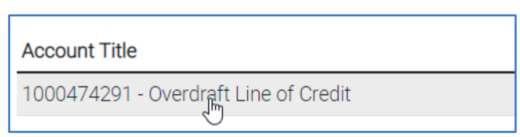
- Choose the number of Top Results to display.



- Use the Filter to narrow results displayed.

- Export the list of results to Excel.

- Sort results by Due Date.

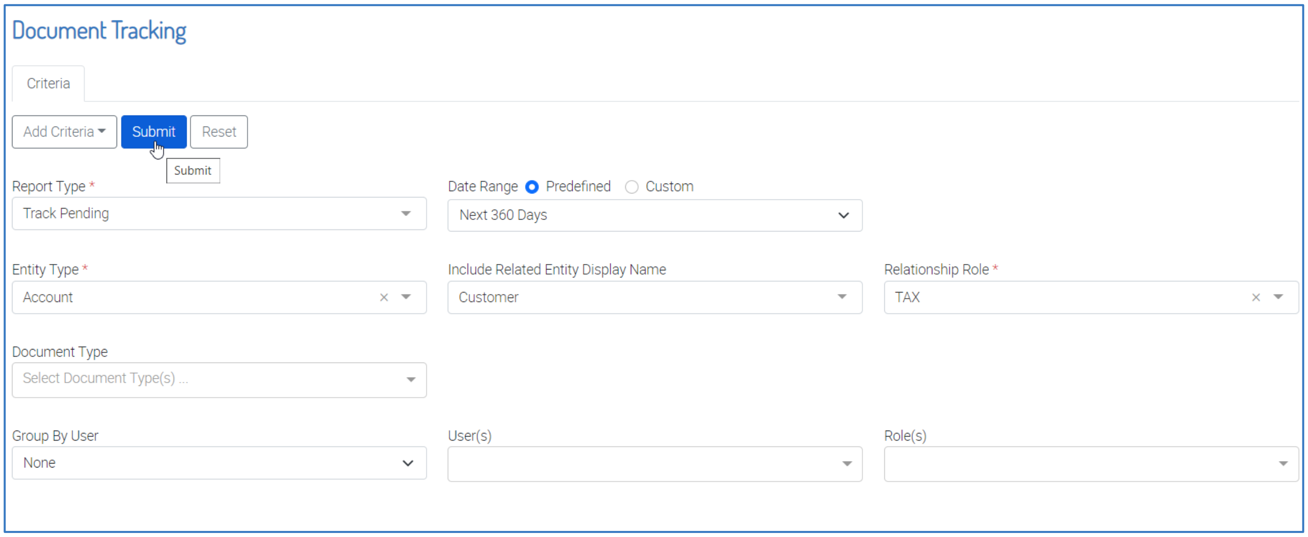


- Click the Title to view the item’s details (opens in new tab).

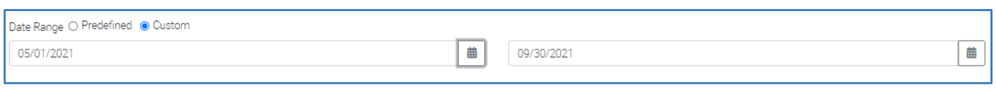
Track Pending

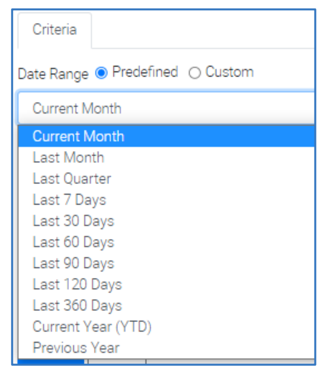
Criteria

Select from various report filter options. Required filters will be designated by an asterisk (*).

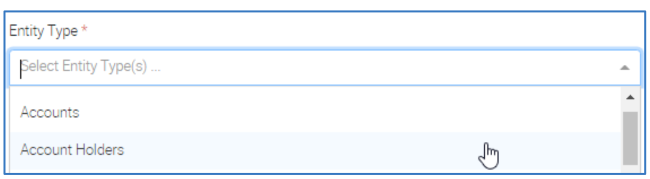


Date Range – Choose a Predefined date range from the drop-down list or customize the requested date range using the calendar.

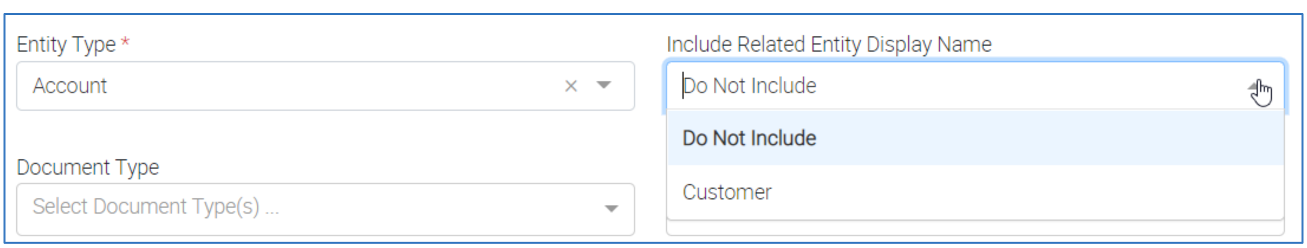




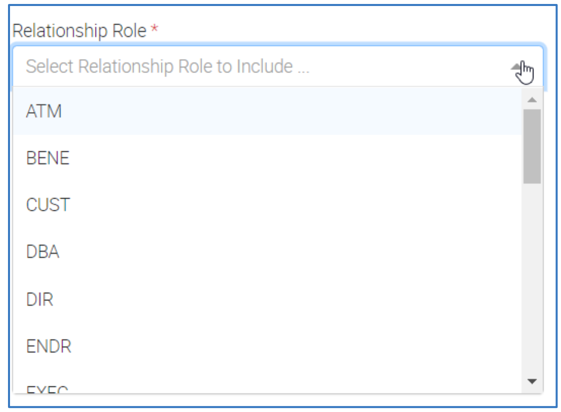
Entity Type – Select-an-Entity Type.



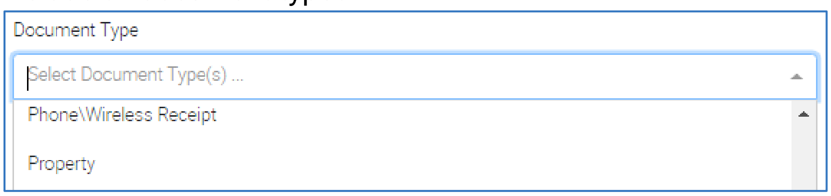
Related Entity Display Name Select a related Entity Display Name (if applicable); if none is selected or available, criteria will reflect *"Do Not Include."*



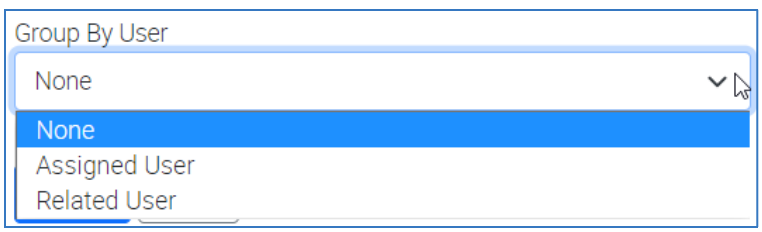
Relationship Role – Select the Relationship Role to be displayed in results.



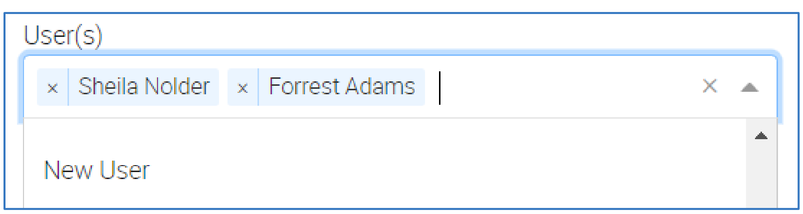
Document Type- Select the document type(s) for the report. If none is selected, the results will include all document types.



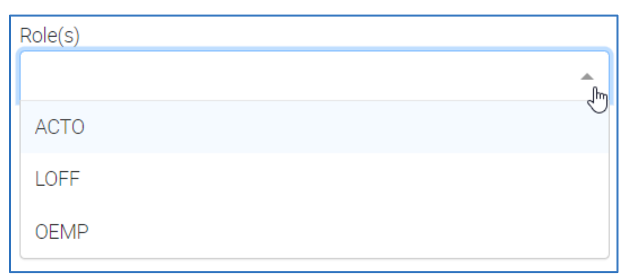
Group by User – Select either *None, Assigned User* or *Related User.*

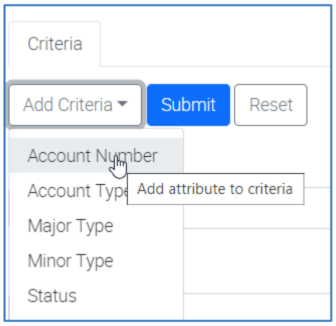


User(s) – Select specific user(s). If none is selected, all Users will be included.



Roles(s) – Select one or more Roles to be displayed on the report from the dropdown list. If none is selected, results would include all of them.





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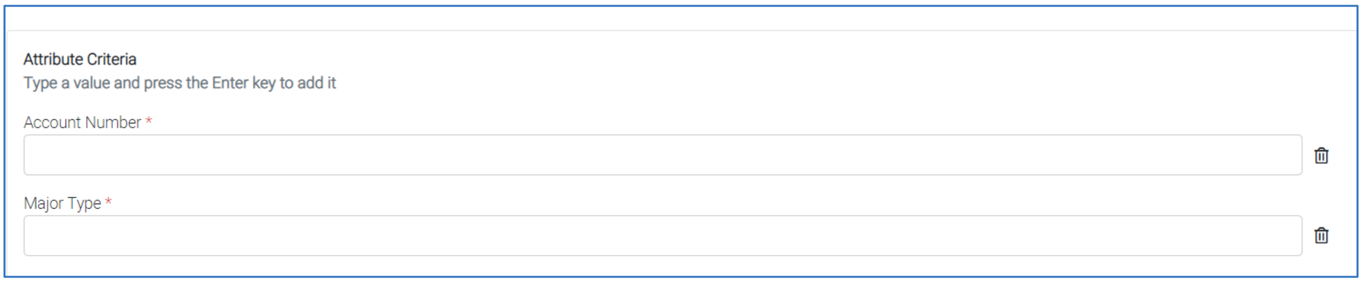
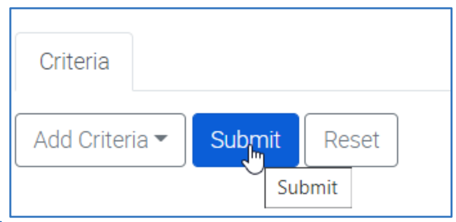
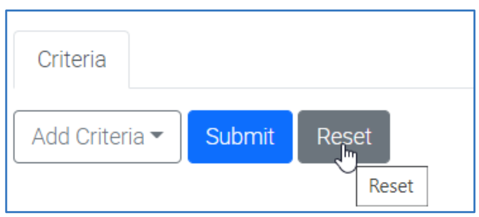


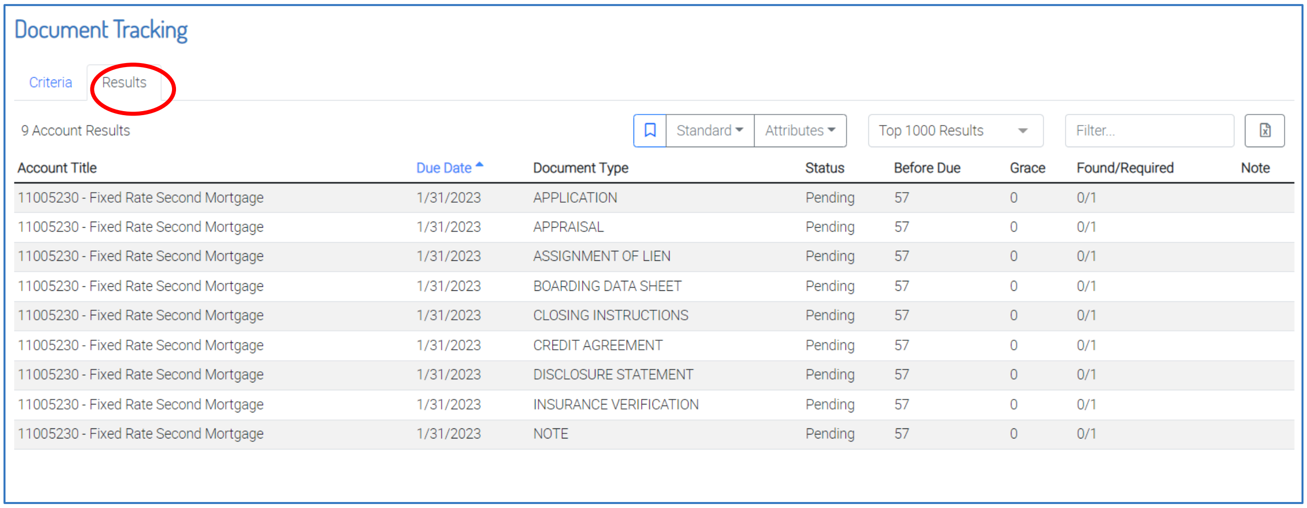
Click ***Submit*** to generate the report, which is displayed in the **Results Tab**.



Click ***Reset*** to clear the form.



Report Results



Document Tracking

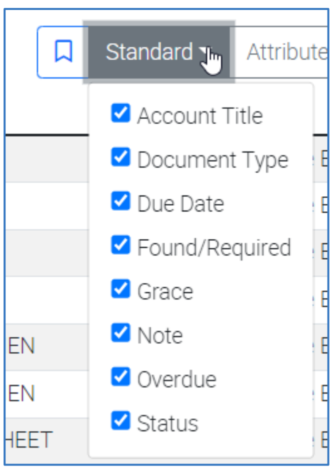
Criteria | Results

9 Account Results

Standard | Attributes | Top 1000 Results | Filter...

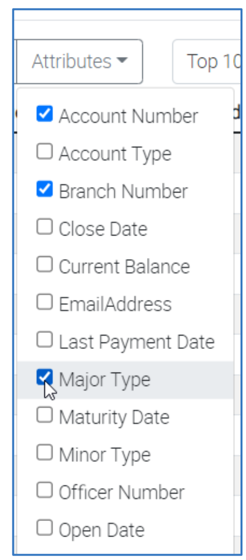
Account Title	Due Date	Document Type	Status	Before Due	Grace	Found/Required	Note
11005230 - Fixed Rate Second Mortgage	1/31/2023	APPLICATION	Pending	57	0	0/1	
11005230 - Fixed Rate Second Mortgage	1/31/2023	APPRAISAL	Pending	57	0	0/1	
11005230 - Fixed Rate Second Mortgage	1/31/2023	ASSIGNMENT OF LIEN	Pending	57	0	0/1	
11005230 - Fixed Rate Second Mortgage	1/31/2023	BOARDING DATA SHEET	Pending	57	0	0/1	
11005230 - Fixed Rate Second Mortgage	1/31/2023	CLOSING INSTRUCTIONS	Pending	57	0	0/1	
11005230 - Fixed Rate Second Mortgage	1/31/2023	CREDIT AGREEMENT	Pending	57	0	0/1	
11005230 - Fixed Rate Second Mortgage	1/31/2023	DISCLOSURE STATEMENT	Pending	57	0	0/1	
11005230 - Fixed Rate Second Mortgage	1/31/2023	INSURANCE VERIFICATION	Pending	57	0	0/1	
11005230 - Fixed Rate Second Mortgage	1/31/2023	NOTE	Pending	57	0	0/1	

Column Selections- Standard and Attributes



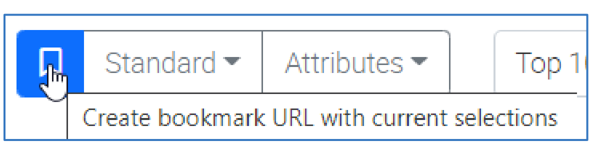
Standard columns can be shown or hidden by selecting or deselecting them under the "Standard" button.

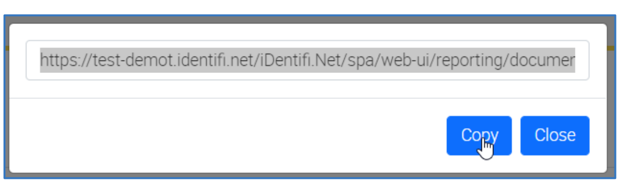
Specific Attributes can also be added to displayed results by selecting them from the "Attributes" drop-down menu.



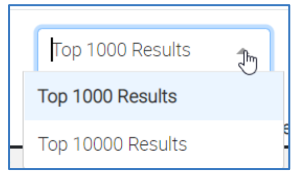
Bookmark

A bookmark of the selected criteria can also be saved using the "Bookmark" icon to "Copy" the URL.

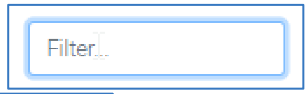




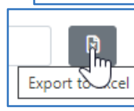
- Choose the number of Top Results to display.



- Use the Filter to narrow results displayed.

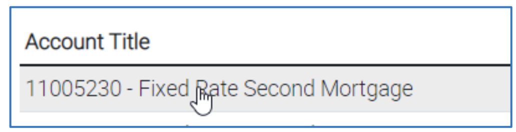


- Export the list of results to Excel.



- Sort results by Due Date.

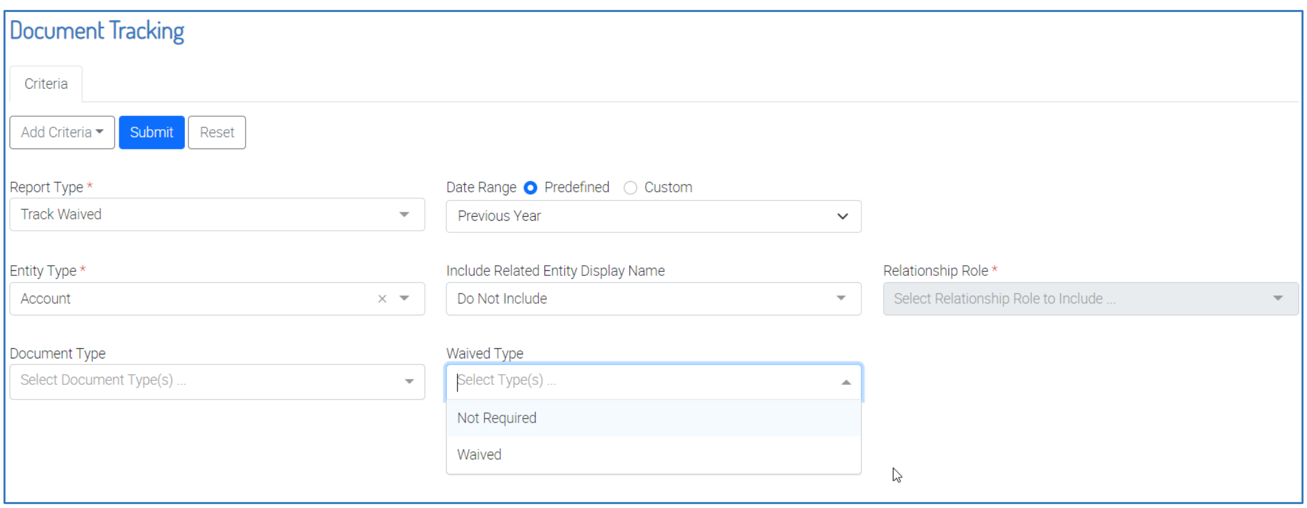
- Click the Title to view the item's details (opens in new tab).



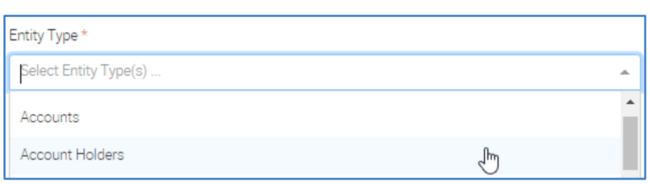
Track Waived

Select from various report filter options. Required filters will be designated by an asterisk (*).

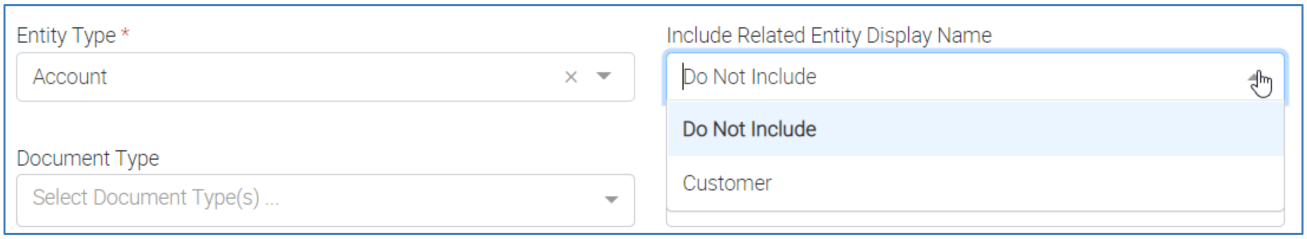
Waived Type- Select the Waived Type(s) to show on the report. If none is selected, all statuses will be included.



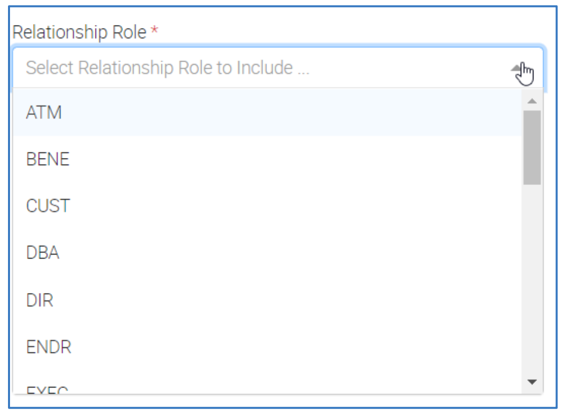
Entity Type – Select-an Entity Type.



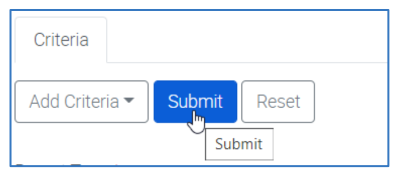
Related Entity Display Name Select a related Entity Display Name (if applicable); if none is selected or available, criteria will reflect *"Do Not Include."*



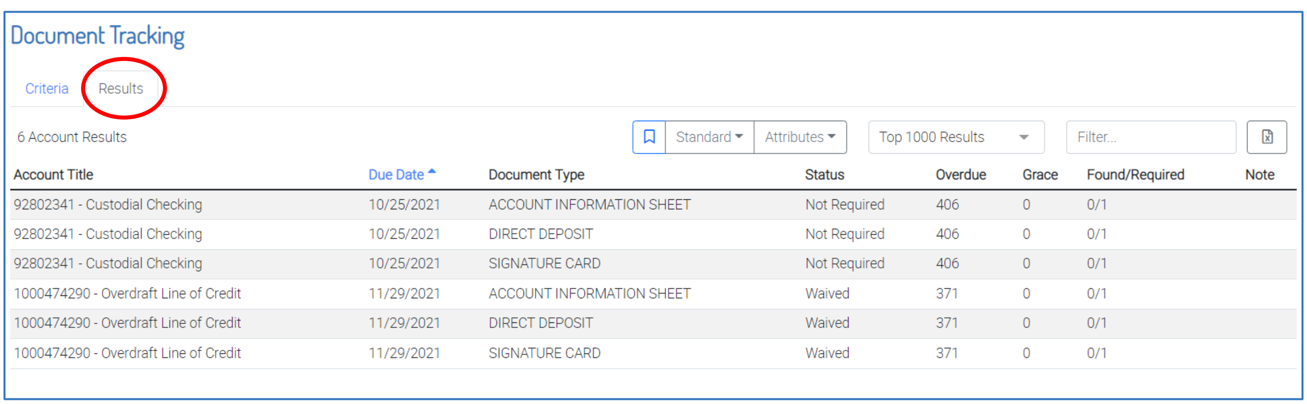
Relationship Role – Select the Relationship Role to be displayed in results.



Click Submit to generate the report, which is displayed in the **Results Tab**.

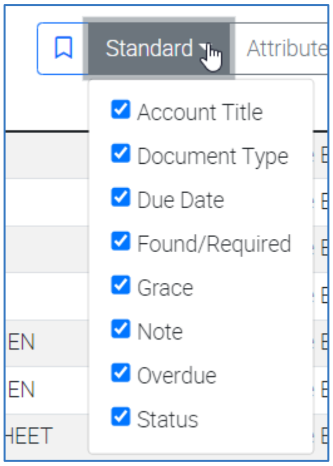


Report Results



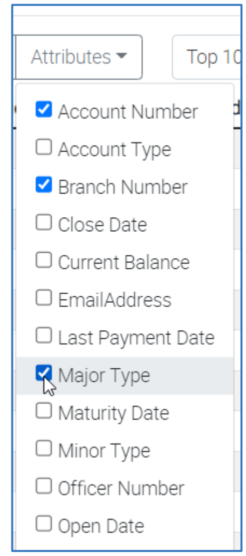
Account Title	Due Date	Document Type	Status	Overdue	Grace	Found/Required	Note
92802341 - Custodial Checking	10/25/2021	ACCOUNT INFORMATION SHEET	Not Required	406	0	0/1	
92802341 - Custodial Checking	10/25/2021	DIRECT DEPOSIT	Not Required	406	0	0/1	
92802341 - Custodial Checking	10/25/2021	SIGNATURE CARD	Not Required	406	0	0/1	
1000474290 - Overdraft Line of Credit	11/29/2021	ACCOUNT INFORMATION SHEET	Waived	371	0	0/1	
1000474290 - Overdraft Line of Credit	11/29/2021	DIRECT DEPOSIT	Waived	371	0	0/1	
1000474290 - Overdraft Line of Credit	11/29/2021	SIGNATURE CARD	Waived	371	0	0/1	

Column Selections- Standard and Attributes



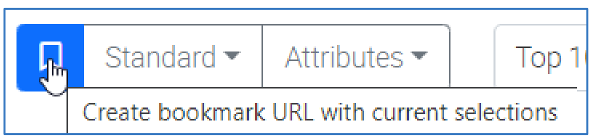
Standard columns can be shown or hidden by selecting or deselecting them under the “Standard” button.

