AS 400 Decommission &

FileNet Replacement

For Colleges

Financial Aid, Registrar, and Health Services

College Document Search

Training Manual

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Table of Contents

1. Introduction 4
2. College Document Search and Retrieval 4
3. Search, Listing, and Viewing Documents 5
   - 3.1 Log onto the desktop 5
   - 3.2 Overview of Desktop 6
   - 3.3 Overview of Document Search 10
   - 3.4 Overview of Search Results 12
4. Pre-Defined Search Templates 13
   - 4.1 Student Documents – All Departments 13
   - 4.2 Financial Aid Documents, Health Service Documents, Registrar Documents 16
   - 4.3 Student Documents – Loose Documents 17
   - 4.4 Student Folders 17
5. Document Viewer Functions 20
   - 5.1 Topic 1: Image Display and Printing 20
   - 5.2 Topic 2: Using Thumbnails 22
   - 5.3 Topic 3: Annotations 27
   - 5.4 Topic 4: Other Viewer Functions 34
6. Managing Document Properties and Classification 40
   - 6.1 Topic 1: Maintain Document Properties 42

1. Introduction

The City University of New York (CUNY) is implementing a document capture and storage system for college departments. This system will allow college departments to capture paper and electronic documents and store them in CUNY's enterprise content management system (FileNet).

The following departments are covered in this initiative:

- Financial Aid
- Registrar
- Health Services

This document will act as a user guide for initiating searches of stored documents, viewing the documents, and managing documents and document properties.

Users are assigned by college and department, and access to documents are restricted by college and department access rights.

There are two types of users defined:

1. View Only: These users can search for documents and view the documents online.
2. Administrators: Administrators have search and view privileges for documents. They can also manage document properties, annotate documents, and delete documents.

Users are assigned to one of these two groups for each college and department by the CUNY security team. Access to the system is not allowed without first being assigned to group.

The following sections define how you will access documents in the FileNet system for viewing and management of those documents.

2. College Document Search and Retrieval

The College Document Search component provides a browser-based application that is used to find a student's electronic documents within various college departments. Student documents are stored in FileNet and are retrieved through a desktop defined in IBM Content Navigator. These documents can be viewed with an online document viewer.

This manual provides instruction on searching for and retrieving documents associated with a student.

There are six pre-defined search templates available in the College ECM desktop. These fall in to four categories of searches:

- Search for documents within a department
- Search for documents across all departments
- Search for a student folder

- Search for loose documents (no EMPLID assigned)

When a search is executed, the system will return a list of matching documents or folders. A document can be selected from the list or from within a folder. Once selected, the document can be viewed online with the document viewer. If the user has been granted the proper authority, the user may also modify a document's properties.

3. Search, Listing, and Viewing Documents

In the College ECM configuration there are three classes of documents.

- Financial Aid Documents
- Registrar Documents
- Health Services Documents

These document classes associate a document with a specific department. Each of these classes contains a college code and a college security proxy object. The college code associates the document with a specific college. The college security proxy object insures that access to the document is limited to only those users that are authorized to view/modify documents within the specific college and department.

Each of the three document classes have many defined properties in common, but each class may also have properties that are unique to the class. An example of this would be the Financial Aid document class. Documents of this type carry the Financial Aid Year property. Examples of common properties are EMPLID, document type code, description, and receive date.

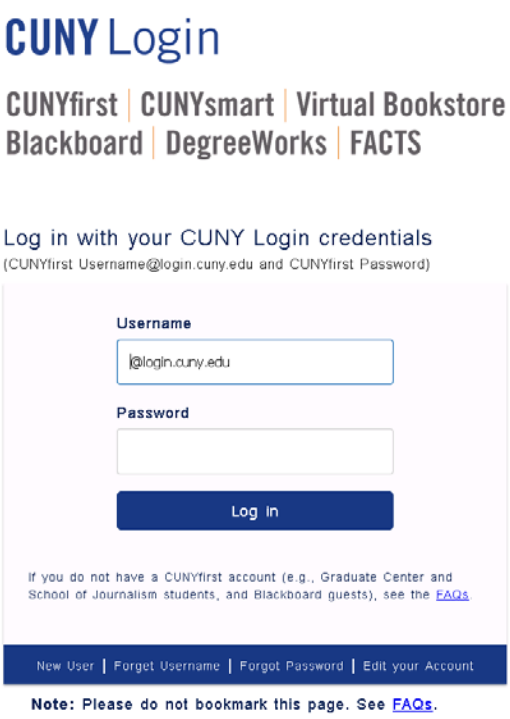
See Appendix B for attributes associated with each document class.

3.1 Log onto the desktop

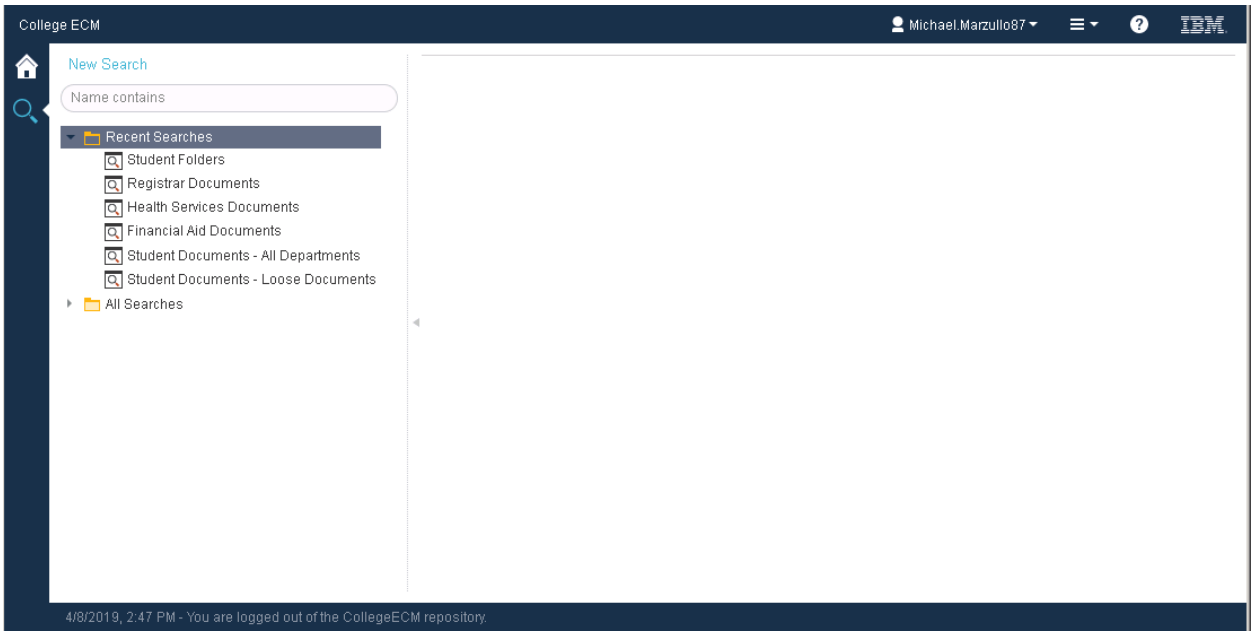
In a browser, navigate to:

PROD: *https://filenet.cuny.edu*

This will launch the CUNY Login page as seen below. Enter your credentials and Log In



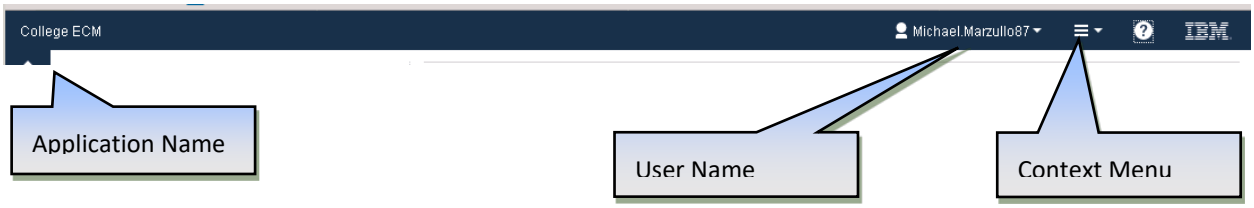
Once logged in you will be taken to the CollegeECM desktop.



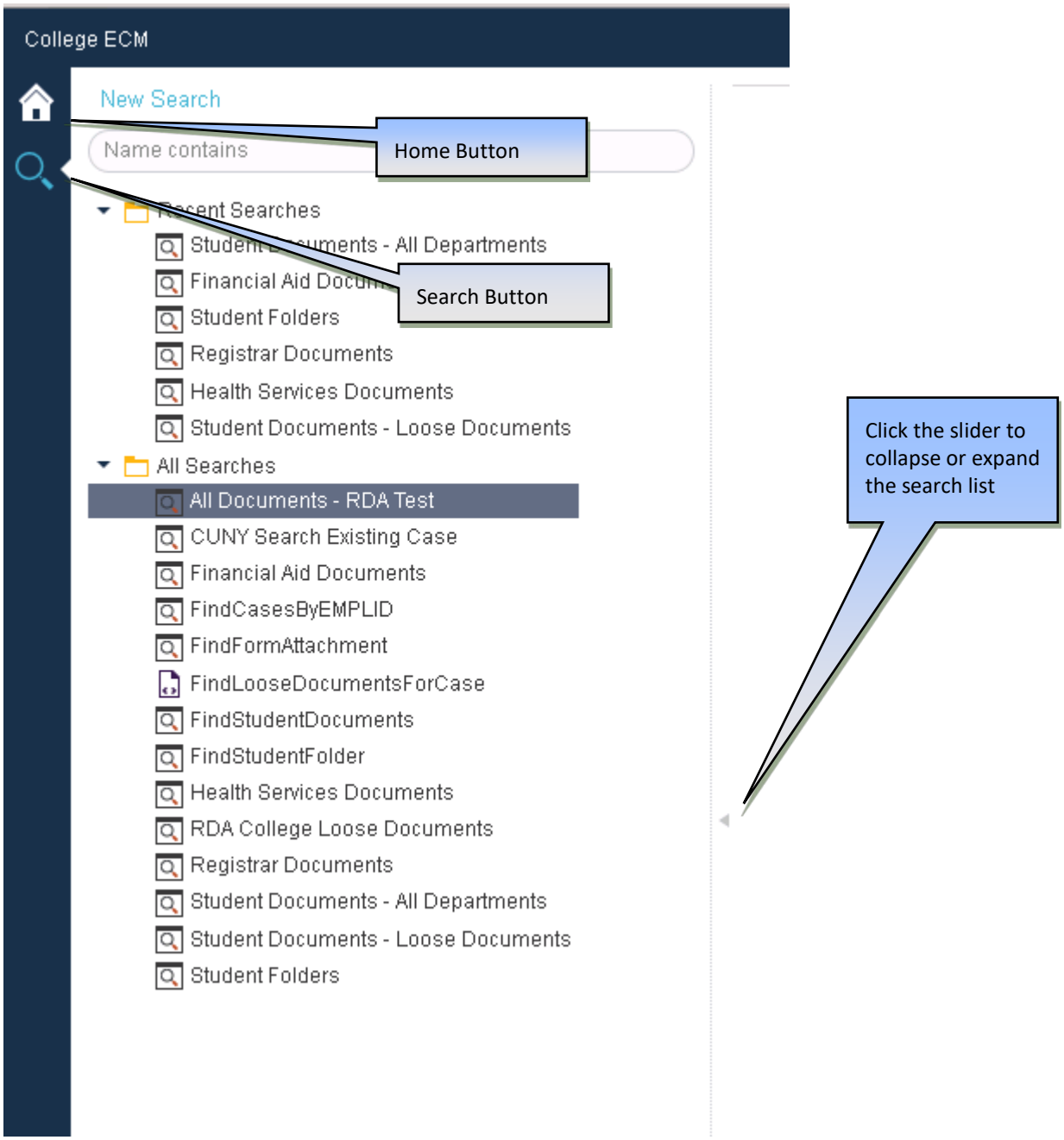
3.2 Overview of Desktop

The main desktop view contains a toolbar across the top of the window and a toolbar down the left side.

The upper toolbar displays the application name in the upper left. In this case College ECM. To the right is the name of the user logged in. Clicking on the user name displays a drop-down menu that allows the user to log out. To the right of the username is a context menu. Future features can be added here.



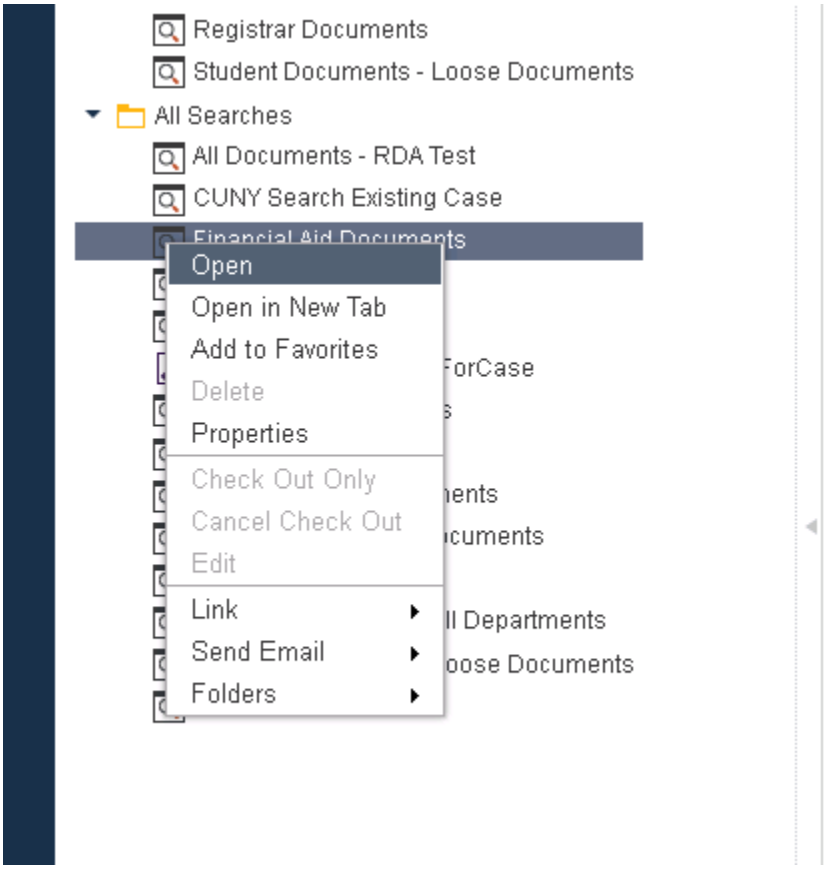
The left hand navigation contains the Home Button and the Search Button. Selecting the Home button displays the user's favorite searches. Selectinging the Search button displays the Search View. Searches in the search view are broken in to two categories, Recent Searches and All Searches. The user may also click New Search to create a custom search.



Right mouse clicking on a search open a drop-down context menu. The following options are available:

- **Open** – Opens the highlighted search
- **Open in New Tab** – Allows to open multiple instances of the same search
- **Add to Favorites** – Add the search to the Favorites List on the Home screen

- **Delete** – Delete the Search template (enabled only if authorized)
- **Properties** – Display properties of the Search template
- **Check Out Only** – N/A
- **Cancel Check Out** – N/A
- **Edit** – N/A
- **Link** – View the URL for direct access to the search template.
- **Send Email** – N/A
- **Folders** – File/Unfile the search remplate in a different folder.

