

# IDENTIFI USER GUIDE



identifi

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## Copyright Information and Changes

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## Introduction

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### Identifi

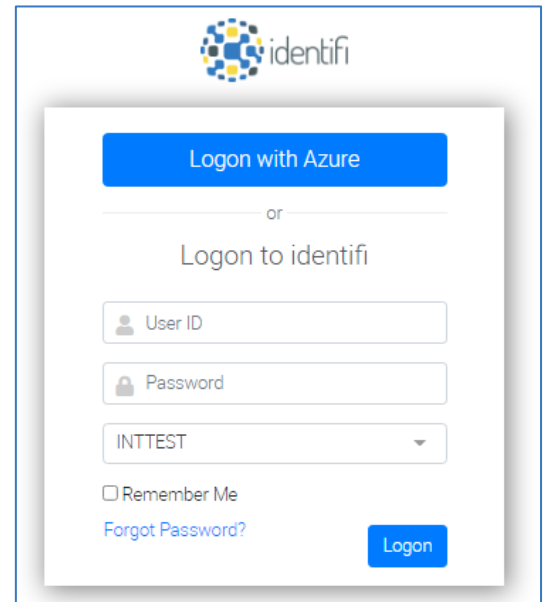
Identifi is a suite of software modules allowing the storage and retrieval of document images. Additionally, documents can be tracked for expiration, retention and compliance.

### 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](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.

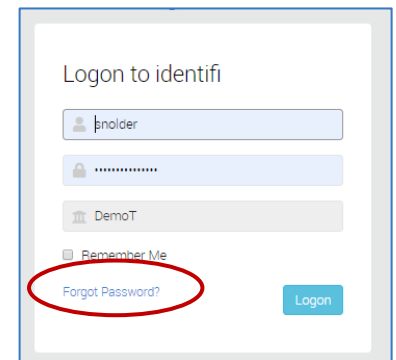
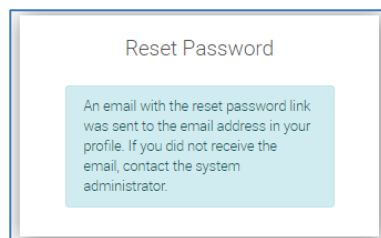


## Forgot Password

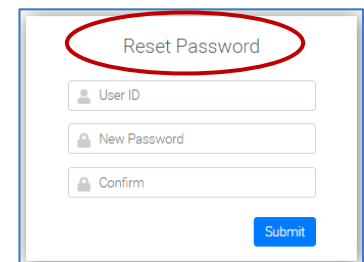
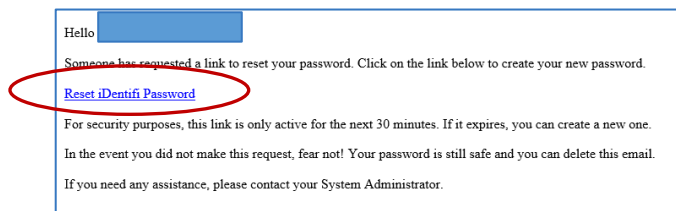
The Forgot Password link is only available if AD is not being used, as passwords will not be updated automatically. However, if AD is being used on the installation, passwords are automatically changed when the User changes their network password.

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

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



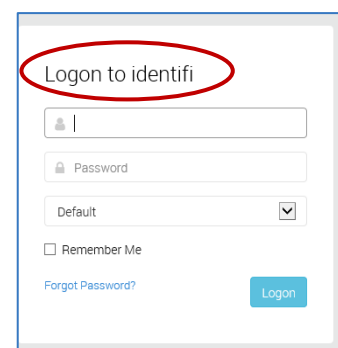
3. User will receive an email with a link to reset the password.



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

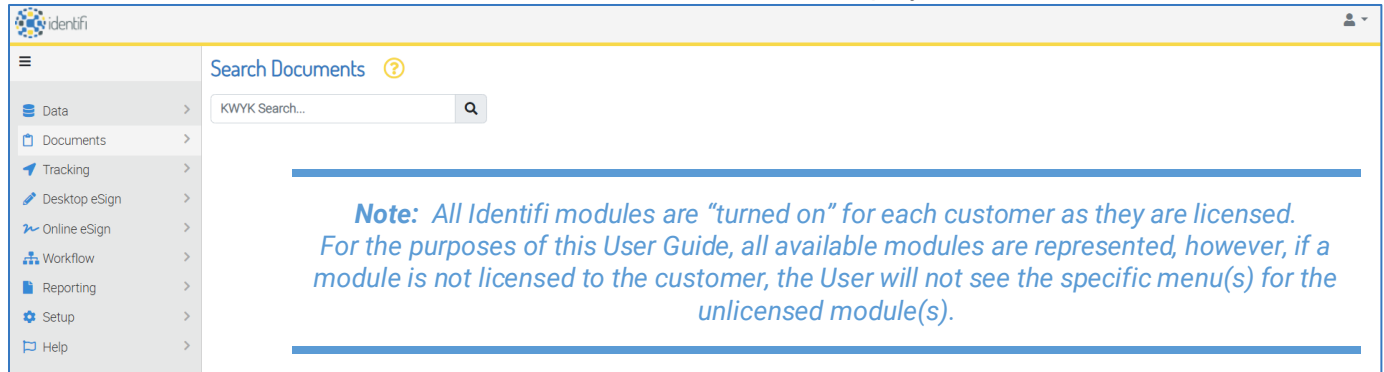
**Note:** Business rules for strong passwords require that a password be **at least 12 characters, contain an uppercase and lowercase character, a digit or special character and no spaces.**

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

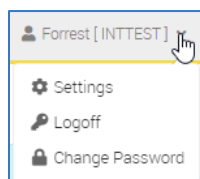


## Main Page and Navigation

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

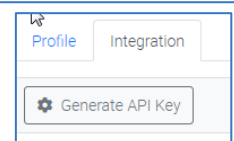
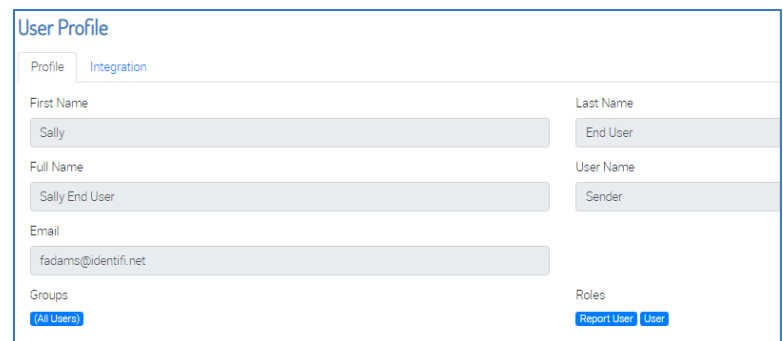
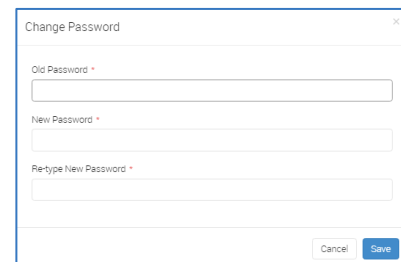
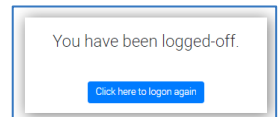


The left side bar contains a menu of sections in Identifi. Based on licensing and the User's assigned Roles, the menu will only show the sections to which the User has access.

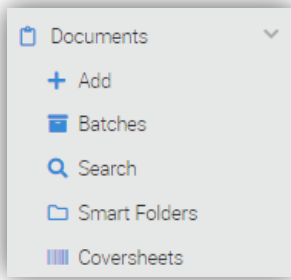


The upper right corner contains a drop-down menu:

- To exit the system, use the drop-down menu at the top right, next to User Name, and select **Logoff**.
- Select **Change Password** to initiate a password change.
- Select **Settings** to view user details.
  - **Profile Tab: (Settings)** Details of the User Profile include Profile information for that User as well as any Role(s) assigned to the User and any Group(s) to which they have been added.
  - **Integration Tab:** Used on installations with custom configuration where Identifi calls to the API. For details on this, see your administrator.



## Documents

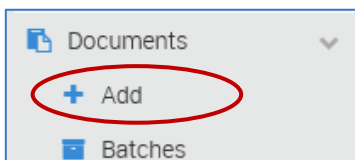


### Adding Documents to the Archive

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

1. +Add
2. Scan Client
3. Uplink

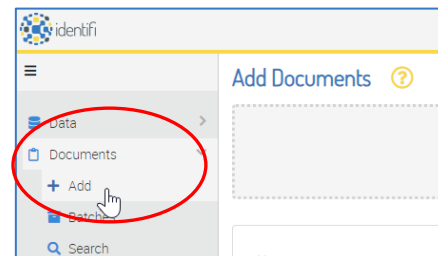
### Add



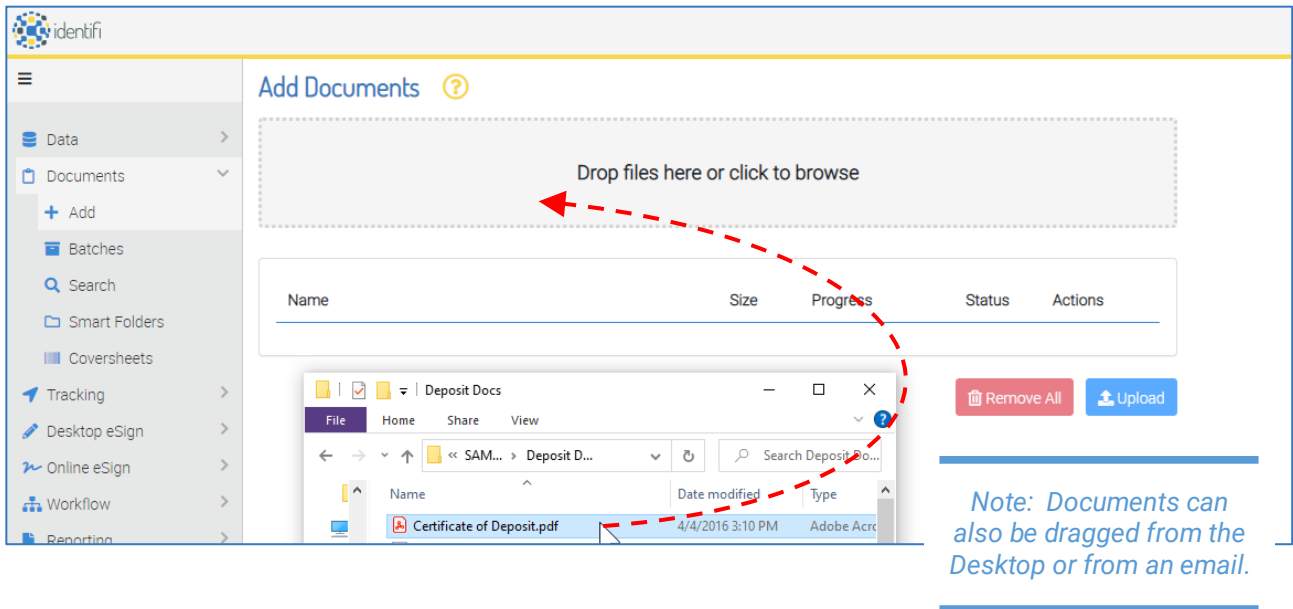
Allows the User to add electronic documents to the archive using “Drag and Drop” or browsing for files on the computer.

### Drag and Drop

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



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



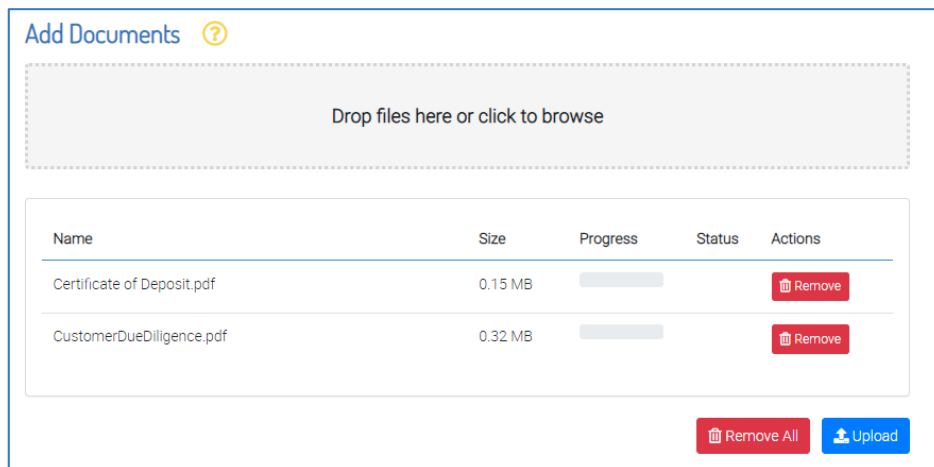
Drop files here or click to browse

Name	Size	Progress	Status	Actions
Certificate of Deposit.pdf				

Remove All Upload

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


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



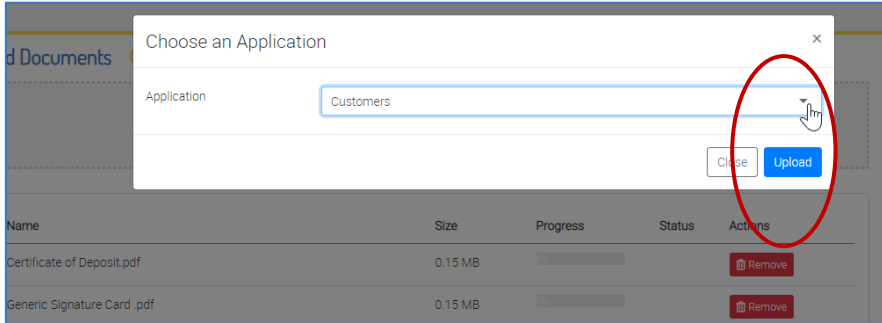
Drop files here or click to browse

Name	Size	Progress	Status	Actions
Certificate of Deposit.pdf	0.15 MB			Remove
CustomerDueDiligence.pdf	0.32 MB			Remove

Remove All Upload

4. Click the "Upload" button. 

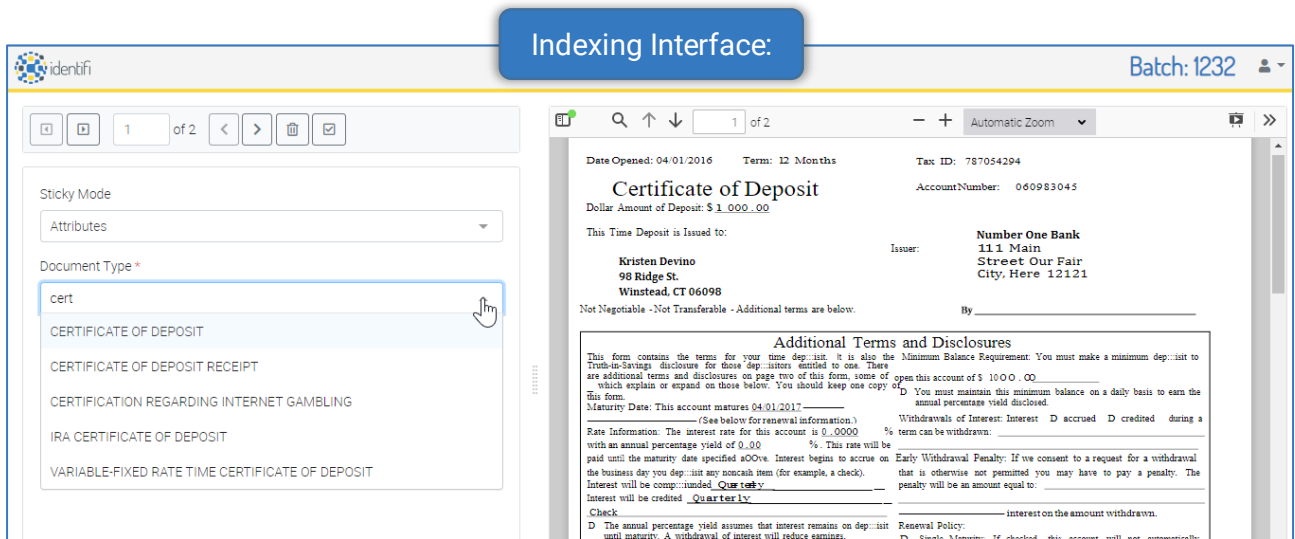
5. A dialog box will prompt the User to Choose an Application from the drop-down.  
 Note: All documents being added must belong to the same Application.



An *Application* is a category of Document Types.

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

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



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

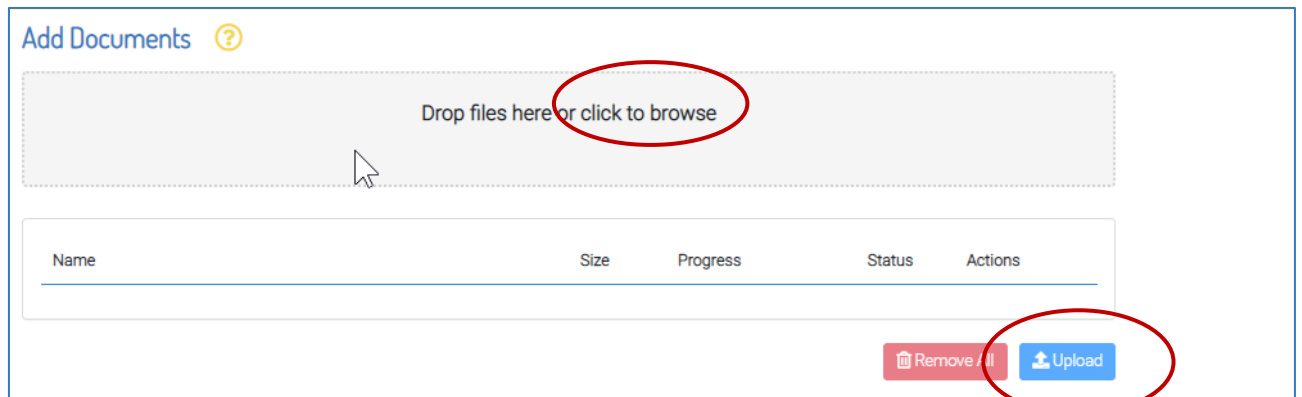
<input type="checkbox"/>	Action	Batch
<input type="checkbox"/>	Continue	1168

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

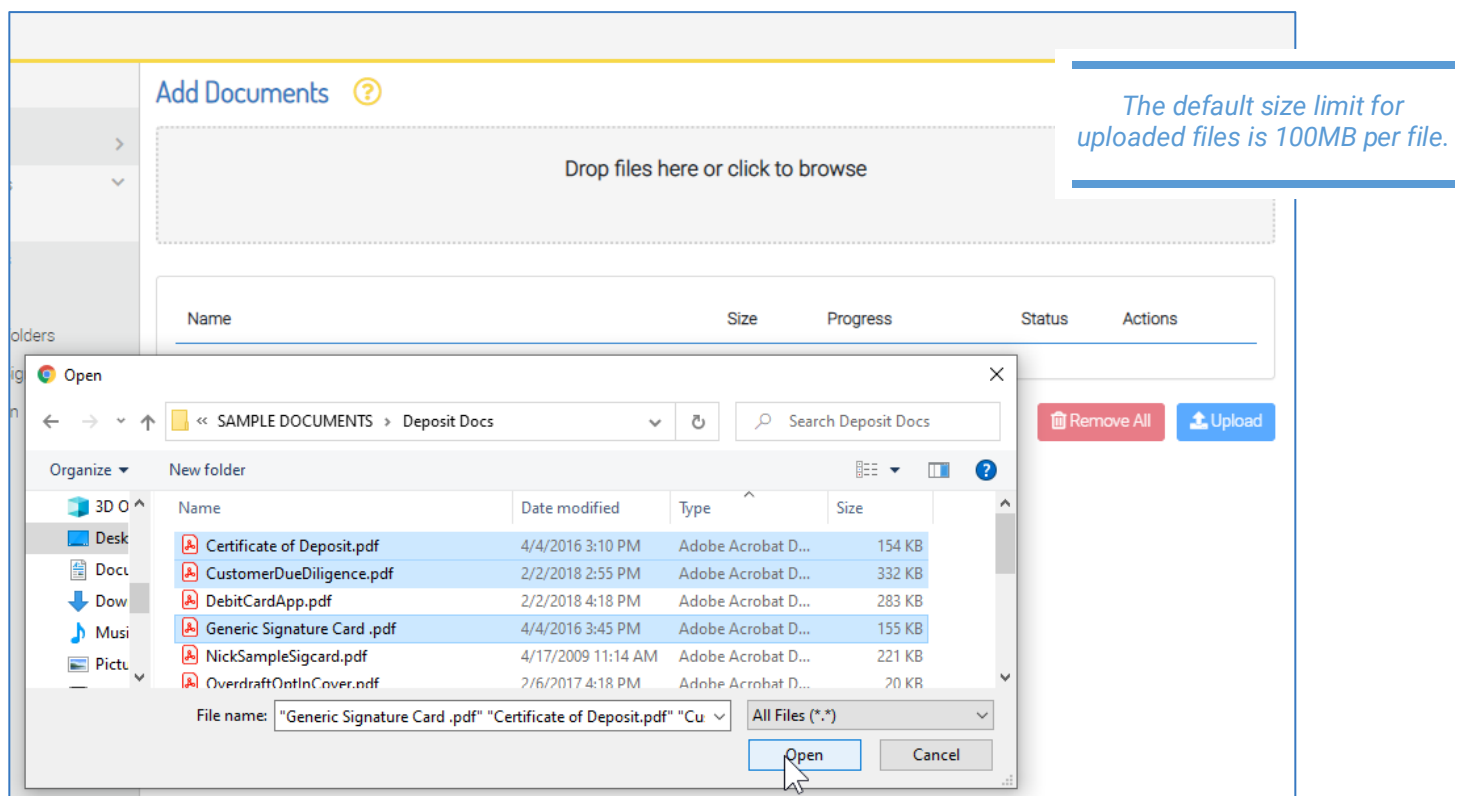


## Browse

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



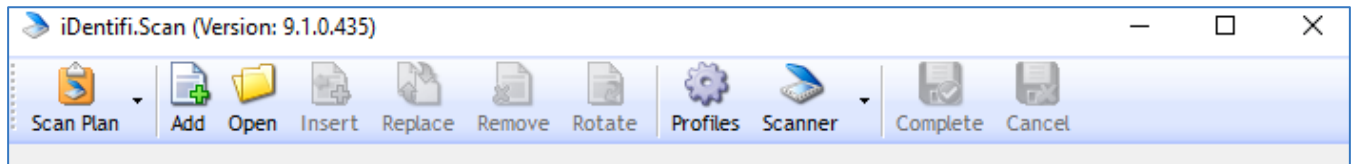
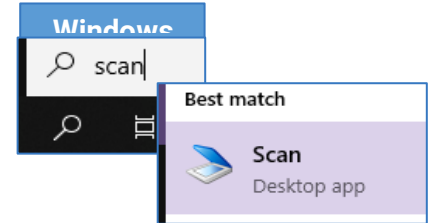
2. Locate the documents you wish to add and double click the file, or multi-select files and click “Open” at the bottom right of the window, to add selected files to the queue.



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

## Scan Client

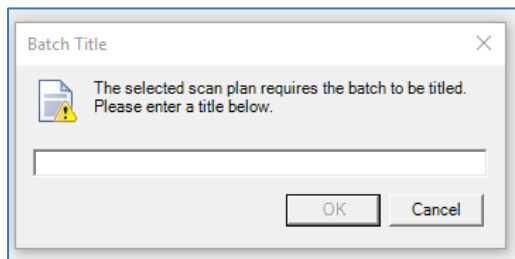
- From the Windows Start Menu ( ) select the Program **Scan** to launch the Scan Client.  
(*Note: The first time the Scan Client is launched the User may be prompted to "Run" the program.*)



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

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

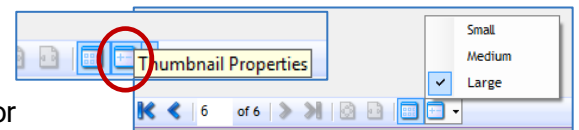
- Place documents in the scanner.
- Click "Add."
- Enter a Batch Title if requested.



*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.*

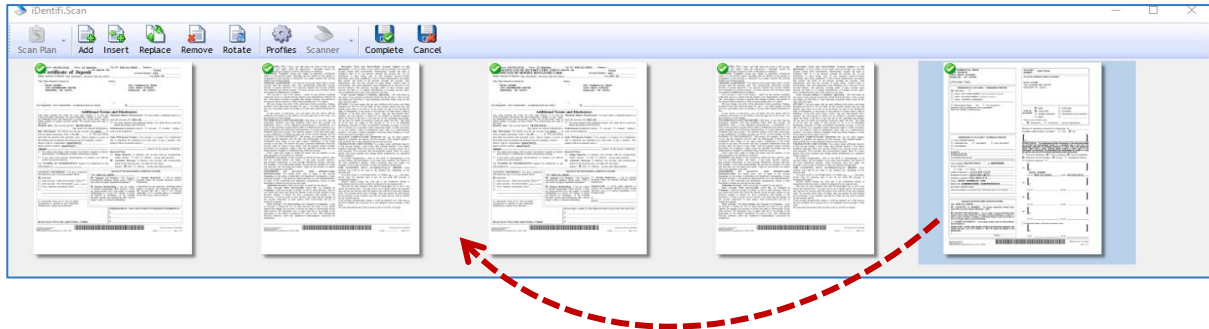
*Once a batch has been indexed, the title is no longer available in the batch queue and is not retained in the system.*

- 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).
- Selecting the **Thumbnail Properties** icon to the right of the Thumbnails icon will allow the User to view the images as Small, Medium and Large by clicking the icon or selecting the choice from the dropdown menu.



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

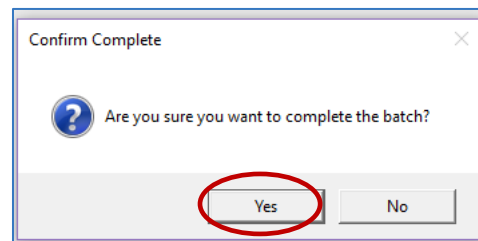
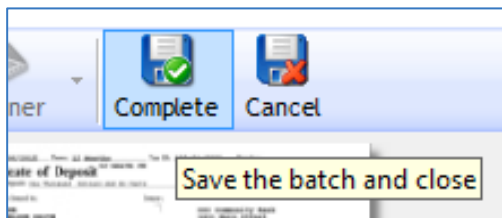
- **“Add”** additional images to end of the batch
- **“Open”** add electronically-stored documents to the batch
- **“Insert”** new scanned image(s) in *front* of a selected image
- **“Replace”** the selected image
- **“Remove”** selected image(s), and
- **“Rotate”** selected image(s). (**Note:** each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



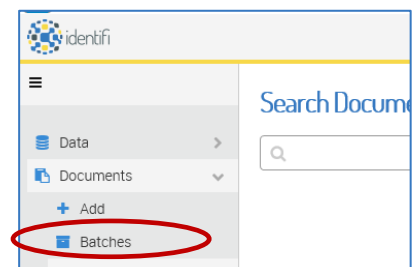
Documents or pages within a batch can also be re-ordered by dragging and dropping.

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

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



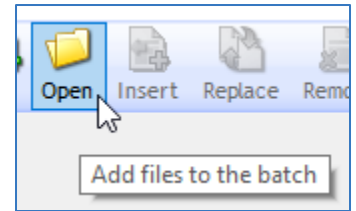
Once saved, the batch will be available for retrieval and indexing from the “Batches” menu, located under “Documents” in Identifi.



## Importing Electronic Images Using the Scan Client

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

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



## Uplink

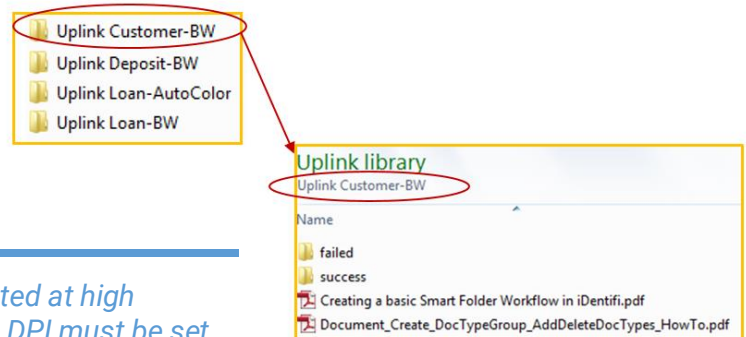
Uplink allows users to scan documents to specific folders on a network scanner and those documents are automatically brought into Batches for indexing.

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

## Scanning with Uplink

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

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



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

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

Batches <span>?</span>											
<input type="button" value="Delete"/> <input type="button" value="Assign"/> <input type="button" value="Remove Assignment"/> <input type="button" value="Retry"/>											
1 Available and Failed Batch										Available and Failed	
										2036	
<input type="checkbox"/>	Action	Batch	Title	Status	Application	Scan Plan	Files	Assigned To	Created By	Created Date/Time	Created on Machine
<input type="checkbox"/>	<input type="button" value="Index"/>	2036	UPL: 5010	Ready to Index	Loan	<input type="button" value="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 will show Created By **“UplinkUser”**. See [Using Barcode Cover Sheets and Separator Sheets](#) for details.

Clicking on **“Index”** will assign the batch to the User and will populate the **“Assigned To”** column. See [Batches](#) for instructions on the indexing process.

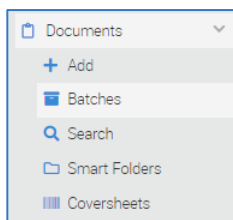
## Using Uplink Without a Scanner

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

## Retrieval of Uplink Documents

Documents scanned into Identifi through Uplink are retrievable like all other stored documents—through *Documents Search*. For details on searching, see [Document Search](#).

## *Using Barcode Cover Sheets and Separator Sheets*



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

**For information on viewing and printing cover sheets, click [here](#).**

---

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

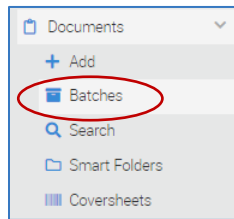
---

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

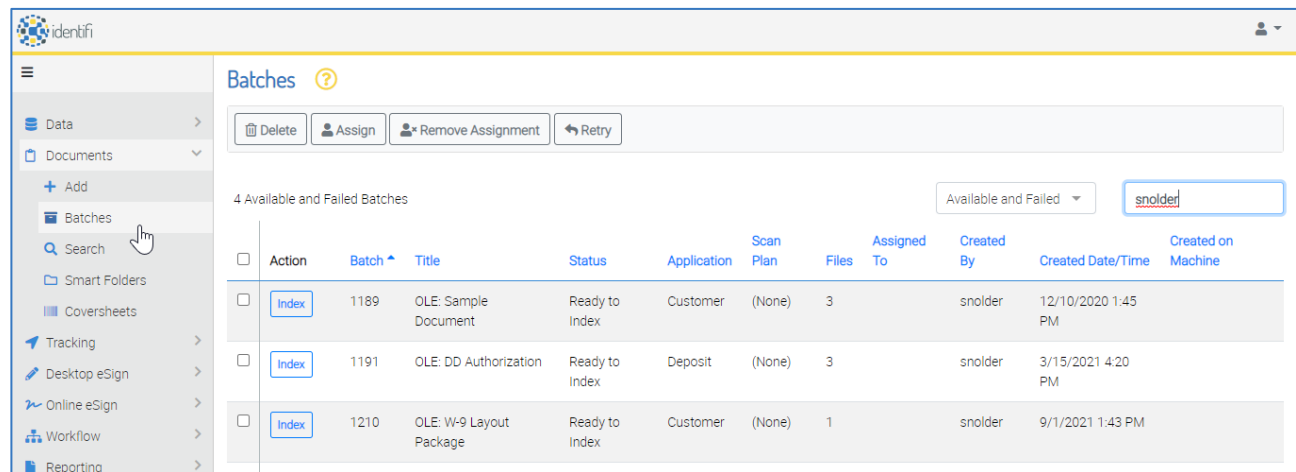
**Document Type Cover Sheets:** These cover sheets are placed in front of non-barcode documents in a batch to indicate the Document Type. The document type will automatically select from the drop-down menu during indexing. **\*Configuration at the Scan Plan/Uplink Folder level is required for these to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

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

## Batches

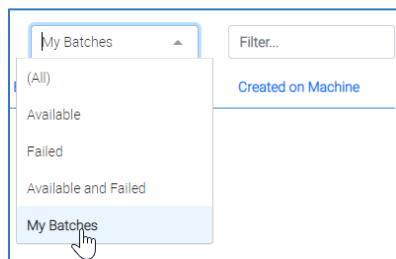


Allows the User to access existing batches available for indexing and completion. Select **"Batches"** under **"Documents"** from the left sidebar to launch the Batch queue.



The screenshot shows the 'Batches' page with a table of 4 Available and Failed Batches. The table has columns for Action, Batch, Title, Status, Application, Scan Plan, Files, Assigned To, Created By, Created Date/Time, and Created on Machine. A search filter 'snolder' is applied to the 'Assigned To' column.

Action	Batch	Title	Status	Application	Scan Plan	Files	Assigned To	Created By	Created Date/Time	Created on Machine
<a href="#">Index</a>	1189	OLE: Sample Document	Ready to Index	Customer	(None)	3	snolder	snolder	12/10/2020 1:45 PM	
<a href="#">Index</a>	1191	OLE: DD Authorization	Ready to Index	Deposit	(None)	3	snolder	snolder	3/15/2021 4:20 PM	
<a href="#">Index</a>	1210	OLE: W-9 Layout Package	Ready to Index	Customer	(None)	1	snolder	snolder	9/1/2021 1:43 PM	



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

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

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

### Batch Titles:

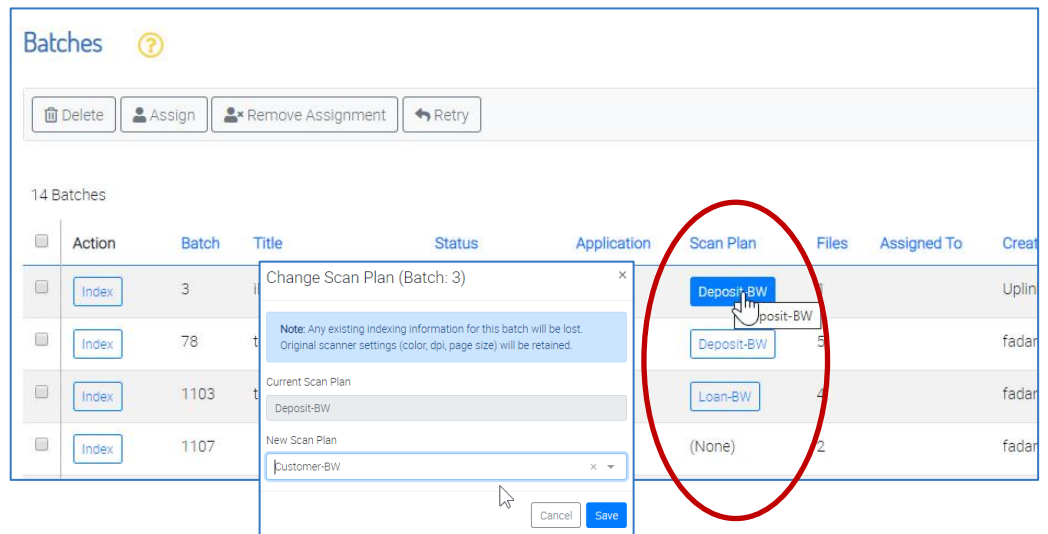
- Scan Plan Batches may have unique titles assigned during the scan process.
- Uplink Batches will automatically be titled "iDentifi.Uplink Batch"
- Online eSign Batches will be named based on the Package title; i.e. "OLE: New Account Documents"
- Batches brought in through +Add will not have a title.

## Batch Actions:

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

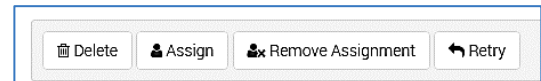
Documents scanned using an incorrect scan plan can be corrected by clicking the link in the **Scan Plan** column and making the desired change.

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




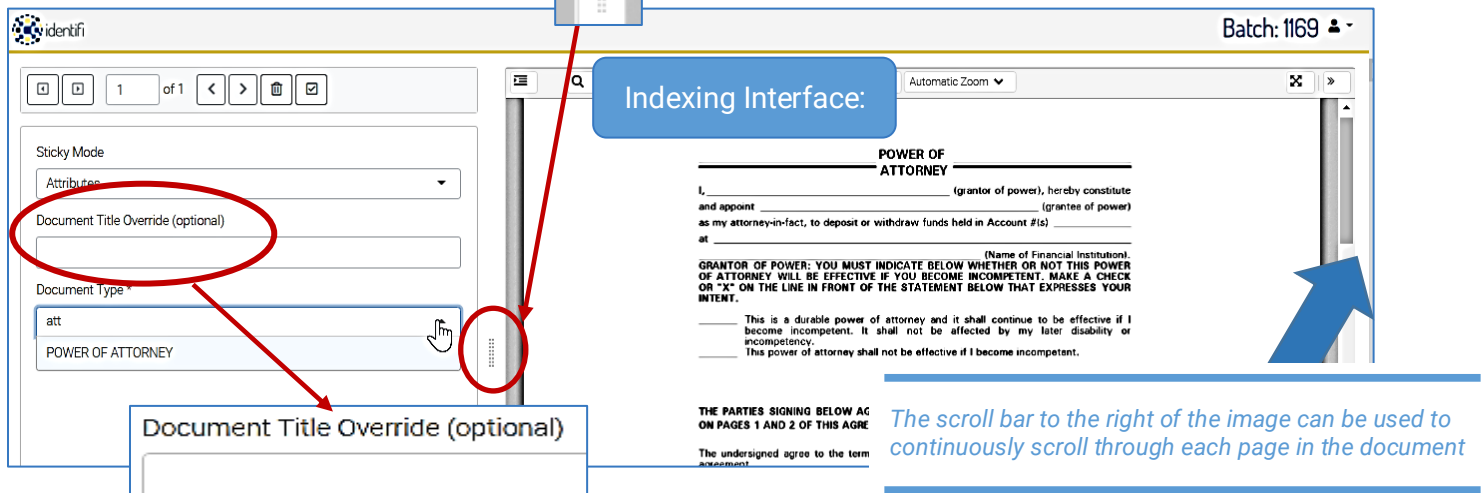
In addition to the above, a User with the **Batch Administrator Role** will also be able to:

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



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

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



The screenshot shows the 'Indexing Interface' for a document titled 'POWER OF ATTORNEY'. On the left, there are several fields: 'Sticky Mode', 'Attributes', 'Document Title Override (optional)', 'Document Type', and 'att'. A red circle highlights the 'Document Title Override (optional)' field. A blue box points to the 'Document Title Override (optional)' field with the text 'Document Title Override (optional)'. A blue box points to the 'Document Type' field with the text 'Document Type \*'. A blue box points to the 'att' field with the text 'POWER OF ATTORNEY'. A blue box points to the scroll bar on the right of the document preview with the text 'The scroll bar to the right of the image can be used to continuously scroll through each page in the document'. A blue arrow points to the scroll bar. The document preview shows the text of the 'POWER OF ATTORNEY' document.

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

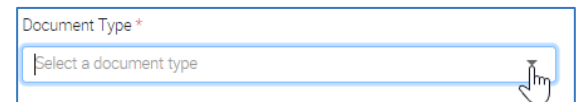
If the document has a barcode, indexing values within that barcode will already be present in the attribute fields. Other values may be entered manually, using drop-down menus and through Lookups. Fields marked with a red asterisk (\*) are mandatory attributes; indexing cannot be completed without them.

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

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

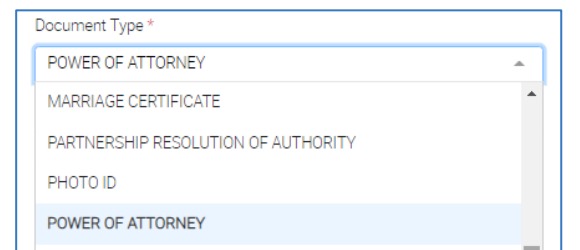
The Document Type list is based on the assigned Application(s).

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



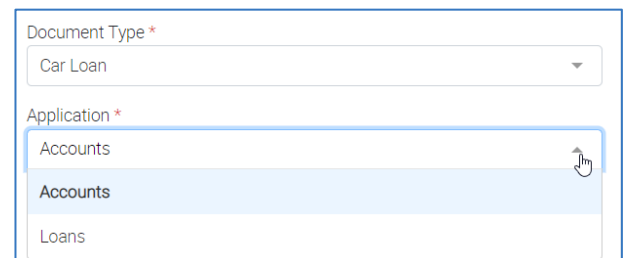
Document Type \*

Select a document type



Document Type \*

- POWER OF ATTORNEY
- MARRIAGE CERTIFICATE
- PARTNERSHIP RESOLUTION OF AUTHORITY
- PHOTO ID
- POWER OF ATTORNEY



Document Type \*

Car Loan

Application \*

- Accounts
- Accounts
- Loans



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

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

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

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

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

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



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



- The Lookup returned no values/information.



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

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

**Other Common Attribute Fields:**

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

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

None

Attributes

Doc Type

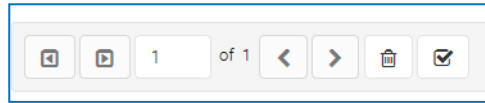
---

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

---

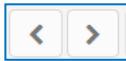
## Navigating the Batch

### 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.



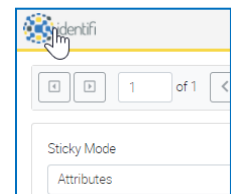
The check mark completes the indexing.

- 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.



### To leave a batch and complete it at another time:

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



## Indexing Image Menus



### Upper Menu



Toggle to view thumbnails



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

Highlight all  Match case



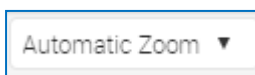
Navigate pages of the document



Jump to another page in the document



Zoom in/out



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



Presentation mode (view full screen)



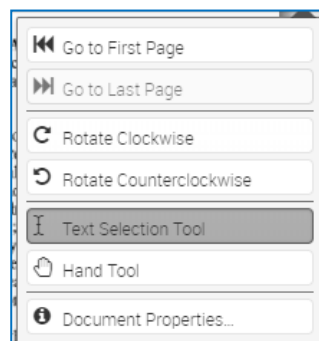
Print the document



Download the document



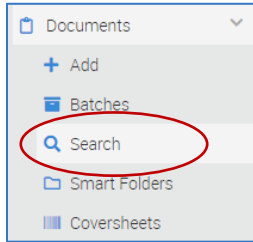
Reveal additional Tools



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

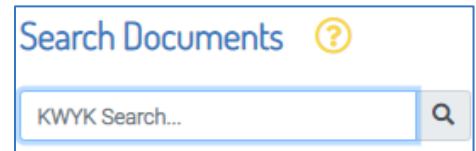
## Retrieving and Viewing Documents

### Document Search

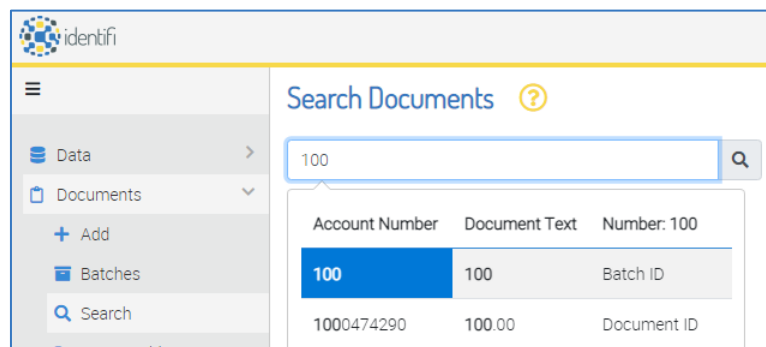
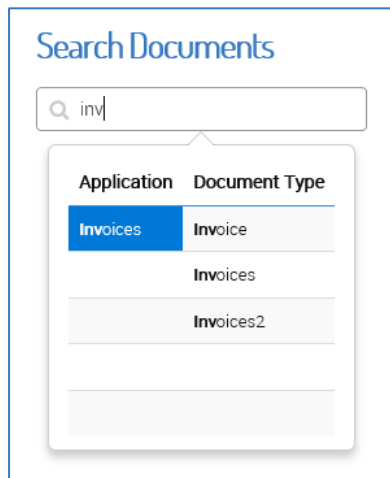


Allows the User to search within the document archive.

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



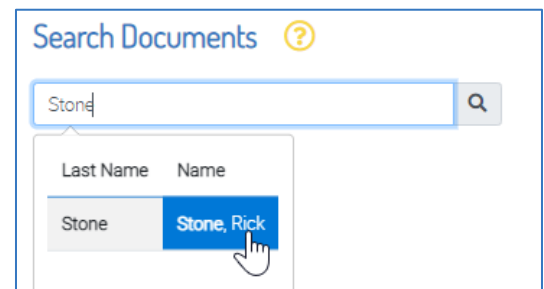
Common attribute values that are searchable: *Account Number, Customer Name, Member Number, Location*. Application and Document Type names are also searchable, as well as other specific attributes (such as Status or Source).



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

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

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



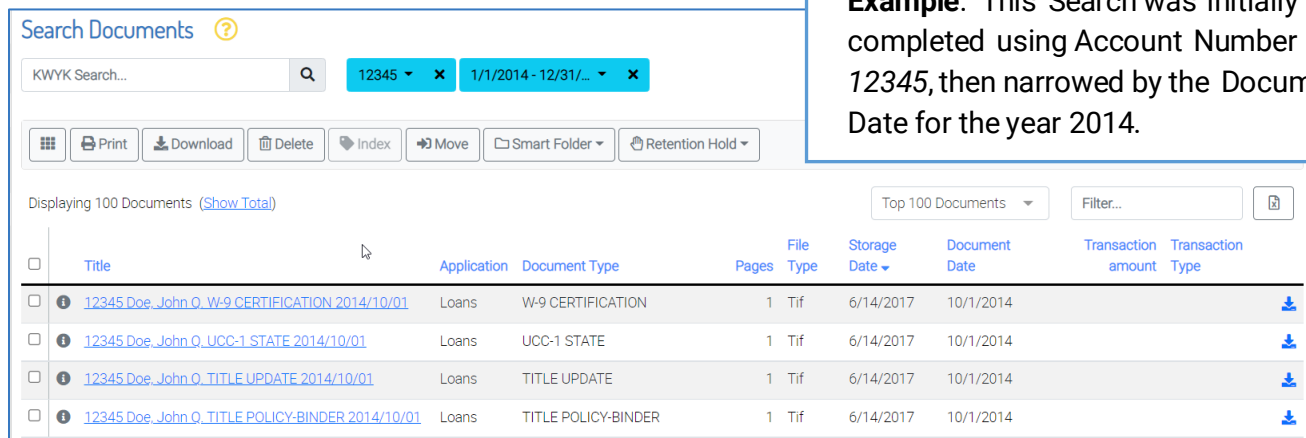
## Narrowing Search Results

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

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

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

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



Search Documents ?

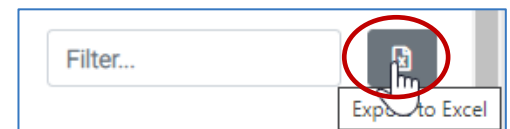
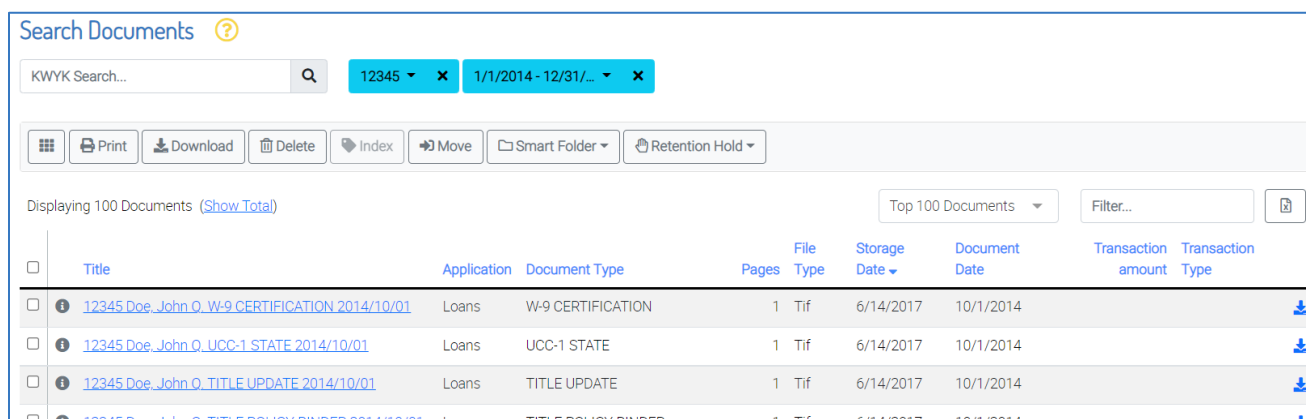
KWYK Search...  12345 x 1/1/2014 - 12/31/... x

Print Download Delete Index Move Smart Folder Retention Hold

Displaying 100 Documents (Show Total) Top 100 Documents Filter...

Title	Application	Document Type	Pages	File Type	Storage Date	Document Date	Transaction amount	Transaction Type
<a href="#">12345.Doe.John.Q.W-9 CERTIFICATION 2014/10/01</a>	Loans	W-9 CERTIFICATION	1	Tif	6/14/2017	10/1/2014		
<a href="#">12345.Doe.John.Q.UCC-1 STATE 2014/10/01</a>	Loans	UCC-1 STATE	1	Tif	6/14/2017	10/1/2014		
<a href="#">12345.Doe.John.Q.TITLE UPDATE 2014/10/01</a>	Loans	TITLE UPDATE	1	Tif	6/14/2017	10/1/2014		
<a href="#">12345.Doe.John.Q.TITLE POLICY-BINDER 2014/10/01</a>	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.

Search Documents ?

KWYK Search...  12345 x 1/1/2014 - 12/31/... x

Print Download Delete Index Move Smart Folder Retention Hold

Displaying 100 Documents (Show Total) Top 100 Documents Filter...

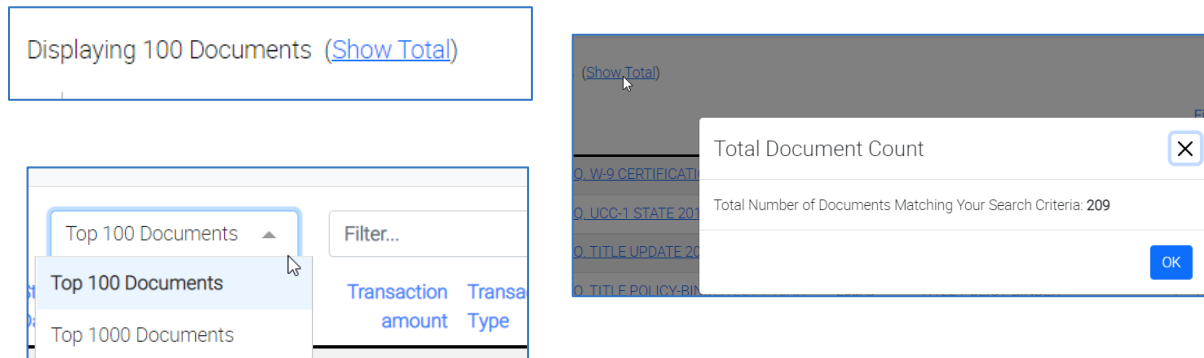
Title	Application	Document Type	Pages	File Type	Storage Date	Document Date	Transaction amount	Transaction Type
<a href="#">12345.Doe.John.Q.W-9 CERTIFICATION 2014/10/01</a>	Loans	W-9 CERTIFICATION	1	Tif	6/14/2017	10/1/2014		
<a href="#">12345.Doe.John.Q.UCC-1 STATE 2014/10/01</a>	Loans	UCC-1 STATE	1	Tif	6/14/2017	10/1/2014		
<a href="#">12345.Doe.John.Q.TITLE UPDATE 2014/10/01</a>	Loans	TITLE UPDATE	1	Tif	6/14/2017	10/1/2014		
<a href="#">12345.Doe.John.Q.TITLE POLICY-BINDER 2014/10/01</a>	Loans	TITLE POLICY-BINDER	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.



### Document Search Advanced:

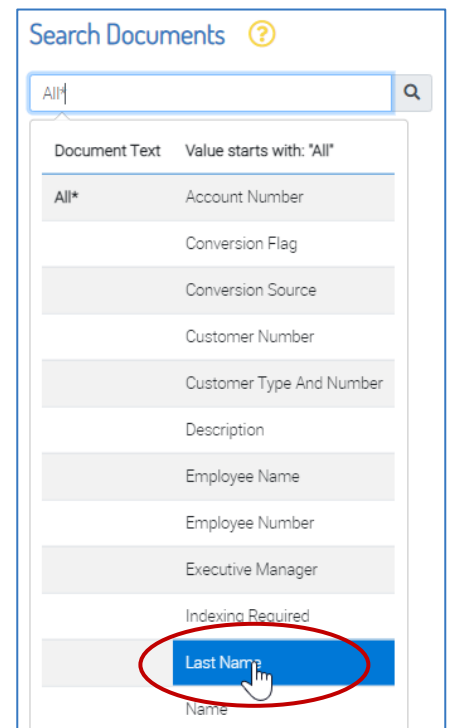
Advanced searching offers some very powerful search capabilities such as: Wildcard, Smart Text, Smart Date, Smart Currency and Smart Number searching, each using its own syntax.

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

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

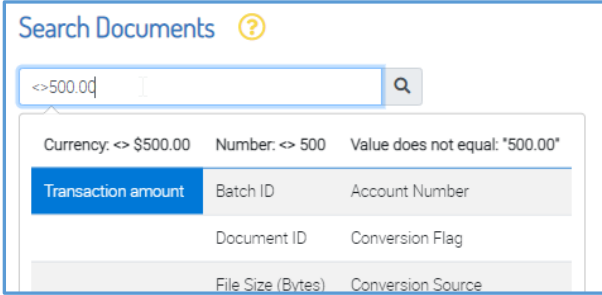
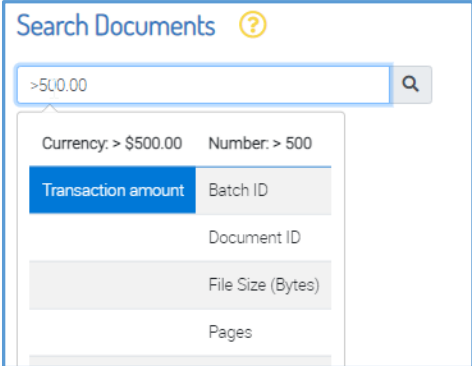
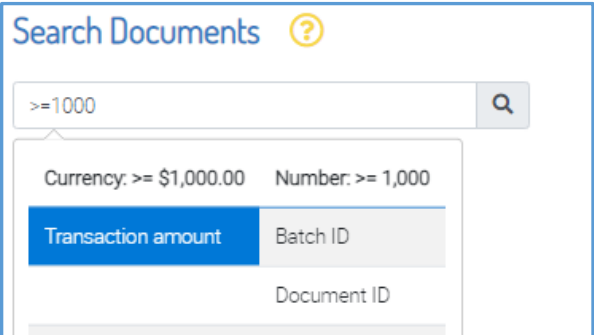
**Example:** If you're searching for all documents associated with a specific customer, but you're not sure if the last name is Allan or Allen, enter All\* in the Document Search field and choose the Last Name attribute from the suggested list.

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

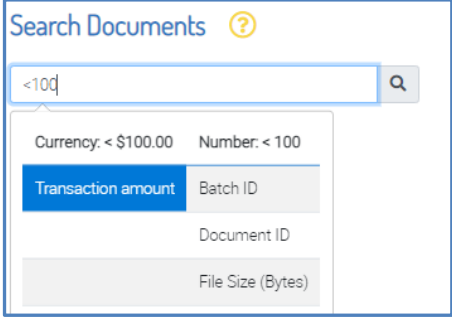
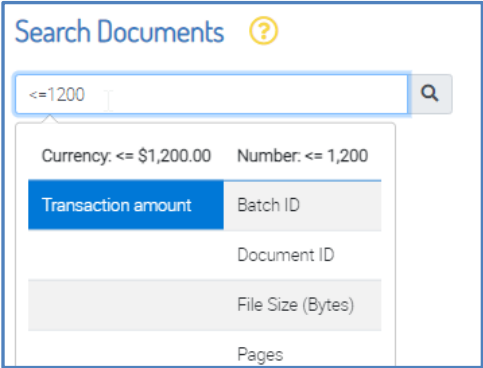
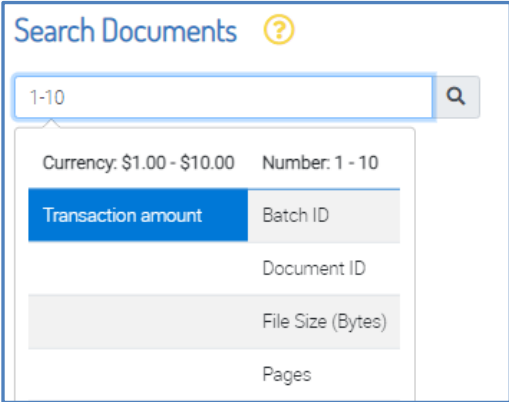


2. **Smart Number Search** and **Smart Currency Searches** are selected from either the Currency or Number columns in the Suggestion Grid.

