USDA
Enterprise Content Management (ECM)
User Manual

September 13, 2006

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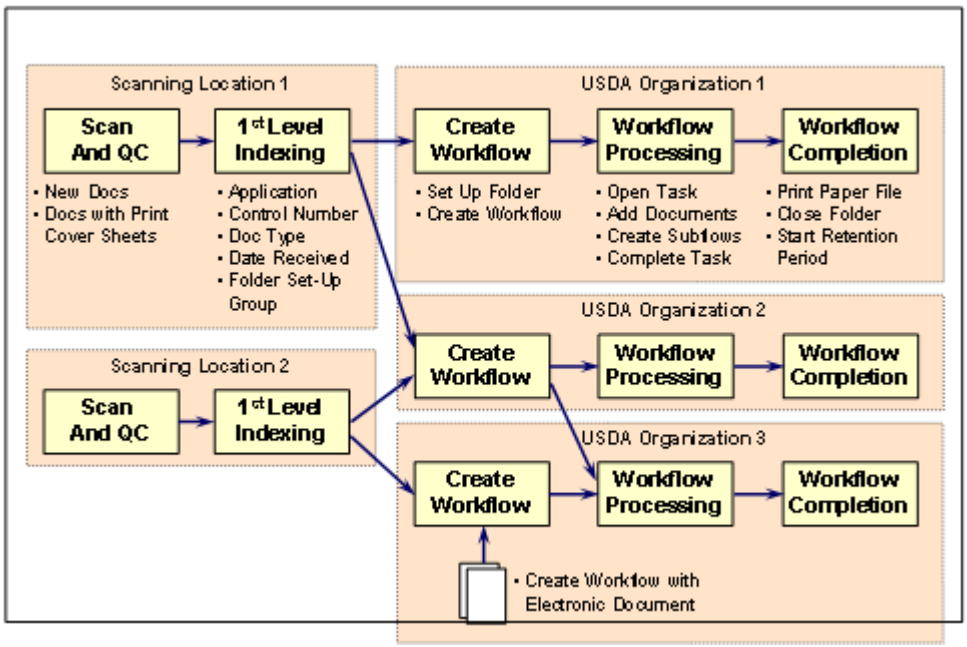
Enterprise Content Management Overview

The Enterprise Content Management process allows users to manage the process of receiving and responding to and tracking of incoming correspondence. The application is web-browser based so users can access the system and perform work from any location. This diagram shows the system architecture for the new application.



Documents are scanned into the system from a USDA scanning location. USDA may have any number of scanning locations. The scanning operator performs a Quality Control check. The operator enters some basic document index information. Document indexes categorize the correspondence and forward it to the group responsible to set-up the folder for the document. The system then transfers the documents to the centralized document repository at USDA. Once the document is stored, the system starts the workflow process.

The workflow process routes the document through necessary processing steps that may include the following:

- Set-up a new folder with the scanned document;
- Create the workflow list of tasks and assignees;
- Route the folder through the workflow tasks for processing:
  - Research the issues,
  - Create a draft response letter,
  - Route the draft response letter for revision and approval,
  - Create the final response letter and print on agency letterhead,
  - Obtain the necessary signature,

Mail the response letter;

- Finalize the Correspondence Management information; and
- Close the Folder
- Archival

The actual tasks that are performed depend on the requirements of the document. The Folder Owner determines the actual workflow tasks and assignees necessary to respond to the incoming correspondence. The system provides capabilities that allow each individual to manage their workflow tasks using their inbox. Workflows can be monitored to see the current status and help ensure timely completion.

In addition to accessing the system to process correspondence, authorized users may search the system for documents and folders. Searches can be performed on the document or folder indexes. Alternatively, full-text searches can be performed to find all documents that contain specific words or phrases.

A WORD ABOUT.....

POP-UPS

TIMING OUT

"BACK" BUTTON

MS WORD INTEGRATION

Pop-ups

In order to be most utilized most effectively, ECM makes extensive use of "Pop-up" windows. In order to successfully work within the ECM application, the user can not 'block' pop-ups.

Timing Out of the Application

If the user's work session is inactive and times out before changes are saved, those changes are lost. The message shown in **Figure 1** is displayed.

Figure 1: Time Out Message

Another Message that indicates the user has timed out of the application is shown in **Figure 2**.

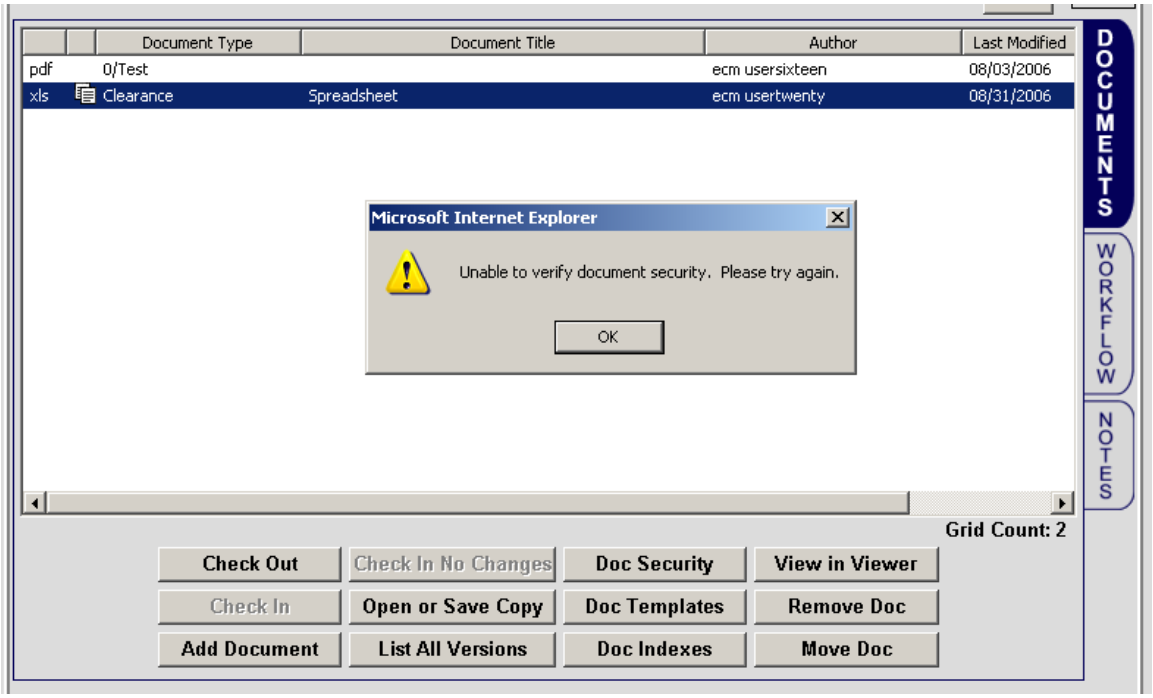


Figure 2: Time Out Message

In the event that the user leaves the workflow editor without completing the changes or if the user allows the ECM application to time-out due to inactivity while in the workflow editor, the folder status changes to “Suspended” as seen in **Figure 3**.

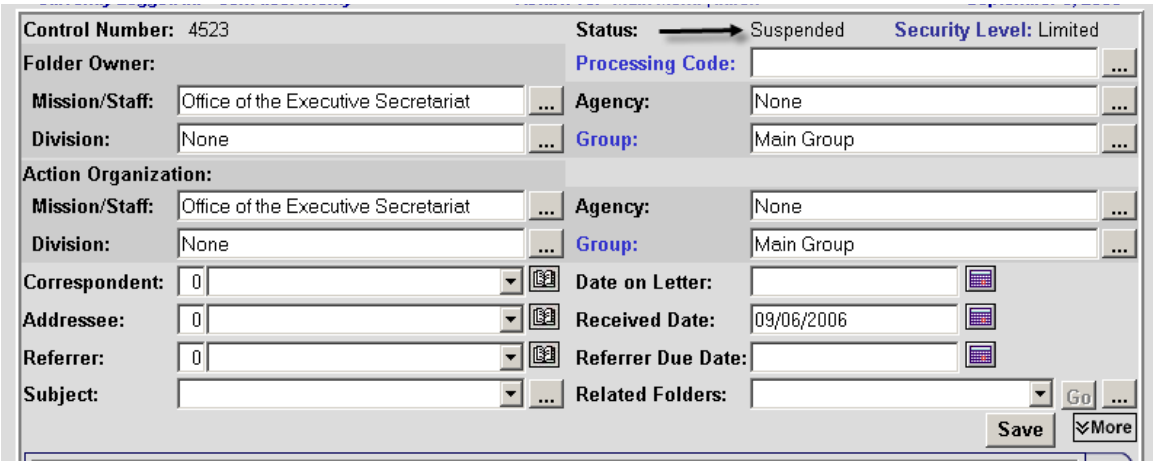


Figure 3: Workflow Status

The user then needs to click the <Resume Workflow> button as shown in **Figure 4**.

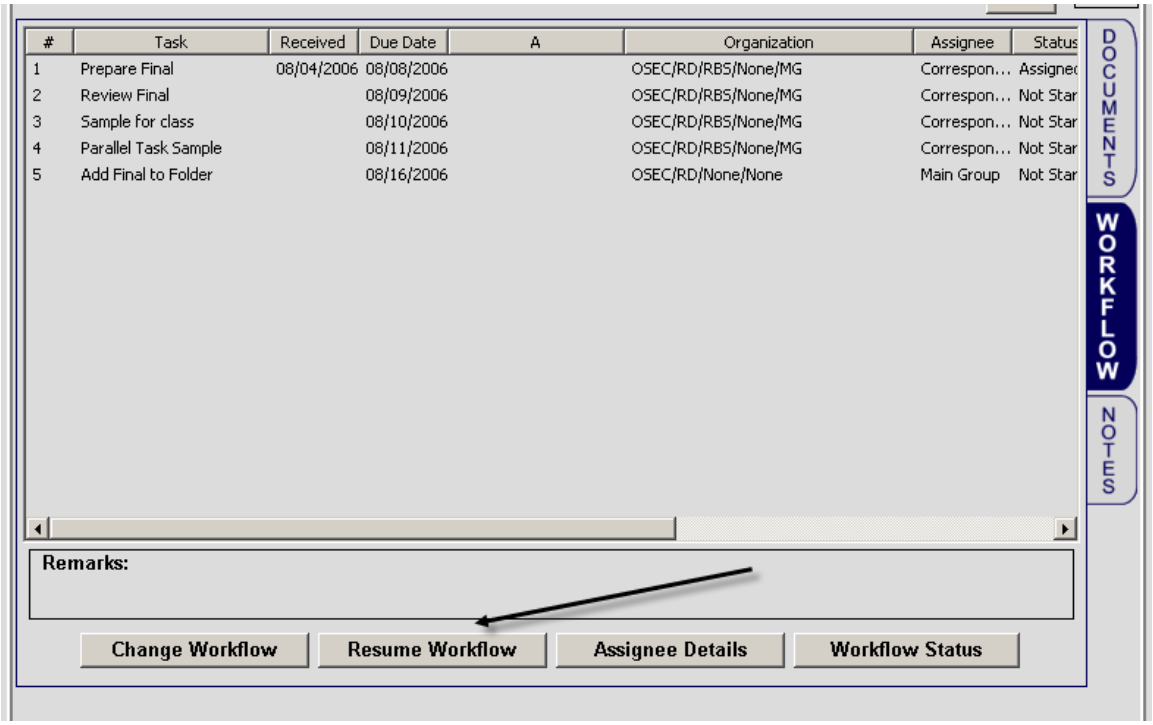


Figure 4: Resume Suspended Workflow

"Back" Button

The Internet "back" button has been disabled in ECM application. Navigation within ECM is described under it's own heading.

Microsoft Word Integration

The ECM application allows users to check out, edit and check in documents directly from Microsoft Word. The ECM application also allows the user to save personal draft copies to the ECM repository without publishing them to the folder. Users do not need to navigate the Windows file system to locate documents to check in to ECM.

Downloading the Word Add-in

The Microsoft Word Add-in can be downloaded by clicking on System Requirement / Download on the ECM Main Menu as seen in **Figure 1**.

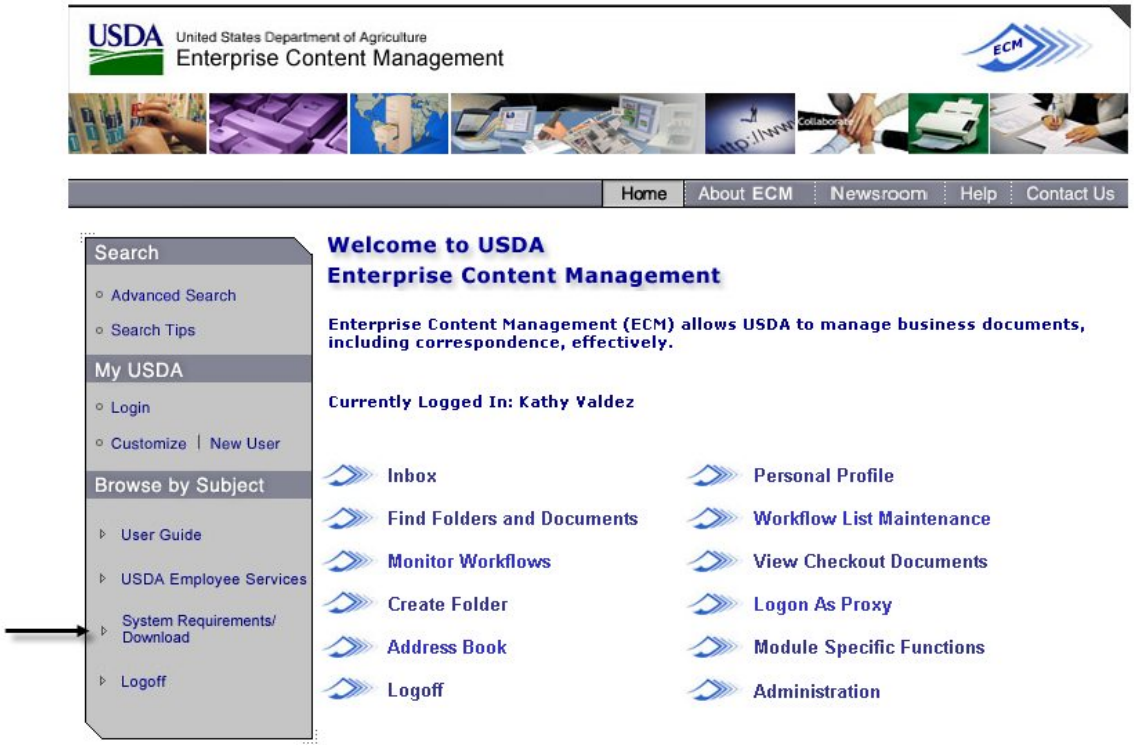


Figure 1: ECM Main Menu - System Requirement / Download

When the menu in **Figure 2** is displayed, click on 'Instructions for software download for ECM Microsoft word add-in' and follow the instructions.

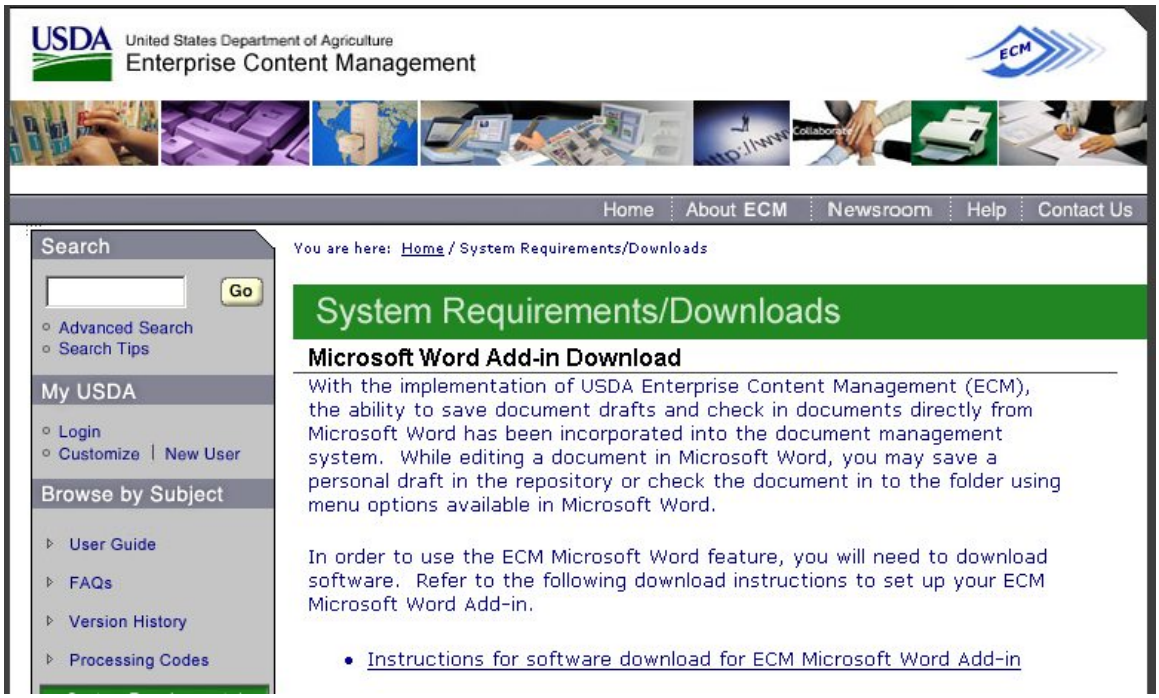


Figure 2: Instructions for software download for ECM Microsoft word add-in

Once the application add-in is installed on a user's workstation, this functionality is available for all modules within the ECM framework.

APPLICATION LOGON

The user enters the appropriate URL to access the Content Management System. The URL for the ECM operational site is https://cms.ess.usda.gov/edm. The user logs on through USDA's e-Authentication system to gain access. The e-Auth logon screen is shown in **Figure 1**.

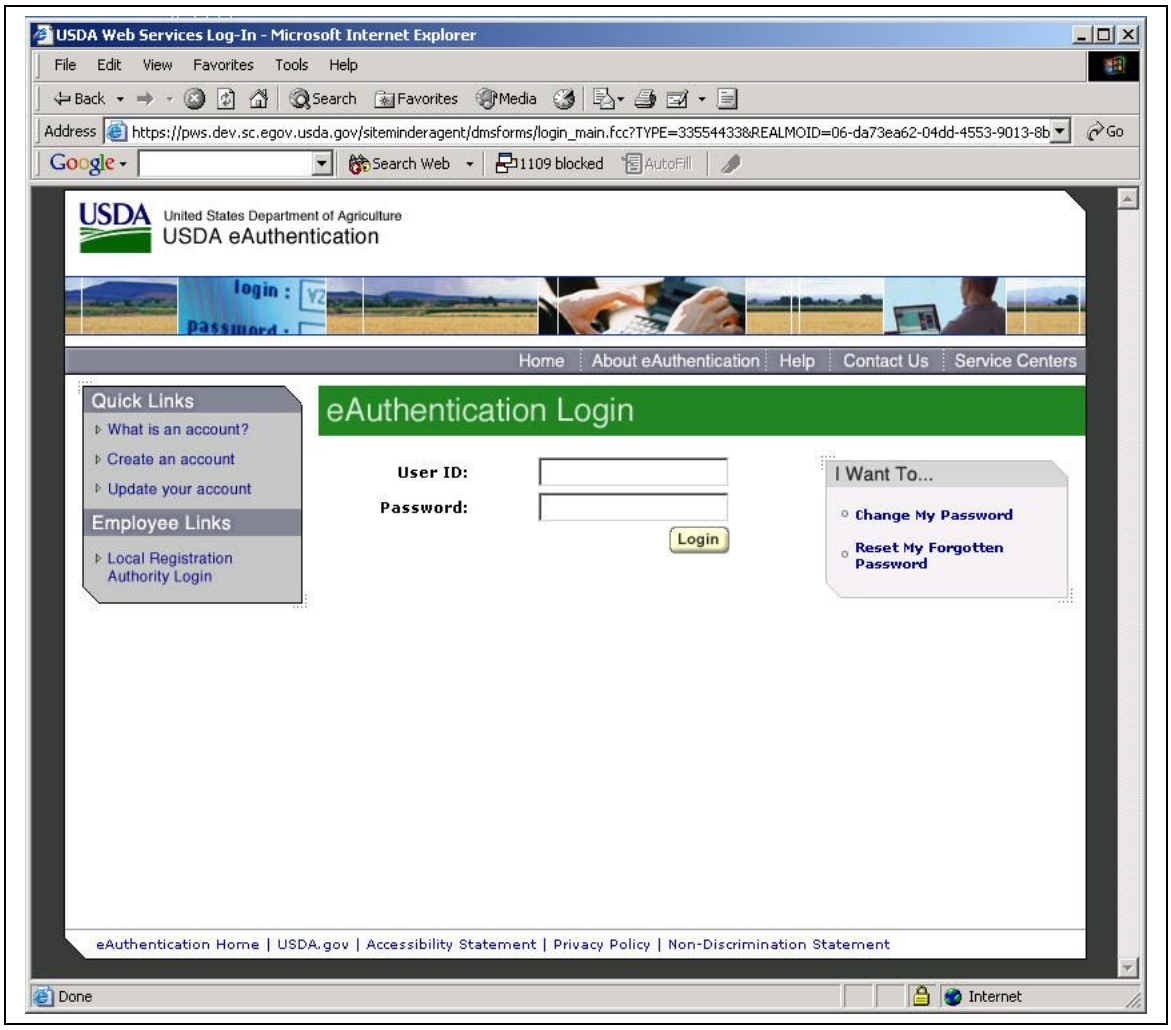


Figure 1: eAuthentication Log In Screen

Any changes to the user's password or other account information made using e-Authentication.

To access the Enterprise Content Management application, the user must have an account created by a Security Officer. If a user attempts to access the application but doesn't have an account, the Unauthorized Access message shown in **Figure 2** is displayed.

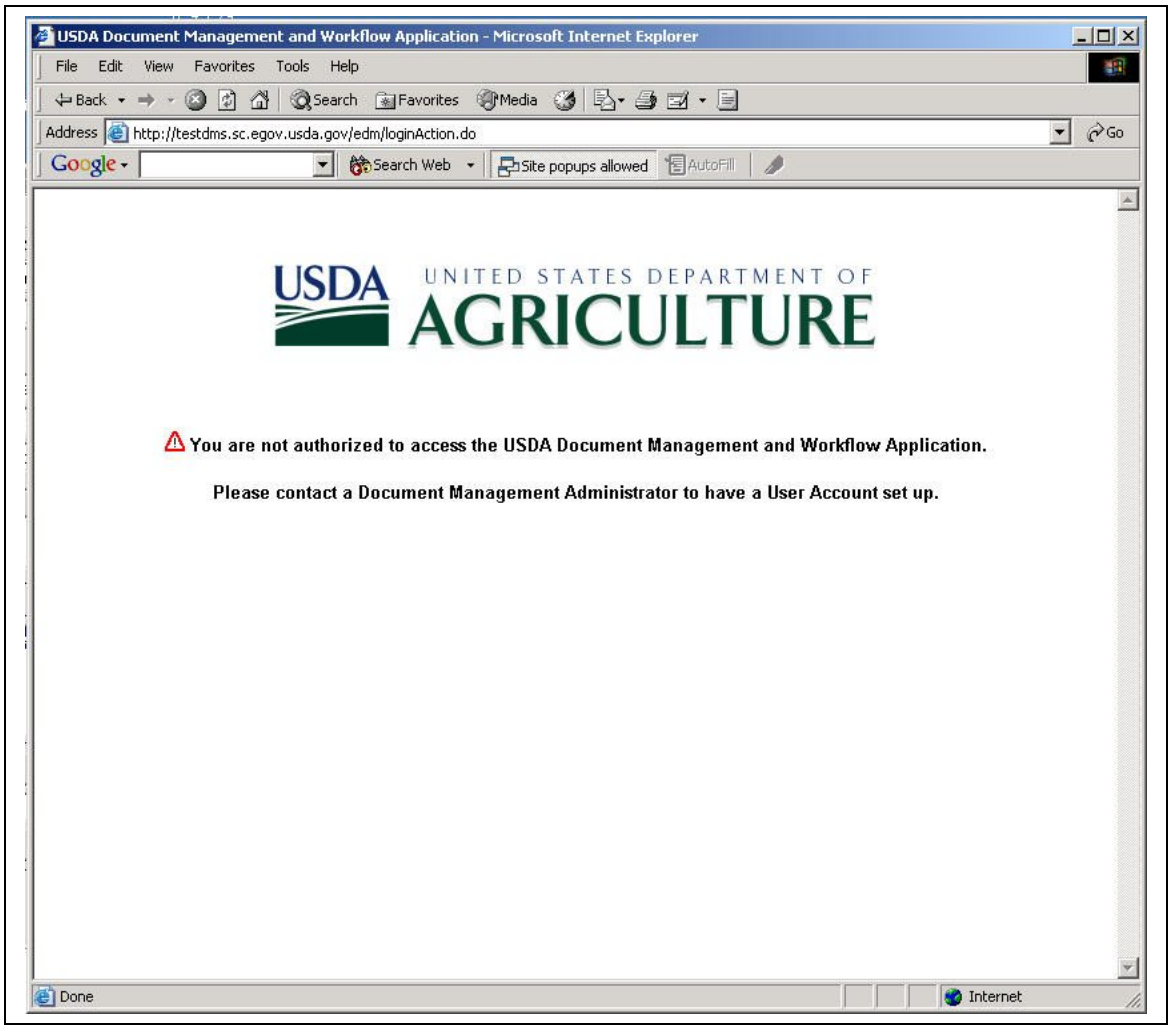


Figure 2: Unauthorized Access Message

After successfully logging on, the Enterprise Content Management application main menu is displayed as shown in **Figure 3**.

Figure 3: Document Management and Workflow System Main Menu

Depending upon the individual's privileges and role in ECM, the user will see all or only some of the menu options in **Figure 3**.

The main menu allows authorized users to view their work inboxes, query for folders or documents, create a new folder or perform various administrative functions.

LOGON AS PROXY

A user may perform work on the system on behalf of another user. To have someone else perform work on their behalf, the user must first authorize the other person as a proxy for their account. See the Personal Profile section for information about setting up proxy users.

To log on as a proxy for another person, the user clicks the Logon as Proxy selection on the Main Menu shown in **Figure 4**.

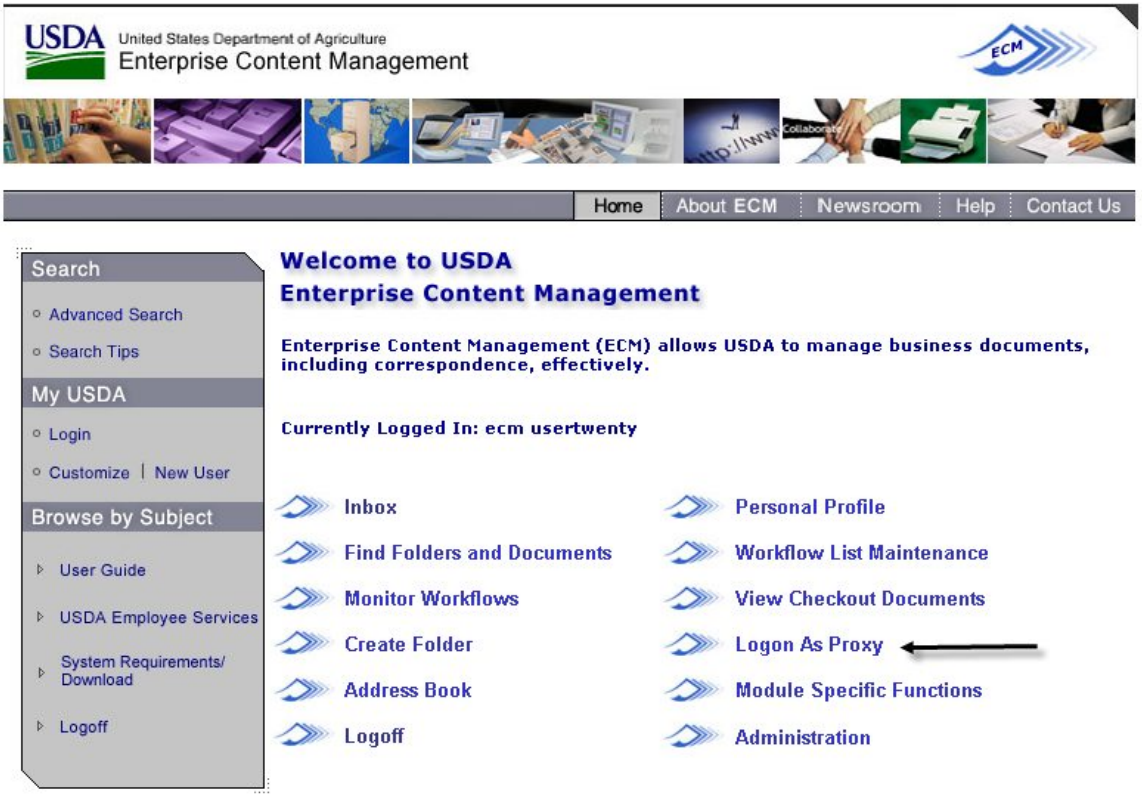


Figure 4: Logon As Proxy

The proxy logon screen is shown in **Figure 5.**

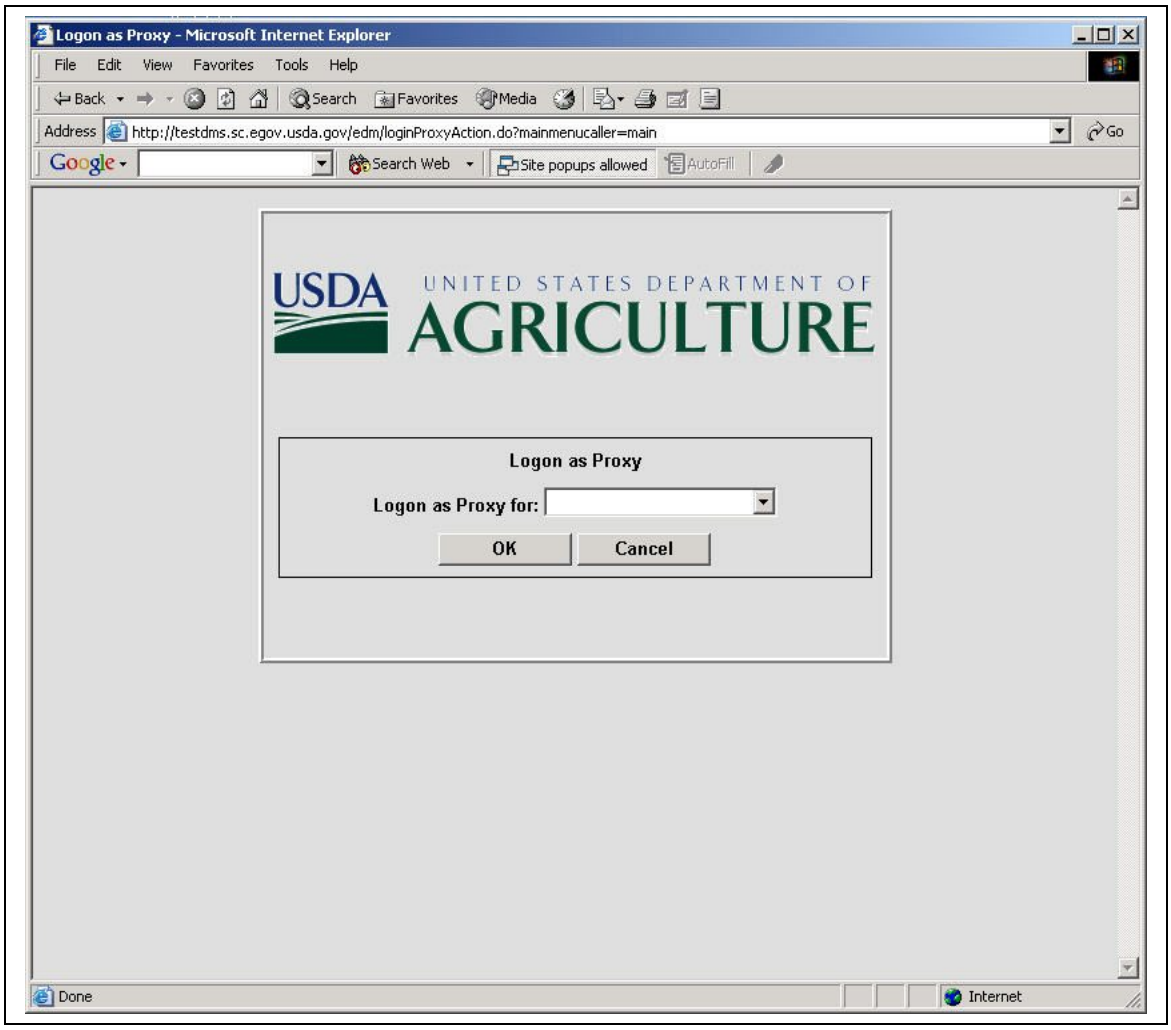


Figure 5: Logon as Proxy Screen

The ‘Logon as Proxy for’ field has a drop-down that lists all persons that have authorized this user to act as their proxy. The user selects one and clicks the <OK> button. This logs them in as the ‘proxy’.

When logged on as Proxy for another user, the user sees the ‘proxied’ person’s inbox and folders. The user has the ‘proxied’ person’s privileges (except administration) and performs actions on their behalf. The user does not see a “combined” Inbox of their tasks and the ‘proxied’ persons tasks.

To stop acting as proxy the user goes back to the Main Menu, clicks the Logoff as Proxy option, selects ‘No Proxy’ from the ‘Logon as Proxy for’ drop-down and clicks the <OK> button. Now the user is returned to their own inbox, folders and privileges.

The proxy function is handled by the application, not the e-Authentication system.

LOGOFF

When all work on the system is finished, the user clicks the Logoff option on the main menu as seen in **Figure 6**.

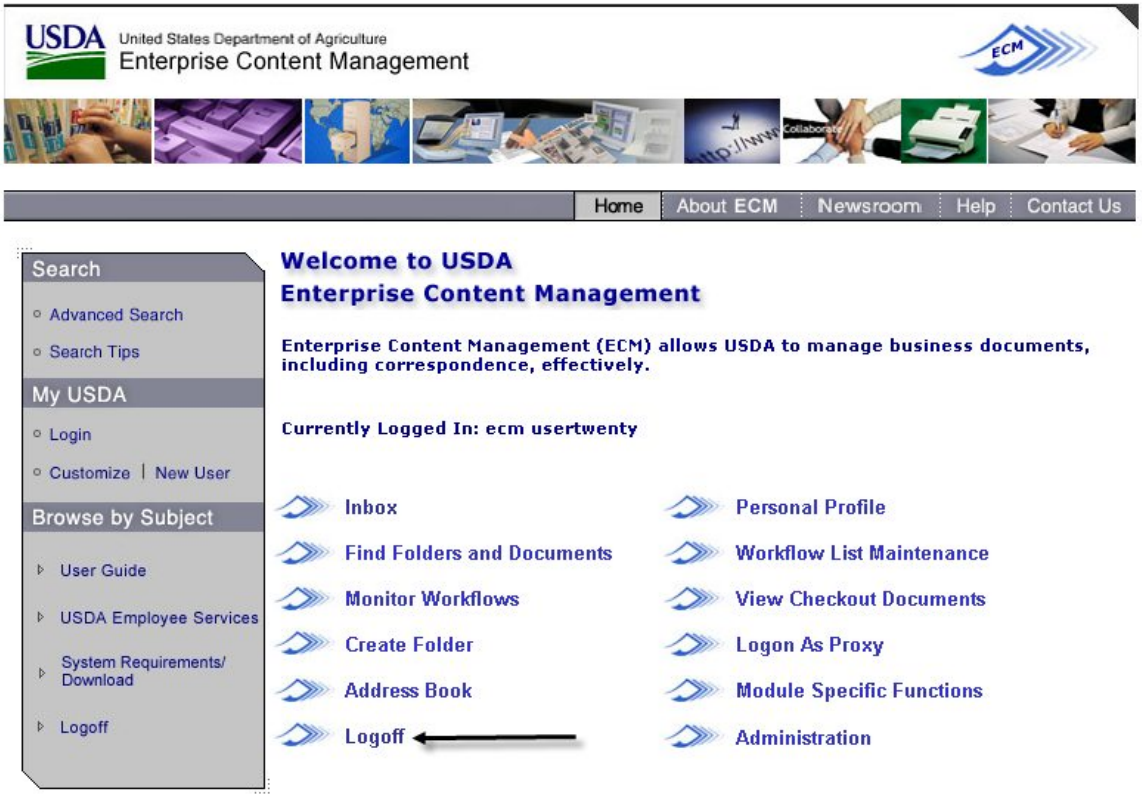


Figure 5: Logoff From the Main Menu

The confirmation screen shown in **Figure 7** is displayed.