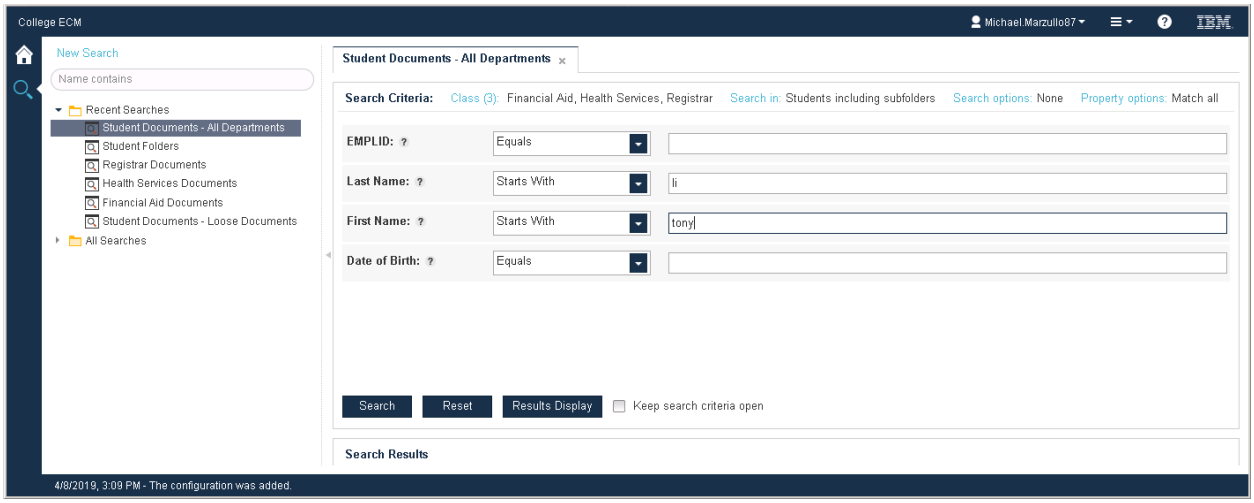


3.3 Overview of Document Search

To begin a document search navigate to the Search View. The Search View may be selected by default when you log in. If not click the magnifying glass icon on the left to switch to the Search View.

This will display a list of the search templates available. The list is divided in to 2 folders, Recent Searches and All Searches. Search templates may appear in both lists.

Click on a Search Template to open it. The main window will display the search criteria available for the selected search. You may enter values for one or more of the search properties. If values are entered for multiple properties the search will combine them using an AND expression.

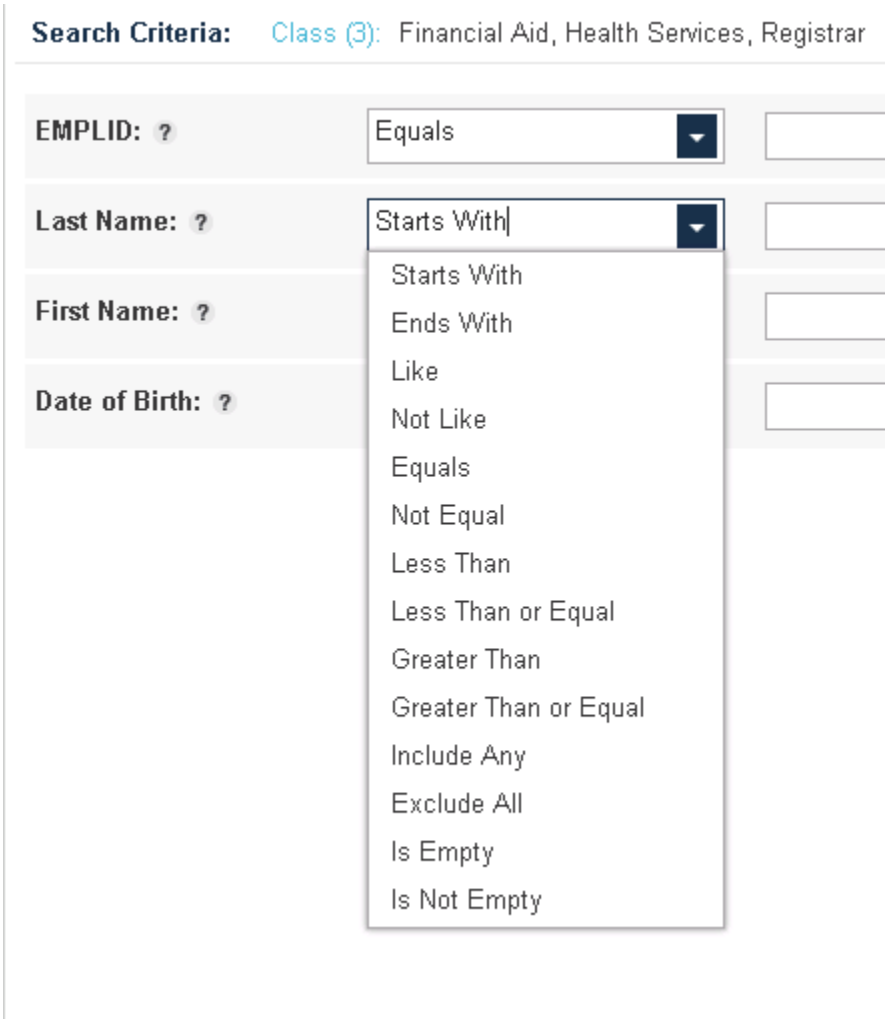


In the example above the user entered values for Last Name and First Name. When the search is executed it will look for documents with

Last Name Starts With "li" AND First Name Starts With "tony"

Searches are case insensitive. Entering *Last Name Equals* ***"Li" or "li" or "LI"*** are all the same.

Each search template has predefined properties that can be searched on. In addition, the search operator for each property has a default value. The user may change the search operator for a given property if desired.



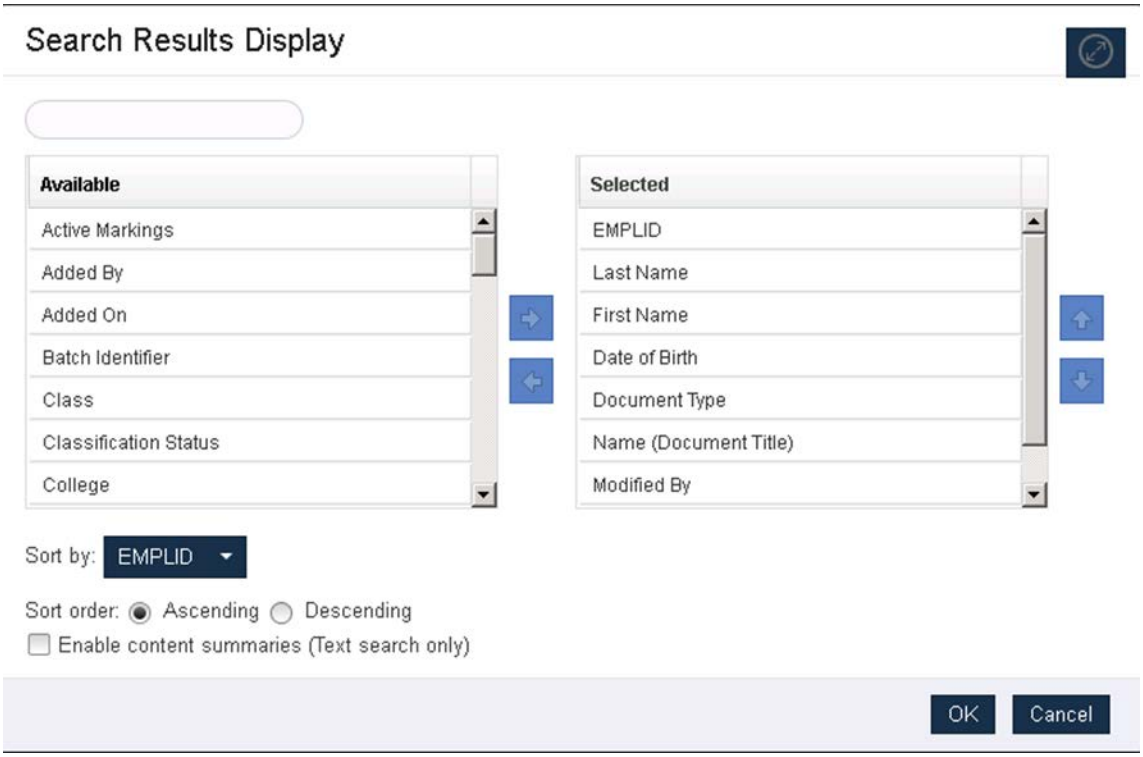
The 'Like' and 'Not Like' operators use the % as a wild card character. Some examples:

LastName Like Smith% - finds any LastName that begins with 'smith', Smith, Smithson, Smithburg, etc

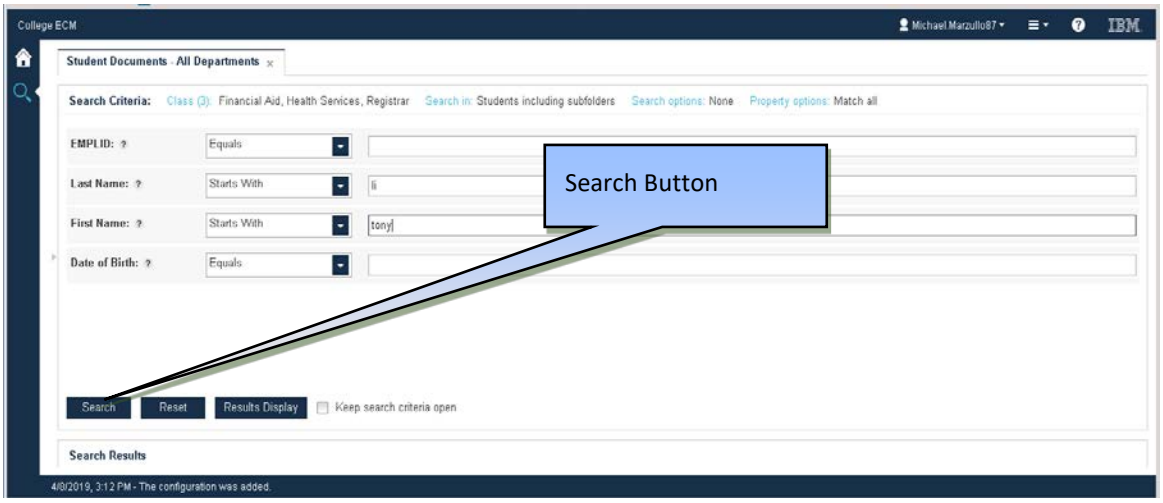
LastName *Like %smith* – finds any last name that ends with the characters 'smith', Smith, Goldsmith, Silversmith, etc.

The *Starts With* and *Ends With* operators are equivalent to *Like smith%* and *Like %smith* respectively.

The search results columns have been predefined as well. The user has the ability to change which properties are displayed in the search results and the primary sort order by clicking the Results Display button prior to executing the search. Properties may be added to the results by selecting the property in the Available box and double-clicking (or using the arrow button) to move it to the selected box. Properties may be removed from the results display by preforming the same procedure in reverse.



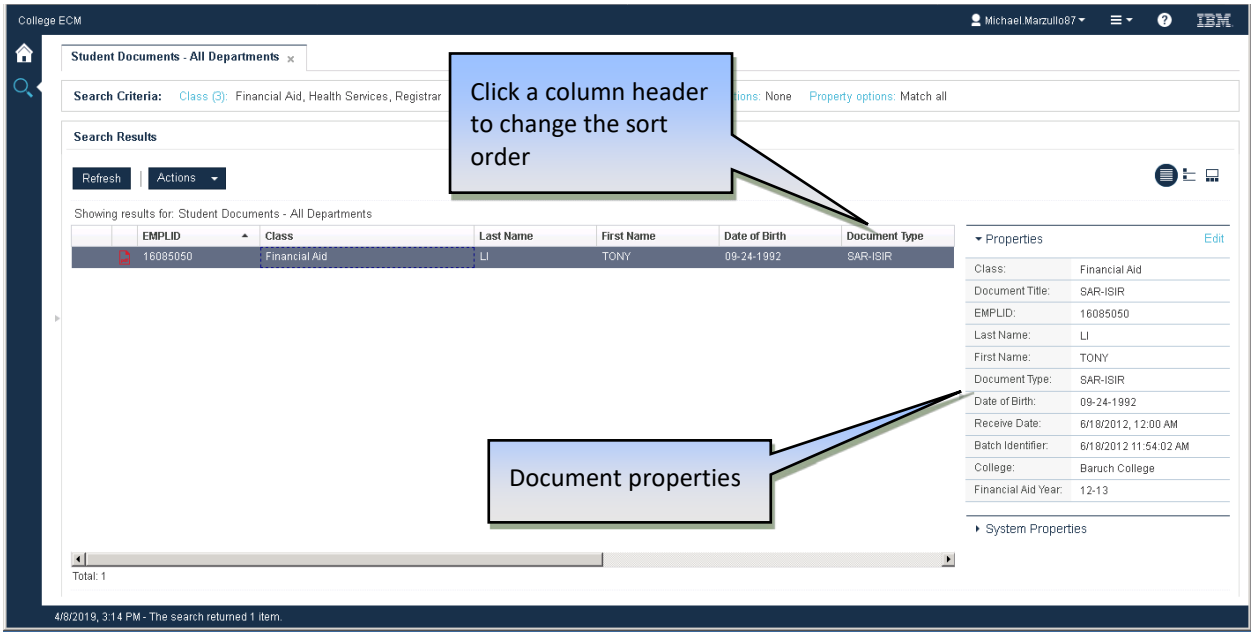
Once all search criteria have been entered, pressing the Search button will execute the search and display the results in the Search Results panel.



3.4 Overview of Search Results

Search results are displayed in a grid format. Each search template is set to a default sort on the Last Name column. The sort order can be changed by clicking on a column header.

Selecting a document in the list displays the document properties to the right.



Double clicking on a document in the search results list will open the document in the document viewer. These features will be described in detail later.

Authorized users will see a link to edit properties in the upper right portion of the properties pane.

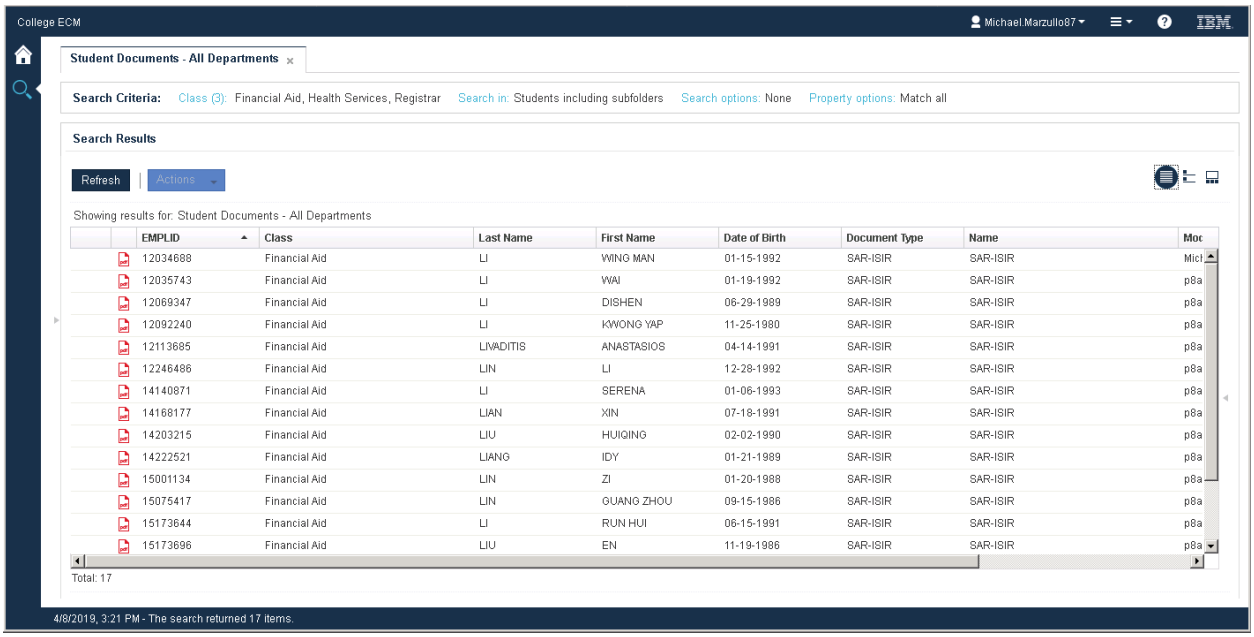
4. Pre-Defined Search Templates

4.1 Student Documents – All Departments

The Student Documents – All Departments search gives the user the ability to search for all student documents across the Financial Aid, Health Services and Registrar departments.