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

<p><b>&lt;&gt;</b> (greater than and lesser than signs)</p>	 <p>For values that are not equal to your search term</p>
<p><b>&gt;</b> (greater than sign)</p>	 <p>For values that are greater than your search term</p>
<p><b>&gt;=</b> (greater than and equals sign)</p>	 <p>For values that are greater than or equal to your search term</p>



<p><b>&lt;</b> (<i>less than sign</i>)</p>	 <p>For values that are less than your search term</p>
<p><b>&lt;=</b> (<i>less than and equals sign</i>)</p>	 <p>For values that are less than or equal to your search term</p>
<p><b>Term 1 - Term 2</b> (<i>dash</i>)</p>	 <p>For values that are between (inclusive of) your two search terms</p>

**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:

**<>** (greater than & less than signs)

Search Documents ?

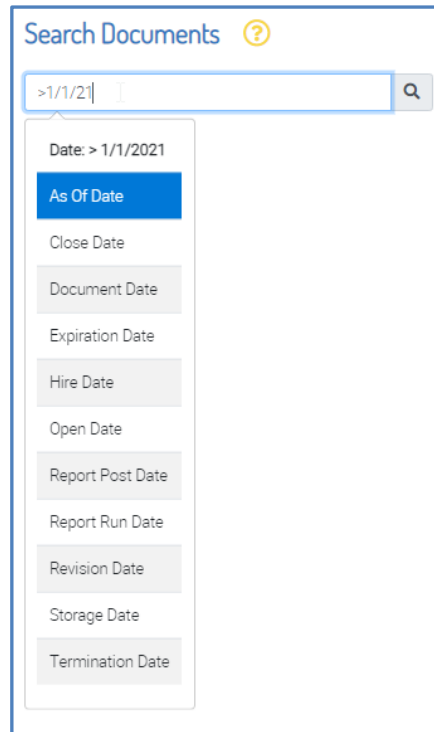
 Q

Date: <> 1/1/2021 Value does not equal: \*1/1/21\*

As Of Date	Account Number
Close Date	Conversion Flag
Document Date	Conversion Source
Expiration Date	Customer Number
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

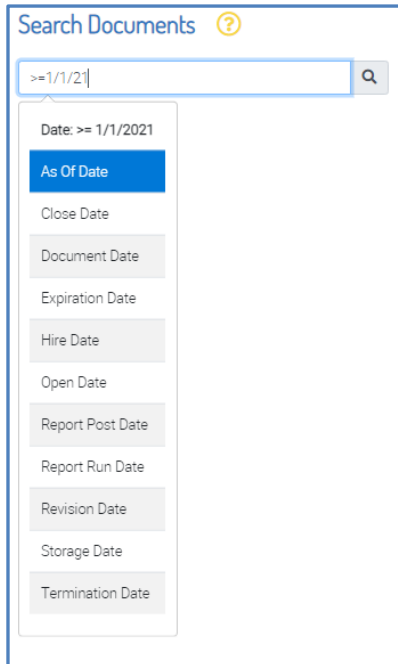
For values that are *not* equal to your search term

> (*greater than sign*)



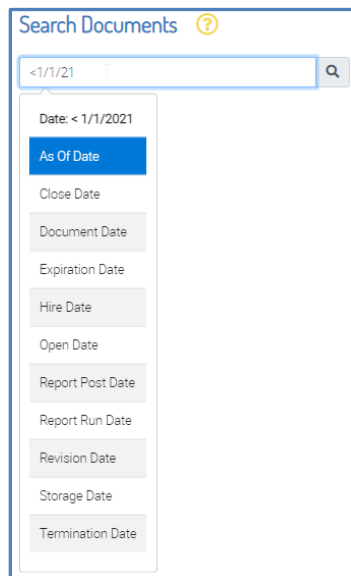
For values that are greater than your search term

**>=** (*greater than and equals sign*)



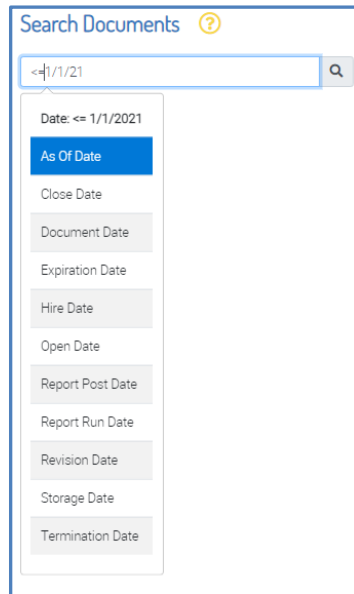
For values that are greater than or equal to your search term

**<** (*less than sign*)



For values that are less than your search term

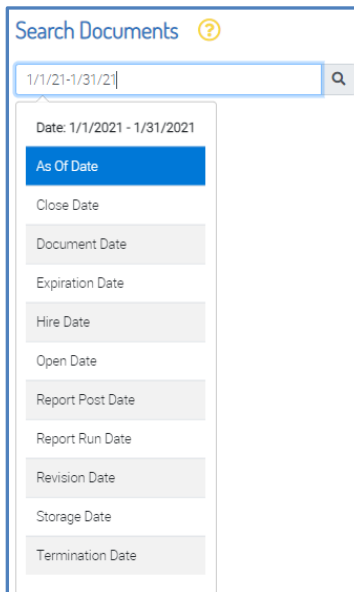
**<=** (less than and equals sign)



The screenshot shows a search interface titled "Search Documents" with a search bar containing "<=1/1/21". A dropdown menu is open, showing a list of date-related fields. The first option, "Date: <= 1/1/2021", is highlighted in blue. Other options include "As Of Date", "Close Date", "Document Date", "Expiration Date", "Hire Date", "Open Date", "Report Post Date", "Report Run Date", "Revision Date", "Storage Date", and "Termination Date".

For values that are less than or equal to your search term

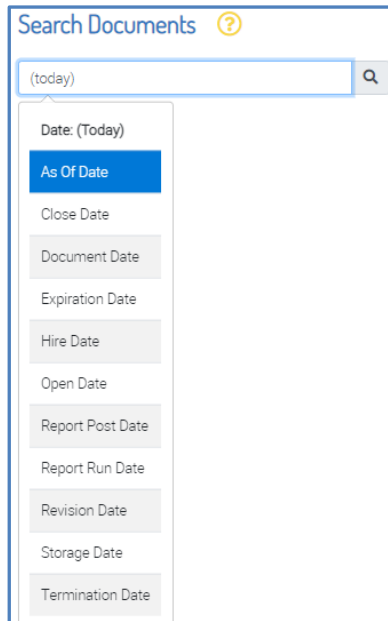
**Term 1 - Term 2** (dash)



The screenshot shows a search interface titled "Search Documents" with a search bar containing "1/1/21-1/31/21". A dropdown menu is open, showing a list of date-related fields. The first option, "Date: 1/1/2021 - 1/31/2021", is highlighted in blue. Other options include "As Of Date", "Close Date", "Document Date", "Expiration Date", "Hire Date", "Open Date", "Report Post Date", "Report Run Date", "Revision Date", "Storage Date", and "Termination Date".

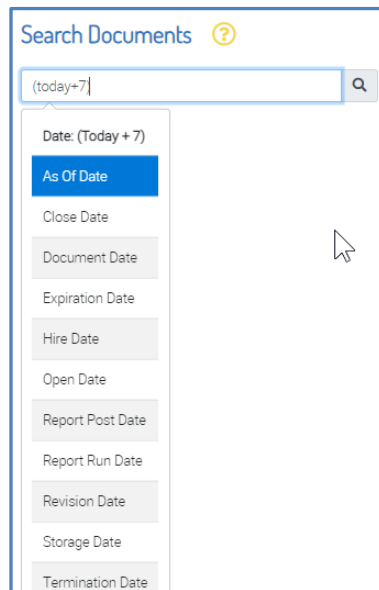
For values that are between (inclusive of) your two search terms

**(Today)**

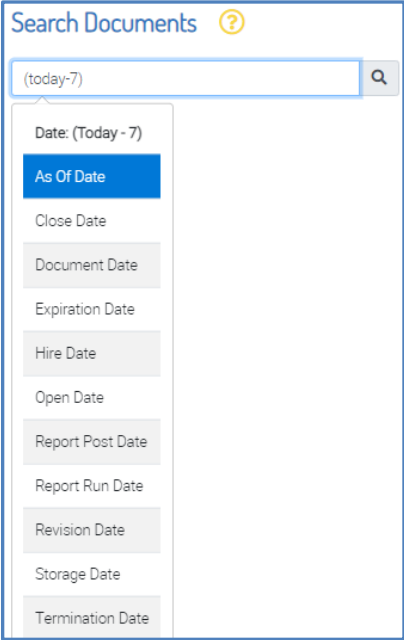


For dates that are equal to today's date

**(Today + n)**



For dates that are equal to today's date plus (+) n number of days

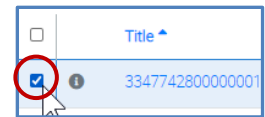
<p><b>(Today - n)</b></p> 	<p>For dates that are equal to today's date minus (-) n number of days</p>
--	--

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

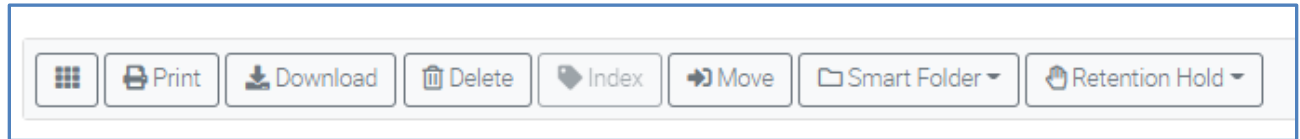
When using Smart Date Search, years beginning with 20 can be shortened to two digits (i.e. 2019 can be entered as 19). For months and days 1 – 9, a leading zero is not required.

## Actions Available from Document Search Results

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



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



Search Documents ?

12345 x 5/1/2021 - 5/31/2... x

6 Documents Filter...

<input type="checkbox"/>	Title <span>▲</span>	Batch ID	Document ID	Application	Document Type	Sync Status	Pages	File Size (Bytes)	File Type	Storage Date	Account Number	Account Type	Branch Number	Current Balance
<input type="checkbox"/>	<span>!</span> Account Num.12345	-1	838	Accounts	003	Not Synched	4	1,173,710	Pdf	5/17/2021	12345			
<input type="checkbox"/>	<span>!</span> Account Num.12345	808	839	Accounts	003	Not Synched	4	244,206	Pdf	5/17/2021	12345			
<input type="checkbox"/>	<span>!</span> Account Num.12345	-1	840	Accounts	003	Not Synched	11	51,403	Pdf	5/17/2021	12345			



### Toggle between Thumbnail view and List View



List View



Thumbnail View

Search Documents ?

KWYK Search... 12345 x 5/1/2021 - 5/31/2... x

6 Documents

<input type="checkbox"/>	Title <span>▲</span>	Batch ID	Document ID	Application	Docu Type
<input type="checkbox"/>	<span>!</span> Account Num.12345	-1	838	Accounts	003
<input type="checkbox"/>	<span>!</span> Account Num.12345	808	839	Accounts	003

Search Documents ?

KWYK Search... 12345 x 5/1/2021 - 5/31/2... x

6 Documents

! Account Num.12345

! Account Num.12345



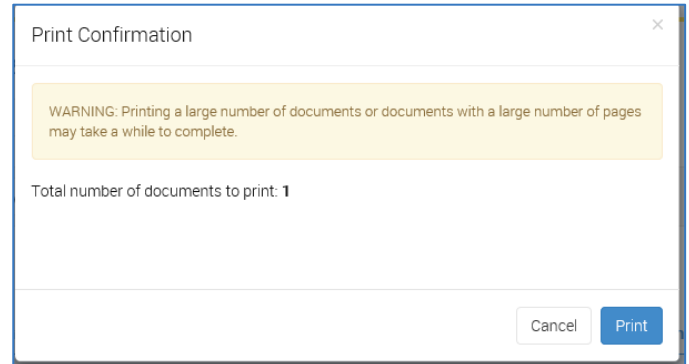
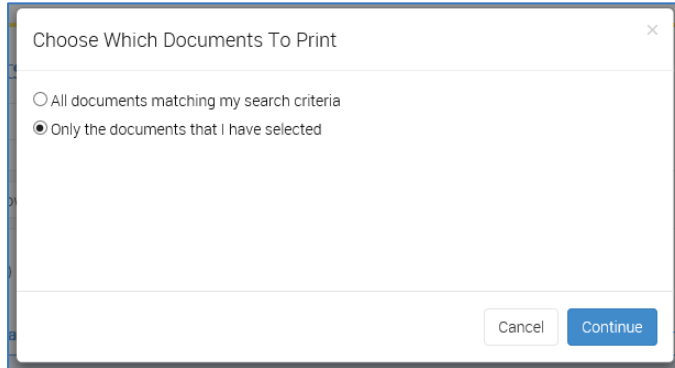
## Printing Documents from Search Results



### 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:



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.

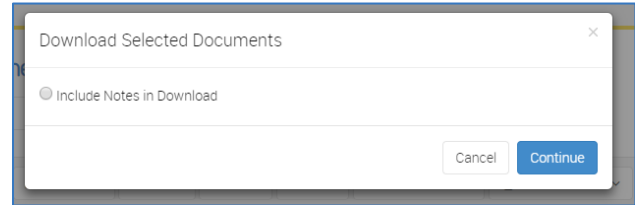
## Downloading Documents from Search Results

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

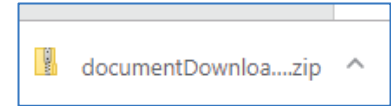
- Select *one or more* documents by clicking the check box to the left of the title and then **Download** in the upper menu.

	Title	Application	Document Type	Pages	File Type	Storage Date	Sync Status	Description	Document Date	Report Post Date
<input checked="" type="checkbox"/>	xxxxxxx100 Stone, Rick ACH DEBIT STOP PAYMENT REQUEST 2020/02/14	Deposits	ACH DEBIT STOP PAYMENT REQUEST	1	JPG	2/18/2020	Synced		2/14/2020	
<input checked="" type="checkbox"/>	xxxxxxx100 Stone, Rick ACH UNAUTHORIZED DEBIT 2020/02/13	Deposits	ACH UNAUTHORIZED DEBIT	5	Pdf	2/13/2020	Synced		2/13/2020	
<input checked="" type="checkbox"/>	xxxxxxx100 Stone, Rick APPRAISAL 2021/07/12 <span style="background-color: yellow;">Hold</span>	Loans	APPRAISAL	2	Pdf	7/19/2021	Synced	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.



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



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

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



Search Documents ?

KWYK Search... Stone, Rick x 3347742800000... x

Print Download Delete Index Move Smart Folder Retention Hold

10 Documents Filter...

	Title	Application	Document Type	Pages	File Type	Storage Date	Sync Status	Description	Document Date	Report Post Date
<input type="checkbox"/>	xxxxxxxx100 Stone, Rick ACH DEBIT STOP PAYMENT REQUEST 2020/02/14	Deposits	ACH DEBIT STOP PAYMENT REQUEST	1	JPG	2/18/2020	Synced		2/14/2020	

Download icon circled in red.

### Deleting Documents from the Archive (from Search Results)



#### Delete the selected document(s)

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

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

### Moving Documents from one Application to another

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



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

Select A Target Application

Application

Alex

Choose Which Documents To Move

All documents matching my search criteria  
 Only the documents that I have selected

- Choose which documents to move.
- Click “Continue.”

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

### Index (“Mass Index” or “Mass Modify”)



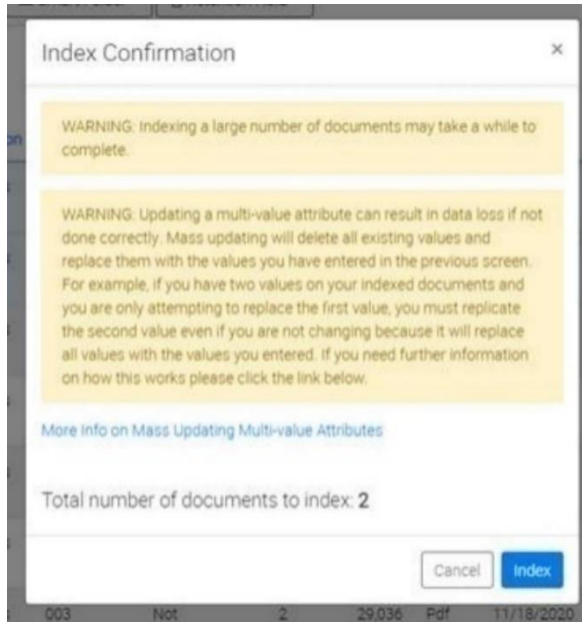
This feature is often referred to as ‘Mass Index’ or ‘Mass Modify’ and is used to change the indexing values of one or multiple stored documents from the Search Documents results.

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

Search Documents ?

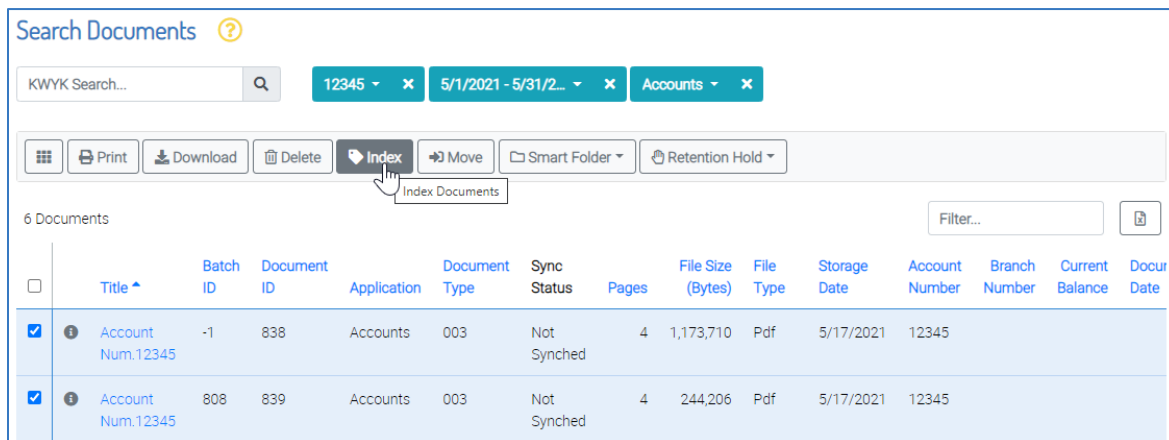
Accounts   12345 x 5/1/2021 - 5/31/2... x

Application	Document Text	
Accounts	accounts	<input type="button" value="Delete"/> <input type="button" value="Index"/> <input type="button" value="Move"/> <input type="button" value="Smart Folder"/> <input type="button" value="Rete"/>

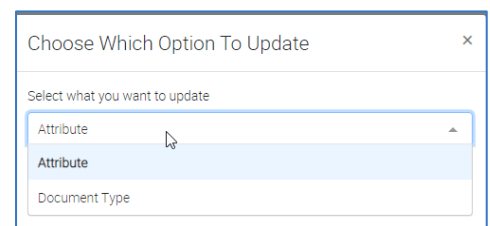


**Note:** Because this process **overwrites the previous attribute data**, and if not done correctly could cause data to be lost, caution should be exercised whenever this feature is used, especially when updating **multi-value attributes**.

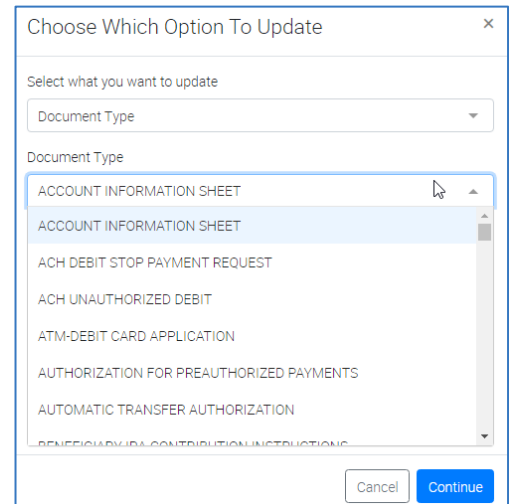
1. Place  next to item(s) and select **Index** in menu bar.



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

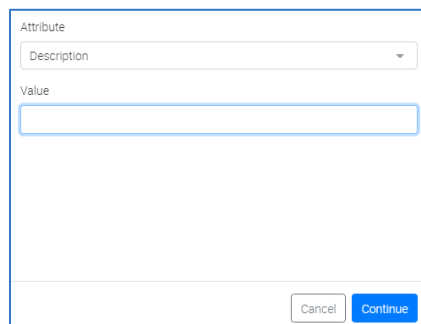


3. **Updating the Document Type:** Choose the new document type from the drop-down list, then click **Continue**.

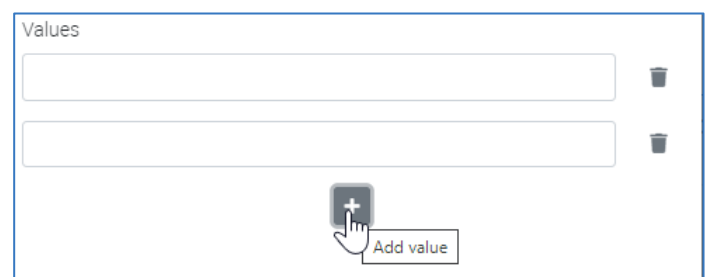
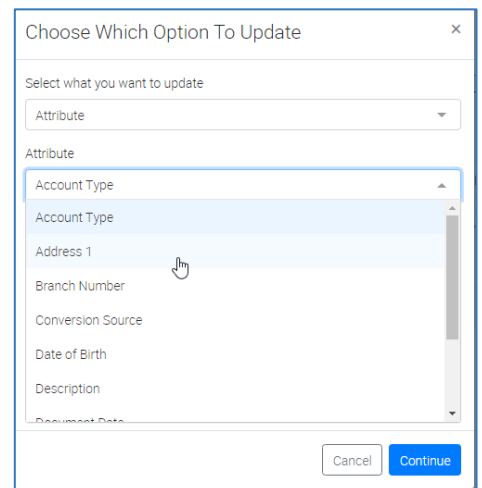


4. **Updating an Attribute:** Select the attribute to be modified from the drop-down list.

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



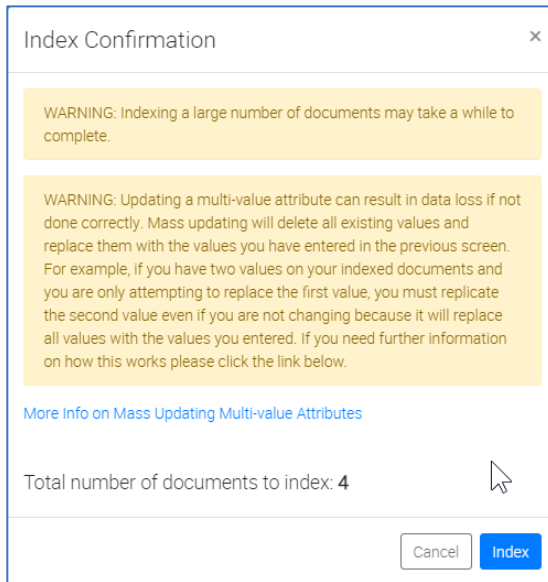
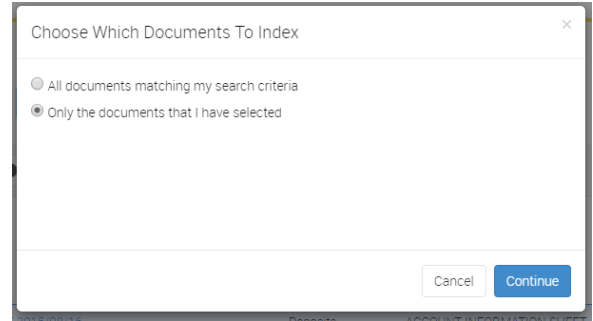
- For multi-value attributes, click the plus sign to add additional fields. All values of the attribute on the documents must be entered here, in the order they appear in the indexing panel, even those not be updated as part of the re-indexing process. Once all values have been entered, click **Continue**.

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

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

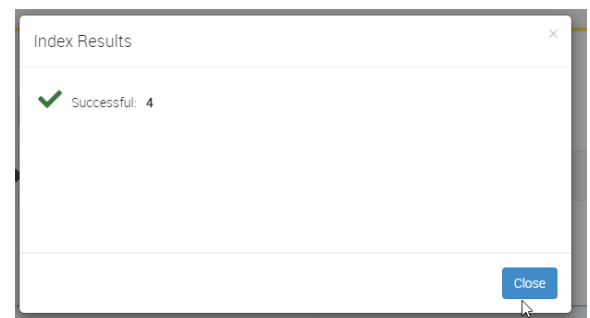
Select which documents will be re-indexed (typically it is **Only the document that I have selected**) and then confirm the total number of documents that will be affected by the indexing process in the next dialogue box.



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

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

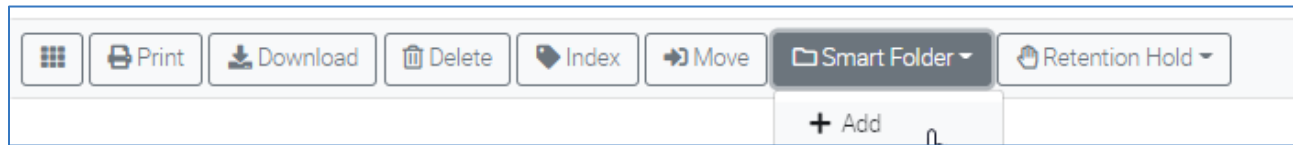
The final dialogue box will display the number of documents successfully and/or unsuccessfully re-indexed.



## Creating a Smart Folder

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

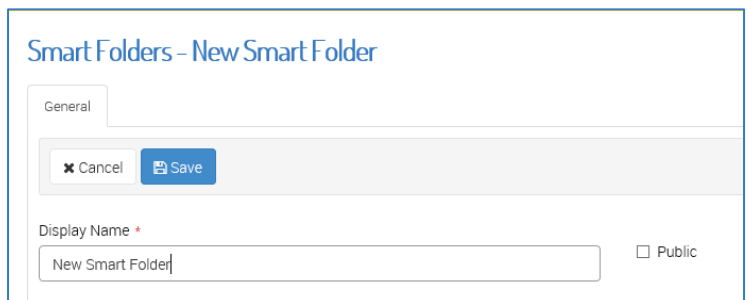
- Perform the Search.
- Click on “Smart Folder” from the upper menu bar.
- Select **Add**.



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

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

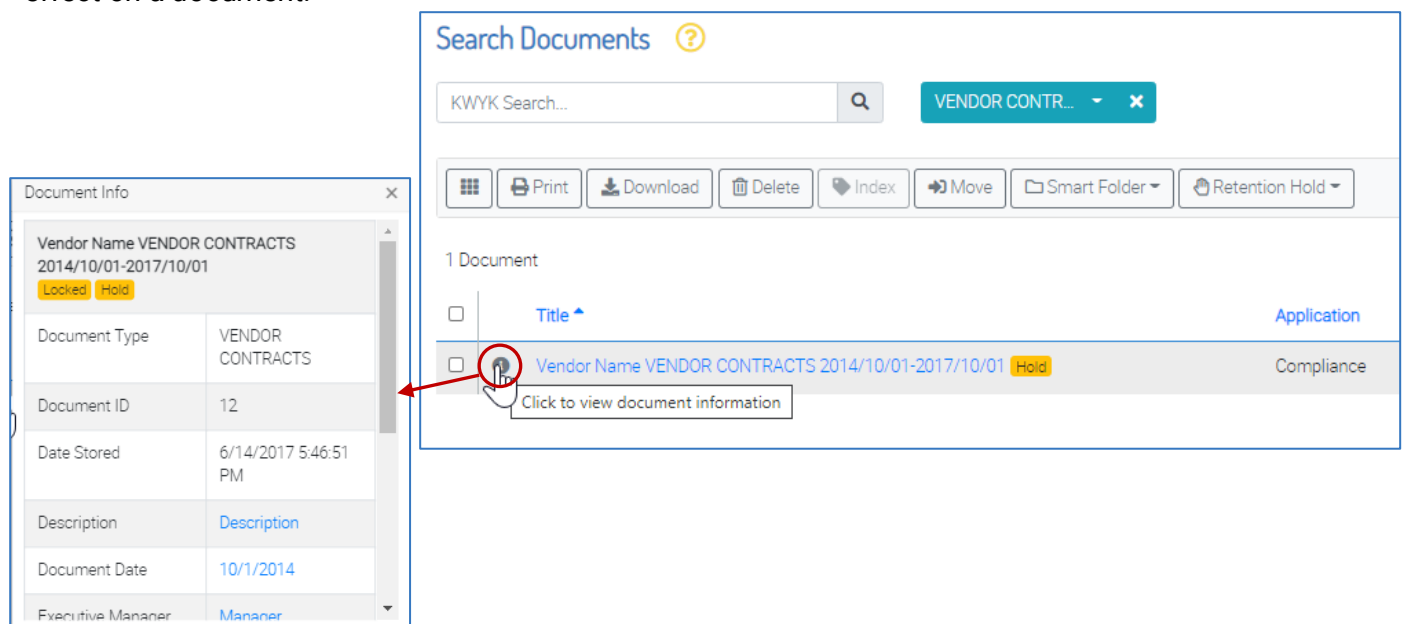
See [Smart Folders](#) for additional information on accessing saved Smart Folders.



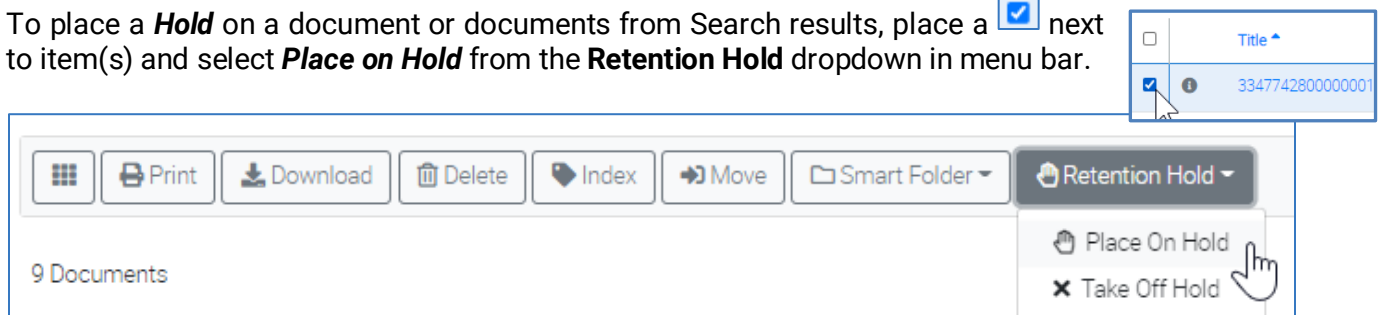
## Place (or remove) a Retention Hold

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

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



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

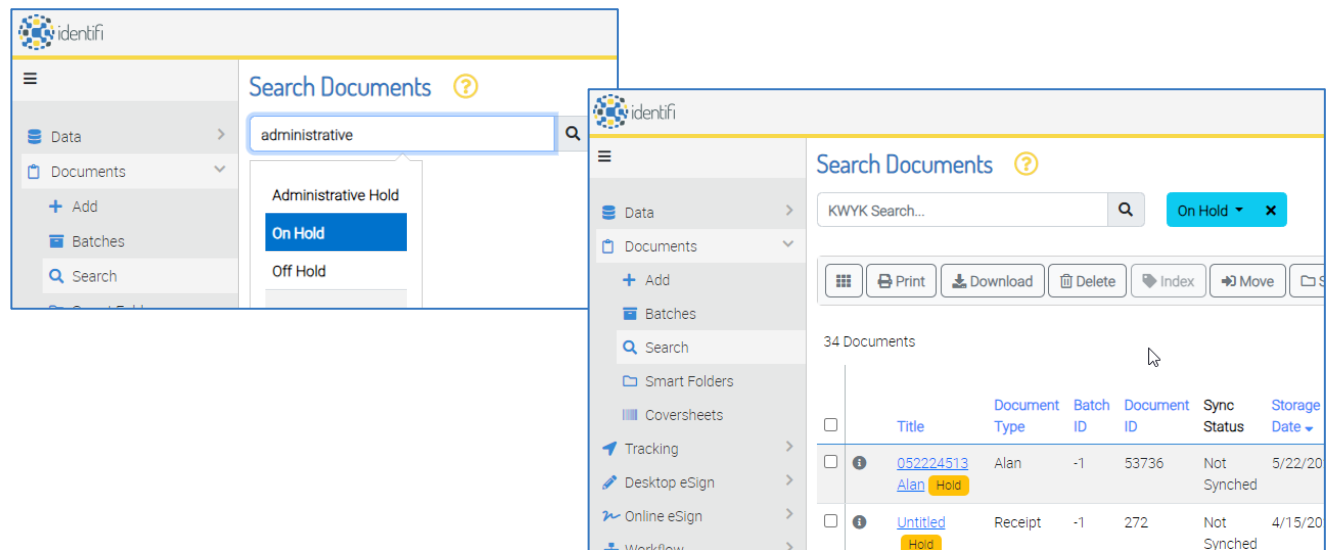


Select **Take Off Hold** to free the document.

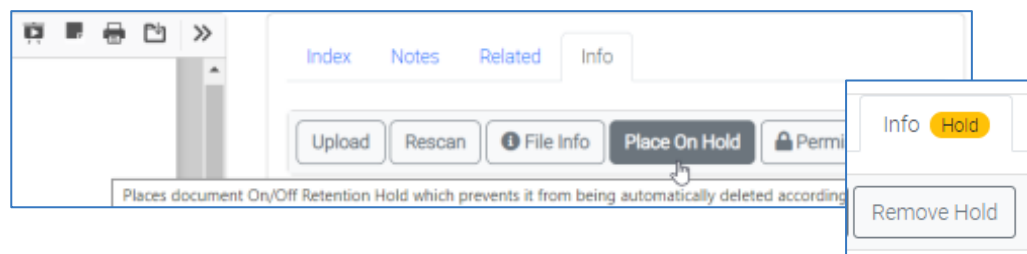
**Note:** Placing a Retention Hold on non-retention documents will have no effect on those documents. Placing a retention hold will **not** prevent document(s) from being **manually** deleted.

### 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).





## 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.

Search Documents ?

KWYK Search... 12345 5/1/2021 - 5/31/2... Accounts

Print Download Delete Index Move Smart Folder Retention Hold

6 Documents Filter...

<input type="checkbox"/>	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
<input type="checkbox"/>	<b>Account Num.12345</b>	-1	838	Accounts	003	Not Synced	4	1,173,710	Pdf	5/17/2021	12345			
<input type="checkbox"/>	Account Num.12345	808	839	Accounts	003	Not Synced	4	244,206	Pdf	5/17/2021	12345			
<input type="checkbox"/>	Account Num.12345	-1	840	Accounts	003	Not Synced	11	51,403	Pdf	5/17/2021	12345			

Document Detail: 12345 Doe, John Q. Customer Due Diligence 2018/03/05

1 of 1 Automatic Zoom

**CUSTOMER DUE DILIGENCE**

Account Name: JON DOE  
 Account#: 192764840 Type of Account: DDA  
 Branch #0001 Initials: EWILSON  
 X  \*\*ChexSystems/OFAC on all signers and Business Name (if applicable)  
 \*\*Verification required for ALL new and existing clients

**\*\*PERSONAL ACCOUNTS\*\***  
 What will be the source of deposits or method of withdrawals from your account (check all that apply)?  
 1 Cash  1 Payroll Check  1 ACH  
 1 Domestic Wire  1 International Wire  
 Will you do you conduct internet transactions?  1

**\*\*BUSINESS ACCOUNTS\*\***  
**SECTION I: CUSTOMER DUE DILIGENCE**  
 What is the nature of your business: list the specific type of business \_\_\_\_\_  
 What will be the source of deposits or method of withdrawals from your account (check all that apply)?  
 Cash  Credit Card/Electronic Charges  ACH  
 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? \_\_\_\_\_

**SECTION II: MONEY SERVICING BUSINESS (MSB) IDENTIFICATION FORM**  
 Check all that apply:  
 This business will issue, sell or redeem travelers checks, money orders or stored value cards.  
 This business will exchange or transmit currency.  
 This business will engage in check cashing activity (3rd party check cashing).

Index Notes Related Info

Edit

Document Type  
Customer Due Diligence

Document Date  
03/05/2018

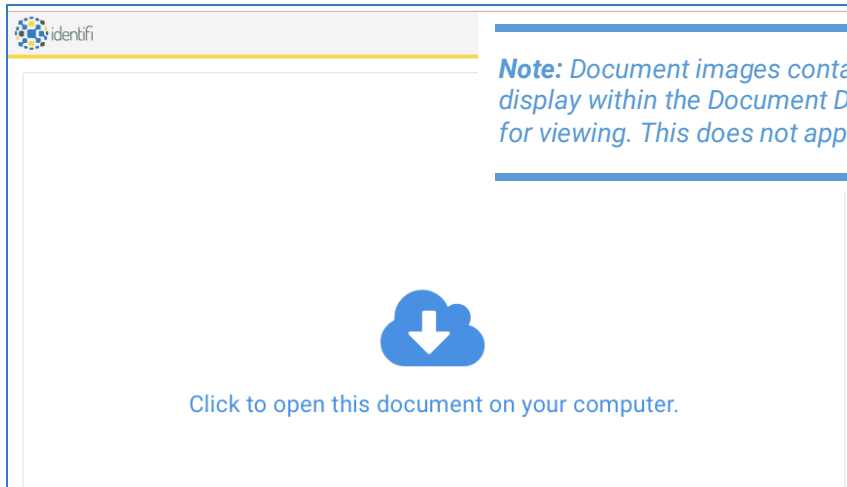
Description

Group 1 (1 value)

Account Number	Open Date	Status	Close Date
▲ 12345	1/1/2012	Active	

Group 2 (1 value)


Tax ID Number	Name	Customer Type	And Number




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

### Document Detail Viewer Menu Bar:





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

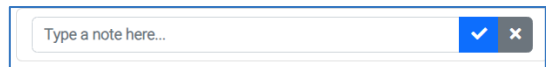
 Find in Document - Allows for document text searching within the document image.


*Document Text Search is not available for all document types. For more details, see [Document Text Search](#).*

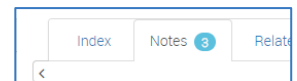



 Expand to **Presentation Mode** – allows the user to open the document for viewing full screen.


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

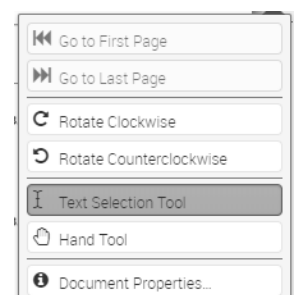


 **Print the Document** - Clicking on this icon will create a .pdf in Acrobat for printing.




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

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



## Document Detail Panels:

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

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

Document Detail: 006240859 Smith, Robert E POWER OF ATTORNEY 2023/03/15

1 of 1 Automatic Zoom

**POWER OF ATTORNEY**

I, **Bob Sender** (grantor of power), hereby constitute and appoint **Sally Sender** (grantee of power) as my attorney-in-fact, to deposit or withdraw funds held in Account #(s) **12234455** at **Safety Harbor Community Credit Union** (Name of Financial Institution).

**GRANTOR OF POWER: YOU MUST INDICATE BELOW WHETHER OR NOT THIS POWER OF ATTORNEY WILL BE EFFECTIVE IF YOU BECOME INCOMPETENT. MAKE A CHECK OR "X" ON THE LINE IN FRONT OF THE STATEMENT BELOW THAT EXPRESSES YOUR INTENT.**

This is a durable power of attorney and it shall continue to be effective if I become incompetent. It shall not be affected by my later disability or incompetency.

This power of attorney shall not be effective if I become incompetent.

**THE PARTIES SIGNING BELOW AGREE TO THE TERMS AND CONDITIONS CONTAINED ON PAGES 1 AND 2 OF THIS AGREEMENT.**

The undersigned agree to the terms and conditions contained on pages 1 and 2 of this agreement.

Signature of Grantor \_\_\_\_\_ Date \_\_\_\_\_

Signature of Grantee \_\_\_\_\_ Date \_\_\_\_\_

**ACKNOWLEDGEMENT:**

Signed in the presence of \_\_\_\_\_ (Signature of Financial Institution Employee)  
an authorized representative of the above named Financial Institution.

Index Notes Related Info

Document Title Override (optional)

Document Type  
POWER OF ATTORNEY

Document Date  
03/15/2023

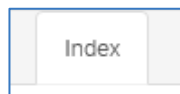
Description

Group 2 (1 value)

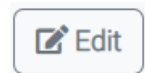
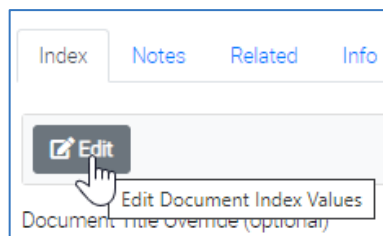
Tax ID Number	Name	Customer Type And Number
<input checked="" type="checkbox"/> 006240859	Smith, Robert E	P1954

Source

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

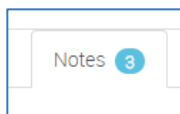
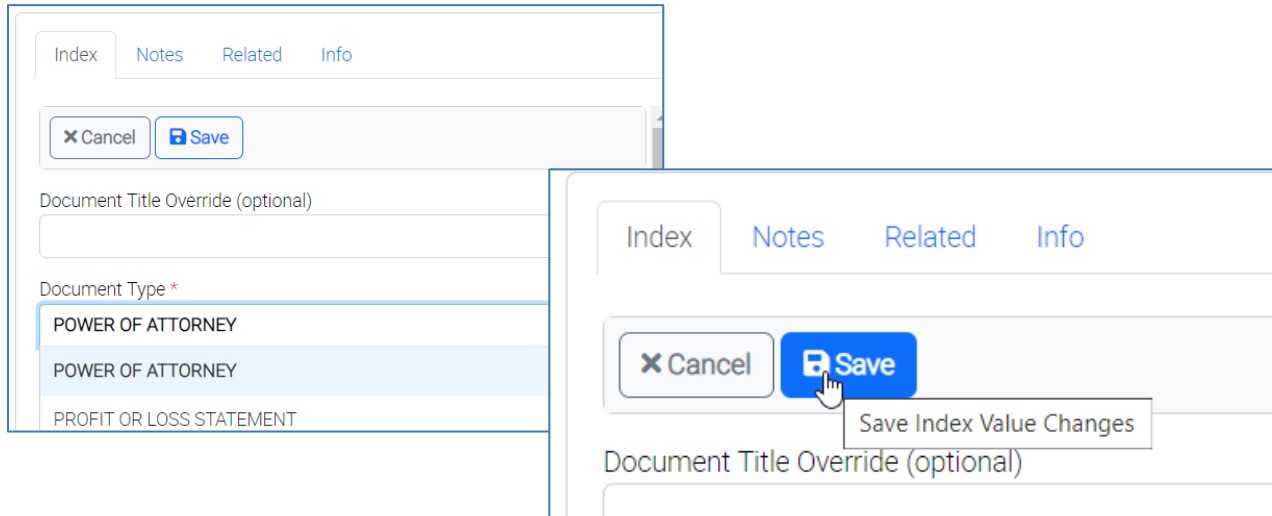


**Index Panel** - Displays indexing attribute values for current document. If the User has Index permissions, the attribute values can be edited by clicking



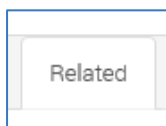
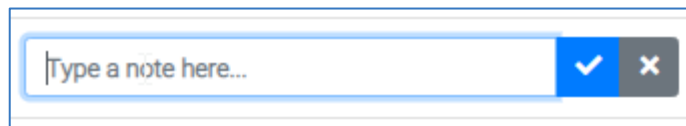
**Examples:** changing the Document Date, the Document Type, re-syncing the Lookup Attribute, etc.

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

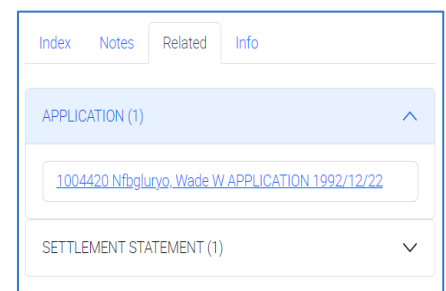


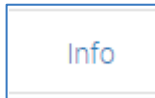
**Notes Panel** – Users with appropriate permissions can view, add and/or edit notes on the document. A number in the panel tab indicates the number of notes that exist on the document.

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

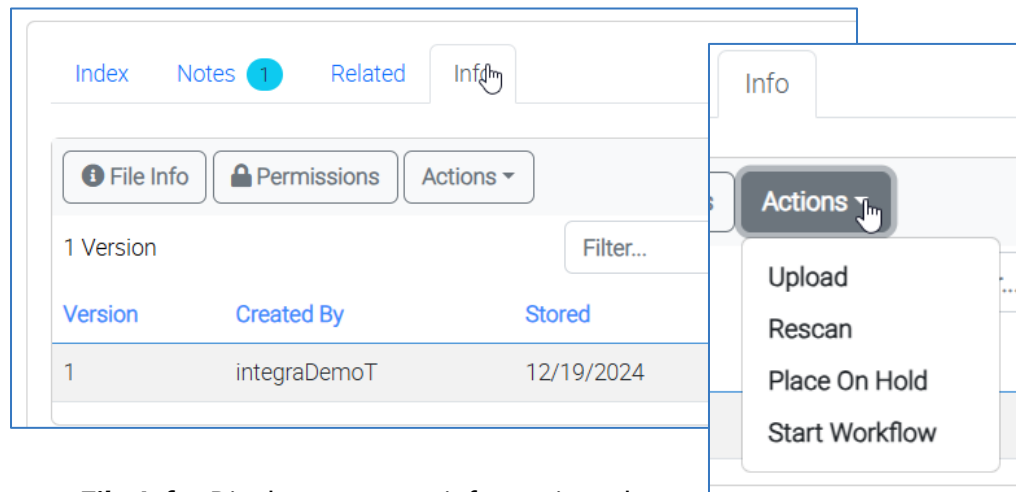


**Related Documents Panel** – Displays documents related by SSN/Tax ID (User must have permissions to images). Click on the hyperlink to view other documents for the same customer.

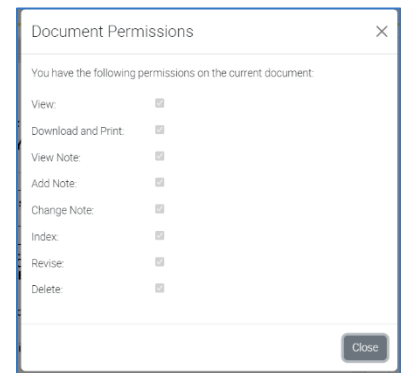




**Info Panel** – Provides a button to reveal file information for this document. Clicking the “Actions” button will reveal access to User permission information and versioning options (Upload/Rescan). If the Document Type is configured within a Workflow plan, the option to begin the Workflow will also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

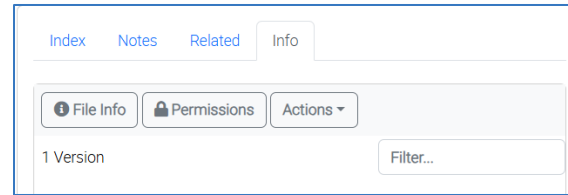


- **File Info:** Displays storage information about the document such as Title, Document ID, Storage Date, etc.
- **Permissions** allows a User to view their Permissions for this document.

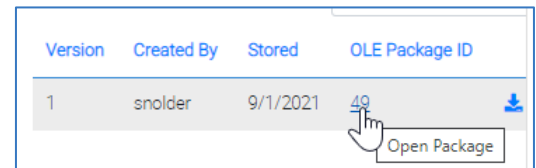


- **Upload:** Upload a new document to replace the current version of the document in the viewer.
- **Rescan:** Opens the document in the Scan Client. **\*\*Available only for documents that were originally brought into the archive through the Scan Client or Uplink. Must have access to the Scan Client 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).

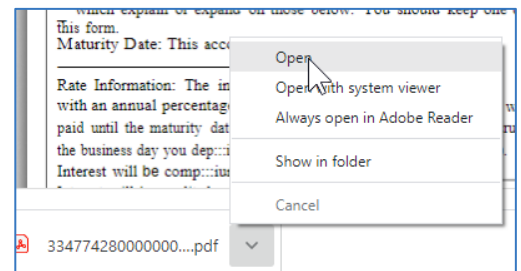
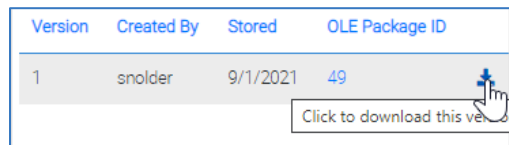
The **Filter** allows the user to filter to a particular version by who created the version (“Created By”) or Storage Date.



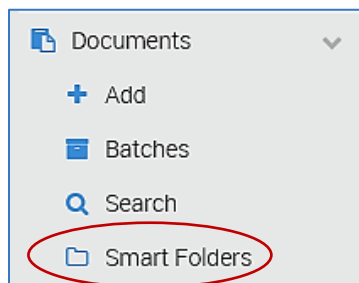
If the document was brought in using Online eSign, a link to the OLE Package Details will be accessible.



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



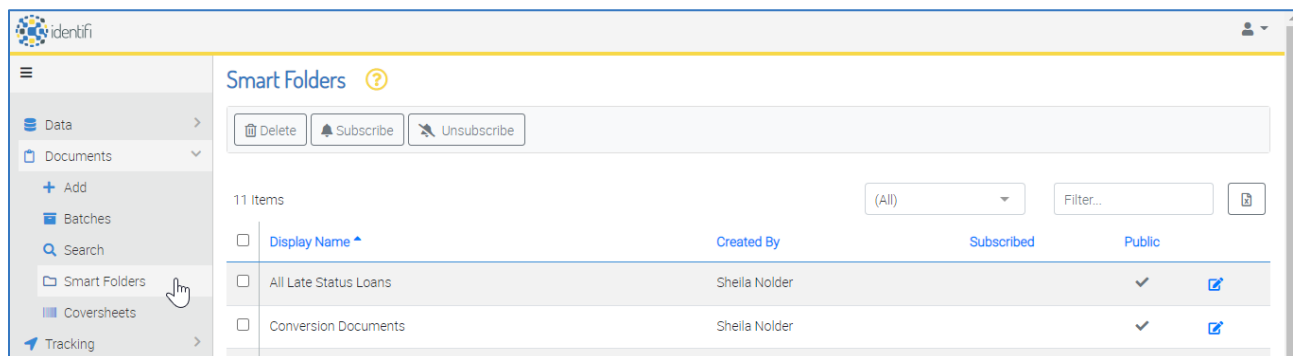
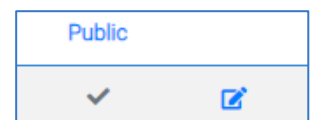
## Smart Folders



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

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

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

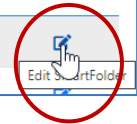


Any user with the User Role can create a Private Smart Folder (see “[Creating a Smart Folder](#)”). Private Smart Folders cannot be seen by anyone else; they are only visible to the User who created them.



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

<input type="checkbox"/>	Display Name <sup>▲</sup>	Created By	Subscribed	Public
<input type="checkbox"/>	2021 Customer Documents > 4 pages	Billy Hartman		<input checked="" type="checkbox"/>
<input type="checkbox"/>	Application Has Security	Billy Hartman		<input checked="" type="checkbox"/>



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

### Smart Folder - Desktop eSign Unindexed

Display Name \* 
 Public
  Include Document Title in Email

Visibility

2 Users / Groups

<input type="checkbox"/>	User / Group <sup>▲</sup>	Subscribed
<input type="checkbox"/>	(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)

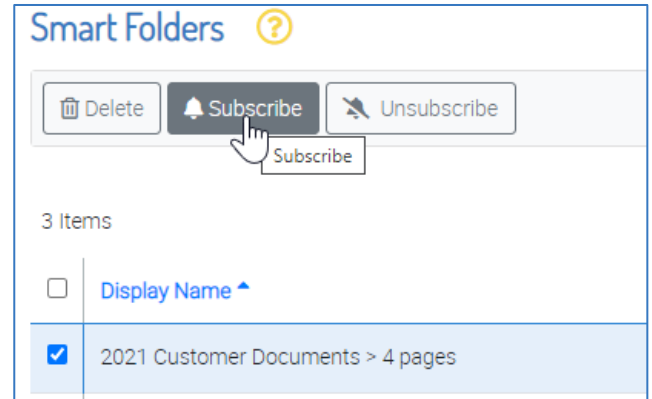
To allow the Document Title to be listed in the body of the Subscription email, select the toggle box to the right of the DisplayName. **Note:** Default is unchecked and a Doc ID will be displayed in the email.

Include Document Title in 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.

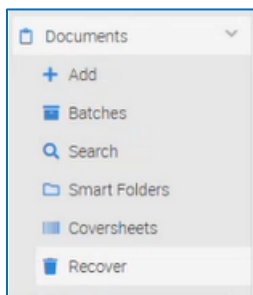


To subscribe to a Smart Folder, select the folder(s)  and click “Subscribe” in the upper menu bar. To unsubscribe, select and click “Unsubscribe.”

**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.

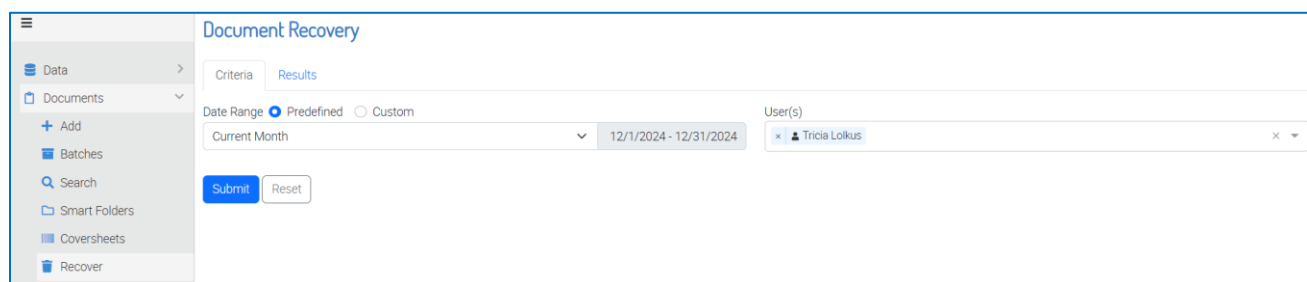


Soft deleted documents reside in a specific “**Recover**” section of the menu.

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.”





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

**Document Recovery**

Criteria Results

+ Recover Delete  
Recover Documents

6 Recoverable Document Sets Filter...

<input checked="" type="checkbox"/>	Date Deleted	User	Total	Recovery Expiration Date	Criteria
<input checked="" type="checkbox"/>	12/13/2024 9:43 AM	Tricia Lolkus (tloklus)	1	12/23/2024 9:43 AM	Storage Date: (Today)
<input checked="" type="checkbox"/>	12/16/2024 1:19 PM	Tricia Lolkus (tloklus)	2	12/26/2024 1:19 PM	Account Number: 1004264
<input checked="" type="checkbox"/>	12/16/2024 1:20 PM	Tricia Lolkus (tloklus)	3	12/26/2024 1:20 PM	Account Number: 1004264
<input checked="" type="checkbox"/>	12/16/2024 1:21 PM	Tricia Lolkus (tloklus)	2	12/26/2024 1:21 PM	Account Number: 1004264

## Barcode Coversheets

- Documents
- + Add
- Batches
- 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.**

**Scanning Barcode Coversheets**

User Coversheet Doc Type Coversheet Breakdoc Coversheet

Generate Barcode Coversheet

2 Users train

<input type="checkbox"/>	User Name ^	Login Name	Email	Location	Active
<input type="checkbox"/>	Training User	Tuser	fadams@identifi.net		✓
<input type="checkbox"/>	Training McTrainerson	Training	training@identifi.net		✓

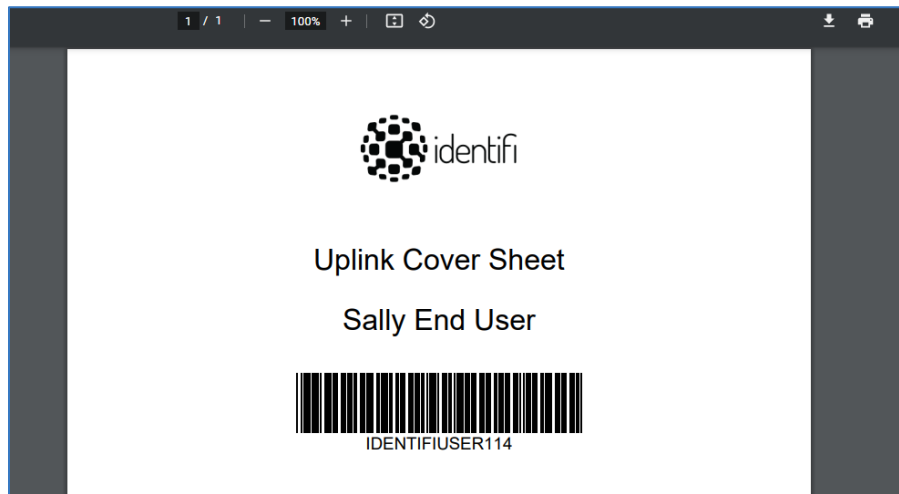
To prepare the coversheets:

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

Generate Barcode Coversheet

3 Users

<input type="checkbox"/> User Name ^
<input type="checkbox"/> Forrest Adams
<input checked="" type="checkbox"/> Sally End User
<input checked="" type="checkbox"/> Training User



### 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.

#### Scanning Barcode Coversheets

User Coversheet
Doc Type Coversheet
Breakdoc Coversheet

Generate Barcode Coversheet

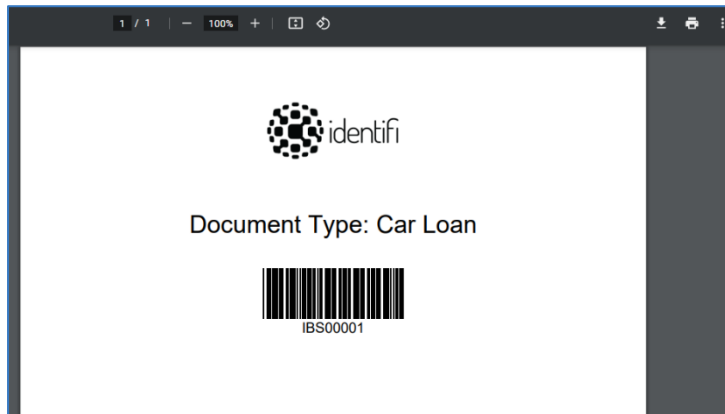
3 Document Types (All Applications)

<input type="checkbox"/> Display Name ^	Code
<input type="checkbox"/> Car Loan	
<input type="checkbox"/> Car Loan Clone	
<input type="checkbox"/> Car Loan Dup	

To prepare the coversheets:

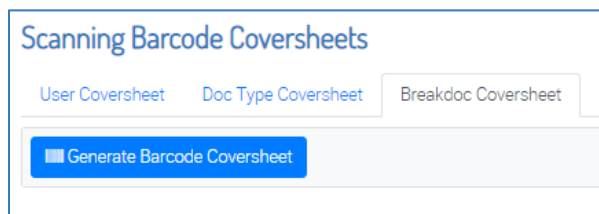
1. Check the box next to the doc type(s) in the list.
2. Click **Generate Barcode Coversheet**

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



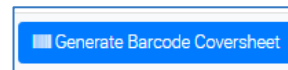
### Breakdoc Sheets

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

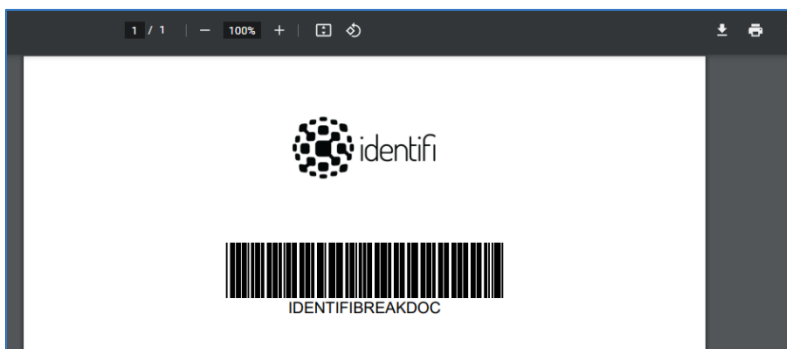


To prepare the coversheets:

- Click **Generate Barcode Coversheet**



- 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 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.