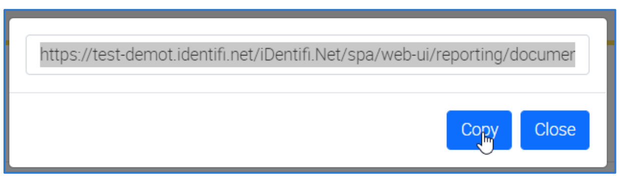
Specific Attributes can also be added to displayed results by selecting them from the “Attributes” drop-down menu.



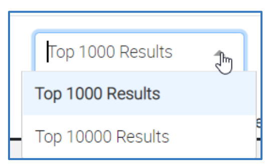
Bookmark

A bookmark of the selected criteria can also be saved using the “Bookmark” icon to “Copy” the URL.

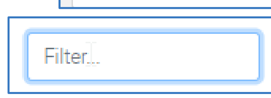




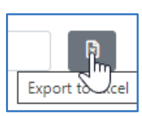
- Choose the number of Top Results to display.



- Use the Filter to narrow results displayed.

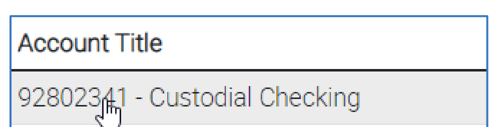


- Export the list of results to Excel.



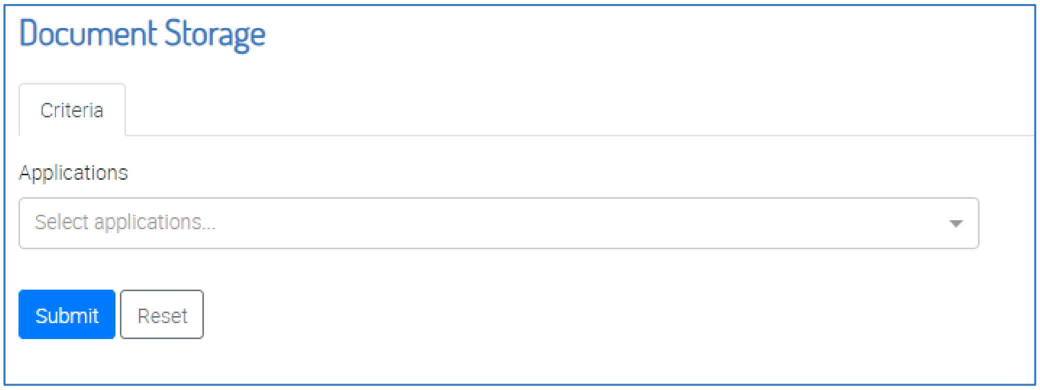
- Sort results by Due Date.

- Click the Title to view the item’s details (opens in new tab).

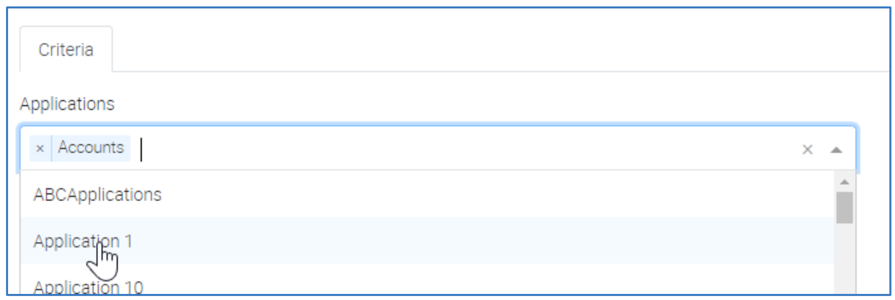


Document Storage

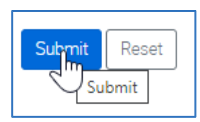
Displays documents stored within each Application in the system.



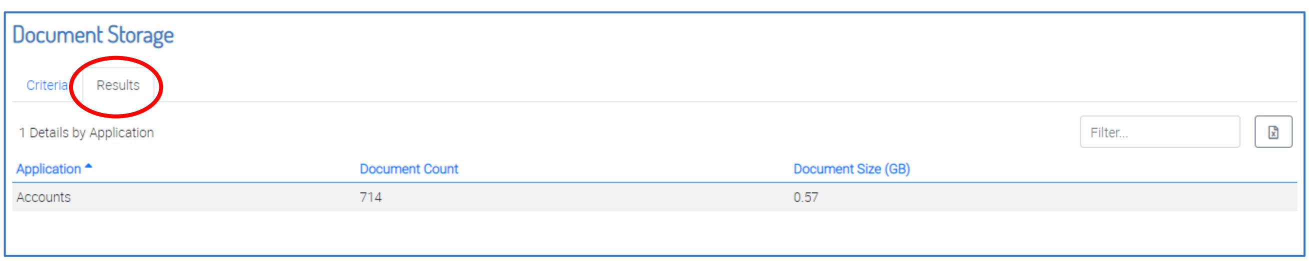
Applications – Select one or more Application(s) from the dropdown menu.



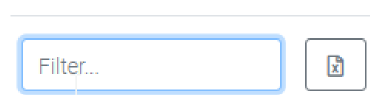
Click Submit to generate the report, which is displayed in the **Results Tab**.



Report Results

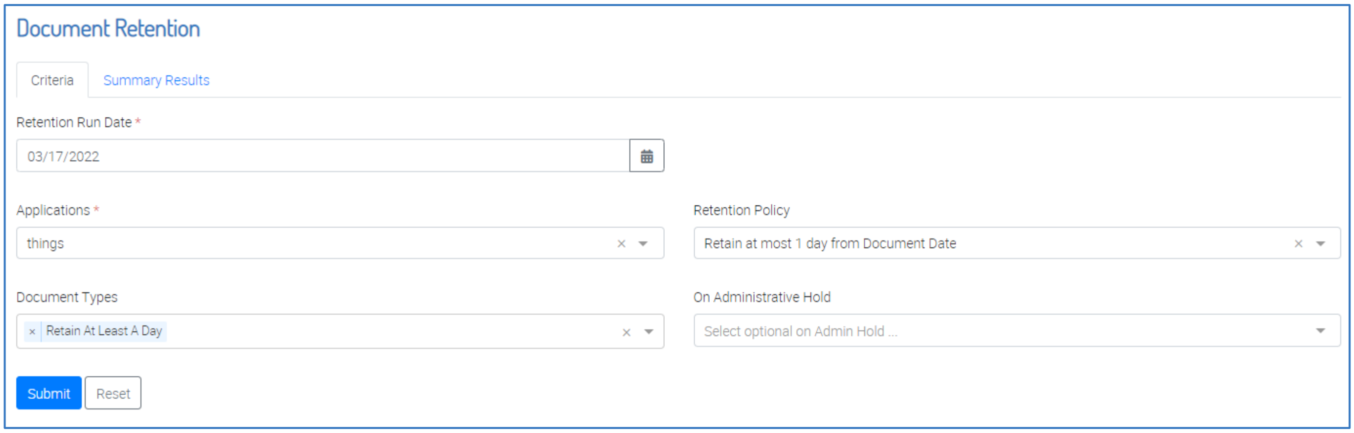


Results can be filtered and/or the list can be exported to Excel.

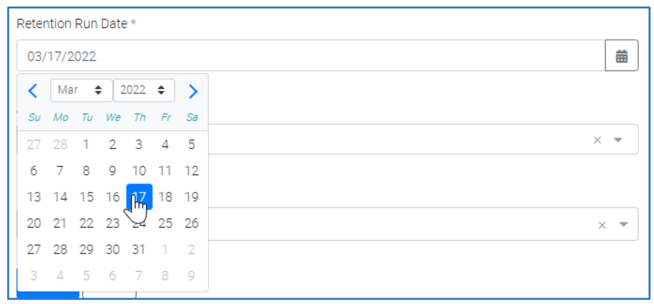


Document Retention

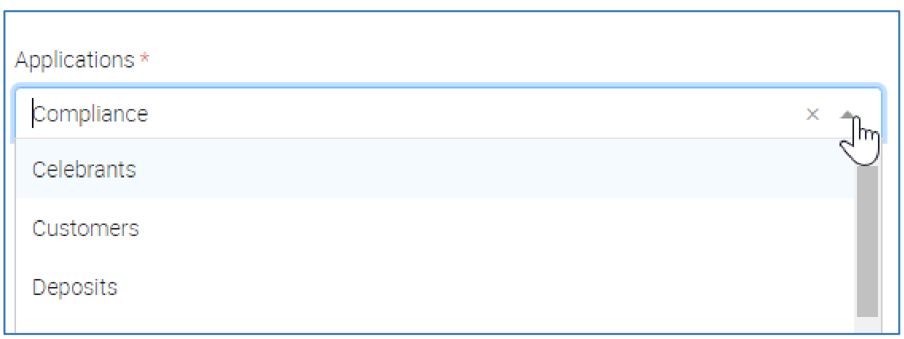
Report displays documents eligible for deletion per a retention policy.



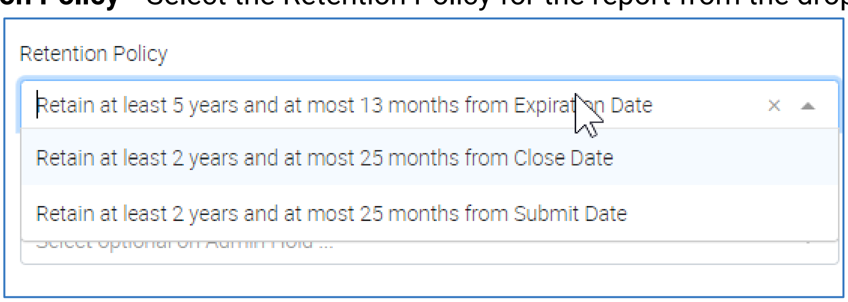
Retention Run Date – Enter the requested run date using the calendar.



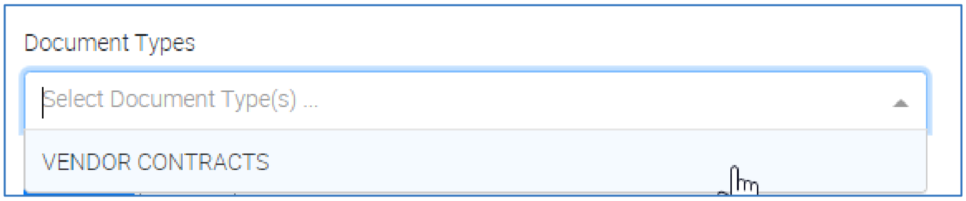
Applications – Select an Application from the dropdown menu.



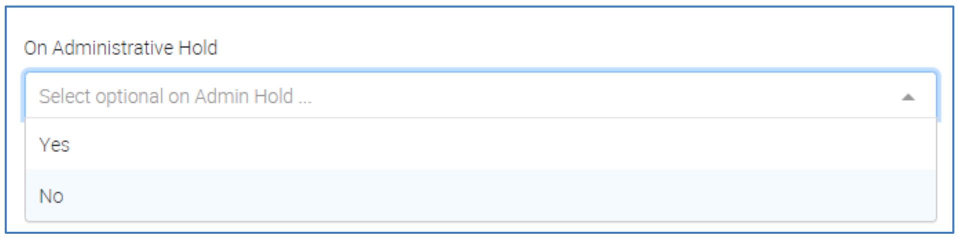
Retention Policy - Select the Retention Policy for the report from the dropdown menu.



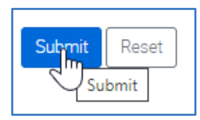
Document Type- Optionally, select the document type(s) for the report. The system will only offer the document types with associated retention policies. If none is selected, the results will include all document types.



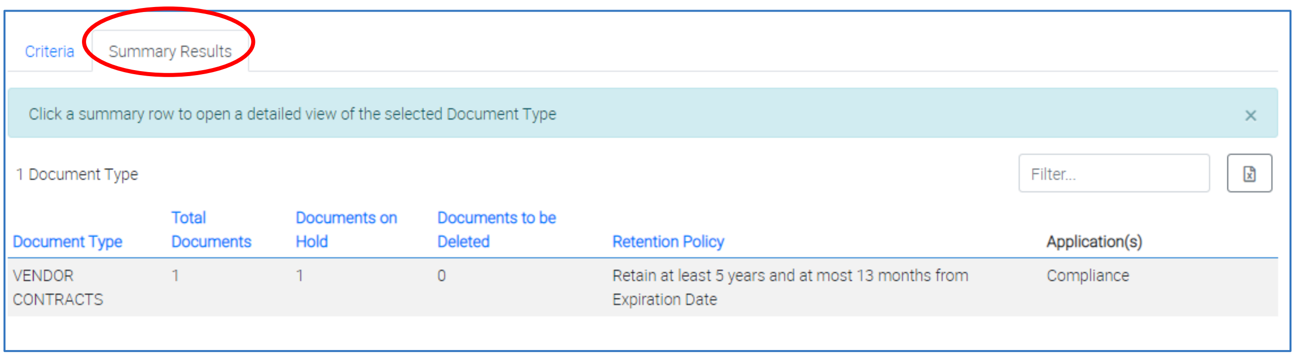
On Administrative Hold – Choose whether to show documents placed on Administrative Hold (See: Retention Hold)



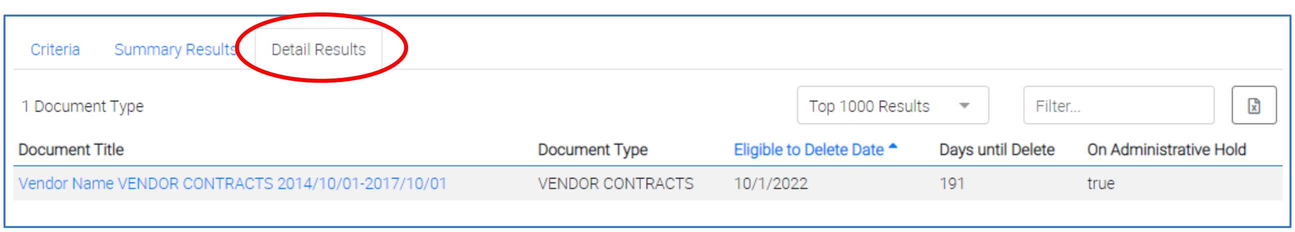
Click Submit to generate the report, which is displayed in the **Results Tab**.



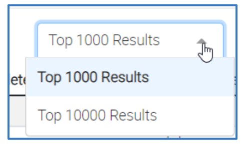
Report Results



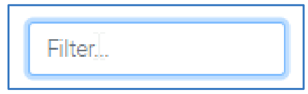
Click on the Summary Row to display Detail Results Tab; click the Title to view the item's details (opens in new tab).



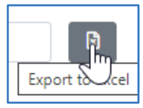
- Choose the number of Top Activities to display.



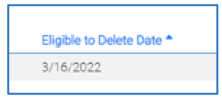
- Use the Filter to narrow results displayed.



- Export the list of results to Excel.

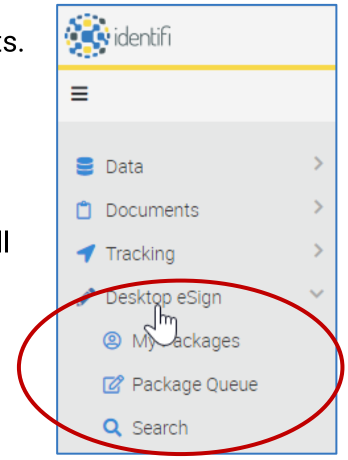


- Sort results by Eligible to Delete date.



- Click the Title to view the item's details (opens in new tab).

Desktop eSign

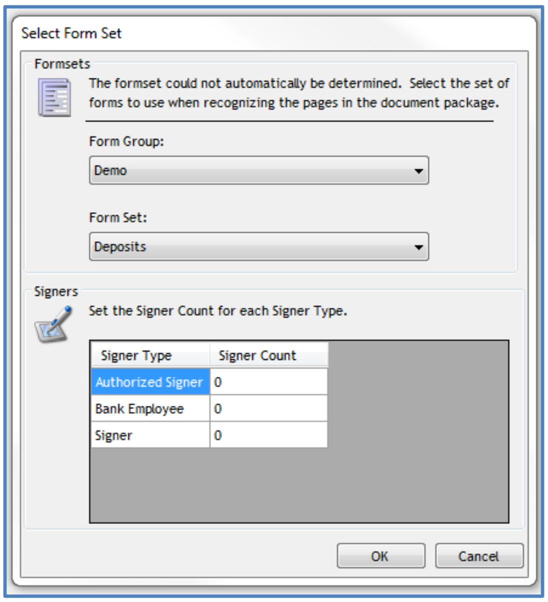


Desktop eSign allows for electronic signature and automatic archival of documents. Documents can be signed by multiple parties or placed on hold to be signed at a later date or at another location.

Signing Documents

Open the documents and print as normal. Those requiring electronic signature will be directed to Desktop eSign and the remainder of the documents will be sent to the paper printer (this is configurable).

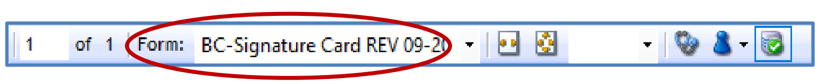
Once Desktop eSign has launched:



1. Select the correct **Form Group** and **Form Set** (often there will be only one of each, so users will not need to make a selection).

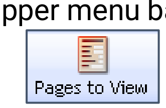
2. Enter the number of "*signers*" in each category and click ***OK***. The documents will be loaded and ready for review and signing.

Note: *Check the bottom menu to ensure that the forms have been recognized. If not, do not continue with the Desktop eSign process. Take note of the form name and let your administrator know of the issue.*

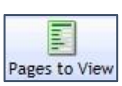


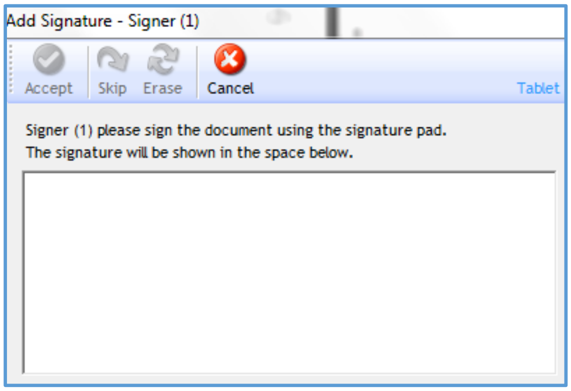
Document Signing Menu

Desktop eSign may be configured so each form page must be viewed before the user is allowed to begin signing. Users can navigate using the **Next** and **Previous** buttons in the upper menu bar. Once all of the pages have been reviewed, the **Pages to View** icon changes from ***red***



to ***green***.

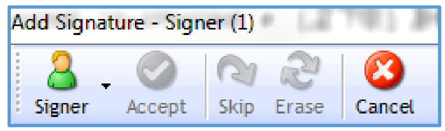




To sign the documents, users may review the pages and double-click the signing areas to launch the signing boxes. Use the mouse to click in the white signing area and sign on the tablet.

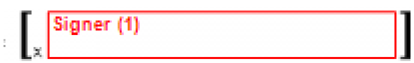
Alternatively, the 

button can be used to launch the *Signing Wizard*. This will automatically move from one signature area to the next, one signer at a time, skipping the pages that do not have a signature box.



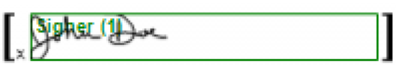
For example, all signing areas required for *Signer 1* throughout the document will open, followed by all the areas required for *Signer 2*.

- Signing areas appear Red until signed or skipped.



- If the customer wishes to re-do their signature, select **Erase.**

- Signing the box and clicking **Accept** will cause the signing area to appear Green

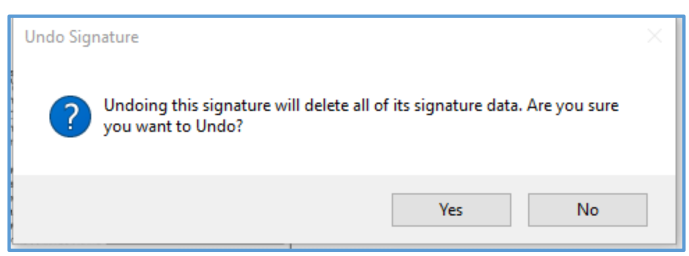


- Using **Skip** causes the signature area to appear Yellow.

Use the Skip feature if the signature is not needed, or if the package will be put **On Hold** for additional signers to complete the package later.

- Using the **Cancel** button will close the signing area and it will remain Red

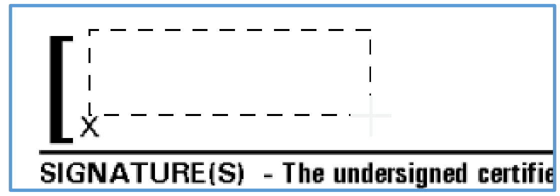
Note: To undo (or redo) an accepted signature, simply click the green signature box, select "Yes" to confirm, and re-sign.



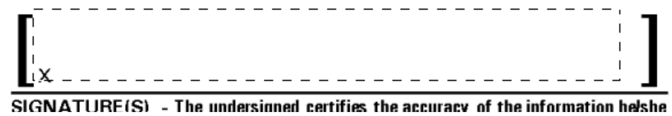
Free Form

Free Form can be used to add Signature areas for additional signers, add initials or mark up the documents.

To use the Free Form function, click the ***Free Form*** button in the toolbar. Place the + cursor in the area to draw the signature box, hold down the left mouse button and drag down and to the right to draw the signature area.



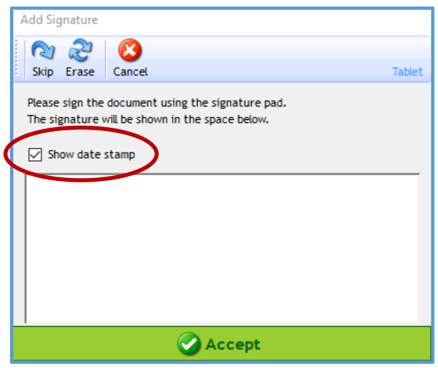
When the left mouse button is released, the signature box area will be outlined and the signature pad prompt will appear.



Note: The Free Form signature box has the option to date stamp the signature.

To turn on the stamp, place a check in the box next to "Show Date Stamp."

The next time the Free Form feature is used within the signing session, Desktop eSign will remember the User's preference.



Completing Documents

Once all pages have been viewed and all signature areas have been addressed (either signed or skipped), the package is ready to ***Complete.*** Once the Complete button in the upper menu is clicked, the archiving process begins and the signed documents are sent to the document archive. A copy of the forms will also print at this time for the customer if configured to do so.

Placing Document Packages On Hold

eSigned documents can be placed On Hold to be completed at a later time or from another location.

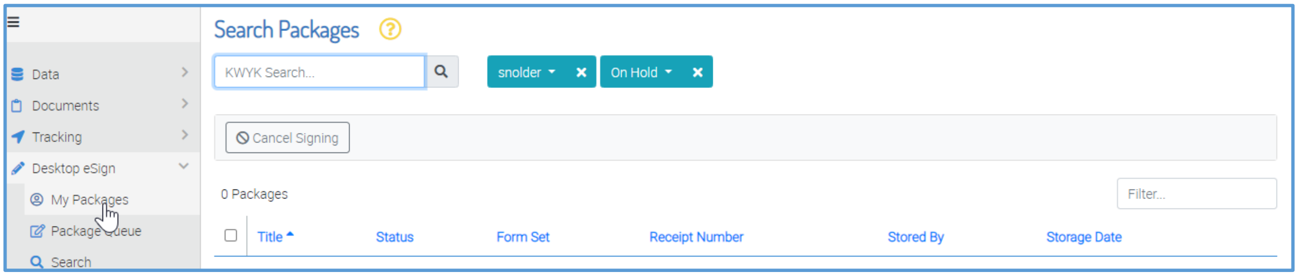
Begin the process by printing the forms to Desktop eSign as outlined above. Use the Skip feature for all signature areas that will not be signed in this session and select ***Hold*** from the upper menu bar.

Retrieving On Hold Packages

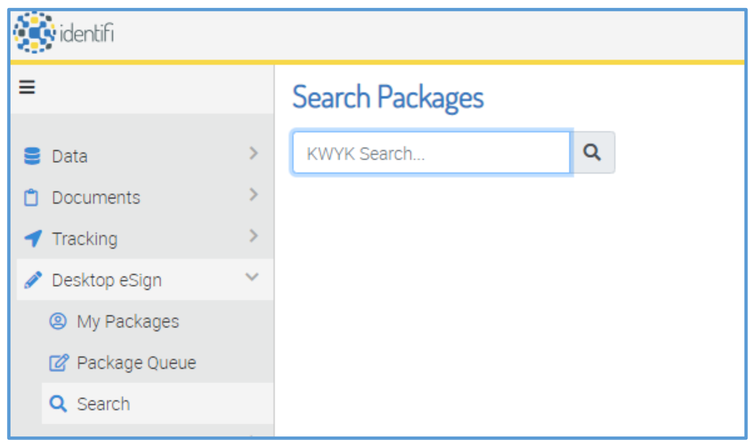
On Hold packages may be retrieved from My Packages or eSign Search in the left menu.

My Packages

In ***My Packages***, users will find any packages that they have placed On Hold themselves.



