IDENTIFI USER GUIDE



i



Table of Contents

Copyright Information and Changes	1
Introduction	2
Identifi	2
Logging in to Identifi	2
Forgot Password	3
Main Page and Navigation	4
Adding Documents to the Archive	5
Add	5
Scan Client	9
Uplink	
Using Barcode Cover Sheets and Separator Sheets	
Batches	13
Navigating the Batch	
Retrieving and Viewing Documents	20
Document Search	
Actions Available from Document Search Results	
Place (or remove) a Retention Hold	
Searching for Documents with Administrative Hold status:	
Viewing Documents in the Document Detail Viewer	
Document Detail Viewer Menu Bar:	
Document Detail Panels:	
Smart Folders	45
Soft Delete - Recovering Deleted Documents	47
Barcode Coversheets	
User Coversheets	
Doc Type Coversheet	
Breakdoc Sheets	50
Viewing COLD Reports & Using Document Text Search	51
Viewing COLD Reports	
Downloading COLD Reports	53
Document Text Searches	59



Data	64
Add	64
Search	64
Viewing Data Items	
Workflow	69
Browse	69
The Inbox	71
Taking Action on an Item from the Inbox	73
Instructions Bar	75
Close/Hold/Release/Reassign	
The Form Tab	
Documents Tab:	
Signing Packages Tab:	
Notes Tab:	
Activity Tab:	
Viewing Documents	86
Workflow-Reporting	87
Completed Steps Report:	
Work Items Report:	
Workflow-Search	100
Workflow-Start	102
Reporting	103
Activity	103
Batch Indexing	103
Batches Scanned	106
Document	109
System Access	112
System Setup	113
Document Tracking	116
Track Exception	116
Track Found	121
Track Pending	124



Track Waived	127
Document Storage	
Document Retention	
Saved Reports	
Custom Reports	
Signing Documents	
Free Form	
Completing Documents	
Placing Document Packages On Hold	
Canceling a Package	
Retrieving On Hold Packages	
My Packages	
Desktop eSign Search	
Printing Package Documents	
Retrieval of Signed Document Images	
Review of Completed eSign Packages	
Online eSign	
The Inbox	
Package Inbox Statuses	141
Creating a New Package	
Configuring Documents for Signing	145
Adding Signature Areas	146
Creating and Using Layouts	
Applying Layouts	
Using Two Factor Authentication	150
Managing In Process Packages	153
Document Signing	155
Ready For Completion Packages	157
Signed Ready to Index	159
Completed Packages	159
Online eSign Search	
	1.62
Viewing Search Results	



Electronic Receipts
Launching Receipts
Client Types
Signing Receipts
Wet-Signing Receipts
Document Tracking
Document Tracking Inbox
Document Tracking Search
Updating Tracking from Search
Viewing Tracked Entity Items
Notes Tab
Tracking Tab
Documents Tab
Resolving Exceptions & Invalid Matches172
Exception Status Override
Resolving an Invalid Match
Mass Updating
Mass Updating of Document Tracking Statuses175
Mass Updating of Document Tracking Requirements
Help
Help Center
Contact Us
About

Copyright Information and Changes

Copyright 2024 Identifi. All rights reserved. No part of this publication may be reproduced or stored, in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, and recording or otherwise without the prior written consent of Identifi.

The material in this manual is for information only and is subject to change without notice. Integra Business Systems, Inc. reserves the right to make changes to its products without reservation and without notification to its users.



Introduction

Identifi

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

Logging in to Identifi

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

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

If 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.

identifi		
Logon with Azure		
or		
Logon to identifi		
Luser ID		
Password		
INTTEST -		
🗆 Remember Me		
Forgot Password?		

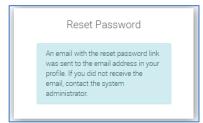


Forgot Password

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

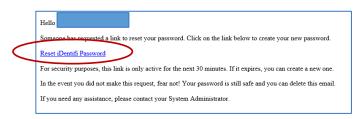
It is suggested that Users change their password at least every 60-90 days. Password Expiration is set at the installation level.

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



Logon to identifi	
snolder	
·····	
1 DemoT	
Remember Me	
Forgot Password?	Logon

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



Reset Password	
🚨 User ID	
New Password	
Confirm	
Submit	

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

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

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





Main Page and Navigation

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

🍓 identifi		<u>*</u> *
≡		Search Documents 📀
🛢 Data	>	KWYK Search Q
Documents	>	
1 Tracking	>	
🧪 Desktop eSign	>	Note: All Identifi modulos are "turned an" for each suctemer as they are licensed
≁ Online eSign	>	Note: All Identifi modules are "turned on" for each customer as they are licensed.
👬 Workflow	>	For the purposes of this User Guide, all available modules are represented, however, if a
Reporting	>	module is not licensed to the customer, the User will not see the specific menu(s) for the
🌣 Setup	>	unlicensed module(s).
🏳 Help	>	

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

Settings	The upper right corner contains a drop-down menu:	
Change Password		You have been logged-off.
• To exit the and select	system, use the drop-down menu at the top right, next to User Name,	Click here to logon again

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

Change Password	×
Old Password *	
New Password *	
Re-type New Password *	
	Cancel

- Select Settings to view user details.
 - Profile Tab: (Settings) Details of the User Profile include Profile information for that User as well as any Role(s) assigned to the User and any Group(s) to which they have been added.

,	radams@identifi.net	
Integration Tab: Used on	Groups (All Users)	Roles Report User User
installations with custom configuration where Identifi calls to t administrator.	he API. For details on this, see your	Profile Integration

User Profile

First Name

Full Name

Sally End Use

Sally

Email

Profile Integration

0

Last Name

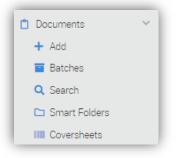
End User

User Name

Sender



Documents



Adding Documents to the Archive

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

- 1. +Add
- 2. Scan Client
- 3. Uplink

Add

🚯 Documents	~
+ Add	
Batches	

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

Drag and Drop

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

i identifi	
≡	Add Documents (?
🛢 Data >	
Documents	
+ Add	
Q Search	Nama

- 1. Open Windows Explorer on the computer and locate the file(s) you wish to upload.
- 2. Highlight and select the file(s) and "drag" the file(s) from the Explorer window into the "Add Documents" box.



identifi			
≡		Add Documents (?)	
E Data	>	Dens film have an elisted because	
 Documents Add 	~	Drop files here or click to browse	
Batches			
Q Search		Name Size Progress	Status Actions
🗅 Smart Folders			
Coversheets		1	
┥ Tracking	>	□ □ × I	î Remove All 🛃 Upload
🧪 Desktop eSign	>	File Home Share View	
≁ Online eSign	>	← → ▼ ↑	
🚠 Workflow	>	Name Date modified Type Certificate of Deposit.pdf 4/4/2016 3:10 PM Adobe Acre	Note: Documents can also be dragged from the _
			Desktop or from an email.

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

Dr	op files here or click to b	rowse		
Name	Size	Progress	Status	Actions
Certificate of Deposit.pdf	0.15 MB			💼 Remove
CustomerDueDiligence.pdf	0.32 MB			🗊 Remove

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

Lupload



d Documents (Choose an Applicatio	n				×
	Application	Customers				Clase Upload
						Clese Upload
Name			Size	Progress	Status	Actions
Certificate of Deposit.pc	if		0.15 MB			Remove
Generic Signature Card	.pdf		0.15 MB			1 Remove

An *Application* is a category of Document Types.

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

 Select the appropriate application and click "Upload" to launch the *Indexing Interface*, allowing the User to enter attribute values for indexing. For details on the indexing process, see <u>Navigating the Batch</u>.

🛞 identifi	Indexing Interface: Batch: 1232	. -
I of 2 Image: Content of the second sec	Control of Deposite 04/01/2016 Term: 12 Months Tex: ID: 757054294 Desc Opensed: 04/01/2016 Term: 12 Months Tex: ID: 757054294 Certificate of Deposite Dilar Amount of Deposite 51_000_00 This Time Deposite is Isuade to: Kristen Devino 98 Ridge 58. Wintered CT 60698 Not Negotiable -Not Transferable - Additional terms are below. Montered CT 60698 Not Negotiable -Not Transferable - Additional terms are below. Maturity Disc: This account matures (M01/2017	× ×
	Check	

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

Action	Batch
Continue	1168

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



Browse

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

Add Documents (?					
	Drop files here or				
	\mathbf{k}				
Name		Size	Progress	Status	Actions
				A D	
				💼 Rem	iove / II 👤 Upload

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

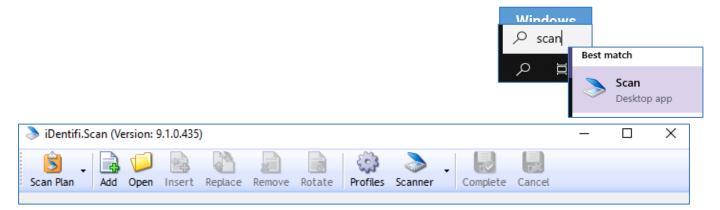
	Add Documents (?)		It size limit for				
>		Drop files h	ere or click to bro	owse		uploaded files	is 100MB per f
rs	Name		Size	Progress	Stat	us Actions	_
👂 Open					×		
\leftrightarrow \rightarrow \cdot	↑ SAMPLE DOCUMENTS → Deposit	Docs v	ට , C Searc	h Deposit Docs		🛍 Remove All 📃 🏦 Uplo	ad
Organize 🔻	New folder				•		
🧊 3D O ^	Name	Date modified	Туре	Size	^		
📃 Desk	Certificate of Deposit.pdf	4/4/2016 3:10 PM	Adobe Acrobat D	154 KB			
🔮 Docι	CustomerDueDiligence.pdf	2/2/2018 2:55 PM	Adobe Acrobat D	332 KB			
🕹 Dow	DebitCardApp.pdf	2/2/2018 4:18 PM	Adobe Acrobat D	283 KB			
👌 Musi	Generic Signature Card .pdf	4/4/2016 3:45 PM	Adobe Acrobat D	155 KB			
📰 Pictu	NickSampleSigcard.pdf	4/17/2009 11:14 AM	Adobe Acrobat D	221 KB			
_ ~	OverdraftOntInCover.ndf	2/6/2017 4:18 PM	Adobe Acrobat D	20 KB	~		
	File name: "Generic Signature Card .p	df" "Certificate of Deposit.pdf	" "Cu: 🗸 🛛 All Files (*."	*)	\sim		

Follow instructions for "Drag and Drop" listed above, beginning with <u>Step 5.</u>



Scan Client

1. From the Windows Start Menu () select the Program **Scan** to launch the Scan Client. (**Note:** The first time the Scan Client is launched the User may be prompted to "Run" the program.)

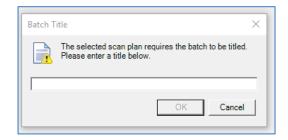


 Choose the Scan Plan to direct the documents to the appropriate Application(s). Unless the Scan Plan is configured for multiple Applications, all documents in a batch must belong to the same Application.

Scan Plans direct the documents being added to the appropriate Application in the system.

(**Note**: Only those Scan Plans with no assigned security or those to which the User has been given Permissions will appear in the list of available Scan Plans).

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



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

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

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

Thumbnail Properties		Small Medium
K 🔇 6 of 6 🔈 🕅	8 8 8	



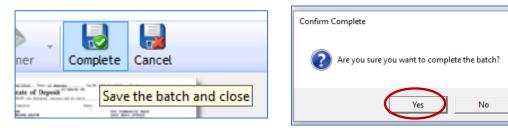
- 8. Before completing the batch for indexing, users have the opportunity to:
 - "Add" additional images to end of the batch
 - "Open" add electronically-stored documents to the batch
 - "Insert" new scanned image(s) in front of a selected image
 - "Replace" the selected image
 - "Remove" selected image(s),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

Antonia in a second		

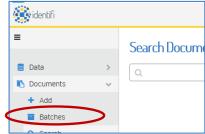
Documents or pages within a batch can also be re-ordered by dragging and dropping.

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

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



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





Open

Insert

Replace

Add files to the batch

Rem

Importing Electronic Images Using the Scan Client

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

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

Uplink

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

Scanning with Uplink

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

Uplink Deposit-BW

🃙 Uplink Loan-BW

Uplink Loan-AutoColor

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

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

licensed module. To add Uplink to your Identifi installation, contact Identifi Sales.

Uplink is a separately-

1	
4	Uplink library
	Uplink Customer-BW
	Name
	ailed
	success
	🔁 Creating a basic Smart Folder Workflow in iDentifi.pdf
	Document_Create_DocTypeGroup_AddDeleteDocTypes_HowTo.

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

Bat	Batches 🔞										
Delete Assign Assignment Assignment											
1 Av	1 Available and Failed Batch 2036										2036
	Action	Batch	Title	Status	Application	Scan Plan	Files	Assigned To	Created By	Created Date/Time -	Created on Machine
	Index	2036	UPL: 5010	Ready to Index	Loan	Tricia Test BW	1		dryder	2/11/2022 9:01 AM	INTEGRADEVDR

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

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



Using Uplink Without a Scanner

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

Retrieval of Uplink Documents

Documents scanned into Identifi through Uplink are retrievable like all other stored documentsthrough *Documents Search*. For details on searching, see <u>Document Search</u>.

Using Barcode Cover Sheets and Separator Sheets

📋 Documents	~
+ Add	
Batches	
Q Search	
🗅 Smart Folders	
Coversheets	

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

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

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

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

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

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



Batches

Ů	Documents	~
	+ Add	
$\left \right $	Batches	
	Q Search	
	🗅 Smart Folders	
	Coversheets	

Allows the User to access existing batches available for indexing and completion. Select **"Batches"** under **"Documents"** from the left sidebar to launch the Batch queue.

🔅 identifi														. .
≡		Bat	ches ?)										
🛢 Data	>	1	Delete	Assign	L× Remove Assignment	A Retry								
🗋 Documents	~													
+ Add		4 Av	ailable and F	ailed Batche	es.						Available and	Failed -	snolder	
Batches			1											
🔍 Search			Action	Batch *	Title	Status	Application	Scan Plan	Files	Assigned To	Created By	Created Date/Tir	Created on me Machine	
🗅 Smart Folders				1100	ol 5 consta	Deadute	0	(1) = = =)	2			10/10/0000 1 45		
Coversheets			Index	1189	OLE: Sample Document	Ready to Index	Customer	(None)	3		snolder	12/10/2020 1:45 PM)	
┥ Tracking	>	-												
🖋 Desktop eSign	>		Index	1191	OLE: DD Authorization	Ready to Index	Deposit	(None)	3		snolder	3/15/2021 4:20 PM		
≁ Online eSign	>			1010				(1) X						
H Workflow	>		Index	1210	OLE: W-9 Layout Package	Ready to Index	Customer	(None)	1		snolder	9/1/2021 1:43 P	M	
Reporting	>													

My Batches	Filter
(All)	Created on Machine
Available	
Failed	
Available and Failed	
My Batches	

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

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

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

Batch Titles:

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



Batch Actions:

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

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

Note: Batches brought in using the Add feature or Online eSign, do not use Scan Plans, so "(None)" will be displayed in the Scan	ches (? Delete 🔹 A: iatches	ssign	* Rei	move Assignment					
Plan column.	Action	Batch	Ti	tle Status	Application	Scan Plan	Files	Assigned To	Creat
	Index	3	i	Change Scan Plan (Batch: 3)	×	Deposit BW			Uplin
	Index	78	t	Note: Any existing indexing information for this batch will be le Original scanner settings (color, dpi, page size) will be retained		Deposit-BW	5		fadar
	Index	1103	t	Current Scan Plan Deposit-BW		Loan-BW	4		fadar
	Index	1107		New Scan Plan ¢ustomer-BW	× •	(None)	2		fadar
	1			Cance	el Save	\bigcirc			

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

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

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

面 Delete	🛔 Assign	≗x Remove Assignment	🕈 Retry	



Click and drag the split screen icon	to adjust window	size.	
🛞 identifi			Batch: 1169 🛎 -
	۹ Indexing Interface:	Automatic Zoom 🗸	× ×
Sticky Mode Attributer Document Title Override (optional) Document Type att POWER OF ATTORNEY	A to the second	OWER OF	
Document Title Override (optional)		The scroll bar to the right of continuously scroll through (

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

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

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

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

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

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

Document Type *	
Select a document type	Īm
Document Type *	
POWER OF ATTORNEY	▲
MARRIAGE CERTIFICATE	^
PARTNERSHIP RESOLUTION OF AUTHORITY	
PHOTO ID	
POWER OF ATTORNEY	
	-
ocument Type *	
Carloop	

Document Type *	
Car Loan	-
Application *	
Accounts	Ĵm
Accounts	
Loans	



曲

ocument Date

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

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

	Tax ID Number (* Q Name	Customer Number
II A		
•		
	+	

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

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

			Customer Type And			Tax ID Number * Q	Name	Number	
	Tax ID Number * Q	Name	Number	_	II 🗸	123456789	Brown, Susan	P999888	Î
# ~	123456789	Brown, Susan	P999888	ii i		987654321	Doe, Jane	P8327	-
Source		Add nev	v value		J. Dra	g/drop to reorder	+		

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



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

- The Lookup returned no values/information.
- The Lookup was successful and pulled back available data for all related attributes.

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

Account Number * Q	Open Date	Status	Close Date	
✓ 1001451	06/06/1972	te Closed	07/10/2017	i
		+		
roup 2 (1 value)				
Tax ID Number	Name		Customer Type And Number	



Other Common Attribute Fields:

- **Description**: Usually not a required field, Description can be made searchable to allow for additional searching options. Institutions often have an official procedure for using this field.
- **Source** and **Security**: populated by the system automatically.
- Indicate the first page of a new document in a batch.
 - Use this check box to begin indexing a new document.
 - If an Identifi Barcode Separator Sheet has been placed in the batch OR the documents themselves are barcoded, this box will automatically be checked.

This file starts a new document

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

Choose your Sticky Mode

Sticky Mode

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

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

Sticky Mode	
Attributes	շիհ
None	\bigcirc
Attributes	
Doc Type	

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



Navigating the Batch

Indexing Interface Icons:

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

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



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

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

The check mark completes the indexing.

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

Document Date *			
	()		

To leave a batch and complete it at another time:

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

e p 1	of 1	<
Sticky Mode Attributes		



Indexing Image Menus

Ē	Q 🛧 🔸 1 of 4	X 🖨 🗻 »

Upper Menu							
	Toggle to view thumbnails						
Q	Find text in document (not available on all documen	t types)					
	Find in document	Highlight all Match case					
↑ ↓	Navigate pages of the doc	ument					
1 of 4	Jump to another page in th	ne document					
- +	Zoom in/out						
Automatic Zoom 🔻	Automatic Zoom (Actual siz	ze, page fit, page width, Percentage view)					
Ŕ	Presentation mode (view f	ull screen)					
a	Print the document	Print the document					
Ċ	Download the document						
>	Reveal additional Tools						
	Go to First Page						
	Go to Last Page	Note: With Scanned batches (not Add), a					
	C Rotate Clockwise	User is able to rotate the document					
	D Rotate Counterclockwise	image (for some file types) within the indexing interface, and orientation					
	Text Selection Tool Hand Tool	changes will be saved when indexing is complete.					
	Document Properties	· · ·					



Retrieving and Viewing Documents

Document Search

📋 Documents	~
+ Add	
Batches	
Q Search	
Smart Folders	
Coversheets	

Allows the User to search within the document archive.

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

Search Documents	?	
KWYK Search		Q

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

inv	
Applicatio	n Document Type
Inv oices	Invoice
	Invoices
	Invoices2

=		Search Docum	ents 🕜		
🛢 Data	>	100			c
📋 Documents	~				
+ Add		Account Number	Document Text	Number: 100	
Batches		100	100	Batch ID	
Q Search		100 0474290	100 .00	Document ID	

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

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

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

Search Doo	cuments	?	
Stone			Q
Last Name	Name		
Stone	Stone, Rick		
	2		



Narrowing Search Results

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

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

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

KW	Search Documents ? KWYK Search Q 12345 ▼ 1/1/2014 - 12/31/ ▼ Image: Boom load Image: Boom load Image: B					comple 12345,	ample : This Search was initially mpleted using Account Number 345, then narrowed by the Documen te for the year 2014.			nent
Disp	laying 100 Documents(<u>Show Total</u>)					Top 100	Documents 👻	Filter	X	
	Title	Application	Document Type	Pages	File Type	Storage Date ↓	Document Date	Transaction amount		
	12345 Doe, John O, W-9 CERTIFICATION 2014/10/01	Loans	W-9 CERTIFICATION	1	Tif	6/14/2017	10/1/2014		¥	
	12345 Doe, John Q, UCC-1 STATE 2014/10/01	Loans	UCC-1 STATE	1	Tif	6/14/2017	10/1/2014		÷	
	12345 Doe, John O. TITLE UPDATE 2014/10/01	Loans	TITLE UPDATE	1	Tif	6/14/2017	10/1/2014		¥	
	12345 Doe, John Q, TITLE POLICY-BINDER 2014/10/01	Loans	TITLE POLICY-BINDER	1	Tif	6/14/2017	10/1/2014		*	

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



KV	/YK S	Search Q	12345 👻	× 1/1/20	I4-12/31/ ▼ X						
		Print Download	Index 🔿	Move	Smart Folder 👻 🕘 Retention Ho	ld 🕶					
Dis	olayin	ng 100 Documents (<u>Show Total</u>)						Top 100	Documents 💌	Filter	
		Title		Application	Document Type	Pages	File Type	Storage Date ↓	Document Date	Transaction Transactio amount Type	'n
	0	12345 Doe, John Q. W-9 CERTIFICATION 201	14/10/01	Loans	W-9 CERTIFICATION	1	Tif	6/14/2017	10/1/2014		
	0	12345 Doe, John Q. UCC-1 STATE 2014/10/0	<u>01</u>	Loans	UCC-1 STATE	1	Tif	6/14/2017	10/1/2014		
	0	12345 Doe, John Q, TITLE UPDATE 2014/10	/01	Loans	TITLE UPDATE	1	Tif	6/14/2017	10/1/2014		



Note: Search results displays 100 Documents.

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

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

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

Displaying 100 Documents	(<u>Show Total</u>)	(<u>Show Total</u>)		File
		0. W-9 CERTIFICAT 0. UCC-1 STATE 20	Total Number of Decuments Matching Your Search Criteria: 200	×
Top 100 Documents	Filter Transaction T	0. TITLE UPDATE 2		ОК
Top 1000 Documents	amount T	Туре		

Document Search Advanced:

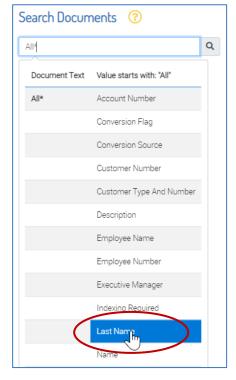
Advanced searching offers some very powerful search capabilities such as: Wildcard, Smart Text, Smart Date, Smart Currency and Smart Number searching, each using its own syntax.

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

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

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

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



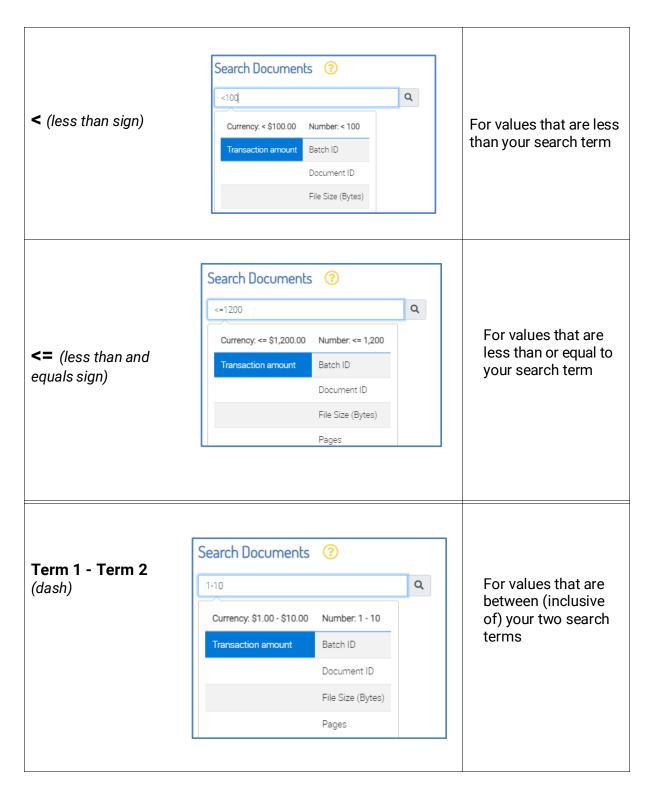


2. *Smart Number Search* and *Smart Currency Searches* are selected from either the Currency or Number columns in the Suggestion Grid.

<> (greater than and lesser than signs)	Search Documents ② <>500.00 Q Currency: <> \$500.00 Number: <> 500 Value does not equal: "500.00" Transaction amount Batch ID Account Number Document ID Conversion Flag File Size (Bytes) Conversion Source	For values that are not equal to your search term
> (greater than sig	Search Documents ? >500.00 Q Currency: > \$500.00 Number: > 500 Transaction amount Batch ID Document ID File Size (Bytes) Pages Pages	For values that are greater than your search term
>= (greater than and equals sign)	Search Documents (?) >=1000 Currency: >= \$1,000.00 Number: >= 1,000 Transaction amount Batch ID Document ID	For values that are greater than or equal to your search term

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





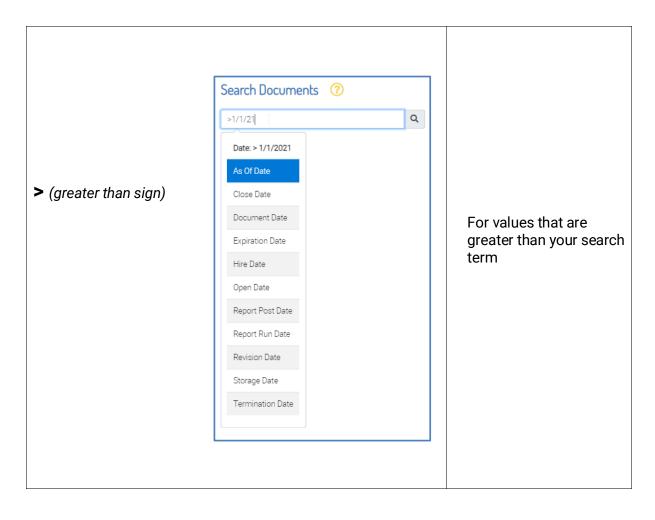


Smart Date Searches are selected from the Date Type column in the Suggestion Grid. The types of dates listed will depend upon the sorts of Date Attributes configured on the installation.