Document Detail: CO\_DPNEW DEPOSIT NEW ACCOUNTS 2019/01/07

Bank: COCC Test Institution  
Report: CO\_DPNEW

Deposit New Accounts  
From: 01-07-2019 Thru: 01-07-2019

Branch: COCC1 - Branch

Major Code	Minor Code	Account Number	Customer Name	Ending Balance	Original Int Rate	Open Date	Maturity Date	Term (Months)
CK	CK05	28000112708	Jones, Larry H.	300.00	0.000	01-07-2019		0
CK	CK05	28000109200	deluxe, daisy	35.00	0.000	01-07-2019		0
SAV	SV02	28000112401	Alibaba, Ali A.	10,000.00	3.250	01-07-2019		0
SAV	SV02	28000112344	Campbell, Joan	100,000.00	3.250	01-07-2019		0
SAV	SV02	28000112055	liang, jason	2,000.00	3.000	01-07-2019		0
SAV	SV04	28000112667	Jones, Larry H.	500.00	0.275	01-07-2019		0
SAV	SV04	28000112500	deluxe, daisy	50.00	0.000	01-07-2019		0
TD	TD01	28000112716	Jones, Larry H.	6,000.00	3.000	01-07-2019	06-04-2009	0
TD	TD04	28000112104	liang, jason	10,000.00	1.050	01-07-2019	06-28-2009	1
TD	TD28	28000112146	Urban, Keith M.	50,000.00	4.400	01-07-2019	05-29-2010	12

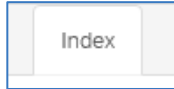
Totals for COCC1 - Branch

Major	Minor	Total Accounts	Total End Balance	Trar
Checking	Non Interest Checking	2	335.00	
	Major Sub Total:	2	335.00	
Savings	Passbook Savings	3	112,000.00	
	Statement Savings	2	550.00	
	Major Sub Total:	5	112,550.00	
Time Deposit	1 Year Certificate	1	50,000.00	

Report Detail Panels:

- Document Title Override (optional): CO\_DPNEW DEPOSIT NEW ACCOUNTS 2019/01/07
- Document Type: CO\_DPNEW
- Report Type: REPORT
- Report Audit: ZZRPT
- Report Post Date: 01/07/2019
- Report Run Date: 01/07/2019
- Report Keyword (3 values): Deposit

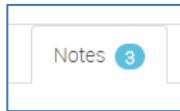
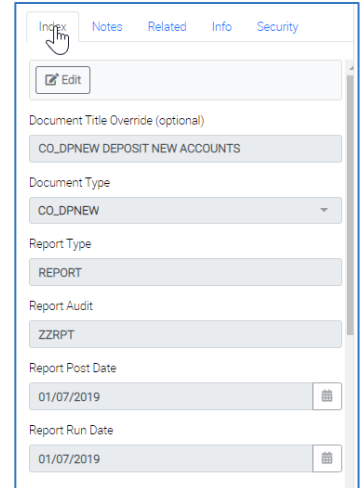
The **Report Detail Panels** are the same as the panels found in the [Document Detail Viewer](#). Those most helpful for report viewing are highlighted below:



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

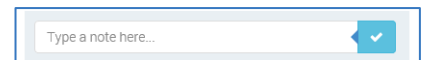


- **Edit** Allows attribute values to be changed (*permissions required*)

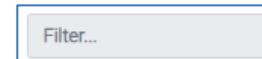


**Notes Panel** – Users with appropriate permissions can view, add and/or edit notes on the report. Notes are associated with specific pages of the report, and a number in the panel tab indicates the number of notes that exist on the report.

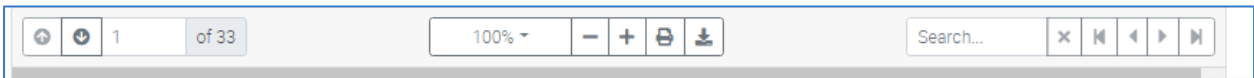
To add a note, click inside the box and type the note. Click the check mark icon to save.



**Filter** - Allows user to search within notes.

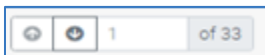


**Report Detail Viewer Menu Bar:**

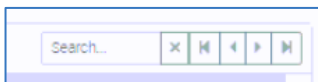


The document image can be reviewed on the left.

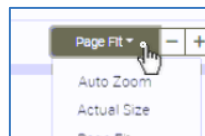
- **Use the arrows to navigate the pages**



- **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):

Search Documents ?

KWYK Search...   CO\_DPNEW

Displaying 100 Documents ([Show Total](#)) Top 100 Documents

<input type="checkbox"/>	Title	Application	Document Type	Pages	File Type	Storage Date	Sync Status	Report Post Date	<input type="button" value="Download"/>
<input type="checkbox"/>	<a href="#">CO_DPNEW DEPOSIT NEW ACCOUNTS 2023/08/03</a>	Insight Reports	CO_DPNEW	6	Report	8/4/2023	Not Synched	8/3/2023	<input type="button" value="Download"/>
<input type="checkbox"/>	<a href="#">CO_DPNEW DEPOSIT NEW ACCOUNTS 2023/08/02</a>	Insight Reports	CO_DPNEW	6	Report	8/3/2023	Not Synched	8/2/2023	<input type="button" value="Download"/>

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

Document Detail: CO\_DPNEW DEPOSIT NEW ACCOUNTS 2023/08/03

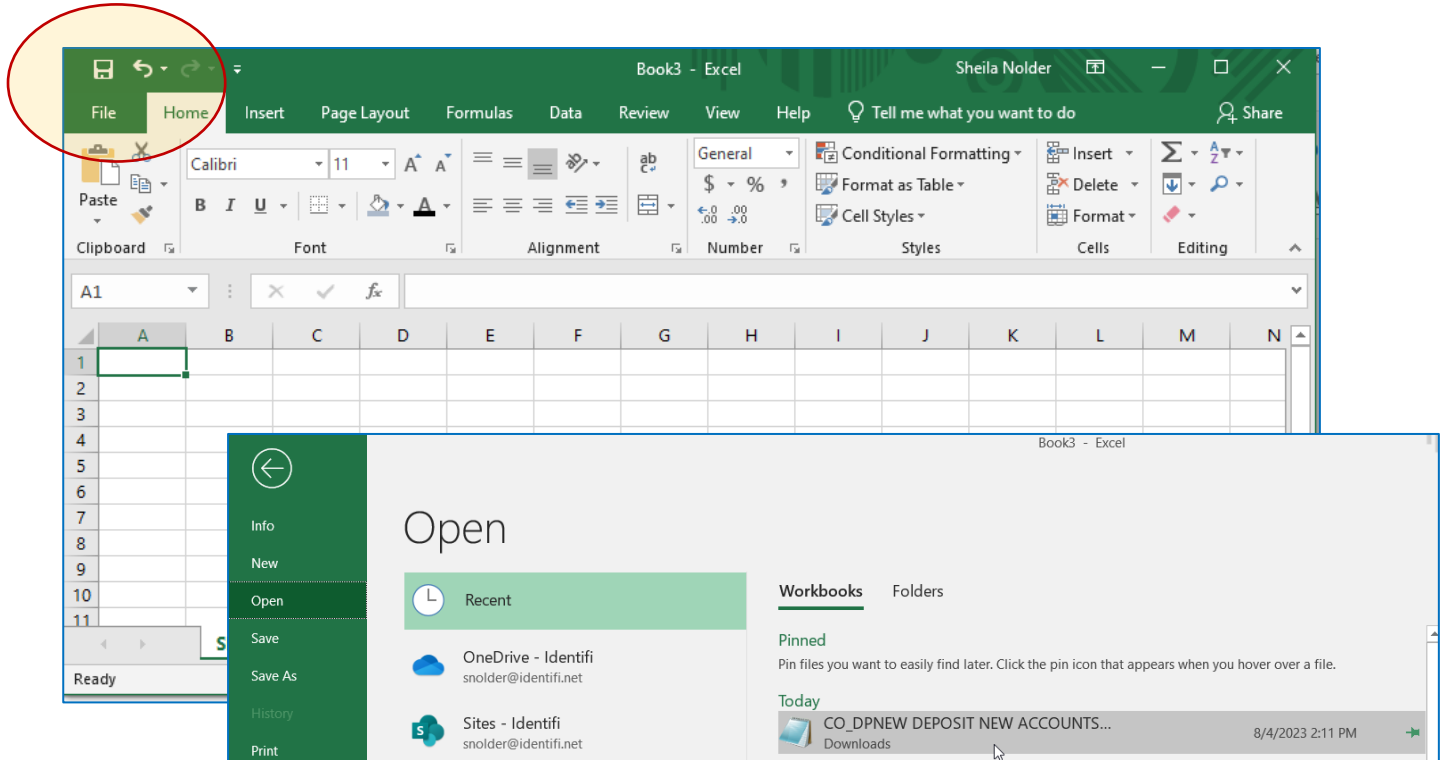
1 of 6 100%

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

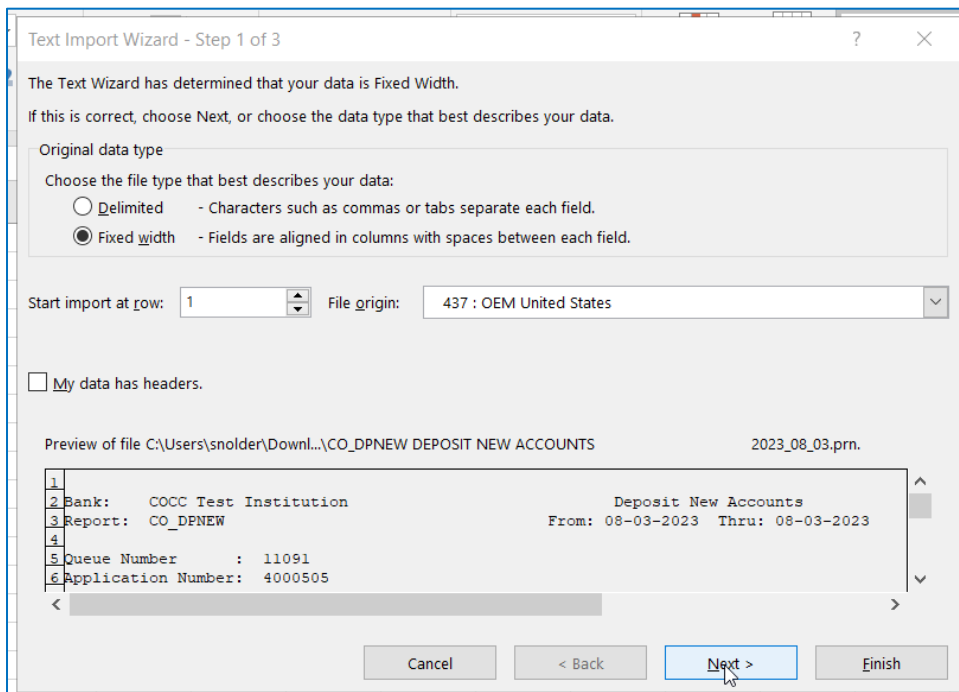
Name	Type
CO_DPNEW DEPOSIT NEW ACCOUNTS 2023_08_03.txt	Text Document
CO_DPNEW DEPOSIT NEW ACCOUNTS 2023_08_03.prn	

## Convert the Downloaded document(s) to Excel:

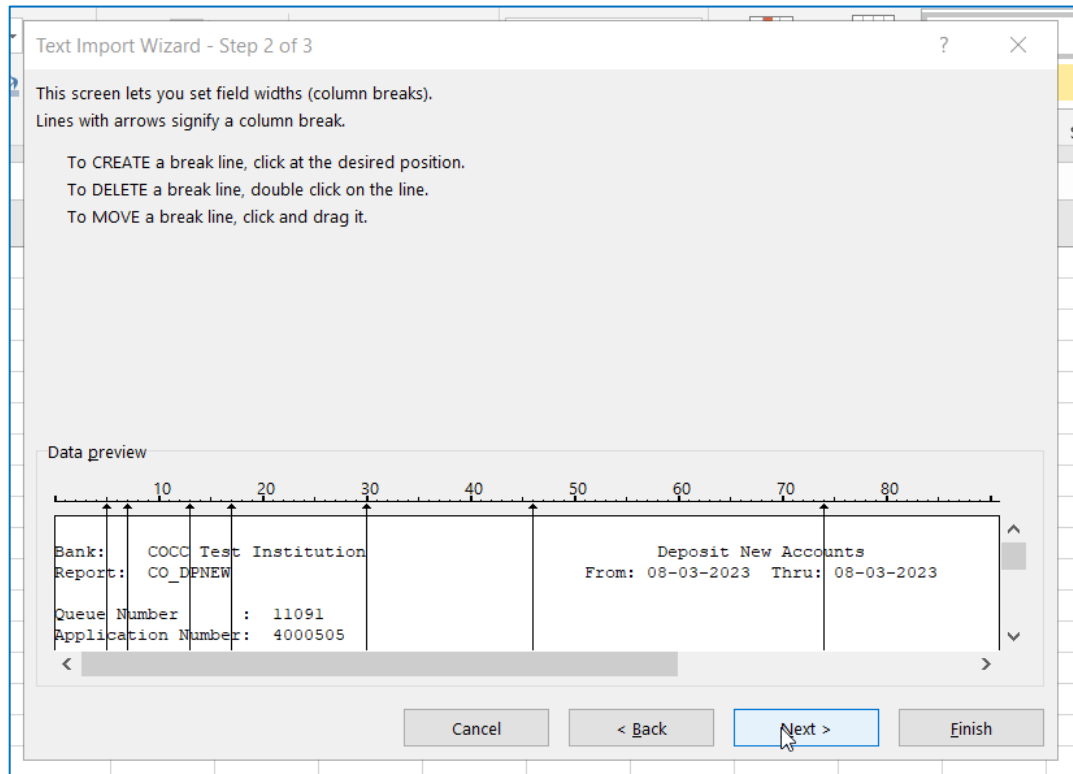
1. Open a blank document in Microsoft Excel. Select **File -> Open** and browse out to open the downloaded file.



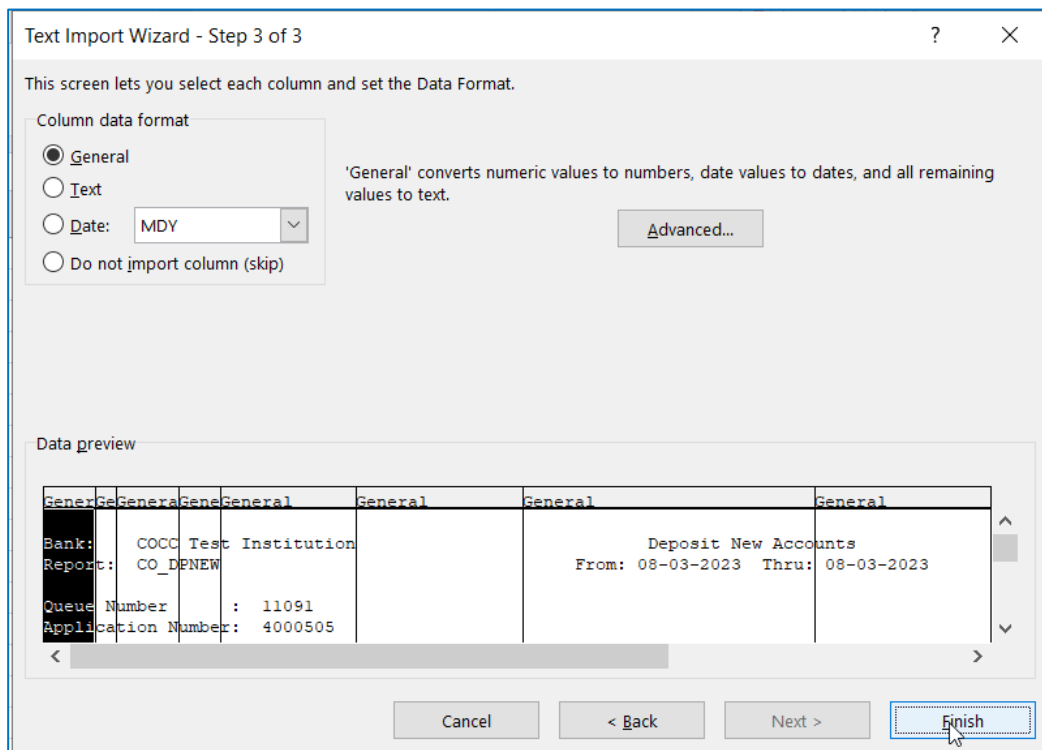
2. The **Text Import Wizard** will open:
  - a. At Step 1, click **"Next."**



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

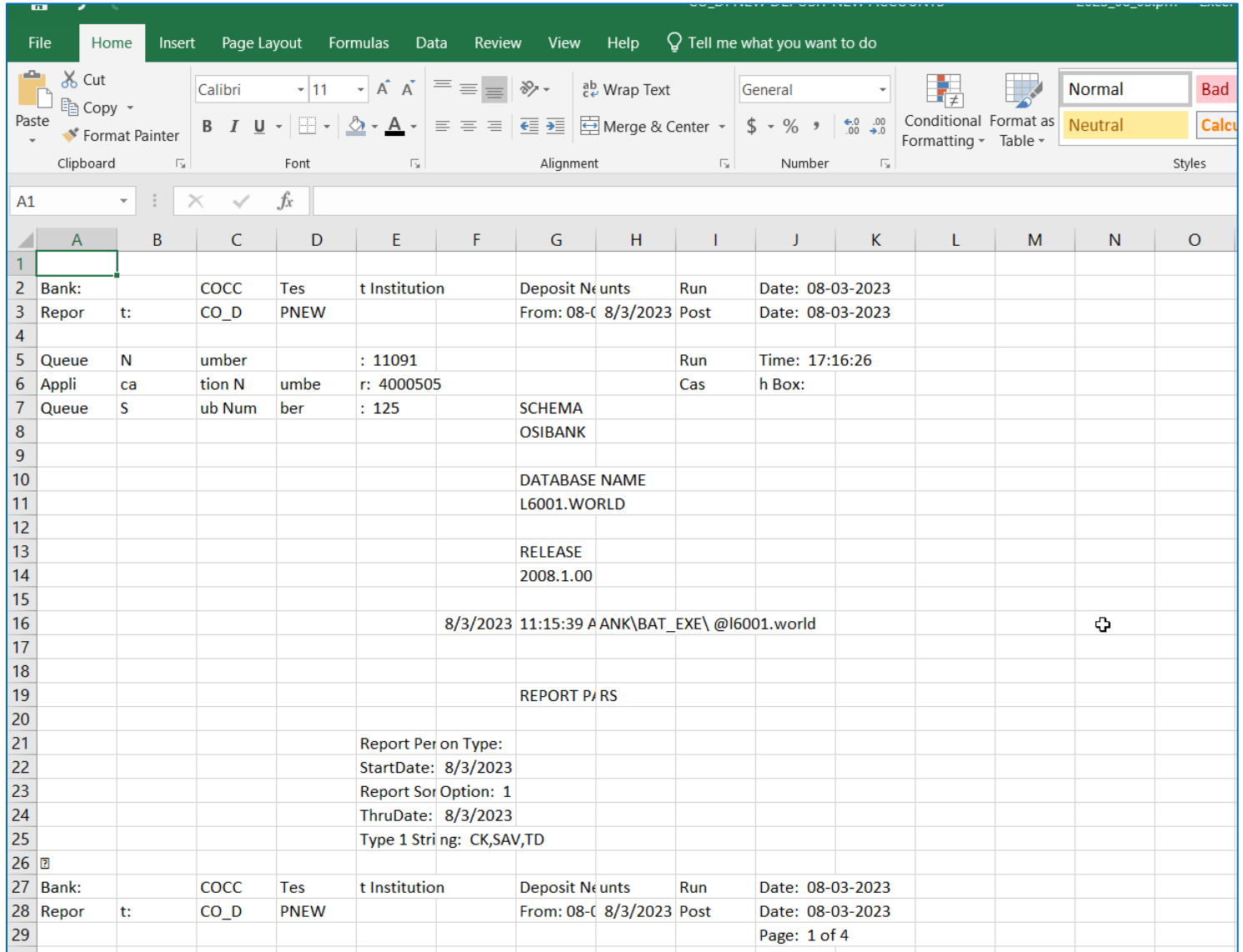


c. At Step 3, click “Finish.” (Do not adjust the columns)





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

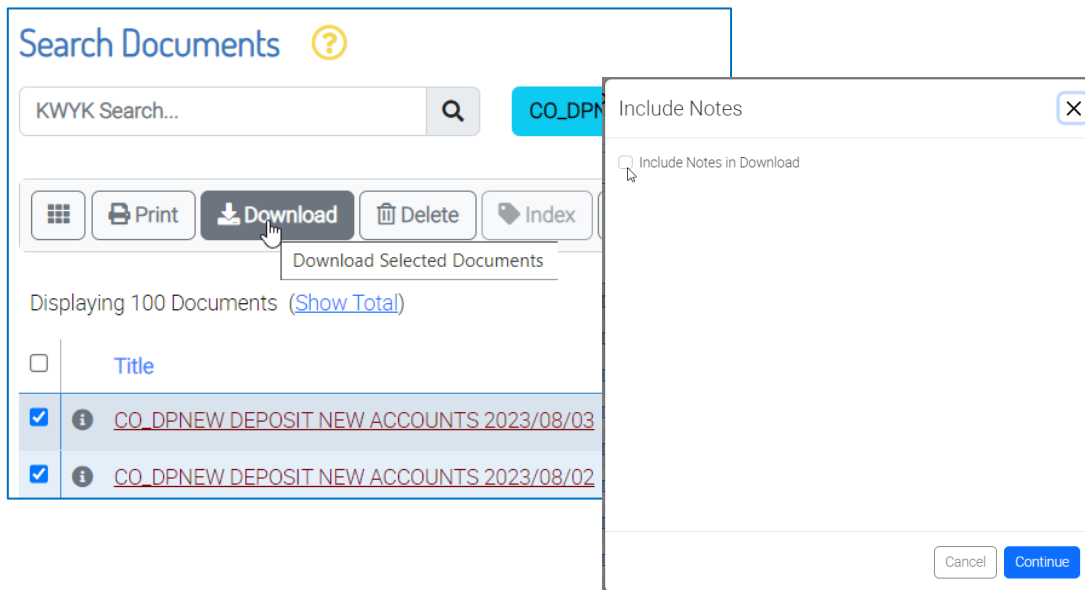


	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1															
2	Bank:		COCC	Tes	t Institution		Deposit Ne	unts	Run	Date: 08-03-2023					
3	Repor	t:	CO_D	PNEW			From: 08-03-2023	8/3/2023	Post	Date: 08-03-2023					
4															
5	Queue	N	umber		: 11091				Run	Time: 17:16:26					
6	Appli	ca	tion N	umbe	r: 4000505				Cas	h Box:					
7	Queue	S	ub Num	ber	: 125		SCHEMA								
8							OSIBANK								
9															
10							DATABASE NAME								
11							L6001.WORLD								
12															
13							RELEASE								
14							2008.1.00								
15															
16							8/3/2023	11:15:39	A	ANK\BAT_EXE\	@l6001.world				
17															
18															
19							REPORT P	ARS							
20															
21							Report Per on Type:								
22							StartDate: 8/3/2023								
23							Report Sor Option: 1								
24							ThruDate: 8/3/2023								
25							Type 1 String: CK,SAV,TD								
26															
27	Bank:		COCC	Tes	t Institution		Deposit Ne	unts	Run	Date: 08-03-2023					
28	Repor	t:	CO_D	PNEW			From: 08-03-2023	8/3/2023	Post	Date: 08-03-2023					
29										Page: 1 of 4					

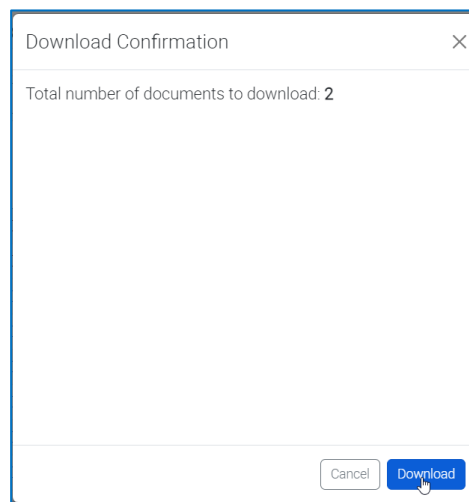
For additional resources related to bringing COLD Report Data into Excel, see [this article](#) in our Help Center.

### Downloading Multiple Reports from Search Results:

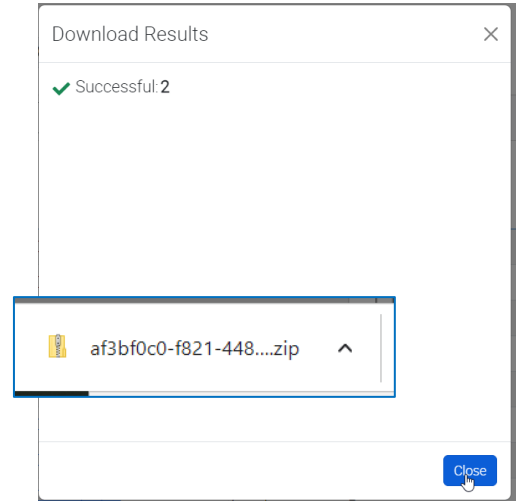
To select multiple reports and mass download selected files into a Zip folder, select the desired reports and use the Download button in the Menu Bar. A prompt will display with the option to include Notes.



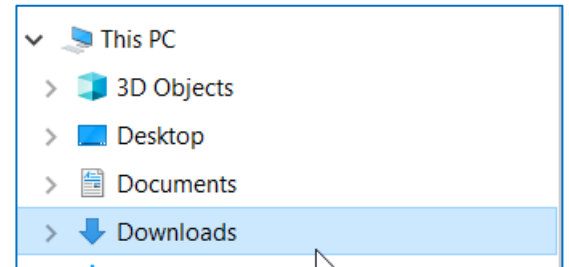
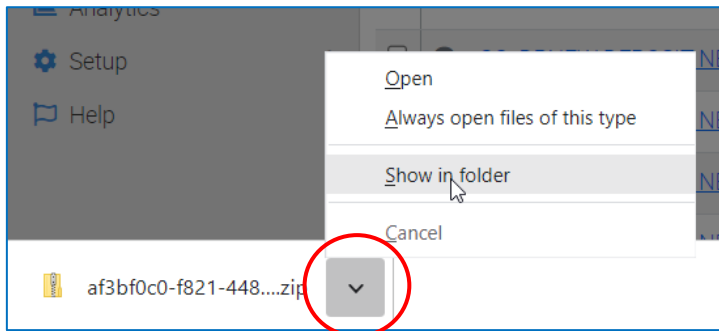
A Download Confirmation will be presented; click **“Download.”**



A Zip Folder will be presented, and a **Download Results** window will confirm the number of documents selected.



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	Type	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

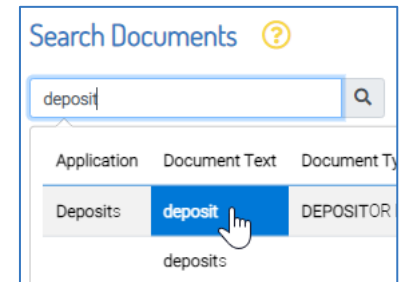
Follow instructions as above from [Step 2](#), opening each document into a separate Excel Workbook or File.

## Document Text Searches

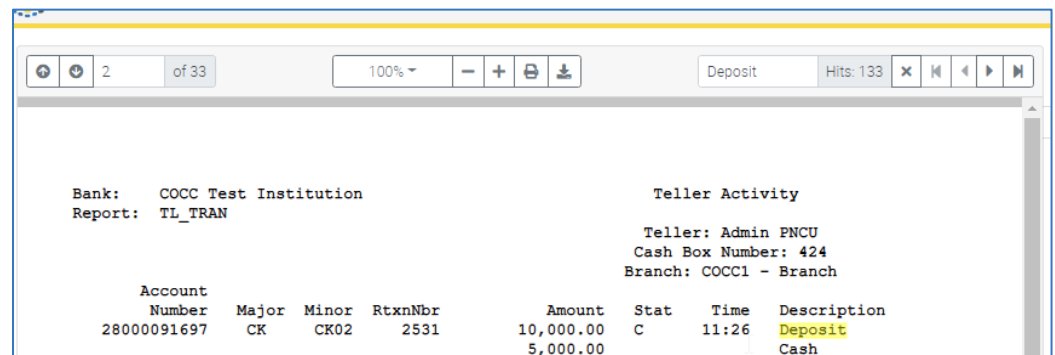
The text found within COLD Reports is indexed and searchable. All words in the report, as well as some types of punctuation, are stored during the indexing process. This includes articles and conjunctions (such as *and*, *the*, and *a*), periods (.) and hyphens (-). Commas (,) and apostrophes (') are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

## Document Text Searching from Search Documents

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



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



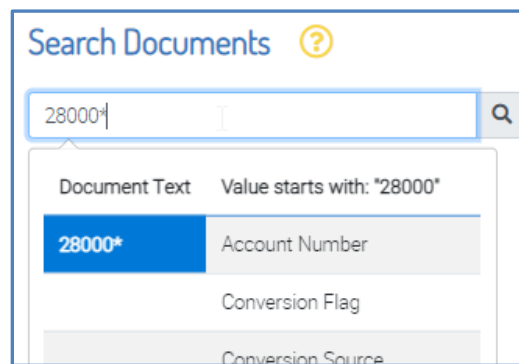
Account Number	Major	Minor	RtxnNbr	Amount	Stat	Time	Description
28000091697	CK	CK02	2531	10,000.00	C	11:26	Deposit
				5,000.00			Cash

## 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 in at the end of a term



Wildcard that matches zero or more characters

**Example:** *28000\** would bring back reports with account numbers beginning with those numbers.

? (question mark)

Search Documents ?

return-r0?

Document Text

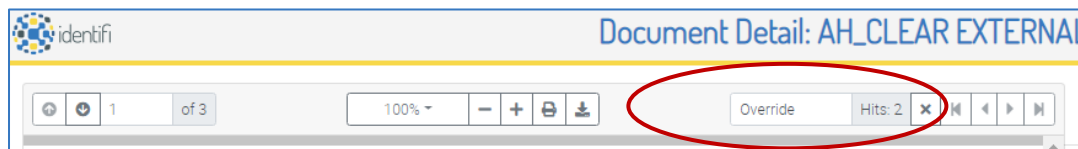
return-r0?