Desktop eSign Search

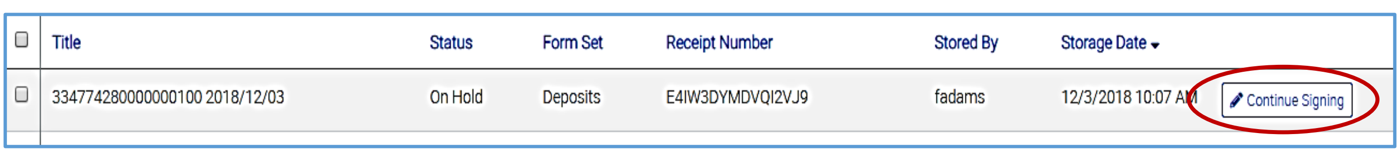


Search for packages stored by another user with a combination of criteria such as:

- Account number or tax ID
- User ID for the user who created the package
- The unique Receipt Number assigned to the package
- Storage Date
- On Hold status

The default sort order of packages is Storage Date Descending, reflecting the most recently added packages at the top.

Once the package is located from *My Packages* or *Search*, click on the ***Continue Signing*** link to launch the Desktop eSign Client and complete the signing.



Title	Status	Form Set	Receipt Number	Stored By	Storage Date	
334774280000000100 2018/12/03	On Hold	Deposits	E4IW3DYMDVQI2VJ9	fadams	12/3/2018 10:07 AM	Continue Signing

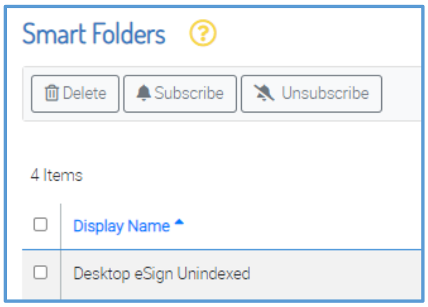
Printing Documents

Any forms a customer would normally take with them (such as disclosures), can be configured in Desktop eSign to automatically print in hard copy.

For unplanned situations where a printed copy of the document is needed, such as to send a copy with the customer or to wet-sign the document, the unsigned form can be printed using the **Print** button in the upper menu bar of the Desktop eSign Client.

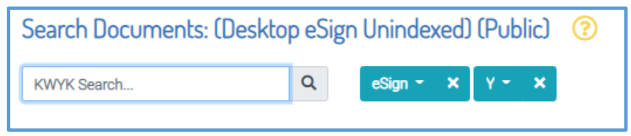
Retrieval of Signed Document Images

Immediately upon completion of the package, the signed documents are archived to Documents can be retrieved through ***Document Search*** by criteria such as the account number or customer's identification. Following an overnight sync process, the documents will also be retrievable by all related attributes.



A suggested practice is to create a Public Smart Folder to 'catch' all recently stored Desktop eSign documents, making it easy to locate that day's electronically signed documents.

*Search criteria for the Smart Folder should include **eSign (Source)** and **Y (Indexing Required)***

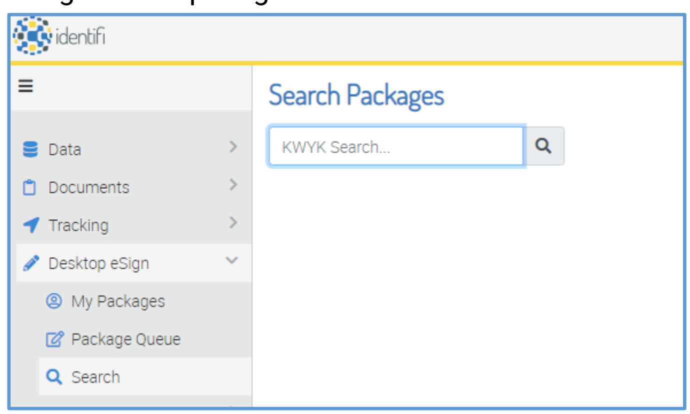


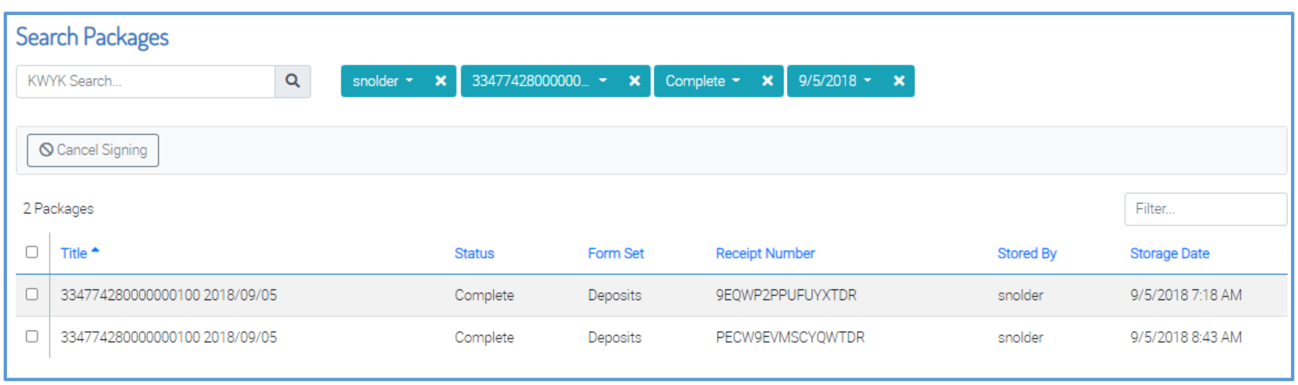
Review of Completed eSign Packages

All completed Desktop eSign packages are retrievable through Desktop eSign Search.

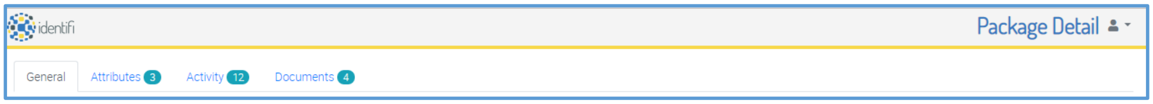
Search for packages stored by another user with a combination of criteria such as:

- Account number or tax ID
- User ID for the user who created the package
- The package's unique Receipt Number
- Storage Date
- Complete status

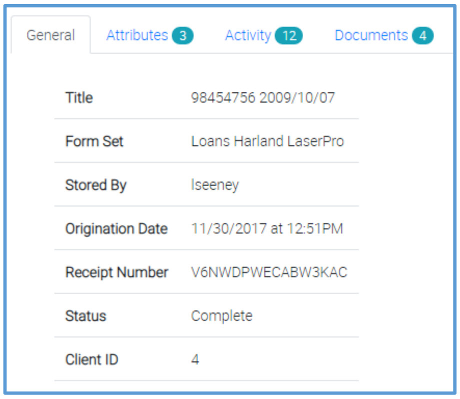




The Detail will open in a new tab.

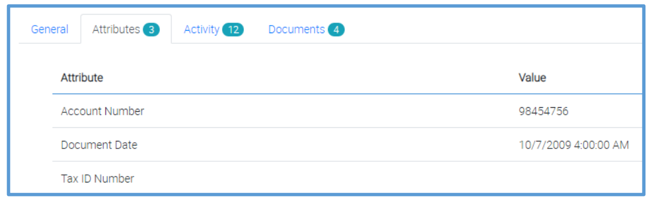


- **General Tab**
  Basic details of the Package



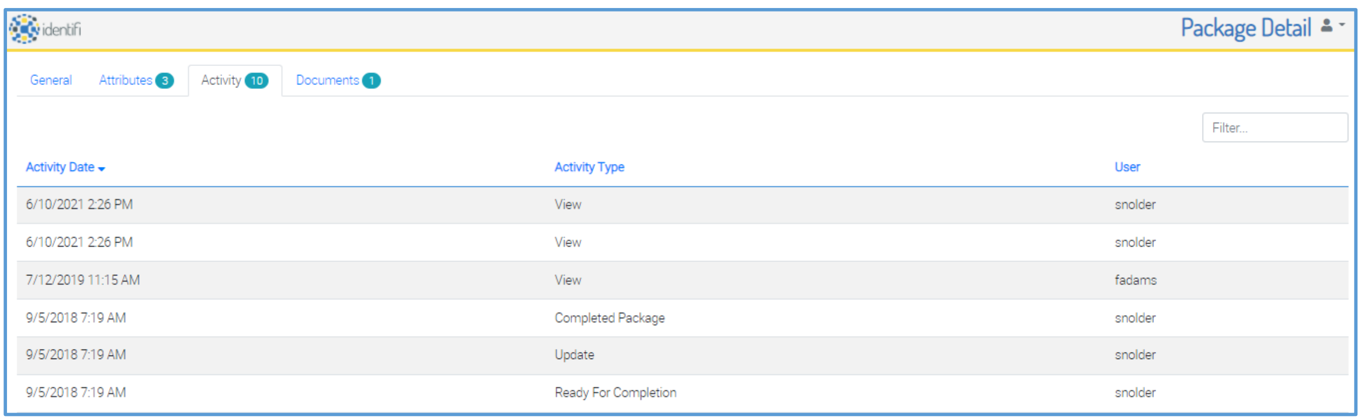
Title	98454756 2009/10/07
Form Set	Loans Harland LaserPro
Stored By	lseeney
Origination Date	11/30/2017 at 12:51PM
Receipt Number	V6NWDPWECABW3KAC
Status	Complete
Client ID	4

- **Attributes Tab**
The Attributes associated with the form.



Attribute	Value
Account Number	98454756
Document Date	10/7/2009 4:00:00 AM
Tax ID Number	

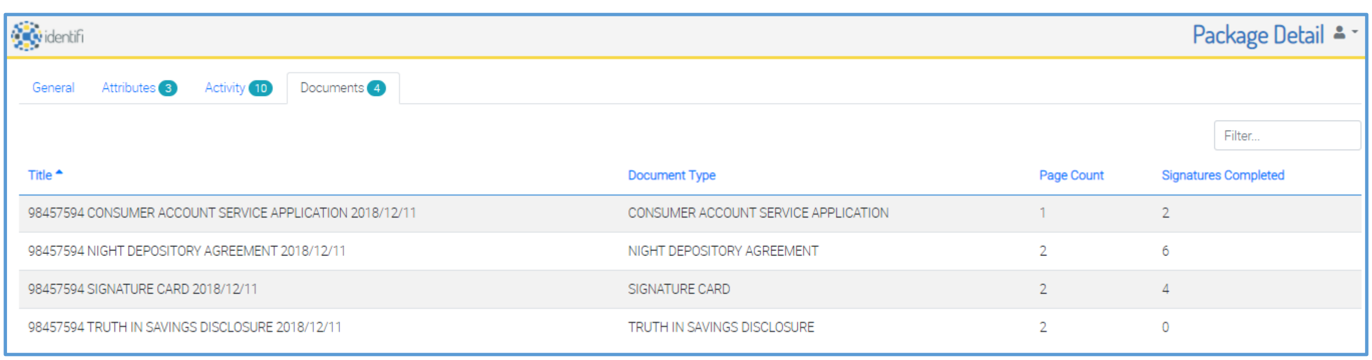
- **Activity Tab**
The details of the actions taken on the Package from beginning to completion.



Activity Date	Activity Type	User
6/10/2021 2:26 PM	View	snolder
6/10/2021 2:26 PM	View	snolder
7/12/2019 11:15 AM	View	fadams
9/5/2018 7:19 AM	Completed Package	snolder
9/5/2018 7:19 AM	Update	snolder
9/5/2018 7:19 AM	Ready For Completion	snolder

- **Documents Tab**

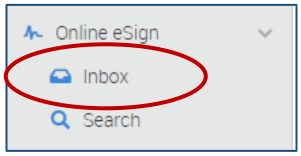
All documents in the package. Clicking on a document in the list will open it in the Document Viewer in a separate tab (pending Documents Permissions).



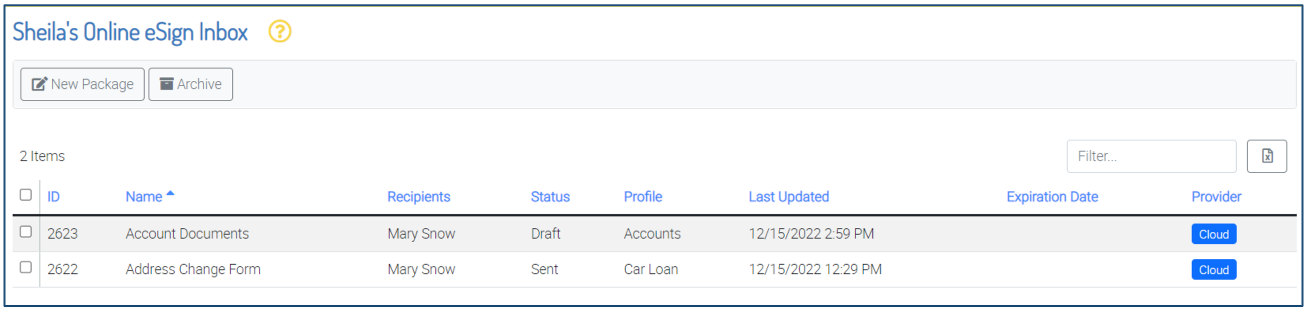
Title	Document Type	Page Count	Signatures Completed
98457594 CONSUMER ACCOUNT SERVICE APPLICATION 2018/12/11	CONSUMER ACCOUNT SERVICE APPLICATION	1	2
98457594 NIGHT DEPOSITORY AGREEMENT 2018/12/11	NIGHT DEPOSITORY AGREEMENT	2	6
98457594 SIGNATURE CARD 2018/12/11	SIGNATURE CARD	2	4
98457594 TRUTH IN SAVINGS DISCLOSURE 2018/12/11	TRUTH IN SAVINGS DISCLOSURE	2	0

Online eSign

The Inbox



The Inbox is where the User creates and manages Packages.

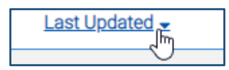

Sheila's Online eSign Inbox

New Package | Archive

2 Items

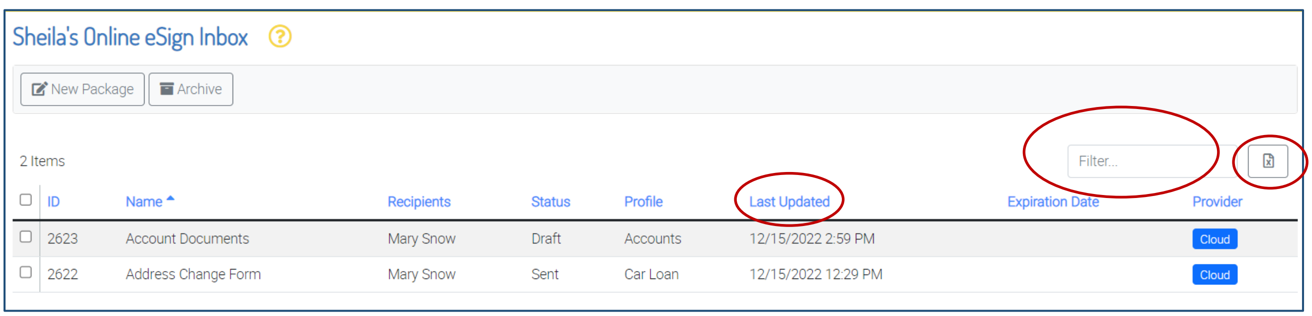
Filter...

	ID	Name	Recipients	Status	Profile	Last Updated	Expiration Date	Provider
☐	2623	Account Documents	Mary Snow	Draft	Accounts	12/15/2022 2:59 PM		Cloud
☐	2622	Address Change Form	Mary Snow	Sent	Car Loan	12/15/2022 12:29 PM		Cloud

✓ **Sort** the results by clicking the heading of any column. 

✓ **Filter** results using the *Filter* box.

✓ **Export** the results to Excel using by clicking 


Sheila's Online eSign Inbox

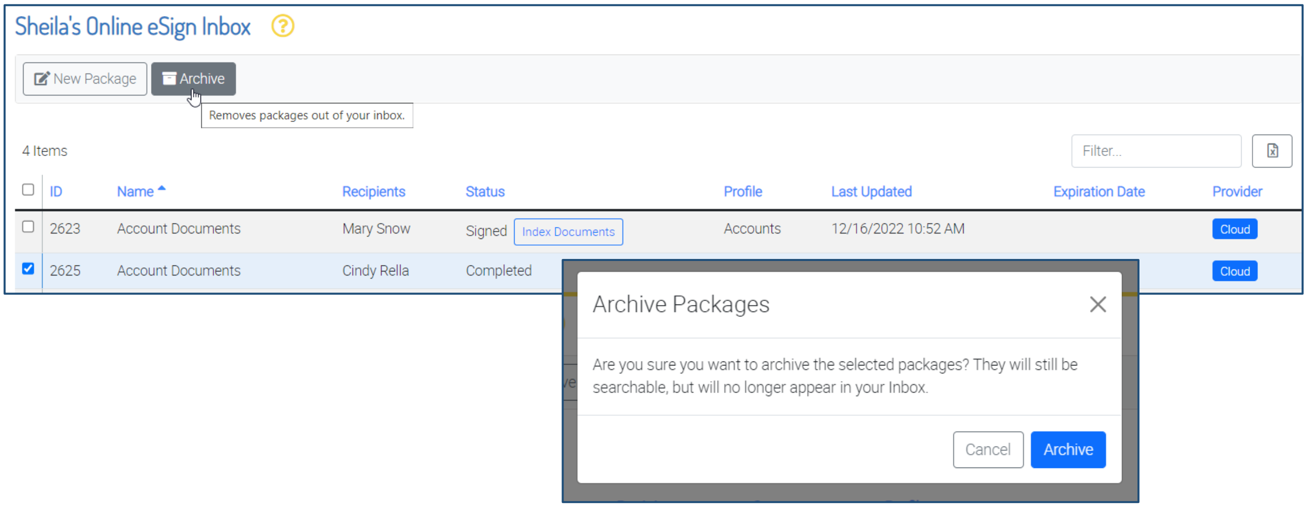
New Package | Archive

2 Items

Filter...

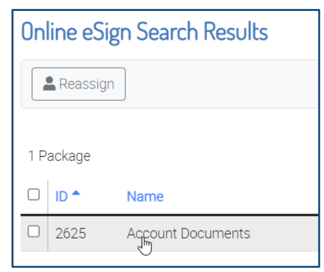
	ID	Name	Recipients	Status	Profile	Last Updated	Expiration Date	Provider
☐	2623	Account Documents	Mary Snow	Draft	Accounts	12/15/2022 2:59 PM		Cloud
☐	2622	Address Change Form	Mary Snow	Sent	Car Loan	12/15/2022 12:29 PM		Cloud

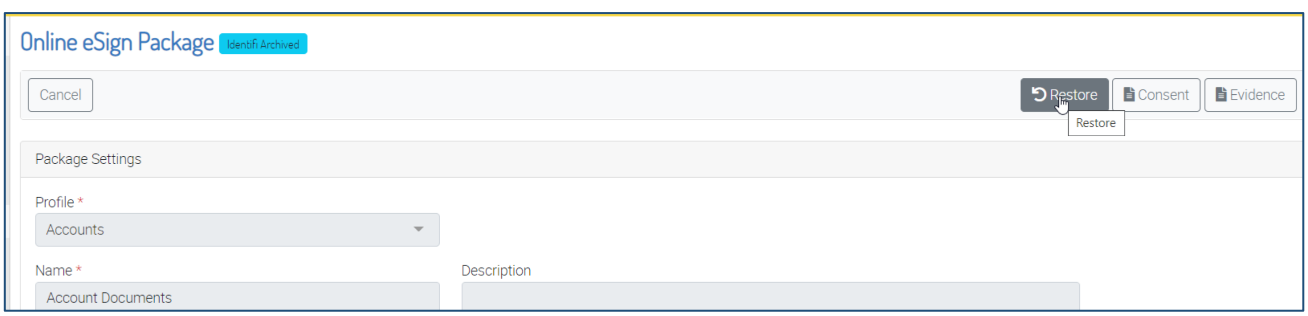
✓ **Archive** packages with the status of ***Completed*** or ***Declined*** by clicking the box on the left and selecting  in the upper menu. Archived packages will no longer show in the Inbox, but the documents associated with them can be retrieved through Documents Search and the Package details can be reviewed through [Online eSign Search]



Archived packages may be restored to the User's Online Inbox by selecting the "Restore" button within the package details.

- From Online eSign Search Results, double-click the Name of the package to be restored to open Package Details.
- Within the Package Details, click the "Restore" button to return the item to the Online eSign Inbox.





Package Inbox Statuses

- **Draft:** Packages that have been created but not Sent to Sign.
  Opening the Package Details allows the user to make changes to Documents and Recipients, as well as open the documents in the Designer to add/modify Signature fields.

- **Sent:** Packages that have been Sent to Sign, but not all Recipients have signed.
  Opening the Package Details allows the user to see who has signed and to send Reminders to those that have not. See Managing In Process Transactions for more information.

- **Declined:** This status is reflected when a Recipient declines electronically signing the document. The package will remain in the User's Inbox until archived.

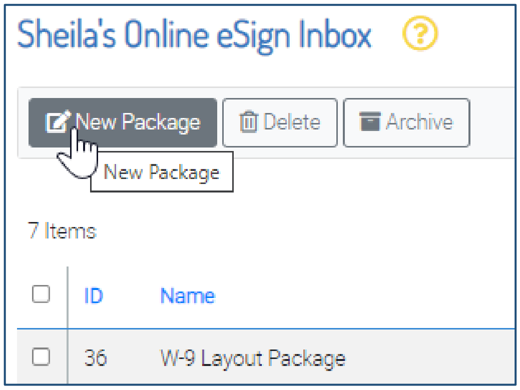
- **Signed (Index Documents):** Packages that have been Signed, any Attachments approved and, if necessary, Reviewed for Completion.
  Clicking ***Index Documents*** opens the Package in Batch Indexing. For details on the Indexing process, see Batches.

- **Expired:** Packages that have not been signed by the set Expiration.
  Opening the Package Details allows the user to adjust the Expiration and then resend the documents.

- **Ready for Completion:** Packages that were set to *Review before completion* or included Attachments.
-
  Opening Package Details allows the user to download the signed documents and attachments for review. For more details see Ready For Completion Packages

- **Completed:** Packages that have been signed and indexed. The documents, along with the Evidence Summary and Consent Form, are now retrievable through Documents Search. These Packages will remain in the Inbox until *Archived.*

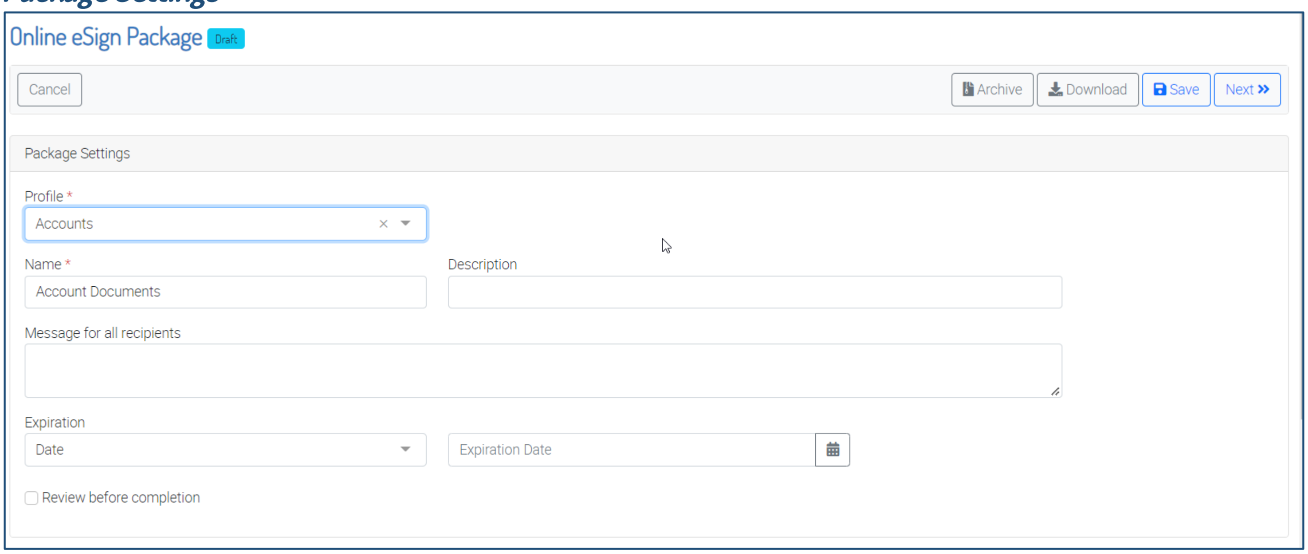
Creating a New Package



Create New Packages from the Inbox.

Click ***New Package*** in the upper menu, then enter the Package's details, including documents and signers.

Package Settings

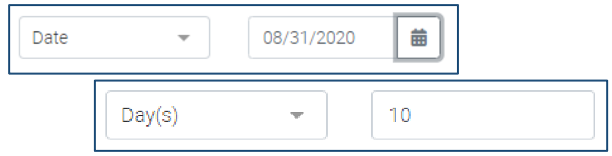


Fields marked with an * asterisk are required.

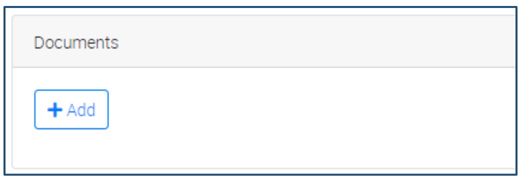
- **Profile:** Select the appropriate Profile for the package.
  - Profiles determine what Application and Document Types will be associated with the signed documents for indexing purposes.
  - A Profile will also have default Security and Authentication settings
  - Profiles are unique to an Identifi installation
- **Name:** The Name entered here determines how the Package appears in the Inbox, the Recipient's email and Batch Indexing.
- **Description:** The Description is visible when viewing the Package details.
- **Message:** The Message entered here is included in the email sent to all Recipients.

- **Review before completion:** With this box checked, the Package will return to the Inbox, after all Recipients have signed, with a status of "Ready for Completion". The documents and Attachments can then be reviewed by the Sender.