The syntax is as follows:

	Search Docume	ents 🔞	
	<>1/1/21	Q	
	Date: <> 1/1/2021	Value does not equal: *1/1/21*	
	As Of Date	Account Number	
	Close Date	Conversion Flag	
<> (greater than & less than signs)	Document Date	Conversion Source	For values that are <i>not</i>
than eighey	Expiration Date	Customer Number	equal to your search term
	Hire Date	Customer Type And Number	
	Open Date	Description	
	Report Post Date	Employee Name	
	Report Run Date	Employee Number	
	Revision Date	Executive Manager	
	Storage Date	Indexing Required	
	Termination Date	Last Name	
			_

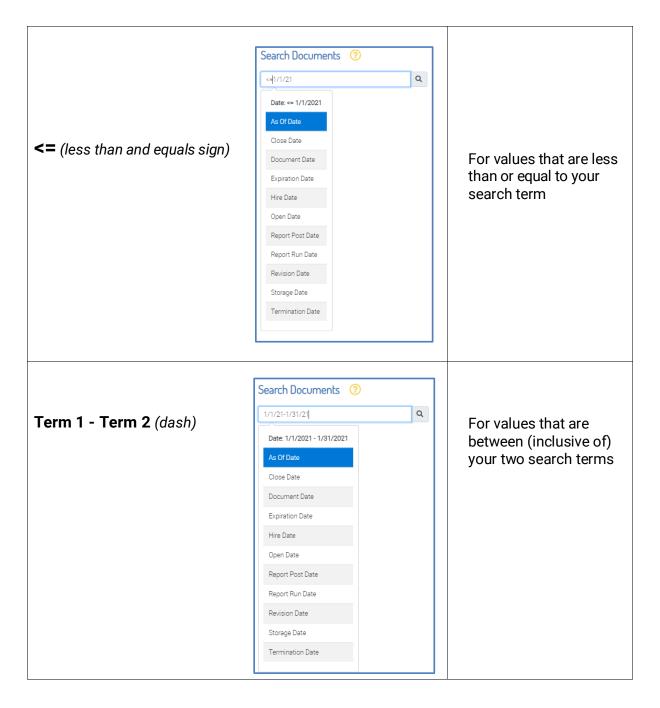






>= (greater than and equals sign)	Search Documents ⑦	For values that are greater than or equal to your search term
< (less than sign)	Search Documents (?)	For values that are less than your search term

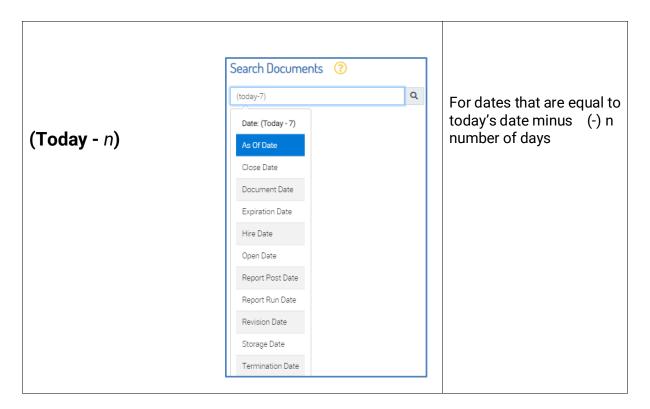






	Search Documents 📀		
	(today)	Q	
	Date: (Today)		
	As Of Date		
(Today)	Close Date		For dates that are equal
(1000)	Document Date		to today's date
	Expiration Date		,
	Hire Date		
	Open Date		
	Report Post Date		
	Report Run Date		
	Revision Date		
	Storage Date		
	Termination Date		
	Search Documents 📀		
	(today+7)	Q	
	Date: (Today + 7)		
	As Of Date		
	Close Date	Ν	
(Today + n)	Document Date	12	For dates that are equal
	Expiration Date		to today's date plus (+) n number of days
	Hire Date		in humber of days
	Open Date		
	Report Post Date		
	Report Run Date		
	Revision Date		
	Storage Date		
	Termination Date		





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

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



Actions Available from Document Search Results

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

	Title 🕈
0	3347742800000001

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

💷 🖶 Print 🛓 Down	load <u> Î</u> Delete 🕒	Index Move	🗅 Smart Folder 👻	🕐 Retention Hold 👻

Search Documents ?															
6 Documents									lold -		Filter			X	
		Title ^	Batch ID	Document ID	Application	Document Type	Sync Status	Pages	File Size (Bytes)	File Type	Storage Date	Account Number	Account Type	Branch Number	Curre Balan
	0	Account Num.12345	-1	838	Accounts	003	Not Synched	4	1,173,710	Pdf	5/17/2021	12345			
	8	Account Num.12345	808	839	Accounts	003	Not Synched	4	244,206	Pdf	5/17/2021	12345			
	0	Account Num.12345	-1	840	Accounts	003	Not Synched	11	51,403	Pdf	5/17/2021	12345			



Г

Toggle between Thumbnail view and List View





Search Documents (?							Search Documents (?	
				Q 12	2345 - X	5/1/2	KWYK Search Q	12345 • × 5/1/2021 - 5/31/2 • ×
		Print Do	wnload	Delete	• Index	⇒ Move	6 Documents	ete 🕒 Move 🗅 Smart Folder 👻 💩 F
6 Do	cume	nts					EXAMPLE LANCE CALCULATION OF A DESCRIPTION OF ADDRESS AND ADDRESS	
			Batch	Document		Docu	Territoria even	Normal State
		Title 🕈	ID	ID	Application	Туре	A second to an experimental experimentat experimental experimental experimental experimental exp	Market of the second
	0	Account Num.12345	-1	838	Accounts	003	Description of the state of	
	0	Account Num.12345	808	839	Accounts	003	Account Num.12345	Account Num.12345



Printing Documents from Search Results



Print the selected document(s)

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

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

Choose Which Documents To Print ×	
 ○ All documents matching my search criteria ● Only the documents that I have selected 	Print Confirmation ×
2	WARNING: Printing a large number of documents or documents with a large number of pages may take a while to complete.
	Total number of documents to print: 1
a Cancel Continue	
	Cancel Print

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

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

Downloading Documents from Search Results

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

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

Sea	Search Documents (?												
KW	KWYK Search Q Stone, Rick * X 33477428000000 * X												
Image: Second Selected Documents Image: Second Selected Documents													
100	ocument	ts								Filter		X	
		Title *	Application	Document Type	Pages	File Type	Storage Date	Sync Status	Description	Document Date	Report Post Date		
	00	xxxxxxx100 Stone, Rick ACH DEBIT STOP PAYMENT REQUEST 2020/02/14	Deposits	ACH DEBIT STOP PAYMENT REQUEST	1	JPG	2/18/2020	Synched		2/14/2020		*	
	00	xxxxxxx100 Stone, Rick ACH UNAUTHORIZED DEBIT 2020/02/13	Deposits	ACH UNAUTHORIZED DEBIT	5	Pdf	2/13/2020	Synched		2/13/2020		¥	
	0	xxxxxxx100 Stone, Rick APPRAISAL 2021/07/12 Hold	Loans	APPRAISAL	2	Pdf	7/19/2021	Synched	Training	7/12/2021		*	



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

Download Selected Documents	×
Include Notes in Download	
	Cancel Continue

documentDownloa....zip

Ł

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

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

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

Sea	rch Do	ocuments 📀										
KW	YK Search	h Q. Ston	e, Rick 🔹 🗙	33477428000000	×							
	Pr	rint Download 🗊 Delete 🔍 🗣 Inde	A Move	Smart Folder -	Retention I	Hold -						
10 C)ocument:	s				\sim				Filter		×
		Title *	Application	Document Type	Pages	File Type	Storage Date	Sync Status	Description	Document Date	Report Post Date	
		xxxxxxxx100 Stone, Rick ACH DEBIT STOP PAYMENT REQUEST 2020/02/14	Deposits	ACH DEBIT STOP PAYMENT REQUEST	1	JPG	2/18/2020	Synched		2/14/2020	(

Deleting Documents from the Archive (from Search Results)



Delete the selected document(s)

Place \square next to item(s) to be deleted, then click the "Delete" button in the tool bar. The User must have the *permissions* to Delete at the Application, Doc Type and Document levels.

Note: Deleting documents removes them from the system entirely, including other Identifi modules and may disrupt function.



Moving Documents from one Application to another

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

➡ Move	• Click on the "Mo	Application from the drop-	Select A Target Application Application Alex Cancel Continue				
Choose Which Documents To Mov	/e						
O All documents matching my search criter Only the documents that I have selected	ia	Choose which documents to move.Click "Continue."					
		Administrator Role in ord	have the Document Mover or er for the button to appear in the				
	Cancel Continue	menu.					

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

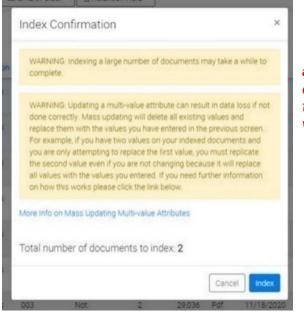


This feature is often referred to as 'Mass Index' or 'Mass Modify' and is used to change the indexing values of one or multiple stored documents from the Search Documents

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

Search Doc	uments ?					
Accounts		Q		12345 -	×	5/1/2021 - 5/31/2 ×
Application	Document Text	Î	Dele	ete 🕒 Inc	ex	→ Move
Accounts	accounts					





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

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

	rch YK Sea	Documents arch		Q 12	1345 - X	5/1/2021 - 5	i/31/2 -	× Ac	counts -	×					
6 Documents															
		Title [▲]	Batch ID	Document ID	Application	Document Type	Sync Status	Pages	File Size (Bytes)	File Type	Storage Date	Account Number	Branch Number	Current Balance	Docu Date
	0	Account Num.12345	-1	838	Accounts	003	Not Synched	4	1,173,710	Pdf	5/17/2021	12345			
	0	Account Num.12345	808	839	Accounts	003	Not Synched	4	244,206	Pdf	5/17/2021	12345			

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

Choose Which Option To Update	×							
Select what you want to update								
Attribute								
Attribute								
Document Type								



×

-

↓

Cancel

Choose Which Option To Update

Select what you want to update

ACCOUNT INFORMATION SHEET

ACCOUNT INFORMATION SHEET ACH DEBIT STOP PAYMENT REQUEST ACH UNAUTHORIZED DEBIT ATM-DEBIT CARD APPLICATION

AUTHORIZATION FOR PREAUTHORIZED PAYMENTS AUTOMATIC TRANSFER AUTHORIZATION

Document Type

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

- 4. **Updating an Attribute**: Select the attribute to be modified from the drop-down list.
 - For single value attributes, enter a new value in the field provided and click *Continue*.

Attribute	
Description	•
Value	
	Cancel

Choose Which Option To Update	×
Select what you want to update	
Attribute	-
Attribute	
Account Type	•
Account Type	1
Address 1	
Branch Number	
Conversion Source	
Date of Birth	
Description	
-Desument Data	*
Cancel	tinue

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

Values		
		Ŵ
		Î
	Add value	

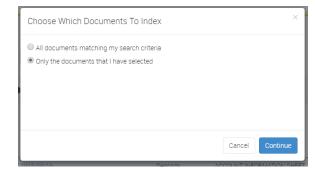
NOTE: ALL attribute values must be entered, not only the value to be changed; otherwise, those attributes not entered will appear blank in the Indexing Panel.

Before attempting, see <u>this article in the Help Center</u> for more information on this powerful process.



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

Index Confirmation	×
WARNING: Indexing a large number of documents may take a while to complete.	
WARNING: Updating a multi-value attribute can result in data loss if no done correctly. Mass updating will delete all existing values and replace them with the values you have entered in the previous screen. For example, if you have two values on your indexed documents and you are only attempting to replace the first value, you must replicate the second value even if you are not changing because it will replace all values with the values you entered. If you need further information on how this works please click the link below.	t
More Info on Mass Updating Multi-value Attributes	
Total number of documents to index: 4	
Cancel	ex



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

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

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

Index Results		×
Successful: 4		
		Close
2015/08/16	Deposite	



Creating a Smart Folder

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

- Perform the Search.
- Click on "Smart Folder" from the upper menu bar.
- Select Add.

🗰 🕒 Print 🛃 Download 🛍 Delete 🗣 Index 🔿 Move	🗅 Smart Folder 👻	🕙 Retention Hold 👻
	+ Add	

General

Display Name *

New Smart Folder

🗙 Cancel 🛛 🖹 Save

Smart Folders - New Smart Folder

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

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

See <u>Smart Folders</u> for additional information on accessing saved Smart Folders.

Place (or remove) a Retention Hold

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

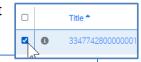
A status of *Locked* will be displayed beneath the Information icon when a *retention policy* is in effect on a document.

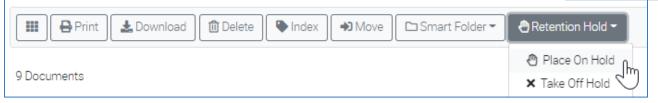
			Search Documents (?	
			KWYK Search Q VENDOR CONTR X	
Document Info		×	IIII 🖨 Print 🛃 Download 🛍 Delete 🗣 Index 🔊 Move 🗅 Smart Folder 🖛	Retention Hold -
Vendor Name VENDOF 2014/10/01-2017/10/0 Locked Hold			1 Document	
Document Type	VENDOR		□ Title [▲]	Application
bootiment type	CONTRACTS		Vendor Name VENDOR CONTRACTS 2014/10/01-2017/10/01 Hold	Compliance
Document ID	12		Click to view document information	
Date Stored	6/14/2017 5:46:51 PM			
Description	Description			
Document Date	10/1/2014			
Executive Manager	Manager	-		

Public



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



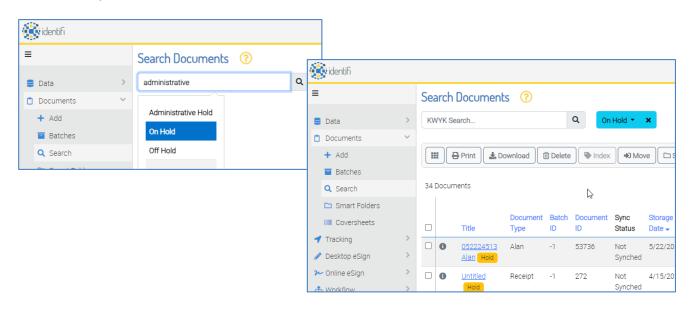


Select *Take Off Hold* to free the document.

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

Searching for Documents with Administrative Hold status:

Documents that have been placed on Retention Hold (Administrative Hold) can be searched within KWYK Search by typing "*Administrative Hold*" and selecting "*On Hold*" from the suggestion grid. In the same way, "Off Hold" documents can also be searched.



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

	Index Notes Related Info	
	Upload Rescan Sile Info Place On Hold Permi	Info Hold
Places document On/Of	f Retention Hold which prevents it from being automatically deleted according	Remove Hold



Viewing Documents in the Document Detail Viewer

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

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

Sear	rch	Document	s 🕜												
KWY	YK Se	arch		Q 1	2345 - 🗙	5/1/2021 - 5	5/31/2	×	ccounts 🝷	×					
6 Do	Cume		ownload	Delete	Index 1	→ Move	⊐ Smart Fold	ler •	Petention H	lold -		Filter			X
		Title 🕈	Batch ID	Document ID	Application	Document Type	Sync Status	Pages	File Size (Bytes)	File Type	Storage Date	Account Number	Branch Number	Current Balance	Docur Date
	0	Account Num.12345	-1	838	Accounts	003	Not Synched	4	1,173,710	Pdf	5/17/2021	12345			
	0	Account Num.12345	808	839	Accounts	003	Not Synched	4	244,206	Pdf	5/17/2021	12345			
	0	Account Num.12345	-1	840	Accounts	003	Not Synched	11	51,403	Pdf	5/17/2021	12345			

identifi	Document Detail: 12345 Doe, John Q. Customer Due Diligence 2018/03/05
Q ↑ ↓ 1 of 1 − + Automatic Zoo CUSTOMER DUE DILIGENCE Account NameJON DOE Account#_102764840 Branch#2001 _ Initials EWILSON Type of Account_DDA Branch#2001 _ Initials EWILSON	CE Index Notes Related Info
A **ChexSystems/OFAC on all signers and Business Name (if appli **Verification required for ALL new and existing clients **PERSONAL ACCOUNTS** What will be the source of <u>deposits</u> or new form your account (c Cash Payroll CheckACH Domestic Wire Net new form your account (in the source of the so	(check all that apply)? Document Type Customer Due Diligence Document Date
<u>**BUSINESS ACCOUNTS**</u> <u>SECTION I: CUSTOMER DUE DILIGEN</u> What is the nature of your business: list the specific type of business	NCE Description
What will be the source of <u>deposits</u> or method of <u>withdrawals</u> from your account (c CashCredit Card/Electronic Charges Domestic Wire International Wire	
What is your anticipated monthly cash order need. If applicable? Check all that apply: You do or will conduct sales via Internet transactions? Do you or will you have an ATM at your business location? If yes, who owns the ATM? Who will be replenishing the cash in the ATM?	Account Number Open Date Status Close Date ▲ 12345 1/1/2012 Active
SECTION II: MONEY SERVICING BUSINESS (MSB) IDEN Check all that apply: This busness will aske gell or redeem - travelers checks, money orders or stored This busness will exchange or transmit currency. This busness will encoure in check, cashing activity (ord party check cashing)	Gloup 2 (Trade)



🎯 identifi					
	Note: Document images containing more than 2000 pages will not display within the Document Detail Viewer and must be downloaded for viewing. This does not apply to COLD Reports, <u>see here</u> .				
Click to open this document	t on your computer.				

Document Detail Viewer Menu Bar:

Q ↓ 1 − ↓ Autom	atic Zoom 🔻 🔀 🖵	
Toggle Sidebar – the sidebar displays thumbna document	ils of pages in the	
Find in Document - Allows for document text searching within the document image.	Document Text Search is not available for all document types. For more details, see Document Text Search.	
Expand to Presentation Mode – allows the user	to open the document for view	wing full screen.
Add a Note to the document. Clicking on this ico the Notes Panel to the right and allow the User to	•	Index Notes 3 Relate
Print the Document - Clicking on this icon will	create a .pdf in Acrobat for	
printing.		Go to First Page
Download the Document - Selecting the downl to download and save the document.	oad icon will allow the User	C Rotate Clockwise
Reveals an additional toolbar allowing the User	to navigate rotate the image	1 Text Selection Tool
in the viewer, pan within the document and view	• •	O Document Properties



Document Detail Panels:

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

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

🛞 identifi	Document Detail: 006240859 Smith, Robert E POWER OF ATTORNEY 2023/03/15
Q ↑ ↓ 1 of 1 - + Automatic Zoom ↓ POWER OF ATTORNEY I, Bob Sender i, Stafety Harbor Community Credit Union incompetent. It shall not be affected by incompetent, It shall not be affecte	index Notes Nover), hereby constitute (grantee of power) If index Notes Related Index Notes Related Index Notes Related Index Notes Related Index Notes Related Index Notes Related Index Notes Related Index Notes Related Index Index
(Signature of Financial Institut an authorized representative of the above named Financial Institut	

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



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

Index	Notes	Related	Info		
🕑 Edit					
Edit Document Index Values					

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



Index Notes Related Info	
Cancel Save	
Document Title Override (optional)	Index Notes Related Info
Document Type *	
POWER OF ATTORNEY	
POWER OF ATTORNEY	× Cancel
PROFIT OR LOSS STATEMENT	Save Index Value Changes Document Title Override (optional)

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

	Notes	3

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

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

Type a note here	~	×

|--|

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

Index	Notes	Related	Info	
APPLIC	ATION (1)			^
1004	420 Nfbglu	<u>ryo, Wade V</u>	/ APPLICATION 1992/12/22	
SETTLEMENT STATEMENT (1)			\sim	



Info

Info Panel – Provides a button to reveal file information for this document. Clicking the "Actions" button will reveal access to User permission information and versioning options (Upload/Rescan). If the Document Type is configured within a Workflow plan, the option to begin the Workflow will also be visible.

Index N	lotes 1 Related	Infdm	Info
File Info	Permissions Act	tions -	Actions
1 Version		Filter	Upload
Version	Created By	Stored	Rescan
1	integraDemoT	12/19/2024	Place On Hold
			Start Workflow

- **File Info:** Displays storage information about the document such as Title, Document ID, Storage Date, etc.
- **Permissions** allows a User to view their Permissions for this document.

You have the following	permissions on the current document:	
View:		
Download and Print:		
View Note:		
Add Note:		
Change Note:		
Index:		
Revise:		
Delete:		

- **Upload:** Upload a new document to replace the current version of the document in the viewer.
- **Rescan:** Opens the document in the Scan Client. ****Available only for** documents that were originally brought into the archive through the Scan Client or Uplink. Must have access to the Scan Client to use this feature.**
- **Place on Hold (or Remove Hold)** Place the document on Administrative Retention Hold (or remove the document from an Administrative Retention Hold).



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

Index Notes Related Info	
● File Info ▲ Permissions Actions ▼	
1 Version	Filter

If the document was brought in using Online eSign, a link to the OLE Package Details will be accessible.

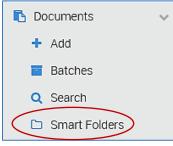
Version	Created By	Stored	OLE Package ID
1	snolder	9/1/2021	49 *
			Open Package

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

Version	Created By	Stored	OLE Package ID
1	snolder	9/1/2021	49
		С	lick to download this velon

Maturity Date: This acco	Open
Rate Information: The in	Oper with system viewer
with an annual percentage paid until the maturity dat	Always open in Adobe Reader
the business day you dep:::i Interest will be comp:::iu	Show in folder
	Cancel

Smart Folders



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

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

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

Public	
~	ľ

identifi									<u>*</u> -
≡		Sm	nart Folders (?						
🛢 Data	>	Û	Delete Subscribe						
📋 Documents	~								
+ Add		11 lt	tems		(All)	-	Filter		
Batches									
Q Search			Display Name 🔷	Created By		Subscribed		Public	
🗅 Smart Folders	راس		All Late Status Loans	Sheila Nolder				~	2
Coversheets	\bigcirc		Conversion Documents	Sheila Nolder				~	R
┥ Tracking	>								_



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



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

Display Name A	Created By	Subscribed	Public	
2021 Customer Documents > 4 pages	Billy Hartman		~ (M
Application Has Security	Rilly Hertmen		E	dit SartFolder

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

Smart Folder - Desktop eSign Unindexed			
Save Cancel			
Display Name *			
Desktop eSign Unindexed	Public		□ Include Document Title in Email
Visibility			
Delete			
Add user/group			•
2 Users / Groups			Filter
User / Group *		Subscribed	
C 🔹 (All Users)			

- Display Name
- Public or Private status
- Show/Hide a document's title within notification emails (default is to hide them)
- Visibility (if Public permissions required)
- Subscription Subscribed or Unsubscribed (See below)

To allow the Document Title to be listed in the body of the Subscription email, select the toggle box to the right of the DisplayName. *Note:* Default is unchecked and a Doc ID will be displayed in the email.

Select "Save" to save changes.



Subscribe/Unsubscribe to a Smart Folder

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

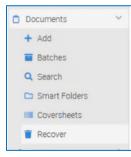
Sm	art Folders (?			
Delete Subscribe Unsubscribe				
3 Ite	ems			
	Display Name 🔦			
	2021 Customer Documents > 4 pages			

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

Note: Smart Folders are saved searches. **Deleting a document from the Smart Folder results is THE SAME as deleting it from Search Results: it removes the document from the archive.**

Soft Delete - Recovering Deleted Documents

When enabled, **soft delete** allows for the self-serve recovery of documents that were manually deleted by users from KWYK Search results or Smart Folders.



Soft deleted documents reside in a specific "**Recover**" section of the menu.

A user can recover anything they have deleted. An Administrator can recover any documents that were deleted by any user.

Automatic retention will not delete documents that are marked for soft delete.

Within the **Recover** menu, select the Date Range and Username(s) in the **Criteria** tab and click "Submit."

=	Document Recovery		
🛢 Data >	Criteria Results		
🗋 Documents 🗸 🗸	Date Range • Predefined Custom	User(s)	
+ Add	Current Month ~	12/1/2024 - 12/31/2024 × Tricia Lolkus	× *
Batches			
Q Search	Submit Reset		
🗅 Smart Folders			
Coversheets			
Tecover			



The **Results** Tab will display any documents that have been deleted. Select documents to restore and click "Recover" in the top menu.