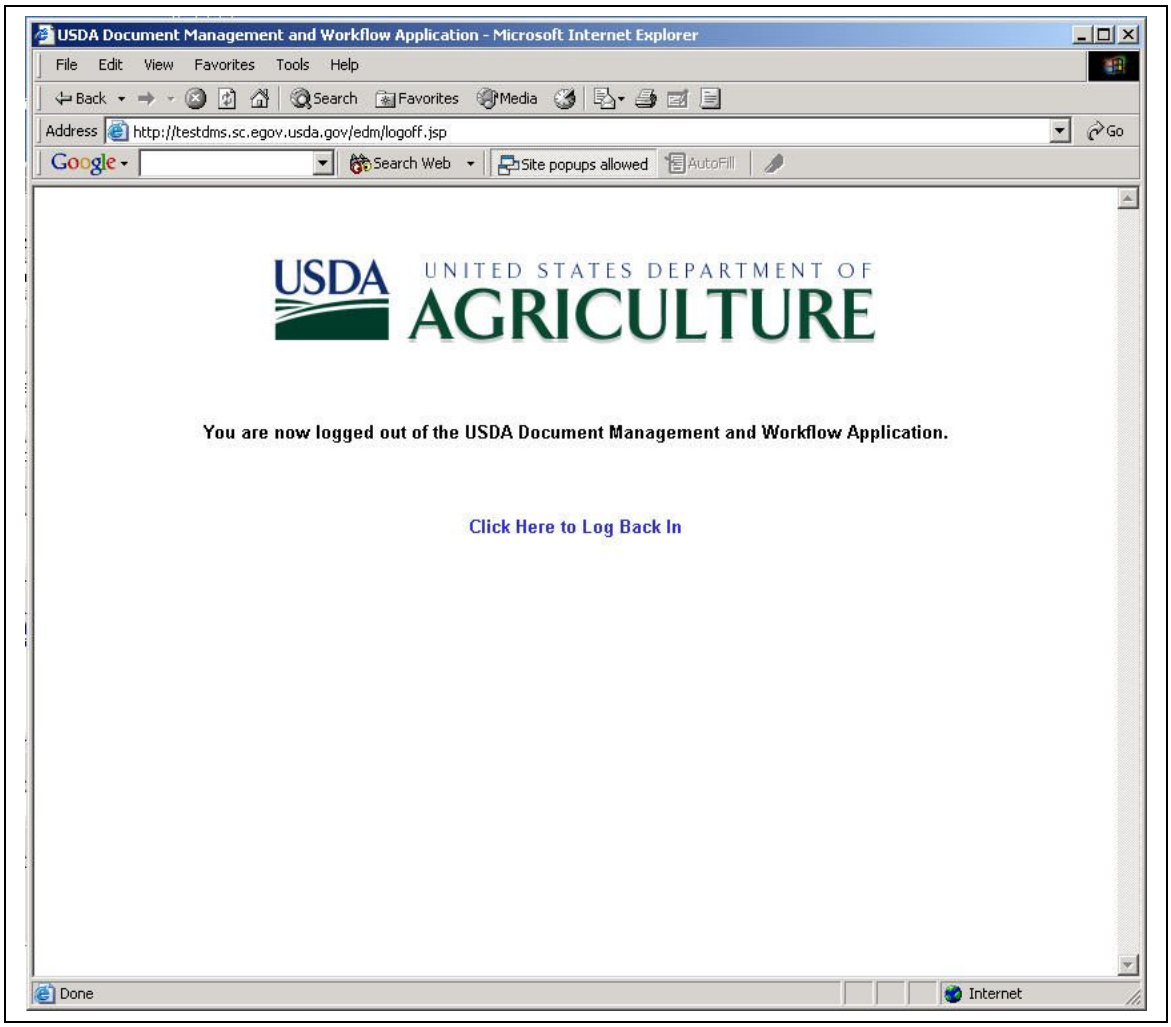


Figure 7: Log Off Confirmation Screen

The screen includes a link that allows the user to return to the Logon screen for the application.

NAVIGATION

MAIN MENU

RETURN TO: MAIN MENU | INBOX

CLOSE

CANCEL

SAVE AND CLOSE

UPDATE AND RETURN

SUB-MENUS

MAIN MENU

Upon Logging into the application, the user is taken to the Main Menu similar to that shown in **Figure 1**. Depending upon the individual user's role within ECM there may be fewer menu options available. The user clicks on a menu option to go to the desired location.

Figure 1: Main Menu

RETURN TO: MAIN MENU | INBOX

Navigation is easy within ECM. From the top of most screens the user can go directly to the MAIN MENU or the INBOX by clicking on the desired location next to 'Return To:" at the center of the page as shown in **Figure 2**.

Figure 2: Return to: Main Menu | Inbox

If a user makes changes to a folder or task and attempts to return to the Main Menu or Inbox without saving changes, the error message shown in **Figure 3** will be displayed. The user can click <OK> to lose the changes and continue, or <Cancel> to stay on the task/folder and save the changes.

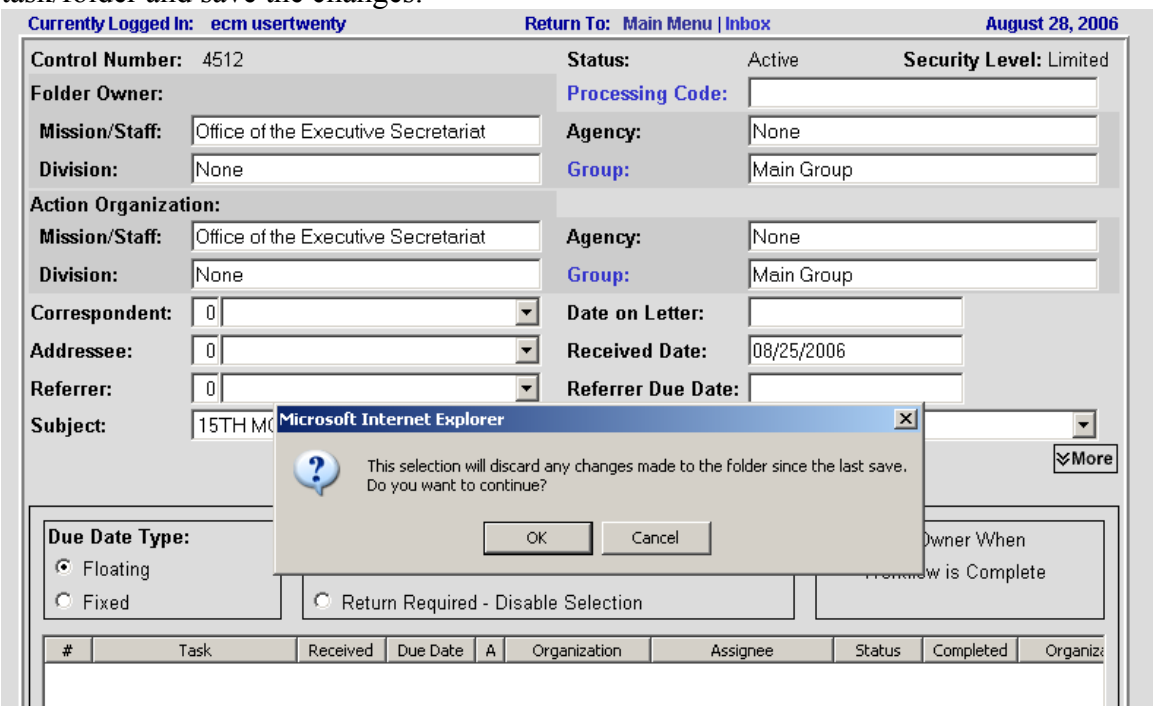


Figure 3: Workflow Editor – Return to: Main Menu | Inbox

CLOSE

Some screens such as the 'Workflow Inbox' seen in **Figure 4**, allow the user to 'Close' simply by clicking the <Close> button. This will return the user to the previous screen.

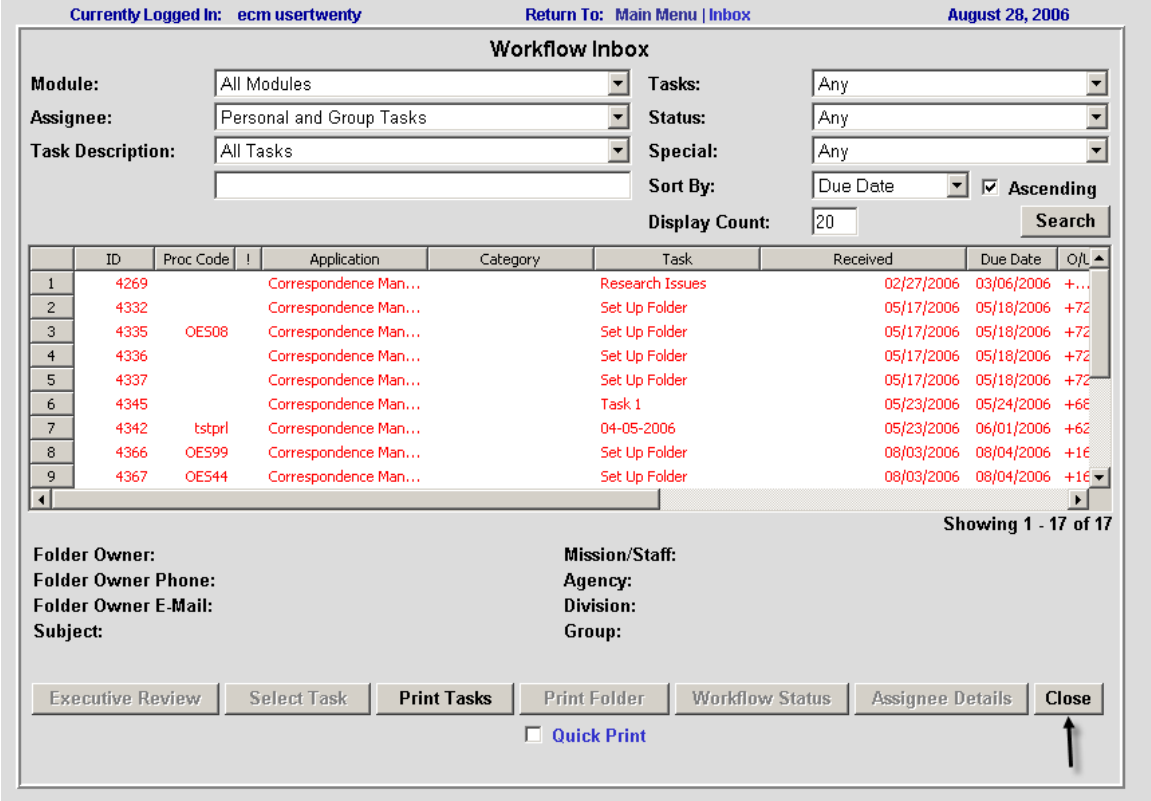


Figure 4: Workflow Inbox - Close

When the user selects a task to work or opens a folder, <Close> takes on different properties.

If the user makes changes and then attempts to 'Close' without saving the changes, the message shown in **Figure 5** is displayed. The user can click <OK> and close without saving the changes, or click <Cancel> which cancels the closing operation and allows the user save.

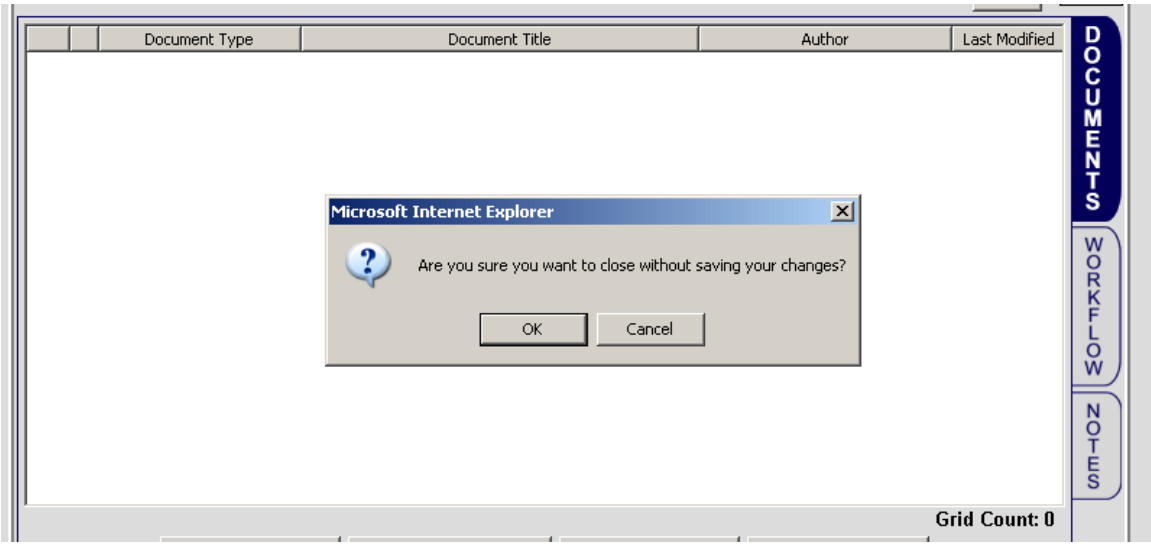


Figure 5: Workflow Inbox – Closing Without Saving Changes

SAVE AND CLOSE

When a folder or task has been opened, the folder can be closed if there are no changes or changes can be saved and work can continue on the folder. If all changes are completed, the user can then choose to 'Save and Close' the folder. The user will be returned to the screen from which the folder or task was accessed – usually the Inbox option or the Find Folders and Documents option. These options are shown in **Figure 6**.

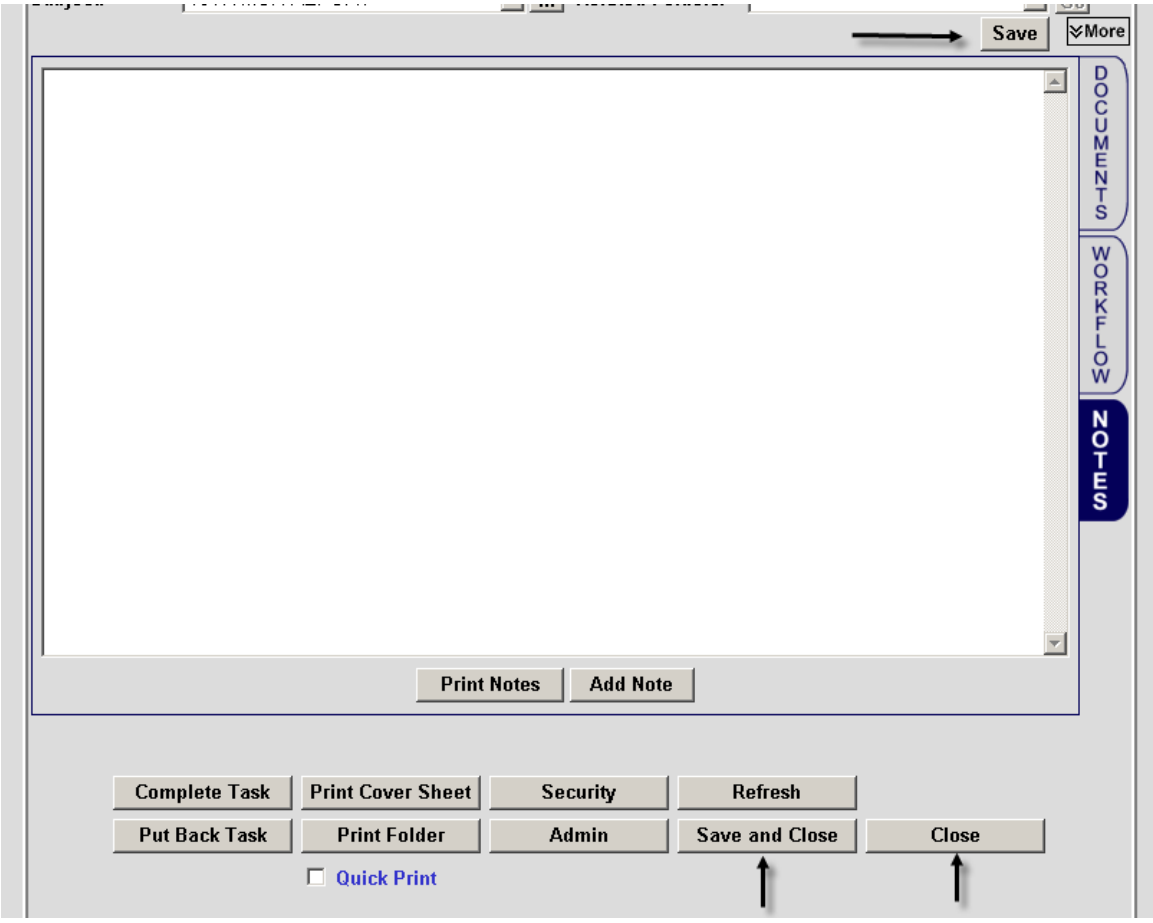


Figure 6: Workflow Inbox – Save and Close

CANCEL

The 'Cancel' option shown in **Figure 7** allows the user to cancel any actions or modifications and return to the previous screen.

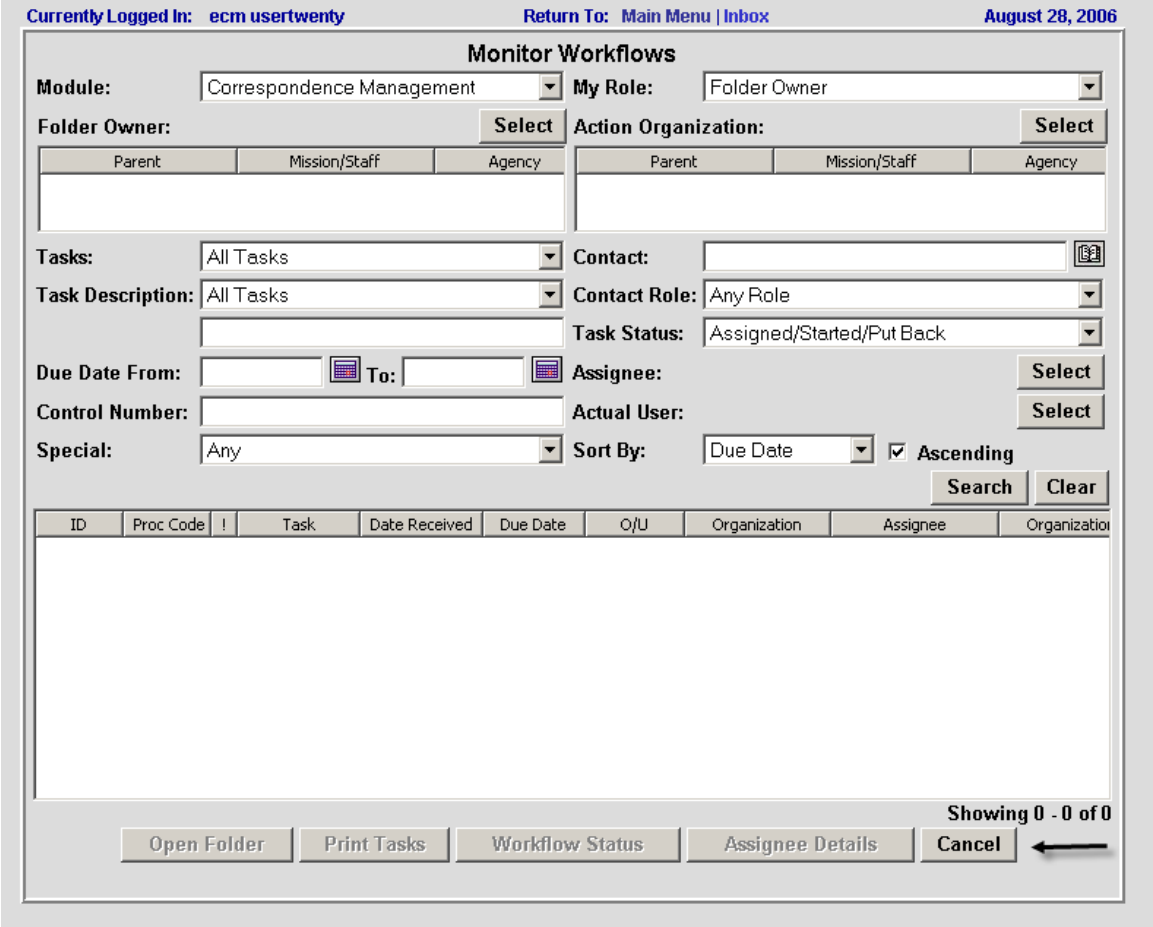


Figure 7: Cancel

UPDATE AND RETURN

The Workflow Editor is accessed by clicking <Change Workflow> on the Workflow Tab on an open Folder. After changes have been made to the workflow, the two options are to 'Cancel' and 'Update & Return' as shown in **Figure 8**. 'Cancel' causes the changes to be lost and the user returns to the Workflow Tab of the folder. Clicking 'Update and Return' saves the changes and returns the user to the Workflow Tab of the folder.

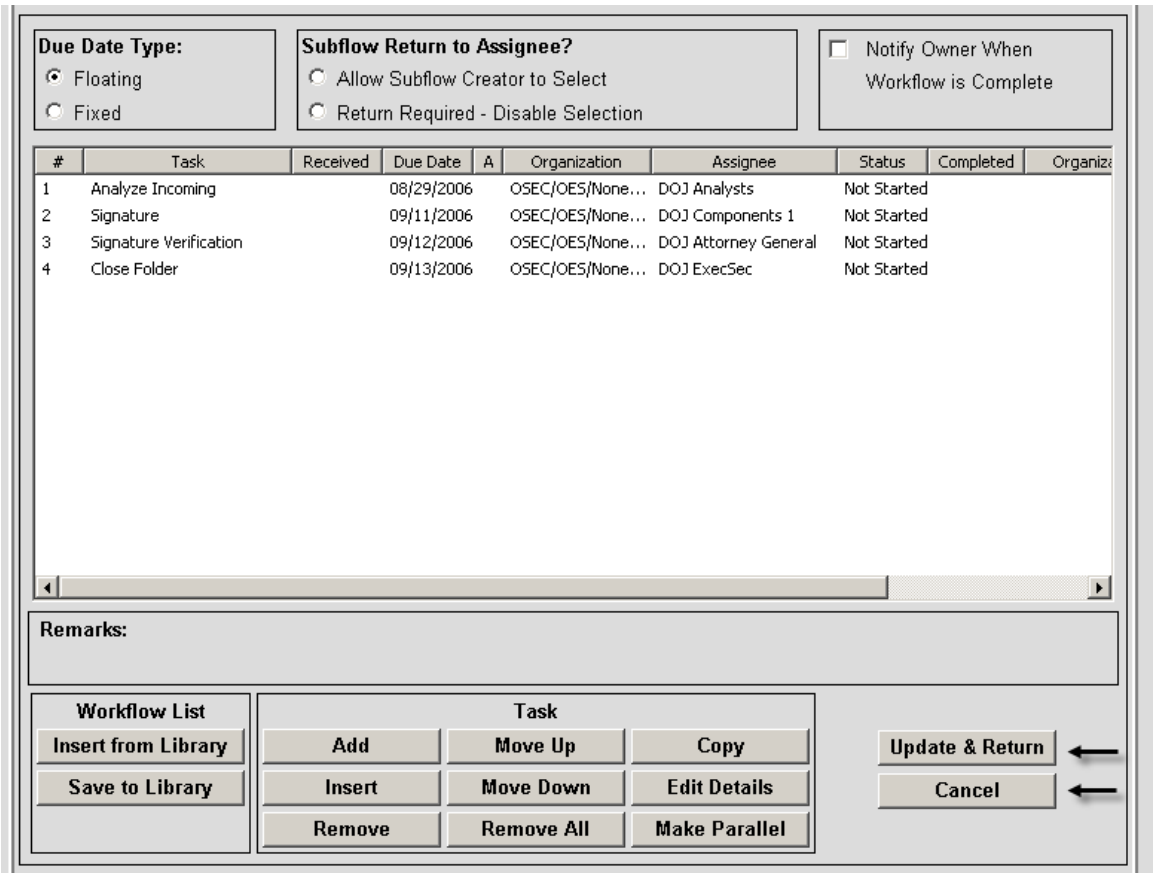


Figure 8: Workflow Editor – Update & Return and Cancel

SUB-MENUS

The Main Menu options 'Module Specific Functions' and 'Administration' take the user to separate sub-menus such as the one shown in **Figure 9**. From these menus the user chooses the 'Close' option and is returned to the Main Menu.

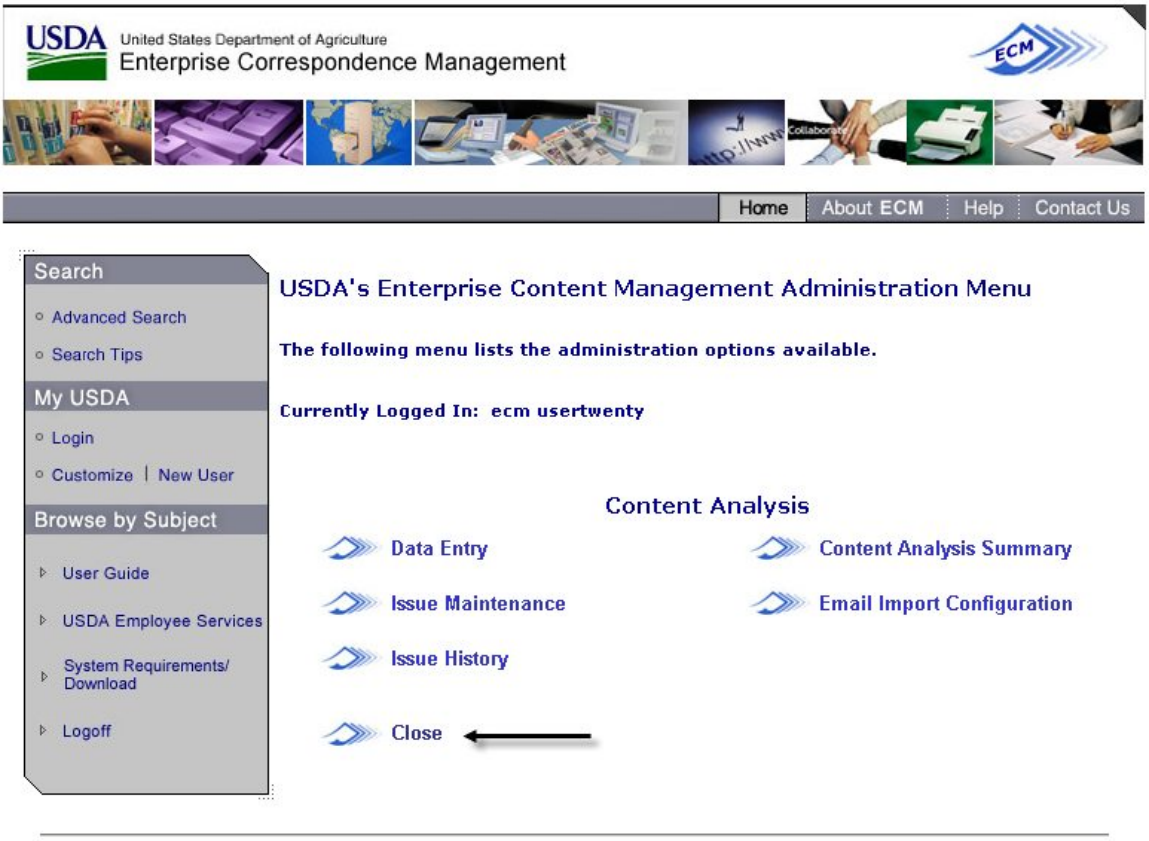


Figure 9: Module Specific Functions Sub Menu of the Main Menu

SCANNING

SCANNING OVERVIEW

DOCUMENT SCANNING

QUALITY CONTROL

INDEXING

SCANNING OVERVIEW

Enterprise Content Management supports a range of document scanners from standard desktop units for personal scanning to specialized high-speed, high-volume units for production scanning.

Personal desktop scanners can be used to create multi-page TIFF image files. These are added to a folder like other electronic documents with the Add Document function described later in this user manual.

Most new Incoming Correspondence documents will be scanned into the system using the high-end scanners. These specialized scanners have features such as double-sided scanning. They run sophisticated production document scanning software with advanced capabilities such as automatic blank page detection and removal, black border removal, and document skew correction. The scanning system software has been customized to meet USDA's requirements as shown in this section.

Documents are usually scanned in groups (batches) of documents. Each document in the batch must be properly prepared before scanning. All paperclips and staples must be removed.

For documents that don't have Bar Code Separator Sheets, Patch Code Separator Sheets must be placed in front of each document in the batch. A "Patch Code" is a special bar code used on separator sheets that identifies the beginning of a new document. The patch codes or bar codes tell the scanner where individual documents begin and end. Each batch must contain documents that are all separated by bar codes or all separated by patch codes – batches can't be mixed.

Document Scanning

When ready for scanning, the scan operator double-clicks the icon for the scanning application. The Splash screen is displayed as shown in **Figure 1**.

Figure 1: Scan Application Splash Screen

After the splash screen is displayed, the logon screen is then displayed (not shown). After logging in, the user can begin scanning documents.

A prepared batch is placed in the scanner to be scanned. The Scan Documents screen appears as shown in **Figure 2**.

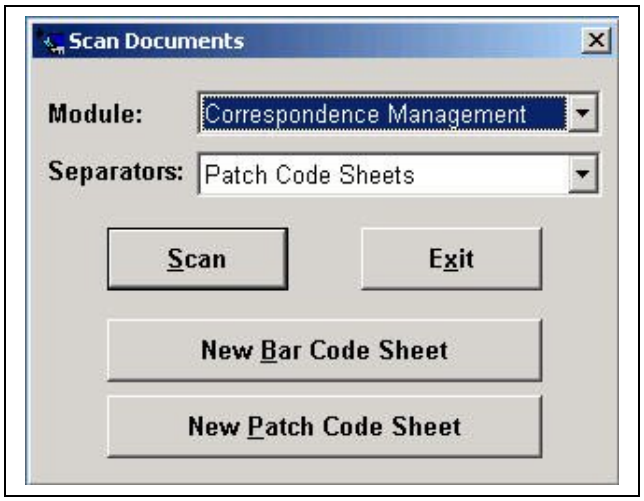


Figure 2: Scan Documents

The operator first selects the Module type. 'Correspondence Management' is currently the only module type in the list. In the future, other module types will be available. The scan operator then selects the Separator type (Bar Code Sheets or Patch Code Sheets).

Bar Coded Separator Sheets are only used to scan documents that users have submitted to have scanned into existing folders. Users initially create a Bar Coded Separator Sheet by using the Add Document function for an existing folder. The index values for the folder are printed on the Bar Coded Separator sheet.

After selecting the separator type for the batch, the scan operator clicks the <Scan> button to start scanning.

This screen allows the scan operator to print additional Patch Code Separator Sheets when necessary. To print new patch code separator sheets to place between documents, the scan operator clicks the <New Patch Code Sheet> button.

To create a new Bar Code Separator Sheet for a document, the operator clicks the <New Bar Code Sheet> button. A new bar code sheet may be needed if the scanner cannot read the bar codes on the separator sheet for a document that was submitted by a user for scanning. This can happen if the print toner is not dark enough. The system will catch the problem in Quality Control (as explained below) and the document will need to be rescanned. When the operator clicks the <New Bar Code Sheet> button, the screen in **Figure 3** is displayed.

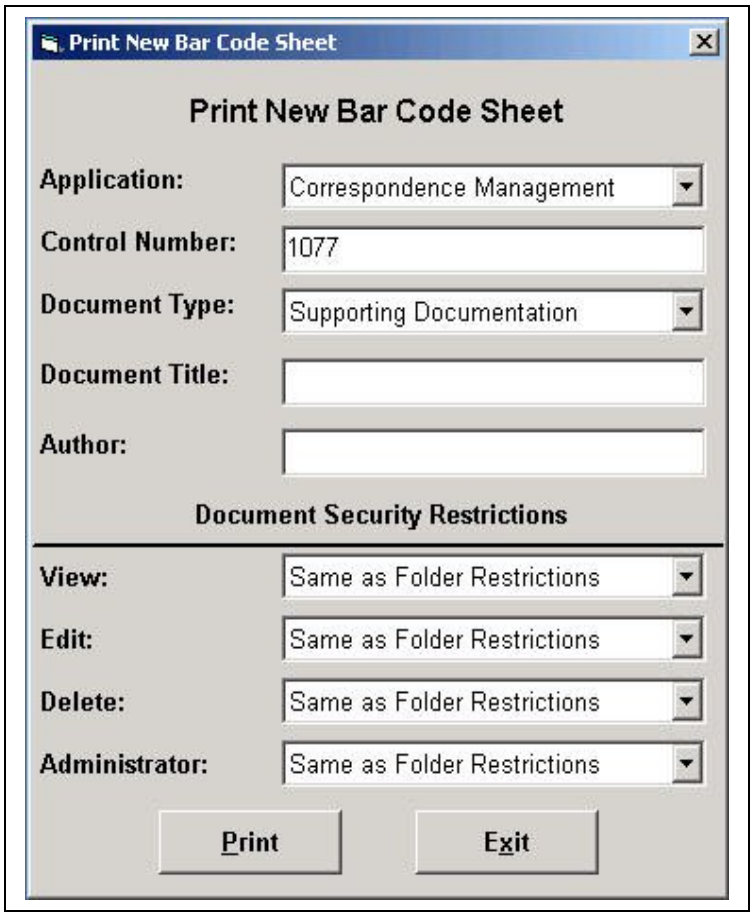


Figure 3: Print New Bar Code Separator Sheet

The operator enters the values exactly as they are printed on the original Bar Code Separator Sheet and clicks the <Print Sheet> button. The new Separator Sheet is printed.

The operator replaces the old Separator Sheet with the new one and rescans the document.

QUALITY CONTROL

When the documents are finished scanning, the Quality Control screen in **Figure 4** is displayed. This screen allows the scan operator to view the images that were just scanned. Pages may be rearranged or deleted.

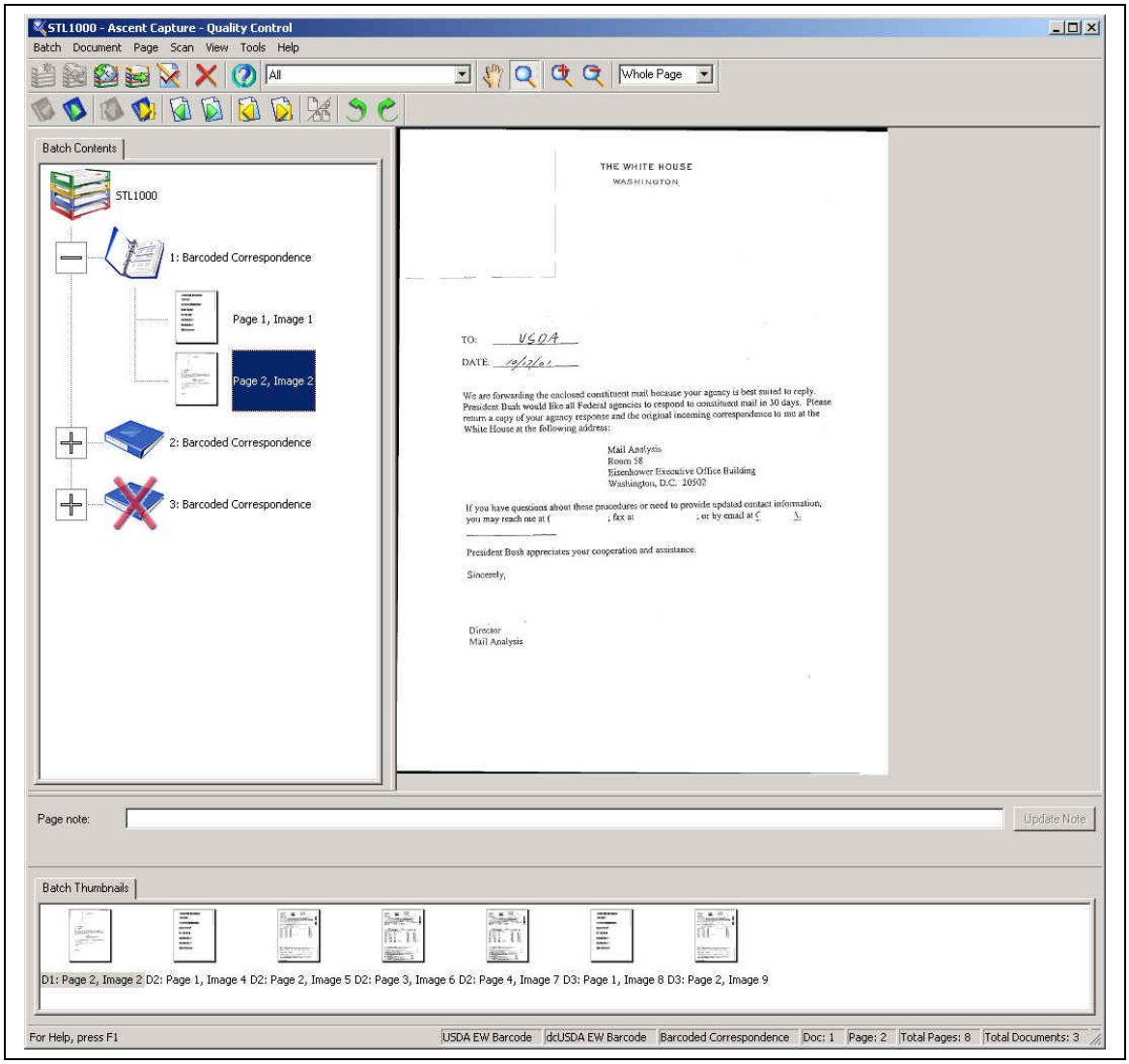


Figure 4: Quality Control Check

The left panel lists each document and each page within the document. When the user clicks on a page, it is displayed in the viewer panel on the right. The operator steps through each document in the batch to ensure that it was scanned properly. To step through the documents, the user clicks on individual pages in the Batch Contents list on

the left hand side, uses keyboard keys or uses the batch navigation buttons on the toolbar. The up and down arrows allow the user to view the next or previous page in the batch.

Images displayed in the quality control screen can be rotated if any pages were scanned upside down or sideways. The images can be rotated to the correct position by clicking the appropriate button on the quality control screen toolbar. If an image is rotated, the system will keep its new orientation when the document is stored. The user can zoom displayed images if necessary to enlarge the document in the window.