- **Expiration:** (optional) With an expiration in place, the link to sign the documents will only remain active for that period.
    - A specific date can be chosen, ***or***
    - A specific number of days can be set

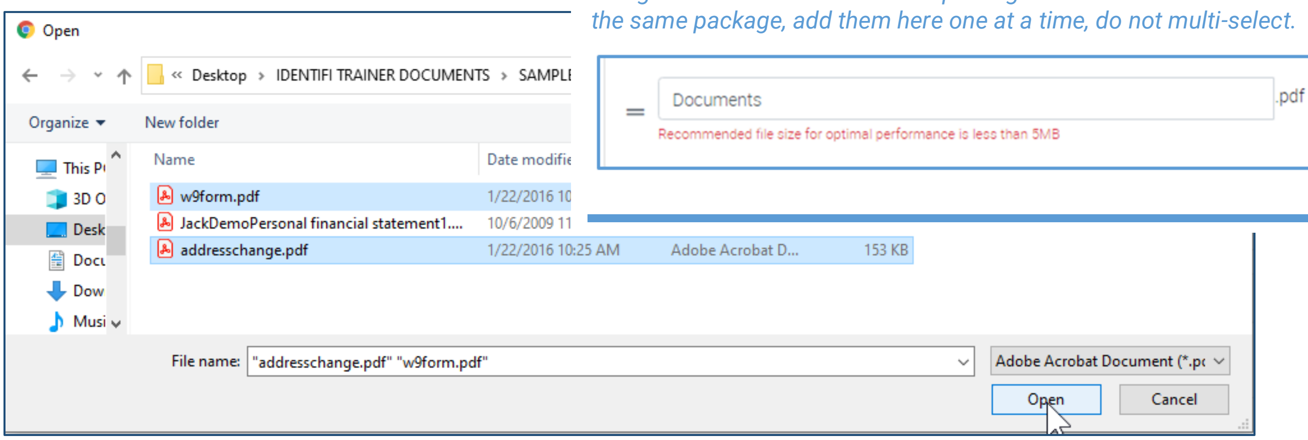


Documents



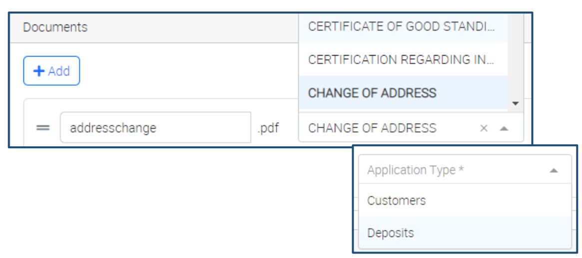
Click "***+Add***" to open Windows Explorer and choose one or more documents to be sent for signing.

NOTE: For best results, documents should not be greater than 5 MB, though the limit is 16 MB. If multiple large documents must be sent from the same package, add them here one at a time, do not multi-select.



The name of the document(s) is/are customizable.

- The Document Type is a required field and is pre-selected from a drop-down for indexing. Document Types presented are based on the Application associated with the Profile selected.



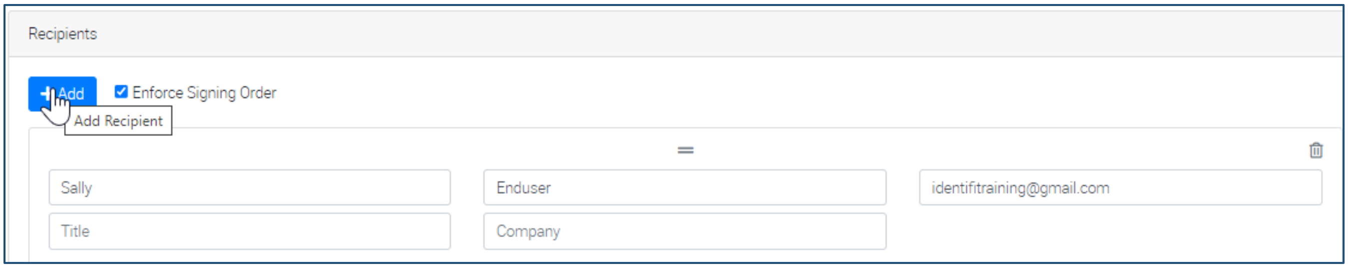
- **If the Document Type is in more than one Application, choose the Application.**

- Repeat until all documents have been added to the Package.

- The eSign Disclosure is included in every Package automatically, so it does not need to be added here.

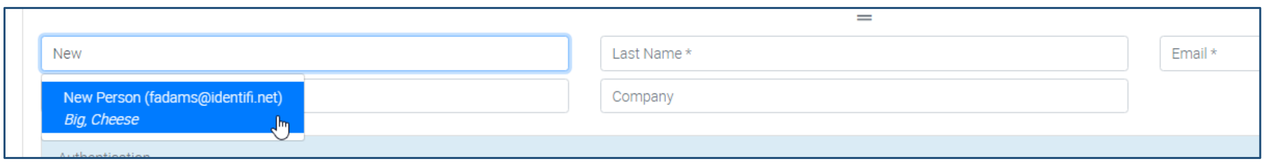
Recipients

Click ***+Add*** to add the Signer(s).



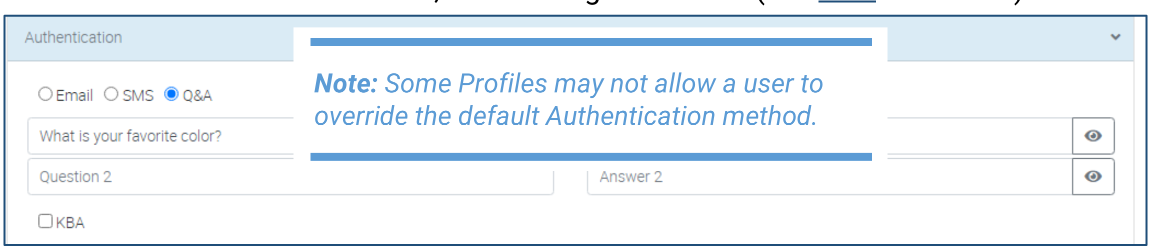
- Enter the First and Last Names and Email Address of the Signers. Optionally, enter Title and Company details.

- Recipients that have previously been sent Packages to sign will be “remembered” and be added with a single click.



  - *Reviewer Recipients:* A Recipient added here that does not need to sign the document will receive the package as a “Reviewer”. Follow all steps for adding them as a Recipient, but do not create a Signature area for them on the document.

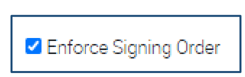
  - Select the *Authentication* method, if overriding the default (see [here] for details)



Note: *Some Profiles may not allow a user to override the default Authentication method.*

  - ***Enforce signing order***: All *Recipients* will receive the Package at the same time unless this is selected.

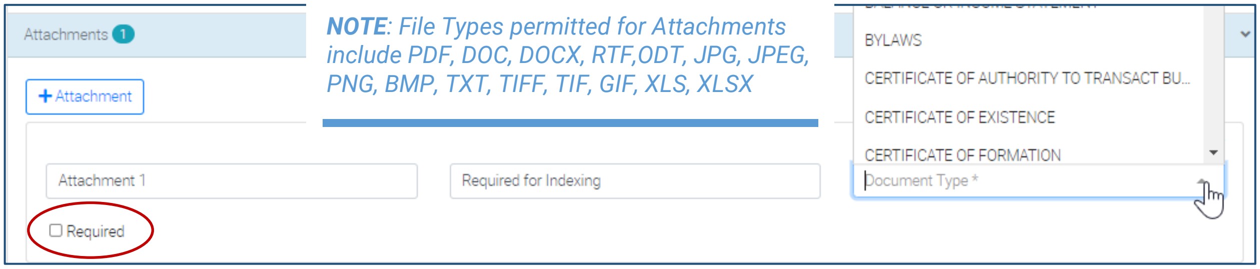
Reorder Recipients by clicking ═ and dragging the symbol up or down to set the order of the Signer’s Name.



Attachments:

Allow Recipients to add documents to the package.

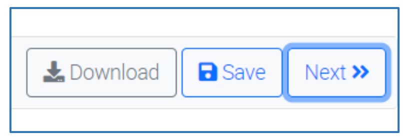
Enter a name of the document and a description, then select the Document Type from the dropdown list for indexing.



> ***NOTE**: File Types permitted for Attachments include PDF, DOC, DOCX, RTF,ODT, JPG, JPEG, PNG, BMP, TXT, TIFF, TIF, GIF, XLS, XLSX*

Check the box for Required if the package cannot be completed without the document.

Once all Settings have been configured and all Documents and Recipients have been added, click ***Next*** in the upper right corner. This will open the Package in the Designer for configuration of signature areas.

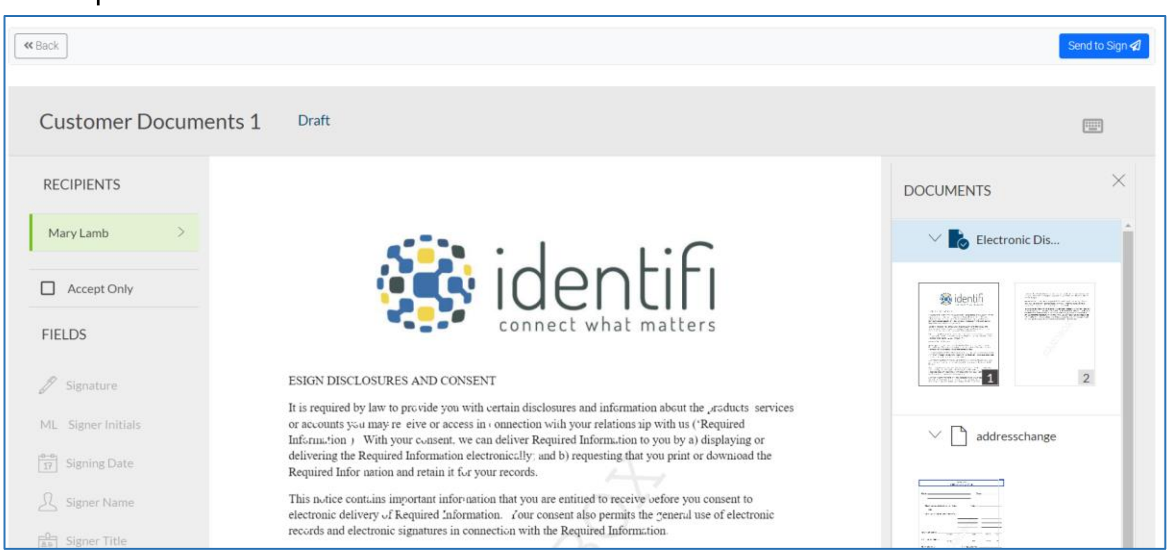


To save the Package as a draft to complete later, select ***Save.***

The form can also be downloaded using the ***Download*** button.

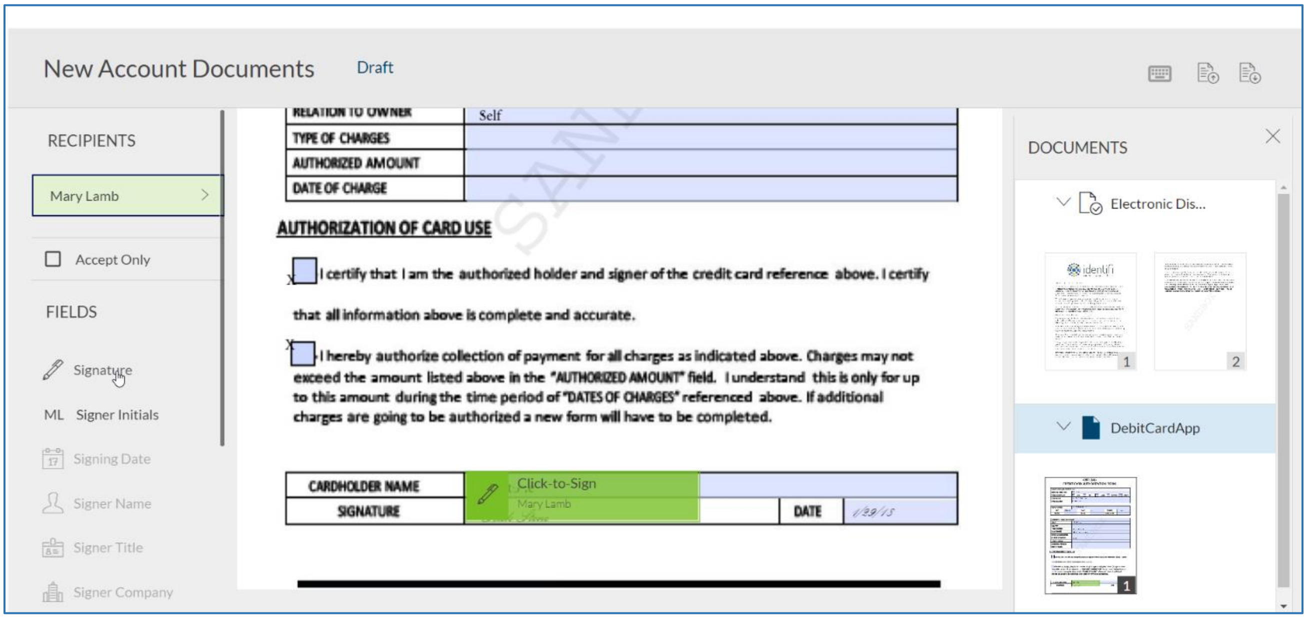
Configuring Documents for Signing

The document(s) will open in the Designer, with the Recipient information on the left and the document thumbnails on the right. From here, all fields, including Signature Areas, will be added for all Recipients.



Adding Signature Areas

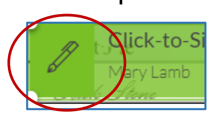
Click Recipient's Name and then **Signature** in the left menu to create a box for the highlighted Recipient's signature.



The signature box can be moved by clicking and dragging it to the desired area on the document.

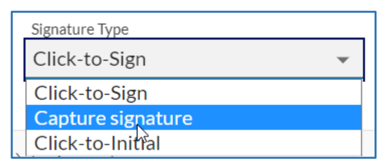
Repeat until all Signature Areas for all Recipients have been added.

Signatures will default to ***Click to Sign.*** In order to require a Recipient to sign using their finger, stylus or mouse, set it to ***Capture Signature.***

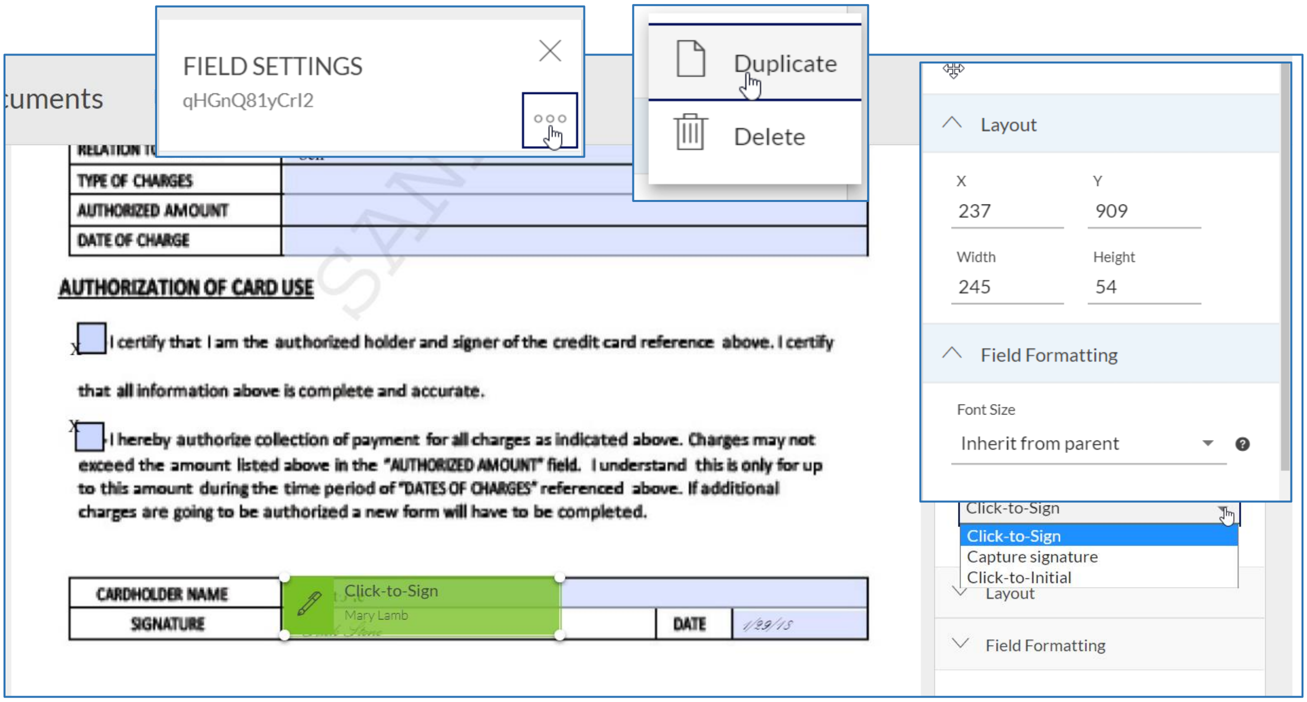


Click on the edit pencil within the signature area

Use the drop-down menu under *Signature* Settings on the right to select *Capture Signature*



Duplicate or Delete the signature by clicking on the three dots within Field Settings:

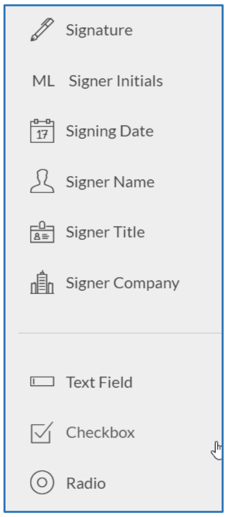


Layout and Field Formatting parameters can also be changed manually here.

Creating and Using Layouts

Layouts can be created and later applied whenever that same document is added to an Online eSign transaction.

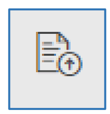
In the following example, the signature lines on the document ***"Account Agreement"*** are on pages 1 and 3 of the document. Once signature boxes have been added, the *layout* of those signatures can be saved and then applied the next time that document type is attached to a Transaction.

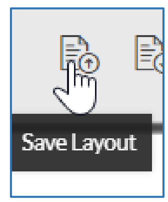


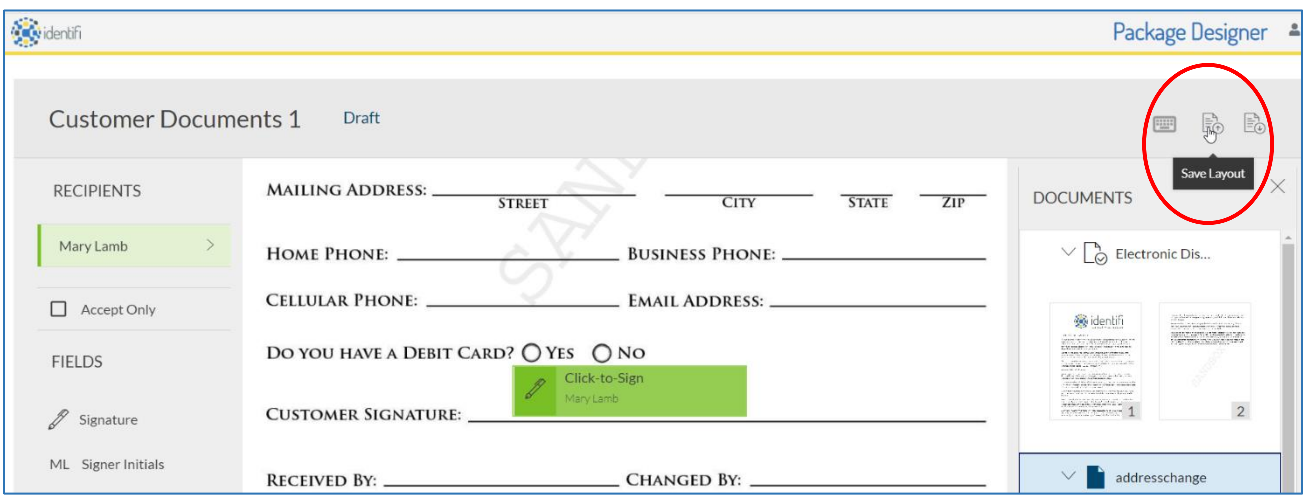
To begin, apply signature boxes to their respective locations on the document.

Once signatures and/or initials have been added, additional fields can be applied, such as ***text fields, radio buttons,*** and ***check boxes***.

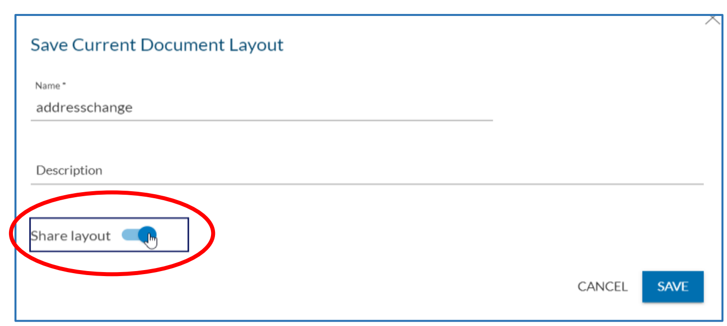
Once all fields have been created, click the Save Layout icon





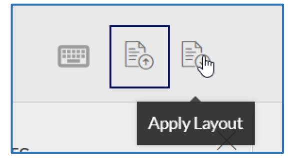


Note: *Toggle the **"Share layout"** button to share this layout with other users on the account.*

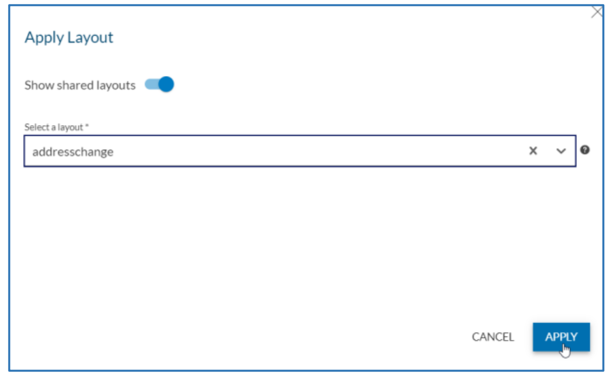


Applying Layouts

When creating a new Package, select the "Apply Layout" icon to choose the desired layout from the list of layouts.



Once layout has been selected, click "Apply."
All pre-configured Signature areas and Fields will be applied to the new Package.

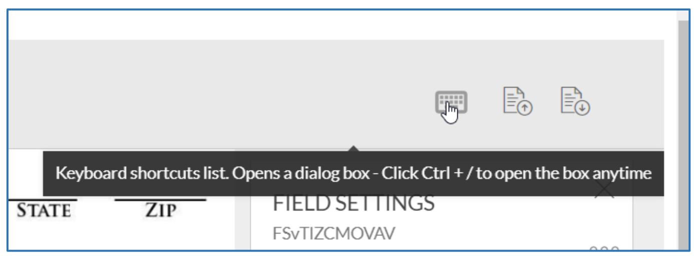


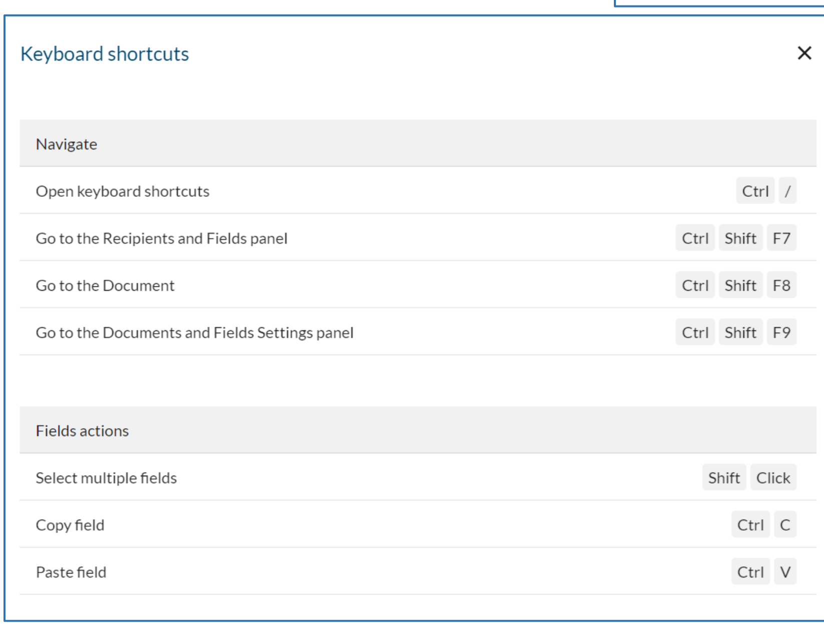
Removing Layouts

To delete a Layout from the list, please contact Identifi Support for assistance.

Keyboard Shortcuts

To assist with form design, keyboard shortcuts are available in the top right menu next to Layouts.



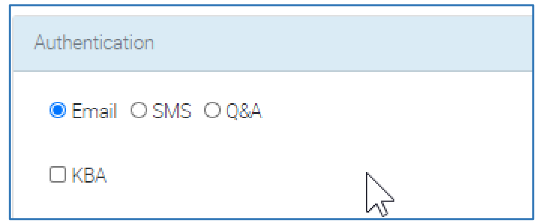


Using Two Factor Authentication

Note: Each Profile will have a default Authentication method (Email, SMS, Q&A or KBA) If the Profile is set to allow it, a User may override this selection when sending a Package.

For installations using two-factor authentication on Packages, Senders may need to enable it when adding Recipients to a Package.

These settings are located beneath the name of the Recipient.



The Two Factor authentication methods offered are **SMS**, **Q&A** and **KBA**.