Do	cument Recovery					
С	riteria Results					
E	Remover Delete Recover Documents					
6 F	ecoverable Document Sets					Filter
	Date Deleted	User	Total	Recovery Expiration Date	Criteria	
	12/13/2024 9:43 AM	Tricia Lolkus (tlolkus)	1	12/23/2024 9:43 AM	Storage Date: (Today)	
	12/16/2024 1:19 PM	Tricia Lolkus (tlolkus)	2	12/26/2024 1:19 PM	Account Number: 100426	4
	12/16/2024 1:20 PM	Tricia Lolkus (tlolkus)	3	12/26/2024 1:20 PM	Account Number: 100426	4
	12/16/2024 1-21 PM	Tricia Lolkus (tlolkus)	3	12/26/2024 1-21 PM	Account Number 100/26	4

Barcode Coversheets

📋 Documents	~
+ Add	
Batches	
Q Search	
🗅 Smart Folders	
Coversheets	

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

Up to three types of coversheets will be available:

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

User Coversheets

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

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

0

Sca	Scanning Barcode Coversheets						
Us	User Coversheet Doc Type Coversheet Breakdoc Coversheet						
	Generate Barcode Coversheet						
2 Us	ers				train		
	User Name *	Login Name	Email	Location	Active		
	Training User	Tuser	fadams@identifi.net		~		
	Training McTrainerson	Training	training@identifi.net		~		

To prepare the coversheets:



Generate Barcode Coversheet

3 Users

<

User Name *
 Forrest Adams

Sally End User

Training User

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

1 / 1 - 100% + 🗄 🚸	Ŧ	ē	:
identifi			
Uplink Cover Sheet			
Sally End User			
IDENTIFIUSER114			

Doc Type Coversheet

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

Sca	Scanning Barcode Coversheets							
Us	er Coversheet	Doc Type Coversheet	Breakdoc Coversheet					
	Generate Barcode Coversheet							
3 Do	ocument Types			(All Applications) 👻	Car			
	Display Name	•		Code				
	Car Loan							
	Car Loan Clon	e						
	Car Loan Dup							

To prepare the coversheets:

- 1. Check the box next to the doc type(s) in the list.
- 2. Click Generate Barcode Coversheet



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



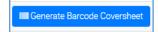
Breakdoc Sheets

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

Scanning Barcode Coversheets						
User Coversheet	Doc Type Coversheet	Breakdoc Coversheet				
Generate Barcode Coversheet						

To prepare the coversheets:

1. Click Generate Barcode Coversheet



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





Viewing COLD Reports & Using Document Text Search

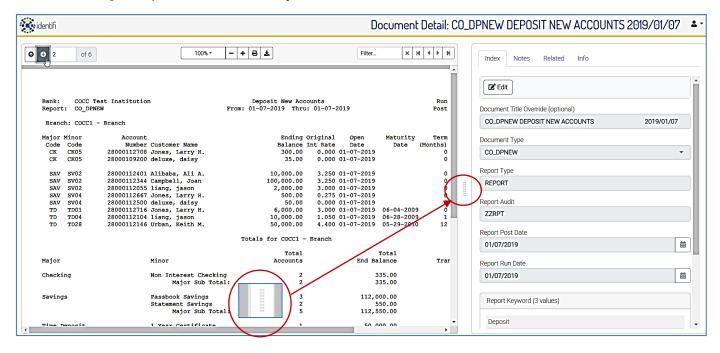
COLD Reports are automatically imported and indexed into Identifi. They are retrievable through the same *Document Search* used to retrieve other types of documents and many of the same search criteria. Unlike other documents stored in the archive, COLD Reports are text indexed. Users are be able to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

Viewing COLD Reports

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

Report Detail Panels:

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



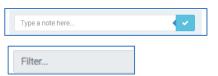
The **Report Detail Panels** are the same as the panels found in the <u>Document Detail Viewer</u>. Those most helpful for report viewing are highlighted below:



Index	Index Panel - Displays indexing attribute values for current report. Find details like associated Report Keywords and Report Post Date and Report Run Date.Image: Image: Image: Construction of the system of the sy	Index Notes Related Info Security Image: Color Co
	Notes Panel – Users with appropriate permissions can	ZZRPT
Notes 😗	view, add and/or edit notes on the report. Notes are	Report Post Date
	•	01/07/2019
	associated with specific pages of the report, and a	Report Run Date
	number in the panel tab indicates the number of notes that exist on the report.	01/07/2019 節

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

Filter - Allows user to search within notes.



€ ±

Report Detail Viewer Menu Bar:

 O O 1 of 33 	100% -	 +	₽.	Ł	Search	×	M	•	M	

The document image can be reviewed on the left.

• Use the arrows to navigate the pages



• Document Text Searching



Zoom in/out



• Print as PDF or Download the File



Downloading COLD Reports

Downloaded reports can be converted to Excel files using the Excel Text Import Wizard.

Download the Report from Identifi:

From Search Results, use the Download icon to download the report (pending permission):

Sear	rch Documents 🕜									
KW	/K Search Q CO_DPNEW - >									
	Print Download	🗅 Smart Folder 🕶	Retention Hold -)						
Displ	aying 100 Documents (<u>Show Total</u>)					Top 100 Documents	-	Filter		X
	Title	Application	Document Type	Pages	File Type	Storage Date 🗸	Sync S	tatus	Report Post Date	
	<u>CO_DPNEW DEPOSIT NEW ACCOUNTS 2023/08/03</u>	Insight Reports	CO_DPNEW	6	Report	8/4/2023	Not Sy	nched	8/3/2023	
	CO_DPNEW DEPOSIT NEW ACCOUNTS 2023/08/02	Insight Reports	CO_DPNEW	6	Report	8/3/2023	Not Sy	nched	8/2/2023	Downloa

Alternately, use the Download icon within the Document Detail Viewer:

identifi		Docu	ument Detail: CO_DPNEW DEPOSIT NEW ACCOUNTS 2023/08/03
• • 1 of 6	100% - + + + + + + Filter		Index Notes Related Info

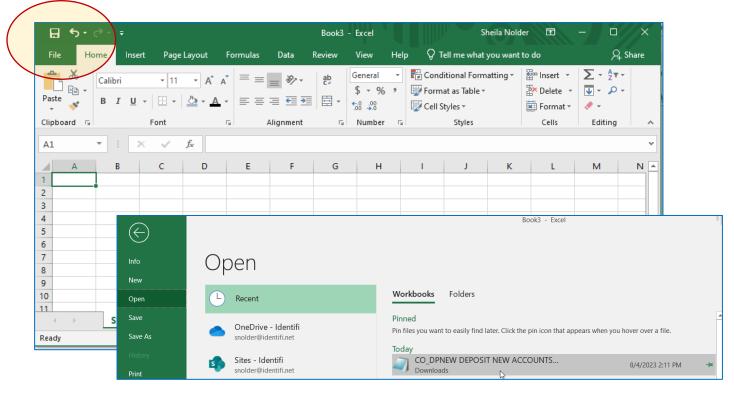
The file will download as a .txt or .prn file.

Name		Туре	
CO_DPNEW DEPOSIT NEW ACCOUNTS	2023_08_03.txt	Text Document	
			0
	CO_DPNEW DEPC		2023_08_03.prn



Convert the Downloaded document(s) to Excel:

1. Open a blank document in Microsoft Excel. Select *File -> Open* and browse out to open the downloaded file.



- 2. The Text Import Wizard will open:
 - a. At Step 1, click "Next."

Text Import Wizard - Step 1 of 3				? ×
The Text Wizard has determined that your data is Fixed Width.				
f this is correct, choose Next, or choose the data type that best o	describes your data.			
Original data type				
Choose the file type that best describes your data:				
 Delimited - Characters such as commas or tabs se 	parate each field.			
Fixed width - Fields are aligned in columns with space	es between each field.			
Start import at <u>r</u> ow: 1 File <u>o</u> rigin: 437 :	OEM United States			
My data has headers.				
			2023_08_03.prr	۱.
My data has headers.		:	2023_08_03.prr	ı.
My data has headers. Preview of file C:\Users\snolder\Downl\CO_DPNEW DEPOSIT 2 Bank: COCC Test Institution	NEW ACCOUNTS	osit New Acc	ounts	^
<u>My</u> data has headers. Preview of file C:\Users\snolder\Downl\CO_DPNEW DEPOSIT	NEW ACCOUNTS		ounts	^
My data has headers. Preview of file C:\Users\snolder\DownL\CO_DPNEW DEPOSIT Bank: COCC Test Institution 3 Report: CO_DPNEW 4 5 Queue Number : 11091	NEW ACCOUNTS	osit New Acc	ounts	23
My data has headers. Preview of file C:\Users\snolder\DownL\CO_DPNEW DEPOSIT 1 2 Bank: COCC Test Institution 3 Report: CO_DPNEW 4 5 Queue Number : 11091 6 Application Number: 4000505	NEW ACCOUNTS	osit New Acc	ounts	23
My data has headers. Preview of file C:\Users\snolder\DownL\CO_DPNEW DEPOSIT Bank: COCC Test Institution 3 Report: CO_DPNEW 4 5 Queue Number : 11091	NEW ACCOUNTS	osit New Acc	ounts	23
My data has headers. Preview of file C:\Users\snolder\DownL\CO_DPNEW DEPOSIT 1 2 Bank: COCC Test Institution 3 Report: CO_DPNEW 4 5 Queue Number : 11091 6 Application Number: 4000505	NEW ACCOUNTS	osit New Acc	ounts	23



b. At Step 2, click "Next." (Do not adjust the columns)

ext Import Wizard -	Step 2 of 3							? ×
nis screen lets you set	field widths (colu	umn break	5).					
nes with arrows signify			.,.					
ines mar arrows signing	, a column break							
To CREATE a break								
To DELETE a break	line, double click	on the line	e.					
To MOVE a break li	ine, click and dra	g it.						
Data proviow								
Data <u>p</u> review								
Data preview	20	30	40	50	60	70	80	L
-	20	30		50				
10	20 est Instituti	1		50		70 New Acco		^
Bank: COCC Te	est Instituti	1	40	••••••		New Accou		^
Bank: COCC Te Report: CO_DPNI	est Instituti EW	1		••••••	Deposit	New Accou	unts	 ^
Bank: COCC Te Report: CO_DPNI Queue Number	est Instituti EW : 11091	ion	40	••••••	Deposit	New Accou	unts	······
Bank: COCC Te Report: CO_DPNI Queue Number	est Instituti EW : 11091	ion	40	••••••	Deposit	New Accou	unts	
Bank: COCC Te Report: CO_DPNI Queue Number Application Numb	est Instituti EW : 11091	ion	40	••••••	Deposit	New Accou	unts	~
Bank: COCC Te Report: CO_DPNI Queue Number Application Numb	est Instituti EW : 11091	ion		From	Deposit : 08-03-202	New Accou 23 Thru:	unts 08-03-2023	>
Bank: COCC Te Report: CO_DPNI Queue Number Application Numb	est Instituti EW : 11091	ion	40 Cancel	From	Deposit	New Accou	unts 08-03-2023	~

c. At Step 3, click "Finish." (Do not adjust the columns)

Text Import Wizard - Step 3 of 3			?	×
This screen lets you select each column	and set the Data Format			
Column data format	'General' converts nur values to text.	neric values to numbers, date values	to dates, and all rem	aining
GenerGeGeneraGeneGeneral	General	General	General	
Bank: COCC Test Institut: Report: CO_DPNEW Queue Number : 11091 Application Number: 4000503		Deposit New A From: 08-03-2023 Th		~
<				>
	Cancel	< <u>B</u> ack N	ext > E	inish



3. The document text will be converted into columns, and the document can be adjusted as needed.

		N												2020_00_00	.p
F			ert Page L	ayout Fo	ormulas Da	ita Reviev	w View	Help 🤇	? Tell me	what you wan	to do				
	📕 👗 Cut	oy 👻	Calibri		· A A					General				Normal	Bad
Pas •	te 💞 Fori	oy ♥ mat Painte	B I U	•	<u>A</u> - <u>A</u> -	= = =	€ €	Merge & C	enter 👻	\$ - % ,	€.0 .00 .00 →.0	Conditional Formatting •	Format as Table •	Neutral	Calcu
	Clipboar	d	Fa		Es.		Alignmen		E.		E2				Styles
A1		- i	× ✓	fx											
AI		· ·	~ ¥	Jx											
	А	В	C	D	E	F	G	Н	- I	J	K	L	M	N	0
1		_													
	Bank:		COCC	Tes	t Institutio	on	Deposit Ne		Run	Date: 08-0					
	Repor	t:	CO_D	PNEW			From: 08-0	8/3/2023	Post	Date: 08-0	03-2023				
4															
5	Queue	N	umber		: 11091	-			Run	Time: 17:	16:26				
	Appli	ca	tion N	umbe	r: 400050	5	00115144		Cas	h Box:					
7 8	Queue	S	ub Num	ber	: 125		SCHEMA								
0 9							OSIBANK								
10							DATABASE	NAME							
11							L6001.WO								
12							20001.000								
13							RELEASE								
14							2008.1.00								
15															
16						8/3/2023	11:15:39 A	ANK\BAT_	EXE\@l	6001.world				¢	
17															
18															
19							REPORT P	RS							
20															
21					Report Per										
22						8/3/2023									
23						Option: 1									
24						8/3/2023									
25	-				Type 1 Stri	ing: CK,SA	/,TD								
26			0000	T	a factor of		Dense la tr		Dura	Det 00					
	Bank:	.	COCC	Tes PNEW	t Institutio	n	Deposit Ne From: 08-0		Run	Date: 08-0					
28 29	Repor	t:	CO_D	PINEW			FIOM: 08-0	0/3/2023	POST	Page: 1 of					
29										Page: 10	4				

For additional resources related to bringing COLD Report Data into Excel, see <u>this article</u> in our Help Center.



Downloading Multiple Reports from Search Results:

To select multiple reports and mass download selected files into a Zip folder, select the desired reports and use the Download button in the Menu Bar. A prompt will display with the option to include Notes.

Sea	arcl	n Documents (?		
KV	VYK	Search Q CO_DPM	Include Note	es 🗙
Dis		Print Download Delete Index	Linclude Notes i	n Download
	0	CO_DPNEW DEPOSIT NEW ACCOUNTS 2023/08/03		
	0	CO_DPNEW DEPOSIT NEW ACCOUNTS 2023/08/02		Cancel Continue

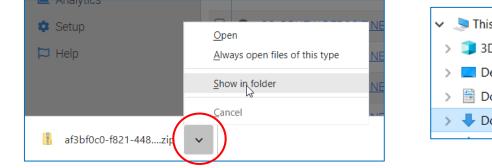
A Download Confirmation will be presented; click "Download."

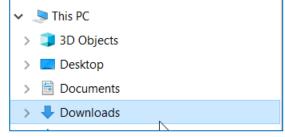
Download Confirmation	×
Total number of documents to download: 2	
Cancel	oad



A Zip Folder will be presented, and a Download Results	Download Results	×
window will confirm the number of documents selected.	✓ Successful:2	
	🔋 af3bf0c0-f821-448zip 🔨	
		Close

Use the arrow to select *"Show in Folder,"* or open the Downloads folder from Windows Explorer.





Open the Zip folder to display the selected reports:

Name	Туре	Compressed size	Password p	Size	Ratio	Date modified
CO_DPNEW DEPOSIT NEW ACCOU	Text Document	2 KB	No	10 KB	87%	8/4/2023 3:02 PM
CO_DPNEW DEPOSIT NEW ACCOU	Text Document	2 KB	No	10 KB	87%	8/4/2023 3:02 PM

Follow instructions as above from <u>Step 2</u>, opening each document into a separate Excel Workbook or File.



Document Text Searches

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

Document Text Searching from Search Documents

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

S	earch Doc	uments ?		
	deposit			Q
	Application	Document Text	Docu	ment Ty
	Deposits	deposit	DEPO	SITOR
		deposits		

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

0 0 2	of 33			100% -	-++	Ŧ		Deposit	Hits: 133	× H 4 F H	
	COCC Te TL TRAN	est Inst:	itution				Tell	er Activ	vity		
Report.	ID_INA							r: Admir ox Numbe			
							Branch:	COCC1 -	Branch		
	count					. .	.				
	Number			RtxnNbr		Amount	Stat	Time	Description		
280000	091697	CK	CK02	2531		000.00	С	11:26	Deposit		
					5,	000.00			Cash		

Advanced Document Text Search Syntax from Search Documents

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

* (asterisk) Can only be used	Search Docun	nents 📀		Wildcard that matches zero or more characters
in at the end of a term	28000*	Value starts with: "28000"	۹	Example : 28000* would bring back reports with account
	28000*	Account Number		numbers beginning with those numbers.
		Conversion Flag		



? (question mark)	Search Documents ③		Wildcard that matches exactly one character
	return-r0? Document Text return-r0?	Q	Example : <i>return-r0</i> ? would bring back <i>Return-R02, Return-R08,</i> etc. as results.

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

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



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



Advanced Text Search Syntax

of 9			100%	- + 8 \$		28000* Hits: 13	matches zero d
Reference	Check	Check	Check	Customer	Payee &	Posting	more characte
Account	Number	Amount	Status	Info	Address	Date	
8000109705	1055	1,200.00	Printed	JOAN MORGAN 1058 - 1 Yr ARM Loan Balance: \$499,000.00	Abbey Tax Collector TERESA M MORGAN 19 CHURCH STREET	07-17-2019	Example:
				Rate: 5.25% Maturity Date: 06-01-2039	WINCHESTER MA 01890		28000* would
8000109672	1055	640.00	Printed	JANE SERVICING 1058 - 1 Yr ARM Loan Balance: \$300,000.00	Abbey Tax Collector SALLY TRAINING 123 MAIN STREET	07-17-2019	bring back all
				Rate: \$300,000.00 Rate: 7.75% Maturity Date: 06-01-2039	MALDEN MA 02148		accounts on th
							report beginni
8000109606	1055	1 350 00	Drinted	MADY II ALTSON	Abbey Tay Collector	07_17_2019	with those
							numbers.
(auesti	on mark	Canha	المعاد	anywhere in a te	rm		
(questi	un mark)	i Call De	useu	anywhere in a le			Wildcard that
2 of 19				100% - + 🖨 🛓		return-r0? Hits: 79	matches exact
	0 PPD Karen Mi	.ller	COCC DNA	Test 2 Withdrawl 000022703	180012 09701	/14	one character
		*** Return-R08		Payment Stopped or Stop Payment Orig Trace 000022703180012 0 DT of Event Addenda:	on Item rig Receiving DFI 61116102		Example:
000000000000050	0 26 044-0	02-0050	54773569	2 611161020	007302 253.71DB	014	return-r0? wou
	0 PPD Me Shell		COCC DNA				bring back
		*** Return-R02		Account Closed			Return-R02,
				Orig Trace 000022703180014 O DT of Event Addenda:	rig Receiving DFI 61116102		
							Doturn Dily of
		02-0109	54773569			014	
	9 26 044-0 0 PPD Gerry Sh		54773569 COCC DNA				as results.
	0 PPD Gerry Sh	*** Return-R01	COCC DNA	Test 2 Withdrawl 000022703	180018 09/01		as results.
	0 PPD Gerry Sh	*** Return-R01	COCC DNA	Test 2 Withdrawl 000022703	180018 09/01		as results. Wildcard that
	0 PPD Gerry Sh	*** Return-R01	COCC DNA	Test 2 Withdrawl 000022703	180018 09/01		as results. Wildcard that
	0 PPD Gerry Sh	*** Return-R01	sed ar	Test 2 Withdrawl 000022703	180018 09/01		Wildcard that matches exact
equals	0 PPD Gerry Sh	*** Return-R01	sed ar	rest 2 Withdrawl 000022703	180018 09/01	/14	as results. Wildcard that matches exact
of 9 Reference Account	o ppD Gerry Sh S sign) C	an be us	sed ar	Rest 2 Withdrawl 000022703	180018 09/01	/14 1===.== Hits: Posting	as results. Wildcard that matches exact one numeric
of 9 Reference Account	o ppD Gerry Sh S sign) C Check Number	Check	sed ar	Test 2 Withdraw1 000022703 The sufficient Funds The sufficient Funds The sufficient Funds The sufficient Funds Customer Info JOAN MORGAN 1058 - 1 Yr ARM Loan Balance: \$499,000.00	Payee 6 Address Abbey Tax Collector TERESA M MORGAN 19 CHURCH STREET	11222,22 Hits Posting Date	as results. Wildcard that matches exact one numeric character
of 9 Reference Account	o ppD Gerry Sh S sign) C Check Number	Check	sed ar	Rest 2 Withdrawl 000022703	180018 09/01 Payee & Address Abbey Tax Collector TERESA M MORGAN	11222,22 Hits Posting Date	as results. Wildcard that matches exact one numeric character (0 – 9)
of 9 Reference Account 28000109705	o ppD Gerry Sh S sign) C Check Number	Check Can be us Check Amount 1,200.00	COCC DNA Sed at 100 Check Status Printed	Rest 2 Withdrawl 000022703 Insufficient Funds bywhere in a term Customer Info JOAN MORGAN 1058 - 1 Yr ARM Loan Balance: \$499,000.00 Rate: 5.25%	Payee 6 Address Abbey Tax Collector TERESA M MORGAN 19 CHURCH STREET	11222,22 Hits Posting Date	as results. Wildcard that matches exact one numeric character (0 – 9) Example:
of 9 Reference Account 28000109705	o ppD Gerry Sh Sign) C Check Number 1055	Check Can be us Check Amount 1,200.00	COCC DNA Sed at 100 Check Status Printed	Test 2 Withdrawl 000022703 Insufficient Funds Dywhere in a term 0 0 0 0 0 0 0 0 0 0 0 0 0	Abbey Tax Collector TERESA M MORGAN 19 CHLCH STREET WINCHESTER MA 01890 Abbey Tax Collector SALLY TRAINING 123 MAIN STREET	/14 1===.== Hits Posting Date 07-17-2019	as results. Wildcard that matches exact one numeric character (0 – 9) Example: 1===.== would
of 9 Reference Account 28000109705	o ppD Gerry Sh Sign) C Check Number 1055	Check Can be us Check Amount 1,200.00	cocc DNA sed at 100 Check Status Printed	Rest 2 Withdrawl 000022703 Insufficient Funds Dywhere in a term Customer Info Customer Info JOAN MORGAN 1056 - 1 Yr ARM Loan Balance: \$499,000.00 Rate: 5.25% Maturity Date: 06-01-2039 JANE SERVICING 1058 - 1 Yr ARM Loan	Payee & Address Abbey Tax Collector TERESA M MORGAN 19 CHURCH STREET WINCHESTER MA 01890 Abbey Tax Collector SALLY TRAINING	/14 1===.== Hits Posting Date 07-17-2019	as results. Wildcard that matches exact one numeric character (0 – 9) Example : 1===.== would highlight any
of 9 Reference	o ppD Gerry Sh Sign) C Check Number 1055	Check Can be us Check Amount 1,200.00	COCC DNA (Sed ar Check Status Printed	Rest 2 Withdrawl 000022703 Insufficient Funda Dywhere in a term bywhere in a term bywhere in a term bywhere in a term by bywhere in a term by cutomer Info JOAN MORGAN 1058 - 1 Yr ARM Loan Balance: 5.25% Maturity Date: 06-01-2039 JANE SERVICING 1058 - 1 Yr ARM Loan Balance: \$300,000.00 Rate: 7.75% Maturity Date: 06-01-2039	Abbey Tax Collector TERESA M MORGAN 19 CHLCH STREET WINCHESTER MA 01890 Abbey Tax Collector SALLY TRAINING 123 MAIN STREET	/14 1===.== Hits Posting Date 07-17-2019	as results. Wildcard that matches exact one numeric character (0 – 9) Example: 1===.== would



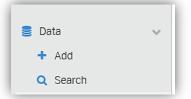
() (parenthes	es)				Used to logically group multiple
O 2 of 73		100% - +	8 2	(Timber and Wa	search Terms
11100000-Brinks Cash 11200000-Petty Cash	6 7 8 9 10 11 12 13 120 2 2 5 6	Timber Stranch Monmouth Branch Stone Brook Branch Tullerton Branch Bradley Branch Birmingham Branch Maing Branch Main St Main St. #2 COCC1 - Branch Timber Branch	11000002001 ASSI 11000002004 ASST 11000002005 ASST 11000002006 ASST 11000002006 ASST 11000002012 ASST 11000002012 ASST 11000002012 ASST 110000002013 ASST 1100000000 ASST 1100000000 ASST 11200002002 ASST 11200002002 ASST 11200002003 ASST	Y Y Y Y Y Y Y 9911100000120 Y Y	connected by Connector Words Example : (timber and walden) would highlight
					both those words in the report.
"" (quotation i	marks)	<u>∿ + ⊖ ±</u>		"Joan Morgan" Hits: 4 🗙 k	Used when searching for an exact phrase
		Official Checks Issued nk Check Type: Batch Check ccount Number: 2000000246	Post I	Date: 07-17-2019 Date: 07-17-2019 Page: 1 of 7	Example : <i>"Joan</i> <i>Morgan"</i> would highlight that
		Customer Info JOAN MORGAN 1058 - 1 Yr ARM Loan Balance: \$499,000.00	Payee & Address Abbey Tax Collector TERESA M MORGAN 19 CHURCH STREET	Posting Date 07-17-2019	name and not Teresa Morgan
~ (tilde)	100% -	- + 8 2		stop~ Hits: 28	Used at the end of a Term,
	Payment		0012 09/	014 01/14	indicates that stemming matches should be found.
	Sten	nming extends sea	rch to cover gramr	natical variations.	Example : <i>stop</i> [~] would bring back <i>stop, stopping</i> <i>stopped, etc.</i>



	n be used anyw	vhere in a term		Used anywhere in a Term,
	100% + 🖯 🕹		sc%hmidt	Hits: 3 x indicates that
*** Return-R08	Payment Stopped or Stop Orig Trace 000022703180 DT of Event Ac		62226102	fuzzy matches should be found
*** Return-R01 044-02-0125 5477350	Test 2 Withdrawl 0 Insufficient Funds Orig Trace 000022703180 DT of Event Ac 32 6 Test 2 Withdrawl 0	000022703180018 0018 Orig Receiving DFI Idenda: 511161020007332 753. 000022703180020	^{.78DB} 064 09/03/05 62226102 .78DB 064 09/03/05 ord even if it is mis	sspelled Example : Sc%midt would highlight results with at most one difference between it and schmidt
	100% ~ - + + Balance: Rate: Maturity Date Printed SANDI TRAININ 1058 - Fixed Balance: Rate: Maturity Date Printed NANCY TORRES 1058 - 1 Yra Balance: Rate: Maturity Date Printed MICHAEL SKIDO	\$399,900.00 135 DARLIN 7.00% AVON CT 7.00% AVON CT 906-01-2039 IS5 DARLIN G Town of Ro. 7.00% IS5 DARLIN \$300,000.00 AVON CT 7.00% IS5 DARLIN \$300,000.00 AVON CT 7.00% IOF-01-2039 Town of Wa IOWN STR \$150,000.00 SOD BROADEN \$150,000.00 SOD BROADEN \$106-01-2039 IAWRENCE I	06001 ses 07-17-20 5 DRIVE 06001 llkill 07-17-20 SET MA 01841 ollector 07-17-20	¹⁹ Example: <i>ARM and MTG</i> would highlight both <i>ARM</i> and



Data



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

Add

+	Add

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

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

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

New Account		
Detail		📰 Data
Cancel 🖺 Save		
Account Number *	Major Type *	^
Minor Type *	Current Balance *	
Original Balance +	Open Date*	

Add Entity	
Select the type of Entity you would like to add.	×
Entity Type	
Accounts	
Customers	
DataTypes	

Search



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

Search Dat	а	
Customer		Q
Entity Type	Last Name	
Customers	Customer	
	Customer1	

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

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



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

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

Sea	rch Data				
KW	YK Search Q	Customers 👻 🛛 P 👻	×		
	Delete Tracking 🕶				
Displ	laying 500 Entities (Show Total)				Filter I
	Title 🕇	Entity Type	Storage Date	Customer Number	Customer Type
	-, 55 0	Customers	7/1/2019	8317	Ρ
	-, Sb 0	Customers	7/1/2019	8315	Ρ
					-

Viewing Data Items

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

Data

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

identifi				<u>*</u> *
≡		Account Detail: 1001451 - Fixed Rate Firs	st Mortgage	
Cata	~	 ■ Security Notes	Documents	
 Documents Tracking 	>	Account Number *	Account Type *	Related Entitles
🖋 Desktop eSign	>	1001451 Major Type *	Fixed Rate First Mortgage Minor Type *	Related Customers
≁ Online eSign	>	MTG	FR1	Tanup, Armand L TAX
Reporting	>	Current Balance *	Original Balance *	Tqnup, Armand L TAX



Security

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

Detail	🛢 Data	Security	Notes 🚽 🕈	Fracking	📋 Documents	Related Ent	ties		
+ Add Delete	Add Security for Accoun	nt Detail: 33477428000	0000100 - Consume	r Checking			× ners		
0 Users / Groups	Select Users & Groups			Apply Permissions			(TAX)		
	58 Users & Groups	Show All	Search	Permi	issions		1		
Security for this Account is being	Image: Answer in the image:			View View			AX)		
secondy for this Account is being				Updat	e				
				Delete		Delete			
				Uiew 1	Note		Delete		
				Add Note					
	🔲 😩 Dec 2017 Training			🔲 Chang	je Note				
	📄 💄 Donna Carpenter (I	DCarpenter)		🔲 Set Se	curity		y.		
	Eddie Flowers (effo	owers)							
	 Forrest Adams (fac 	dams)							
							-		

Notes

Notes can be added or deleted here.