Individual documents or pages can be deleted by using the <Document> and <Page> menus or by clicking the <Delete> button. If a document is deleted from a batch, that document needs to be rescanned. If it is rescanned before closing the batch, it will be included in the current batch. Otherwise, it would need to be scanned in a new batch.

For bar-coded batches, documents whose bar codes could not be read are displayed with a big red X through them as shown in **Figure 5**.

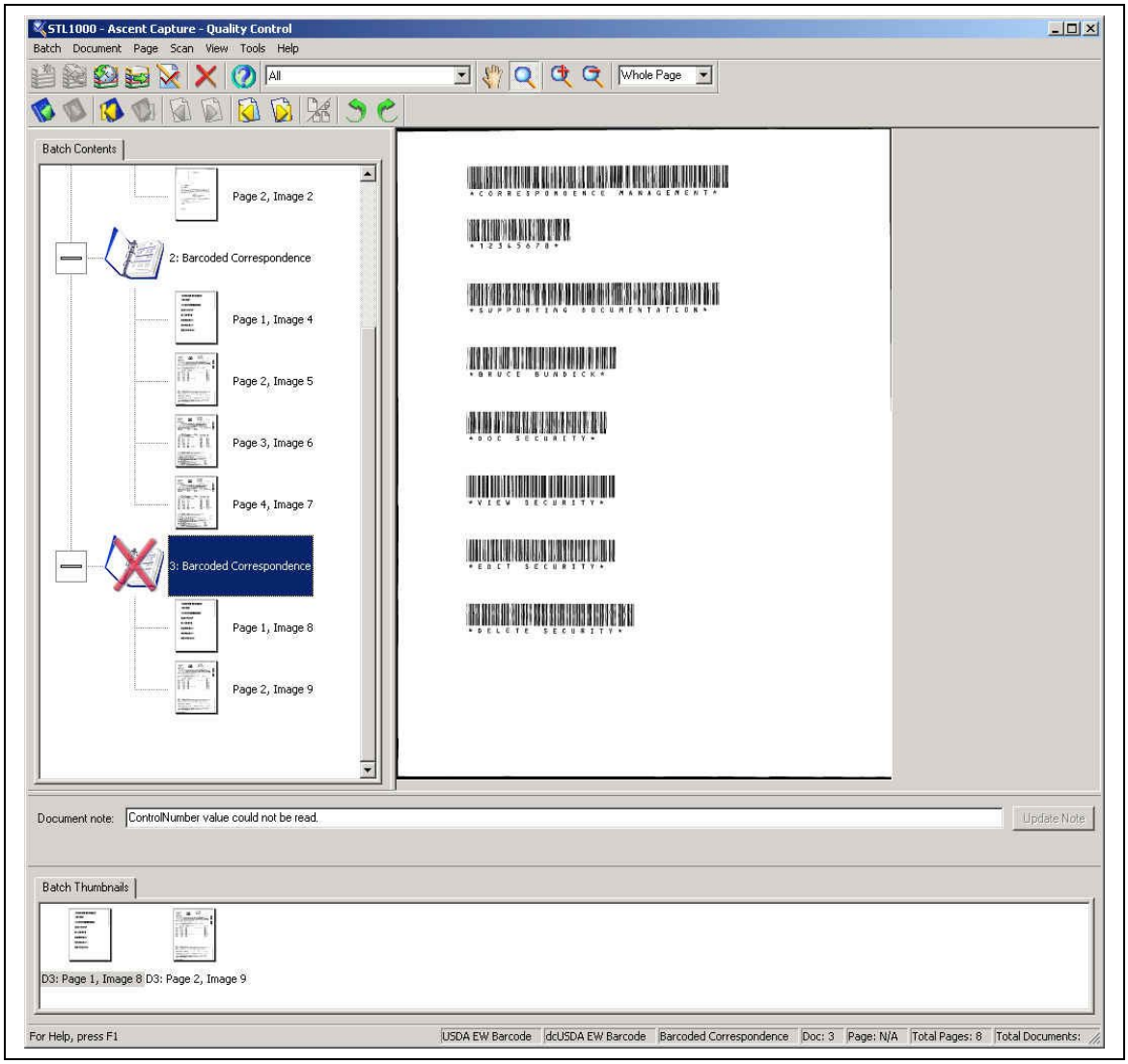


Figure 5: Quality Control - View Bad Document

When the user clicks on the bad document, the bar code Separator Sheet is displayed and the Document Note explains which fields could not be read. The user then needs to delete this document from the batch before closing the batch as shown in **Figure 6**.

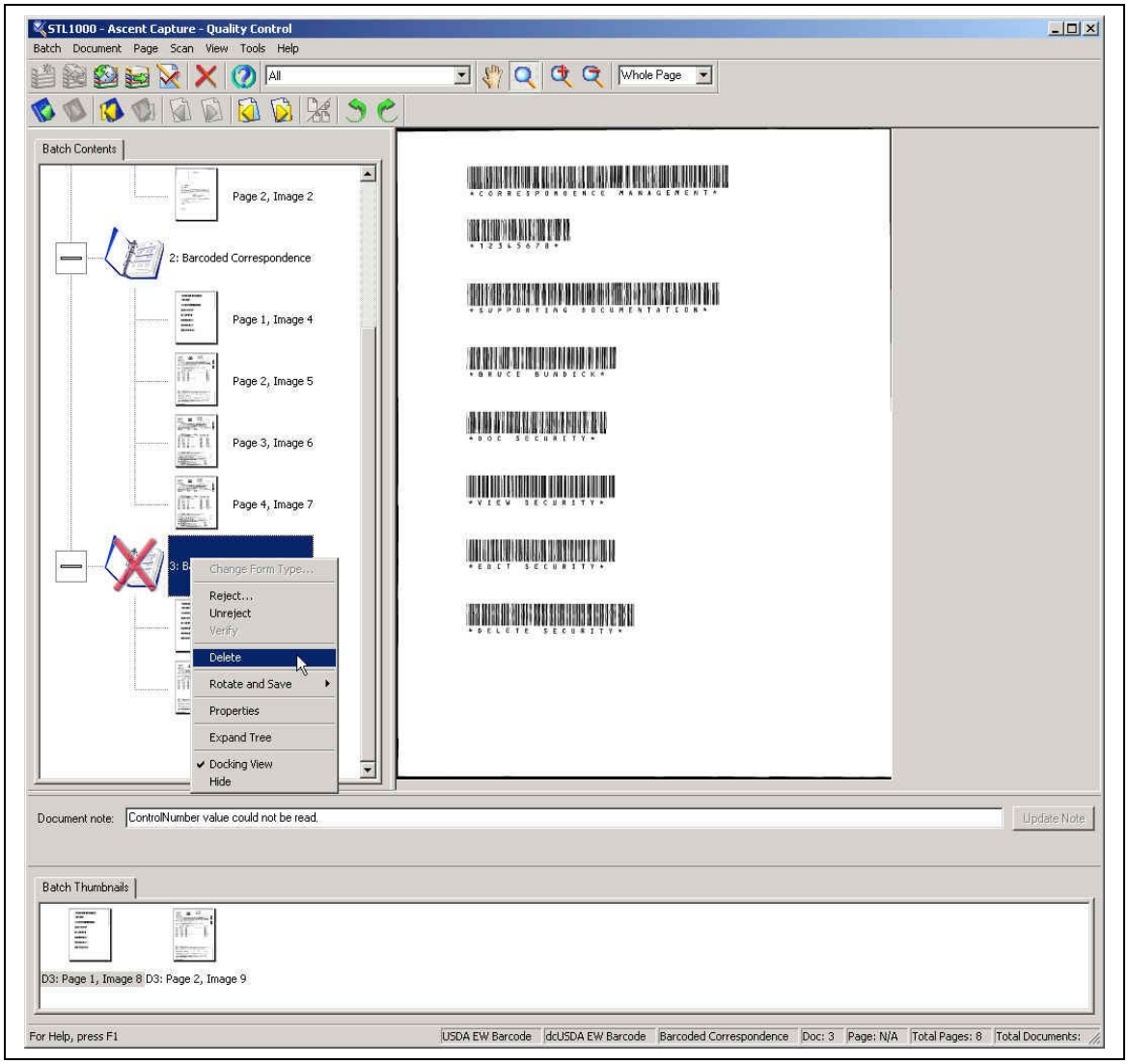


Figure 6: Quality Control - Delete Bad Document

To delete a bad document, the operator selects the document, does a right mouse click and then selects Delete. The operator may also delete a document by highlighting the document and clicking the <Delete> key or the red [X] icon at the top of the screen.

If the quality of the scanned documents in an entire batch is unacceptable, the user can delete the batch by selecting the <Delete> option from the <Batch> menu. The operator is prompted to confirm the deletion. The operator then needs to rescan the batch.

After determining that all documents in the batch are acceptable, the scan operator closes the batch as shown in **Figure 7**.

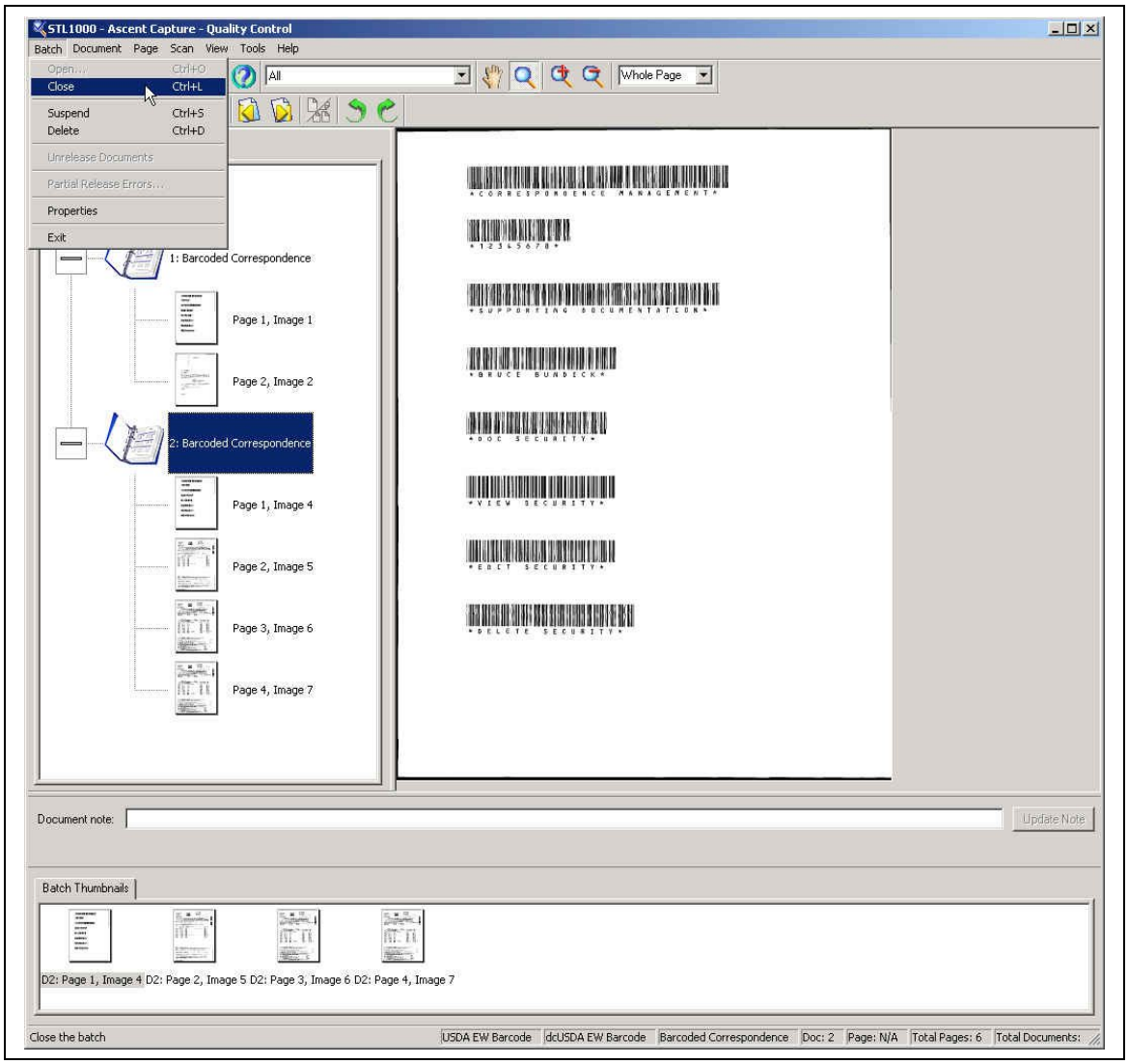


Figure 7: Quality Control - Close Batch

The keyboard shortcut equivalent for popular menu choices are shown next to the menu choice. For example, the scan operator could also 'Close' the batch by clicking Ctrl – L.

For batches with bar code Print Separator Sheets, the documents are indexed using the bar code values and stored in the repository. The documents are indexed in the folder associated with the control number.

INDEXING

For documents with patch code separators, the Document Indexing screen is displayed in **Figure 8**. The scan operator uses this screen to enter some basic information about the document.

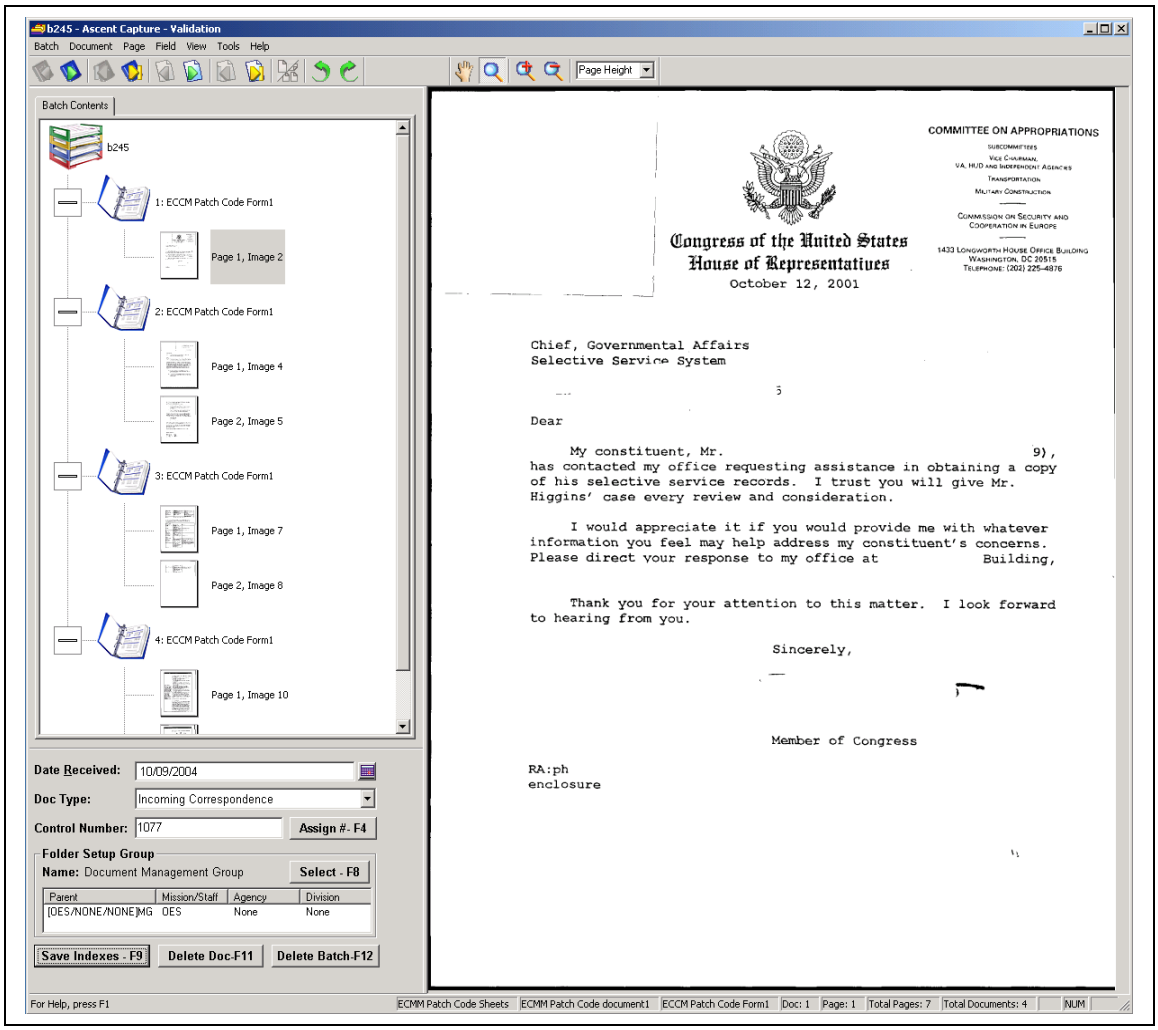


Figure 8: Document Indexing

The scan operator clicks on a document in the left panel and enters index information about the document. The operator first enters the Date Received that is stamped on the document. The Date Received field will default to the value that was entered for the previous document. To change the Date Received the operator can edit what was entered or click the calendar icon to select a different date using the calendar.

The operator then selects one of the following document types:

- Incoming Correspondence,
- Incoming Attachment,
- Draft Response,
- Final Response,
- Signed Copy,
- Outgoing Attachment,
- Supporting Documentation,
- Clearance Signature Document, or

- Miscellaneous.

Other document types may be added in the future. Document types that are added will automatically appear in the drop-down menu.

The diagram in **Figure 9** shows a close-up of the index fields section.

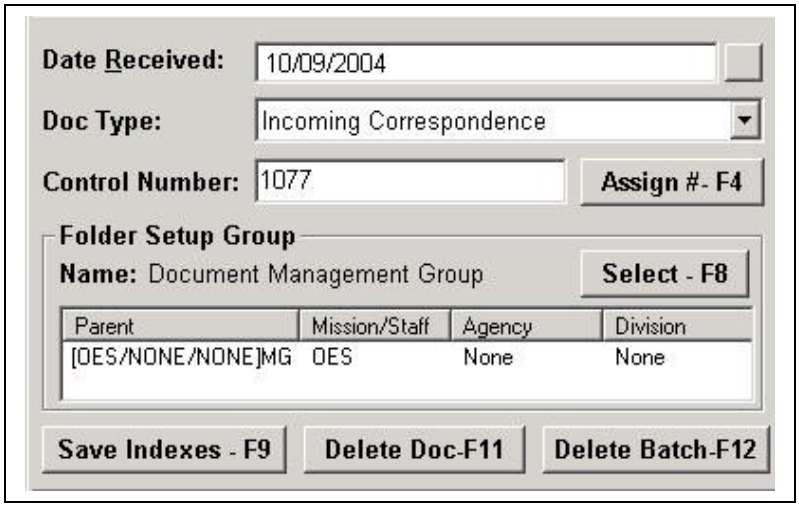


Figure 9: Indexing Screens Close-up

For any document type other than Incoming Correspondence, the scan operator must enter an existing control number so the document is stored in the proper correspondence folder. The <Assign #> button is disabled for these document types. If the operator enters a control number that is not associated with an existing folder, an error message will be displayed.

For an Incoming Attachment to be added to the same folder as an Incoming Correspondence document, the indexing operator will need to keep track of the Control Number assigned to the Incoming Correspondence document and enter it as the Control Number for the Incoming Attachment.

For Incoming Correspondence, the scan operator will usually have the system automatically generate a control number by clicking the <Assign #> button. The scan operator may enter an existing control number if an Incoming Correspondence document should be included in an existing folder.

For documents that have new control numbers assigned, the scan operator must select a Folder Set Up group that will receive the document in their inbox so they can set up the folder. The group defaults to the previously selected group but can be changed by clicking the <Select Group> button. The diagram in **Figure 10** shows the Select Folder Setup group screen that is displayed.

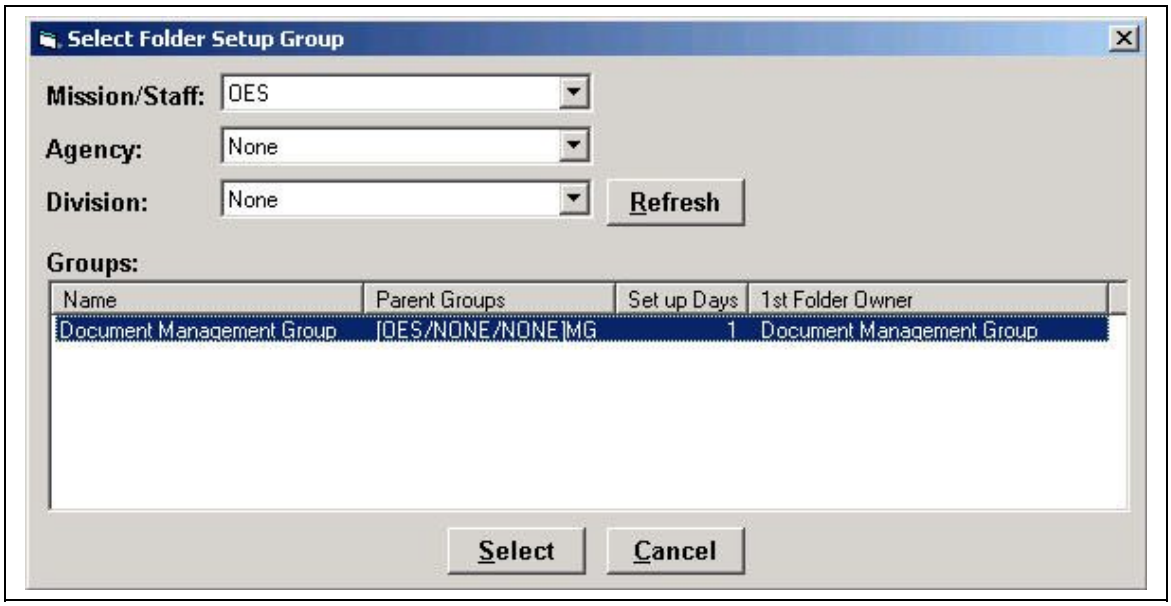


Figure 10: Select Folder Setup Group

The user selects one of the Folder Set-Up groups. The Folder Set Up Groups that may receive new Incoming Correspondence must first be added by an Application Administrator.

Figure 11 shows the fields now filled in for a new Incoming Correspondence document.

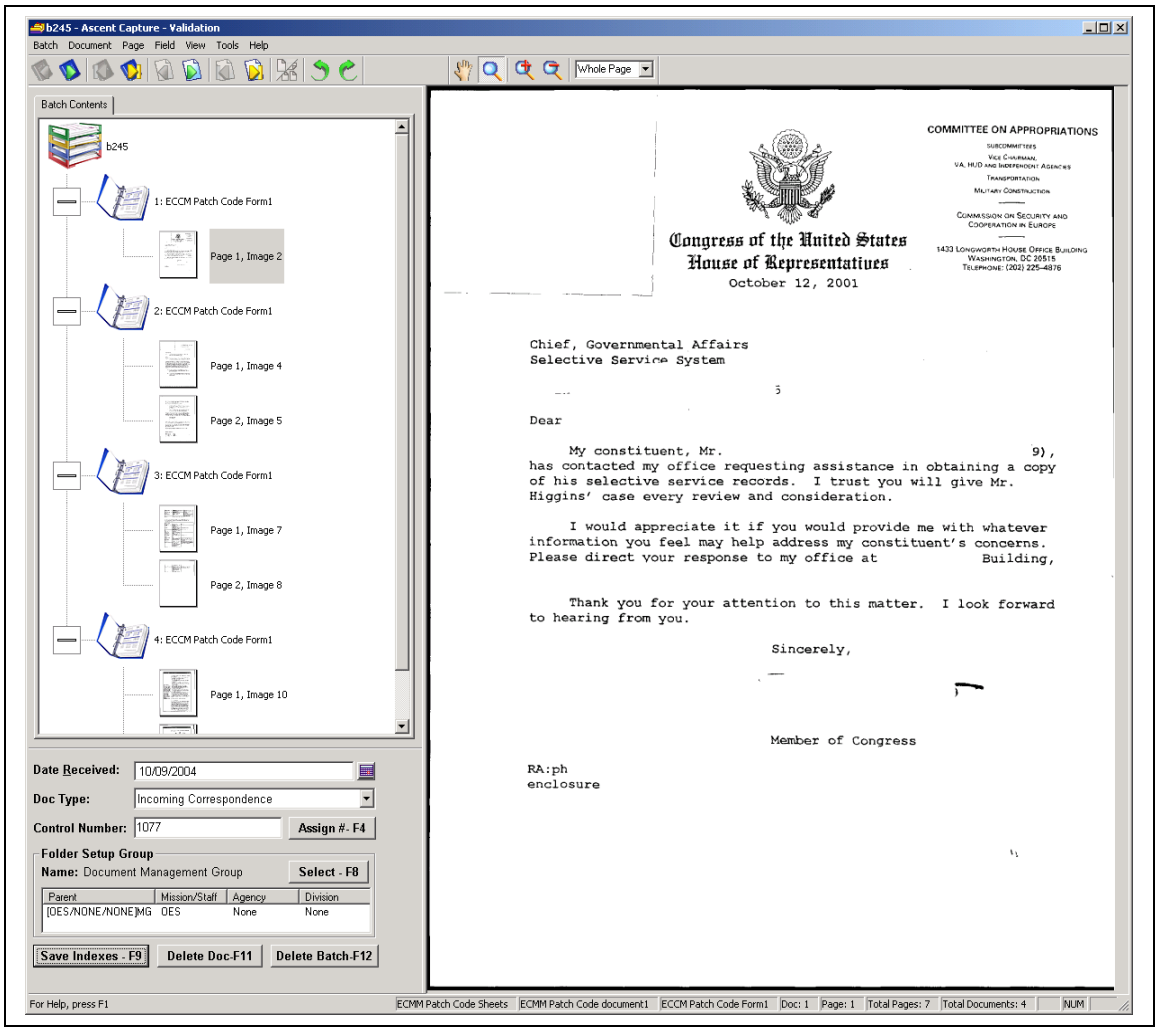


Figure 11: Document Indexes Entered

After entering all index values for the document, the operator clicks the <Save Indexes> button. The index values are now saved for the document and the next document is displayed as shown below.

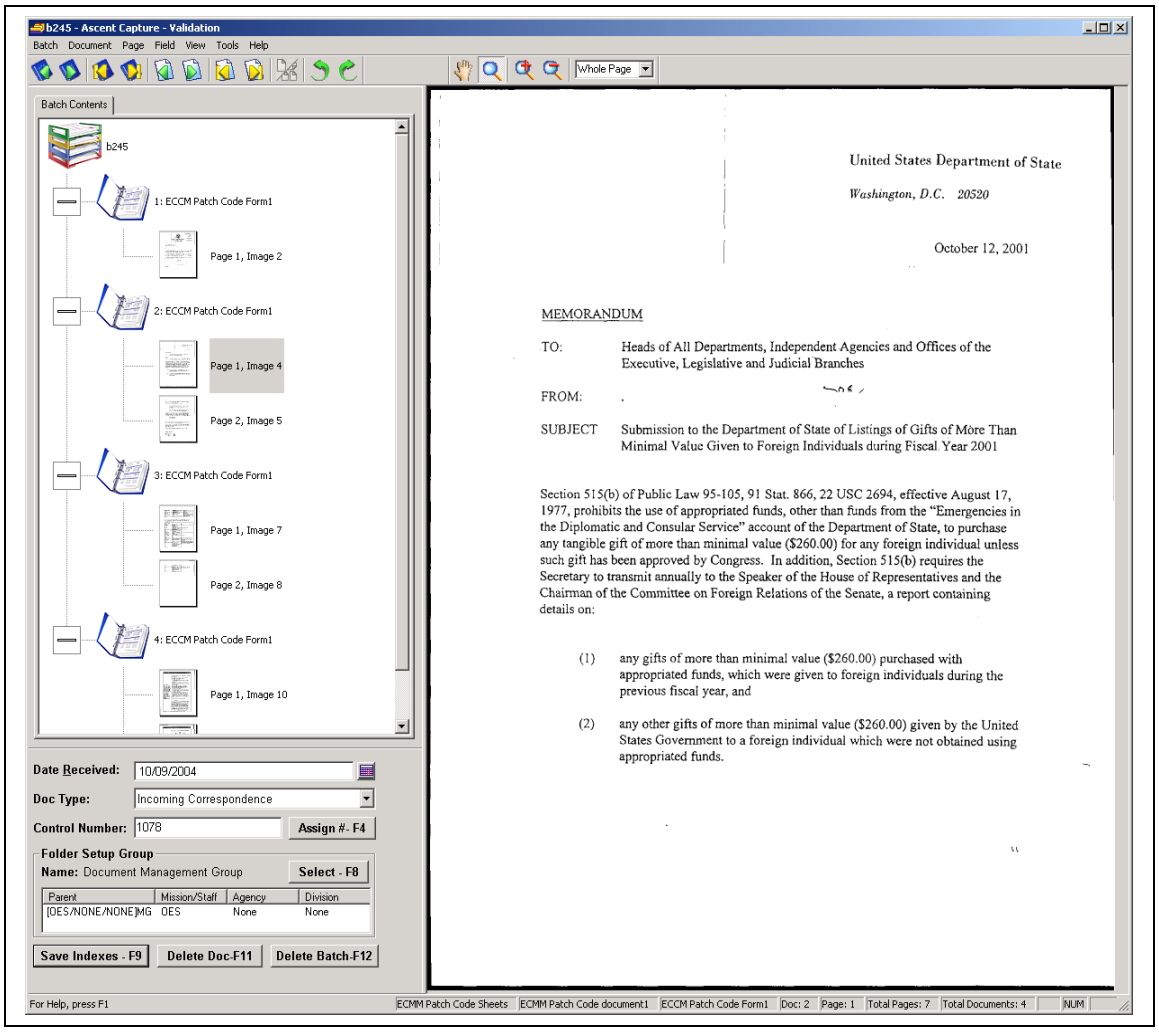


Figure 12: Second Document Index Fields Entered

After the last document has its index values saved, the system asks the user if the batch should be committed now as shown in **Figure 13**.

Figure 13: Commit Batch Dialog Screen

If the user clicks the <Yes> button, the documents will be sent to the repository. If the user clicks the <No> button, the documents are not committed yet. The user can select documents to review and change index values that have been assigned. When ready to commit the documents, the user must select the Menu option to 'Close Batch' (same as

shown in the Quality Control example). This sends the batch of documents to the repository.

Before closing the batch, the scanning operator rubber-bands the batch and places a Batch Separator Sheet on it with the date scanned and batch number (shown at the top of the documents window). The batch number will be stored as an index value with each document that is scanned. Later, if the original document needs to be located, the batch that contains it can be easily identified and located.

After the batch of documents has been scanned, indexed and committed, it is automatically transferred to the content management system. Each scanned document is automatically read (OCR) by the scan software and the words in the document are stored in the image file. Each document is then stored in the repository. The words for each document are registered in the Correspondence Management system to support full text searches of documents. It make take several minutes for scanned documents to be transferred, processed and stored in the repository.

For each Incoming Correspondence document that is stored, a new Set Up Folder task is written to the Inbox of the users in the Folder Set Up group selected on the indexing screen by the scanning operator. The Folder Owner of the new folder is set to the 1st Folder Owner associated with the Folder Setup group that was selected. To add or make changes to a Folder Set group see Administrator Functions - Folder Set up Groups.

Documents other than new Incoming Correspondence documents are stored directly in the folder based on the control number for the document. No tasks are written to inboxes for these documents. Whenever a document is added to a folder, the system records the user who added the document along with the date created.

SYNOPSIS GENERATION

SYNOPSIS GENERATION OVERVIEW

SYNOPSIS POP-UP

SYNOPSIS SALUTATION TARGET

SYSTEM GENERATION SYNOPSIS

SYNOPSIS GENERATION OVERVIEW

The ECM application includes a process that stores a synopsis of the documents in the database with the other folder fields. Incoming correspondence that is scanned into a new folder, utilizing the Kofax scan application, automatically populates the synopsis field so it does not have to be manually entered.

When scanned, the 'Incoming' documents are stored in the ECM system and added to a new folder. The system captures the first 500 characters of the document after the salutation and stores them in the synopsis field of the folder. The application ignores all text up to the salutation and the name after the salutation. If the system cannot find a salutation, all of the first characters will be stored. The synopsis field on the folder is scrollable.

The user can also display a full view of the synopsis by clicking the Synopsis label on the folder. A pop-up form is displayed with the full content of the synopsis. The user can make changes to the synopsis in the synopsis field or in the pop-up window. The synopsis also has a Spell Check feature.

SYNOPSIS POP-UP

Figure 1 shows the folder with the synopsis pop-up window displayed.

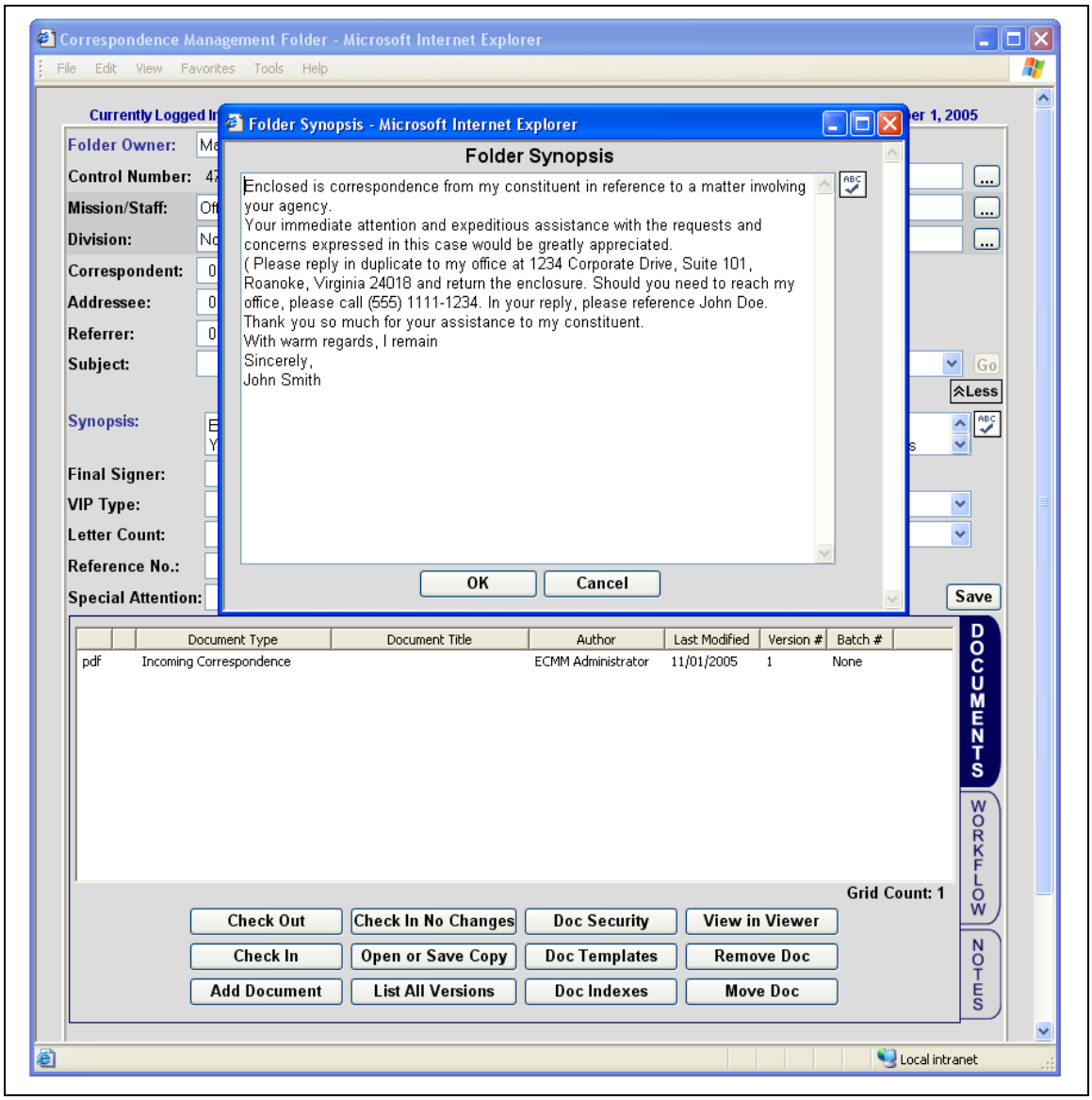


Figure 1: Folder with Synopsis Pop-Up Window Displayed

SYNOPSIS SALUTATION TARGET

ECM includes a maintenance screen that allows administrators to add or change salutation "target" content and configure the number of characters to display in the synopsis field.

When salutation target text is added, it will also become target word(s) for documents stored in the future. Additions or deletions of salutation target content will take effect for future documents only.

Figure 2 shows the administrative screen for configuring salutation words.