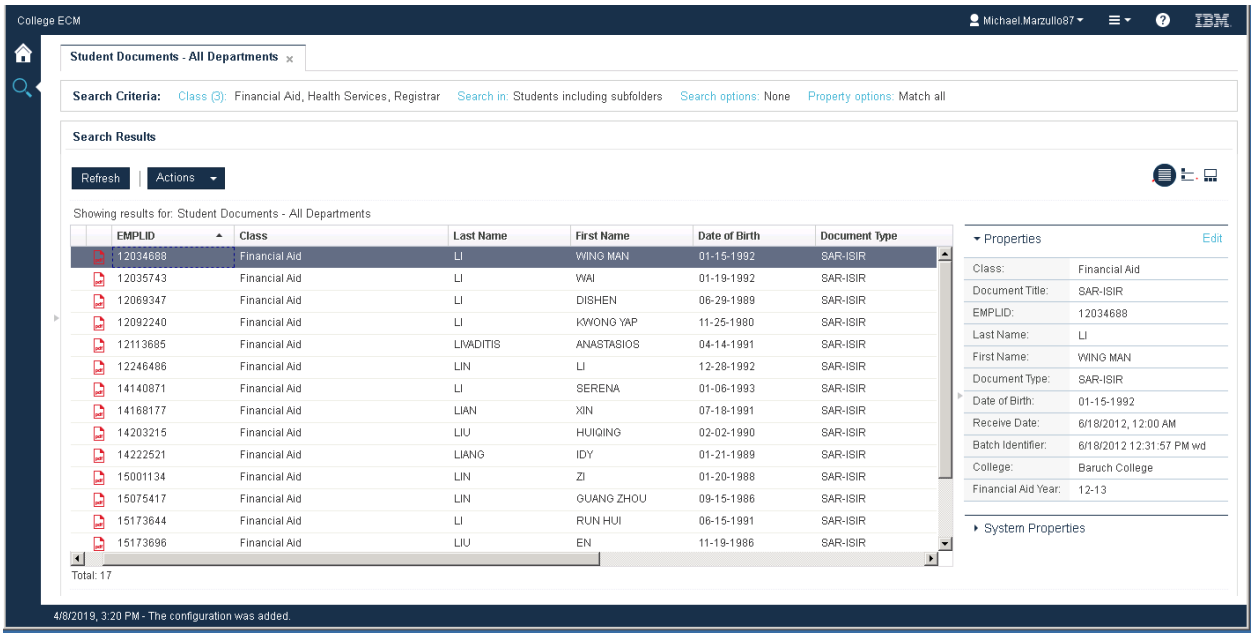
It is important to remember that documents are secured within a college by department level security. In order for a user to search and view documents from all department the user must be granted access to all departments.

If a user runs the Student Documents – All Documents search, and that user only has access to Financial Aid documents for example, the search will only return Financial Aid documents. Documents from the other departments will not be returned even if they meet the search criteria.

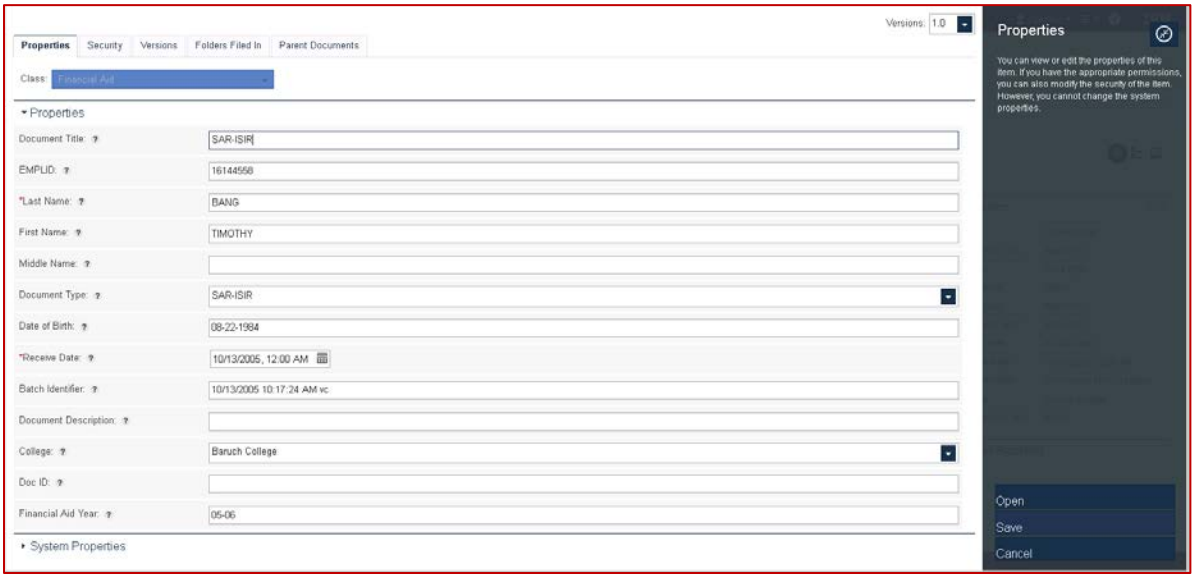


The results of the search are displayed in a grid. The results are sorted by Last Name by default. The user can change the sort order by clicking the column header of the column to sort on. Clicking the column header repeatedly will toggle the sort between ascending and descending.

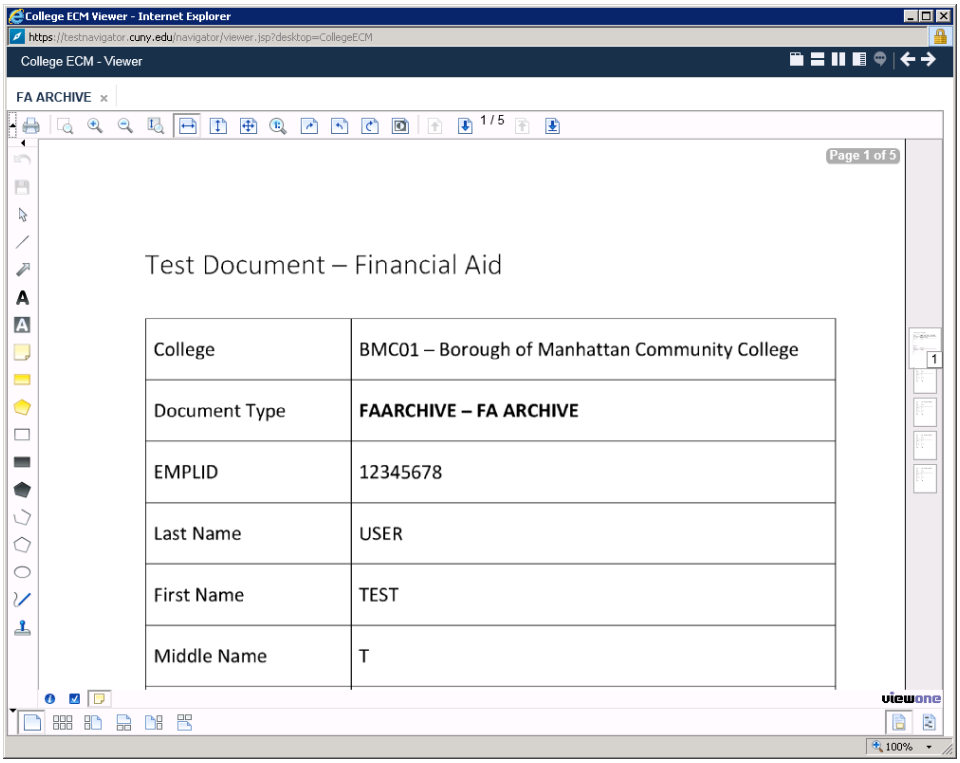
If the user clicks on a document in the list, the document properties pane will be displayed to the right of the list.



If the user clicks the Action button followed by the properties menu item, the document properties dialog box will open. If the user is authorized they may modify document properties here. If the user is not authorized to modify document properties, the properties will be displayed in a read-only format.



The user may view the document content by double-clicking the document in the search results list. This will open the document viewer and load the document.

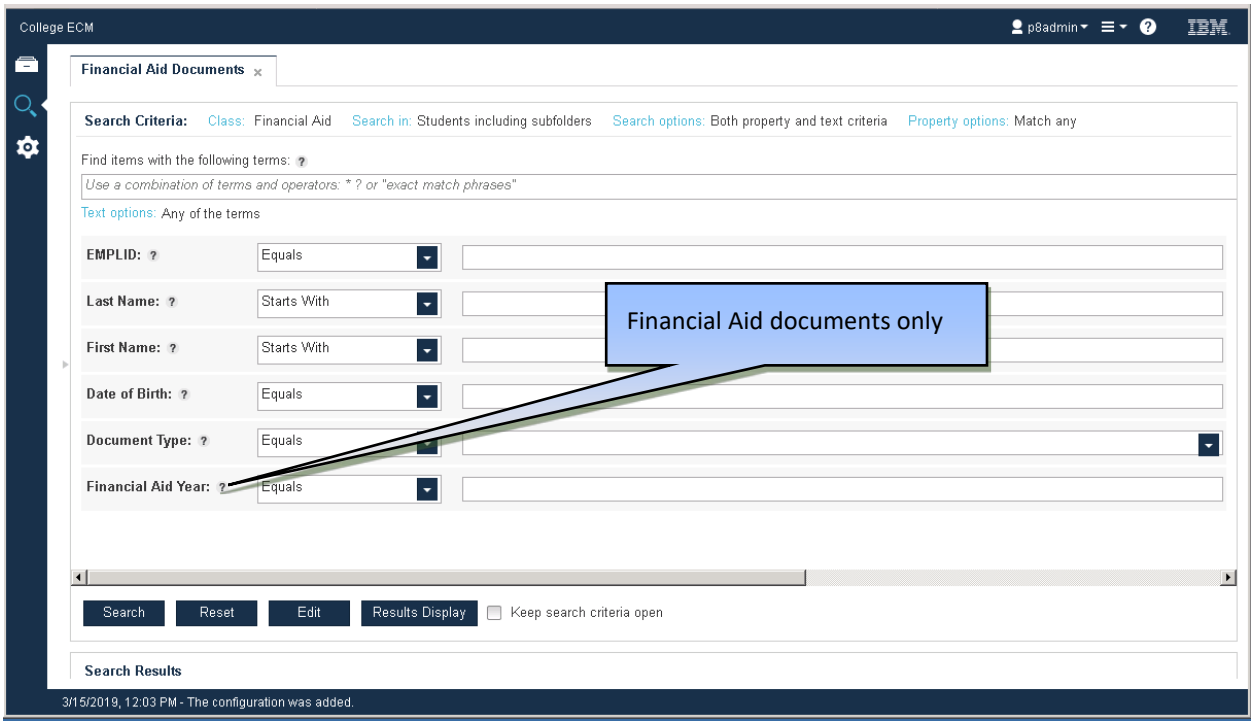


4.2 Financial Aid Documents, Health Service Documents, Registrar Documents

There are three search templates that allow the user to search for student documents within a department. These search properties available are identical across all three templates with the exception of Financial Aid Year, which is only available within the Financial Aid department search.

Properties available for searching include:

- EMPLID
- Last Name
- First Name
- Date of Birth
- Document Type – This property should only be used in conjunction with EMPLID or Last Name. Otherwise there will be a performance issue.
- Financial Aid Year

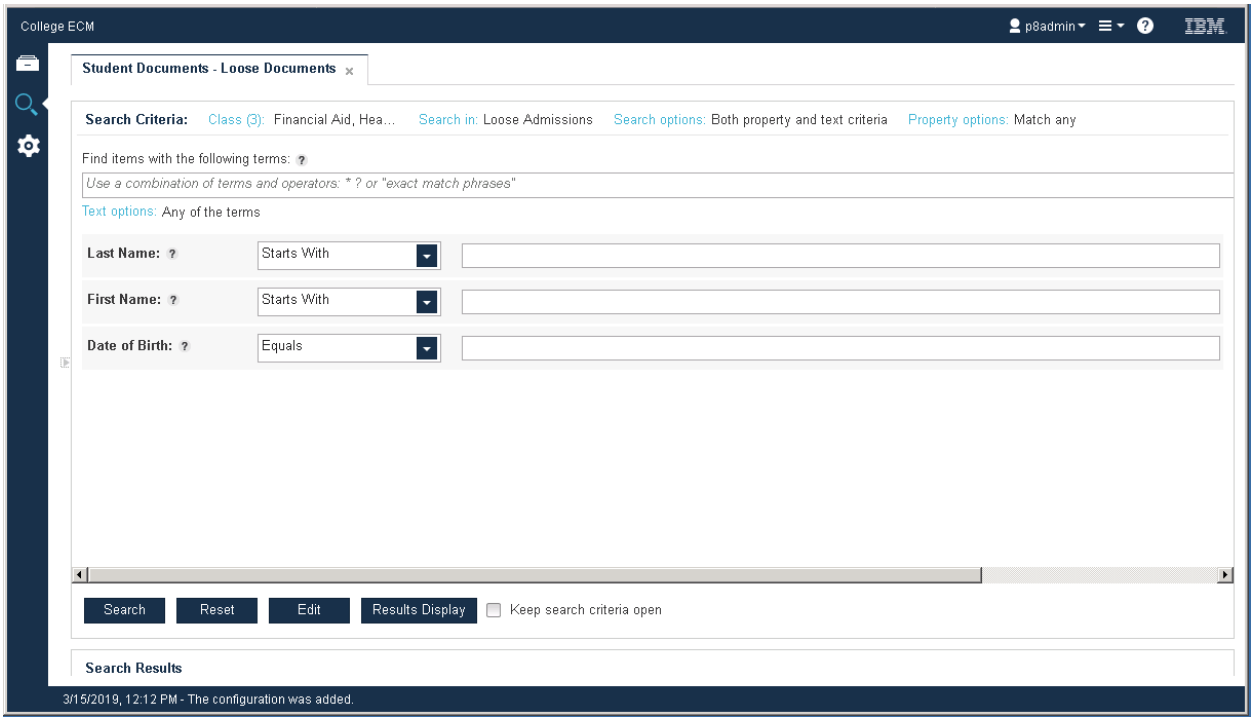


4.3 Student Documents – Loose Documents

The Loose Documents search searches within the Loose Documents folder. The Loose Documents folder contains student documents from any of the three departments. These documents to not have an EMPLID assigned to them.