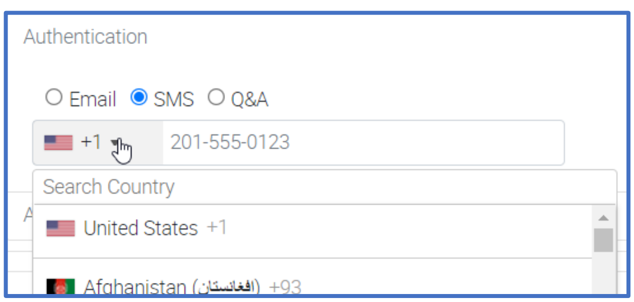
Note: *Users may not be able to override a default authentication method on some profiles.*

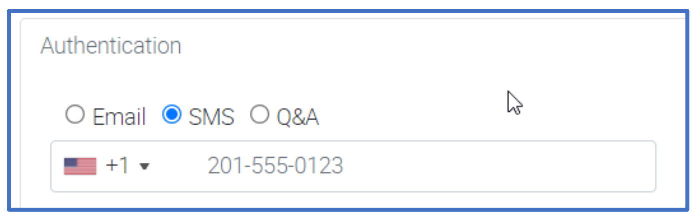
SMS

When SMS as the two-factor authentication is enabled, the recipient will receive a unique code that must be entered before signing can be completed

1. Select ***SMS.***

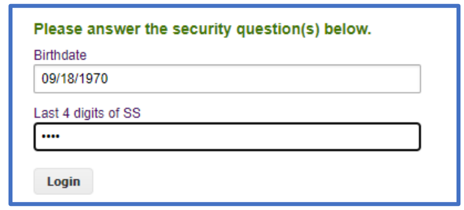
2. Then enter the signer's cell phone number in the field provided. Choose Country from the drop-down if international number is used.





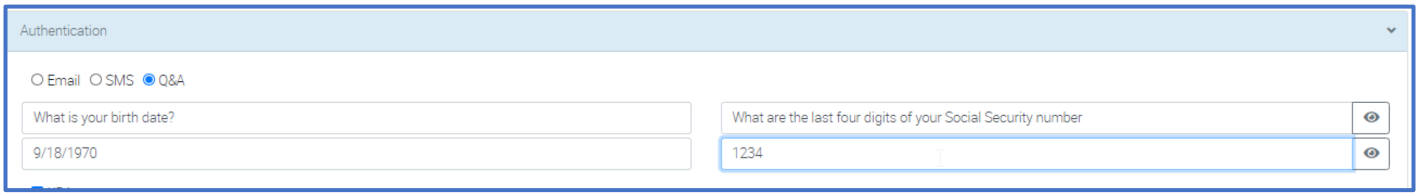
NOTE: *This must be a mobile number, not a landline, otherwise the Package will fail.*

Q&A



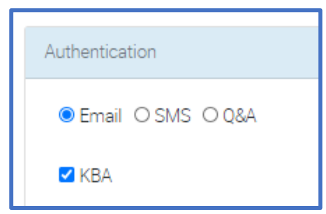
When Q&A is used as the two-factor authentication, the recipient will be presented with questions to verify their identity. These questions, and their correct answers, are entered by the Sender.

1. Select ***Q&A.***
2. Enter two questions and their correct answers in the fields provided.
3.  Click the eye icon to mask the answer when the recipient enters it.

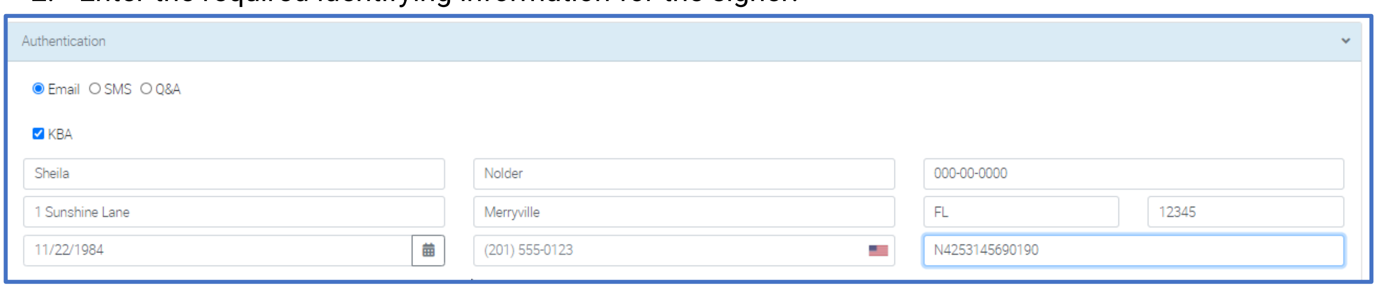


KBA

When KBA is used as the two-factor authentication, the recipient will be presented with questions to verify their identity. These questions are drawn from Equifax data.



1. Under the "Authentication" section of the form, Place a checkmark in the box next to ***KBA***.
2. Enter the required identifying information for the signer.



3. What the Recipient can expect:

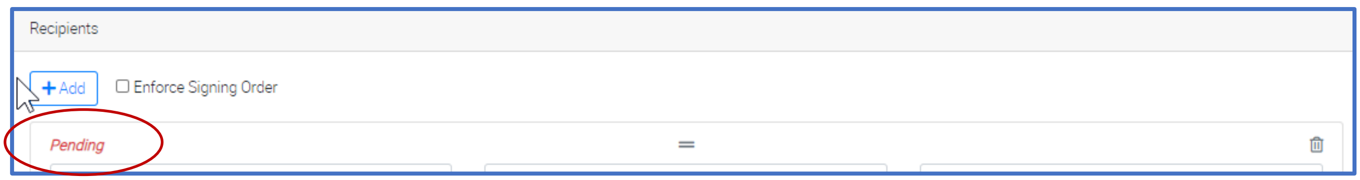
   - 3-4 questions will be presented

- Not all questions must be answered correctly, however a passing 'score' is required. Equifax considers things like the validity of the SSN, status of the credit report and fraudulent activity in its assessment.

- Multiple attempts are permitted, but there some timeframe requirements:

Timeframe	This specific Configuration (defaults)
24 Hours	Previous Attempts >= (2)
72 Hours	Previous Attempts >= (3)
7 Days	Previous Attempts >= (4)
30 Days	Previous Attempts >= (4)
90 Days	Previous Attempts >= (4)

No matter the type of two-factor authentication configured, the Recipient will now show as *Pending* in the Package Details.

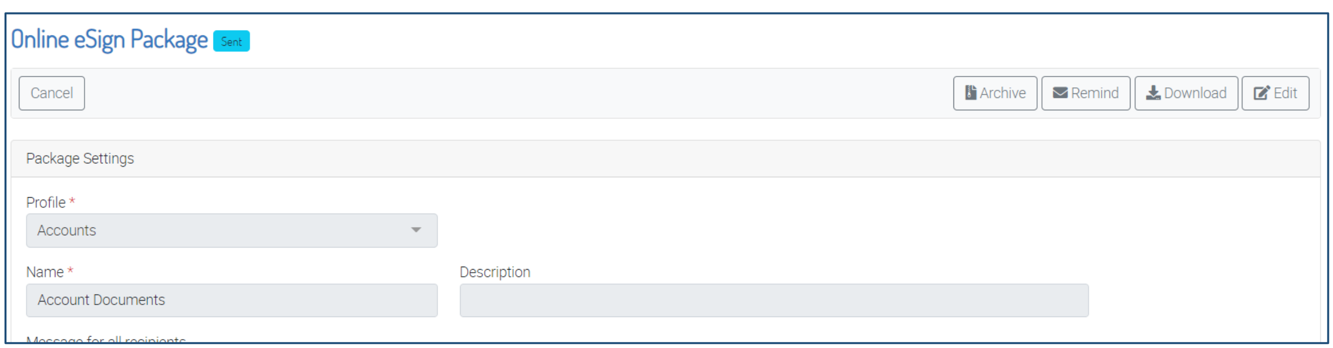


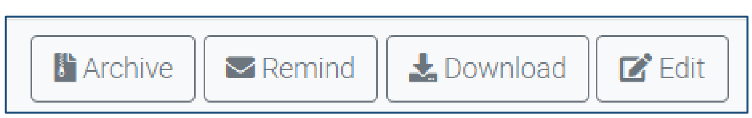
If the authentication fails, the Sender will receive an email and be offered an opportunity to "unlock" the package and resend to the Recipient (see Managing In Process Packages for details).

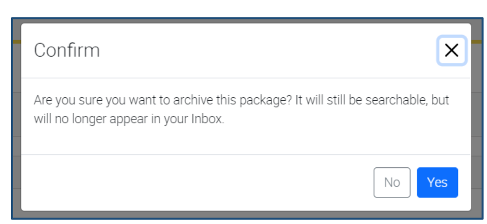
Once all Recipients' authentications settings have been configured, click on **Next** to create the signature areas within the document(s).

Managing In Process Packages

Clicking on a Sent Package in the Online eSign Inbox opens the Package's details

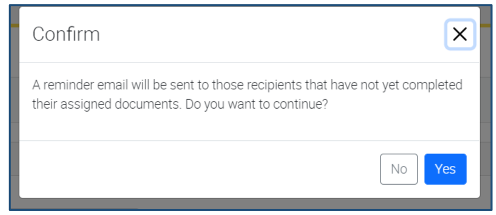






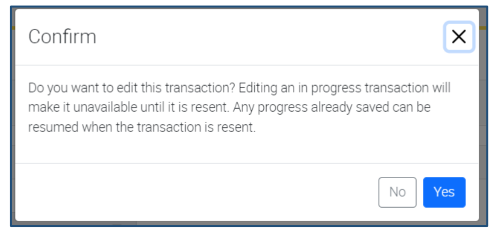
✓ **Archive** sends the package to Archive. The package will be removed from the User's Inbox and will no longer be available to Recipients for signing. The package is still searchable within Online eSign Search.

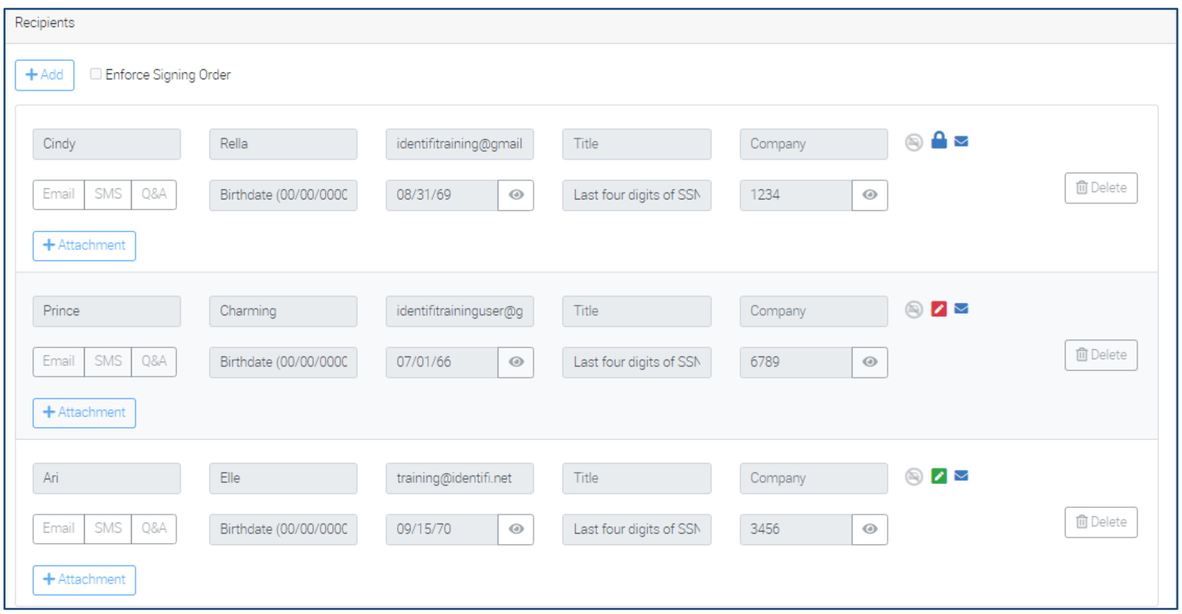
✓ **Remind**: Resends original email to **all** Recipients that have not yet signed their documents.



✓ **Download** – Downloads the documents into a Zip folder.

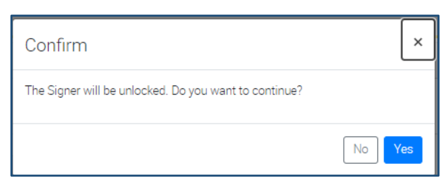
✓ **Edit:** Reopens the documents in the Designer. This action requires that the entire Package be resent to all Recipients.





When a Recipient has completed their assigned fields in a Package, a green symbol will appear to the right of their name in the Package Details. A red symbol indicates the recipient has not yet signed the documents.

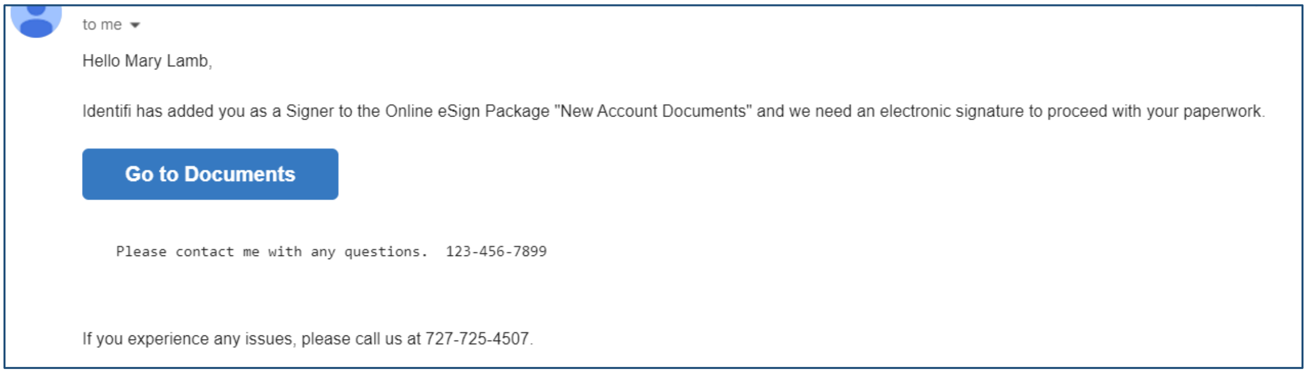
If a Recipient fails to answer the Q&A, SMS or KBA prompts correctly, a blue lock will appear next to their contact details. They will not be able to complete signing until they have been 'unlocked'. Click the blue lock and then ***Yes*** to confirm. The Recipient will receive an email.



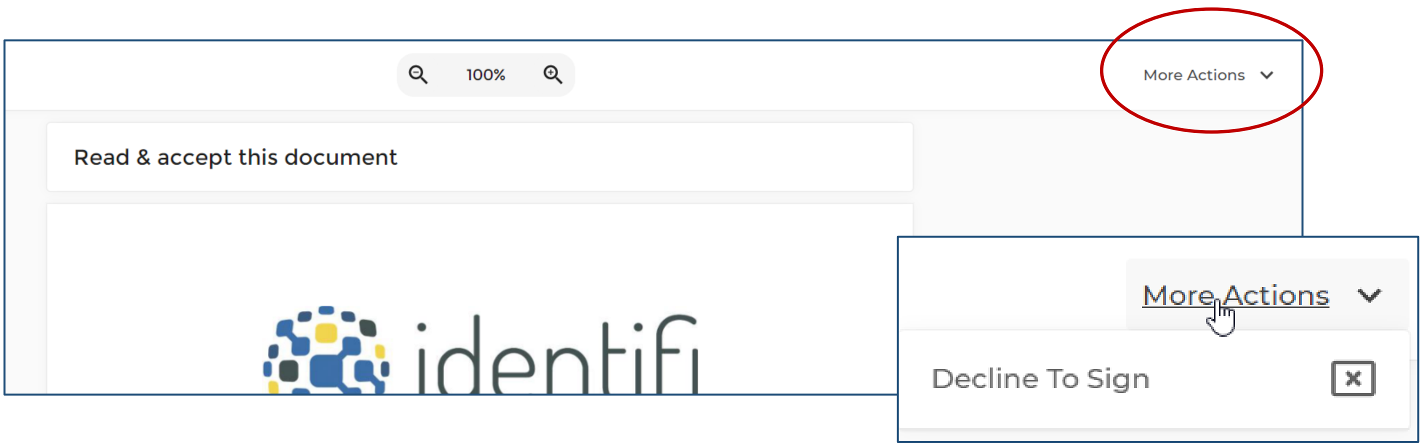
To send a reminder to a specific Recipient, click the blue envelope next to their name.

Document Signing

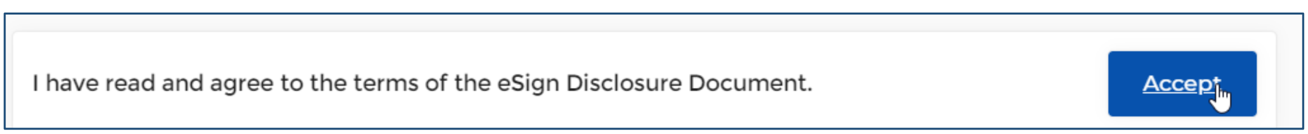
Recipients will receive an email containing a clickable link to the document(s) for signature.



The Recipient will be prompted to **Read & Accept** the disclosure document; they can click to **Decline To Sign.**



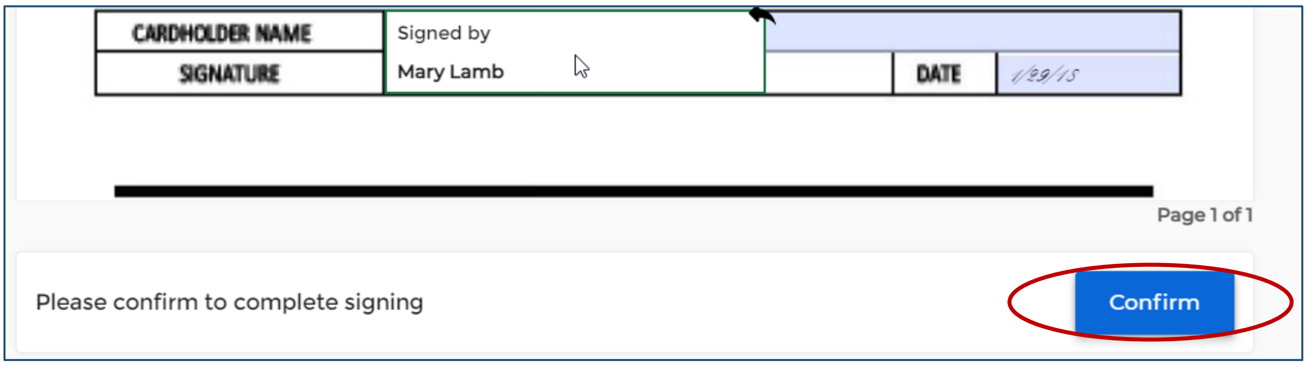
- .**Decline To Sign** will return the package to the originating User.
- Clicking **Accept** will allow Recipient to continue and sign the package



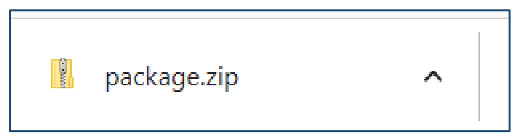
In Packages with multiple Recipients with Signing Order Enforced, once the first Recipient has completed signing, the document is routed to the second Recipient for signature. This process will continue until all signing boxes are addressed.

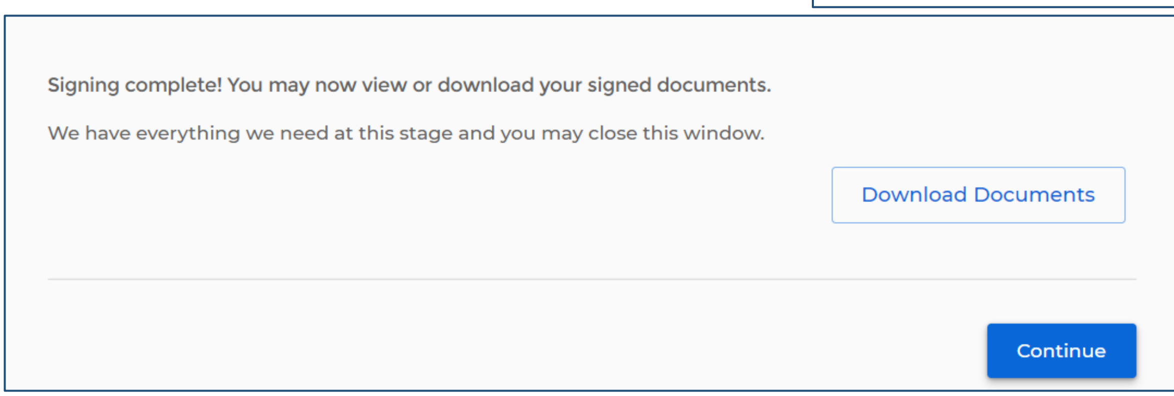
Note: If a Signer on a Package with Multiple Recipients and Enforced Signing Order opts out of signing, the Package will not automatically move on to the next Signer. The Sender will receive an email and can resend the Package to the remaining Recipients.

When the document has been completed, a message will display to the Recipient requesting that they **Confirm** completing the signing process.



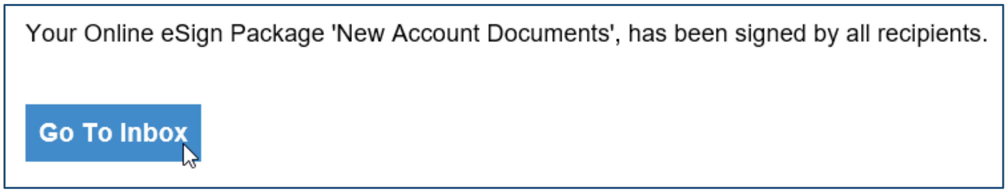
Once confirmed, the Recipient will receive a message that signing is complete and they will have the opportunity to Download Documents to a Zip folder.





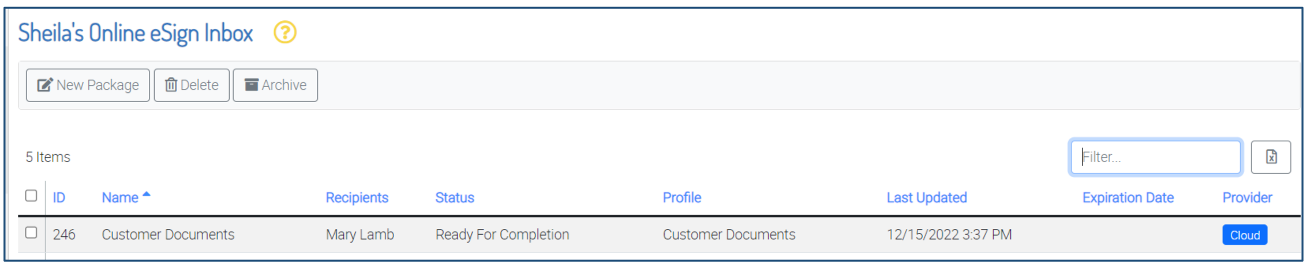
Clicking "Continue" will finalize the signing process.

The Sender will receive an email that signing has been completed and will include a link to the Sender's Online eSign Inbox.

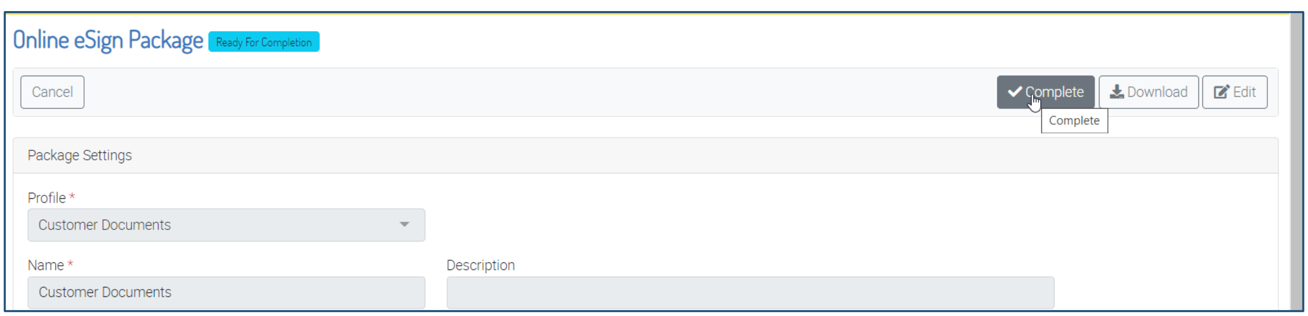


Ready For Completion Packages

Packages that either were set to *Review before completion* or included Attachments will have this Status in the Inbox. The sender will have received an email notification that the documents are signed and are ready for review.

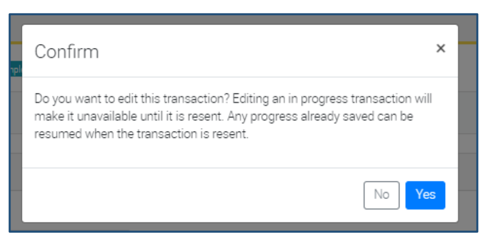


- **Reviewing Signed Documents:** Packages sent with *Review before completion* enabled require the Sender complete the package manually from the Package Details.
    - If the documents are satisfactory, click ***Complete*** in the upper menu**.** The Package will now be ***Ready to Index.***

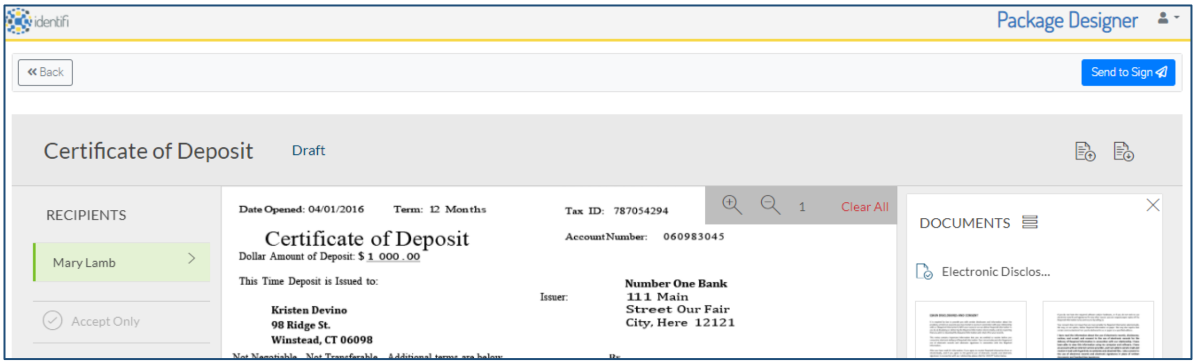


- If changes are needed, click ***Edit*** in the upper menu to re-open the documents as a Draft.
  A confirmation dialog box will open.