Detail	🛢 Data 🦀 Security	🕞 Notes	4 Tracking	📋 Documents	Related Entities	
+ Add 🔟 Delete					Related Customers	•
Notes			Search	•	Stone, Rick (TA)	<)
					Related Users	
FA This is an account no Forrest Adams	ote.		6/21/2018	at 10:29 AM / Delete	+ Add 🛈 Delete	
	Cancel Add	+ Add DA	in account note		Search	
se notes can be	e previewed from	Data Sea	rch resu	ılts.		

• 5



Tracking

This tab will be available only on those installations with the Document Tracking license enabled. For details on this tab, see: <u>Viewing Tracked Entity Items.</u>

Ac	count Detail: 1000474291 - Ove	erdraft Line	of Credit		
5	Data Notes 🕈 Tracking 🗋 Do	uments			
	+ Add 🕂 + Add Sets 🛛 🖉 Mass Edit	Assign	A * Remove Assignment	Delete	View Activity
31	ocument Requirements				
	Document Type	Frequency	Date Due	Grace Days	Status
_	Document Type	Frequency	Date Due	Grace Days	Status
	ACCOUNT INFORMATION SHEET	One-time	3/28/2022 12:00 AM	0	Found
	DIRECT DEPOSIT	One-time	12/29/2021 12:00 AM	0	Found
	SIGNATURE CARD	One-time	4/7/2022 12:00 AM	0	Past Due Exce

Documents

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

Account Detail: 1001451 - Fixed	Rate First Mortgage				
🛢 Data 🤮 Security Notes ┥	Tracking Documents				
Qopen In Search					
11 Documents				Filter	
Title *		Application	Document Type	Storage Date	
1001451 Tqnup, Armand L ACCOUNT IN	Secret Desuments				_
1001451 Tqnup, Armand L ACCOUNT IN	Search Documents (?				
1001451 Tqnup, Armand L ACCOUNT IN	KWYK Search Q	1001451	- x		
1001451 Tqnup, Armand L ACCOUNT IN	📰 🕒 Print 🛃 Download	Delete	lex Move	🗅 Smart Folder 🔻 🕅 Retention Hold 🔻	r



Related Entities

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

	~
(TAX)	
	(TAX)

Related Entities	
Related Account	~
33477428000000100 - Consumer Checking	



Workflow

👬 Workflow	~
📂 Browse	
🕒 Inbox	
🗎 Reporting	>
Q Search	
D Start	

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

Browse

🚠 Workflow 🗸	A User is able to browse by Plan to locate specific Work items.
늘 Browse	Users will see only those Plans to which they have been assigned.

identifi				<u>.</u> -
=	Browse Plans			
🛢 Data	> 8 Plans		F	ilter
Documents	> Plan *		Work Items	
 Tracking Desktop eSign 	Customer Maintenance	Browse Steps: FA Test		
 Online eSign 	Documentation Plan	blowse Steps: FA lest		
	Event	4 Steps		Filter
💳 Browse	FA Test	Step *	Work Items	
Inbox	Get a New Plan, Stan	Congrats	1	
		Issue a Keycard	4	
		Management New filre	2	
		Review	6	

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

Within the Browse by Plan results:

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

Bro	wse Wo	rk Item	s: FA Test - Management New Hire			
	Reassign	Priorit	ize Terminate Resend Notification			
2 W	ork Items					Filter
	ID	Priority	Name *	User	Last Activity	
	22	Normal	153-Sam Stone	Sheila Nolder	3/23/2018 12:14 PM	
	10018	Normal	157-John Smith (Hold)	(unassigned)	10/3/2018 11:43 AM	



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

Work Item: 10080 - 172835 Complete	9-Clark Kent		
		Rejactivate C	Close 1 of 1 - + Automatic Zoom •
Form Documents	Notes Activity		Population Population Publication Table Barrier Values walse Derminin Possession Possession Possession Possession Possession Possession Possession Possession Possession Possession Possession Possession Possession
Employee Number	Employee Name	F Tax ID Number	Print
172839	Clark Kent	197346825	
Hire Date	Department Implementation	EmailAddress fadams@identifi.net	
Phone Number			

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

Bro	wse W	/ork Ite	ms: FA Test – Review			
	Reassig	n 🗣 Pri	oritize 🛛 🗙 Terminate 🗍 🜌 Resend Notification			
6 W	ork Items	5				Filter
	ID	Priority	Name 🗸	User	Last Activity	
	24	Normal	Untitled Escalated	(unassigned)	3/28/2018 3:38 PM	
	10020	Normal	Untitled Escalated Hold	Forrest Adams	11/13/2018 2:24 PM	



The Inbox

📥 Workflow	~
📂 Browse	>
🖴 Inbox	

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

Form	orresťs Inbox 🔞											
	Open											
				Available 🧿		My Items 5				On Hold 3		
											Filter	
		ID	Priority	Name		Step	P	lan	La	ist Activity 🗸		
	D	10077	Normal	297813-Terry Cotta Returned		Review	F	A Test	6/	3/2022 2:59 PM		
0		10079	Normal	761349-Easter Bunny		Issue a Keycard	F	A Test	3/	28/2022 5:13 PM		
	D	10078	Normal	81379-Cindy Rella		Issue a Keycard	F	A Test	3/:	28/2022 5:06 PM		
0	D	10073	Normal	37918246-Duncan Adams		Issue a Keycard	F	A Test	3/	28/2022 4:45 PM		
		10027	Normal	1515-Jack Frost Escalated		Review	F	A Test	3/	25/2019 5:04 PM		

Three tabs are displayed:

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

Available 🔞	My Items 10	On Hold 🕗



Item Badges and Labels in the Inbox:

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

The results shown have been limited to the top 1000 most recently started work i	tems. Changing the sort order of the results in the table will only re-order the work items already shown.
Open)	
Available 🚺	My Items (m)

- **Returned** Items that appear in the User's inbox as the result of a 'Return to Sender' action.
- 10077 Normal 297813-Terry Cotta Returned
- **Escalated** Items that have remained in a step beyond the configured amount of time. Escalation may trigger only a reminder email, or it may move the item to a different step for attention.

10027	Marmal	1515-Jack Frost Escalated
10027	Normal	TO TO-JACK FIOST Escalated

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

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

Locating Specific Items in the Inbox:

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

Last Activity

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

						(cotta
	ID	Priority	Name	Step	Plan	Last Activity [*]	
G	10077	Normal	297813-Terry Cotta Returned	Review	FA Test	6/3/2022 2:59 PM	



Taking Action on an Item from the Inbox

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

She	Sheila's Inbox 🔞								
	C Open								
			Available	M	y Items 2			On Hold	
									Filter
	ID	Priority	Name 🔦		Step	Plan		Last Ac	tivity
	938969	Low	05231947 - Fixed Rate Second Mortgag	e	Second Review	Forrest's	Plan	5/31/20	022 5:18 PM
	100739	Normal	XYZ1234 -		User Step	Clayton's	Rockin' Plan	9/8/202	21 12:45 PM

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

Open	X ?							
		Available	N	1y Items 🙎			On Hold	
								Filter
ID	Priority	Name 🔦		Step	Plan		Last Act	ivity
938969	Low	05231947 - Fixed Rate Second Mortgag		Second Review	Forrest's	Plan	5/31/20	22 5:18 PM
100739	Normal	XYZ1234-		User Step	Clayton's	Rockin' Plan	9/8/202	1 12:45 PM

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

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

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



Next

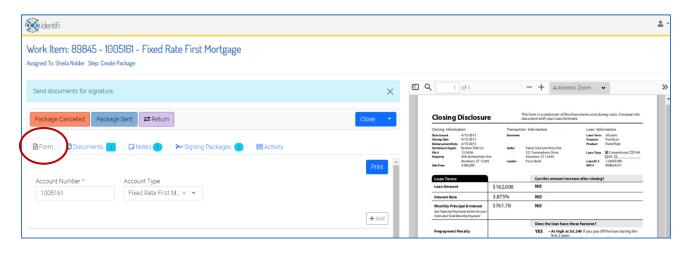
2



🖹 Form

Documents 4

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



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

identifi					
/ork Item: 89845 – 1005161 – Fixed Rate First Mortgage signed To: Shela Nolder Step: Create Package					
Send documents for signature.	×	Q 1 of 1		- + Automat	tic Zoom 👻
Package Cancelled Package Sent #Return	Close -	Closing Disclosure	2	document with your Loan Estim	
Form Documents Form C Documents Form Form Form Form Form Form Form Form	Print	Closing Information Davisag Dete 4/15/2013 Oaving Dete 4/15/2013 Daving Dete 4/15/2013 Daving Dete 5/15/2013 Sartlement Agent Epsilon 3/16/60. File 12/34/36 Property 4/36 Somewhere A Anytoom, ST 12/45 Sale Prime \$180,000	Borrewer Seller	Steve Cole and Amy Doe 321 Somewhere Drive Anytown, ST12245 Ficus Bank	Loan Information Loan Information Purpose Purbase Product Read Rate Loan Type III Conventional FHA VA D
Account Number* Account Type		Loan Terms	\$162.000	Can this amount incre NO	ease after closing?
1005161 Fixed Rate First M × 💌		Interest Rate	3.875%	NO	
	+ Add	Monthly Principal & Interest See Projected Payments below for your Estimated Total Monthly Payment	\$761.78	NO	
	- Add			Does the loan have th	hese features?



Instructions Bar

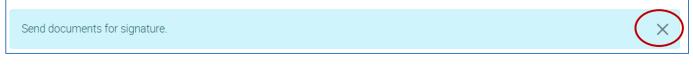
Within the open item, the instructions bar will be visible at the top of the screen and contains a description of what actions need to be taken as part of this work item.

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

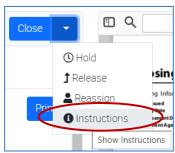
🛞 identifi		
Work Item: 89845 – 1005161 – Fixed Rate First Mortgage Assigned Tic Sheila Nolder Step: Create Package		
Send documents for signature.	X 1 of 1 - + Automatic Zoom •	
Package Cancelled Package Sent # Return	Close Cl	this
Form Documents CNotes Forging Packages CNotes Activity	Cong para manual da antiparte de la constante	FHA
Account Number * Account Type	Loon Terms Can this amount increase after closing? Lean Amount \$162,000 NO	
1005161 Fixed Rate First M × 💌	Interest Rate 3.875% NO	_

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

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



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





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

identifi		
Work Item: 89845 – 1005161 – Fixed Rate First Mortgage Assigned To: Sheila Nolder Step: Create Package		
Package Cancelled Package Sert Return	Close 🗸	
Form Documents 1 Documents 2 Reference Packages 1 E Activ	vity	
Account Number * Account Type 1005161 Fixed Rate First M × • When an item is returned, a dialog box will pop up, prompting for a comment on the returned item (required). The item is returned to the previous User who touched the item, and it will be listed in their Inbox under the "My Items" tab.	Print Comment for Returning a Work Item This action will return the work item to the previous step and it will be assigned to the previous owner. Please enter a comment on why it is b returned. Comment * Need additional information.	
Sheila's Inbox (?)	Cancel	Return
C Open		
Available	My Items 7	
D Priority Name *	Step	
579246 Normal 000111222 - Returned	Return	

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



Workflow Ad Hoc Routing / User Assignment Manual Override – Default routing can be determined by a rule or assignment to a specific user. When configured within the Workflow Plan, this feature gives a User the ability to route the item to another User outside of the plan's default routing, essentially "overriding" the default.

identifi 🥵			
	1: 1634229 – Untitled Crain Step: Request Form Initial Review		
Second Rev	iew Approve Email Initiator	Assign Next User	×
Form	Assign Next User	A Select the user or group to asign the work item to.	*
		Aaron Stine	



() Hold

1 Release

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

🕓 Hold

Close

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

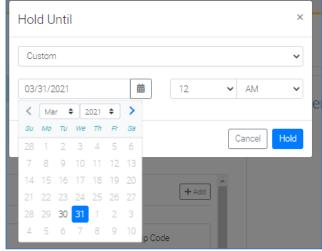
When placing an item On Hold, the User will have the opportunity to set a time period for the item to remain in On Hold status.

Hold Until	×
Indefinitely	Ľ,
	Cancel Hold



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

	Hold Until	×
1	Custom	×
	Indefinitely	
	1 Day	
	2 Days	
	1 Week	
	1 Month	
	Custom	





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



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

Reassign	×	
Set the assignee for the selected	work items:	
sh	X 🔺	
💄 Chad Sheridan (csheridan)		
Sheila Nolder (spolder)	Reassign	×
	Set the assignee for the selected work items:	
	Sheila Nolder (snolder)	× •
	Cancel	Unassign Regissign

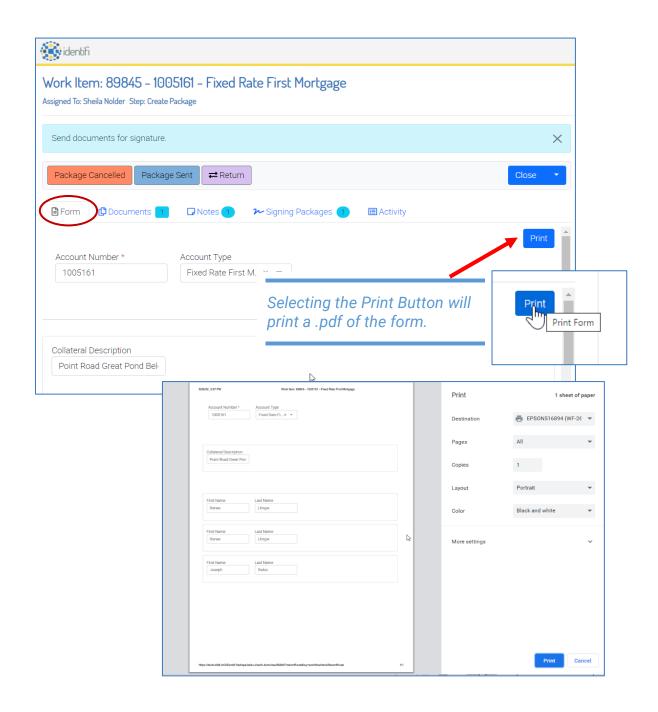


The Form Tab

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

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

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





Documents Tab:

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

A number on the tab indicates the number of documents a	attached. Documents 1
Work Item: 89845 – 1005161 – Fixed Rate First Mortgage Assigned To: Sheila Nolder Step: Create Package	
Send documents for signature.	□ Q 1 of 1 - + Automatic Zoom • >>
Package Cancelled Package Sent	Closing Disclosure The form is a subtenet of foul loss term and children tests. Compare this decoment with your Loss Estimate.
Form Documents Divices Signing Packages EActivity	Consign Information Tatasaction Information Loan Information Databased 415/2013 Benever Loan Information Oxing Gale 415/2013 Benever Gale Gale A15/2013 Benever A15/2013 Benever Parese 123405 Benever File 123405 Benever Parese 123405 Benever P
Add Sign	Loan Terms Can this amount increase after closing?
Mattaga Logo	Lean Amount \$162,000 NO
D MortgageLoan C 1005161 MortgageLoan	Monthly Principal & Interest See Pageta Ungerent bein for page Bannach Fall Marchin Pagerar
	Does the loan have these features? Prepayment Penalty YES + As high as \$3,240 if you pay off the loan during the

Clicking on the icon next to the document title will open it within the Viewer in a new tab. 2



Add

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

<u>Mortgage Loan</u> <u>1005161 Mortgage Loan</u>			Add Sign
	Add Document Document Type Application File	ERS - BACKGROUND CHECK HR Choose File No file chosen	× the second sec



<u>Wait</u>

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

Form Documents Notes	≁ Signing Packages	🖽 Activity	
			Add Wait Sign

街 Documents	🖵 Notes	Activity	
			×
APPLICATION	FOR EMPLOY	MENT	+
ERS - BACKGR	OUND CHECK		+
1-9			+
PHOTO ID-PAS	SPORT		+
SOCIAL SECUR	RITY CARD-OT	HER	+
W-4			÷

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

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

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

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

Cocuments	🖵 Notes	🖬 Activity	
			Add Wait
I-9 Waiting			×

<u>Sign</u>

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

identifi	
Work Item: 89845 – 1005161 – Fixed Rate First Mortgage Assigned To: Sheila Nolder Step: Create Package	
Send documents for signature.	X Q 1
Package Cancelled Package Sent	Close Closing I Closing Informat
Form Documents 1 Notes 2 Signing Packages 1 E Activity	Date is used Gosing Date Dishursement Date Set Usen ent Agent File # Property
	Acd Sign Loan Terms
Mortgage Loan 1005161 Mortgage Loan	C ² Interest Rate Monthly Princi See Poyceted Paym Estimated Total Mo



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

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

🤫 identifi		<u>*</u> *
Online eSign Package		
Cancel		La Download Save Next >>
Package Settings		
Profile * Mortgage		
Name * 1005161 - Fixed Rate First Mortgage	Description	
Message for all recipients		
Expiration Vate	Expiration Date	8
Review before completion		
Documents		
+ Add		

Signing Packages Tab:

This tab is only displayed on steps with Online Signing enabled. Here, any Packages available for signing are displayed. Clicking on the item will open the Package in Online eSign.

Work Item: 89845 – 1005161 – Fixed Rate First Mortgage Assigned To: Sheila Nolder Step: Create Package						
Send	documents for signature.					×
Pack	age Cancelled Package Sent ₹Re	turn				Close 🝷
🖹 For	m 🕒 Documents 🚹 🕞 Note:	≁ Signing Pacl	kages 1	🔲 Activity		
1 Item					Filter.	
ID	Name 📤	Recipients	Status	Profile	Last Updated	Expiration Date
2583	1005161 - Fixed Rate First Mortgage	Sharon Noeba	Completed	Mortgage	8/23/2022 3:21 PM	



Status Descriptions:

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

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

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

Notes Tab:

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

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

🤹 identifi	
Work Item: 89845 – 1005161 – Fixed Rate First Mortgage Assigned To: Sheila Nolder Step: Create Package	
Send documents for signature.	×
Package Cancelled Package Sent	Close 🔻
Form Documents 1 Definition Packages 1 EActivity	
Filter	
Type a note here	✓

This is a Note on a Work Item	1	
	Add	d Note



This is a Note on a Work Item
Sheila Nolder 8/24/2022 at 3:47PM Delete this note

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

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

9845 Normal 1005161 - Fixed Rate First Mortgage	
 Notes for 1005161 - Fixed Rate First Mortgage	×
This is a Note on a Work Item [Sheila Nolder 8/24/2022 at 3:47PM]	
	Close

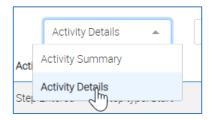
Activity Tab:

Displays activity history relative to this item.

identifi			
Work Item: 89845 – 1 Assigned To: Sheila Nolder Step: Cre	1005161 – Fixed Rate First Package	Mortgage	
Send documents for signatu	ire.		×
Package Cancelled Pac	kage Sent		Close 🔻
Form Documents	1 □ Notes 1 ≁ Signing	Packages 1 E Activity	
Activity Log			
2 Activity Summary Records		Activity Summary 🔹 🗍 Filter	X
Step	Description	Date	
START	Start <i>(Sheila Nolder)</i>	Ended on 9/2/2021 at 2:42 PM	
CREATE PACKAGE	In Progress (Sheila Nolder)	Started on 9/2/2021 at 2:42 PM	



Display item Activity Summary or Details using the Dropdown box.



Narrow displayed items with the "Filter" box:

Activity L 3 Activity De			Activity Details -	Start
Step	User	Activity	Details	Date
START	Sheila Nolder	Step Entered	Step type: Start	9/2/2021 2:42 PM
START	Sheila Nolder	Action Taken	Start	9/2/2021 2:42 PM
START	Sheila Nolder	Step Exited	Step type: Start	9/2/2021 2:42 PM

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

Activity	Log				
3 Activity D	etail Records		Activity Details	Start	
Step	User	Activity	Details	Date	Export to Excel

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

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



Viewing Documents

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

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

🛞 dentifi	<u>å</u> v.
Work Item: 89845 - 1005161 - Fixed Rate First Mortgage Assigned To: Shela Nolder Step: Create Package	
Send documents for signature.	Q 1 of 1 - + Automatic Zoom • >>
Package Cancelled Package Sent	Costing Disclosure Transmittering with statement of Braditant term and schule greats. Campare tett daranter with your can statement of the product statement with your can statement of the product statement with your can statement of the product statement with your can statement
	Loan Amount \$162,000 NO
Mortgage Loan 1005161 M Load in Viewer	ete 3.825% NO Prolyad klamer, stylena klametry klamothyfargens
	Does the loan have these features?
1005161 Mortga Load in Viewer	

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

K		
	Open in New Tab)

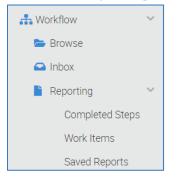
On the left is the document image; on the right are the Document Detail Panels.

e identifi		Document Detail: 908	324547 5	Smith, Rob	ert E SIGNATU	RE CARD 2024/12/	/19 🔺
Image: Constraint of 1 - + Your Bank & Trust	Automatic Zoom 🛛 👻		»	Index No	ites 1 Related	Info	
Orlando Office 123 Disney Dr Lake Buena Vista, FL 32830	ACCOUNT 11112 NUMBER 11112 ACCOUNT OWNER(S) NAME & ADDRESS			File Info Version	Permissions A	ctions *	
OWNERSHIP OF ACCOUNT - CONSUMER PURPOSE (Idelect one and instal): Single-Party Account Multiple-Party Account Multiple-Party Account - Tenancy by the Entreties Trust-Separated; ::	JERRY DOE 123 4TH ST OLANDO FL 12345			Version	Created By	Stored 12/19/2024	¥

For additional information about viewing documents, see <u>Viewing Documents in the Document</u> <u>Detail Viewer.</u>



Workflow-Reporting



Completed Steps Report:

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

Criteria	
Add Criteria - Submit Reset	
Work Item Status Type Completed Step Date • Predefined · Custom Workflow Plan *	
Active Work Items Current Month 6/1/2024 - 6/30/2024 Select Workflow Plan Select Workflow Plan 	•
Completed Workflow Steps Actions Taken Actioned By Users	
Select Optional Workflow Steps 🗸 Select Optional Actions Taken 🖌 Select Optional Actioned By Users	-
Includes the selected completed steps Includes steps completed when the selected actions were taken Includes steps completed when the selected users took an action	
Group By Sum	
None Select Attributes to Sum	

Criteria:

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

Completed Step Date

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

Completed Step Date O F Previous Year	Predefined O	
Current Month Last Month Last Ouarter		Completed Step Date 🔿 Predefined 🧿 Custom
Last 7 Days Last 30 Days Last 60 Days Last 90 Days	Completed Step Date • Predefined · Custom Previous Year • 1/1/2023 - 12/31/2023	01/01/2023 🗰 12/31/2024 🗰
Last 120 Days Last 360 Days Current Year (YTD) Previous Year Over 360 Days		



Workflow Plan: (*Required)

Select the Workflow Plan(s) for the report.

'		
	\times Dictionary Test [Account] $~\times$ Invoice [Invoice] $~\times$ testing [Account] (offline)	×
	1. Almond111 [almond entity]	
	1.1Escalation [Almond Test]	
	1.Almond [Almond Test]	

Workflow Plan *

Completed Workflow Steps:

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

Actions Taken:

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

Actioned By Users

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

Group By:

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

Completed Workflow Steps × Congrats × Management New Hire × Review × On-Boarding × Issue a Keycard × Start Includes the selected completed steps

×	(Issue a Keycard) Application Terminated	
¢	(Management New Hire) Application Terminated	
¢	(Management New Hire) Keycard Request	Â
	(Review) Application Terminated	

steps completed when the selected users took an action

Select Optional Actioned By Users

Group By	
None	
Assigned User	^
Step	
Account and Sub	
Account Number	
Alan Phone Number	
Alan String	



Sum:

In some cases, the ability to sum columns within reports is available.

