

# IDENTIFI ADMIN GUIDE



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## INTRODUCTION

### Identifi

Identifi is a suite of software products allowing the storage and retrieval of document images. Additionally, documents can be signed electronically, tracked for expiration, retention and compliance, and set to trigger actions and workflows.

The product suite includes:

- Documents
- Tracking
- Electronic Signatures
- Electronic Receipts
- Workflow
- Reporting

This Guide is designed to help Identifi Administrators manage all aspects of their installation(s), including (but not limited to): Applications, Entities, Document Types, Attributes, Reports, as well as Scanning and Indexing. Additionally, User Management and Security will be addressed.

**Note:** All Identifi products are available in Identifi and are “turned on” for each customer based on which products have been licensed.

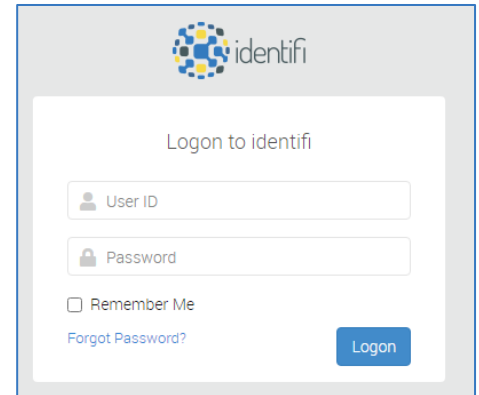
For the purposes of this Guide, all available products are represented; however, if a product is not licensed to the customer, the User will not see the specific menu(s) for the unlicensed product(s).



## 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 an internet browser page ([http://\[servername\]/identifi.net](http://[servername]/identifi.net)).

The User will be prompted to enter their credentials. The password is case-sensitive.

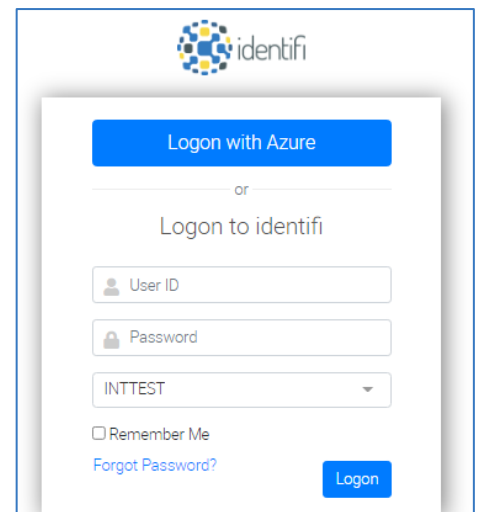


The screenshot shows the Identifi login interface. At the top is the Identifi logo. Below it, the text "Logon to identifi" is centered. There are two input fields: "User ID" and "Password". Below the "Password" field is a checkbox labeled "Remember Me" and a link labeled "Forgot Password?". A blue "Logon" button is positioned at the bottom right of the form.

The **Forgot Password** link will initiate an email with a link to reset the password. It is only available if a single sign on solution is not being used, as passwords are managed in those applications rather than Identifi. It is suggested that Users change their password at least every 60-90 days. Administrators may choose to set expiration of passwords at the installation level (see below).

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.

See [Managing Installation Configuration & Clients](#) for details.

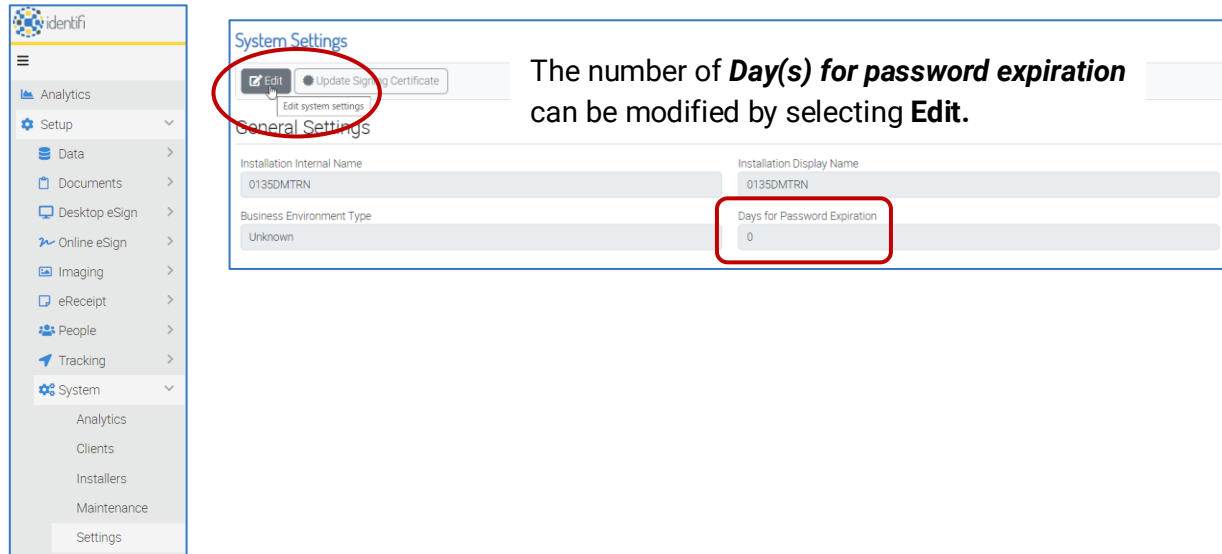


The screenshot shows the Identifi login interface with Single Sign-On options. At the top is the Identifi logo. Below it, a blue button labeled "Logon with Azure" is displayed. Below this button is the text "or". Underneath, the text "Logon to identifi" is centered. There are three input fields: "User ID", "Password", and a dropdown menu labeled "INTTEST". Below the "Password" field is a checkbox labeled "Remember Me" and a link labeled "Forgot Password?". A blue "Logon" button is positioned at the bottom right of the form.

## Managing Passwords

User passwords are required to be **twelve characters** long, including a digit or special character, an uppercase and lowercase character, with no spaces. See [Editing Users](#) for management of an individual user's password.

Password expiration is managed under **Setup ->System->Settings**



**System Settings**

**General Settings**

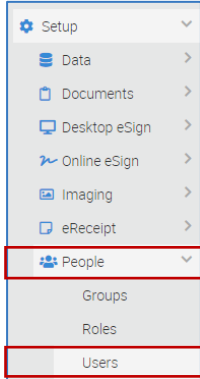
The number of **Day(s) for password expiration** can be modified by selecting **Edit**.

Installation Internal Name	Installation Display Name
0135DMTRN	0135DMTRN
Business Environment Type	Days for Password Expiration
Unknown	0

## Managing Users/Groups

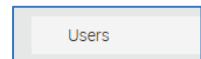
Users and Groups are managed under the **Setup** menu.

### Users

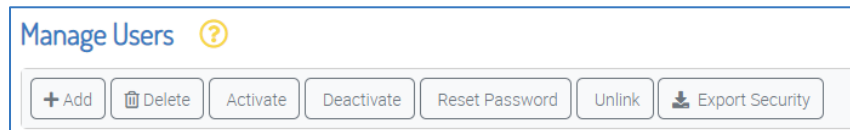


In order to log in to Identifi, a user must be given a UserID and set up as a User. Security (roles and permissions) can be applied directly to the User or to a Group that the User belongs to.

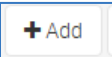
From the Main Menu, select **Setup**, then **People** and click **Users**.



The list of all Users will be presented along with the following menu at the top of the page:



### Adding Users

Click on  button in the top menu, which will open a New User Form.

Required fields are marked with an asterisk **\***. When completed, select .

#### Add New User

General

#### Identification

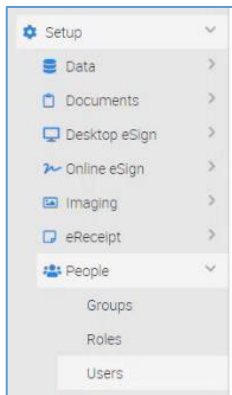
First Name *	Last Name *
Full Name *	Host User Key
User Name *	Email *

User is Active
  Force Password Change
  Password Cannot Expire

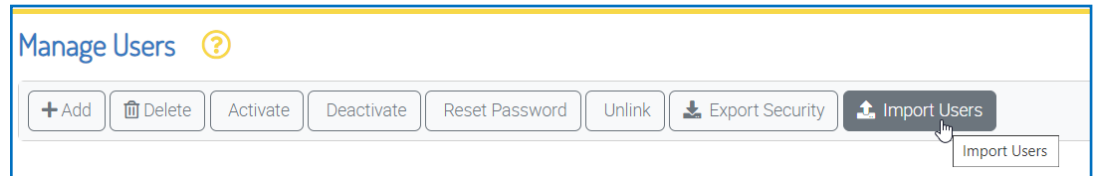
For system Users, like the Uplink User, the Password can be set to never expire.

**Note:** User is Active and Force Password Change are checked by default. The first time the user logs in, they will use the *Forgot Password* link to create their own password. **NOTE:** Installations using SSO do not need for their users to set up passwords in Identifi.

## Import Users



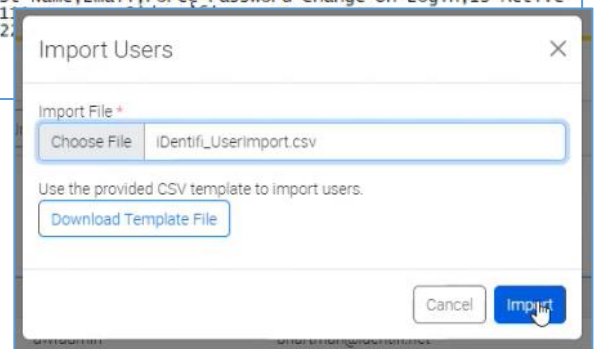
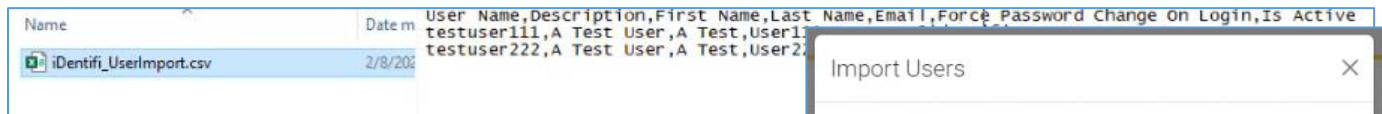
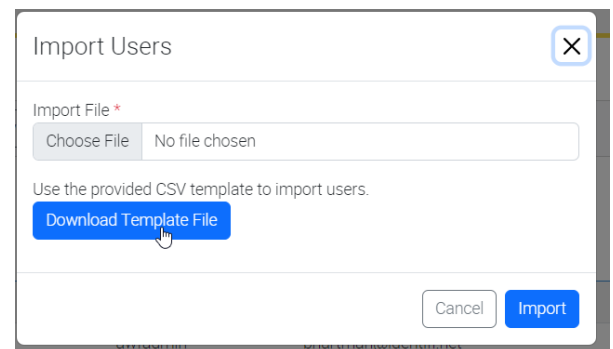
A .csv file can be imported to add users.



**NOTE** if multiple installations exist for the same institution, the System Administrator Role is required to import users.

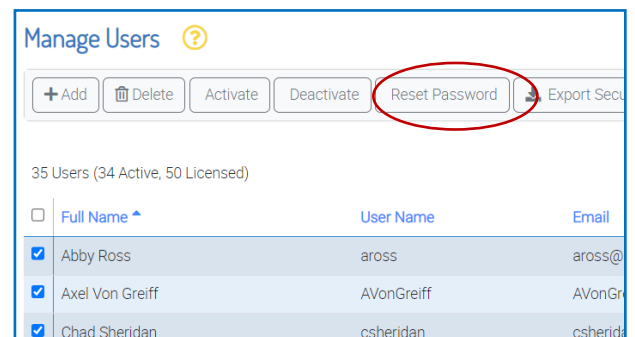
A template file is provided for download to ensure all fields in the .csv file match for import. Download the template by clicking on the **“Download Template File”** button.

Once the .csv is saved, click on **“Import Users”** and select the file to import.

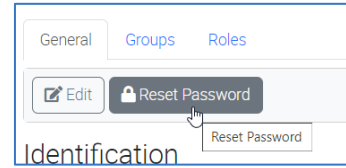


## New Users and Passwords

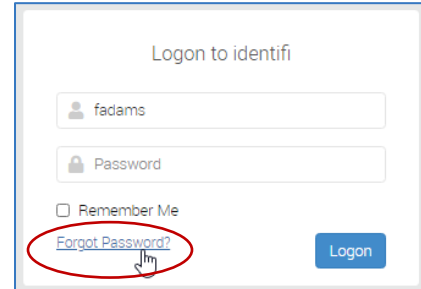
In order for new users to log in to Identifi, a Password Reset must be initiated for them. An individual reset can be sent from the User’s *General* tab or, if multiple users have been added, from the main Users list.



**NOTE:** Users on installations using SSO do not need to set up Passwords in Identifi.



Alternatively, if the User has the URL, they can use the **Forgot Password** link to initiate the email themselves.

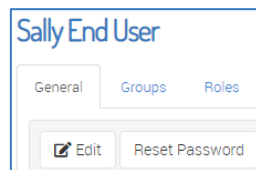


**NOTE:** In all cases, the User will need to be provided their User ID by an Administrator.

### Editing Users


To make changes to an existing User, click the name in the Users List.

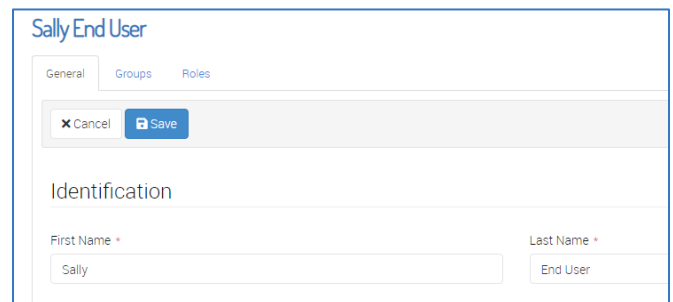
<input type="checkbox"/>	User	User	✓	3/21/2017 4:25:25 PM
--------------------------	------	------	---	----------------------



To reset the user's password, simply select **Reset Password**.

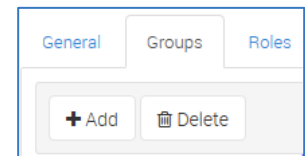
The user will receive an email prompting them to change their password.

Under the **General** tab, select  to make changes to the User's name, login name and other information, including forcing a password change on their next login. Click **Save** when complete.



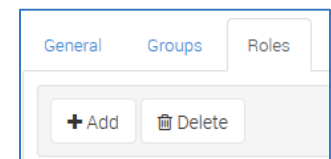
Under the **Groups** tab, Users can be added or removed from existing Groups.

When a User is added to a Group, the User is granted all permissions assigned to the Group. Likewise, when a User is removed from a Group, any associated permissions are revoked from the User.




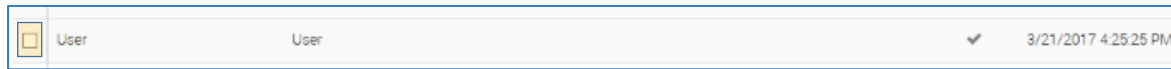
Under the **Roles** tab, Users can be assigned Roles and have Roles removed.

Adding and Deleting Roles here does not affect any Roles associated with Groups to which the User belongs.



## Deleting Users


To Delete a User, place a check in the box next to the name and select  in the top menu.

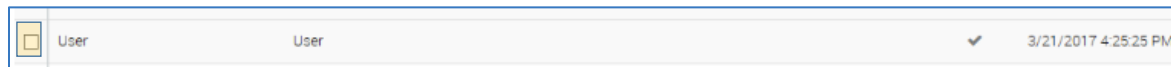


The User will be removed from the User List and will have no access to Identifi, but all actions taken by the User within the system will remain associated with them.


**Note:** The UserID of the deleted User can not be used again. If it could be possible that they will need to be an Identifi user again in the future, consider *Deactivating* the User instead.

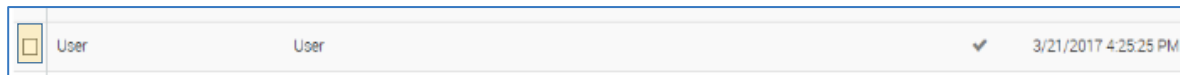
## Deactivating Users

Deactivating a User prevents them from being able to log into Identifi and frees a 'seat' for another User to log onto the Identifi installation. To Deactivate a User, place a check in the box next to the name and select  in the top menu.

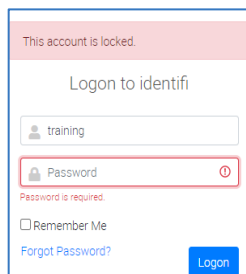


## Activating Users

Activate users that have been Deactivated to allow them the ability to log onto the Identifi installation. Place a check in the box next to the name and select  in the top menu.

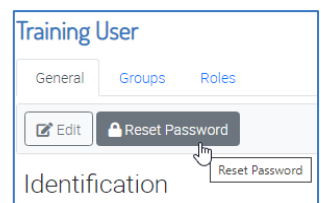


## Unlocking Users



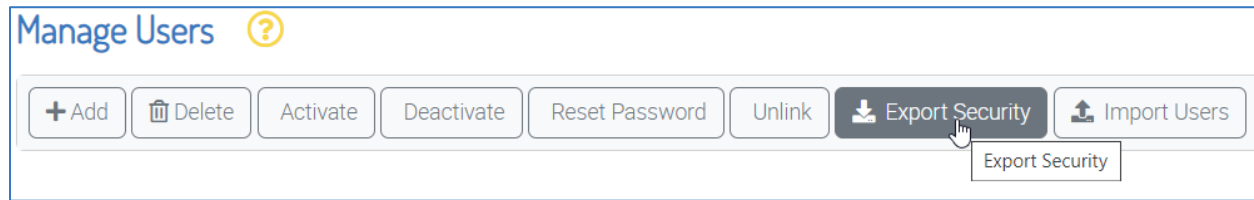
Five unsuccessful login attempts will lock the User. The account will automatically unlock after five minutes.

If the user is not able to recall their password, select **Reset Password** here or ask them to use the **Forgot Password** link on the login page.

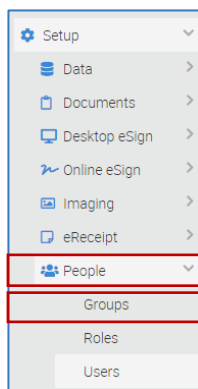


## Exporting User Security

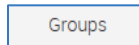
To see a list of Users and the Roles assigned to them, select one or more Users from the list and then click **Export Security** in the top menu. This will create an Excel spreadsheet.



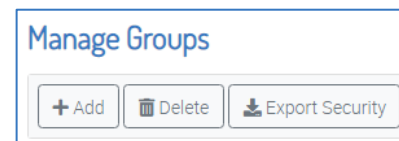
## Managing Groups



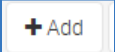
Groups are a tool to assign all levels of security to a number of Users simultaneously. From the Main Menu, select **Setup**, then **System** and click **Groups**.



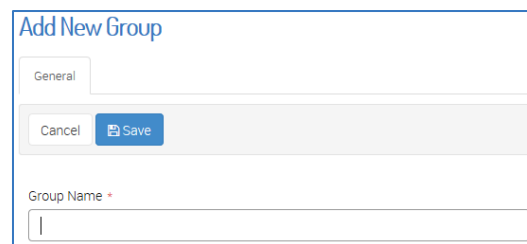
Adding a User to a Group automatically provides the Group's security to them, likewise removing a User from Group automatically strips that Group's access from the User.



## Adding Groups

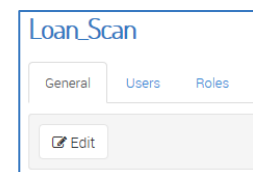
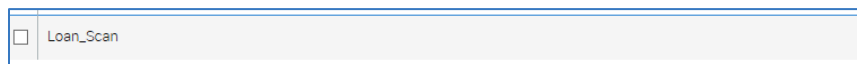
Click on  button in the top menu, then enter the name of the Group being created.

When completed, select .

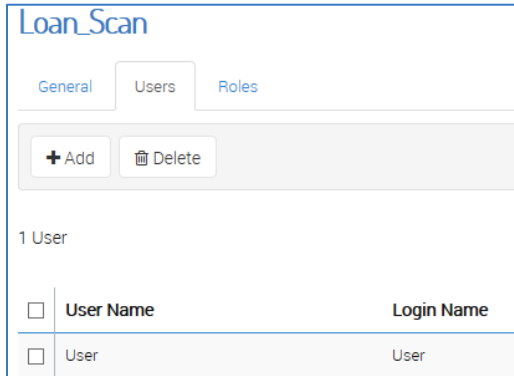


## Editing Groups

To make changes to an existing Group, click the name in the Group List.

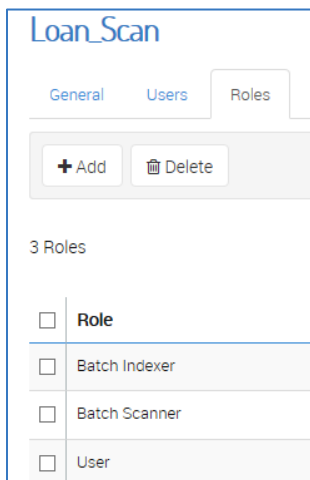


Under the **General** tab, select **Edit** to make change the Group's Name. Click **Save** when complete.



Under the **Users** tab, select **Add** to add additional Users to the Group. To remove Users from the Group, place a check in the box next to their name and select **Delete**.


**Note:** Users added to a Group are automatically granted all permissions assigned to the Group. When Users are removed from a Group, any associated permissions are revoked from the them.

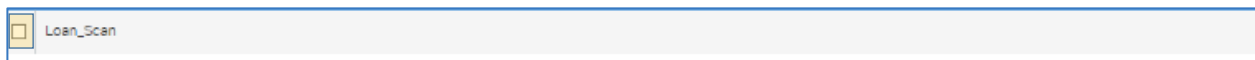


Under the **Roles** tab, select **Add** to add additional Roles to the Group. To remove Roles from the Group, place a check in the box next to the Role and select **Delete**.

**Note:** Roles assigned to a Group are automatically granted to all members of the Group. Permissions granted to a Group in other areas of the product (Entities, Applications, Scan Plans, etc) are automatically extended to all of its members.

### Deleting Groups

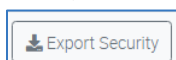
To Delete a Group, place a check in the box next to the name and select  in the top menu.



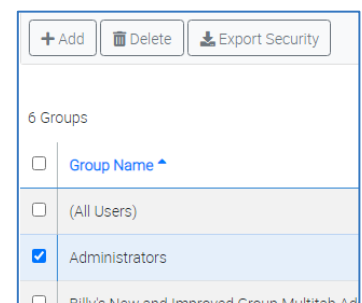
The Group will be removed, however any Users that were members of the Group will remain in Identifi. Any Roles/Permissions the Users had as members of the Group, though, will be revoked.

### Exporting Group Security

To see a list of all Groups, their members and the Roles assigned to them, select at least one Group from the list and then click



in the top menu. This will create an Excel spreadsheet.





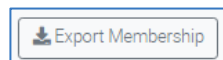
## Identifi User Roles

User Roles provide access to specific features of Identifi. All User must have a User Role assigned to them or be part of a Group with a User Role assigned to it. The minimum Role required is the *User*.

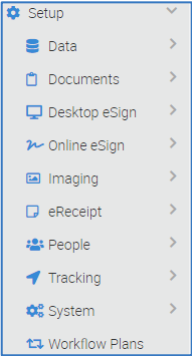
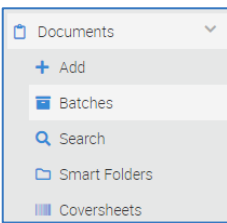
Roles are found in the Main Menu, by selecting **Setup, People** and then **Roles**.

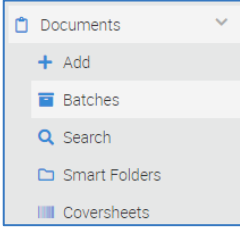
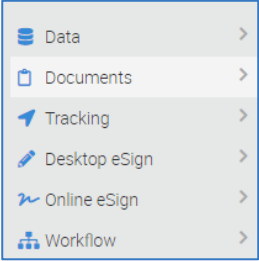
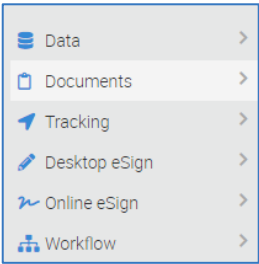
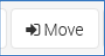
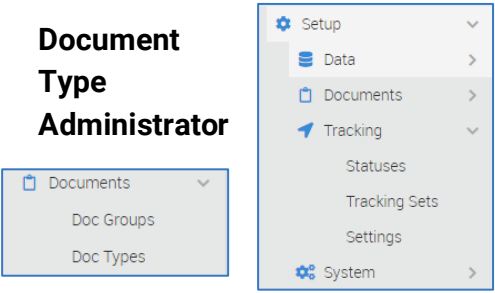
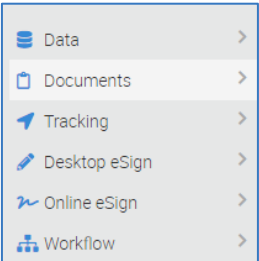
### Role Membership

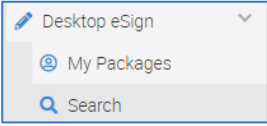
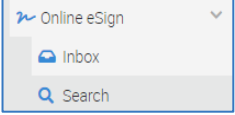
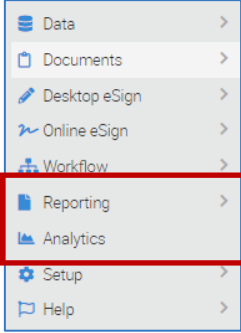
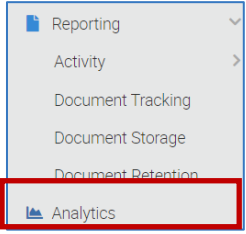
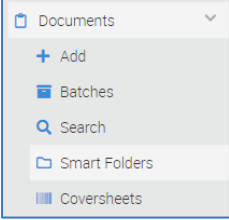
Clicking on a Role in the list will present two tabs showing which Users and Groups have the Role assigned.

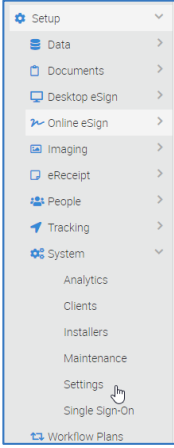
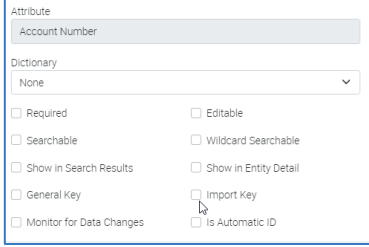
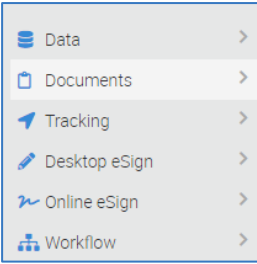
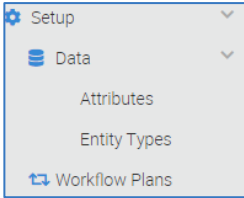
Selecting  will produce an Excel spreadsheet listing all roles and the Users and Groups assigned to them.

### Role Descriptions

ROLE	ACCESS
<p><b>Administrator</b></p> 	<p>Access to all features and the ability to manage all aspects of the installation (except Online eSign <i>Settings</i> which is only available to those with the <b>System Administrator Role</b>).</p> <p><b>Note:</b> A user with this role cannot be prevented from accessing documents, data, system menus, etc. through Permissions or Rights.</p> <p>Able to delete documents with active Retention Policies.</p>
<p><b>Batch Administrator</b></p> 	<p>Access to the <b>Batches</b> and <b>Add</b> features under the <b>Documents</b> menu. Able to index, reassign and delete all batches. Able to upload and index electronic documents through Add, pending Application Permissions.</p> <p>Must also have <b>User Role</b>.</p>

ROLE	ACCESS
<p><b>Batch Indexer</b></p> 	<p>Access to the <b>Batches</b> and <b>Add</b> features under the <b>Documents</b> menu. Able to index their own or unassigned Batches.</p> <p>May be able to delete their own Batches (if set at the installation level. See <a href="#">here</a>). Able to upload and index electronic documents through Add, pending Application Permissions.</p> <p>Must also have <b>User Role</b>.</p>
<p><b>Batch Scanner</b></p> 	<p>Ability to use the Scan Client.</p> <p>Must also have <b>User Role</b>.</p>
<p><b>Document Mover</b></p> 	<p>Ability to use the  feature in Document Search, to move a document from one Application to another. Must have Permissions for both Applications.</p> <p>Must also have <b>User Role</b>.</p>
<p><b>Document Type Administrator</b></p> 	<p>Ability to manage all Document Groups and Document Types (Delete, Add and modify).</p> <p>Must also have <b>User Role</b>.</p> <p><b>Document Tracking:</b> Ability to manage Tracking Sets, including at the Entity, as well as Tracking Statuses and perform Tracking Maintenance.</p>
<p><b>eReceipt User</b></p> 	<p>Ability to access the eReceipt client.</p> <p>Must also have <b>User Role</b>.</p> <p>Note: In order for the User to also be able to scan barcoded Drive-Thru receipts, the <b>Batch Scan User Role</b> is also required.</p>

ROLE	ACCESS
<p><b>Desktop eSign User</b></p> 	<p>The ability to access the Desktop eSign Client, eSign Search and Packages.</p> <p>Must also have <b>User Role</b>.</p>
<p><b>eSign Online User</b></p> 	<p>The ability to create, manage and index Online eSign Packages.</p> <p>Retrieval of indexed documents pending Application Permissions. Access to create Packages limited by Profile Rights.</p>
<p><b>Report Administrator</b></p> 	<p>Ability to view and manage all reports within <b>Analytics</b>; ability to access all reports within <i>Reporting</i>.</p> <p>Must also have <b>User Role</b>.</p>
<p><b>Report User</b></p> 	<p>Access to any reports within <b>Analytics</b> that the user has been granted Permissions to view as well as <i>Document Tracking</i> and <i>Document Retention</i> under <b>Reporting</b>.</p> <p>Viewing of items and documents referenced on reports limited by Permissions.</p> <p>Must also have <b>User Role</b>.</p>
<p><b>Smart Folder Administrator</b></p> 	<p>The ability to create and manage Public Smart Folders.</p> <p>Access to specific Documents dependent upon Application Permissions.</p> <p>Must also have <b>User Role</b>.</p>

ROLE	ACCESS
<p><b>System Administrator</b></p> 	<p>Access to all features and menus, including <i>Settings</i> for the installation (<b>Setup-&gt;System-&gt; Settings</b>) and <i>Settings</i> for Online eSign (<b>Setup-&gt;Online eSign-&gt; Settings</b>) and the ability to set 'Import Key' attributes for an Entity.</p> 
<p><b>User</b></p> 	<p>Basic user functions for Data, Documents, Tracking and Workflow. Includes access to Coversheets.</p> <p>Access to specific Data, Documents and Workflow Plans dependent upon Entity and Application Permissions and Work Plan Rights.</p>
<p><b>Workflow Administrator</b></p> 	<p>Ability to design and manage Workflow Plans.</p> <p>Design Rights on existing Plans required to access them.</p> <p>Must also have <b>User Role</b>.</p>






## Identifi User Permissions


These permissions are assigned to Users and Groups at the following levels:

- Application
- Attribute
- Security Profile
- Entity Type
- Document Type

Security Exports showing which Users and Groups have these Permissions assigned are available from the [Application](#), [Entity](#) and [Document Type](#) management screens.

### Permission Descriptions

<b>Application, Attribute, Document Type &amp; Security Profile Permissions</b>	
<b>Add Note</b>	Allows Users to Add Notes on the document. Can also Delete their own Note. <i>Must also have View Note permission.</i>
<b>Change Note</b>	Allows Users to Delete Notes on the document. Note: <i>Must also have View Note permission.</i>
<b>Delete</b>	Allows Users to Delete the documents. Note: <i>Deletion is permanent</i>
<b>Download &amp; Print</b>	Allows Users to use the  <b>Download</b> and  <b>Print</b> features in Document Search to print a .pdf or download the document image(s).
<b>Index</b>	Allows Users access to edit attributes in the Indexing Panel within the Document Viewer and to mass modify documents using  <b>Index</b> in Document Search.
<b>Revise</b>	Allows Users access to the  <b>Upload</b>    <b>Rescan</b> features in the Document Viewer
<b>Set Security</b>	Allows Users to Set Security on the documents of a certain Document Type, within an Application or with a certain Attribute.
<b>View</b>	Allows Users to View the document. <i>Default</i>
<b>View Note</b>	Allows Users to access Notes Panel in Document Viewer and View Notes on the document.

<b>Entity Type Permissions</b>	
<b>Add Note</b>	Allows Users to Add Notes on the entity items. Can also delete or modify their Note. <i>Must also have View Note permission.</i> <b>Document Tracking:</b> Ability to Add Requirement level notes.
<b>Change Note</b>	Allows Users to delete and modify any Note on an entity item. Note: <i>Must also have View Note permission.</i> <b>Document Tracking:</b> Ability to delete and modify Requirement level notes.
<b>Create</b>	Allows Users to Create new items in the entity using  <b>Add</b> in the Data menu.
<b>Delete</b>	Allows Users to Delete entity items. Note: <i>Deletion is permanent</i> <b>Document Tracking:</b> Ability to <i>Delete</i> Requirements.
<b>Set Security</b>	Allows Users to Set Security on entity items.
<b>Update</b>	Allows Users access to modify details of entity items. <b>Document Tracking:</b> Ability to <i>Add</i> Requirements, Tracking Sets and Assigned Users. Access to override and adjust Requirement Status and Due periods.

## Other Permissions

**Analytics Report Rights:** Allows Users to see specific custom reports in **Analytics**.

- **None**- The report will not appear for the user.
- **Full**- User will be able view, print and export report
- **Read Only**- Same access as *Full* rights.
- **View Only**- Same access as *Full* rights.
- **Locked**- Same access as *Full* rights

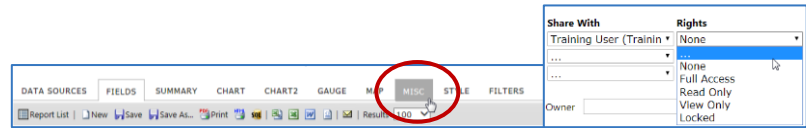
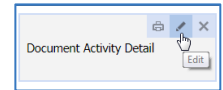
**Notes:**

Installations without this Custom Report feature will not see **Analytics** in the menu at all.

*Identifi's Analytics Platform is nearing the end of life. It is being replaced with a combination of new reporting features in the main product as well as new features that make custom reports obsolete. For additional information, please refer to this [article](#).*

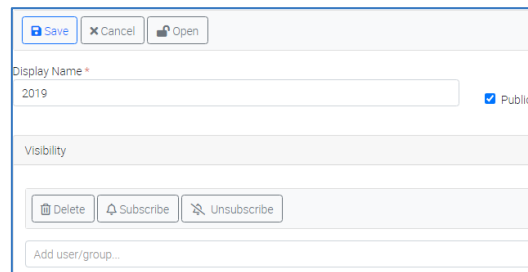
Click the **Edit** icon for the report from the main menu.

Rights are set under the **Misc** tab of the report.



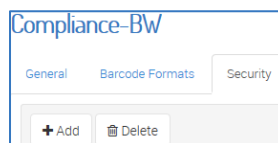
\*Note: Limit 3 Users per Report. Those with **Report Administrator Role** do not need to be granted rights, since that role allows users access to all reports.

**Public Smart Folder Visibility:** Allows Users to see Public Smart Folders and Subscribe to them

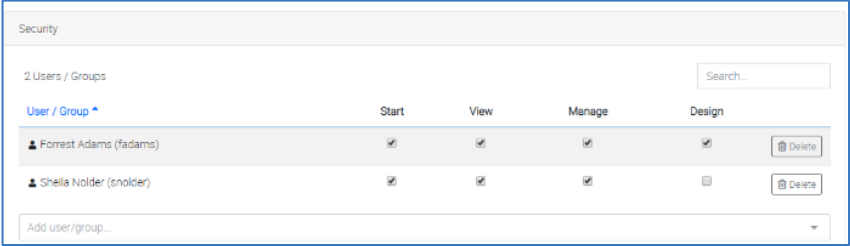
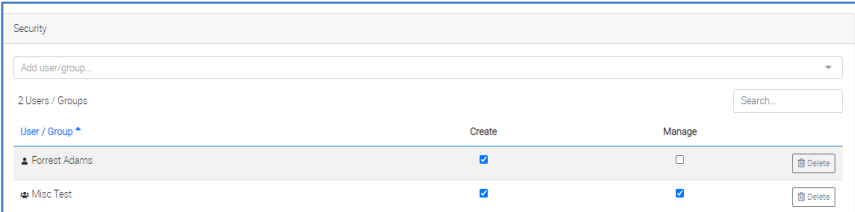


\*Visibility can be granted by users with the Administrator Role or the Smart Folder Administrator Role.

**Scan Plan Security:** Limits which Users will have access to use the Scan Plan.

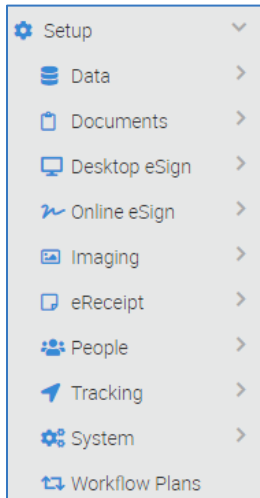


\*Note: Without any security assigned, the Scan Plan is available to all users with the **Batch Scanner Role**.

<p><b>Work Plan Permissions:</b> Determine what actions a User can take within a Workflow.</p> <ul style="list-style-type: none"> <li>• <b>Start-</b> Plan will appear in the Workflow <i>Start</i> menu</li> <li>• <b>View-</b> Plan and its steps will appear in Browse menu. User will also have the ability to run Workflow Reports on that Plan.</li> <li>• <b>Manage-</b> Plan and its steps will appear in Browse menu and User will be able to Reassign, change Priority, Terminate, and Resend Notifications for the Plan's items.</li> <li>• <b>Design-</b> Will be able to edit the Plan design and settings.</li> </ul>	 <p><i>*Must have <b>Administrator</b> or <b>Workflow Administrator</b> Role (with Design Permissions on the Plan) to access the Workflow Plans menu under Setup.</i></p>
<p><b>Online eSign Profile Permissions:</b> Determine which Profiles a User is able to select when creating a Package and what rights they have to the Package during its completion.</p> <ul style="list-style-type: none"> <li>• <b>Create-</b> Profile can be selected when creating new Packages.</li> <li>• <b>Manage-</b> User will be able to Reassign, Delete and edit the Packages sent using this Profile.</li> </ul>	

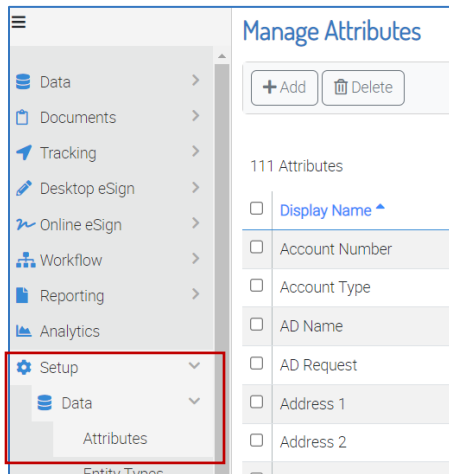
## OTHER ADMINISTRATOR FUNCTIONS

### SETUP MENU



Administrative settings and configurations for all features of Identifi are found under **Setup** in the main menu.

### Setup - Data - Attributes



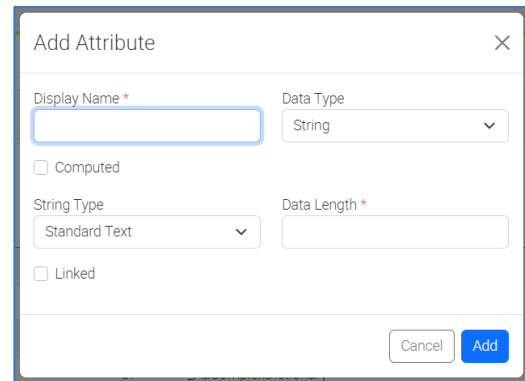
Allows Users to **Add** new attributes and **Delete** or modify existing attributes.



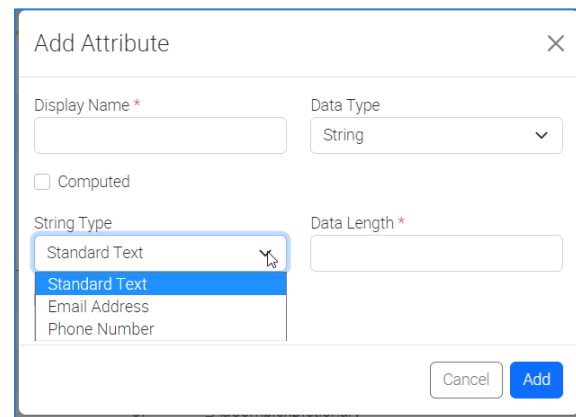
## Adding an Attribute

Select  from the top menu.

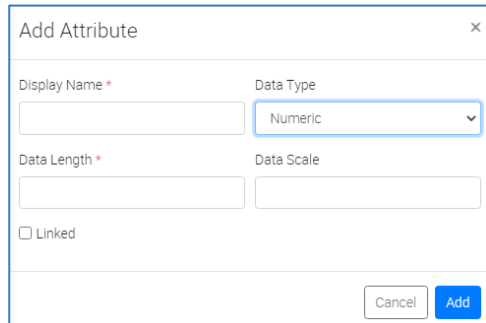
1. Enter a **Display Name** for the attribute.
2. Select the **Data Type**.



- For **String**, enter the following:
  - Select the **String Type** from the drop down
  - **Data Length**

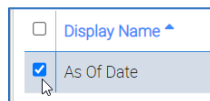




- For **Numeric**, enter the following:
  - **Data Length**
  - **Data Scale**

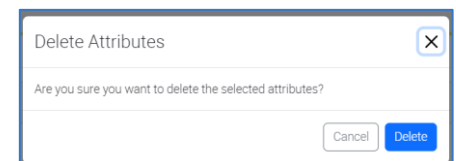


3. Place a check in the appropriate boxes if the attribute will be **Computed** or **Linked**.

## Deleting an Attribute



Place a check in the box next to the attribute to be deleted and select  from the top menu, then confirm by clicking .

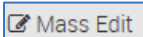



## Modifying an Attribute

Open an Attribute's details by clicking its Display Name.

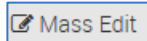
Under the **General** tab, select  to open the fields and make changes.

Under the **Document Types** tab, the attribute can be **added** to, or **deleted** from a document type.

 **Mass Edit** Allows a User to change the settings for the attribute on several Document Types simultaneously.

1. Place check marks next to all documents to be affected.
2. Make necessary changes and select 

Under the **Value Security** tab, User access can be assigned based on an attribute value.



Allows a User to apply security to more than one Attribute value simultaneously.



## Setup - Data - Entity Types

Internal Name	Singular Name
<input type="checkbox"/>	Account
<input type="checkbox"/>	Customer
<input type="checkbox"/>	Employee
<input type="checkbox"/>	Events
<input type="checkbox"/>	HardwareOfficeSupplies
<input type="checkbox"/>	PropertyCollateral
<input type="checkbox"/>	Technology

Allows Users to **Add** or **Import** new Entity Types, as well as modify, **Delete**, or **Export** existing ones.



Entity Permission security as assigned to Users/Groups is also available here.

### Adding an Entity Type


Select  from the top menu and enter the name of the new Entity Type in the **Singular Description** field. Enter the plural form of the name in **Plural Description** and click .

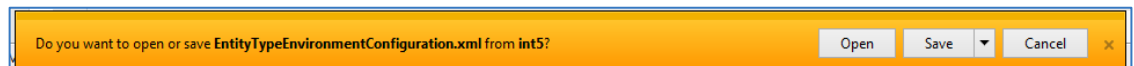
Attributes, User Roles and Relationships can then be added. See [Modifying an Entity Type](#) for details on these tabs.

## Deleting an Entity Type


Place a check in the box next to the entity type to be deleted and select  from the top menu, then confirm by clicking .

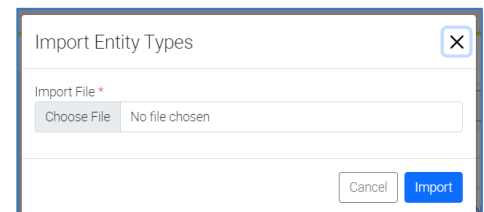
## Exporting an Entity Type

If planning to copy an Entity Type from another installation, users may click the  button to create the Entity Type's configuration .xml which can then be imported into the new Identifi installation.



## Importing an Entity Type

If copying an Entity Type from another installation, users may click the  button to select the configuration .xml.



## Modifying an Entity Type

Open an Entity Type's details by clicking its Internal Name.

Under the **General** tab, select  to open the fields and make changes

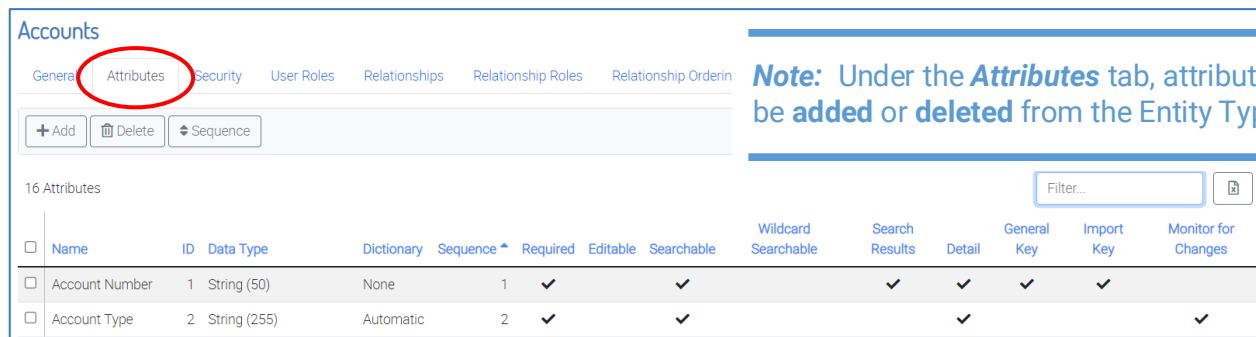
The **Singular** and **Plural Descriptions** can be edited here, however the **Internal Name** is created by the system when the Entity is initially created and cannot be modified. It is the Entity's name in the SQL table.

**Display Name Formula:** Determines how items are named when added to this Entity. It is a SQL formula made up of specific attributes associated with the item.

**Best Practice:** Copy the Display Name Formula from another Entity and replace the attributes as needed, being sure to leave all other characters and spaces intact.

**Example:** (COALESCE([DisplayStatic],[\_AccountNumber] + ' - ' + COALESCE([\_AccountType], ''))

Settings for attributes within the Entity can be adjusted under the **Attributes** tab.

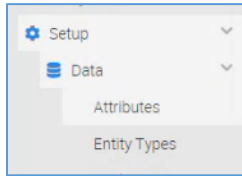


**Note:** Under the **Attributes** tab, attributes can be added or deleted from the Entity Type.

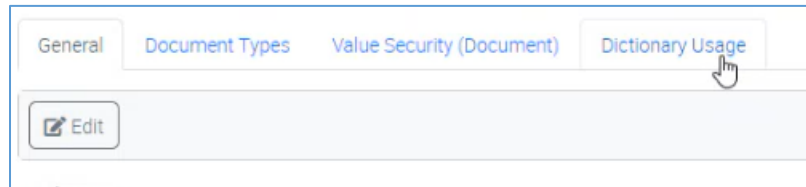
	Name	ID	Data Type	Dictionary	Sequence	Required	Editable	Searchable	Wildcard Searchable	Search Results	Detail	General Key	Import Key	Monitor for Changes
<input type="checkbox"/>	Account Number	1	String (50)	None	1	✓		✓		✓	✓	✓	✓	
<input type="checkbox"/>	Account Type	2	String (255)	Automatic	2	✓		✓			✓			✓

- **Data Type** – displays the data type of the attribute
- **Dictionary** – displays if there is a drop-down menu for the attribute during batch indexing and on the indexing panel
- **Sequence**- designates the position of the attribute on the *Data Detail* tab of an item in the Entity.
- **Required**- sets the attribute as required for new items added to the Entity.
- **Editable** – designates whether or not the attribute is editable.
- **Searchable**- enables the attribute to be searchable through Data Search.
- **Wildcard Searchable** – enables the attribute to be searchable using a partial term accompanied by an asterisk (\*).
- **Search Results** – displays if the attribute is shown as a column in Document Search.
- **Detail** – designates if the attribute is shown on the *Indexing Panel* of a document stored in the Application (“Detail Visible”).
- **General Key**- triggers Trak to look for this attribute; sets the unique record for Work items.  
*Note: If the installation is enabled for the “Desktop eSign to Online eSign Bridge” feature, the General Key for that Entity will be set to “Receipt Number.”*
- **Import Key**- sets the unique attribute marked for import of the host data file.
- **Monitor for Changes**- enables the attribute, and all related attributes, to be updated as part of the Data Sync process.

## Enhanced Dictionary Maintenance: Viewing Dictionary Usage across the Application



The "Dictionary Usage" tab within Attributes allows for additional options.



This tab will display where, across both Entities and Applications, this Attribute is defined as a Manual Dictionary.

Branch

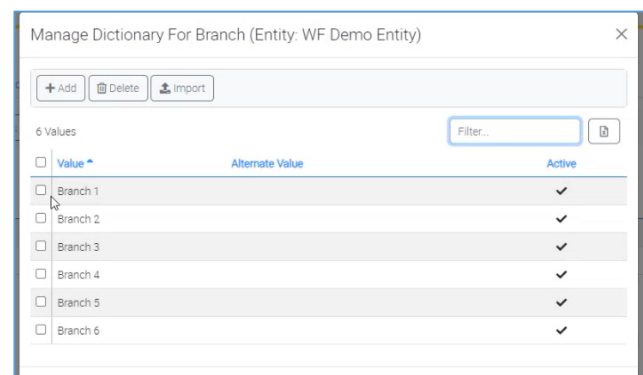
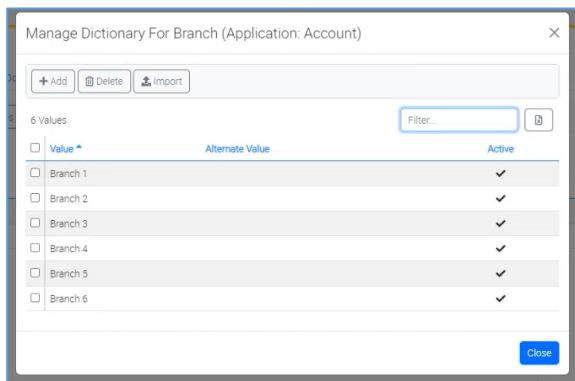
General Document Types Value Security (Document) Dictionary Usage

+ Mass Add Mass Delete Sync Values

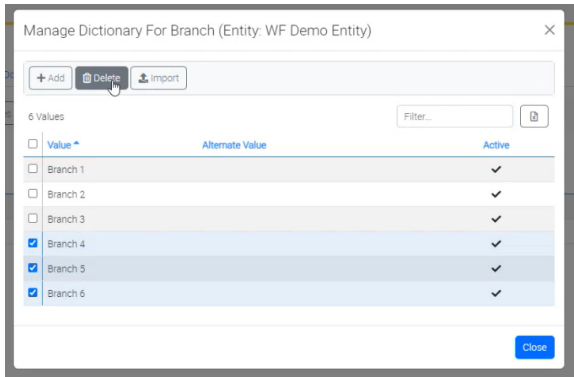
2 Items

<input type="checkbox"/>	Item Display Name	Item Type	Value Count
<input type="checkbox"/>	Account	Application	6
<input type="checkbox"/>	WF Demo Entity	Entity	6

Each Attribute can be opened to view the individual values for each specific area.