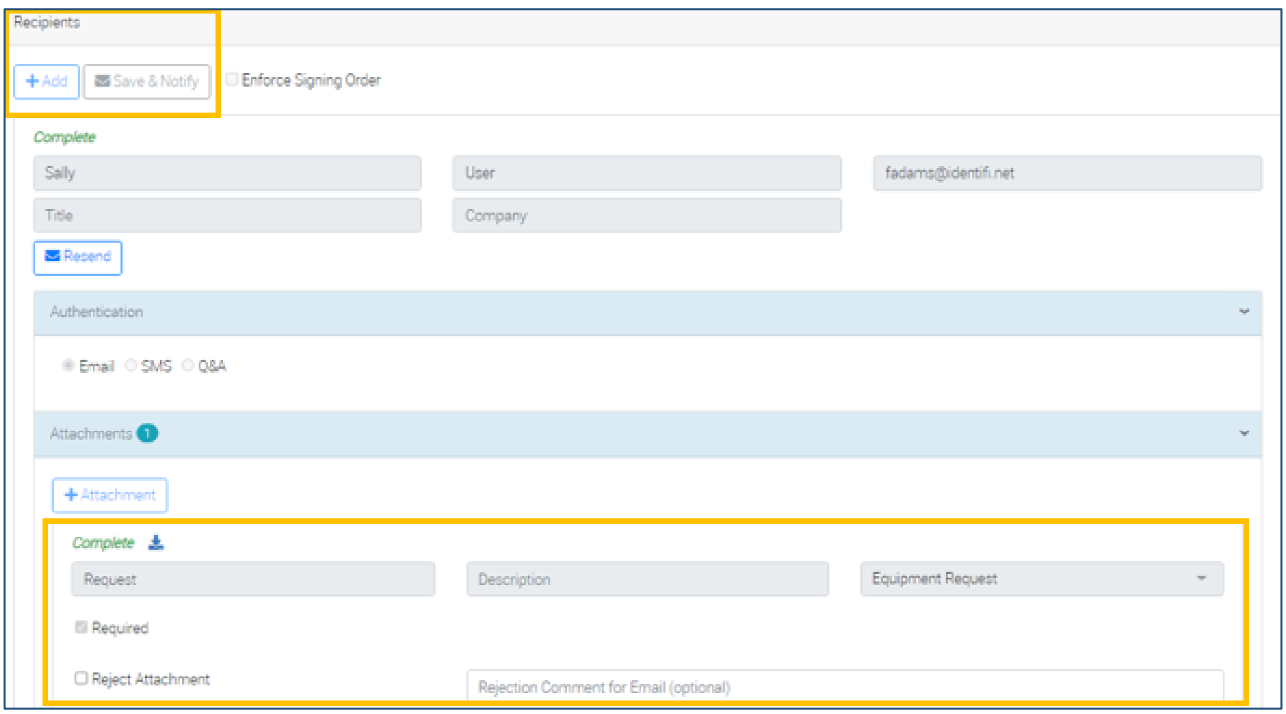
  Clicking "Next" will open the Package Designer.



Make necessary edits and click ***Send to Sign.***

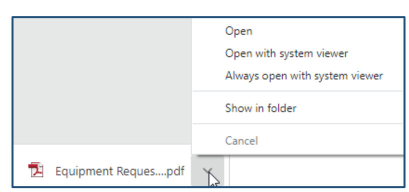


- **Reviewing Attachments:** Attachments can be reviewed and accepted or rejected before completing the package.



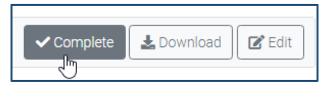
Click the download icon 

1. Open the pdf to review the document
2. If the document is not correct, check the box to ***Reject Attachment***



Then, optionally, enter a Rejection Comment and click ***Save & Notify*** next to the Recipient's details. They will have an opportunity to submit a new document.

3. When the correct document is attached, simply select ***Complete*** in the upper menu.
   The Package will now be ***Signed*** and ready to be Indexed.



Signed Ready to Index

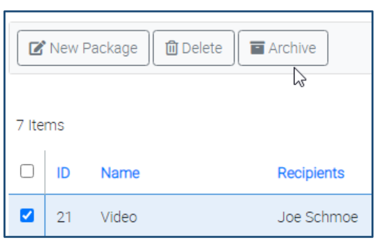
Once all documents are signed by all Recipients, and all necessary reviews have been completed, the Package is ready to be indexed.

☐	ID	Name	Recipients	Status	Profile	Last Updated	Expiration Date
☐	24	Signature	Forrest Adams	Signed Index Documents	Customers	1/15/2021 11:03 AM	

Clicking ***Index Documents*** will open the Package in the Indexing Interface. For details on the indexing process, see Batches
Once indexing is complete, the document images are retrievable through Documents Search and the Package will appear in the Inbox with a ***Completed*** status.

Completed Packages

☐	ID	Name	Recipients	Status	Profile	Last Updated	Expiration Date
☐	21	Video	Joe Schmoe	Completed	Vendors	2/9/2021 12:26 PM	



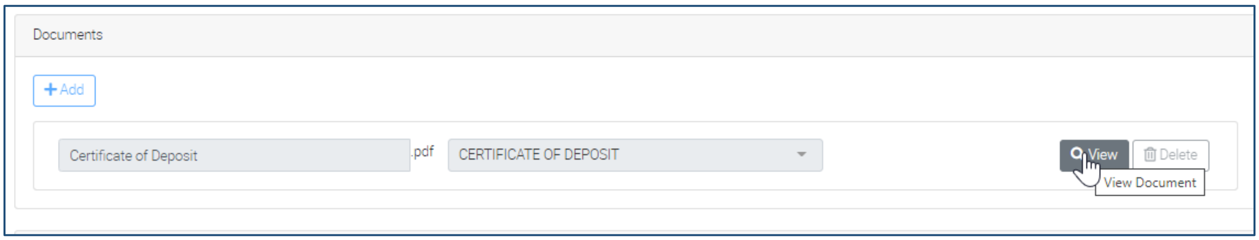
Packages with a ***Completed*** status have been indexed but will appear in the Inbox until ***Archived.*** Archiving the Package will remove it from the Inbox, but its details are always viewable through Online eSign Search

Reviewing Completed Packages

Clicking on a Package in the Inbox or Online eSign Search results will open the *Package Details*. Completed Packages will have available the Consent Form and Evidence Summary to download.

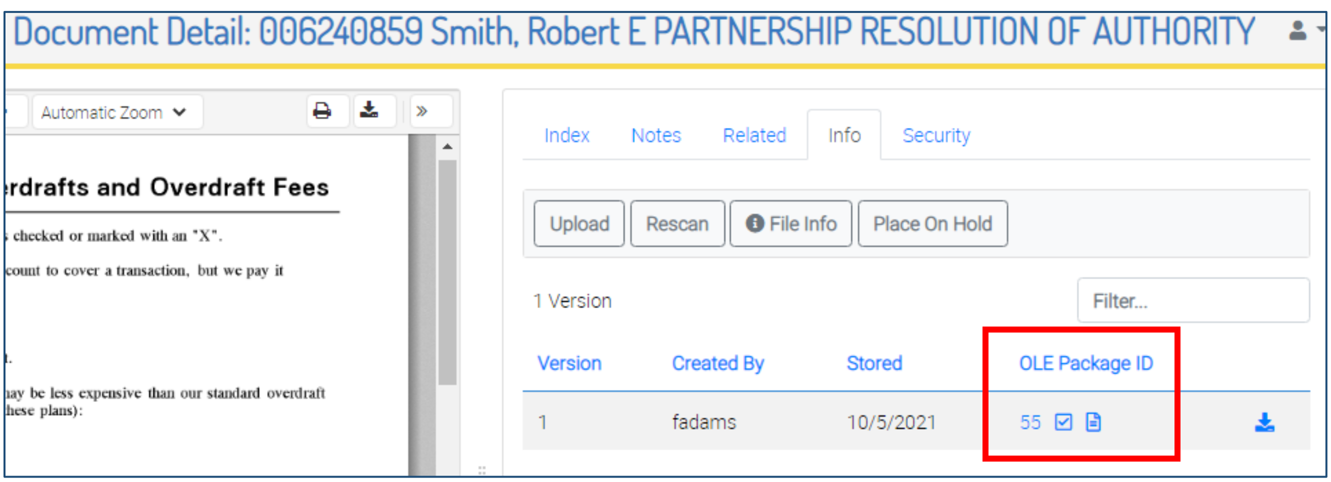
Note: These two documents are available only here; they are not archived with the signed documents.

To view the signed documents, click ***View*** in the *Documents* section. The documents will open in a new tab in the Documents Viewer.



Once inside the Document Viewer, the OLE Package details will be available from the "Info" panel:

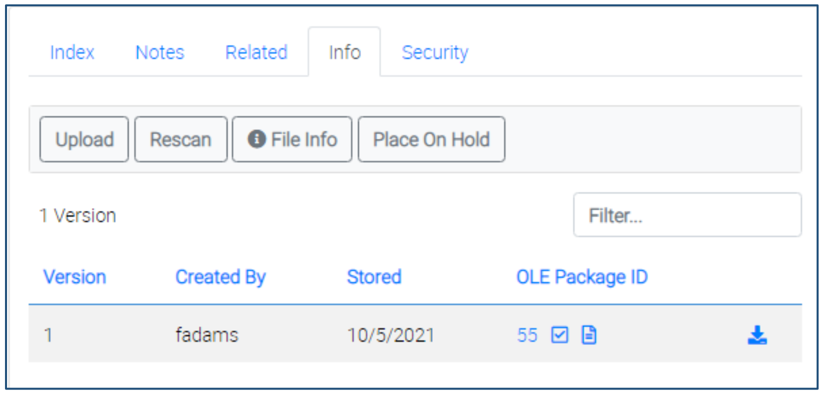
- Clicking the OLE Package ID link will take the User to the Package Details (*pending Permissions*).
- Clicking the  icon will download the Consent Form
- Clicking the  icon will download the Evidence Summary



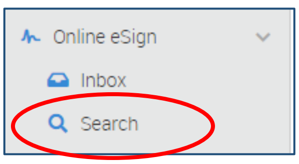
Retrieval of Signed Documents

Documents signed and indexed through Online eSign are archived like other documents in Identifi and are retrieved the same way as well, through *Documents Search*.

A link to the Online eSign Package Details is provided in the Info Panel of the Documents Viewer. Clicking the ***OLE Package ID*** will open the Package Details in the existing tab.

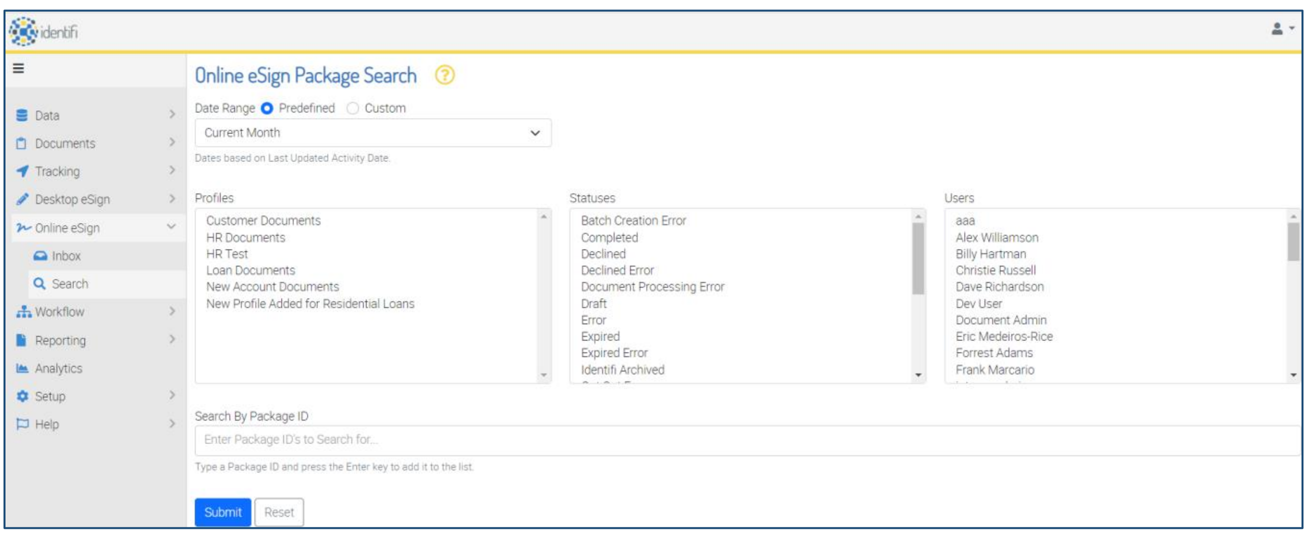


Online eSign Search



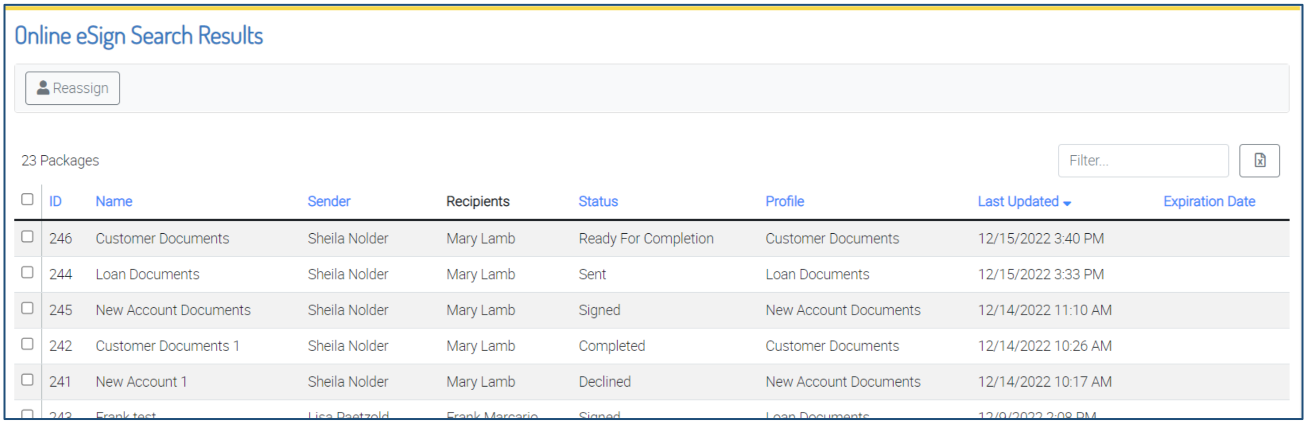
A User can also search for Packages from "Search" within the Online eSign menu.

Packages can be searched and filtered by date range, the Profile to which the package belongs, Package Status, User name; or the Package ID number.



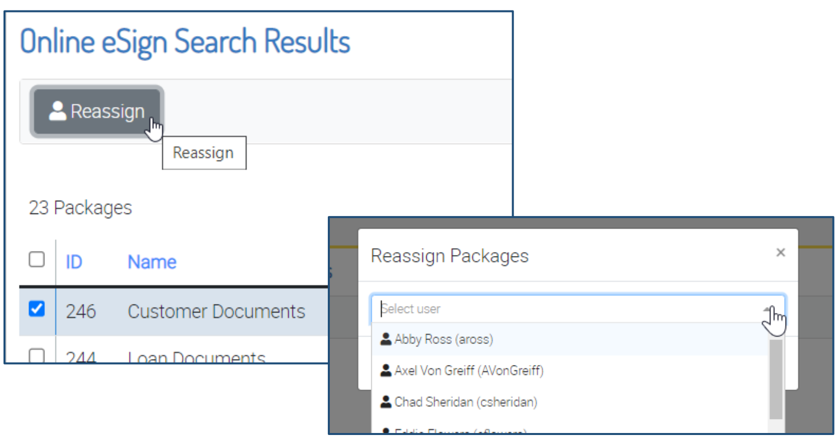
Viewing Search Results

Clicking on a package in Search Results will open the Package Details. From here the documents and Evidence Summary can be downloaded for *Completed* and *Archived* packages. *Draft, Sent* and *Review Before Completion* Package Details opened from Online eSign Search allow for the same actions as when opened from the Inbox.



Reassigning Packages

From the results screen, a package can be reassigned to another User's Online eSign Inbox.



Electronic Receipts

Launching Receipts

Receipts is configured to launch when certain transactions are performed from your host system. For example, when an account withdrawal is processed, Receipts will launch and present a signature area for the customer to sign. Depending upon settings, a paper receipt may print as well.

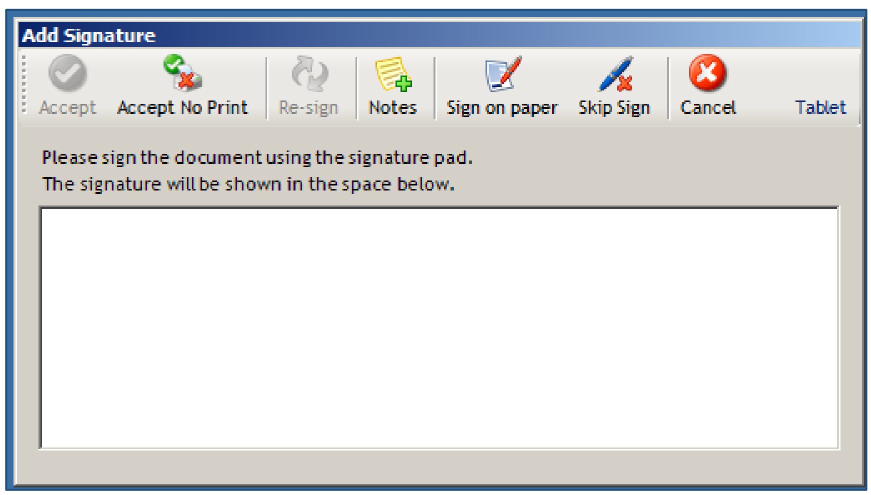
Client Types

A user's workstation will be set up as one of the following types:

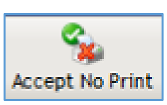
- **Teller-** presents a signature box for signing and prints a customer copy, if configured and electronic copy will be stored in Documents automatically
- **Drive Thru-** automatically stores an unsigned electronic copy of the receipt and prints a barcoded receipt for signature which will be scanned into Documents to replace the unsigned copy, a customer copy is also printed if configured
- **No Print Teller-** presents signature box and stores electronic copy of receipt, but no receipts will be printed

Signing Receipts

When working at a workstation in ***Teller*** or ***No Print Teller*** mode, Receipts will present a Signature Box for the customer to sign.

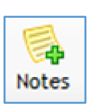


Accept - confirms signature is correct and complete signing requirement



Accept No Print- applies the signature to the electronic copy of the receipt, but does not print a paper receipt.

Re-sign removes the signature from the signature pad and requires customer to sign the pad again



Notes opens a pop-up box to add text data that will appear in the Notes Panel in the Document Viewer

Sign on paper sets the transaction into ***Drive Thru*** mode, prompting two receipts to print. The customer will sign the barcoded receipt and receive the non-barcoded receipt to take home.

Skip Sign releases the pad from requiring a signature and sends a copy of receipt image to Documents. ***Skip Sign*** is generally used for transactions that were not flagged as an Exception but do not require a customer signature.

Cancel ends the transaction in Receipts only. It does not send data back to the host system. An image of the receipt is sent to Documents for security.

Tablet opens a pop-up listing all available configured signature pad models associated with Receipts. ***This is generally only used when a signature pad is being replaced with a different model.***

Wet-Signing Receipts

Drive Thru Mode
When a transaction requiring a signature is processed at a workstation in this mode, Receipts will print two copies of the receipt- a barcoded one for the customer to sign and a copy for the customer to take with them. An unsigned copy of the electronic receipt is also placed in the Documents archive, which will be replaced by the signed copy when the barcoded receipt is scanned.

Sign on Paper
When this action is selected from the Signature Box menu, two receipts are printed- one barcoded and the other not- just like *Drive Thru Mode.* The barcoded receipt is to be signed and scanned to replace the placeholder copy in the archive, the second copy is for the customer.

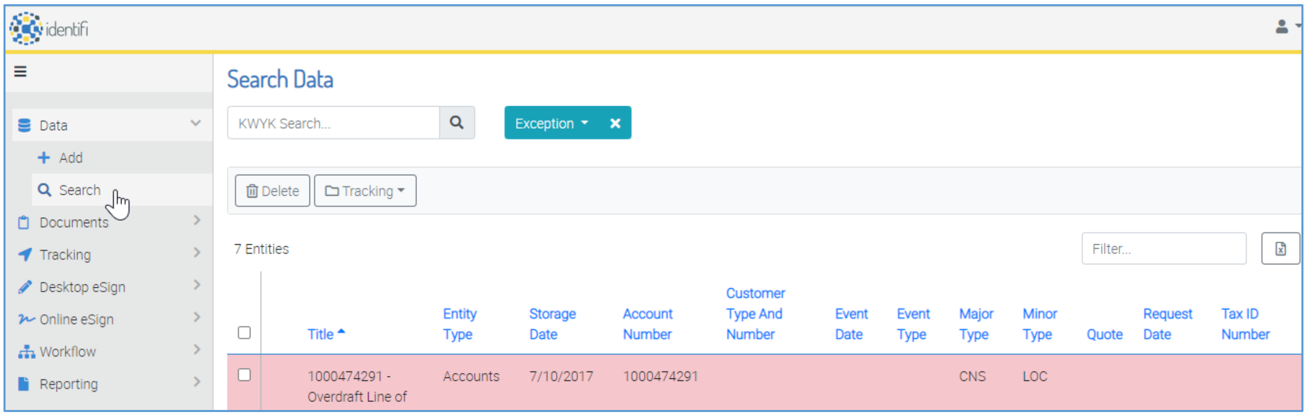
Scanning Receipts

1. Launch the Scan Client
2. Select the Receipt Scan Plan
3. Place all receipts in the scanner and click Add
4. Complete the Batch. Receipts will auto-archive, no indexing required.

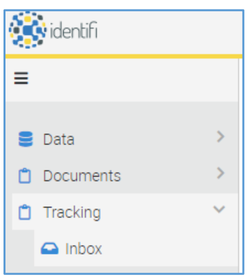
Document Tracking

Document Tracking is entity-driven and based on Tracking Sets. When a new entity item is added to Identifi Data from the host system, Tracking begins “looking” for required documents based on the Tracking Set associated with that type of item.

Missing required documents will cause an entity item to be in ***Exception*** status and will show as pink in **Data Search** results.



Document Tracking Inbox

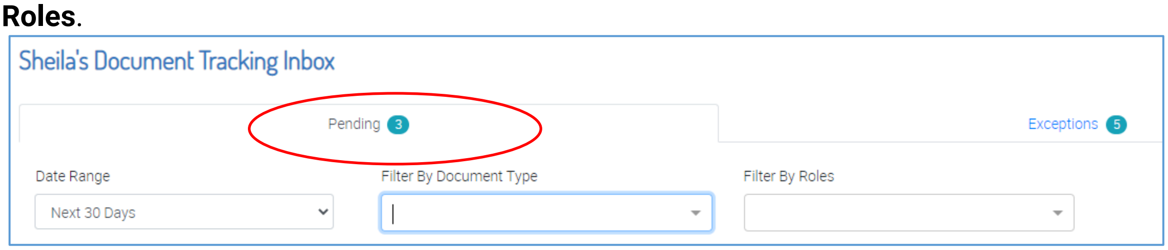


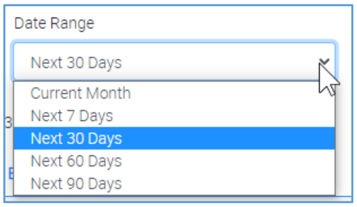
Opens the User’s Tracking Inbox. Pending items or Exception items assigned to the User will be displayed and accessible here.

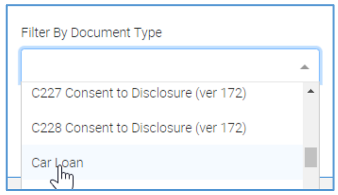
<u>Two tabs are displayed:</u>

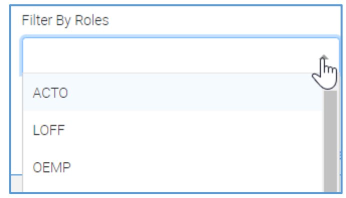
- **Pending** (Default tab)– Displays items that are nearing Exception status
- **Exceptions** – Displays items that are in Exception status

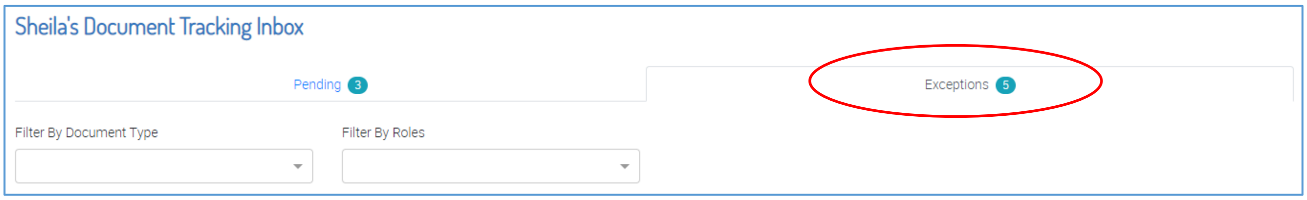
Filter Pending items by **Date Range**, specific **Document Type** and/or **Roles** (*Note: multiple selections can be made within Document Type and Roles*). Filter Exception items by **Document Type** and/or **Roles**.