Sum	
Select Attributes to Sum	Ţŀŋ
Invoice Amount	

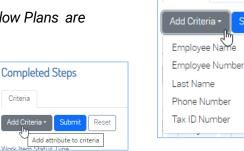
When selected, the report Results will sum the column automatically.

Criteria Results								
Displaying 8 Results								
Top 1000 Results	▼ Save Report	•						
			Drag a colu	mn header here to grou	p its column			~
➢ Excel Export	PDF Export							Columns
ID 🖓	Work Item 🛛	Step 🛛	Action Taken 🛛 🖓	Actioned B 🛛	Step Entered 🛛 🖓	Step Comp $\downarrow \ \ $	Days in Step	Invoice Am
634440	Invoice #:323432	Start	Start	Tricia Lolkus	5/22/2024 2:42 PM	5/22/2024 2:42 PM	0	\$39,293.00
634439	Invoice #:90327832	Start	Start	Tricia Lolkus	5/22/2024 2:41 PM	5/22/2024 2:41 PM	0	\$93,892.00
634438	Invoice #:329382	Start	Start	Tricia Lolkus	5/22/2024 2:41 PM	5/22/2024 2:41 PM	0	\$28,377.00
634437	Invoice #:324309	Start	Start	Tricia Lolkus	5/22/2024 2:41 PM	5/22/2024 2:41 PM	0	\$1,382.00
37	Invoice #:2222343	Step 1	Action 1	Tricia Lolkus	11/17/2020 4:24 PM	5/7/2024 2:25 PM	1267	\$100.00
86	Invoice #:2222	Step 1	Action 1	Tricia Lolkus	11/17/2020 4:24 PM	5/7/2024 2:25 PM	1267	\$22.00
37	Invoice #:2020	Step 1	Action 1	Tricia Lolkus	11/24/2020 9:12 AM	5/7/2024 2:25 PM	1260	\$100.00
1634420	Invoice #:238472934	Start	Start	Tricia Lolkus	5/7/2024 2:24 PM	5/7/2024 2:24 PM	0	\$10,000.00
								Total: \$173,166.0

Add Criteria:

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

Note: "Add Criteria" button is not available when multiple Workflow Plans are selected.



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

Criteria

Sul



Click Submit to generate report results. Results will be displayed in a separate tab.

Add Criteria 🕶	Submit	Reset
----------------	--------	-------

Click Reset to clear the form.

Attribute Criteria	
Last Name	
	Û
Type a value and press the Enter key to add it to the list.	
Employee Number	
	Û
Type a value and press the Enter key to add it to the list.	

Results Grid: (Workflow and Tracking Reports)

Completed Steps	i						
Criteria Results							
Displaying 73 Results							
Top 1000 Results	▼ Save Report ▼	Collapse Groups					
			Drag a column header	here to group its column			
🗵 Excel Export	PDF Export 🗇 Prin	t					○ Columns ▼
ID 🖓	Work Item N	Step 🛛	Action Taken	Actioned By 🛛	Step Entered	7 Step Complet $\downarrow \bigtriangledown$	Days in Step 🛛 🖓
1613831	324324532	Keep Assignment	Initiator	Tricia Lolkus	6/6/2023 9:34 AM	11/28/2023 1:23 PM	175
1623917	3343243	Step 1	Escalation	integra CIPRI	11/16/2023 2:33 PM	11/17/2023 2:34 PM	1
1743	939393	Step 1	Escalation	integra CIPRI	11/16/2023 2:32 PM	11/17/2023 2:33 PM	1
1623917	3343243	External	Step 1	Tricia Lolkus	11/16/2023 2:31 PM	11/16/2023 2:33 PM	0

Options within the Search Results Grid: Top 1000 Results J Top 1000 Results Choose the number of Top Results to display. • Top 10000 Results Show/hide columns • Q Columns Choose Column Search Q Select All 🖸 ID 🕑 Work Item Name 🖸 Step Assigned User

ОК



• Filter by any column shown in report results

Multi-level sort (hold down the "Ctrl" key on

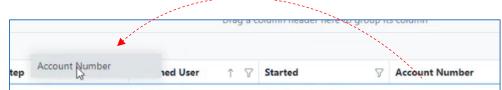
the keyboard as you select each level)

V Step	
Starts With	~
External	×
	ter Clear

Assigned User 1 J Started 2 ↑

• Move columns to reorder

•



• Dynamically group columns by dragging the column headers.

Drag a column header here to group its column

Work	c Ite	em Name \uparrow $ imes$ Started \uparrow $ imes$							
×	Exc	el Export 🛛 PDF Export						Q	Columns 🔻
		ID	1 ↓ 7	Initiator	∇	Ended			7
~ v	Vor	k Item Name: Invoice #:2020 - 1 item							
	~	Started: 11/24/2020 9:12 AM - 1 item							
		87		(Unassigned)		5/7/2024	2:25 PM		
~ v	Vor	k Item Name: Invoice #:2222 - 1 item							
	~	Started: 10/29/2019 2:43 PM - 1 item							
		36		() (an a set of a set)		F /7 /2024	25 PM		

Note: Links change colors when clicked

1634433	fasdasdf
1613881	8989898
1613873	8798798
1613870	8756
1613876	4523454354
1613887	4345643
1634309	342343



• Export the list of results to Excel.

Excel Export	रिompleted Steps.xlsx 7.4 KB • Ddुरुe	
Batch ID	Completed Steps.pdf	
PDF Export	20.9 KB • Done	

• Export the results as a PDF.

When exporting a report (Excel or .pdf), the will be the exported file title and is the title of the report when the file is opened.

Document Tracking (Saved Report): Track Report	Document Tracking (Saved Report
Criteria Results	Criteria Results
Displaying 97 Results	Displaying 97 Results
Top 1000 Results Save Report Collapse Groups	Top 1000 Results
Due Date \uparrow $ imes$	Due Date \uparrow \times
🛛 Excel Export 🖉 PDF Export 🗇 Print	Excel Export PDF Export 🕞 Prin
Accour Excel Export ∇ Grace ∇ Accoun	Account Title PDF Export
A 1 \checkmark : $\land \checkmark$ f x \checkmark Document Tracking (Saved R	ument Tracking (Saved Report): Track Report
Track Red ort xlsx	D E F G H I
8.6 KB • Done 1 Document Track	ing (Saved Report): Track Report
2 Account Grace Account 3 Due Date: 12/1/2024 - 14	Account Branch N Close Date Current Balance
· · · · · · · · · · · · · · · · · · ·	
Track Report.pdf	g (Saved Report): Track Report
23.4 KB • Done Account Title	Grace Account Number Account Type
Due Date: 12/1/2024 - 1	4 item



• Print the report – configure print settings and print the page to .pdf.

Criteria Results	
Displaying 59 Results	
Top 1000 Results	▼ Save Report ▼ Collapse Groups Update Status
User \uparrow \times	
🗵 Excel Export	PDF Export 🕞 Print
Account Ti	$\nabla \textbf{Due} \textbf{1} \uparrow \nabla \textbf{Print} \textbf{ent} \nabla \textbf{Status} \qquad \nabla \textbf{Rol}$

Print	12 sheets of p
Destination	Canon TR8600 series *
Pages	Canon TR8600 series iDentifi.eReceipt iDentifi.eSign
Copies	Save as PDF See more
Layout	Landscape
Color	Black and white
More settings	^
Paper size	Letter 8.5"x11" 22x28cm *
Pages per sheet	1
Margins	None
	Default
Scale	
	Print on both sides
Scale Two-sided Options	Print on both sides Background graphics

• Collapse option within the grid will collapse and re-expand results.

Criteria Results	
Displaying 265 Results	
Top 1000 Results	
User ↑ ×	Document Tracking (Saved Report): Track Report Gro
🗵 Excel Export 🔺 PDF Export 🕞 Print	Criteria Results
Account Title 🛛 🖓 Due Date 🧃 🕆 🖓 Documen	
> User: A Gnu User (GUser) - 2 items	Displaying 265 Results
> User: Chad Sheridan (csheridan) - 2 items	Top 1000 Results Save Report Collapse Groups
> User: Duane Ryder (dryder) - 4 items	User 🕆 🗙
> User: Tricia Lolkus (tlolkus) - 2 items	🛛 Excel Export 🛛 PDF Export 🕞 Print
> User: Unknown - 255 items	Account Title □ Due Date 1 ↑ □ Document
	V User: A Gnu User (GUser) - 2 items
	011724.1020 - 9/21/2024 001
	011724.1020 - 10/21/2024 001



• Optionally, save the report



Type a name for the report and apply security to allow specific Users/Groups to view the report. If no security is added, everyone with access to Reporting will be able to view the saved report. Click "**Save.**"

Saved Report Definition		;
Saved Report Name * Sum of Invoices 06-05-24 Security Add User/Group Delete	¢.	
Type Name *	View	Filter Manage
Sheila Nolder	~	~
	Saved Report Name * Sum of Invoices 06-05-24 Security Add User/Group Delete 1 User / Group Type Name *	Saved Report Name * Sum of Invoices 06-05-24 Security Add User/Group Delete 1 User / Group Type Name * View

The saved report will be viewable under the "Saved Reports" section of the Workflow Reporting menu. Sort by All, Work Item or Completed Steps. Edit security settings using the "Edit" button on the right (pending permissions).

								(AII)		
identifi							e	(All)	ite	<u>*</u> -
=		Со	mpleted Steps Saved Repor	ts				Work Item	· /	
DataDocuments	>		Delete					Completed Steps		
✓ Tracking✓ Desktop eSign	>		aved Report	Created By	Your Role	Created	Date	Completed Steps Invoi Last Modified Date		Settings
 ➤ Online eSign ♣ Workflow 	> ~		Sum of Invoices 06-05-24	Sheila Nolder	Owner	6/5/202		6/5/2024 3:59 PM		ß
 Browse Inbox Reporting 	~							Settin	ys	
Completed Steps Work Items Saved Reports	s	>)					9		



The saved report criteria can be edited and updated (pending permission).



The report settings can also be edited (pending permission) to redefine the Report Name or Security assigned.

	Saved Report Definition	×
Edit Settings	Saved Report Name * Work Items Report 06-05-24 Coourth	Work Item Saved Reports
	Security Add User/Group Delete 1 User / Group	Fill Delete Saved Report
	Type Name *	View 1 Saved Report
	e Sheila Nolder (snolder)	Saved Report Name *
		Work Items Report 06-05-24



Work Items Report:

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

identifi			<u>ه</u> -
=	Work Items		
🛢 Data >	Criteria		
Documents >	Add Criteria - Submit Reset		
 ✓ Tracking > Desktop eSign > 	Work Item Status Type *	Work Item Started O Predefined Custom	Workflow Plan *
≁ Online eSign >	Active Work Items -	Current Month v 6/1/2024 - 6/30/2024	Select Workflow Plan
👬 Workflow 🗸 🗸			
🗁 Browse	Workflow Steps	Assigned Users	Initiated Users
🖴 Inbox	Select Optional Workflow Step(s)	Select Optional Assigned Users(s)	Select Optional Initiated Users(s)
Reporting ~	Minimum Days in Step	Group By	Sum
Completed Steps	Optional days in step >= this value	None	Select Attributes to Sum
Work Items			
Saved Reports	Search By Work Item ID		
Q Search			
Start	Type a value and press the Enter key to add it to the list.		

Criteria:

Work Item Status Type: (**Required*) Choose from *Active* or *Inactive* Work Items.

Work Item Status Type *	
Active Work Items	▲
Active Work Items	
Inactive Work Items	

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

Work Item Started (Active Status Type) **/Work Item Ended** (Inactive Status Type) Choose between a Predefined or Custom Date Range.

Completed Step Date 🔾 Predefined
Current Month
Current Month
Last Month
Last Quarter
Last 7 Days
Last 30 Days
Last 60 Days
Last 90 Days
Last 120 Days
Last 360 Days
Current Year (YTD)
Previous Year

Work Item Status Type *	Work Item Started 🔿 Predefined 🧿 Custom	
Active Work Items	 ✓ 06/01/2022 ☑ 06/30/2023 	
Work Item Status Type *	Work Item Ended 🔿 Predefined 🧿 Custom	
Inactive Work Items	 ✓ 06/01/2022	▦



Workflow Plan: (**Required*) Select the Workflow Plan(s) for the report.

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

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

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

Initiated Users

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

Group By:

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

Workflow Plan * × Dictionary Test [Account] × Invoice [Invoice] × testing [Account] (offline) × 1. Almond111 [almond entity] 1.1Escalation [Almond Test] 1.Almond [Almond Test]

nactive Reason	
Select Optional Reason	ູ່ໃຫ
Terminated	
Completed	

Workflow Steps	
× Add to Payroll × Start	× _ĥ
Enter Employee Information	0
Verify Information & paperwork	

Assigned Users	
Select Optional Assigned Users(s)	~

Initiated Users	
Select Optional Initiated Users(s)	-

Group By	
None	Îm
None	J
Initiated User	
Assigned User	
Step	

Sum:

In some cases, the ability to sum columns within reports is available.

Ð

Sum
Select Attributes to Sum ...
Invoice Amount

When selected, the report Results will sum the column automatically, if available.



Minimum Days in Step (Active Status Type) Optionally enter a value for the number of days the

item has been in the step.

Minimum Days in Step
365

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

Search By Work Item ID
Type a value and press the Enter key to add it to the list.

Add Criteria:

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

Note: "Add Criteria" button is not available when multiple Workflow Plans are selected.

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

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

Attribute Criteria	
Employee Name	, III
	Û
Type a value and press the Enter key to add it to the list.	
Last Name	1
	Û
Type a value and press the Enter key to add it to the list.	
Tax ID Number	
	Û
Type a value and press the Enter key to add it to the list.	

Work Items		
Criteria		
Add Criteria -	Submit	Reset
Employee Add	d attribute to	o criteria

Add Criteria -

Submit

Reset



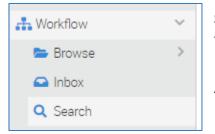
Results Grid:

Work Items						
Criteria Results						
Displaying 3 Results	Save Report -					
	Save Report					
		Drag a column header here	to group its column			
⊠ Excel Export → PDF	Export				Q	Columns 🔻
ID	$\downarrow \bigtriangledown Work \ Item \ Name$	7 Initiator	∀ Started	7	Ended	7
87	Invoice #:2020	(Unassigned)	11/24/2020 9:12 AM		5/7/2024 2:25 PM	
37	Invoice #:22223432432432432432434	(Unassigned)	10/29/2019 2:48 PM		5/7/2024 2:25 PM	
36	Invoice #:2222	(Unassigned)	10/29/2019 2:43 PM		5/7/2024 2:25 PM	

Click here to see Options Available within the Search Results Grid.



Workflow-Search



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

The Search Work Items screen will open:

Search Work It	Search Work Items							
Dais		Q						
Employee Name	First Name							
Daisy Mae	Daisy							

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

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

Search	work Items							
KWYK:	Search	Q	Daisy Mae 👻 🗙					
1 Work I	tem						Filter	X
ID	Name 🕈		Entity Type	Plan	Step	Create Date	Assigned To	
2	148-Daisy Mae		Employees	New Employee		7/18/2017 2:17 PM	(unassigned)	

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

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

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

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

Filter	X

Filter	
Assigned To	Exportxcel



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

Search \	work Items							
KWYK Sea	arch	Q	Daisy Mae 👻 🗙					
1 Work Iter	n						Filter	X
ID	Name 🕈		Entity Type	Plan	Step	Create Date	Assigned To	
2	148-Daisy Mae		Employees	New Employee		7/18/2017 2:17 PM	(unassigned)	

ork itel	m: 2 - 148-Daisy	/ Mae							
					Close	Q 1 of 2	-	+ Automatic Zoo	m 🕶
🖹 Form	Documents 1	Notes 🕄 🔲 Activity				Applicant Information			1
						Street Address	First	MJ.	Date ent/Unit #
		E				City	State	Zip	che one o
		Employee Name				Phone	E-mail		0
		Daisy Mae			2	Date Available	Social Security No.	Desired Sala	ry
					10	Position Applied for		0	
	Address 1		Address 2			Are you legally eligible to work in th		0	
						Have you ever worked for this compa			
	1234 Main St.					Have you ever been convicted of a fe	slony? Yes 🔲 No 🗌 If yes, e	explain.	
State		Cit.	D	stal Code		Education			
State		City	POS	ital Code		Education High School	Address		
Florida		Safety Harbor	3	4695			you graduate? Yes No	Degree	
						College	Address	2	
	Tax ID Number		Date of Birth			From To Did	you graduate? Yes 🔲 No	Degree	
	987654321		04/03/1960		#	Other	Address		
	987054321		04/03/1900			From To Did	you graduate? Yes 🔲 No	Degree	
Departmer	nt	Hire Date	Sta	rt Date		Employment History			
0.1					-	Company		From	To
Sales		• 07/05/2017	iii 0`	7/19/2017		Address		Phone #	
						Supervisor		Responsiblities	
						May we contact? Yes 🔲 N	-		
						Company	2	From	To



Workflow-Start

🗈 Start

Allows the User to create a New Work Item

1. Select the Plan to which your Workflow will belong

=		Start New Work Item	
🛢 Data	>		
📋 Documents	>	Customer Maintenance	
┥ Tracking	>	This workflow is to perform customer maintena	
🥟 Desktop eSign	>	Documentation Plan	
≁ Online eSign	>	Don Email Test	
击 Workflow	~	Email Test	
陆 Browse		Don Email Test 2	
🕒 Inbox		Email Test demo	
📔 Reporting	>	Event	
Q Search		Submit a request for a quote for your next even	
ווֹת Start		FA Test	
Reporting	>	Documentation	

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

New Documentation Plan Work Item				
Account				
Account Number * 63040980				
Started				

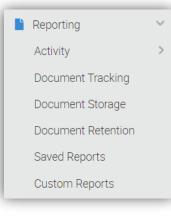
3. The system will confirm that a new Work Item has been started and the requested item will move to the next step in the Workflow process, and the item will be visible in that User's Inbox for follow up.

CL 1			
Start	New	Work	ltem

A new work item has been started.



Reporting



Activity

Activity Batch Indexing	*
Batches Scanned	
Document	
System Access	
System Setup	

Batch Indexing

This report displays a summary of batches indexed.

Criteria

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

Batch Indexing Summary		
Date Range • Predefined Custom	~	6/1/2024 - 6/30/2024
Scan Plans	User(s)	
Select optional scan plans	Select optional user(s)	•
Report Summary Display Option Monthly Summary		
Submit Reset		

The Reporting section of the menu allows the User to generate reports on document activity (permissions pending).

Note: Document Tracking category only presented on installations licensed for Tracking; Custom Reports only presented on installations with legacy Izenda custom reporting.



Date Range – Choose a Predefined date range from the drop-down list or customize the requested date range using the calendar.			Criteria Date Range Predefined Custom	
			Current Month	
Date Range O Predefined			Current Month	
06/01/2022	**	06/30/2022	Last Month Last Quarter	
✓ Jun ♦ 2022 ♦ > Su Mo Tu We Th Fr Se		User(s)	Last 7 Days Last 30 Days	
29 30 31 1 2 3 4	*	Select optional users	Last 60 Days	
5 6 7 8 9 10 11 12 13 14 15 16 17 18			Last 90 Days Last 120 Days	
19 20 21 22 23 24 25 26 27 28 29 30 1 2	х 🔻		Last 360 Days Current Year (YTD)	
3 4 5 6 7 8 9			Previous Year	

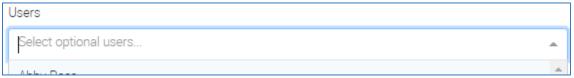
Applications

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

Applications *	
× Compliance × Facilities × Examples	× 🔺
Celebrants	^
Customers	
Deposits d'm	
HR	
Insight Reports	
Loans	
Marketing	•

Users

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





Report Summary Display Option

Choose the desired display option.

Re	eport Summary Display Option *		
ſ	Monthly Summary	×	
	Monthly Summary		
	Overall Summary		
	ſ		

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

Results

Monthly Summary Results

Batch Indexing Summary		
Criteria Results		
Click a summary row to open a detailed view	of the selected User	×
8 Results		Top 1000 Results 🔹 Filter
User 🌥	Document Count	
Apr 2024 Total: 2		
hdao	13	
ltran	1	
Feb 2024 Total: 1		
almond	1	
Jan 2024 Total: 2		
hdao	5	

- Choose the number of Top Results to
- Use the Filter to narrow results
- Export the list of results to Excel.
- Click the User Name to view the Details

	Top 1000 Results Top 1000 Results Top 10000 Results	- E	display.
Filter		di	splayed.
Export			
	May 2024 Tota hd្កាក្រ	ıl: 1	View



Criteria	Results Details		
2 Detail	3	Top 1000 Results 🔹 Filter	X
User	Document Count	Storage Date *	
User hdao	Document Count 2	Storage Date * 5/14/2024	
		-	

Top 1000 Results

Top 1000 Results

Filter.

Export to ce

^b

- Choose the number of Top Results to display.
- Use the Filter to narrow results displayed.
- Export the list of results to Excel.

Batches Scanned

This report displays a summary of batches scanned by a User.

Criteria

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

Batches Scanned Summary		
Criteria		
Date Range 💿 Predefined 🔿 Custom		
Current Month	~	6/1/2024 - 6/30/2024
User(s)	Scan Plans	
Select optional user(s) 👻	Select a Scan Plan	$\overline{\mathbf{v}}$
Submit Reset		



Date Range – Choose a Predefined date ran down list or customize the requested date r calendar.	Criteria Date Range Predefined Custom Current Month	
Date Range 🔿 Predefined 💿 Custom		Current Month
06/01/2022	06/30/2022	Last Month Last Quarter
✓ Jun ⊕ 2022 ⊕ > Su Mo Tu We Tn Pr Se	User(s)	Last 7 Days Last 30 Days
29 30 31 1 2 3 4	Select optional users	Last 60 Days Last 90 Days
12 13 14 15 16 17 18		Last 120 Days Last 360 Days
19 20 21 22 23 24 25 26 27 28 29 30 1 2 3 4 5 6 7 8 9		Current Year (YTD) Previous Year

Users

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

Users	
Select optional users	-
Albu Daga	

Scan Plans

Optionally, select the Scan Plan(s) from the drop-down list. Multiple Scan Plans can be selected. If none are selected, the report will return results for all Scan Plans.

Scan Plans	
Select a Scan Plan	بآلام
Almond	Ŷ
BarcodeTest	

Results

Criteria Results					
Displaying 92 Results					
Top 1000 Results	Save Report 🕶				
Fop 1000 Results		Drag a column header here to g	roup its column		
Top 10000 Results	- F Export				Q Columns 🔻
Batch ID		🖓 Scan Plan Name			1 7
8919	hdao	Almond	1	5/24/2024	
8915	hdao	Receipt Plan	1	5/24/2024	
8914	hdao	Receipt Plan	1	5/24/2024	
8913	hdao	Almond	4	5/24/2024	
8898	hdao	Almond	1	5/14/2024	
8896	hdao	Almond	1	5/14/2024	
6770				10000001	



- Choose the number of Top Results to display. • Top 1000 Results **^**b Top 1000 Results Top 10000 Results 🗙 Excel Export 🖈 Р Export the list of results to Excel. • Excel Export Batch ID 🥯 🖸 | 🛓 ∞ ☆ Export the results as a PDF. • PDF Export Export.pdf c Z PDF Export
- Group columns by dragging the column headers.

Batch ID ↑ × Scan Plan Name ↑ × × Excel Export → PDF Export		Drag a column header here to group its column		o its column	
	User Name		∇	Storage Date	$1 \downarrow \forall$
∨ Bat	tch ID: 6272 - 1 item				
~	Scan Plan Name: - 1 item				
	hdao	0		1/25/2024	
		Total: 0			

• Optionally, save the report



• Type a name for the report and apply security to allow specific Users/Groups to view the report. If no security is added, everyone with access to Reporting will be able to view the saved report. Click "**Save**."

Saved Report Definition	×	
Saved Report Name *		
Security	Saved Report Definition	×
Add User/Group Delete 0 Users / Groups	Saved Report Name * My Report 6-5-24	
Type Name * View	Security	
	Add User/Group Delete 1 User / Group Filter	
нао несергнан	□ Type Name ^ View M □ ▲ Shella Nolder ✓	fanage
		Cancel Save



The saved report will be viewable under the "Saved Reports" section of the Reporting menu. Sort by Activity or Tracking Reports. Edit security settings using the "Edit" button on the right.

identifi						A	ctivity
=		Activity Saved Reports				Doc	cument Tracking
Data	>	Delete				Act	ivity
 Documents Tracking 	>	1 Saved Report				Activity - My	
 Desktop eSign Online eSign 	>	Saved Report Name *	Created By	Your Role	Created Date	Last Modified Date	Settings
🚓 Workflow	>	My Report 6-5-24	Sheila Nolder	Owner	6/5/2024	6/5/2024 11:55 AM	ß
Reporting Activity	>						Settings
Document Tracking Document Storage							
Document Retention							
Saved Reports							

Document

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

Criteria

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

Document Activity	
Criteria	
Date Range O Predefined Custom	
Current Month	✓ 6/1/2024 - 6/30/2024
Applications * Select at least one application	User(s) Select optional user(s)
Activity Types	Search By Document ID
Select optional activity types 👻	
	Type a value and press the Enter key to add it to the list.
Submit Reset	

Date Range – Choose list or customize the r	 Date Range	
	equested date range using the c	Current Month
Date Range 🔿 Predefined 💿 Custom		Current Month
03/01/2022	03/31/2022	🗰 Last Month
< Mar + 2022 + >	2	Last Quarter
Su Mo Tu We Th Fr Se	Users	Last 7 Days
27 28 1 2 3 4 5	Select optional users	Last 30 Days
		Last 60 Days
13 14 15 16 17 18 19	Search By Document ID	Last 90 Days
20 21 22 23 24 25 26	Enter Document ID's to Search for	Last 120 Days
27 28 29 30 31 1 2		Last 360 Days
3 4 5 6 7 8 9	Type a Document ID and press the Enter key to add it to the list.	Current Year (YTD)
		Previous Year



Applications

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

Applications *	
× Compliance × Facilities × Examples	× 🔺
Celebrants	^
Customers	
Deposits U	
HR	
Insight Reports	
Loans	
Marketing	-

Users

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

Users	
Select optional users	
Abb. Deee	

Activity Types

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

Activity Types					
× Add × Download Document	× 🔺				
Move To Application					
Place On Hold					
Print Document					
Remove Hold					
Update					
Update Security					
Viewhm					



Reset

Submit

Submit

Document ID

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

Search By Document ID	
Enter Document ID's to Search for	-
Type a Document ID and press the Enter key to किंगे it to the list.	