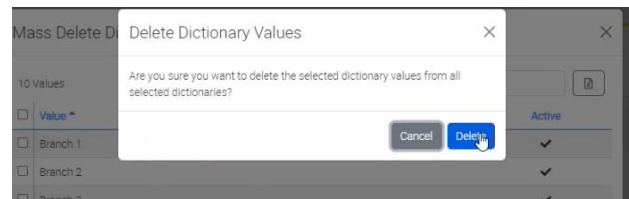
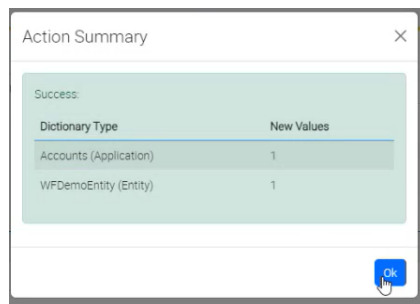
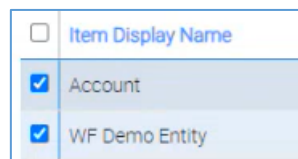
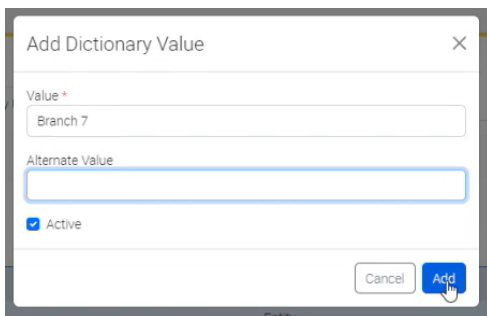


Changes made to one will not affect the Value Count of the other (i.e., in the example below, three Values were deleted from the Entity Dictionary, and it did not affect the Value Count in the Application Dictionary).

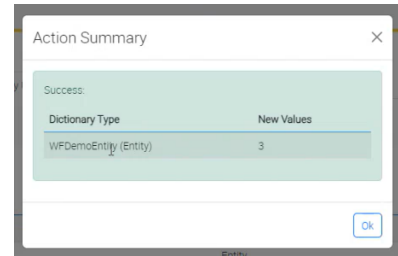
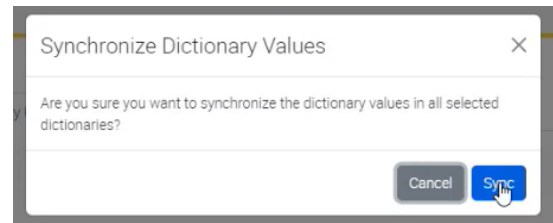
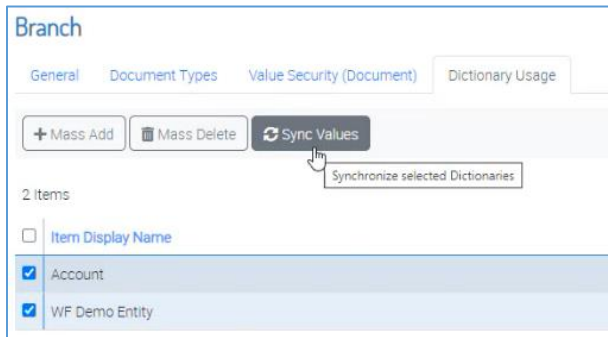


Item Type	Value Count
Application	6
Entity	3

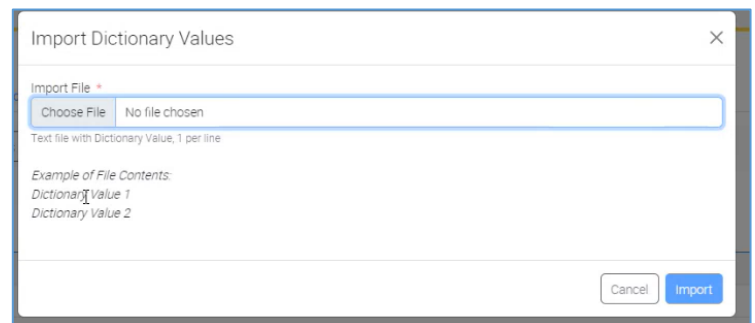
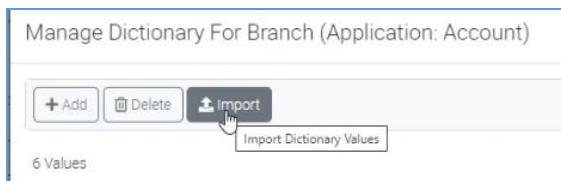
**Mass Add / Mass Delete** – Allows the User to add or delete values within the selected Dictionaries from the list.



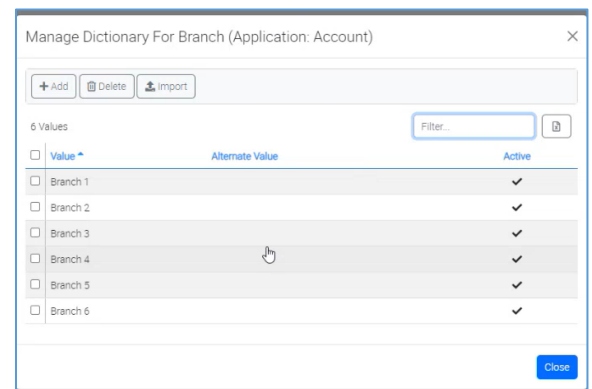
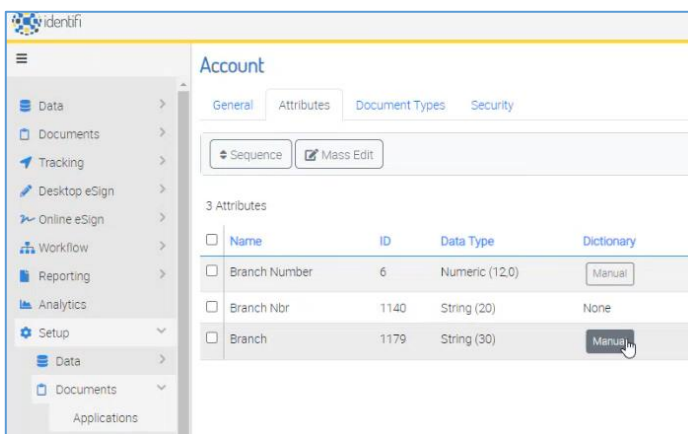
**Sync Values** – will synchronize the dictionary values in all selected dictionaries.



**Import Features:** Offers the ability to mass import Manual Dictionary Values using a text file.

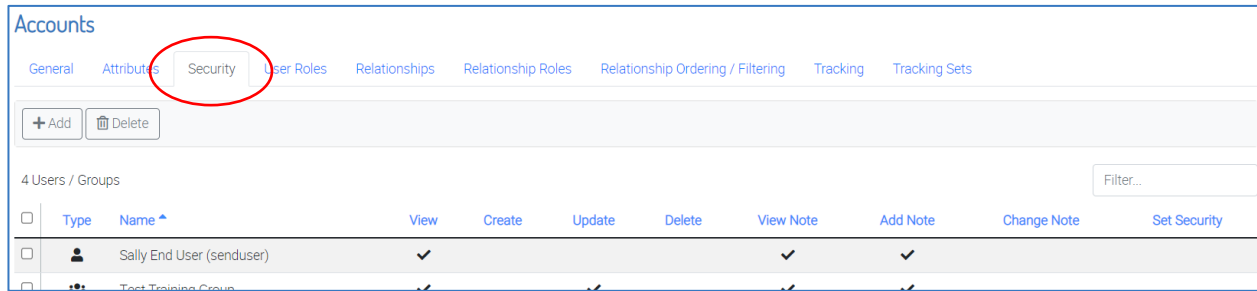


The import can also be performed from the “Manual” dictionary setting within the Application, under the Attributes tab:



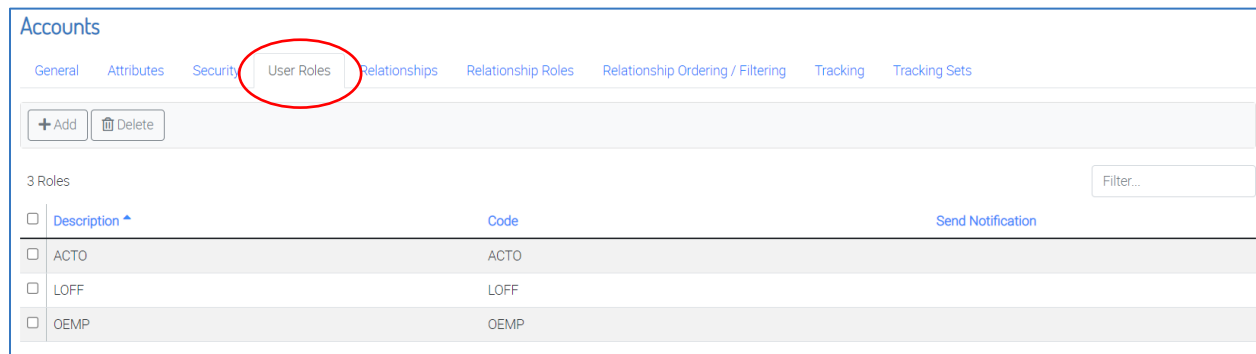


Under the **Security** tab, Users are granted Permissions for the items within the entity. For a description of each Permission, see [Identifi User Permissions](#).



The screenshot shows the 'Accounts' entity page with the 'Security' tab selected. The 'Security' tab is circled in red. Below the tabs, there are '+ Add' and 'Delete' buttons. The main content area shows '4 Users / Groups' with a 'Filter...' input. A table lists users with columns for checkboxes, Type, Name, View, Create, Update, Delete, View Note, Add Note, Change Note, and Set Security. The first row shows 'Sally End User (senduser)' with checkmarks in the View, Add Note, and Set Security columns.

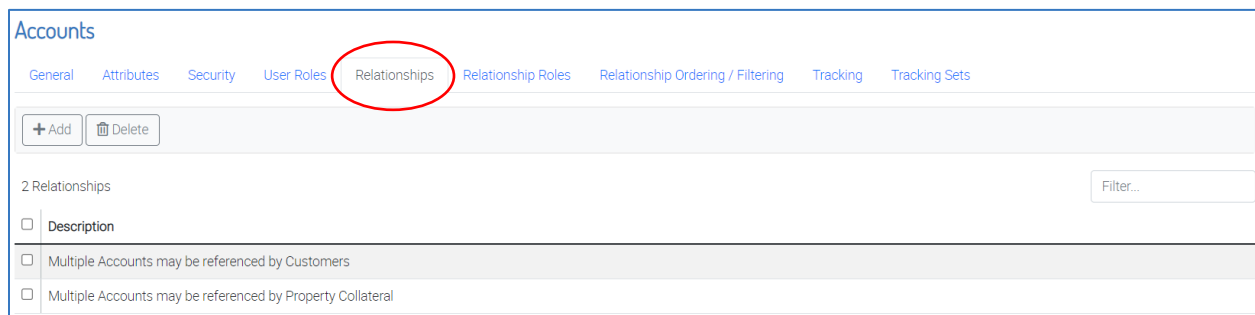
Under the **User Roles** tab, the User Roles associated with the Entity are listed. Additional User Roles can be added and existing roles deleted as well.



The screenshot shows the 'Accounts' entity page with the 'User Roles' tab selected. The 'User Roles' tab is circled in red. Below the tabs, there are '+ Add' and 'Delete' buttons. The main content area shows '3 Roles' with a 'Filter...' input. A table lists roles with columns for checkboxes, Description, Code, and Send Notification. The rows are: ACTO (ACTO), LOFF (LOFF), and OEMP (OEMP).

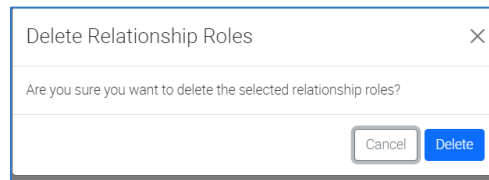
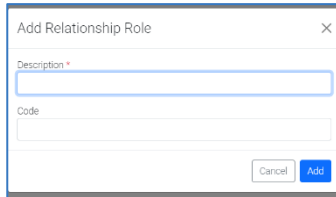
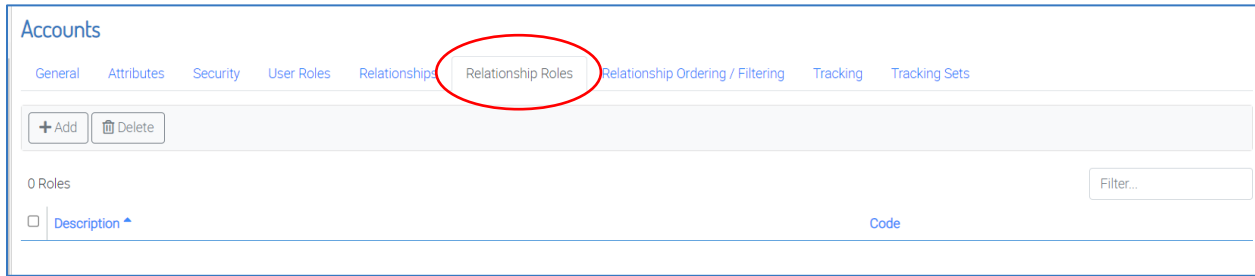
Under the **Relationship Tabs**, users can manage the Entity's relationship with other entities on the installation, User Roles and how the Entity items are ordered/filtered.

- Information from an entity item's related entities are displayed under the **Relationships** tab.

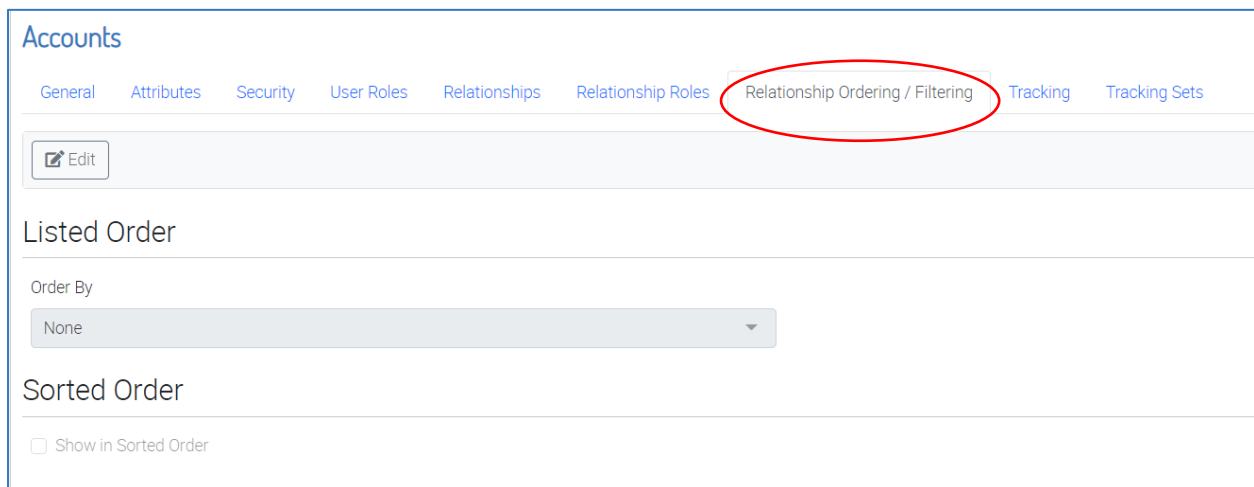



The screenshot shows the 'Accounts' entity page with the 'Relationships' tab selected. The 'Relationships' tab is circled in red. Below the tabs, there are '+ Add' and 'Delete' buttons. The main content area shows '2 Relationships' with a 'Filter...' input. A table lists relationships with columns for checkboxes and Description. The rows are: 'Multiple Accounts may be referenced by Customers' and 'Multiple Accounts may be referenced by Property Collateral'.

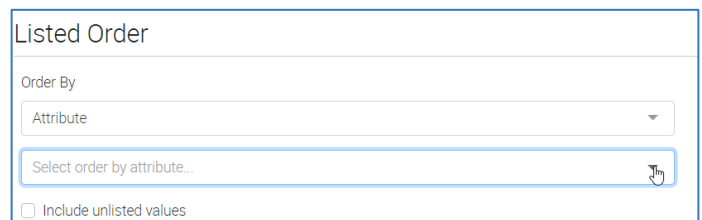
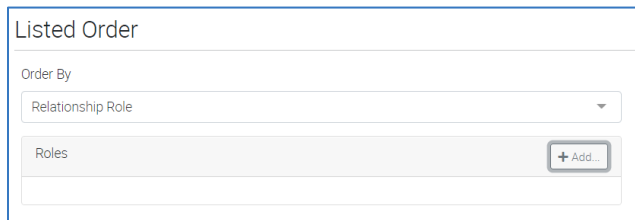
- Associated **Roles** and their descriptions are listed under the **Relationship Roles** tab. Additional Roles can be added and existing Roles deleted.



**Relationship Ordering/Filtering** settings determine what attributes are listed for the Related Entities and how they are ordered when viewing an entity item's details.



Select  to adjust the Listed Order by *Relationship Role* or *Attribute* and use a check mark to show in Sorted Order.



Sorted Order

Show in Sorted Order

Sorted Order + Add...

Under the **Tracking** tab, edit the data used for document tracking for the Entity by clicking

Accounts

General   Attributes   Security   User Roles   Relationships   Relationship Roles   Relationship Ordering / Filtering   **Tracking**   Tracking Sets

Edit

Enable Document Tracking for this Entity

Calculate Document Due Dates From  
 (Current System Date) ▼

Stop Recurring Documents When  
 (Not Set) ▼

The **Tracking sets** tab displays sets being tracked.


Accounts

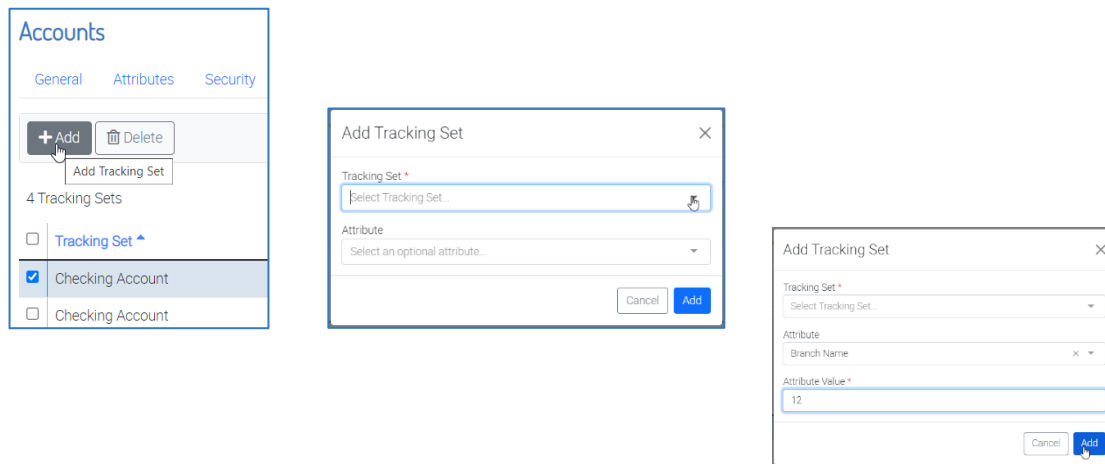
General   Attributes   Security   User Roles   Relationships   Relationship Roles   Relationship Ordering / Filtering   Tracking   **Tracking Sets**

+ Add Delete

4 Tracking Sets Filter...


<input type="checkbox"/> Tracking Set ▲	Attribute	Attribute Value
<input type="checkbox"/> Checking Account	(Account) Account Type	CK
<input type="checkbox"/> Checking Account	(Account) Major Type	CK
<input type="checkbox"/> Checking Account	(Account) Status	Open
<input type="checkbox"/> Mortgage Loan	(Account) Major Type	MTG

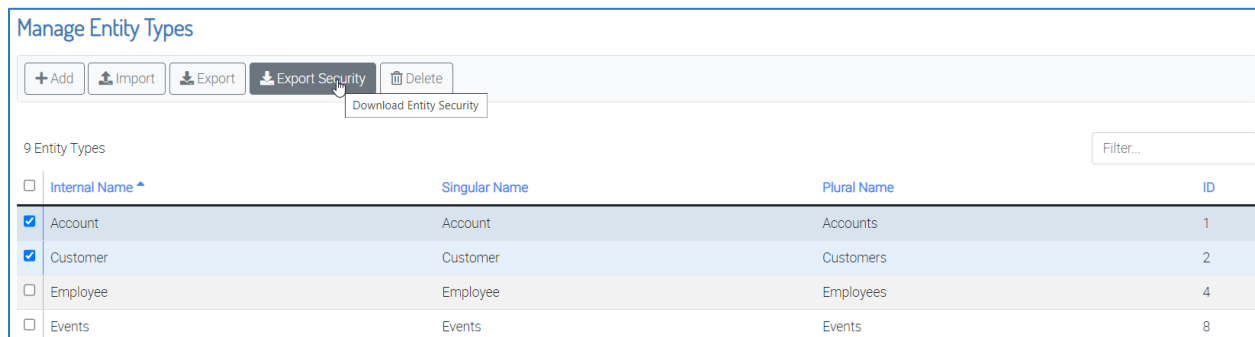
To add additional Tracking Sets, click  and then select the **Tracking Set** (required); additionally, select an **Attribute** (optional) and enter an **Attribute Value** (required if Attribute is selected).



For details on the *Tracking & Tracking Sets* tabs: [Document Tracking](#).

### Export Security for an Entity

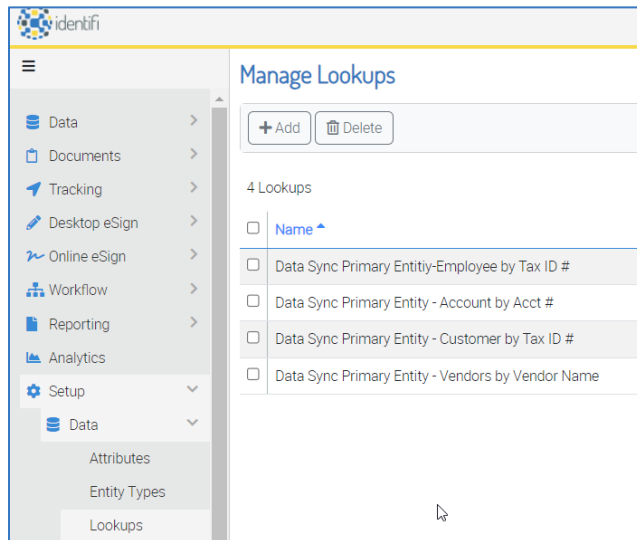
To export to Excel a list of all Users with access to Entities, select at least one Entity from the list and then click  .



The file will include Users, Groups and the specific Permissions granted to them for the Entity.

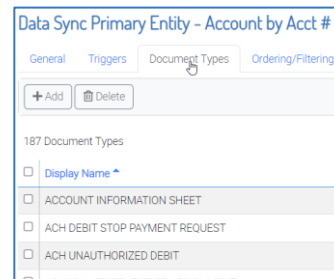
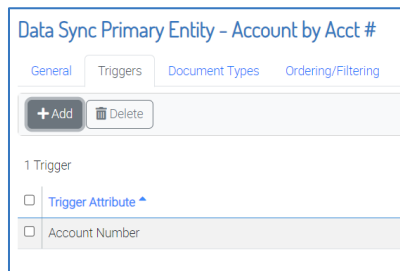
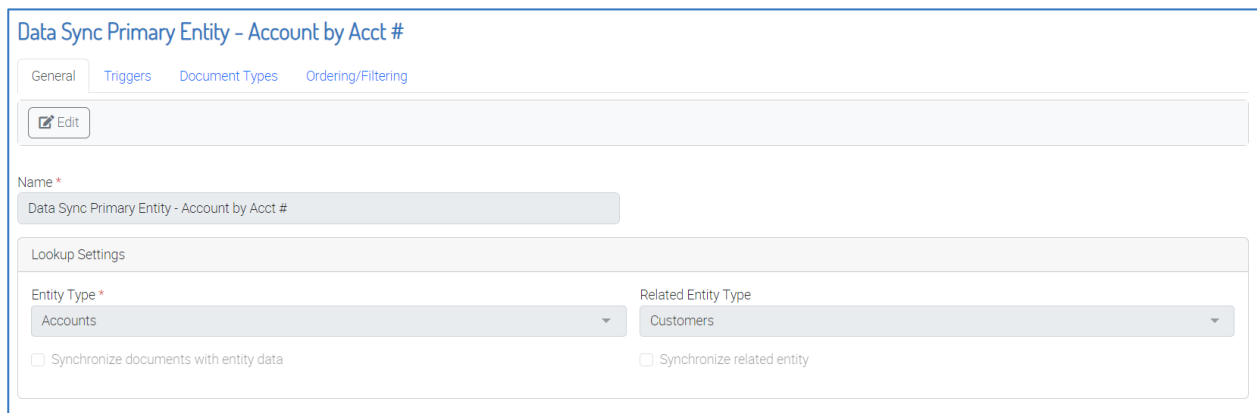
## Setup - Data- Lookups

Allows Users to **Add, Delete** and **Modify** Document Type Lookups.

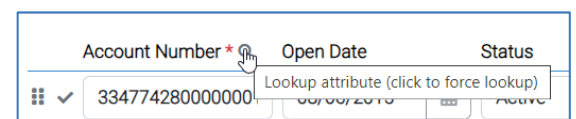


Lookups are associated with an Entity Type and can also be set to associate with that Entity Type's Related Entities.

The **Lookup Settings** determine what type of data is updated on documents as host data changes.



When assigned to a Document Type, the **Lookup Trigger** field is marked with a magnifying glass in the Indexing Panel, and associated fields are locked for editing.



The **Ordering/Filtering** tab is visible when the Lookup is enabled to synchronize related entity data. This allows the order and filter of the related entities that are returned and displayed as part of the lookup.

Data Sync Primary Entity - Account by Acct #

General Triggers Document Types **Ordering/Filtering**

Edit

Listed Order

Order By

Relationship Role

Roles

TAX (TAX)
OWN (OWN)
SIGN (SIGN)
LNCO (LNCO)
DBA (DBA)
GUAR (GUAR)
TRST (TRST)
CUST (CUST)
GRDN (GRDN)

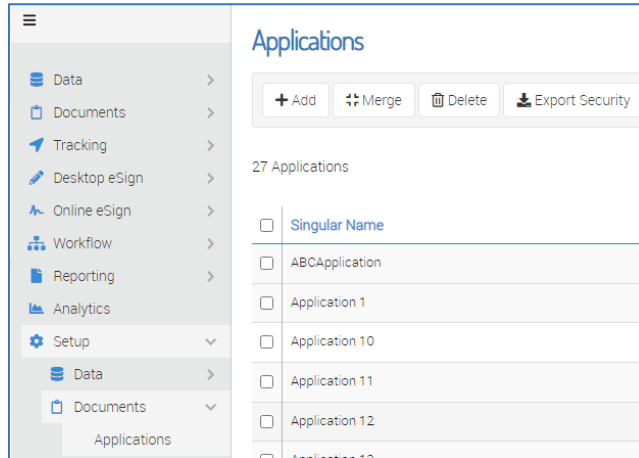
Include unlisted values

Sorted Order

Show in Sorted Order

Sorted Order

## Setup- Documents-Applications

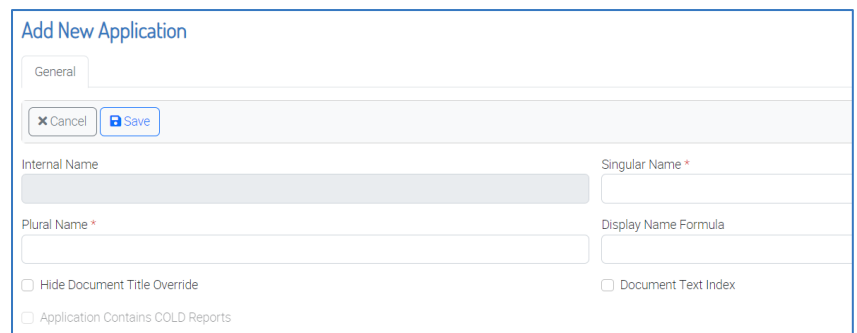



Allows Users to **Add** new Applications, as well as modify, **Delete**, or **Merge** existing ones.

### Adding an Application

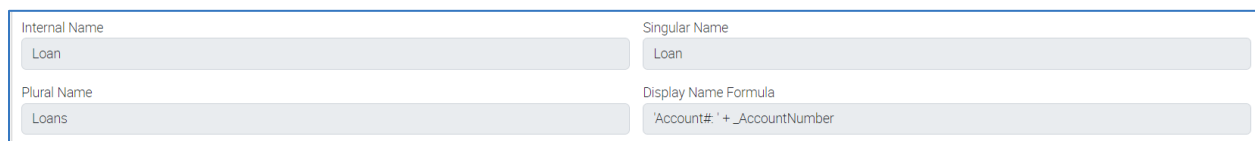
Select  from the top menu.

Enter the name of the new Application in the **Singular Name** field and the plural form of the name in **Plural Name**. If the Application will be document text indexed and/or will contain COLD Reports, select the appropriate check boxes.




When finished, click .

The **Internal Name** will be automatically created by the system and is the Application's name in the SQL table.



## Deleting an Application

Place a checkmark next to the Application that will be removed, then select  from the top menu.


<input type="checkbox"/>	ID	Singular Name ^	Plural Name
<input type="checkbox"/>	1	Compliance	Compliance
<input checked="" type="checkbox"/>	2	Customer	Customers

Then click  in the dialogue box.

Delete Applications ✕

Are you sure you want to delete the selected applications?

## Merging Applications

Place a checkmark next to the Application that will be 'absorbed', then click  from the top menu.

In the dialogue box, select the target Application from the dropdown menu and click .

Merge Applications ✕

WARNING: Clicking 'Merge' will permanently merge the selected Applications into the Target Application. Also, eSign forms using the Merge Application will be updated to use the Target Application.

Choose a target application to merge into:

Compliance ▼

## Modifying an Application

Open an Application's details by clicking its Name .

Under the **General** tab, select  to open the fields and make changes.

Compliance

General Attributes Document Types Security

Internal Name Singular Name \*

Compliance Compliance

Plural Name \* Display Name Formula

Compliance ltrim(rtrim(coalesce(\_Ven

Hide Document Title Override  Document Text Index

Application Contains COLD Reports

Click  when finished.



The **Singular** and **Plural Names** can be edited here, however the **Internal Name** is created by the system when the Application is initially created and cannot be modified. It is the Application's name in the SQL table.

**Display Name Formula:** Determines how documents stored in this Application will be titled. It is a SQL formula made up of a document type and other attributes associated with the application.

Display Name Formula \*

**Best Practice:** Copy the Display Name Formula from another Application and replace the attributes as needed, being sure to leave all other characters and spaces intact.

**Example:** `Itrim(rtrim(coalesce(_VendorName, '') + DocumentTypeDisplayName + ' ' + coalesce(convert(varchar, _DocumentDate, 111), '') + ' ' + coalesce(convert(varchar, _ExpirationDate, 111), 'No Exp.')))`

Hide Document Title Override


**Hide Document Title Override:** Checking this box hides the Document Title Override field from appearing in the indexing panel for documents stored in the Application. Anything entered in the Document Title Override field replaces the automatic titling of the document based on the Application's Display Name Formula.

This file starts a new document

Sticky Mode  
Attributes

Document Title Override (optional)

Document Type \*  
Select Document Type



Under the **Attributes** tab, the list of attributes associated with the Application is presented. This list is populated based on the attributes on the Document Types that make up the Application.

Settings for attributes within the Application can be adjusted here:

Compliance

General **Attributes** Document Types Security

Sequence Mass Edit

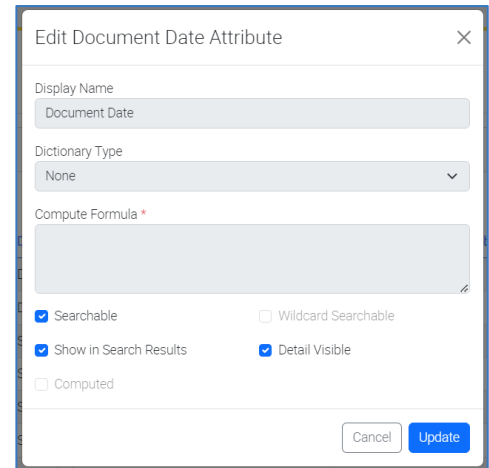
24 Attributes Filter...

Name	ID	Data Type	Dictionary	Sequence	Searchable	Wildcard Searchable	Show In Search Results	Detail Visible	Computed	Multivalued
Document Date	62	DateTime	None	1	✓		✓	✓		

*As Document Types are added, their Attributes are added to the Application. Likewise, when a Document Type is removed, its unique Attributes are removed from the Application.*

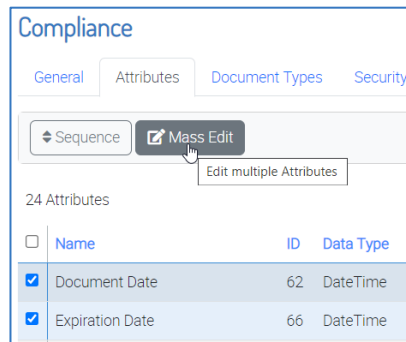
- **Data Type**- displays the Data Type of the attribute, not typically modified here.
- **Dictionary**- displays whether the attribute has a dictionary value (drop-down menu for the attribute during batch indexing and on the indexing panel.)

- **Sequence**- designates the position of the attribute on the *Indexing Panel* of a document stored in the Application. Attributes can be reordered here.
- **Searchable**- enables the attribute to be searchable through Document Search.
- **Wildcard Searchable**- enables the attribute to be searchable by entering a partial term with an asterisk.
- **Show in Search Results**- enables the attribute to show as a column in Document Search.
- **Detail Visible**- enables the attribute to be shown on the *Indexing Panel* of a document stored in the Application.
- **Computed**- indicates if an attribute has a computed formula associated with it. This field cannot be changed without adding or removing a computed formula from the attribute.
- **Multi Value**- indicates if an attribute is part of a multi value group, not typically modified here



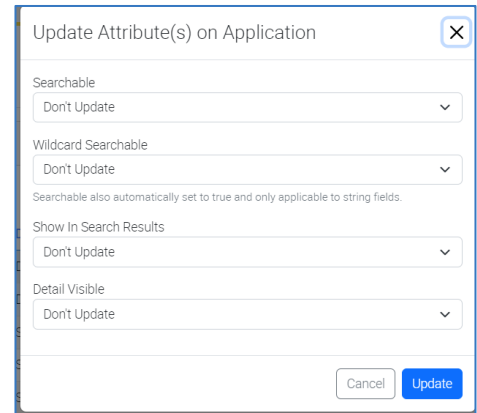
Dialog box titled "Edit Document Date Attribute" with fields for "Display Name" (Document Date), "Dictionary Type" (None), and "Compute Formula". It includes checkboxes for "Searchable", "Show in Search Results", "Detail Visible", "Wildcard Searchable", and "Computed". Buttons for "Cancel" and "Update" are at the bottom right.

Changes can be made to multiple Attributes within an Application by selecting the Attributes and selecting

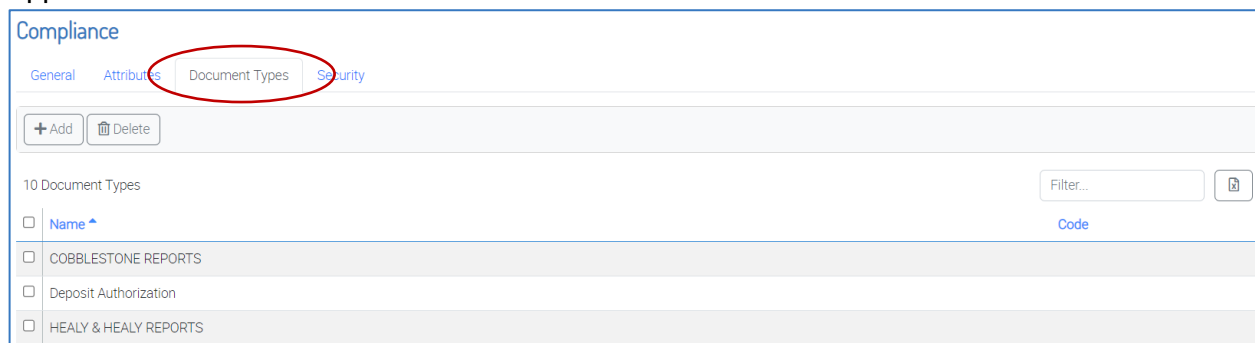
Application interface showing the "Attributes" tab. A "Mass Edit" button is highlighted with a tooltip that says "Edit multiple Attributes". Below is a table of 24 attributes:

<input type="checkbox"/>	Name	ID	Data Type
<input checked="" type="checkbox"/>	Document Date	62	DateTime
<input checked="" type="checkbox"/>	Expiration Date	66	DateTime



Dialog box titled "Update Attribute(s) on Application" with dropdown menus for "Searchable", "Wildcard Searchable", "Show In Search Results", and "Detail Visible". A note states: "Searchable also automatically set to true and only applicable to string fields." Buttons for "Cancel" and "Update" are at the bottom right.

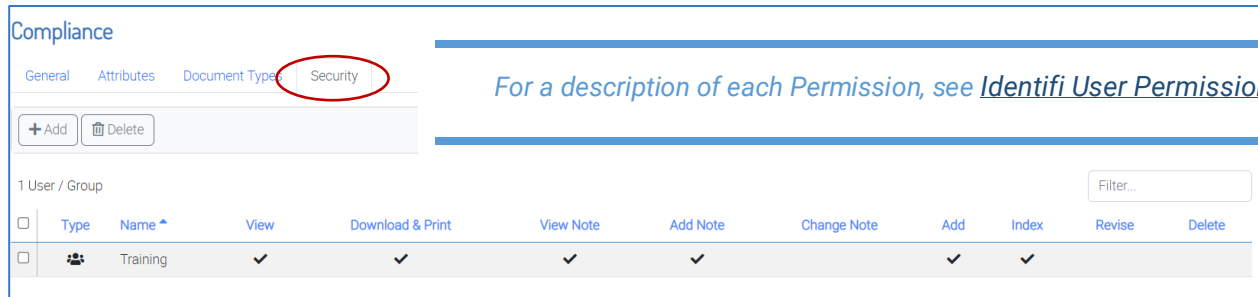
Under the **Document Types** tab, Document Types can be **added** to, or **deleted** from the Application



Application interface showing the "Document Types" tab. The "Document Types" tab is circled in red. Below are buttons for "+ Add" and "Delete". A list of 10 document types is shown:

<input type="checkbox"/>	Name ^
<input type="checkbox"/>	COBBLESTONE REPORTS
<input type="checkbox"/>	Deposit Authorization
<input type="checkbox"/>	HEALY & HEALY REPORTS

Under the **Security** tab, Users are granted Permissions for the Document Types within the Application. The permissions applied here extend to all documents stored in the Application, unless there is security set at the Doc Type or Attribute level.



Compliance

General Attributes Document Types **Security**

+ Add Delete

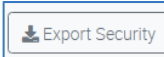
1 User / Group Filter...

<input type="checkbox"/>	Type	Name ^	View	Download & Print	View Note	Add Note	Change Note	Add	Index	Revise	Delete
<input type="checkbox"/>	👤	Training	✓	✓	✓	✓		✓	✓		

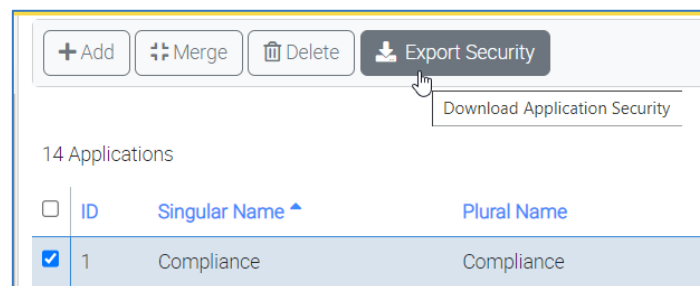
*For a description of each Permission, see [Identifi User Permissions](#)*

### Export Security for an Application

To export to Excel a list of all Users with access to Applications, select at least one Application from the list and then click "Export Security."



The file will include Users, Groups and the specific Permissions granted to them for the Application.



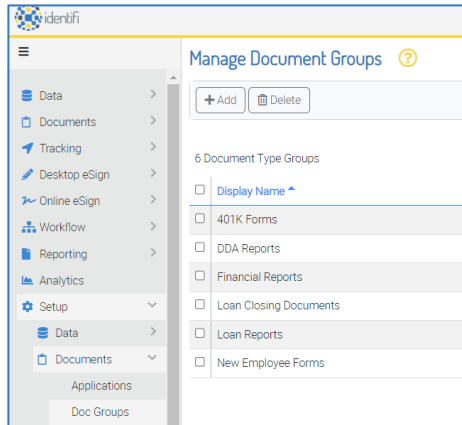
+ Add Merge Delete **Export Security**

Download Application Security

14 Applications

<input type="checkbox"/>	ID	Singular Name ^	Plural Name
<input checked="" type="checkbox"/>	1	Compliance	Compliance

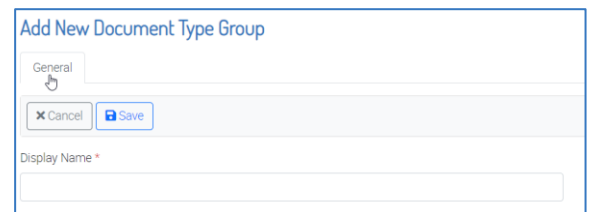
## Setup-Documents-Doc Groups



Allows Users to **Add** new Document Groups, as well as modify or **Delete** existing groups

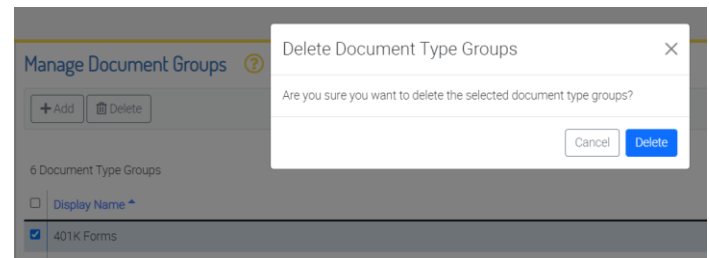
### Adding a Document Group

Select **+ Add** from the top menu. Enter a Display Name for the group and click **Save**. Once saved, Document Types can be added to the group under the **Document Types** tab (see *Modifying Document Groups* below).



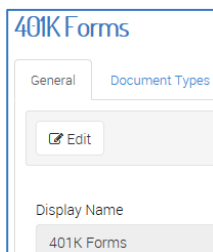
### Deleting a Document Group

Place a checkmark next to the Document Group to be removed, then select **Delete** from the top menu.



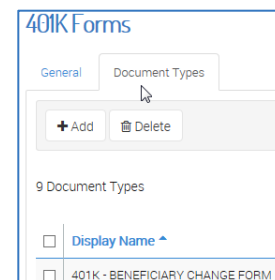
### Modifying a Document Group

Open a Document Group's details by clicking its Display Name.

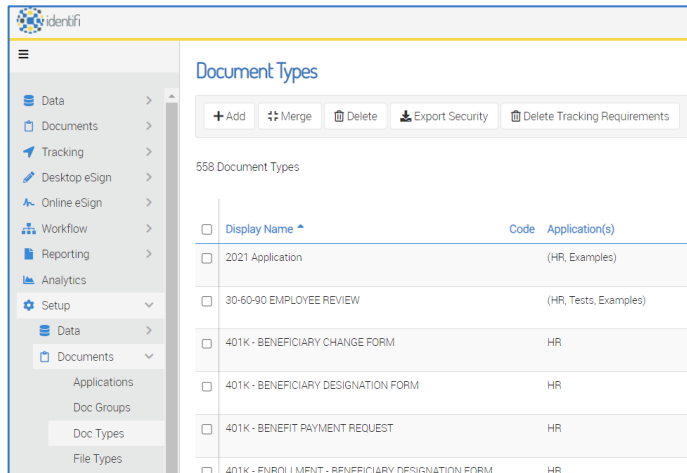


Under the **General** tab, the Display Name can be edited.

Under the **Document Types** tab, users can **Add** or **Delete** Document Types.

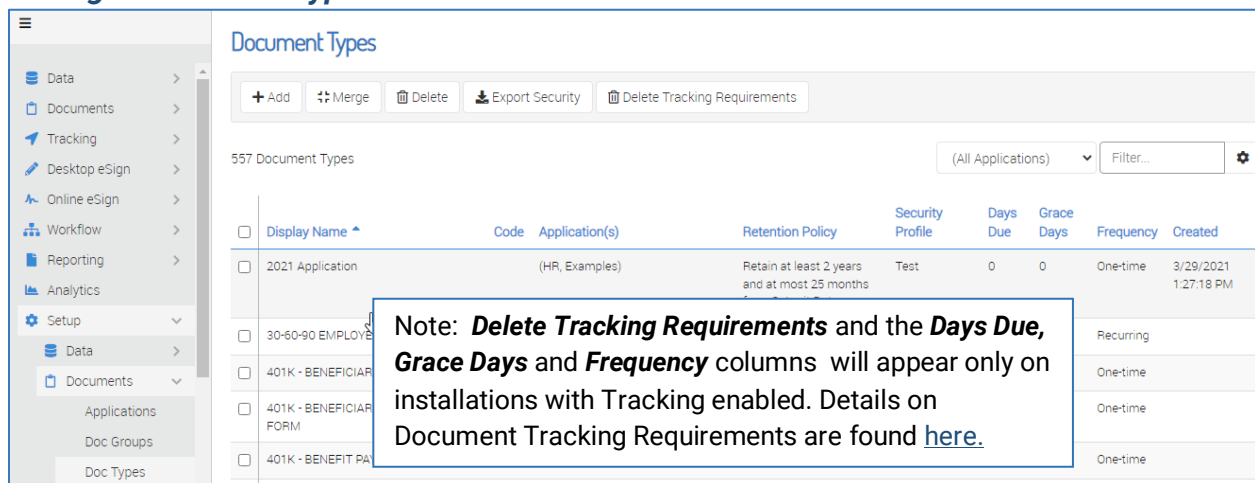



## Setup-Documents-Doc Types



Allows Users to **Add** new Document Types, as well as modify, **Delete**, or **Merge** existing ones.

## Adding a Document Type



Select  from the top menu.

Enter the Display Name of the Document Type and click




### Add Document Type

✖ Cancel 💾 Save

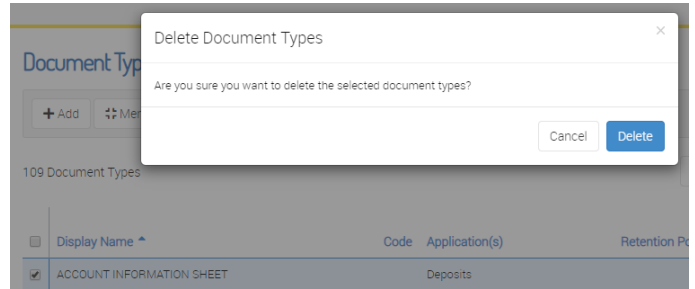
Display Name * <input style="width: 95%;" type="text"/>	Code <input style="width: 95%;" type="text"/>
Retention Policy (None)	Lookup (None)

Once saved, attributes and security can be added to the document type. Additionally, the document type can be added to Applications and Document Groups. See *Modifying Document Types* below. **Note:** For a shortcut, see [Cloning a Document Type](#).


## Deleting a Document Type


Place a checkmark next to the Document Type to be removed, then select  from the top menu.

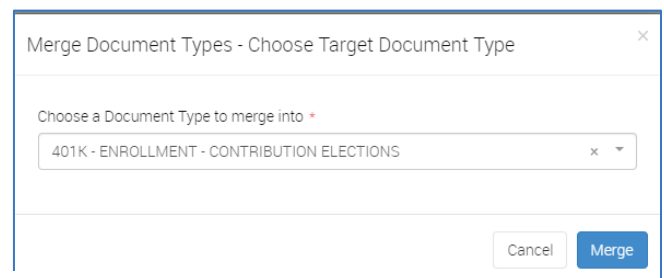
If documents are currently stored as the Document Type, the system will not allow it to be deleted.



## Merging Document Types



Place a checkmark next to the Document Type that will be 'absorbed', then click  in the top menu.

In the dialogue box, select the target Application from the dropdown menu and click .



*Note: This process does not move the Document Type into the target Document Type's Application.*

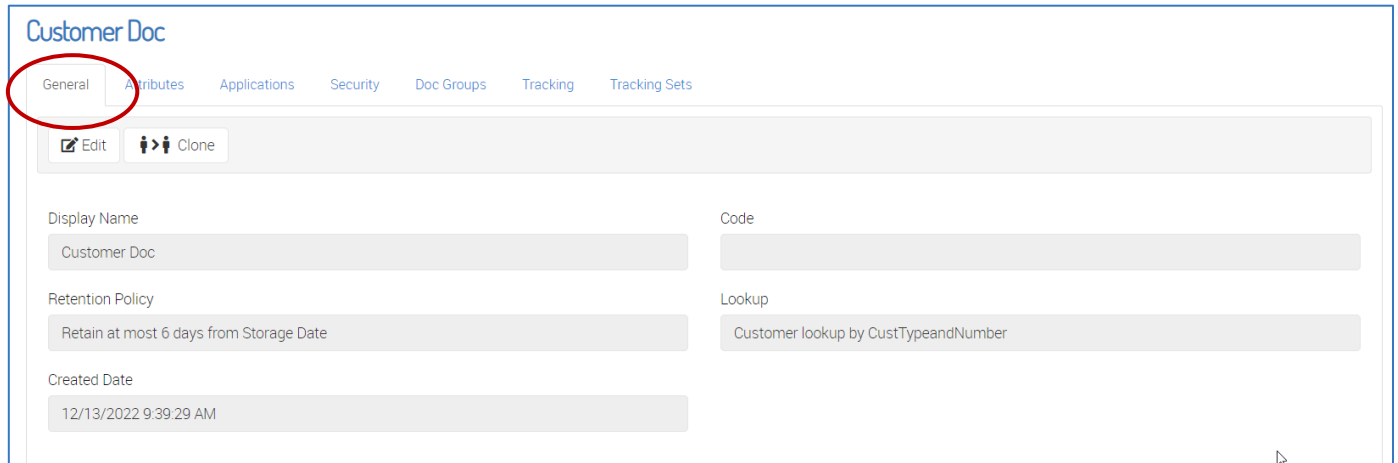
**Example:** Document Type **Authorization Form**, found in the Customer Application, is merged with the Document Type **Consent Form**, found in the HR Application. The result is one Document Type called **Consent Form**, found in both the Customer and HR Applications.

<input type="checkbox"/>	Title ^	Application	Document Type
<input type="checkbox"/>	 111111111 John Doe Consent Form 2017/09/12	HR	Consent Form
<input type="checkbox"/>	 222222222 Jane Doe Consent Form 2017/09/12	Customers	Consent Form

## Modifying a Document Type



Open a Document Type's details by clicking its Display Name.

Under the **General** tab, select  to open the fields and make changes.