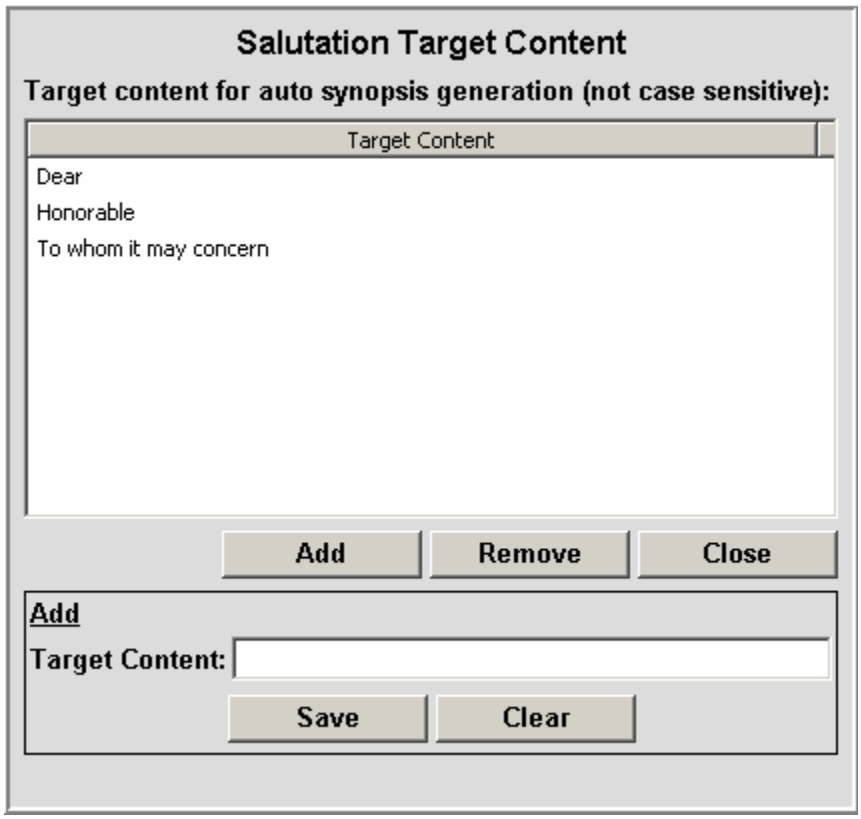


Figure 2: Synopsis Generation Salutation Administration Screen

Additions and deletions of salutations only apply to new documents that are added.

SYSTEM GENERATED SYNOPSIS

Figure 3 shows a folder whose synopsis was generated by the system.

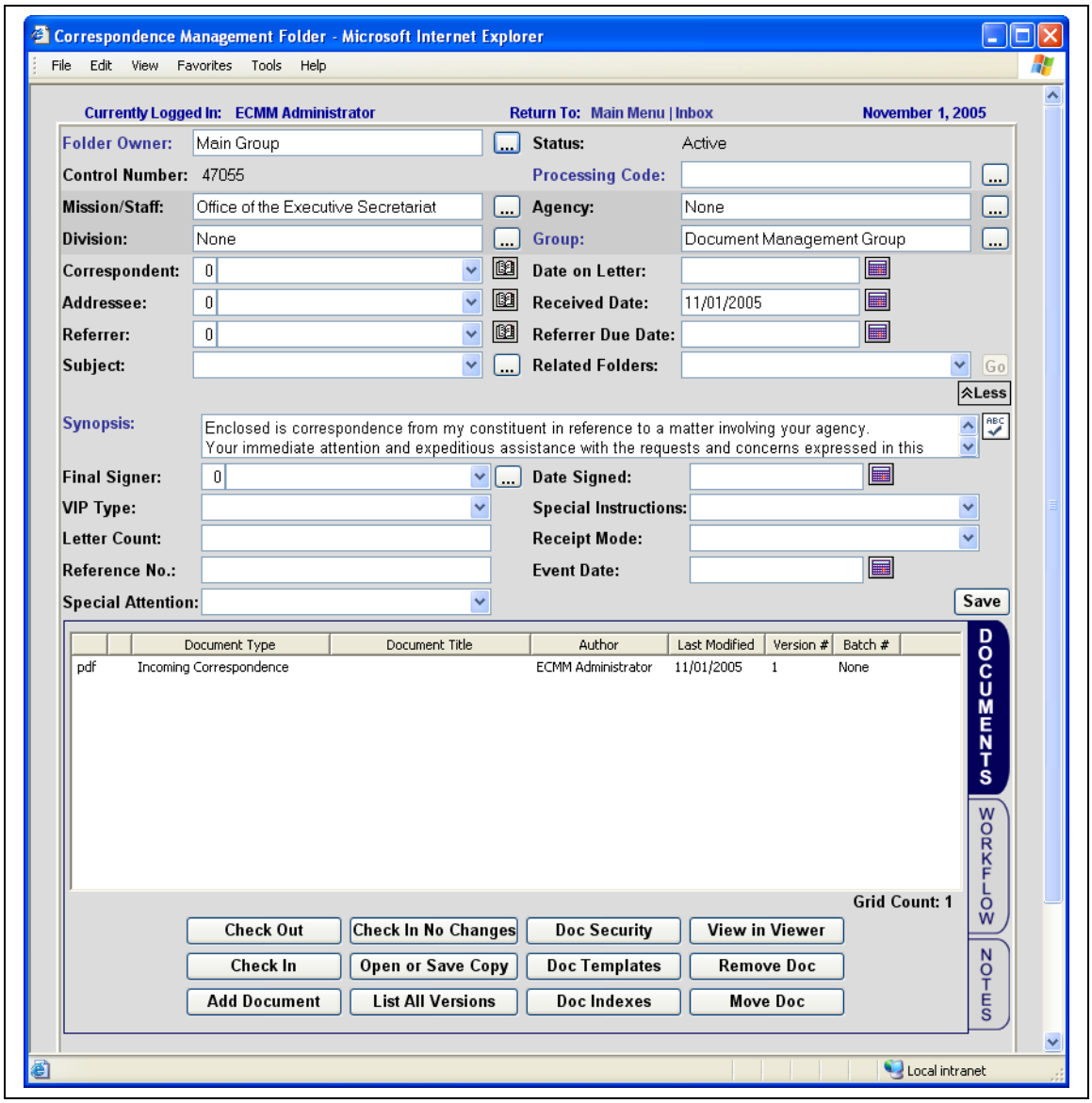


Figure 3: Folder with System Generated Synopsis

SPELL CHECK

SPELL CHECK OVERVIEW

SPELL CHECK FUNCTIONALITY

ADDING PERSONAL WORDS

SPELL CHECK ON ECM SCREENS

SPELL CHECK OVERVIEW

ECM provides a Spell Check capability for the following free-form entry fields:

Synopsis
Folder Notes and
Complete Task Remarks.

SPELL CHECK FUNCTIONALITY

Spell check capability is provided by integrating Spellex spell checking software with the ECM application. The spell check software allows USDA to add organization-specific words to the main dictionary used by all users. It also allows users to add their own words to their version of the dictionary. The diagram in **Figure 1** shows how the dictionaries work together.

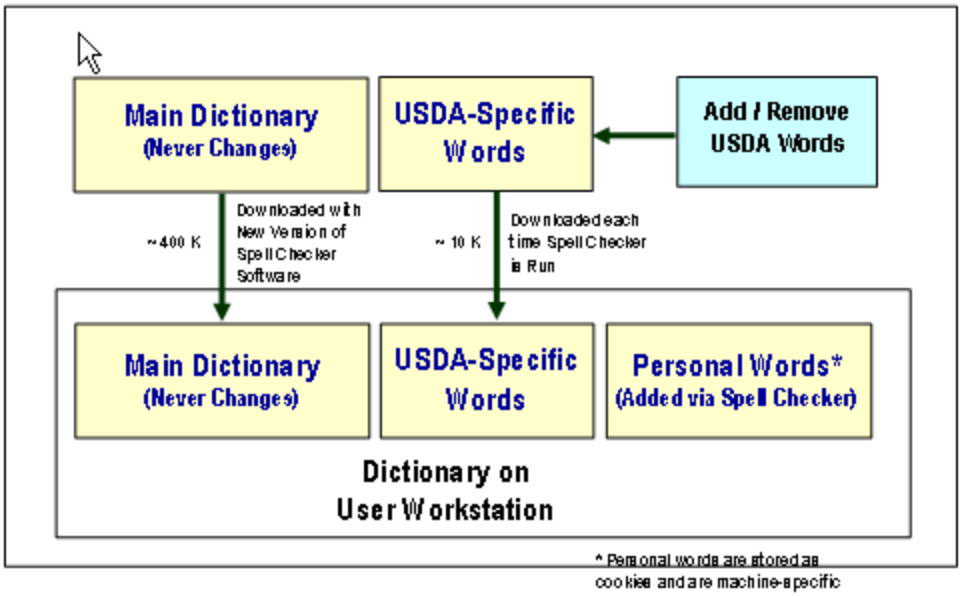


Figure 1: Spell Check Dictionary Architecture

The main dictionary is provided by the Spellex software and never changes. It is downloaded to the user's workstation automatically with the spell checker applet the first time the spell checker is invoked. This download is approximately 400 KB. It would only be downloaded again if a new version of Spellex is installed.

Through the Administrator Menu, an ECM administrator can add or remove additional words from a USDA-specific dictionary. The administrator first looks for the word using the 'Word Text' search field. If the word is not found, the administrator can add it by entering the word and clicking the <Add New> button. To remove a word, the administrator selects the word and clicks the <Remove> button.

These words are downloaded each time the spell checker is invoked. The download is small (approximately 10 KB). The application includes USDA-specific words with the

other words in the main dictionary. The screen for maintaining the additional words is shown in **Figure 2.**

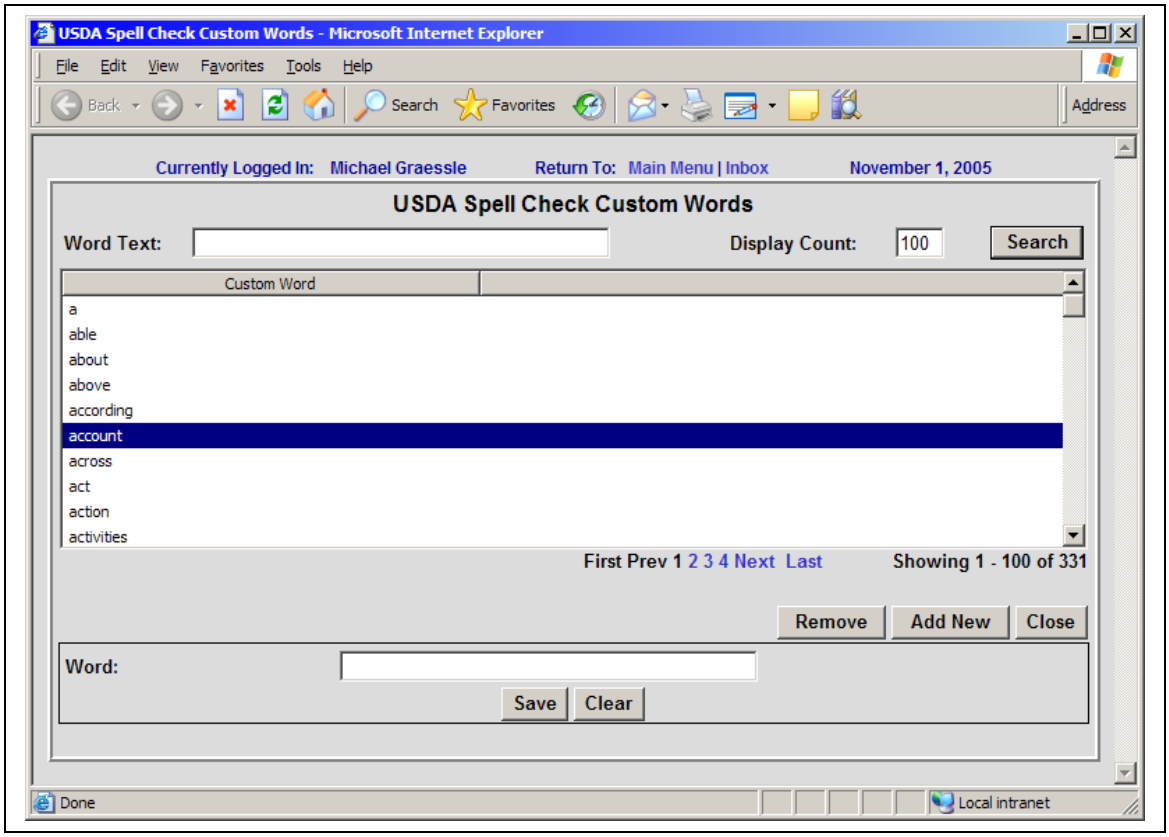


Figure 2: Maintenance Screen for USDA-Specific Words

ADDING PERSONAL WORDS

Personal words can be added by the user while using the Spell Check applet. When the Spell Check applet indicates that a word is not found in the dictionary, the user can click the <ADD> button. This will add the personal word to the user's workstation. Personal words are only included when the spell checker is running on the user's workstation. These words are stored as cookies so they are not available if the user runs Spell Check on a different workstation. This is illustrated in **Figure 3**.

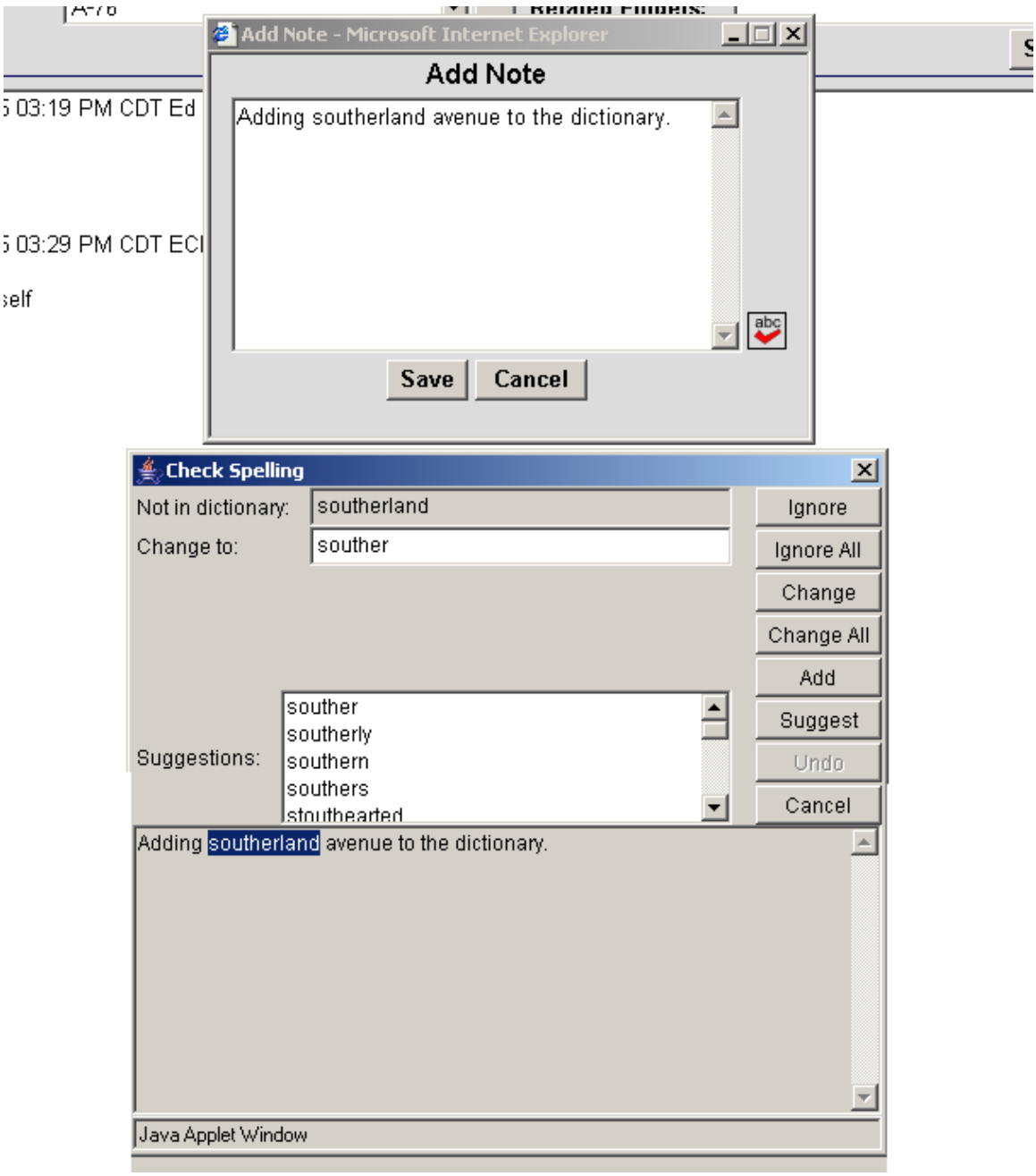


Figure 3: Adding a personal word

SPELL CHECK ON ECM SCREENS

Figure 4 shows a folder with the Spell Check running against the synopsis field.

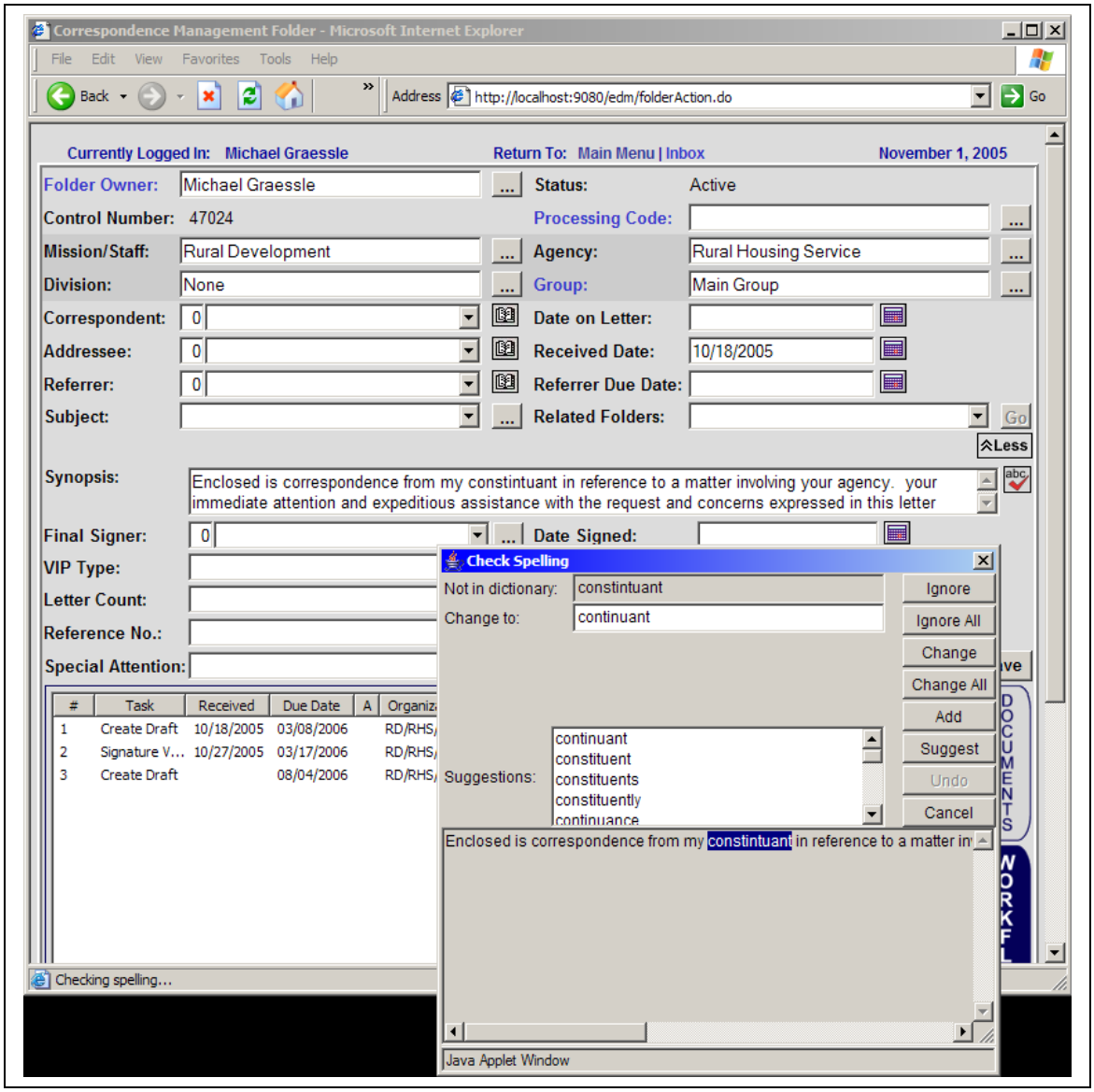


Figure 4: Synopsis Field with Spell Check

The spell check button is on the right side of the Synopsis field. After entering text in the synopsis field, the user clicks the Spell Check button. The spell check applet appears and begins spell checking the Synopsis text. This applet works the same as other standard spell checkers. If a word needs to be added to the dictionary, the user enters it in the 'Change to' field and clicks the <Add> button. This adds the word to the personal dictionary. The spell checker closes after it finishes checking all words.

For the Synopsis, the user can click the 'Synopsis' label and a pop-up screen will display the full synopsis. The user can edit the synopsis text in the pop-up window. The pop-up

window has a spell check button so the user can invoke the spell checker. This is shown in **Figure 5**.

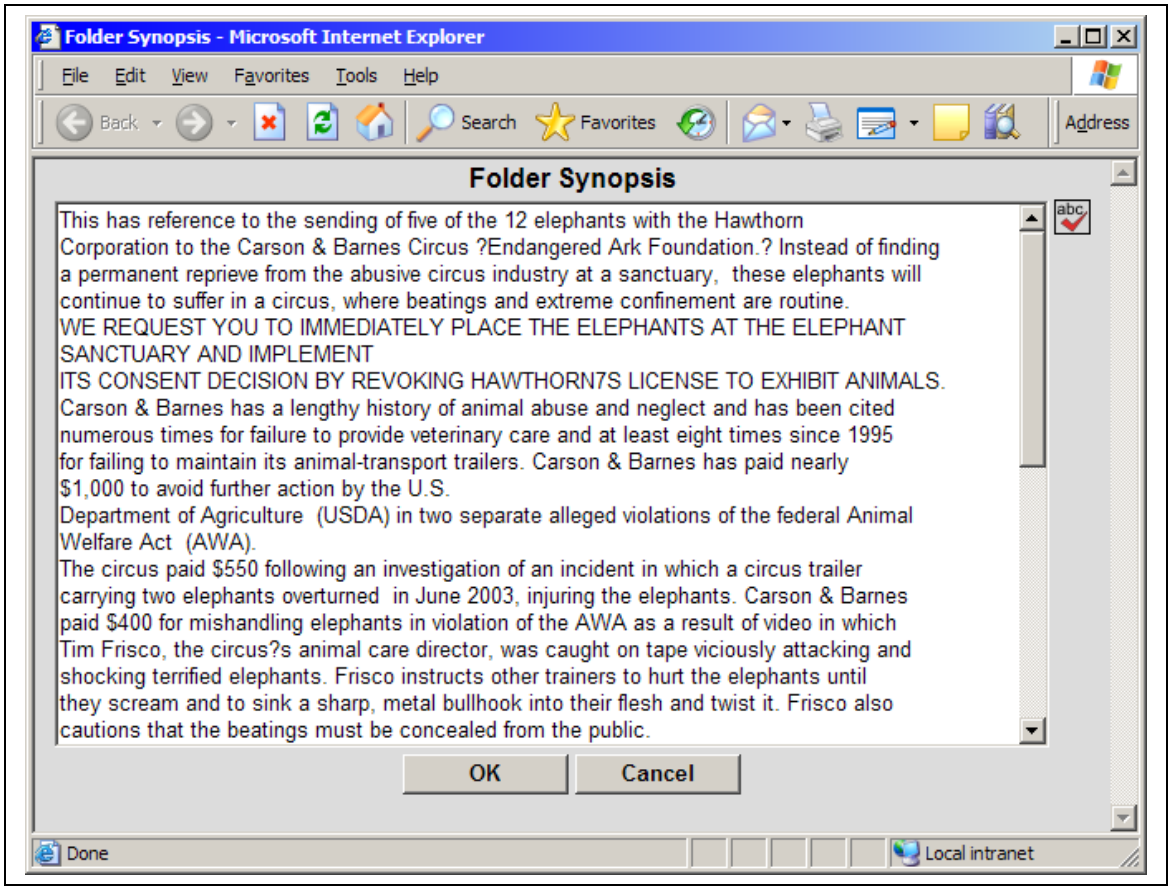


Figure 5: Spell Check Synopsis in Pop-Up Window

The spell checker can also be used with notes that are being added to the Notes tab of the folder. **Figure 6** shows the spell checker used on the Notes tab.

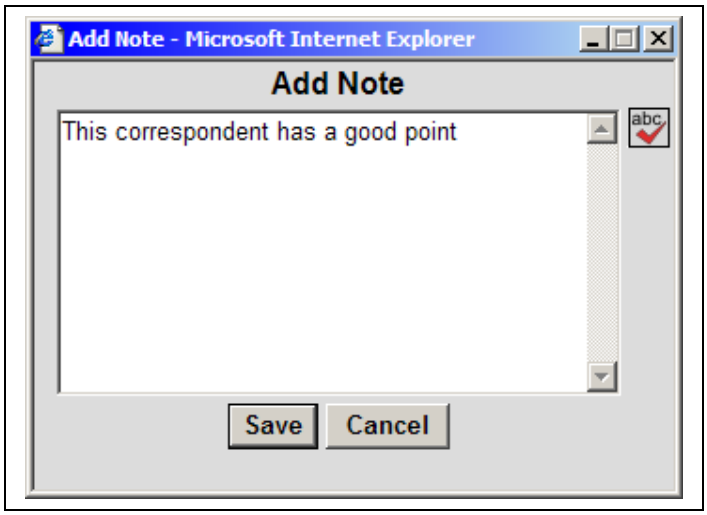


Figure 6: Spell Check on Notes Tab

Spell Check is also available when entering remarks for a completed task. **Figures 7 and 8** show the spell check application on the 'Complete Task' screens.

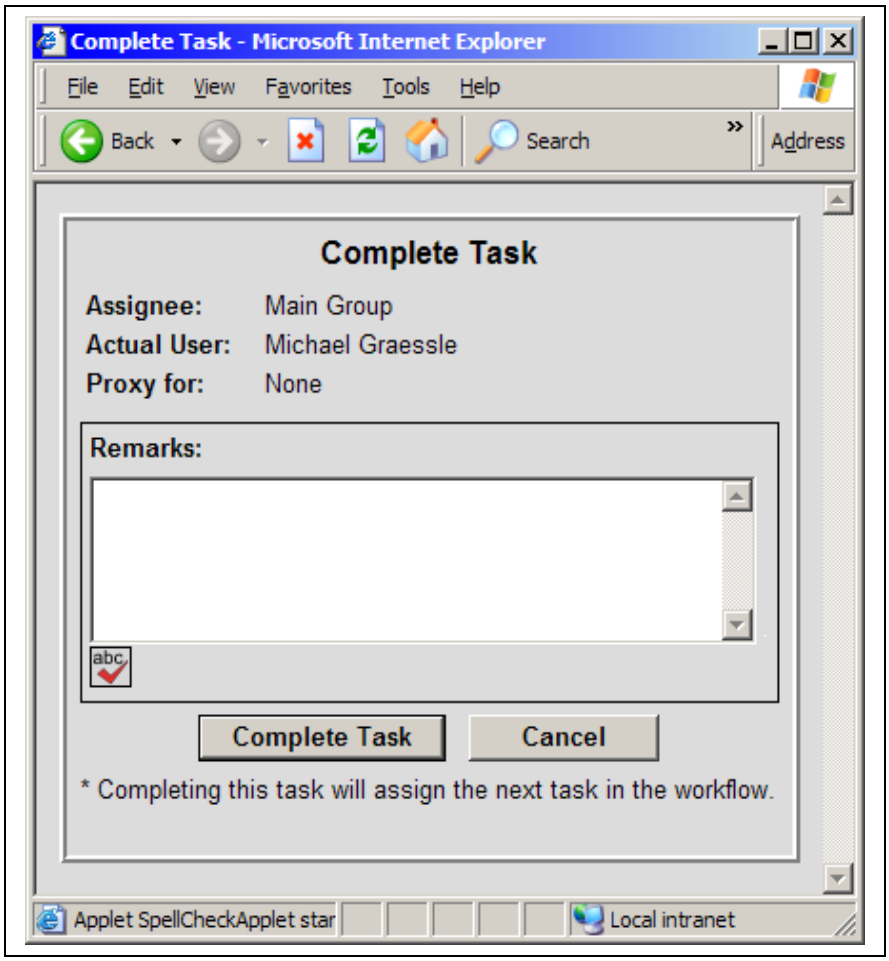


Figure 7: Spell Check on Complete Task

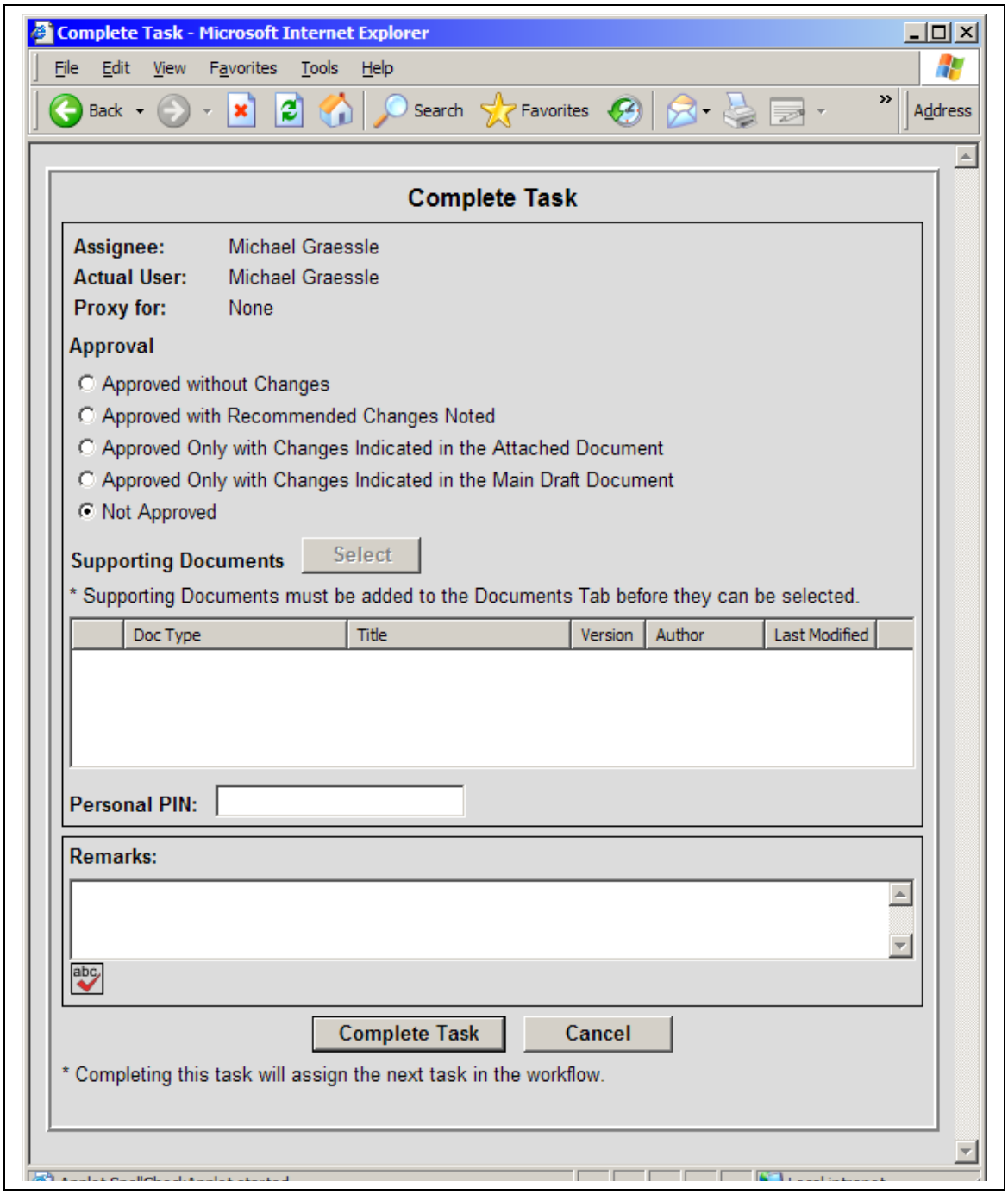


Figure 8: Spell Check on Complete Task with Approval

TREE VIEW and LIST VIEW

OVERVIEW

SELECT GROUP/POSITION

SELECT FINAL SIGNER

SELECT ASSIGNEE

PERSONAL PROFILE – GROUP NAVIGATION DEFAULT INTERFACE

OVERVIEW

In the ECM application, users have two navigation options for selecting groups, positions and users:

- **List View** in which the user navigates through the hierarchy of organizations and groups displayed in lists, and
- **Tree View** which allows the user to use a tree-view approach similar to the way that the Windows Explorer interface works.

These options are provided for all screens that need to select groups, positions, and/or users. The Personal Profile Screen allows the user to select either view as their default preference. The user also has the option to move from List View to Tree View and from Tree View to List View by clicking the <TREE VIEW> or <LIST VIEW> button on the right of the screen.

SELECT GROUP/POSITION

Figure 1 shows the "List View" method for selecting a group or position.

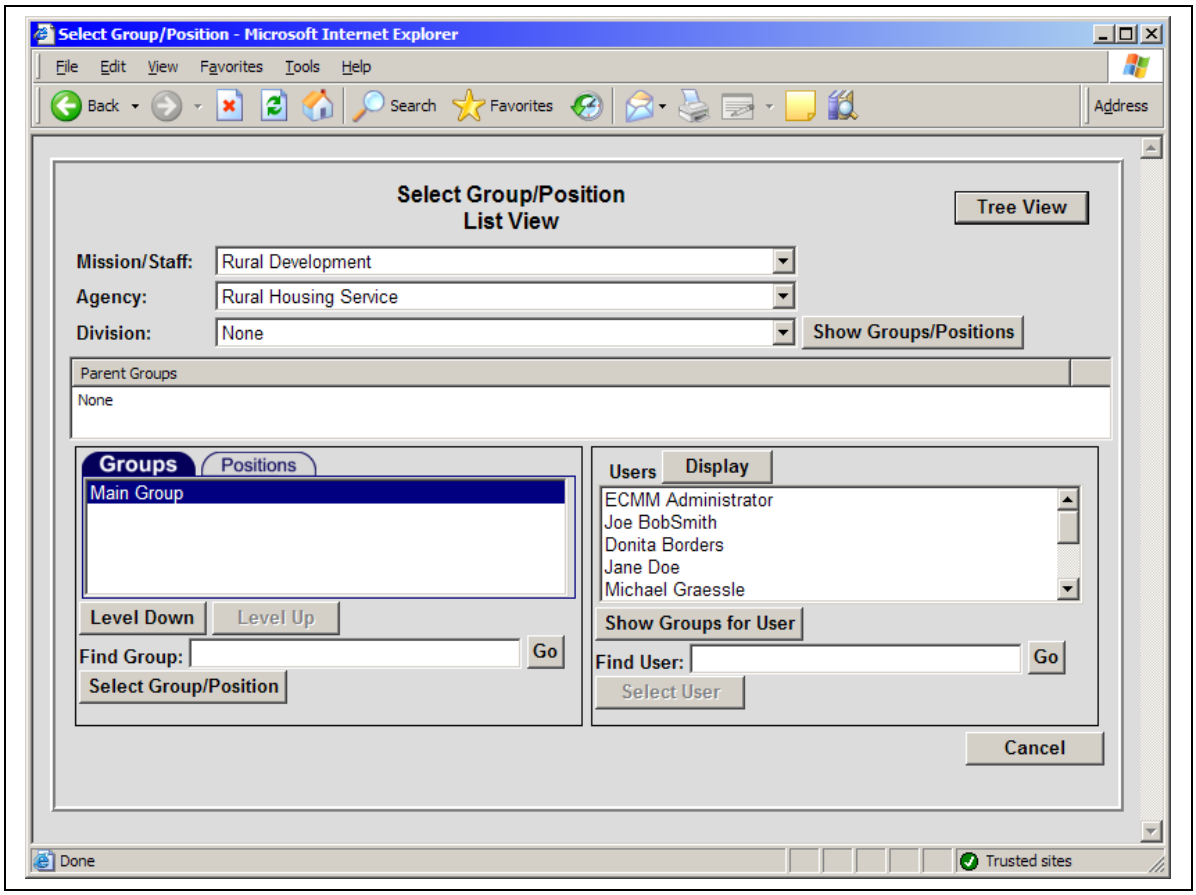


Figure 1: Select Group/Position List View

To access the Tree View interface, the user clicks the <Tree View> button. The Tree View is shown in **Figure 2**.