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

Results

Criteria Results 3 Activities							Top 1000 Activities 👻 Filter
Activity Date	Activity Type	User Name	Last Name	First Name	Application	Document ID	Document Display Name
6/3/2024 8:35 AM	Add	integraCIPRI	CIPRI	integra	CIF-Customers	109	123456789 COMMITMENT LETTER-CIF 2020/02/19
6/4/2024 8:35 AM	Add	integraCIPRI	CIPRI	integra	CIF-Customers	10109	123456789 COMMITMENT LETTER-CIF 2020/02/19
6/5/2024 8:35 AM	Add	integraCIPRI	CIPRI	integra	CIF-Customers	20109	123456789 COMMITMENT LETTER-CIF 2020/02/19

• Choose the number of Top Activities to display.

Top 10000 Activities	-		
Top 1000 Activities			
Top 10000 Activities	հո	Ľ	

Filter...

- Use the Filter to narrow results displayed.
- Export the list of results to Excel.



• Sort results by any column header.

Activity Date	Activity Type	User Name	Last Name	First Name	Application	Document ID	Document Display Name
6/3/2024 8:35 AM	Add	integraCIPRI	CIPRI	integra	CIF-Customers	109	123456789 COMMITMENT LETTER-CIF 2020/02/19
6/4/2024 8:35 AM	Add	integraCIPRI	CIPRI	integra	CIF-Customers	10109	123456789 COMMITMENT LETTER-CIF 2020/02/19
6/5/2024 8:35 AM	Add	integraCIPRI	CIPRI	integra	CIF-Customers	20109	123456789 COMMITMENT LETTER-CIF 2020/02/19

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

 Document Display Name

 123456789 COMMITMENT LETTER-CIF 2020/02/19

 123456789 COMMITMENT LETTER-CIF 2020/02/19

 123456789 COMMITMENT LETTER-CIF 2020/02/19



System Access

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

System Access Activity	
Criteria	
Date Range O Predefined O Custom	
Current Month	~
Users	Login Status
Select optional users 👻	Select optional login statuses 👻
Submit Reset	

Criteria

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

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

ate Range 🔿 Predefined 💿 Custom			
05/01/2021		09/30/2021	曲

Users

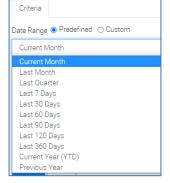
Select Users from the drop-down list. If none is selected, all will be included in results.

Users	
Select optional users	-
Abbu Dasa	

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

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

Login Status	
Select optional login statuses	J.
Failure	Login Status
Success	× Failure × Success × Locked Out
Locked Out	







Top 10000 Activities Top 10000 Activities

Filter.

Report Results

System Access Activit	-y							
270 Activities							Top 1000 Activities	Filter
Activity Date [▲]	User Name	Login Result	Last Name	First Name	Client	Clien	Top 1000 Activities	Operating System
8/2/2022 9:52 AM	bhartman	Success	Hartman	Billy	Chrome	103.0	Top 10000 Activities	Windows 10
8/2/2022 11:26 AM	eflowers	Success	Flowers	Eddie	Chrome	103.0	172.19.62.132	Windows 10

- Choose the number of Top Activities to display.
- Use the Filter to narrow results displayed.
- Export the list of results to Excel.
- Sort results by Activity Date.

Activity Date
6/11/202 2 PM
6/11/2021 A-37 DM

Export to ce

System Setup

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

System Setup Activity	
Criteria	
Date Range Predefined Custom	
Current Month	~
Category *	Subcategory
Select categories	Select optional subcategories
Activity Types	Users
Select optional activity types	Select optional users
Submit Reset	



Date Range 💿 Predefined 🔿 Custom

Criteria

Current Month Current Month Last Month Last Quarter Last 7 Days Last 30 Days Last 60 Days

Last 90 Days

Last 120 Days Last 360 Days Current Year (YTD) Previous Year

Criteria

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

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

Date Range 🔿 Predefined 💿 Custom		
05/01/2021	m 09/30/2021	

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

Category *	
Select categories	
Application	Category *
4 m	× Application × Security Profile
Document Type	
Security Profile	Document Type ្ជាក្
User	User

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

Subcategory	
Select optional subcategories	•
Attributes	
General	
Lookup	
Profile	
Retention to	
Security	

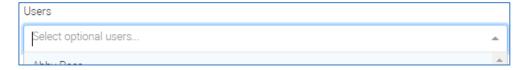


Activity Types- Select Activity Types for results. If none are selected, all will be included in results.

Activity Types	
Select optional activity types	Ĵm
Add	Ŭ
Delete	
Merged	
Update	

Users

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



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

Submit	Reset
Su	bmit

Report Results

Criteria Results		tivity							
49 Activities	<u>、</u>							Top 1000 Activities 💌	Filter
Activity Date	Activity Type	User Name	Last Name	First Name	Category	Subcategory	Item	From	То
11/18/2021 5:07 PM	Add	tlolkus	Lolkus	Tricia	Document Type		Tricia Test		
11/19/2021 8:42 AM	Delete	fadams	Adams	Forrest	Document Type	Attributes	2021 Applica	tion _ConversionFlag	
11/19/2021 8:42 AM	Delete	fadams	Adams	Forrest	Document Type	Attributes	2021 Applica	tion _ConversionSource	
11/19/2021 8:43 AM	Add	fadams	Adams	Forrest	Document Type	Security	2021 Applica	tion	Dec 2017 Training (Group) - View
12/15/2021 2:21 PM	Add	fadams	Adams	Forrest	Document Type	Profile	AU_LOGIN_R	EP	Managers Reports Access
12/15/2021 2:21 PM	Add	fadams	Adams	Forrest	Document	Profile	CO LOGIN R	FP	Managers Reports Access

• Choose the number of Top Activities to display.

Top 10000 Activities 🔺

Ռ

Top 1000 Activities



- Use the Filter to narrow results displayed.
- Export the list of results to Excel.
- Sort results by Activity Date.

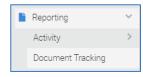
	-
Activity Date	
6/11/202 2 PM	

Export to

Filter...

Document Tracking

These reports display Tracking items by status.



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

Report Type *	
Track Exception	
Track Exception	
Track Found	
Track Pending	
Track Waived	

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

Track Exception

Criteria

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

Document Tracking				
Criteria Results				
Add Criteria - Submit Reset				
Report Type *	Date Range 🔾 Predefined 🛛 Custom			
Track Exception -	Current Month 🗸	6/1/2024 - 6/30/2024		
Entity Type *	Include Related Entity Display Name		Relationship Role *	
Account × 👻	Do Not Include	-	Select Relationship Role to Include	Ŧ
• Document Type O Tracking Set	Exception Type			
Select Document Type(s) 👻	Select Type(s)	-		
Group Ry	User(s)		Role(s)	
Group By None	Select Related Users(s)			•



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

Current Month	6/1/2024 - 6/30/2024	05/06/2024		06/	07/2	024				É
Current Month				<	Ju	1 🗸	. 2	2024	~	3
.ast Month .ast Quarter		Include Related Entity D	isplay Name	Su	Мо	Tu	We	Th	Fr	S
.ast 7 Days .ast 30 Days	~	Do Not Include		26	27	28	29	30	31	1
ast 60 Days				2	3	4	5	6	7.	8
.ast 90 Days .ast 120 Days	· · · · · · · · · · · · · · · · · · ·	Exception Type		9	10	11	12	13	4	1
ast 360 Days		Select Type(s)		16	17	18	19	20	21	2
ırrent Year (YTD) evious Year				23	24	25	26	27	28	2
/er 360 Days		User(s)		- 30	1	2	3	4	5	é

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

Entity Type *	
Select Entity Type(s)	<u>ـ</u>
Accounts	A
Customers	
Employees	
Hardware-Office Supplies	
New	
Property Collateral	
Teebpeleav	-

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

Entity Type * Account ×	Include Related Entity Display Name Do Not Include
	Do Not Include
Document Type O Tracking Set Select Document Type(s)	Customer Property Collateral



Relationship Role – Select the Relationship Role to be displayed in results (if applicable).

Relationship Role *	
Select Relationship Role to Include	÷
ATM	^
BENE	
CUST	
DBA	
DIR	
ENDR	
EVEC	•

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

Document Type	
Select Document Type(s)	-

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

Exception Type	
Select Exception Type(s)	*
Multiple Match Exception	
Past Due Exception	

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

Group By User	
None	~ \⊰
None	
Assigned User	
Related User	



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

User(s)	
× 🛓 Training User 🛛 × 🛓 Sheila Nolder	× 🔺
Aaron Stine	
🔹 Administers	Jun -
🔹 Administrators	Ŭ

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

Role(s)	
	<u>ـ</u>
Assigned User	D _
Unknown Users	Ē
АСТО	
LOFF	
OEMP	

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

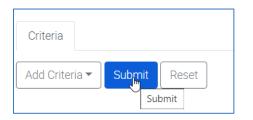
Criteria
Add Criteria 🕶 Submit Reset
Account Nymber
Account Type Add attribute to criteria
Major Type
Minor Type
Status

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

Attribute Criteria		
Type a value and press the Enter key to add it		
Account Number *		\mathbf{i}
	<u></u>	
Major Type *		
		
	Ш	
	<u>_</u>	-



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



Click **Reset** to clear the form.

Criteria		
Add Criteria 🕶	Submit	Reset
		Reset

Report Results:

Document Tracki	ng								
Criteria Results)								
Displaying 1000 Results									
Top 1000 Results	▼ Save Report ▼								
			Drag a column heade	er here to group its	column				
🛛 Excel Export	PDF Export							Q	Columns 👻
Account Title	7 Due Date ↑ ♡	Document Type 🛛 🖓	Status	Overdue	√ Grace	V	Found/Required	Note	∇
8989899 -	1/1/2024	001	Past Due Exception	156	0		0/1		
954311 -	1/3/2024	001	Past Due Exception	154	0		0/1		
3845415 -	1/3/2024	001	Past Due Exception	154	0		0/1		
7874654 -	1/3/2024	001	Past Due Exception	154	0		0/1		
8888888888 -	1/3/2024	001	Past Due Exception	154	0		0/1		
1234 -	1/4/2024	001	Past Due Exception	153	0		0/1		

Click <u>here</u> to see Options Available within the Search Results Grid.



Previous Year

Track Found

Criteria

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

Document Tracking				
Criteria				
Add Criteria - Submit Reset				
Report Type *	Date Range O Predefined O Custom			
Track Found 👻	Current Month	2/1/2024 - 2/29/2024		
Entity Type *	Include Related Entity Display Name		Relationship Role *	
Account × 👻	Customer	-	CUST	× •
Document Type Tracking Set				
Select Document Type(s)				

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

Date Range () Predefined () Custom		Date Range Predefined Custom
05/01/2021	m 09/30/2021	Current Month
		Current Month
		Last Month
		Last Quarter
		Last 7 Days
Entity Type – Select-	an Entity Type.	Last 30 Days
		Last 60 Days
		Last 90 Days
Entity Type *		Last 120 Days
		Last 360 Days
Select Entity Type(s)	▲	Current Year (YTD)

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

٠

եր

Entity Type * Account ×	Include Related Entity Display Name Do Not Include
	Do Not Include
Document Type Tracking Set Select Document Type(s)	Customer
	Property Collateral

Accounts

Account Holders



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

Relationship Role *	
CUST	× 🔺
ATM	A
BENE	
DBA	
DIR	
ENDR	
EXEC	
CDDN	-

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

● Document Type ○ Tracking Set	
Select Document Type(s)	•

Criteria
Add Criteria - Submit Reset
Account Nymber
Account Type Add attribute to criteria
Major Type
Minor Type
Status

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

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

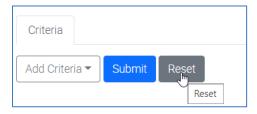
ttribute Criteria		
ype a value and press the Enter key to add it		
.ccount Number *		
fajor Type *		



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

Submit	Reset
Sul	bmit

Click **Reset** to clear the form.



Report Results

Document Tracking Criteria Results Displaying 4 Results								
Top 1000 Results								
Account Title	Due Date	1 7	Document Type	Status	7	Note	∇	
1000474291 - Overdraft Line of Credit	12/1/2023		Car Loan Clone	Found		·		
12 -	12/6/2023		almond	Found				
120823.135 -	12/8/2023		almond	Found				
130823.153 -	12/8/2023		almond	Found				

Click <u>here</u> to see Options Available within the Search Results Grid.



Track Pending

Criteria

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

Document Tracking					
Criteria					
Add Criteria - Submit Reset					
Report Type *		Date Range O Predefined 🔘 Custom			
Track Pending	-	Next 60 Days 🗸 🗸	6/5/2024 - 8/4/2024		
Entity Type *		Include Related Entity Display Name		Relationship Role *	
Account	× •	Þo Not Include	•	Select Relationship Role to Include	-
Document Type O Tracking Set					
Select Document Type(s)	~				
		11		D-Ir(r)	
Group By None	~	User(s) Select Related Users(s)	-	Role(s)	-
			*		

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

Next 60 Days 6/5/2024 - 8/4/2024 Current Month 08/04/2024 Next 7 Days 08/04/2024 Next 30 Days • Next 60 Days • Next 90 Days • Next 300 Days •	
Current Month Next 7 Days Next 30 Days Next 90 Days Next 120 Days	曲
Next 30 Days Next 60 Days Next 90 Days Next 120 Days	
Next 60 Days Next 90 Days Next 120 Days	
Next 00 Days Next 20 Days Next 120 Days	
Next 120 Days	
Next 360 Days	
Next Year	

Entity Type – Select-an-Entity Type.

Entity Type *		
Select Entity Type(s)		-
Accounts		*
Account Holders	Ę	



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

Entity Type *	Include Related Entity Display Name
Account × 🔻	Þo Not Include
	Do Not Include
Document Type Select Document Type(s)	Customer

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

Relationship Role *	
Select Relationship Role to Include	Ð
ATM	^
BENE	_
CUST	
DBA	
DIR	
ENDR	
_ EVEC	•

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

O Document Type 🔿 Tracking Set	
Select Document Type(s)	▼

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

Group By User	
None	~ 🖓
None	
Assigned User	
Related User	



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

lser	(s)				
×	🛔 Sheila Nolder	×	👛 Test	×	Ŧ

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

Role(s)		
		 سالہ
АСТО		Ó
LOFF		
OEMP		

Criteria
Add Criteria 🕶 Submit Reset
Account Nymber
Account Type Add attribute to criteria
Major Type
Minor Type
Status

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

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

Attribute Criteria Type a value and press the Enter key to add it	
Account Number *	Ē
Major Type *	
	⑪

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

Criteria		
Add Criteria 🕶	Submit	Reset
	Sul	omit



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

Report Results

Document Trackin Criteria Results Displaying 133 Results Top 1000 Results	-	-										2	Ŋ	
					Drag a column header	here to group its colum	n							
🛛 Excel Export	PDF Export											Q	Columns	•
Account Title 🛛	Due Date	↑ 7	Document Type	7	Status 🛛	Before Due	7	Grace	7	Found/Required	7	Note		∇
234324312 -	6/6/2024		001		Pending	1		0		0/1				
867530910 - Adjustabl	6/6/2024		001		Pending	1		0		0/1				
020224.315 -	6/6/2024		001		Pending	1		0		0/1				

Click here to see Options Available within the Search Results Grid.

Track Waived

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

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

Document Tracking			
Criteria			
Add Criteria - Submit Reset			
Report Type *	Date Range O Predefined 🔿 Custom		
Track Waived 👻	Current Month 🗸	2/1/2024 - 2/29/2024	
Entity Type *	Include Related Entity Display Name		Relationship Role *
Account × 🔻	Do Not Include	-	Select Relationship Role to Include
O Document Type O Tracking Set	Walved Type		
Select Document Type(s) 👻	Select Type(s)	Ŧ	

Entity Type – Select-an Entity Type.

Entity Type *	
Select Entity Type(s)	*
Accounts	•
Account Holders	ſm



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

Entity Type *		Include Related Entity Display Name	
Account	× •	Þo Not Include	Ð
		Do Not Include	
Document Type			
Select Document Type(s)	•	Customer	

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

Relationship Role *	
Select Relationship Role to Include	- E
ATM	^
BENE	
CUST	
DBA	
DIR	
ENDR	
	-

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

Criteria		
Add Criteria 🕶	Submit	Reset
	Sub	mit

Report Results

Document Trackin	g														
Criteria Results													ł	հղ	
Displaying 133 Results Top 1000 Results	Save	Report 🔻													
					Drag a co	lumn header l	nere to group its	s column							
🛛 Excel Export	PDF Export												Q	Columns	•
Account Title	Due Date	¢		V	Status	∇	Before Due	7	Grace	∇	Found/Required	∇	Note		7
234324312 -	6/6/2024		001		Pending		1		0		0/1				
867530910 - Adjustabl	6/6/2024		001		Pending		1		0		0/1				
020224.315 -	6/6/2024		001		Pending		1		0		0/1				

Click here to see Options Available within the Search Results Grid.



Document Storage

Displays documents stored within each Application in the system.

Document Storage	
Criteria	
Applications	
Select applications	-
Submit Reset	

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

Criteria	
pplications	
× Accounts	X
ABCApplications	
Application 1	

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



Report Results

Document Storage			
Criteria			
1 Details by Application			Filter
Application *	Document Count	Document Size (GB)	
Accounts	714	0.57	

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

Filter	
--------	--



Document Retention

Report displays documents eligible for deletion per a retention policy.

Document Retention	
Criteria Summary Results	
Retention Run Date *	
03/17/2022	
Applications *	Retention Policy
things × 🗸	Retain at most 1 day from Document Date x 💌
Document Types	On Administrative Hold
× Retain At Least A Day × 👻	Select optional on Admin Hold
Submit Reset	

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

17/	2022				
N	lar	¢ []	2022	\$	>
М	τυ	We	Th	Fr	Sa
28	1	2	3	4	5
7	8	9	10	11	12
14	15	16	侃	18	19
21	22	23	C 1	25	26
28	29	30	31		2
4	5	6	7	8	9

Applications – Select an Application from the dropdown menu.

Applications *	
Compliance	× 1
Celebrants	
Customers	
Deposits	

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

Retention Policy	
Retain at least 5 years and at most 13 months from Expirat n Date	×
Retain at least 2 years and at most 25 months from Close Date	
Retain at least 2 years and at most 25 months from Submit Date	
Select optional on Admin Hold	



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

Document Types	
Select Document Type(s)	A
VENDOR CONTRACTS	ſŀm

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

On Administrative Hold	
Select optional on Admin Hold	
Yes	
No	

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



Report Results

Criteria Summary Results										
Click a summary r	ow to open a deta	iled view of the selec	ted Document Type			×				
1 Document Type					Filter	X				
Document Type	Total Documents	Documents on Hold	Documents to be Deleted	Retention Policy	Application(s)					
VENDOR CONTRACTS	1	1	0	Retain at least 5 years and at most 13 months from Expiration Date	Compliance					



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

Criteria Summary Results Detail Results				
1 Document Type		Top 1000 Res	ults 🔻 Filte	r
Document Title	Document Type	Eligible to Delete Date ^	Days until Delete	On Administrative Hold
Vendor Name VENDOR CONTRACTS 2014/10/01-2017/10/01	VENDOR CONTRACTS	10/1/2022	191	true

Top 1000 Results Ъ Top 1000 Results Choose the number of Top Activities to display. • Top 10000 Results Use the Filter to narrow results displayed. Filter. Export the list of results to Excel. ٠ Export to Eligible to Delete Date * Sort results by Eligible to Delete date. • 3/16/2022 1001451 - Fixed Rate First Mortgage Click the Title to view the item's details (opens in new • tab).

Saved Reports

Within **Workflow** and **Tracking** reports is the option to **save the report results** within the menu.

Click "**Save Report**" from the results tab, define the Report Name and any optional security for the report and click "**Save**." Security can be set for the user to **View** the report only, or **Manage** the report, allowing them to change the criteria and results options.



Saved Report [Add Security × × × Saved Report Name * Add user/group Thotas Demo Saved Security Add User/Group O Users / Groups Type Name * View Manage Security Filter Saved Report I Add Security × × × Saved Report I Add User/Group Cancel Save Filter Saved Report I Add Security × × × Saved Report Name * Add User/Group Saved Report I Add Security × × × Saved Report Name * Add User/Group Saved Report I Add Security × × × Saved Report Name * Add User/Group Saved Report Name * Saved Namage Saved Na	Save Re + Add 2 Upda DF Export	ł	Saved Report Definition Saved Report Name * Tricla's Demo Saved Report Security Add User/Group O Users / Groups Delete				Filter	×	
Tricia's Demo Saved Security Add User/Group Users / Groups Filter	Saved Report [Add Security		×	×	View	Manage	-	Sta
Add User/Group O Users / Groups Filter	Tricia's Demo Saved		🗌 Manage	•			Cancel	ave	
			Cance	Add					
e Type Name* View Manage	0 Users / Groups			Filter					
	С Туре	Name *	View	Manage	SI				
Cancel Save	2			Cancel	Save				

🤹 identifi						
≡		Wo	rk Item Saved Reports			
🛢 Data	>] Delete			
📋 Documents	>					
◀ Tracking	>	12 Saved Reports				
🥒 Desktop eSign	>					
≁ Online eSign >			Saved Report Name			
🕂 Workflow	~		Active Work Items - Grouped by Assigr			
늘 Browse			Check PT-11830-1			
🖴 Inbox			Invoice Total by Invoice Amount			
Reporting	~		New Report			
Completed Steps			Saved for Duane			
Work Items						
Saved Reports			Saved Work Items - Billy			

identifi		
=		Document Tracking Saved Reports
🛢 Data	>	Delete
📋 Documents	>	
Tracking	>	11 Saved Reports
🧪 Desktop eSign	>	-
≁ Online eSign	>	Saved Report Name
👬 Workflow	>	a11
Reporting	~	□ a22
Activity	>	□ Alan
Document Tracking		Found Report 06-05-24
Document Storage		□ saved
Document Retention		
Saved Reports		testing 1
In Applytics		Track Exception 06-05-24



Within the Saved Reports menu, a user can view all saved reports to which they have permission. Choose the filter Report Type from a drop down:

Work Item Saved Reports					
Delete					
10 Saved Reports				Worksitem	
Saved Report Name *	Created By	Your Role	Created Date	Work Item	Settings
Active Work Items - Grouped by Assigned User	Tricia Lolkus	Owner	5/7/2024	Completed Steps	ď
Check PT-11830-1	Linh Tran	Admin	4/8/2024	4/22/2024 11:22 PM	ď



The saved report criteria can be edited and updated (pending permission).

The report settings can also be edited (pending permission) to redefine the Report Name or Security assigned.

	Saved Report Definition	×
Edit Settings	Saved Report Name * Work Items Report 06-05-24 Security Add User/Group Delete	
	1 User / Group Type Name* Shella Nolder (snolder)	Vork Item Saved Reports Delete Delete Saved Report Saved Report Saved Report Name Work Items Report 06-05-24

The report can be deleted from the Saved Report list (pending permission).

Wo	rk Item Saved Reports						
Ĺ	Delete Saved Report						
1 S	aved Report				Work Item 👻	06-05	
	Saved Report Name *	Created By	Your Role	Created Date	Last Modified D	ate	Settings
	Work Items Report 06-05-24	Sheila Nolder	Owner	6/5/2024	6/5/2024 4:19 F	M	ľ



Custom Reports

(Note: available on Installations with legacy Izenda custom reports.)

Pending permissions, Users can view custom reports under the **Custom Reports** menu option.

identifi				<u>.</u> -
≡		Custom Reports		
🛢 Data	>	4 Custom Reports	cq	
📋 Documents	>	Custom Report Name *	Secured	Settings
Tracking	>	Active Companies	✓	ľ
🥟 Desktop eSign	>	Closed Project by Company	~	Z
≁ Online eSign	>	Company List	~	B
Reporting	~	Project By Companies With Notes	~	ľ
Activity	>			
Document Tracking				
Document Storage				
Document Retention				
Saved Reports				
Custom Reports				

When the user selects the specific report from the report list, the system launches their Power BI workspace and displays that report directly in Identifi.

View Custom	Report	
	ACTIVE	COMPANIES
	Search	Q X
	Total Rows Display	ing - 202

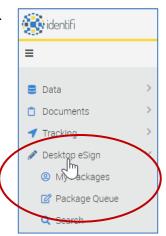


Desktop eSign

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

Signing Documents

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



Once Desktop eSign has launched:

Select Form Set						
Formsets The formset could not automatically be determined. Select the set of forms to use when recognizing the pages in the document package.						
	Form Group:					
	Demo		•			
	Form Set:					
	Deposits		•			
Z	Set the Signer Coun	t for each Signer Ty Signer Count	ype.			
	Authorized Signer	0				
	Bank Employee	0				
	Signer	0				
			OK Cancel			

- 1. Select the correct **Form Group** and **Form Set** (often there will be only one of each, so users will not need to make a selection).
- 2. Enter the number of "signers" in each category and click **OK**. The documents will be loaded and ready for review and signing.

Note: If the installation has been enabled to use both Desktop eSign and Online eSign to execute packages, the prompt will display two columns to define the number of signers for each type of signature (Figure 1).

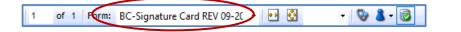
A second dialog box will open to complete the fields needed for the Online eSign Package (Figure 2).