Customer Doc

General **Attributes** Applications Security Doc Groups Tracking Tracking Sets

 Edit  Clone

Display Name: Customer Doc

Code: [Empty field]

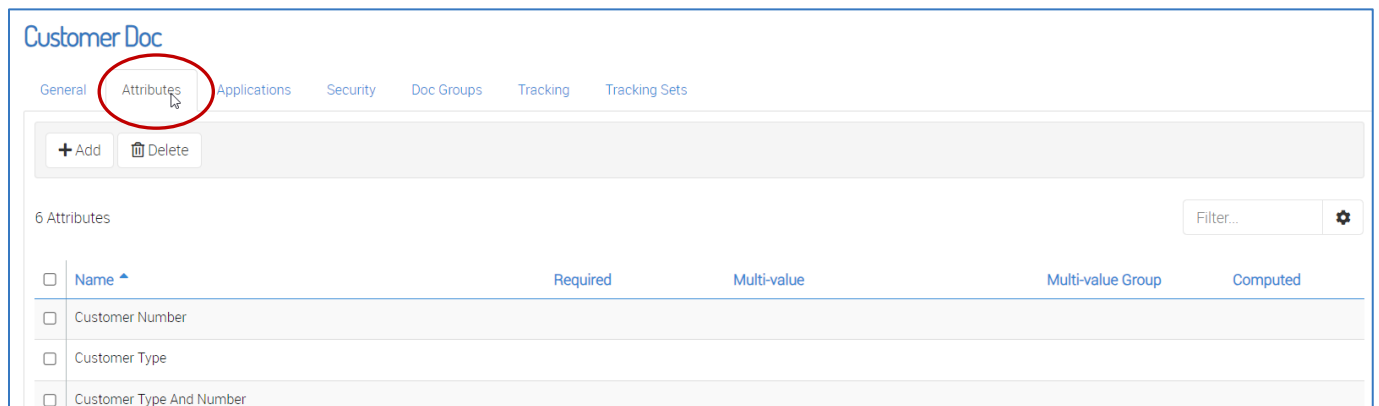
Retention Policy: Retain at most 6 days from Storage Date

Lookup: Customer lookup by CustTypeandNumber

Created Date: 12/13/2022 9:39:29 AM



**Note:** See [Cloning a Document Type](#) for details on that process.


Under the **Attributes** tab, the list of attributes on the Document Type is presented. Users can **Add** and **Delete** attributes here.



Customer Doc

General **Attributes** Applications Security Doc Groups Tracking Tracking Sets

 Add  Delete

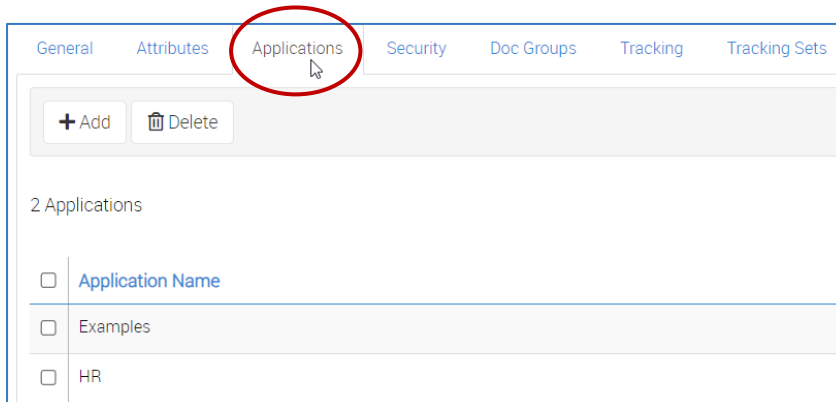
6 Attributes Filter... 

<input type="checkbox"/>	Name ^	Required	Multi-value	Multi-value Group	Computed
<input type="checkbox"/>	Customer Number				
<input type="checkbox"/>	Customer Type				
<input type="checkbox"/>	Customer Type And Number				

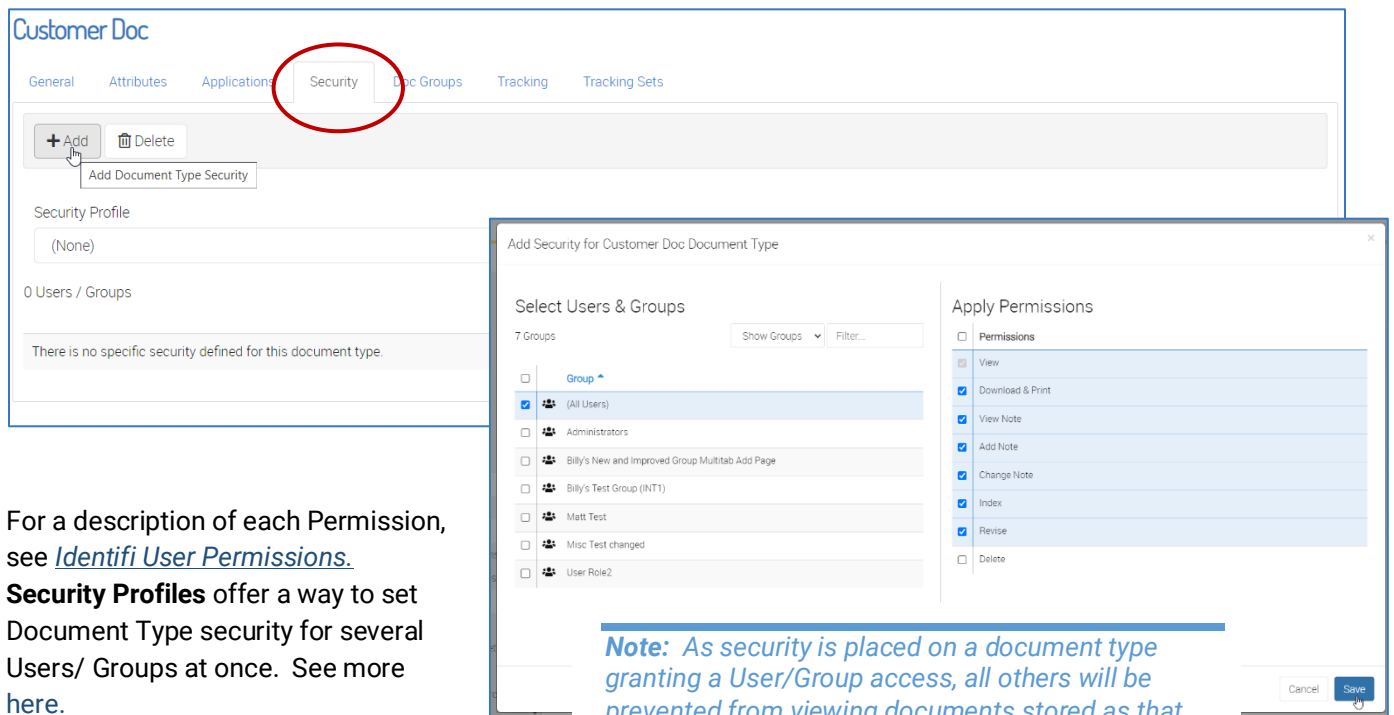
Settings for attributes within the Application can be adjusted here:

- **Required**- designates the attribute as required for indexing.
- **Multi Value**- indicates if an attribute is part of a multi value group
- **Multi Value Group**- indicates the multi value group the attribute belongs to
- **Computed**- indicates if an attribute has a computed formula associated with it

Under the **Applications** tab, Document Types can be **added** to, or **deleted** from Applications.



Under the **Security** tab, Users are granted Permissions for the document images stored as the Document Types. Without specific security set here, the documents are accessible based on the Doc Type's Application security settings.

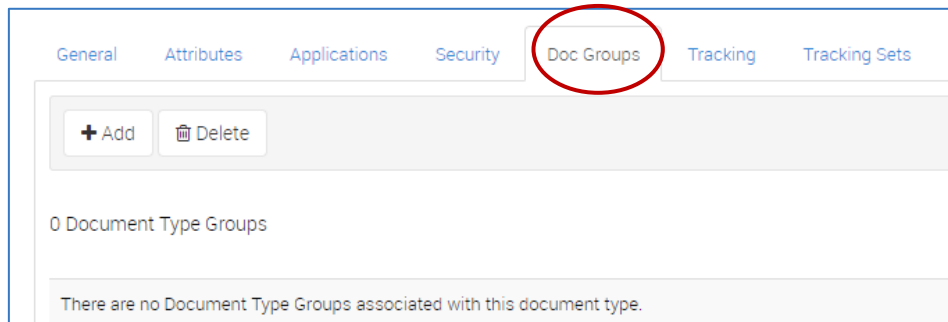


For a description of each Permission, see [Identifi User Permissions](#). **Security Profiles** offer a way to set Document Type security for several Users/ Groups at once. See more [here](#).

**Note:** As security is placed on a document type granting a User/Group access, all others will be prevented from viewing documents stored as that Doc Type. Therefore, if Document Type Security is used, all users/groups that need to be able to access the doc type must be added here.

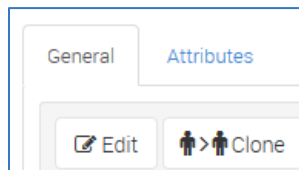


Under the **Document Groups** tab, the list of document groups that the Document Type belongs to is presented. Users can **Add** the document type to groups here, as well as **Delete** them from groups.




For details of the **Tracking** and **Tracking Sets** tabs, see [here](#).

### Cloning a Document Type



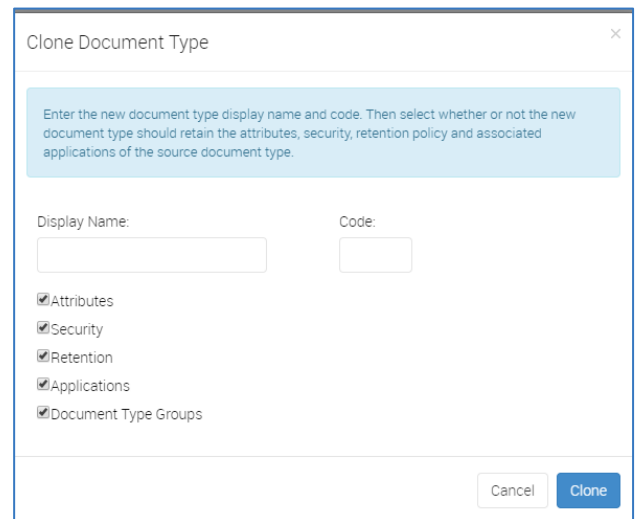
Document Cloning allows Users to quickly create a new Document Type, replicating the original document type's Application(s), Attributes, Retention, Security and Document Type Groups in a single step.

Under the **General** tab, select the  button.

Enter a Display Name for the new document type and, optionally, a short-hand Code.

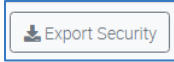
Click in the box for any of the settings that should *not* be copied on the new document type.

Click  and the new Doc Type will be saved.

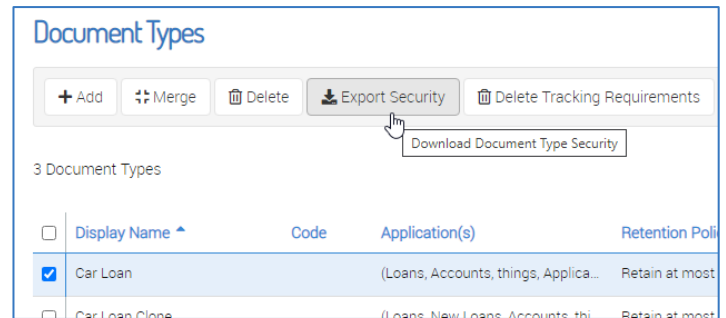


## Export Security for Document Types

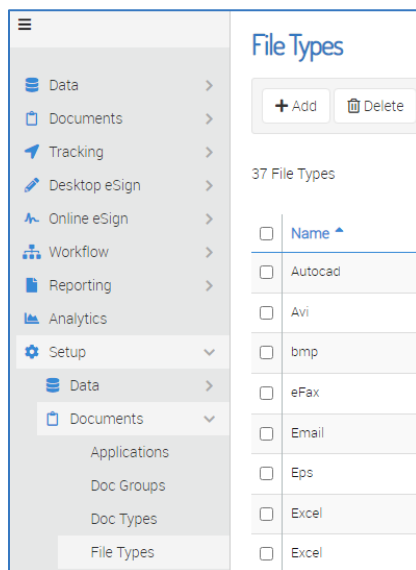
To export to Excel a list of all Users with access to Document Types, select at least one Document Type from the list and then click



The file will include Users, Groups and the specific Permissions granted to them for the Document Type.



## Setup - Documents-File Types



Many different types of files can be stored within Identifi and several are configured at the time of installation. In this menu, new file types can be added and existing ones can be deleted or modified.

## Adding a File Type

Click and fill in the required fields to configure additional file types.


**Add New File Type**

Name \*  Extension \*

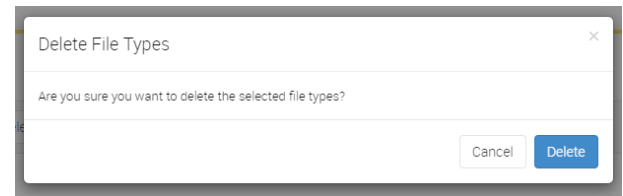
Mime Type \*

Full Text Index


## Deleting a File Type

Place a checkmark next to the File Type to be removed, then select .


If files are currently stored as the File Type, the system will not allow it to be deleted.



## Modifying a File Type

Click the Name of the file type to open its configuration details. Select  to make changes and then click **Save**.

### Autocad



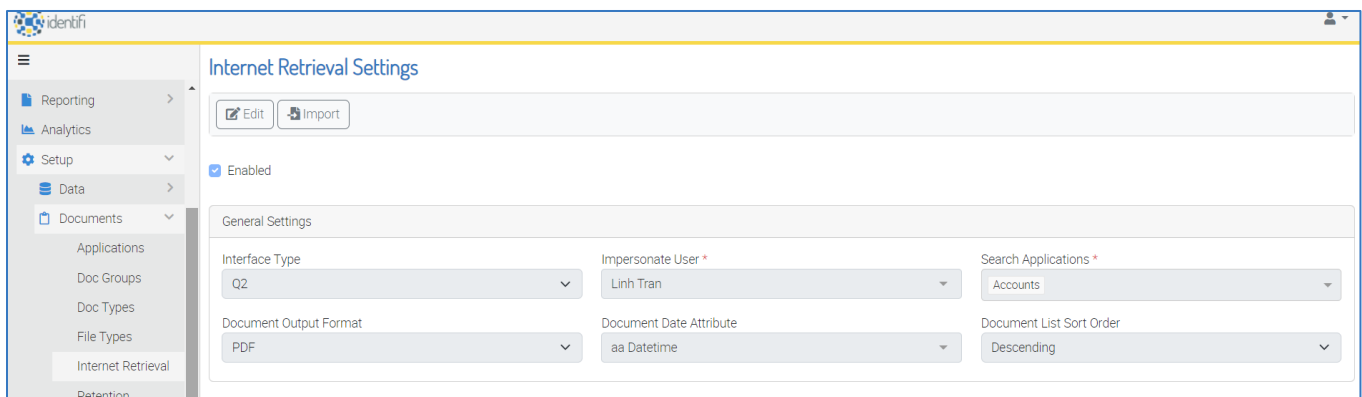
Name \*  Extension \*

Mime Type \*

Full Text Index

## Setup-Documents-Internet Retrieval

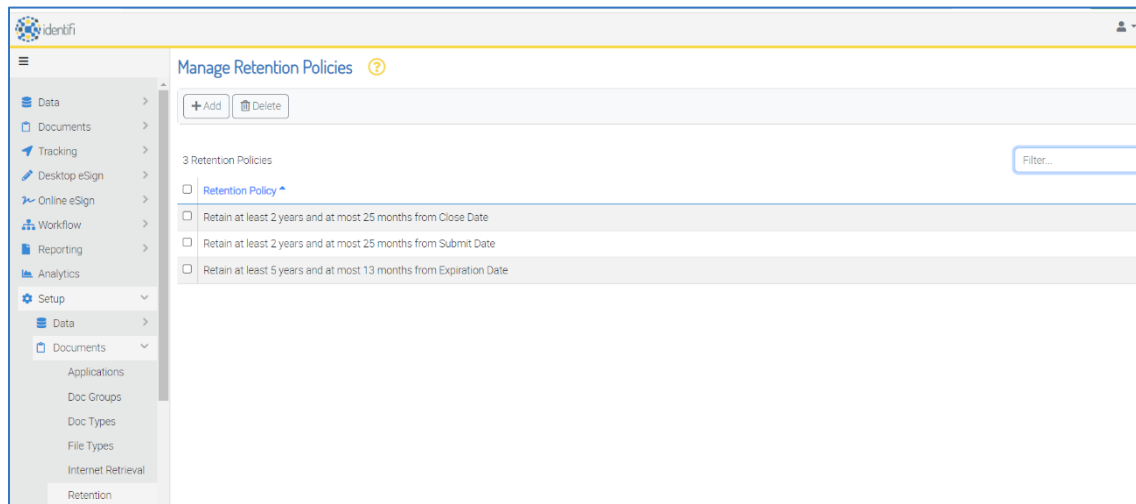
When the Internet Retrieval product is licensed on the installation, the configuration settings are found under the **Documents** menu.


 A screenshot of the "Internet Retrieval Settings" configuration page. The left sidebar shows a navigation menu with "Documents" expanded, listing "Applications", "Doc Groups", "Doc Types", "File Types", "Internet Retrieval", and "Retention". The main content area has a title "Internet Retrieval Settings" and two buttons: "Edit" and "Import". Below this is a checkbox labeled "Enabled" which is checked. Under "General Settings", there are three rows of dropdown menus:
 

- Interface Type: Q2
- Impersonate User \*: Linh Tran
- Search Applications \*: Accounts
- Document Output Format: PDF
- Document Date Attribute: aa Datetime
- Document List Sort Order: Descending

## Setup-Documents-Retention

Retention Policies for documents stored within Identifi are created and managed here.



Policies can be applied to multiple Document Types; however, a Document Type can have only one Retention Policy associated with it.

Retention can be based on any date attribute (i.e. Document Date, Storage Date, Close Date, etc.) and set in **Days**, **Months**, or **Years**.

### Creating a Retention Policy

Click  in the upper menu.

A policy can have two parameters, **At Least** and **At Most**, and it is a best practice to set both in order to prevent documents from being deleted in error.

- **Retain At Least** determines time frame in which the documents cannot be deleted.

*\*Note: a user with the Administrator Role is able to delete documents with an active Retention Policy.*

- **Retain At Most** will ensure the document is deleted with Retention Maintenance at the end of the period.

#### Add New Retention Policy

General

Retain at Least 1  Years ▾  
Indicates timeframe when documents cannot be deleted.

Retain at Most 13  Months ▾  
Indicates timeframe when documents are eligible for deletion by retention.

From Close Date ▾

**Note:** The policy above will prevent the documents from being deleted for one year from the Close Date and will allow the documents to be deleted with Retention Maintenance one year and one month after Close Date.

## Modifying a Retention Policy

<input type="checkbox"/>	Retention Policy ^
<input type="checkbox"/>	Retain at most 2 years from Storage Date

Click the title of a Retention Policy to see its details and make changes.

Under the **General** tab, click **Edit** to open the fields for changes.

Under the **Document Types** tab, Document Types can be added to or removed from the Retention Policy.

Use the drop-down box to select Document Types within a specific Application.

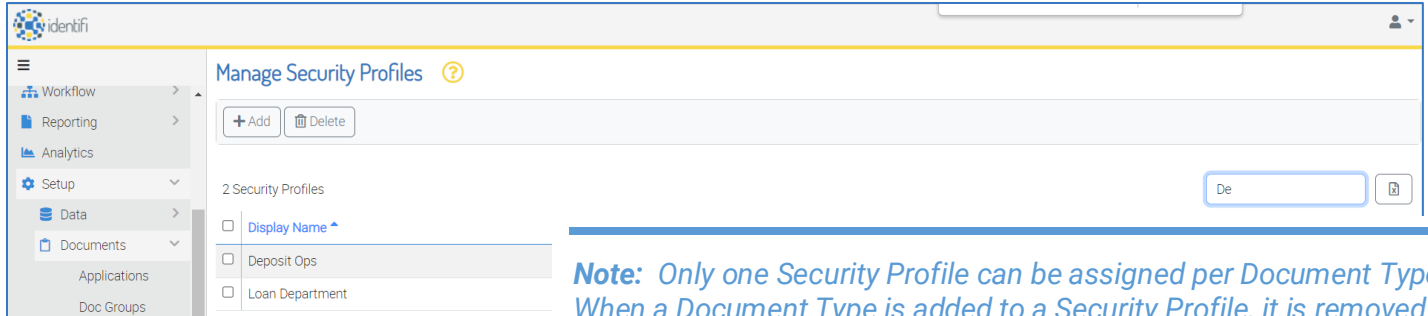
## Deleting a Retention Policy

Place a checkmark next to the Retention Policy to be removed, then click .

## Setup-Documents-Security Profiles


Security Profiles allow for complex security to be applied to Document Types, based on Permissions and involving multiple Users/Groups, with just a couple of steps.

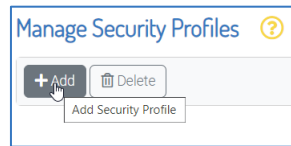
Administrators are able to **Add** new Security Profiles, as well as **Delete** or modify existing ones.



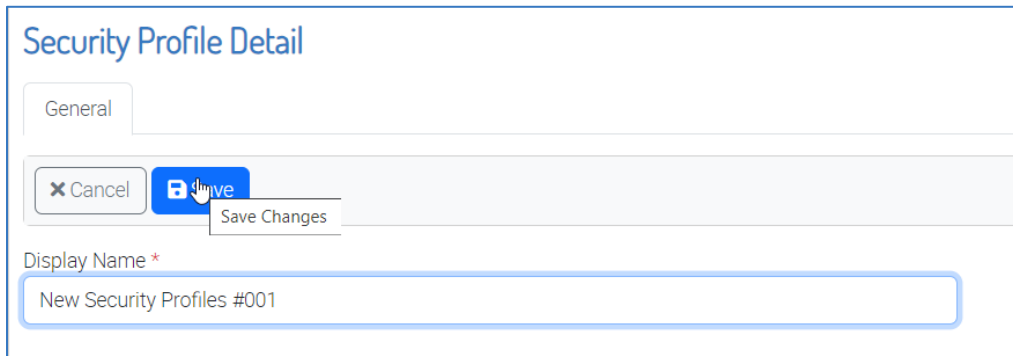
**Note:** Only one Security Profile can be assigned per Document Type. When a Document Type is added to a Security Profile, it is removed from any other Security Profiles

### Adding a Security Profile

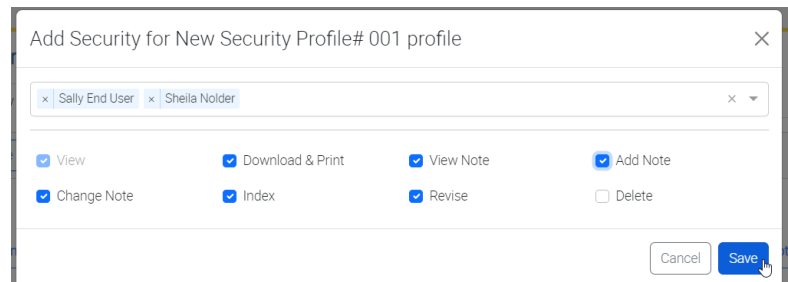
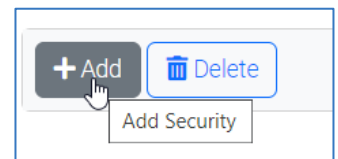
Click  in the upper menu.



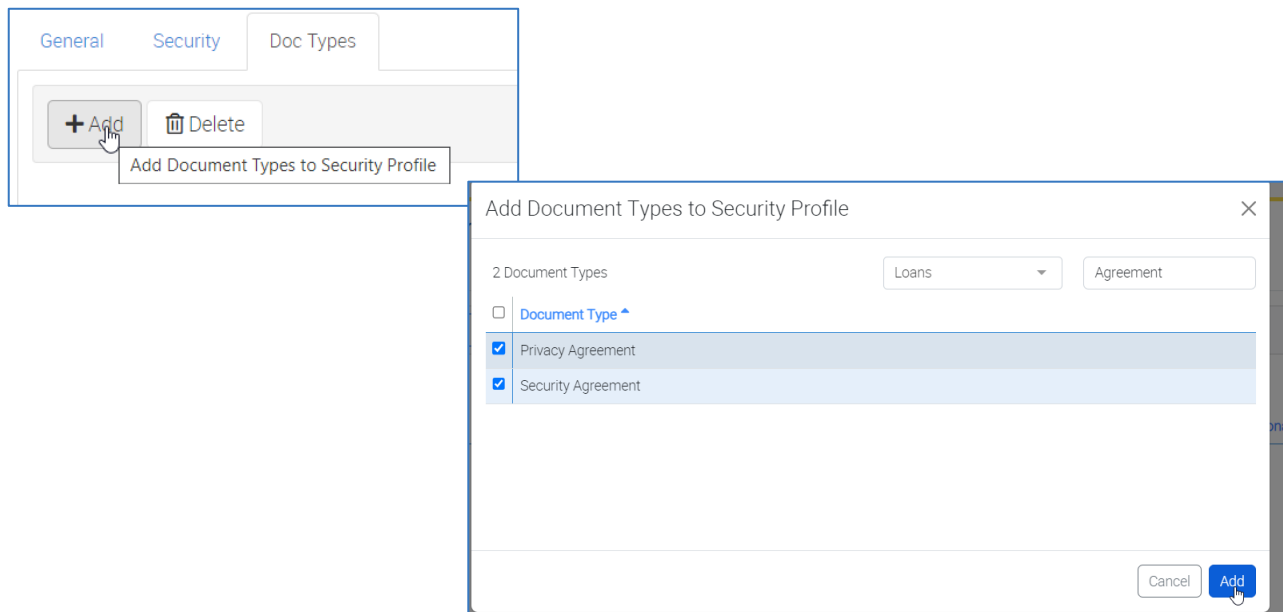
Enter a Display Name and select **Save**.



Under the **Security** tab, click **Add** to select Users/Groups and make the appropriate selections for their permissions to documents under this Security Profile. Click **Save**.

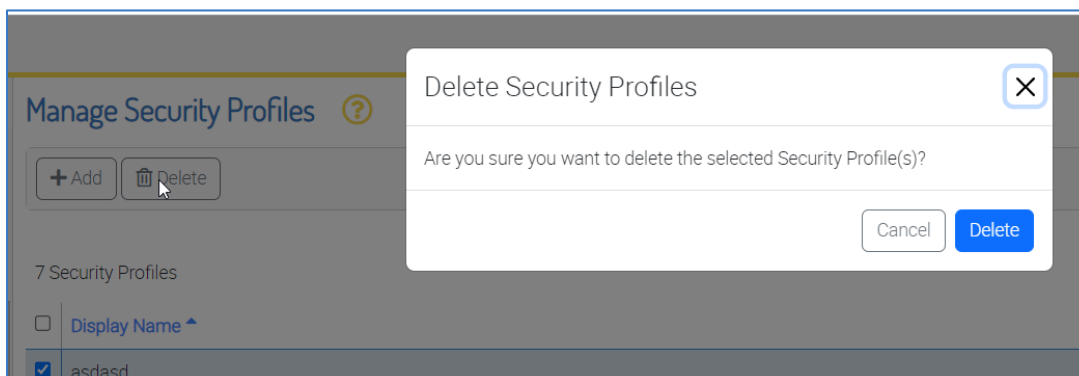


Under the **Document Types** tab, click **Add** to select the Document Types to which this Security Profile will be assigned.



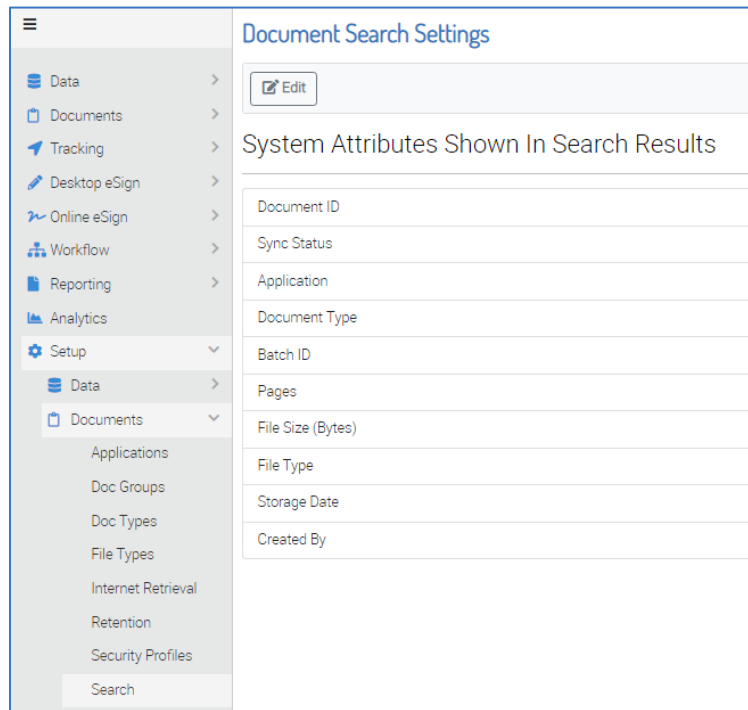
### Deleting a Security Profile

Place a checkmark next to the Security Profile to be removed, then click .

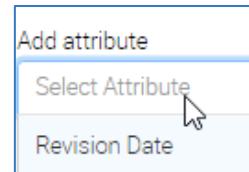


## Setup-Documents-Search

Determine what System Attributes are represented as columns in *Search Results*.



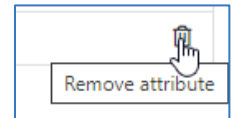
The screenshot shows the 'Document Search Settings' page. On the left is a navigation menu with categories like Data, Documents, Tracking, etc. The main content area is titled 'Document Search Settings' and contains an 'Edit' button. Below that is the section 'System Attributes Shown In Search Results', which lists the following attributes: Document ID, Sync Status, Application, Document Type, Batch ID, Pages, File Size (Bytes), File Type, Storage Date, and Created By.



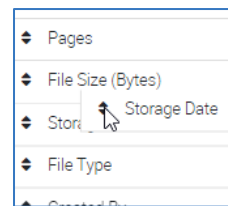
This close-up shows a dropdown menu with three options: 'Add attribute', 'Select Attribute', and 'Revision Date'. A mouse cursor is pointing at the 'Select Attribute' option.

Clicking **Edit** allows users to add additional attributes to the list.

Selecting the *trashcan* icon to the far right of the attribute will remove it from the list.



This close-up shows a button with a trashcan icon and the text 'Remove attribute'. A hand icon is shown clicking the button.



This close-up shows a list of attributes: Pages, File Size (Bytes), Storage Date, and File Type. Each item has a double-headed arrow icon to its left. A mouse cursor is pointing at the arrow for 'Storage Date'.

Use the *arrows* icon to the left of the attribute to drag and drop to another location in the list.

Top to bottom= left to right in **Search Results**.

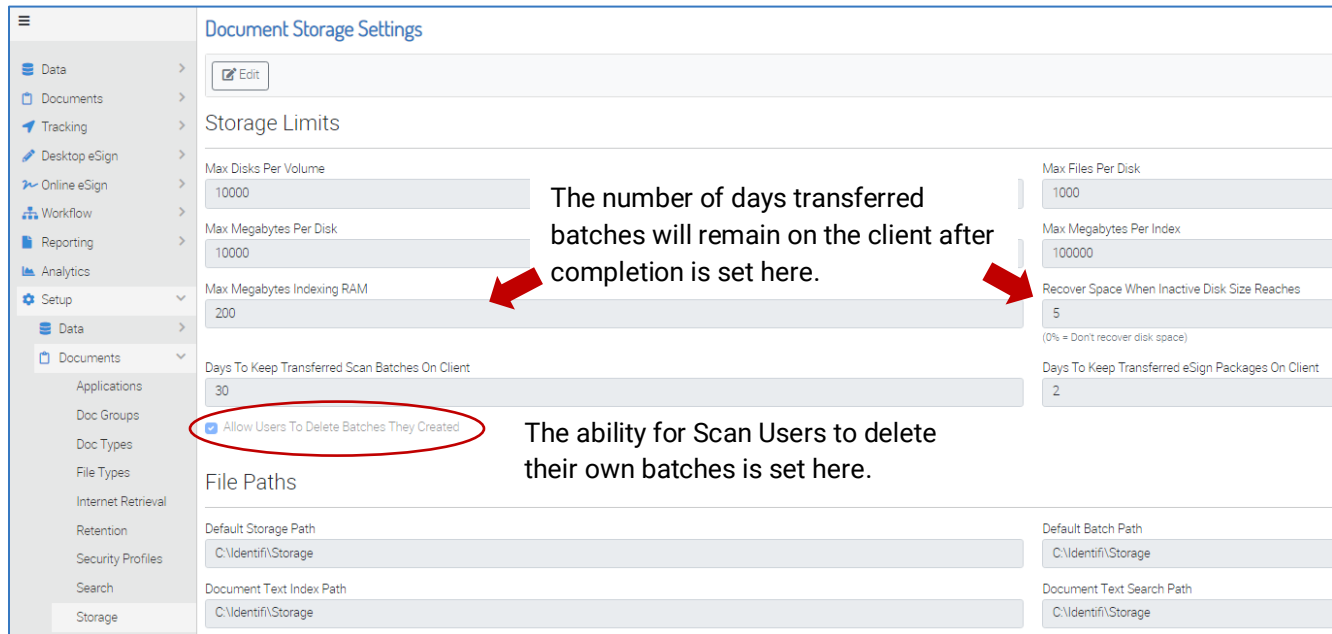


## Setup-Documents-Storage

File paths and storage limits, can be viewed and adjusted here. Preferences related to batches are also set here.

### Setup->Installation->Document Storage

Under the **Document Storage** tab, storage limits, file paths can be viewed and adjusted.



**Document Storage Settings**

### Storage Limits

Max Disks Per Volume	10000	The number of days transferred batches will remain on the client after completion is set here.	Max Files Per Disk	1000
Max Megabytes Per Disk	10000		Max Megabytes Per Index	100000
Max Megabytes Indexing RAM	200		Recover Space When Inactive Disk Size Reaches	5 <small>(0% = Don't recover disk space)</small>
Days To Keep Transferred Scan Batches On Client	30		Days To Keep Transferred eSign Packages On Client	2

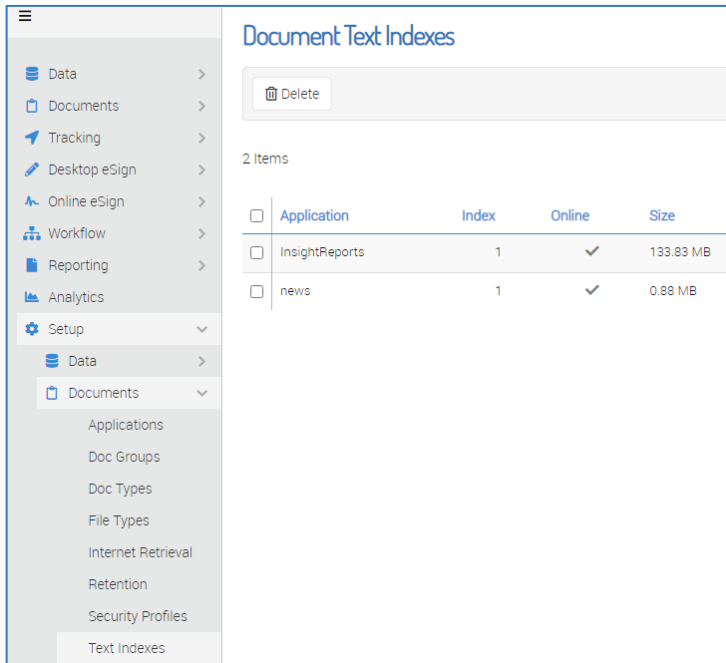
Allow Users To Delete Batches They Created

The ability for Scan Users to delete their own batches is set here.

### File Paths

Default Storage Path	C:\Identifi\Storage	Default Batch Path	C:\Identifi\Storage
Document Text Index Path	C:\Identifi\Storage	Document Text Search Path	C:\Identifi\Storage

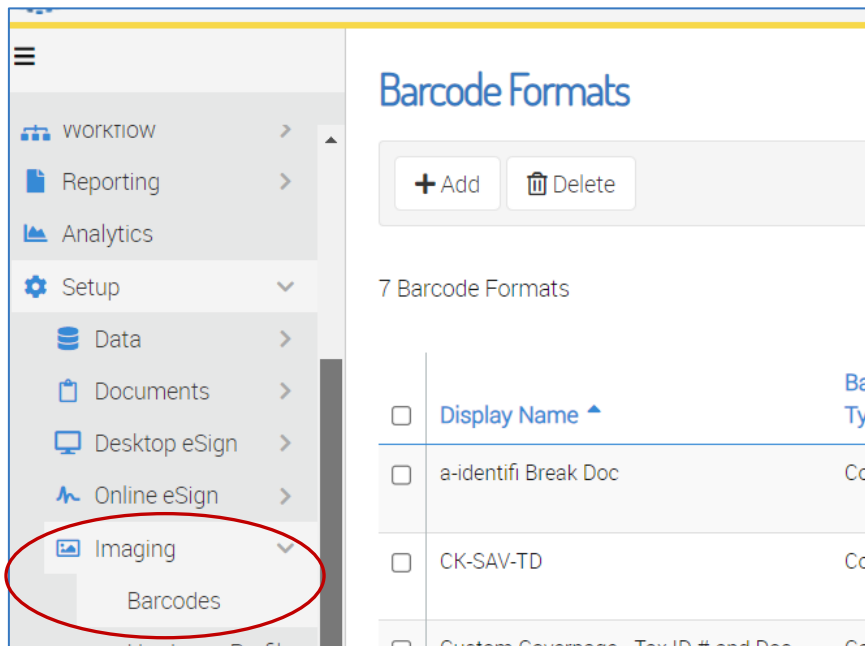
## Setup-Documents-Text Indexes



The Text Indexes for any types of documents that are document text indexed in the installation.

## Setup-Imaging-Barcodes

Barcode Formats are managed from this menu. Users are able to add new barcode formats and delete or modify existing ones.




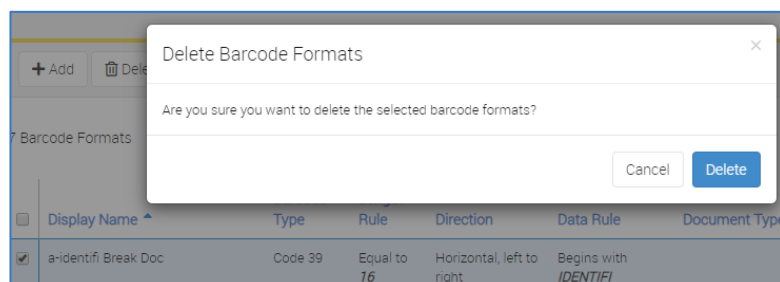
## Adding a Barcode Format

Click  and enter the appropriate information and select **Save** when finished.

See [Modifying a Barcode Format](#) below for instructions to add Document Types, Attributes and Scan Plans to the Barcode Format just created.


## Deleting a Barcode Format

Place a checkmark next to the Barcode Format to be removed, then select .




## Modifying a Barcode Format

Click the Name of the Barcode Format to open its configuration details.

Under the **General** tab, select  to make changes and then click **Save**.

Barcode Format: CK-SAV-TD

General | Document Types | Attributes | Scan Plans

 Edit

Display Name: CK-SAV-TD | Barcode Type: Code 39

Cover Page (discarded during page processing) |  Horizontal, left to right  
 Horizontal, right to left  
 Vertical, top to bottom  
 Vertical, bottom to top

Identify by Length: Equal to **29** | Identify by Value:

Document Type Rule: Contains document type at position **24** | Page Number Rule: Start at position **28** for **2** characters

Under the **Document Types** tab, Document Types can be **added** to or **deleted** from the Barcode Format.

Barcode Format: CK-SAV-TD

General | Document Types | Attributes | Scan Plans

 Add  Delete

2 Document Types

<input type="checkbox"/> Display Name	Recognition Values
<input type="checkbox"/> ACCOUNT INFORMATION SHEET	1117
<input type="checkbox"/> CERTIFICATE OF DEPOSIT	1025

- Setup
- Data
- Documents
- Desktop eSign
- Online eSign
- Imaging
- Barcodes

It is also possible to mass import Document Type and Barcode Code Recognition Values for a specific Barcode Format using a text file.

Import Document Type Barcode Values

Import File \*

Choose File Doc Type Barcode.txt




Text file with doc type ID and barcode value, tab separated, 1 per line

Example of File Contents:  
 25 1670  
 26 1675

Cancel Import

128888

General | Document Types | Attributes | Scan Plans

 Add  Delete  Import

2 Document Types

<input type="checkbox"/> Display Name	Recognition Values
<input type="checkbox"/> 001	1
<input type="checkbox"/> 001	2

Under the **Attributes** tab, Attributes are **added** to or **deleted** from the Barcode Format.

Barcode Format Attribute

Attribute \*

Data Rule \*

Remove all occurrences of the leading character

Cancel Add

Barcode Format: CK-SAV-TD

General Document Types Attributes Scan Plans

+ Add Delete

1 Item

<input type="checkbox"/>	Display Name	Data Rule
<input type="checkbox"/>	Account Number	Start at position 2 for 22 characters

When adding an Attribute, select the Attribute from the drop-down menu. Then apply the appropriate Data Rule and indicate if any leading characters (such as zeros) should be removed.

Barcode Format: CK-SAV-TD

General Document Types Attributes Scan Plans

+ Add Delete

2 Items

<input type="checkbox"/>	Display Name
<input type="checkbox"/>	Deposit-BW
<input type="checkbox"/>	Deposits-BW Auto Archive

Under the **Scan Plans** tab, Scan Plans are **added** to or **deleted** from the Barcode Format.

When adding a Scan Plan, the list of all Scan Plans on the installation is presented and multiple scan plans can be selected at one time.

Add Barcode Formats to Scan Plan

12 Scan Plans

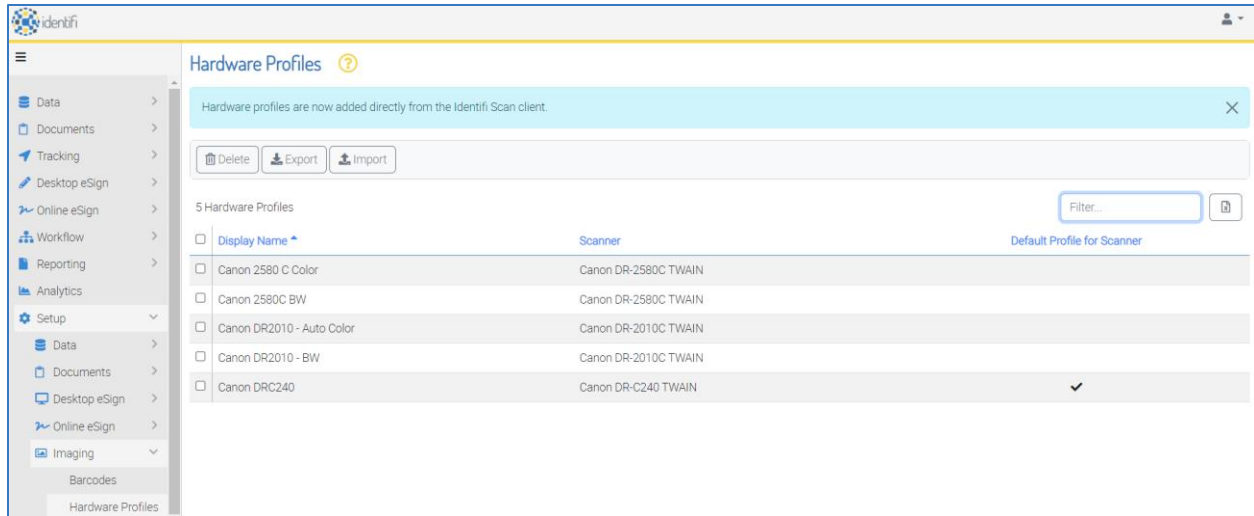
<input type="checkbox"/>	Display Name ^
<input type="checkbox"/>	Compliance-BW
<input type="checkbox"/>	Compliance-BW Auto Archive
<input type="checkbox"/>	Customer-BW

## Setup-Imaging-Hardware Profiles

Allows Users to manage Hardware Profiles. Profiles can be modified, **Deleted**, **Exported** as an .xml and **Imported** from this menu.

**Note:** New Hardware Profiles are added through the Scan Client

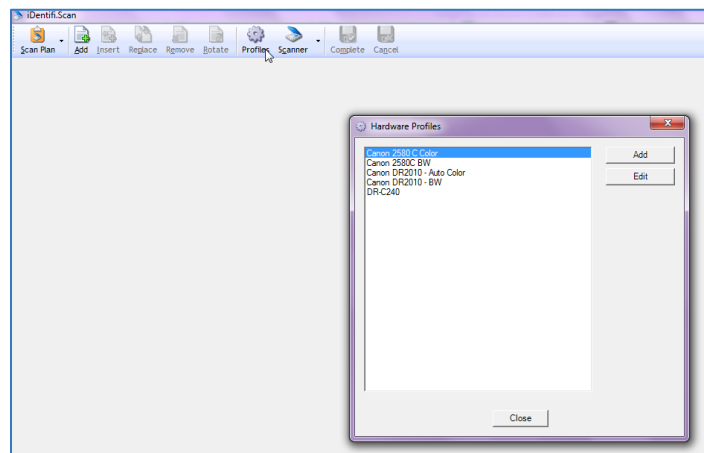




New Hardware Profiles are added through the Scan Client.

### Creating a New Hardware Profile

1. From the Start Menu, launch the Scan client.

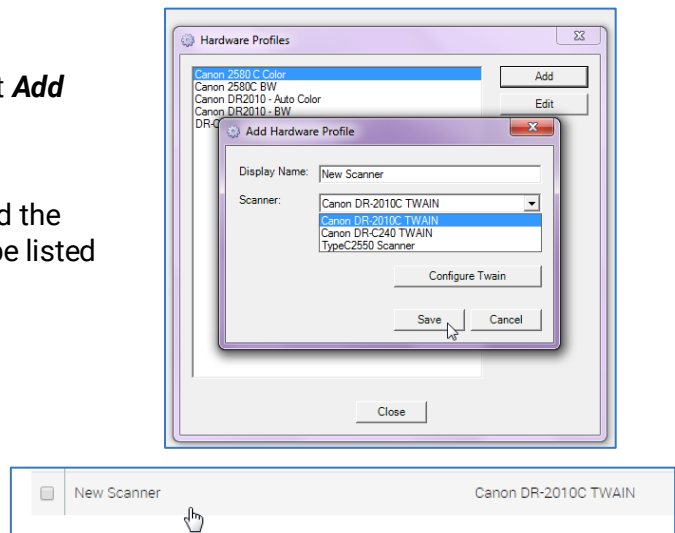


2. Click **Profiles** in the menu bar, then select **Add**
3. Enter a Display Name.

With the scanner connected to the PC and the driver installed, the new scanner should be listed under the dropdown.

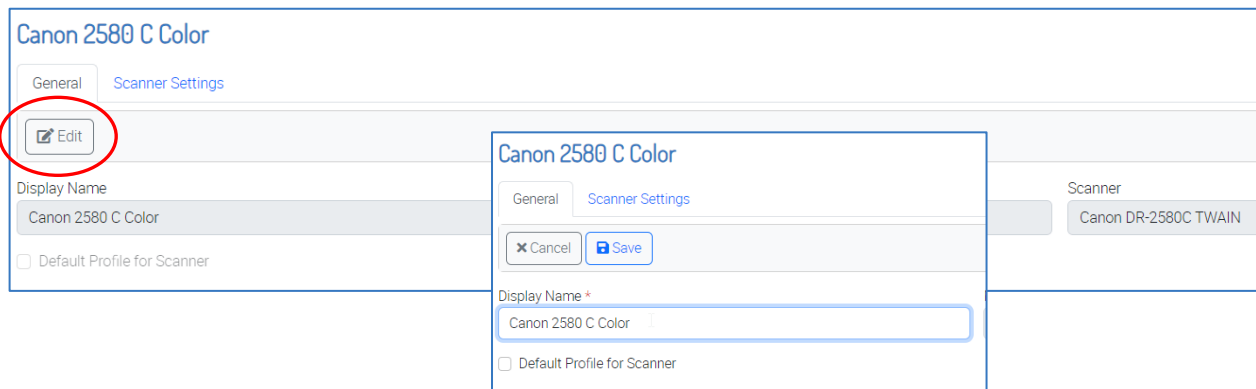
Click **Save**.

4. The new Profile will then appear in the list and can be configured.

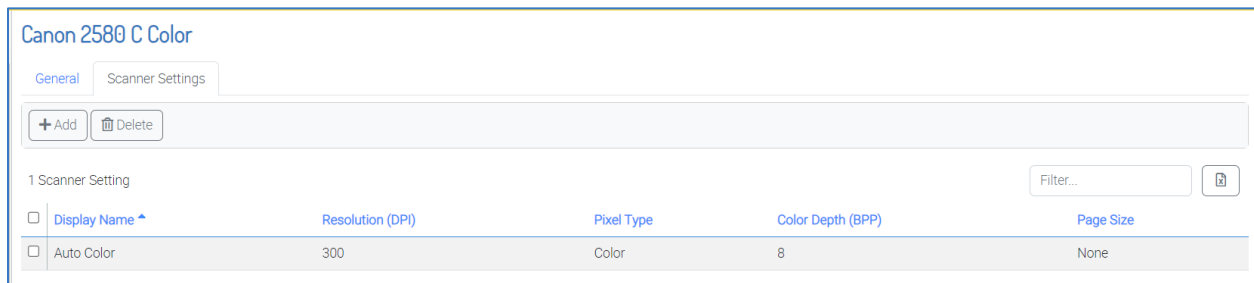


## Modifying a Hardware Profile

Under the **General** tab, the Name of the profile can be edited.

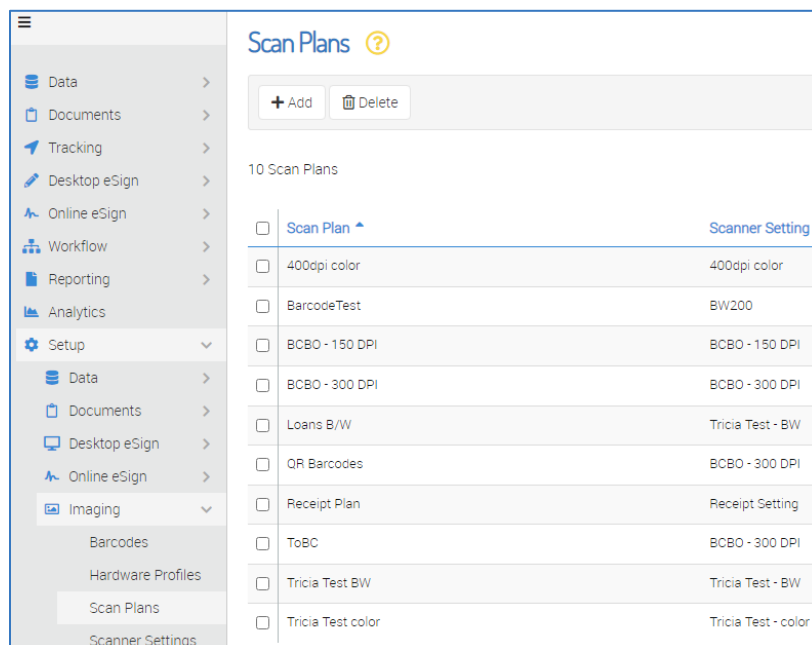


Under the **Scanner Settings** tab, Scanner Settings can be added and removed.