Wildcard that matches exactly one character

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

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

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



```

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

### Advanced Text Search Syntax

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

Reference Account	Check Number	Check Amount	Check Status	Customer Info	Payee & Address	Posting Date
28000109705	1055	1,200.00	Printed	JOAN MORGAN 1058 - 1 Yr ARM Loan Balance: \$499,000.00 Rate: 5.25% Maturity Date: 06-01-2039	Abbey Tax Collector TERESA M MORGAN 19 CHURCH STREET WINCHESTER MA 01890	07-17-2019
28000109672	1055	640.00	Printed	JANE SERVICING 1058 - 1 Yr ARM Loan Balance: \$300,000.00 Rate: 7.75% Maturity Date: 06-01-2039	Abbey Tax Collector SALLY TRAINING 123 MAIN STREET MALDEN MA 02148	07-17-2019
28000109606	1055	1,350.00	Printed	MARY U ALISON 1058 - 1 Yr ARM Loan	Abbey Tax Collector ASHLEY B BANKER	07-17-2019

Wildcard that matches zero or more characters

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

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

Reference Account	Check Number	Check Amount	Check Status	Customer Info	Payee & Address	Posting Date
0000000000000050	26	044-02-0050	547735692	COCC DNA Test 2 Withdrawl	611161020007302	253.71DB 014
0	PPD	Me Shell Clearly	COCC DNA Test 2	Withdrawl	000022703180014	09/01/14
*** Return-R08 Payment Stopped or Stop Payment on Item Orig Trace 000022703180012 Orig Receiving DFI 61116102 DT of Event Addenda:						
000000000000109	26	044-02-0109	547735692	COCC DNA Test 2 Withdrawl	611161020007303	553.71DB 014
0	PPD	Gerry Shuck	COCC DNA Test 2	Withdrawl	000022703180018	09/01/14
*** Return-R02 Account Closed Orig Trace 000022703180014 Orig Receiving DFI 61116102 DT of Event Addenda:						
*** Return-R01 Insufficient Funds						

Wildcard that matches exactly one character

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

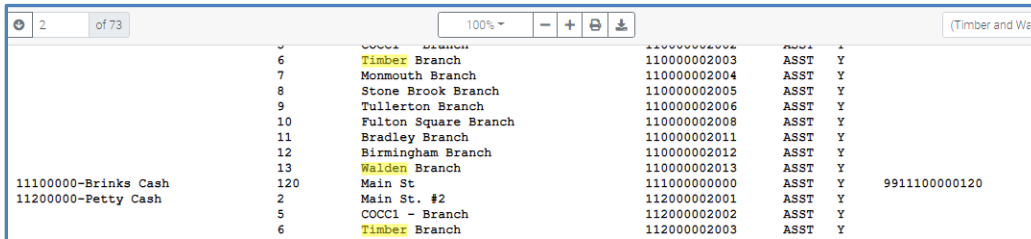
**= (equals sign)** Can be used anywhere in a term

Reference Account	Check Number	Check Amount	Check Status	Customer Info	Payee & Address	Posting Date
28000109705	1055	1,200.00	Printed	JOAN MORGAN 1058 - 1 Yr ARM Loan Balance: \$499,000.00 Rate: 5.25% Maturity Date: 06-01-2039	Abbey Tax Collector TERESA M MORGAN 19 CHURCH STREET WINCHESTER MA 01890	07-17-2019
28000109672	1055	640.00	Printed	JANE SERVICING 1058 - 1 Yr ARM Loan Balance: \$300,000.00 Rate: 7.75% Maturity Date: 06-01-2039	Abbey Tax Collector SALLY TRAINING 123 MAIN STREET MALDEN MA 02148	07-17-2019
28000109606	1055	1,350.00	Printed	MARY U ALISON 1058 - 1 Yr ARM Loan	Abbey Tax Collector ASHLEY B BANKER	07-17-2019

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

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

**( ) (parentheses)**

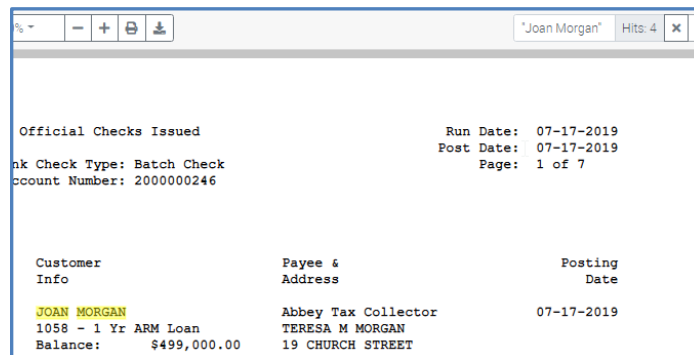


Account	Branch	Account Number	ASST	Y
6	Timber Branch	110000002003	ASST	Y
7	Monmouth Branch	110000002004	ASST	Y
8	Stone Brook Branch	110000002005	ASST	Y
9	Tullerton Branch	110000002006	ASST	Y
10	Fulton Square Branch	110000002008	ASST	Y
11	Bradley Branch	110000002011	ASST	Y
12	Birmingham Branch	110000002012	ASST	Y
13	Walden Branch	110000002013	ASST	Y
11100000-Brinks Cash	Main St.	111000000000	ASST	Y
11200000-Petty Cash	Main St. #2	112000002001	ASST	Y
	COCC1 - Branch	112000002002	ASST	Y
	Timber Branch	112000002003	ASST	Y

Used to logically group multiple search Terms connected by Connector Words

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

**" " (quotation marks)**



Official Checks Issued

Run Date: 07-17-2019  
Post Date: 07-17-2019  
Page: 1 of 7

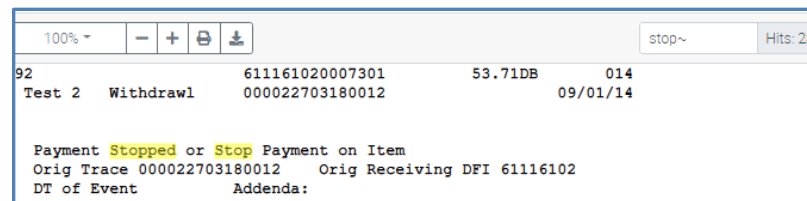
Check Type: Batch Check  
Account Number: 2000000246

Customer Info	Payee & Address	Posting Date
JOAN MORGAN 1058 - 1 Yr ARM Loan Balance: \$499,000.00	Abbey Tax Collector TERESA M MORGAN 19 CHURCH STREET	07-17-2019

Used when searching for an exact phrase

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

**~ (tilde)**



100% | stop~ | Hits: 28

92	611161020007301	53.71DB	014
Test 2	Withdrawl	000022703180012	09/01/14

Payment Stopped or Stop Payment on Item  
Orig Trace 000022703180012 Orig Receiving DFI 61116102  
DT of Event Addenda:

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

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

Stemming extends search to cover grammatical variations.

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

100%		-		+		🗑️		📄		sc%hmidt		Hits: 3	
*** Return-R08		Payment Stopped or Stop Payment on Item											
		Orig Trace 000022703180012 Orig Receiving DFI 62226102											
		DT of Event Addenda:											
044-02-0109	547735692			611161020007331	553.78DB	064							
Gerry Shuck	COCC DNA Test 2	Withdrawal	000022703180018		09/03/05								
*** Return-R01		Insufficient Funds											
		Orig Trace 000022703180018 Orig Receiving DFI 62226102											
		DT of Event Addenda:											
044-02-0125	547735692			611161020007332	753.78DB	064							
Paul Schmidt	COCC DNA Test 2	Withdrawal	000022703180020		09/03/05								

Fuzzy searching will find a word even if it is misspelled

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

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

**AND**

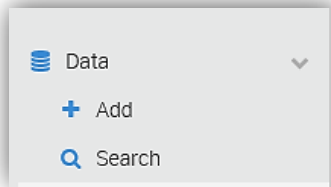
100%		-		+		🗑️		📄		Arm and MTG		Hits: 10	
		Balance:	\$399,900.00	135 DARLING DRIVE									
		Rate:	7.00%	AVON CT 06001									
		Maturity Date:	06-01-2039										
1,000.00	Printed	SANDI TRAINING		Town of Roses		07-17-2019							
		1058 - Fixed Rate MTG		135 DARLING DRIVE									
		Balance:	\$300,000.00	AVON CT 06001									
		Rate:	7.00%										
		Maturity Date:	06-01-2039										
600.00	Printed	NANCY TORRES		Town of Wallkill		07-17-2019							
		1058 - 1 Yr ARM Loan		ELMO S STREET									
		Balance:	\$150,000.00	500 BROADWAY									
		Rate:	6.75%	LAWRENCE MA 01841									
		Maturity Date:	06-01-2039										
6,250.00	Printed	MICHAEL SKIDOO		Avon Tax Collector		07-17-2019							
		1st Fixed -Term 16 Yrs or Grtr		KAREN K SNOWMAN									
		Balance:	\$99,921.28	2 SNOW CIR									

Used to highlight multiple terms in a report.

**Example:**  
ARM and MTG would highlight both ARM and MTG.

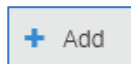


## Data



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

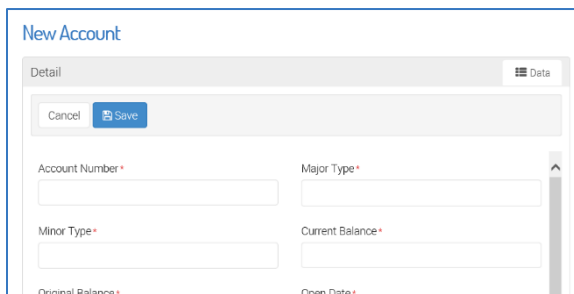
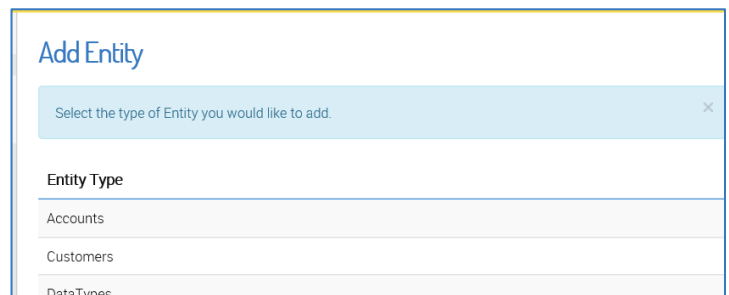
### Add



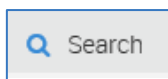
Allows the User to manually add an item to an existing Entity.

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

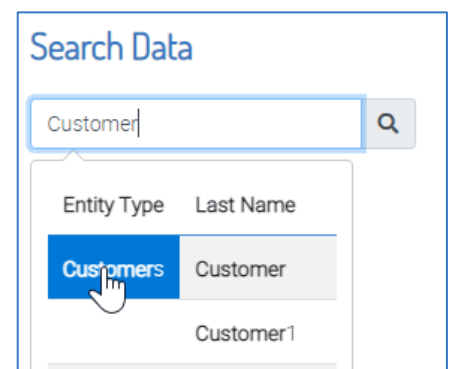
Enter the required information and click “Save” to create the new item.



### Search



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



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

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

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

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

## Viewing Data Items

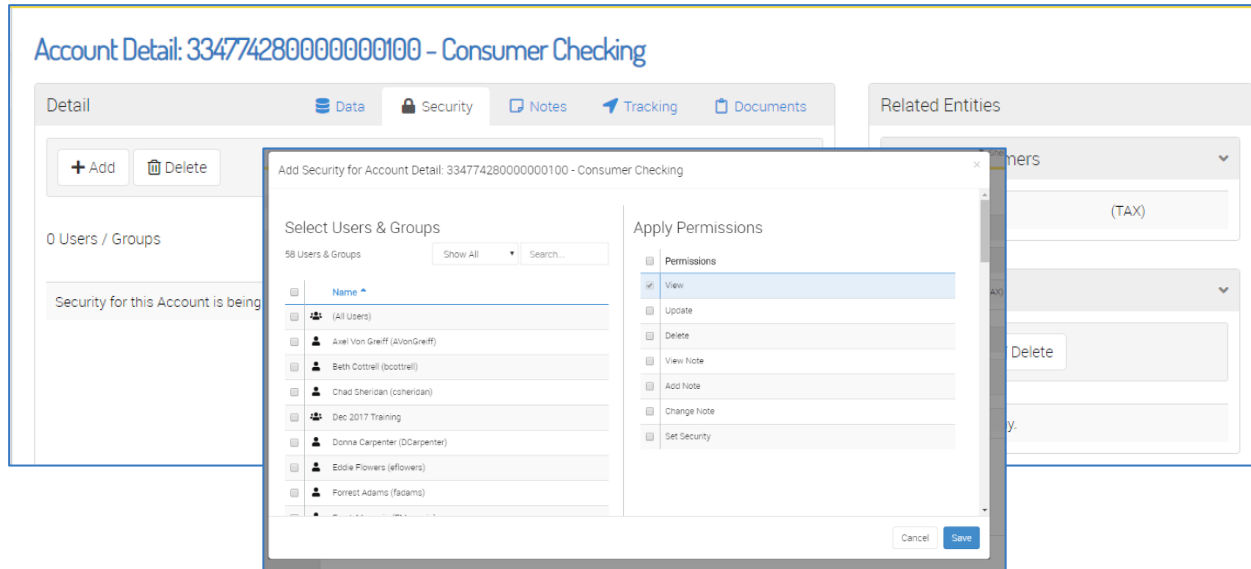
Clicking on the entity item in *Data Search* results will open the item’s details. Depending upon the user’s Permissions, tabs related to data details, security, notes, tracking and related documents will be presented. Related entity items may also be viewable.

### Data

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

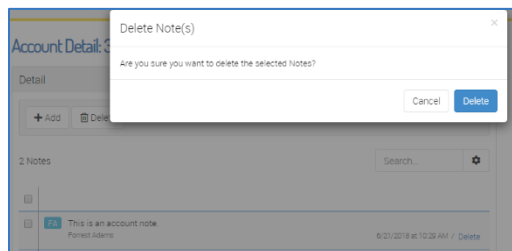
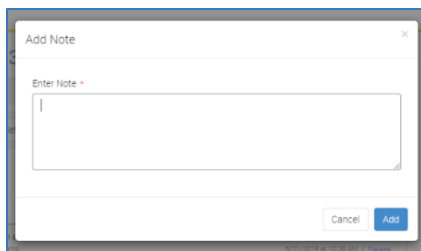
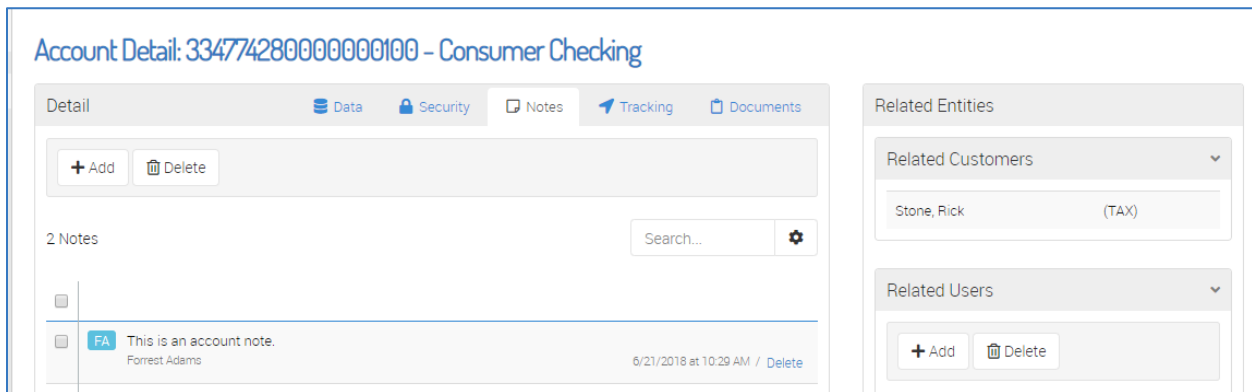
## Security

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

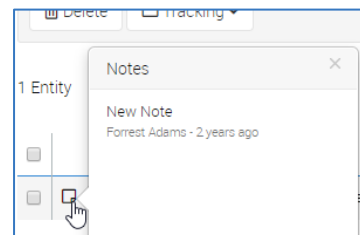


## Notes

Notes can be added or deleted here.

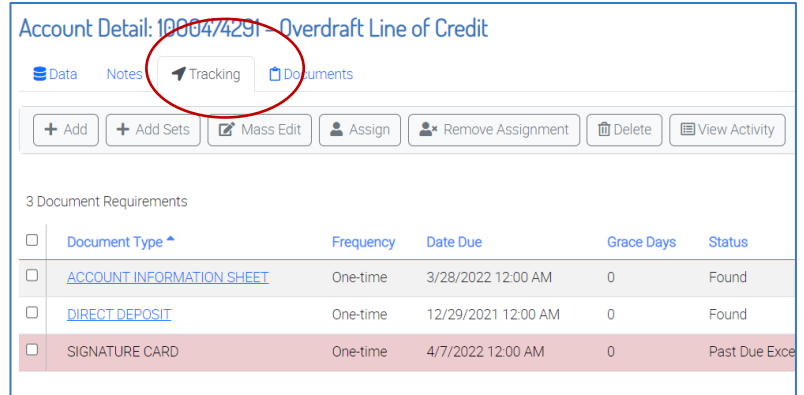


These notes can be previewed from *Data Search* results.



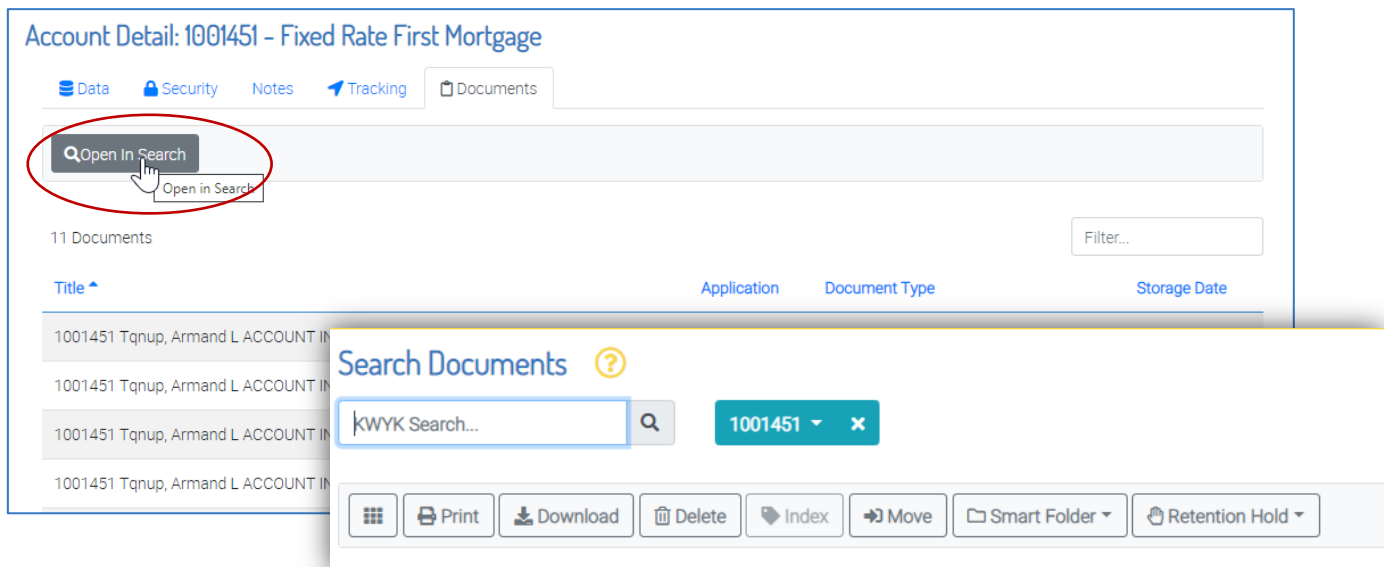
### Tracking

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



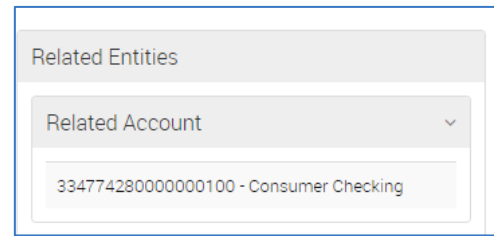
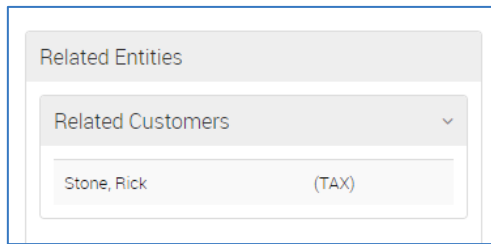
### Documents

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

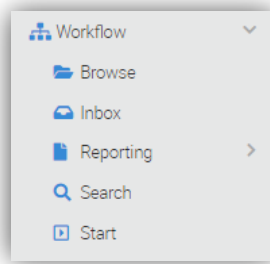


### ***Related Entities***

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

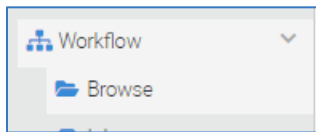


## Workflow



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

## Browse



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

**Browse Plans**

8 Plans

- Plan
- Customer Maintenance
- Documentation Plan
- Event
- FA Test
- Get a New Plan, Stan

**Browse Steps: FA Test**

4 Steps

Step	Work Items
Congrats	1
Issue a Keycard	4
Management New Hire	2
Review	6

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

Within the Browse by Plan results:

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

**Browse Work Items: FA Test - Management New Hire**

Reassign | Prioritize | Terminate | Resend Notification

2 Work Items

ID	Priority	Name	User	Last Activity
22	Normal	153-Sam Stone	Sheila Nolder	3/23/2018 12:14 PM
10018	Normal	157-John Smith <b>Hold</b>	(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 - 172839-Clark Kent

[Complete](#)

[Reactivate](#) [Close](#)

Form Documents Notes Activity

Print

Employee Number: 172839 Employee Name: Clark Kent Tax ID Number: 197346825

Hire Date: Department: Implementation EmailAddress: fadams@identifi.net

Phone Number: +1 201-555-0123

- 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.

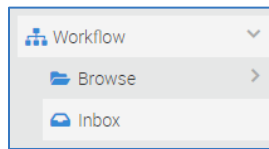
Browse Work Items: FA Test - Review

Reassign Prioritize Terminate Resend Notification

6 Work Items Filter...

ID	Priority	Name	User	Last Activity
24	Normal	Untitled <b>Escalated</b>	(unassigned)	3/28/2018 3:38 PM
10020	Normal	Untitled <b>Escalated</b> <b>Hold</b>	Forrest Adams	11/13/2018 2:24 PM

## The Inbox



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

Forrest's Inbox ?

Open

Available 9      My Items 6      On Hold 3

Filter...

ID	Priority	Name	Step	Plan	Last Activity
10077	Normal	297813-Terry Cotta <b>Returned</b>	Review	FA Test	6/3/2022 2:59 PM
10079	Normal	761349-Easter Bunny	Issue a Keycard	FA Test	3/28/2022 5:13 PM
10078	Normal	81379-Cindy Rella	Issue a Keycard	FA Test	3/28/2022 5:06 PM
10073	Normal	37918246-Duncan Adams	Issue a Keycard	FA Test	3/28/2022 4:45 PM
10027	Normal	1515-Jack Frost <b>Escalated</b>	Review	FA 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.

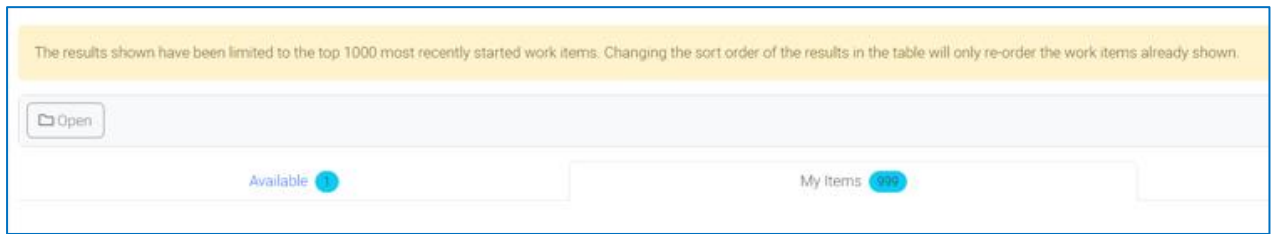
*The number on each tab is a tally of the items within that tab.*


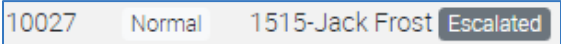
Available 8	My Items 10	On Hold 2
-------------	-------------	-----------



### Item Badges and Labels in the Inbox:

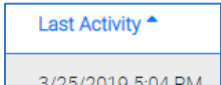
An alert message is displayed when a User has hit the limit of items returned for the Workflow Inbox.



- Returned-** Items that appear in the User's inbox as the result of a 'Return to Sender' action.
 
- Escalated-** Items that have remained in a step beyond the configured amount of time. Escalation may trigger only a reminder email, or it may move the item to a different step for attention.
 
- OLE Package Statuses-** For installations with Online eSign enabled, the Inbox will reflect badges which display the status of an OLE Package (Review, Pending, Completed).

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

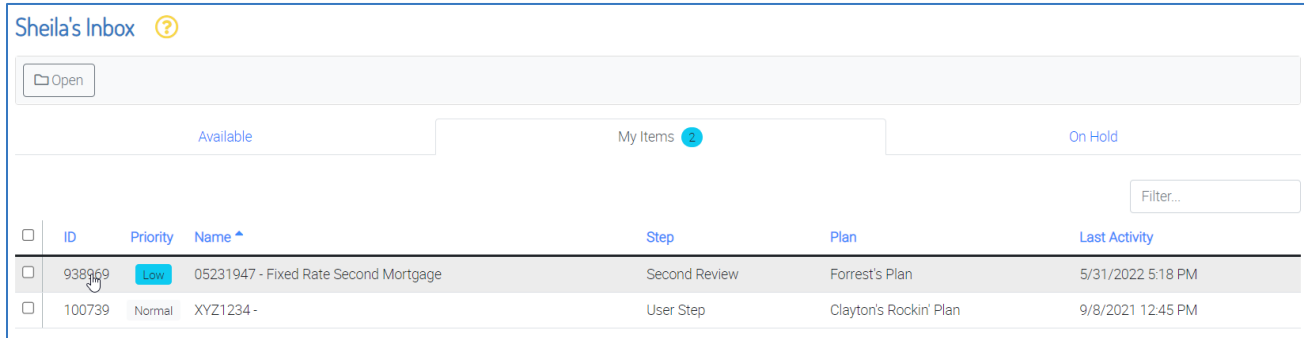
### Locating Specific Items in the Inbox:

- Sort-** All columns are sortable in each tab. The items will sort by *Name* by default.
 
- Filter-** Each tab has *Filter* to quickly locate specific items.

ID	Priority	Name	Step	Plan	Last Activity
10077	Normal	297813-Terry Cotta	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.



Sheila's Inbox ?

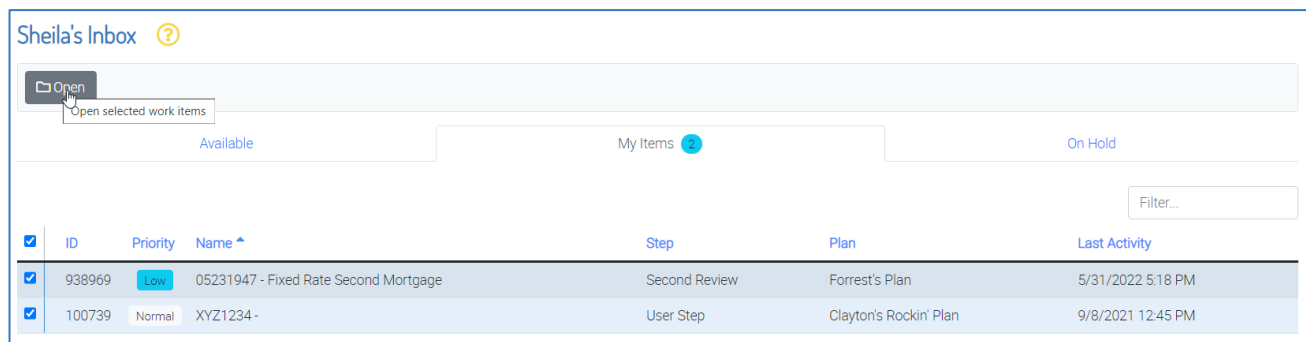
Open

Available My Items (2) On Hold

Filter...

ID	Priority	Name	Step	Plan	Last Activity
938969	Low	05231947 - Fixed Rate Second Mortgage	Second Review	Forrest's Plan	5/31/2022 5:18 PM
100739	Normal	XYZ1234-	User Step	Clayton's Rockin' Plan	9/8/2021 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.



Sheila's Inbox ?

Open

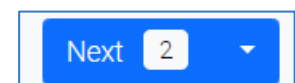
Open selected work items

Available My Items (2) On Hold

Filter...

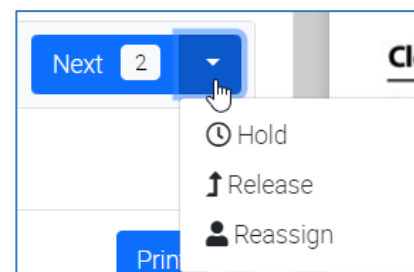
ID	Priority	Name	Step	Plan	Last Activity
938969	Low	05231947 - Fixed Rate Second Mortgage	Second Review	Forrest's Plan	5/31/2022 5:18 PM
100739	Normal	XYZ1234-	User Step	Clayton's Rockin' Plan	9/8/2021 12:45 PM

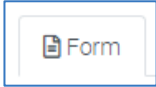
Move between Work items using the Next button to the right of the screen. The number to the right indicates the number of items remaining.



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.





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

Work Item: 89845 - 1005161 - Fixed Rate First Mortgage  
Assigned To: Sheila Nolder Step: Create Package

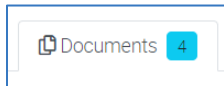
Send documents for signature.

Package Cancelled Package Sent Return Close

Form Documents 1f Notes 1f Signing Packages 1f Activity

Account Number \* 1005161 Account Type Fixed Rate First M... x Print Add

Closing Disclosure		
This form is a statement of final loan terms and closing costs. Compare this document with your Loan Estimate.		
<b>Closing Information</b>	<b>Transaction Information</b>	<b>Loan Information</b>
Date Issued: 4/15/2013	Borrower:	Loan Term: 30 years
Closing Date: 4/15/2013		Purpose: Purchase
Disbursement Date: 4/15/2013		Product: Fixed Rate
Settlement Agent: Epikon Title Co.	Seller: Steve Cole and Amy Doe	Loan Type: <input checked="" type="checkbox"/> Conventional <input type="checkbox"/> FHA
File #: 13 3456	321 Somewhere Drive	DVA: <input type="checkbox"/>
Property: 454 Somewhere Ave	Anytown, UT 12345	Loan # 123456789
Sale Price: \$180,000	Lender: Ficus Bank	MIC# 009874321
<b>Loan Terms</b>	<b>Can this amount increase after closing?</b>	
Loan Amount	\$162,000	NO
Interest Rate	3.875%	NO
Monthly Principal & Interest	\$761.78	NO
See Projected Payments below for your Estimated Total Monthly Payment.		
<b>Prepayment Penalty</b>	<b>Does the loan have these features?</b>	
	YES - As high as \$3,240 if you pay off the loan during the first 2 years.	



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

Work Item: 89845 - 1005161 - Fixed Rate First Mortgage  
Assigned To: Sheila Nolder Step: Create Package

Send documents for signature.

Package Cancelled Package Sent Return Close

Form Documents 4f Notes 1f Signing Packages 1f Activity

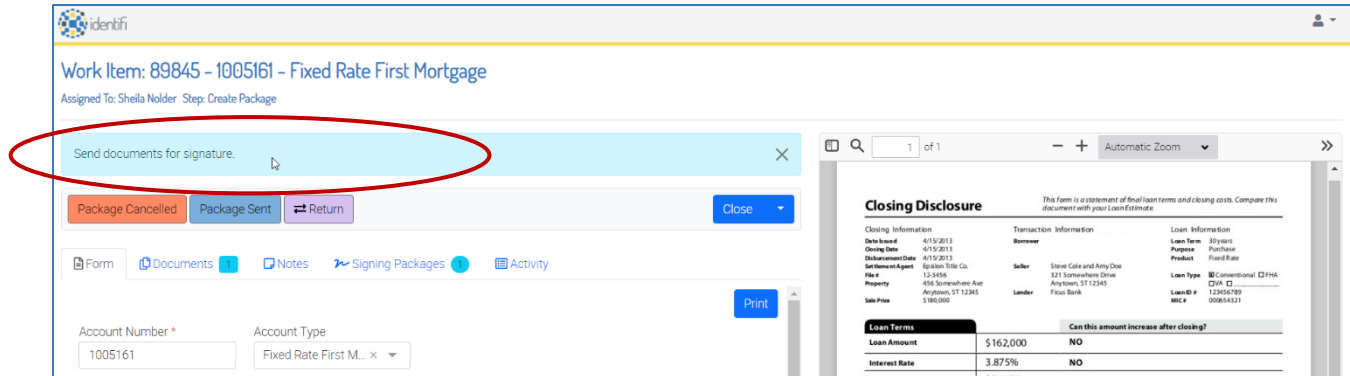
Account Number \* 1005161 Account Type Fixed Rate First M... x Print Add

Closing Disclosure		
This form is a statement of final loan terms and closing costs. Compare this document with your Loan Estimate.		
<b>Closing Information</b>	<b>Transaction Information</b>	<b>Loan Information</b>
Date Issued: 4/15/2013	Borrower:	Loan Term: 30 years
Closing Date: 4/15/2013		Purpose: Purchase
Disbursement Date: 4/15/2013		Product: Fixed Rate
Settlement Agent: Epikon Title Co.	Seller: Steve Cole and Amy Doe	Loan Type: <input checked="" type="checkbox"/> Conventional <input type="checkbox"/> FHA
File #: 13 3456	321 Somewhere Drive	DVA: <input type="checkbox"/>
Property: 454 Somewhere Ave	Anytown, UT 12345	Loan # 123456789
Sale Price: \$180,000	Lender: Ficus Bank	MIC# 009874321
<b>Loan Terms</b>	<b>Can this amount increase after closing?</b>	
Loan Amount	\$162,000	NO
Interest Rate	3.875%	NO
Monthly Principal & Interest	\$761.78	NO
See Projected Payments below for your Estimated Total Monthly Payment.		
<b>Prepayment Penalty</b>	<b>Does the loan have these features?</b>	
	YES - As high as \$3,240 if you pay off the loan during the first 2 years.	

## Instructions Bar

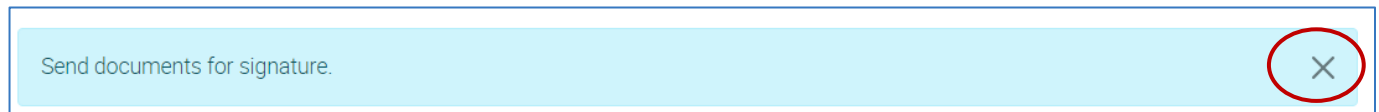
Within the open item, the instructions bar will be visible at the top of the screen and contains a description of what actions need to be taken as part of this work item.

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

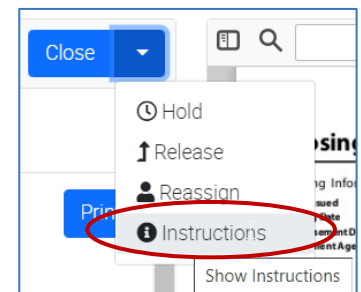


Each workflow item will have a unique action buttons. Examples might be: approve, reject, return, question, reply, etc.

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



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



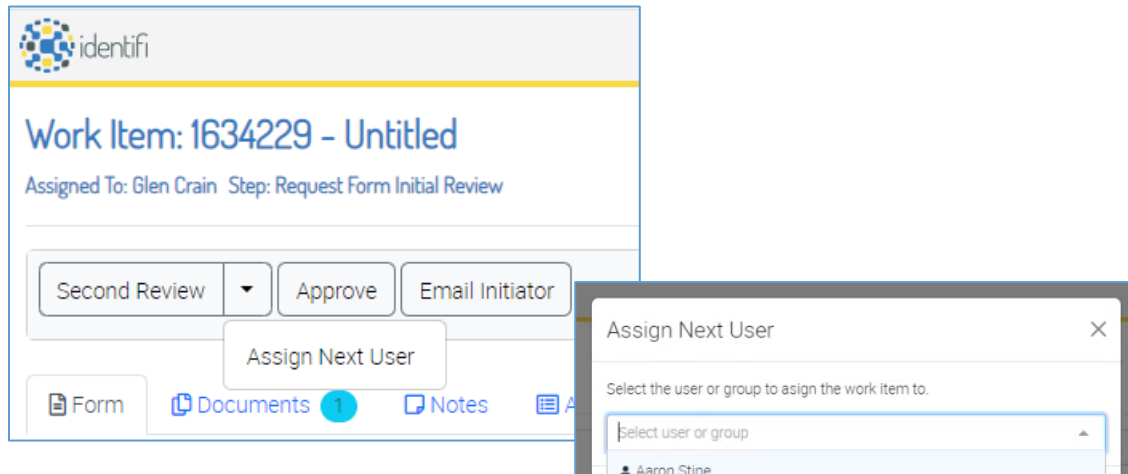
**Actions** will move the item to the next step in the workflow, return the item to its sender and/or automatically create and store a PDF of the work item’s Form in the Identifi archive.

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

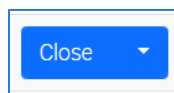
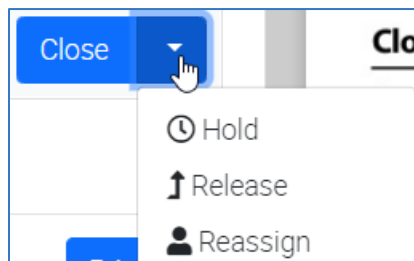
ID	Priority	Name	Step
579246	Normal	000111222 - Returned	Return

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

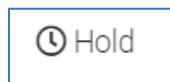
**Workflow Ad Hoc Routing / User Assignment Manual Override** – Default routing can be determined by a rule or assignment to a specific user. When configured within the Workflow Plan, this feature gives a User the ability to route the item to another User outside of the plan’s default routing, essentially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



### Close/Hold/Release/Reassign

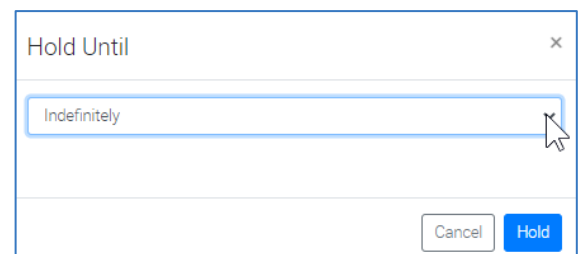


Clicking the **“Close”** icon will close the work item, returning it to the User’s Inbox.

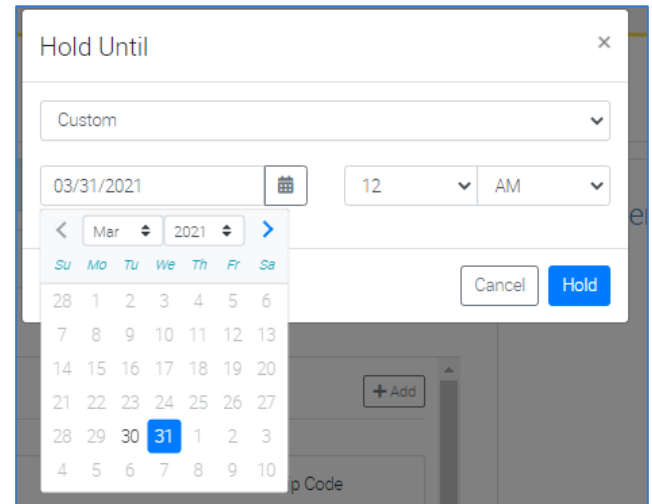
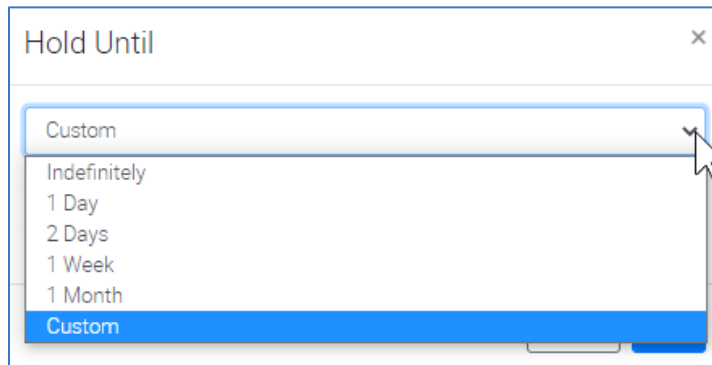


Clicking the **“Hold”** icon will place the item on hold and will move it to the “On Hold” tab in the User’s Inbox. When an item is placed on hold, it is inaccessible to others, and only the User who placed the item on hold will be able to remove the hold.)

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



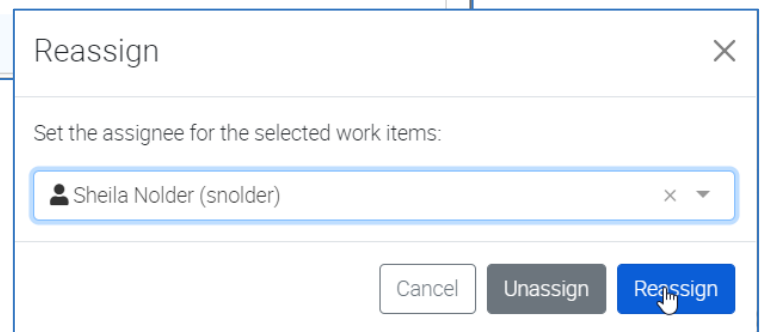
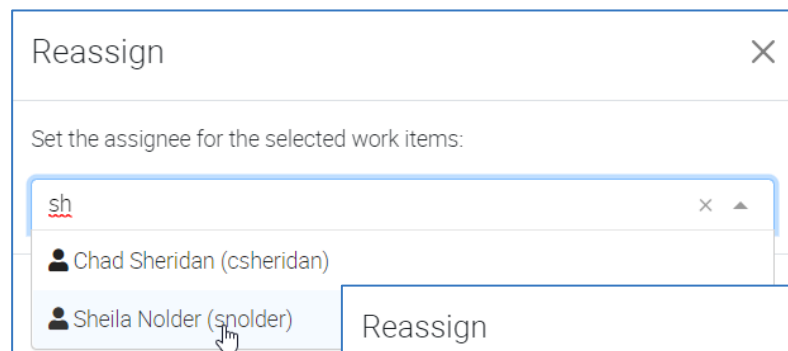
Choose from among the set periods or add select *custom* to choose a specific date and time.



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



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



## The Form Tab

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

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

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

Work Item: 89845 - 1005161 - Fixed Rate First Mortgage  
Assigned To: Sheila Nolder Step: Create Package

Send documents for signature. [X]

Package Cancelled Package Sent Return Close

Form Documents 1 Notes 1 Signing Packages 1 Activity

Account Number \* 1005161 Account Type Fixed Rate First M. [v] [w] [Print]

Collateral Description Point Road Great Pond Bel

Selecting the Print Button will print a .pdf of the form.

Print Form

Print 1 sheet of paper  
Destination EPSON516894 (WF-26  
Pages All  
Copies 1  
Layout Portrait  
Color Black and white  
More settings [v]  
Print Cancel

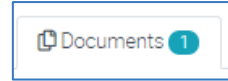
8/26/22, 3:57 PM Work Item: 89845 - 1005161 - Fixed Rate First Mortgage  
Account Number \* 1005161 Account Type Fixed Rate FL [x]  
Collateral Description Point Road Great Pon  