Select Form Set		Remote Signers		
identifi				<u>*</u> -
=		Custom Reports		
🛢 Data	>	4 Custom Reports	cd	
📋 Documents	>	Custom Report Name *	Secured	Setting
Tracking	>	Active Companies	✓	ľ
n Desktop eSign	>	Closed Project by Company	✓	B
≁ Online eSign	>	Company List	×	ľ
Reporting	~	Project By Companies With Notes	×	Ø
Activity	>			
Document Tracking				
Document Storage				
Document Retention				
Saved Reports				
Custom Reports				



Pages to View

Note: Once the package has launched, check the bottom menu to ensure that the forms have been recognized. If not, do not continue with the Desktop eSign process. Use the Print button to print out the document for wet signing (see <u>Printing Package Documents</u>), and take note of the form's name to let your administrator know of the issue.



Document Signing Menu



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

green.		
Add Signature - Signer (Pages to View	
Accept Skip Erase	Cancel	Tablet
Signer (1) please sign t The signature will be sh		

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

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

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





• Signing areas appear Red until signed or skipped.



- If the customer wishes to re-do their signature, select **Erase.**
- Signing the box and clicking **Accept** will cause the signing area to appear Green

x Sigher (Doe

,	Add Sig	gnature -	Signer (1)		
	2	R	8		
2	SKIP	Erase	Cancel	Tablet	
	-		e sign the document using the signature pad. will be shown in the space below.		
			John Due		
	Accept				

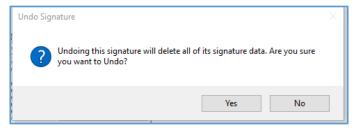
 Using Skip causes the signature area to appear Yellow.

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

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

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





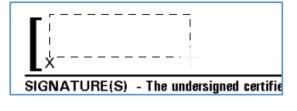
Free Form

Free Form

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

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

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





SIGNATURE(S) - The undersigned certifies the accuracy of the information helphe



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

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

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

	ldd Signature	
	Skip Erase Cancel	Tablet
<	Please sign the document using the signature pad. The signature will be shown in the space below. Show date stamp	
	🖉 Accept	



CompletingDocuments

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

If additional remote signers have been configured for the package (See <u>Note</u> under Signing Documents), clicking **Complete** will prompt to open the Workflow Item to continue configuring the package for remote signatures.

×

• Select **"Open"** to open the Workflow Item and continue to the Online eSign Designer.

• Select **"Close"** to close the package. It will be available in the Workflow Inbox, the Online eSign Inbox and can be found using Desktop eSign Package Search.

Placing Document Packages On Hold



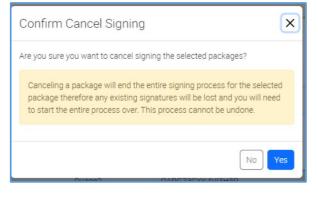
eSigned documents can be placed On Hold to be completed at a later time or from another location.

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

Canceling a Package

To cancel signing the Package, click the red "X" at the top right of the page. A prompt will present to Confirm Cancel Signing. Click **Yes.**







Retrieving On Hold Packages

On Hold packages, as well as those awaiting Online eSign signatures, may be retrieved from My Packages or eSign Search in the left menu.

My Packages

In *My Packages*, users will find any packages that they have placed On Hold themselves or that are awaiting remote signature in Online eSign.

identifi				<u>*</u> *
≡		Search Packages (?		
🛢 Data	>	KWYK Search Q snolder - X On Hold, Waiting X		
📋 Documents	>		On Hold, Waiting 👻 🗙	
Tracking	>	S Cancel Signing		
🧪 Desktop eSign	~			
My Packages My		0 Packages	- Status Filter	
🕜 Package Queue		Image: Description Status Form Set Receipt Number	On Hold 🗙 age Date 🗸	
Q Search				
			Waiting For 🗙	
			Remote	
			Signatures	

Desktop eSign Search

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

- Account number or tax ID
- User ID for the user who created the package (or who last placed it On Hold)
- The unique Receipt Number assigned to the package
- Storage Date
- On Hold status
- Waiting for Remote Signatures status

=		Search Packages	
🛢 Data	>	on hold	Q
📋 Documents	>		
1 Tracking	>	Status	
💉 Desktop eSign	~	On Hold	
My Packages		Search Packages	5
📝 Package Queue			
Q Search		Waiting	Q
		Status	
		Waiting For Remote	Signatures

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



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

Title	Status		Form Set	Receipt Number	Stored B	y Storage Date 🗸
Untitled	Waiting For Remote	Signatures	Duane2	BAFG7DRAYSTN4HQP	tlolkus3	6/15/2023 2:26 Pt - Open OLE Package
Title	Status	Form Set	Receipt Number		Stored By	Storage Date -
Untitled	On Hold	Duane2	RAGGPFUV6348XI	-IVD	tlolkus	6/8/2023 1:42 PM

Printing Package Documents

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



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

Retrieval of Signed Document Images

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

Sm	art Folders (?
	Delete Subscribe X Unsubscribe
4 Ite	ms
	Display Name *
	Display Name
	Desktop eSign Unindexed

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

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

Search Documents: (Desktop eSign Unindexed) (Public) (?)									
	KWYK Search	Q	eSign -	×	Y - 3	×			

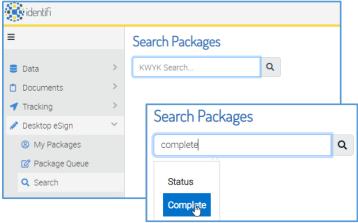


Review of Completed eSign Packages

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

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

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



Click on the package Title to open the **Package Detail**.

Sea	rch Packages					
KW	YK Search Q snolder -	× 334774280000	00 × Com	olete - 🗙 9/5/2018 - 🗙		
6	Cancel Signing					
2 Pa	ickages					Filter
	Title *	Status	Form Set	Receipt Number	Stored By	Storage Date
	334774280000000100 2018/09/05	Complete	Deposits	9EQWP2PPUFUYXTDR	snolder	9/5/2018 7:18 AM
	334774280000000100 2018/09/05	Complete	Deposits	PECW9EVMSCYQWTDR	snolder	9/5/2018 8:43 AM



The Package Detail will open in a new tab.

🤹 identifi		Pa	ackage Detail 🔺
General Attributes 3	Activity 12	Documents 🕢	

• General Tab Basic details of the Package

Gen	eral	Attributes	3 Activity 12	Documents 4
	Title		98454756 2009/10/	/07
Form Se		n Set	Loans Harland Lase	rPro
	<u> </u>		Iseeney	
			11/30/2017 at 12:5	1PM
			V6NWDPWECABW3	BKAC
	Stat	us	Complete	
	Clier	nt ID	4	

• Attributes Tab

The Attributes associated with the form.

e
54756
/2009 4:00:00 AM

• Activity Tab

The details of the actions taken on the Package from beginning to completion.

🛞 identifi		Package Detail 🛎 *
General Attributes (3) Activity (10) Documents (1)		
		Filter
Activity Date -	Activity Type	User
6/10/2021 2:26 PM	View	snolder
6/10/2021 2:26 PM	View	snolder
7/12/2019 11:15 AM	View	fadams
9/5/2018 7:19 AM	Completed Package	snolder
9/5/2018 7:19 AM	Update	snolder
9/5/2018 7:19 AM	Ready For Completion	snolder

Documents Tab

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

🔆 identifi			Package Detail 🔺
General Attributes 3 Activity 10 Documents 4			
			Filter
Title *	Document Type	Page Count	Signatures Completed
98457594 CONSUMER ACCOUNT SERVICE APPLICATION 2018/12/11	CONSUMER ACCOUNT SERVICE APPLICATION	1	2
98457594 NIGHT DEPOSITORY AGREEMENT 2018/12/11	NIGHT DEPOSITORY AGREEMENT	2	6
98457594 SIGNATURE CARD 2018/12/11	SIGNATURE CARD	2	4
98457594 TRUTH IN SAVINGS DISCLOSURE 2018/12/11	TRUTH IN SAVINGS DISCLOSURE	2	0



Online eSign

The Inbox

♣ Online eSign ∨	The Inbox is where the User creates and manages Packages.
Q Search	

Sheila's (Sheila's Online eSign Inbox 🕜							
New P	Package Archive							
1 Item							Filter	
	Name 🕈	Recipients	Status	Profile	Create Date	Last Updated	Expiration Date	
3994	Test Lockout	Test User	Sent	A Multi App	2/27/2024 2:17 PM	2/27/2024 2:18 PM		

- ✓ **Sort** the results by clicking the heading of any column.
- ✓ **Filter** results using the *Filter* box.
- ✓ **Export** the results to Excel using by clicking

Sheila's Online eSign Inbox 🔞									
New Pa	Rew Package								
1 Item							Filter		
	Name 🗖	Recipients	Status	Profile	Create Date	Last Updated	Expiration Date		
3994	Test Lockout	Test User	Sent	A Multi App	2/27/2024 2:17 PM	2/27/2024 2:18 PM			

×

Last Updated



✓ Archive packages with the status of *Completed* or *Declined* by clicking the box on the left

and selecting in the upper menu. Archived packages will no longer show in the Inbox, but the documents associated with them can be retrieved through Documents Search and the Package details can be reviewed through <u>Online eSign Search</u>

Sheila's Online eSign Inbox 🕜										
🔀 New Package 🗧 Archive										
4 Items			Archive Packages	×	r					
C	ID	Name 📤	Recipients	Status	Are you sure you want to archive the selected packages? They will still be	,	n Date			
C	2623	Account Documents	Mary Snow	Signed Ir	e searchable, but will no longer appear in your Inbox.					
C	2625	Account Documents	Cindy Rella	Completed	Cancel	ive				

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

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

Online eSign Search Results					
Reassign					
1 P	ackage				
	ID 📤	Name			
	2625	Account Documents			

Online eSign Package Identifi Archive	ed				
Cancel				C Restore	Evidence
Package Settings					
Profile *					
Accounts	~				
Name *		Description			
Account Documents					



Package Inbox Statuses

- Draft: Packages that have been created but not Sent to Sign. Opening the Package Details allows the user to make changes to Documents and Recipients, as well as open the documents in the Designer to add/modify Signature fields.
- Sent: Packages that have been Sent to Sign, but not all Recipients have signed. Opening the Package Details allows the user to see who has signed and to send Reminders to those that have not. See <u>Managing In Process Transactions</u> for more information.
- Declined: This status is reflected when a Recipient declines electronically signing the document. The package will remain in the User's Inbox until archived.
- Ready for Completion: Packages that were set to Review before completion or included Attachments.
- Signed (Index Documents): Packages that have been Signed, any Attachments approved and, if necessary, Reviewed for Completion. Clicking Index Documents opens the Package in Batch Indexing. For details on the Indexing process, see <u>Batches</u>.
- Expired: Packages that have not been signed by the set Expiration. Opening the Package Details allows the user to adjust the Expiration and then resend the documents.

Opening Package Details allows the user to download the signed documents and attachments for review. For more details see <u>Ready For Completion Packages</u>

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



Creating a New Package

Sheila's Online eSign Inbox (ව						
New Package						
7 Ite	ms					
	ID	Name				
	36	W-9 Layout Package				

Create New Packages from the Inbox.

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

Package Settings

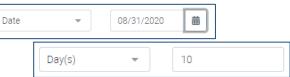
Online eSign Package 🔤							
Cancel				Archive	🛓 Download	Save	Next »
Package Settings							
Profile *	_						
Accounts × •	· _	~					
Name *	Description	ß					
Account Documents							
Message for all recipients							
Expiration					h		
Date	Expiration Date		曲				
Review before completion							

Fields marked with an * asterisk are required.

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



- **Review before completion:** With this box checked, the Package will return to the Inbox, after all Recipients have signed, with a status of "Ready for Completion". The documents and Attachments can then be reviewed by the Sender.
- **Expiration:** (optional) With an expiration in place, the link to sign the documents will only remain active for that period.
 - A specific date can be chosen, or
 - A specific number of days can be set



Documents

Documents			+Add " to open Windows Explorer and choose one documents to be sent for signing.	or
Open		the	OTE: For best results, documents should not be greater than s nough the limit is 16 MB. If multiple large documents must be ne same package, add them here one at a time, do not multi-se	sent from
$\leftarrow \rightarrow \checkmark \uparrow$ Organize \checkmark	Sector > IDENTIFI TRAINER DOCUMEN	rs → Sampli	Documents Recommended file size for optimal performance is less than 5MB	.pdf
This Pi	Name	Date modifie		
3D O	 w9form.pdf JackDemoPersonal financial statement1 	1/22/2016 10 10/6/2009 11		
Docu Dow	A addresschange.pdf	1/22/2016 10:25 AM	M Adobe Acrobat D 153 KB	
♪ Musi v	File name: addresschange.pdf" "w9form.pr	En	→ Adobe Acrobat Document (*,pr → Open Cancel	

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

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

Documents	CERTIFI	CATE OF GOOD STANDI		
+ Add		CERTIFI	CATION REGARDING IN	
	CHANG	E OF ADDRESS		
addresschange	.pdf	CHANGE OF ADDRESS ×		
			Application Type *	
			Customers	
			Deposits	

- If the Document Type is in more than one Application, choose the Application.
- Repeat until all documents have been added to the Package.
- The eSign Disclosure is included in every Package automatically, so it does not need to be added here.



Recipients

Click +Add to add the Signer(s).

Recipients			
Add Inforce Signing Order			
	=	Û	J
Sally	Enduser	identifitraining@gmail.com	
Title	Company		

- Enter the First and Last Names and Email Address of the Signers. Optionally, enter Title and Company details.
- Recipients that have previously been sent Packages to sign will be "remembered" and be added with a single click.

	=	
New	Last Name *	Email *
New Person (fadams@identifi.net) <i>Big, Cheese</i>	Company	
Big, Cheese		

- Reviewer Recipients: A Recipient added here that does not need to sign the document will receive the package as a "Reviewer". Follow all steps for adding them as a Recipient, but do not create a Signature area for them on the document.
- Select the Authentication method, if overriding the default (see here for details)

uthentication		· ·
⊖Email ⊖SMS ●Q&A	Note: Some Profiles may not allow a user to override the default Authentication method.	
What is your favorite color?		۲
Question 2	Answer 2	۲

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

Conference Similar Ord	Reorder Recipients by clicking 💷 and dragging the symbol up or	
		Enforce Signing Order



Attachments:

+ Attachment Add Attachment Allow Recipients to add documents to the package.

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

Attachments 1	NOTE : File Types permitted for Attachments include PDF, DOC, DOCX, RTF, ODT, JPG, JPEG,	BYLAWS
+ Attachment	PNG, BMP, TXT, TIFF, TIF, GIF, XLS, XLSX	CERTIFICATE OF AUTHORITY TO TRANSACT BU
- Attaciment		CERTIFICATE OF EXISTENCE
		CERTIFICATE OF FORMATION
Attachment 1	Required for Indexing	Document Type *
Required		2

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

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

La Download	B Save	Next »

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

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

Configuring Documents for Signing

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





Adding Signature Areas

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

RECIPIENTS TYPE OF CHARGES AUTHORIZED AMOUNT DATE OF CHARGE AUTHORIZED AMOUNT DATE OF CHARGE AUTHORIZATION OF CARD USE ACcept Only	DOCUMENTS
Mary Lamb > DATE OF CHARGE AUTHORIZATION OF CARD USE	✓ [™] _O Electronic Dis
Accept Only	✓ C Electronic Dis
Accent Only	
Acceptionity	
l certify that I am the authorized holder and signer of the credit card reference	above. I certify SideoUi and a construction of the construction of
IELDS that all information above is complete and accurate.	
- I hereby authorize collection of payment for all charges as indicated above. Cha	and the second sec
Signature exceed the amount listed above in the "AUTHORIZED AMOUNT" field. I understand this	
to this amount during the time period of "DATES OF CHARGES" referenced above. If ad	
L Signer Initials charges are going to be authorized a new form will have to be completed.	V DebitCardApp
3 Signing Date	
CARDHOLDER NAME	
Signer Name Gould and Mary Lamb Date	

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

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

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

Click on the edit pencil within the signature area

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

Γ	Signature Type	
	Click-to-Sign	•
	Click-to-Sign	
	Capture signature	
	Click-to-Initral	



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

ents TRELATION	FIELD SETTINGS qHGnQ81yCrl2		•••		Duplicate	~ *	Layout	
TYPE OF C		2				x		Y
AUTHORIZ	ED AMOUNT	Y	[2	37	909
DATE OF C	CHARGE	\vee					idth	Height
AUTHORIZ	ZATION OF CARD USE						45	54
x I cert	tify that I am the authorized	-	the credit card	reference ab	oove. I certify	~	Field Form	matting
	4	holder and signer of	the credit card	reference ab	ove. I certify			matting
that all in	tify that I am the authorized	e and accurate.				Fo	Field Forr	
that all is	tify that I am the authorized	e and accurate. ayment for all charge	s as indicated : NT* field. I unde	above. Charge	es may not only for up	Fo	Field For	
that all in that all in exceed to to this a	tify that I am the authorized information above is complet reby authorize collection of p the amount listed above in ti	e and accurate. ayment for all charge e "AUTHORIZED AMOU d of "DATES OF CHARGE	s as indicated : NT* field. unde S* referenced :	above. Charge erstand this is above. If addit	es may not only for up	Fc	Field Forn nt Size nherit from Click-to-Sign	n parent 👻
that all in that all in exceed to to this a	tify that I am the authorized information above is complet reby authorize collection of p the amount listed above in ti mount during the time perior	e and accurate. ayment for all charge e "AUTHORIZED AMOU d of "DATES OF CHARGE	s as indicated : NT* field. unde S* referenced :	above. Charge erstand this is above. If addit	es may not only for up	Fc II	Field Forn nt Size nherit from	n parent 🔹
that all in that all in the exceed to to this au charges a	tify that I am the authorized information above is complet reby authorize collection of p the amount listed above in ti mount during the time perio are going to be authorized a	e and accurate. ayment for all charge e "AUTHORIZED AMOU d of "DATES OF CHARGE	s as indicated : NT* field. unde S* referenced :	above. Charge erstand this is above. If addit	es may not only for up		Field Forn nt Size nherit from Click-to-Sign Click-to-Sign	n parent 👻

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



Creating and Using Layouts

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

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

Signature	To begin, apply signature boxes to their respective locations on the document.
ML Signer Initials	Once signatures and/or initials have been added, additional fields can be applied,
17 Signing Date	such as text fields, radio buttons, and check boxes.
Signer Name	Once all fields have been created, click the Save Layout icon
a≡ Signer Title	
្រាំ Signer Company	
Text Field	Save Layout
Checkbox	
O Radio	

Customer Docu	ments 1 Draft		
RECIPIENTS	MAILING ADDRESS:	EET CITY STATE ZIP	- DOCUMENTS
Mary Lamb >	Home Phone:	BUSINESS PHONE:	Electronic Dis
Accept Only	CELLULAR PHONE:	EMAIL ADDRESS:	🛞 identifi 🥵 👷 🕺 👘
FIELDS	Do you have a Debit Card? (R Click-to-Sign	Watch and a constraint of the second se
Signature	CUSTOMER SIGNATURE:	Many Lamb	1
ML Signer Initials	Received By:	Changed By:	addresschange
		Save Current Document Layout	
		_{Name} * addresschange	
	Share layout" button to s ner users on the account.		
1 - Contract - Contrac		Share layout	



Apply Layout

Applying Layouts

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

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

how shared layouts	
elect a layout *	
addresschange	x ~

Đ

Removing Layouts

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

Keyboard Shortcuts

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

Keybo	oard shortcuts list.	Opens a dialog box - Click Ctrl + / to open the box anytime
STATE	ZIP	FIELD SETTINGS
		FSvTIZCMOVAV

eyboard shortcuts	
Navigate	
Open keyboard shortcuts	Ctrl /
Go to the Recipients and Fields panel	Ctrl Shift F7
Go to the Document	Ctrl Shift F8
Go to the Documents and Fields Settings panel	Ctrl Shift F9
Fields actions	
Select multiple fields	Shift Click
Copy field	Ctrl C
Paste field	Ctrl V



Using Two Factor Authentication

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

These settings are located beneath the name of the Recipient.

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

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

SMS

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

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

Authentication				
	O Email ● SMS O Q&A			
	💶 +1 逝	201-555-0123		
_	Search Count	ry		
A	United St	ates +1		
	Afahanistan (افغانستان) +93			

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

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

Authentication		
● Email O SMS O Q&A		
🗆 КВА	\searrow	

Please enter the SMS passcode that Identifi Development sent to your cell phone in order to securely access your package 'Authentication'.

esl.generic.sms_passcode

Login

Authentic	ation		
O Ema	iil ● SMS ○ Q&A	\searrow	
+1	• 201-555-0123		



Q&A

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

Please answer the security question(s) below.		
Birthdate		
09/18/1970		
Last 4 digits of SS		
Login		

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

Authentication		~
O Email O SMS ● Q&A		
What is your birth date?	What are the last four digits of your Social Security number	0
9/18/1970	1234	0

KBA

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

1. Under the "Authentication" section of the form, Place a checkmark in the box next to **KBA**.



2. Enter the required identifying information for the signer.

Authentication			*
● Email O SMS O Q&A			
KBA			
First Name *	Last Name *	SSN*	DOB
House Num Street Name *	Apt Number City *	State (abbreviation) *	Zip *



- 3. What the Recipient can expect:
 - 3-4 questions will be presented.
 - Not all questions must be answered correctly, however a passing 'score' is required. Lexis Nexis considers things like the validity of the SSN, status of the credit report and fraudulent activity in its assessment.
 - Multiple attempts are permitted, but there some timeframe requirements:

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

• If customer fails the KBA authentication, it will be displayed within the package details.

KBA	Failed	
Tricia	J	

- In addition, an email will be sent to the Sender indicating that the authentication failed. Failure email includes the reason for the failure:
 - > "Recipient failed authentication."
 - "Recipient not found. The recipient was not found in the KBA provider database."
 - "Thin file. The KBA provider does not have enough information on the recipient to generate questions."

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

Recipients		
+ Add		
Pending	=	Û

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

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



Managing In Process Packages

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

nline eSign Package [sent]	
Cancel	🖺 Archive 🛛 🖾 Remind 🖉 Ldit
Package Settings	
Profile * Accounts	
Name * Description	
Account Documents	
🖺 Archive 🛛 🕿 Remind 🛃 Download 📝 Edit	
✓ Archive sends the package to Archive. The package	Confirm
will be removed from the User's Inbox and will no longer be available to Recipients for signing. The	Are you sure you want to archive this package? It will still be searchable, but will no longer appear in your Inbox.
package is still searchable within Online eSign Search.	No Yes
	Confirm
 Remind: Resends original email to all Recipients that have not yet signed their documents. 	A reminder email will be sent to those recipients that have not yet completed
	their assigned documents. Do you want to continue?
	No Yes
 Download – Downloads the documents into a Zip folder. 	🔋 onlineEsignPackagzip 🔺
✓ Edit: Reopens the documents in the Designer. This action requires that the entire Package be resent to all	Confirm
Recipients.	Do you want to edit this transaction? Editing an in progress transaction will make it unavailable until it is resent. Any progress already saved can be
	resumed when the transaction is resent.
	No Yes



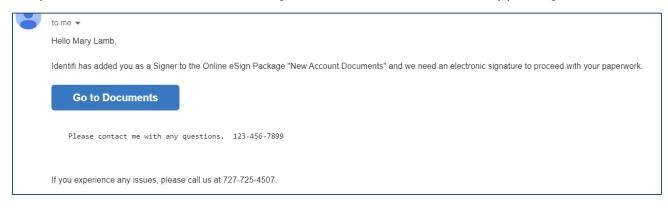
Complete Mary Title Resend	Wright Company	When a Recipient has completed their assigned fields in a Package, the package details will indicate " <i>Complete</i> " above the contact details of the signer.
Authentication		Unsigned: Package details will indicate a status of " <i>Pending</i> " above the contact details of the signer
Sally Title Resend Authentication Email Attachments Mary Title	Enduser Company Lamb Company	If a Recipient fails to answer the authentication prompts correctly, a blue lock will appear next to their contact details. They will not be able to complete signing until they have been 'unlocked'. Click the blue lock and then Yes to confirm. The Recipient will receive an email.
If KBA authentication fails, it can also be unlocked, and the sta will change to "Not Yet Attempted."		Confirm x The Signer will be unlocked. Do you want to continue? No You KBA KBA Locked Unlock Signer Pending Jennifer Title Resend

Resend signing invitation



Document Signing

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



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

More Actions 🗸

Q 100% Q	More Actions 🗸
Read & accept this document	
identifi	More <u>Actions</u> ✓ Decline To Sign

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

I have read and agree to the terms of the eSign Disclosure Document.
--

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

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



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

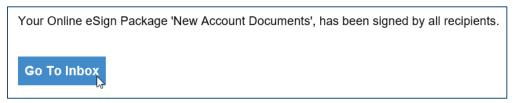
	CARDHOLDER NAME	Signed by	•			
	SIGNATURE	Mary Lamb	Ģ	DATE	1/29/15	
						Page 1 of 1
Pleas	e confirm to complete sigr	ning			Conf	irm

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

	🔋 package.zip	^
Signing complete! You may now view or download your signed documents. We have everything we need at this stage and you may close this window.	Download Documents	
	Continue	

Clicking "Continue" will finalize the signing process.

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





Ready For Completion Packages

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

Sh	eila's	Online eSign Inbox (🤊						
	🖍 New I	Package Delete Archive						
51	tems						Filter	X
	ID	Name A	Recipients	Status	Profile	Last Updated	Expiration Date	Provider
	246	Customer Documents	Mary Lamb	Ready For Completion	Customer Documents	12/15/2022 3:37 PM		Cloud

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

Online eSign Package Ready For Completion	
Cancel	Complete Download Complete
Package Settings	
Profile *	
Customer Documents 🔹	
Name *	Description
Customer Documents	
If changes are needed alight	

 If changes are needed, click *Edit* in the upper menu to re-open the documents as a Draft.
 A confirmation dialog box will open. Confirm × Do you want to edit this transaction? Editing an in progress transaction will make it unavailable until it is resent. Any progress already saved can be resumed when the transaction is resent.