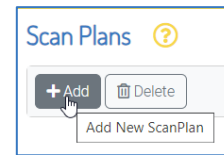
## Setup-Imaging-Scan Plans

Allows Users to **Add** new Scan Plans, as well as **Delete** or modify existing Scan Plans.



## Adding a Scan Plan

Click  in the upper menu and enter the plan's details.



### Add Scan Plan

General

✕ Cancel Save

Display Name \*

Scanner Setting \* Select scanner setting...

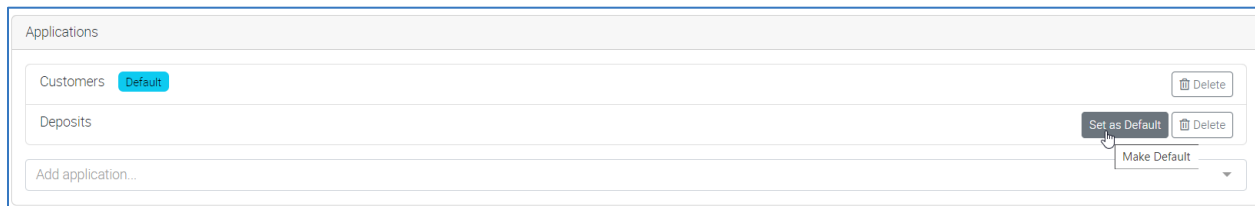
Document Type Select document Type...

Sticky Mode None

Applications Add application...

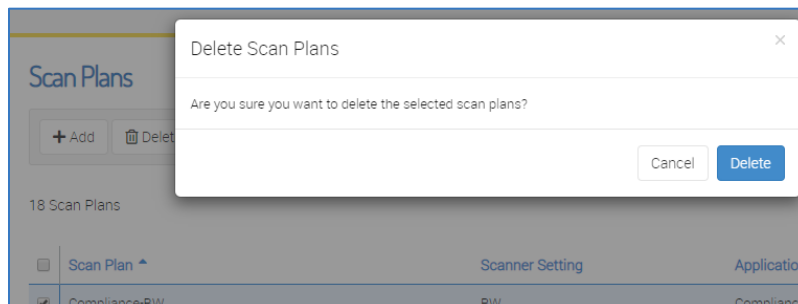
Allow Sticky Mode Override
  Automatically Archive
  Require Batch Title
  Perform Image Cleanup
  Force Pages Per Document

**Note:** Scan Plans can have more than one Application assigned. This configuration enables Users to index documents across multiple Applications. The system will assign the first Application selected as the Default Application; however, this can be changed.



## Deleting a Scan Plan

Place a checkmark next to Scan Plan to be removed, then select .





## Modifying a Scan Plan

Under the **General** tab the basic details and settings of the Scan Plan can be edited.

Under the **Barcode Formats** tab, Barcode Formats can be **added** to or **deleted** from the Scan Plan.


Under the **Security** tab, Users and Groups can be added to the Scan Plan.

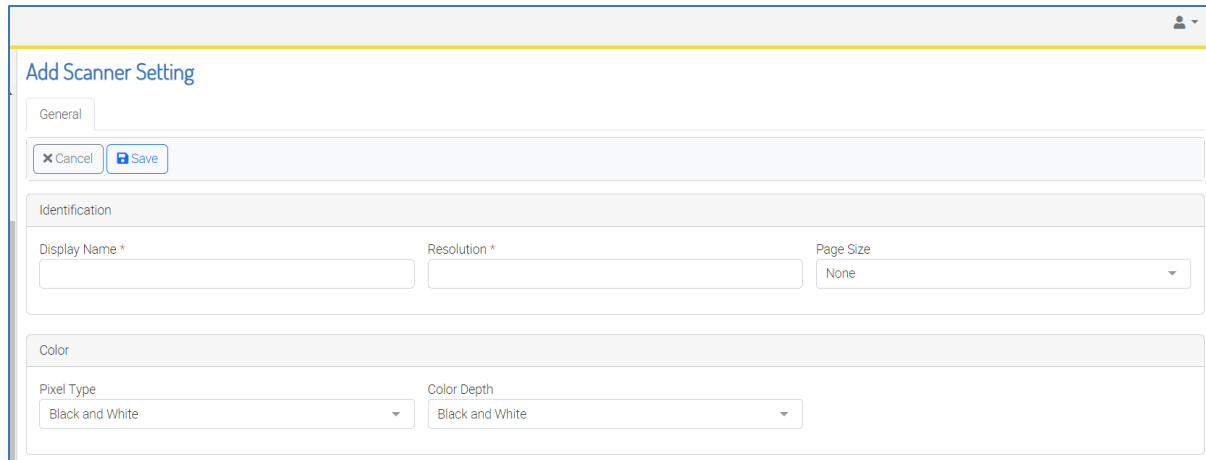
## Setup-Imaging-Scanner Settings

Allows User to **Add** new Scanner Settings and **Delete** or **Modify** existing ones.


Display Name	Resolution (DPI)	Pixel Type	Color Depth (BPP)	Page Size
400dpi color	400	Color	8	None
BCBO - 150 DPI	150	BlackAndWhite	1	LetterUS
BCBO - 300 DPI	300	BlackAndWhite	1	None
BW 400	400	BlackAndWhite	1	None
BW200	200	BlackAndWhite	1	LetterUS
Receipt Setting	300	BlackAndWhite	1	None
Tricia Test - BW	300	BlackAndWhite	1	None

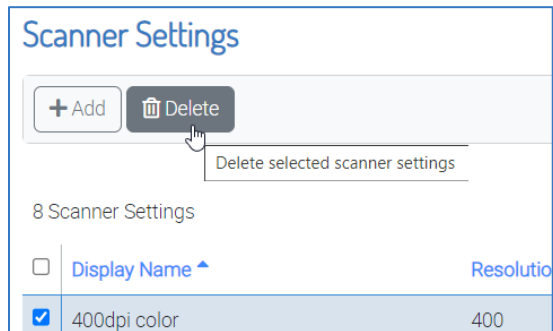
## Adding a Scanner Setting

Click  in the upper menu and enter the Scanner Setting's details and click **Save**.

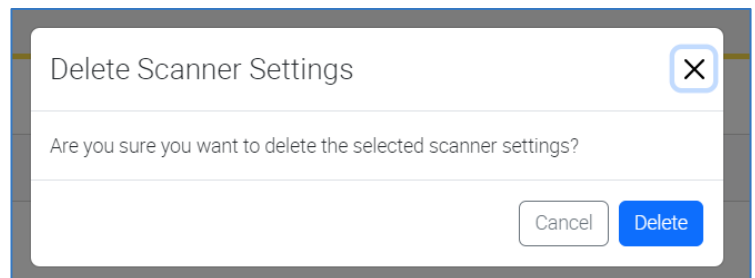


## Deleting a Scanner Setting

Place a checkmark next to Scan Plan to be removed, then select  .



	Display Name	Resolution
<input checked="" type="checkbox"/>	400dpi color	400



## Modifying a Scanner Setting

Under the **General** tab the basic details and settings of the Scanner Setting can be edited.

400dpi color

General Hardware Profiles

Edit

Identification

Display Name: 400dpi color Resolution: 400 Page Size: None

Color

Pixel Type: Color Color Depth: 256 Colors

Under the **Hardware Profiles** tab, the Scanner Setting can be **Added** to and **Deleted** from Hardware Profiles.

identifi

Home Scanner

General Scanner Settings

+ Add - Delete

7 Scanner Settings

Display Name	Resolution (DPI)	Pixel Type	Color Depth (BPP)	Page Size
<input type="checkbox"/> 400dpi color	400	Color	8	None
<input type="checkbox"/> BCBO - 150 DPI	150	Black and White	1	LetterUS
<input type="checkbox"/> BCBO - 300 DPI	300	Black and White	1	None
<input type="checkbox"/> BW 400	400	Black and White	1	None
<input type="checkbox"/> BW200	200	Black and White	1	LetterUS
<input type="checkbox"/> Receipt Setting	300	Black and White	1	None

Filter...

Add Hardware Profile to Scanner Settings

1 Scanner Setting

Filter...

Display Name

Tricia Test - color

Cancel Add

Home Scanner

General Scanner Settings

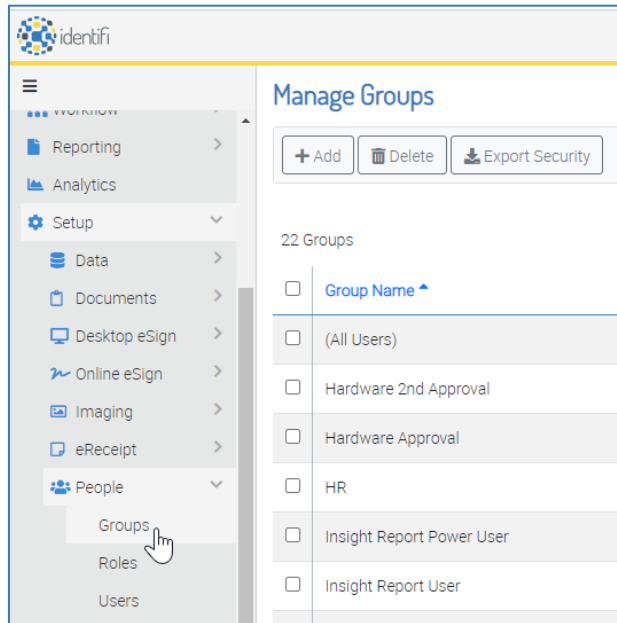
+ Add - Delete

Delete Hardware Profile from Selected Scanner Settings

7 Scanner Settings

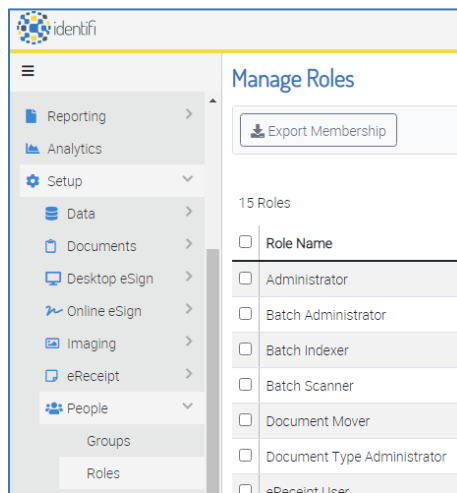
Display Name	Resolution (DPI)
<input checked="" type="checkbox"/> 400dpi color	400

## Setup-People -Groups



For details related to managing groups, including the Users and Roles associated with them, please refer to [Managing Groups](#) at the beginning of this document.

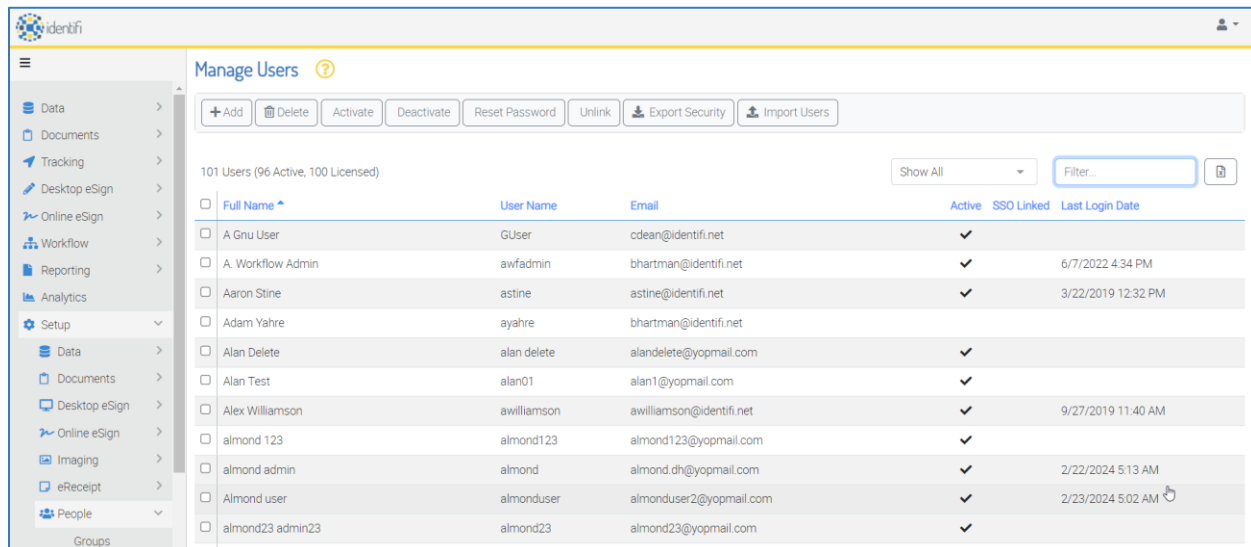
## Setup-People-Roles



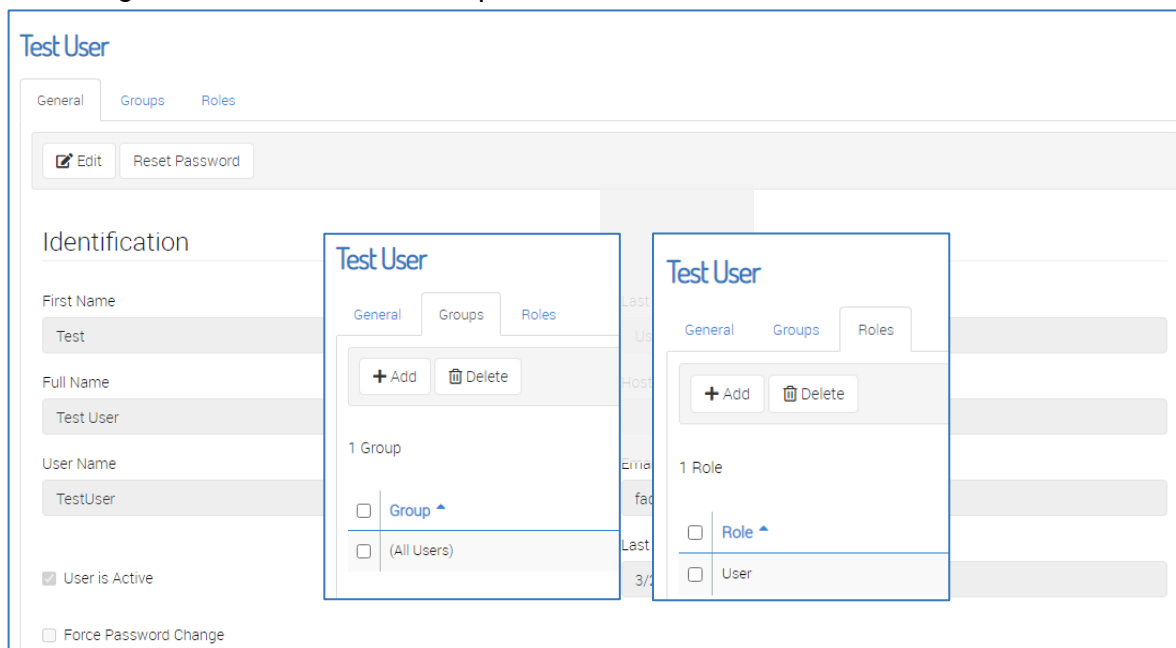
For details on Roles, please refer to [User Roles](#) at the beginning of this document.

## Setup-People-Users

All Users configured in Identifi. Active and SSO status available on this screen, as well as the date/time of Last Activity.



Clicking on a name in the list will open the User's details.



**Note:** Please refer to [Managing Users](#) at the beginning of this document for more information on the User Details screens, adding and deleting Users and managing Passwords.

## Setup-System-Analytics

For installations with Analytics, a list of configured custom Reports is found here. Reports can be exported (.izrpt) and imported to another Identifi installation.

Category	Name	Created	Last Modified	Export
Custom	ActiveWorkItems	1/13/2020 11:07:28 AM	1/13/2020 11:23:42 AM	
Custom	Documents to Delete Detail Tricia	3/10/2022 10:31:14 AM	3/10/2022 10:31:14 AM	
Custom	Documents to Delete Summary Tricia	3/10/2022 10:29:26 AM	3/10/2022 10:29:26 AM	
Custom	Loan Exceptions With Loan Officer Data	10/15/2021 1:29:03 PM	10/15/2021 1:29:03 PM	
Custom	Visual Group Page Break Sample	3/16/2022 3:24:43 PM	3/16/2022 3:24:43 PM	

**Note:** Identifi's Analytics Platform is nearing the end of life. It is being replaced with a combination of new reporting features in the main product as well as new features that make custom reports obsolete.

For additional information, please refer to [this article](#).

**Note:** Identifi's Analytics Platform is nearing its end of life. It is being replaced with a combination of new reporting features in the main product as well as new features that make custom reports obsolete. For additional information, please refer to [this article](#).

## Setup-System- Clients

All active clients on an installation will be appear here.

To remove an unused client or to open a license 'seat', place a checkmark in the box to the left of the Computer Name and click **Delete** in the upper menu. If that particular client is launched again and there is an open seat, it will repopulate in the list.

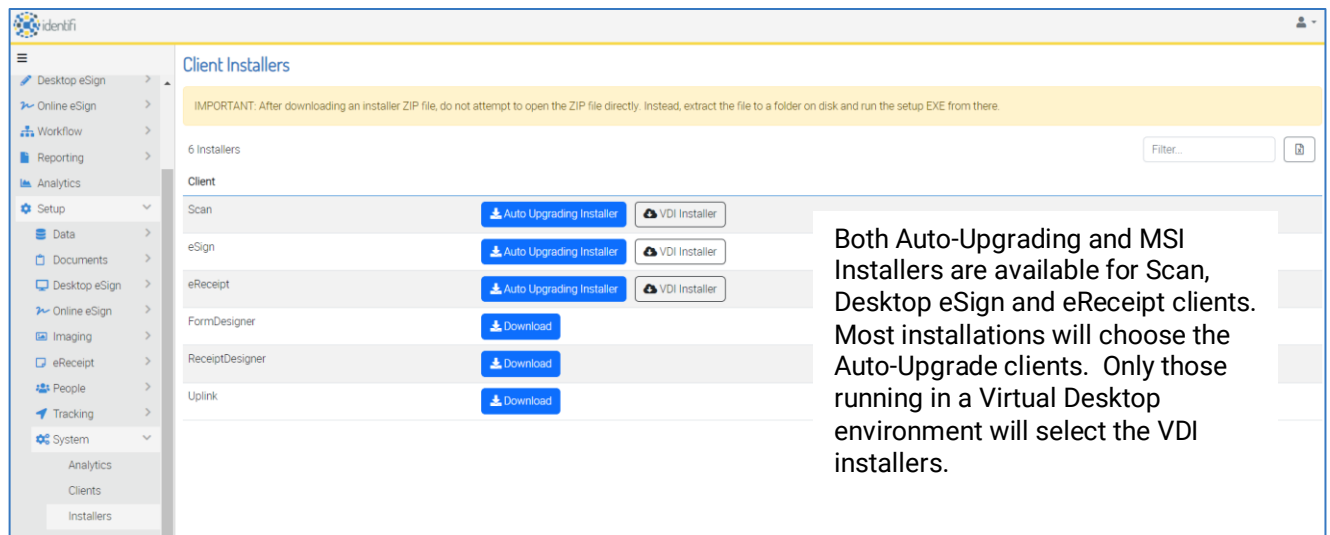
Sort the *Client* column to see all like client types together, and use the *Filter* to locate a specific client.

	Computer Name	MAC Address	Client	Client ID	Application ID	Licensed On	Last Activity	Version	Diagnostics Requested	Diagnostics
<input type="checkbox"/>	IDENTIFIENGLP-L	68:3E:26:E5:BA:9B	Scan	3	27	11/10/2021	11/16/2021 12:05 PM	9.3.0.336		
<input type="checkbox"/>	IDENTIFITRNFA	74:40:BB:EB:F4:15	Desktop eSign	1	22	3/26/2020	3/27/2020 1:13 PM	8.1.0.82		
<input type="checkbox"/>	IDENTIFITRNFA	74:40:BB:EB:F4:15	eReceipt	1	23	1/9/2020	1/15/2020 1:58 PM	7.4.0.263		
<input type="checkbox"/>	IDENTIFITRNFA	74:40:BB:EB:F4:15	Scan	1	27	3/23/2021	1/25/2022 10:05 AM	9.4.0.277		
<input type="checkbox"/>	IDENTIFITRNFA	8C:AE:4C:F0:E6:8B	eReceipt	2	23	1/13/2020	1/16/2020 5:03 PM	7.4.0.263		

## Setup-System- Installers

A list of the installation's available client installers will appear here. This list is determined by the Identifi modules licensed on the installation.

From here, the clients are downloaded and can then be deployed to other workstations as needed.



**Client Installers**

IMPORTANT: After downloading an installer ZIP file, do not attempt to open the ZIP file directly. Instead, extract the file to a folder on disk and run the setup EXE from there.

6 Installers

Client	Auto Upgrading Installer	VDI Installer
Scan	Download	Download
eSign	Download	Download
eReceipt	Download	Download
FormDesigner	Download	
ReceiptDesigner	Download	
Uplink	Download	

Both Auto-Upgrading and MSI Installers are available for Scan, Desktop eSign and eReceipt clients. Most installations will choose the Auto-Upgrade clients. Only those running in a Virtual Desktop environment will select the VDI installers.

## Installing Identifi Clients

### Auto-Upgrade Client Installation Instructions

#### Scan Client

1. Locate *Scan* in the list of Clients and click *Download*.
2. Extract the files from the zip file before opening.
3. Select the location where the files will be saved.
4. Right-click the .exe to run the Identifi Scan Machine-Wide Installer as an administrator.
5. Follow the prompts, but before clicking *Finish* choose whether the Scan client will be installed on the PC for the current user.
6. When users with the Scan User Role log in on the workstation, it will be available from the Start menu and will fully install when launched.

#### eSign Client

1. Locate *eSign* in the list of Clients and click *Download*.
2. Extract the files from the zip file before opening.
3. Select the location where the files will be saved.
4. Right-click the .exe to run the Identifi eSign Machine-Wide Installer as an administrator.
5. Follow the prompts. \*For typical installations, it's recommended to leave all boxes checked and click through the install wizard's prompts.\*
6. When users with the Desktop eSign User Role log in on the workstation, it will be available to 'print to' and will fully install when launched.

Repeat these steps for the **Form Designer**. Once finished, it will be available from the Start menu.

#### **eReceipt Client**

1. Locate *eReceipt* in the list of Clients and click *Download*.
2. Extract the files from the zip file before opening.
3. Select the location where the files will be saved.
4. Right-click the .exe to run the Identifi eReceipt Machine-Wide Installer as an administrator.
5. Follow the prompts. \*For typical installations, it's recommended to leave all boxes checked and click through the install wizard's prompts.\*
6. When users with the Desktop eReceipt User Role log in on the workstation, it will be available to 'print to' and will fully install when launched.

Repeat these steps for the **Receipt Designer**. Once finished, it will be available from the Start menu.

### **MSI Client Installation Instructions**

#### **Scan Client**

1. Locate *Scan* in the list of Clients and click *Download*.
2. Extract the files from the zip file before opening.
3. Select the location where the files will be saved.
4. Right-click the .exe to run the installer as an administrator.
5. Follow the prompts, but before clicking *Finish* choose whether the Scan client will be installed on the PC for the current user.
6. When users with the Scan User Role log in on the workstation, it will be available from the Start menu and will fully install when launched.

#### **eSign Client**

1. Locate *eSign* in the list of Clients and click *Download*.
2. Extract the files from the zip file before opening.
3. Select the location where the files will be saved.
4. Right-click the .exe to run the installer as an administrator.
5. Follow the prompts. \*For typical installations, it's recommended to leave all boxes checked and click through the install wizard's prompts.\*
6. When users with the Desktop eSign User Role log in on the workstation, it will be available to 'print to' and will fully install when launched.

Repeat these steps for the **Form Designer**. Once finished, it will be available from the Start menu.

#### **eReceipt Client**

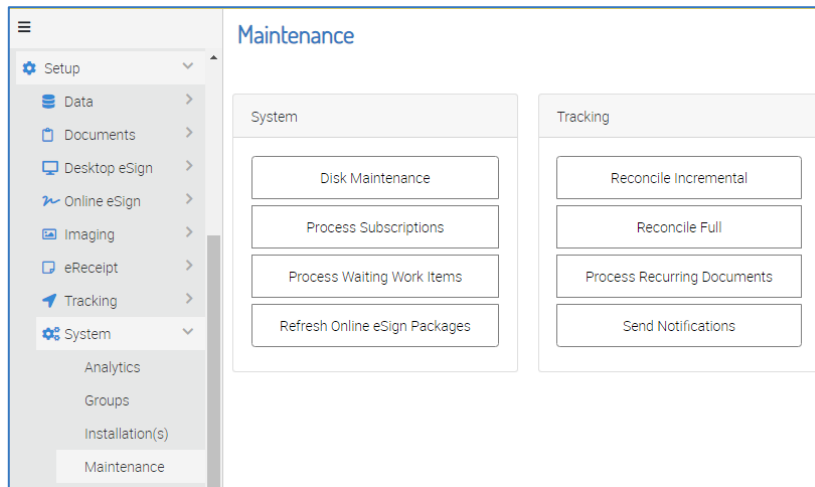
1. Locate *eReceipt* in the list of Clients and click *Download*.
2. Extract the files from the zip file before opening.
3. Select the location where the files will be saved.
4. Right-click the .exe to run Installer as an administrator.
5. Follow the prompts. \*For typical installations, it's recommended to leave all boxes checked and click through the install wizard's prompts.\*
6. Once finished, eReceipt will be available to "print" to.

Repeat these steps for the **Receipt Designer**. Once finished, it will be available from the Start menu.

**Note:** To upgrade the MSI eSign and eReceipt clients on an installation with auto-upgrade clients installed all components of the previous version must be uninstalled. Follow the instructions found in the Identifi Help Center article: <https://identifi.zendesk.com/hc/en-us/articles/4402885146519>

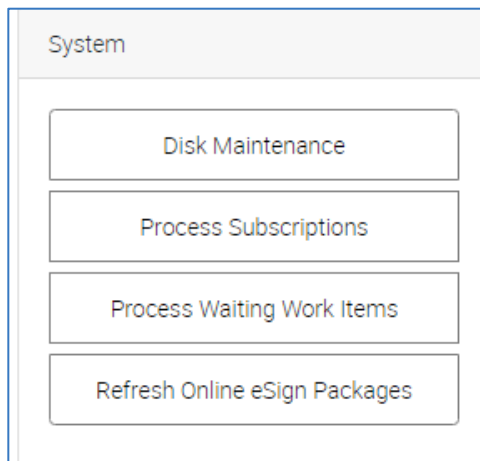


## Setup-System-Maintenance



Under this menu, Users are able to run background maintenance processes manually.

### System



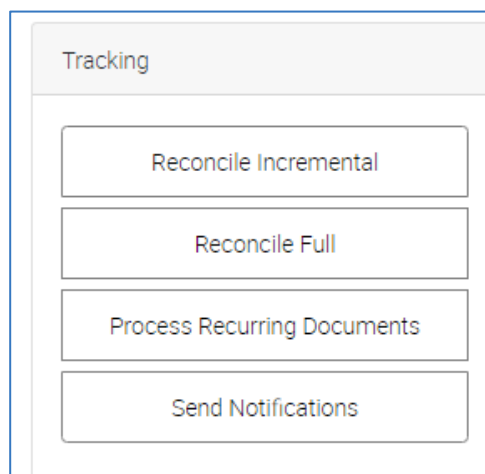
**Disk Maintenance:** Zips (without compression) the volume's disks, reducing the time required to back up document images.

**Process Subscriptions:** Sends email notifications for Smart Folder subscriptions. Emails will be initiated for all users subscribed to Smart Folders that have had documents added since the last time the process was run.

**Process Waiting Work Items:** Updates active Work Plans with documents added to Web.

**Refresh Online eSign Packages:** Updates Online eSign batches and packages.

### Tracking



This maintenance menu will appear only on installations with Document Tracking licensed.

**Reconcile Incremental:** Evaluates all new documents and data since last reconcile to update Tracking.

**Reconcile Full:** Evaluates all documents and data to update Tracking.

**Process Recurring Documents:** Evaluates all recurring documents to update Tracking.

**Send Notifications:** Sends notifications to assigned users regarding Exceptions.

## Setup-System-Settings

Allows Users to make adjustments to the System Settings.

**System Settings**

Edit  Update Signing Certificate

**General Settings**

Installation Internal Name: INTTEST

Installation Display Name: INT3

Business Environment Type: COCC

Days for Password Expiration: 0

**Email / Notification Settings**

SMTP Server: [Redacted]

SMTP Port Number: 25

SMTP User ID: [Redacted]

SMTP Password: [Redacted]

SMTP Login Domain: [Redacted]

Internal User URL: [Redacted]

Identifi URL used in notifications to internal users: [Redacted]

External User URL: [Redacted]

Identifi URL used in notifications to external users: [Redacted]

Email Subject Template: [PRODUCTNAME] - [USERSUBJECT]

All emails sent from Identifi will use this subject template

**COCC API Settings**

API Enabled

Initialization Vector: [Redacted]

Encryption Key: [Redacted]

**General Settings** include the installation's Name, Business Environment Type and Password Expiration policy.

**General Settings**

Installation Internal Name: INTTEST

Installation Display Name: INT3

Business Environment Type: COCC

Days for Password Expiration: 0

**Email/Notification Settings** include settings and configuration for the installation's email services.

**Email / Notification Settings**

SMTP Server: smtp.identifi.local

SMTP Port Number: 25  Enable Secure Email

SMTP User ID: devservice

SMTP Password: [Redacted]

SMTP Login Domain: [Redacted]

Internal User URL: [Redacted]

Identifi URL used in notifications to internal users: [Redacted]

External User URL: [Redacted]

Identifi URL used in notifications to external users: [Redacted]

Email Subject Template: [PRODUCTNAME] - [USERSUBJECT]

All emails sent from Identifi will use this subject template

**COCC API Settings** (Note: This section will only appear on installation's with COCC selected as their Business Environment Type).

COCC API Settings

API Enabled

Initialization Vector Encryption Key

.....

### **Single Sign-On**

For specific directions on SSO and adding Identifi as an application in both Azure and Okta, see [Appendix A](#).

# WORKFLOW

## Setup-Workflow Plans

Allows Users to **Add** and **Import** Workflow Plans, as well *Publish, Export, Take Offline, Revert to a Previous Plan, Delete* and modify existing Plans.

Plan	Primary Entity	Last Published	Status
AD Change	Technology	6/14/2017 9:11 PM	Offline
Customer Maintenance	Customer Maintenance	9/7/2021 9:56 AM	Online
Documentation Plan	Account	12/17/2021 1:40 PM	Online
Event	Events	11/12/2019 4:21 PM	
FA Test	Employee	3/28/2022 5:01 PM	
Get a New Plan, Stan	Employee	3/26/2019 9:29 AM	
New Employee	Employee	6/14/2017 9:11 PM	

### Adding a New Workflow Plan

Click in the upper menu to begin creating a new Plan.

**Work Plan Detail**

Save Cancel

**General**

Name \*  Primary Entity \*

Description

**Starting Work Items**

Start When Documents Arrive

**Security**

1 User / Group

User / Group	Start	View	Manage	Design
Sheila Nolder	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Add user/group...

## Step 1: General

Name and Primary Entity fields are required; Description is optional. When finished, click **Continue**.

General

Name \*  Primary Entity \*

Description

***Note:** The Plan's Name and Description can be edited at a later time, however, the Primary Entity cannot be changed once the Plan is saved.*

## Step 2: Starting Work Items

Determine what document(s) will automatically trigger the Workflow to begin. If no document types are selected here, the Plan will be manual start only.

Starting Work Items

Start When Documents Arrive

APPLICATION FOR EMPLOYMENT app

APPLICATION

APPLICATION SUMMARY

**Workflow Started by the Arrival of a Document:** When a Workflow starts by the arrival of a Document, the Workflow Initiator will be assigned as the person who added the document to the system. This will allow for the use of other features within Workflow related to the Initiated User (e.g. Inbound Rules, Reporting on Initiated user etc.).

Assignment Method

Rule Based Participants

Last Assigned User

Initiated User

When the work item enters this step, it will be assigned to the user who initiated the work item. If no user initiated the work item, the default participants will be used.

### Step 3: Security

Add Users to the Plan, designate their Permissions and click **Continue**.

Security

2 Users / Groups

Search...

User / Group	Start	View	Manage	Design
Forrest Adams	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sheila Nolder	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

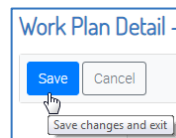
train

- Dec 2017 Training
- Test Training Group
- Training User

For descriptions of these permissions, click [here](#).

### Step 4: Save the Plan

Select Save from the top menu



The new plan will now be found among the the list of Workflow Plans. Choose **Design** from the plan's **Actions** dropdown menu.

Workflow Plans

+ Add Import

8 Workflow Plans

Filter...

Plan	Primary Entity	Last Published	Status
AD Change	Technology	6/14/2017 9:11 PM	Offline
Customer Maintenance	Customer Maintenance	9/1/2021 9:44 AM	Online
Documentation Plan	Account	3/26/2019 10:24 AM	Online
Event	Events	11/12/2019 4:21 PM	Online
FA Test	Employee	4/5/2021 5:14 PM	Online

Actions

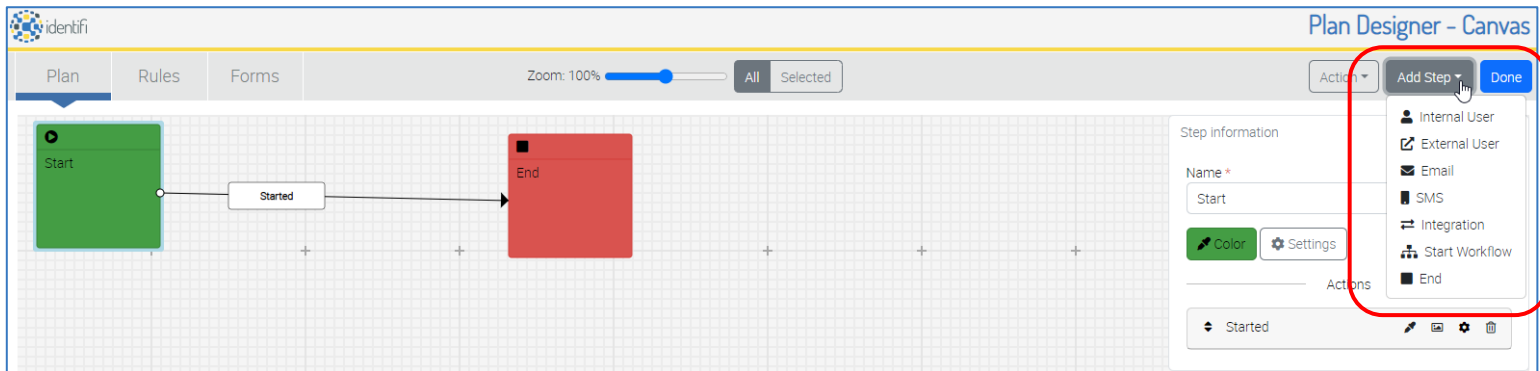
- Design
- Publish
- Edit Settings
- Export
- Bring Online
- Delete

## Workflow Plan Designer: Creating & Connecting Steps

Launch **Plan Designer** by selecting **Design** from the Plan's dropdown **Actions** menu.

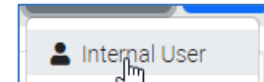
### Step 1: Add Steps

Under the **Add Step** drop down, select the type of Step: *Internal User, External User, Email, SMS, Integration, Start Workflow or End.*



### Types of Steps

- **Internal User Steps** require that internal users take action.



**Appearance** fields determine what the user will see at the top of the step when the step is being worked, as well as how the step will appear in the Plan Designer.

Appearance

Name \*

Provide a unique name for the step (50 char max)

Instructions

Instructions displayed to the user when working with this step

Preview

Under **Form** select the appropriate Form template, if applicable. \*See [Creating Forms](#).

Form

(None)

New Hire

Form

(None)

Under **Notifications**, check the box if Plan members should receive an email as the step is completed.

Notifications

Enable Email Notifications

Add Users to the step under **Participants & Assignment Method**

### **Default Participants**

Select default step participants from the dropdown.

Default Participants

Add user/group... ▼

### **Rule Based Participants**

Click the radio button by Rule Based Participants and select the Rule from the dropdown. \*See [Creating Rules](#).

Assignment Method

Rule Based Participants  
 Last Assigned User  
 Initiated User

The first rule that evaluates true will populate the participants. Drag to move the order rules will be evaluated. If no rule matches, the default participants will be used.

Add participants based on a rule

Select Rule

### **Last Assigned User**

Click the radio button by Last Assigned User will assign items in this step automatically to the user last assigned at this step. If there is no previous user, it will be assigned to the default participants.

Assignment Method

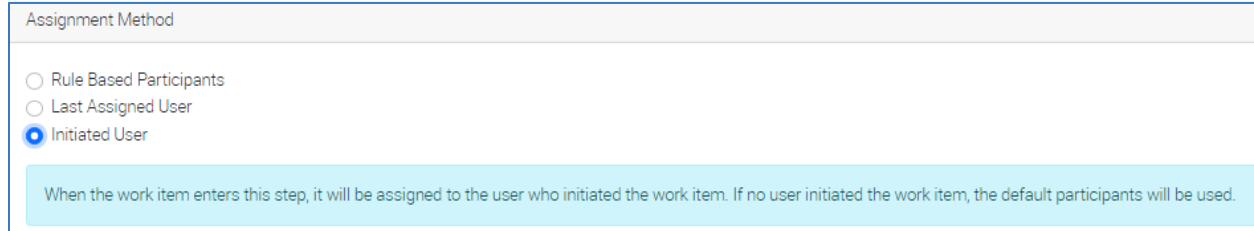
Rule Based Participants  
 Last Assigned User  
 Initiated User

When the work item enters this step, it will be assigned to the last assigned internal user. If there was no previous user, the default participants will be used.



### Initiated User

Click the radio button by Initiated User will assign items in this step automatically to the user that initiated the work item. If a user did not initiate the work item, the default participants will be used.

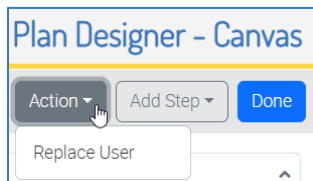


Assignment Method

Rule Based Participants  
 Last Assigned User  
 Initiated User

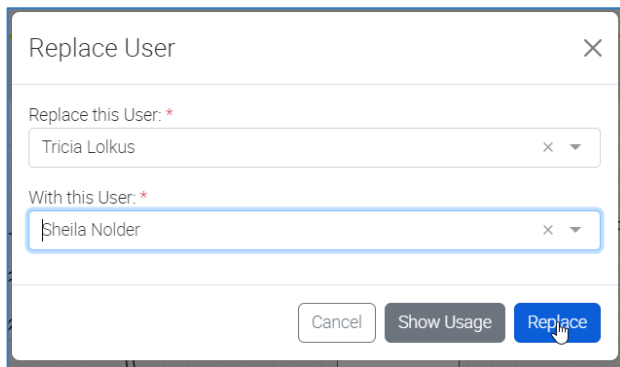
When the work item enters this step, it will be assigned to the user who initiated the work item. If no user initiated the work item, the default participants will be used.

### Replace User



In the event a User needs to be replaced (i.e., change in job function or leaves the company), a global “replace user” function is available.

Click Action and select **Replace User**. Select the original User’s name from the drop-down and then the replacement User from the second drop-down and click [Replace](#)



Replace User

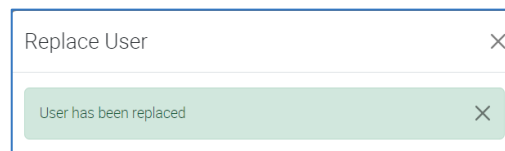
Replace this User: \*

Tricia Lolkus

With this User: \*

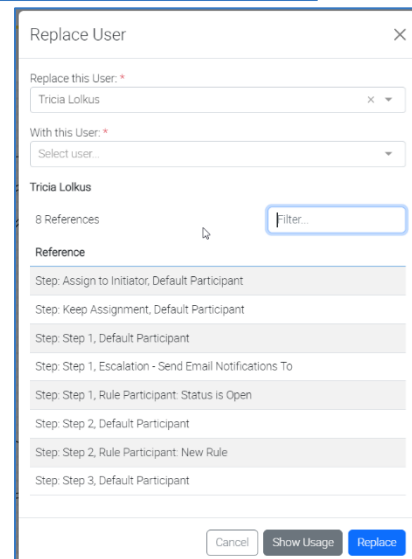
Sheila Nolder

The User will be replaced across the Workflow Plan.



To see where the User ID is referenced within the Workflow Plan, click **Show Usage**.

[Show Usage](#)



Replace User

Replace this User: \*

Tricia Lolkus

With this User: \*

Select user...

Tricia Lolkus

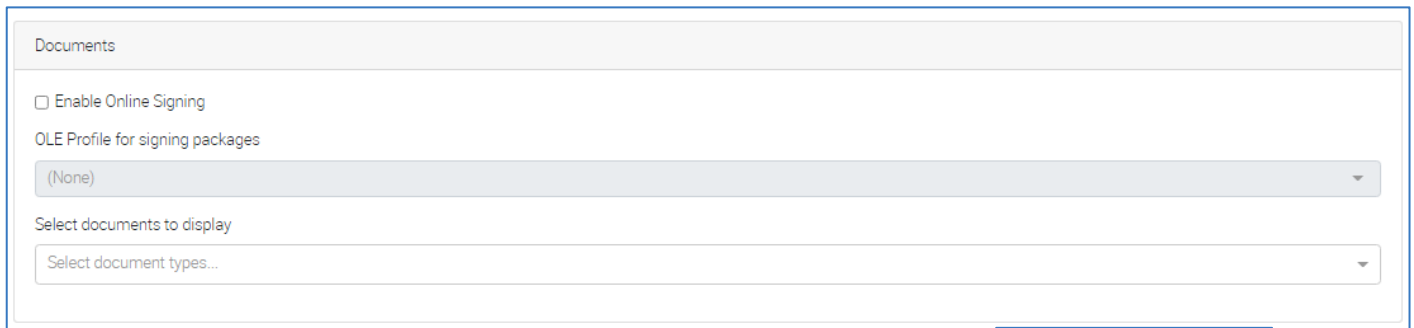
8 References

Filter...

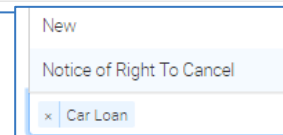
Reference

- Step: Assign to Initiator: Default Participant
- Step: Keep Assignment, Default Participant
- Step: Step 1, Default Participant
- Step: Step 1, Escalation - Send Email Notifications To
- Step: Step 1, Rule Participant: Status is Open
- Step: Step 2, Default Participant
- Step: Step 2, Rule Participant: New Rule
- Step: Step 3, Default Participant

If documents are needed for this step, they are added under **Documents**.

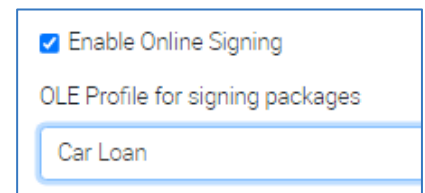


Click in the *Select documents to display* field and choose the documents from the drop-down list.



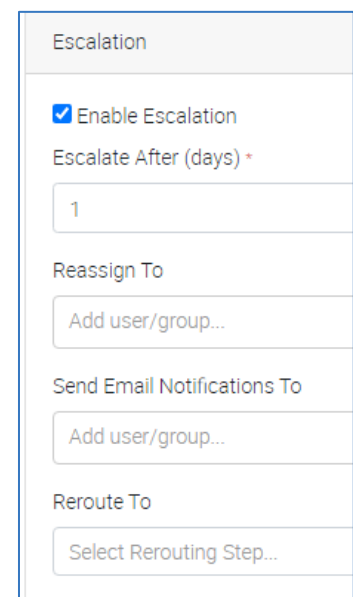
If these Online eSign Packages will be created as part of the step, click the check box next to **Enable Online Signing** and then select the Profile from the drop down menu.

End Users will then see a “Sign” button under the *Documents* tab of the Step as well as a *Signing Packages* tab where the status of the Packages will be displayed.

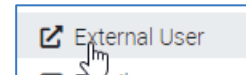


Lastly, check the box to **Enable Escalation** if the item should be automatically re-assigned or re-routed due to inactivity.

1. Begin by checking the box to *Enable Escalation*
2. Determine the number of days an item must be inactive before being escalated.
3. Choose how the item will be escalated:
  - **Reassign To:** Select a User/Group to reassign the work item to after the escalation period.
  - **Reminder Notification Email To:** Enter User/Group to receive a reminder email after the escalation period.
  - **Reroute To:** Select a Step in the Plan to reroute the item to after the escalation period.



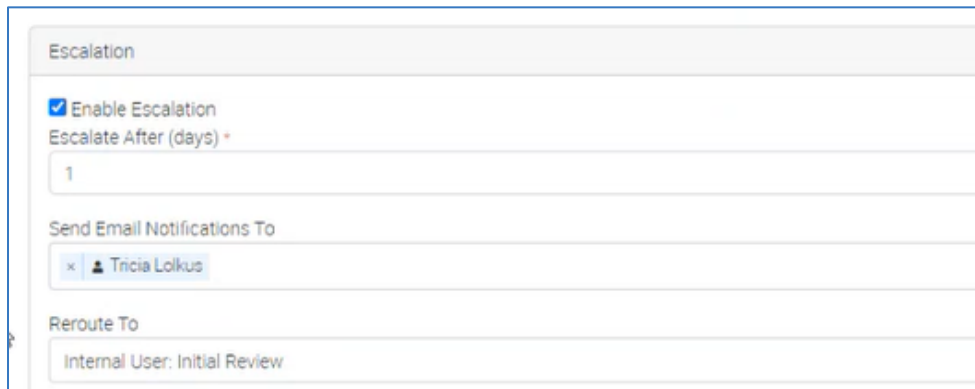
- **External User Steps** produce an email to an external user.



- **Escalation for External Workflow Steps:** This feature allows for the system can escalate a Work Item that resides in an External Step for too long.

Within the Plan's Settings, the Escalation parameters can be found at the bottom of the External Step Settings page in the Plan Designer,

Similar to the escalation for Internal steps, once the required number of days is entered into the form, the user will have the option to send an email notification and/or reroute the item to another step.



Escalation

Enable Escalation

Escalate After (days) \*

1

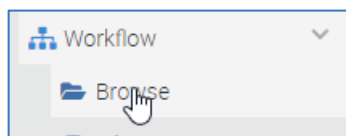
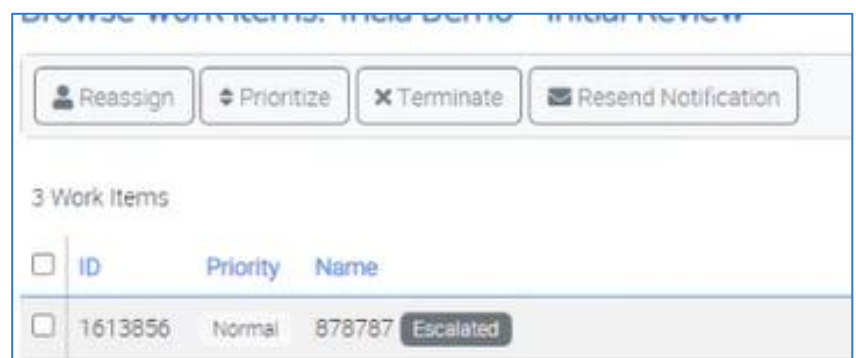
Send Email Notifications To

Tricia Lokus

Reroute To

Internal User: Initial Review

If an item is escalated, it will now have the 'Escalated' badge which is visible in both the Work Item Browse and the User's Inbox.

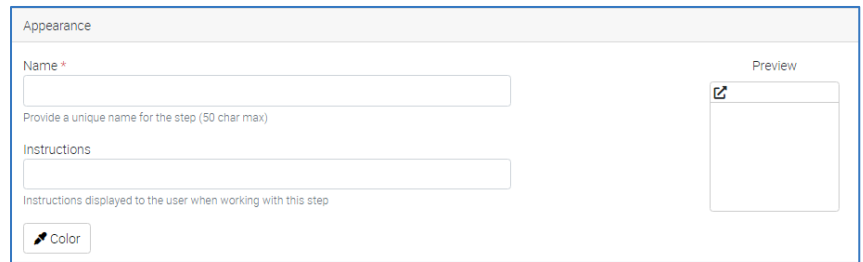
Browse Work Items: Initial Review

Reassign Prioritize Terminate Resend Notification

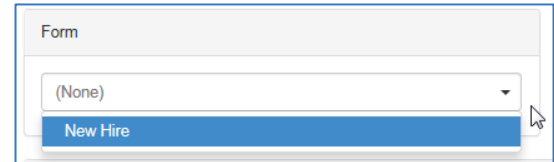
3 Work Items

ID	Priority	Name
1613856	Normal	878787 <b>Escalated</b>

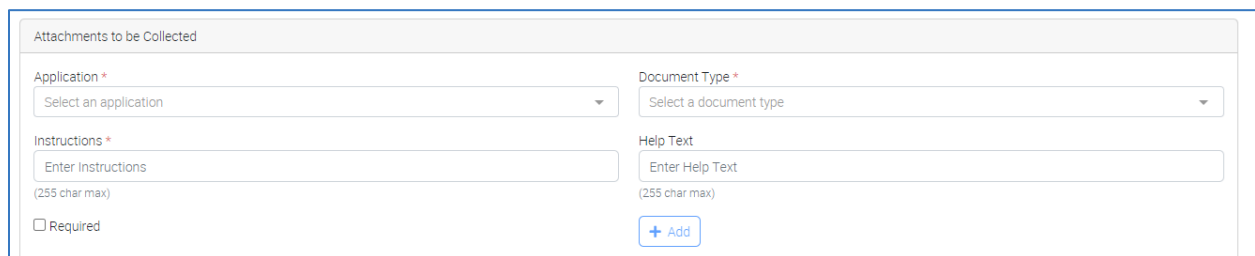
**Appearance** fields determine what the user will see at the top of the step when the step is being worked, as well as how the step will appear in the Plan Designer.



Under **Form** select the appropriate Form template, if applicable. \*See [Creating Forms](#).

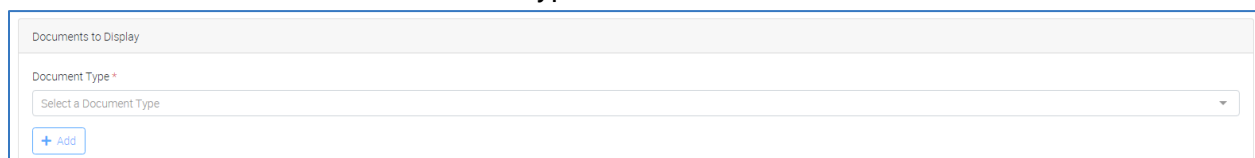


**Attachments to be Collected** fields allow for the External Users to return attach a document as part of the step. Begin by selecting the Application, followed by the Document Type. The *Instructions* field is required, *Help Text* is optional. As in Internal Steps, these documents are automatically added to the archive. Click **+Add** to add additional Document Types.