First Name Last Name Renee Lhngw  
First Name Last Name Renee Lhngw  
First Name Last Name Joseph Swlcz  
Print Cancel



## Documents Tab:

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

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



Work Item: 89845 - 1005161 - Fixed Rate First Mortgage  
Assigned To: Sheila Nolder Step: Create Package

Send documents for signature. [X]

Package Cancelled Package Sent Return Close

Form Documents **1** Notes Signing Packages 1 Activity

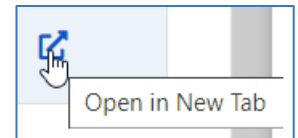
Add Sign

Mortgage Loan  
1005161 Mortgage Loan

Closing Disclosure		This form is a statement of final loan terms and closing costs. Compare this document with your Loan Estimate.	
<b>Closing Information</b>	<b>Transaction Information</b>	<b>Loan Information</b>	
Date Issued: 4/15/2013	Buyer:	Loan Term: 30 years	
Closing Date: 4/15/2013	Seller: Steve Cole and Amy Doe	Purpose: Purchase	
Disbursement Date: 4/15/2013	Property: 456 Somewhere Ave Anytown, ST 12345	Product: Fixed Rate	
Settlement Agent: Epsilon Title Co.	Lender: Ficus Bank	Loan Type: <input checked="" type="checkbox"/> Conventional <input type="checkbox"/> FHA <input type="checkbox"/> VA	
File #: 123456		Loan ID #: 123456789	
Property: 456 Somewhere Ave Anytown, ST 12345		HEC #: 00064321	
Sale Price: 2100,000			
<b>Loan Terms</b>	<b>Can this amount increase after closing?</b>		
Loan Amount: \$162,000	Interest Rate: 3.875%	NO	
Interest Rate: 3.875%	Monthly Principal & Interest: \$761.78	NO	
Monthly Principal & Interest: \$761.78	See Projected Payments Section for your Estimate of Total Monthly Payment		
<b>Prepayment Penalty</b>	<b>Does the loan have these features?</b>		
	YES - As high as \$3,240 if you pay off the loan during the first 3 years.		



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



## 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, .

Add Sign

Mortgage Loan  
1005161 Mortgage Loan

Add Document

Document Type: ERS - BACKGROUND CHECK

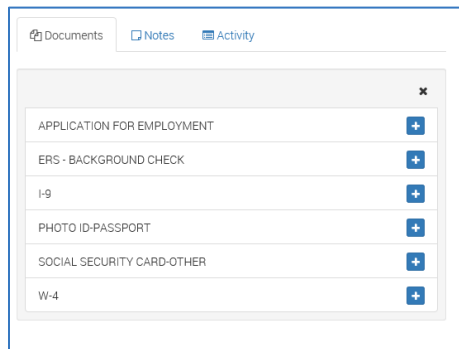
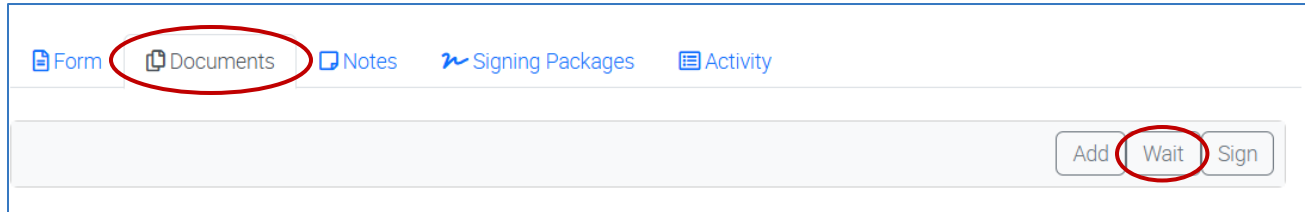
Application: HR

File: Choose File No file chosen

Close Upload

## Wait

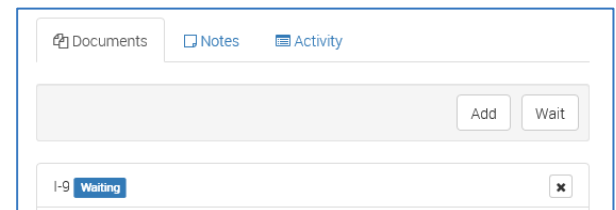
If specific documents are required to move this item to the next step in the Workflow process, clicking on the **“Wait”** icon will allow the User to add the specific document type to a wait list from a pre-configured drop-down menu. (**Note:** *Not all items will have this option*)



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

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

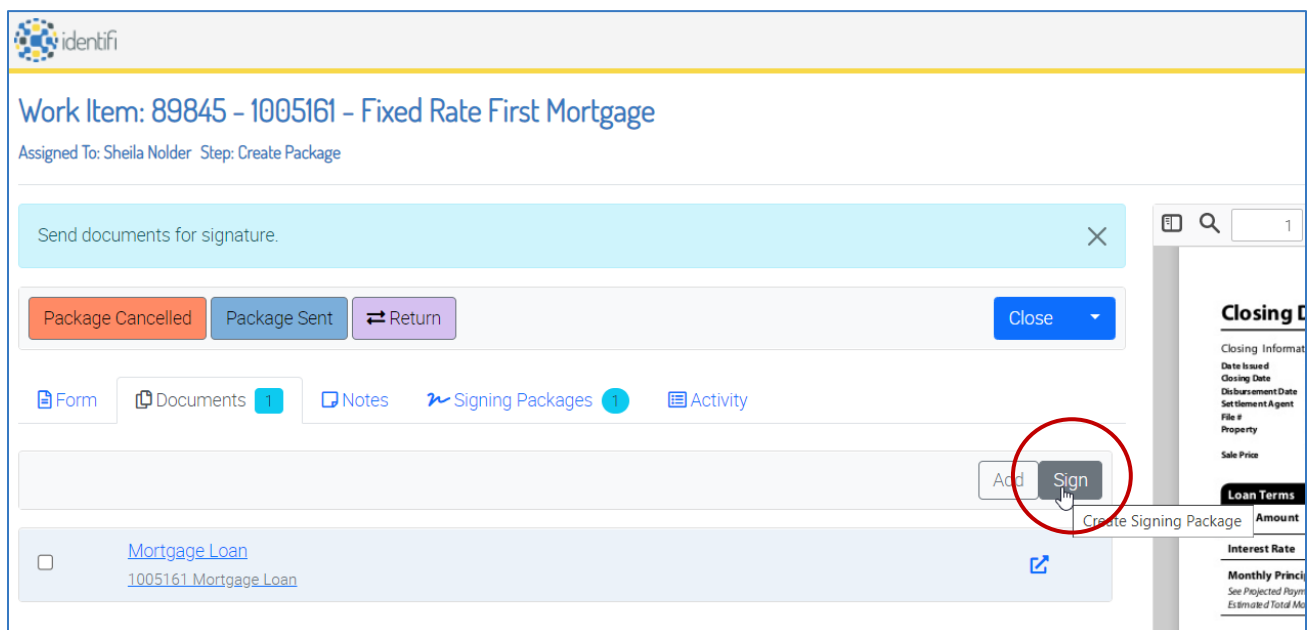
The documents will now be listed as “Waiting” under the Documents tab.



To remove the requirement, click on the “X” to the right.

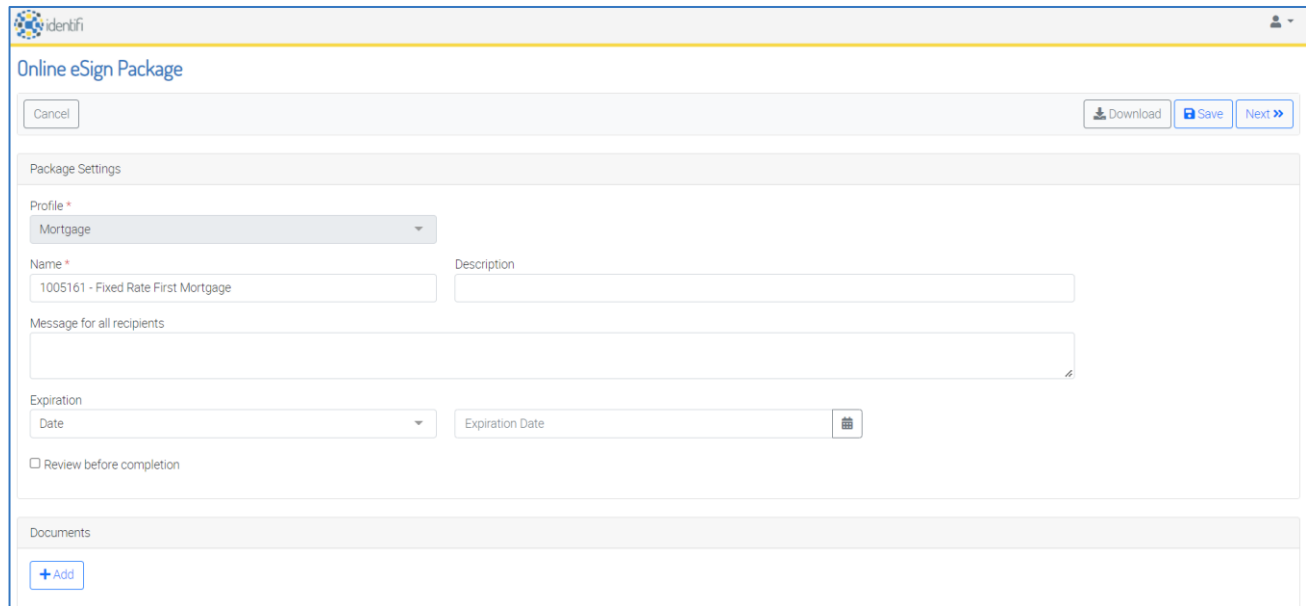
## Sign

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



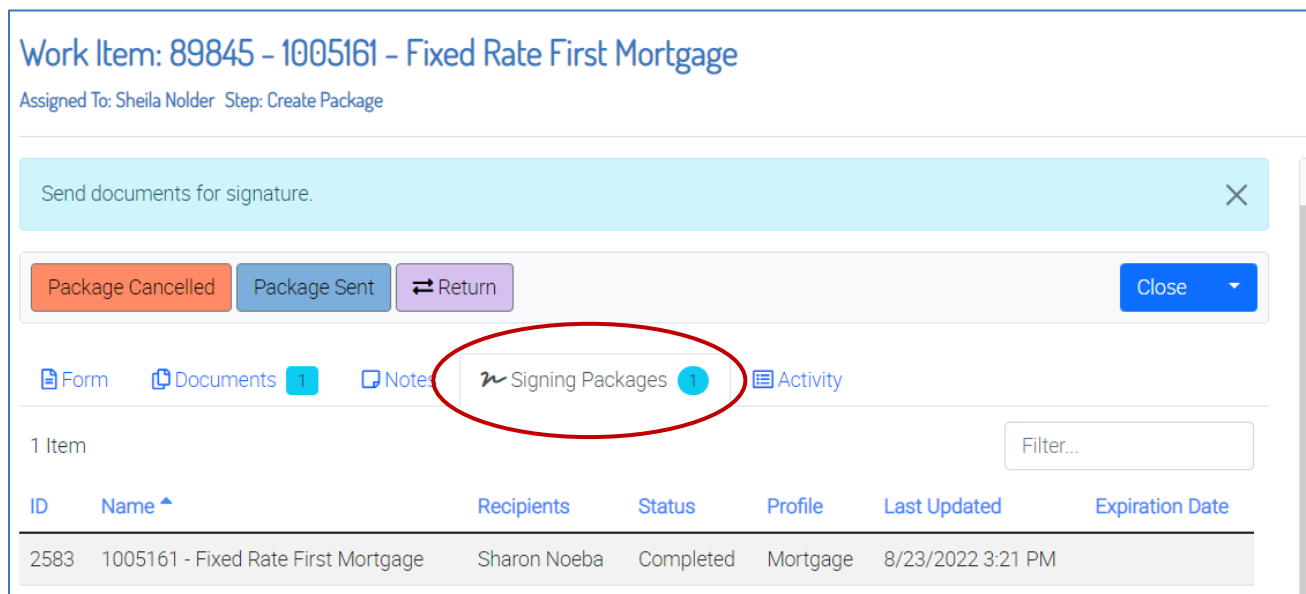
An Online eSign Package form will open with the Profile selected and Package Name field populated with the Work Item name:

Complete all Package Settings on the form in order to complete the Online eSign Package for sending. For additional information, see [Package Settings](#).



### Signing Packages Tab:

This tab is only displayed on steps with Online Signing enabled. Here, any Packages 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. X

Package Cancelled Package Sent Return Close

Form Documents 1 Note **Signing Packages 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 [Managing In Process Packages](#)

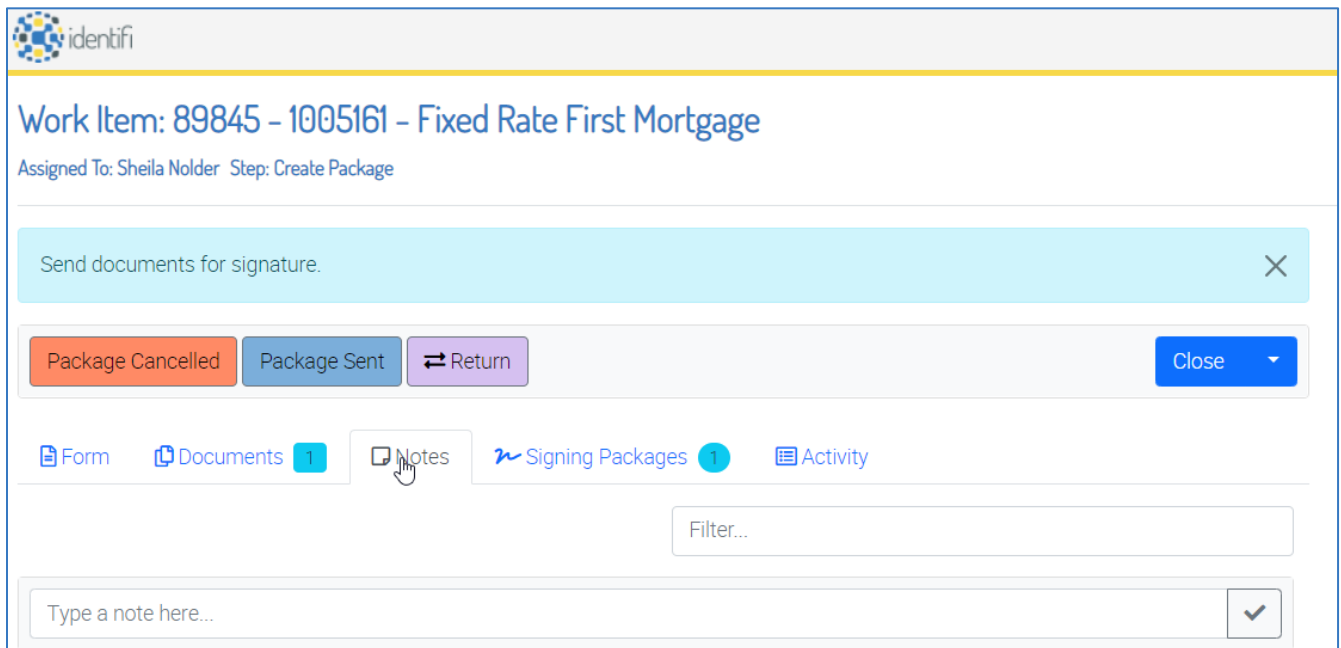
**Completed**- all documents in the Package have been signed by all Recipients and they have been archived.

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

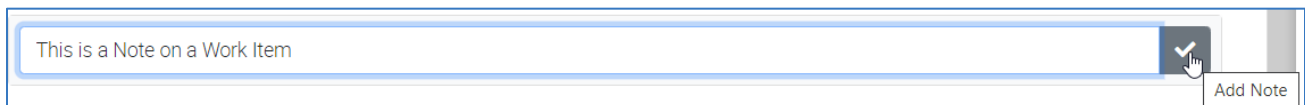
## Notes Tab:

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

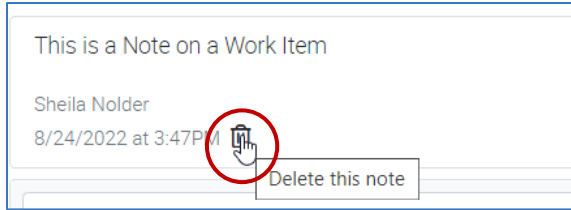
After typing in the note and clicking the check mark, the note will be displayed and is date/time stamped.



The screenshot shows the Identifi interface for a work item titled "Work Item: 89845 - 1005161 - Fixed Rate First Mortgage". The interface includes a navigation bar with the Identifi logo and the text "Assigned To: Sheila Nolder Step: Create Package". Below this is a light blue banner that says "Send documents for signature." with a close button (X). A row of buttons includes "Package Cancelled" (orange), "Package Sent" (blue), "Return" (purple), and "Close" (blue dropdown). A navigation bar below the buttons shows "Form", "Documents 1", "Notes" (highlighted with a mouse cursor), "Signing Packages 1", and "Activity". A "Filter..." input field is located below the navigation bar. At the bottom of the interface is a text input field with the placeholder "Type a note here..." and a checkmark button.

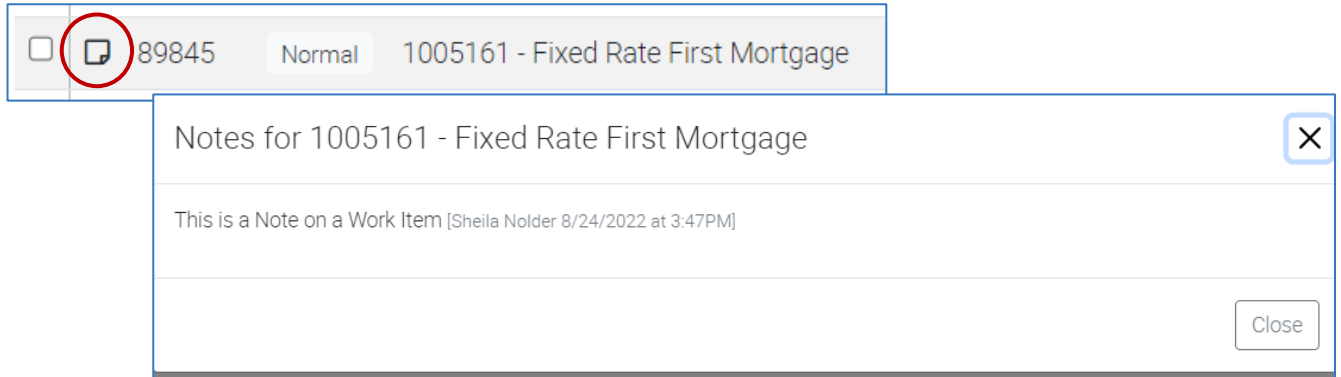


This close-up shows the bottom right corner of the note input area. It features a text input field containing the placeholder text "This is a Note on a Work Item". To the right of the input field is a dark grey button with a white checkmark icon. A tooltip labeled "Add Note" is visible over the button.



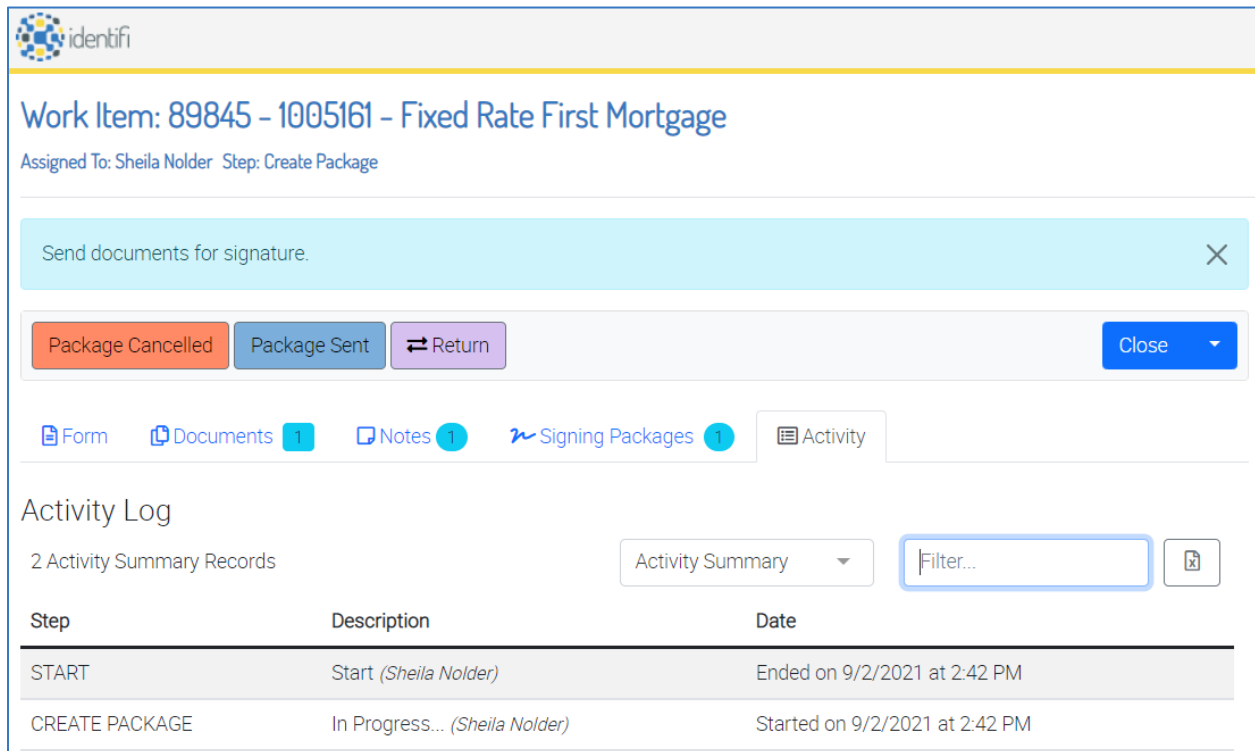
Selecting the Trash Can icon to the right will remove the note from the workflow item.  
 Notes placed on work items will be visible from the User's Inbox

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



### Activity Tab:

Displays activity history relative to this item.



Work Item: 89845 - 1005161 - Fixed Rate First Mortgage  
 Assigned To: Sheila Nolder Step: Create Package

Send documents for signature. [X]

Package Cancelled Package Sent Return Close

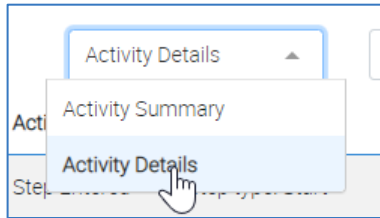
Form Documents 1 Notes 1 Signing Packages 1 Activity

Activity Log

2 Activity Summary Records Activity Summary Filter... [X]

Step	Description	Date
START	Start (Sheila Nolder)	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 Log

3 Activity Detail Records

Activity Details [Start] [Export]

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 Detail Records

Activity Details [Start] [Export to Excel]

Step	User	Activity	Details	Date
------	------	----------	---------	------

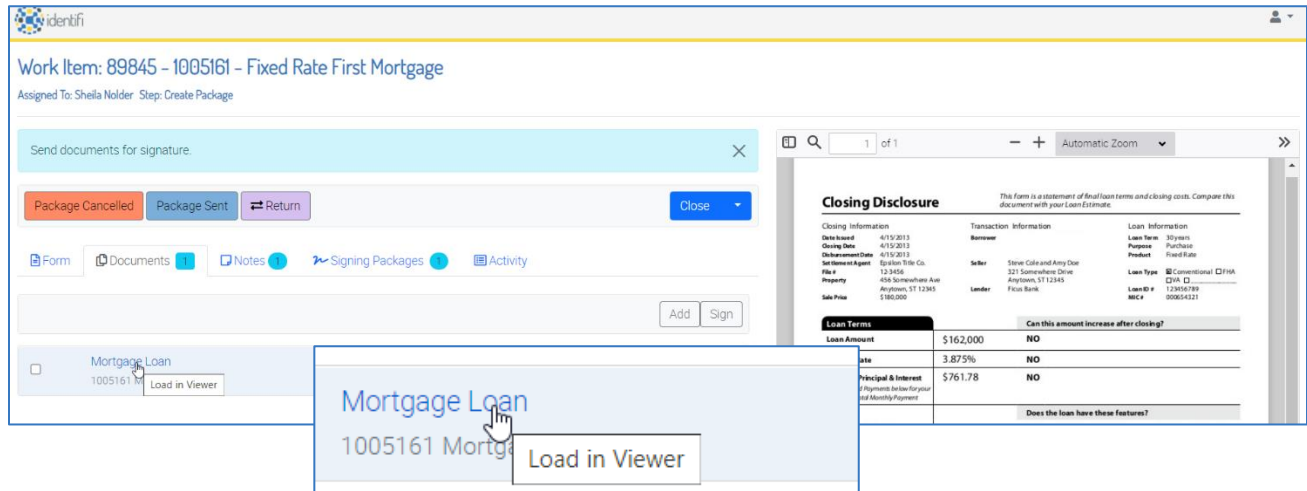
The Activity Log will also capture and reflect external activities, such as Downloading Documents, Attaching Documents and hitting the Save for Later option.

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

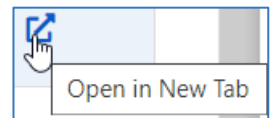
## Viewing Documents

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

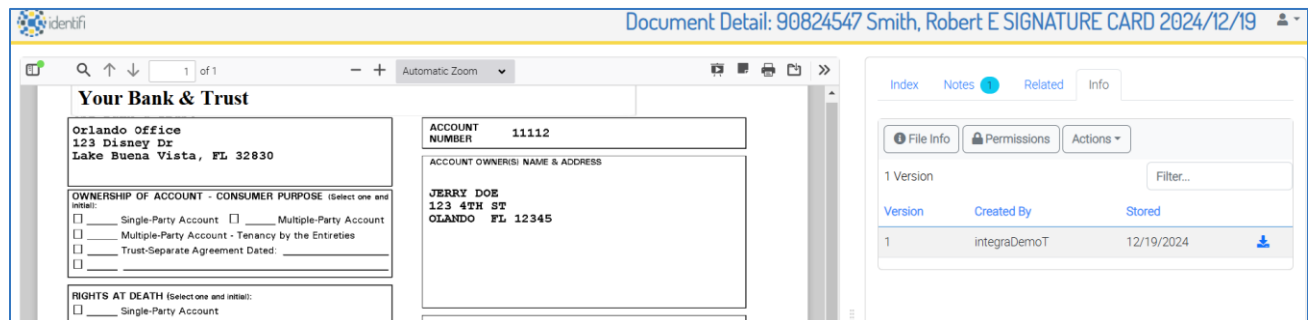
Clicking the document title will load the document in the Document Pane to the right of the form.



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



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



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

## Workflow-Reporting

- Workflow
  - Browse
  - Inbox
  - Reporting
    - Completed Steps
    - Work Items
    - Saved Reports

### Completed Steps Report:

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

#### Completed Steps

Criteria

Add Criteria

Work Item Status Type: Active Work Items

Completed Step Date:  Predefined  Custom  
 Current Month 6/1/2024 - 6/30/2024

Workflow Plan \*: Select Workflow Plan ...

Completed Workflow Steps: Select Optional Workflow Steps ...

Actions Taken: Select Optional Actions Taken ...

Actioned By Users: 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: None

Sum: Select Attributes to Sum ...

### Criteria:

#### Work Item Status Type:

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

Work Item Status Type

- Active Work Items
- All Work Items
- Active Work Items
- 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  Predefined  Custom

- Previous Year
- 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
- Over 360 Days

Completed Step Date  Predefined  Custom

Previous Year 1/1/2023 - 12/31/2023

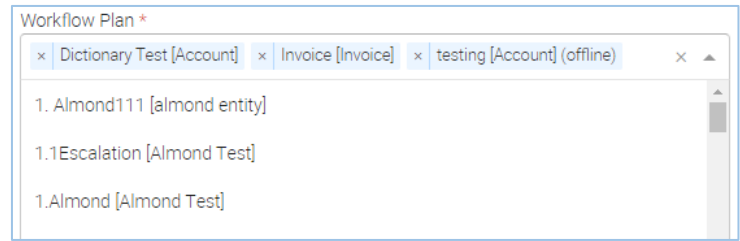
Completed Step Date  Predefined  Custom

01/01/2023 12/31/2024



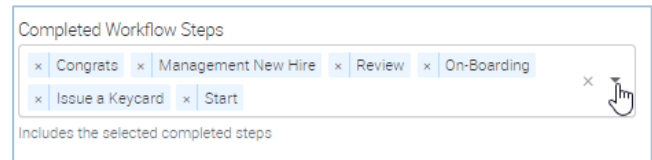
**Workflow Plan: (\*Required)**

Select the Workflow Plan(s) for the report.



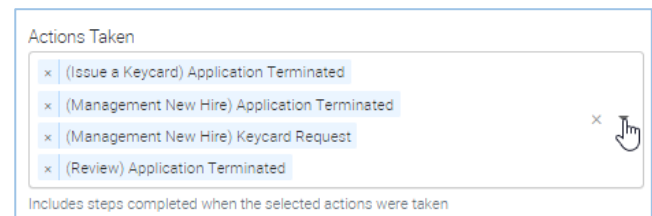
**Completed Workflow Steps:**

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



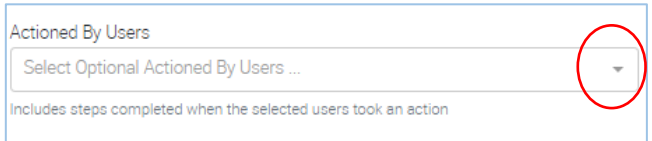
**Actions Taken:**

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



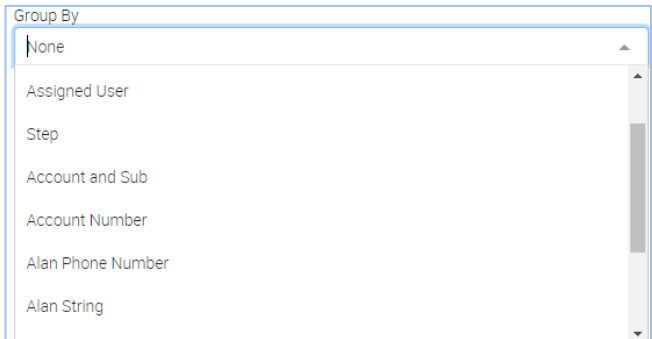
**Actioned By Users**

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



**Group By:**

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



### Sum:

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

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

Completed Steps

Criteria Results

Displaying 8 Results

Top 1000 Results Save Report

Drag a column header here to group its column

Excel Export PDF Export Search Columns

ID	Work Item ...	Step	Action Taken	Actioned B...	Step Entered	Step Comp...	Days in Step	Invoice Am...
1634440	Invoice #:323432	Start	Start	Tricia Lolkus	5/22/2024 2:42 PM	5/22/2024 2:42 PM	0	\$39,293.00
1634439	Invoice #:90327832	Start	Start	Tricia Lolkus	5/22/2024 2:41 PM	5/22/2024 2:41 PM	0	\$93,892.00
1634438	Invoice #:329382	Start	Start	Tricia Lolkus	5/22/2024 2:41 PM	5/22/2024 2:41 PM	0	\$28,377.00
1634437	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
36	Invoice #:2222	Step 1	Action 1	Tricia Lolkus	11/17/2020 4:24 PM	5/7/2024 2:25 PM	1267	\$22.00
87	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
								<b>Total: \$173,166.00</b>

### 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

Last Name

Type a value and press the Enter key to add it to the list.

Employee Number

Type a value and press the Enter key to add it to the list.

## Results Grid: (Workflow and Tracking Reports)

Completed Steps

Criteria Results

Displaying 73 Results

Top 1000 Results Save Report Collapse Groups

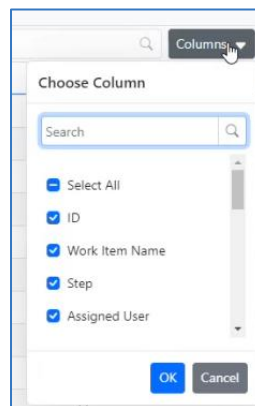
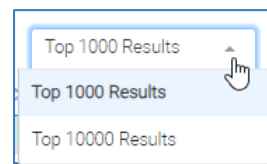
Drag a column header here to group its column

Excel Export PDF Export Print Search Columns

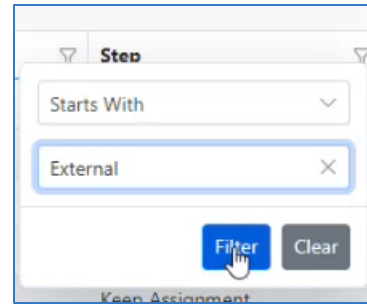
ID	Work Item N...	Step	Action Taken	Actioned By ...	Step Entered	Step Complet... ↓	Days in Step
1613831	324324532	Keep Assignment	Initiator	Tricia Lolkus	6/6/2023 9:34 AM	11/28/2023 1:23 PM	175
1623917	3343243	Step 1	Escalation	integra CIPRI	11/16/2023 2:33 PM	11/17/2023 2:34 PM	1
1743	939393	Step 1	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:

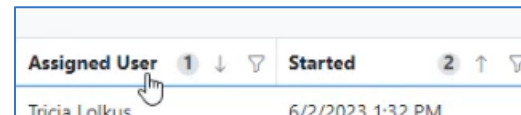
- Choose the number of Top Results to display.
- Show/hide columns



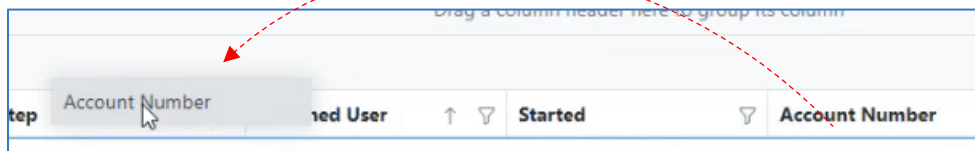
- Filter by any column shown in report results



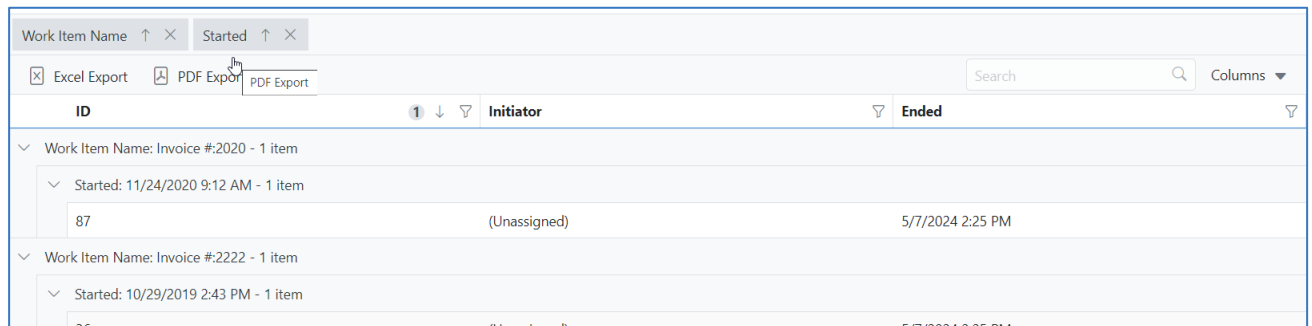
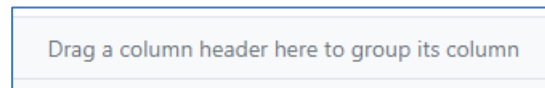
- Multi-level sort (hold down the "Ctrl" key on the keyboard as you select each level)



- Move columns to reorder



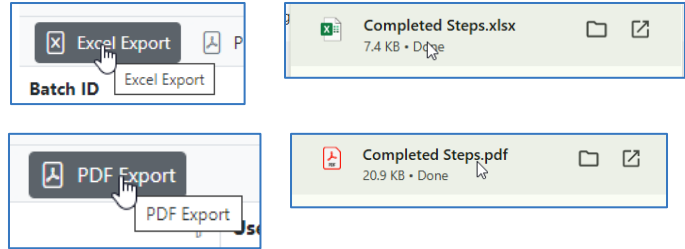
- Dynamically group columns by dragging the column headers.



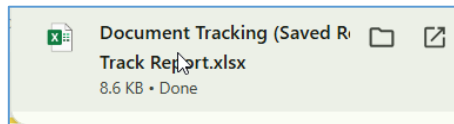
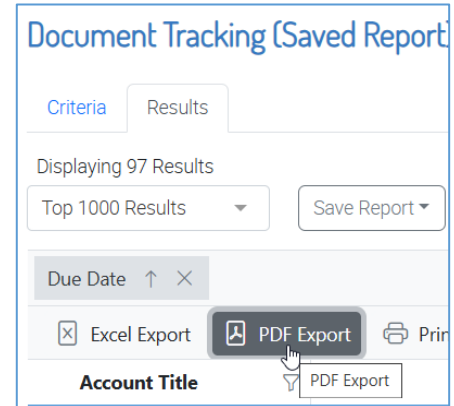
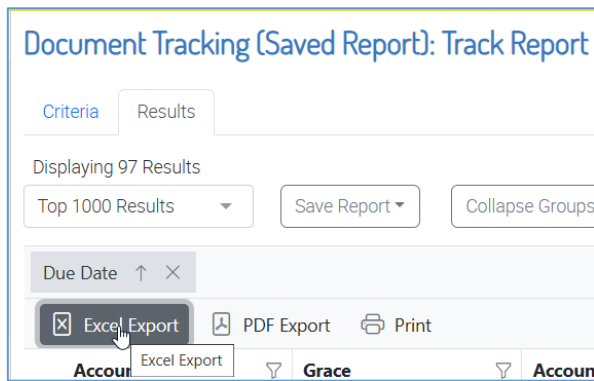
**Note:** Links change colors when clicked

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

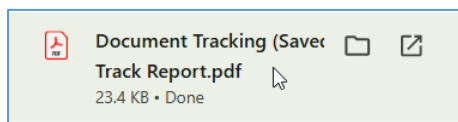
- Export the list of results to Excel.
- Export the results as a PDF.



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.

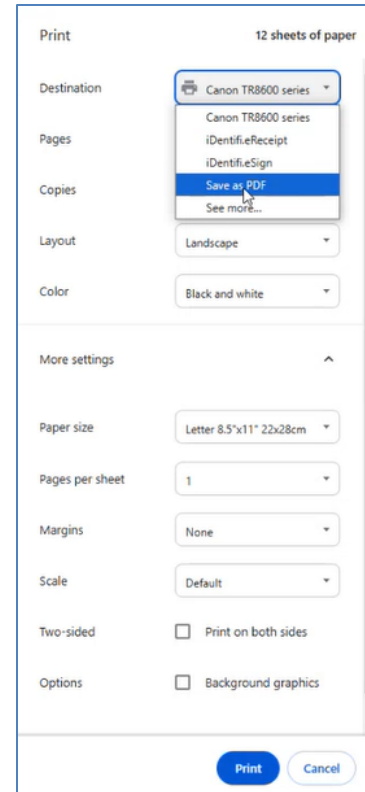
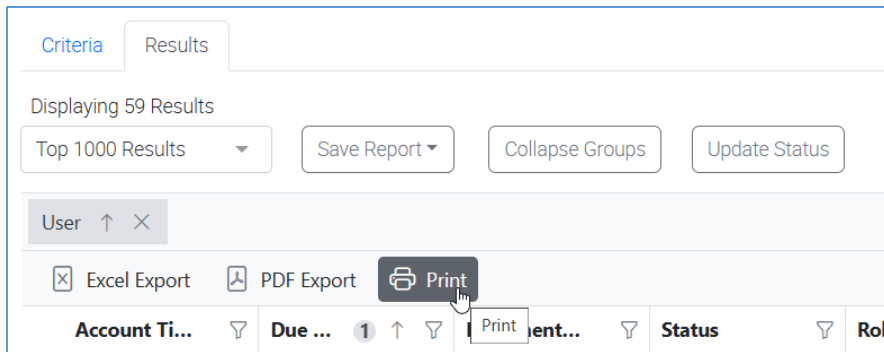


Document Tracking (Saved Report): Track Report								
Account	Grace	Account	Branch	N	Close Date	Current Balance		
Due Date: 12/1/2024 - 14 items								

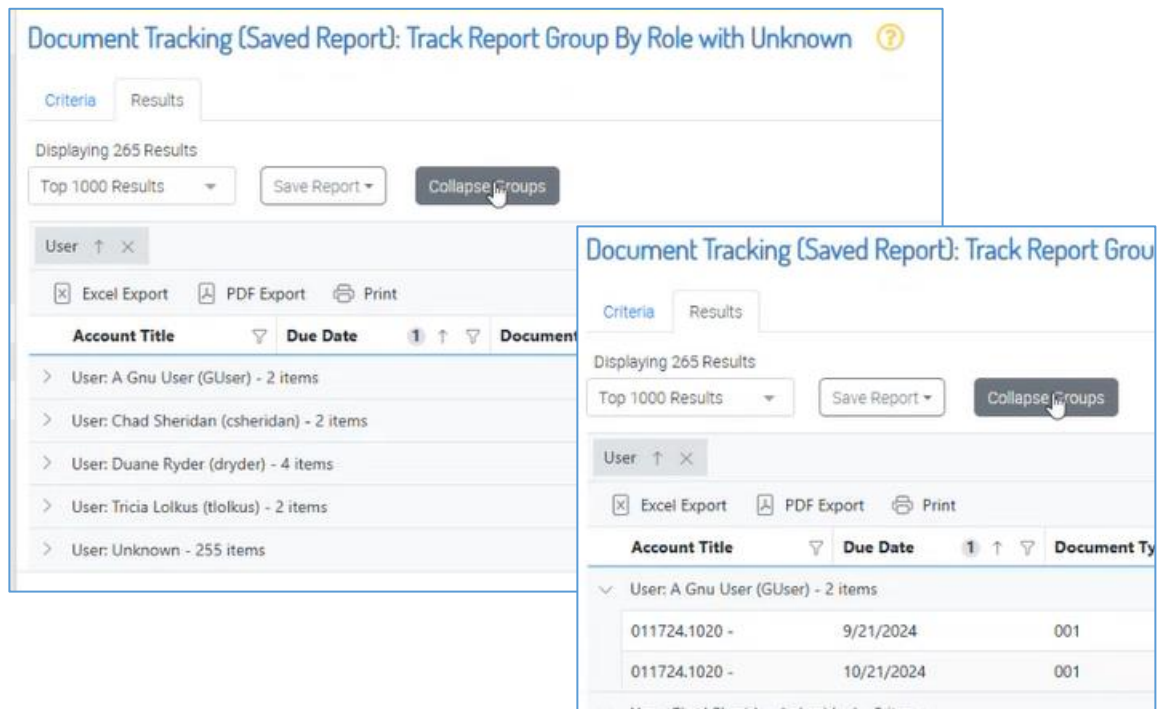


Document Tracking (Saved Report): Track Report			
Account Title	Grace	Account Number	Account Type
Due Date: 12/1/2024 - 14 item			

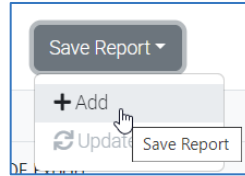
- Print the report – configure print settings and print the page to .pdf.



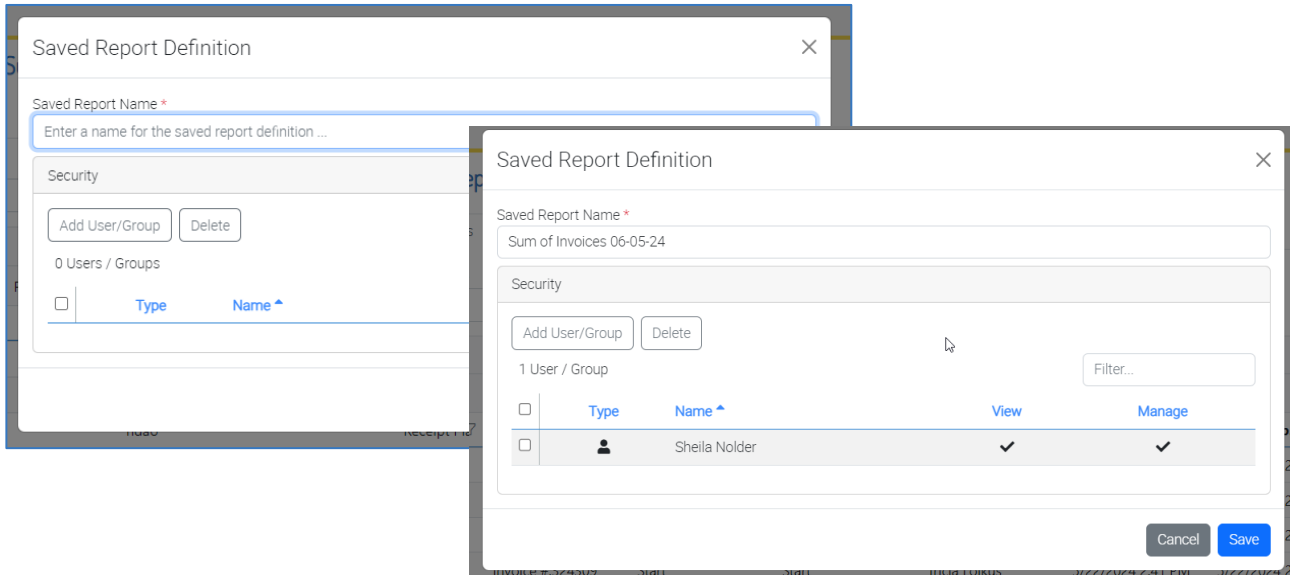
- Collapse option within the grid will collapse and re-expand results.



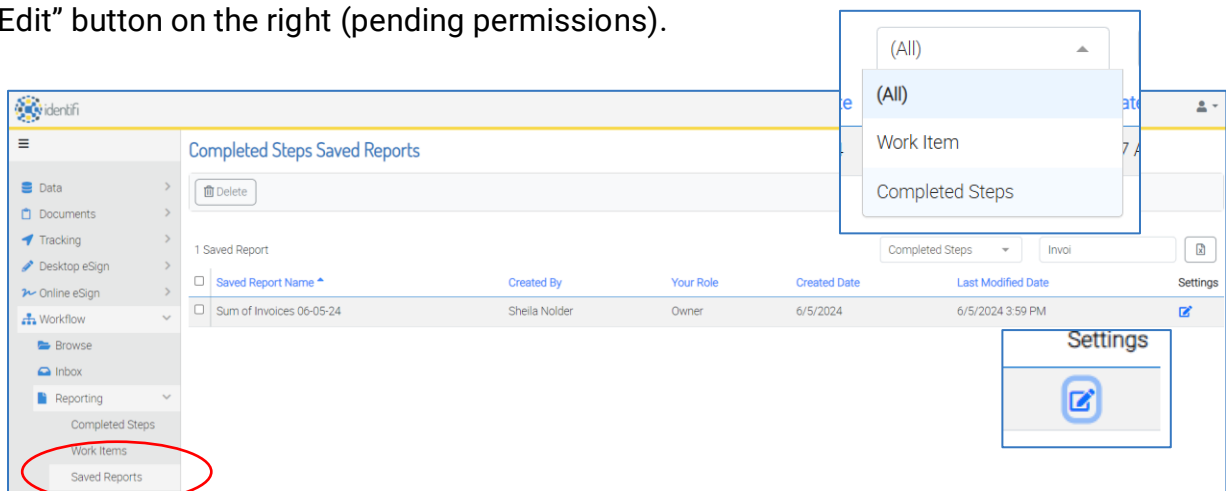
- Optionally, save the report



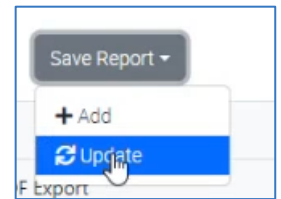
Type a name for the report and apply security to allow specific Users/Groups to view the report. If no security is added, everyone with access to Reporting will be able to view the saved report. Click **“Save.”**



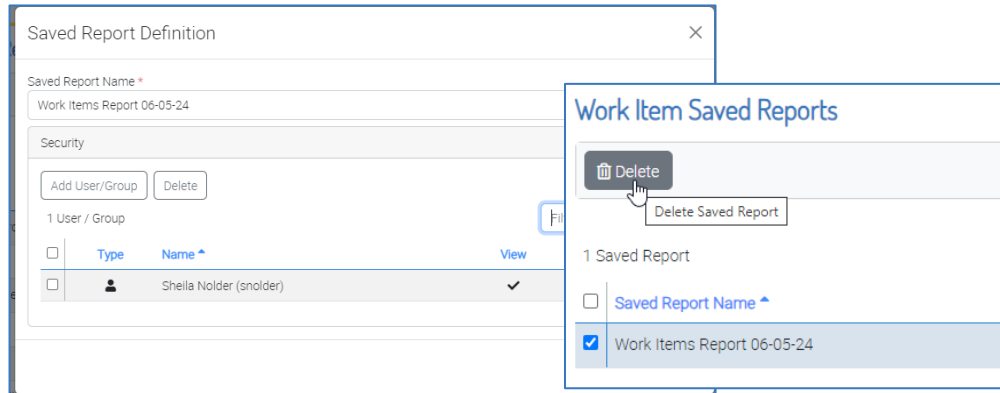
The saved report will be viewable under the “Saved Reports” section of the Workflow Reporting menu. Sort by All, Work Item or Completed Steps. Edit security settings using the “Edit” button on the right (pending permissions).



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



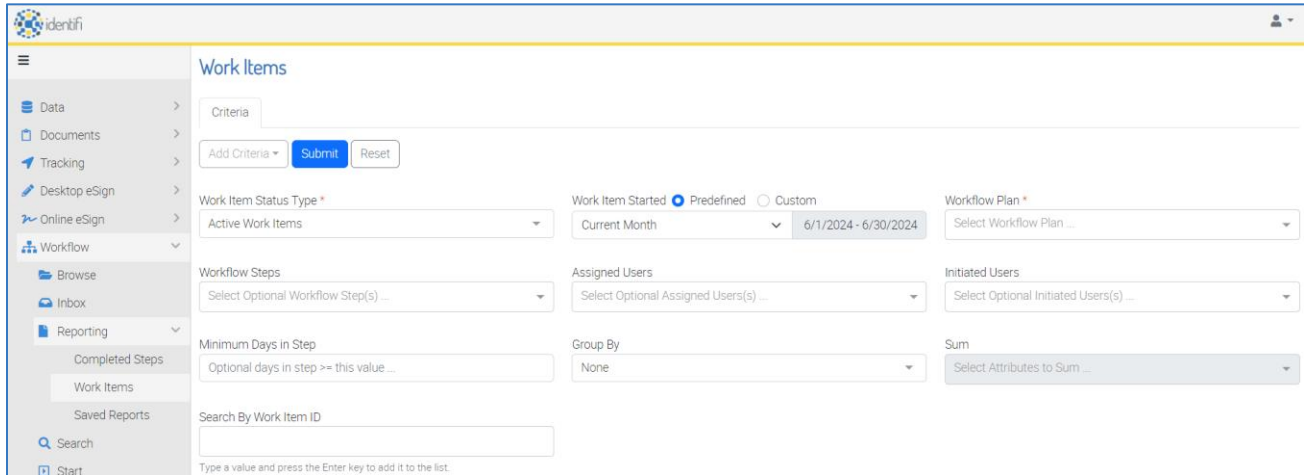
The report settings can also be edited (pending permission) to redefine the Report Name or Security assigned.





## Work Items Report:

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

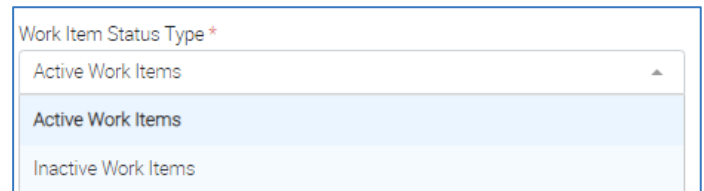


### Criteria:

#### Work Item Status Type: (\*Required)

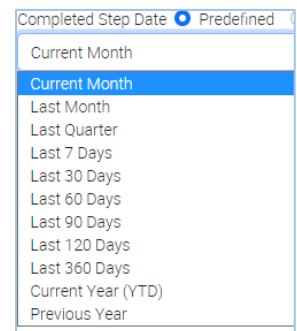

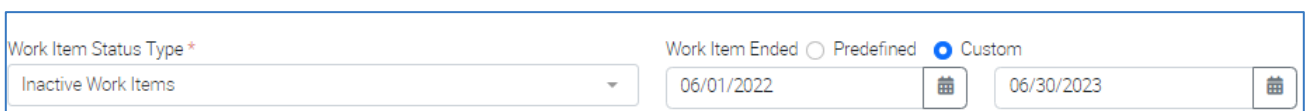
Choose from **Active** or **Inactive** Work Items.

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



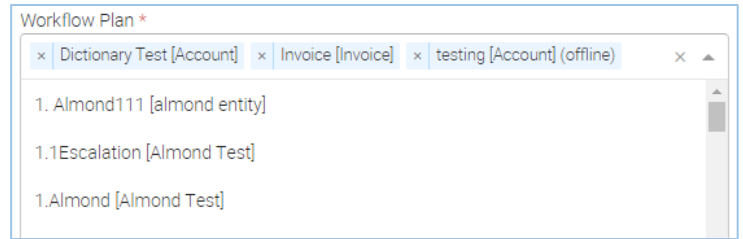
#### Work Item Started (Active Status Type) /Work Item Ended (Inactive Status Type)

Choose between a Predefined or Custom Date Range.

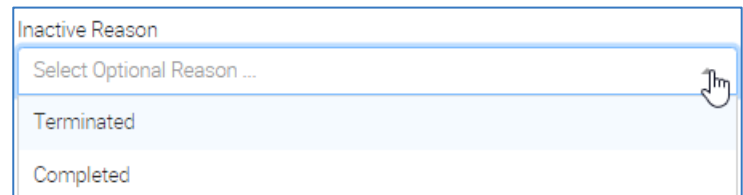
**Workflow Plan:** (\*Required)

Select the Workflow Plan(s) for the report.



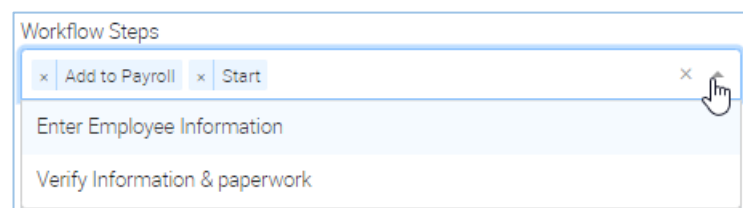
**Inactive Reason** (Inactive Status Type)

Select the reason for the Inactive Status



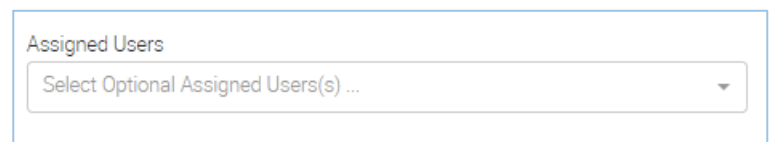
**Workflow Steps** (Active Status Type):

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



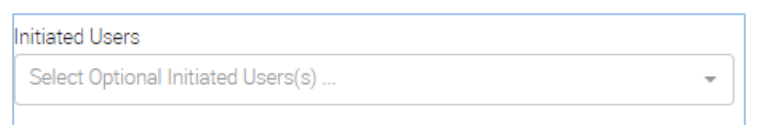
**Assigned Users** (Active Status Type)

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



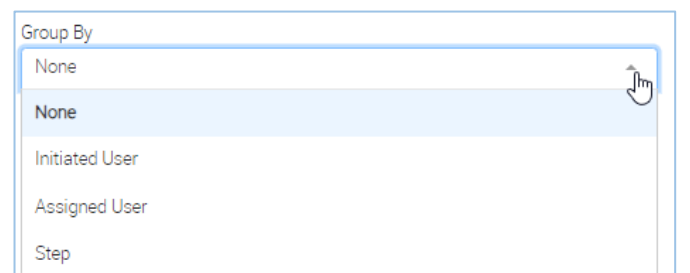
**Initiated Users**

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



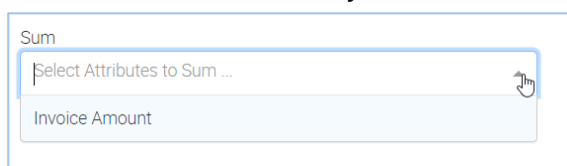
**Group By:**

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



**Sum:**

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



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

**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.

Work Items

Criteria

Add Criteria ▾ Submit Reset

Employee Add attribute to criteria

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.

Add Criteria ▾ Submit Reset

Attribute Criteria

Employee Name

Type a value and press the Enter key to add it to the list.

Last Name

Type a value and press the Enter key to add it to the list.

Tax ID Number

Type a value and press the Enter key to add it to the list.

## Results Grid:

Work Items

Criteria Results

Displaying 3 Results

Top 1000 Results Save Report

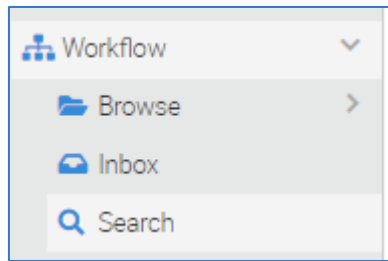
Drag a column header here to group its column

Excel Export
  PDF Export
 Search
 Columns

ID	Work Item Name	Initiator	Started	Ended
87	Invoice #:2020	(Unassigned)	11/24/2020 9:12 AM	5/7/2024 2:25 PM
37	Invoice #:22223432432432432434	(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

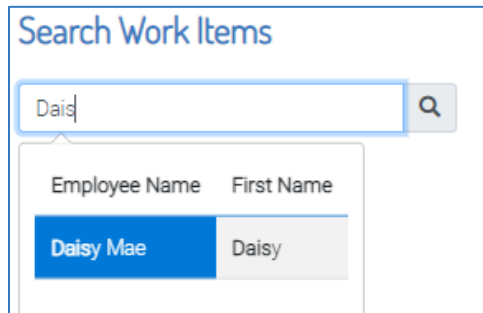
Click [here](#) to see Options Available within the Search Results Grid.

## Workflow-Search

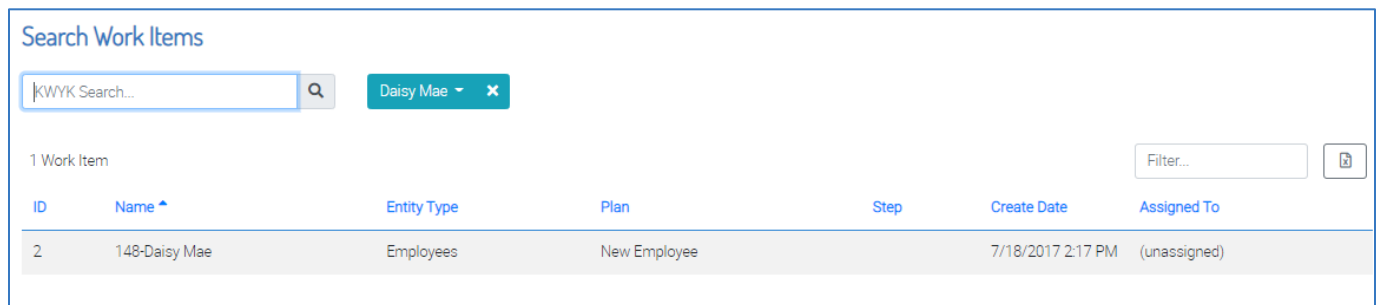


Search within Work Items by clicking on “Workflow” then “Search” from the left menu bar.

The Search Work Items screen will open:



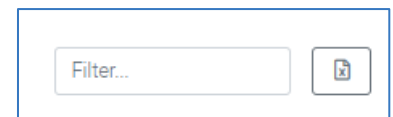
Within the Search box, type in a searchable attribute, such as *Invoice Number, Amount, Employee Name*, etc. This feature works in the same way as Document Search and Data Search and will offer a “suggestion grid” of possible matches. Clicking on the desired selection (*in this example, “Daisy Mae”*) will pull back search results.



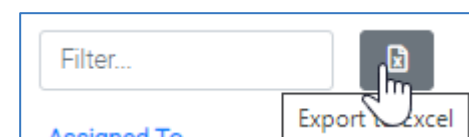
The Search feature allows search results to be sorted and filtered. The default sort order of items has been changed to Create Date Descending, reflecting the most recently added items at the top. All underlined columns are clickable and will sort the results by the column selected.

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

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



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



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

Search Work Items

KWYK Search...   Daisy Mae

1 Work Item Filter...

ID	Name	Entity Type	Plan	Step	Create Date	Assigned To
2	148-Daisy Mae	Employees	New Employee		7/18/2017 2:17 PM	(unassigned)

Work Item: 2 - 148-Daisy Mae

Form | Documents (1) | Notes (3) | Activity

Employee Name:

Address 1:  Address 2:

State:  City:  Postal Code:


Tax ID Number:  Date of Birth:

Department:  Hire Date:  Start Date:

1 of 2 Automatic Zoom

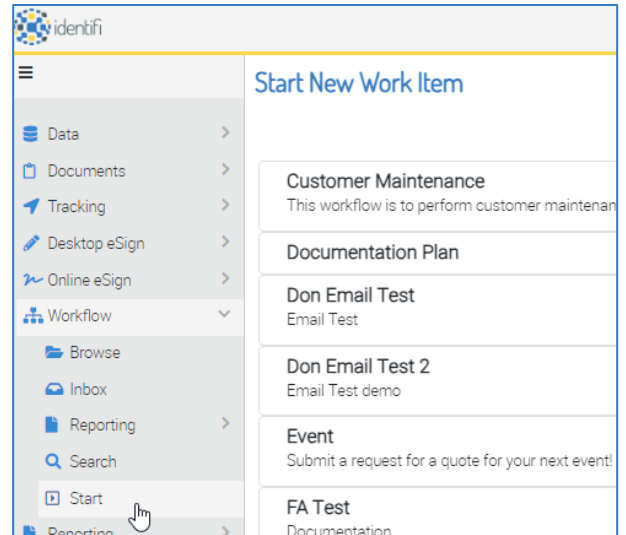
Applicant Information			
Last Name	First	M.I.	Date
Street Address	City		Apartment/Unit #
State	Zip	Phone	
E-mail	Date Available	Social Security No.	Desired Salary
Position Applied for			
Are you legally eligible to work in the US? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Have you ever worked for this company? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, when?			
Have you ever been convicted of a felony? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, explain.			
Education			
High School	Address		
From	To	Did you graduate?	Degree
College	Address		
From	To	Did you graduate?	Degree
Other	Address		
From	To	Did you graduate?	Degree
Employment History			
Company	Address		From To
Supervisor	Phone #		Responsibilities
May we contact? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Company	Address		From To

## Workflow-Start

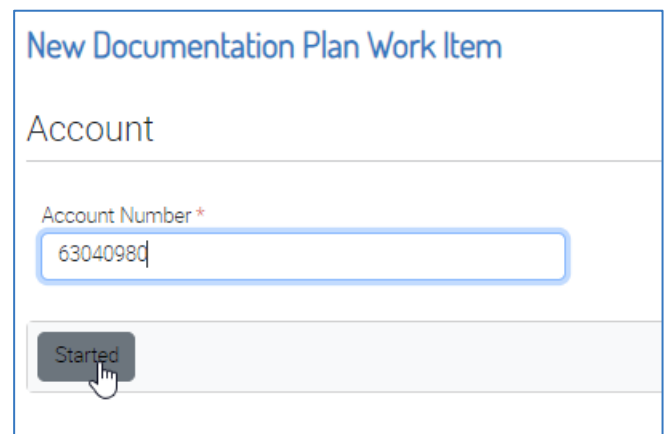
 Start

Allows the User to create a New Work Item

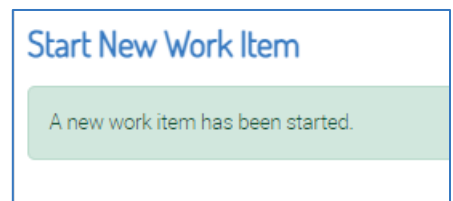
1. Select the Plan to which your Workflow will belong



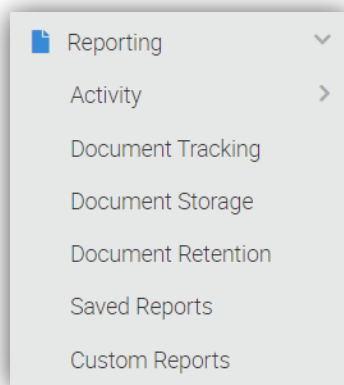
2. Populate the form fields (those marked with a red asterisk are required) and click the Start (or Started) button.



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



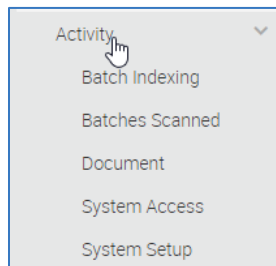
## Reporting



The Reporting section of the menu allows the User to generate 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 Izena custom reporting.**

### Activity

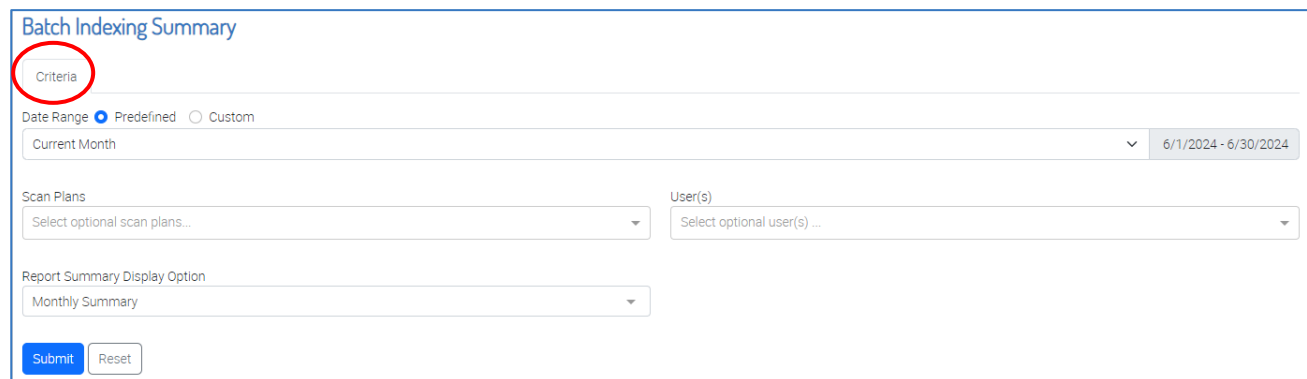


### Batch Indexing

This report displays a summary of batches indexed.

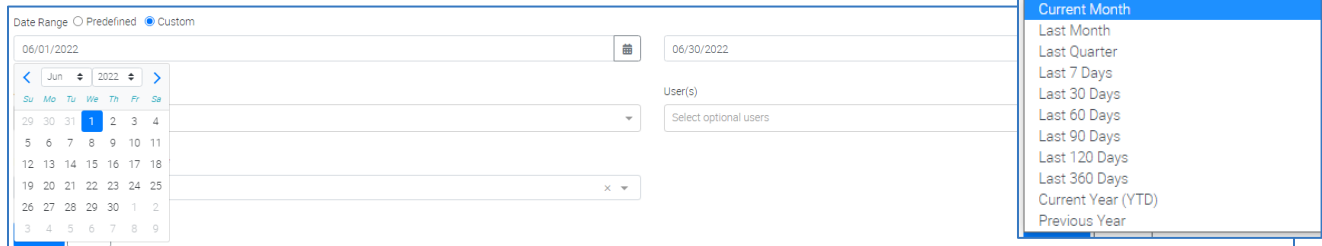
#### Criteria

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

A screenshot of the 'Batch Indexing Summary' form. The form has a title 'Batch Indexing Summary' and a 'Criteria' label circled in red. Below the title, there are several filter options: 'Date Range' with radio buttons for 'Predefined' (selected) and 'Custom', a dropdown menu for 'Current Month', and a date range '6/1/2024 - 6/30/2024'. There are also dropdown menus for 'Scan Plans' (labeled 'Select optional scan plans...') and 'User(s)' (labeled 'Select optional user(s) ...'). At the bottom, there is a 'Report Summary Display Option' dropdown menu set to 'Monthly Summary' and two buttons: 'Submit' and 'Reset'.