Properties available for searching include:

- Last Name
- First Name
- Date of Birth

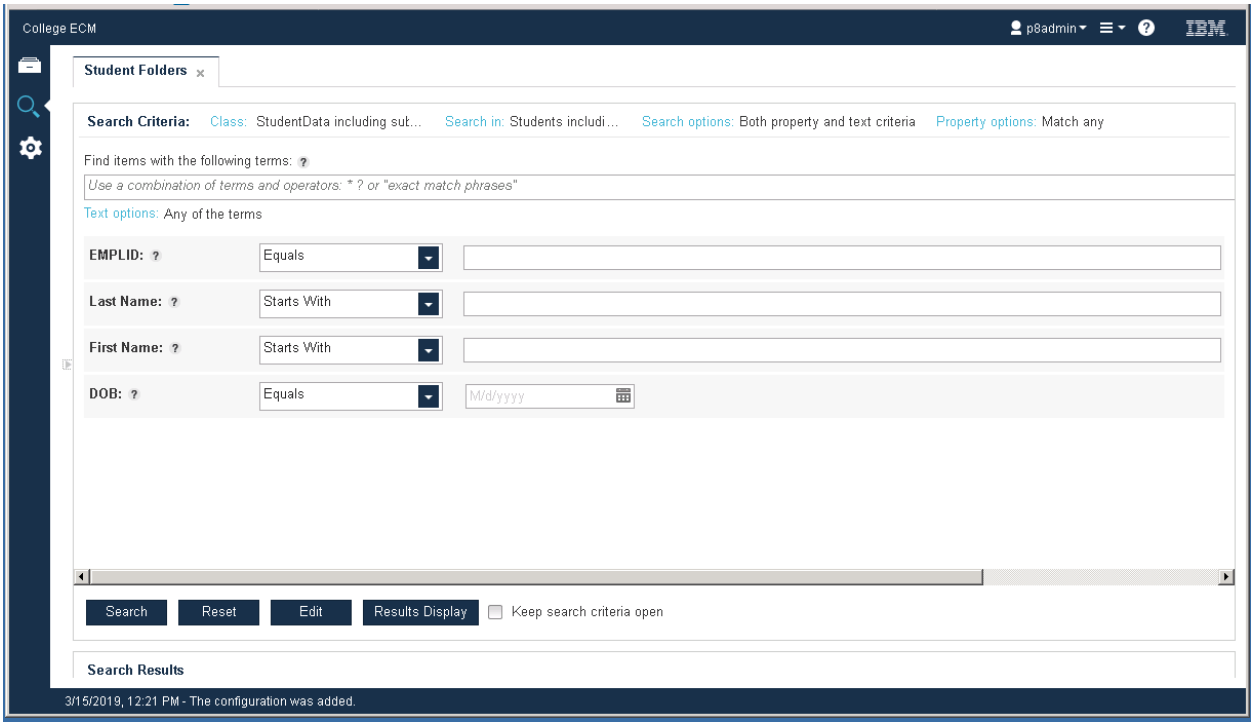


4.4 Student Folders

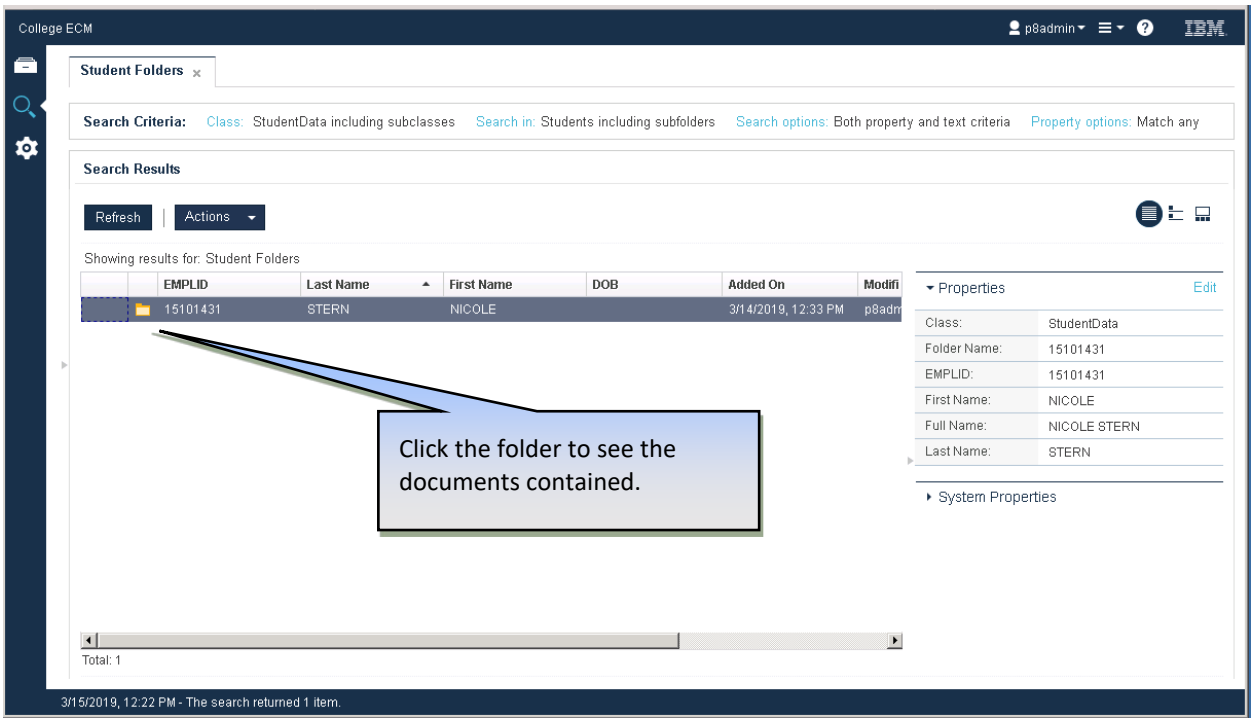
The Student Folders search allows the user to find all folders that match the search criteria.

Properties available for searching include:

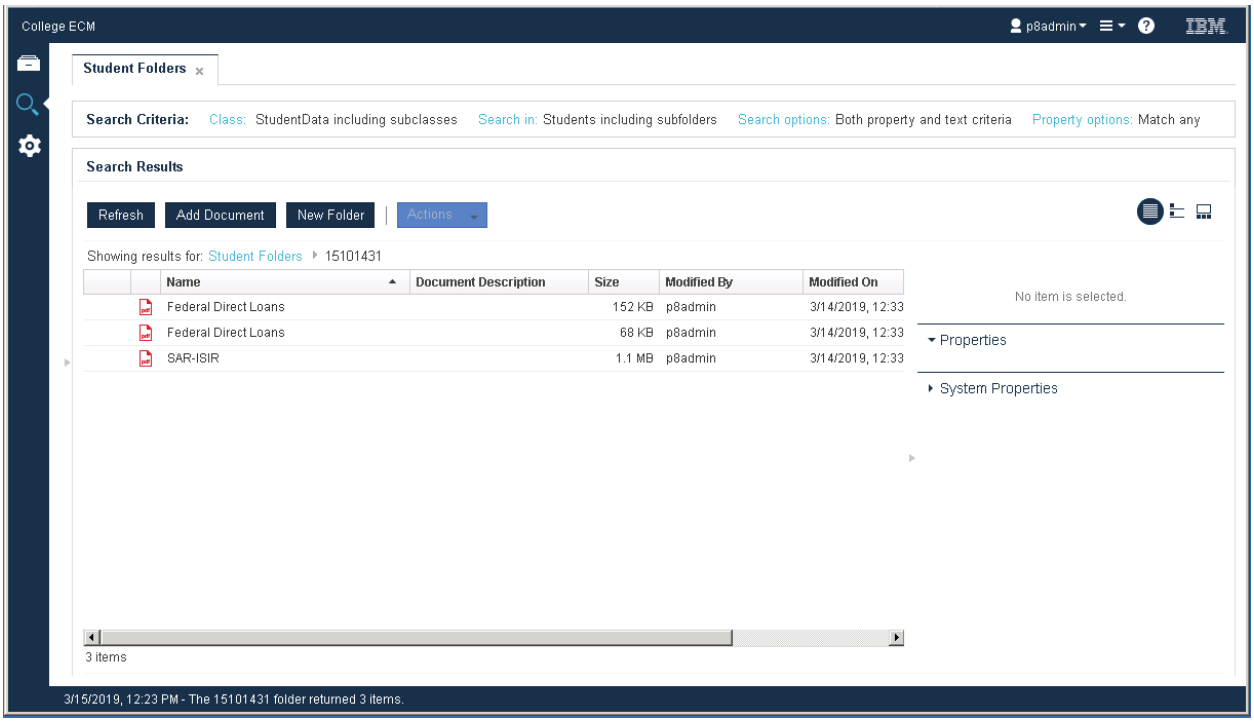
- EMPLID
- Last Name
- First Name
- Date of Birth



Folders in the search results can be opened to view all student documents within the folder.



The student documents in the search results are limited to only those documents for which the user has been granted security access.



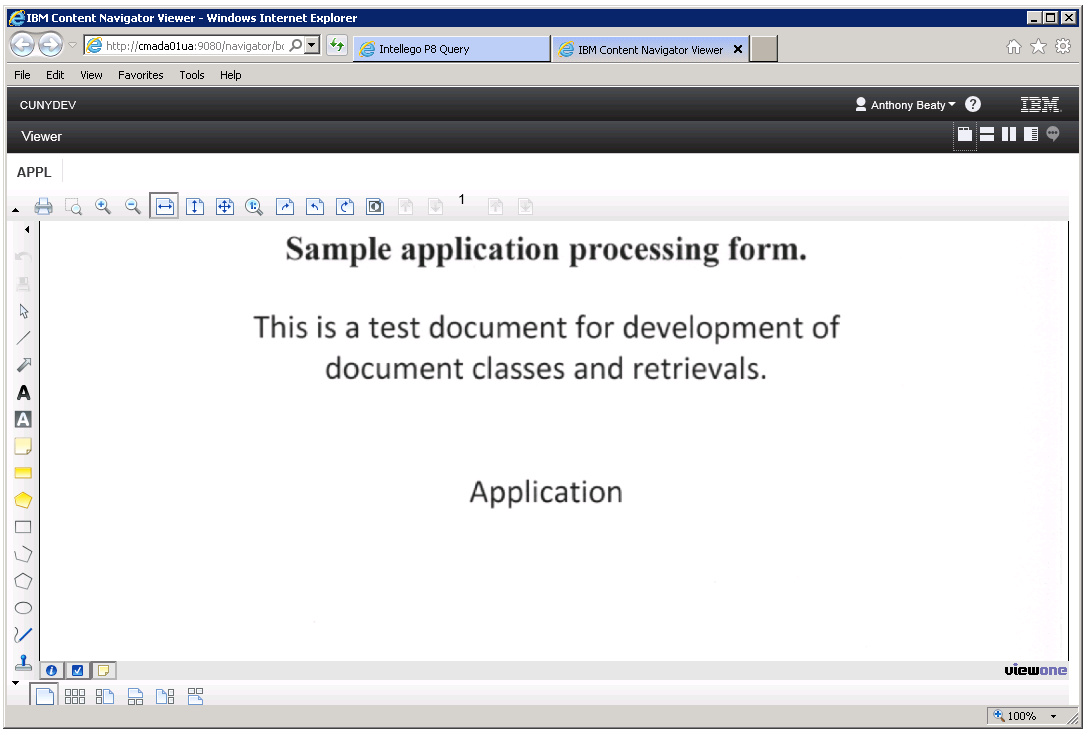
5. Document Viewer Functions

In the first chapter, we introduced documents searches and basic viewing of the documents. In this chapter we will discuss the functionality of the basic document viewer. This viewer is provided to view image documents. However, it also provides some additional functionality for allowing you to work with the document itself. These include the following features:

- Managing of the display or printing of documents.
- Moving through pages of documents by page number or thumbnails (icons).
- Adding annotations to a document provided you are authorized to do so.

5.1 Topic 1: Image Display and Printing

The following image shows the basic display of a document in the viewer.



The viewer allows for various methods of viewing a document. In the example above, the document is shown in a full screen mode, with the document view based on the width of the document. In this case, you would scroll the document using the up or down arrow on your keyboard. You can move from page to page with the Page Up or Page Down key.

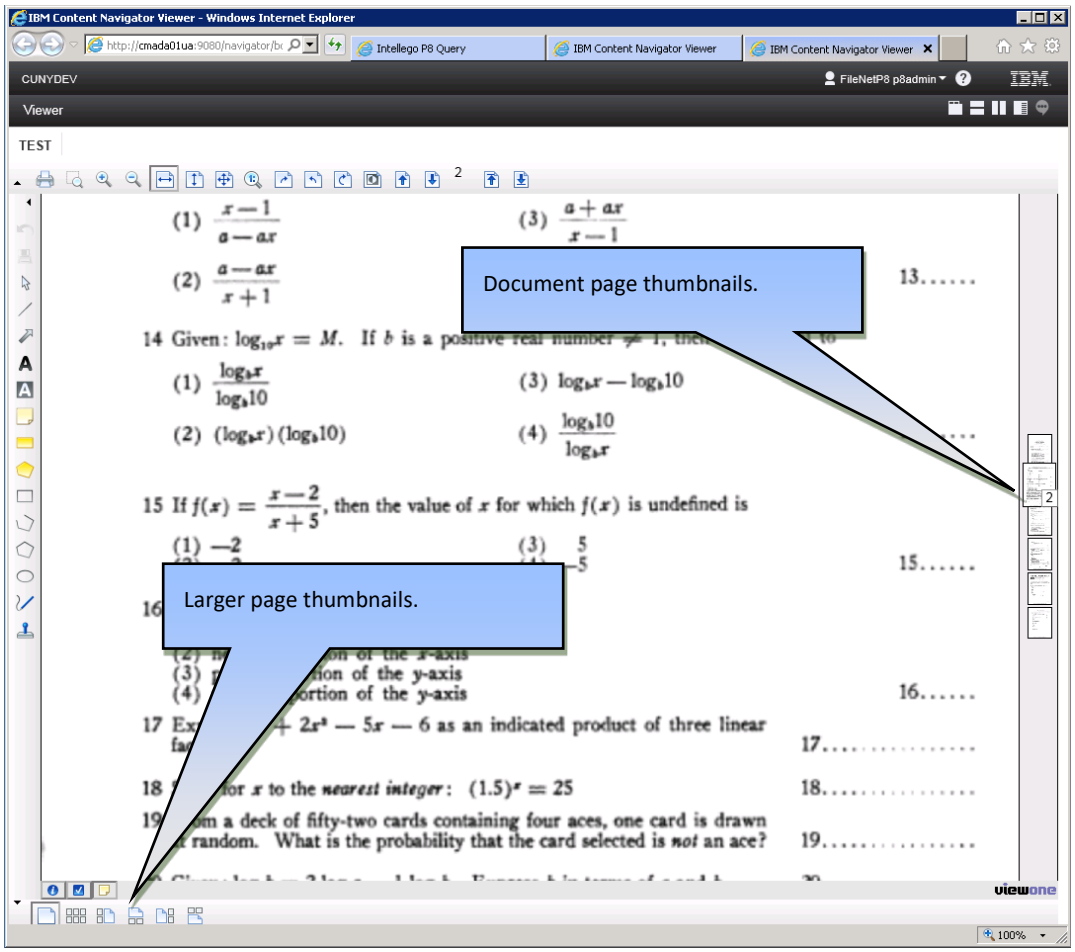
However, there are other views for documents that can be used as well. The viewer offers a tool bar for other view. These are noted below with a picture of the toolbar and the options listed in a table.

Icon / Button	Description
	Print the document to your local printer.
	Zoom to a specific marked area on the document. After clicking on the icon, use your mouse to high-light or "rubber-band" an area to zoom in on.
	Zoom in on the document at the current location. (This makes the image larger.)
	Zoom out on the document at the current location. (This makes the image smaller.)
	Zoom to the document width. The document will initially be displayed in this format, with the document width expanded to both sides of the viewer.
	Zoom to document height. This size the document image so that the document is seen from to the top of the page to the bottom of the page in the viewing area.
	Fit to window. In this case, the full document page is shown in the window.
	Zoom to 100% of the full size of the document. Depending on the resolution, the document will expand to its full image size.
	Rotate the image clockwise 90°.
	Rotate the image counter-clockwise 90°.
	Rotate the image clockwise 180°.
	Invert the image. This reverses the grey-scale of the image.
	Page up. Go to the prior page of the document if it is available. This is for multipage documents.
	Page down. Go to the next page of the document if it is available. This is for multipage documents.

Icon / Button	Description
	Page number. This shows the current page you are viewing. If you desire to go to a specific page, click in the number. This will bring up the following mini-window to allow entry to a specific page, next or prior page, first page, or last page.
	Go to the first page of a multipage document.
	Go to the last page of a multipage document.