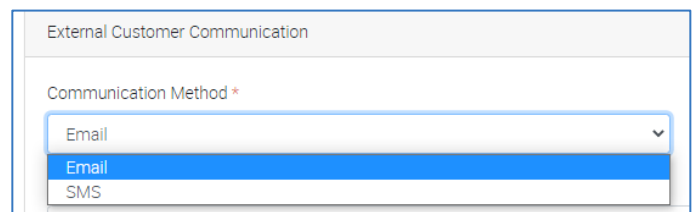


**Documents to Display** fields allow for a document to accompany the work item and display for the External User.

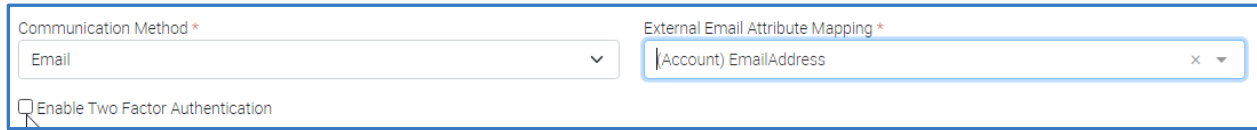
Click **+Add** to add additional Document Types.



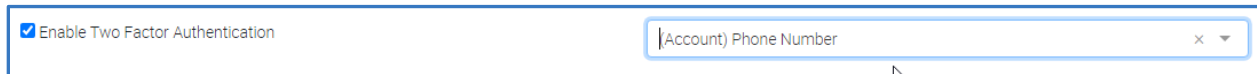
In the **External Customer Communication** area, users will determine how the item is sent to the external participant: Email or SMS.



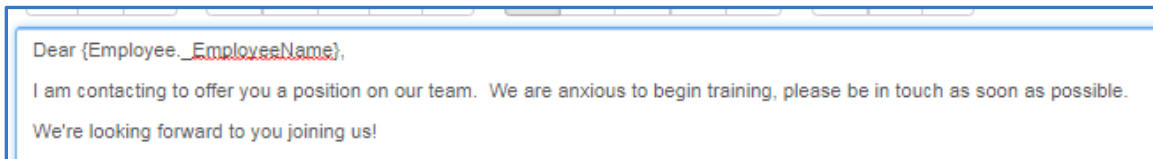
- o **Email:** Choose *Email* and then select the appropriate email attribute from the dropdown.



Check the box to 'Enable Two Factor Authentication' and then select the appropriate phone number attribute from the dropdown that appears. When the recipient of the work item clicks the link to load the web form, a text message will be sent and they will be prompted to enter it correctly before they are able to access the item.

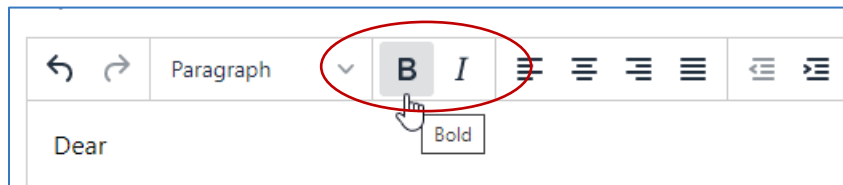


Then enter the Subject and Body of the email that the External User will receive.

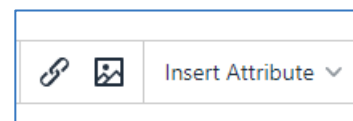
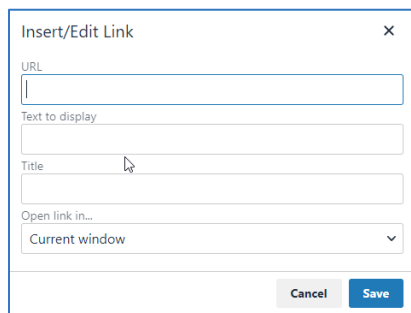
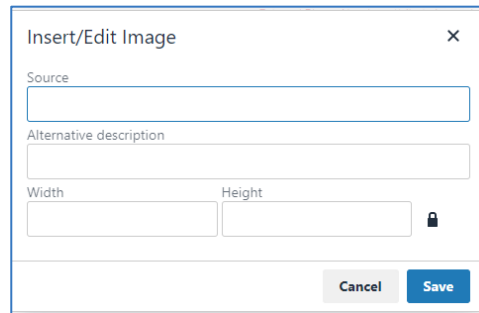
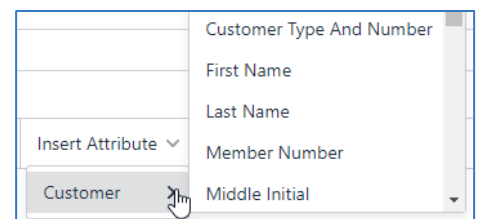


Dear {Employee..\_EmployeeName},  
I am contacting to offer you a position on our team. We are anxious to begin training, please be in touch as soon as possible.  
We're looking forward to you joining us!

Rich Text Formatting available.



Insert links, images and **attribute placeholders** in the message.



**Workflow email to Initiator:** This option within the Email Step Properties can be enabled to allow an email to be sent to the initiator of the Workflow item, in addition to any designated Users and/or Groups listed within that step.

EMAIL INITIATOR	Emailed (System)
REQUEST FORM INITIAL REVIEW	In Progress... (Tricia Lolkus)

Date	User	Activity	Details
2/9/2024 1:22:25 PM	Tricia Lolkus	Step Entered	Step type: Email
2/9/2024 1:22:26 PM	System	Action Taken	Emailed: <a href="mailto:tlolkus@identifi.net">tlolkus@identifi.net</a>
2/9/2024 1:22:26 PM	Tricia Lolkus	Step Exited	Step type: Email

**Appearance** fields allow the user to give the step a Name, color and an icon.

Add **Recipients** by:

- Selecting other Identifi Users under *Recipients*
- Entering email addresses under *External Recipients*
- And/or selecting email address attributes from the associated Entity under *Attribute Mapped Recipients*.

Finally, enter the Subject and Body of the **Email**. Rich Text formatting available.

Use **Insert Attribute** to add attribute data to the email.

➤ **SMS Steps** trigger a text message to a mobile phone.



**Appearance** fields allow the user to give the step a Name, color and an icon.

Add **Recipients Phone Number** by selecting the appropriate attribute from the drop down list.



Finally, enter the content of the **Message**.

Message

Please be aware that messages over 160 characters may be segmented into multiple messages based on the carrier. Also any message over 1600 characters will fail to send. Current length: 129.

Insert Attribute ▾

Hello, Your {Account\_AccountType} account requires attention. Please log onto your Safety Harbor Bank Online Banking to review.

Use **Insert Attribute** to add attribute data to the email.

Insert Attribute ▾

- Employee ▸
  - Address 1
  - Address 2
  - City
  - Date of Birth
  - Department
  - EmailAddress
  - Employee Name
  - Employee Number
  - First Name

➤ **Integration Steps** initiate a change to an entity attribute. [Add New Integration Step](#)

For example, this type of step may generate a file that would upload into a CRM.

**Appearance** fields determine how the step will appear in the Plan Designer.

Appearance

**Name\***

Untitled

Provide a unique name for your Integration Step

Color Icon

Preview

**Note:** Integration Steps happen automatically, so do not require instructions.

Integration Component

Select Integration Component...

**Integration Components** are specially configured entity attributes. Select the appropriate one for the step being created.

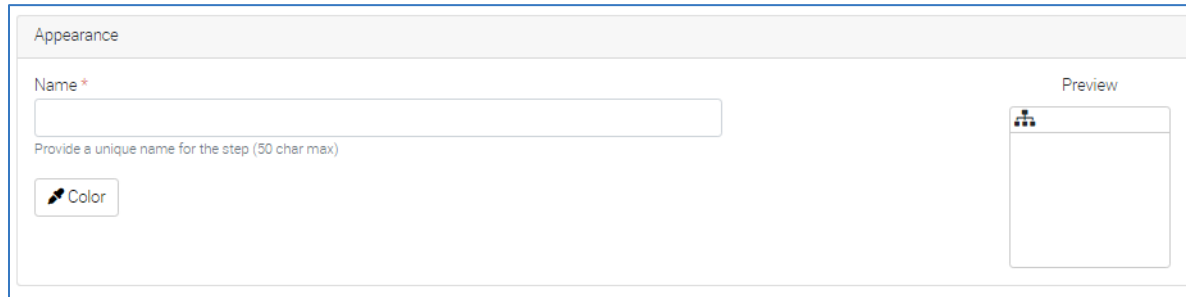
Integration Component

Integration\_UpdateCloseDate

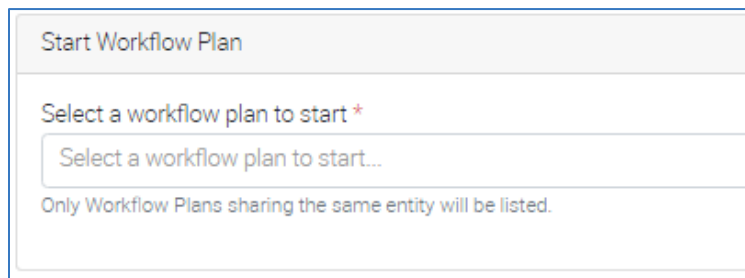
➤ **Start a Workflow Steps** launch a new workflow. [Start Workflow Step](#)

Actions taken from a step of this type will start a separate workflow.

**Appearance** fields determine how the step will appear in the Plan Designer.



**Select a workflow plan to start** by choosing the appropriate plan from the drop down list.

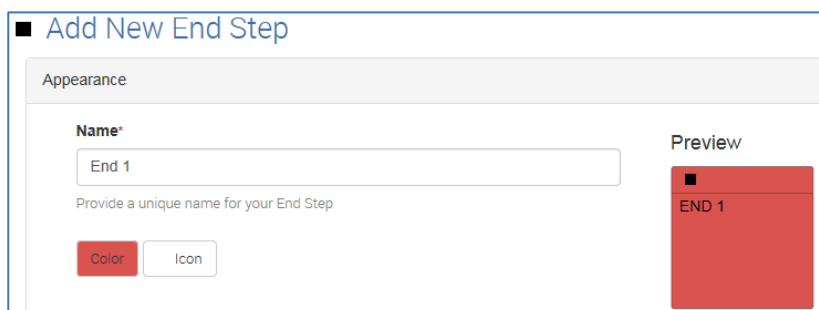


Note that only Plans that share the same entity will be offered.

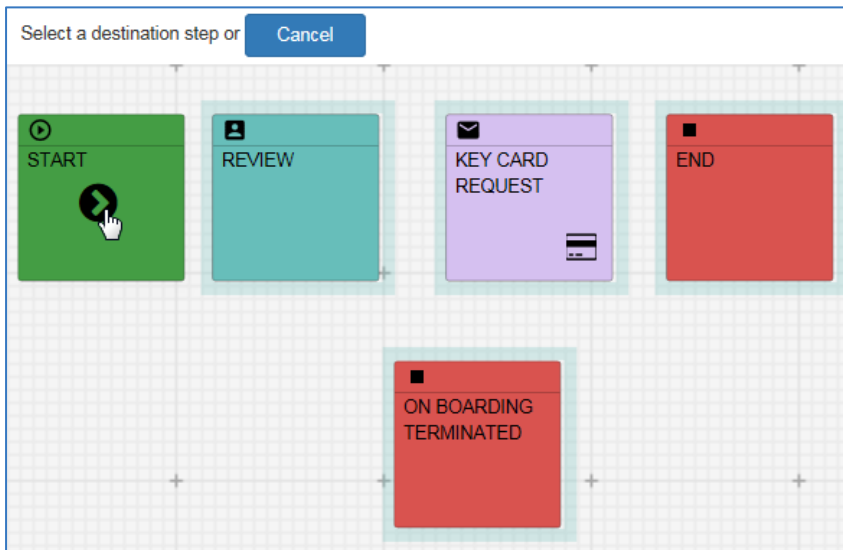
➤ **End Steps** end the workflow.

A plan can have multiple End Steps.

**Appearance** fields determine how the step will appear in the Plan Designer. The color will default to red, but can be changed.



## Step 2: Connect Steps



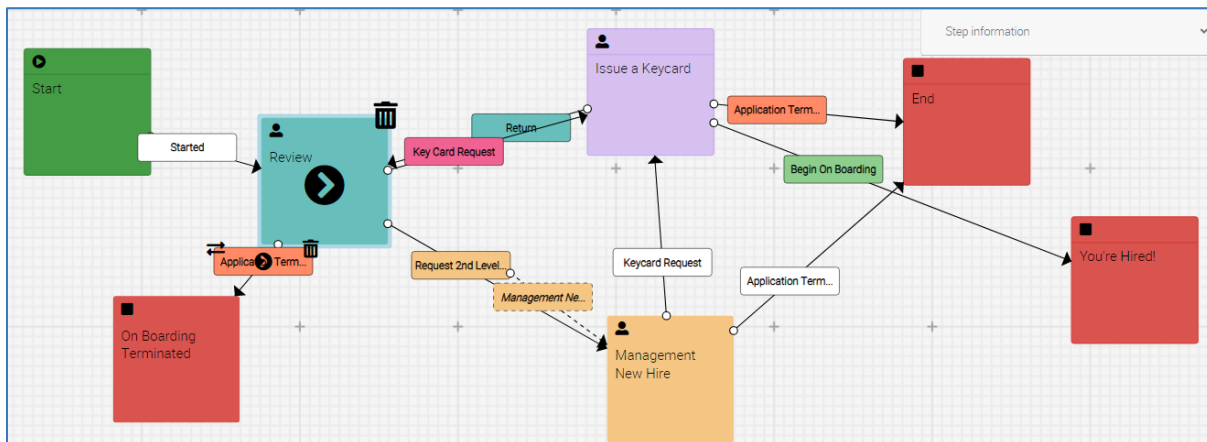
Click on the Step, then click the arrow that appears.

Select the Step that should follow in the workflow by clicking on it.

These connections form **Actions**.

## Step Actions

**Actions** connect steps and appear as buttons in the work items for the end user move items through the workflow.



## Step 3: Editing Actions

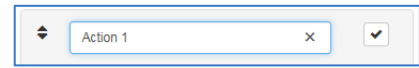
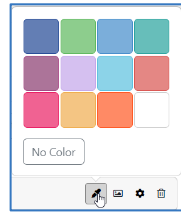
Click on the Step to access the *Step Information* Panel.

For each step Action on the Step, the following can be edited from this panel:

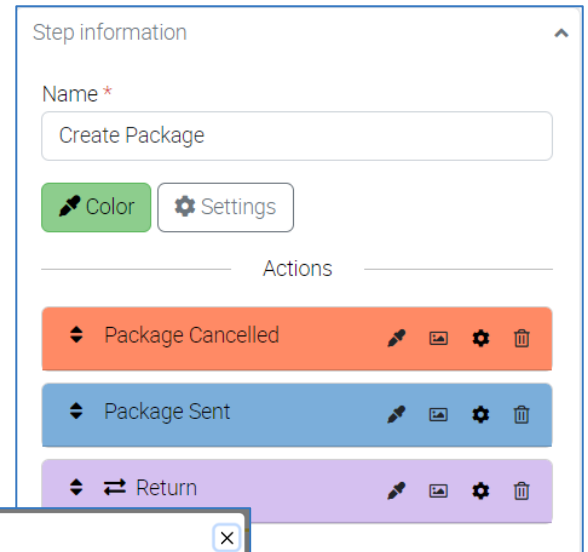
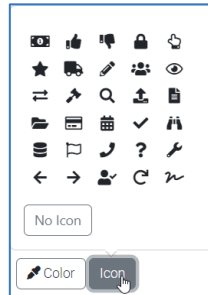
- **Re-order** Actions by dragging and dropping them.

- **Action Name**- click on the name to edit it.

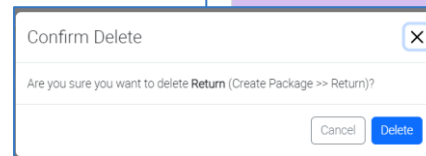
- **Color of the Action**



- **Icon for the Action**

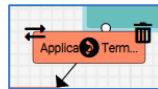


- **Delete Action**



- **Move** an Action to another Step

1. Select the Action on the Plan Designer.



2. Click the Re-Route icon



3. Select the new step where the Action will route the work items.

- **Additional Settings** accessed through the  gear.

In addition to the above listed settings, the following Action behaviors can be configured here:

Action Behaviors

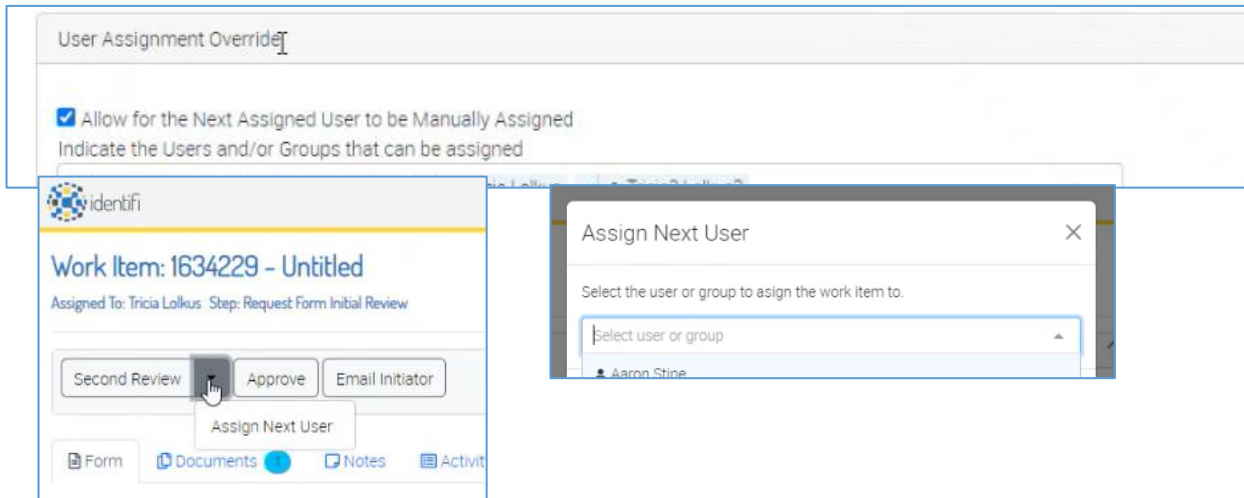
Enable Auto Follow  Enable Return to Sender

Generate a pdf of the workflow form when action is taken

- Turn on **AutoFollow**: With AutoFollow enabled, if the User is the designated assignee for the item's next step, the item is automatically moved to the next step in the workflow, assigned to the user and displayed for continued processing.

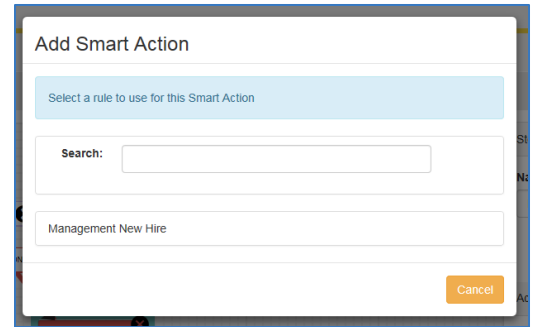
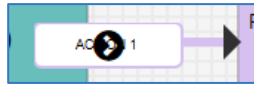
- Turn on **Return to Sender**: With Return to Sender enabled, when the action is taken the item will be returned to the last user to interact with it. A dialogue box will present for a comment describing the reason for the return. The item will appear in their Inbox with a *Returned* badge and the comment will be added as a Note.
- **Generate a PDF of the workflow form**: When the action is taken, a PDF of the Step's form will automatically be generated and archived and will be retrievable through Documents Search.
- **Ad Hoc Routing / User Assignment Manual Override** - this configuration option gives a User the ability to directly route the item to another User outside of the plan's inbound assignment rules, essentially "overriding" the default.

When this feature is enabled at the Action level, the Administrator will also be required to indicate which system users are available to be assigned at the time the action is taken. If the user taking the action would like to for the system's inbound rules to be used, then they can just click the action button as they do today. This override feature is optional based on the needs of the user.

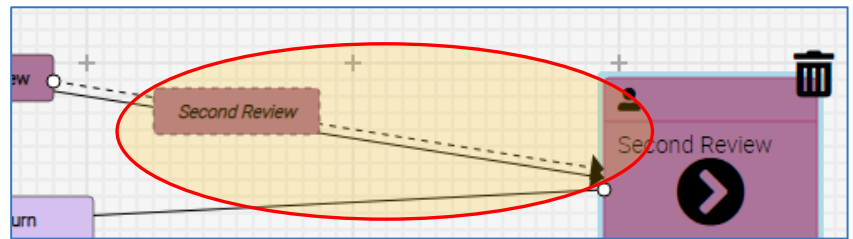


**Smart Actions:** Smart Actions are associated with Rules and allow items to move through steps in the workflow without user action. *\*See [Creating Rules](#)*

1. Click on an existing Action to access the arrow and then select the Step that will follow the Smart Action.

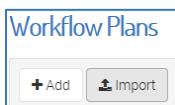


2. Select the Rule that will run this Action. The Smart Action will automatically save and retain both the original name of the Action and well as the Rule Name.

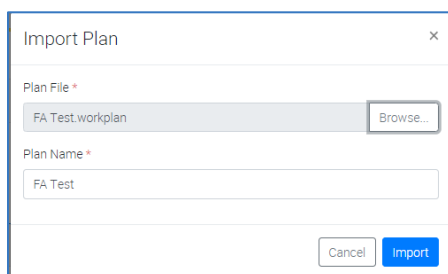
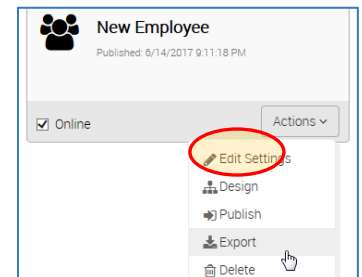


### Importing & Exporting Workflow Plans

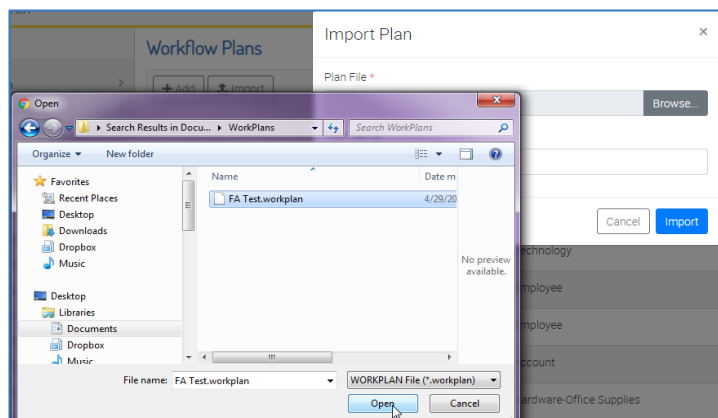
Existing Workflow Plans can be exported from an installation and imported into another; or re-imported as a copy/template into the same installation.



To import a workplan, select **Import** from the upper menu and select the workplan file then enter a Plan Name and click **Import**.

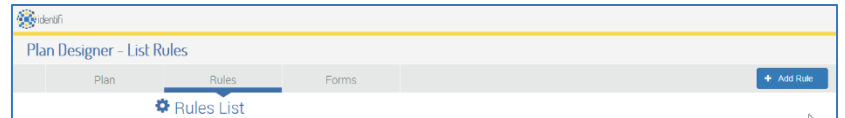


**Note:** If importing to another installation, Entity Type, Attributes and Users/Groups must be same as the original installation or Workflow Plan will fail.

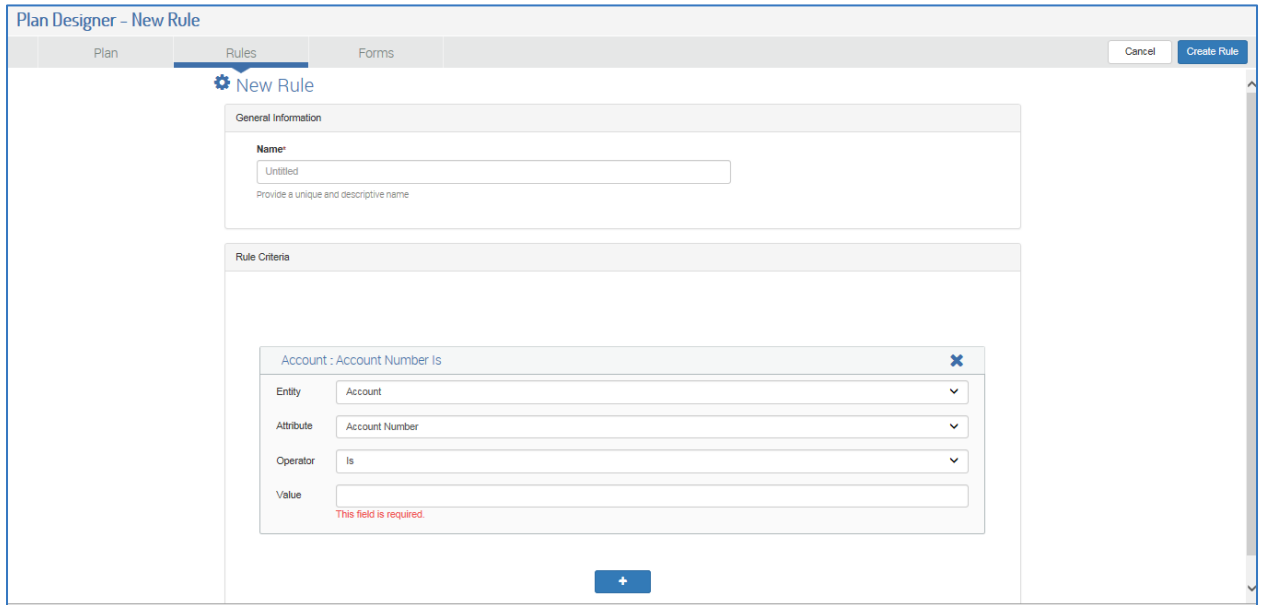


## Creating Rules for Workflow Plans

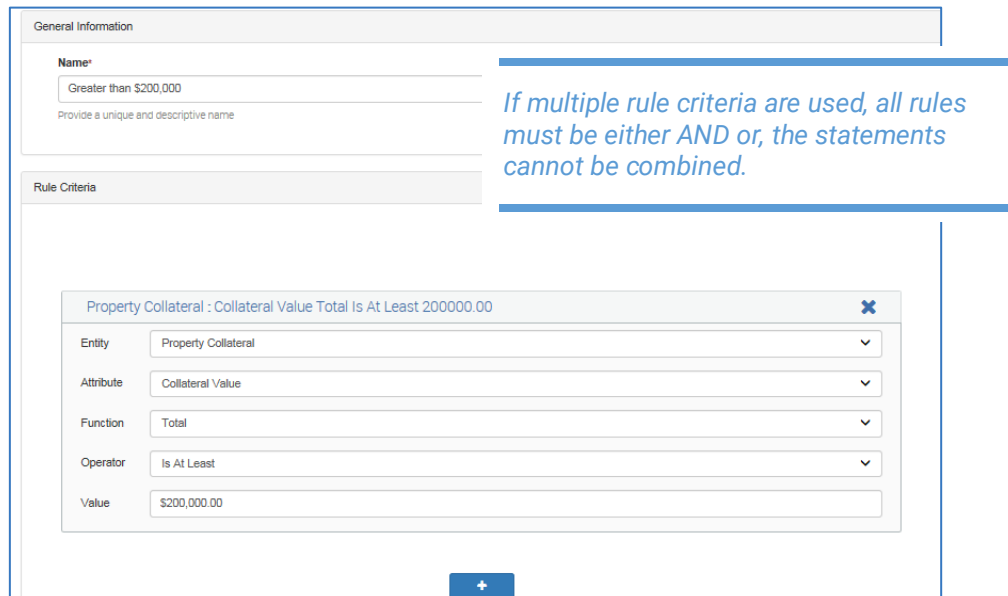
Rules are added under the **Rules** tab of the Plan Designer.



1. Click **Add Rule**

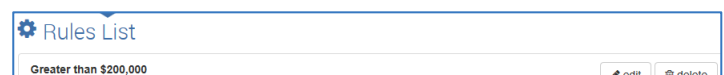


2. Enter a Name for the Rule and Rule Criteria: Entity, Attribute and Value information. Select the **plus** sign to add additional Rule Criteria.



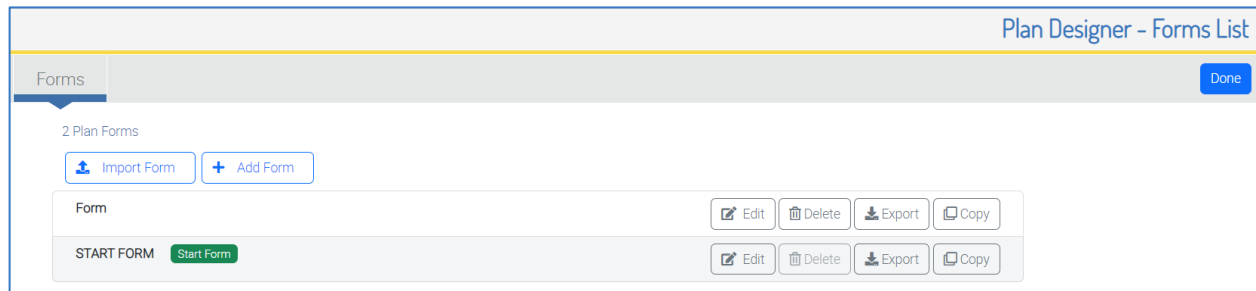
*If multiple rule criteria are used, all rules must be either AND or, the statements cannot be combined.*

3. When all criteria have been added, click **Create Rule** in the upper right corner. The rule can then be edited or deleted from the Plan's **Rules List**.



## Creating Forms for Workflow

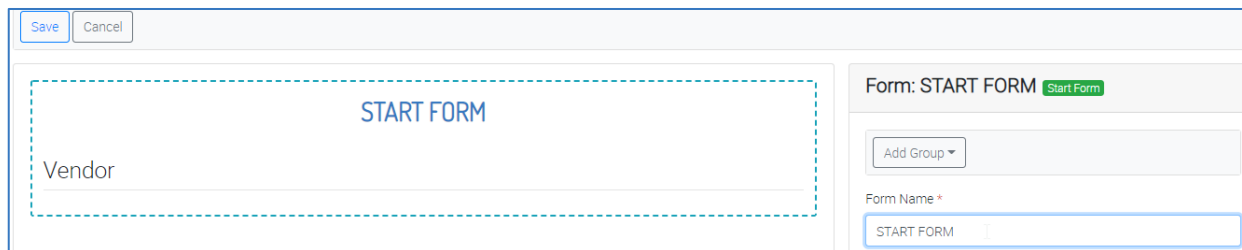
Forms are added under the **Forms** tab of the Plan Designer. All Plans will have a default **Start Form** which should be configured and customized and will present when a Plan item is manually started.



Additional Forms can be created and can be associated with specific steps in the Plan.

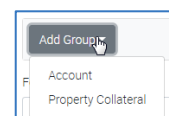
## Modifying the Start Form

1. Select  to open the Form Designer.

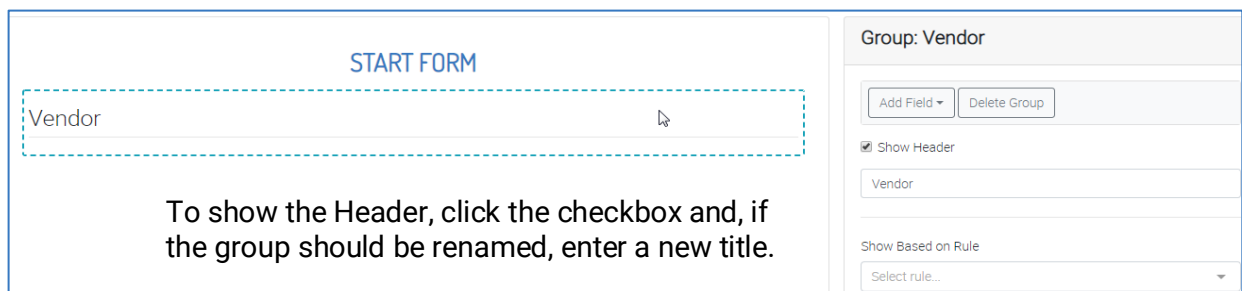


The form is titled **Start Form**, but can be edited in the *Form Name* field.

The form will open ready to configure a group of attribute fields from the Plan's entity – if there is an entity related to that one, it will be available under the *Add Group* dropdown menu.



2. Click inside the Group area to begin customizing the fields on the form.



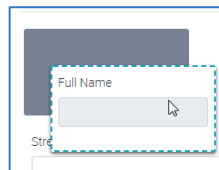


3. Next, **Add Fields**. The fields offered will be based on the attributes within the Group Selected.

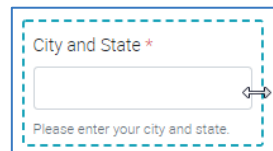
- Select an existing attribute from the list.
- New entity attributes can be configured directly from here to be used on the form.

4. Fields can be modified in the following ways:

- **Reposition:** Drag to reposition



- **Resize:** Hover cursor and use arrows to resize



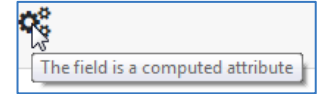
- **Custom Label:** Add a custom label and help text to make it the form clearer for users and customers.

- **Set Default Value:** Populate with a default value if no other value is entered into the field.

**Note:** With the fields resized to their smallest dimensions, a maximum of 6 fields can be positioned in a single row.

- **Required:** Set as required and prevent the Step from being completed without that field being populated.

**Note:** *Computed Attribute fields will not have Default Value, Required or Read-Only settings available.*



- **Read Only:** Set as Read Only and prevent changes

- **Create a New Field:** Select *Custom Field* and using the Rich Text Editor to create an entirely unique field.

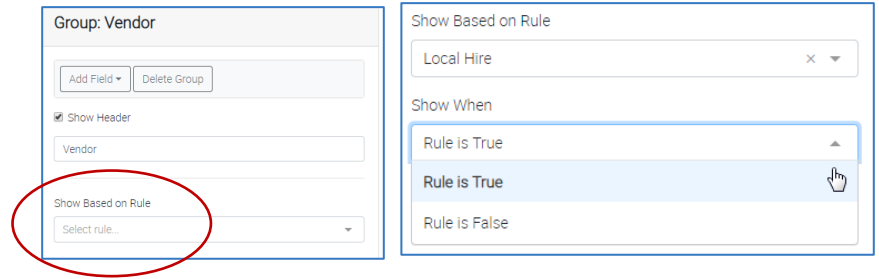
**Note:** *Custom Fields can be used to add a company logo to the form. See [Adding a Logo to a Workflow Form in the Identifi Help Center](#).*


5. Additional Groups can be added by clicking outside the current Group's field area and then selecting **Add Group** again.

**Note:** *Multiple Groups will only be listed if there are Entities related to the one selected for the Plan.*

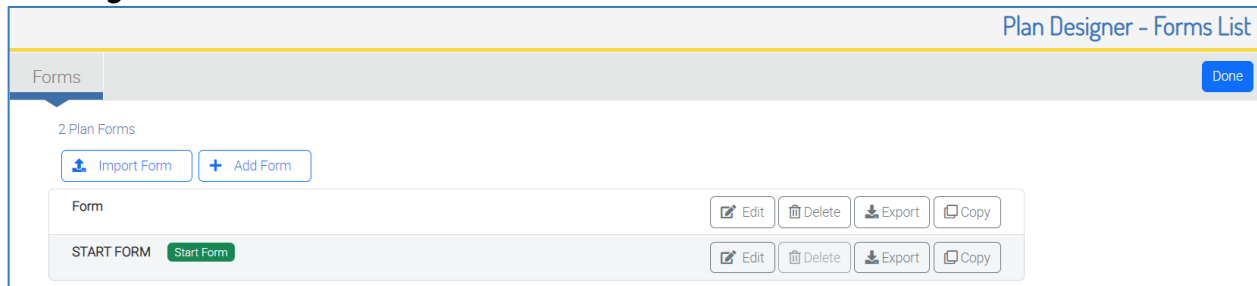
Select the new Group and repeat the steps above.

Note that Groups can be configured to show conditionally, based on Rules.  
 \*See [Creating Rules](#)




6. When all criteria have been added, click  in the upper right corner.

## Creating New Forms



1. **Copy an Existing Form** : Selecting *Copy* on an existing form performs a 'Save As' and opens a copy of the form in the Form Designer for editing.

Follow instructions for configuring Form Groups and Fields beginning on page [89](#).

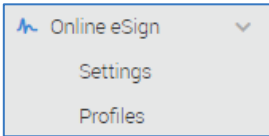
2. **Import a Form exported from another Plan** : Select *Import Form* to choose an exported form from another Workflow Plan. **Note:** Only forms exported from Work Plans based on the same entities of the existing Work Plan can be imported.

Follow instructions for configuring Form Groups and Fields beginning on page [89](#).

3. **Add a New Form** : Select *Add Form* to launch the Form Designer and begin a new form from scratch.

Follow instructions for configuring Form Groups and Fields beginning on page [89](#).

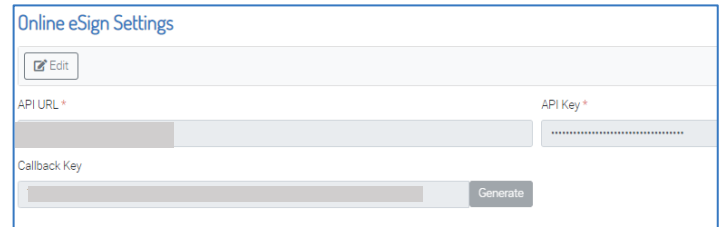
## ONLINE ESIGN



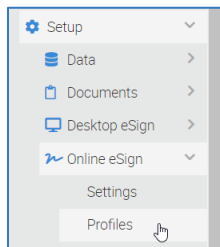
Users with the **Administrator Role** assigned to them have the ability to manage Profiles, and those that have the **System Administrator Role** are able to also access Settings.

### Settings

*Settings* is where the installation's Online eSign API configurations are set. If assistance is needed with these settings, please contact Identifi Support.

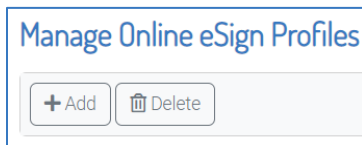



### Profiles

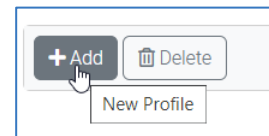


*Profiles* are configured to determine Application(s), Security and Authentication settings for Packages. A Profile is selected as the first step in creating a new Online eSign Package.

### Adding a Profile



Click  in the upper menu.



**Profile Settings**

Save Cancel

Name \* Applications \*

**Authentication**

Default Authentication  
 Email SMS Q&A  Enable Knowledge Based Authentication (KBA)

Allow the Default to be Changed

**Security**

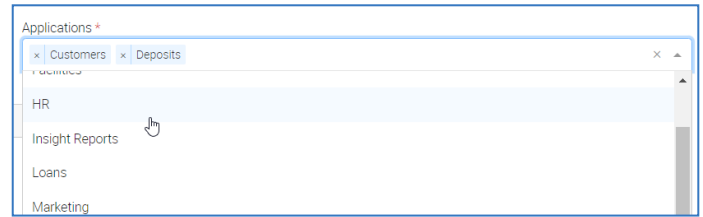
Add user/group...

0 Users / Groups

User / Group

No Security

1. Enter a *Name* for the Profile.
2. Assign at least one *Application* to the Profile by selecting from the drop-down menu. **Note:** Multiple Applications can be selected.
3. Choose a *Default Authentication*.



Default Authentication

Email
SMS
Q&A

Allow the Default to be Changed

Enable Knowledge Based Authentication (KBA)

KBA Mode

Default KBA to Off

Default KBA to Off

Default KBA to On

Require KBA

- With *Allow the Default to be Changed* checked, this can be overridden at the Package level. The box will be checked by default when creating a new Profile. With this option un-checked, all Packages sent using this Profile can only be sent using the Default Authentication selected.
- To use KBA with this Profile, check the box to *Enable Knowledge Based Authentication (KBA)* and then making the appropriate selection from the dropdown menu:
  - *Default KBA to Off*: KBA will be available for Packages sent with this Profile if desired. This will in addition to Email, SMS or Q & A authentication as well.
  - *Default KBA to On*: KBA will default as the authentication for Packages sent with this Profile, this will be in addition to Email, SMS or Q & A authentication as well.
  - *Require KBA*: Packages sent with the Profile must use KBA. This will be in addition to Email, SMS or Q & A authentication as well.

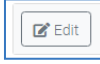
4. Grant access to use the Profile to Users and Groups by selecting them from the drop-down menu. See [here](#) for more details on the Permissions.

2 Users / Groups



User / Group ^

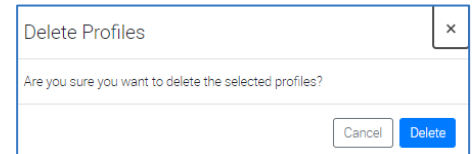
	Create	Manage	
(All Users)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Delete"/>
Administrators	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value="Delete"/>

## Modifying a Profile

Select a Profile from the list and click  to open the fields for changes. See [Adding a Profile](#) for details on the fields.

## Deleting a Profile

1. Click the checkbox next to the Profile and then select  in the upper menu.
2. Confirm by clicking  in the dialogue box that follows.

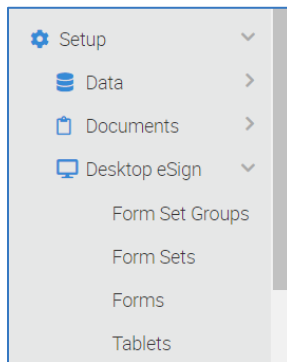


Delete Profiles ×

Are you sure you want to delete the selected profiles?

**Note:** If unsigned Packages associated with Profile are outstanding, a message will present and the Profile will not successfully delete.

## DESKTOP ESIGN

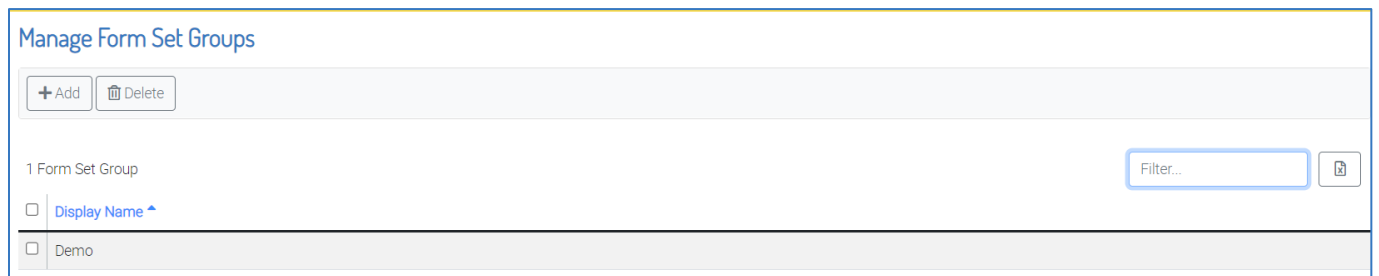


Users with the **Administrator Role** assigned to them have the ability to manage Forms, Form Sets and Form Set Groups.

**Note:** Changes made to forms can affect the indexing of documents and potentially “break” Document Indexing. Proceed with caution and contact Support for assistance if unsure.

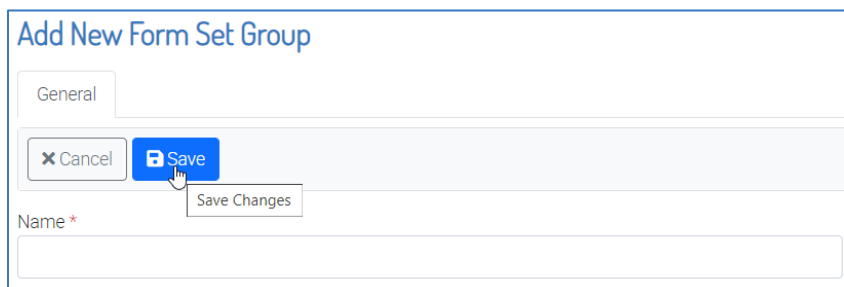
### Manage Form Set Groups

**Add** new Form Set Groups and **Delete** or Modify existing ones.




### Adding a Form Set Group

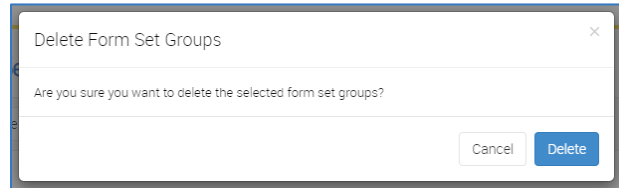
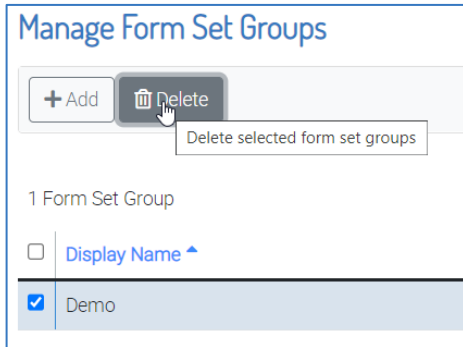
Click  and enter a Display Name and select **Save** when finished.



See [Modifying a Form Set Group](#) for how to add Form Sets to the new Group.

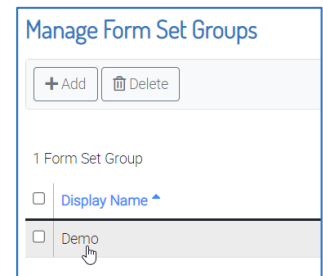
### Deleting a Form Set Group

Place a checkmark next to the Form Set to be removed and select . Then confirm by clicking **Delete** in the dialogue box that is presented.

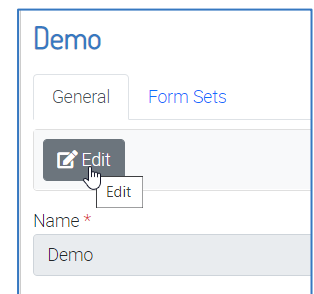



### Modifying a Form Set Group

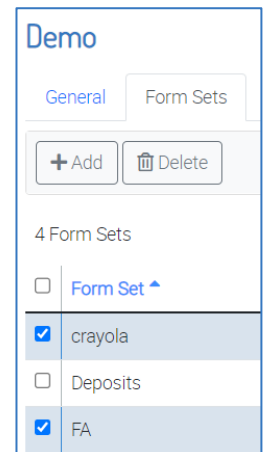
To make changes to a Form Set Group, click the title of the Group.




Under the **General**, click  to modify the Display Name.



Under the **Form Sets** tab, click  to add Form Sets to the Form Set Group. Place a check next to the sets desired and click **Add**.





To remove Form Sets from the Group, place a check mark next to the Form Sets to be removed and click .

Then confirm by clicking **Delete** in the dialogue box that is presented

Remove Selected Form Sets
✕

Are you sure you want to remove the 2 selected form sets from this form set group?

Cancel
Delete

Demo
General Form Sets

+ Add
Delete

Delete Selected Form Sets

4 Form Sets

<input type="checkbox"/> Form Set ^
<input checked="" type="checkbox"/> crayola
<input type="checkbox"/> Deposits
<input checked="" type="checkbox"/> FA

## Manage Form Sets

**Add** new Form Sets and **Delete** or Modify existing ones.

Manage Form Sets

+ Add
Delete

4 Form Sets

Filter...

🔍


<input type="checkbox"/> Display Name ^	Internal Name
<input type="checkbox"/> crayola	Crayola
<input type="checkbox"/> Deposits	Deposits
<input type="checkbox"/> FA	FA
<input type="checkbox"/> Loans Harland LaserPro	LoansHarlandLaserPro

V. 24.2

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2024

## Adding a Form Set

Click  and fill in the required fields and place a check next to any applicable options. Select **Save** when finished.

See [Modifying a Form Set](#) for instructions on managing Forms and Attributes in the Form Set.

### Add New Form Set

General

Singular Name \*

Display Name Formula \*

Key Form Search Depth \*

Multiple Print Jobs \*

Signing Mode \*

All pages in the document package must be viewed before archiving

Allow signatures or marks to be added anywhere on the document

Allow the package to manually be printed (show or hide the print button)

Print all documents to the default printer without prompting

Allow signatures in the package to be skipped (can be overridden by the Form Designer)


Automatically complete the document package if there are no signatures

Remote Signing

Enable Remote Signing with Online eSign

**Note:** If the installation is configured for both remote signing as well as Desktop eSign, click the check box next to **“Enable Remote Signing with Online eSign”** to enable this feature.

## Deleting a Form Set

Place a checkmark next to the Form Set to be removed and select .

Then confirm by clicking **Delete** in the dialogue box that is presented.


**Note:** Any On Hold packages belonging to the Form Set will also be deleted.

Delete Selected Form Set ✕

Are you sure you want to delete the 1 selected form set?

## Modifying a Form Set

To make changes to a Form Set, click the title of the Set

Under the **General**, click  to modify the Display Name Formula and other configuration settings for the Form Set.


The screenshot shows the 'Loans' Form Set configuration page. The 'General' tab is active. At the top, there are tabs for 'General', 'Forms', and 'Attributes'. Below the tabs, there is an 'Edit' button. The configuration fields include:

- Singular Name \***: Loans
- Display Name Formula \***: 'Acct #' + \_AccountNumber
- Key Form Search Depth \***: 10
- Multiple Print Jobs \***: Prompt to Replace or Delete
- Signing Mode \***: Single Page
- All pages in the document package must be viewed before archiving
- Allow signatures or marks to be added anywhere on the document
- Allow the package to manually be printed (show or hide the print button)
- Print all documents to the default printer without prompting
- Allow signatures in the package to be skipped (can be overridden by the Form Designer)
- Automatically complete the document package if there are no signatures
- Remote Signing**
  - Enable Remote Signing with Online eSign

Under the **Forms** tab, Forms can be **Added** or **Deleted**.

The screenshot shows the 'Loans' Form Set configuration page with the 'Forms' tab active. At the top, there are tabs for 'General', 'Forms', and 'Attributes'. Below the tabs, there are '+ Add' and 'Delete' buttons. The table below shows 16 Forms:

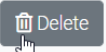
Form	Application	Document Type	Last updated
1003	Barcode Tests	003	3/7/2023 12:30 PM
2002	Barcode Tests	002	10/21/2020 1:34 PM
2018 C142 Consent to Disclosure, page 4 (ver181)	Loans	Car Loan	1/25/2023 10:39 AM
2018 C221 Consent to Disclosure, page 2 (ver182)	Loans	Car Loan	2/13/2020 7:43 AM
2018 C221 Consent to Disclosure, pg 2 (ver 172)	Loans	Car Loan	2/13/2020 7:50 AM

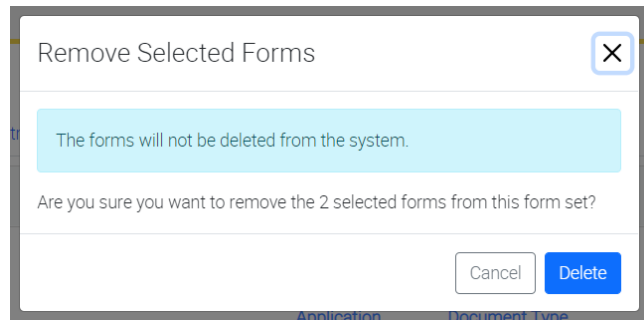
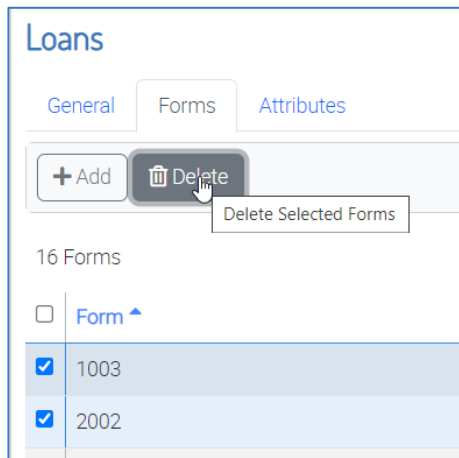
Click  to add new Forms to the Set.