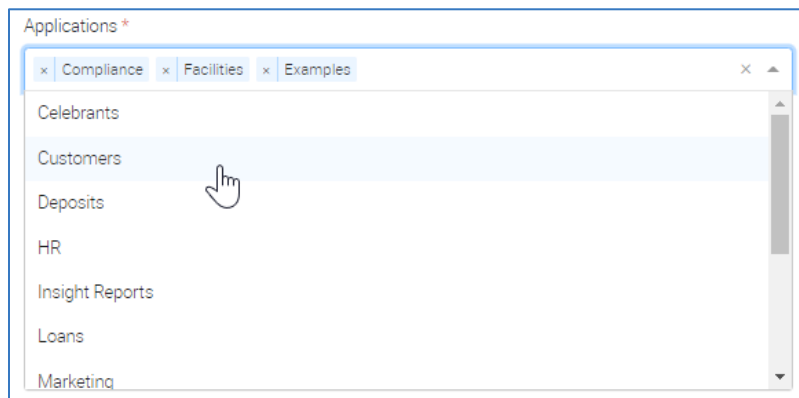


**Date Range** – Choose a Predefined date range from the drop-down list or customize the requested date range using the calendar.



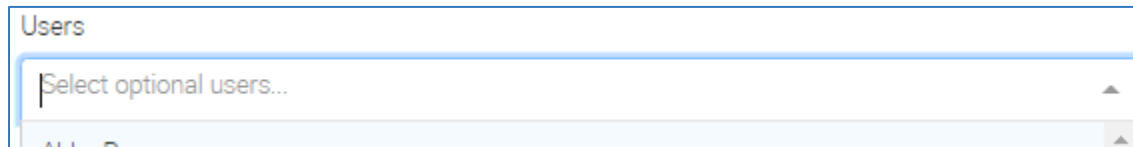
## Applications

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



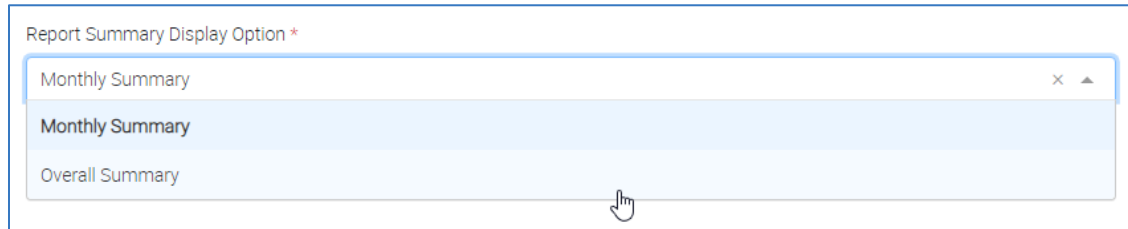
## Users

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



## Report Summary Display Option

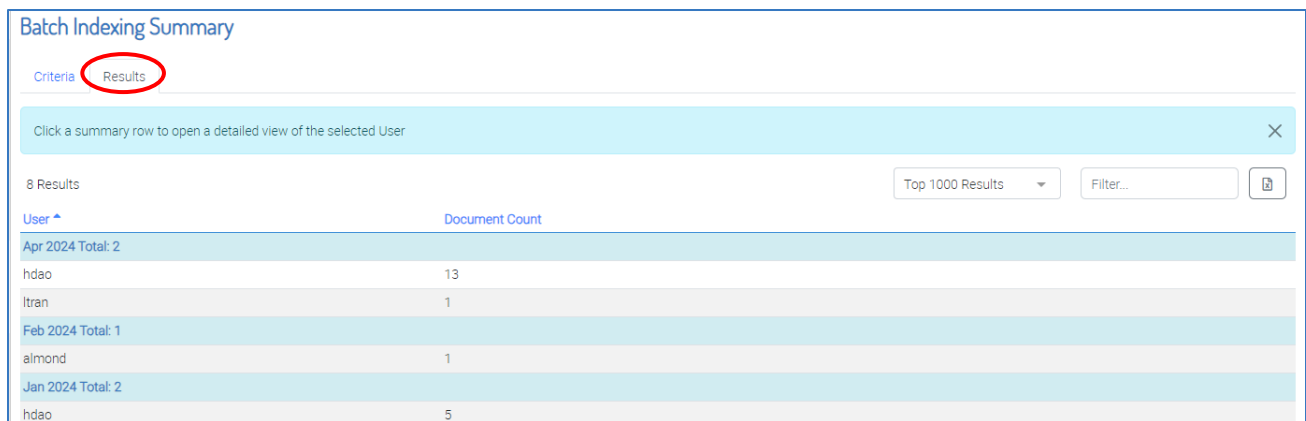
Choose the desired display option.



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

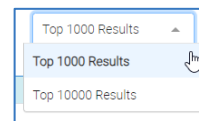
## Results

### Monthly Summary Results



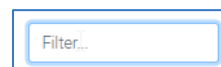
User	Document Count
<b>Apr 2024 Total: 2</b>	
hdao	13
ltran	1
<b>Feb 2024 Total: 1</b>	
almond	1
<b>Jan 2024 Total: 2</b>	
hdao	5

- Choose the number of Top Results to



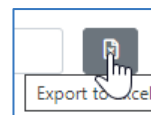
display.

- Use the Filter to narrow results

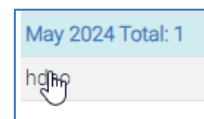


displayed.

- Export the list of results to Excel.



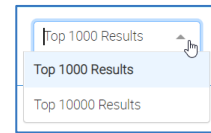
- Click the User Name to view the Details



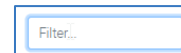
View

User	Document Count	Storage Date
hdao	2	5/14/2024
hdao	3	5/24/2024

- 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 (\*).

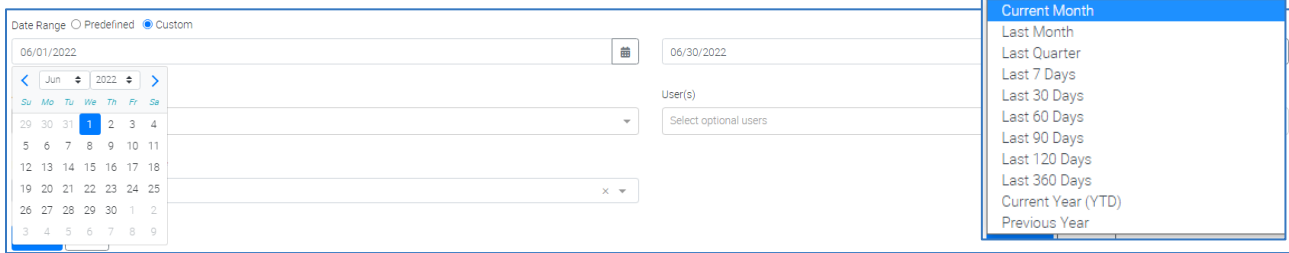
#### Batches Scanned Summary

**Criteria**

Date Range  Predefined  Custom  
 Current Month 6/1/2024 - 6/30/2024

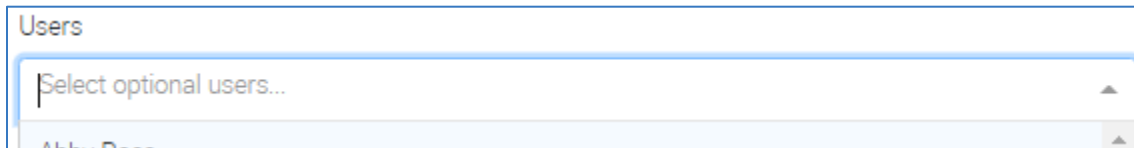
User(s)  Scan Plans

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



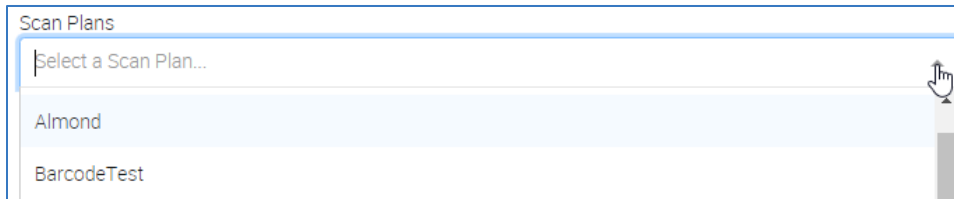
### Users

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

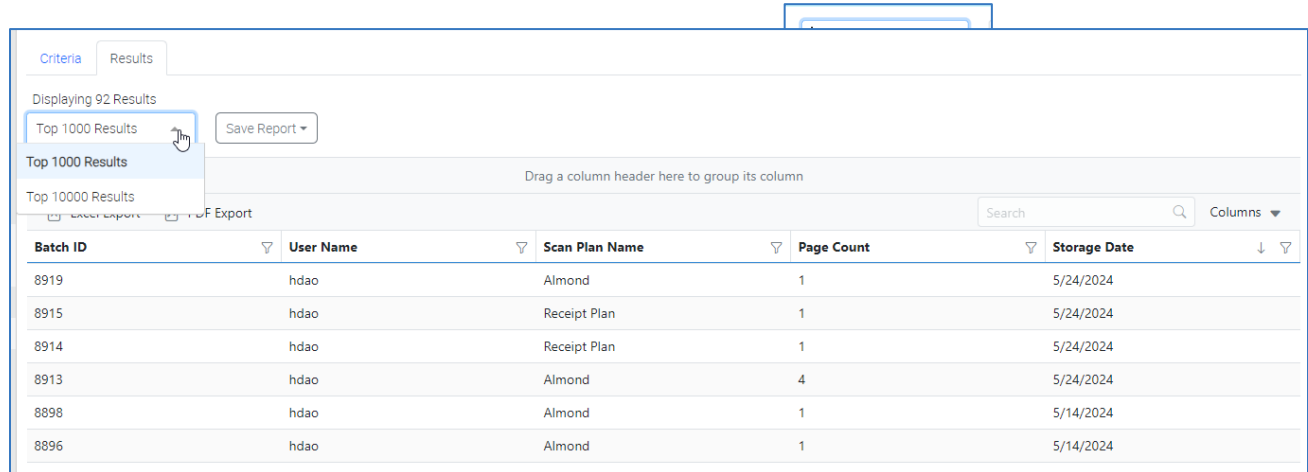


### Scan Plans

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.

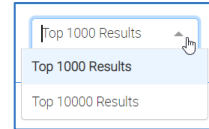


### Results

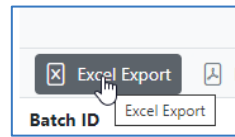


Batch ID	User Name	Scan Plan Name	Page Count	Storage Date
8919	hdao	Almond	1	5/24/2024
8915	hdao	Receipt Plan	1	5/24/2024
8914	hdao	Receipt Plan	1	5/24/2024
8913	hdao	Almond	4	5/24/2024
8898	hdao	Almond	1	5/14/2024
8896	hdao	Almond	1	5/14/2024

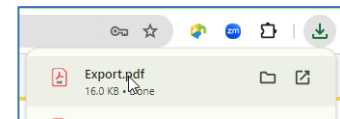
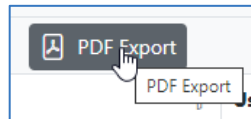
- Choose the number of Top Results to display.



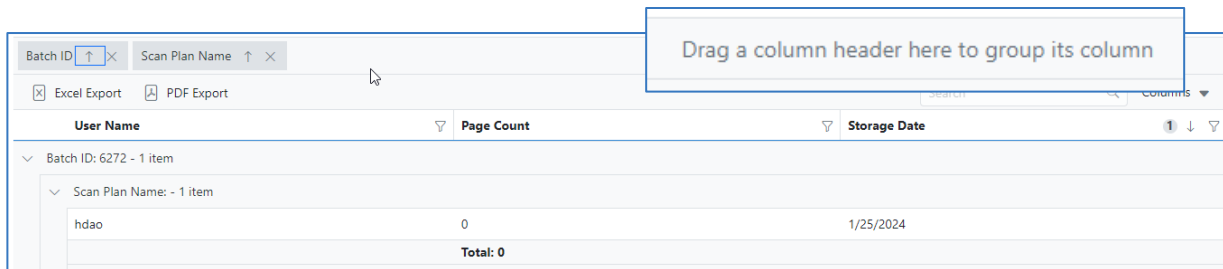
- Export the list of results to Excel.



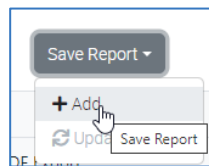
- Export the results as a PDF.



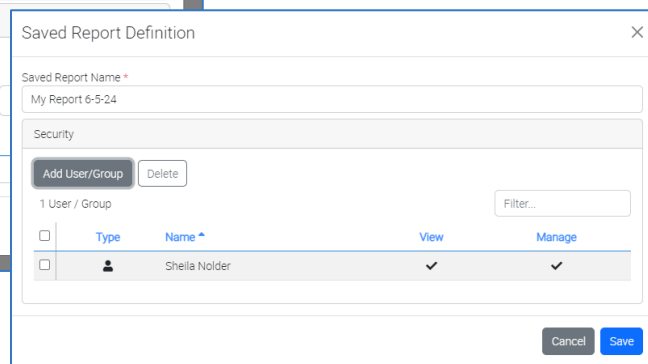
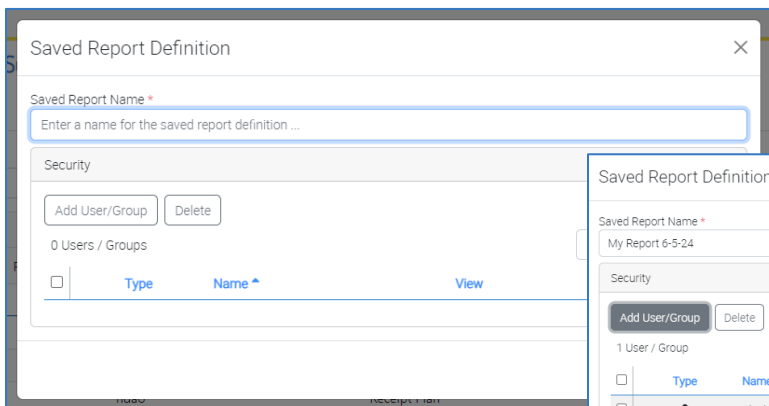
- Group columns by dragging the column headers.



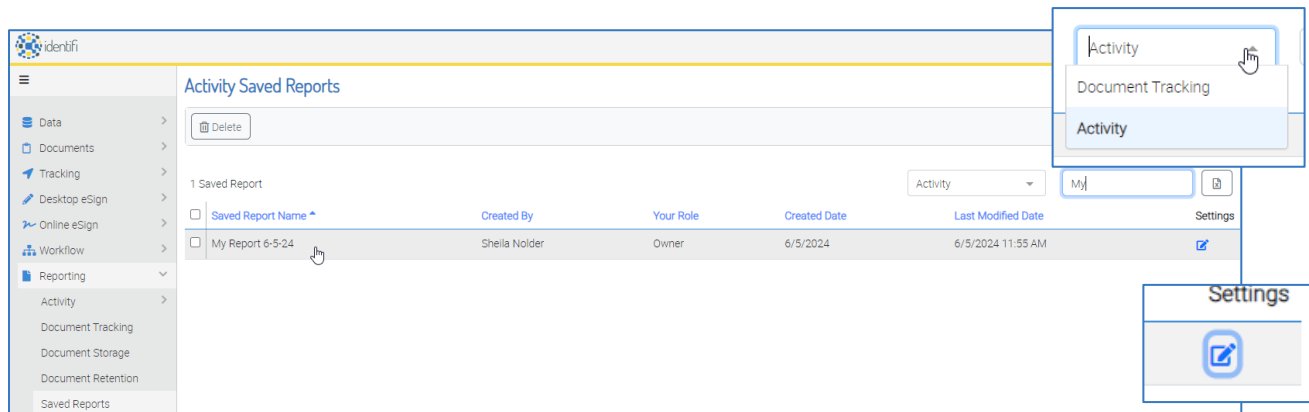
- Optionally, save the report



- 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.”**



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.

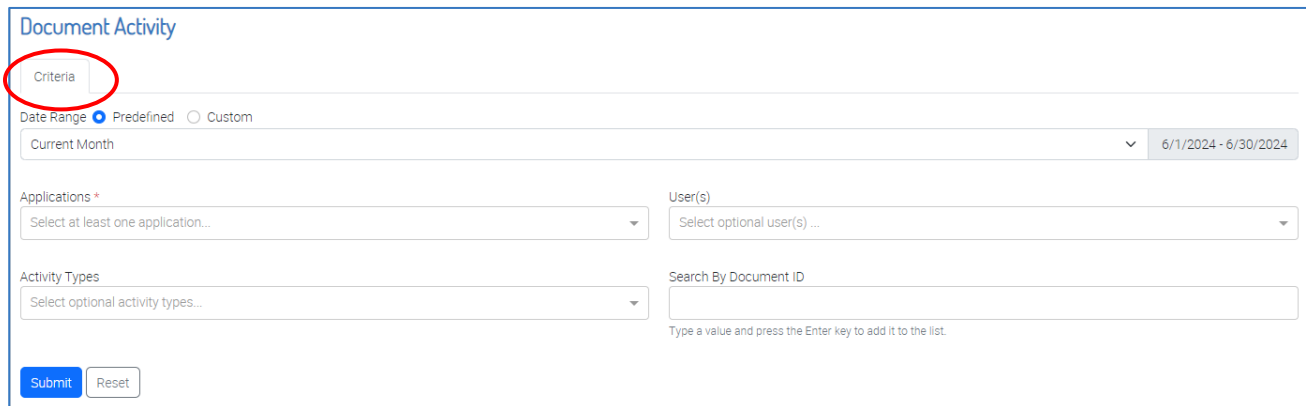


## Document

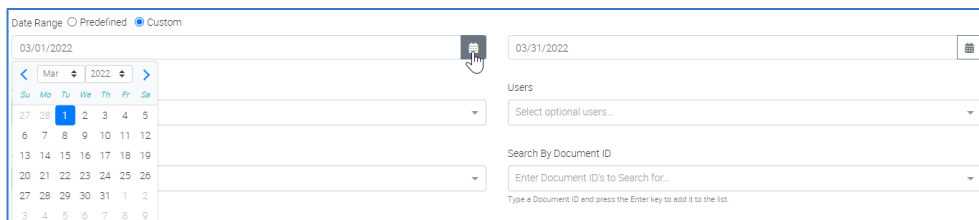
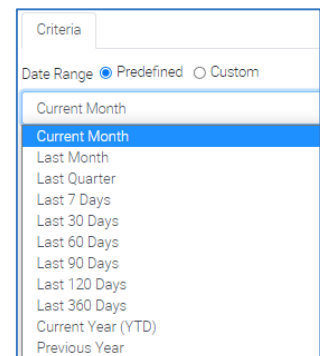
This report displays documents User(s) have accessed and activity for each.

## Criteria

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

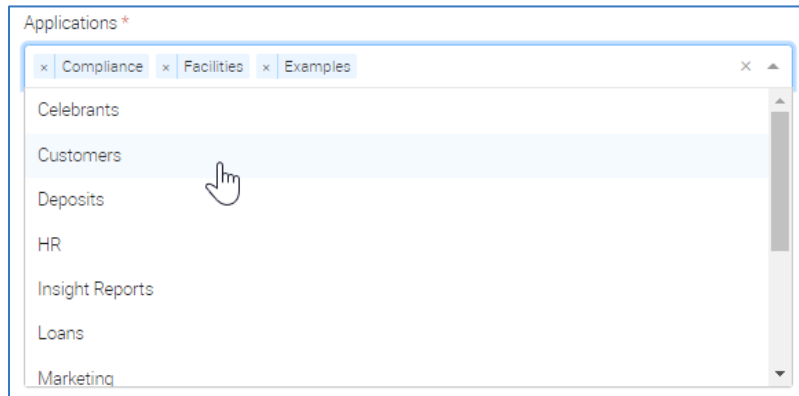


**Date Range** – Choose a Predefined date range from the drop-down list or customize the requested date range using the calendar.

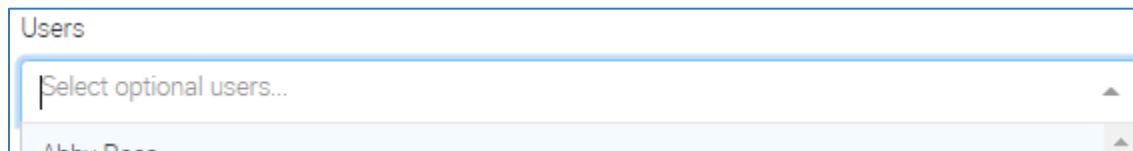
## Applications

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



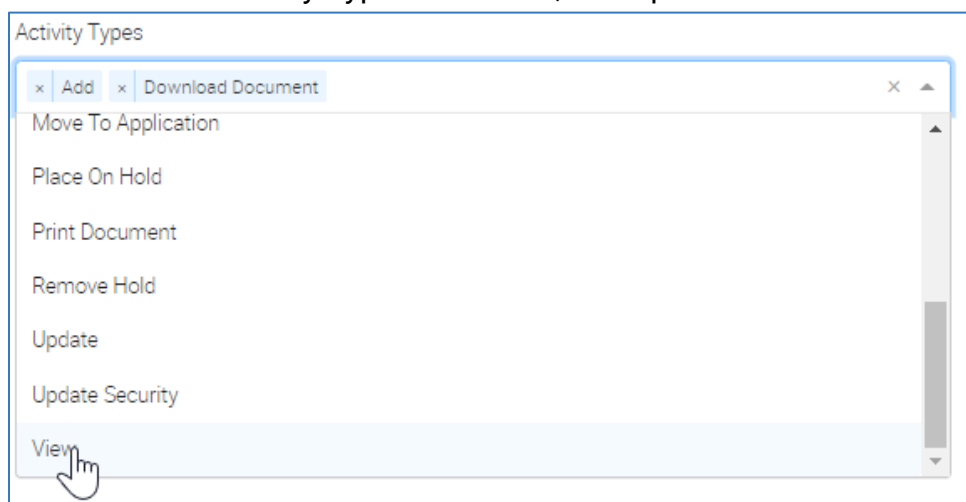
## Users

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



## Activity Types

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



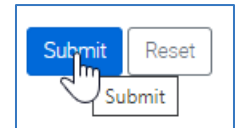
## Document ID

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

Search By Document ID

Type a Document ID and press the Enter key to add it to the list.

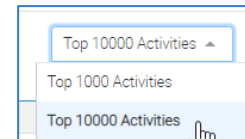
Click Submit to generate the report, which is displayed in the **Results Tab**.



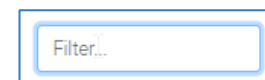
## Results

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

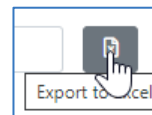
- Choose the number of Top Activities to display.



- Use the Filter to narrow results displayed.



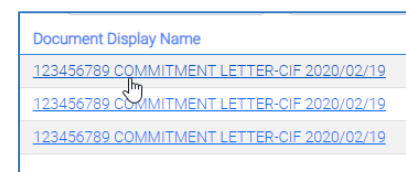
- Export the list of results to Excel.



- Sort results by 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	<a href="#">123456789 COMMITMENT LETTER-CIF 2020/02/19</a>
6/4/2024 8:35 AM	Add	integraCIPRI	CIPRI	integra	CIF-Customers	10109	<a href="#">123456789 COMMITMENT LETTER-CIF 2020/02/19</a>
6/5/2024 8:35 AM	Add	integraCIPRI	CIPRI	integra	CIF-Customers	20109	<a href="#">123456789 COMMITMENT LETTER-CIF 2020/02/19</a>

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





## System Access

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

**System Access Activity**

Criteria Criteria

Date Range  Predefined  Custom

Current Month ▼

Users  ▼

Login Status  ▼

### 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

Criteria

Date Range  Predefined  Custom

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

### Users

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

Users

Select optional users...

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...

Failure

Success

Locked Out

Login Status

Failure  Success  Locked Out

## Report Results

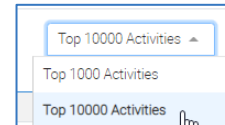
**System Access Activity**

Criteria **Results**

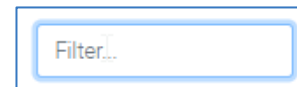
270 Activities

Activity Date	User Name	Login Result	Last Name	First Name	Client	Client IP	Top 1000 Activities	Operating System
8/2/2022 9:52 AM	bhartman	Success	Hartman	Billy	Chrome	103.0	Top 1000 Activities	Windows 10
8/2/2022 11:26 AM	eflowers	Success	Flowers	Eddie	Chrome	103.0	Top 1000 Activities	Windows 10

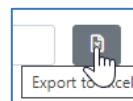
- Choose the number of Top Activities to display.



- Use the Filter to narrow results displayed.



- Export the list of results to Excel.



- Sort results by Activity Date.



## 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

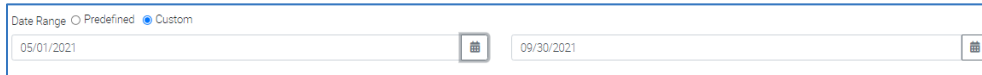
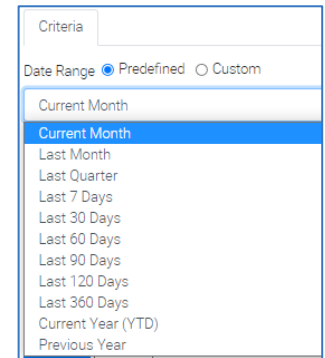
Activity Types

Users

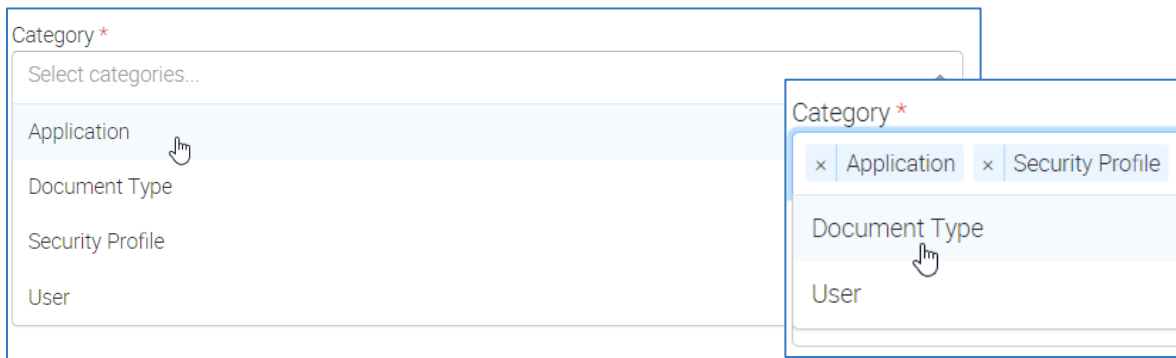
### Criteria

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

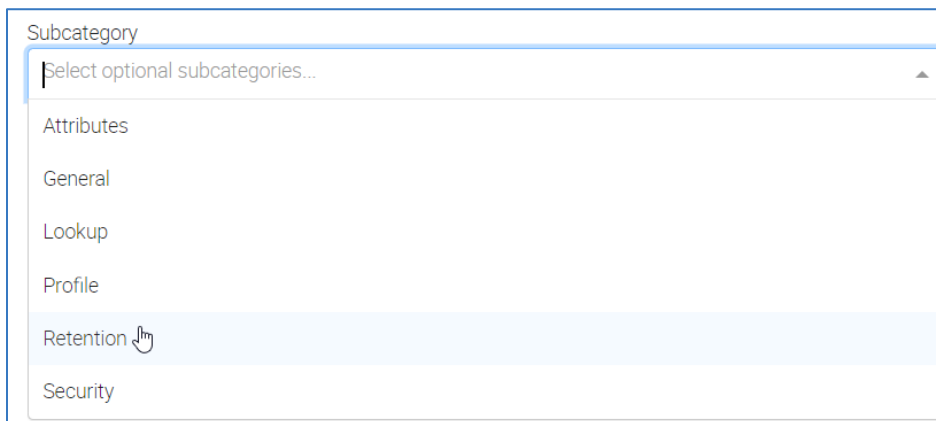
**Date Range** – Choose a Predefined date range from the drop-down list or customize the requested date range using the calendar.

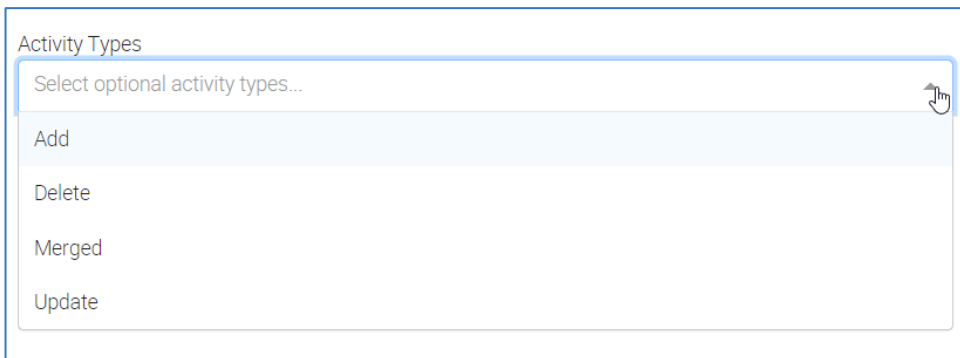
**Category**- Select *Application, Document Type, Security Profile* and/or *User* here.



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

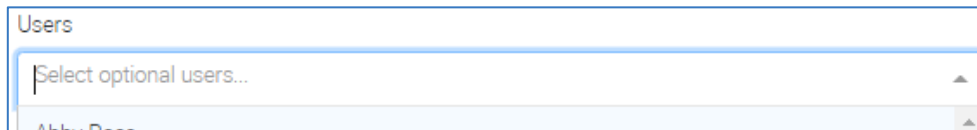


**Activity Types-** Select Activity Types for results. If none are selected, all will be included in results.

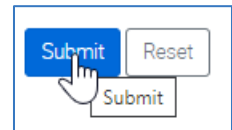


### Users

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



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



### Report Results

System Setup Activity

Criteria **Results**

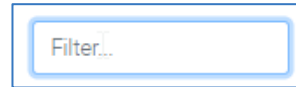
49 Activities Top 1000 Activities Filter...

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

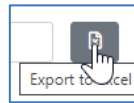
- Choose the number of Top Activities to display.



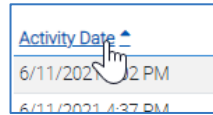
- Use the Filter to narrow results displayed.



- Export the list of results to Excel.

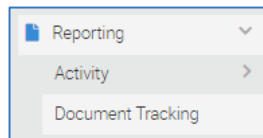


- Sort results by Activity Date.

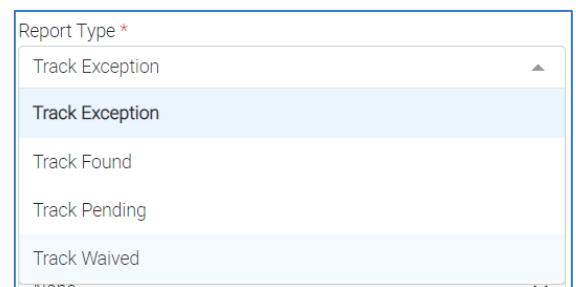


## Document Tracking

These reports display Tracking items by status.



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



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

### Track Exception

#### Criteria

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

**Document Tracking**

Criteria Results

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 ...

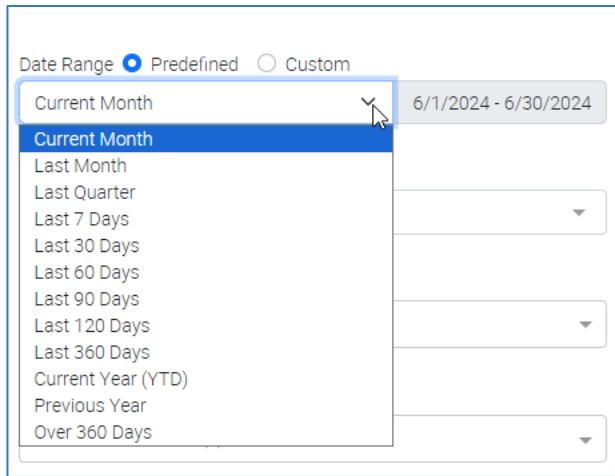
Document Type  Tracking Set Exception Type

Select Document Type(s) ... Select Type(s) ...

Group By User(s) Role(s)

None Select Related Users(s) ...

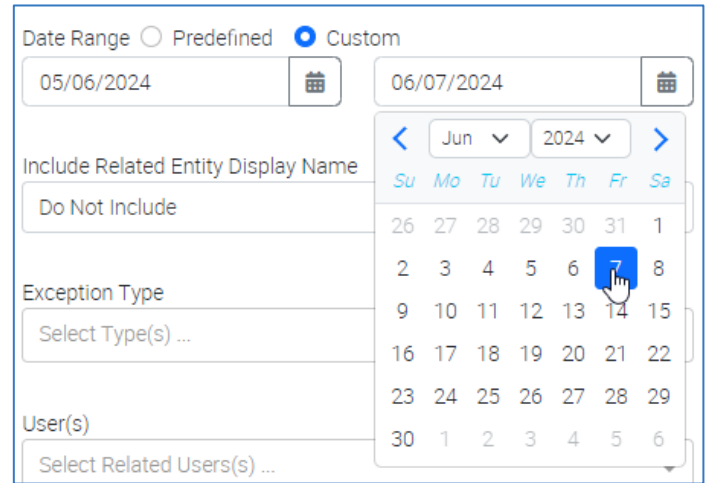
**Date Range** – Choose a **Predefined** date range from the drop-down list or **customize** the requested date range using the calendar.



Date Range  Predefined  Custom

Current Month 6/1/2024 - 6/30/2024

- 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
- Over 360 Days



Date Range  Predefined  Custom

05/06/2024 06/07/2024

Include Related Entity Display Name

Do Not Include

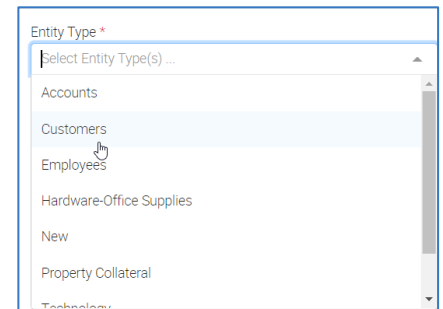
Exception Type

Select Type(s) ...

User(s)

Select Related Users(s) ...

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

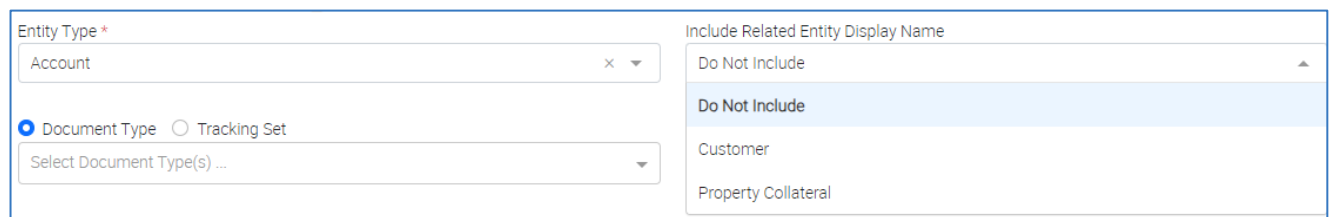


Entity Type \*

Select Entity Type(s) ...

- Accounts
- Customers
- Employees
- Hardware-Office Supplies
- New
- Property Collateral
- Technology

**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

Document Type  Tracking Set

Select Document Type(s) ...

Include Related Entity Display Name

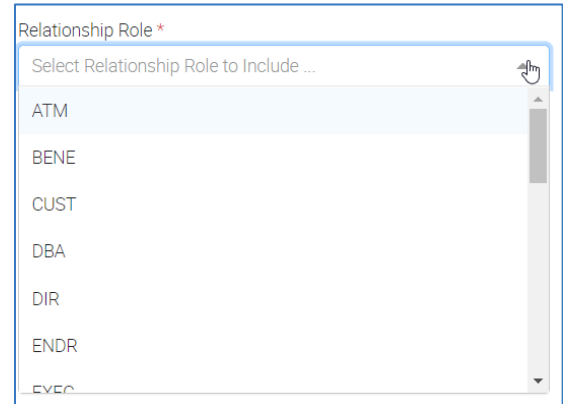
Do Not Include

Do Not Include

Customer

Property Collateral

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

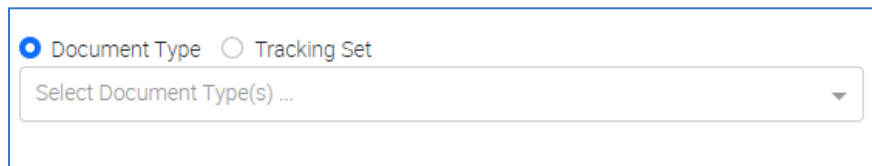


Relationship Role \*

Select Relationship Role to Include ...

- ATM
- BENE
- CUST
- DBA
- DIR
- ENDR
- EXEC

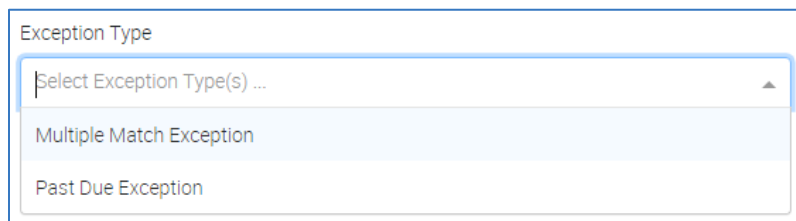
**Document Type or Tracking Set** -Select the Document Type(s) or Tracking Set(s) for the report. If none is selected, the results will include all document types.



Document Type  Tracking Set

Select Document Type(s) ...

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

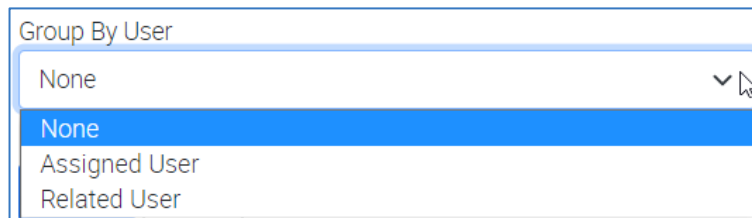


Exception Type

Select Exception Type(s) ...

- Multiple Match Exception
- Past Due Exception

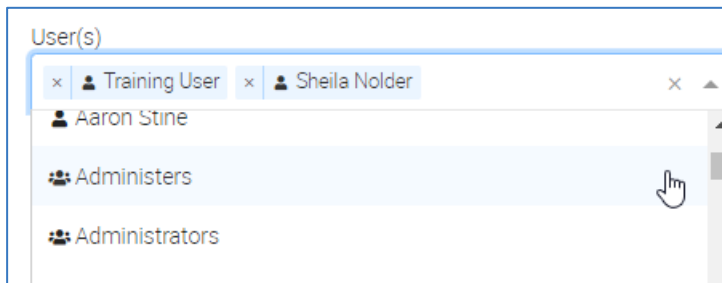
**Group by User** – Select either *None*, *Assigned User* or *Related User*.



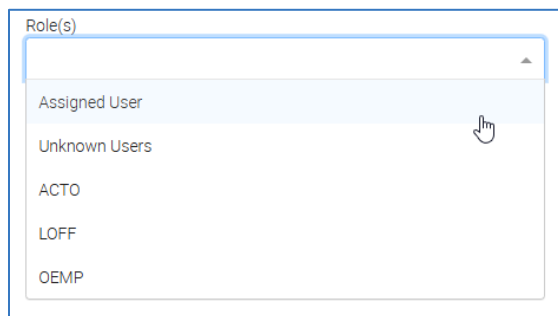
Group By User

- None
- None
- Assigned User
- Related User

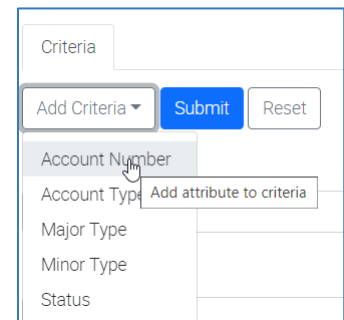
**User(s)** – Select specific user(s). If none is selected, all Users will be included.



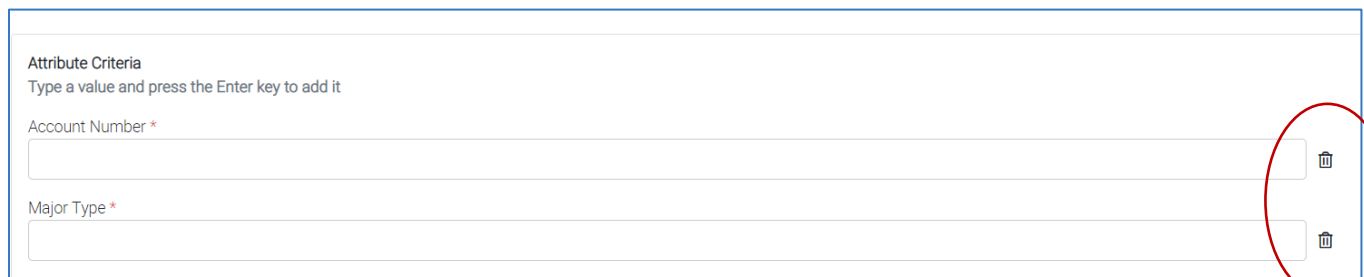
**Role(s)** – Select one or more Roles to be displayed on the report from the dropdown list. If none is selected, results would include all of them.



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

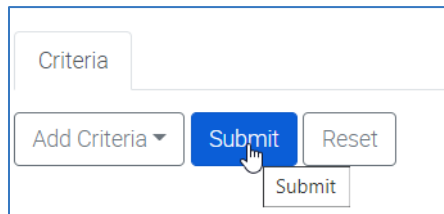


To deselect the additional Attribute criteria, click the trash can to the right.

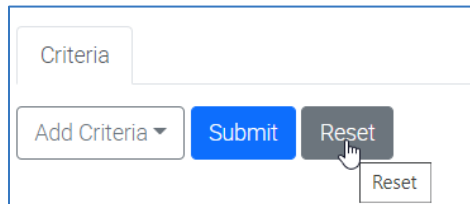




Click **Submit** to generate the report, which is displayed in the **Results Tab**.



Click **Reset** to clear the form.



### Report Results:

**Document Tracking**

Criteria | **Results**

Displaying 1000 Results

Top 1000 Results | Save Report

Drag a column header here to group its column

Excel Export | PDF Export | Search | Columns

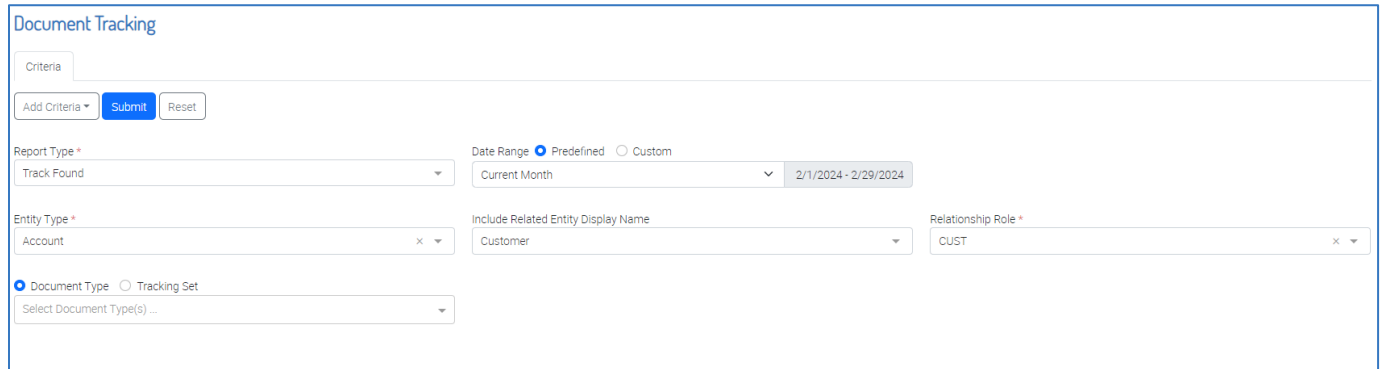
Account Title	Due Date	Document Type	Status	Overdue	Grace	Found/Required	Note
8989899 -	1/1/2024	001	Past Due Exception	156	0	0/1	
954311 -	1/3/2024	001	Past Due Exception	154	0	0/1	
3845415 -	1/3/2024	001	Past Due Exception	154	0	0/1	
7874654 -	1/3/2024	001	Past Due Exception	154	0	0/1	
888888888 -	1/3/2024	001	Past Due Exception	154	0	0/1	
1234 -	1/4/2024	001	Past Due Exception	153	0	0/1	

Click [here](#) to see Options Available within the Search Results Grid.

## Track Found

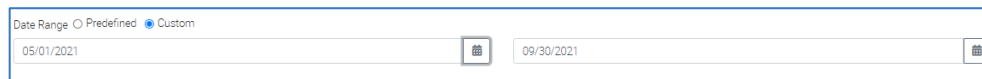
### Criteria

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

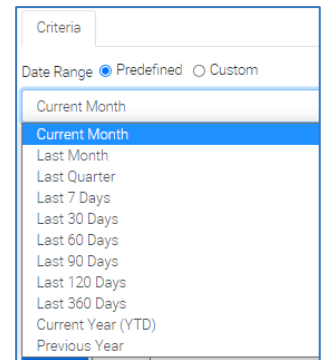


The screenshot shows the 'Document Tracking' criteria form. It includes a 'Criteria' tab, 'Add Criteria', 'Submit', and 'Reset' buttons. The 'Report Type' is set to 'Track Found'. The 'Date Range' is set to 'Predefined' with 'Current Month' selected, showing the date range '2/1/2024 - 2/29/2024'. The 'Entity Type' is set to 'Account'. The 'Include Related Entity Display Name' is set to 'Customer'. The 'Relationship Role' is set to 'CUST'. There are also radio buttons for 'Document Type' (selected) and 'Tracking Set', and a dropdown for '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.

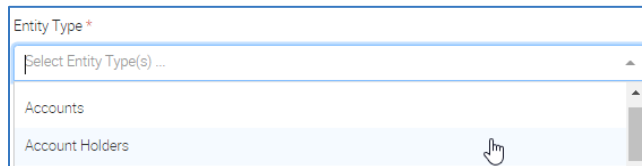


This screenshot shows the 'Date Range' section with 'Predefined' and 'Custom' radio buttons. The 'Custom' radio button is selected. Two date input fields are shown: the first contains '05/01/2021' and the second contains '09/30/2021'. Each field has a calendar icon to its right.



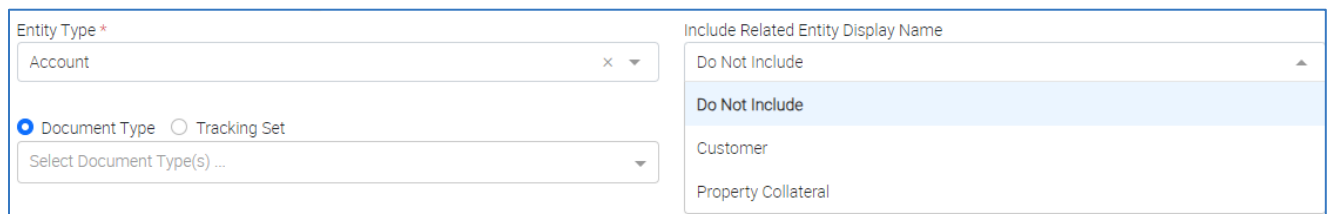
This screenshot shows the 'Date Range' dropdown menu with 'Predefined' selected. The menu is open, showing a list of predefined date ranges: 'Current Month', 'Last Month', 'Last Quarter', 'Last 7 Days', 'Last 30 Days', 'Last 60 Days', 'Last 90 Days', 'Last 120 Days', 'Last 360 Days', 'Current Year (YTD)', and 'Previous Year'. 'Current Month' is highlighted in blue.

**Entity Type** – Select-an Entity Type.



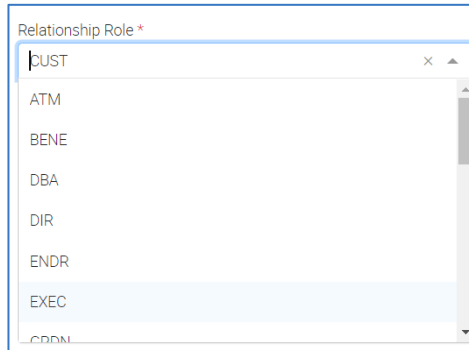
This screenshot shows the 'Entity Type' dropdown menu. The dropdown is open, showing a search bar with the text 'Select Entity Type(s) ...' and a list of options: 'Accounts' and 'Account Holders'. A mouse cursor is pointing at the 'Account Holders' option.

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

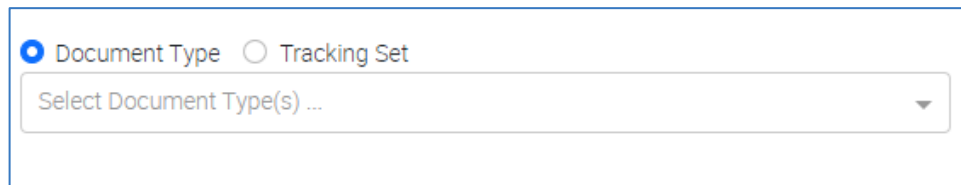
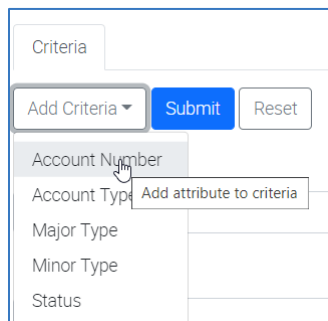


This screenshot shows the 'Include Related Entity Display Name' dropdown menu. The dropdown is open, showing a list of options: 'Do Not Include', 'Customer', and 'Property Collateral'. 'Do Not Include' is highlighted in blue. The 'Entity Type' is set to 'Account' and 'Document Type' is selected.

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

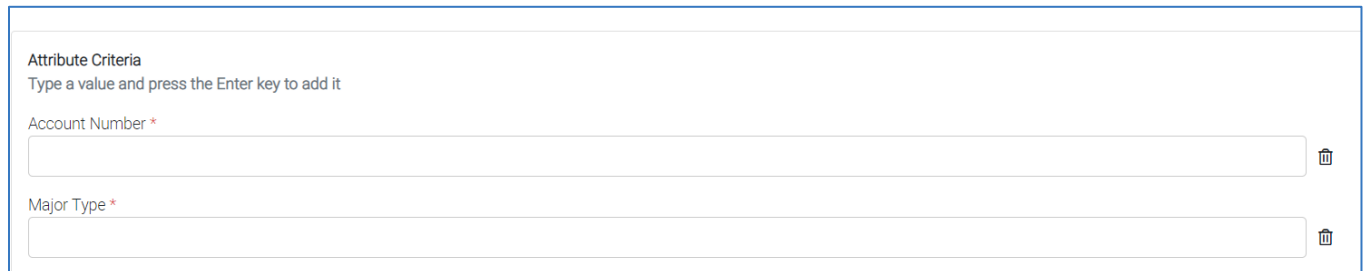


**Document Type-or Tracking Set** - Select the Document Type(s) or Tracking Set(s) for the report. If none is selected, the results will include all document types.

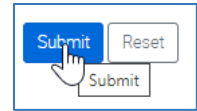



Additional Attribute criteria may be selected from the drop-down menu and will be visible at the bottom of the form if selected.

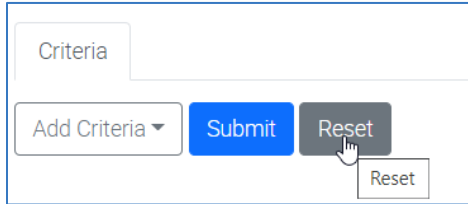
To deselect the additional Attribute criteria, click the trash can to the right.



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



Click **Reset** to clear the form.



## Report Results

**Document Tracking**

Criteria **Results**

Displaying 4 Results

Top 1000 Results Save Report

Drag a column header here to group its column

Excel Export  PDF Export Search Columns

Account Title	Due Date	Document Type	Status	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 [here](#) 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 Criteria

Add Criteria

Report Type \*  Date Range  Predefined  Custom

Entity Type \*  x  Include Related Entity Display Name  Relationship Role \*

Document Type  Tracking Set

Group By  User(s)  Role(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

- 
- 
- 
- 
- 
- 
- 
-

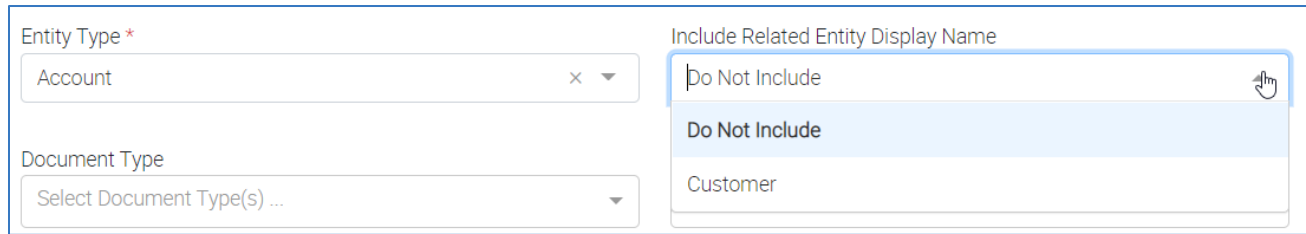
Date Range  Predefined  Custom

**Entity Type** – Select-an-Entity Type.

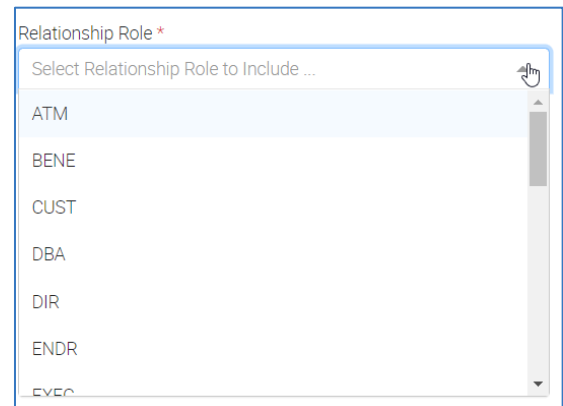
Entity Type \*

- 
-

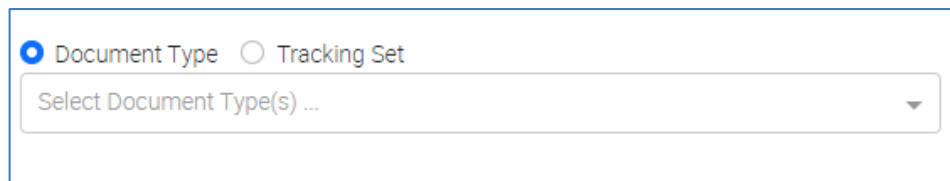
**Related Entity Display Name** Select a related Entity Display Name (if applicable); if none is selected or available, criteria will reflect “Do Not Include.”



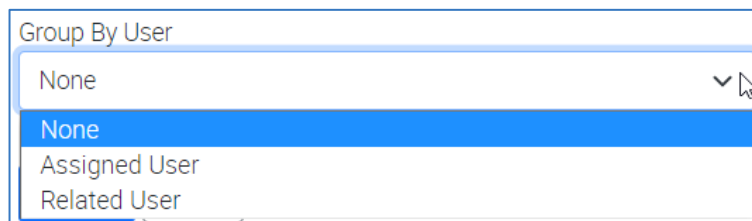
**Relationship Role** – Select the Relationship Role to be displayed in results.



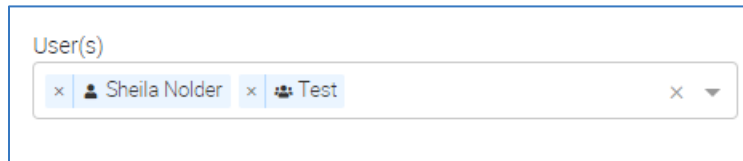
**Document Type-or Tracking Set** - Select the Document Type(s) or Tracking Set(s) for the report. If none is selected, the results will include all document types.



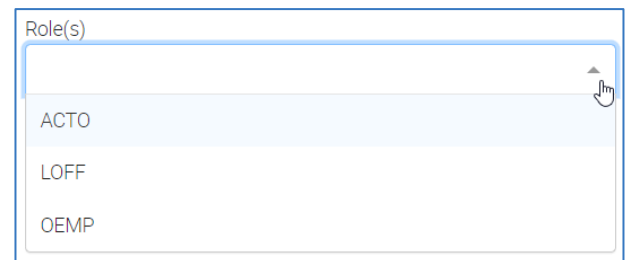
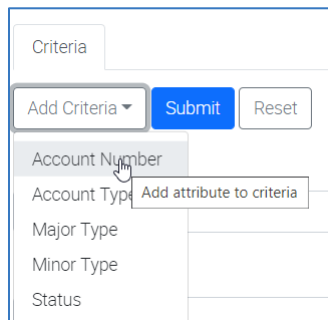
**Group by User** – Select either *None*, *Assigned User* or *Related User*.



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

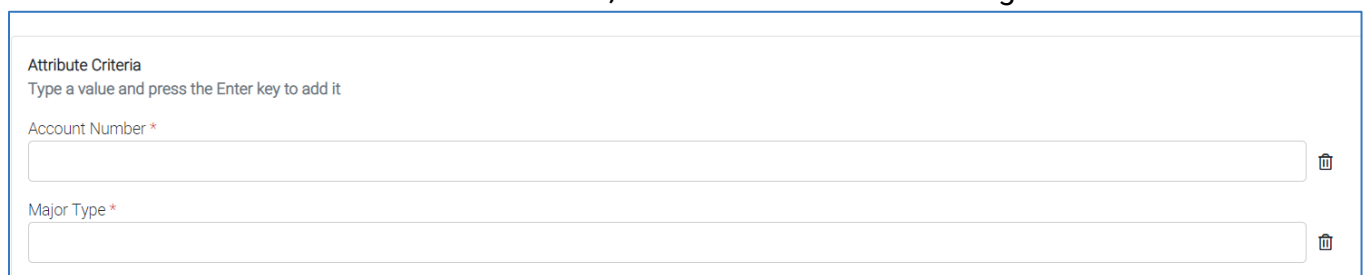


**Roles(s)** – Select one or more Roles to be displayed on the report from the dropdown list. If none is selected, results would include all of them.

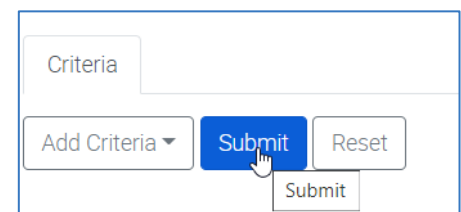



Additional Attribute criteria may be selected from the drop-down menu and will be visible at the bottom of the form if selected.

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



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



Click **Reset** to clear the

A form titled 'Criteria' containing an 'Add Criteria' dropdown, a blue 'Submit' button, and a grey 'Reset' button. A mouse cursor is hovering over the 'Reset' button, and a tooltip with the text 'Reset' is visible below it.

form.

## Report Results

**Document Tracking**

Criteria **Results**

Displaying 133 Results

Top 1000 Results Save Report

Drag a column header here to group its column

Excel Export PDF Export Search Columns

Account Title	Due Date	Document Type	Status	Before Due	Grace	Found/Required	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 \* Track Waived

Date Range Predefined Custom Current Month 2/1/2024 - 2/29/2024

Entity Type \* Account

Include Related Entity Display Name Do Not Include

Relationship Role \* Select Relationship Role to Include ...

Document Type Tracking Set

Waived Type Select Type(s) ...

**Entity Type –** Select-an Entity Type.

Entity Type \*

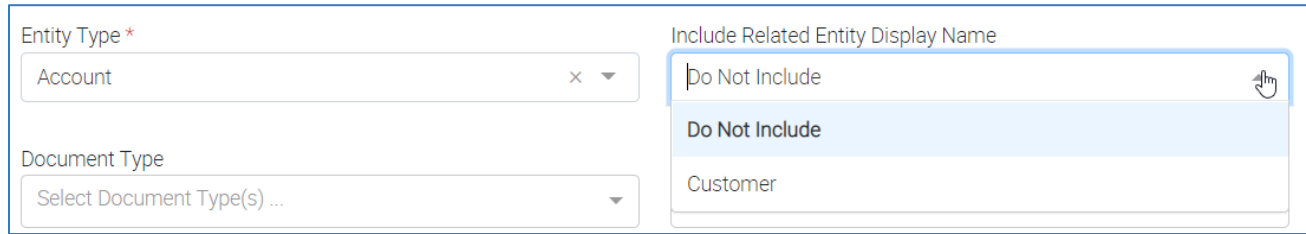
Select Entity Type(s) ...

Accounts

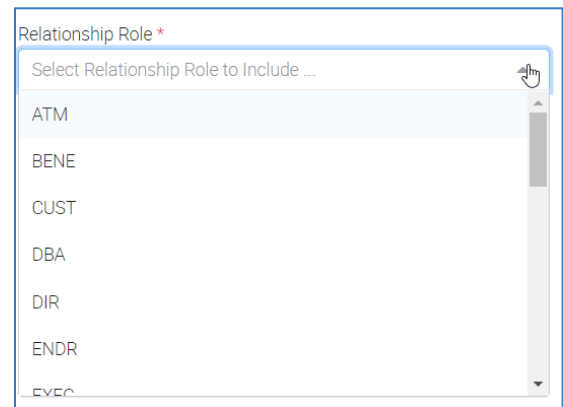
Account Holders



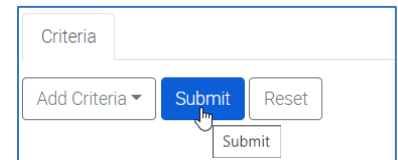
**Related Entity Display Name** Select a related Entity Display Name (if applicable); if none is selected or available, criteria will reflect *“Do Not Include.”*



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



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



### Report Results

Document Tracking

Criteria **Results**

Displaying 133 Results

Top 1000 Results Save Report

Drag a column header here to group its column

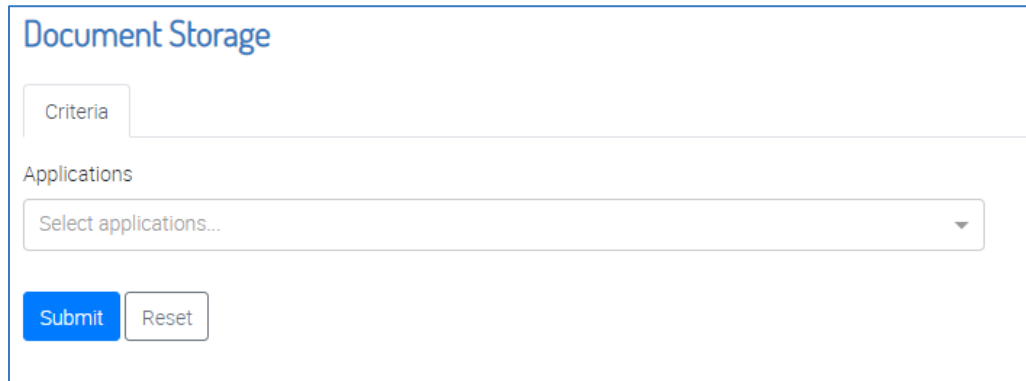
Excel Export PDF Export Search Columns

Account Title	Due Date	Document Type	Status	Before Due	Grace	Found/Required	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.

## Document Storage

Displays documents stored within each Application in the system.



Document Storage

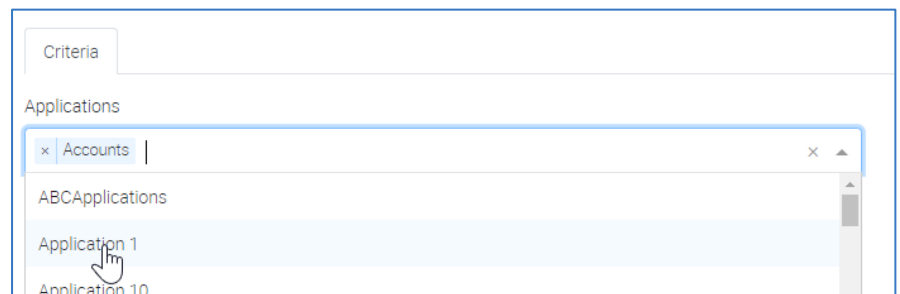
Criteria

Applications

Select applications...

Submit Reset

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



Criteria

Applications

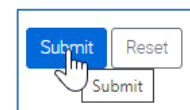
x Accounts |

ABCApplications

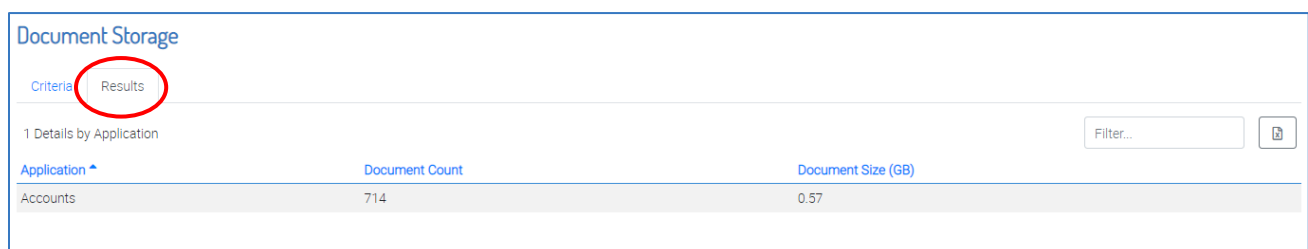
Application 1

Application 10

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




### Report Results



Document Storage