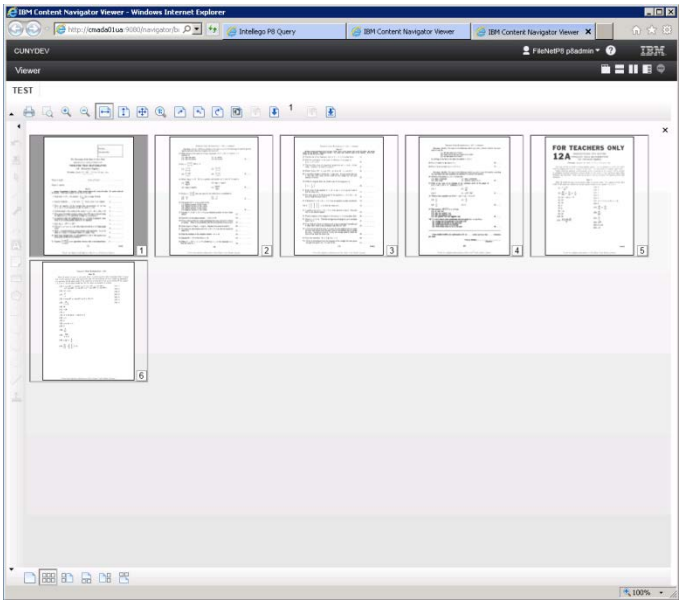
5.2 Topic 2: Using Thumbnails

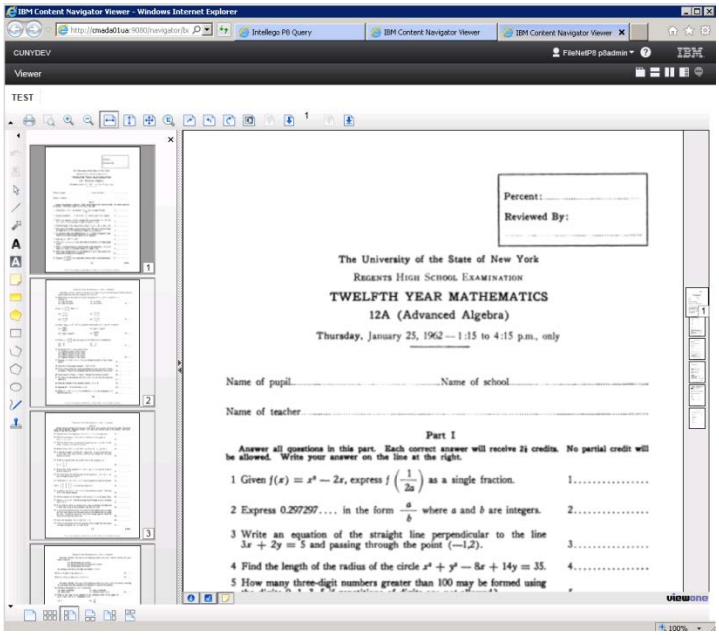
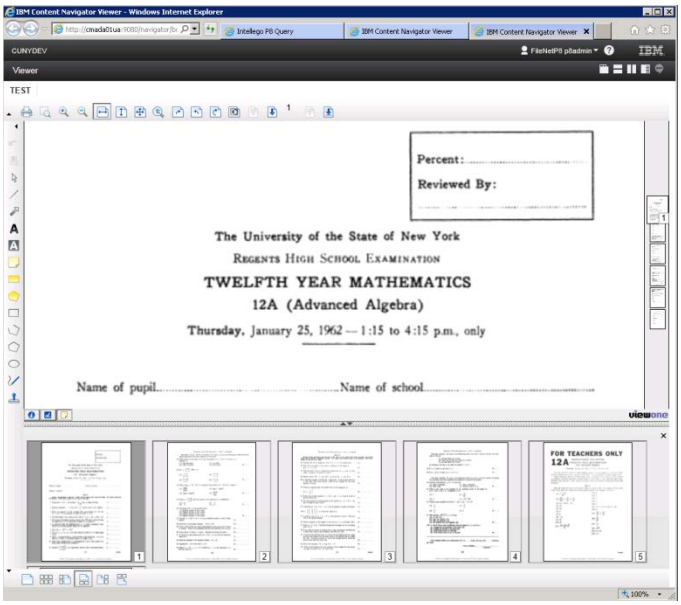
The system also provides “thumbnails” for managing the pages on a multipage document. Thumbnails are small icons created from each page to allow you to move quickly to a specific page of a document. For example in the following image, there are six pages and six page icons on the right hand border of the viewer.

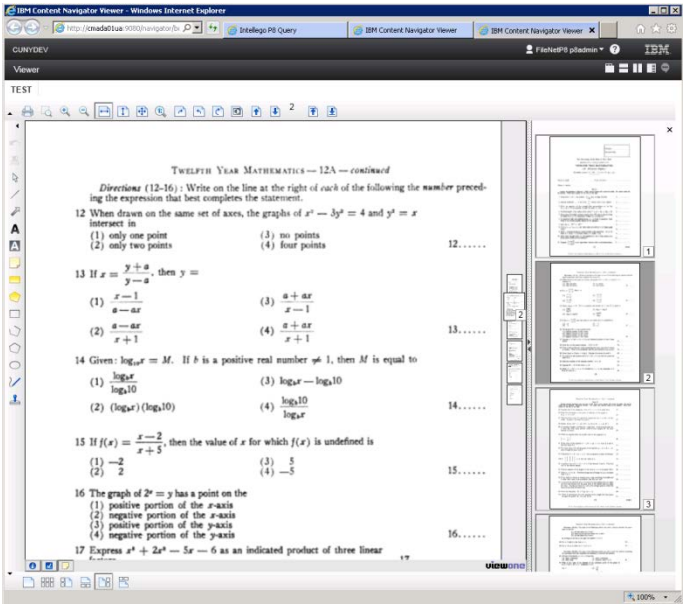
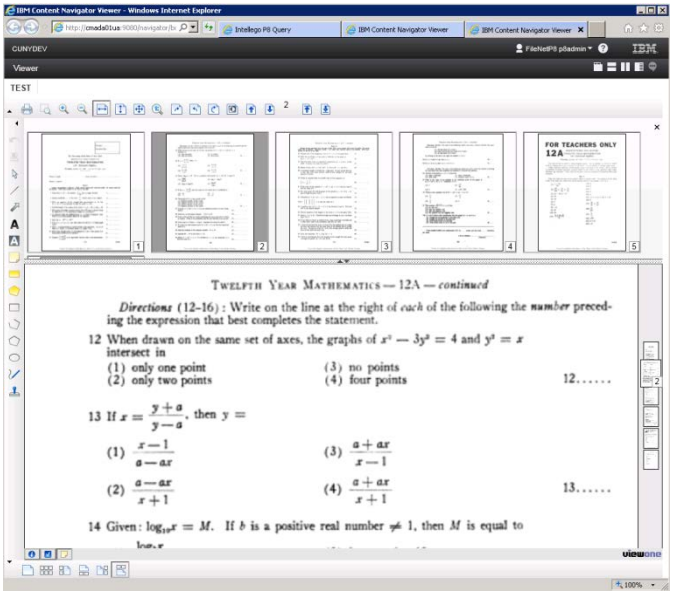


In the same way, you can display larger thumbnail as a group in the main viewing area, or to the left, right, top or bottom of the viewer. Larger icons provide a better view of what might be on the pages of the document. Double-clicking on the icon will take you to that page.

The buttons for this functionality are at the bottom of the viewer screen and are defined as follows.

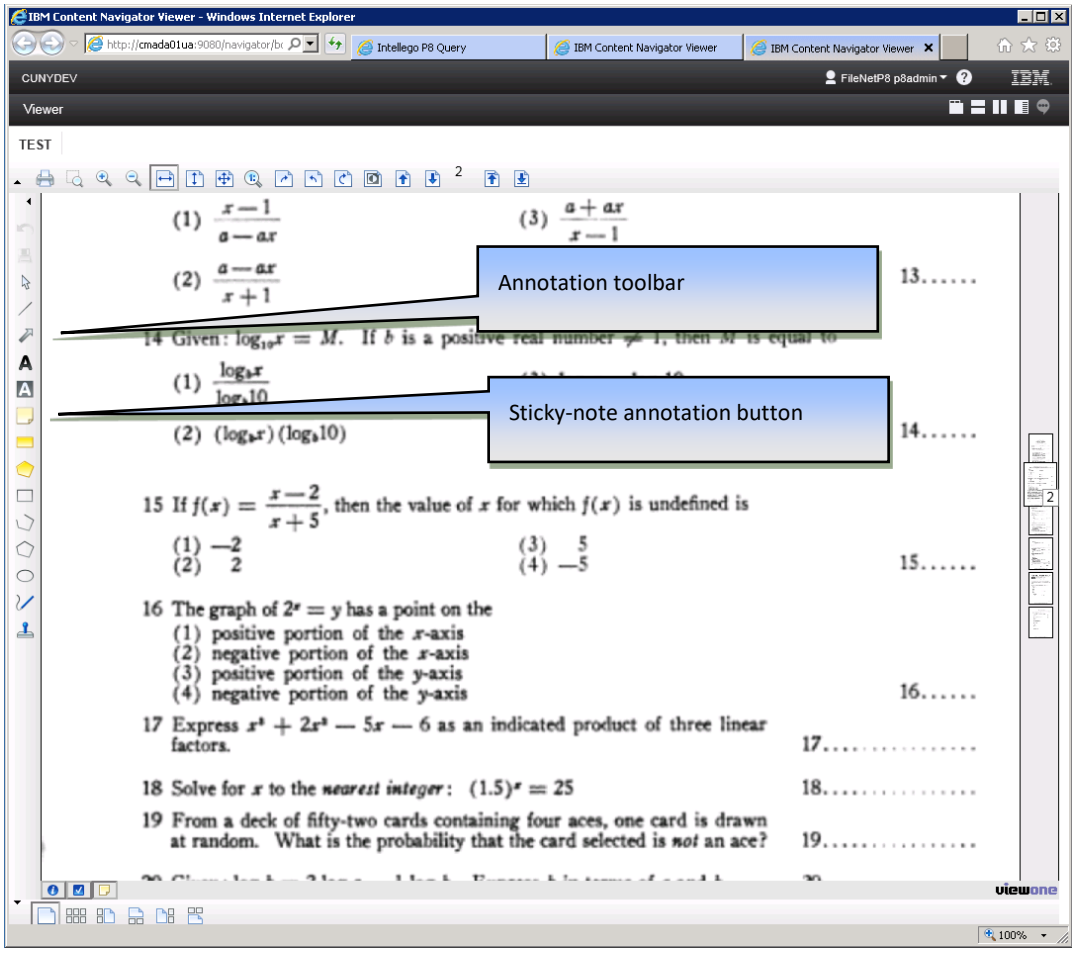
Icon / Button	Description
	Hide large icons. No large icons will be displayed. The image above shows the view with no large icons.
	View large icons in the main viewing area. This will display the pages as follows.  This capability allows you to move rapidly to pages by page content. By double-clicking on the thumbnail, you will be taken to the desired page.

Icon / Button	Description
	Display large icons in a column to the left of the page image. For example: 
	Display large icons in a row at the bottom of the page image. For example: 

Icon / Button	Description
	Display large icons in a column to the right of the page image. For example: 
	Display large icons in a row at the top of the page image. For example: 

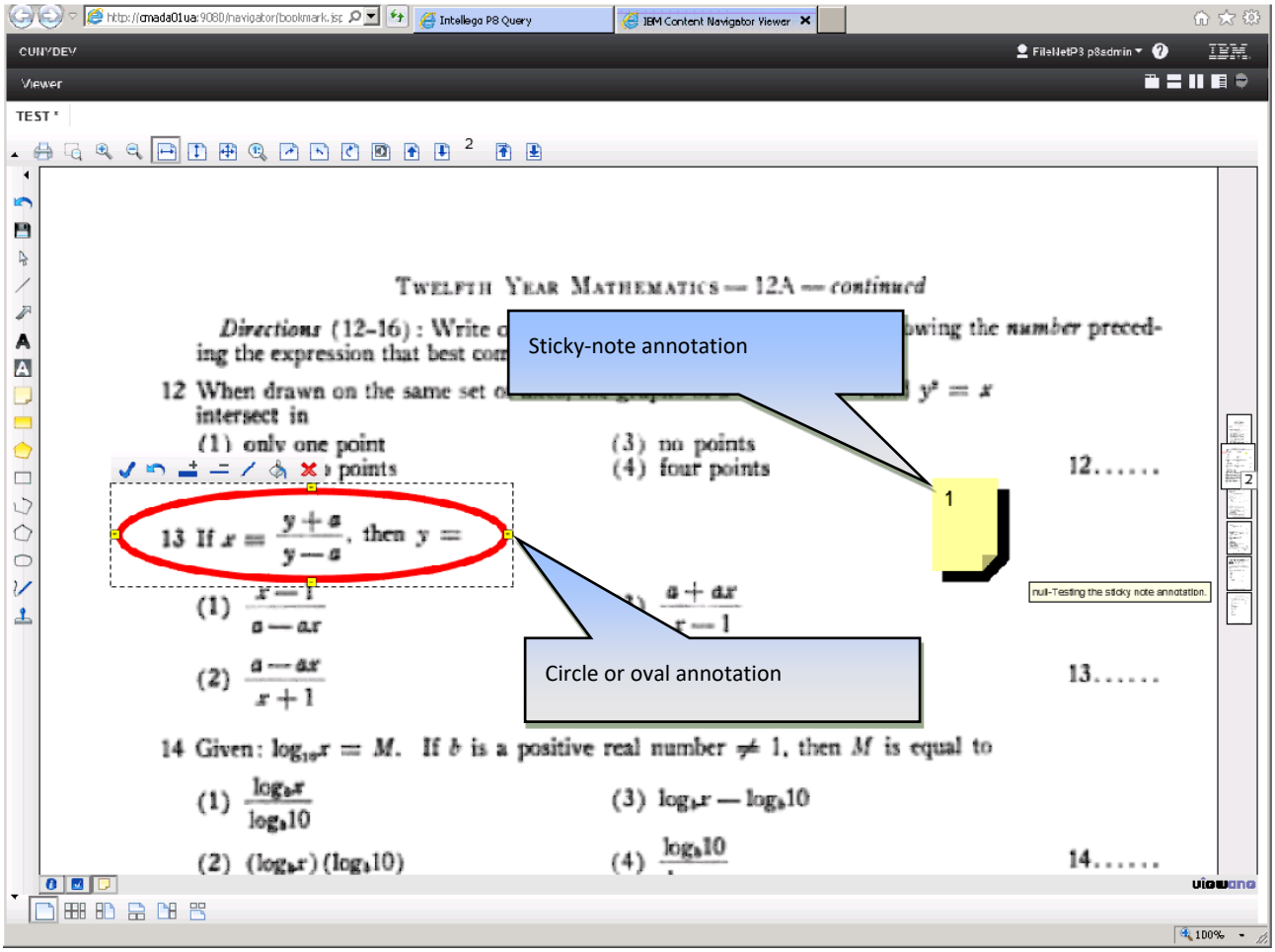
5.3 Topic 3: Annotations

The viewer provides the ability to annotations to an image document. Annotations are images or text boxes that are stored separately from the document, but are layered on the document when viewed. Annotations are provided on a toolbar in a column to the left of the document image.

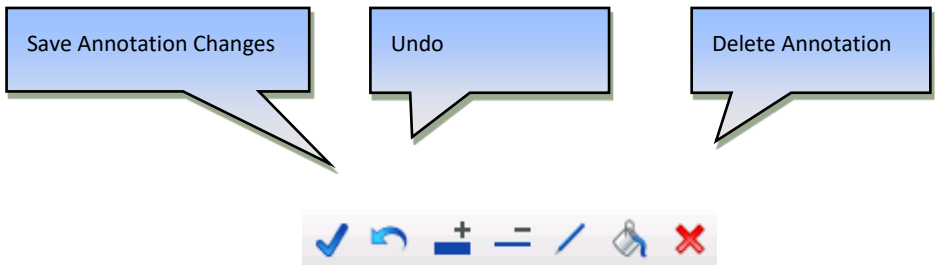


If you are authorized to add annotations, you can click on an annotation button and overlay the document with the annotation.

For example, if I were to add a sticky-note annotation to the above image, the annotation would overlay the image at the location placed. Likewise, the oval/circle annotation allows you to highlight certain areas of a document. These two annotations are shown below.