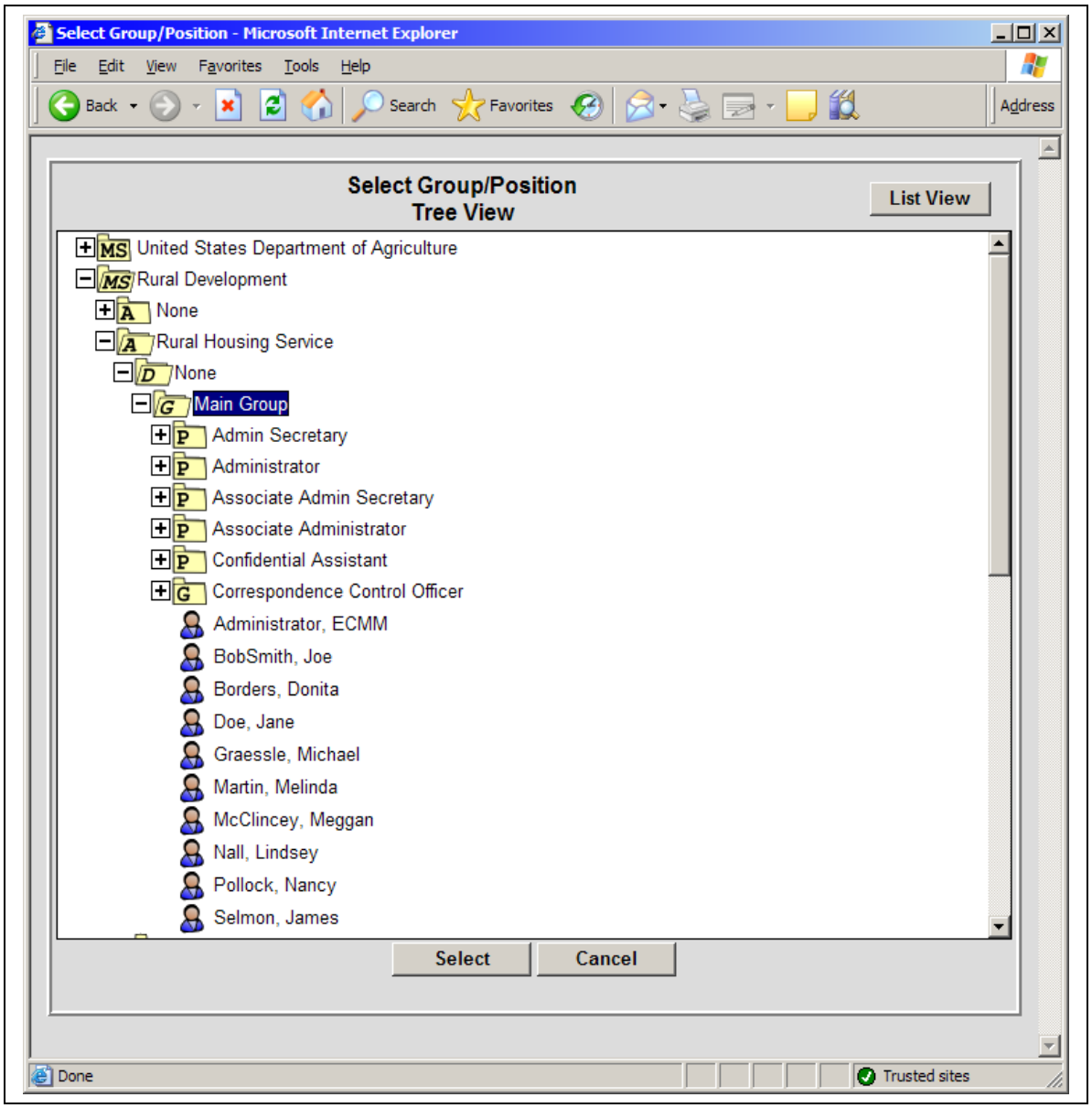


Figure 2: Select Group/Position Tree View

The organization hierarchy is shown as folders and person icons. Person icons are names of individual users. Folder icons have letters to indicate their level. Folder icons include:

MS – Mission/Staff
A – Agency
D - Division
G – Group
P – Position

To see more detail within a level, the user clicks the <+> operator. To see less detail, the user clicks the <-> operator. To make a selection, the user highlights the desired Group, Position or User and clicks the <Select> button.

SELECT FINAL SIGNER

The Select Final Signer function allows the user to select one or more final signers. The current List View screen is shown in **Figure 3**.

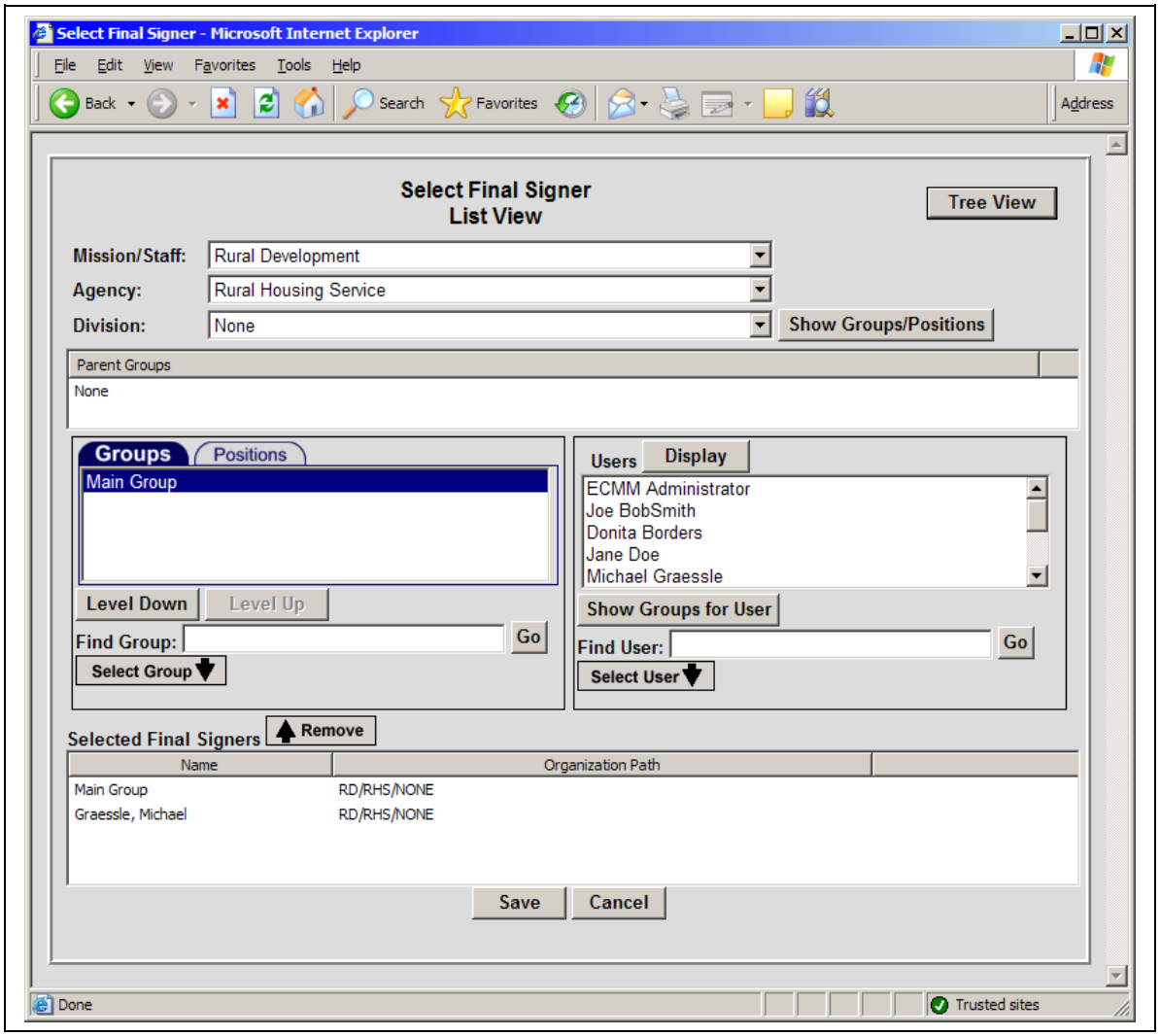


Figure 3: Select Final Signer List View

The Select Final Signer Tree View screen is shown in **Figure 4**.

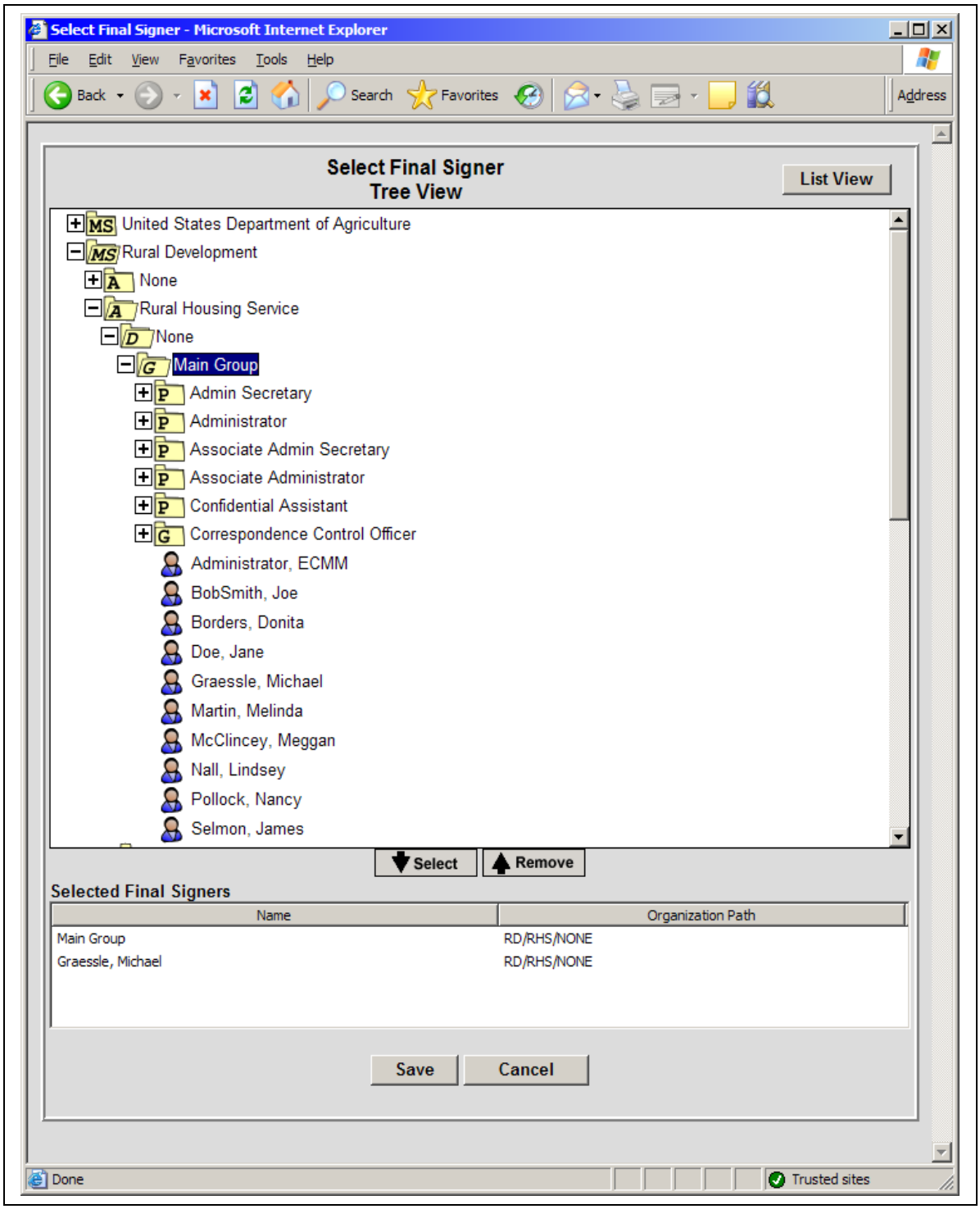


Figure 4: Select Final Signer Tree View

SELECT ASSIGNEE

The Select Assignee List View screen is shown in **Figure 5**.

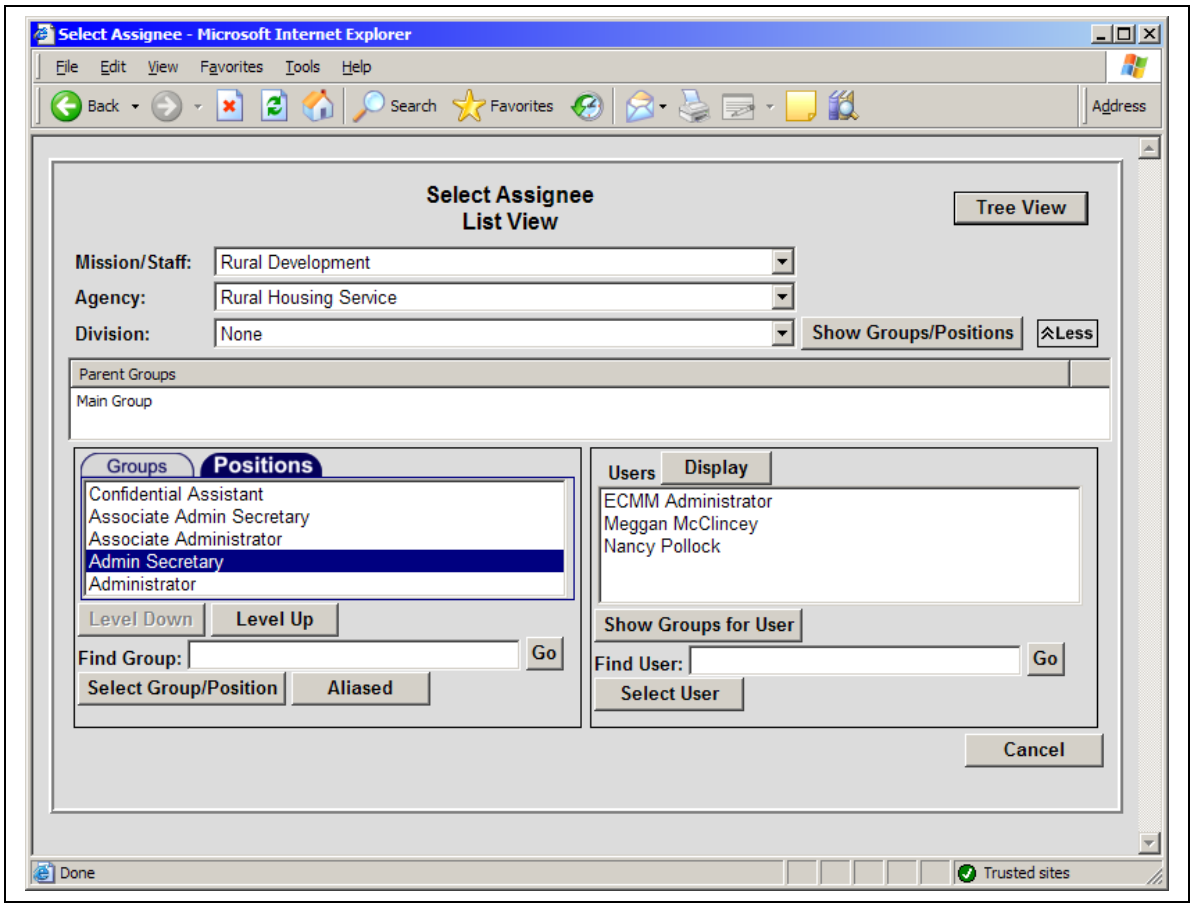


Figure 5: Select Assignee List View

This screen allows users to select an assignee for a task. In addition to being able to select a Group, Position or User, this screen allows the user to select an aliased assignee. The aliased assignee resolves to the person(s) in the selected group or position based on the Folder organization. The Select Aliased Assignee screen is shown in **Figure 6**.

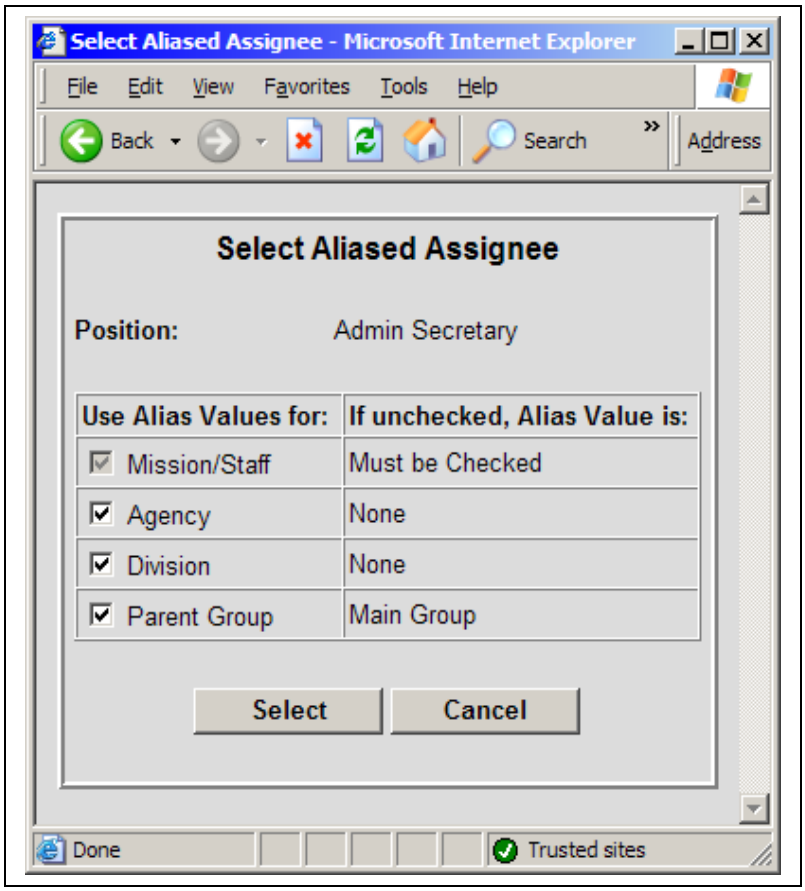


Figure 6: Select Aliased Assignee List View or Tree View

This same screen is displayed when selecting an aliased assignee from either interface.

Figure 7 shows the Select Assignee Tree View screen.

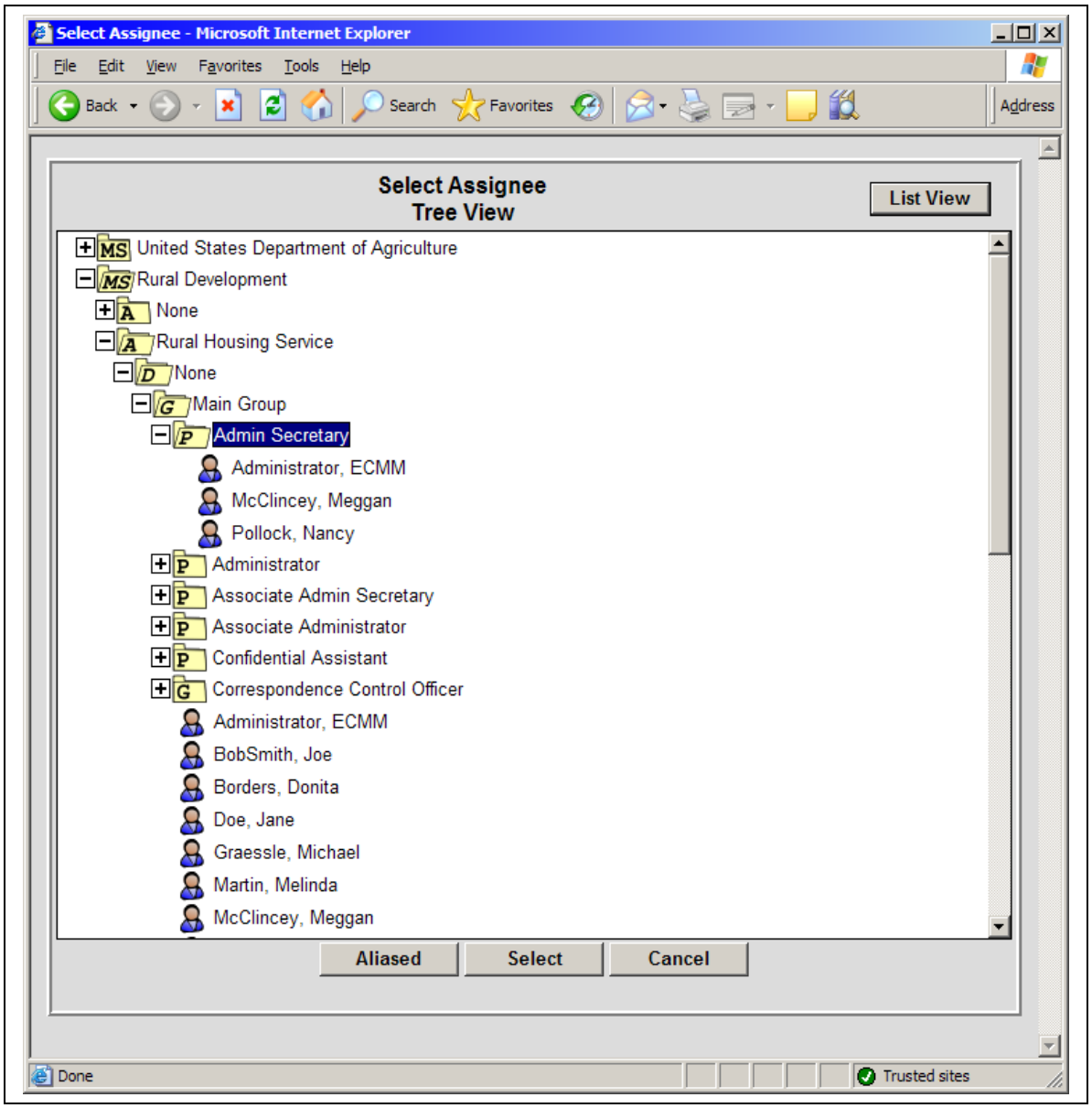


Figure 7: Select Assignee Tree View

To select an aliased assignee, the user clicks the <Aliased> button.

PERSONAL PROFILE – GROUP NAVIGATION DEFAULT INTERFACE

Each user can select their preferred interface on their Personal Profile screen as shown in **Figure 8**.

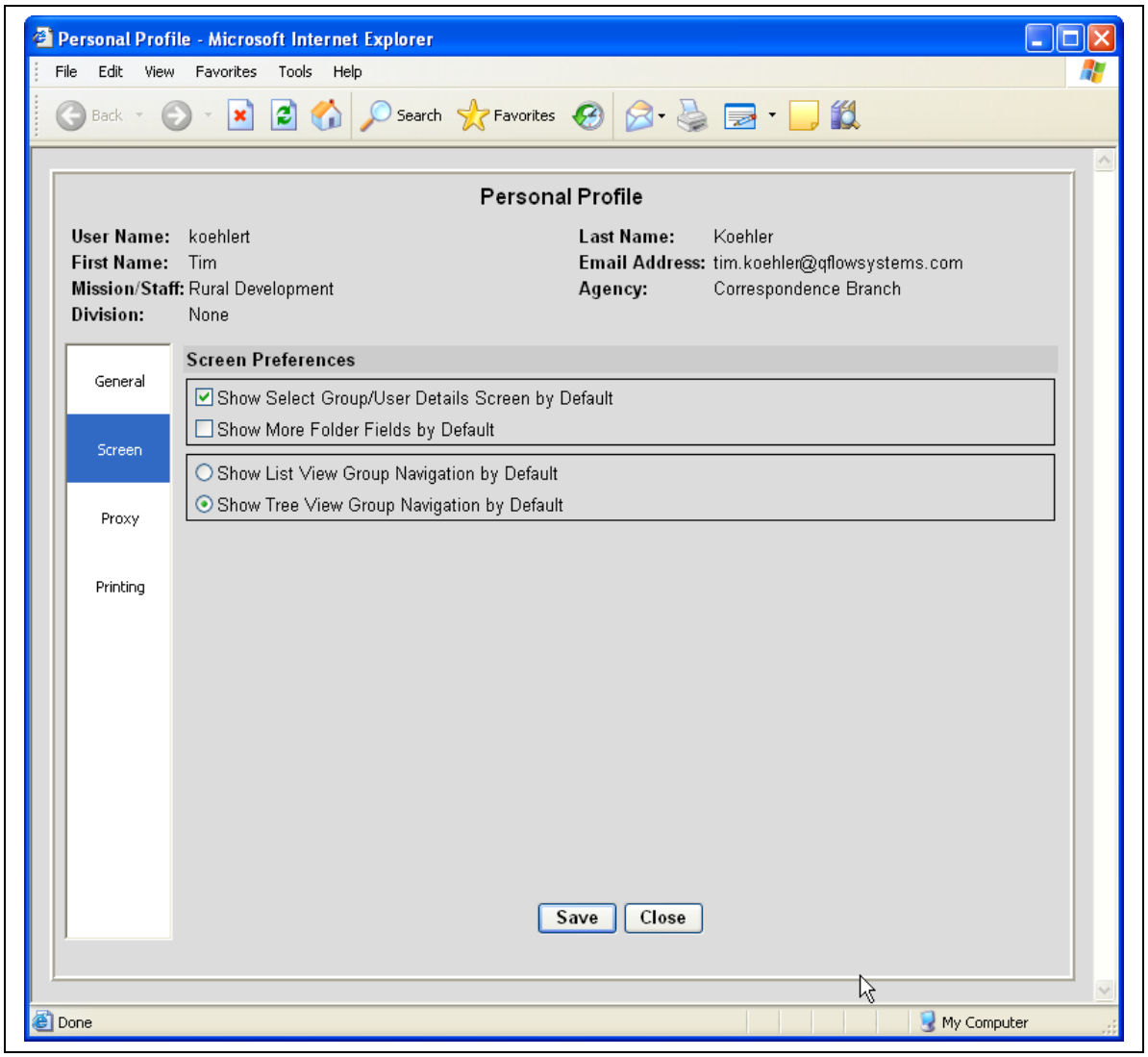


Figure 8: Personal Profile - Group Navigation Interface Selection

To use the 'List View' by default, the user selects 'Show List View Group Navigation by Default.' To use the Tree View by default, the user selects 'Show Tree View Group Navigation by Default.'

WORKFLOW INBOX

WORKFLOW INBOX

SORTING

FOLDER DETAILS

EXECUTIVE REVIEW

PRINT TASKS

PRINT FOLDER

WORKFLOW STATUS

ASSIGNEE DETAILS

SELECTING A TASK

WORKFLOW INBOX

Each user has a Workflow Inbox. When a task is assigned to a user, it is written to that user's Inbox. When a task is assigned to a group or position, the task is written to all users who are a member of that group or position. The Inbox displays all tasks that need to be worked. These are tasks with a task status of Assigned, Started or Put Back. Tasks.

To access the Workflow Inbox, the user selects Inbox from the Main Menu as shown in **Figure 1**.

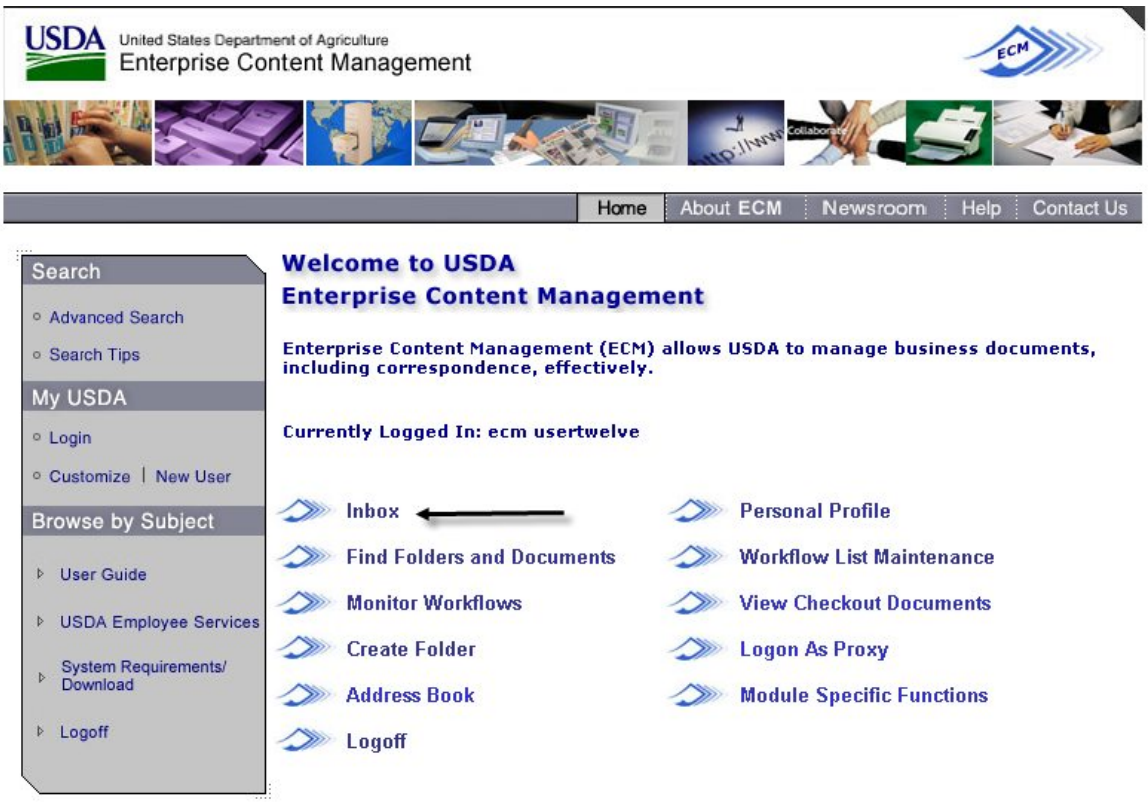


Figure 1: Workflow Inbox on the Main Menu

The Workflow Inbox screen shown in **Figure 2** shows all Personal and Group tasks for Correspondence Management assignments for the user. When a task is assigned to a

group, all members of the group receive the task in their inbox. When one of the group members selects the task, the task is assigned to them to complete. The actual user field is formatted with the user's name who selected the task. The task is removed from the other members' inboxes and the status of the task is changed from 'Assigned' to 'Started'.

The example in **Figure 2** shows several tasks for the user. The status of some of the tasks is 'Assigned'. This means that the task has been added to the assignees' Inbox but it has not yet been selected to be worked. If the user starts a task and then chooses to put it back into the system, the status changes to 'Put Back' and will be tracked for reporting purposes.

Overdue tasks are shown in red. The Over/Under field shows the number of business days the task is over or under the due date.

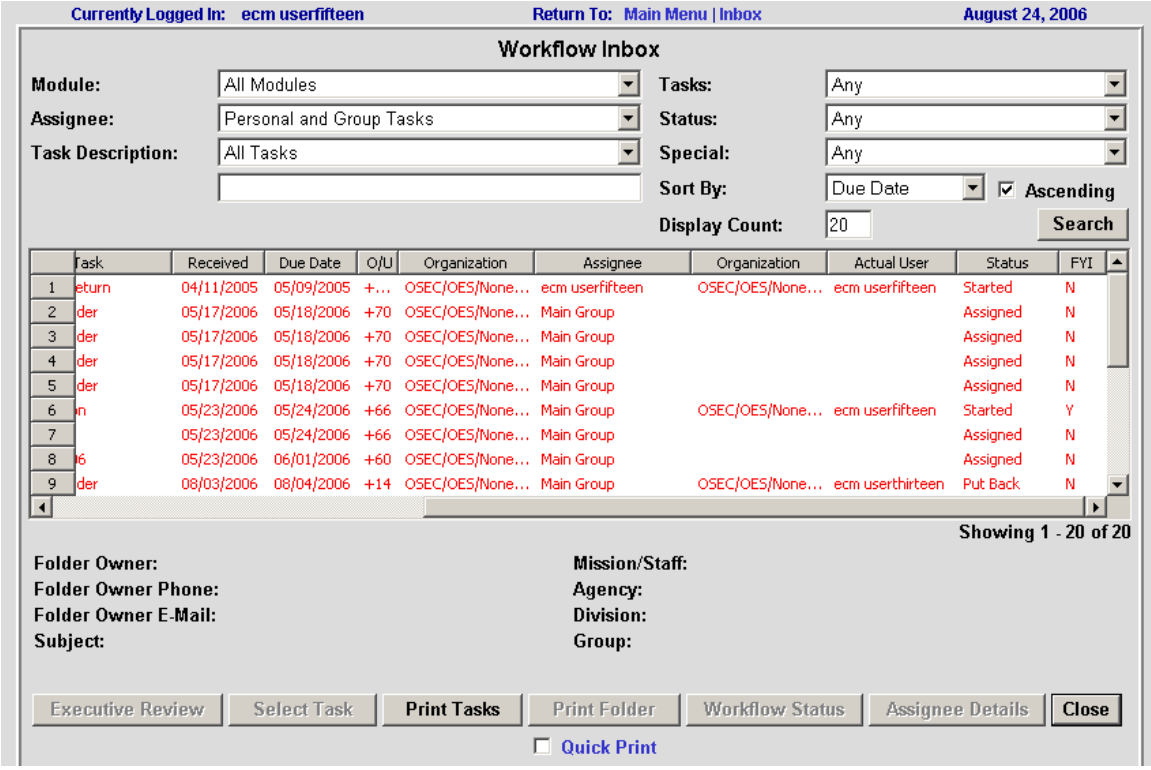


Figure 2: Workflow Inbox

SORTING

The tasks in **Figure 2** are sorted by Due Date in ascending order. A drop-down menu contains different options for sorting in either ascending or descending order. The results list may be further sorted by clicking on any of the column headings (ID, Proc code, !

etc.). Clicking the same heading a second time changes the sort order (e.g. from Ascending to Descending).

The Display Count field shows the number of tasks that will be displayed per page. It may be changed by the user to display from 1 to 100. Increasing the number displayed will take longer for the Inbox to be displayed.

The width of a column can be changed to make it wider or more narrow. Place the curser on the line between the column headings. The curser becomes a two headed arrow. By holding down the left mouse key and dragging the curser to the left or right, the column is resized. This helps when reading the contents of a column or when using the print function to create reports.

FOLDER DETAILS

To see more details for a task, the user can highlight the task. The Folder fields in the panel below are then populated as shown in **Figure 3**.

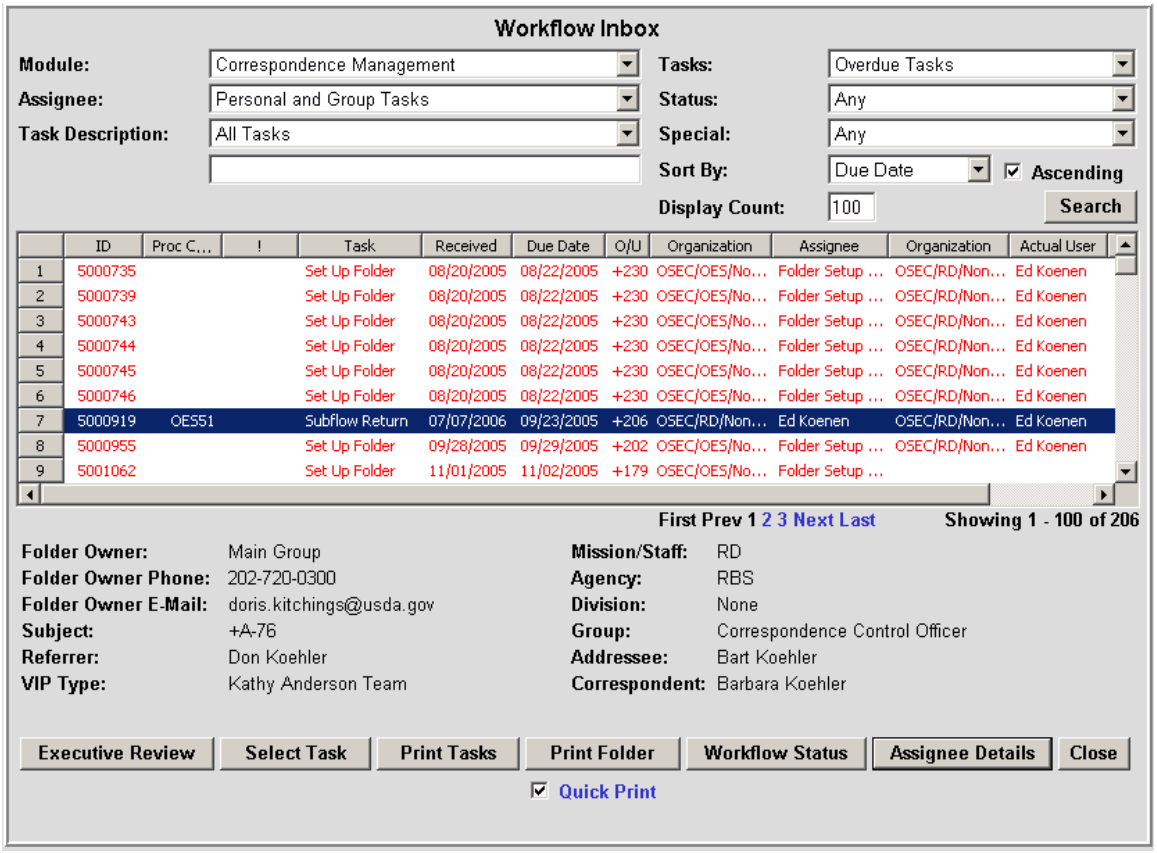


Figure 3: Workflow Inbox - Folder Details

EXECUTIVE REVIEW

The Executive Review option on the Workflow Inbox allows the user to see information about the selected task and to perform some functions. To access the Executive Review, the user highlights the selected task and clicks <Executive Review> as shown in **Figure 4**.