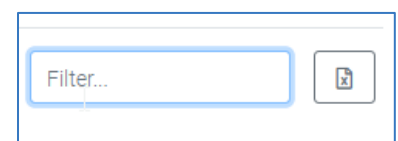
Criteria Results


1 Details by Application

Filter... 

Application	Document Count	Document Size (GB)
Accounts	714	0.57

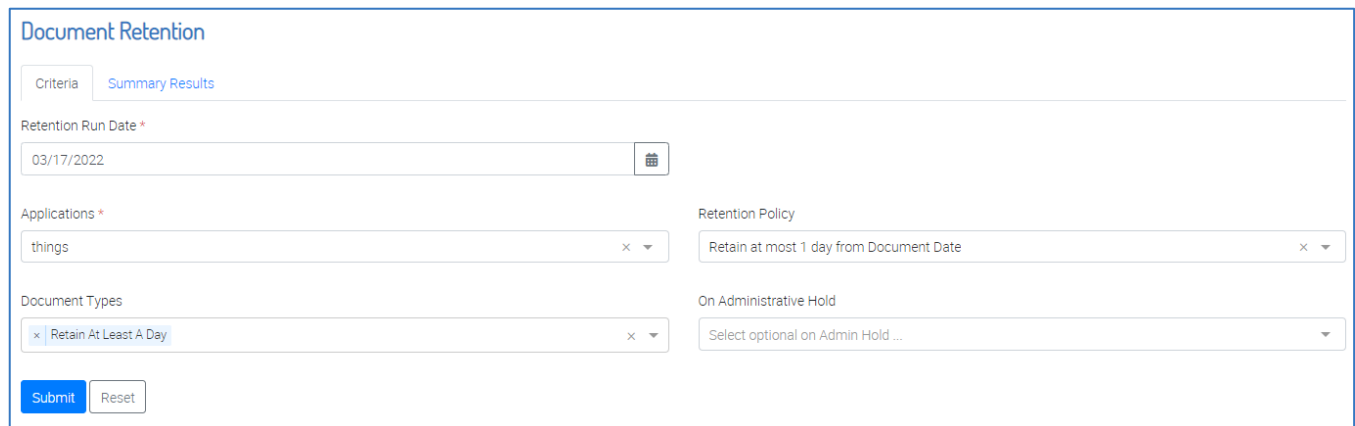
Results can be filtered and/or the list can be exported to Excel.



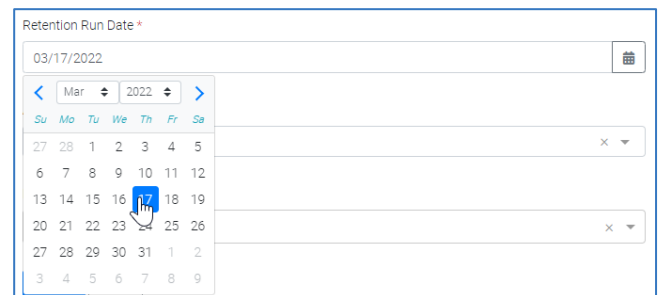
Filter... 

## Document Retention

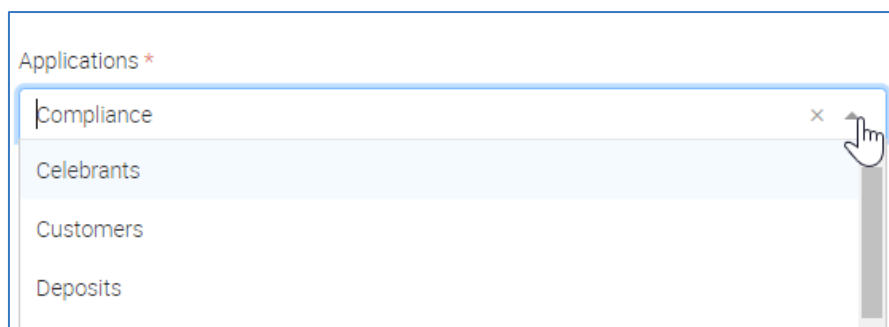
Report displays documents eligible for deletion per a retention policy.



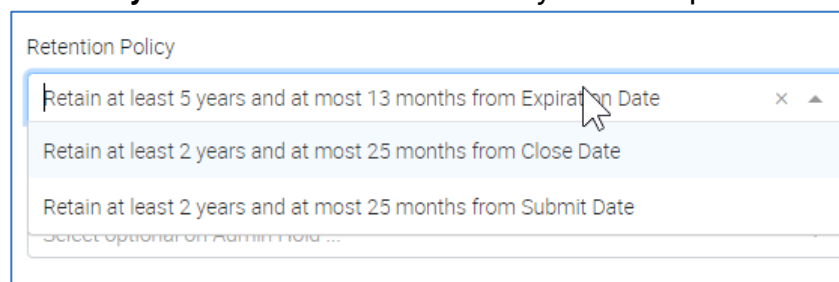
**Retention Run Date** – Enter the requested run date using the calendar.



**Applications** – Select an Application from the dropdown menu.



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



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

Document Types

Select Document Type(s) ...

VENDOR CONTRACTS

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

On Administrative Hold

Select optional on Admin Hold ...

Yes

No

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

Submit Reset

Submit

### Report Results

Criteria Summary Results

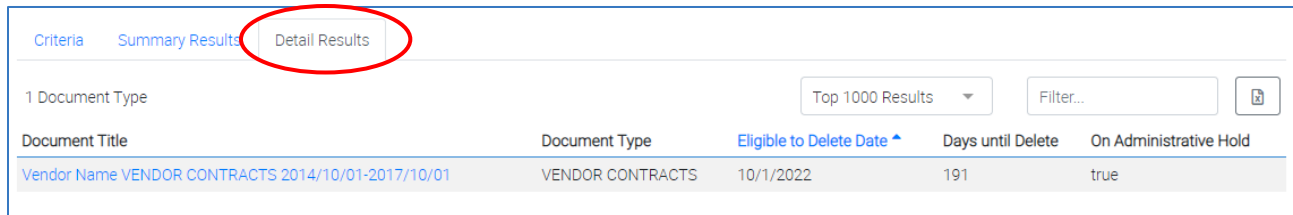
Click a summary row to open a detailed view of the selected Document Type

1 Document Type

Filter...

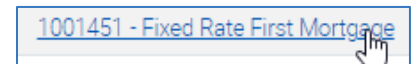
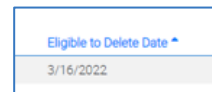
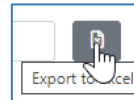
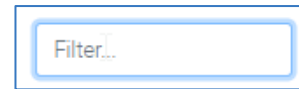
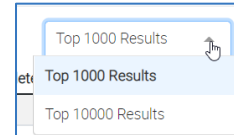
Document Type	Total Documents	Documents on Hold	Documents to be Deleted	Retention Policy	Application(s)
VENDOR CONTRACTS	1	1	0	Retain at least 5 years and at most 13 months from Expiration Date	Compliance

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



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

- Choose the number of Top Activities to display.
- Use the Filter to narrow results displayed.
- Export the list of results to Excel.
- Sort results by Eligible to Delete date.
- Click the Title to view the item's details (opens in new tab).



## 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.

The sequence of screenshots illustrates the steps to add security to a saved report:

- A dropdown menu is shown with 'Save Report' selected, and the 'Add' option is highlighted.
- The 'Saved Report Definition' dialog is open, showing the report name 'Tricia's Demo Saved Report' and a 'Security' section with an 'Add User/Group' button.
- The 'Add Security' dialog is open, showing a search field 'Add user/group...', a checked 'View' checkbox, and an 'Add' button.

**Work Item Saved Reports**

12 Saved Reports

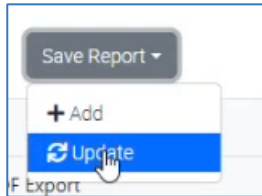
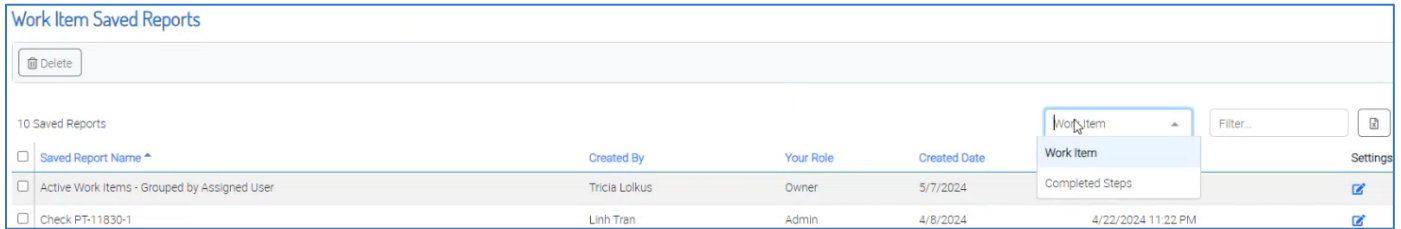
<input type="checkbox"/>	Saved Report Name ^
<input type="checkbox"/>	Active Work Items - Grouped by Assign
<input type="checkbox"/>	Check PT-11830-1
<input type="checkbox"/>	Invoice Total by Invoice Amount
<input type="checkbox"/>	New Report
<input type="checkbox"/>	Saved for Duane
<input type="checkbox"/>	Saved Work Items - Billy

**Document Tracking Saved Reports**

11 Saved Reports

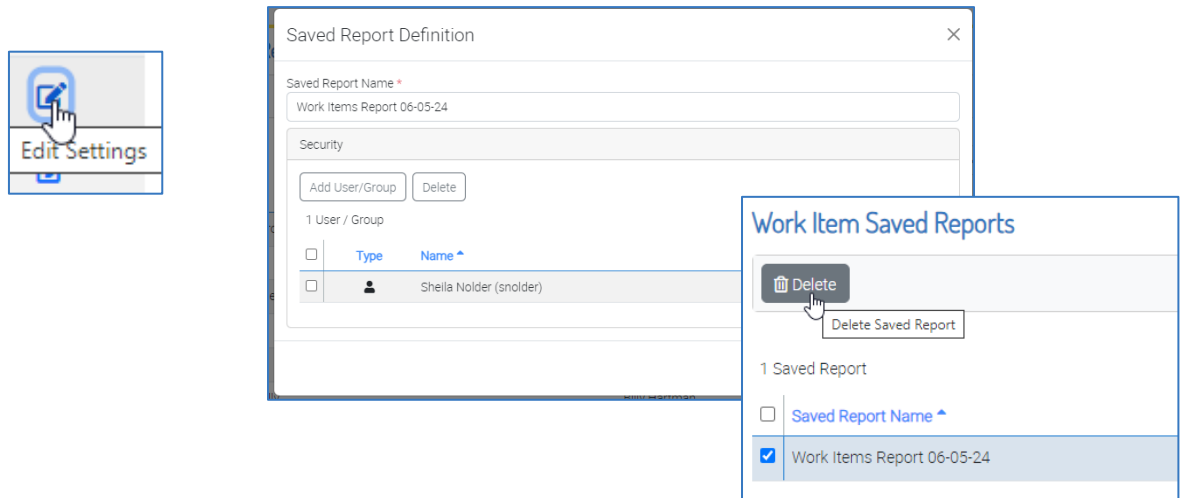
<input type="checkbox"/>	Saved Report Name ^
<input type="checkbox"/>	a11
<input type="checkbox"/>	a22
<input type="checkbox"/>	Alan
<input type="checkbox"/>	Found Report 06-05-24
<input type="checkbox"/>	saved
<input type="checkbox"/>	testing 1
<input type="checkbox"/>	Track Exception 06-05-24

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:

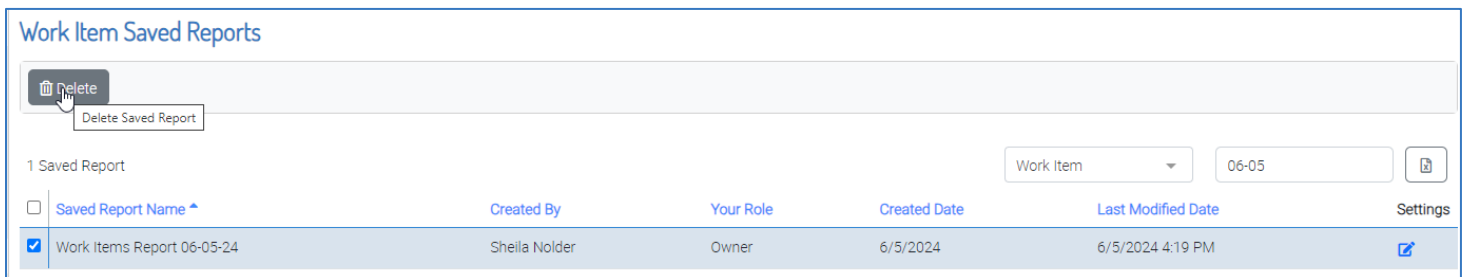


The saved report criteria can be edited and updated (pending permission).

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



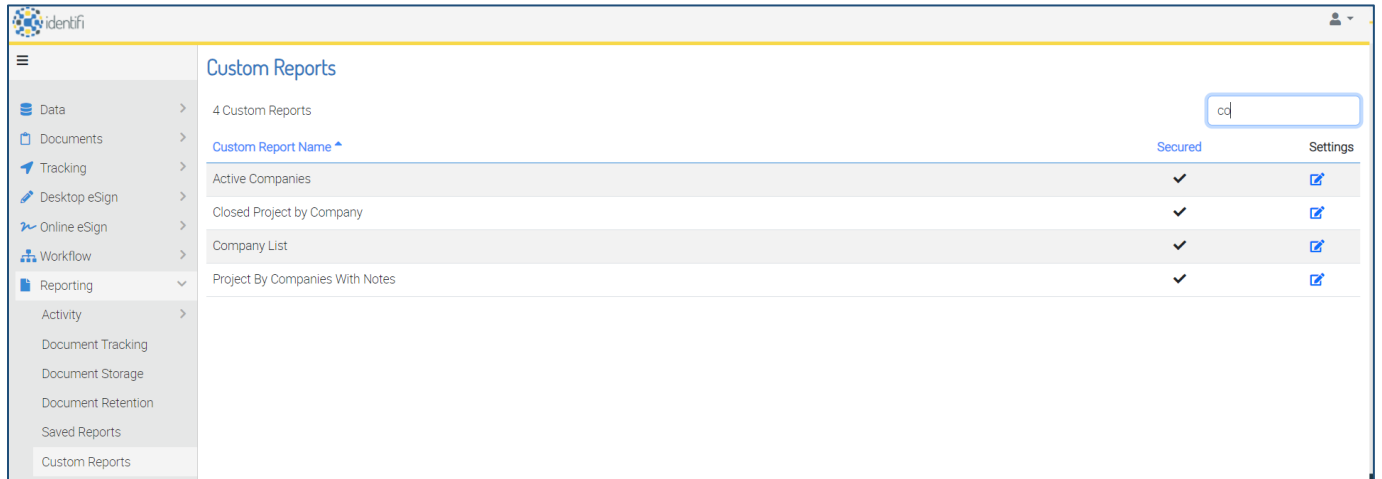
The report can be deleted from the Saved Report list (pending permission).



## Custom Reports

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

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



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.



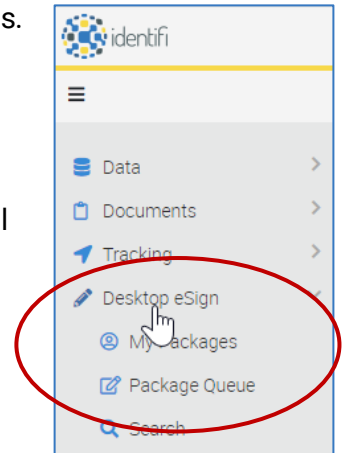


## Desktop eSign

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).



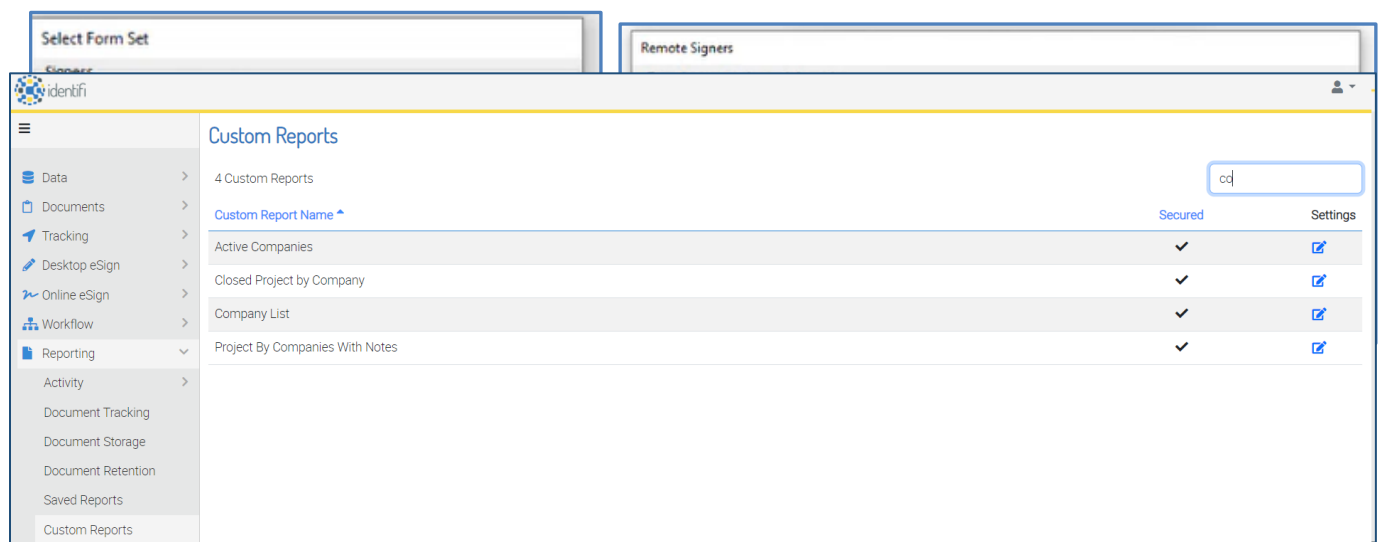
### Once Desktop eSign has launched:

Signer Type	Signer Count
Authorized Signer	0
Bank Employee	0
Signer	0

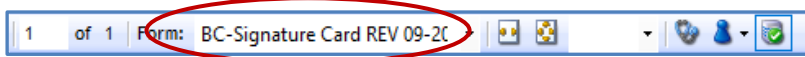
1. Select the correct **Form Group** and **Form Set** (often there will be only one of each, so users will not need to make a selection).
2. Enter the number of “*signers*” in each category and click **OK**. The documents will be loaded and ready for review and signing.

**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).



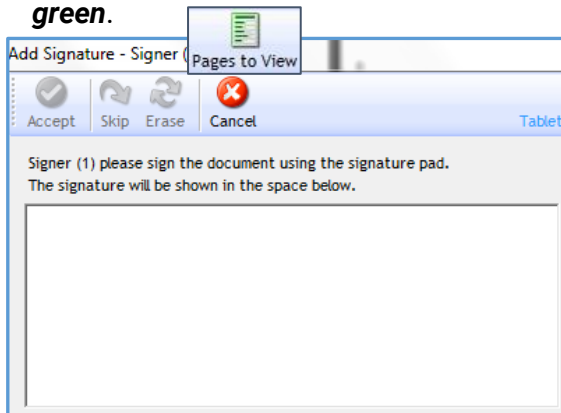
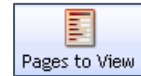
**Note:** Once the package has launched, check the bottom menu to ensure that the forms have been recognized. If not, do not continue with the Desktop eSign process. Use the Print button to print out the document for wet signing (see [Printing Package Documents](#)), and take note of the form's name 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**.

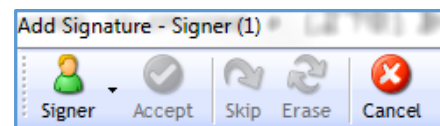


To sign the documents, users may review the pages and double-click the signing areas to launch the signing boxes. Use the mouse to click in the white signing area and sign on the tablet.



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**



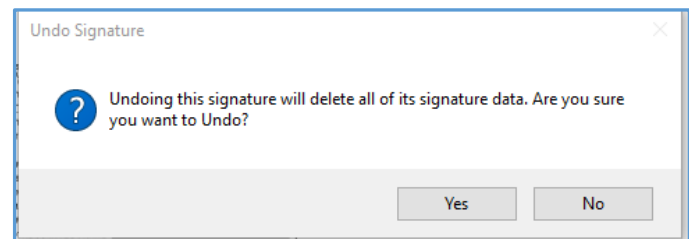
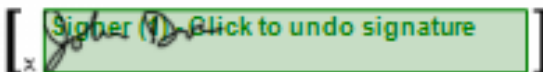
- Using **Skip** causes the signature area to appear **Yellow**.



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

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

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

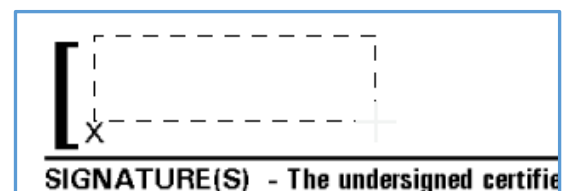


## Free Form

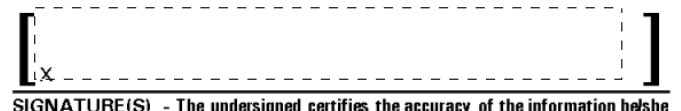


Free Form can be used to add Signature areas for additional signers, add initials or mark up the documents.

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



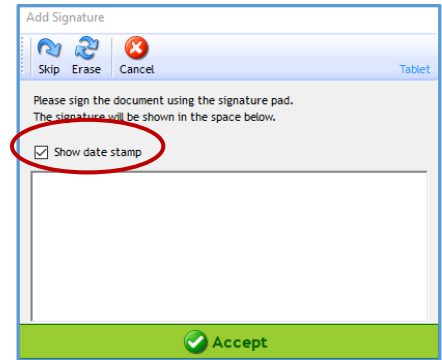
When the left mouse button is released, the signature box area will be outlined and the signature pad prompt will appear.



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

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

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

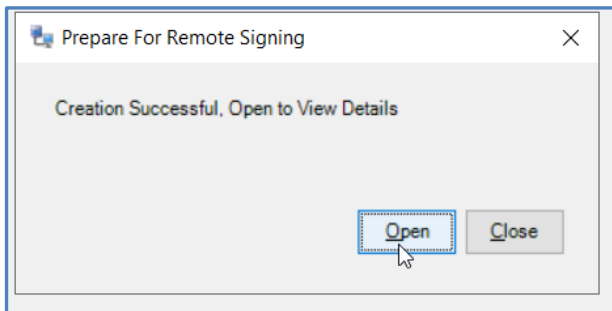


## Completing Documents



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

If additional remote signers have been configured for the package (See [Note](#) 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

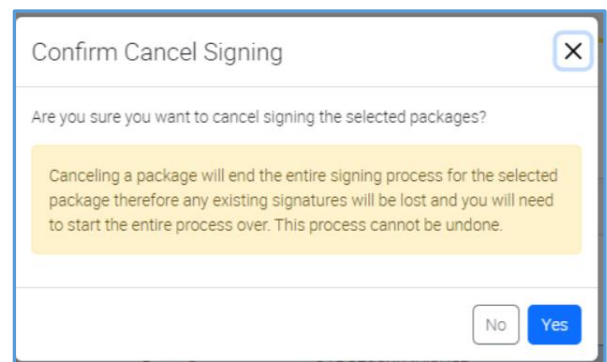


eSigned documents can be placed On Hold to be completed at a later time or from another location.

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**.

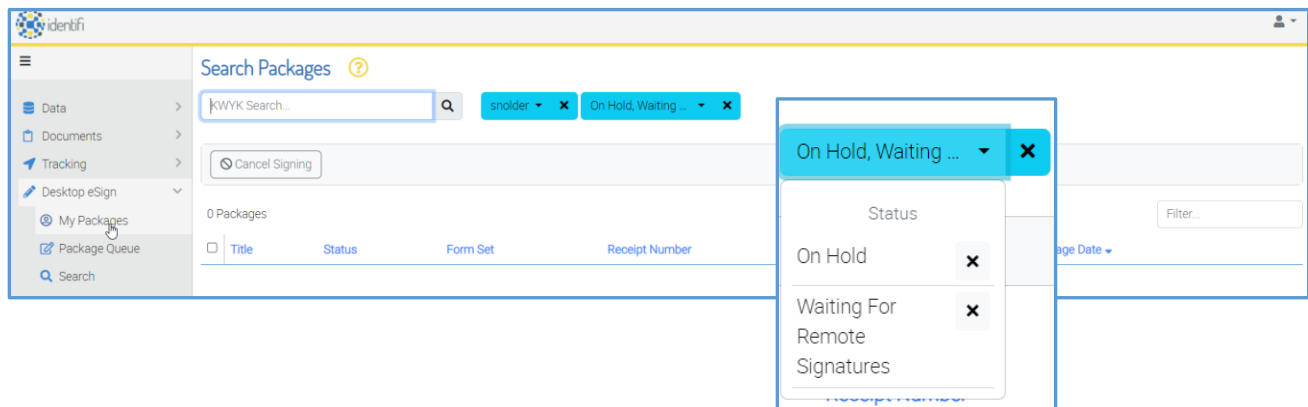


## Retrieving On Hold Packages

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

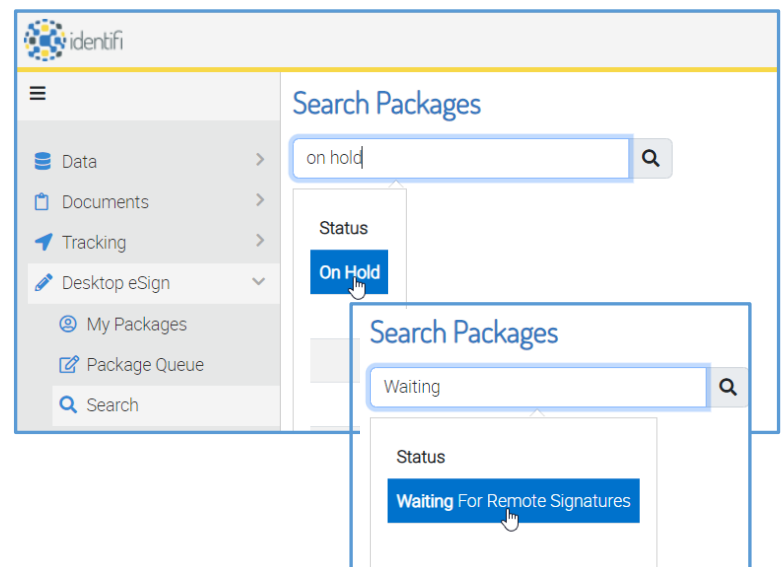
In **My Packages**, users will find any packages that they have placed On Hold themselves or that are awaiting remote signature in Online eSign.



### 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



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.

<input type="checkbox"/>	Title	Status	Form Set	Receipt Number	Stored By	Storage Date	
<input type="checkbox"/>	Untitled	Waiting For Remote Signatures	Duane2	BAFG7DRAYSTN4HQP	tloklus3	6/15/2023 2:26 PM	<a href="#">Open OLE Package</a>

<input type="checkbox"/>	Title	Status	Form Set	Receipt Number	Stored By	Storage Date	
<input type="checkbox"/>	Untitled	On Hold	Duane2	RAGGPFUV6348XHYP	tloklus	6/8/2023 1:42 PM	<a href="#">Continue Signing</a>

## Printing Package Documents

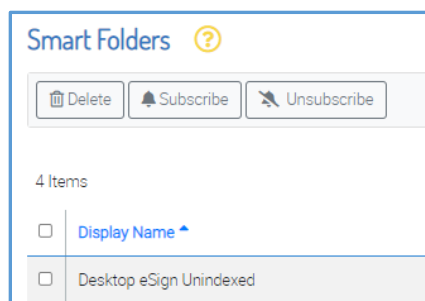
Any forms a customer would normally take with them (such as disclosures), can be configured in Desktop eSign to automatically print in hard copy.



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.

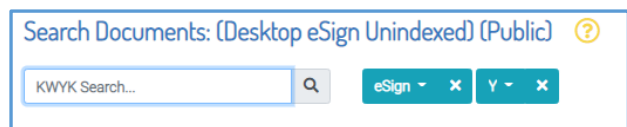
## Retrieval of Signed Document Images

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.



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

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

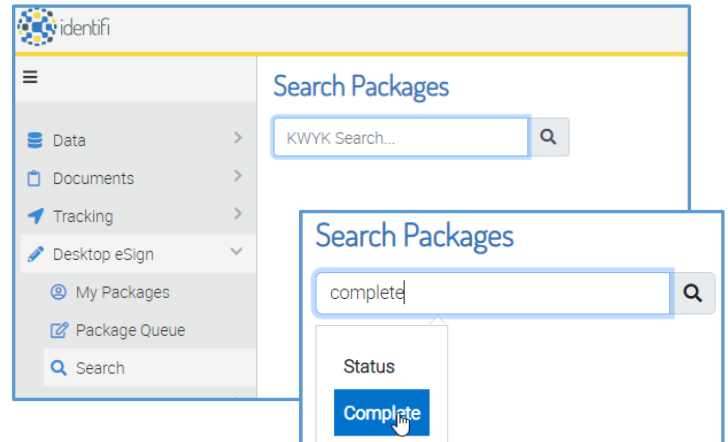


## Review of Completed eSign Packages

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

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

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



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

Search Packages

KWYK Search... snolder 33477428000000... Complete 9/5/2018

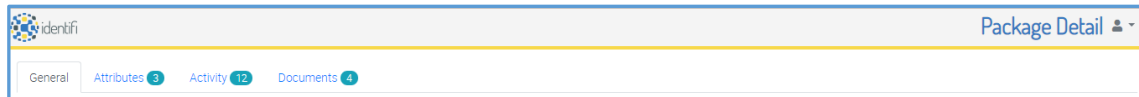
Cancel Signing

2 Packages Filter...

<input type="checkbox"/>	Title	Status	Form Set	Receipt Number	Stored By	Storage Date
<input type="checkbox"/>	3347742800000000100 2018/09/05	Complete	Deposits	9EQWP2PPUFUYXTDR	snolder	9/5/2018 7:18 AM
<input type="checkbox"/>	3347742800000000100 2018/09/05	Complete	Deposits	PECW9EVMSCYQWTDR	snolder	9/5/2018 8:43 AM



The Package Detail will open in a new tab.



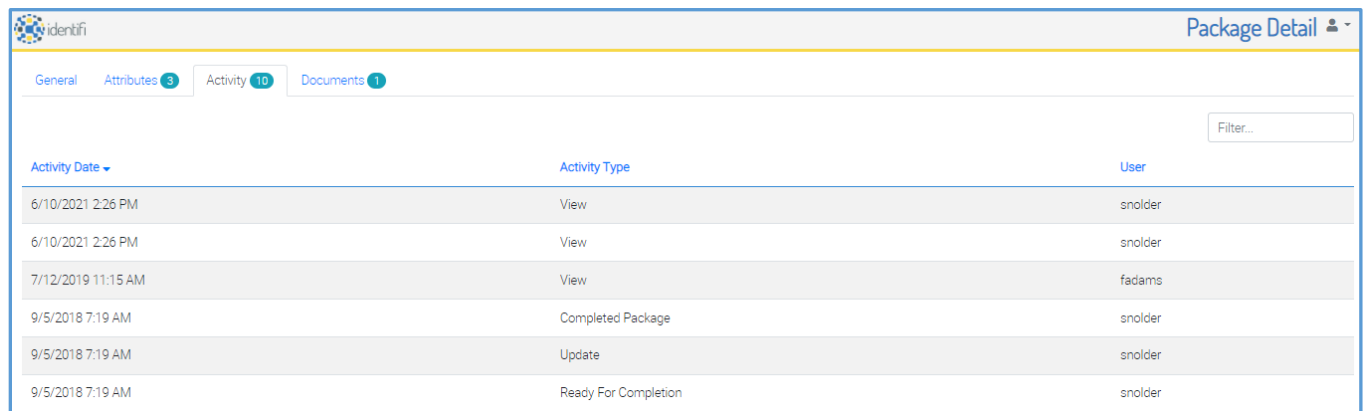
- General Tab**  
 Basic details of the Package

General	Attributes 3	Activity 12	Documents 4
Title	98454756 2009/10/07		
Form Set	Loans Harland LaserPro		
Stored By	Iseenev		
Origination Date	11/30/2017 at 12:51PM		
Receipt Number	V6NWDPWECABW3KAC		
Status	Complete		
Client ID	4		

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

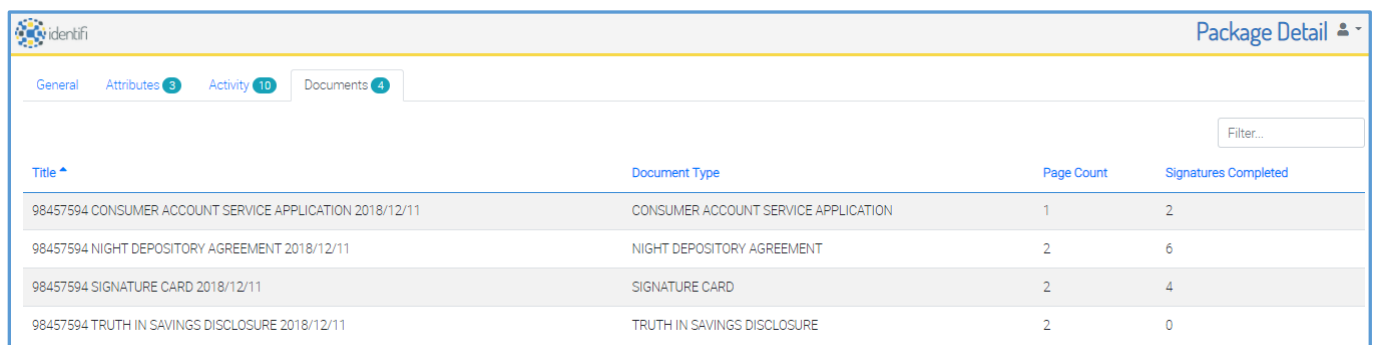
General	Attributes 3	Activity 12	Documents 4
Attribute			Value
Account Number			98454756
Document Date			10/7/2009 4:00:00 AM
Tax ID Number			

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



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

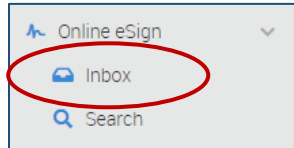
- Documents Tab**  
 All documents in the package. Clicking on a document in the list will open it in the Document Viewer in a separate tab (pending Documents Permissions).



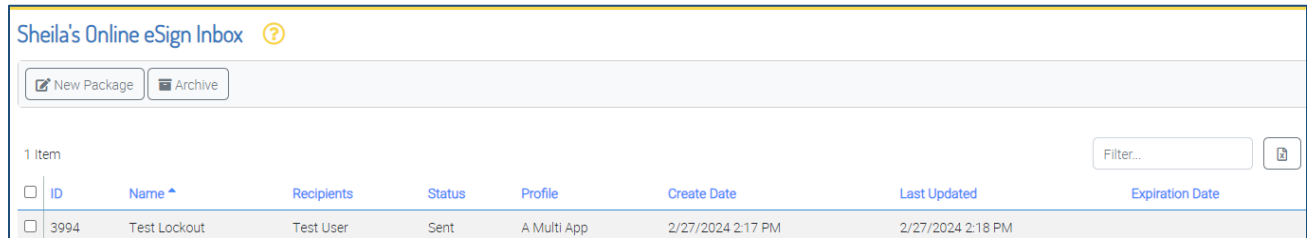
Title	Document Type	Page Count	Signatures Completed
98457594 CONSUMER ACCOUNT SERVICE APPLICATION 2018/12/11	CONSUMER ACCOUNT SERVICE APPLICATION	1	2
98457594 NIGHT DEPOSITORY AGREEMENT 2018/12/11	NIGHT DEPOSITORY AGREEMENT	2	6
98457594 SIGNATURE CARD 2018/12/11	SIGNATURE CARD	2	4
98457594 TRUTH IN SAVINGS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

# Online eSign

## The Inbox



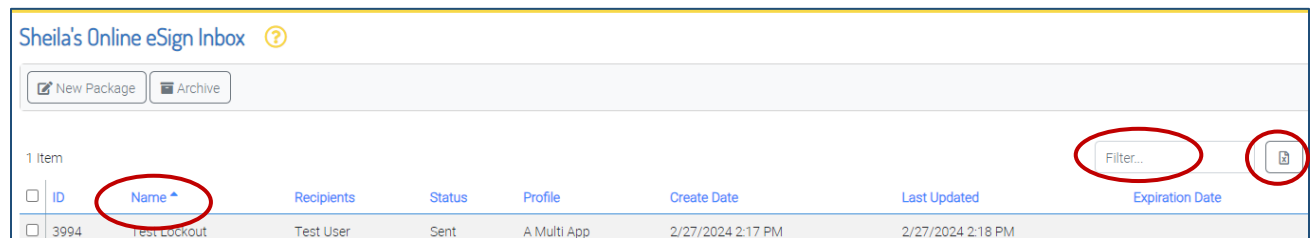
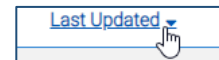
The Inbox is where the User creates and manages Packages.



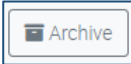
✓ **Sort** the results by clicking the heading of any column.

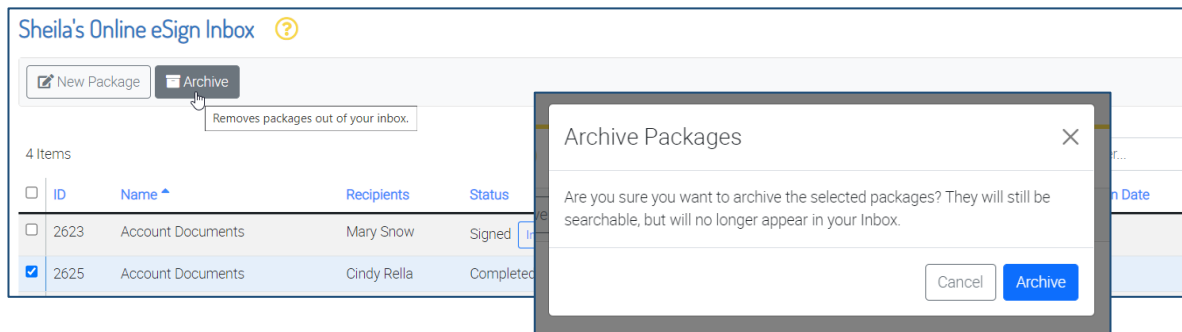
✓ **Filter** results using the *Filter* box.

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



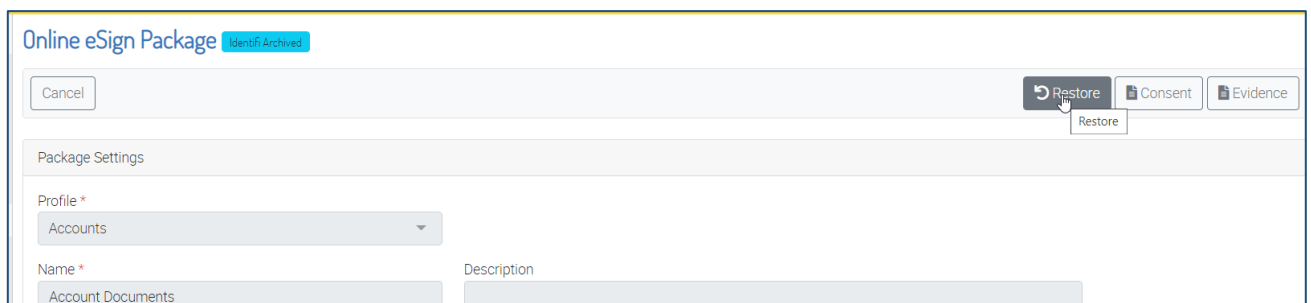
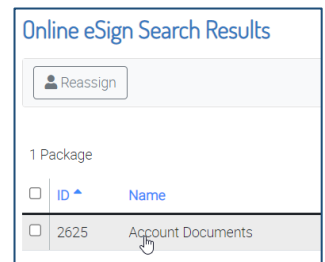
- ✓ **Archive** packages with the status of **Completed** or **Declined** by clicking the box on the left

and selecting  in the upper menu. Archived packages will no longer show in the Inbox, but the documents associated with them can be retrieved through Documents Search and the Package details can be reviewed through [Online eSign Search](#)



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

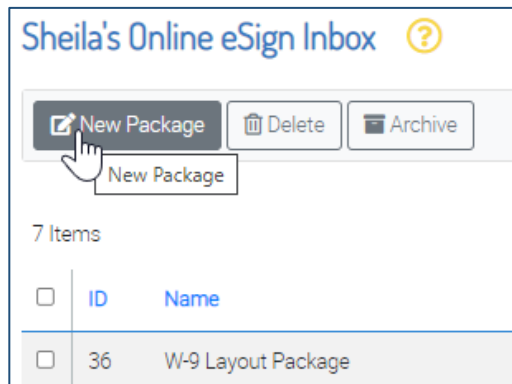
- From Online eSign Search Results, double-click the Name of the package to be restored to open Package Details.
- Within the Package Details, click the "Restore" button to return the item to the Online eSign Inbox.



## Package Inbox Statuses

- **Draft:** Packages that have been created but not Sent to Sign.  
Opening the Package Details allows the user to make changes to Documents and Recipients, as well as open the documents in the Designer to add/modify Signature fields.
- **Sent:** Packages that have been Sent to Sign, but not all Recipients have signed.  
Opening the Package Details allows the user to see who has signed and to send Reminders to those that have not. See [Managing In Process Transactions](#) for more information.
- **Declined:** This status is reflected when a Recipient declines electronically signing the document. The package will remain in the User's Inbox until archived.
- **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 [Batches](#).
- **Expired:** Packages that have not been signed by the set Expiration.  
Opening the Package Details allows the user to adjust the Expiration and then resend the documents.  
  
Opening Package Details allows the user to download the signed documents and attachments for review. For more details see [Ready For Completion Packages](#).
- **Completed:** Packages that have been signed and indexed. The documents, along with the Evidence Summary and Consent Form, are now retrievable through Documents Search. These Packages will remain in the Inbox until *Archived*.

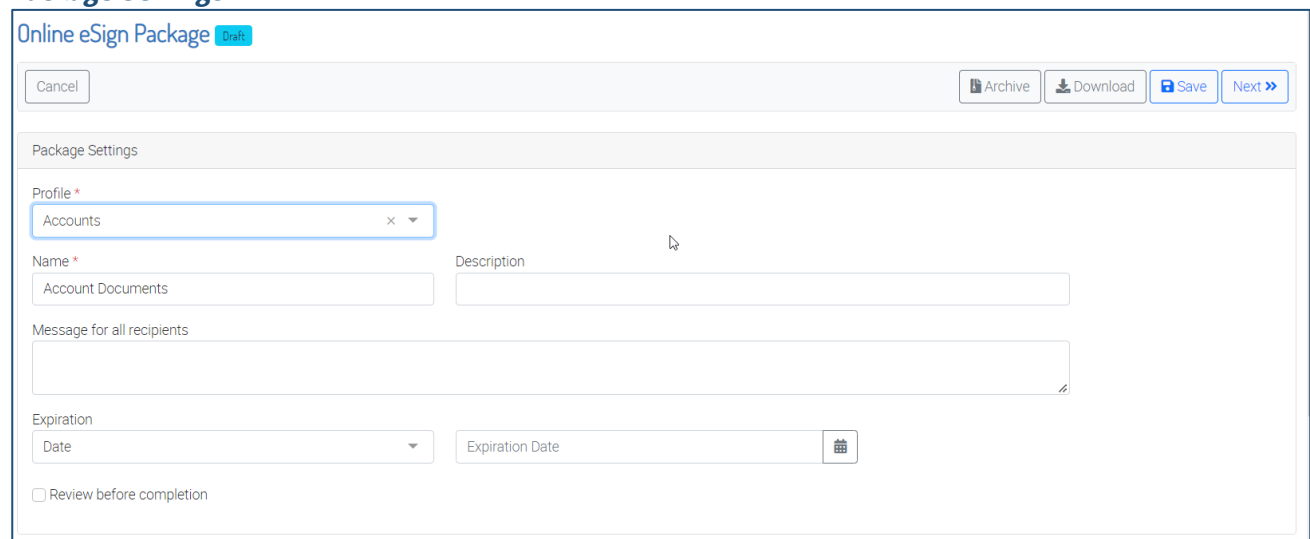
## Creating a New Package



Create New Packages from the Inbox.

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

## Package Settings



Fields marked with an \* asterisk are required.

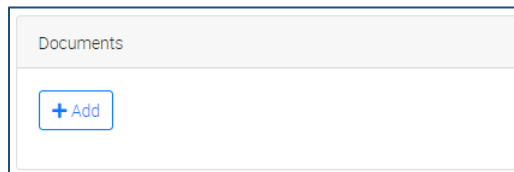
- **Profile:** Select the appropriate Profile for the package.
  - Profiles determine what Application and Document Types will be associated with the signed documents for indexing purposes.
  - A Profile will also have default Security and Authentication settings
  - Profiles are unique to an Identifi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

- **Review before completion:** With this box checked, the Package will return to the Inbox, after all Recipients have signed, with a status of “Ready for Completion”. The documents and Attachments can then be reviewed by the Sender.
- **Expiration:** (optional) With an expiration in place, the link to sign the documents will only remain active for that period.
  - A specific date can be chosen, **or**
  - A specific number of days can be set

Date [v] 08/31/2020 [calendar icon]

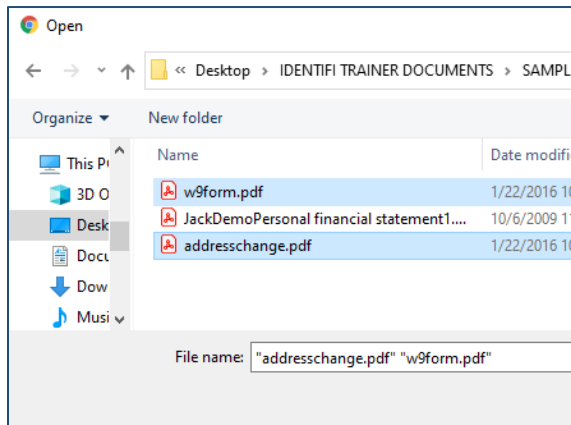
Day(s) [v] 10

## Documents



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

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



Documents .pdf  
Recommended file size for optimal performance is less than 5MB

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

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

- **If the Document Type is in more than one Application, choose the Application.**
- Repeat until all documents have been added to the Package.
- The eSign Disclosure is included in every Package automatically, so it does not need to be added here.


## Recipients

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

- Enter the First and Last Names and Email Address of the Signers. Optionally, enter Title and Company details.
- Recipients that have previously been sent Packages to sign will be “remembered” and be added with a single click.

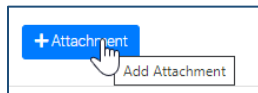
- **Reviewer Recipients:** A Recipient added here that does not need to sign the document will receive the package as a “Reviewer”. Follow all steps for adding them as a Recipient, but do not create a Signature area for them on the document.
- Select the *Authentication* method, if overriding the default (see [here](#) for details)

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

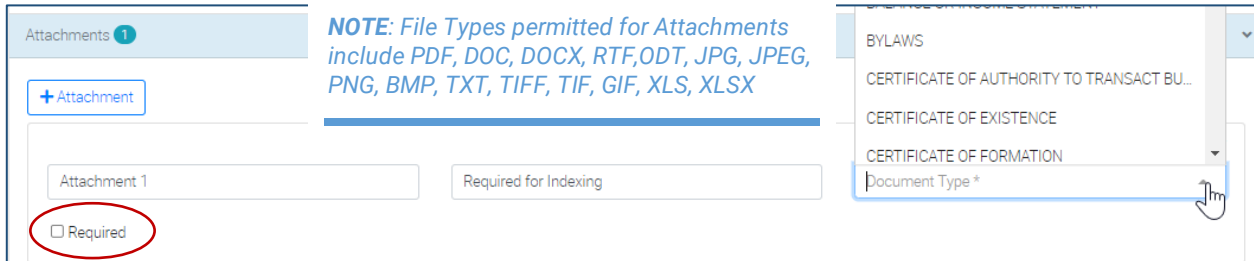
Reorder Recipients by clicking  and dragging the symbol up or down to set the order of the Signer’s Name.

### Attachments:

Allow Recipients to add documents to the package.

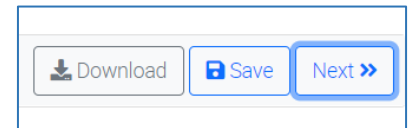


Enter a name of the document and a description, then select the Document Type from the dropdown list for indexing.



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

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

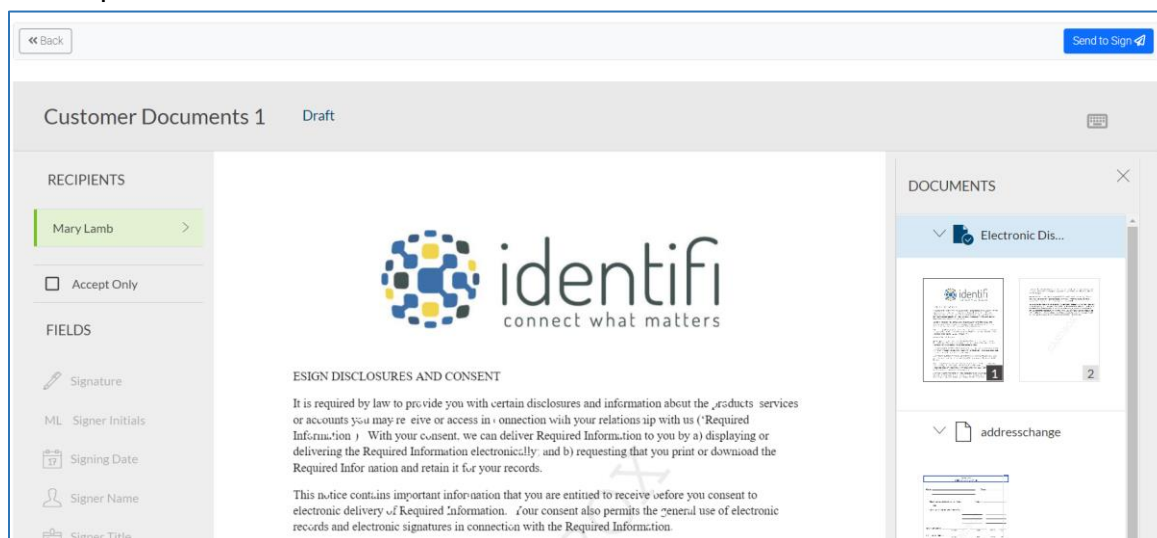


To save the Package as a draft to complete later, select **Save**.

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

### Configuring Documents for Signing

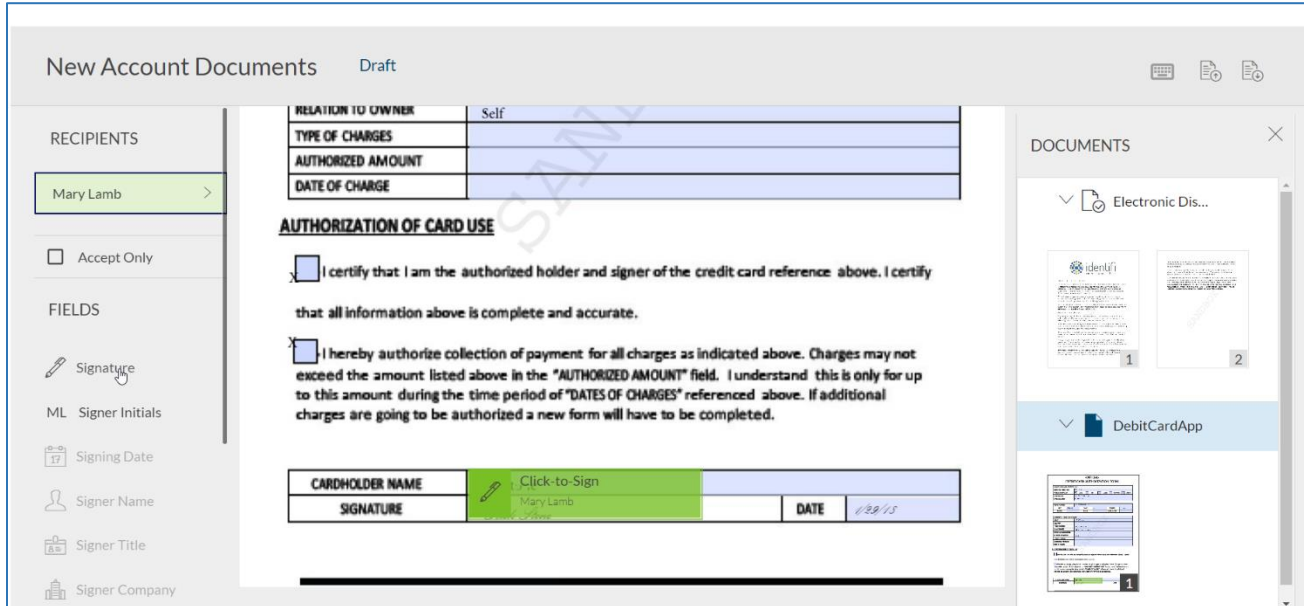
The document(s) will open in the Designer, with the Recipient information on the left and the document thumbnails on the right. From here, all fields, including Signature Areas, will be added for all Recipients.





## Adding Signature Areas

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



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

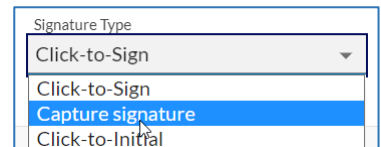
Repeat until all Signature Areas for all Recipients have been added.

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

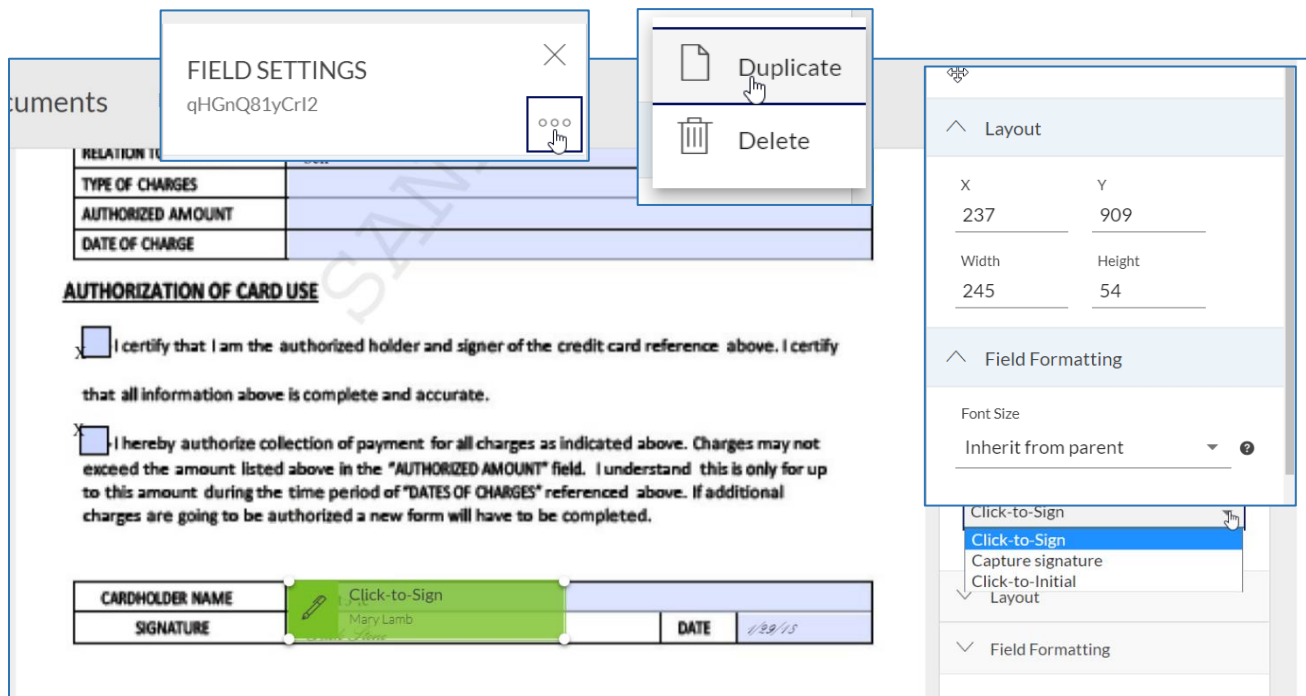
Click on the edit pencil within the signature area



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



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



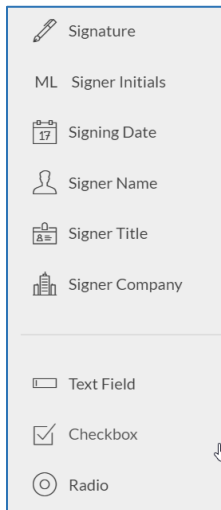
The screenshot shows a 'FIELD SETTINGS' dialog box for a field with ID 'qHGnQ81yCr12'. The dialog has two main options: 'Duplicate' and 'Delete'. Below the dialog is a form section titled 'AUTHORIZATION OF CARD USE' with two checkboxes and their respective text. At the bottom of the form is a signature field with 'CARDHOLDER NAME' and 'SIGNATURE' labels, a 'DATE' field, and a 'Click-to-Sign' button. To the right of the form is a 'Layout' and 'Field Formatting' panel. The 'Layout' panel shows X (237) and Y (909) coordinates, and Width (245) and Height (54) dimensions. The 'Field Formatting' panel shows 'Font Size' set to 'Inherit from parent'. A dropdown menu is open over the 'Click-to-Sign' button, showing options: 'Click-to-Sign', 'Capture signature', and 'Click-to-Initial'.

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

## Creating and Using Layouts

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

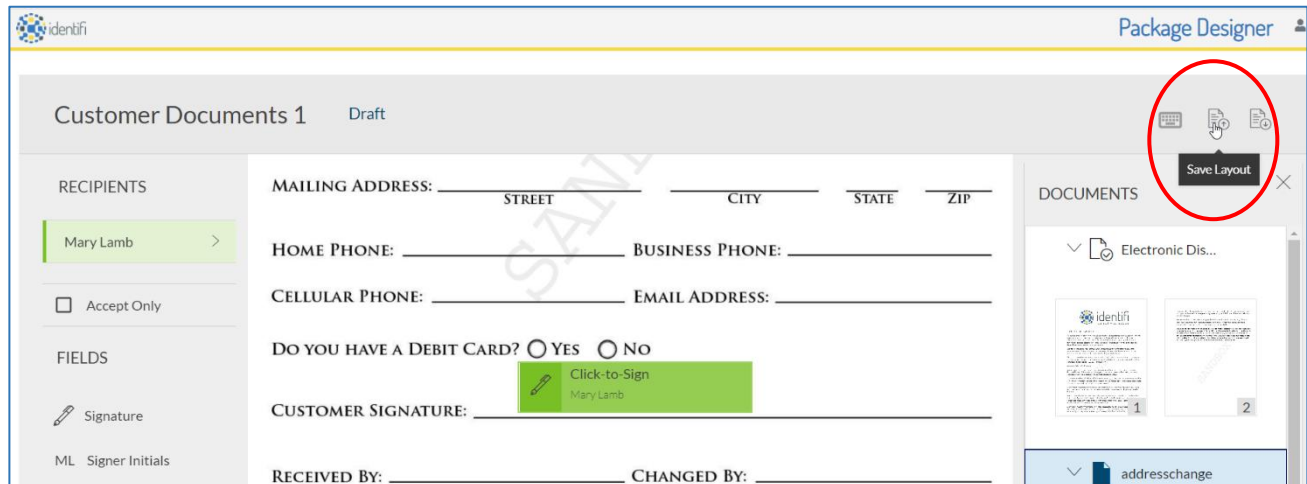
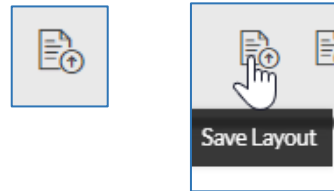
In the following example, the signature lines on the document **"Account Agreement"** are on pages 1 and 3 of the document. Once signature boxes have been added, the *layout* of those signatures can be saved and then applied the next time that document type is attached to a Transaction.



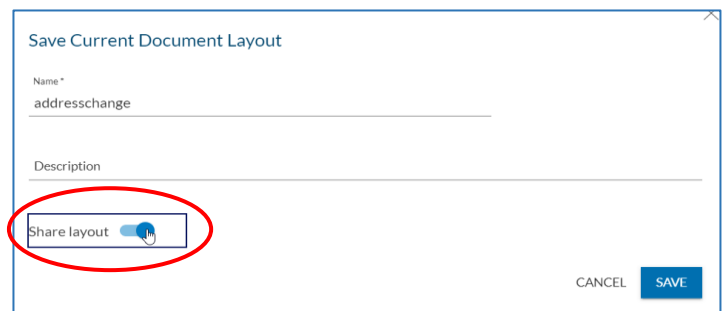
To begin, apply signature boxes to their respective locations on the document.

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

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

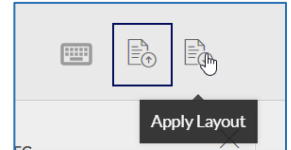
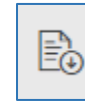


**Note:** Toggle the **"Share layout"** button to share this layout with other users on the account.

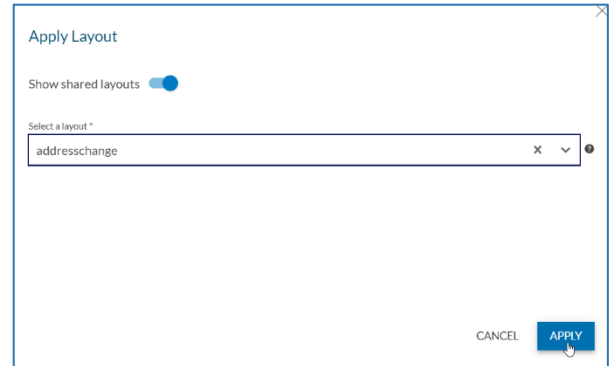


## Applying Layouts

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



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

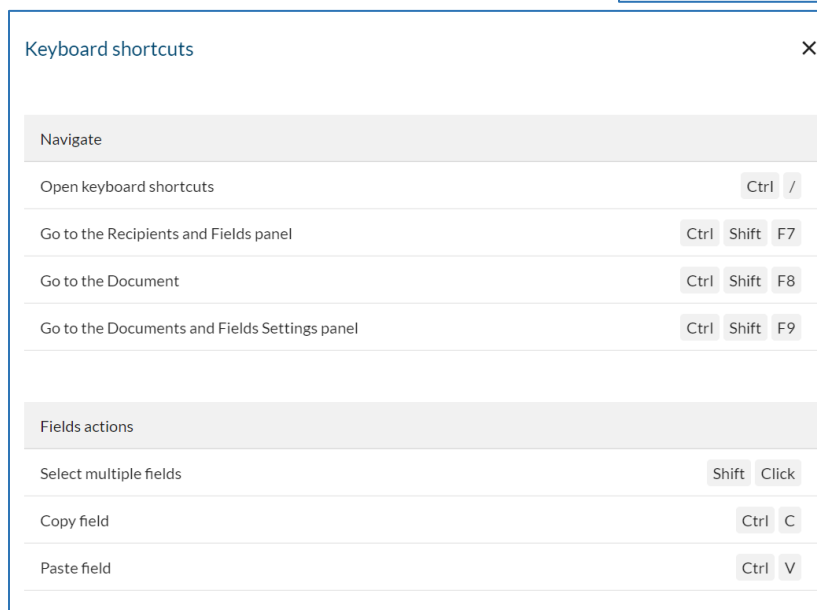
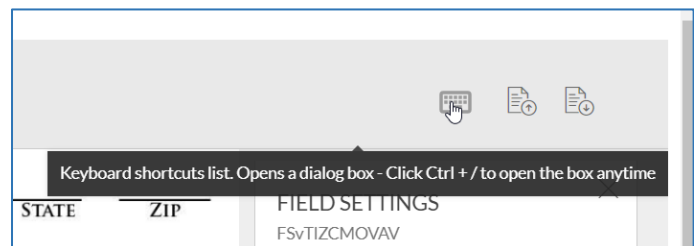


## Removing Layouts

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

## Keyboard Shortcuts

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



## Using Two Factor Authentication

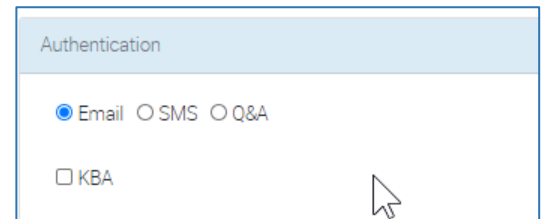