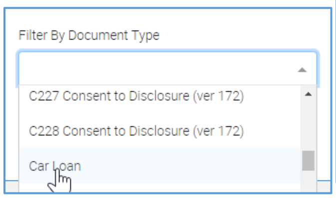


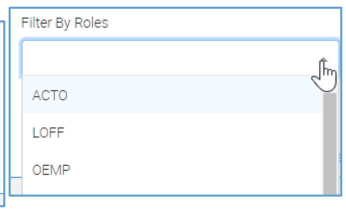




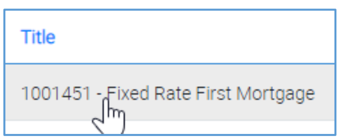


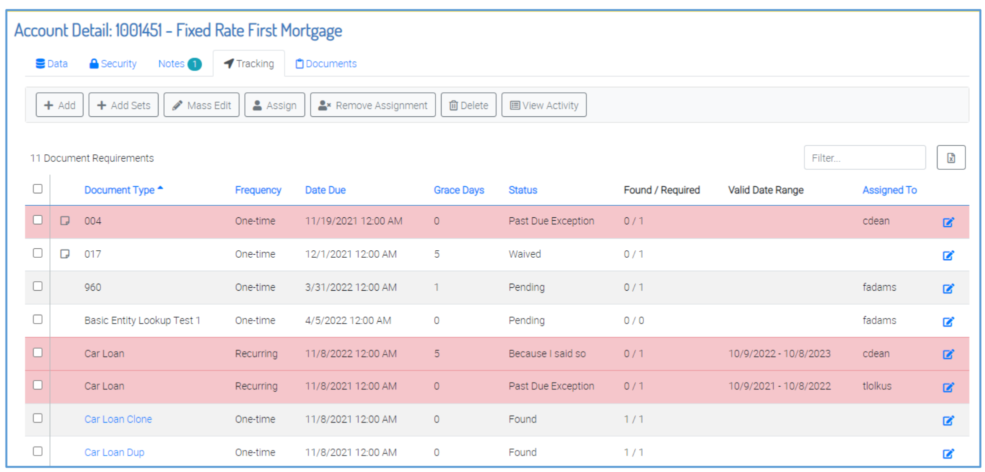






To open an item from either tab, click on the item's Title. The Account Detail will open in a new browser tab.

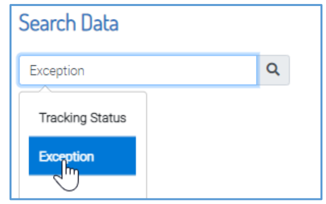




Document Type	Frequency	Date Due	Grace Days	Status	Found / Required	Valid Date Range	Assigned To
004	One-time	11/19/2021 12:00 AM	0	Past Due Exception	0 / 1		cdean
017	One-time	12/1/2021 12:00 AM	5	Waived	0 / 1		
960	One-time	3/31/2022 12:00 AM	1	Pending	0 / 1		fadams
Basic Entity Lookup Test 1	One-time	4/5/2022 12:00 AM	0	Pending	0 / 0		fadams
Car Loan	Recurring	11/8/2022 12:00 AM	5	Because I said so	0 / 1	10/9/2022 - 10/8/2023	cdean
Car Loan	Recurring	11/8/2021 12:00 AM	0	Past Due Exception	0 / 1	10/9/2021 - 10/8/2022	tlolkus
Car Loan Clone	One-time	11/8/2021 12:00 AM	0	Found	1 / 1		
Car Loan Dup	One-time	11/8/2021 12:00 AM	0	Found	1 / 1		

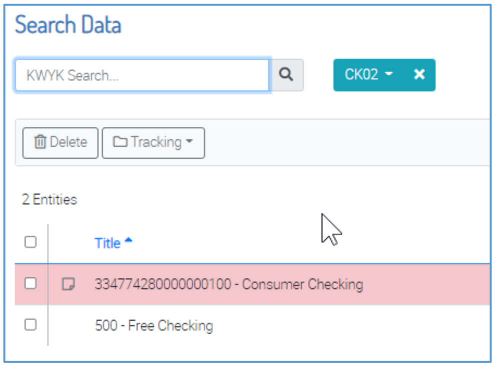
See Viewing Tracked Entity Items for additional information.

Document Tracking Search



Using Data Search for Document Tracking searches works the same as any other search. See Data Search

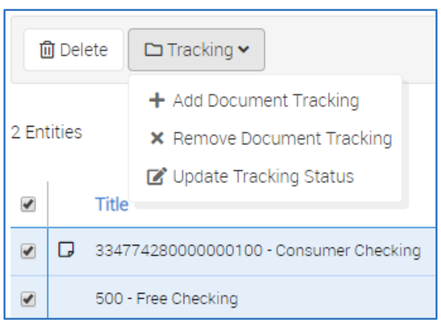
A common Tracking search will include the 'Exception' status.



Specific entity items can be used for searching as well, such as names, account numbers, identification numbers, etc.

Note: Entity Permissions are required in order for the user to have access to retrieve items through Data Search.

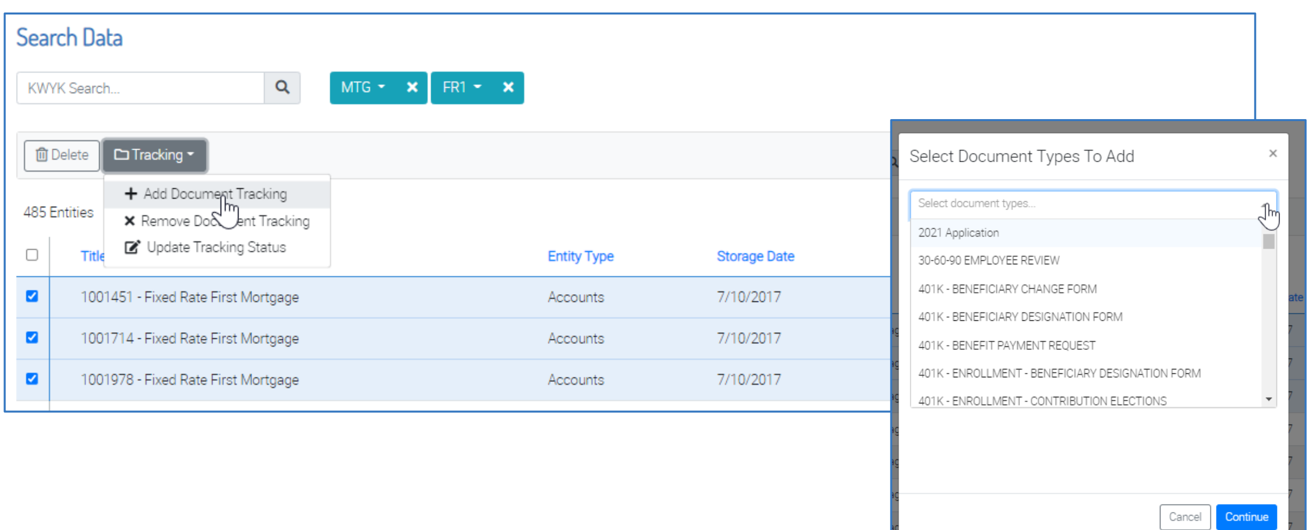
Updating Tracking from Search



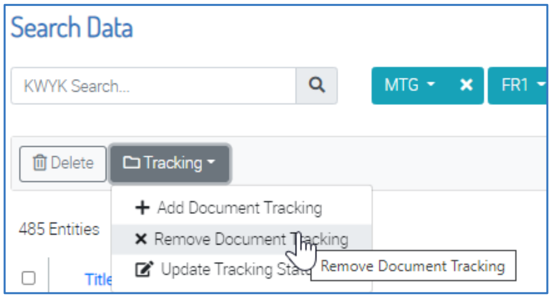
Tracking Requirements can be added to multiple accounts directly from the Data Search menu bar.

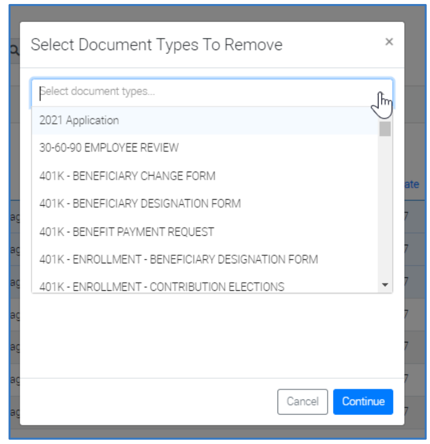
From Search results, select the accounts to which the Tracking Requirements will be added and from the drop-down menu in the Tracking icon, select "Add Document Tracking"

Select the Document Types to add as a requirement on the selected accounts and click "Continue."



Requirements can also be removed from selected accounts in the same way, selecting "Remove Tracking Requirements" from the Tracking drop-down.



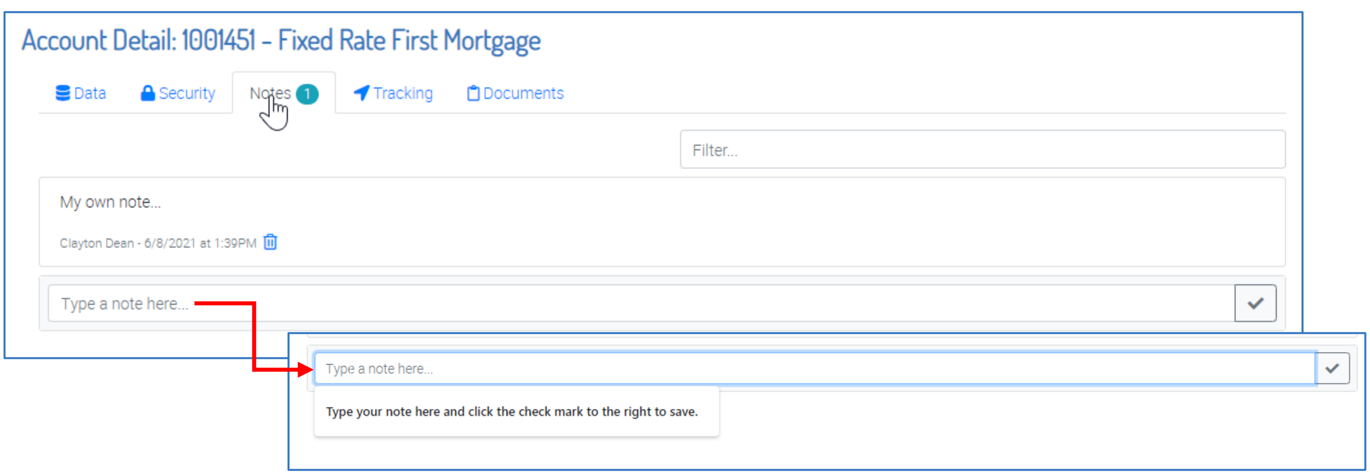


Viewing Tracked Entity Items

Viewing Tracked Entity Items is very much like viewing other Data Entity Items. Depending upon Permissions, the user will have access to the ***Data***, ***Notes, Security, Tracking*** and ***Documents*** Tabs. In this section, tabs will be discussed as they related to Document Tracking, for more details, see Viewing Entity Items.

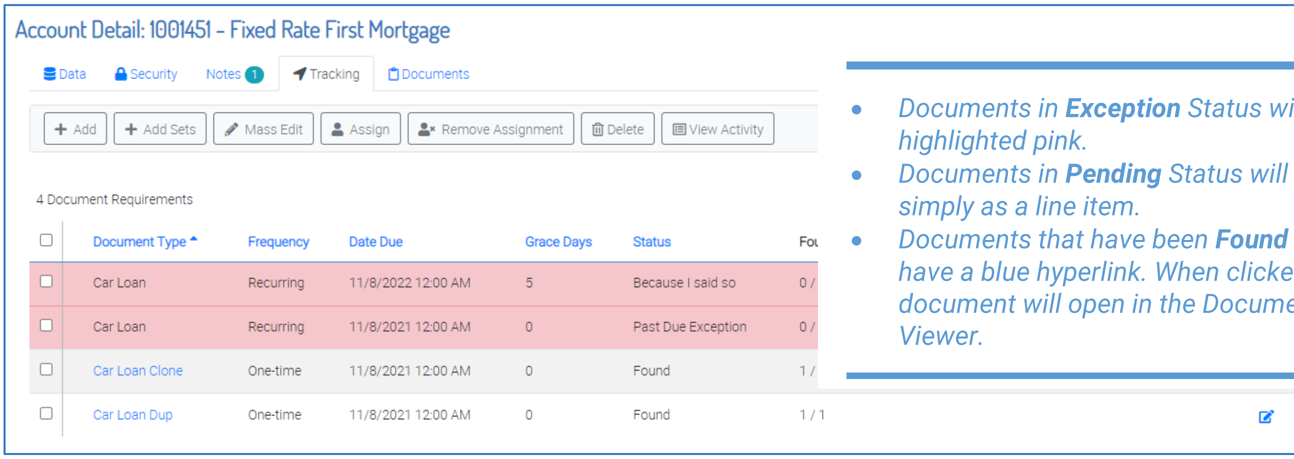
Notes Tab

Entity Notes are used when information related to the entity item needs to be conveyed, such as when a Requirement has been added to or removed from a Tracked Item.



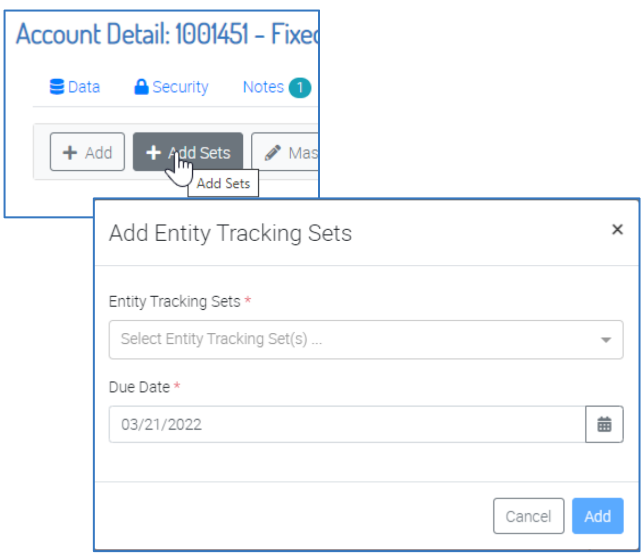
Tracking Tab

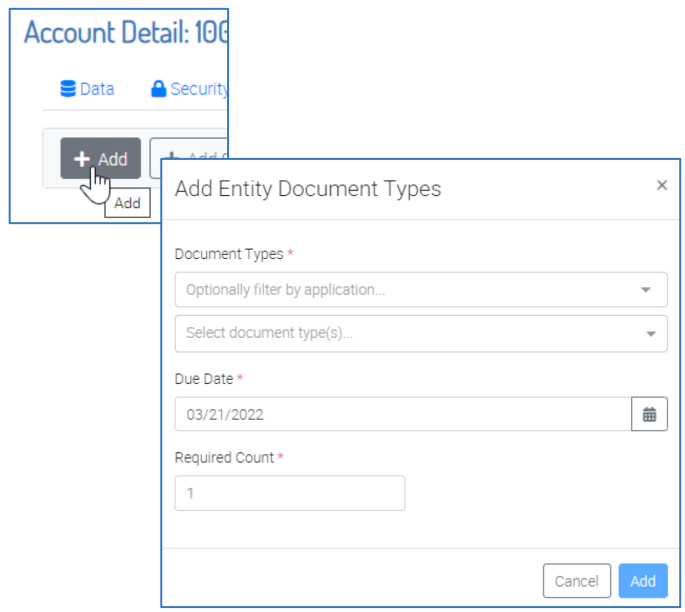
All Tracking Requirements associated with the Entity Item are listed here.

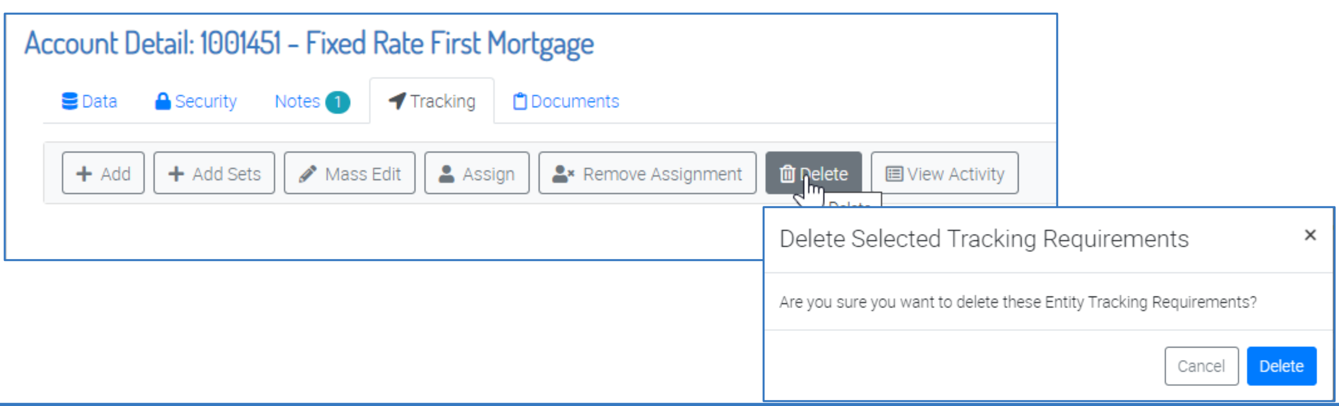


- *Documents in **Exception** Status will be highlighted pink.*
- *Documents in **Pending** Status will show simply as a line item.*
- *Documents that have been **Found** will have a blue hyperlink. When clicked, the document will open in the Document Viewer.*

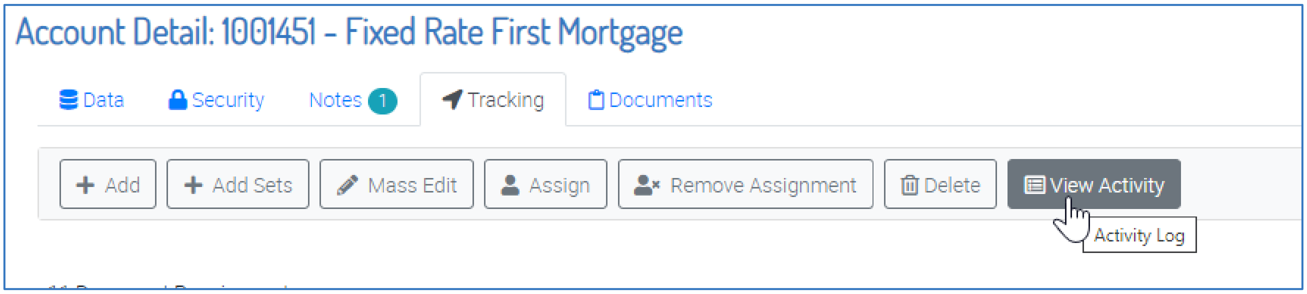
Tracking Requirements or Tracking Sets can be Added here and Tracking Requirements deleted.

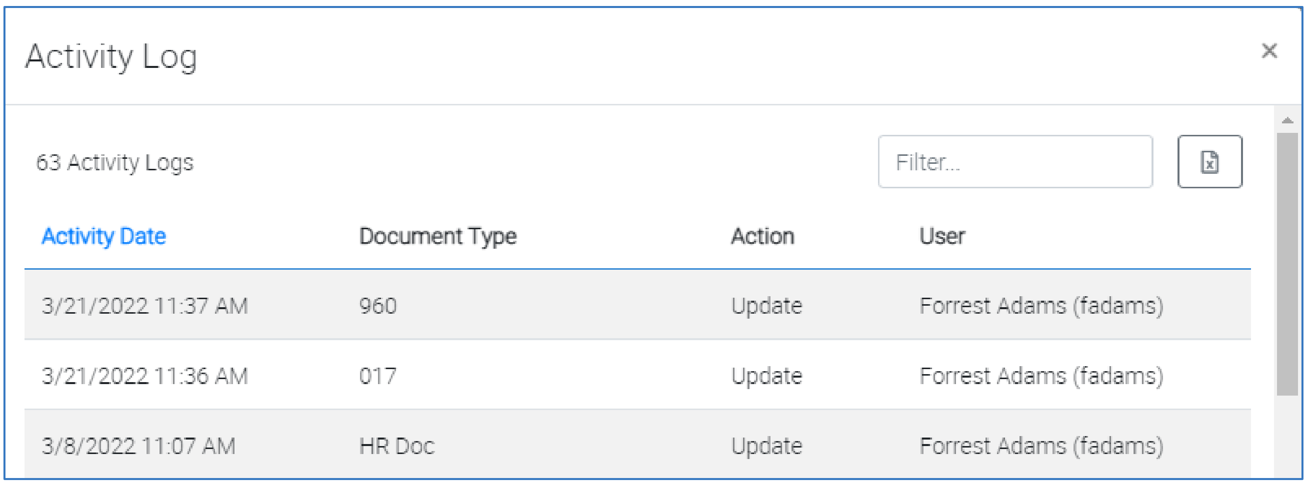




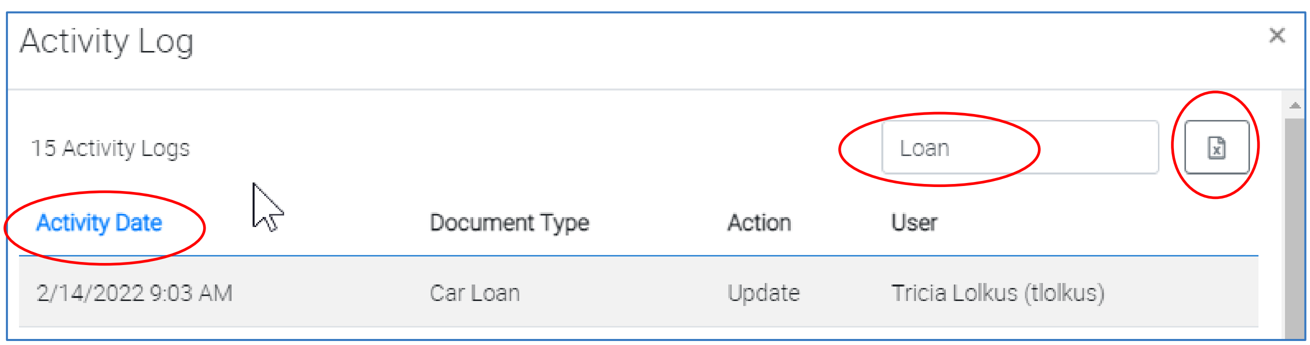


The entity item's **Activity Log** is viewable beneath the ***View Activity*** button.



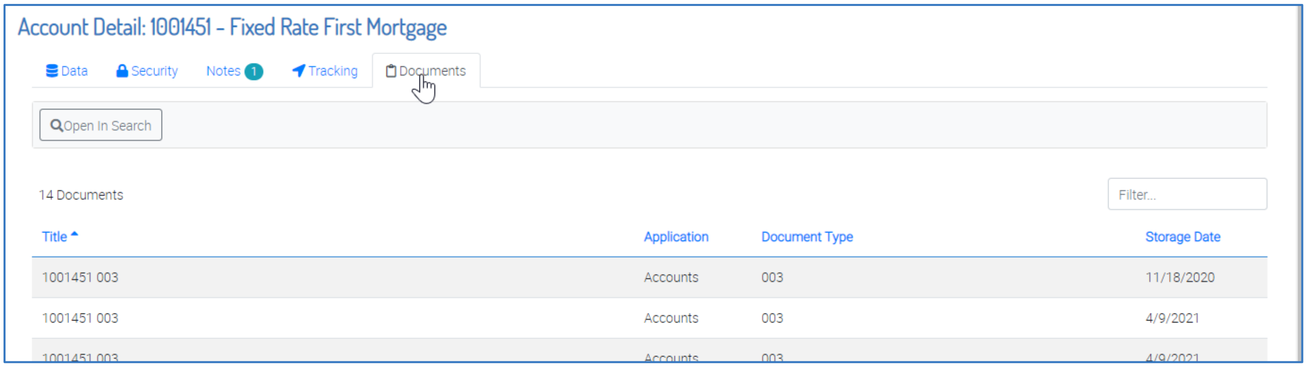


Sort activities by Activity Date, or use the Filter box to filter to a specific item. Use the icon to export the list of Activities to Excel.



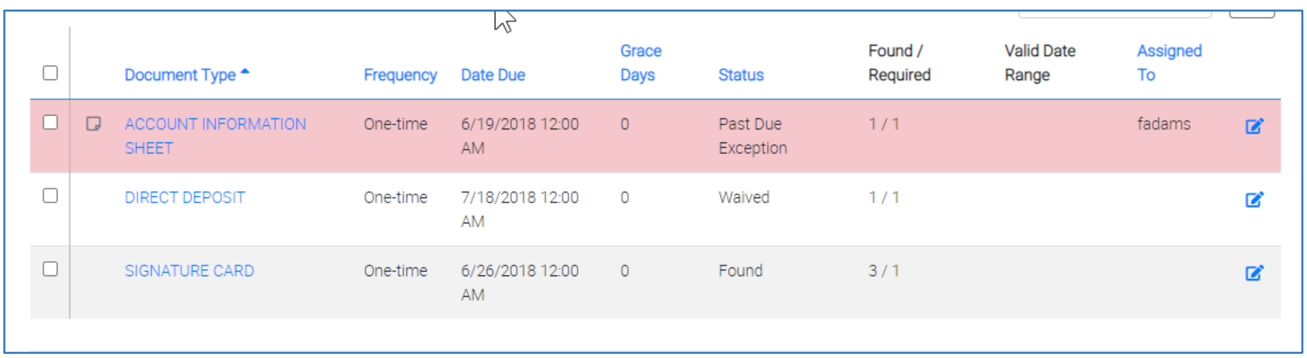
Documents Tab

Beneath the Documents Tab users are able to view all stored documents related to an entity item, even those not required. For more details see here.