Clicking "Next" will open the Package Designer.

Make necessary edits and click Send to Sign.

🤯 identifi					Package	e Designer 🛛 🐥 🎽
K Back						Send to Sign 🚀
Certificate of Depo	Dsit Draft					Êo Êo
RECIPIENTS	Date Opened: 04/01/2016 Term: 12 Months Certificate of Deposit	Tax ID: 787054294 AccountNumber: 060983	€ Q 1	Clear All	DOCUMENTS	×
Mary Lamb	Dollar Amount of Deposit \$ 1 000.00 This Time Deposit is Issued to:	Number One I	Bank		C Electronic Disclos	
Accept Only	Kristen Devino 98 Ridge St. Winstead, CT 06098 Net Nassiskle – Additional tarma an balan:	Street Our City, Here 1			and the statement of	In the same the same that is the same th



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

lecipients		
+ Add Save & Notify		
Complete		
Sally	User	fadams@identifi.net
Title	Company	
Resend		
Authentication		
⊛ Email ○ SMS ○ Q&A		
Attachments 💶		
+ Attachment		
Complete 🛓		
Request	Description	Equipment Request 👻
Required		
Reject Attachment	Rejection Comment for Email (optional)	

Click the download icon

1. Open the pdf to review the document.

submit a new document.

2. If the document is not correct, check the box to *Reject Attachment*

	Open Open with system viewer Always open with system viewer
	Show in folder
	Cancel
🔁 Equipment Requespdf	×.





3.	When the correct document is attached, simply select
	Complete in the upper menu.

The Package will now be *Signed* and ready to be Indexed.

Then, optionally, enter a Rejection Comment and click Save & Notify

next to the Recipient's details. They will have an opportunity to



Signed Ready to Index

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

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

Clicking *Index Documents* will open the Package in the Indexing Interface. For details on the indexing process, see <u>Batches</u>

Once indexing is complete, the document images are retrievable through Documents Search and the Package will appear in the Inbox with a *Completed* status.

Completed Packages

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

New Package						
7 Ite	ms		, , , , , , , , , , , , , , , , , , ,			
	ID	Name	Recipients			
	21	Video	Joe Schmoe			

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

Reviewing Completed Packages

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

Online eSign Package Completed	
Cancel	Consent Evidence

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



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

Documents				
+ Add				
Certificate of Deposit	.pdf	CERTIFICATE OF DEPOSIT	*	View Delete View Document

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

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

8	videntifi [Document D	letail: 006240	859 Smith, Rob	ert E PARTNERSH	IP RESOLUTION OF	- AUTHORI	TY 🔺 -
	A Automatic Zoom Automatic Zoom Matt You Need to Know About Overdrafts and Overdraft Fee Language that is preceded by a box below is included only if the box is checked or marked with an "X". An over, Language that is preceded by a box below is included only if the box is checked or marked with an "X". An over, We can cover your overtrafts as follows: We have <u>standard overfraft practices</u> that come with your account. We also offer one or more <u>overfraft protection plans</u> which may be less expensive than our standard overfraft practices, such as the following (be lear more, as us about these plans):		Index Not Upload Re 1 Version 1		Place On Hold C Permissi Stored 10/5/2021	OLE Package ID	Filter	•
	A line of credit A link to another account This notice explains our <u>standard overdraft practices</u> .			Tadarris	10/0/2021			

Note: A document that has been signed using both Desktop eSign signatures and Online eSign signatures will display two versions of the document in the Info Panel: the first for the Desktop eSign signature and the second for both Desktop eSign and Online eSign signatures.

Index Notes	s Related Info			
Upload	can File Info Place O	n Hold		
2 Versions				Filter
Version	Created By	Stored	OLE Package ID	
2	snolder	8/18/2023	<u>108</u> 🗹 🗎	¥
1	snolder	8/18/2023	<u>108</u>	¥



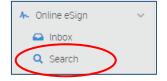
Retrieval of Signed Documents

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

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

Index No	otes Related Info			
Upload	Rescan File Info	Place On Hold	sions	
1 Version				Fil
Version	Created By	Stored	OLE Package ID *	
	fadams	10/5/2021	5 <u>5</u> 🗹 🗎	

Online eSign Search



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

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

Online eSign Package Search ③		
Date Range 🧿 Predefined i Custom	Date to Search on:	
Current Month	Last Package Activity Date 🗸 🗸	
Dates based on Last Package Activity Date.		
Profiles	Statuses	Users
Compliance Customers Deposits Deposits - Multi App HR	Batch Creation Error	Abby Ross Axel Von Greiff Chad Sheridan Don Adams Duane Ryder Ed Murray Eddie Flowers Frank Marcanio integraDemoT admin Jeff Meyer
Search By Package ID		
Type a value and press the Enter key to add it to the list.		
Submit Reset		



Viewing Search Results

On	Online eSign Search Results											
Reassign												
201 Packages Top 1000 Packages 👻 Filter												
	ID 📤	Name	Sender	Recipients	Status	Profile	Last Updated	Expiration Date				
	3735	102923.1139	Hanh Dao	almond admin	Identifi Archived	Accounts	1/19/2024 2:50 AM					
	3739	011123.0328	Almond user	almond admin	Completed	Almond Profile	1/4/2024 4:29 AM					
	3741	011123.0610	Almond user	almond admin	Completed	Almond Profile	5/24/2024 12:35 AM					

Clicking Submit will yield the search results for the criteria selected.

The top 1000 results will be displayed. Use the drop-down menu to expand the results to display up to 5000 packages.

Top 1000 Packages	
Top 1000 Packages	
Top 5000 Packages	A

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

Online eSign Package [Completed]	
Cancel	Archive Consent Evidence
Package Settings	
Profile *	

Reassigning Packages

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



Select the package(s) from Search Results using the toggle box to the left of the package name and click "**Reassign**."

From the dialog box presented, select the User to whom the package will be assigned and click "**Reassign.**"

Reassign Packages	×
Select user	Ŀ
	Cancel Reassign



Electronic Receipts

Launching Receipts

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

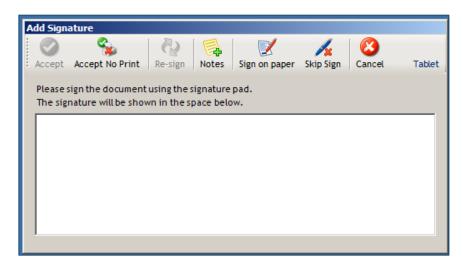
Client Types

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

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

Signing Receipts

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





Accept - confirms signature is correct and complete signing requirement



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



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



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





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



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



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



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

Wet-Signing Receipts

Drive Thru Mode

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

Sign on Paper

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

Scanning Receipts

1. Launch the Scan Client

2. Select the Receipt Scan Plan

3. Place all receipts in the scanner and click Add

4. Complete the Batch. Receipts will auto-archive, no indexing required.



Document Tracking

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

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

identifi														<u>*</u> .
≡		Sea	arch Data											
🛢 Data	~	KW	/YK Search	Q	Exception -	×								
+ Add														
🔍 Search		1	J Delete 🗋 Tracking 🕶											
Documents	>													
┥ Tracking	>	7 Er	ntities									Filter		×
🥒 Desktop eSign	>						Customer							
≁ Online eSign	>			Entity	Storage	Account	Type And	Event	Event	Major	Minor	0	Request	Tax ID
👬 Workflow	>		Title ^	Туре	Date	Number	Number	Date	Туре	Туре	Туре	Quote	Date	Number
Reporting	>		1000474291 - Overdraft Line of	Accounts	7/10/2017	1000474291				CNS	LOC			



Document Tracking Inbox

identifi					
≡		(
🛢 Data	>	t			
📋 Documents	>				
📋 Tracking	~				
🖴 Inbox					

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

Two tabs are displayed:

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

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

Sheila's Document Tracking Inbox									
	Pending 3		Exceptions 5						
Date Range	Filter By Document Type	Filter By Roles							
Next 30 Days	•	T	•						

Sheila's Document Tracking Inb	юх	
	Pending 3	Exceptions 3
Filter By Document Type	Filter By Roles	
Filter By Document Type	Filter By Roles	
C228 Consent to Disclosure (ver 172) C228 Consent to Disclosure (ver 172) Car Loan	LOFF OEMP	



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

Title
1001451 - Fixed Rate First Mortgage

See <u>Viewing Tracked Entity</u> <u>Items</u> for additional information.

οι	unt [Detail: 1001451 - Fixed R	ate First Mo	ortgage							
80	Data	Security Notes 1	Tracking	Documents							
+	- Add	+ Add Sets 🖋 Mass Ed	it 🔒 Assign	Remove Assignmen	t 📋 Delete	View Activity					
											_
11 D	ocum	ent Requirements							Filter		(
		Document Type *	Frequency	Date Due	Grace Days	Status	Found / Required	Valid Date Range		Assigned To	
	D	004	One-time	11/19/2021 12:00 AM	0	Past Due Exception	0/1			cdean	6
	D	017	One-time	12/1/2021 12:00 AM	5	Walved	0/1				G
		960	One-time	3/31/2022 12:00 AM	1	Pending	0/1			fadams	G
0		Basic Entity Lookup Test 1	One-time	4/5/2022 12:00 AM	0	Pending	0/0			fadams	G
		Car Loan	Recurring	11/8/2022 12:00 AM	5	Because I said so	0/1	10/9/2022 - 10/8	/2023	cdean	G
		Car Loan	Recurring	11/8/2021 12:00 AM	0	Past Due Exception	0/1	10/9/2021 - 10/8	/2022	tlolkus	G
		Car Loan Clone	One-time	11/8/2021 12:00 AM	0	Found	1/1				G
		Car Loan Dup	One-time	11/8/2021 12:00 AM	0	Found	1/1				6

Document Tracking Search

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

Search Data							
Exception	Q						
Tracking Status							
Exception							

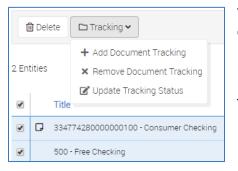
A common Tracking search will include the 'Exception' status.

Sea	Search Data							
KWYK Search Q CK02 - X						×		
	Delete Tracking -							
2 En	tities			N				
	Title *							
	33477428000000100 - Consumer Checking							
		500 - Free Checking						

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

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

Updating Tracking from Search



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

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



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

KWYK Search Q MTG -	× FR1 - ×		
Delete Tracking -			
485 Entities Add Document Tracking			Select Document Types To Add
Title Title Title	Entity Type	Storage Date	Select document types 2021 Application
1001451 - Fixed Rate First Mortgage	Accounts	7/10/2017	30-60-90 EMPLOYEE REVIEW
 1001714 - Fixed Rate First Mortgage 	Accounts	7/10/2017	401K - BENEFICIARY CHANGE FORM 401K - BENEFICIARY DESIGNATION FORM
1001978 - Fixed Rate First Mortgage	Accounts	7/10/2017	401K - BENEFIT PAYMENT REQUEST
ne way, selecting "Remove Tra			401K - ENROLLMENT - BENEFICIARY DESIGNATION FORM 401K - ENROLLMENT - CONTRIBUTION ELECTIONS Cancel Cancel
ne way, selecting "Remove Tra cking drop-down.			401K - ENROLLMENT - CONTRIBUTION ELECTIONS
ne way, selecting "Remove Tra cking drop-down. arch Data	cking Requirements	" from the	Cancel Control
ne way, selecting "Remove Tra cking drop-down. arch Data	cking Requirements	" from the Select Document Types T Felect document types 2021 Application	401K - ENROLLMENT - CONTRIBUTION ELECTIONS
ne way, selecting "Remove Tracking drop-down. arch Data	cking Requirements	" from the Select Document Types T Felect document types 2021 Application 30-60-90 EMPLOYEE REVIEW	fo Remove
ne way, selecting "Remove Tracking drop-down. arch Data MK Search Q MTG Delete C Tracking - + Add Document Tracking	cking Requirements	" from the Select Document Types T Felect document types 2021 Application	fo Remove
ne way, selecting "Remove Tracking drop-down. arch Data //K Search Q MTG Delete C Tracking - Entities + Add Document Tracking * Remove Document Tracking	cking Requirements	" from the Select Document Types T Felect document types 2021 Application 30-60-90 EMPLOYEE REVIEW 401K - BENEFICIARY CHANGE FOR 401K - BENEFICIARY DESIGNATION 401K - BENEFIT PAYMENT REQUES	To Remove
ne way, selecting "Remove Tracking drop-down. arch Data //K Search Q MTG Delete C Tracking - + Add Document Tracking	cking Requirements	" from the Select Document Types T Pelect document types 2021 Application 30-60-90 EMPLOYEE REVIEW 401K - BENEFICIARY CHANGE FOR 401K - BENEFICIARY DESIGNATION	To Remove ×
Delete Tracking Add Document Tracking Add Document Tracking Kennove Document Tracking Remove Document Tracking Remove Document	cking Requirements	" from the Select Document Types T Felect document types 2021 Application 30-60-90 EMPLOYEE REVIEW 401K - BENEFICIARY CHANGE FORM 401K - BENEFICIARY CHANGE FORM 401K - BENEFICIARY CHANGE FORM 401K - BENEFICIARY CHANGE FORM	To Remove ×

Viewing Tracked Entity Items

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



Notes Tab

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

count Detail: 1001451 - Fixed Rate First Mortgage	
Data Security Notes Tracking Documents	
$\overline{}$	Filter
My own note	
Clayton Dean - 6/8/2021 at 1:39PM 📵	
Type a note here	✓
Typë a note here	
Type your note here and click the check mark to	o the right to save.

Tracking Tab

Car Loan Dup

Account Detail: 1001451 - Fixed Rate First Mortgage 🛢 Data Security Notes 1 Tracking Documents Documents in Exception Status will be + Add 🕂 Add Sets 🛛 🖋 Mass Edit 🔹 Assign 🔹 🏝 Remove Assignment 🛍 Delete 🔳 View Activity highlighted pink. Documents in **Pending** Status will show • 4 Document Requirements simply as a line item. Documents that have been **Found** will Document Type * Frequency Date Due Grace Days Status Fol have a blue hyperlink. When clicked, the Car Loan 11/8/2022 12:00 AM 5 Because I said so 0/ Recurring document will open in the Document Car Loan Recurring 11/8/2021 12:00 AM 0 Past Due Exception 0/ Viewer. Car Loan Clone 11/8/2021 12:00 AM One-time 0 Found

Found

1/1

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

11/8/2021 12:00 AM

One-time

0

Ľ



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

Account Detail: 1001451 – Fixed	Account Detail: 100
Add Sets Add Entity Tracking Sets Entity Tracking Sets * Select Entity Tracking Set(s) Due Date * 03/21/2022 Cancel Add	+ Add Add Entity Document Types × Document Types * Optionally filter by application • Select document type(s) • Due Date * 03/21/2022 • Required Count * 1 •
Account Detail: 1001451 - Fixed Rate First Mortgage	Cancel
 Data Security Notes Tracking Documents + Add + Add Sets Mass Edit Assign Assign 	Delete Selected Tracking Requirements
	Are you sure you want to delete these Entity Tracking Requirements?

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

A	Account Detail: 1001451 - Fixed Rate First Mortgage								
	🛢 Data	🔒 Security	Notes 1	Tracking	📋 Documents				
	+ Add	+ Add Sets	s 🖉 Mass	Edit 💄 Ass	ign Remove Assignment				



Activity Log				×
63 Activity Logs			Filter	
Activity Date	Document Type	Action	User	
3/21/2022 11:37 AM	960	Update	Forrest Adams (fadams)	
3/21/2022 11:36 AM	017	Update	Forrest Adams (fadams)	
3/8/2022 11:07 AM	HR Doc	Update	Forrest Adams (fadams)	

Sort activities by Activity Date, or use the Filter box to filter to a specific item.

Use	the	

icon to export the list of Activities to Excel.

Activity Log				×
15 Activity Logs	Document Type	Action	Loan User	
2/14/2022 9:03 AM	Car Loan	Update	Tricia Lolkus (tlolkus)	



Documents Tab

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

Account Detail: 1001451 - Fixed Rate	First Mortgage			
🛢 Data 🔒 Security Notes 🚺 🚽 T	racking Documents			
QOpen In Search	0			
14 Documents				Filter
Title *		Application	Document Type	Storage Date
1001451 003		Accounts	003	11/18/2020
1001451 003		Accounts	003	4/9/2021
1001451 003		Accounts	003	4/9/2021

Resolving Exceptions & Invalid Matches

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

			43	0		Found (Vallel Data		
	Document Type A	Frequency	Date Due	Grace Days	Status	Found / Required	Valid Date Range	Assigned To	
D	ACCOUNT INFORMATION SHEET	One-time	6/19/2018 12:00 AM	0	Past Due Exception	1/1		fadams	ľ
	DIRECT DEPOSIT	One-time	7/18/2018 12:00 AM	0	Waived	1/1			ľ
	SIGNATURE CARD	One-time	6/26/2018 12:00 AM	0	Found	3 / 1			ľ

Requirements can be assigned to specific users for fulfillment.

Tracking Requirement Detail: ACCOUN	T INFORMATION SHEET ×
Requirement Rules Documents Notes	
Current Status	Status Override
Past Due Exception	• • • • • • • • • • • • • • • • • • •
Required Count *	Found Count
1	1
Due Date *	Grace Period *
06/19/2018	6
Exception Date	Assigned To
06/19/2018	E Forrest Adams (fadams) × Th
	Cancel Save



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

identifi			<u>*</u> -
=		Document Tracking	
🛢 Data	>	Criteria	
📋 Documents	>	Report Type *	
┥ Tracking	>		
🥒 Desktop eSign	>	Select Report Type	(lhn)
≁ Online eSign	>	Track Exception	Ŭ
🚓 Workflow	>	Track Exception (Grouped by Related User)	
Reporting	~	Track Found	
Activity	>	Track Pending	
Document Tracking		Track Pending (Grouped by Related User)	
Document Storage		Track Waived	
Document Retention			

Exception Status Override

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

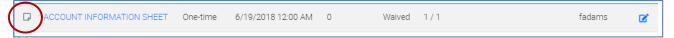
ACCOUNT INFORMATION SHEET	One-time 12/29/2021 12:00 AM	0	Past Due Exception	0/1		ß
1. Select the Edit icc	on. 📝					
2. Beneath the Requ select the most th	ne most	Tracking Re Requirement R		ail: ACCOUNT IN	FORMATION SHEET	
	vn menu and click	Current Status			Status Override	
ESSE Save. E: Statuses will vary by r administrator for defir		Past Due Exc Required Coun			(Not Overridden) Multiple Match Exception Not Required	- Îm
atus Override		Due Date *			Waived 0	
(Not Overridden) Multiple Match Exception		Exception Date			Assigned To	× *
Not Required Waived						Cance! Sav



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

Tracking Requirement Detail: ACCOUN	IT INFORMATION SHEET	×
Requirement Rules Documents Notes		
	Filter	
This document is no longer required. Forrest Adams - 6/26/2018 at 4:05PM 💼		
Type a note here		~
		Cancel Save

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



Resolving an Invalid Match

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

SIGNATURE CARD	One-time	6/26/2018 12:00 AM	0	Fo	und	3/1		ľ	
Select the Edit icon.	2			Tra	cking	g Requirement	Detail: SIGNATURE CARD		
1. Under the <i>Docu</i> next the incorre		and click 🗖			quirem	nts	nents Notes	Filte	r
	ct materia	S S	ave			Document Date *	Description	Invalid Match	Date Found
2. It may be helpfu	ıl to add a	Note under th	e		۲	12/3/2018 10:04 AM	334774280000000100 Stone, Rick SIGNATURE CARD 2018/12/10		11/9/2020 3:10 PM
Notes Tab.					۲	9/3/2020 5:14 PM	334774280000000100 Stone, Rick SIGNATURE CARD 2020/09/03		11/9/2020 3:10 PM
Tracking Requirement Detail: SIGNA	ATURE CARD		×		۲	9/3/2020 5:16 PM	33477428000000100 Stone, Rick SIGNATURE CARD 2018/10/03		11/9/2020 3:10 PM
Requirement Rules Documents Notes	Filter		_			ou are correcting a M Rule tab to "(Not Ove	ultiple Match Exception, don't forget to change the Status rriden)".	Override setti	ng on the \times
No data to display.									
Type a note here			~						
		Ca	ancel Save	əl —					



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

SIGNATURE CARD One-time 6/26/2018 12:00 0 Past Due 0 / 1 C AM Exception	SIGNATURE CARD	One-time		0		0/1	ľ
--	----------------	----------	--	---	--	-----	---

Mass Updating

Mass Updating of Document Tracking Statuses

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

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

E		Search Data					
Data + Add	~	KWYK Search Q Closed -	×				
 Q Search Documents Tracking Desktop eSign 	> >	Add Document Tracking Add Document Tracking Kernove Document Tracking Title Updat Tracking Status	Entity Type	Storage Date	Acc ^{al)}	Update Tracking Status Status Waived Requirements to Update	×
∽ Online eSign ₩ Workflow	>	Update Tracking Status 1001451 - Fixed Rate First Mortgage	Accounts	7/10/2017	100 rst Mortga	Pending Requirements Only	<u> </u>
Reporting	>	☑ 1001714 - Fixed Rate First Mortgage	Accounts	7/10/2017	100 rst Mortga	Exceptions Only Both Pending Requirements and Exceptions	
lass Upda	tina	of Document Tracking Re	auiremen	ts	rst Mortga rst Mortga rst Mortga rst Mortga rst Mortga	Cancel	Continue

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

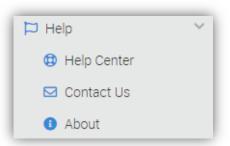
For example, if the Due Dates, Grace Days and Status all need to be modified, or the same note needs to be added to multiple requirements on a Business Entity, these changes can be made all at once by clicking "Apply."



etail			1	🛢 Data	🔒 Security	🕞 Notes	Tracking 🗋 Docum
+ Ac	dd 🕇 Add Sets	Mass Edit	Assig		Remove Assig	nment 🗊	Mass Edit Tracking Requirement Rules
Docum	nent Requirements	- <u></u>	ss can sciect	eu nequin			Check the requirement rules you wish to update.
							Grace Days
							Grace Days
_	Decument Time	Francisco	Data Dua	Grace	Chatrus	Found /	☑ Due Date
~	Document Type	Frequency	Date Due	Days	Status	Required	Due Date
-	ACCOUNT	One-time	6/19/2018	0	Past Due	1/1	Status
	INFORMATION SHEET				Exception		
							✓ Note

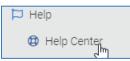


Help



×

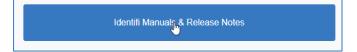
Help Center



Clicking on the **Help Center** link from the main menu will launch the Identifi Help Center in a separate tab and will provide links to articles and videos pertaining to topics within the Documentation Library.

$\leftrightarrow \rightarrow$ C M	端 identifi.z	endesk.com/hc/en-us							🖈 🗳 🥶	다 ± 🌖 :
🛞 DemoTrain_Search	🋞 DocDemoT	🋞 IBS_Installation_Sea 🔮	🛿 ZenDesk 🛞 🛞 Identifi H	ome Page 🛛 🖌 Ir	nbox (1,282) - sheil 🕒 Google					All Bookmarks
	8	identifi						Submit a request	Sign in	
Ø					Help Cente	r 🖂				
			Q Search							
		SUBMIT A FEATURE REQUEST		💡 identifi System Status 💡		Video Library				
		Documents		Data & Tracking		Workflow				
		Online eSign		Desktop eSign		eReceipt		×	Hi. Need any help?	
		Reportir	ng		User Management		Installation 8	Troubleshooting Gu	des	

User manuals are located beneath the "Manuals and Release Notes" section.





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

		🥵 identifi
>	Help Center	Identifi Support > D
		Articles in this s
		Using Document
	Q scanl x	Using Uplink
		Using Document
	Adding a Sean Plan Identifi Support > Documents > Admin	Document Text S
		Advanced Docur
	Using the Scan Client	Searching
	Identifi Suppo mocuments > End User	Retrieving & Vie
		COLD Reports in
	Scanning Barcoded Receipts	
	Identifi Support > eReceipt > End User	Using "Index" fro
		Results Menu
		Printing Docume
		Cover Sheets

dentifi Support > Documents > I	End User	Q, Search
Articles in this section Using Document Search	Using the Scan Client	
Using Uplink	Forrest Adams 3 years ago - Updated	Follow
Using Document Groups	The Identifi Scan Client is the module used to bring document images into the	
Document Text Searches	Documents archive.	
Advanced Document Searching	Video and instructions below:	
Retrieving & Viewing COLD Reports in Identifi	Copy link	N
Using "Index" from Search Results Menu		43
Printing Document Type Cover Sheets	Connect Wildt Makers.	
Printing Barcode Separator Sheets	Watch on 📭 Wallube	

Contact Us



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

tifi.net/contact-us/			९ 🕁 🔄 🚈 🗅
	Home Banks/CUt	s Product Company Support Contact Us GET STARTE	D
Questi	\mathcal{D}	Ŷ	
Questi	ions/Comments/Concerns Click here	Feature Request Click to enter a feature request	
	an important question or are just ore, our team is always happy to chat.	Identifi 701 Enterprise Rd. E Building 900 Safety Harbor, FL 34695	
Email	Last Name		
	Läst Näme	(727) 725-4507	
Please type any additional com		(<u>727) 725-4507</u> Sales Inquiries	
Please type any additional com		(<u>727) 725-4507</u> Sales Inquiries sales@identif.net	X Hi. Need



About

Þ He	elp
٩	Support
¢	Documentation
0	About
	0

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

Product Version: 24.4.0.41 Database Version: 24.4.0.41 © 2025 Integra Business Systems, Inc.					
Visit <u>www.ider</u>	n <u>tifi.net</u> for more information.				
ι	Inlimited-user license expires:				
Enabled Feature(s)					
Tracking					
Workflow					
Enterprise Report Management					
Uplink					
Internet Retrieval					
Online eSign					
Desktop eSign to Online eSign Bridge					
Desktop eSign		(Unlimited Clients)			
eReceipt		(Unlimited Clients)			
Scan		(Unlimited Clients)			
	More License Information				