For installations using two-factor authentication on Packages, Senders may need to enable it when adding Recipients to a Package.

These settings are located beneath the name of the Recipient.

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

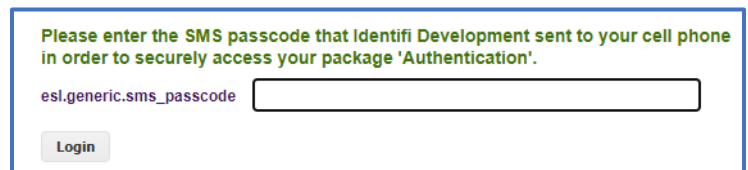
**Note:** Users may not be able to override a default authentication method on some profiles.

*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.*

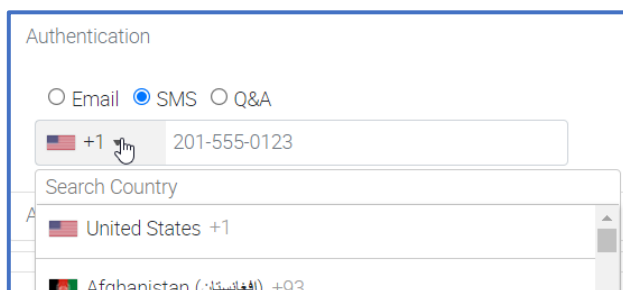
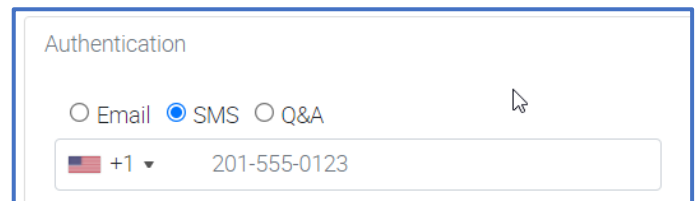


## SMS

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




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

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

## Q&A

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

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

Please answer the security question(s) below.

Birthdate

Last 4 digits of SS

Authentication

Email  SMS  Q&A

What is your birth date?

What are the last four digits of your Social Security number

## 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  SMS  Q&A

KBA

Authentication

Email  SMS  Q&A

KBA

First Name \*  Last Name \*  SSN \*  DOB

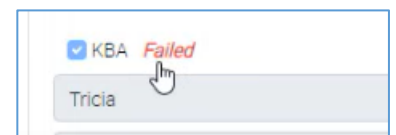
House Num...  Street Name \*  Apt Number  City \*  State (abbreviation) \*  Zip \*

### 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:

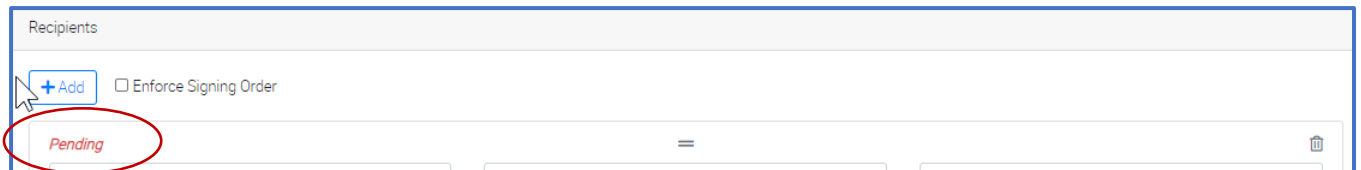
Timeframe	This specific Configuration (defaults)
24 Hours	Previous Attempts >= (2)
72 Hours	Previous Attempts >= (3)
7 Days	Previous Attempts >= (4)
30 Days	Previous Attempts >= (4)
90 Days	Previous Attempts >= (4)

- If customer fails the KBA authentication, it will be displayed within the package details.



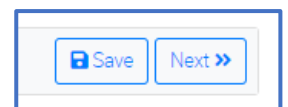
- In addition, an email will be sent to the Sender indicating that the authentication failed. Failure email includes the reason for the failure:
  - "Recipient failed authentication."
  - "Recipient not found. The recipient was not found in the KBA provider database."
  - "Thin file. The KBA provider 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.**



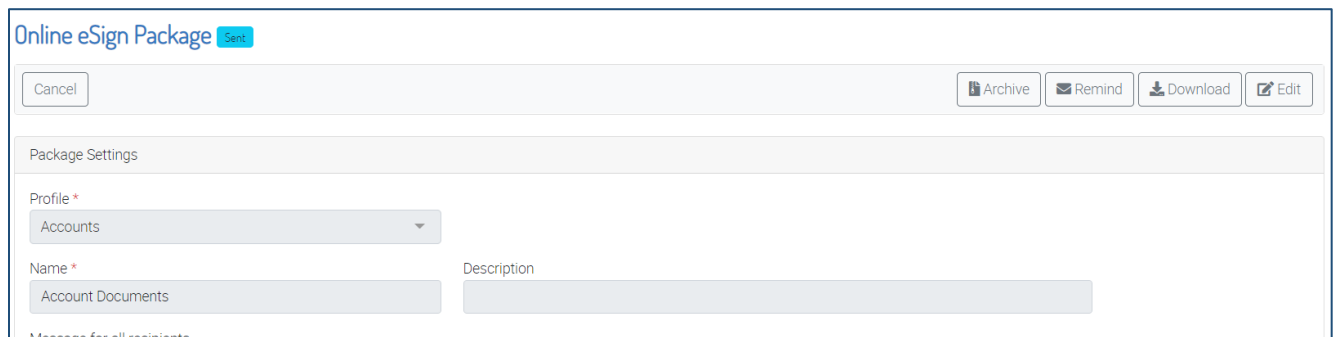
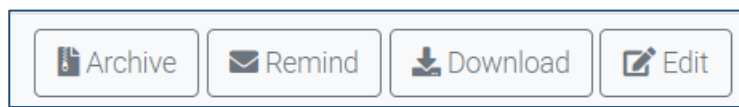
If the authentication fails, the Sender will receive an email and be offered an opportunity to "unlock" the package and resend to the Recipient (see [Managing In Process Packages](#) for details).

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

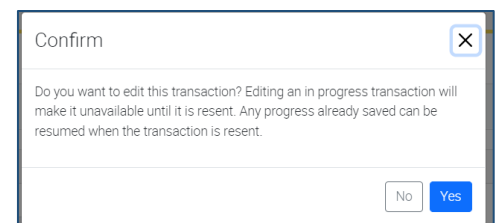
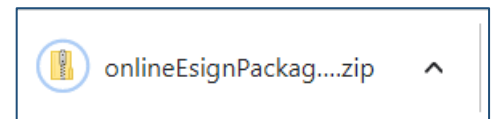
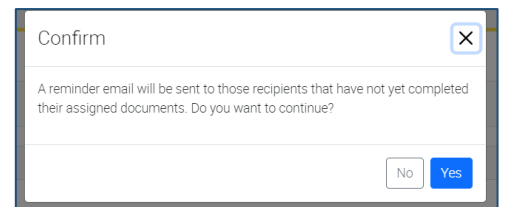
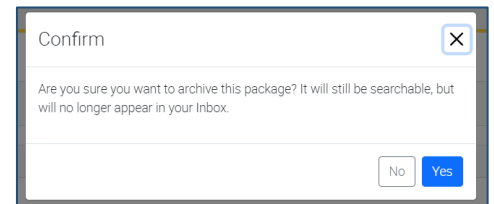


## Managing In Process Packages

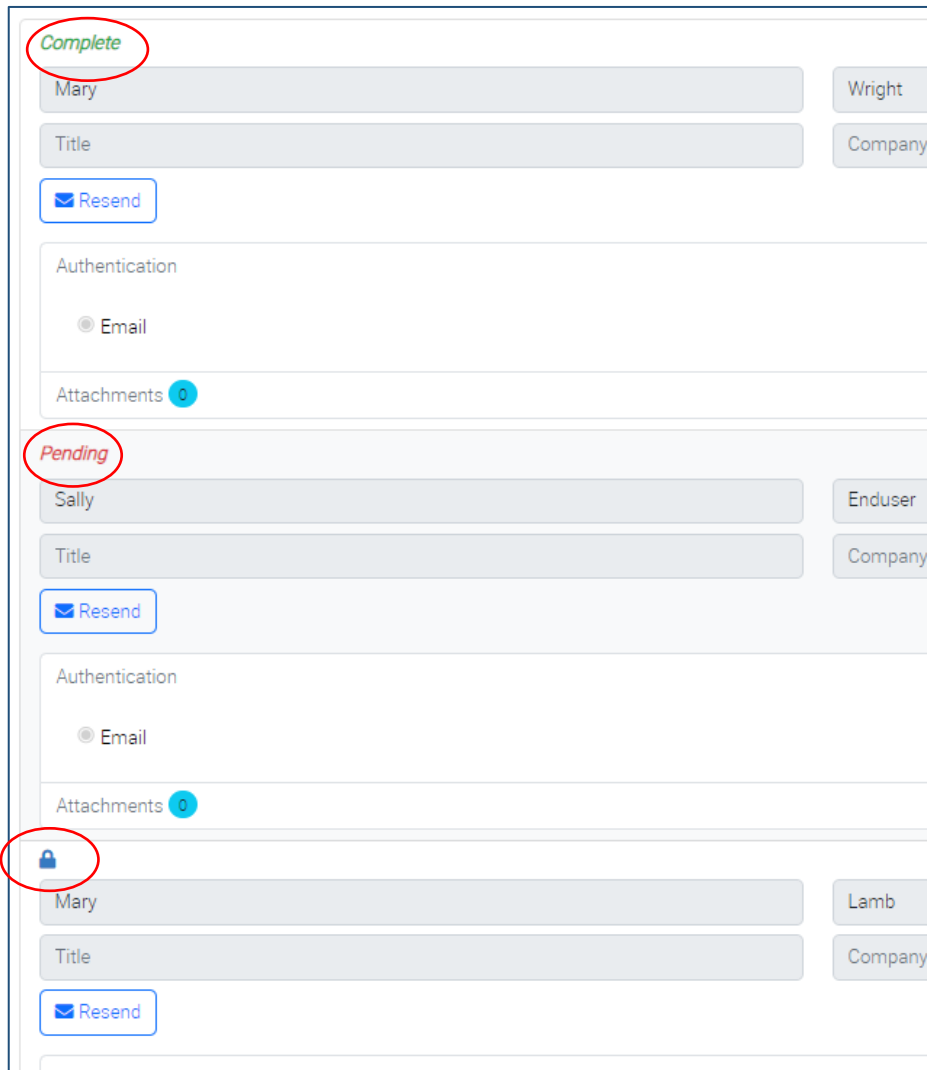
Clicking on a Sent Package in the Online eSign Inbox opens the Package's details

- ✓ **Archive** sends the package to Archive. The package will be removed from the User's Inbox and will no longer be available to Recipients for signing. The package is still searchable within Online eSign Search.
  
- ✓ **Remind**: Resends original email to **all** Recipients that have not yet signed their documents.
  
- ✓ **Download** – Downloads the documents into a Zip folder.
  
- ✓ **Edit**: Reopens the documents in the Designer. This action requires that the entire Package be resent to all Recipients.




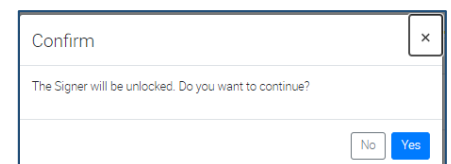




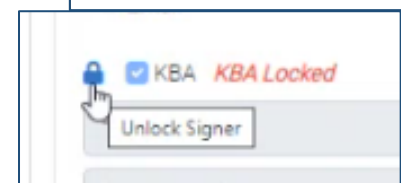
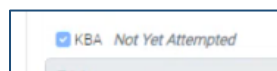
When a Recipient has completed their assigned fields in a Package, the package details will indicate **“Complete”** above the contact details of the signer.

**Unsigned:** Package details will indicate a status of **“Pending”** above the contact details of the signer

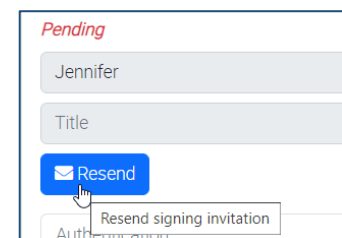
If a Recipient fails to answer the authentication prompts correctly, a blue lock  will appear next to their contact details. They will not be able to complete signing until they have been ‘unlocked’. Click the blue lock and then **Yes** to confirm. The Recipient will receive an email.



If KBA authentication fails, it can also be unlocked, and the status will change to **“Not Yet Attempted.”**

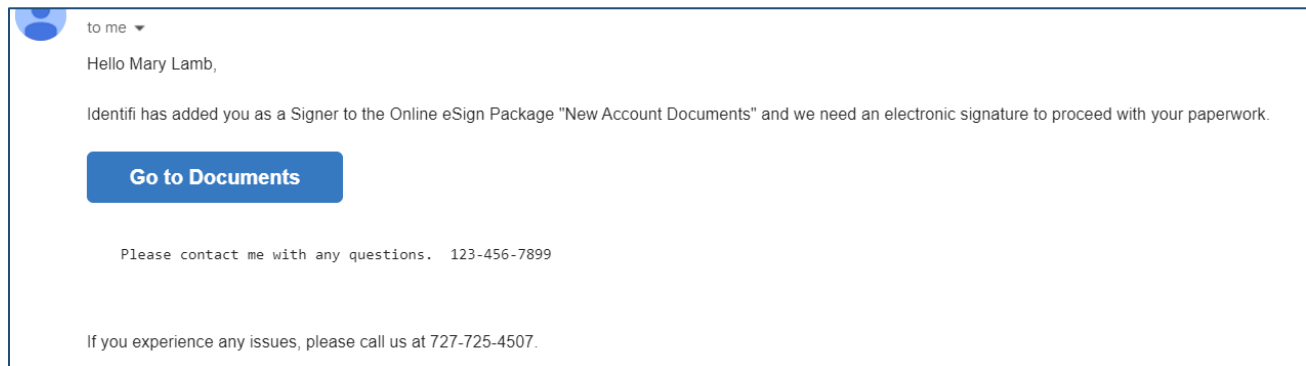


To send a reminder to a specific Recipient, click the Resend Button beneath their name.



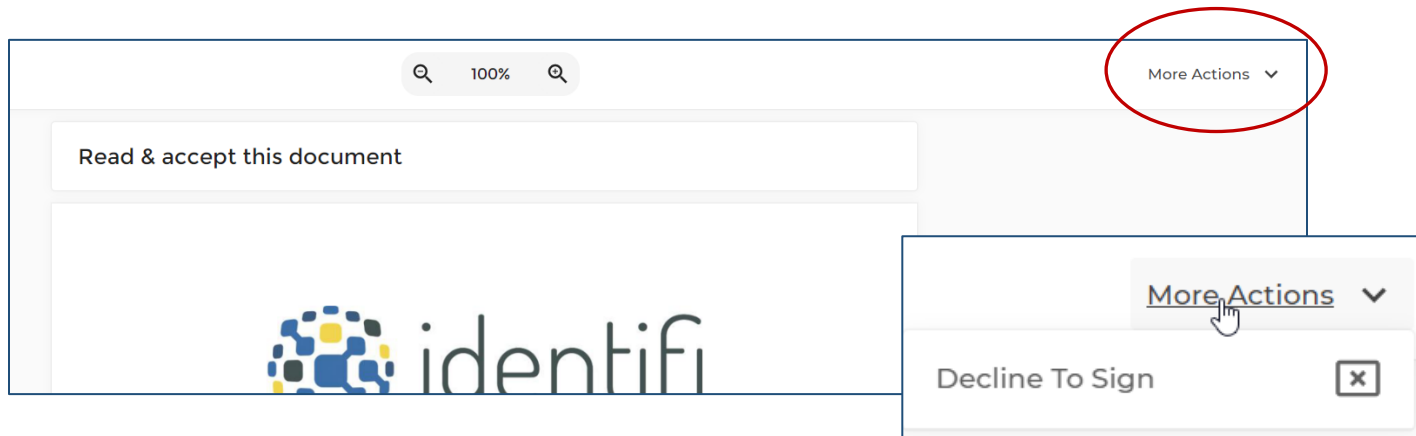
## Document Signing

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

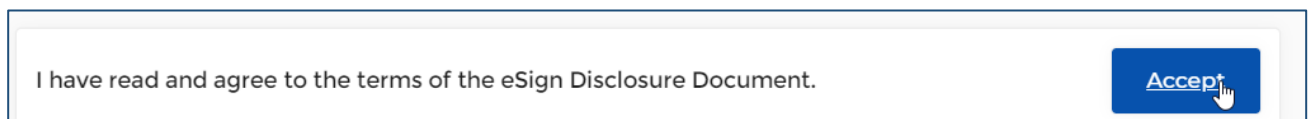


The Recipient will be prompted to **Read & Accept** the disclosure document; they can click to **Decline To Sign**.

More Actions ▾



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



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

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

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

<b>CARDHOLDER NAME</b>	Signed by		
<b>SIGNATURE</b>	Mary Lamb		<b>DATE</b> 1/29/15

Page 1 of 1

Please confirm to complete signing

**Confirm**

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.

Your Online eSign Package 'New Account Documents', has been signed by all recipients.

**Go To 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.

Sheila's Online eSign Inbox ?

5 Items Filter...

ID	Name	Recipients	Status	Profile	Last Updated	Expiration Date	Provider
<input type="checkbox"/>	246	Customer Documents	Mary Lamb	Ready For Completion	Customer Documents	12/15/2022 3:37 PM	<input type="button" value="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

Package Settings

Profile \*  
Customer Documents

Name \*  
Customer Documents

Description

- 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 Designer

Certificate of Deposit Draft

RECIPIENTS  
 Mary Lamb >

Date Opened: 04/01/2016    Term: 12 Months    Tax ID: 787054294    Clear All  
 Account Number: 060983045

**Certificate of Deposit**  
 Dollar Amount of Deposit: \$ 1,000.00  
 This Time Deposit is Issued to:  
 Kristen Devino  
 98 Ridge St.  
 Winsted, CT 06098

Issuer: **Number One Bank**  
 111 Main Street  
 Our Fair City, Here 12121

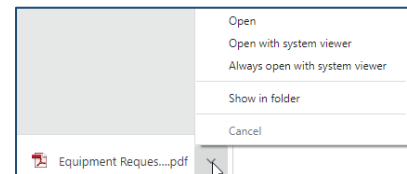
DOCUMENTS  
 Electronic Disclos...

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

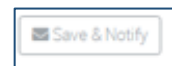
Click the download icon



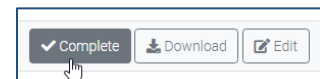
1. Open the pdf to review the document.
2. If the document is not correct, check the box to **Reject Attachment**



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



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



## Signed Ready to Index

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

<input type="checkbox"/>	ID	Name	Recipients	Status ^	Profile	Last Updated	Expiration Date
<input type="checkbox"/>	24	Signature	Forrest Adams	Signed <a href="#">Index Documents</a>	Customers	1/15/2021 11:03 AM	

Clicking **Index Documents** will open the Package in the Indexing Interface. For details on the indexing process, see [Batches](#)

Once indexing is complete, the document images are retrievable through Documents Search and the Package will appear in the Inbox with a **Completed** status.

## Completed Packages

<input type="checkbox"/>	ID	Name	Recipients	Status ^	Profile	Last Updated	Expiration Date
<input type="checkbox"/>	21	Video	Joe Schmoe	Completed	Vendors	2/9/2021 12:26 PM	

New Package
 Delete
 Archive

7 Items

<input type="checkbox"/>	ID	Name	Recipients
<input checked="" type="checkbox"/>	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 [Online eSign Search](#)

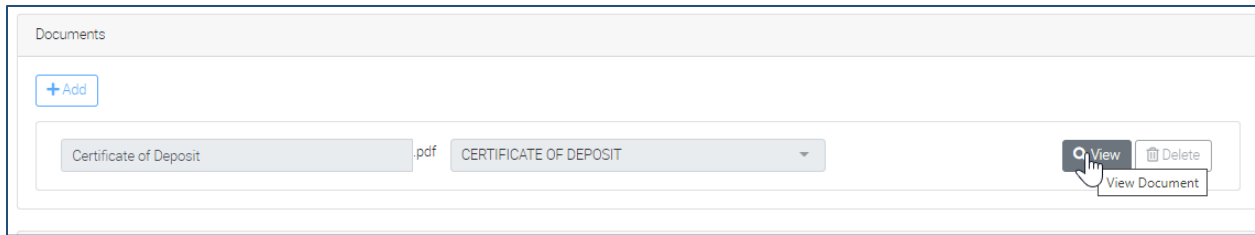
## Reviewing Completed Packages

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



Online eSign Package Completed

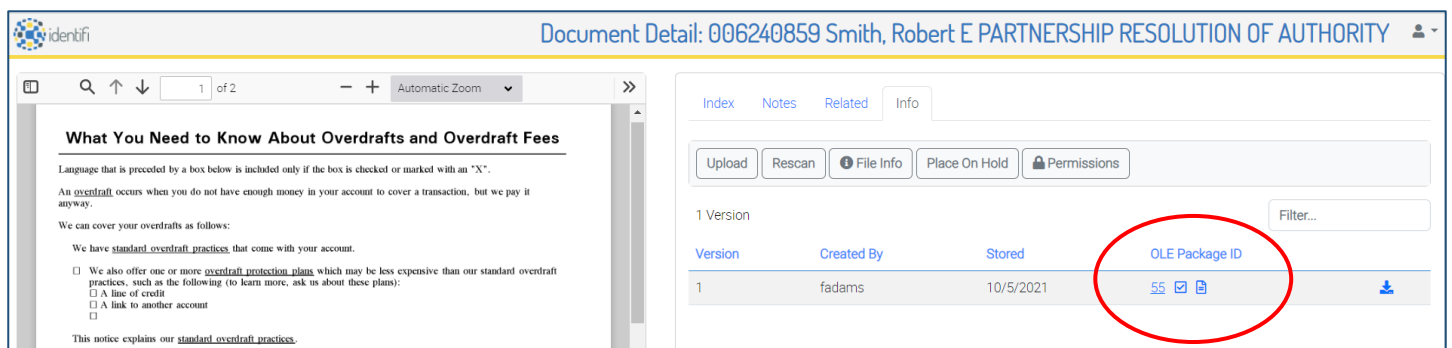
**Note:** These two documents are available only here; they are not archived with the signed documents.

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

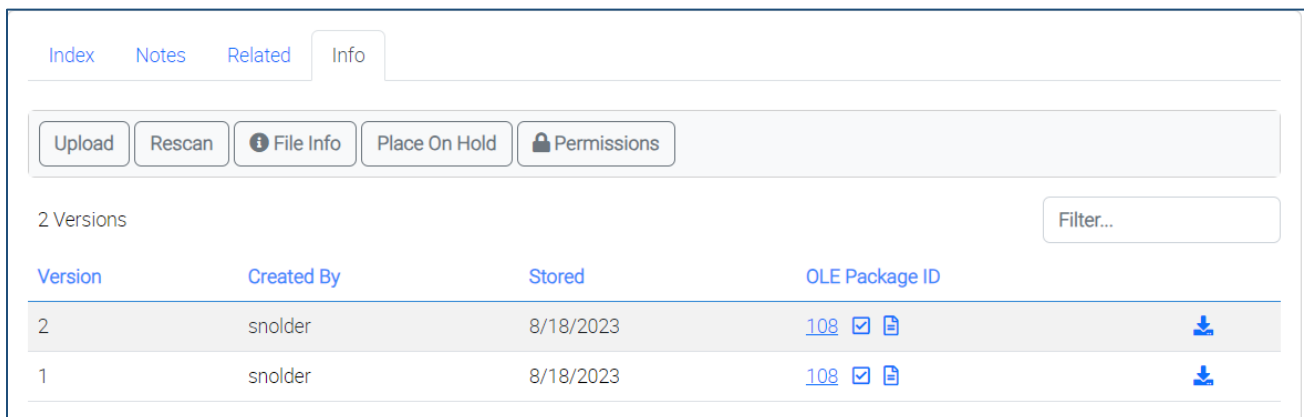


Once inside the Document Viewer, the OLE Package details will be available from the "Info" panel:

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



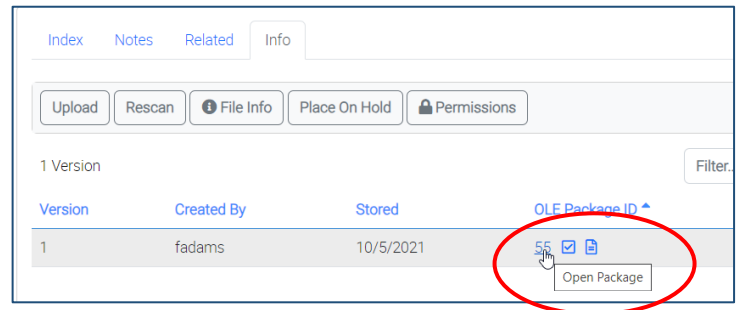
**Note:** A document that has been signed using both Desktop eSign signatures and Online eSign signatures will display two versions of the document in the Info Panel: the first for the Desktop eSign signature and the second for both Desktop eSign and Online eSign signatures.



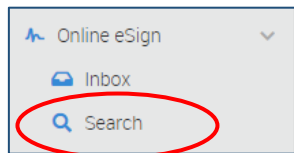
## Retrieval of Signed Documents

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

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

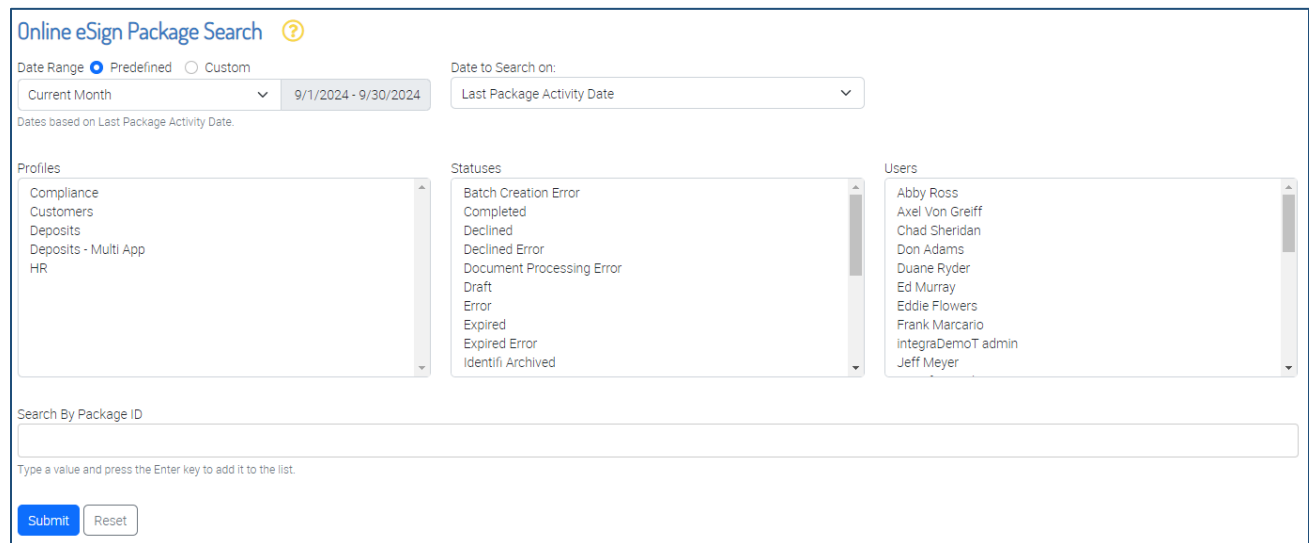


## Online eSign Search



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

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





## Viewing Search Results

Clicking Submit will yield the search results for the criteria selected.

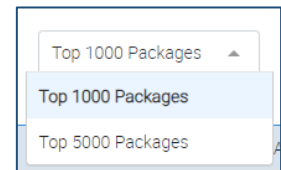
Online eSign Search Results

Reassign

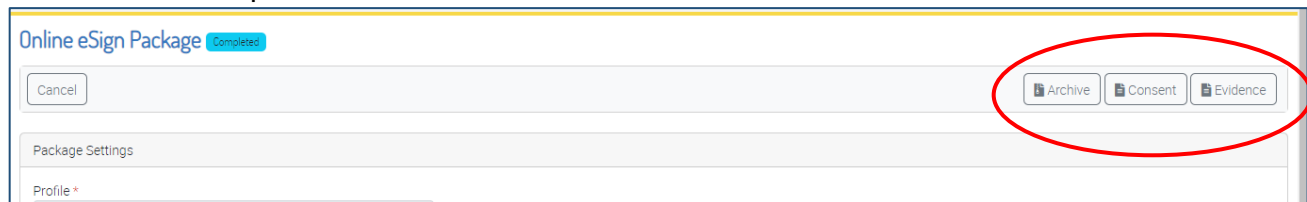
201 Packages Top 1000 Packages Filter...

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	

The top 1000 results will be displayed. Use the drop-down menu to expand the results to display up to 5000 packages.



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



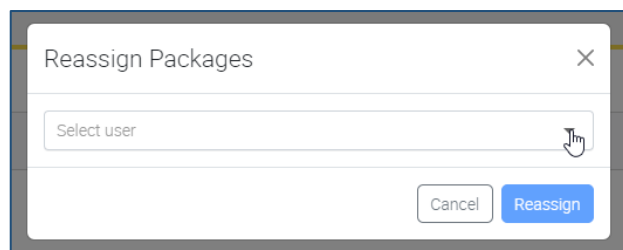
## Reassigning Packages

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



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."**



## 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.

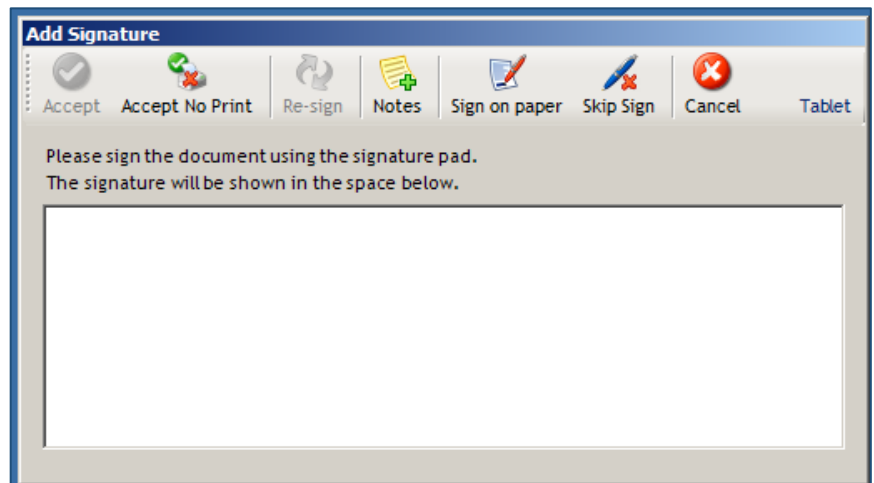
### Client Types

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

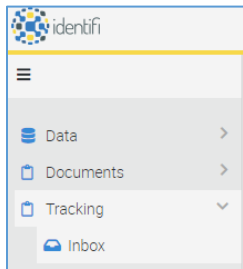
Document Tracking is entity-driven and based on Tracking Sets. When a new entity item is added to Identifi Data from the host system, Tracking begins “looking” for required documents based on the Tracking Set associated with that type of item.

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

The screenshot shows the 'Search Data' interface in the Identifi application. The search criteria are 'KWYK Search...' and the status is set to 'Exception'. The table below shows 7 entities, with one entity highlighted in pink to indicate an exception.

	Title ^	Entity Type	Storage Date	Account Number	Customer Type And Number	Event Date	Event Type	Major Type	Minor Type	Quote	Request Date	Tax ID Number
<input type="checkbox"/>	1000474291 - Overdraft Line of	Accounts	7/10/2017	1000474291				CNS	LOC			

## Document Tracking Inbox

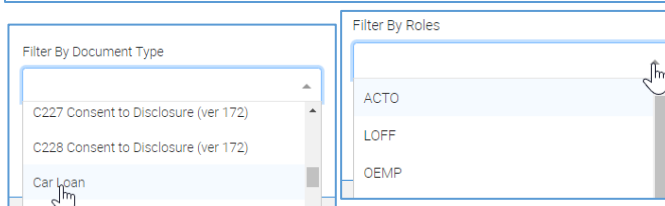
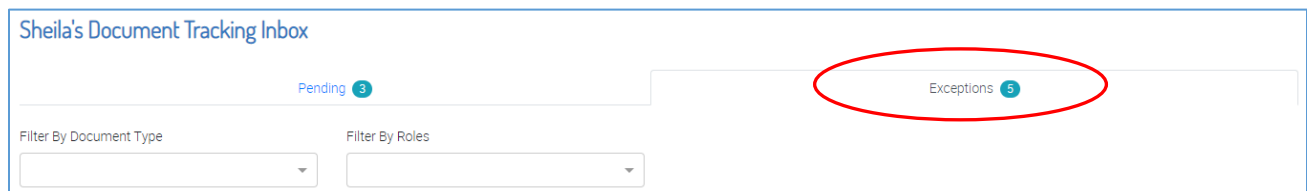
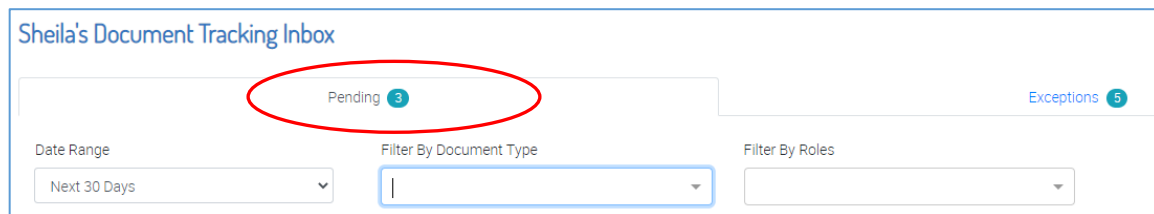


Opens the User's Tracking Inbox. Pending items or Exception items assigned to the User will be displayed and accessible here.

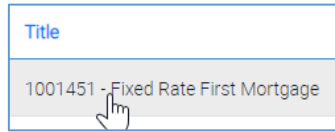
### **Two tabs are displayed:**

- **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**.



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



See [Viewing Tracked Entity Items](#) for additional information.

Account Detail: 1001451 - Fixed Rate First Mortgage

Buttons: + Add, + Add Sets, Mass Edit, Assign, Remove Assignment, Delete, View Activity

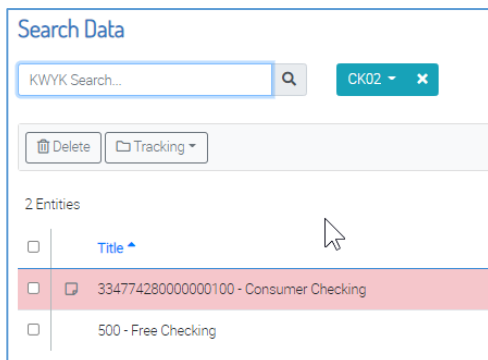
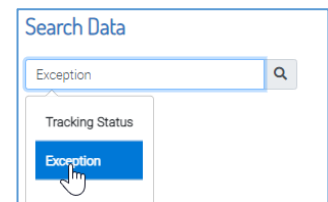
11 Document Requirements

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

## Document Tracking Search

Using Data Search for Document Tracking searches works the same as any other search. See [Data Search](#)

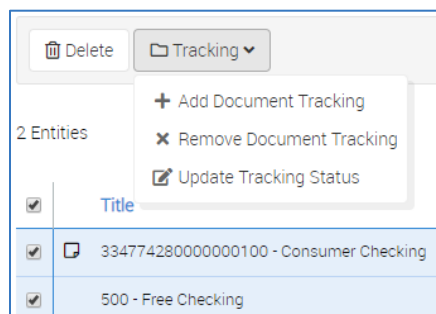
A common Tracking search will include the 'Exception' status.



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

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

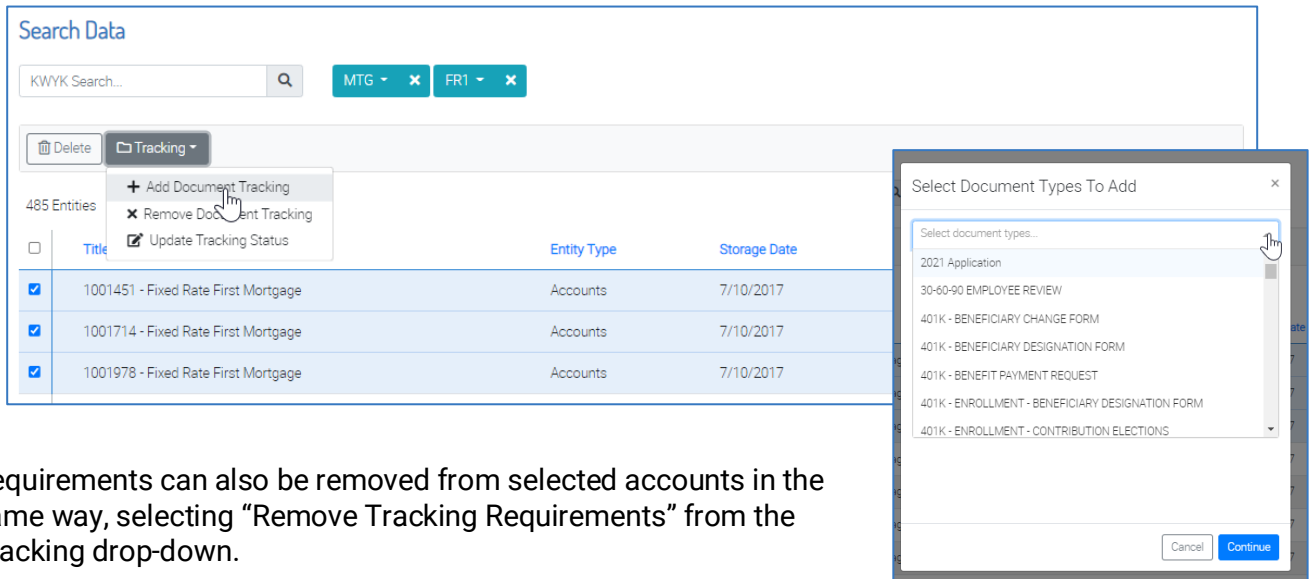
## Updating Tracking from Search



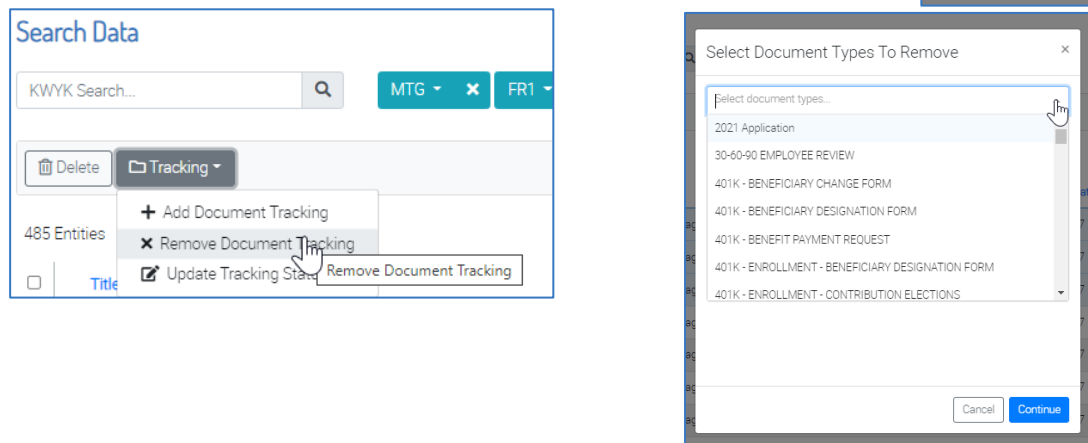
Tracking Requirements can be added to multiple accounts directly from the Data Search menu bar.

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

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



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

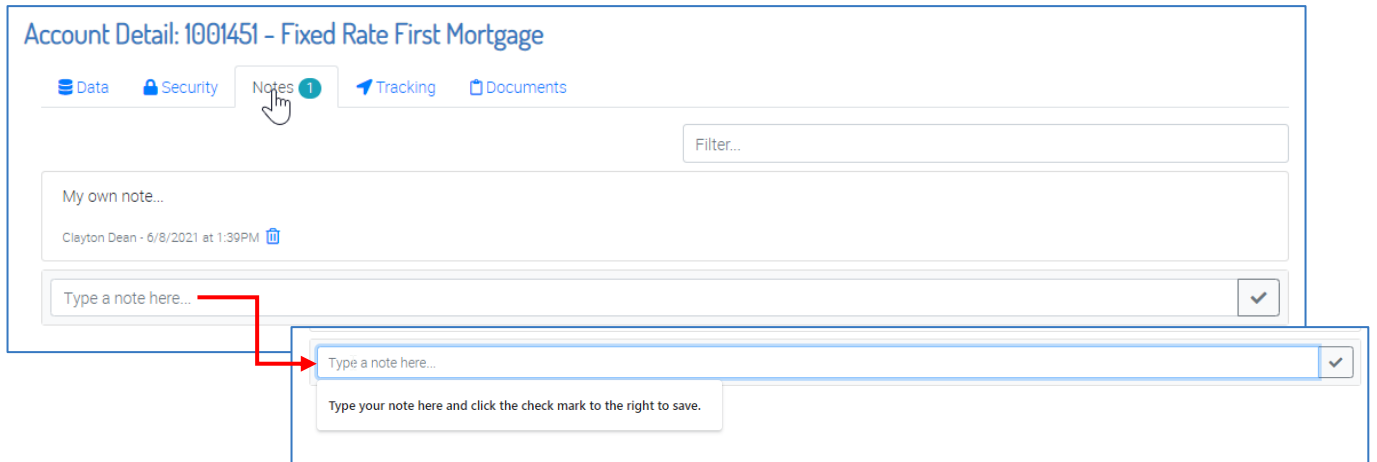


### Viewing Tracked Entity Items

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

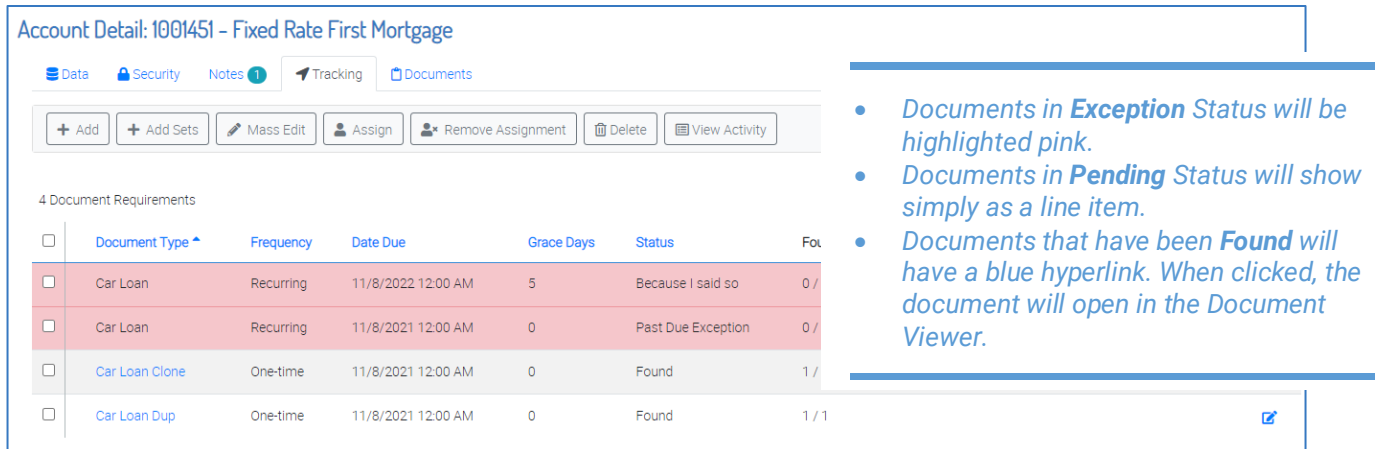
## Notes Tab

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



## Tracking Tab

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

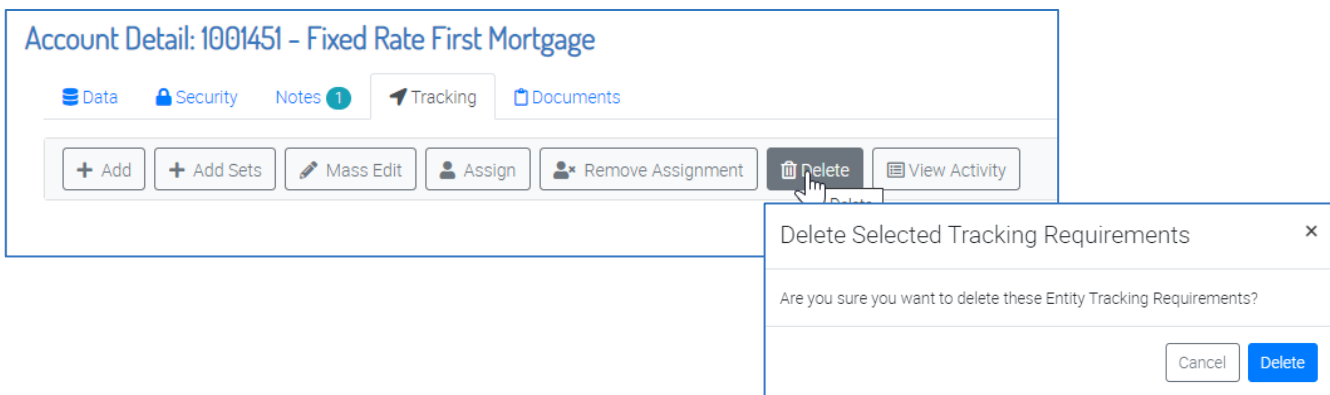
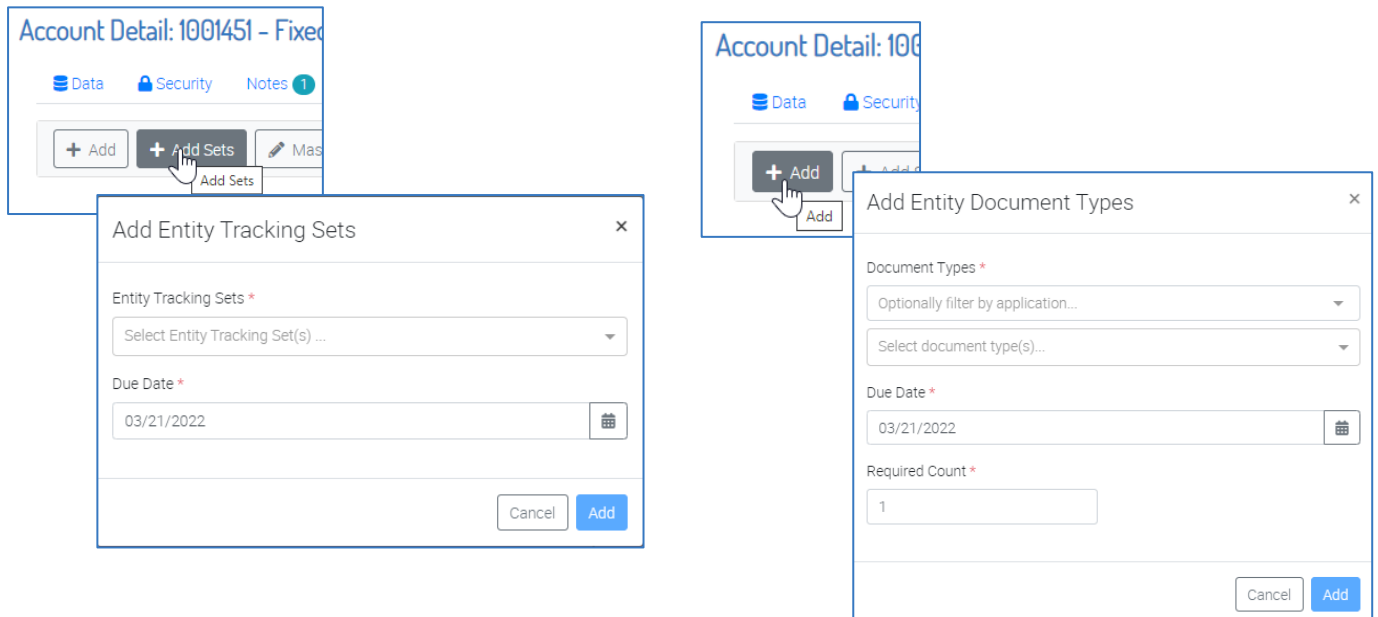


	Document Type	Frequency	Date Due	Grace Days	Status	Fol
<input type="checkbox"/>	Car Loan	Recurring	11/8/2022 12:00 AM	5	Because I said so	0 /
<input type="checkbox"/>	Car Loan	Recurring	11/8/2021 12:00 AM	0	Past Due Exception	0 /
<input type="checkbox"/>	Car Loan Clone	One-time	11/8/2021 12:00 AM	0	Found	1 /
<input type="checkbox"/>	Car Loan Dup	One-time	11/8/2021 12:00 AM	0	Found	1 / 1

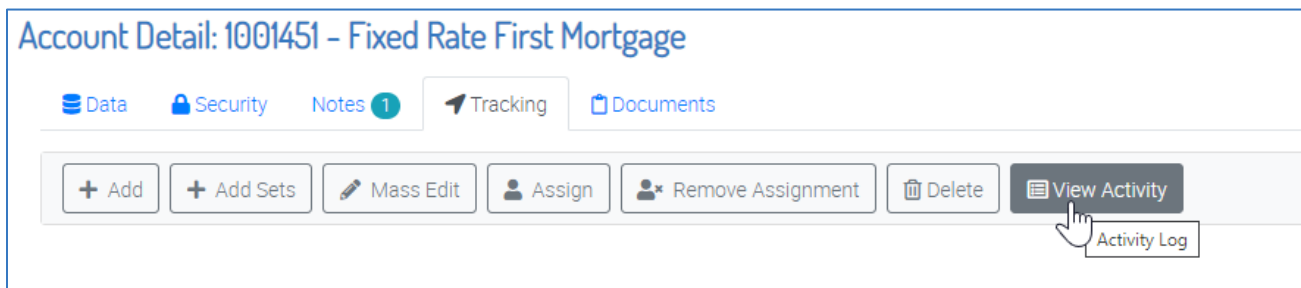
- Documents in **Exception** Status will be highlighted pink.
- Documents in **Pending** Status will show simply as a line item.
- Documents that have been **Found** will have a blue hyperlink. When clicked, the document will open in the Document Viewer.




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




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




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 Loan 

Activity Date	Document Type	Action	User
2/14/2022 9:03 AM	Car Loan	Update	Tricia Lolkus (tlookus)

## Documents Tab

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

Account Detail: 1001451 - Fixed Rate First Mortgage

Data 
  Security 
  Notes 
  Tracking 
  Documents

Open in Search

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.

<input type="checkbox"/>	Document Type	Frequency	Date Due	Grace Days	Status	Found / Required	Valid Date Range	Assigned To
<input type="checkbox"/>	ACCOUNT INFORMATION SHEET	One-time	6/19/2018 12:00 AM	0	Past Due Exception	1 / 1		fadams
<input type="checkbox"/>	DIRECT DEPOSIT	One-time	7/18/2018 12:00 AM	0	Waived	1 / 1		
<input type="checkbox"/>	SIGNATURE CARD	One-time	6/26/2018 12:00 AM	0	Found	3 / 1		

Requirements can be assigned to specific users for fulfillment.

Tracking Requirement Detail: ACCOUNT INFORMATION SHEET

Requirement Rules | Documents | Notes

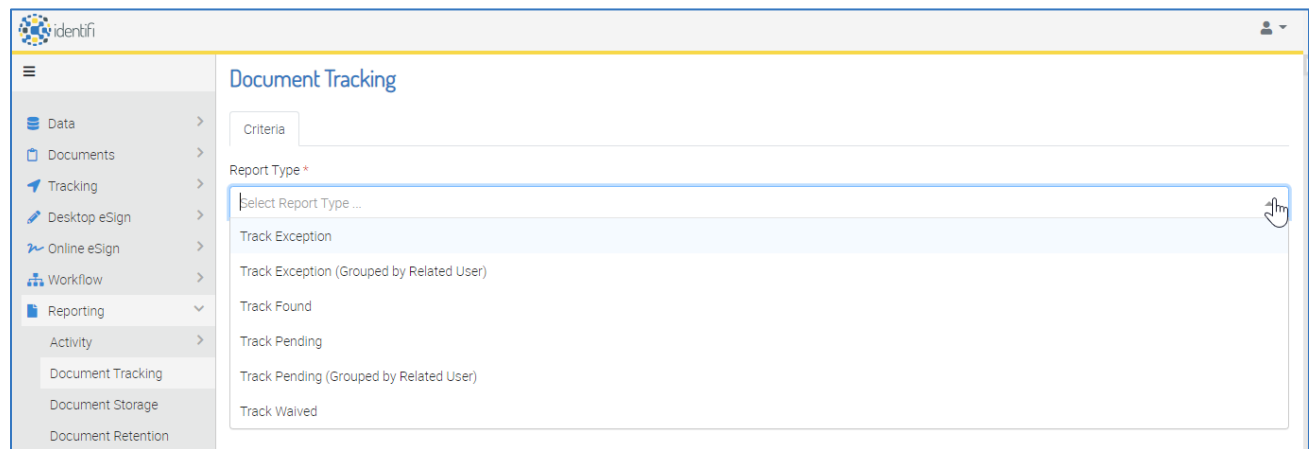
Current Status: Past Due Exception | Status Override:

Required Count: 1 | Found Count: 1

Due Date: 06/19/2018 | Grace Period: 0


Exception Date: 06/19/2018 | Assigned To: Forrest Adams (fadams)



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



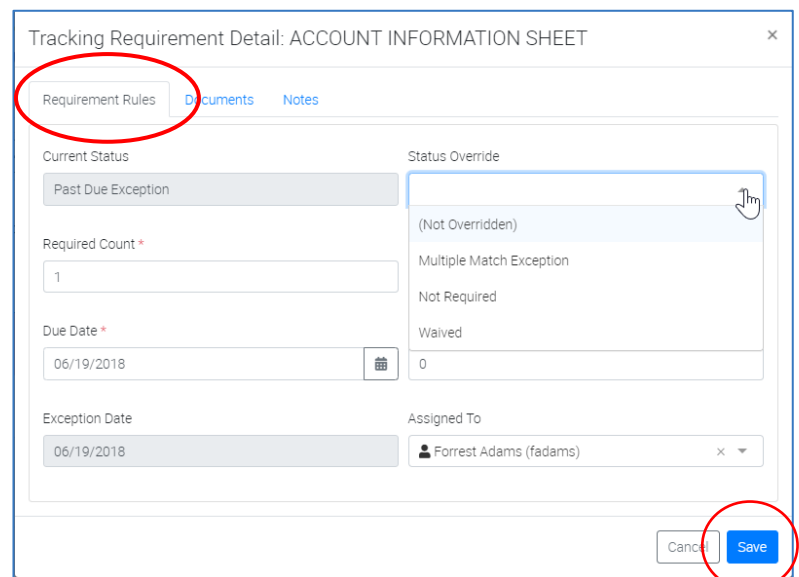
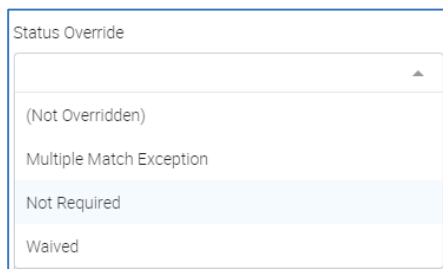
## Exception Status Override


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

<input type="checkbox"/>	ACCOUNT INFORMATION SHEET	One-time	12/29/2021 12:00 AM	0	Past Due Exception	0 / 1	
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1. Select the **Edit** icon. 
2. Beneath the *Requirement Rules* tab, select the most the most appropriate status from the *Status Override* drop-down menu and click  **Save**.

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




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

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

Select the **Edit** icon. 

- Under the **Documents** tab, place a check next the incorrect match and click .
- It may be helpful to add a Note under the **Notes** Tab.

<input type="checkbox"/>	Document Date	Description	Invalid Match	Date Found
<input checked="" type="checkbox"/>	12/3/2018 10:04 AM	334774280000000100 Stone, Rick SIGNATURE CARD 2018/12/10	<input checked="" type="checkbox"/>	11/9/2020 3:10 PM
<input type="checkbox"/>	9/3/2020 5:14 PM	334774280000000100 Stone, Rick SIGNATURE CARD 2020/09/03	<input type="checkbox"/>	11/9/2020 3:10 PM
<input type="checkbox"/>	9/3/2020 5:16 PM	334774280000000100 Stone, Rick SIGNATURE CARD 2018/10/03	<input checked="" type="checkbox"/>	11/9/2020 3:10 PM

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.

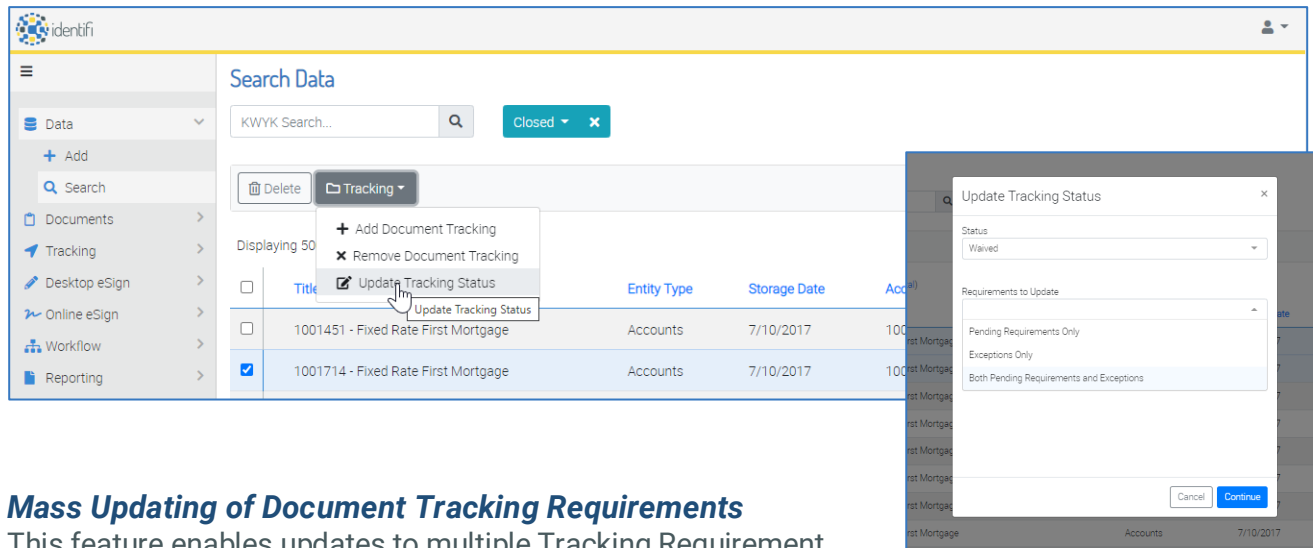
SIGNATURE CARD	One-time	6/26/2018 12:00 AM	0	Past Due Exception	0 / 1	
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## Mass Updating

### 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.



The screenshot shows the Identifi application interface. On the left is a navigation sidebar with options like Data, Add, Search, Documents, Tracking, Desktop eSign, Online eSign, Workflow, and Reporting. The main area is titled 'Search Data' and contains a search bar with 'KWYK Search...' and a 'Closed' filter. Below the search bar is a table with columns for 'Title', 'Entity Type', 'Storage Date', and 'Account'. Two rows are visible, both for '1001714 - Fixed Rate First Mortgage' under 'Accounts' with a 'Storage Date' of '7/10/2017'. A context menu is open over the 'Update Tracking Status' option in the table. To the right, a modal dialog titled 'Update Tracking Status' is displayed, featuring a 'Status' dropdown menu set to 'Waived' and a list of 'Requirements to Update' with three options: 'Pending Requirements Only', 'Exceptions Only', and 'Both Pending Requirements and Exceptions'. The dialog has 'Cancel' and 'Continue' buttons at the bottom.

### Mass Updating of Document Tracking Requirements

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

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

Account Detail: 334774280000000100 - Consumer Checking

Detail Data Security Notes Tracking Document

+ Add
+ Add Sets
✎ Mass Edit
👤 Assign
👤 Remove Assignment
🗑️

Mass Edit Selected Requirements

3 Document Requirements

<input checked="" type="checkbox"/>	Document Type	Frequency	Date Due	Grace Days	Status	Found / Required
<input checked="" type="checkbox"/>	ACCOUNT INFORMATION SHEET	One-time	6/19/2018	0	Past Due Exception	1/1

Mass Edit Tracking Requirement Rules

Check the requirement rules you wish to update.

Grace Days  
Grace Days

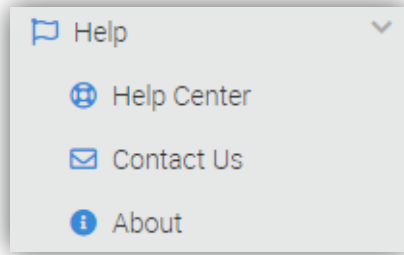
Due Date  
Due Date

Status

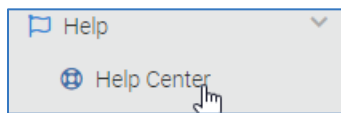
Note

Cancel Apply

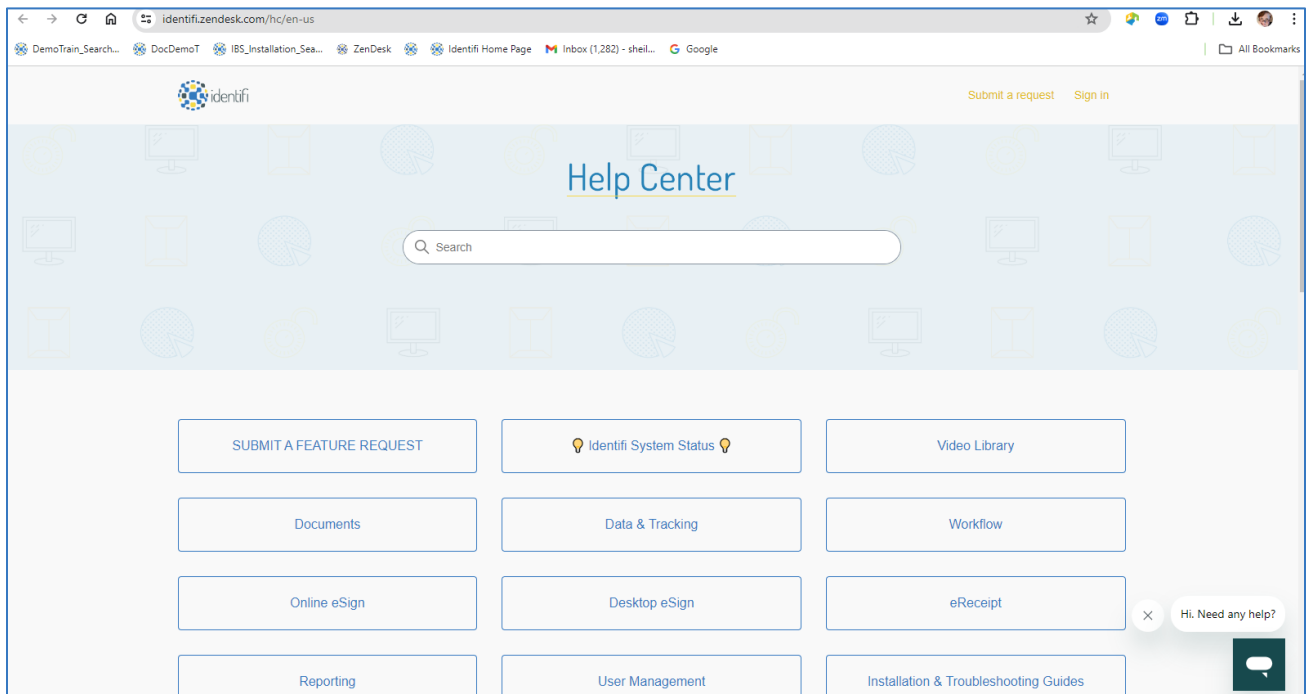
## Help



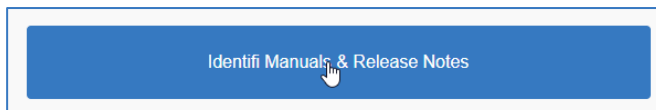
## Help Center



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.

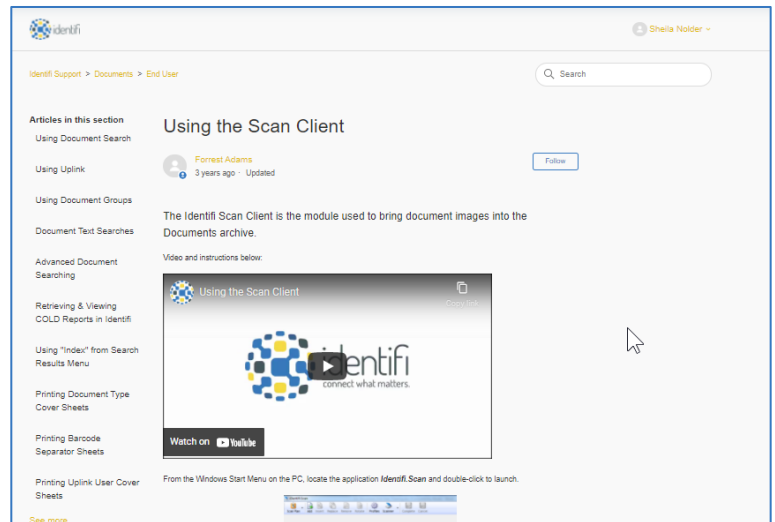
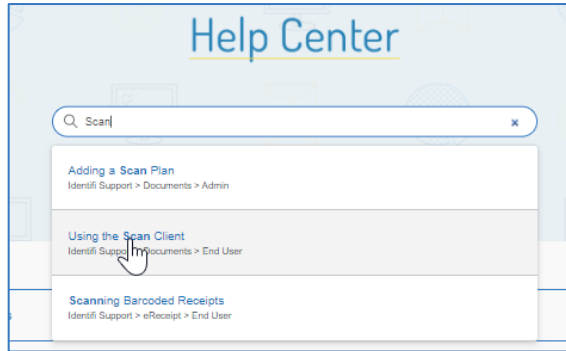


User manuals are located beneath the **“Manuals and Release Notes”** section.

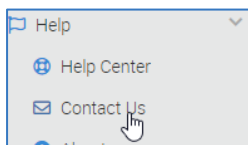




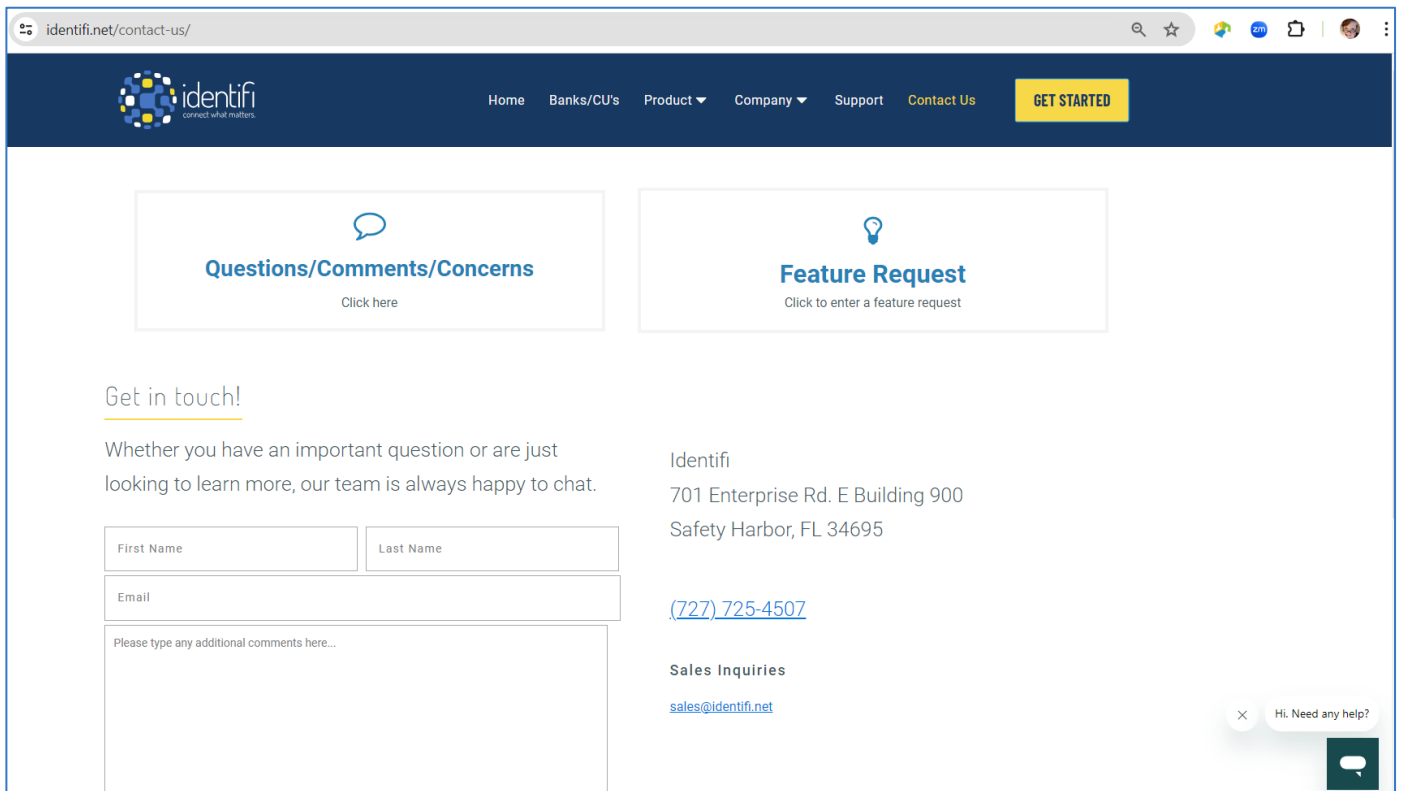
Users are also able to search within Documentation Library articles and view their most recent search activity.



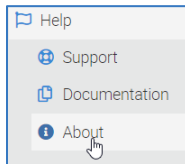
## Contact Us




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



## About



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



**Product Version: 24.4.0.41**  
**Database Version: 24.4.0.41**  
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Workflow	
Enterprise Report Management	
Uplink	
Internet Retrieval	
Online eSign	
Desktop eSign to Online eSign Bridge	
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