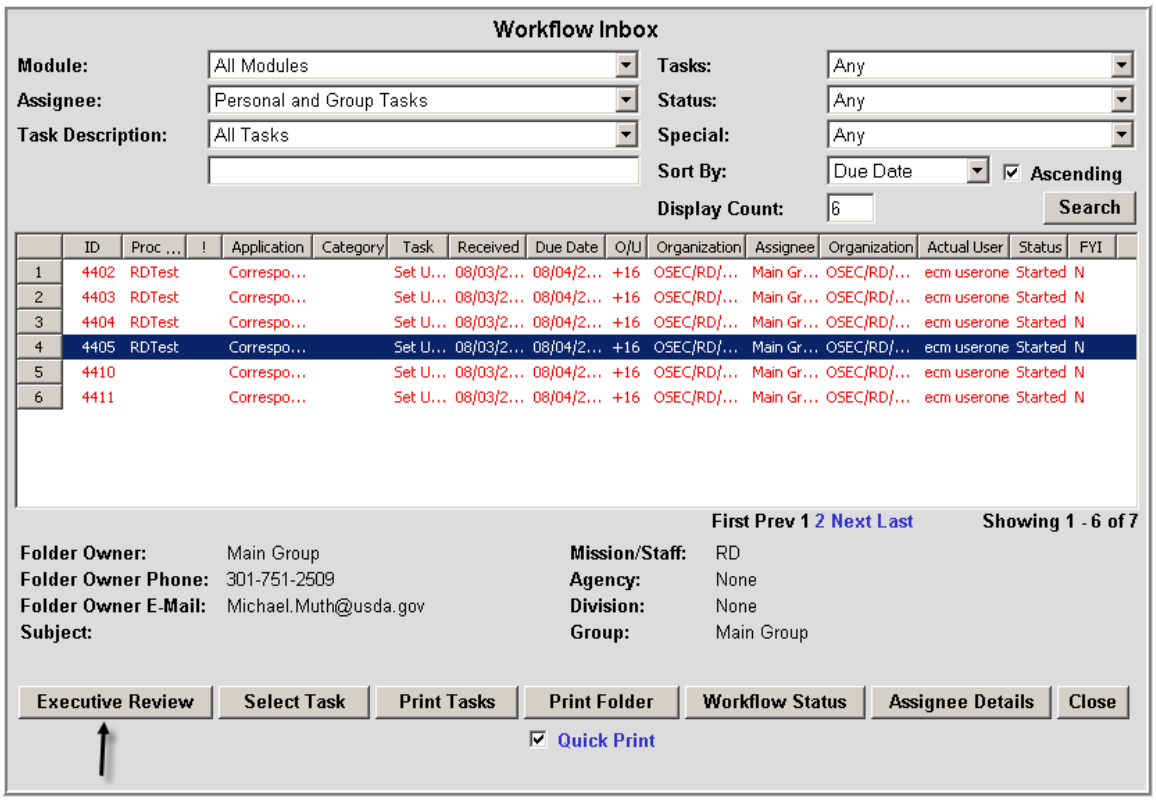


Figure 4:Workflow Inbox – Executive Review

The Executive Review is shown in **Figure 5**:

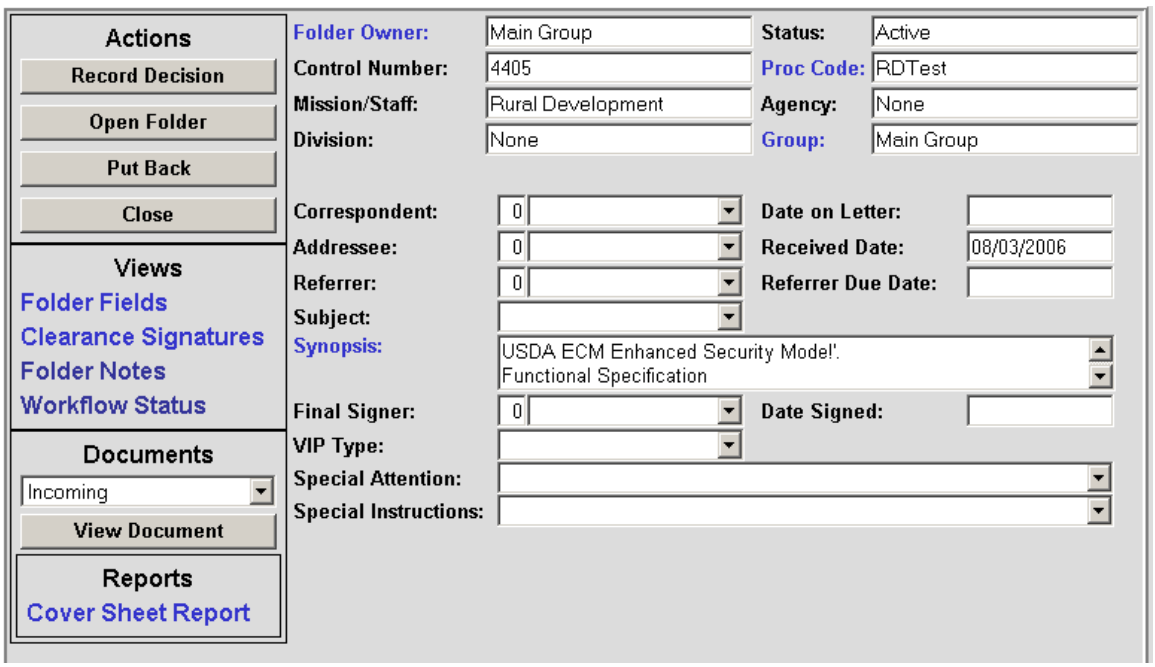


Figure 5: Executive Review

The user may view but not change the Folder Details. The Folder Details include information such as Folder Owner, Status, Control Number, and Processing Code.

The actions that can be completed are:

- Record Decision – allows the user to perform such duties as complete the task
- Open Folder – takes the user to the folder
- Put Back – puts the task back into the
- Close – closes the Executive Review and returns the user to the Workflow Inbox

The views that can be seen are:

- Folder Fields - such as synopsis and VIP
- Clearance Signatures – includes approvals and supporting documents
- Folder Notes - notes that have been added to the folder through the Notes Tab
- Workflow Status – the status of the entire workflow as well as the current task

The documents associated to the folder can be viewed by selecting the document from the drop-down box and clicking <View Document>.

The reports available for the folder can be viewed by clicking on the selected report under the 'Reports' heading.

PRINT TASKS

When the Workflow Inbox is first displayed and no tasks have been highlighted, the only active buttons are the 'Print Tasks' button and 'Close' button as shown in **Figure 6**.

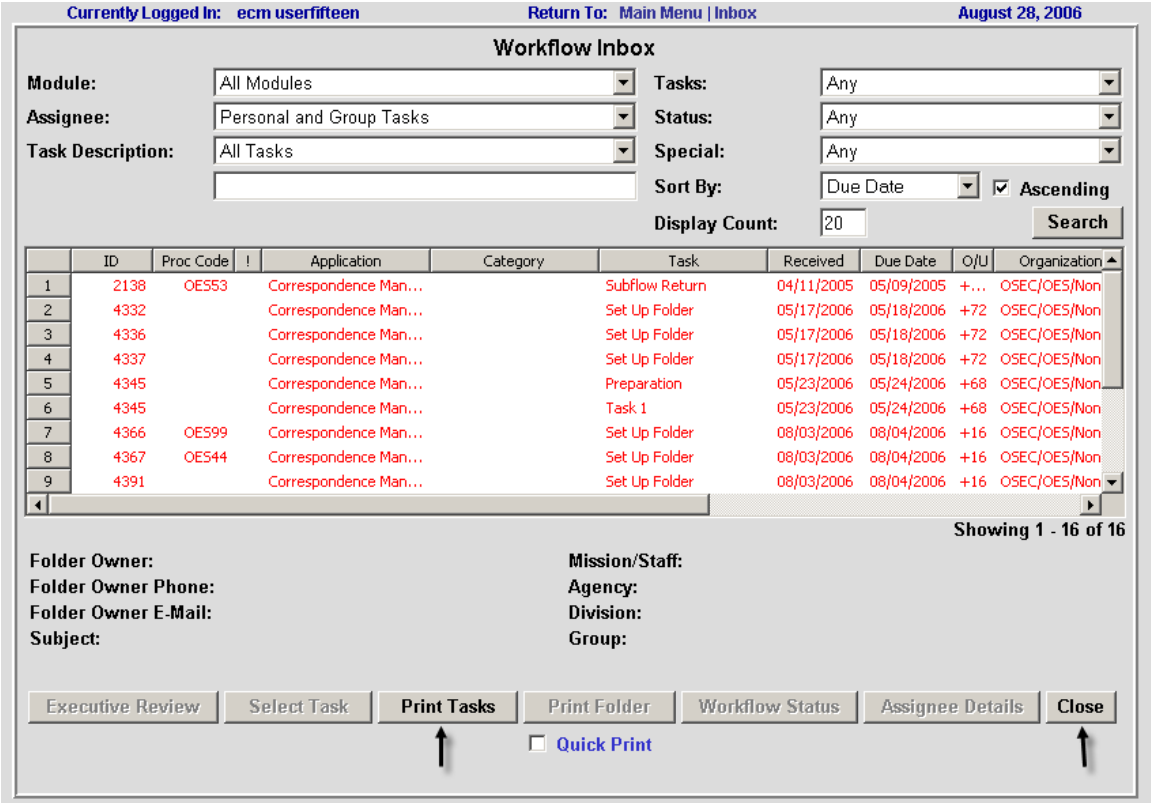
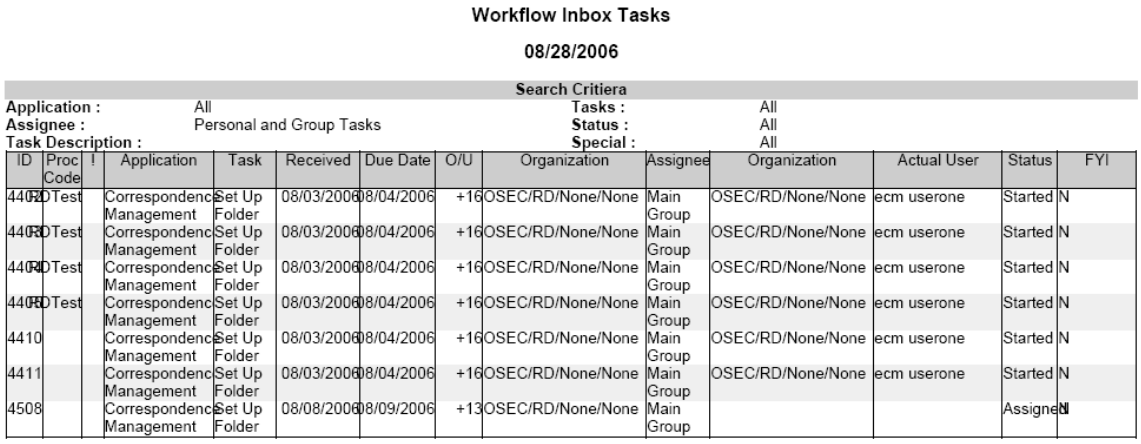


Figure 6: Workflow Inbox – Print Tasks

All tasks in the Inbox will be displayed as a PDF document that can be printed as is shown in **Figure 7**. The width of a column can be changed to make it wider or more narrow. Place the curser on the line between the column headings. The curser becomes a two headed arrow. By holding down the left mouse key and dragging the curser to the left or right, the column is resized. This helps when reading the contents of a column or when using the print function to create reports.



Workflow Inbox Tasks

08/28/2006

Search Critiera

Application : All
Assignee : Personal and Group Tasks
Task Description :
Tasks : All
Status : All
Special : All

ID	Proc Code	!	Application	Task	Received	Due Date	O/U	Organization	Assignee	Organization	Actual User	Status	FYI
4402	RDTest		Correspondence Management	Set Up Folder	08/03/2006	08/04/2006	+16	OSEC/RD/None/None	Main Group	OSEC/RD/None/None	ecm userone	Started	N
4403	RDTest		Correspondence Management	Set Up Folder	08/03/2006	08/04/2006	+16	OSEC/RD/None/None	Main Group	OSEC/RD/None/None	ecm userone	Started	N
4404	RDTest		Correspondence Management	Set Up Folder	08/03/2006	08/04/2006	+16	OSEC/RD/None/None	Main Group	OSEC/RD/None/None	ecm userone	Started	N
4405	RDTest		Correspondence Management	Set Up Folder	08/03/2006	08/04/2006	+16	OSEC/RD/None/None	Main Group	OSEC/RD/None/None	ecm userone	Started	N
4410			Correspondence Management	Set Up Folder	08/03/2006	08/04/2006	+16	OSEC/RD/None/None	Main Group	OSEC/RD/None/None	ecm userone	Started	N
4411			Correspondence Management	Set Up Folder	08/03/2006	08/04/2006	+16	OSEC/RD/None/None	Main Group	OSEC/RD/None/None	ecm userone	Started	N
4508			Correspondence Management	Set Up Folder	08/08/2006	08/09/2006	+13	OSEC/RD/None/None	Main Group			Assigned	N

Figure 7: Workflow Inbox – Print Tasks

PRINT FOLDER

If the Quick Print box is checked, clicking the Print Folder buttons will produce reports based on pre-selected criteria from the User's Personal Profile. See **Figure 8**.

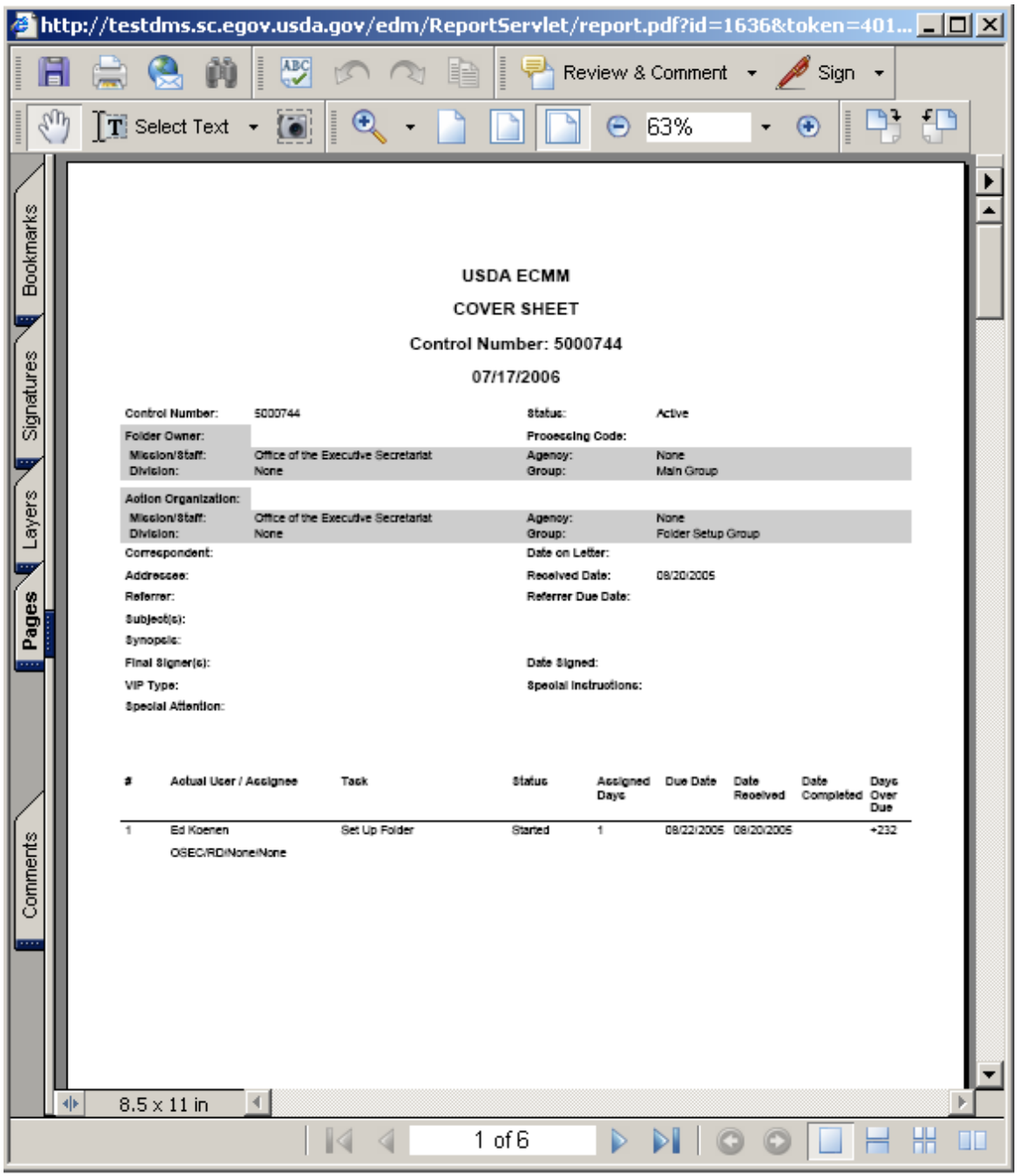


Figure 8: Print Folder output

If the Quick Print box is not checked, the user will get a dialog box that shows the printing defaults and allows the user to make modifications as seen is **Figure 9** The user then clicks the <Start Print> button.

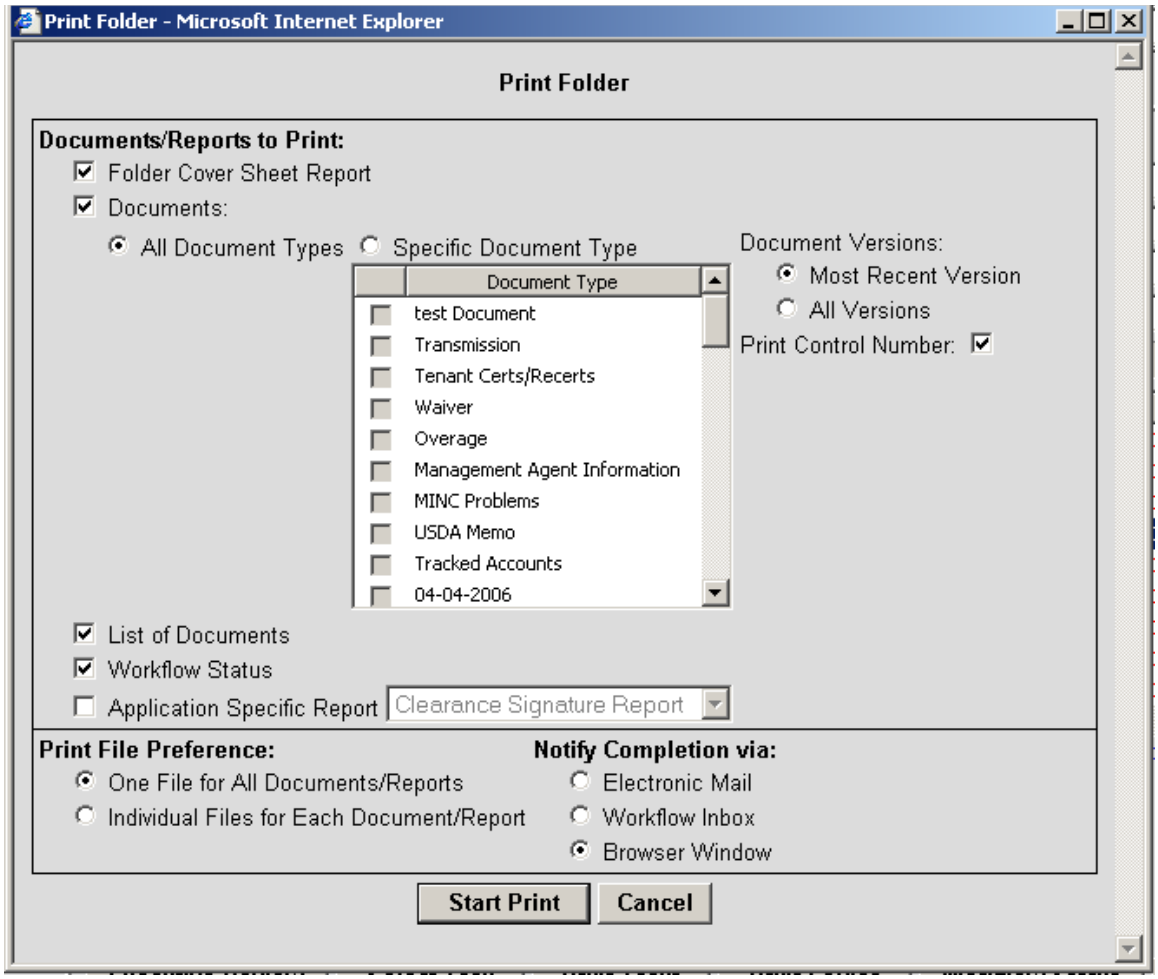
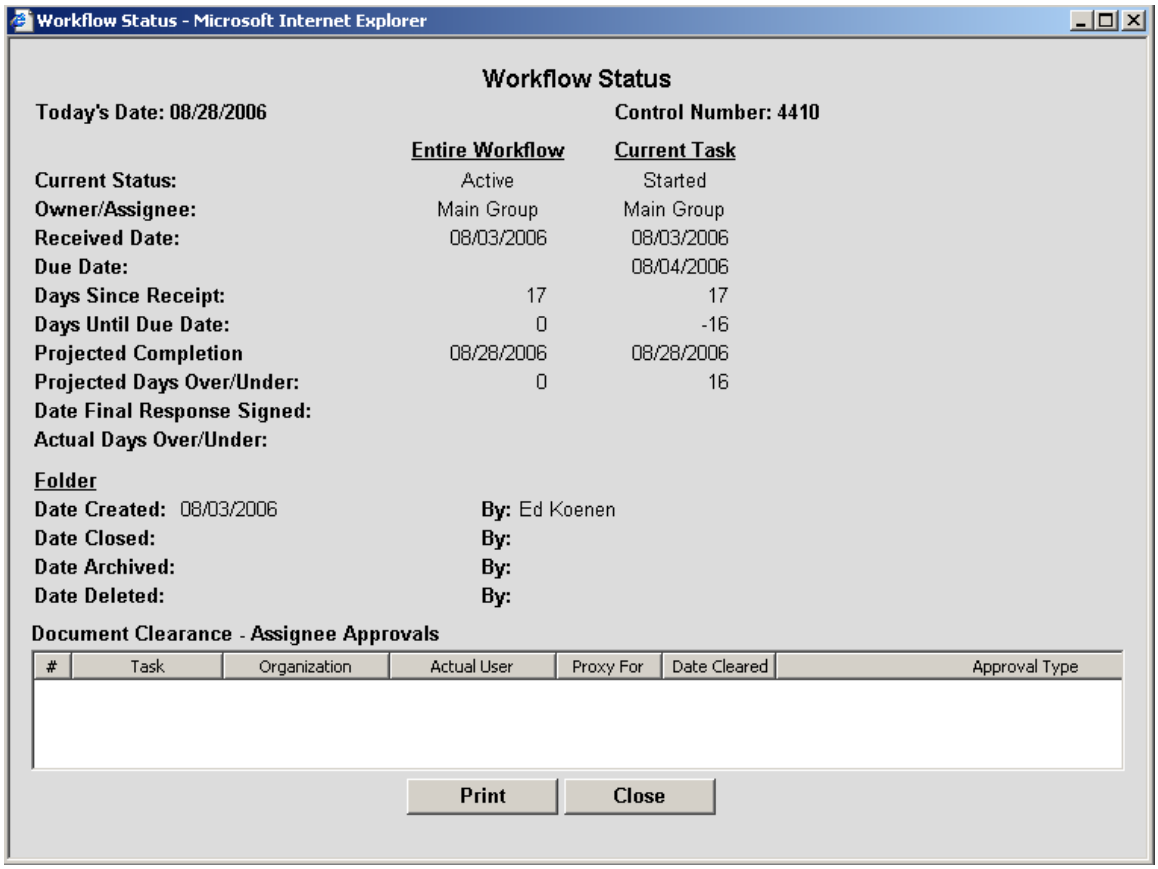


Figure 9: Print Folder Dialogue Print Selection Pop-up

The user can choose to be notified that the report has been created via E-mail, the Workflow Inbox or through a pop-up browser window. The selection can be made on the report window as shown in **Figure 9** or in the user's Personal Profile.

WORKFLOW STATUS

By highlighting a task and clicking <Workflow Status> a pop-up window such as the one in **Figure 10** is generated. The status provides timely information on the entire workflow as well as the current task.



Workflow Status - Microsoft Internet Explorer

Workflow Status

Today's Date: 08/28/2006 Control Number: 4410

	Entire Workflow	Current Task
Current Status:	Active	Started
Owner/Assignee:	Main Group	Main Group
Received Date:	08/03/2006	08/03/2006
Due Date:		08/04/2006
Days Since Receipt:	17	17
Days Until Due Date:	0	-16
Projected Completion	08/28/2006	08/28/2006
Projected Days Over/Under:	0	16
Date Final Response Signed:		
Actual Days Over/Under:		

Folder

Date Created: 08/03/2006 By: Ed Koenen

Date Closed: By:

Date Archived: By:

Date Deleted: By:

Document Clearance - Assignee Approvals

#	Task	Organization	Actual User	Proxy For	Date Cleared	Approval Type

Print Close

Figure 10: Workflow Inbox – Workflow Status

ASSIGNEE DETAILS

By highlighting a task and clicking <Assignee Details> a pop-up window such as the one in **Figure 11** is generated. This window provides the assignee information available on the current folder task

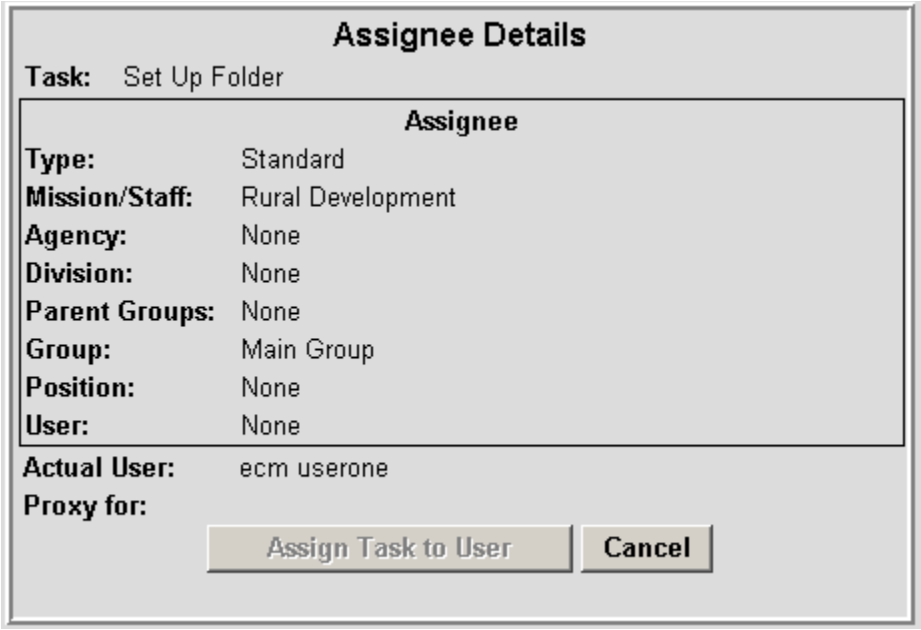


Figure 11: Workflow Inbox – Assignee Details

SELECTING A TASK

When a task is assigned to a group, all members of the group receive the task in their inbox. When one of the group members selects the task, the task is assigned to them to complete. The actual user field is formatted with the user's name who selected the task. The task is removed from the other members' inboxes and the status of the task is changed from 'Assigned' to 'Started'.

To select a task, the user highlights the task and clicks <Select Task> as shown in **Figure 12**, or the user may doubleclick the task.

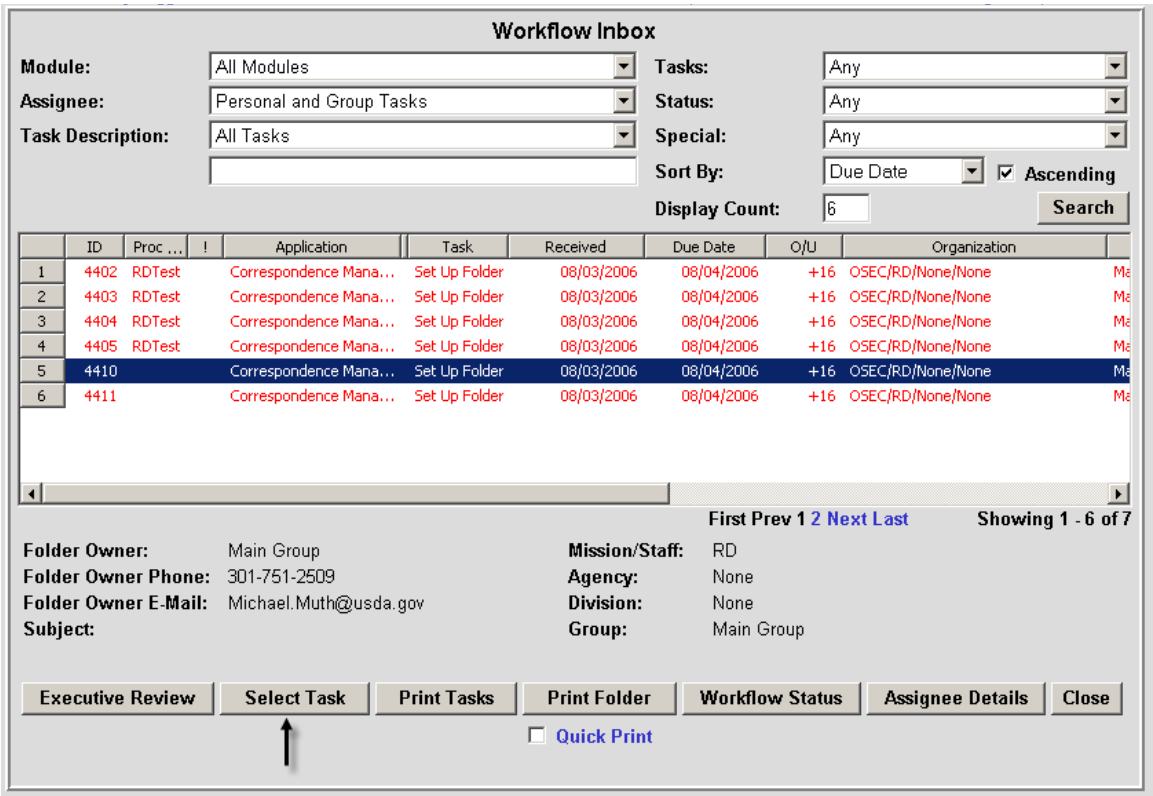


Figure 12: Workflow Inbox – Select Task

When a new incoming correspondence document is received and the user selects the 'Set Up Folder' task, the Folder is opened with the incoming document displayed, documents tab opened and folder fields visible.

The actual user field is formatted with the user's name who selected the task. The task is removed from the other members' inboxes and the status of the task is changed from 'Assigned' to 'Started'.

WORK FOLDER

WORK FOLDER

FOLDER OWNER

FOLDER FIELDS

ORGANIZATION FIELDS

CONTACT FIELDS

DATES

SUBJECT

RELATED FOLDERS

MORE / LESS FIELDS

SYNOPSIS

SELECT FINAL SIGNER and DATE SIGNED

REMAINING FIELDS

- VIP Type
- Special Instructions
- Letter Count
- Receipt Mode
- Reference No.
- Event Date
- Special Attention

WORK FOLDER

The user can select a task to work by double clicking on the task or by highlighting the task and clicking the <Select Task> button. When the user selects the task to work, the Work Folder is displayed. **Figure 1** shows the open task with the Documents tab displayed. For a Set Up Folder task, the ECM application also opens the Incoming Correspondence document in a viewer. The user views the document and enters values in the Folder Index fields.

The work folder contains all information to manage the process for responding to an incoming correspondence document.

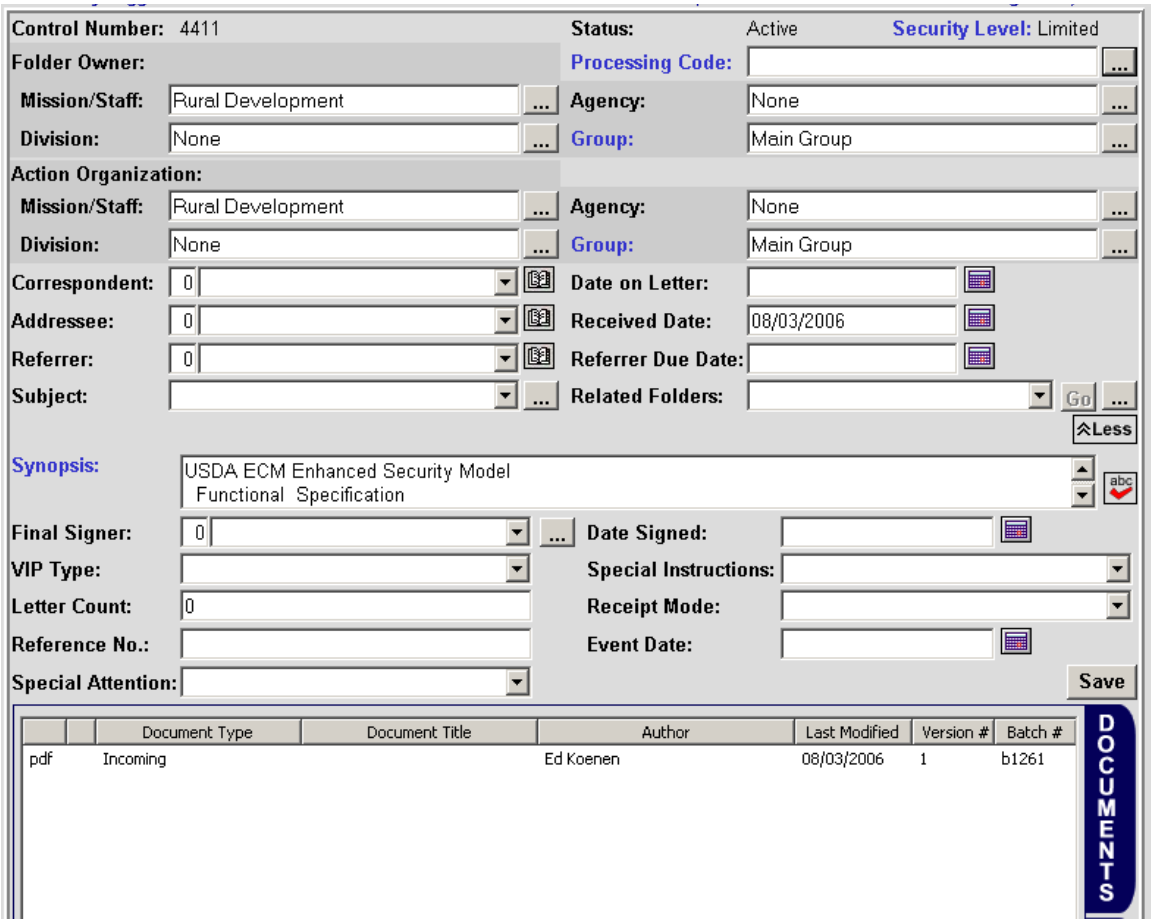


Figure 1: New Work Folder with Documents Tab Displayed

The folder contains the following tabs:

- **Documents** – Stores all documents including the incoming correspondence, supporting documentation, response letter drafts and final response document.
- **Workflow** – Shows all of the tasks in the workflow process that will be followed to complete the response. For each task, it shows the assignee and due date.
- **Notes** – Allows users to add notes to the folder and view notes added by other users.

FOLDER OWNER

The Folder Owner may be a group or a user. If the folder owner is a group, all members of the group have Folder Owner privileges for the folder. The user who creates the folder is the initial and presumptive Folder Owner. For scanned incoming correspondence documents, the Folder Owner is the group that was selected as the 1st Folder Owner for the Folder Set Up Group.

The Folder Owner has special privileges for the folder.

- The Folder Owner may enter or change the folder values at any time.

- The Folder Owner may also complete a task assigned to another user if necessary.
- The Folder Owner may create a workflow for the folder and make changes to the workflow if necessary even after the workflow has started.
- The Folder Owner may transfer ownership (and privileges) to another group or user.

To assign a different Folder Owner, the current Folder Owner clicks the <…> button next to the Folder Owner field and selects a new Folder Owner Group, Position, or User. To view the organization and parent groups of the Folder Owner, the user clicks the 'Folder Owner' label.

FOLDER FIELDS

When a new incoming correspondence document is received and the user selects the Set Up Folder task, the Folder is opened with the documents tab displayed and all folder fields visible.

Control Number: a unique identifying number that is system generated when a new folder is created.

Status: Each folder has a status field in the center at the top of the page. The system automatically maintains the folder status fields based on operations performed on the folder. Possible Folder Statuses are:

- Active – Work on the folder is in process. A new folder's status is set to Active by the system when it is created.
- Suspended – The workflow has been suspended. Additional tasks will not be started – although a task that is in process can be completed. A folder will be suspended while the Folder Owner edits the workflow for the folder.
- Closed – Work on the folder has been completed. The Folder Owner closes the folder. No changes can be made to the folder when it is closed. If necessary, the Folder Owner may re-open the folder.
- Archived – The folder has been archived based on its retention schedule. This means the folder has been closed long enough to be archived. The retention schedule for the folder is managed by the Records Management application (future implementation).
- Deleted – The folder has reached the end of its retention schedule and its contents have been purged. The Records Management application directed the destruction of the Folder's contents (future implementation).