You can also modify an existing annotation by clicking on it. This will highlight the annotation and provide a toolbar with options for editing the annotation. For example, the oval/circle annotation has the following toolbar:



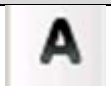
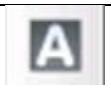
All annotation toolbars allow for the following options:

1. Save Annotation Changes
2. Undo

3. Delete Annotation

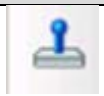
Other ways to modify annotations will be listed under each of the annotation descriptions. The following annotations are provided with the viewer. In all cases, you click on the icon to select which annotation to include.

Icon / Button	Description
	Restore annotations. This restores annotations to the last saved state. All new annotations will be removed.
	Save annotations. This will save any changes to the annotations. When this button is clicked the following message will appear of you have save privileges:
	Select an annotation. This allows a variety of options based on the annotation.
	Draw line. Options include: 1. Increase/Decrease line width. 2. Change line color.
	Draw arrow. Options include: 1. Increase/Decrease line width. 2. Change line color. 3. Increase/Decrease arrowhead.

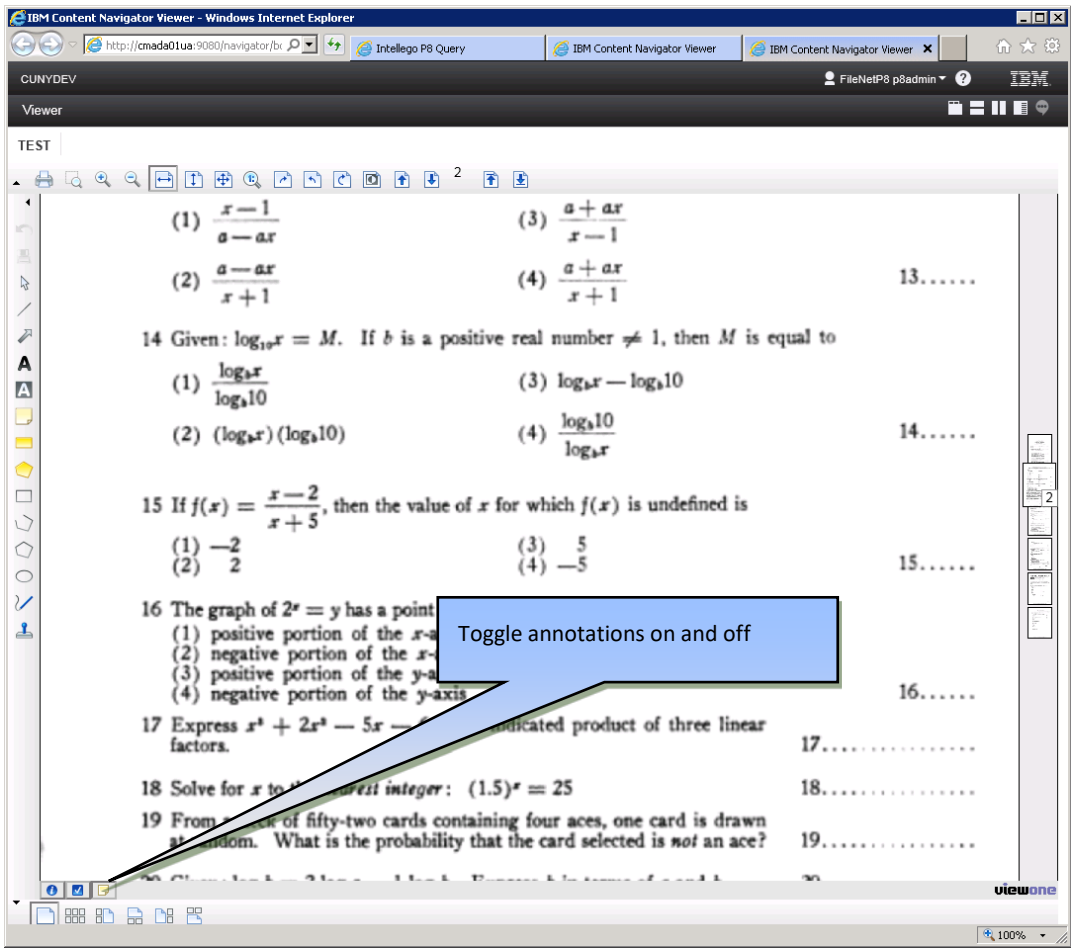
Icon / Button	Description
	Draw transparent text. This begins with a clear background through which background text can be seen. Options include: 1. Increase/Decrease line width. 2. Change line color (for text box). 3. Edit text. 4. Fill color. 5. Strikethrough. 6. Rotate right. 7. Rotate left.
	Draw solid text. This begins with a solid color background which blocks the background. Options include: 1. Increase/Decrease line width. 2. Change line color (for text box). 3. Edit text. 4. Fill color. 5. Strikethrough. 6. Rotate right. 7. Rotate left.
	Draw sticky note. A sticky note is a standard image that contains text. The text is visible only when you hover the mouse over the image. Edit options include: 1. Edit text 2. Fill color (changes color of the sticky note).
	Draw highlight. This allows you to highlight a section of the document with a translucent rectangle. Edit options include: 1. Increase/Decrease line width. 2. Change line color. 3. Fill color. The rectangle can be resized by clicking on one of the corner points and dragging it to new location.

Icon / Button	Description
	Draw highlight. This is a polygon highlight and is drawn with multiple mouse clicks. You will need to double click to end the drawing. Edit options include: 1. Increase/Decrease line width. 2. Change line color. 3. Fill color. The polygon can be reshaped by clicking on one of the points and dragging it to new location.
	Draw rectangle. This allows you to highlight a section of the document with a clear rectangle that allows the background to be viewed. Edit options include: 1. Increase/Decrease line width. 2. Change line color. 3. Fill color. The rectangle can be resized by clicking on one of the corner points and dragging it to new location.
	Draw open polygon. This is a polygon highlight and is drawn with multiple mouse clicks. You will need to double click to end the drawing. There is not fill color in this annotation. Edit options include: 1. Increase/Decrease line width. 2. Change line color. 3. Edit text. The polygon can be reshaped by clicking on one of the points and dragging it to new location.

Icon / Button	Description
	Draw closed polygon. This is a polygon highlight and is drawn with multiple mouse clicks. You will need to double click to end the drawing. This polygon begins with no fill to show the document image behind the annotation. Edit options include: 1. Increase/Decrease line width. 2. Change line color. 3. Edit text. 4. Fill color. The polygon can be reshaped by clicking on one of the points and dragging it to new location.
	Draw oval/circle. This annotation draws an oval/circle around an area of the document image. This begins with no fill. Edit options include: 1. Increase/Decrease line width. 2. Change line color. 3. Edit text. 4. Fill color. The oval/circle can be reshaped by clicking on one of the points and dragging it to new location.
	Draw freehand line. A freehand line is drawn by clicking the button and then moving to the page and moving the mouse while holding down the left mouse button. Edit options include: 1. Increase/Decrease line width. 2. Change line color.

Icon / Button	Description
	Draw stamp. A stamp is a pre-defined text that placed on a portion of the document for various purposes. For example, an approval stamp can be used to annotate a document as being approved by an individual at a particular time. For example, the following stamp indicates that the document has been approved. **Approved User1RDA 2019 April 16** The following stamps are provided with the implementation of the viewer. Edit options include: 1. Increase/Decrease line width. 2. Change line color (for text box). 3. Edit text. 4. Fill color. 5. Strikethrough. 6. Rotate right. 7. Rotate left.

The annotation toolbar can be turned on or off with the button at the bottom of the viewer screen as shown below.



When this button is clicked, two things occur.

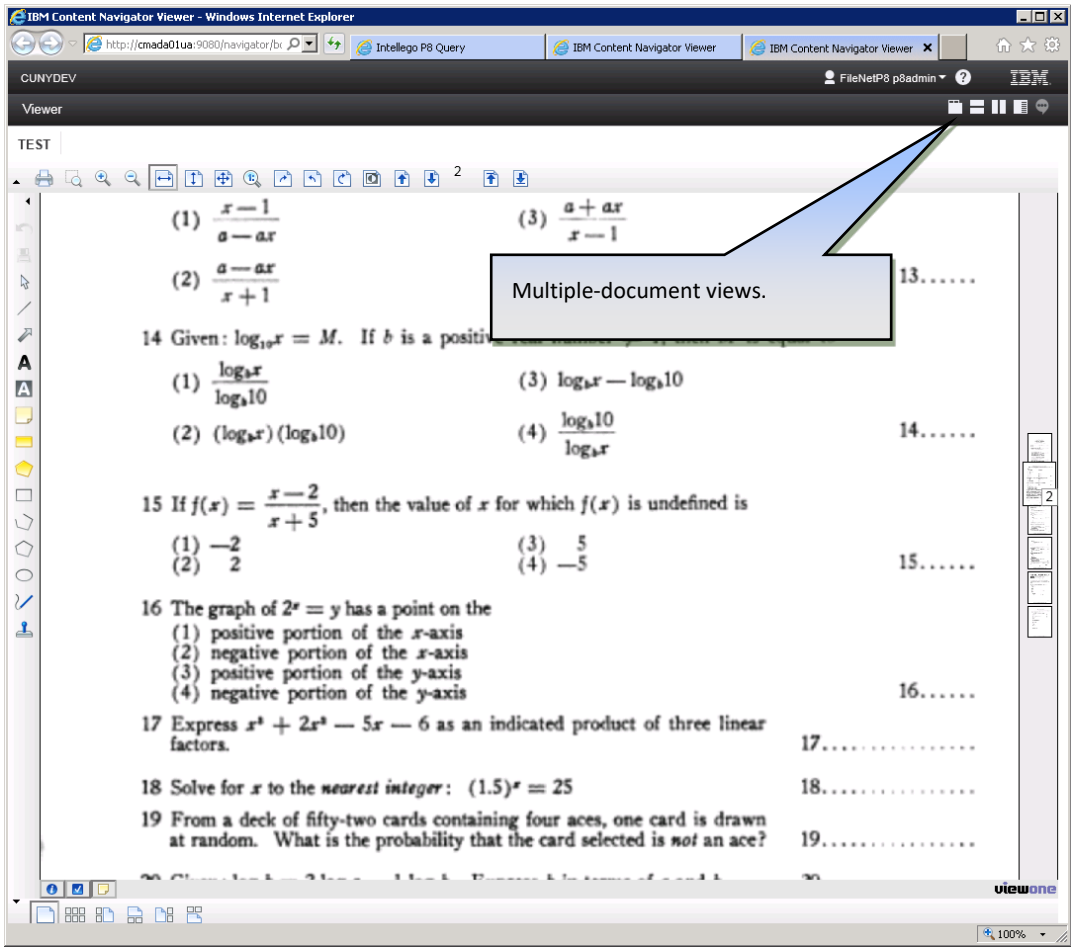
1. Annotations are hidden from the image.
2. The annotation toolbar is disabled.

This can be useful for both printing and viewing the document without annotations.

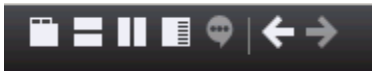
The two other buttons on this tool are for document information and image enhancements.

5.4 Topic 4: Other Viewer Functions

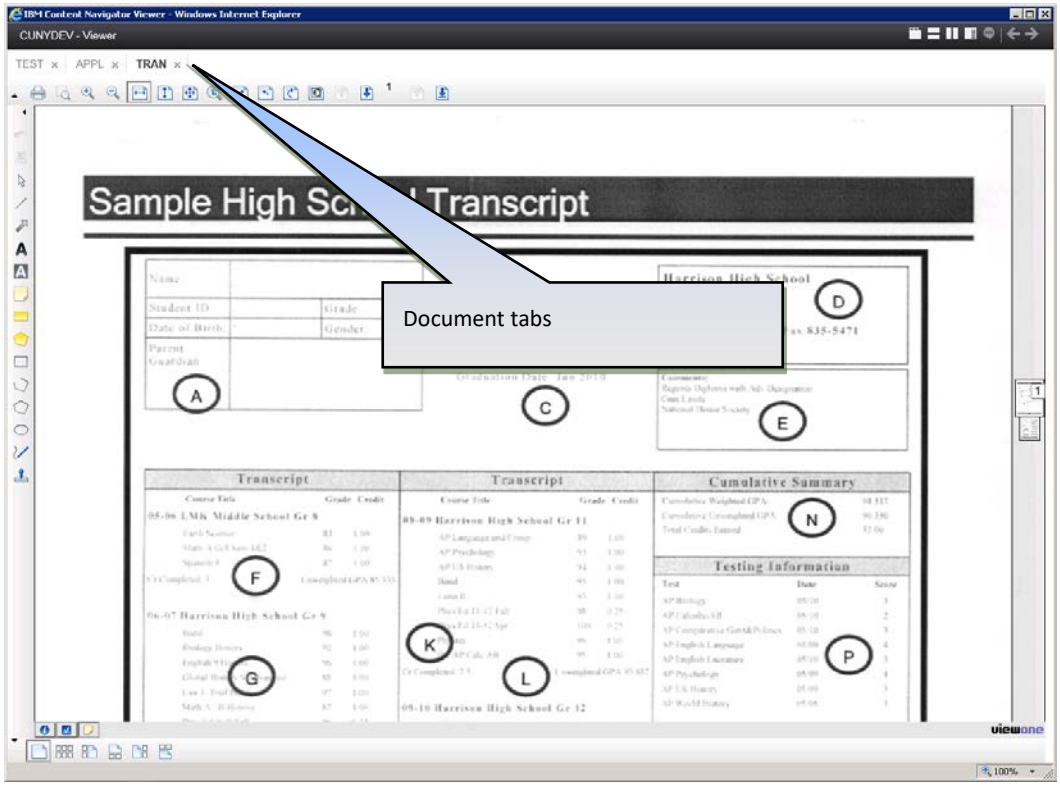
There are several other functions provided with the viewer that should be discussed. There a small toolbar in the top right-hand corner of the viewer for viewing multiple documents within the viewer.