The screenshot shows the 'Add Forms' dialog box. It contains a table with 7 Forms:

Form	Application	Document Type	Last updated
BC-Signature Card 1117 Rev 10-2009 pg01	Deposits	SIGNATURE CARD	9/5/2018 2:20 PM
Copy 2 of Member Agreement Pg 1	Customers	CUSTOMER INFO	3/27/2018 5:28 PM
Copy of Member Agreement Pg 1	Customers	CUSTOMER INFO	12/14/2017 10:27 AM
crayola	Customers	ARTICLES	9/14/2018 11:14 AM
HLP-Disclosure Statement 0245 pg01	Loans	DISCLOSURE STATEMENT	11/30/2017 11:07 AM
HLP-Notice of Final Agreement 0565 pg01	Loans	NOTICE OF FINAL AGREEMENT	11/30/2017 11:07 AM
Member Agreement Pg 1	Customers	CUSTOMER INFO	2/16/2018 2:23 PM

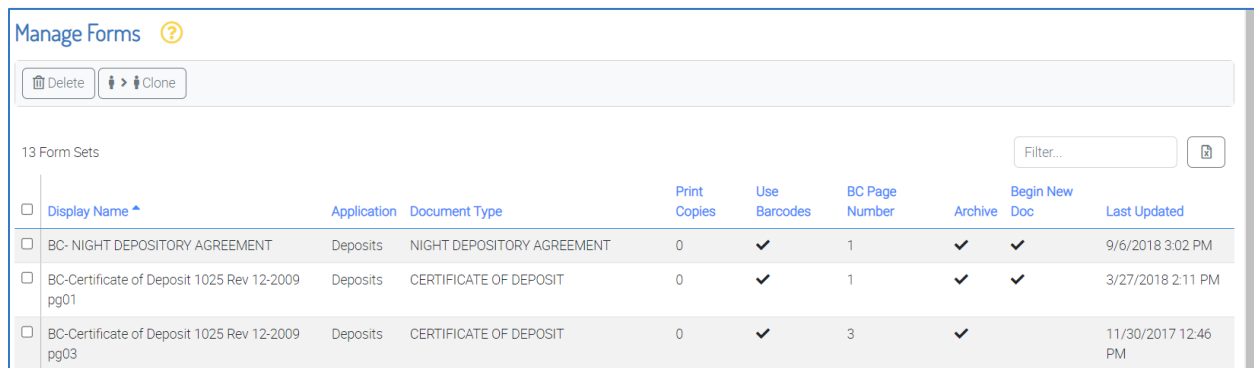
At the bottom of the dialog box, there are 'Cancel' and 'Add' buttons.

To delete, select a Form in the list by placing a check mark in the box; click , and then confirm by clicking **Delete** in the dialogue box that is presented.



## Manage Forms

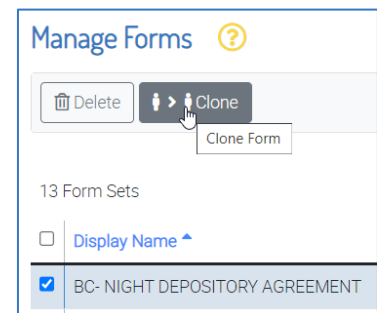
**Clone, Delete** and Modify general details of Forms.




### Cloning a Form

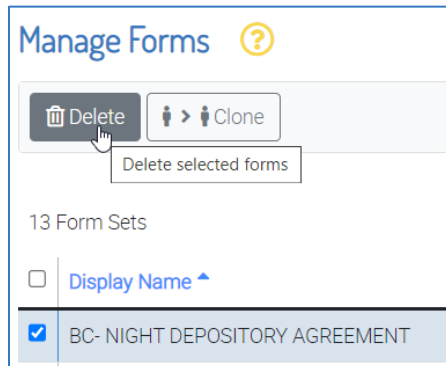
Place a checkmark next to the Form to be copied and select .

See [Using the Form Designer](#) for instructions to edit the new form.





## Deleting a Form

Place a checkmark next to the Form to be removed and select . Then confirm by clicking **Delete** in the dialogue box that is presented.



Manage Forms ?

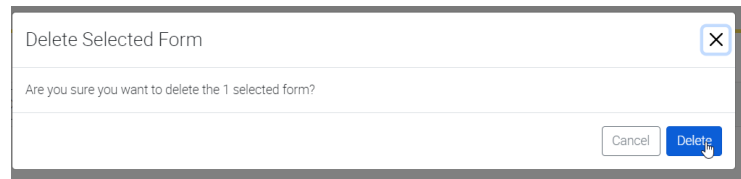
 

Delete selected forms

13 Form Sets

Display Name ▲

<input checked="" type="checkbox"/>	BC- NIGHT DEPOSITORY AGREEMENT
-------------------------------------	--------------------------------



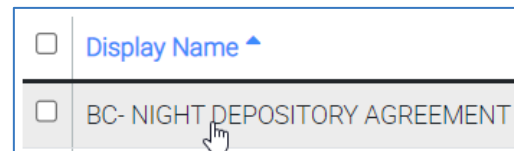
Delete Selected Form ×

Are you sure you want to delete the 1 selected form?

## Modifying a Form

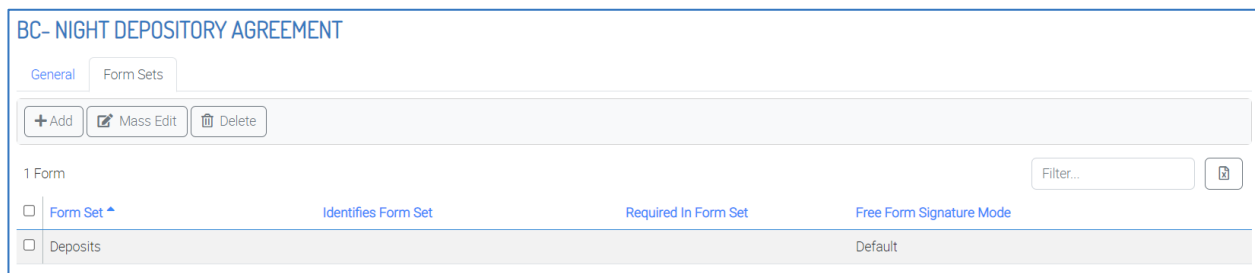
To make changes to the Form itself, see [Using the Form Designer](#).

To modify a form, click its title,




<input type="checkbox"/>	Display Name <span>▲</span>
<input type="checkbox"/>	BC- NIGHT DEPOSITORY AGREEMENT

Under the **General**, view the details of the Form.



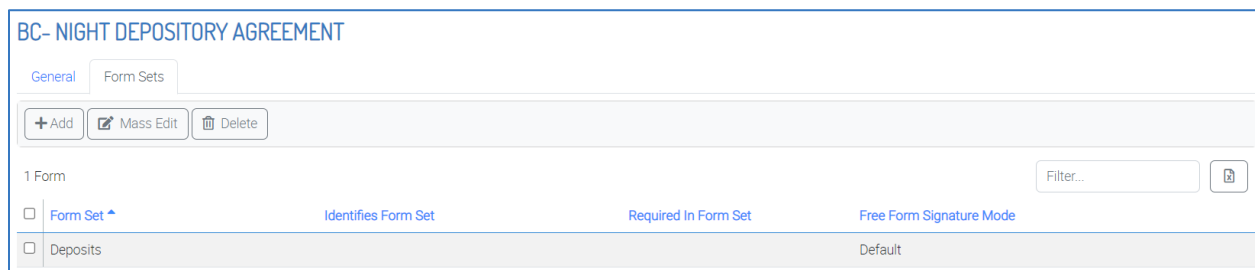
BC- NIGHT DEPOSITORY AGREEMENT

General Form Sets

1 Form Filter... 


<input type="checkbox"/> Form Set <span>▲</span>	Identifies Form Set	Required In Form Set	Free Form Signature Mode
<input type="checkbox"/> Deposits			Default

Under the **Form Sets** tab, Forms can be **Added** to or **Deleted** from Form Sets. **Edit** allows the behavior of that form within a set to be modified.



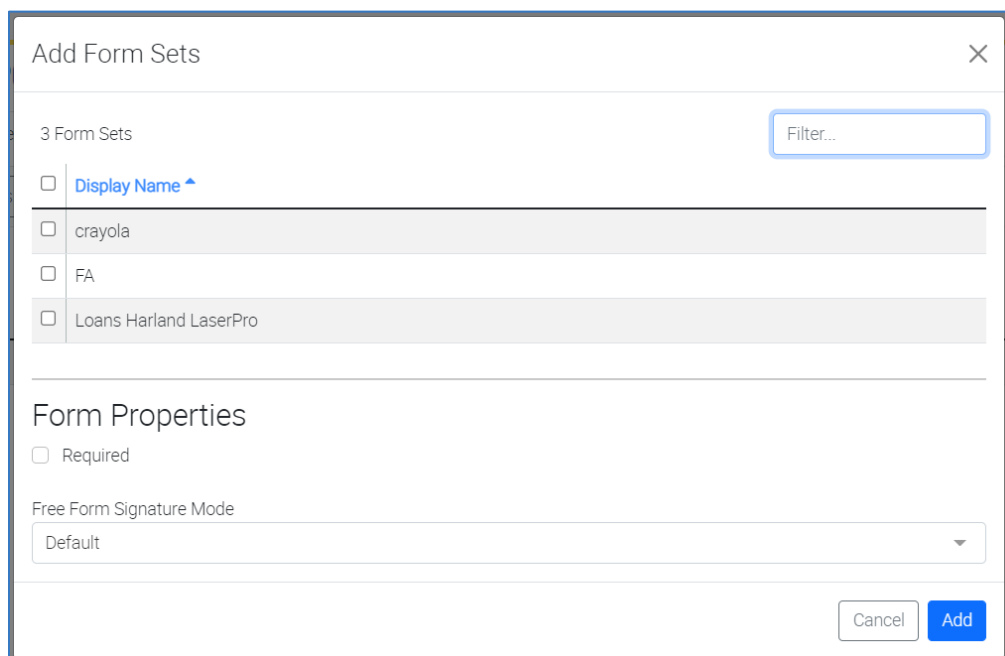
BC- NIGHT DEPOSITORY AGREEMENT

General Form Sets

1 Form Filter... 


<input type="checkbox"/> Form Set <span>▲</span>	Identifies Form Set	Required In Form Set	Free Form Signature Mode
<input type="checkbox"/> Deposits			Default

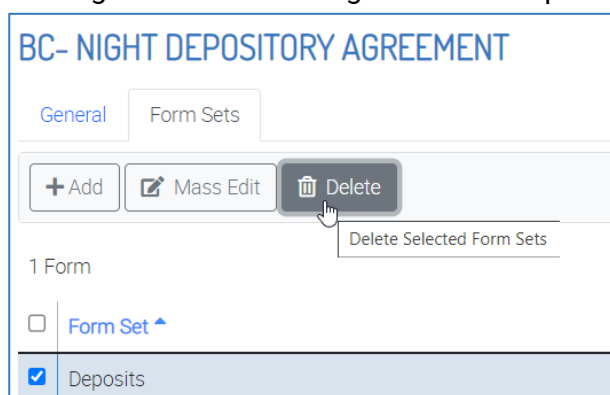
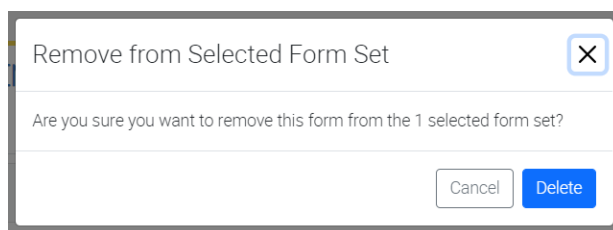
Click  to add the Form to a Form Set.



Place a checkmark at **Required** if this form will be required in the set.

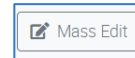
Select the **Free Form Signature Mode**.

Place a checkmark next to a Form in the list to be removed and select  then confirm by clicking **Delete** in the dialogue box that is presented.

Place a checkmark next to the Form(s) in the list to be edited and select .

Here, the behavior of the form within the Form Set can be changed.



**BC- NIGHT DEPOSITORY AGREEMENT**

General Form Sets

+ Add Mass Edit Delete

Edit Form Sets

1 Form

Form Set ^

Deposits

Edit Form Properties on Selected Form Sets

Required  
 Don't Update

Free Form Signature Mode  
 Don't Update

Cancel Update

## Managing Signing Tablets

**Add, Delete** and Modify tablets and their settings.




identifi

Manage Esign Tablets

+ Add Delete

3 Tablets

Filter...

Tablet Image	Model	Description	Has a LCD	Default Tablet	Last Updated
	TL462 HSB-R	TL462	<input checked="" type="checkbox"/>		9/4/2018 10:11 AM
	TS460 HSB-R	TS460		<input checked="" type="checkbox"/>	10/19/2018 5:05 PM
	TL460	TL460	<input checked="" type="checkbox"/>		9/14/2018 10:13 AM

## Adding Tablets

Click **+ Add** to add a Signature Tablet. Fill in the required fields and select **Save**.

Add New Tablet

Cancel Save

Tablet Image \*  
 Click to browse...

Configuration File \*  
 Click to browse...

Model \*

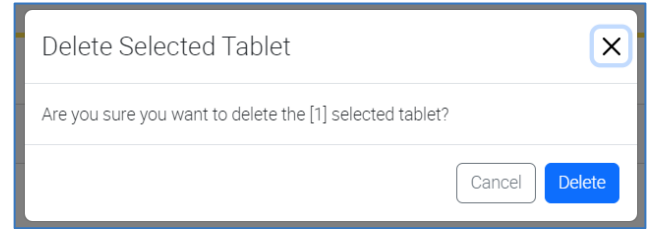
Description \*

Has a LCD

Default Tablet

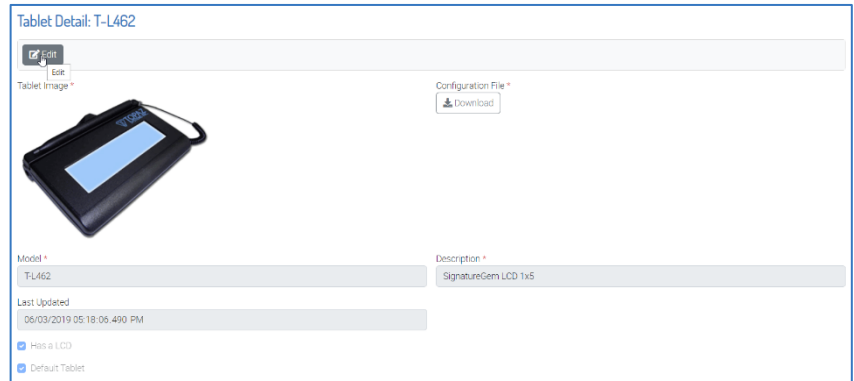
### Removing Tablets

Place a checkmark next to the tablet that should be removed and select . Then confirm by clicking **Delete** in the dialogue box that is presented.

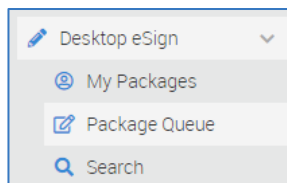


### Modifying Tablet Settings

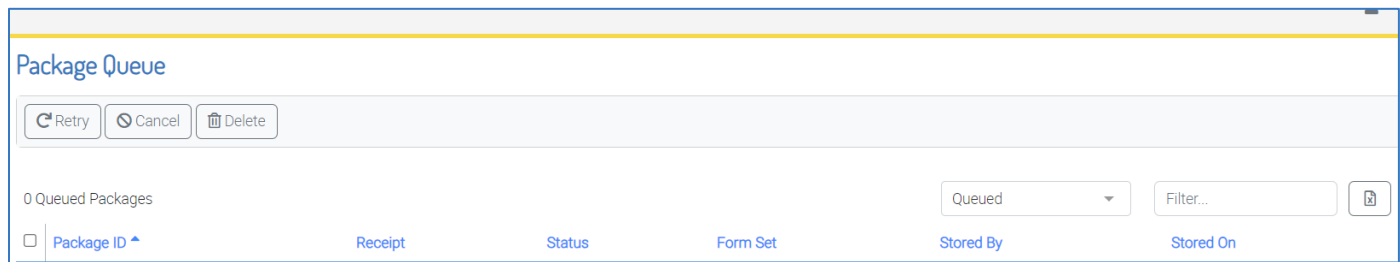
Click the title of the Tablet that should be changed, then select to open the fields for editing.



### Managing the Package Queue

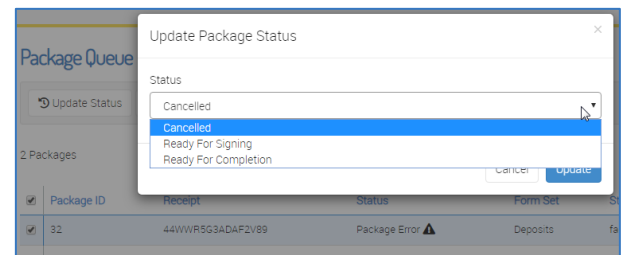


Any packages that do not complete successfully are found here; only Administrators will see this area in the menu.



To resolve the package, place a check in the box next to the Package ID and then click **Update Status** and select the appropriate status from the dropdown menu.

\*These statuses are all searchable through **eSign Search**.

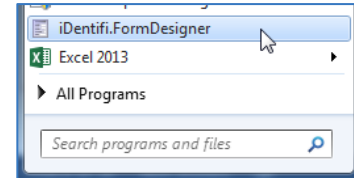




## Using the eSign Desktop Form Designer

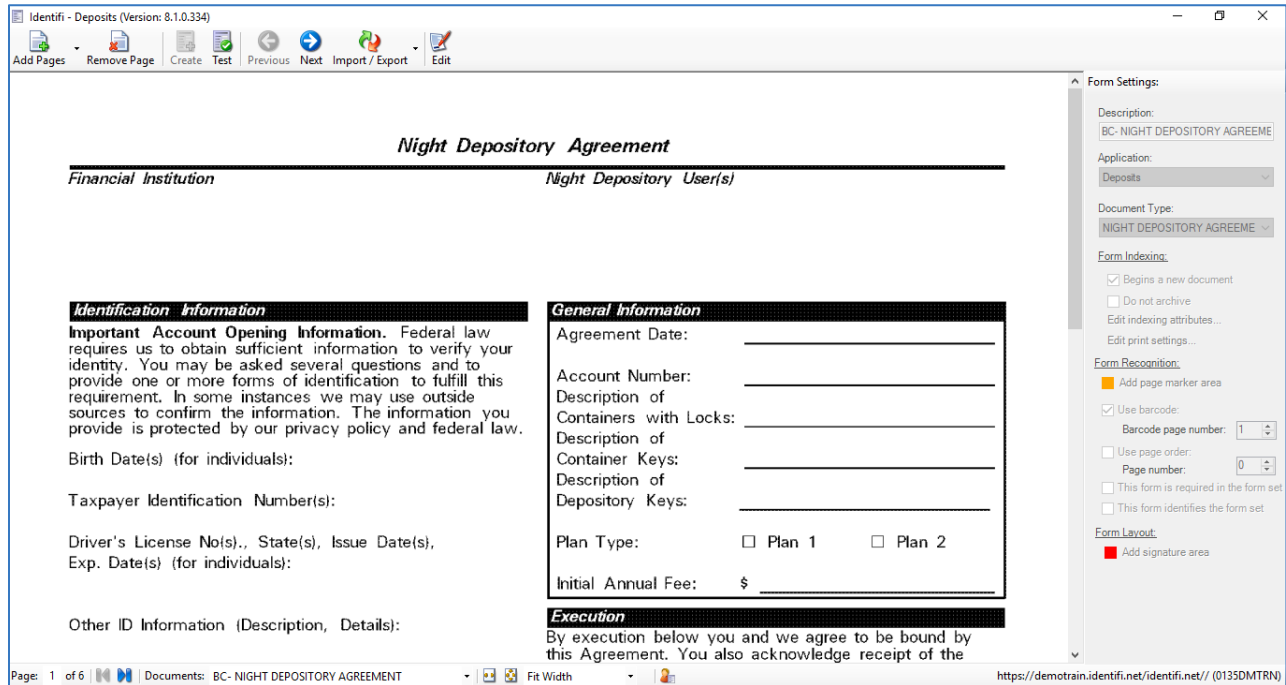
Documents are added and configured as forms in the eSign Form Designer.

**Note:** For client installation instructions click [here](#).



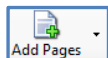
## Launching the Form Designer

To launch the Form Designer, navigate to the PC's Start Menu and locate it in Programs.



## Navigating the Form Designer

### Upper Menu Bar



Add forms to the Form Set. Either TIFs/PDFs



Remove forms from the Form Set



When new pages have been added, add form to the new page.



Launches the eSign Client in order to view the documents and ensure that the pages are being recognized, barcodes read and signature areas correctly placed.



Import or Export forms belonging to the Form Set.



Navigate between forms, and their multiple pages, in the Form Set



Allows changes to be made to the form. Click **Save** to keep the changes or **Cancel** to discard them.



## Right Side Bar

**Form Settings:**

Description:

Application:

Document Type:

### **Form Settings:**

**Description-** The form's name. [See below for best practices](#)

**Application:** Application to which the document will be archived

**Document Type:** Document Type to which the form corresponds

**Form Indexing:**

Begins a new document

Do not archive

[Edit indexing attributes...](#)

[Edit print settings...](#)

### **Form Indexing:**

**Begins a new document-** select to indicate the first page of a document

**Do not archive-** document image will not be archived

**Edit indexing attributes-** set required attributes for indexing. [Best Practices](#)

**Edit print settings-** configure number and format of copies [Best Practices](#)

**Form Recognition:**

Add page marker area

Use barcode:  
Barcode page number:

Use page order:  
Page number:

This form is required in the form set

This form identifies the form set

### **Form Recognition:**

**Add page marker area-** allows the user to use the mouse to mark a unique area of the document to be used to identify the form [Best Practices](#)

**Use barcode-** select this if the document barcoded, then indicate the page number the barcode is found on

**Use page order-** select if the form should be identified by page order

**This form is required in the form set-** select to indicate the form is required in the set

**This form identifies the form set-** select if the form identifies the set

**Form Layout:**

Add signature area

### **Form Layout:**

**Add signature area-** clicking here allows the user to draw signature areas on the document using the mouse. For details on how to configure a signature area, see [Best Practices](#)

## Desktop eSign Form Configuration Best Practices

- **Form Name Recommended Format:** BC (if the document is barcoded), Document Type Name, Barcode Value (if Barcoded), REV Revision Month-Year and page number.  
**Example- BC Certificate of Deposit 1025 REV12-2009 pg01**
- **Attribute Settings Recommendations:** Attributes set with a Data Source of **Prompt** must be entered before the Package can be completed. This data can be entered manually or passed from the barcode. Any attributes marked as **Required** for the Document Type that the form represents will automatically be set as **Prompt**.

Indexing Attributes

Attribute indexing configuration for this form:

Display Name	Data Type	Data Source	Data Value	Required
Document Date	Date Time Type	Text	%Date%	<input checked="" type="checkbox"/>
Indexing Required	String Type	None		<input type="checkbox"/>
Last Name	String Type	None		<input type="checkbox"/>
Member Number	String Type	None		<input type="checkbox"/>
Name	String Type	None		<input type="checkbox"/>
Source	String Type	Text	eSign	<input type="checkbox"/>
SSN/TIN	String Type	None		<input type="checkbox"/>
Tax ID Number	String Type	Prompt		<input checked="" type="checkbox"/>

Close

### Example Setup

**Document Date = Text**

**Source = Text ('eSign')**

**Account #/Tax ID = Prompt**

- **Print Settings:** These settings determine document are printed from eSign, either at the completion of a package or using the **Print** button within the eSign Client. The settings are limited by the capability of the attached printer.

Print Settings

Document Settings:

Number of copies:

Duplex entire document

Page Settings:

Page is landscape

Additional margins (inches):

Left:  Right:

Top:  Bottom:

OK Cancel

- **Page Marker:** A recommended area of the form to select for the Page Marker is the form's title. Draw the marker area, then right-click and select **Enable Search Region**.



- **Adding and Modifying Signature Areas:** Once the Signature Area has been drawn, make the following selections in the dialogue box:

**Create Signature**

Select the signer type for this signature:

Signer type:

Skip Behavior:

Signer number:

Add date stamp

**Signer Type** –The first time a new signer type is used, it must be typed in, after that it will be available from a drop-down menu. Other examples are *Spouse, Employee, etc.*

Signer 1  
Signer 2  
Signer 3

**Skip Behavior** –*Default, Skip Allowed or Require* (all signature areas must be Signed or Skipped to place the package on Hold or Complete) *Default* is standard.

**Signer Number** – Identify the Signer Number this box is being configured for, i.e. Signer 1, Signer 2, Signer 3...

**Add date Stamp** –Applies time/date stamp to signature

Remove  
Duplicate  
Properties

Create additional signature areas by right-clicking on one already configured and selecting **Duplicate**. These new signature areas can then be dragged into place on the form.

Remove  
Duplicate  
Properties

These settings can be modified for existing signature areas by right-clicking the signature area and selecting **Properties**.

## Adding Forms

When the **Capture documents from the Identifi printer** icon is present in the lower menu of the Form Designer, documents (.tif, .jpg and .pdf) can be 'printed' to the eSign Printer. When prompted, select the eSign Form Designer and the forms will open in the Designer for configuration.

**Launch Application**

Applications

Select the application to open the print documents

iIdentifi.eSign  
iIdentifi.FomDesigner

Click **Create** in the menu bar to open the right menu for editing.

Form Settings:

Description:

Application:

Document Type:

Form Indexing:

Begins a new document

Do not archive

[Edit indexing attributes...](#)

[Edit print settings...](#)

Form Recognition:

[Add page marker area](#)

Use barcode:  
Barcode page number:

Use page order:  
Page number:

This form is required in the form set

This form identifies the form set

Form Layout:

[Add signature area](#)

For each new form, the following menu items must be addressed, see [Navigating the Form Designer](#) for details:

**Form Settings:** -including *Description, Application* and *Document Type*

**Form Indexing:** - including where the document begins, its archive behavior, indexing attributes and print settings.

**Form Recognition:** -including page markers, barcode details, page order and required and/or identifying forms

**Form Layout:** - including signature areas.

Click  **Complete** and the Form Set Designer will close.

---

*Note: **Page 1** must be configured for each form; however subsequent pages need only be configured if they contain a signature area.*

---

## “Grabbing” TIFs

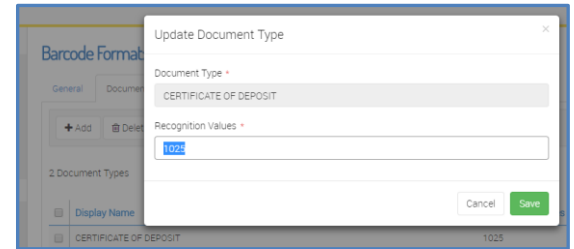
New forms can be created by ‘grabbing’ .tif images:

1. Print the form to eSign, but do not proceed with eSign when the client opens and prompts for the type and number of signers.
2. Open the `C:\Users\%username%\AppData\Local\Temp` folder
3. Move the TIF image to the eSign template folder and rename it for easy identification.
4. **Cancel** and **Close** eSign when complete.

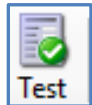
### **For Barcoded Documents:**

Add the Barcode ID to the Barcode Format under the *Setup-Imaging-Barcodes* menu.

Select the Barcode Format from the list and then, under the Document Types tab, add the Barcode ID in the Recognition Value field.



## Testing New Forms



Once all new forms have been added, it’s best to test them. Select **Test Form Set** from the upper menu inside the Form Designer. The forms will ‘print’ to eSign so that the form recognition, signature areas and barcodes can be assessed for accuracy.

## Importing/Exporting Forms



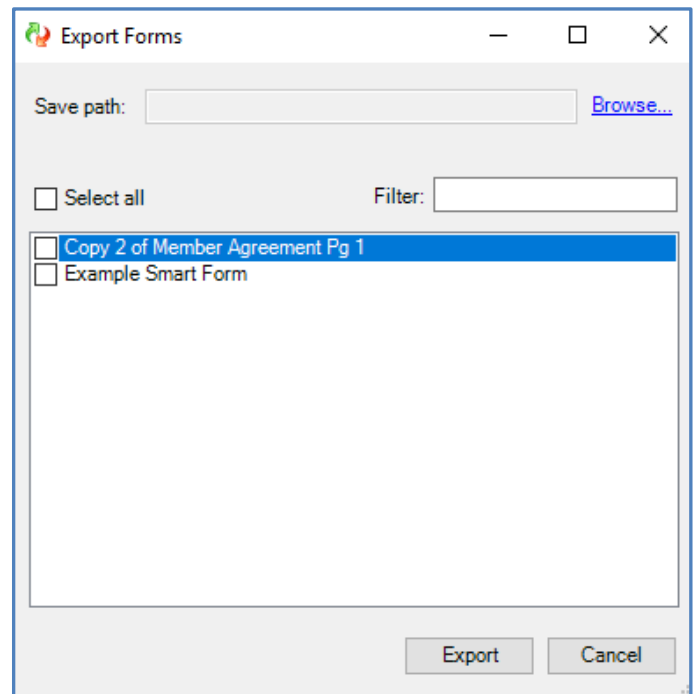
Forms can be exported from the Form Designer.

### Exporting Forms

Select **Export** from the **Import/Export** dropdown menu.

Choose which forms in the Form Set are to be exported and where they will be saved.

Click **Export**.



## Importing Forms

Select **Import** from the **Import/Export** dropdown menu.

Make any necessary changes to the Form Description, Application and Doc Type and click **Next**.

Assign attributes:	
Old Attribute	New Attribute
Tax ID Number	Tax ID Number
Document Date	Document Date
Source	Source

Then, once the last 3 radio buttons have been addressed, click **Finish**.

## Managing Desktop eSign and eSign Form Designer Clients

The clients are downloaded and managed under the **System** menu.

### Clients:

Computer Name	MAC Address	Client	Client ID
IDENTIFIENGLP-L	68:3E:26:E5:BA:9B	Scan	3
IDENTIFITRNFA	74:40:BB:EB:F4:15	Desktop eSign	1
IDENTIFITRNFA	74:40:BB:EB:F4:15	eReceipt	1
IDENTIFITRNFA	74:40:BB:EB:F4:15	Scan	1
IDENTIFITRNFA	8C:AE:4C:F0:E6:8B	eReceipt	2

A list of all installed eSign and Form Designer Clients can be viewed here. Those that are not needed can be removed from this screen as well.

For more details: [Setup-System-Clients](#)

## Installers:

The Installers for the Desktop eSign Client and Form Designer are downloaded for installation and deployment from here. For more details: [Setup-System- Installers](#)

- ☰
- Data >
- Documents >
- Tracking >
- Desktop eSign >
- Online eSign >
- Workflow >
- Reporting >
- Analytics >
- Setup ▾
- Data >
- Documents >
- Desktop eSign >
- Online eSign >
- Imaging >
- eReceipt >
- People >
- Tracking >
- System ▾
- Analytics
- Clients
- Installers

### Client Installers

IMPORTANT: After downloading an installer ZIP file, do not attempt to open the ZIP file directly. Instead, extract the file to a folder on disk and run the setup EXE from there.

6 Installers

**Client**

Scan	<a href="#">Auto Upgrading Installer</a>	<a href="#">VDI Installer</a>
eSign	<a href="#">Auto Upgrading Installer</a>	<a href="#">VDI Installer</a>
eReceipt	<a href="#">Auto Upgrading Installer</a>	<a href="#">VDI Installer</a>
FormDesigner	<a href="#">Download</a>	
ReceiptDesigner	<a href="#">Download</a>	
Uplink	<a href="#">Download</a>	

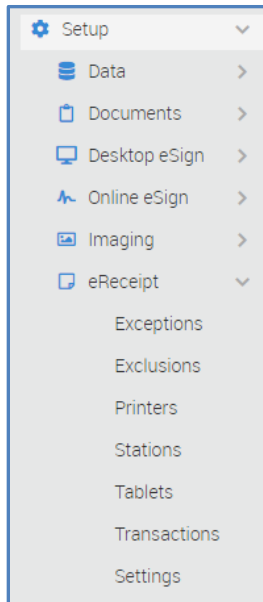
V. 24.2

113

2024



## ELECTRONIC RECEIPTS



Users with the **Administrator Role** assigned to them have the ability to manage all aspects of the Receipts module.

### Exceptions

Exceptions are receipt transactions that Identifi was unable to process. This menu should be checked periodically by Administrators.

Exception Type	Occurrences	Most Recent Date
System.Data.SqlClient.SqlException (0x80131904)	5	8/21/2018 2:03:47 PM

Receipt ID	Receipt Layout Name	Client ID	Computer Name	Exception Date	Last Archive Date	Exception Message
000000002147755950	Standard	101	Removed from system	3/15/2019 5:30 PM	2/10/2023 8:30 AM	Input string was not in a correct format. (Parameter 'Transactionamount Co

**Note:** Any receipts listed here are *not* archived. If receipts remain here after reprocessing, they will need to be individually addressed to correct errors.


**\*\*** An email will automatically be sent to all users with the Administrator Role when there are exceptions.

## Resolving Exceptions

**Manage Exception**

1 Exception Filter...

Receipt ID	Receipt Layout Name	Client ID	Computer Name	Exception Date	Last Archive Date	Exception Message	
<input type="checkbox"/>	000000002147755950	Standard	101	Removed from system	3/15/2019 5:30 PM	2/10/2023 8:30 AM	Input string was not in a correct format.Couldn't store <\PROGRAMDATA\IDENTIFI.NET\IDENTIFI.ERECEIPT\ERECEIPT\RECEIPTS\CONSOLE\2.TXT> in _Transactionamount Column. Expected type is Decimal.

Select the  icon to the right of the Exception to see the Exception type details

**Exception Details**

```
System.ArgumentException: The string was not recognized as a valid DateTime.
There is an unknown word starting at index 0. Couldn't store <st Dt: 08-> in
_DocumentDate Column. Expected type is DateTime. ----> System.FormatException:
The string was not recognized as a valid DateTime. There is an unknown word
starting at index 0.
at System.DateTime.Parse.Parse(String s, DateTimeFormatInfo dtfi, DateTimeStyles
styles)
at System.Convert.ToDateTime(String value, IFormatProvider provider)
at System.Data.Common.DateTimeStorage.Set(Int32 record, Object value)
at System.Data.DataColumn.Set_Item(Int32 record, Object value)
```

Click on the receipt exception in the list to see the transaction details

**Exception Detail: 000000002147755950**

2 Attributes Filter...

Attribute	Value
_Transactionamount	\PROGRAMDATA\IDENTIFI.NET\IDENTIFI.ERECEIPT\ERECEIPT\RECEIPTS\CONSOLE\2.TXT
_ReceiptID	000618082114020605

From the upper menu, use the buttons to view the actual receipt image and the text of the receipt:

**identifi**  
connect what matters

B#: 2 NN#: Console  
CB#: 128 T#: 8016

Acct#: 63040980  
Post Dt: 08-19-2020

Timestamp:  
12-30-2020 5:19:42

TT: CHECKING  
Amt: \$50.01

Balance: \$11,181.36

**View Receipt Text**

B#: 2 NN#: Console  
CB#: 128 T#: 8016

Acct#: 63040980  
Post Dt: 08-19-2020

Timestamp:  
12-30-2020 5:19:42

TT: CHECKING  
Amt: \$50.01

Balance: \$11,181.36

Clicking on a Value opens a screen to the data collected from the receipt.

edit

Exception Detail: 0000222012414475739

View Receipt Image | View Receipt Text | **Reprocess** | Reprocess Receipt

Attribute	Value
_DocumentDate	10-9-22
_TransactionType	WTH
_ReceiptID	0000222012414475739

Update Receipt Attribute Value

Attribute Name: \_DocumentDate

Value: 10-9-22

Cancel | Save

Once all corrections have been made, select **Reprocess** to archive the receipt.

Reprocess Exceptions

**Warning!**  
You are about to reprocess this receipt exception.  
This action will attempt to re-archive the receipt to Identifi.Net.

Use the current layout configuration to re-extract attribute values from the original receipt text.

Cancel | Reprocess

## Receipt Exclusions

Transaction Types that do not require a signature on the receipt stored in Identifi are configured as **Exclusions**.

Manage Receipt Exclusions

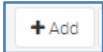

+ Add | Delete | Import | Mass Edit

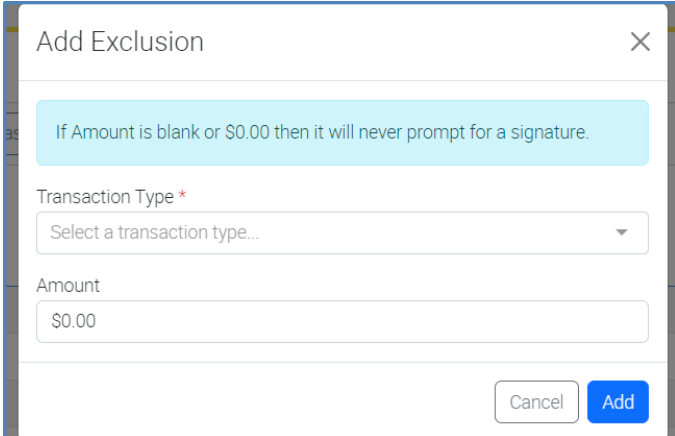
7 Exclusions

<input type="checkbox"/>	Transaction Type	Amount
<input type="checkbox"/>	WTT	less than \$29.00
<input type="checkbox"/>	WT2	less than \$75.00
<input type="checkbox"/>	DE2	less than \$(500.00)
<input type="checkbox"/>	XY2	less than \$(20.00)

Filter...

### Manually Add an Exclusion

- Click  in the menu bar.
- Use the dropdown to choose the Transaction Type.
- Type in the amount of the exclusion
- Click Add 



Add Exclusion



If Amount is blank or \$0.00 then it will never prompt for a signature.

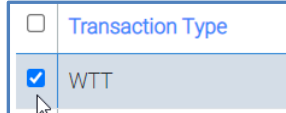
Transaction Type \*  
 Select a transaction type...

Amount  
 \$0.00

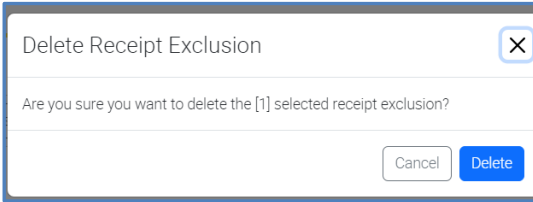
Cancel Add

### Manually Delete an Exclusion

- From the list of exclusions, select the check box to the left of the Transaction Type exception(s) to be deleted.
- Click  in the menu bar.
- Click  to confirm.



<input type="checkbox"/>	Transaction Type
<input checked="" type="checkbox"/>	WTT

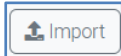



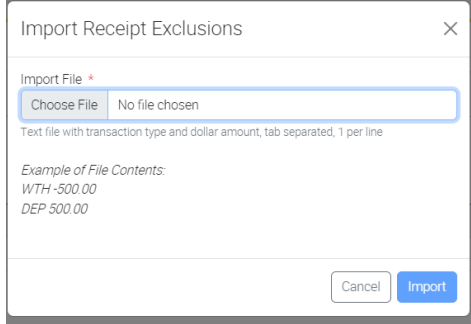
Delete Receipt Exclusion

Are you sure you want to delete the [1] selected receipt exclusion?

Cancel Delete

### Manually Import an Exclusion

- Click  in the menu bar.
- Browse out to locate the file and click 



Import Receipt Exclusions


Import File \*  
 Choose File No file chosen

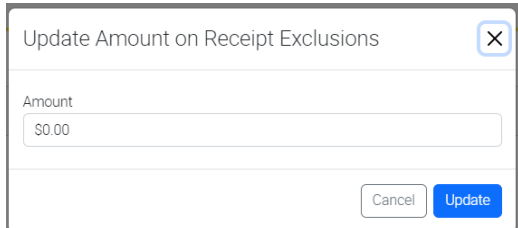
Text file with transaction type and dollar amount, tab separated, 1 per line

Example of File Contents:  
 WTH -500.00  
 DEP 500.00

Cancel Import

### Mass Edit Exclusions

- From the list of exclusions, select the check box to the left of the Transaction Type exception(s).
- Update the amount of the Exclusion and click 

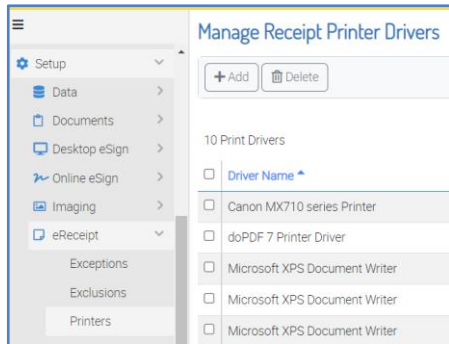


Update Amount on Receipt Exclusions

Amount  
 \$0.00

Cancel Update

## Printers



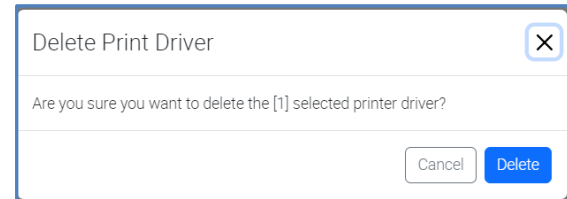
In order for Receipts to perform correctly, printers must be installed and configured at the workstation.

Once the driver has been installed on the PC, select **Add**, then enter the printer's name and click .

Add



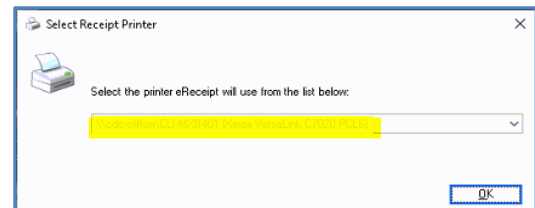
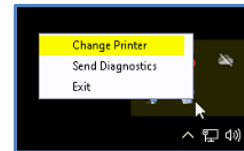
To remove a printer that is no longer needed, click the box next to the printer's name and select **Delete** from the upper menu.



### Using Network Printers with eReceipt

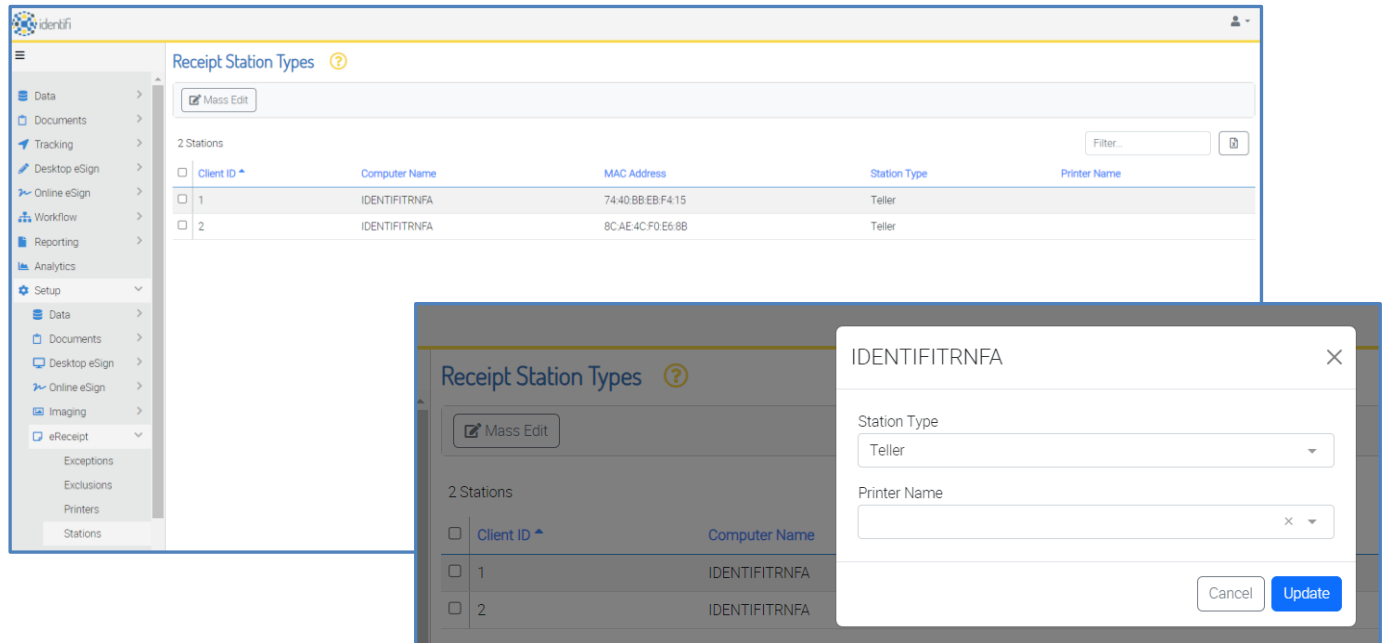
Follow these instructions to configure an eReceipt client to print receipts to a network printer rather than a printer connected directly to the workstation:

1. Install the client on the workstation.
2. From the applet in the task bar, select *Change Printer*.
3. Then select the network printer from the drop down.



## Stations

The Receipt Station Types list is comprised of each Receipts Client installed.

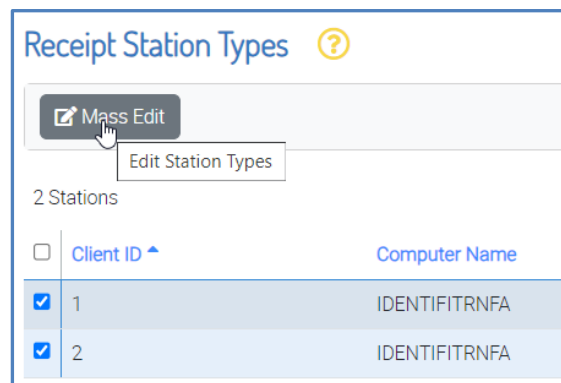


The screenshot shows the 'Receipt Station Types' interface. On the left is a navigation menu with categories like Data, Documents, Tracking, Desktop eSign, Online eSign, Workflow, Reporting, Analytics, and Setup. The main area displays a table with 2 stations. A modal window is open for editing station 'IDENTIFITRNFA'.

Client ID	Computer Name	MAC Address	Station Type	Printer Name
1	IDENTIFITRNFA	74:40:BB:EB:F4:15	Teller	
2	IDENTIFITRNFA	8C:AE:4C:F0:E6:8B	Teller	

The modal window for 'IDENTIFITRNFA' shows a 'Station Type' dropdown menu with 'Teller' selected and a 'Printer Name' dropdown menu with a search icon. Buttons for 'Cancel' and 'Update' are at the bottom right.

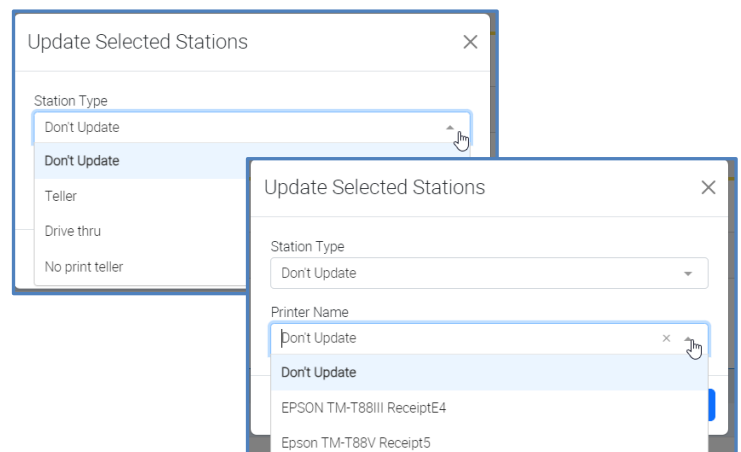
Click the Client ID of the station and select **Edit** to add the Printer Name and adjust the Station Type.



This screenshot shows the 'Receipt Station Types' interface with the 'Mass Edit' button highlighted. A tooltip 'Edit Station Types' is visible over the button. The table below shows two stations, both of which are selected with checkboxes.

Client ID	Computer Name
<input checked="" type="checkbox"/> 1	IDENTIFITRNFA
<input checked="" type="checkbox"/> 2	IDENTIFITRNFA

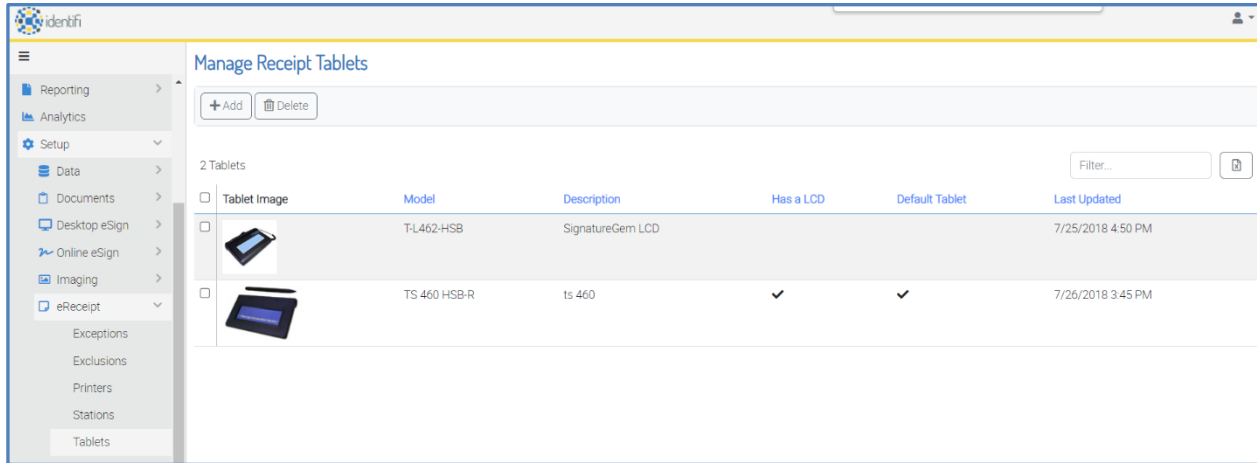
Edit multiple Station Types by selecting the box next to the Client ID and clicking "Mass Edit" at the top:



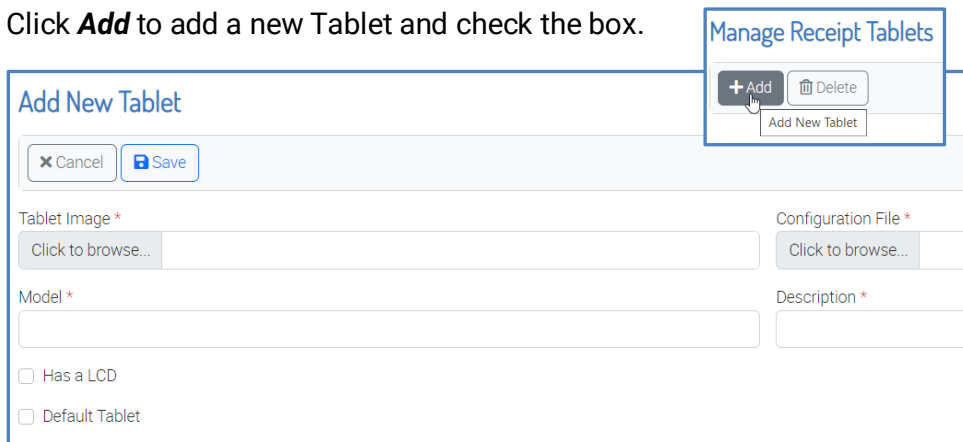
This screenshot shows the 'Update Selected Stations' modal window. It contains two dropdown menus for 'Station Type' and 'Printer Name'. The 'Station Type' dropdown is open, showing options: 'Don't Update', 'Teller', 'Drive thru', and 'No print teller'. The 'Printer Name' dropdown is also open, showing options: 'Don't Update', 'EPSON TM-T88III ReceiptE4', and 'Epson TM-T88V Receipt5'.