Security Level: By clicking the words 'Security Level', the user may view the Security Screen for that folder as seen in **Figure 2**. A user with authority to do so can modify security settings for a folder. The possible security levels are:

- Public
- Limited
- Private

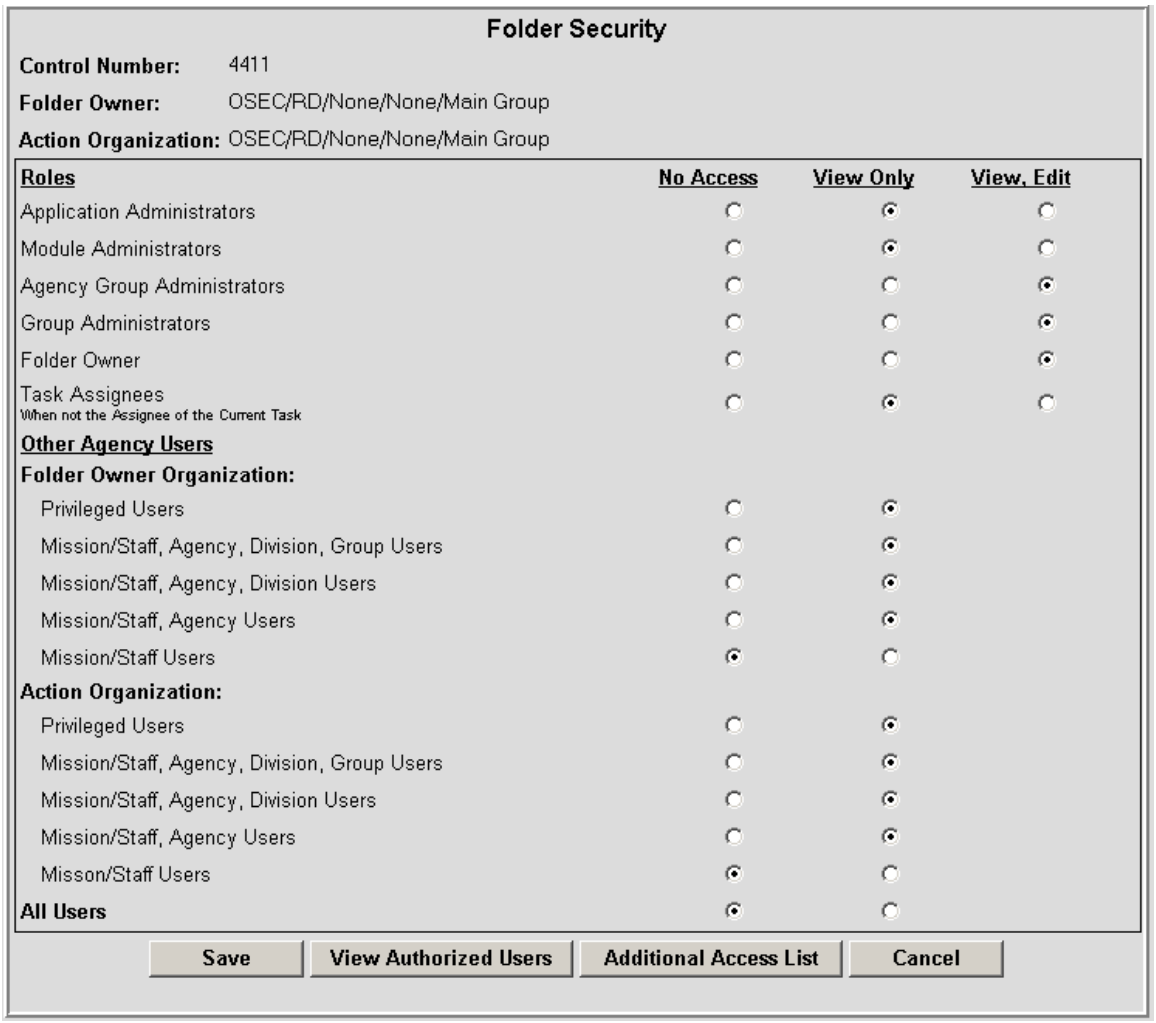


Figure 2: Folder Security

Processing Code: The user selects a Processing Code to be associated with the folder or change an existing Processing Code. To select a processing code, the user clicks the <… > button next to the processing code field. A screen similar to the one shown in **Figure 3** will be displayed.

Processing codes are unique to an organization. For example, OES has many standard processing codes. The processing code categorizes the type of processing that must be associated with the document that was received. The system initially displays the processing codes associated with the organization/group of the Folder Owner. However, the user can select processing codes for a different group by clicking the <Select Group> button.

In the example in **Figure 3**, a Processing Code of OES50 flags the folder as Congressional. To add the processing code to the folder, the user highlights the processing code and clicks <Select> as shown in **Figure 3**.

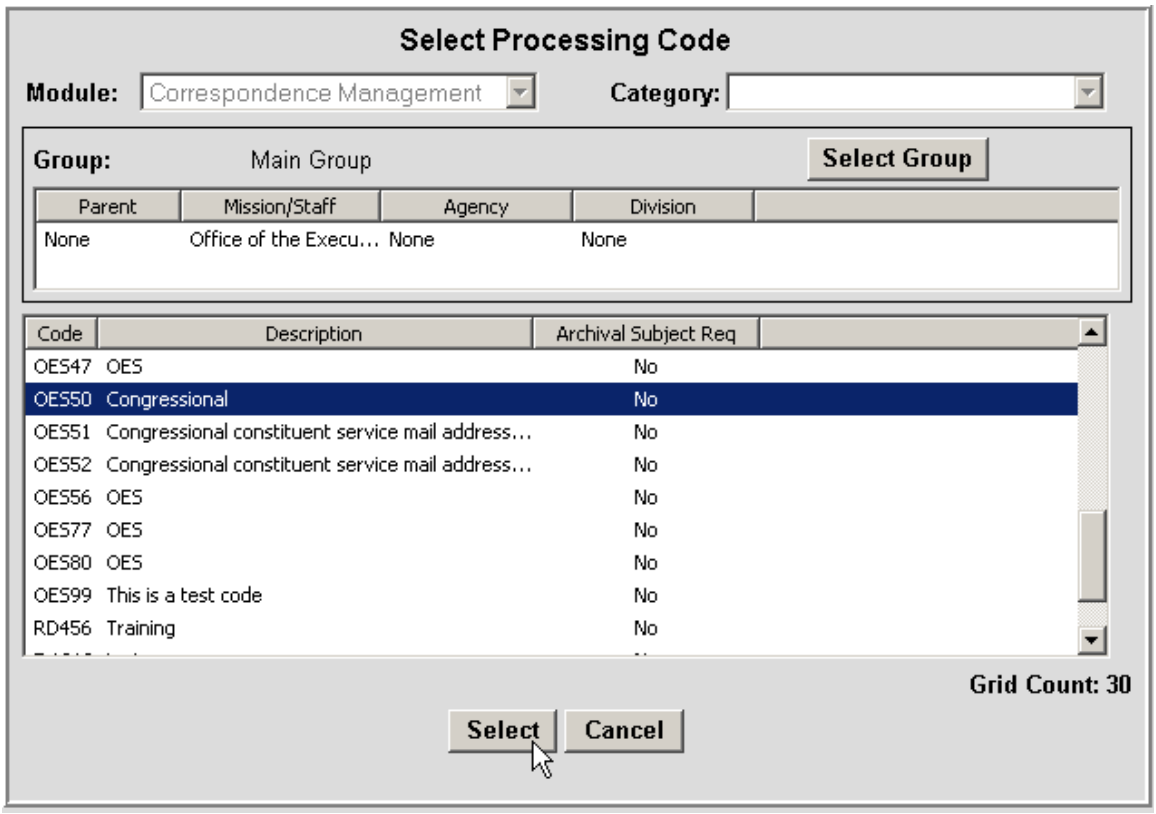


Figure 3: Select Processing Code

The new processing code will be displayed on the Folder as seen in **Figure 4**.

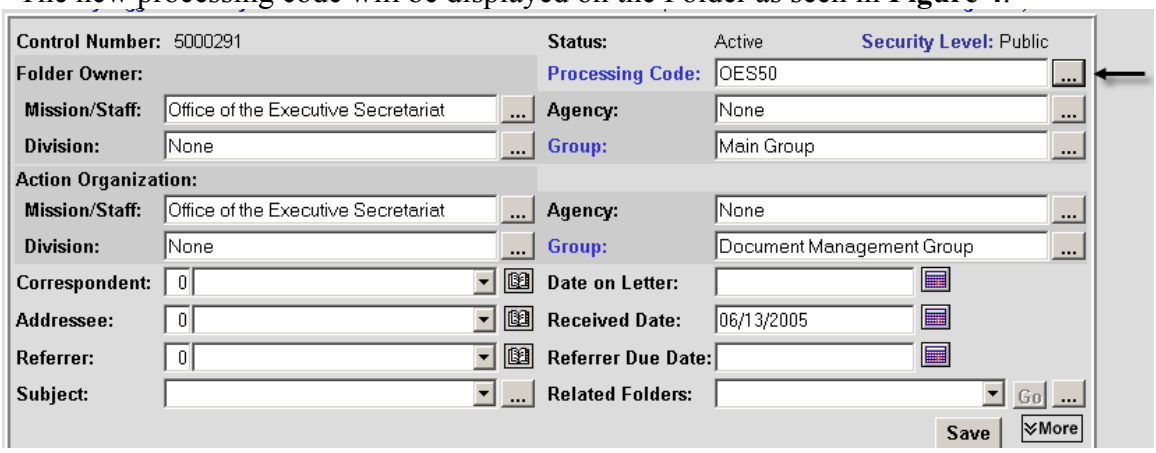


Figure 4: Add or Change the Processing Code

Any processing code can be associated with a default workflow list that will be used to process the folder. The system generates the default workflow when the user adds or changes a processing code, clicks the <Select> button, and then the <Save> button on the

folder. If no default workflow has been associated with the processing code, then no default workflow is loaded.

When the user clicks the label "Processing Code", the description will be displayed as shown in **Figure 5**.

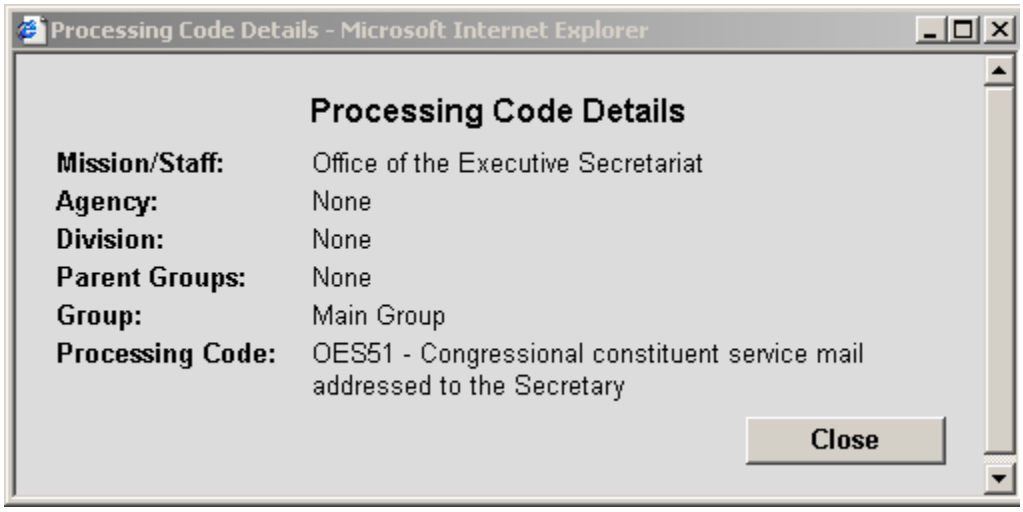


Figure 5: Processing Code Detail

To save changes to the folder, the user clicks <Save> or <Save and Close>. If the user's work session times out before the changes are saved, those changes are lost.

ORGANIZATION FIELDS

The Mission/Staff, Agency, Division and Group fields determine the organization associated with the folder. The organization fields are initially filled with the Folder Owner's default organization. The user clicks a <…> button next to any of the organization fields to select different organization values. The <…> button displays the Select Group in the List View or the Tree View according to the user's defaults.

Action Organization - the group responsible for completing the tasks or providing the response. If an assignee for one or more tasks is a group or position with an organization alias, these fields will be used to resolve the alias.

The new organization and group fields are now filled in as shown in **Figure 6**. This screen does not show Parent Groups. However, if the user clicks the "Group" label, the system will display the parent groups for the group shown as seen in **Figure 7**.

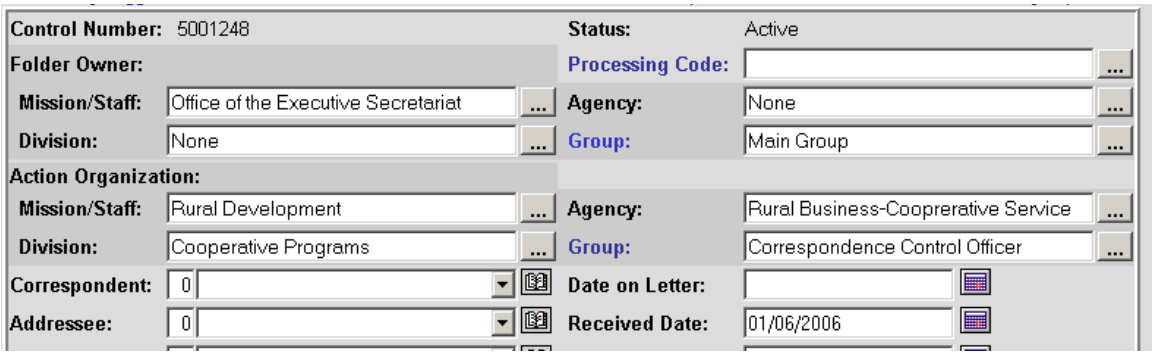


Figure 6: Modified Action Organization

Figure 7: Parent Group Details

CONTACTS

Next the user selects contacts for the following folder fields.

Correspondent – The person(s) who sent the letter.
Addressee – The person(s) to whom the letter was sent.
Referrer – The person(s) who referred the letter to USDA.

To select the Correspondent, Addressee, and/or Referrer, the user clicks the Address Book button to the right of the input box and selects one or more contacts from the address book. When the user clicks the Address Book icon, the Select Contacts screen is displayed.

Two ways to find an existing contact are described.

Enter a string of characters followed by an asterisk (*) and click <Find>. A list of matches will be displayed. Highlight a contact, click on Correspondent, Addressee, or Referrer, and click select. The contact will be displayed as shown in **Figure 8**.

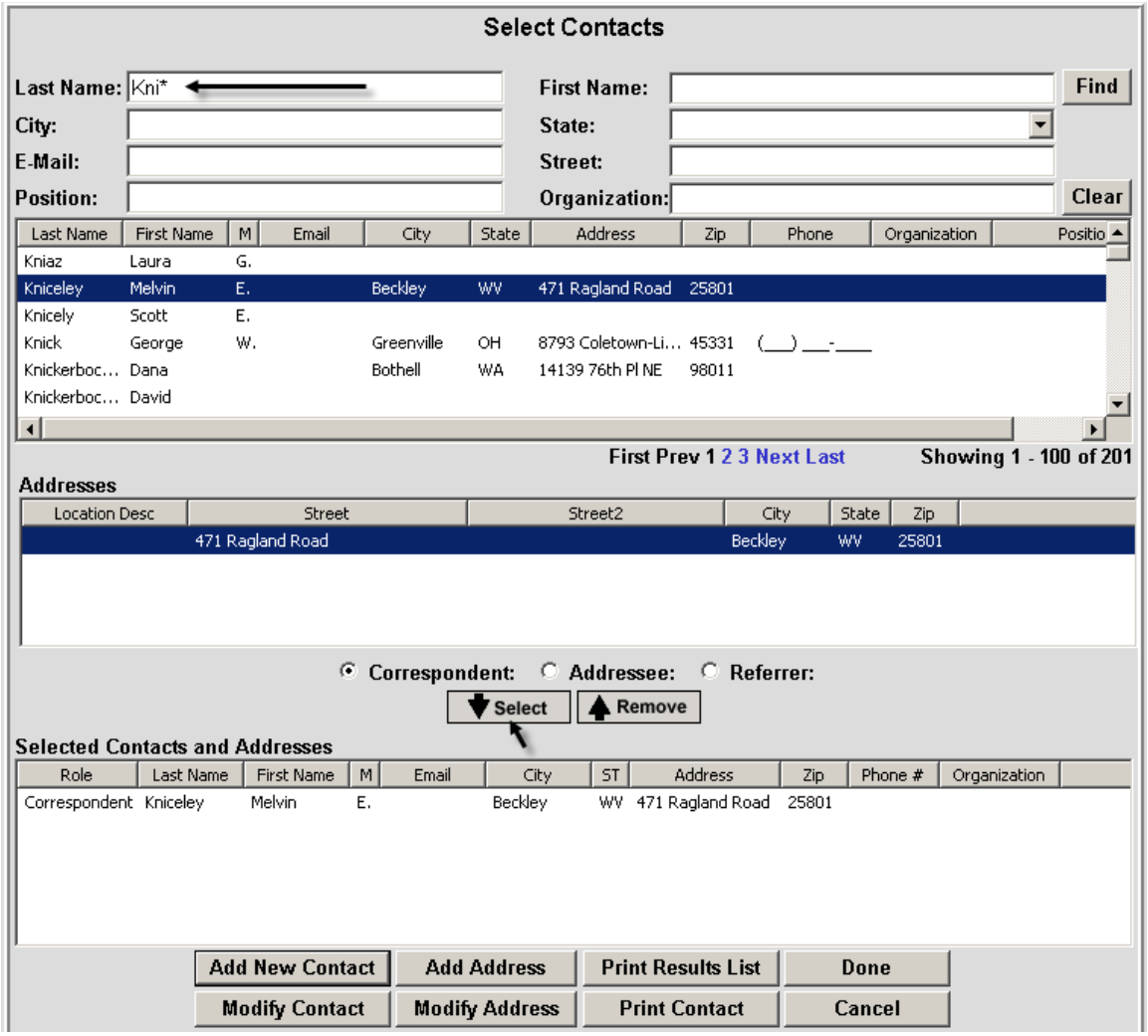


Figure 8: Select a Contact Using a String of Characters

Enter name (last or last and first) and click <Find>. A list of matches will be displayed. Highlight a contact, click on Correspondent, Addressee, or Referrer, and click select. The contact will be displayed as shown in **Figure 9**.

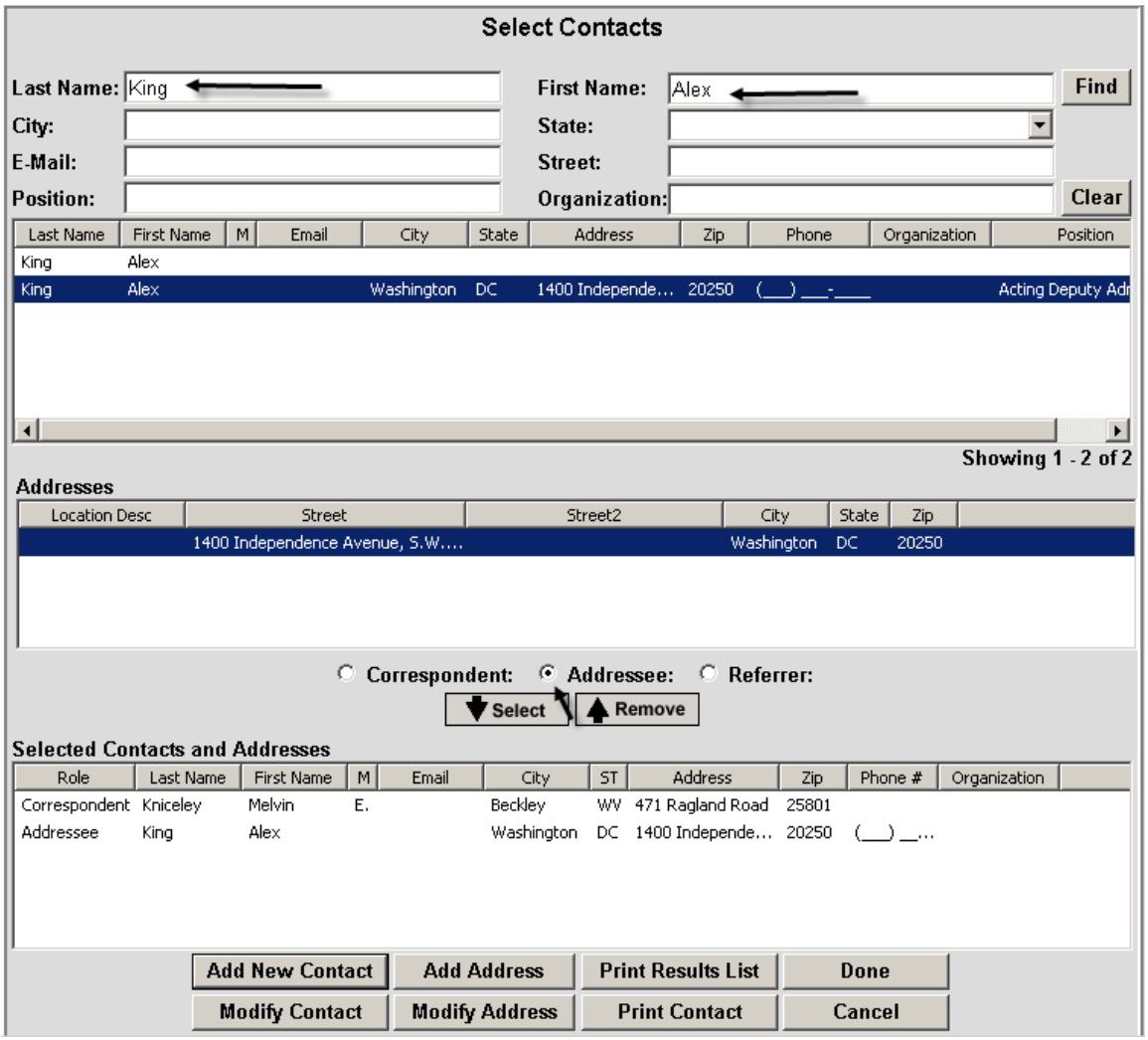


Figure 9: Select a Contact Using a Name

A new contact may be added to the address book by clicking <Add New Contact>. Enter the contact information as shown in **Figure 10** and click <Save>. The user will be returned to the Select Contact screen.

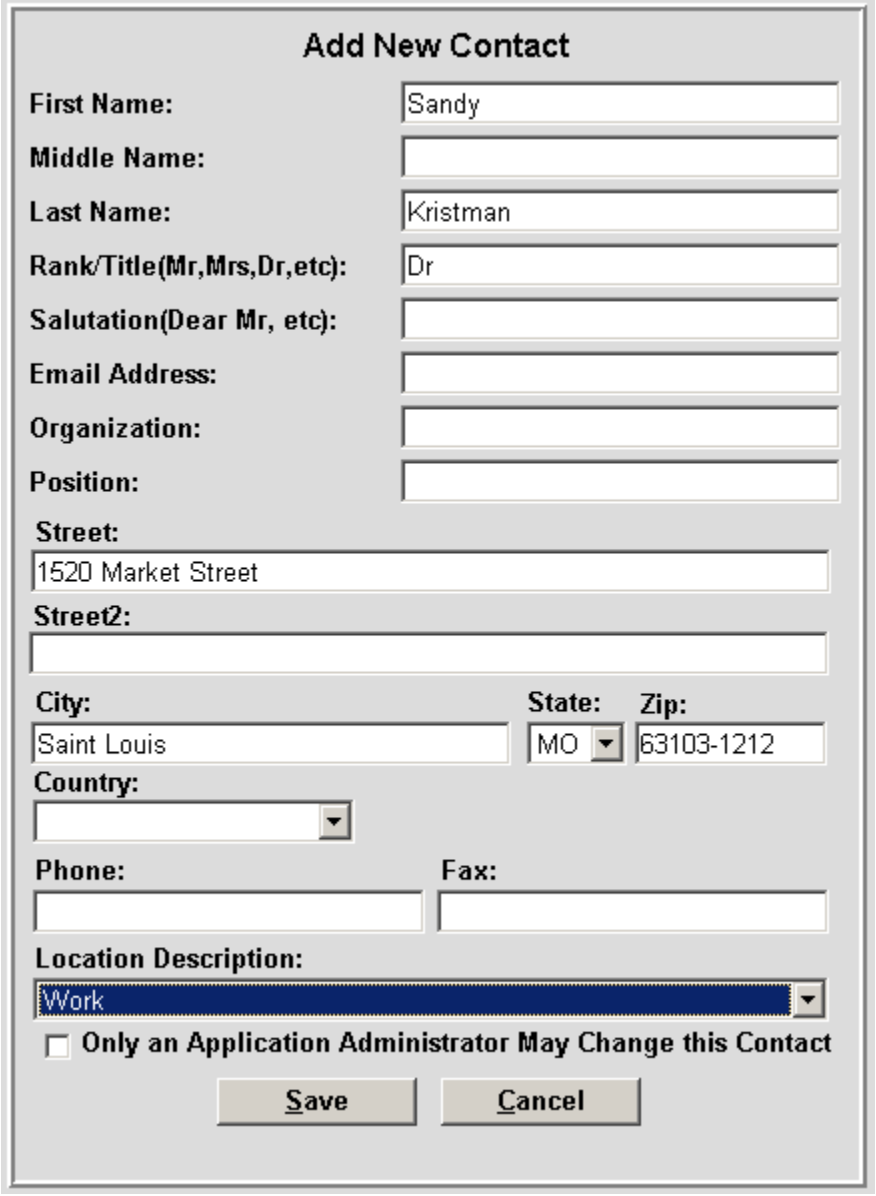


Figure 10: Adding A New Contact

The user can then add the newly created contact to the Selected Contacts and Addresses list by performing a search on the new name, highlighting it, choosing Correspondent, Addressee, or Referrer, and clicking select. The new contact will be added as shown in **Figure 11**.

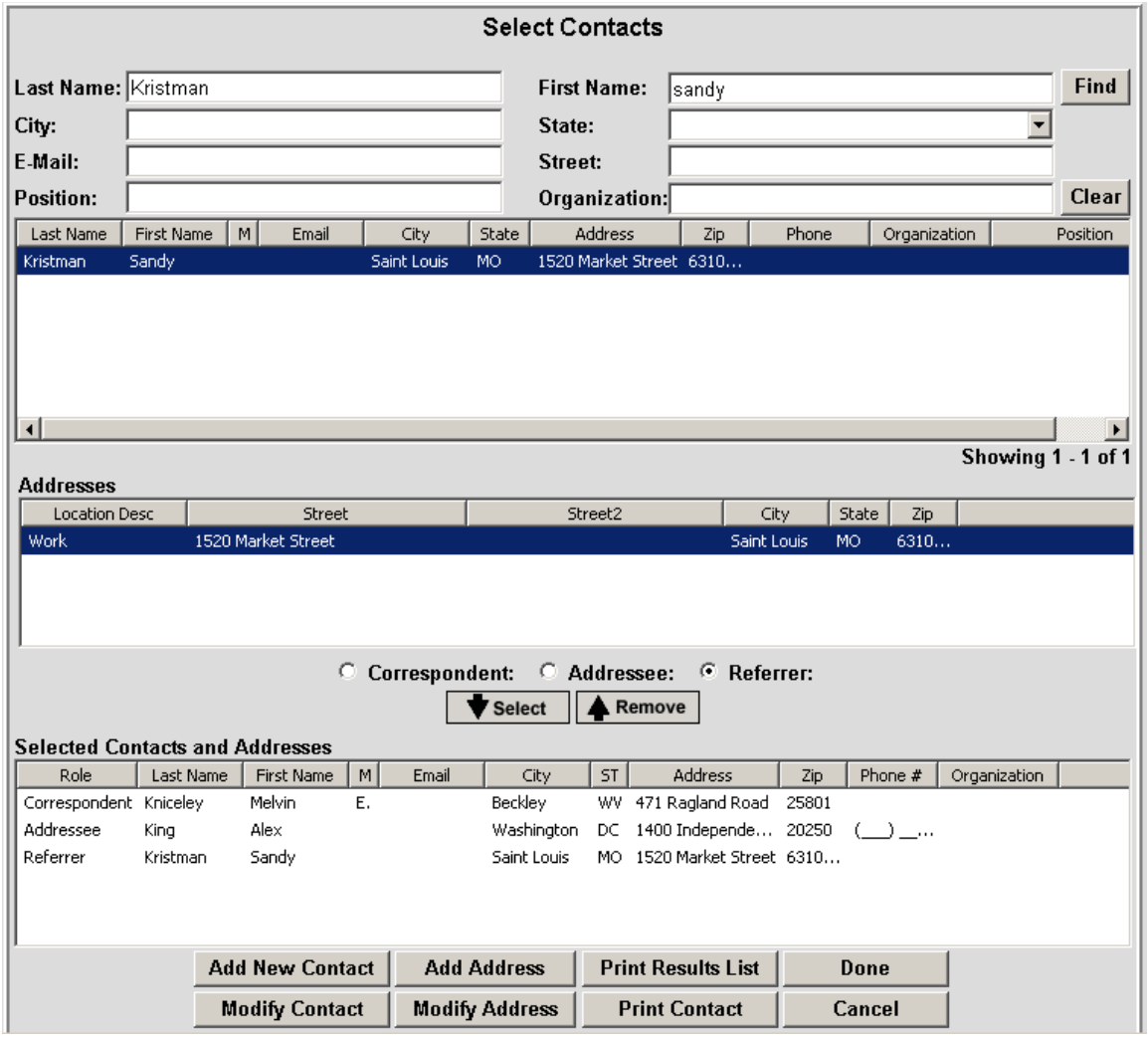


Figure 11: Selecting the New Contact

When all the contacts have been added, click <Done>. The contact fields will be populated as shown in **Figure 12**.

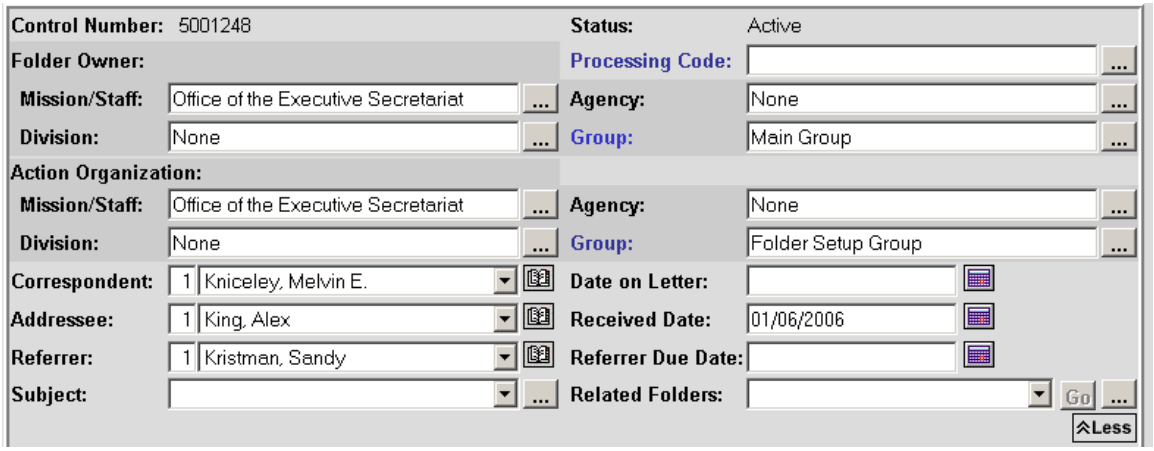


Figure 12: Contact Fields Populated

To save changes to the folder, the user clicks <Save> or <Save and Close>. If the user's work session times out before the changes are saved, those changes are lost.

DATE FIELDS

The user then enters the following folder date fields.

Date on Letter – The date that is on the correspondent's letter (if any).
Received Date – The date the incoming correspondence was received. This field will be automatically filled with the Received Date if the folder was created from scanned incoming correspondence document.
Referrer Due Date – The due date, if any, that the referrer requested for the response.

The dates can be entered in the format mm/dd/yyyy or the user may click the calendar button and select the dates from a calendar. **Figure 13** shows the contact and date fields entered.

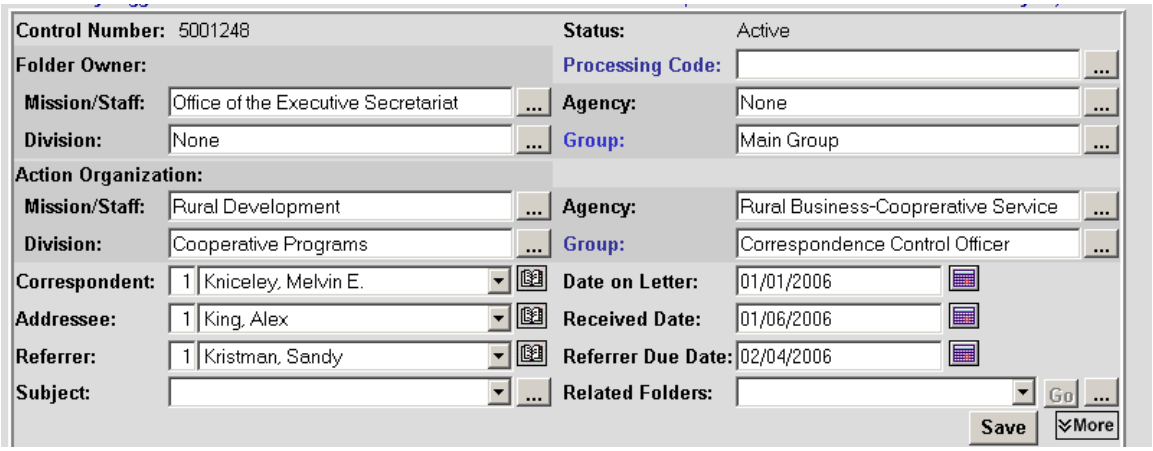


Figure 13: Folder Fields with Contacts and Dates Entered

To save changes to the folder, the user clicks <Save> or <Save and Close>. If the user's work session times out before the changes are saved, those changes are lost.

Subject

The user then enters a subject by clicking the <…> button.

Clicking <Go> will display the entire list of available subjects. The user may also enter a keyword and click <Go> to narrow the subject choices. The available subjects are displayed in the top panel. To search for a specific subject, the user enters a full subject or partial search string followed by an asterisk (*) in the 'Find:' field and clicks the <Go> button. The list of available subjects is now narrowed to just those that match the search string.

The user can select one or more subjects to associate with a folder. To select a subject, the user highlights the subject in the top panel and clicks the <Select> button. The

subject is added to the list of selected subjects in the lower panel. The user may remove a subject from the Selected Subjects list by highlighting it and clicking <Remove>.

The user may select one (and only one) subject as the archival subject for the folder. Only subjects that have an asterisk in the Archival column may be selected as the archival subject for the folder.

The Select Subject screen is displayed in **Figure 14**.

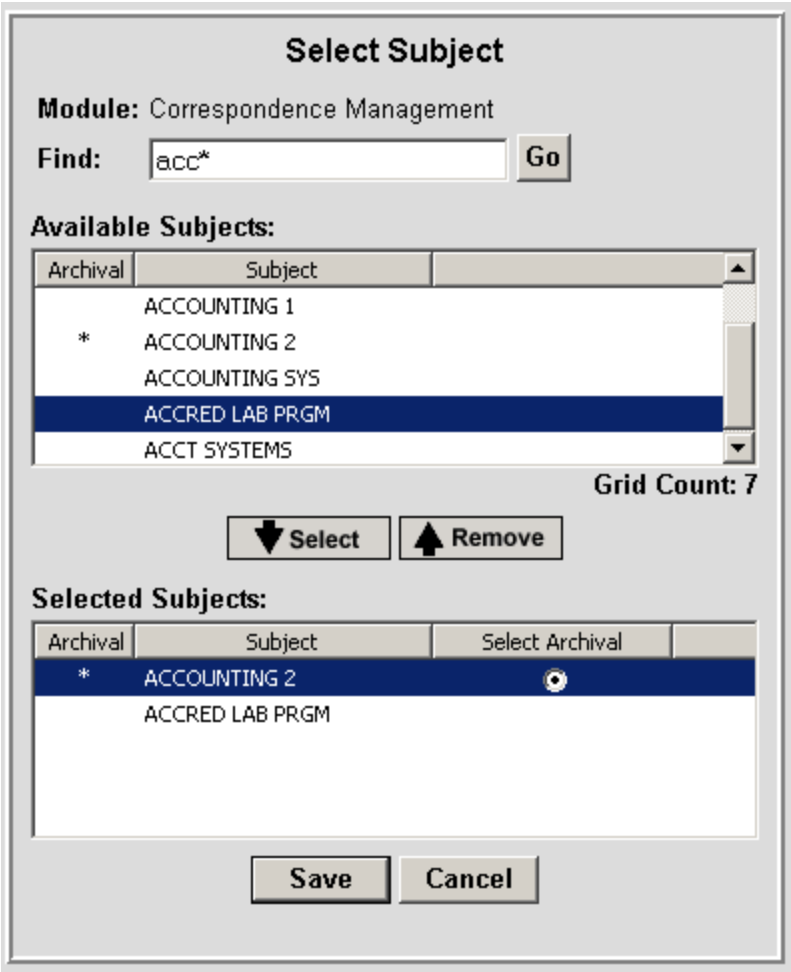


Figure 14:

The user clicks <Save> to save the selected subjects and is returned to the folder.

To save changes to the folder, the user clicks <Save> or <Save and Close>. If the user's work session times out before the changes are saved, those changes are lost.

RELATED FOLDERS

The ECM application includes a Related Folders field on each work folder. This field allows users to link folders that are associated to each other. If a folder has a related

folder, the control number of that folder is shown in the Related Folders field. The user can select the control number and click the <Go> button to close the current folder and open the related folder.

The related folder has the control number for the first folder in its Related Folder field so the user can easily return to the previous folder by selecting it and clicking the <Go> button.

Add Related Folders

This capability allows the Folder Owner to add or remove control numbers for folders that are related. **Figure 15** shows an open folder with no related folders.