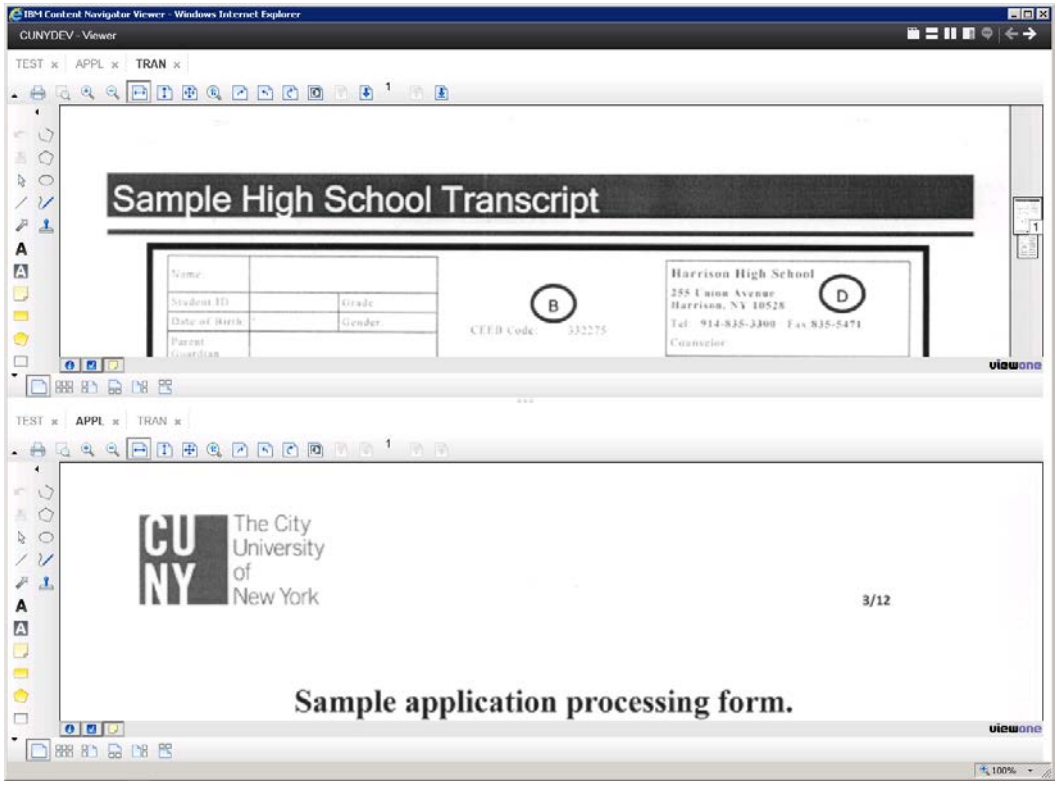


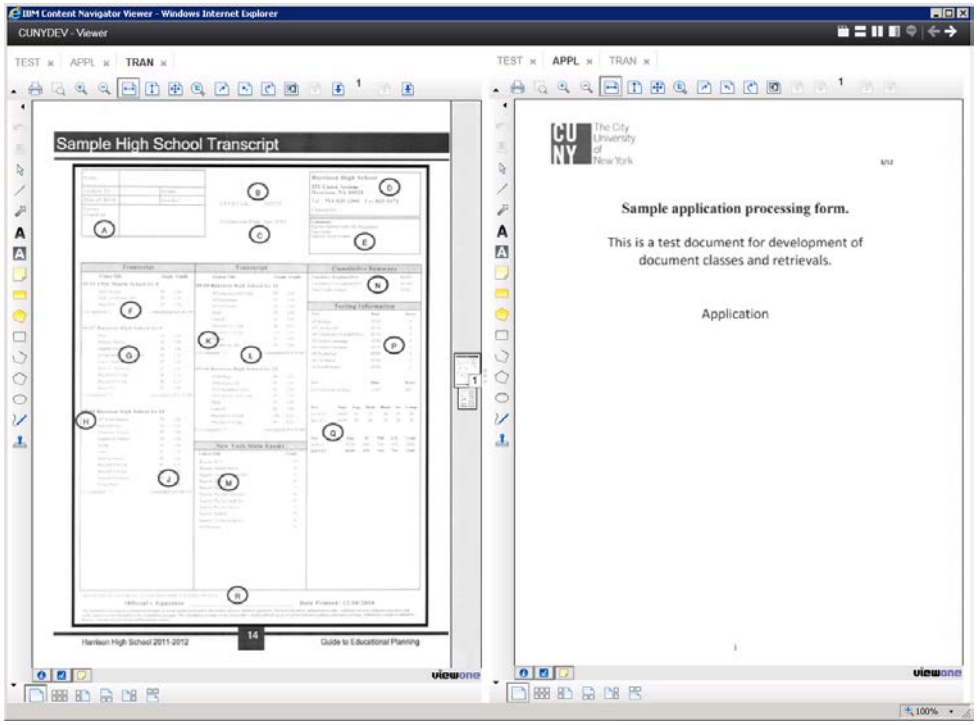
A larger view of the toolbar is below.

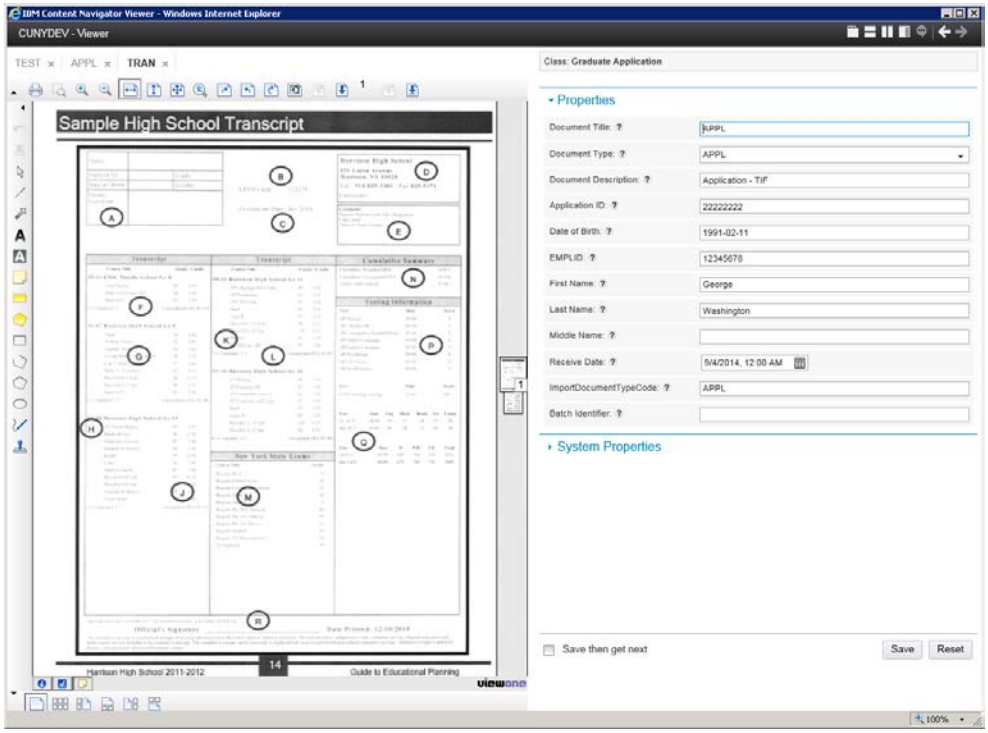


The following views can be seen using the functions on this toolbar.

Icon / Button	Description
	View as tabs. Documents are shown in independent tabs. You can move from document to document by clicking the tabs. In the example below, three documents are shown in separate tabs. 

Icon / Button	Description
	View as vertical split-window. This allows two documents to be viewed one above another. 

Icon / Button	Description
	View as horizontal split-window. This allows two documents to be viewed side by side. 

Icon / Button	Description
	View the item properties. This allows viewing of the item properties from within the viewer. For editing the properties, see the next chapter. 
	Not use in this system.
	View the previous document in the list. This function is enabled for use with Navigator and will not be covered in this lesson.
	View the next document in the list. This function is enabled for use with Navigator and will not be covered in this lesson.

6. Managing Document Properties and Classification

In the previous two chapters, we learned how to search for documents and how to work with documents in the document viewer. This chapter discusses how to modify document properties and classifications. Properties are document characteristics that allow searches to take place. Classifications are groupings of related documents with common properties for a particular function.

In the document management system three classifications of documents associated with applications.

- Financial Aid documents
- Health Services documents
- Registrar documents

The following table shows the various document classes and the difference in properties.

Financial Aid	Health Services	Registrar
EMPLID	EMPLID	EMPLID
Last Name	Last Name	Last Name
First Name	First Name	First Name
Middle Name	Middle Name	Middle Name
Birth Date	Birth Date	Birth Date
Document Type	Document Type	Document Type
Description	Description	Description
Received Date	Received Date	Received Date
Batch Number	Batch Number	Batch Number
College	College	College
Financial Aid Year		

Only individuals who have the authority to modify or delete documents can make changes to document properties or move documents to different classifications.

Chapter Objectives

Upon completion of this chapter, if you have the proper authorization you will be able to:

- Maintain document properties.

- Deleting documents.
- Move documents to a different category.

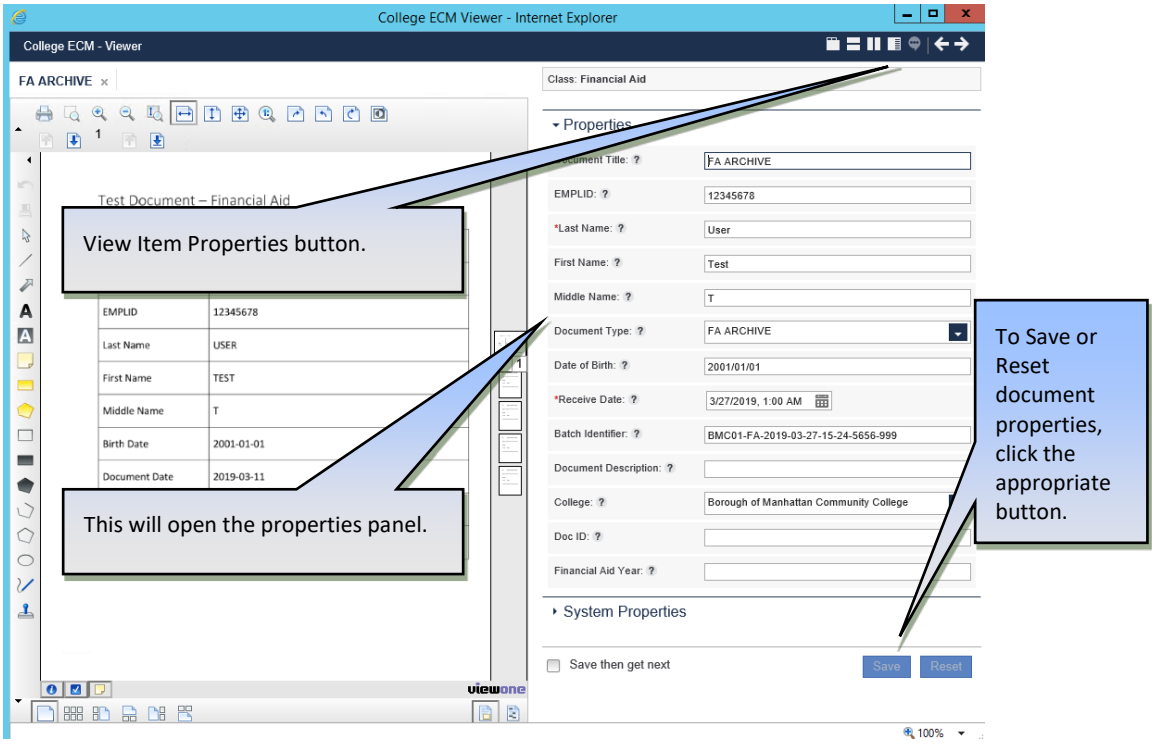
In all cases here, it is assumed that the user is authorized to perform the actions required. This authorization is covered in the next chapter.

6.1 Topic 1: Maintain Document Properties

There are two ways to maintain document properties.

Method 1 – Editing properties from within the viewer

In the prior chapter, we briefly reviewed the option of viewing document properties in the viewer. This was done by clicking 'View Item Properties' icon in the upper right-hand corner of the viewer, which opened a panel in the viewer with the document properties.



If you are authorized to edit the properties, the entry fields in this panel will allow you to change the properties. Some properties limit what you can enter. As examples, the Document Type property has limited valid values within the document class. Therefore, this field appears as a drop down list. The Receive Date property must be a valid date. A calendar icon is provided to enable this.

Two options are provided on this panel.

- Save – Save any changes to the properties of the document.

- Reset – Reset the properties of the document to their original values prior to saving.

Procedure

The following procedure would be used to edit the documents using the viewer.

1. Open the document in the viewer.
2. Click on the 'View Item Properties' button to open the Properties panel.
3. Change any required properties.
4. Click 'Save' when you want to save your changes.

This method has the advantage of being able to view the document that carries the properties you are changing side-by-side with the properties themselves. You can use all the other features of the viewer while in this mode. For example, you can enlarge the document image or a section of the image for verification of property information if required.

This makes the method very convenient for managing the properties of most documents.

Limitation

However, there is a limitation to this method. The content management system allows storage of multiple forms of content, some of which do not work within the standard viewer. Therefore, a method must be available for managing document properties outside of the viewer.

Method 2 – IBM Content Navigator

The second method of updating document properties is through the College ECM desktop. The procedure is as follows:

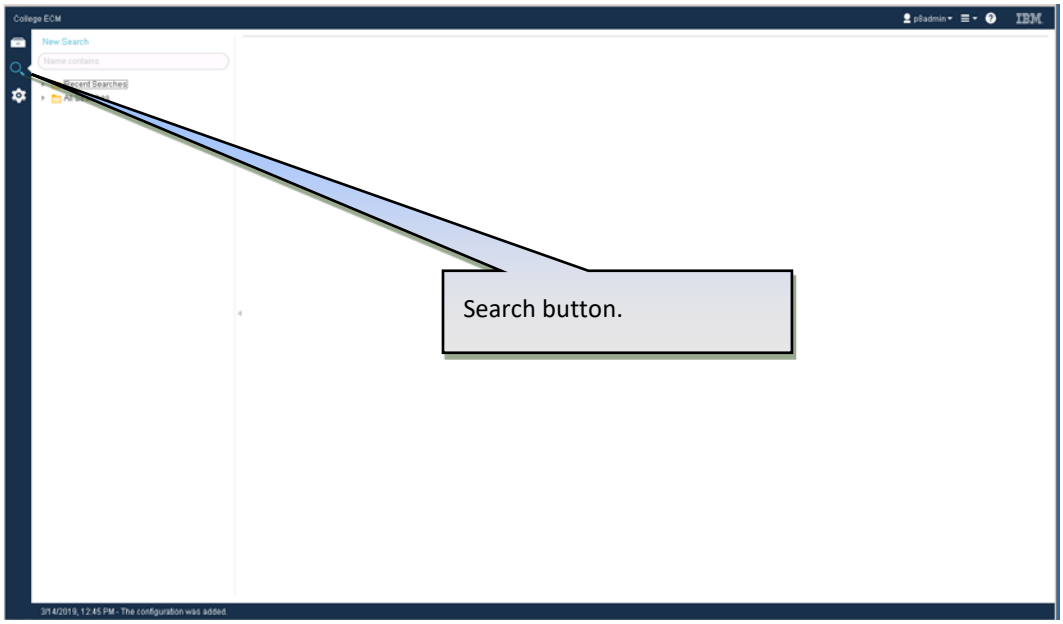
Procedure

The following procedure would be used to edit the documents using the viewer.

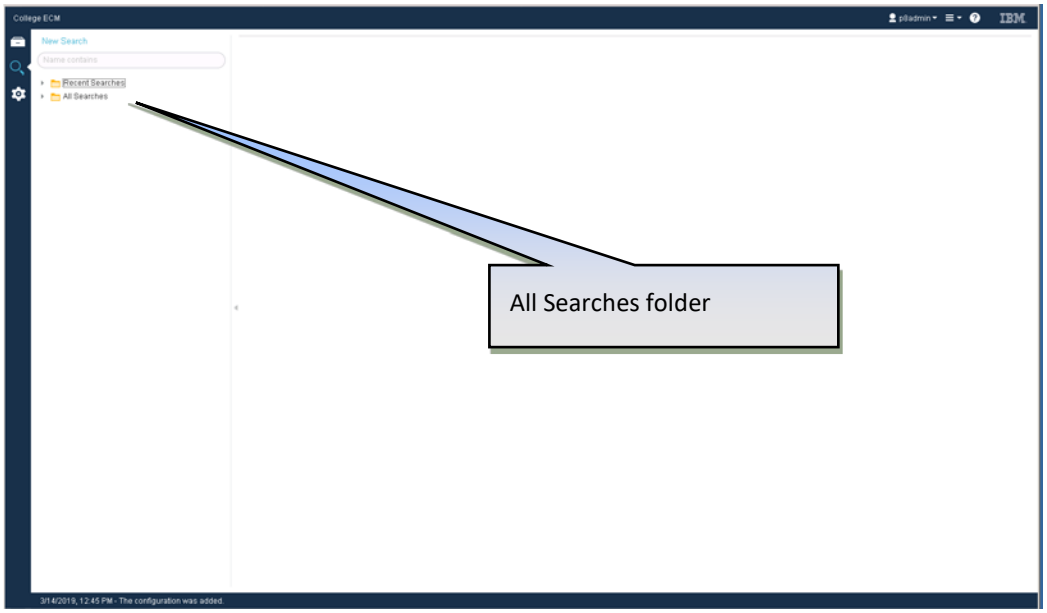
1. Open College ECM desktop.