## Tablets

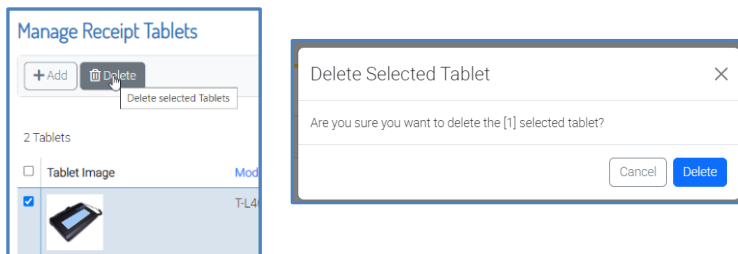
In addition to installing the signature tablets on the Receipts workstations, the tablets also must be configured in Identifi.



Click **Add** to add a new Tablet and check the box.

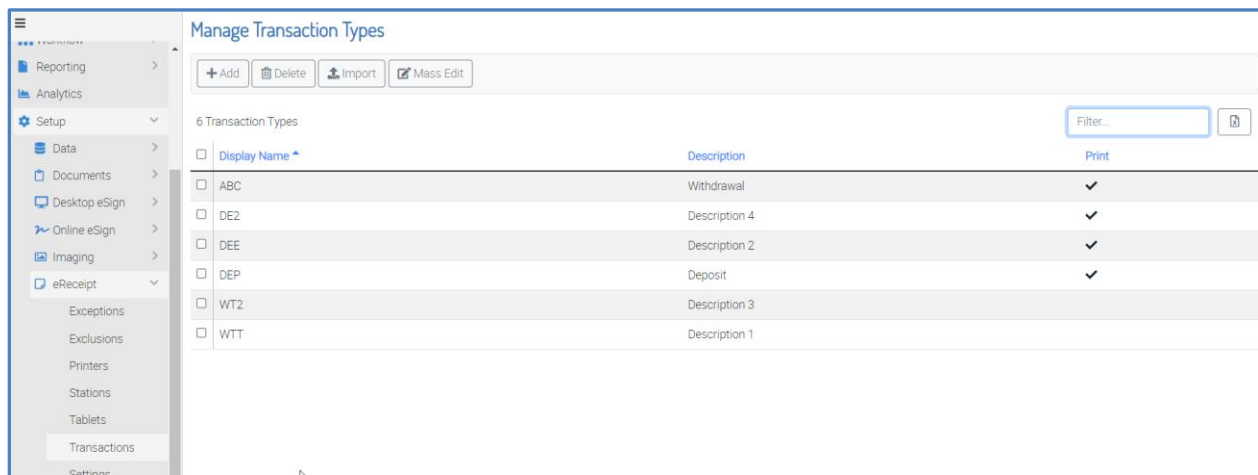


To remove a tablet, select the tablet to be deleted and click **Delete**.



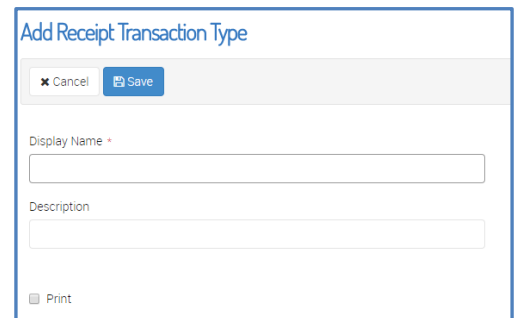
## Transactions

Transactions that Receipts should handle are managed here.



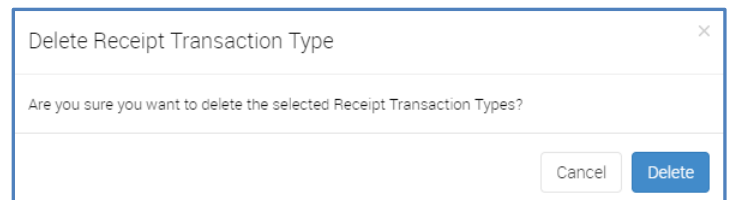
### Adding a Transaction Type

Select **Add** from the menu, enter a Display Name and determine whether receipts should print for this type of transaction.



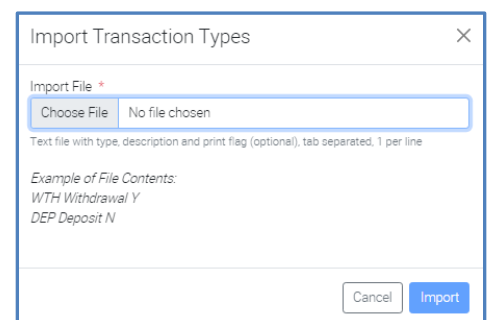
### Deleting a Transaction Type

Click the box next to the Transaction Type in the list and select **Delete** from the menu.



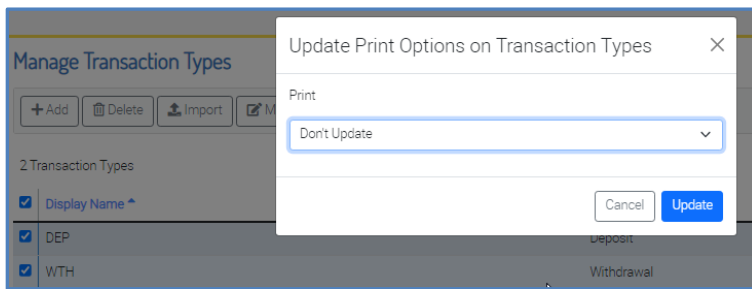
### Importing Transaction Types

Select **Import** from the menu and select an appropriate .txt file to upload.





## Mass Editing Transaction Types

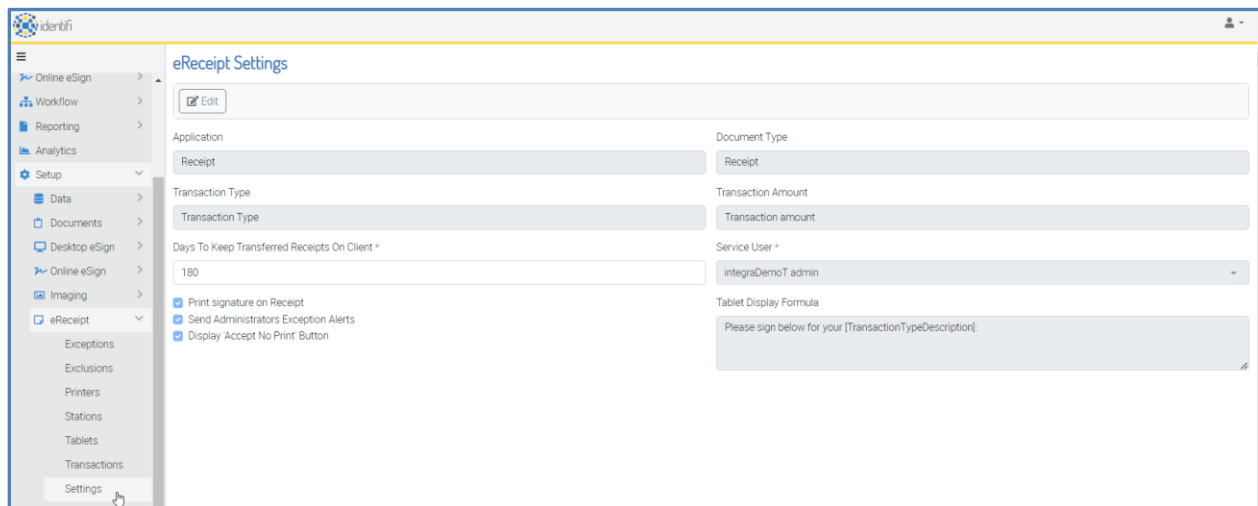


Place a check next to all transaction types to be modified and then click **Mass Modify** in the upper menu.

Make the appropriate selection from the drop-down menu and then click **Update**.



## Settings



The following fields can be modified here:

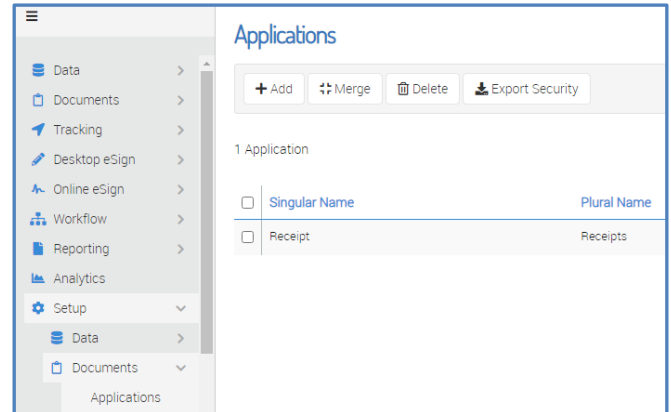
- **Days To Keep Transferred Receipts on Client**- Signed receipts will remain on the workstation client for the specified amount of time for retrieval in the case of an issue.
- **Service User**- Service account. Not typically modified after implementation.
- **Tablet Display Formula**- Message displayed and attribute referenced on the signature tablet during signing.
- **Check boxes to:**
  - **Print Signature on Receipt**
  - **Send Administrators Exception Alerts**
  - **Display "Accept No Print" Button** on screen during signing.

## Other Receipt Settings

### Application

Receipts will be stored in their own Application.

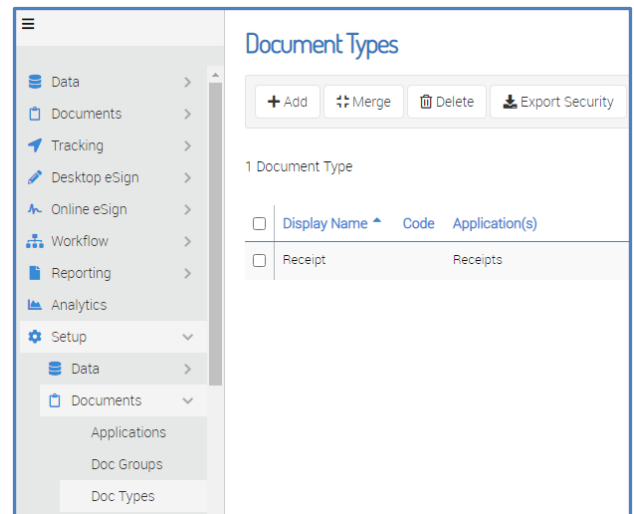
See [Adding an Application](#) for details.



### Doc Types

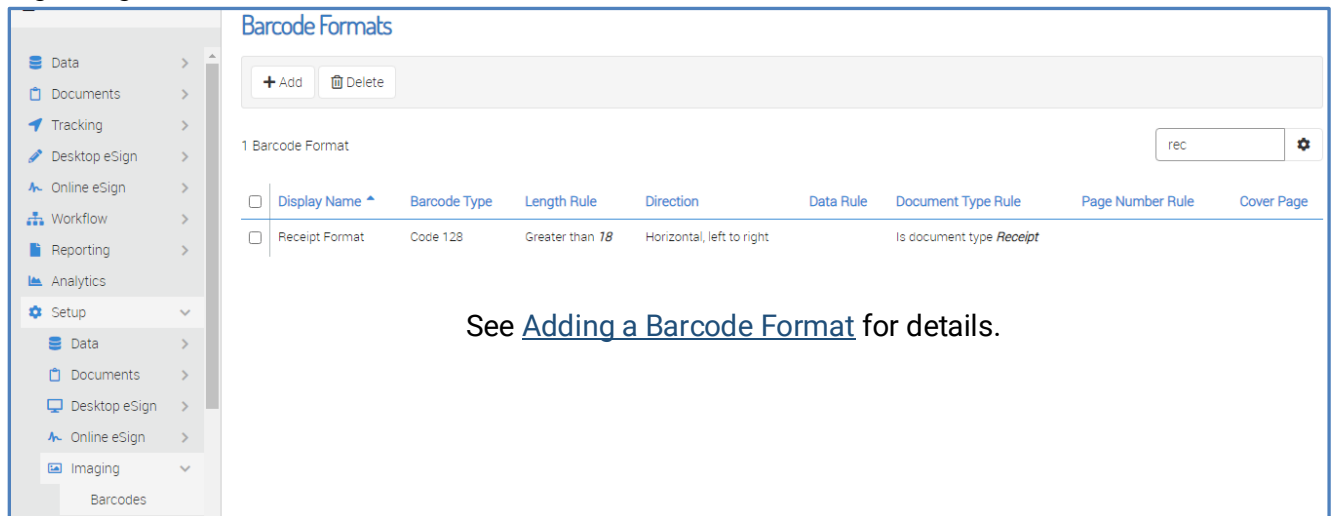
A Document Type will be created for a receipt.

See [Adding a Doc Type](#) for details.



### Barcode

A Receipt barcode format must be configured for those receipts that are signed using “Print to Sign” or generated from a **Drive Thru** workstation and are scanned later.



See [Adding a Barcode Format](#) for details.

## Scan Plan

A Scan Plan is required for scanning in the receipts signed through "Print to Sign". With the barcode on the receipt and the Scan Plan set to *auto-archive*, the batch will not require any manual indexing.

See [Adding a Scan Plan](#) for details.

<input type="checkbox"/>	Scan Plan	Scanner Setting	Application	Document Type
<input type="checkbox"/>	400dpi color	400dpi color	Receipt	Receipt
<input type="checkbox"/>	Receipt Plan	Receipt Setting	Receipt	Receipt

## Managing eReceipt and Receipt Designer Clients

The clients are downloaded and managed under the **System** menu.

### Clients:

<input type="checkbox"/>	Computer Name	MAC Address	Client	Client ID
<input type="checkbox"/>	IDENTIFIENGLP-L	68:3E:26:E5:BA:9B	Scan	3
<input type="checkbox"/>	IDENTIFITRNFA	74:40:BB:EB:F4:15	Desktop eSign	1
<input type="checkbox"/>	IDENTIFITRNFA	74:40:BB:EB:F4:15	eReceipt	1
<input type="checkbox"/>	IDENTIFITRNFA	74:40:BB:EB:F4:15	Scan	1
<input type="checkbox"/>	IDENTIFITRNFA	8C:AE:4C:F0:E6:8B	eReceipt	2

A list of all installed eReceipt and Receipt Designer Clients can be viewed here. Those that are not needed can be removed from this screen as well.

For more details: [Setup-System- Clients](#)

## Installers:

The Installers for the eReceipt Client and Receipt Designer are downloaded for installation and deployment from here. For more details: [Setup-System- Installers](#)

**Client Installers**

IMPORTANT: After downloading an installer ZIP file, do not attempt to open the ZIP file directly. Instead, extract the file to a folder on disk and run the setup EXE from there.

6 Installers

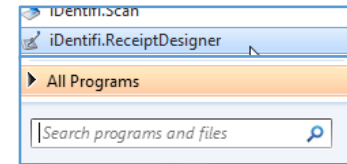
Client	
Scan	<a href="#">Auto Upgrading Installer</a> <a href="#">VDI Installer</a>
eSign	<a href="#">Auto Upgrading Installer</a> <a href="#">VDI Installer</a>
eReceipt	<a href="#">Auto Upgrading Installer</a> <a href="#">VDI Installer</a>
FormDesigner	<a href="#">Download</a>
ReceiptDesigner	<a href="#">Download</a>
Uplink	<a href="#">Download</a>

## Using the Receipt Designer

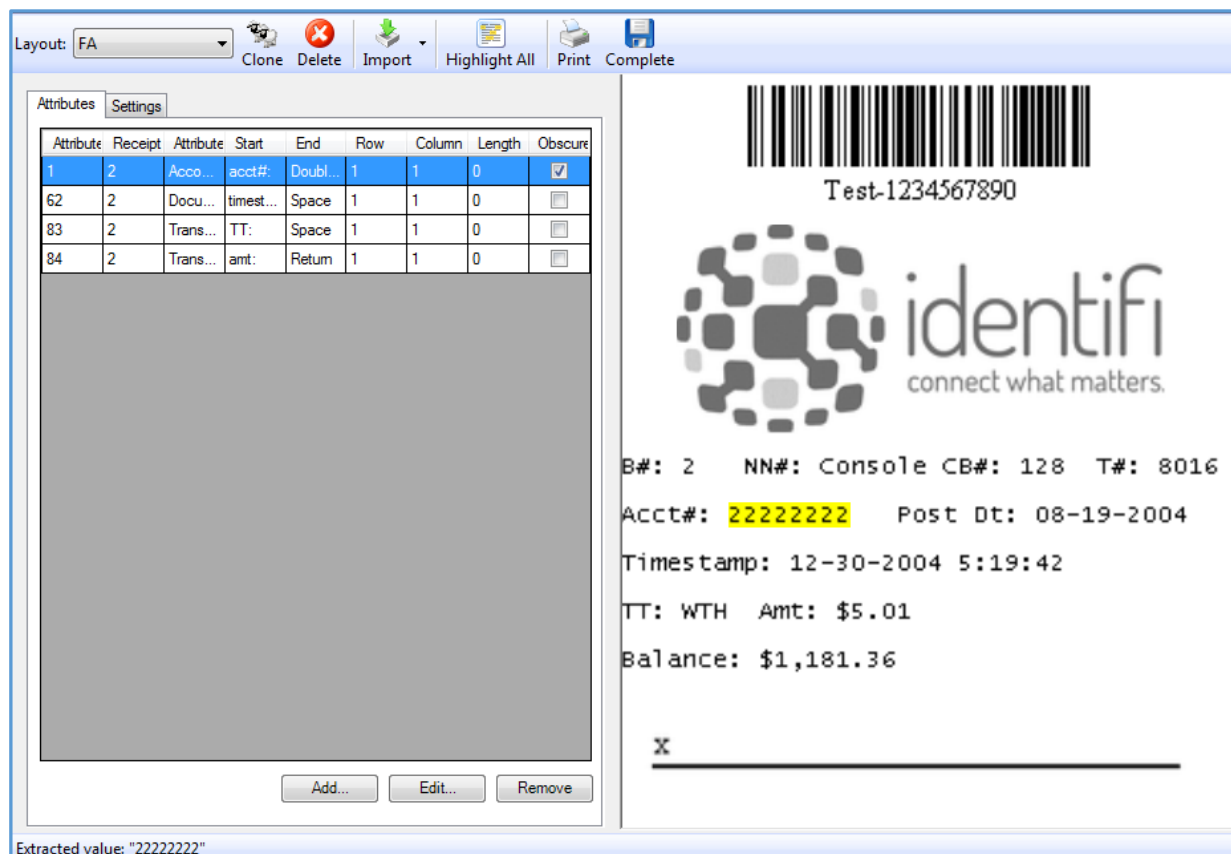
Receipts are designed and configured in the Receipt Designer to be recognized and read by Identifi.

### Launching the Receipt Designer

To launch the Receipt Designer, navigate to the PC's Start Menu and locate it in Programs.



The receipt image will be presented in the right panel and settings and configurations in the left.



Attribute	Receipt	Attribute	Start	End	Row	Column	Length	Obscure
1	2	Acco...	acct#	Doubl...	1	1	0	<input checked="" type="checkbox"/>
62	2	Docu...	timest...	Space	1	1	0	<input type="checkbox"/>
83	2	Trans...	TT:	Space	1	1	0	<input type="checkbox"/>
84	2	Trans...	amt:	Return	1	1	0	<input type="checkbox"/>

Extracted value: "22222222"

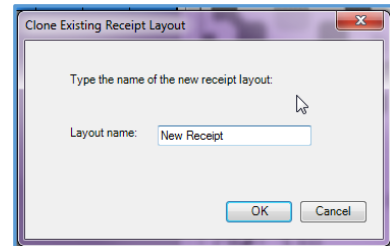
## Navigating the Receipt Designer

### Upper Menu Bar

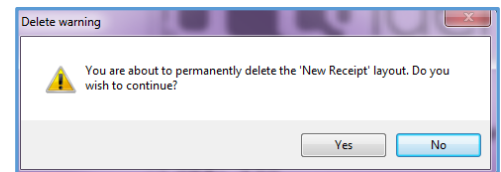


**Layout:** Select the receipt to view or modify.

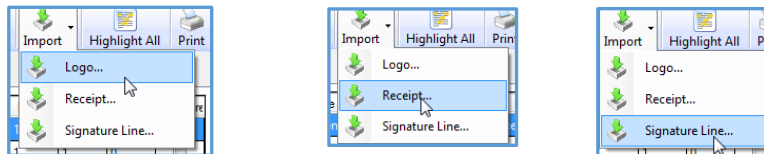
**Clone** Create a new receipt by cloning the active receipt layout. The new receipt can then be modified.



**Delete** Delete the active receipt layout. **\*\*Note:** Contact Identifi Support before deleting active receipt layout.



**Import** Import a logo, receipt image or signature line to be applied to the active receipt layout.



**Highlight All** Highlight the areas of the receipt that will be identified and used for indexing based on the settings.

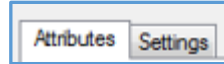
```

B#: 2  NN#: Console  T#: 8016
CB#: 130
Acct#: 456123
Post Dt: 03-30-2018
Timestamp: 06-30-2018 5:19:42
Type: WTH  Amt: $50.00
Balance: $1,181.36
    
```

**Print** Prints a paper copy of the receipt from the attached receipt printer.

**Complete** Saves receipt layout and closes the Receipt Designer.

## Attributes and Settings



Attributes Settings

Attribute	Receipt	Attribute	Start	End	Row	Column	Length	Obscure
1	1	Acco...	acct#	Space	1	1	0	<input checked="" type="checkbox"/>
62	1	Docu...	timest...	Space	1	1	0	<input type="checkbox"/>
83	1	Trans...	Type:	Doubl...	1	1	0	<input type="checkbox"/>
84	1	Trans...	amt:	Return	1	1	0	<input type="checkbox"/>

**Add:** Select the attribute from the drop-down menu, then determine how the attribute data will be found on the receipt. Configure Receipts to locate the attribute through **Search** or **Exact Position**.

Select **Obscure Value** if the attributes value should be hidden, such as in the case of *Account Number*.

**Edit:** Select the attribute from list above and click Edit to open the settings.

**Remove:** Removes the highlighted

Attribute

Select an attribute to populate from the receipt data:

Attribute:

Search:

Start text:

End text:

Exact position:

Row:

Column:

Characters:

Obscure value

Mask character:

Trailing visible characters:

Under the **Settings** tab, details like the name of the receipt layout can be modified. Footer text, such as a slogan, can be added.

The *Default Layout* is what Receipts will assume when no layout can be identified.

Attributes Settings

Receipt Layout

Enter the start and end text that define the location of the receipt layout ID within the receipt text.

Layout name:

Layout start text:

Layout end text:

Layout value:

Footer start text:

Footer end text:

Max text rows:

Make this the default layout

[What is the default layout?](#)

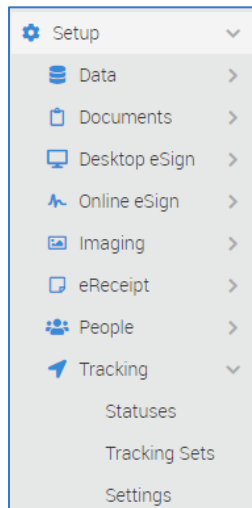
Terminal Server

Enter the start and end text that define the location of the client ID within the receipt text.

Client ID start text:

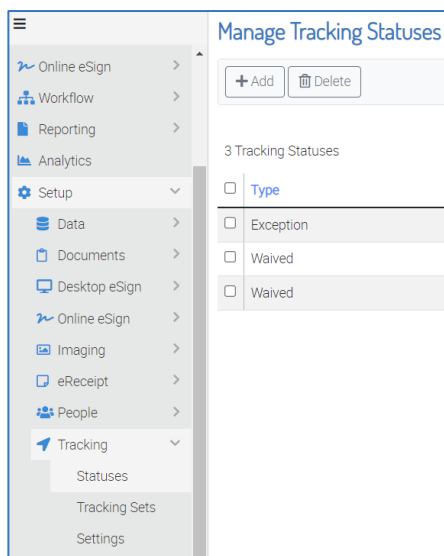
Client ID end text:

## DOCUMENT TRACKING



Users with the **Administrator Role** assigned to them have the ability to manage all aspects of the Tracking module.

### Statuses

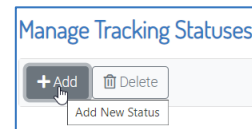



In addition to the default *Exception: Past Due* Status, Document Tracking allows users to create and manage other Tracking Statuses.

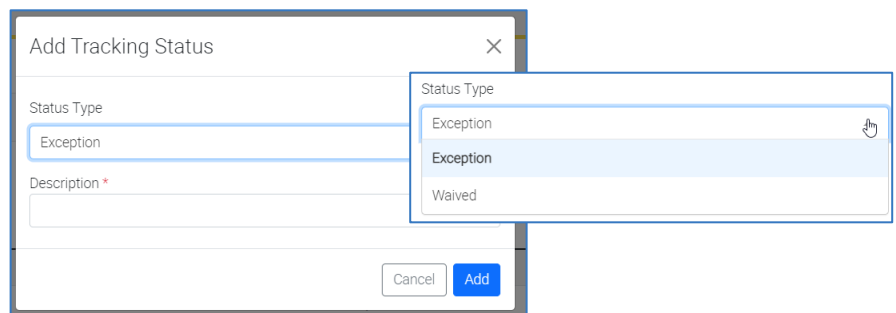
These statuses will be available to users when overriding an Exception-Past Due status.

### Adding a Tracking Status

To add a Tracking Status, select  from the upper menu.




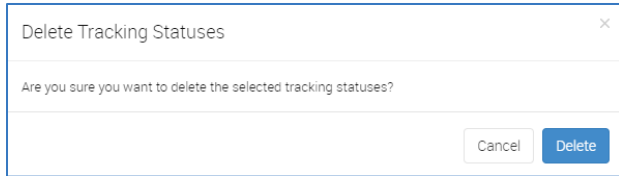
Choose whether it will be an Exception or a Waived status, then provide a Description. Click .





## Deleting a Tracking Status

To delete an existing Tracking Status, select it from the list and click . Confirm by selecting **Delete** on the following screen as well.

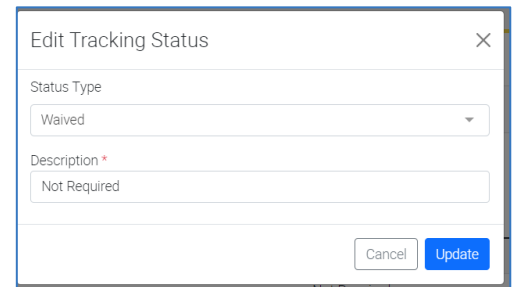


Delete Tracking Statuses ×

Are you sure you want to delete the selected tracking statuses?

## Modifying a Tracking Status

Clicking the title of a Status will open the **Edit Tracking Status** screen. Edit Status Type and/or Description and click **Save** when finished.



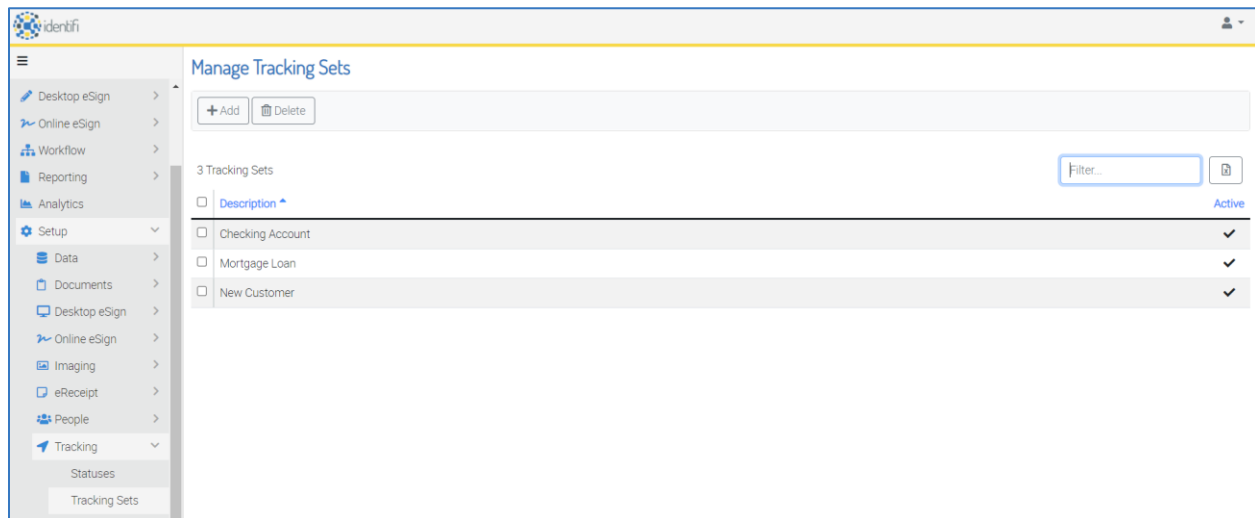
Edit Tracking Status ×

Status Type

Description \*

## Tracking Sets

The documents that are required for a Tracked item are collected in a Tracking Set, which is then assigned to the appropriate Entity.





The screenshot shows the 'Manage Tracking Sets' interface. On the left is a navigation menu with categories like Desktop eSign, Online eSign, Workflow, Reporting, Analytics, Setup, Data, Documents, Desktop eSign, Online eSign, Imaging, eReceipt, People, and Tracking. The 'Tracking' menu is expanded to show 'Statuses' and 'Tracking Sets'. The main area is titled 'Manage Tracking Sets' and contains '+ Add' and 'Delete' buttons. Below this, it shows '3 Tracking Sets' with a 'Filter...' input and a trash icon. A table lists the tracking sets:

<input type="checkbox"/>	Description ^	Active
<input type="checkbox"/>	Checking Account	✓
<input type="checkbox"/>	Mortgage Loan	✓
<input type="checkbox"/>	New Customer	✓

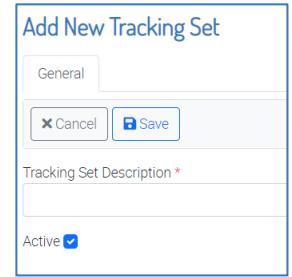
As a new tracked entity item is added, the documents within the Tracking Set will appear as Requirements on the item.

This menu allows users to **Add** new Tracking Sets, as well as **Delete** or Modify existing ones.

## Adding a Tracking Set


To add a Tracking Set, select  from the upper menu. Provide a Description and determine whether it should be **Active** or not. Click .

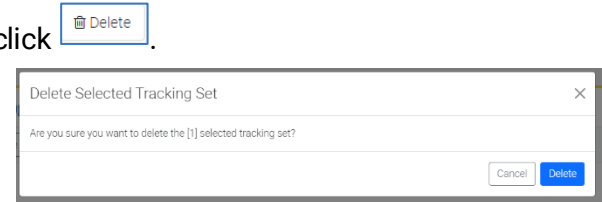
See [Modifying a Tracking Set](#) for details on managing the document types in the Set.



The dialog box titled "Add New Tracking Set" has a "General" tab. It contains a "Cancel" button, a "Save" button, a text field for "Tracking Set Description \*", and a checked "Active" checkbox.

## Deleting a Tracking Set

To delete an existing Tracking Set, select it from the list and click . Confirm by selecting **Delete** on the following screen as well.

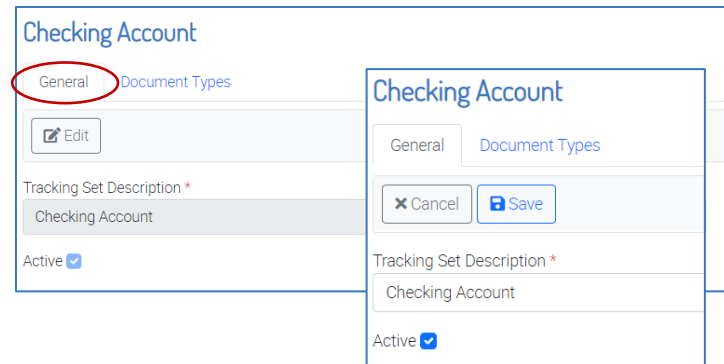


The dialog box titled "Delete Selected Tracking Set" asks "Are you sure you want to delete the [1] selected tracking set?". It has "Cancel" and "Delete" buttons.

## Modifying a Tracking Set

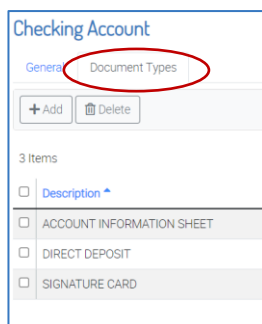
Clicking the title of a Set will open the details screen to the *General* tab.

Select **Edit** to open the fields for changes and click **Save** when finished.



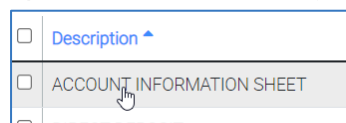
The "Checking Account" details screen shows the "General" tab selected. It has an "Edit" button, a "Tracking Set Description \*" field with "Checking Account" entered, and a checked "Active" checkbox. An inset shows the "Save" button.

Under the *Document Types* tab, users can **Add** or **Delete** Document Types from the Set.

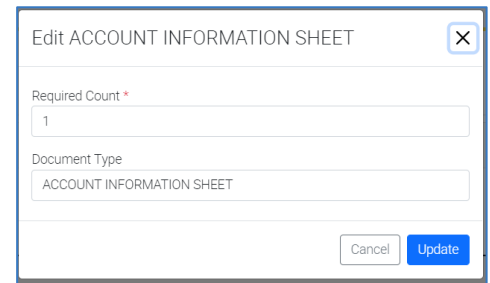


The "Checking Account" screen with the "Document Types" tab selected. It shows a list of document types: "Description \*", "ACCOUNT INFORMATION SHEET", "DIRECT DEPOSIT", and "SIGNATURE CARD".

To set the **Required Count**, telling Document Tracking how many of the document should be associated with the item, click the document type's Description to open the field for editing.

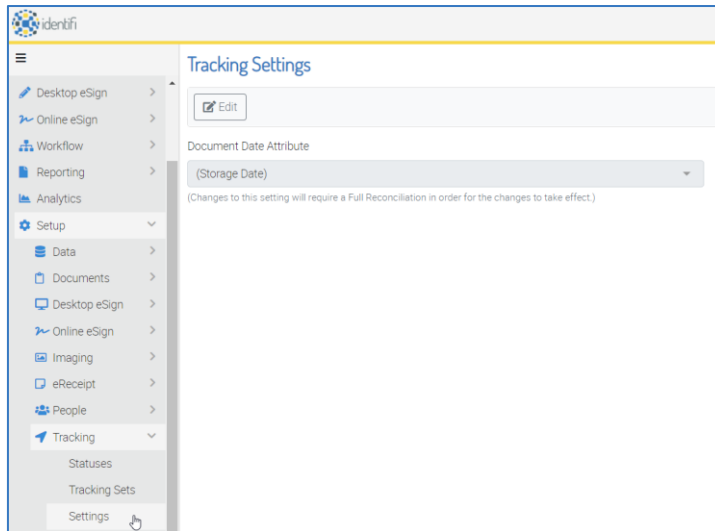


A close-up of the document type list. The "Description \*" field for "ACCOUNT INFORMATION SHEET" is highlighted, and a mouse cursor is pointing at it.



The "Edit ACCOUNT INFORMATION SHEET" dialog box shows the "Required Count \*" field set to "1" and the "Document Type" field set to "ACCOUNT INFORMATION SHEET". It has "Cancel" and "Update" buttons.

## Settings



Tracking Settings is where the date that the installation's Document Tracking is based on is set.

Though this is typically Storage Date, any date attribute could be set.

**\*\*Please contact Identifi Support when considering making a change to the Tracking Settings date.**

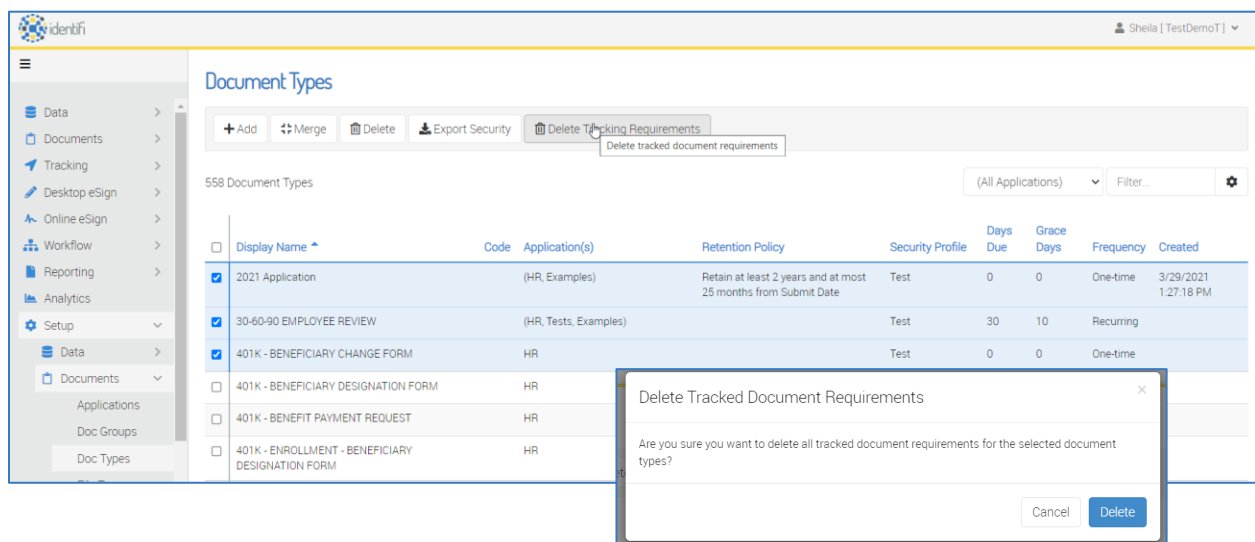
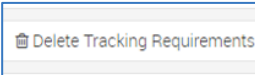
## Other Tracking Settings

In addition to the main Tracking menus, settings for Document Tracking are also found at the Document Type and Entity Type level

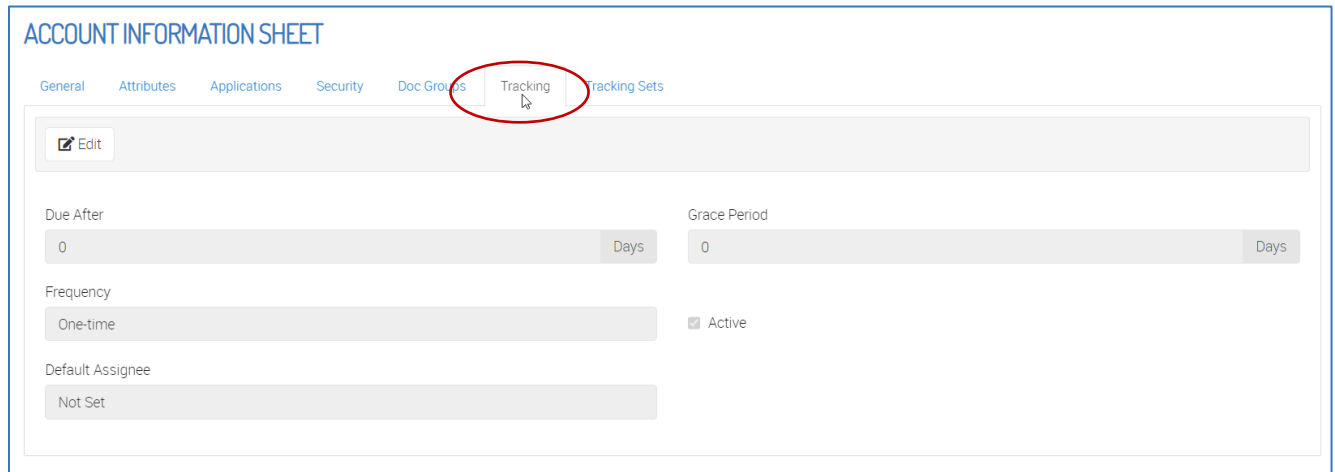
## Document Types

- Tracking Requirements can be deleted in bulk from the main **Document Types** menu.

Select the Document Types and select



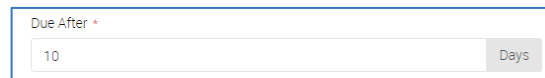
- Tracking Periods and Frequency are set under the **Tracking** Tab for the Doc Type.



The screenshot shows the 'ACCOUNT INFORMATION SHEET' interface with several tabs: General, Attributes, Applications, Security, Doc Groups, Tracking, and Tracking Sets. The 'Tracking' tab is highlighted with a red circle. Below the tabs, there is an 'Edit' button and several input fields: 'Due After' (0 Days), 'Grace Period' (0 Days), 'Frequency' (One-time), and 'Default Assignee' (Not Set). There is also a checked 'Active' checkbox.

- **Due After-** the timeframe after which the document is considered in exception.

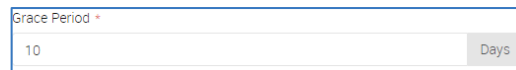
For example, each new account opened requires an Account Application document within 10 days of the account open date.



A close-up of the 'Due After' input field showing the value '10' and a 'Days' button.

- **Grace Period-** the timeframe after the Due After period has passed before the item shows in exception.

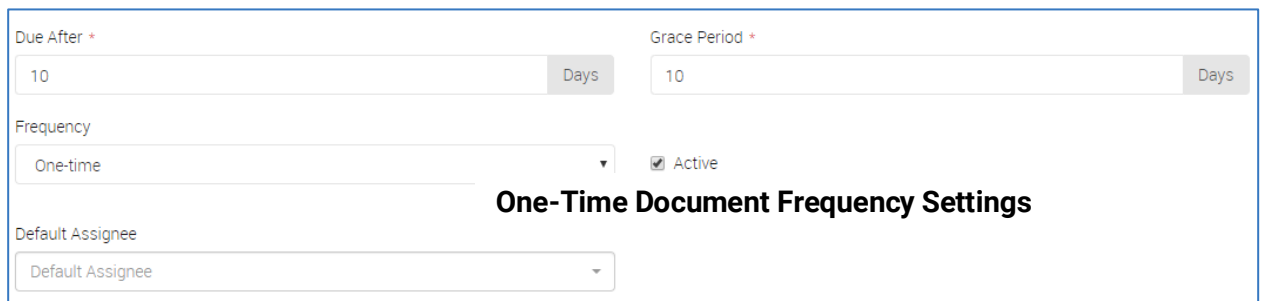
For example, the customer is allowed an additional 10 days to submit all account documents after the opening date.



A close-up of the 'Grace Period' input field showing the value '10' and a 'Days' button.

- **Frequency:**

- **One-time-** for documents that are submitted once.



The screenshot shows the 'One-Time Document Frequency Settings' form. It includes input fields for 'Due After' (10 Days) and 'Grace Period' (10 Days). The 'Frequency' dropdown is set to 'One-time' and the 'Active' checkbox is checked. The 'Default Assignee' dropdown is set to 'Default Assignee'.

- **Recurring-** for documents replaced at regular intervals.

Due After \*  Days

Grace Period \*  Days

Frequency

### Recurring Document Frequency Settings

Recur Every \*  Months

Accept documents  months prior and up to 8 months after.

Default Assignee

- **Recur Every:** the number of months that the document will be valid

For example, current year's tax documents are required to be submitted each year, so they would recur every 12 months.

Recur Every \*  Months

- **Accept documents \_\_\_ months prior and up to \_\_\_ months after:** the number of months prior to the due date that the new document will be accepted as satisfying the exception. The 'up to \_\_\_ months after' will fill in automatically.

For example, tax documents might be submitted as early as January of that year.

Accept documents  months prior and up to 9 months after.

- **Default Assignee** - Select a user to automatically be assigned to any requirement related to this document type.

If no user is selected here, the requirements will show as unassigned or will be assigned based User Roles from the host import.

Default Assignee

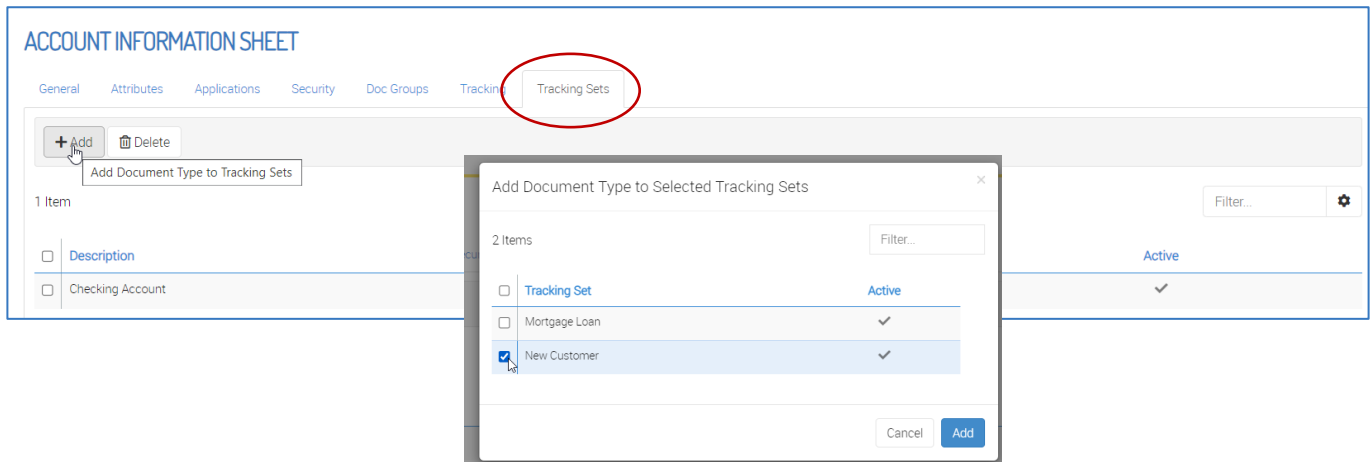
- **Applying Changes-** When making changes to a Document Type's Tracking details, select the degree to which these changes will be extended

Apply these changes to only new items that enter the system.

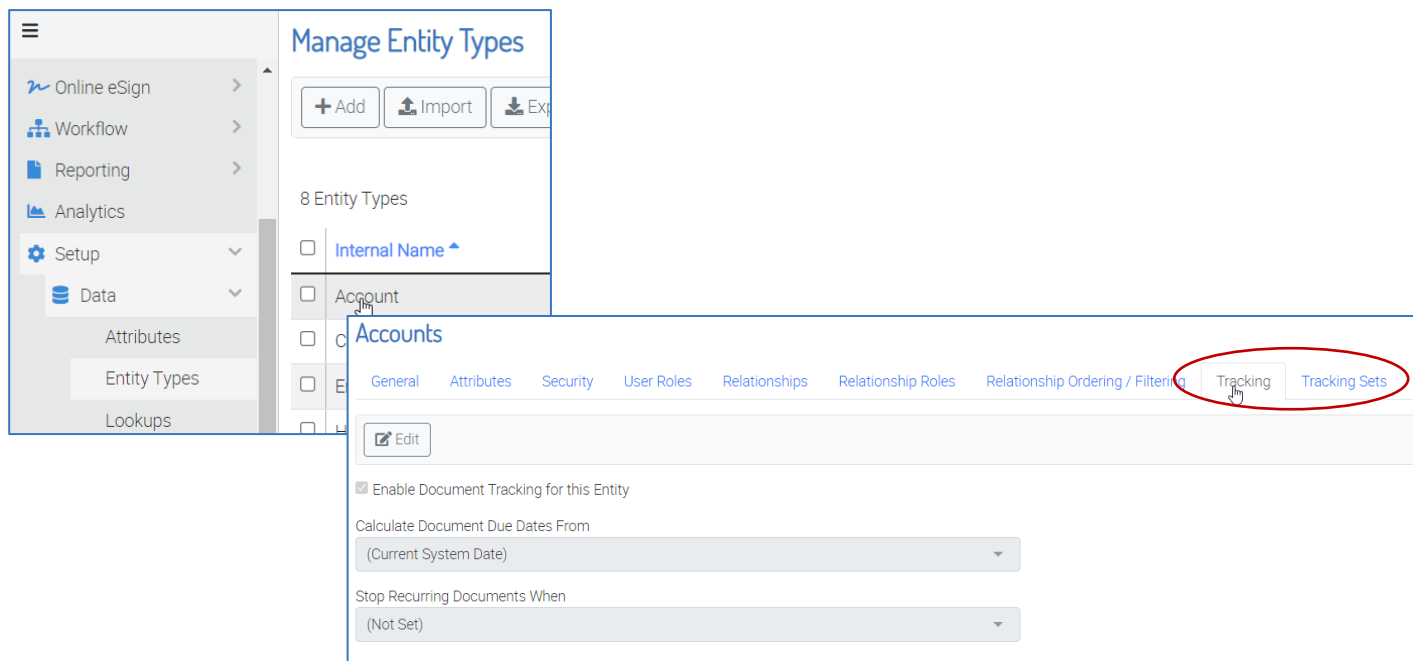
Apply these changes to new items that enter the system and future tracking requirements.  
NOTE: This will not change settings on any currently pending or fulfilled requirements.

Apply these changes to new items that enter the system and existing tracking requirements.

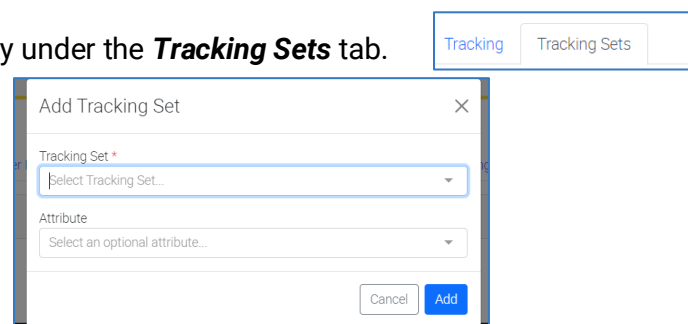
- Doc Types can be added to or deleted from Tracking Sets under the **Tracking Sets** Tab.



## Entity Types

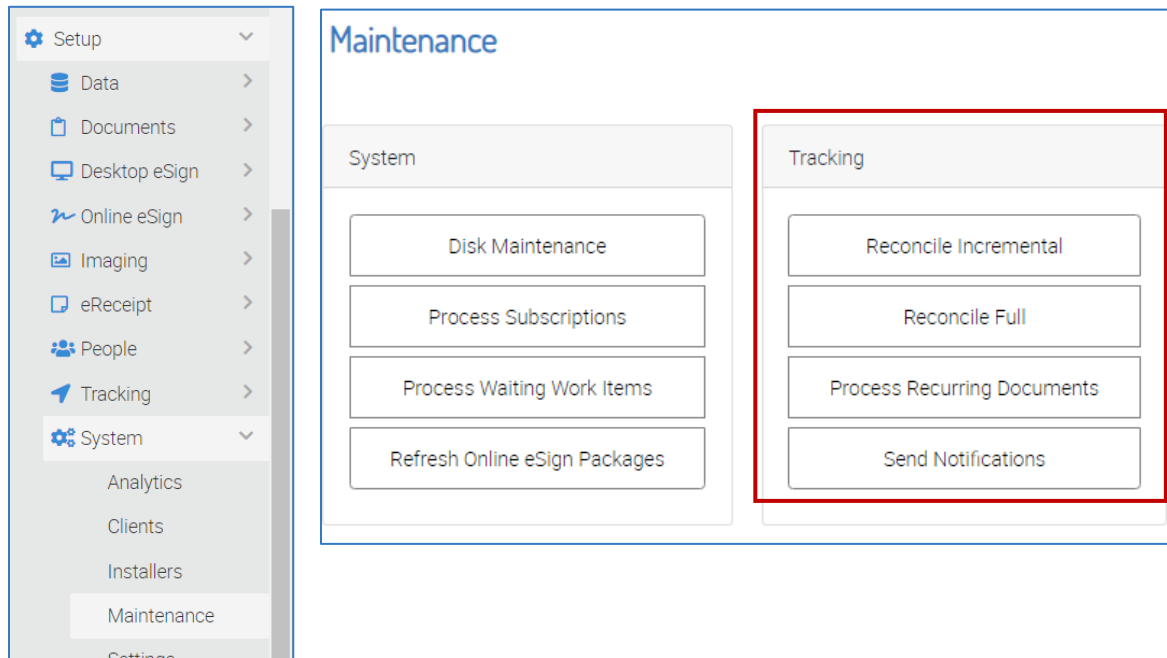


- The date by which Due Dates are determined for tracking items in the entity, as well as the Recurring date, is set under the Entity's **Tracking** Tab.
- Tracking Sets are assigned to the Entity under the **Tracking Sets** tab. The identifying attribute value is also configured here.