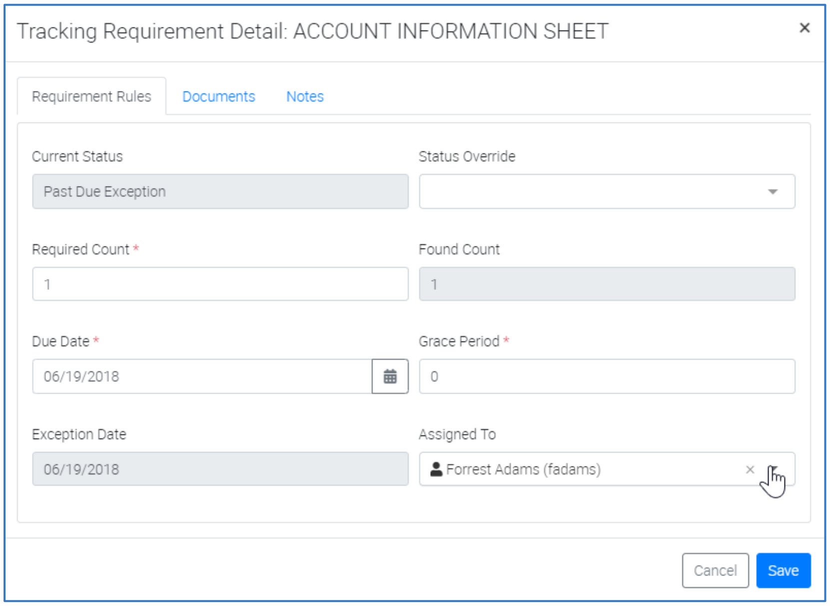


Resolving Exceptions & Invalid Matches

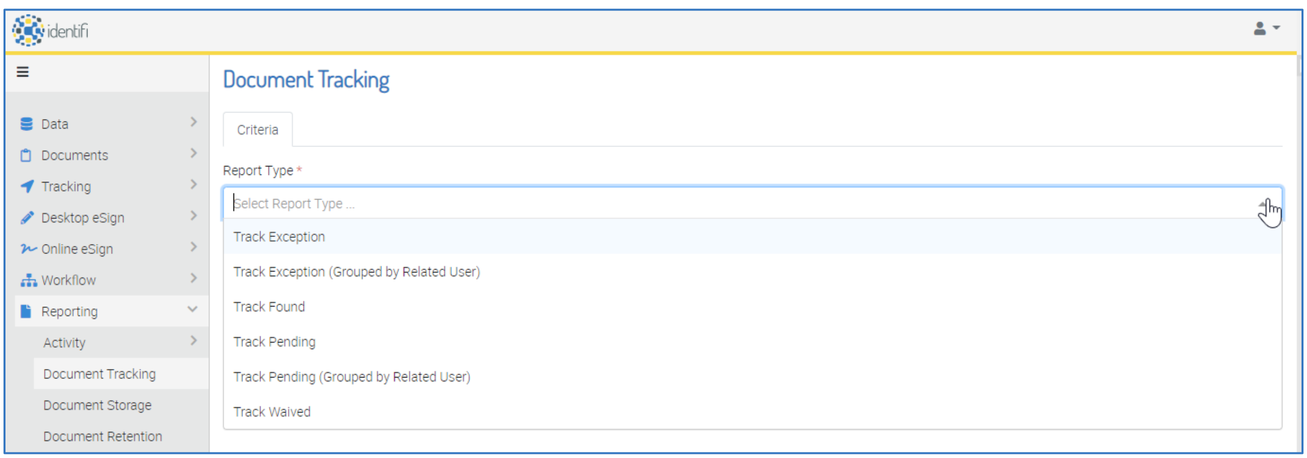
As required documents are added to the Documents archive through scanning, importing or electronic signing, Exceptions will resolve for outstanding requirements.



Requirements can be assigned to specific users for fulfillment.

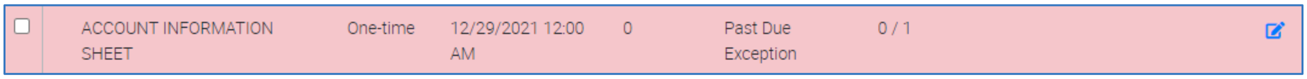


Reports are accessible in **Document Tracking** under the ***Reporting*** section of the main menu. See Document Tracking in the Reporting section of this document for more information.



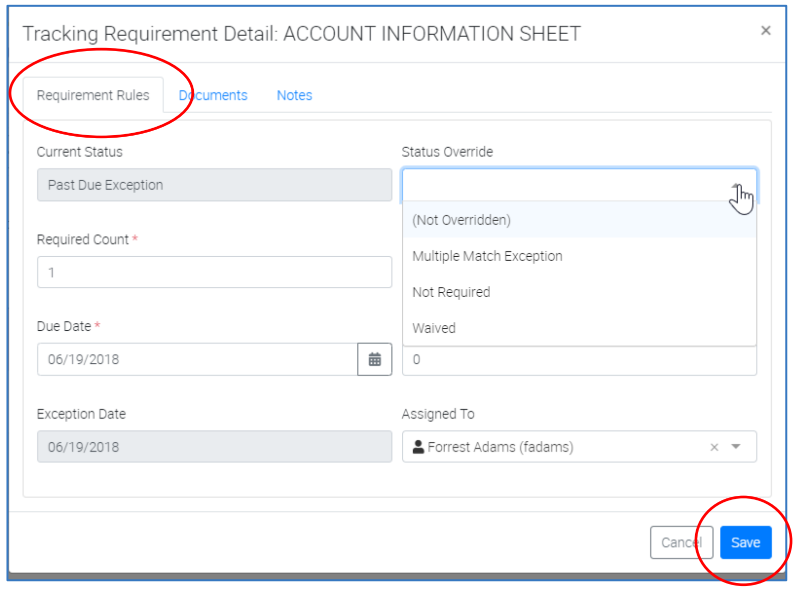
Exception Status Override

An Exception can be ***waived*** or overridden if necessary.

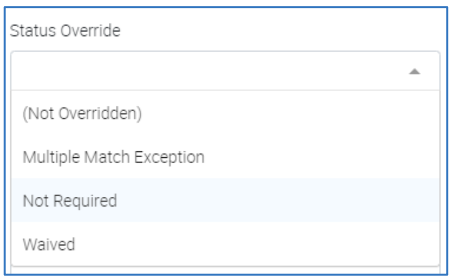


1. Select the **Edit** icon.

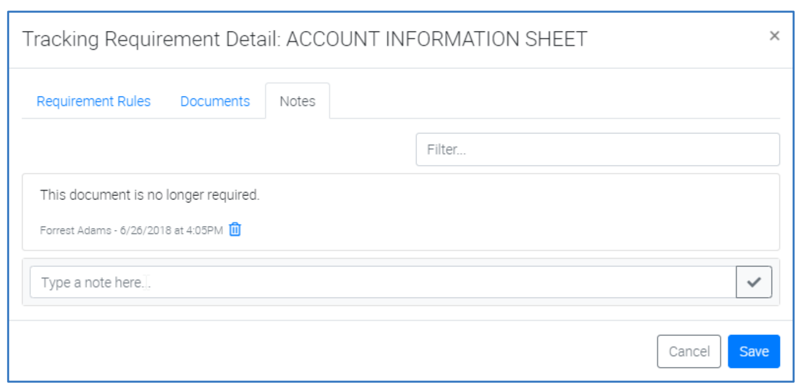
2. Beneath the *Requirement Rules* tab, select the most appropriate status from the *Status Override* drop-down menu and click Save ***Save.***



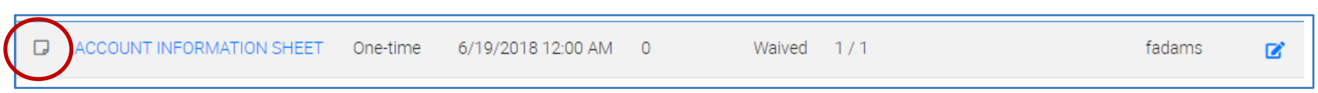
***Note*: Statuses will vary by installation. See your administrator for definitions and uses.**



A Best Practice is to include a note regarding the details of the status override. Adding a note under the *Notes* Tab here will create a note directly associated with the requirement (unlike a Note added under the entity *Notes* Tab Notes).



Once the exception has been waived, the requirement will no longer show highlighted pink. Notice the **Note** icon as well.



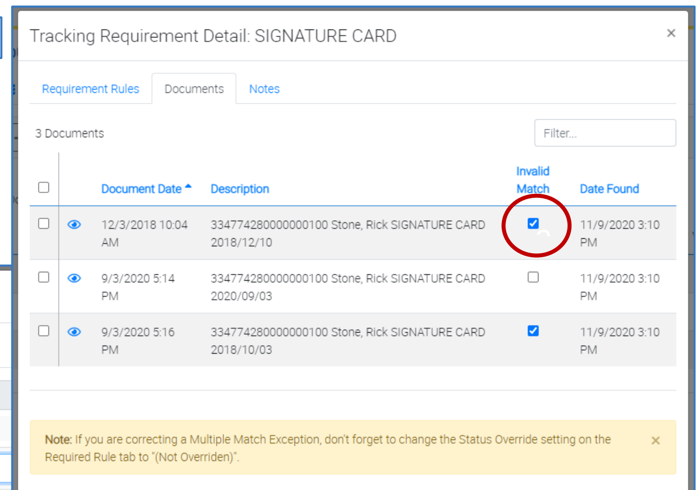
Resolving an Invalid Match

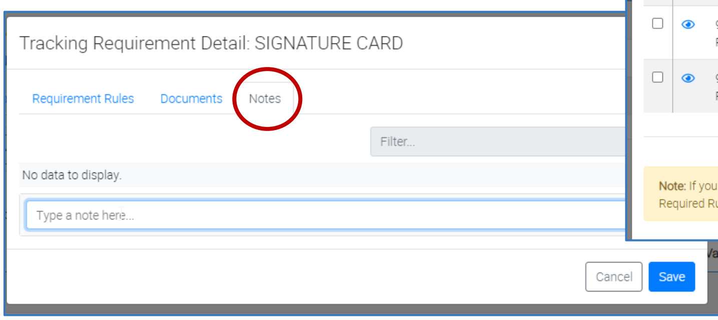
In the event than an incorrect document has satisfied an Exception, the document should be marked as an ***Invalid Match***, to allow Tracking to continue looking for the required document.

Select the **Edit** icon. 

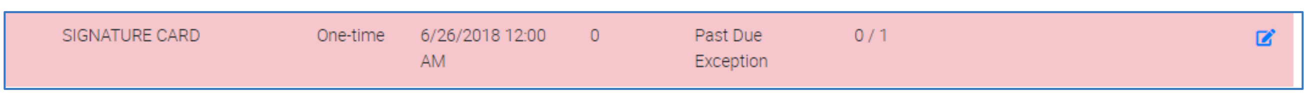
1. Under the *Documents* tab, place a check  next the incorrect match and click 

2. It may be helpful to add a Note under the *Notes* Tab.





Once the match has been marked as Invalid, the requirement will show as an Exception once again and Tracking will resume looking for the document.

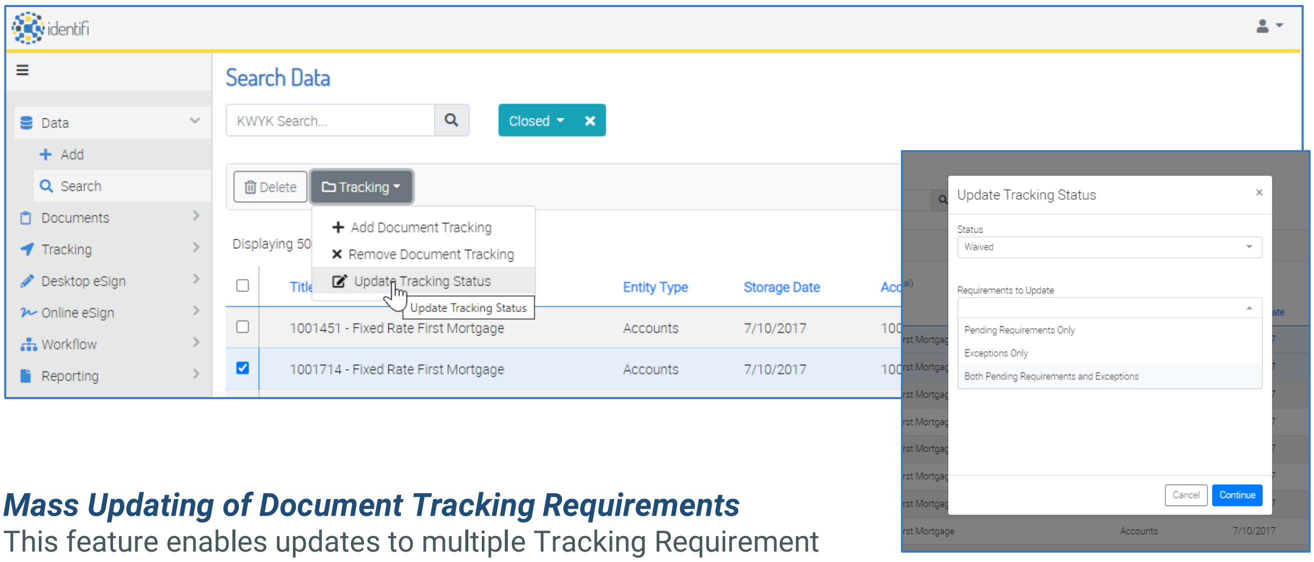


Mass Updating

Mass Updating of Document Tracking Statuses

This feature allows the User to mass update the Document Tracking Status for multiple Business Entities-directly from Data Search Results.

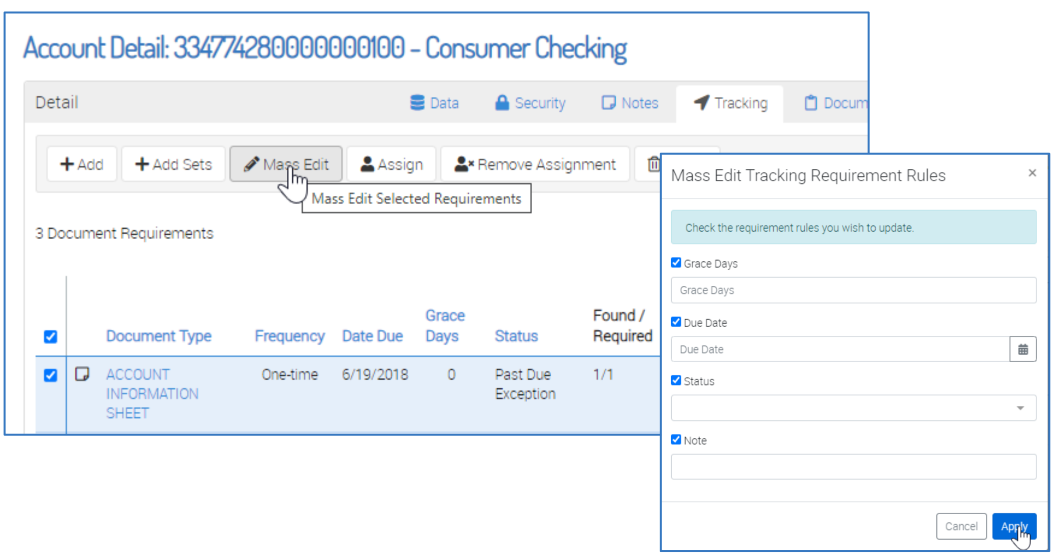
For example, to waive requirements for closed accounts, the User would search for all closed accounts and manually waive the Tracking Requirements for those accounts. Users have the option to update Exceptions, Pending Requirements or both at once.



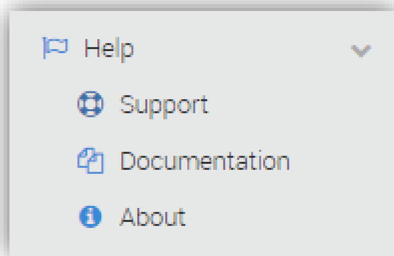
Mass Updating of Document Tracking Requirements

This feature enables updates to multiple Tracking Requirement Attributes at once.

For example, if the Due Dates, Grace Days and Status all need to be modified, or the same note needs to be added to multiple requirements on a Business Entity, these changes can be made all at once by clicking “Apply.”

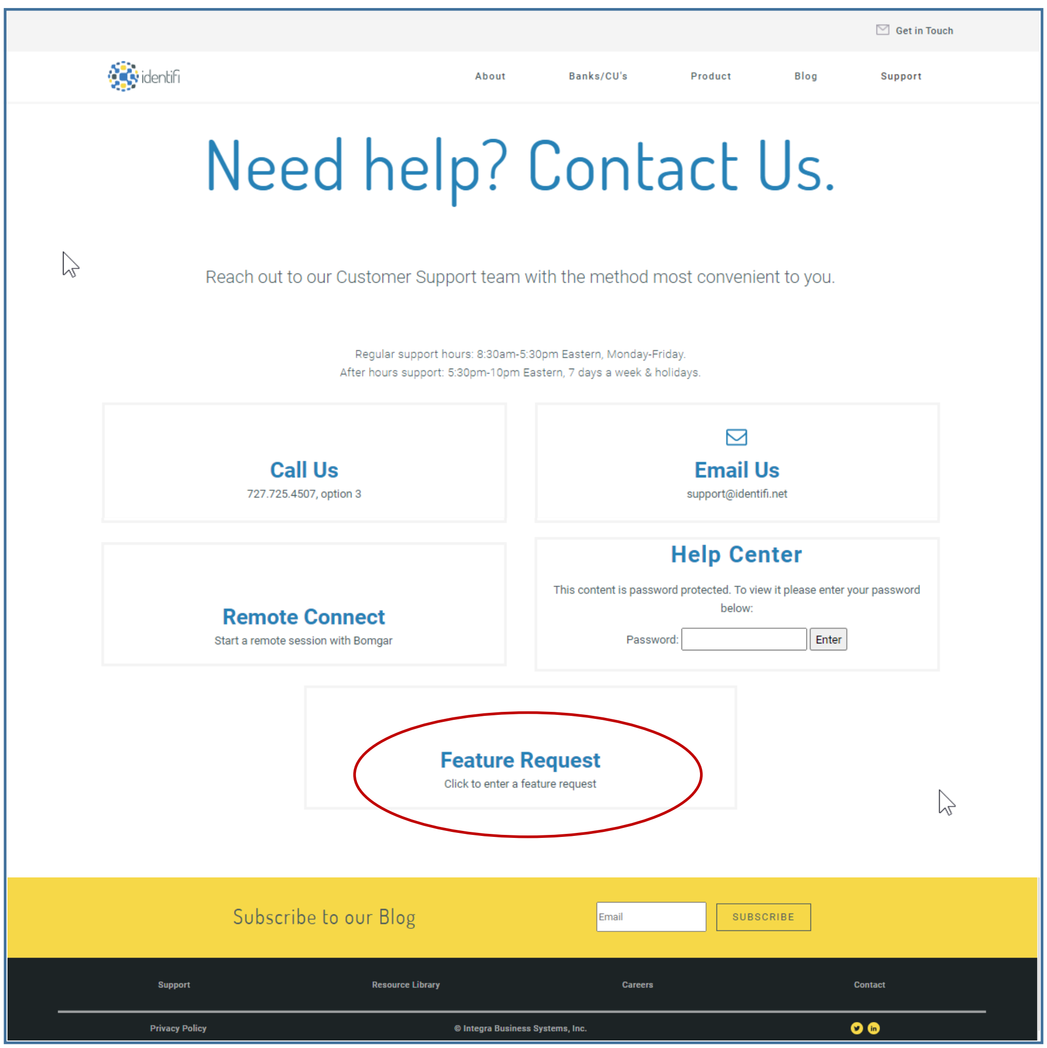


Help



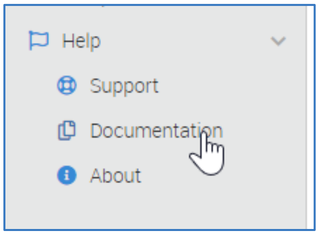
Support

Clicking on the **Support** link from the main menu will launch the Identifi Support page (www.identifi.net/support) in a separate tab. This link provides the User with information for contacting our Support Center for additional assistance.



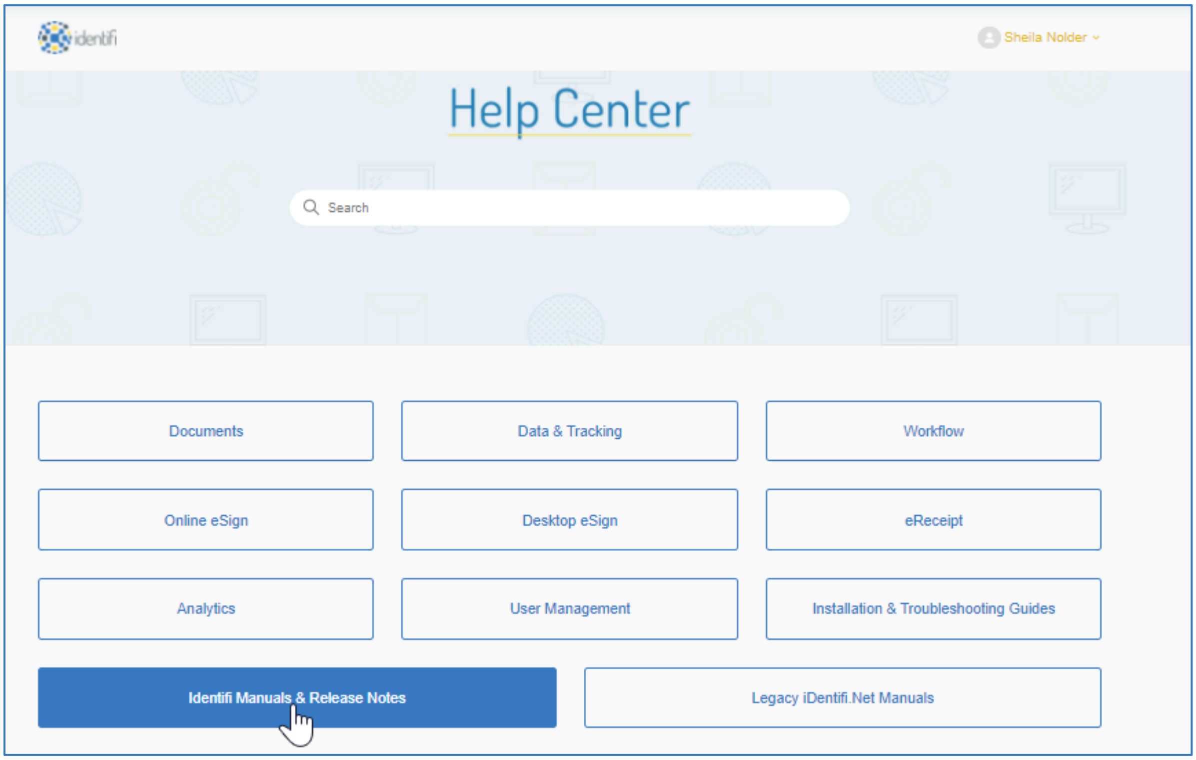
There is also a link to submit an enhancement request for improvements to the Identifi product.

Documentation

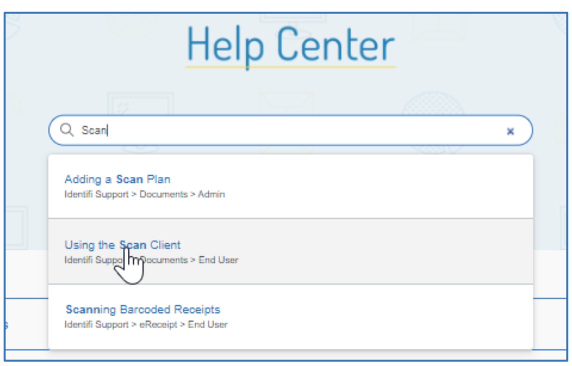


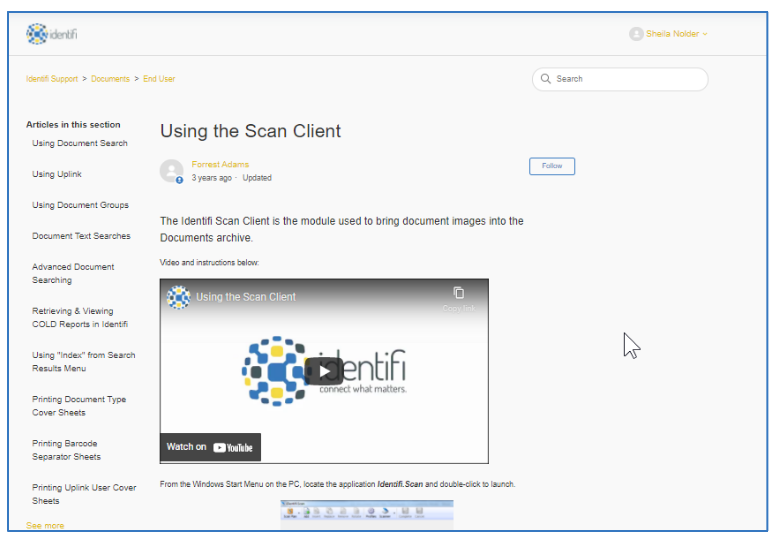
Clicking on the **Documentation** link from the main menu will direct the User to a separate tab and provide links to articles and videos pertaining to topics within the Documentation Library.

User manuals are located beneath the **“Manuals and Release Notes”** section.



Users are also able to search within Documentation Library articles and view their most recent search activity.





About

Clicking on the **About** link from the main menu will display the Product Version Information as well as a list of Enabled Features and licensing information.