   This program can be opened through your web browser. As a general rule, the program should be initiated from an icon on your desktop or from a save favorite link in your browser menu. See Section 2.1

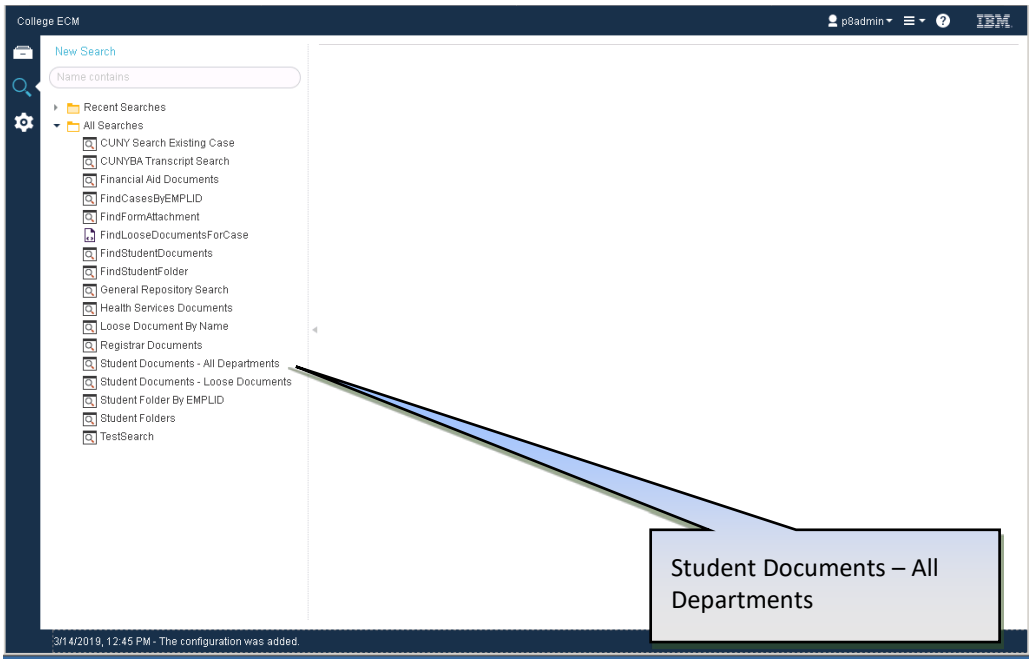
2. The following web page will display.



3. Click on the magnifying glass icon on the left-hand column. This is the Search button. This will take you to the search panel.

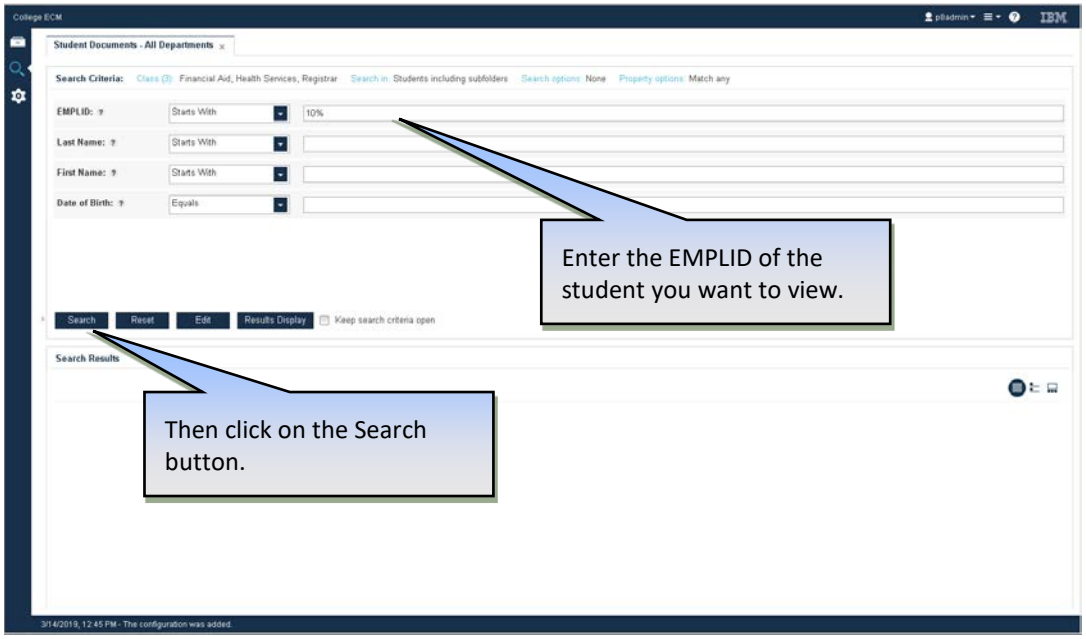


4. Click on the 'All Searches' folder. A list of stored searches will be presented.



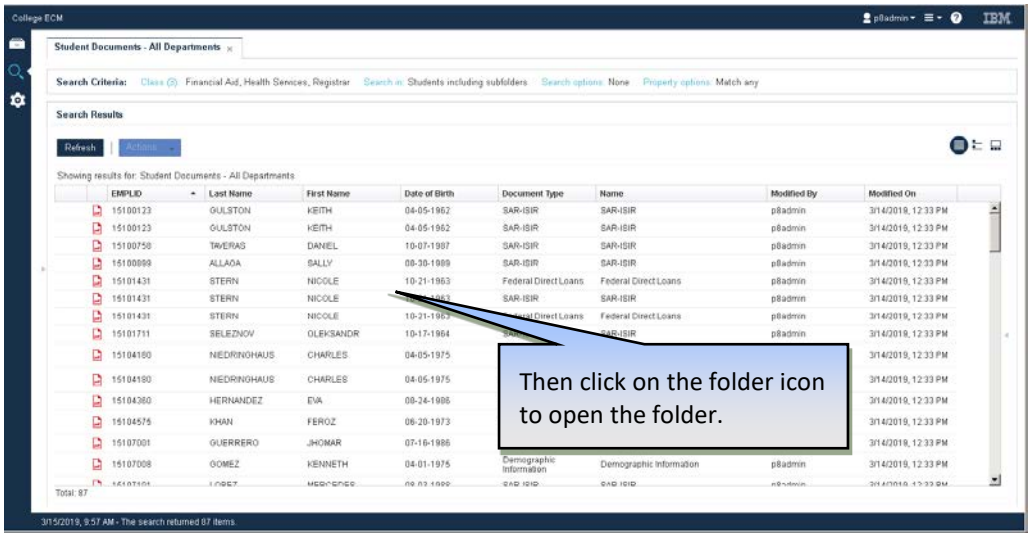
If you have done this type of activity recently, you may see the search displayed in the 'Recent Searches' folder as well.

5. Select the search named 'Student Documents – All Departments' This search will find all documents with the EMPLID that you enter. The following page will display.

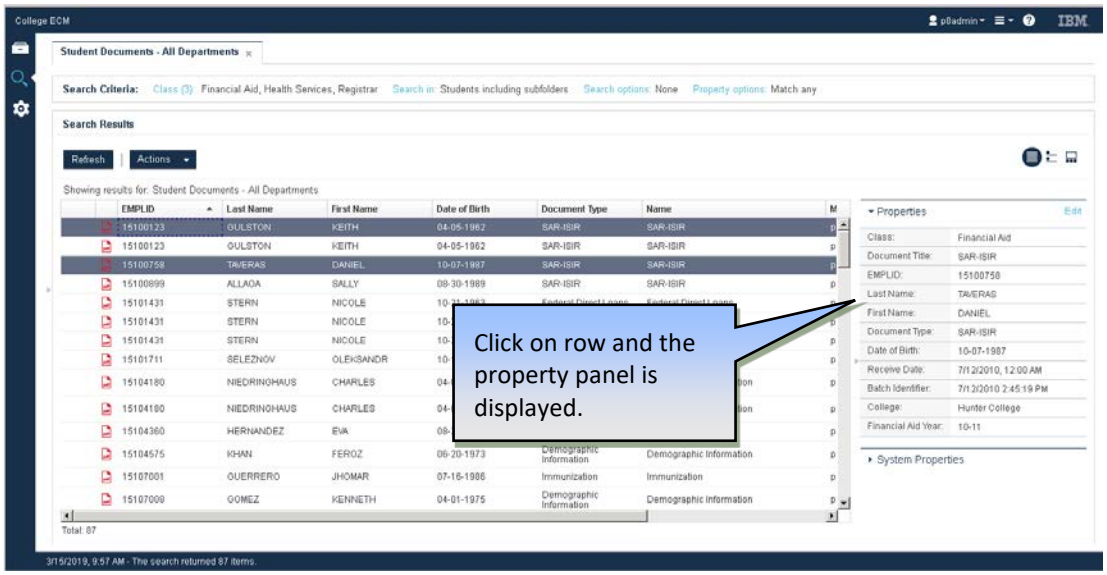


Enter the EMPLID for the student you want to view and then click 'Search.'

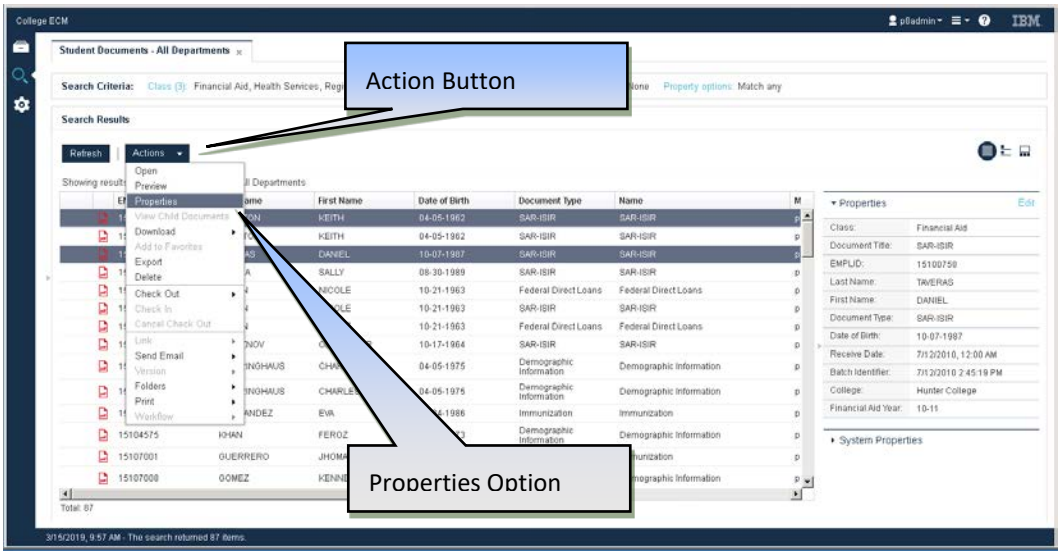
6. If a valid EMPLID has been entered, a list of documents for that EMPLID will be displayed.



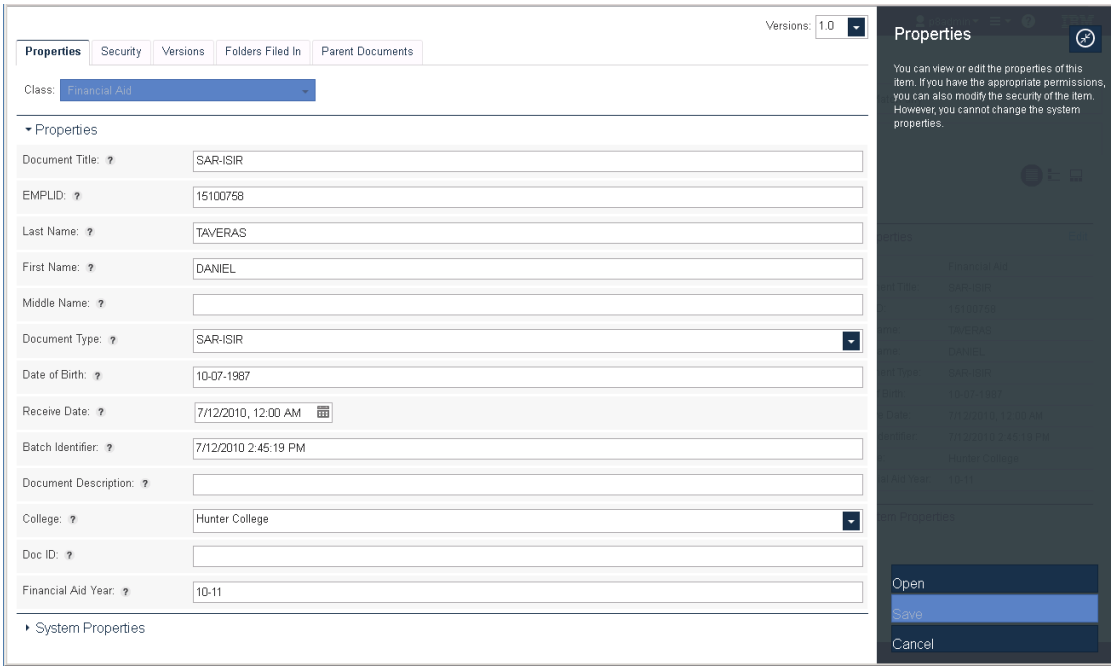
7. You can view the document properties of each document by clicking on the row containing the document. For example, by clicking on the row with the Last Name of 'TAVERAS', the following screen would appear.



8. To edit the properties, you need to click on the action button and select Properties from the options.



9. The following page will open, which allows you to edit the properties – provided you are authorized to do so.

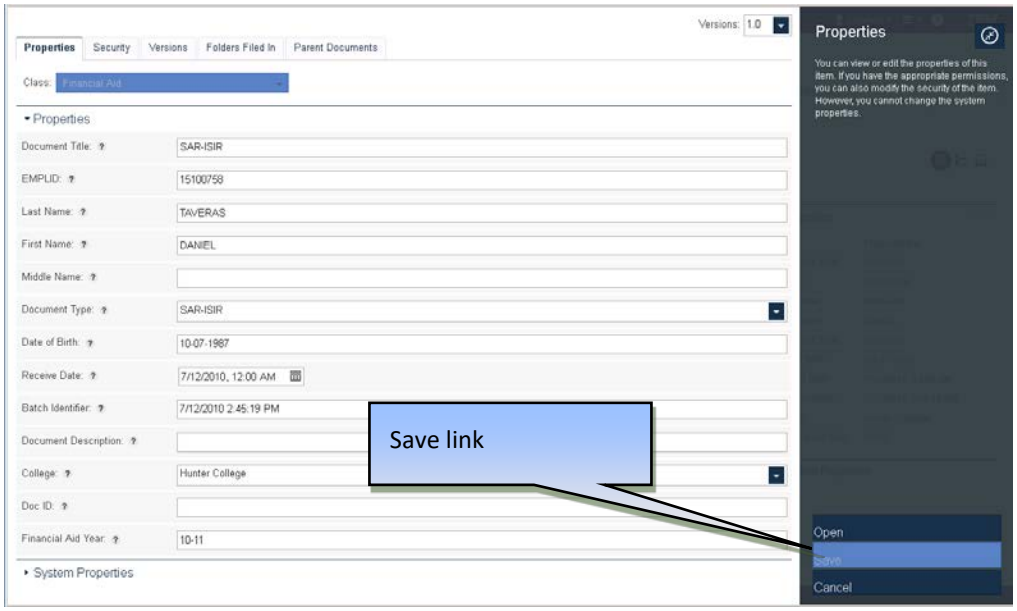


10. You can change any of the properties, provided you use the following rules.

    1) **Document Type**: This property is selected from a drop-down. You should always enter a value for this field.

2) **Document Title**: This property is what is displayed in the tab of the viewer. This should match the Document Type.
3) **Document Description**: This can be any text value.
4) **EMPLID:** This property identifies the student. Changing this property will cause the document to be filed in a new student folder.
5) **Received Date:** Must be a valid date and time.
6) **Batch Identifier:** This defines the batch that imported this document.
7) **College:** This property is linked to document security. This should be modified with care. Changing this property will change the document security and assign the document to the new college.

11. After completing your changes in the left-hand panel, the changes can be saved by clicking on Save in the right-hand panel.



This will save the document properties and return you to the document list

Two other options are available from the right-hand panel above. The Open link will open the document in the viewer in another window, allowing you to view the document as you edit the properties. The Cancel link will cancel any changes and return to the document list.

12. When all changes to all documents are complete, log off of College ECM desktop.