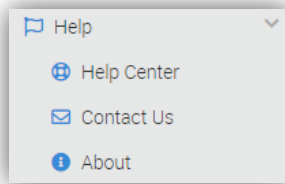
## Tracking Maintenance

For details on running the background Tracking maintenances manually, see [here](#).

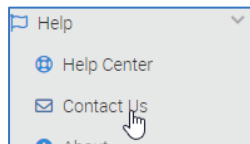
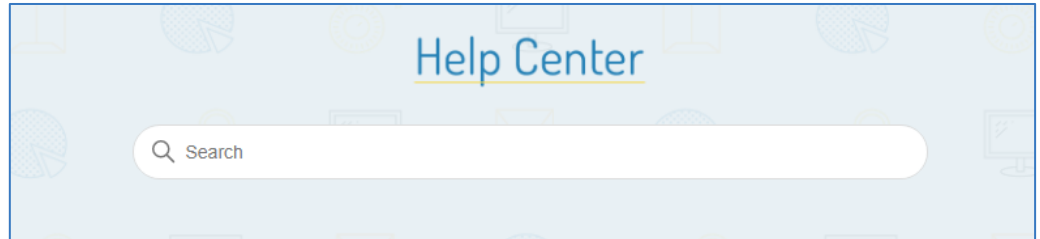


The screenshot displays the 'Maintenance' page in the Identifi system. On the left, a navigation sidebar is visible with the following items: Setup, Data, Documents, Desktop eSign, Online eSign, Imaging, eReceipt, People, Tracking, System (expanded), Analytics, Clients, Installers, Maintenance, and Settings. The 'System' menu item is expanded, showing 'Analytics', 'Clients', 'Installers', 'Maintenance', and 'Settings'. The main content area is titled 'Maintenance' and is divided into two columns: 'System' and 'Tracking'. The 'System' column contains four buttons: 'Disk Maintenance', 'Process Subscriptions', 'Process Waiting Work Items', and 'Refresh Online eSign Packages'. The 'Tracking' column contains four buttons: 'Reconcile Incremental', 'Reconcile Full', 'Process Recurring Documents', and 'Send Notifications'. A red box highlights the 'Tracking' column.

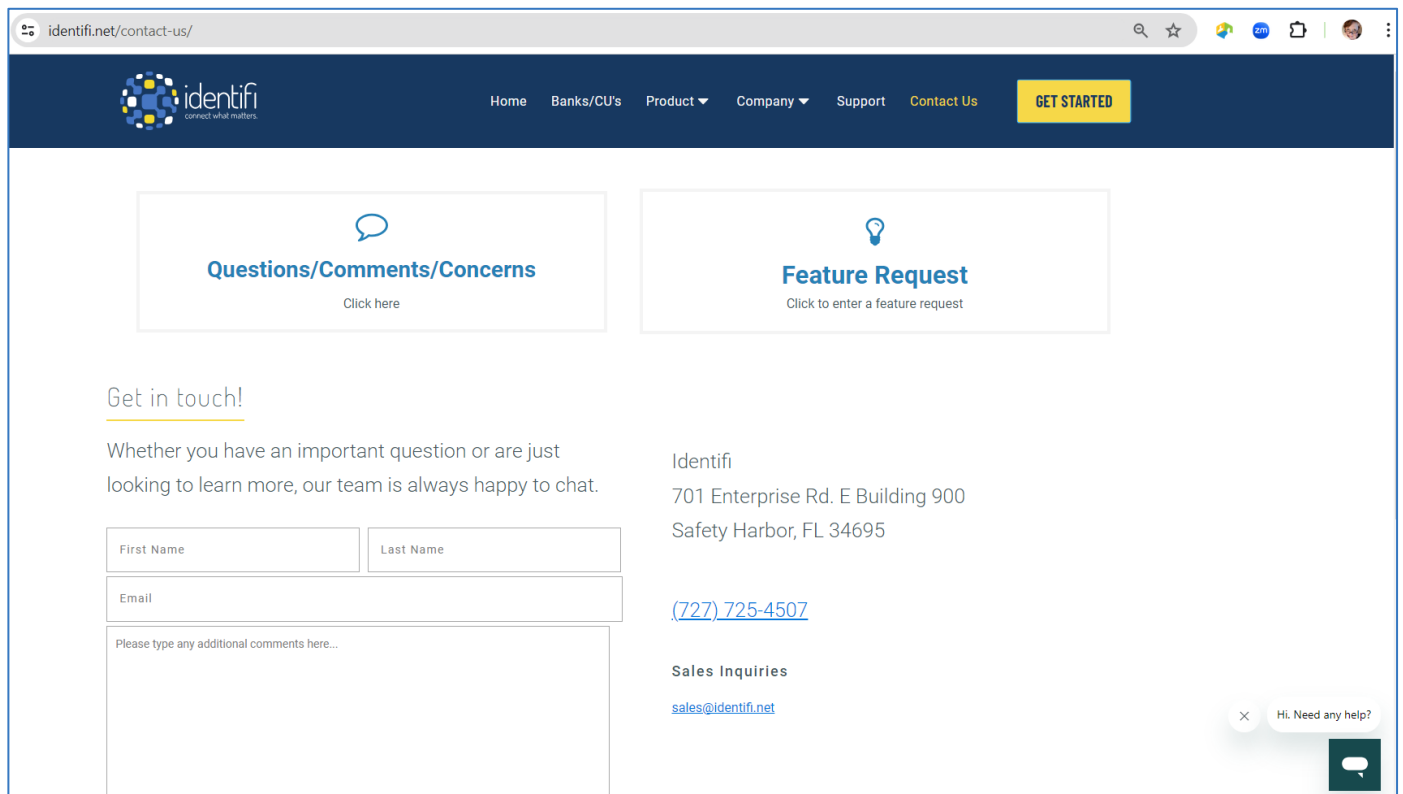
## ADDITIONAL RESOURCES



For more information and step by step guides covering many of the topics in the manual in more detail, see our [Help Center](#).



Clicking on **Contact Us** will direct the User to the Identifi website “Contact Us” page to submit feedback or a feature request.



All Active licenses and client seats can be viewed by selecting **About** in this menu:





**Product Version: 11.3.0.76**  
**© 2023 Integra Business Systems, Inc.**

Visit [www.identifi.net](http://www.identifi.net) for more information.

Unlimited-user license expires: 12/31/2030

**Enabled Feature(s)**

Tracking	
Workflow	
Analytics	
Enterprise Report Management	
Uplink	
Internet Retrieval	
Online eSign	
Desktop eSign to Online eSign Bridge	
Desktop eSign	(Unlimited Clients)
eReceipt	(Unlimited Clients)
Scan	(Unlimited Clients)

[Update License](#) [More License Information](#)

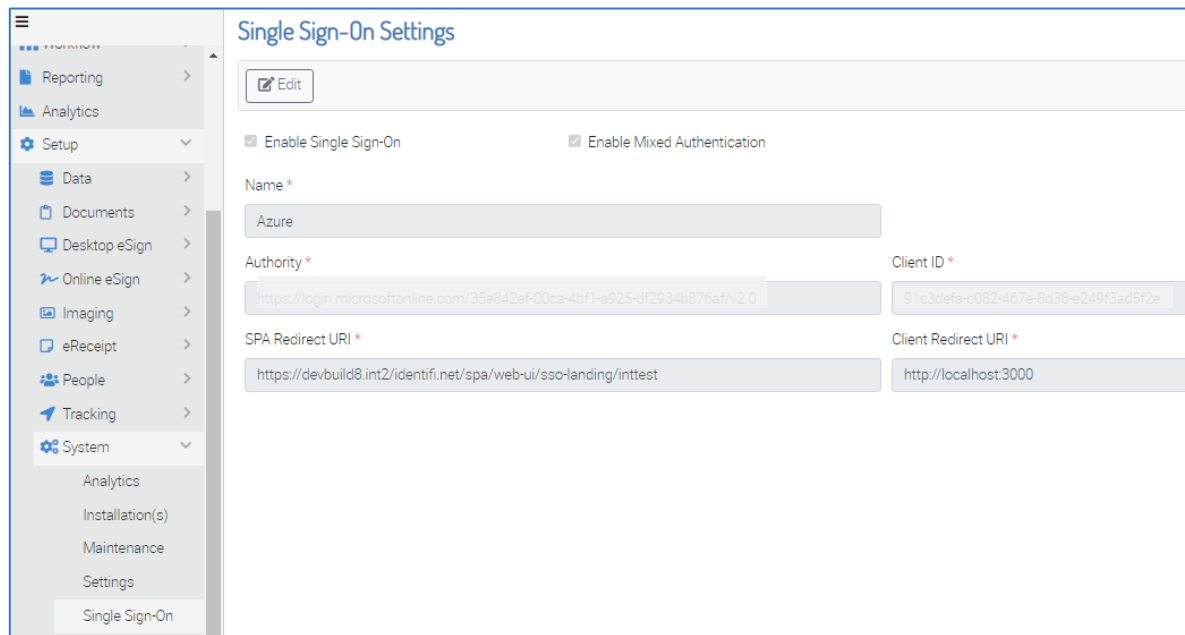
**Note:** Additional setup from Identifi Professional Services is required for **Desktop eSign to Online eSign Bridge**. Contact a member of the Identifi Sales Team with any questions regarding this feature.

# APPENDIX


## Appendix A – SSO and Configuring Azure & Okta for Identifi SSO

### Setup-System-Single Sign-On

**Single Sign-On** configuration for Azure and Okta entered here. Before configuring Single Sign-On (SSO) within Identifi, you must first create and setup the “Application” within your Identity Provider (Azure or Okta) to establish things like the Client ID, the Client Secret and the Redirect URI. These values are required when enabling the SSO option here in Identifi.

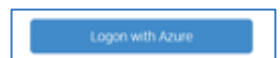
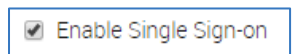


Below are instructions to configure the details found **Setup->System->Single Sign-on** to be completed once your Identifi application has been added to your Identity Provider.

Click **Edit**  to begin.

Complete **fields** as described:

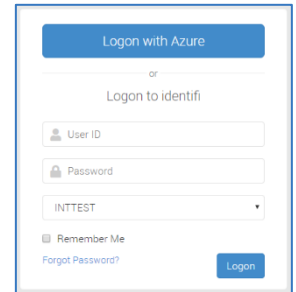
- **Enable Single Sign-on:** This option enables the Single Sign-on integration
  - Currently Identifi is certified to work with Azure and Okta



- **Enable Mixed Authentication:** When this is selected, users have the ability to either logon with their IDP credentials (SSO) or their Identifi Private Credentials.

 Enable Mixed Authentication

**Note:** We recommend that this feature remain enabled until you can verify that your connection to the IDP is working and users are able to successfully logon and link their accounts. If this is disabled and your IDP is not configured properly, then no one will be able to logon to Identifi to address the issue.



- **Name:** This value is displayed on the SSO Logon button on the Logon Page



- **Authority:** This value can be obtained from your IDP's setup. Essentially this field represents the URL associated with the IDP's authorization server.



- Azure Active Directory Authority: **https://login.microsoftonline.com/<Azure ADApplication>/v2**

This will be the Tenant ID which is found on the application's Overview screen. Use the clipboard icon to copy and paste the ID number.



*Note: See [Appendix A](#) for details on using the v2.0 versus v2.1 Azure Open ID Connect endpoint.*

- Okta Authority: **https://{yourOktaDomain}/oauth2/v1/authorize**
- **Identifi Server Application:** These values will be obtained from your Identify Provider once the Identifi application has been added and configured.

- **Client ID:** This represents a unique client identifier for the Identifi application. This value is established once you set up Identifi within the Identity Provider.



- **SPA Redirect URI:** This URI is very similar to the Redirect URI. It is the installation's URL followed by `/spa/web-ui/sso-landing/[installation name]`

- **Identifi Client Applications:** Identifi Client Applications include Scan, Desktop eSign, Uplink and eReceipt.
  - **Redirect URI:** This is the callback location where the authorization code or tokens should be sent. For the Identifi client applications, the web browser and the client application itself run together on the same PC, so “localhost” will be used in the URI. A unique port number is also required in the URI. We recommend using port number 3000 and only changing this port number if it conflicts with another application running on a user’s PCs. A typical value for the redirect URI is “http://localhost:3000/”.
  - **If you are integrating with Azure,** then the same **Client ID** and **Redirect URI** will be entered here as is being used for the *Identifi Server Application*.
  - **If you are integrating with Okta,** you will need to configure a separate ‘Application’ within Okta that will represent the Identifi Client Applications (e.g. Scan, eSign etc.). This one should be setup as a Public Application therefore it will not have a Client Secret. Once the Public Application is setup on Okta, the generated Client ID can be configured here.

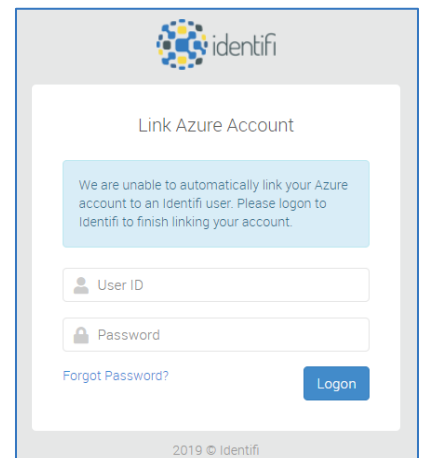
Client Applications Redirect URI

http://localhost:3000

### Linking Users Once SSO is enabled

When SSO is enabled, there is a process in place to link existing private user accounts when they attempt to log on for the first time. The email address is used to link the IDP credentials to the Identifi private account credentials. The first time a user logs on with their IDP credentials, the linking process will be initiated. If there is a match between the IDP email address and a single Identifi account, then the accounts are automatically linked.

If there is no match or a multiple match, then the user will be prompted to manually link their accounts. This will only happen once and from that point on the accounts are linked.



Review the Users menu to verify Linked status:

- Online eSign >
- Workflow >
- Reporting >
- Analytics >
- Setup >
- Data >
- Documents >
- Desktop eSign >
- Online eSign >
- Imaging >
- eReceipt >
- People >
  - Groups
  - Roles
  - Users

### Manage Users ?

+ Add
Delete
Activate
Deactivate
Reset Password
Unlink

51 Users (48 Active, 200 Licensed) Show All Filter... D

<input type="checkbox"/>	Full Name	User Name	Email	Active	SSO Linked	Last Activity
<input type="checkbox"/>	Billy Hartman	bhartman	bhartman@identifi.net	✓	✓	5/10/2022 3:22 PM
<input type="checkbox"/>	Chad Sheridan	cs Sheridan	cs Sheridan@identifi.net	✓	✓	5/18/2022 1:10 PM
<input type="checkbox"/>	CHRISTIE LAUR	claur	claur@identifinet.onmicrosoft.com	✓	✓	5/19/2022 2:03 PM
<input type="checkbox"/>	Duane Ryder	dryder	dryder@identifi.net	✓	✓	5/11/2022 10:48 AM
<input type="checkbox"/>	Eddie Flowers	eflowers	eflowers@identifi.net	✓	✓	5/17/2022 4:43 PM
<input type="checkbox"/>	Matt Ullery	mullery	mullery@identifi.net	✓	✓	5/17/2022 2:56 PM
<input type="checkbox"/>	Tricia Lolkus	tlolkus	tlolkus@identifi.net	✓	✓	5/19/2022 2:55 PM
<input type="checkbox"/>	A Gnu User	GUser	cdelan@identifi.net	✓		

## Azure

### Azure Configuration:

- [V2.0 Azure Open ID Connect Endpoint](#)
- [Adding Identifi as an Application within Azure](#)

### V2.0 Azure Open ID Connect Endpoint

Identifi utilizes Azure's Open ID Connect v2.0 integration in order to be able to sync users' email addresses. V1.0 does not return email addresses, requiring that the user login to Azure to complete the syncing process.

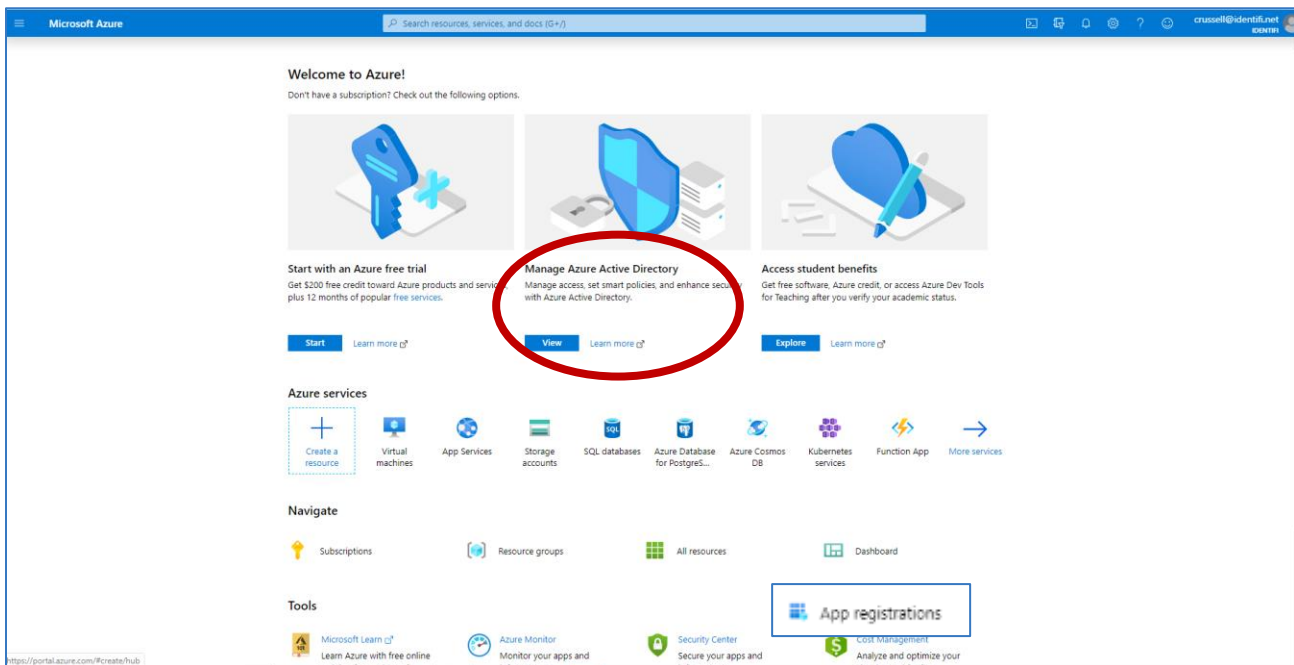
To invoke v2.0, simply add **/v.20** to the end of the Authority on the SSO tab beneath **Installation** in Identifi. The Authority is the URL associated with the IDP's authorization server.

This applies to any existing SSO Azure AD deployments- simply by modifying the Authority in their existing configurations will invoke the change to v.20.

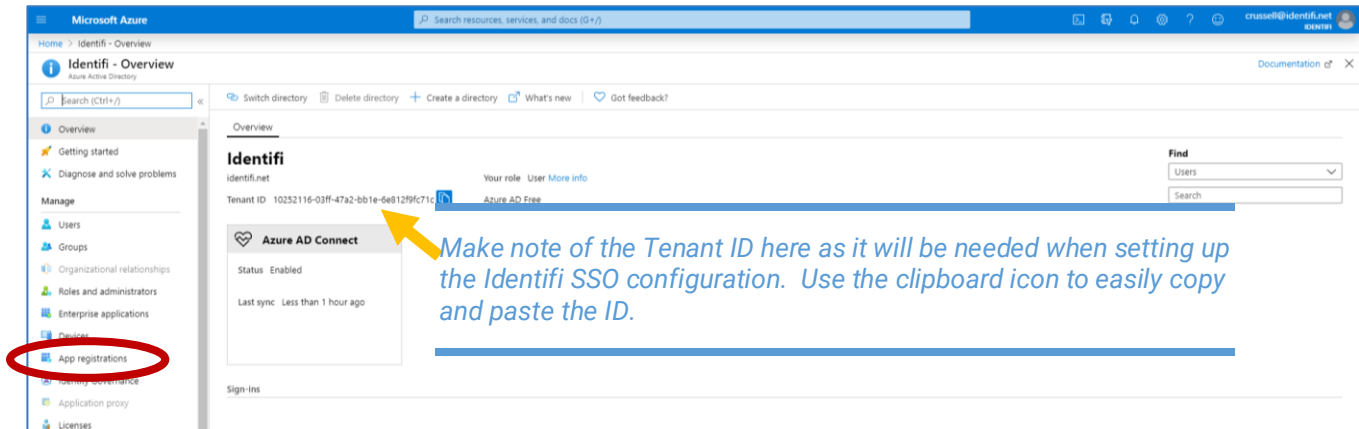
### Adding Identifi as an Application within Azure

If you are using Azure as your Identity Provider, below are some instructions on how to register and configure the Identifi Application within Azure. This step must be completed before you can configure SSO within Identifi.

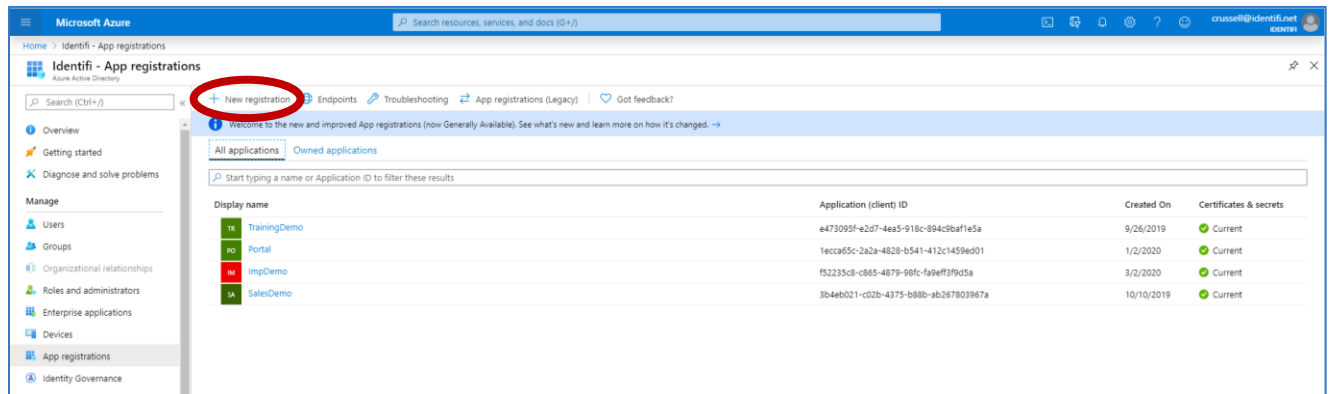
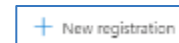
1. Logon to the Azure portal
2. Click **View** under **Manage Azure Active Directory**



### 3. Select **App registrations** in the left menu



### 4. Click the **+ New Registration** button in the upper menu.



Microsoft Azure Search resources, services, and docs (G+)

Home > Identifi - App registrations > Register an application

### Register an application

**\* Name**  
 The user-facing display name for this application (this can be changed later).

Supported account types  
 Who can use this application or access this API?

Accounts in this organizational directory only (Identifi only - Single tenant)  
 Accounts in any organizational directory (Any Azure AD directory - Multitenant)  
 Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)

[Help me choose...](#)

Redirect URI (optional)  
 We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.

Web e.g. https://myapp.com/auth

By proceeding, you agree to the [Microsoft Platform Policies](#)

**Register**

5. Enter a suitable name (e.g. "Identifi")

**\* Name**  
 The user-facing display name for this application (this can be changed later).

Identifi

6. Choose the Single tenant option

Accounts in this organizational directory only (Identifi Development only - Single tenant)

7. Setup a **Redirect URI** of type "Single-page application (SPA)"

Single-page application (SPA) https://[servername]/identifi.net/spa/web-ui/sso-landing/[installation...]

A redirect URI is where Azure sends the authentication response and ID token. The redirect URI will need to be configured to reflect the Identifi server's URL. Example: 'https://[servername]/identifi.net/spa/web-ui/sso-landing/[installation name]'.



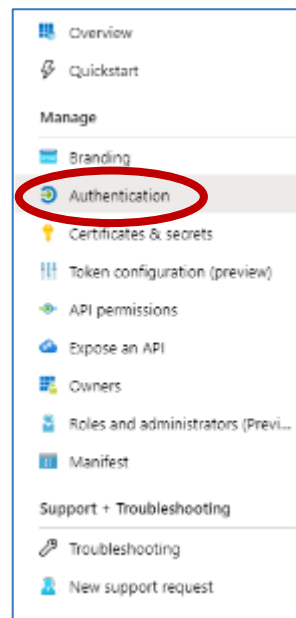
**The redirect URI that is configured in Azure must match the redirect URI configured in Identifi in order for this integration to work properly.** There are some important aspects of the redirect URI that are important to understand:

- The URI should use the https: protocol to ensure the security of the authentication response and ID token.
- The [servername] must match the fully qualified domain name of the Identifi web server as it appears to users in the browser. For example, if the user accesses Identifi via “<https://abc123.identifi.net/identifi.net>,” the fully qualified domain name “abc123.identifi.net” must be used in the redirect URI.
- The [installation name] must match the “internal” installation name associated with your Identifi installation. The internal installation name can be found on the Installation Detail page.
- The redirect URI must match the redirect URI configured in Identifi exactly

8. Click the ‘Register’ button and then the application will be created.



9. Click the ***Authentication*** menu item



## 10. Add a “Public client (mobile & desktop)” redirect URI

A redirect URI is where Azure sends the authentication response and ID token and you can specify more than one. Since we are authenticating a client application it should redirect back to a localhost port. **For example “http://localhost:[port number]”.**

The redirect URI that is configured in Azure must be all lowercase and must match the redirect URI configured in Identifi in order for this integration to work properly.

The screenshot shows the 'Identifi App | Authentication' interface. On the left is a navigation menu with options like Overview, Quickstart, Integration assistant, and Manage. The main content area is divided into two sections: 'Single-page application' and 'Mobile and desktop applications'. Under 'Mobile and desktop applications', there is a list of 'Redirect URIs'. The first two are pre-filled with Microsoft and Live URLs. A third entry, 'http://localhost:3000', has been added and is highlighted with a red rectangular box. Below the list is an 'Add URI' button.

## 11. Select the second checkbox for ID tokens

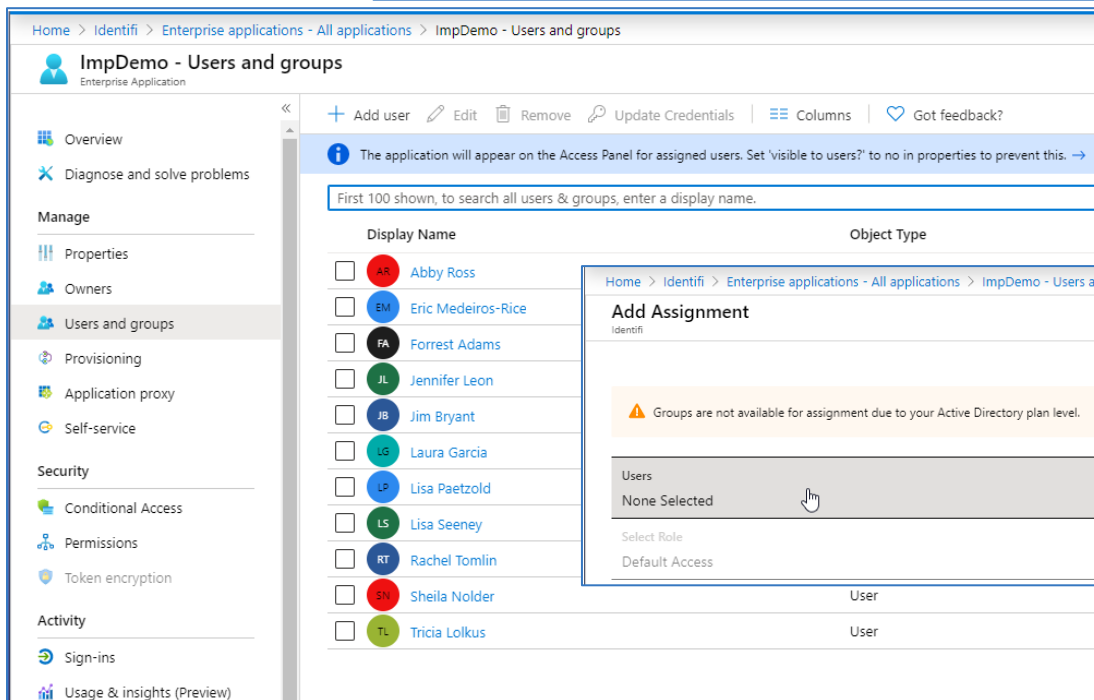
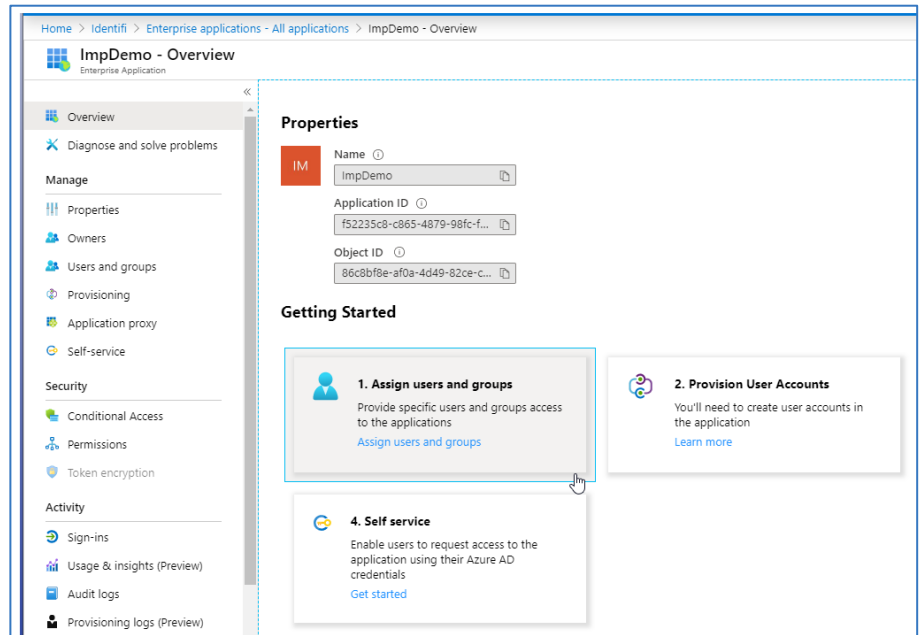
The screenshot shows the 'Implicit grant and hybrid flows' configuration section. It contains a paragraph explaining that for single-page architectures, both access and ID tokens should be selected. Below this, there is a section titled 'Select the tokens you would like to be issued by the authorization endpoint:'. There are two checkboxes: 'Access tokens (used for implicit flows)' and 'ID tokens (used for implicit and hybrid flows)'. The second checkbox is checked and highlighted with a red rectangular box.

## 12. Click the ‘Save’ button in the top menu to save the settings

## The Identifi application is now registered in Azure.

To further manage the application, including which users and groups have access, click the Azure Active Directory -> Enterprise Applications menu item to view your registered enterprise applications and then click the application you just registered for Identifi integration.

From here you can manage all aspects of the Identifi application, including which users and groups have access to the application.



References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/portals/configure-openid-settings>

## Configuring Okta for Single Sign On with Identifi

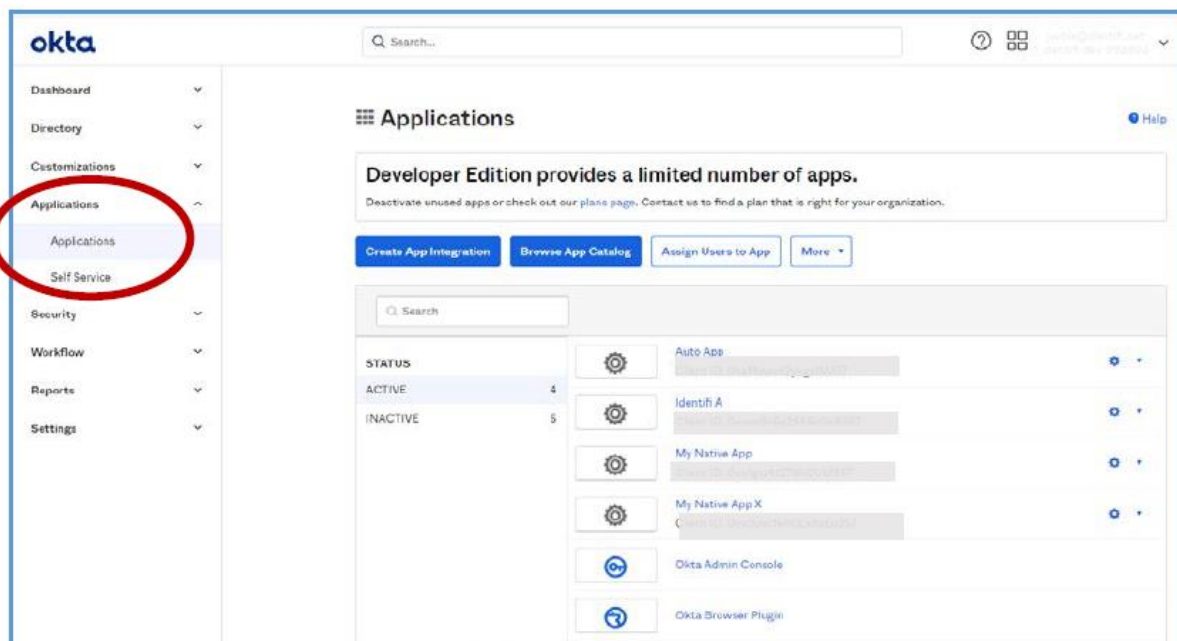
### Okta

Below are some instructions on how to register and configure the Identifi Application within Okta. This step must be completed before you can configure SSO within Identifi.

#### OKTA Configuration:

- [Single Page Application Configuration](#)

- **Select Applications**



- Then click **Create App Integration**

**Create App Integration**

- Select *OIDC - OpenID Connect* as the **Sign On Method** and *Single Page Application* as the **Application Type**.

### Create a new app integration ✕

**Sign-in method**  
[Learn More](#)

- OIDC - OpenID Connect**  
Token-based OAuth 2.0 authentication for Single Sign-On (SSO) through API endpoints. Recommended if you intend to build a custom app integration with the Okta Sign-In Widget.
- SAML 2.0**  
XML-based open standard for SSO. Use if the Identity Provider for your application only supports SAML.
- SWA - Secure Web Authentication**  
Okta-specific SSO method. Use if your application doesn't support OIDC or SAML.
- API Services**  
Interact with Okta APIs using the scoped OAuth 2.0 access tokens for machine-to-machine authentication.

---

**Application type**  
What kind of application are you trying to integrate with Okta?  
  
Specifying an application type customizes your experience and provides the best configuration, SDK, and sample recommendations.

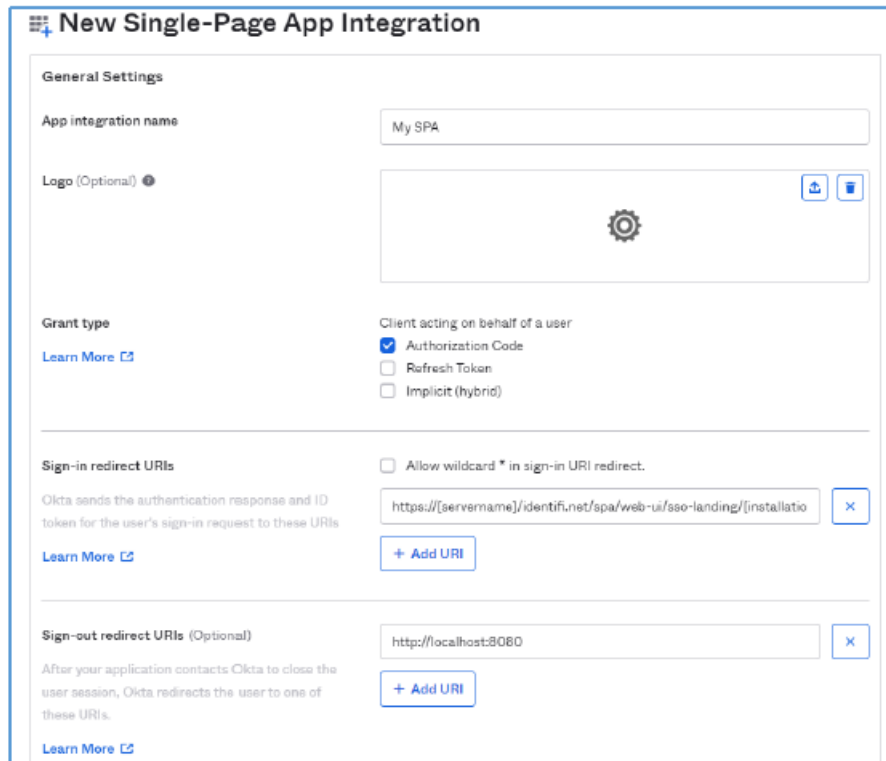
- Web Application**  
Server-side applications where authentication and tokens are handled on the server (for example, Go, Java, ASP.Net, Node.js, PHP)
- Single-Page Application**  
Single-page web applications that run in the browser where the client receives tokens (for example, Javascript, Angular, React, Vue)
- Native Application**  
Desktop or mobile applications that run natively on a device and redirect users to a non-HTTP callback (for example, iOS, Android, React Native)

[Cancel](#) [Next](#)

## Single-Page Application Configuration

The following Application Settings are available when creating an Okta Single-Page Application

### Field Descriptions



**New Single-Page App Integration**

**General Settings**

App integration name: My SPA

Logo (Optional): [Upload/Remove icons]

Grant type: Client acting on behalf of a user  
 Authorization Code  
 Refresh Token  
 Implicit (hybrid)

Sign-in redirect URIs: Allow wildcard \* in sign-in URI redirect.  
 Okta sends the authentication response and ID token for the user's sign-in request to these URIs.  
 https://[servername]/identifi.net/spa/web-ui/sso-landing/[installatio]  
 + Add URI

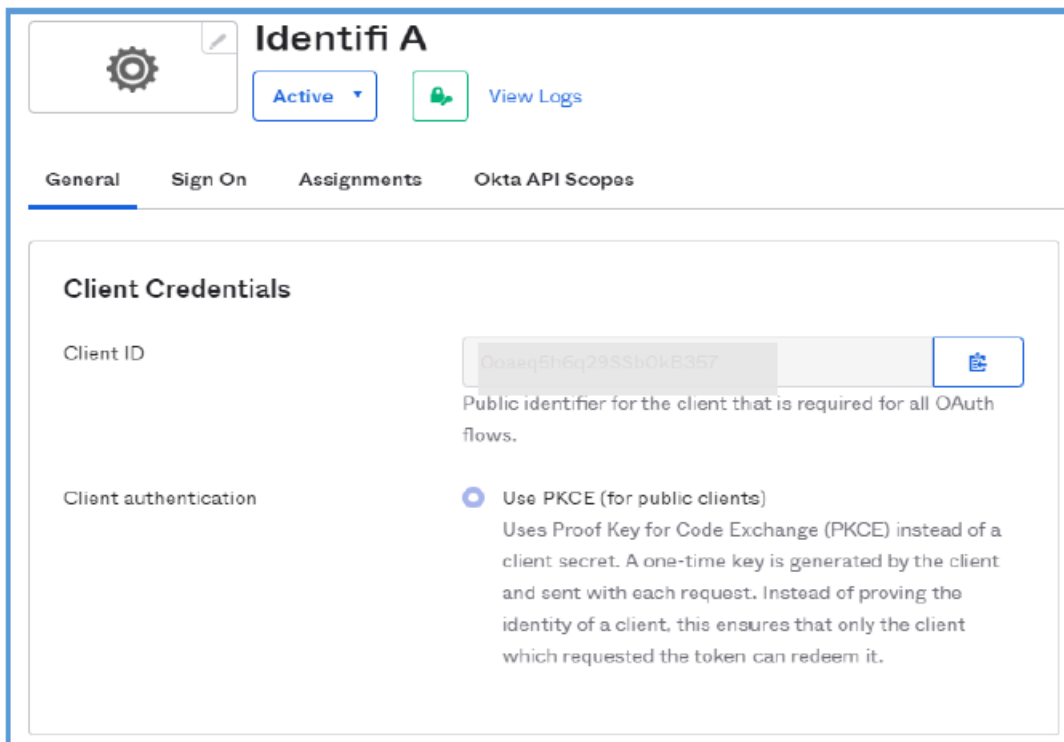
Sign-out redirect URIs (Optional):  
 After your application contacts Okta to close the user session, Okta redirects the user to one of these URIs.  
 http://localhost:8080  
 + Add URI

- **Name:** Enter a descriptive name for this application (e.g. Identifi Server)
- **Grant Type:** Select **Authorization Code**
- **Sign in redirect URIs:** A redirect URI is where Okta sends the authentication response and ID token. The redirect URI will need to be configured to reflect the Identifi server's URL. For example: 'https://[servername]/identifi.net/spa/web-ui/sso-landing/[installation name]'. The redirect URI that is configured in Okta must match the redirect URI configured in Identifi in order for this integration to work properly. There are some important aspects of the redirect URI that are important to understand:
  - The URI should use the https: protocol to ensure the security of the authentication response and ID token. Okta allows the use of the http: protocol, but this should not be used in a production environment.
  - The [servername] must match the fully qualified domain name of the Identifi web server as it appears to users in the browser. For example, if the user accesses Identifi via "https://abc123.identifi.net/identifi.net", the fully qualified domain name "abc123.identifi.net" must be used in the redirect URI.

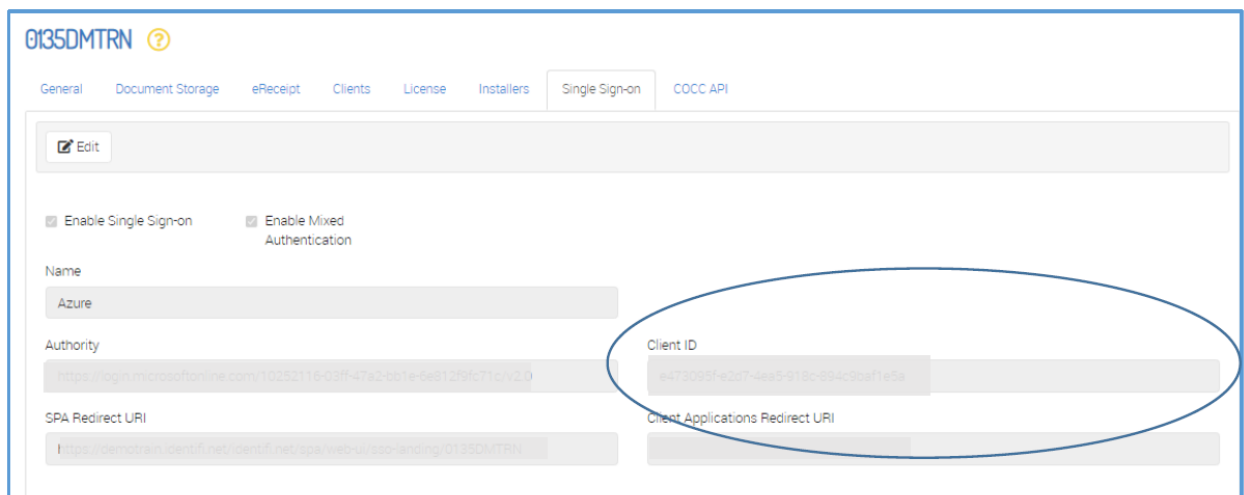
- The [installation name] must match the “internal” installation name associated with your Identifi installation. The internal installation name can be found on the Installation Detail page.

- • Click **Save**.

Once the application is created, you will see a screen like the following which includes the Client Credentials.



- The Client ID will need to be configured in Identifi in order for the Single Sign-on integration to work. Navigate to **Setup- Installations- [Installation Name]**.



- Back in the Okta application, click **Edit** in the General Settings section to address the following. Place the checkmarks as pictured below:

**General Settings** Cancel

Okta domain  📄

---

**APPLICATION**

App integration name

Application type Single Page App (SPA)

Grant type Client acting on behalf of a user

- Authorization Code
- Refresh Token
- Implicit (hybrid)

- Allow ID Token with implicit grant type
- Allow Access Token with implicit grant type

This needs to be configured to allow **Authorization Code and Implicit (hybrid)**. **Do not select to Refresh Token.**

Choose **Allow ID Token with Implicit grant type** below.

**Client Credentials**

Client ID  📄

Public identifier for the client that is required for all OAuth flows.

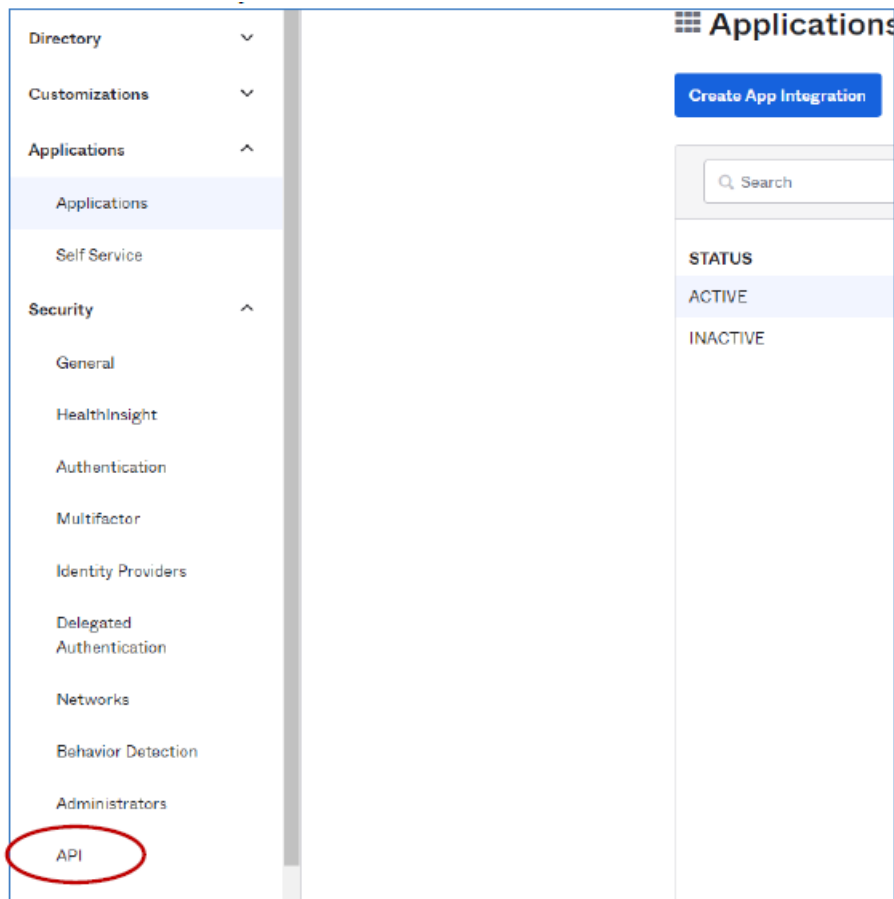
Client authentication 
 Use PKCE (for public clients)  
Uses Proof Key for Code Exchange (PKCE) instead of a client secret. A one-time key is generated by the client and sent with each request. Instead of proving the identity of a client, this ensures that only the client which requested the token can redeem it.



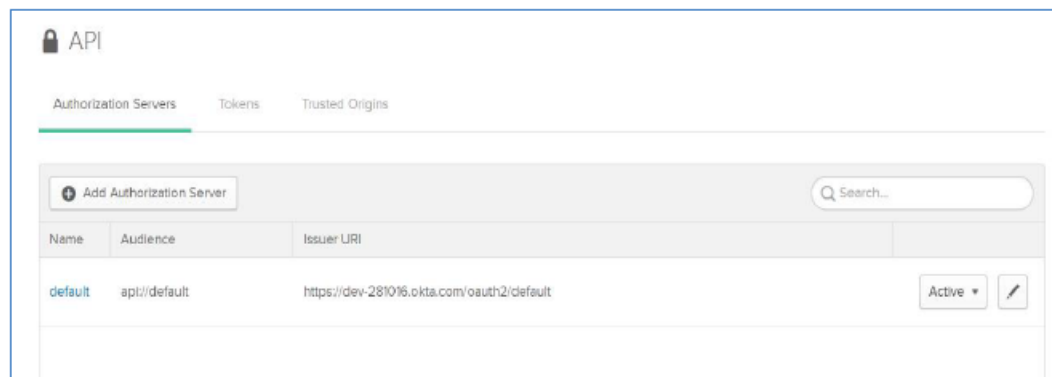
The following additional information is specific *only* to customers using **Okta Developer**.

## Setup a default scope

Click on the Security -> API and locate Authorization Servers



The authorization server will display:



Click the hyperlink for the default authorization server to open the settings.

← Back to Authorization Servers

## default Help

Active ▾

Settings **Scopes** Claims Access Policies Token Preview

[Add Scope](#)

Name	Display Name	Description	User Consent	Block Services	Default Scope	Metadata Publish	
DefaultScope			No	No	Yes	No	<a href="#">/</a> <a href="#">x</a>
openid	openid	Signals that a request is an OpenID request.	No	No	No	Yes	<a href="#">/</a>
profile	profile	Allows this application to access your profile information.	No	No	No	Yes	<a href="#">/</a>
email	email	Allows this application to access your email address.	No	No	No	Yes	<a href="#">/</a>
address	address	Allows this application to access your address.	No	No	No	Yes	<a href="#">/</a>
phone	phone	Allows this application to access your phone number.	No	No	No	Yes	<a href="#">/</a>

Click on the Scopes tab and click Add Scope.

### Add Scope

Name   
For example: email

Display phrase   
For example: Access your email  
 40 characters remaining

Description   
For example: This allows you to use your email to login to the app

User consent  Require user consent for this scope  
 Block services from requesting this scope

Default scope  Set as a default scope

Metadata  Include in public metadata

**⚠** A default scope will be returned in an access token when the client omits the scope parameter in a token request, provided this scope is allowed as part of the access policy rule.

[Create](#) [Cancel](#)

Enter the name Identifi, check the Set as a default scope checkbox, and click the Create button.

The new default scope will be created and added to the list:

### default Help

Active ▾

Settings **Scopes** Claims Access Policies Token Preview

+ Add Scope

Name	Display Name	Description	User Consent	Block Services	Default Scope	Metadata Publish	
Identifi			No	No	Yes	No	✎ ✕
openid	openid	Signals that a request is an OpenID request.	No	No	No	Yes	✎
profile	profile	Allows this application to access your profile information.	No	No	No	Yes	✎
email	email	Allows this application to access your email address.	No	No	No	Yes	✎
address	address	Allows this application to access your address.	No	No	No	Yes	✎
phone	phone	Allows this application to access your phone number.	No	No	No	Yes	✎