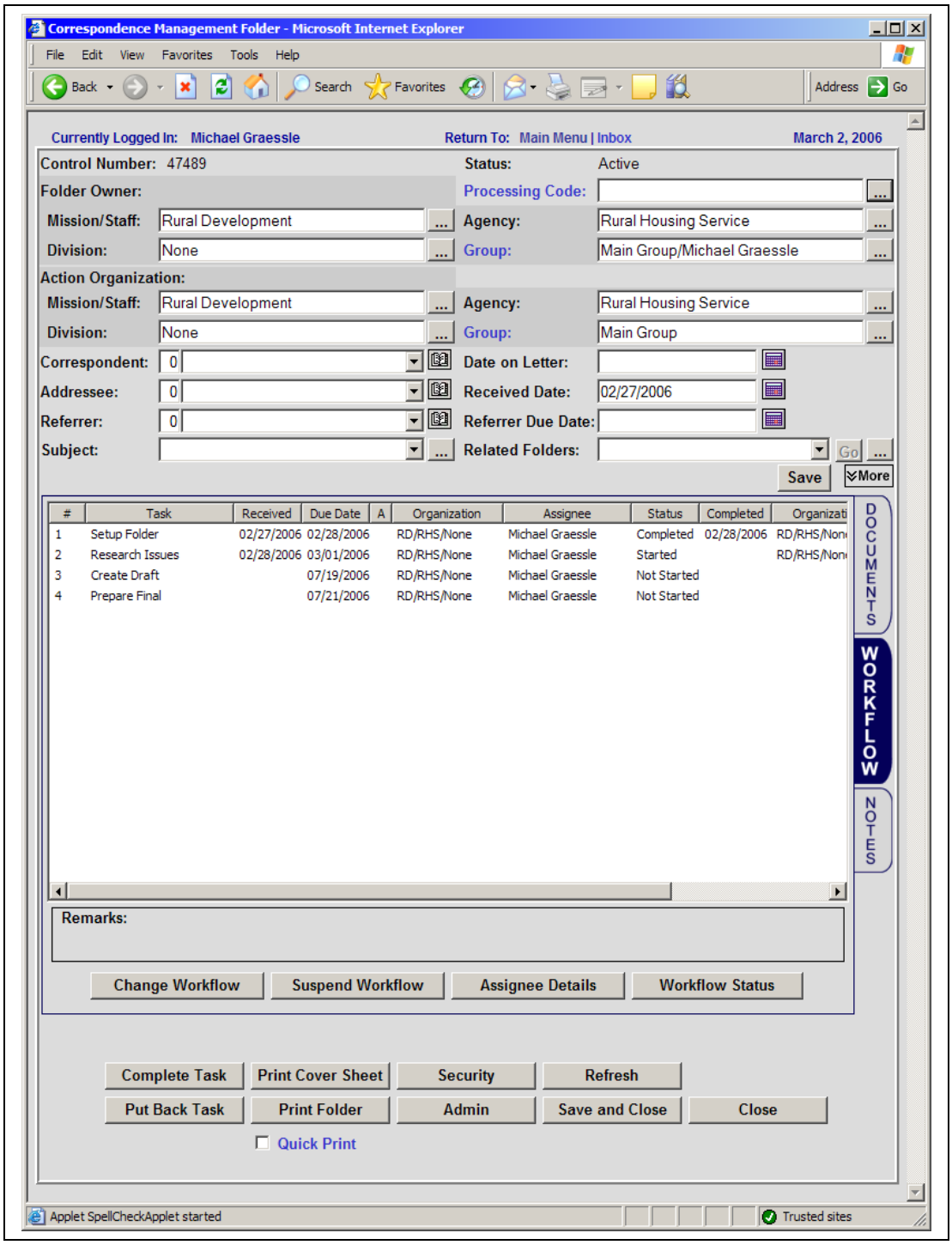


Figure 15: Opened Folder

To add a related folder, the user clicks the <…> button. The Add/Remove Related Folders screen is displayed as shown in **Figure 16**.

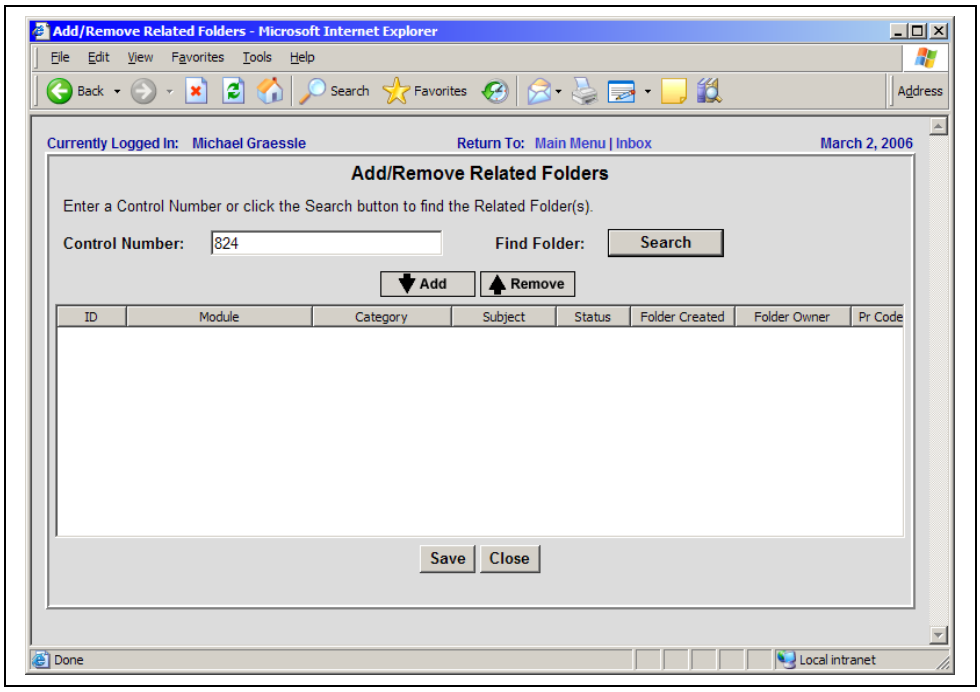


Figure 16: Add Related Folders Screen

The bottom panel shows the related folders that will be added. The user enters each control number and clicks the <Add> button. In the example shown in **Figure 17** the user enters 824 and clicks the <Add> button.

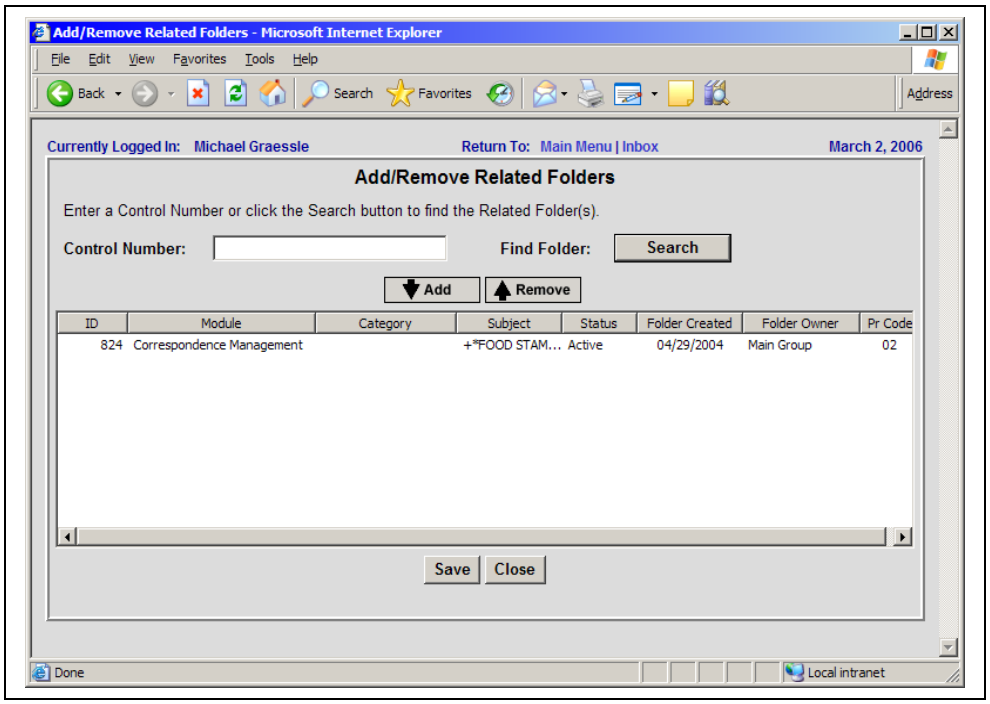


Figure 17: Add Related Folders - After Selection

Folder 824 is added to the selected folders panel. The user can type in additional control numbers as needed.

Search for Folder To Add

To search for a folder to add, the user clicks the <Search> button and the Select Folders screen is displayed as shown in **Figure 18**.

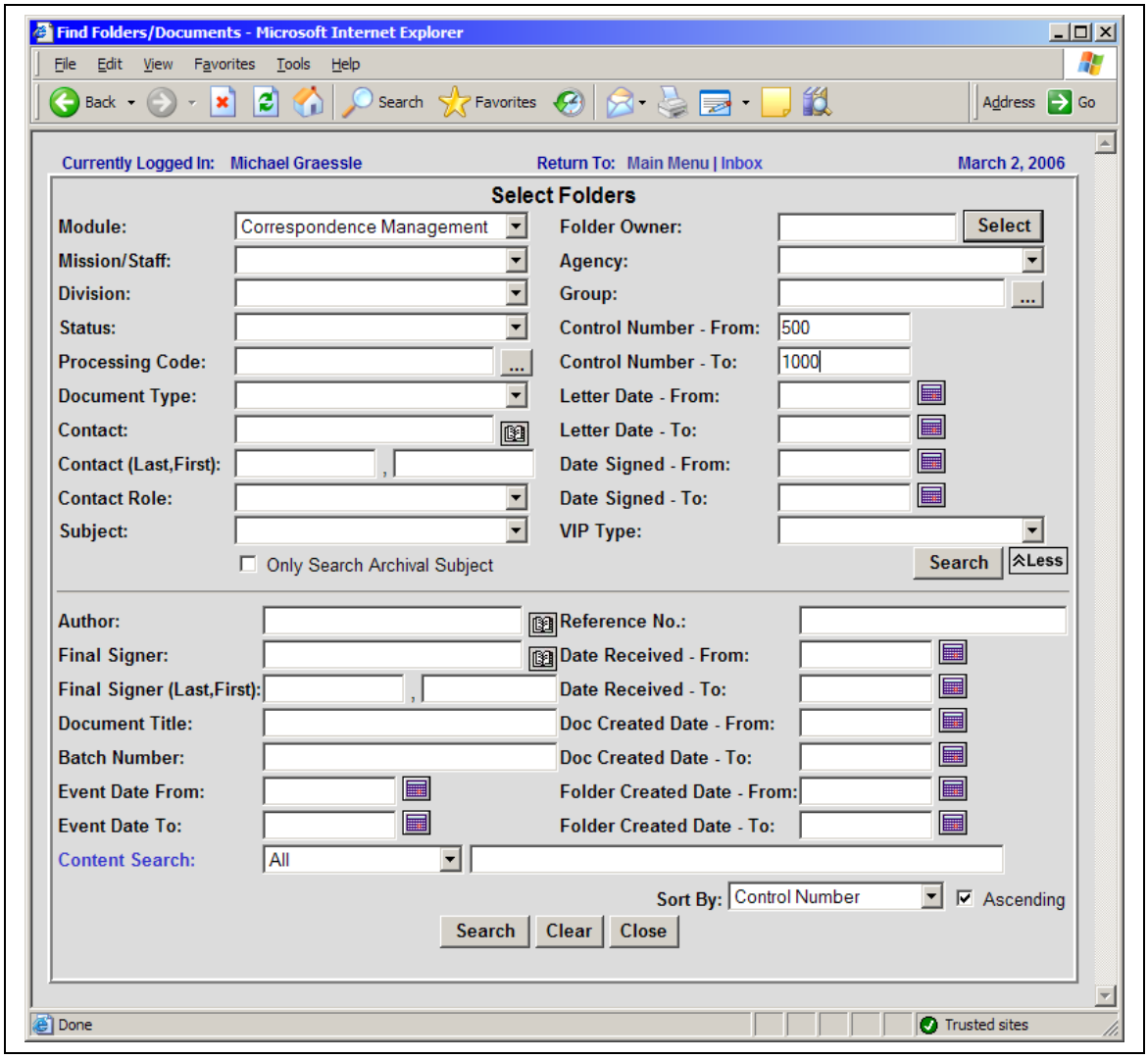


Figure 18: Query Folders to Select

This screen works the same as the ECM Query Folders screen. In the example in **Figure 18**, the user searches for Correspondence Management folders with control numbers between 500 and 1000. The user clicks the <Search> button. The results list shown in **Figure 19** displays all folders that match the query criteria.

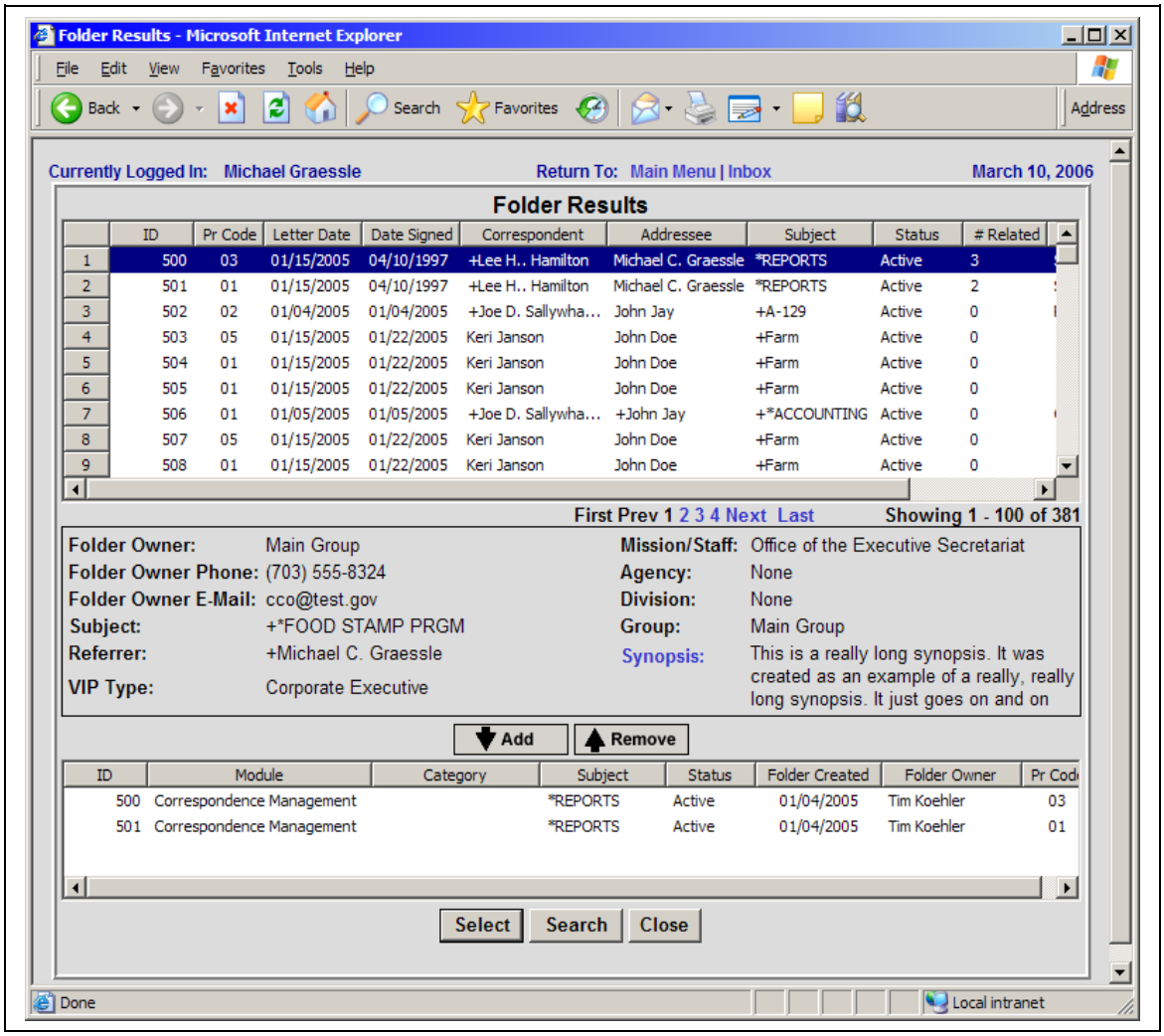


Figure 19: Query Folders to Select - Results List

The user selects one or more folders by highlighting them and clicking the <Add> button. The selected folders are added to the lower panel. When finished, the user clicks the <Select> button on the bottom of the form to return to the Add/Remove Related Folders screen and include the newly selected folders.

Alternatively, the user can click the <Search> button to return to the query screen to enter new criteria to find more folders. Any folders in the lower panel will remain selected when returning to the Query Screen.

To close the screen without selecting any folders, the user clicks the <Close> button.

When a folder is highlighted, data about the folder is displayed in the middle panel. The first part of the synopsis is displayed in the Synopsis field. To view the entire synopsis, the user clicks the Synopsis label and the full synopsis is displayed.

Add Multiple Folders

To add more folders to the related folders field, the user clicks the <Search> button on the bottom of the Folders Results screen. The Select Folders screen is re-displayed as shown in **Figure 20**.

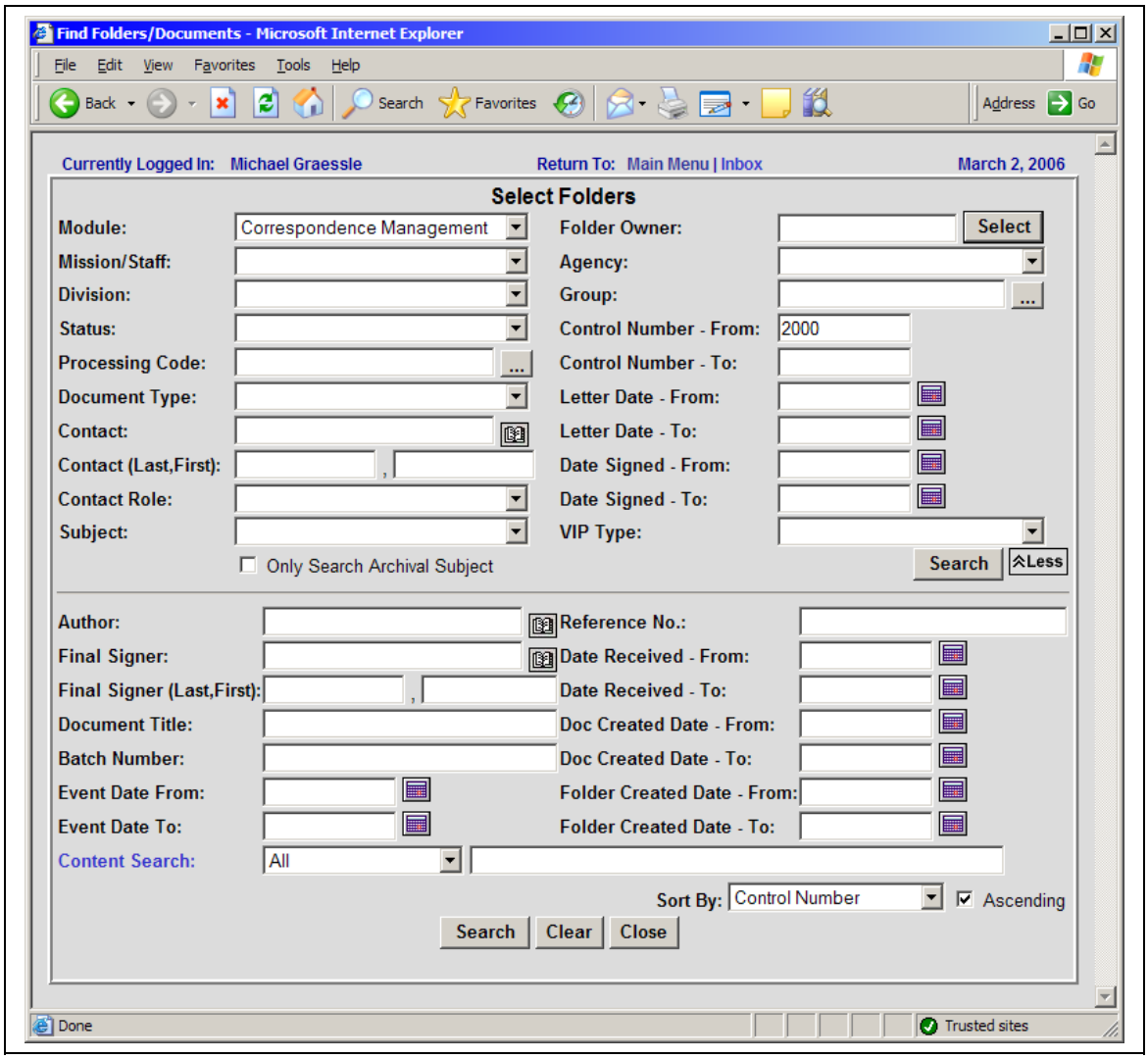


Figure 20: Query Folders to Select

The results list in **Figure 21** is displayed for the query in **Figure 20**.

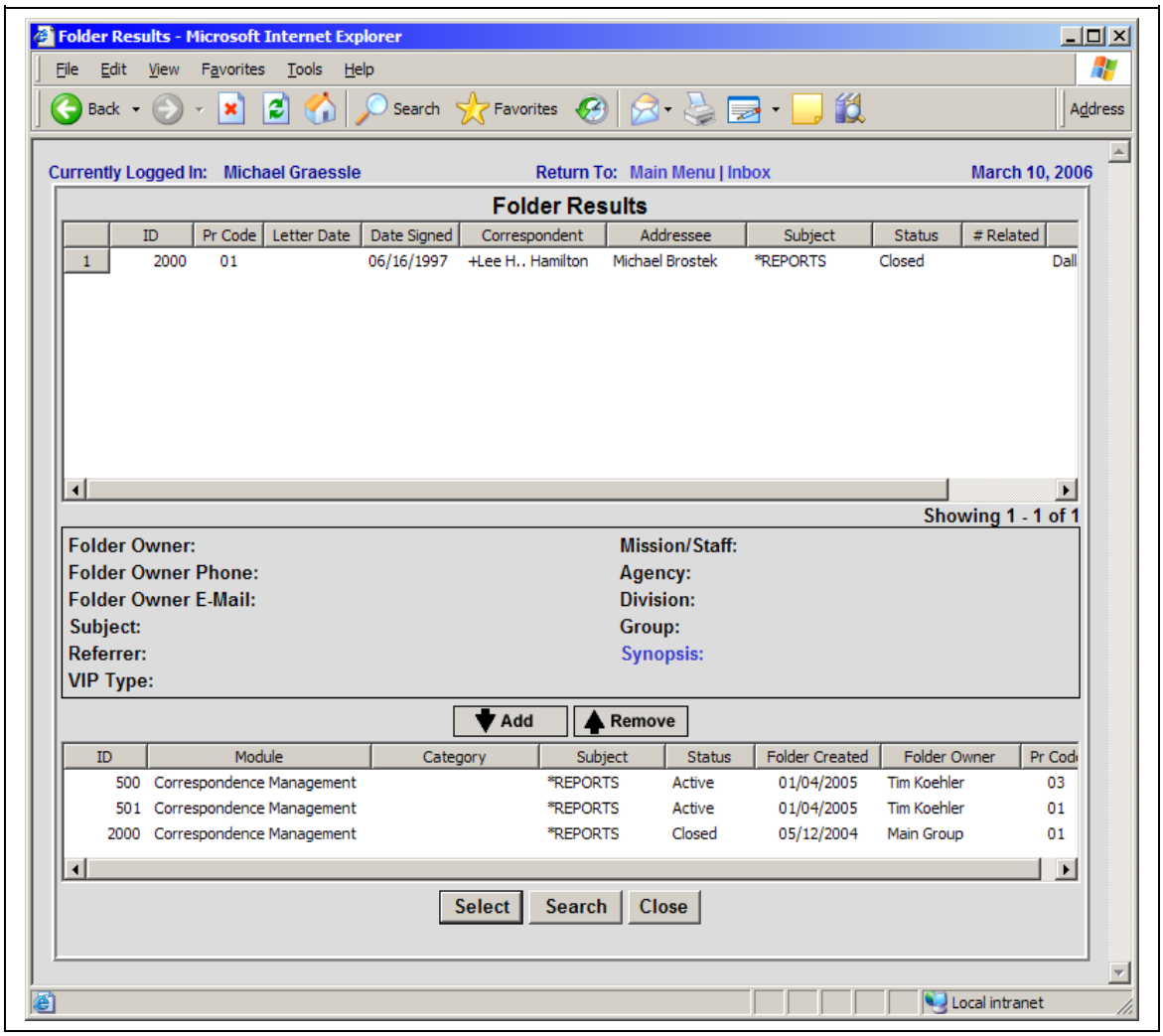


Figure 21: Query Folders to Select - Results List

The user selects the folder and adds it to the selected folders list. Now the user clicks the <Select> button. The Add/Remove Related Folders screen is displayed with the selected folders included as shown in **Figure 22**.

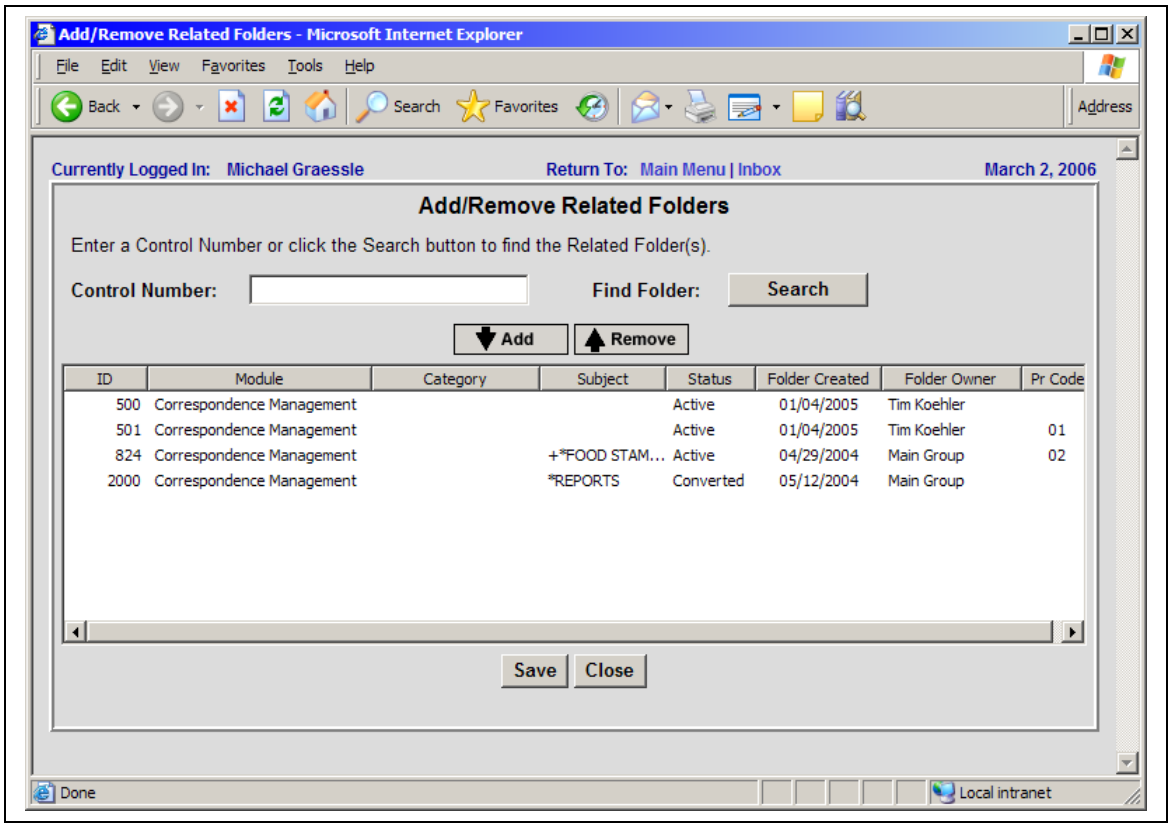


Figure 22: Add Related Folders - Selected Folders Complete

The three new folders are added to the one that was previously entered. The user clicks the <Save> button and the related folders field is updated as shown in **Figure 23**. The related folder will also have its Related Folders field updated with the control number of the initial folder.

To remove a related folder, the user selects it from the lower panel and clicks the <Remove> button. In the related folder, the reference to this folder will be removed also.

To save changes to the folder, the user clicks <Save> or <Save and Close>. If the user's work session times out before the changes are saved, those changes are lost.

Figure 23 shows a folder with the Related Folders field populated with several control numbers.

Correspondence Management Folder - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Address Go

Currently Logged In: Michael Graessle Return To: Main Menu | Inbox March 2, 2006

Control Number: 47489 Status: Active

Folder Owner: Processing Code:

Mission/Staff: Rural Development Agency: Rural Housing Service

Division: None Group: Main Group/Michael Graessle

Action Organization:

Mission/Staff: Rural Development Agency: Rural Housing Service

Division: None Group: Main Group

Correspondent: 0 Date on Letter:

Addressee: 0 Received Date: 02/27/2006

Referrer: 0 Referrer Due Date:

Subject: Related Folders: 500 Go

500
501
824
2000

More

#	Task	Received	Due Date	A	Organization	Assignee		
1	Setup Folder	02/27/2006	02/28/2006		RD/RHS/None	Michael Graessle		
2	Research Issues	02/28/2006	03/01/2006		RD/RHS/None	Michael Graessle	Started	RD/RHS/None
3	Create Draft		07/19/2006		RD/RHS/None	Michael Graessle	Not Started	
4	Prepare Final		07/21/2006		RD/RHS/None	Michael Graessle	Not Started	

DOCUMENTS WORKFLOW NOTES

Remarks:

Change Workflow Suspend Workflow Assignee Details Workflow Status

Complete Task Print Cover Sheet Security Refresh

Put Back Task Print Folder Admin Save and Close Close

Quick Print

Applet SpellCheckApplet started Trusted sites

Figure 23: Work Folder with Related Folders Field Populated

Remove Related Folder

To removing a Related Folder, the user clicks <...> as shown in **Figure 24**.

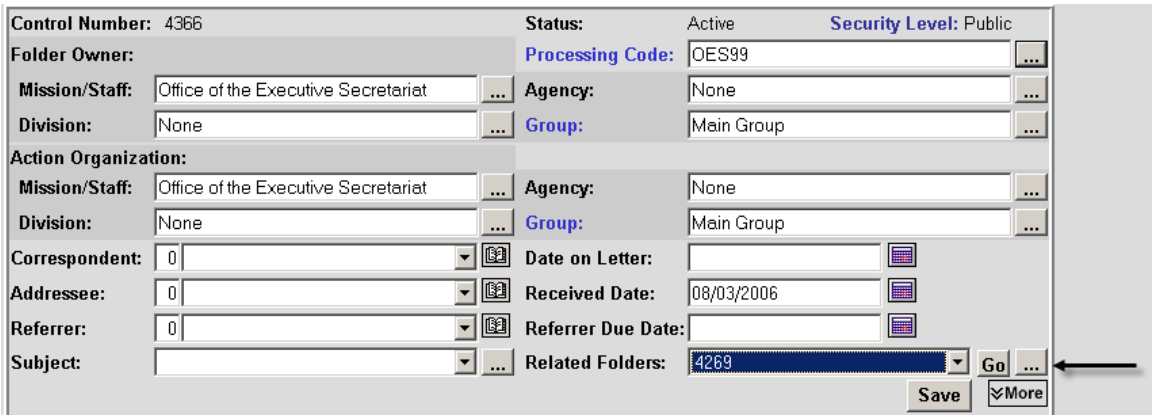


Figure 24: Related Folders – Remove

The user is taken to the Add/Remove Related Folders Screen. The bottom of the screen is populated with the folders that are in the related folders field for that folder. The user highlights the folder to be removed and clicks the <Remove> key as shown in **Figure 25.**

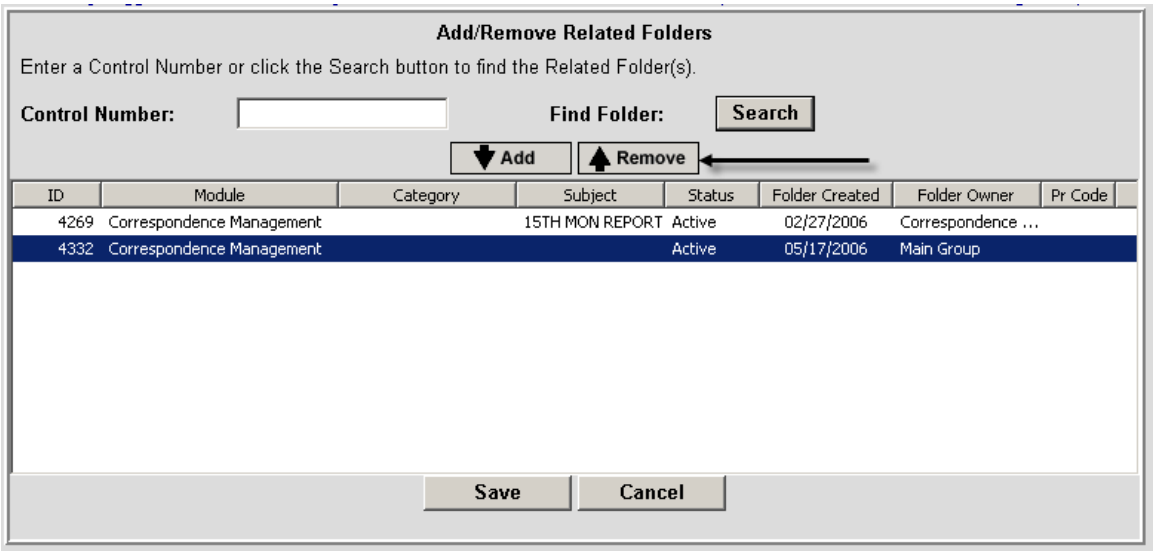


Figure 25: Related Folders - Remove

The highlighted folder is no longer on the bottom of the screen (**Figure 26**).

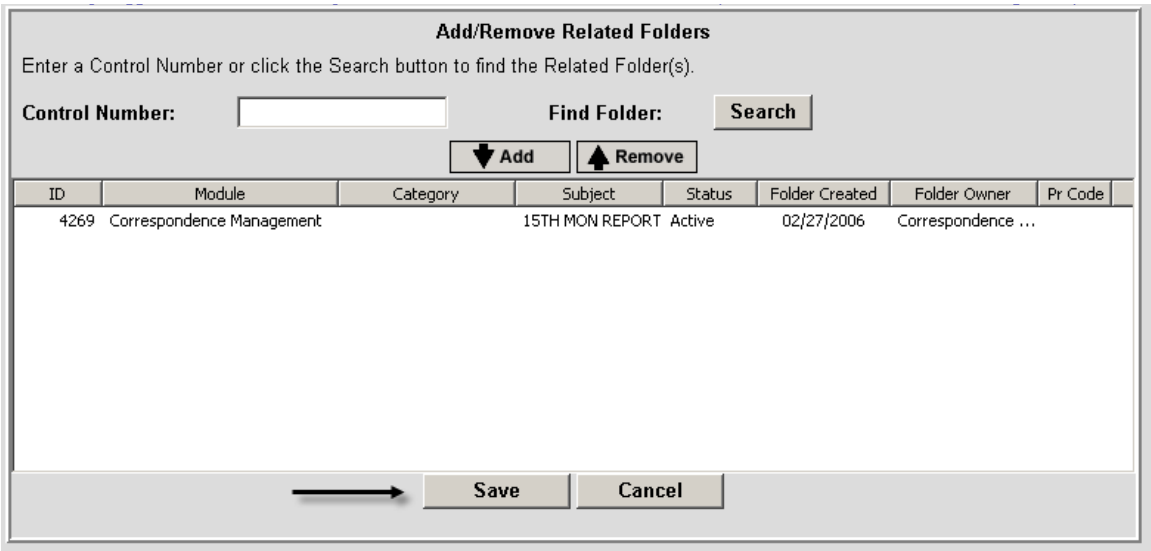


Figure 26: Related Folders – After a Folder is Removed

The user then clicks the <Save> key and is returned to the folder as seen in **Figure 27**. To save the changes to the Related Folders the user must also click <Save> after returning to the folder.

Figure 27: Related Folders - Drop Down After Folder Is Removed

Open A Related Folder

To open a related folder, the user highlights it in the list box and clicks the <Go> button. If the user has privileges to view the folder, it will be displayed. If the user does not have privileges to view the folder, a message will be displayed that includes contact information for the Folder Owner.

MORE / LESS FIELDS

Additional folder fields can be seen by clicking the <More> button as shown in **Figure 28**.

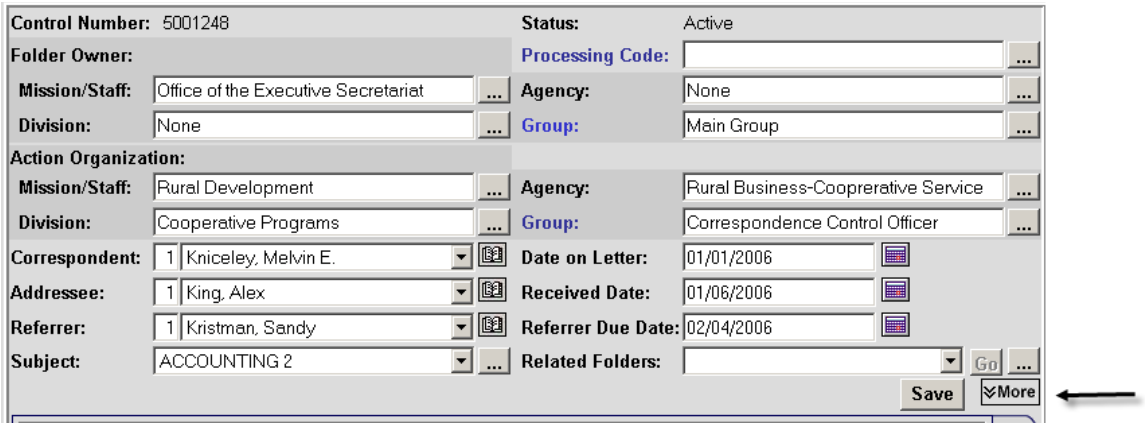


Figure 28: Expanding the Folder Fields

The Folder Fields can be collapsed by clicking on the <Less> key shown in **Figure 29**.

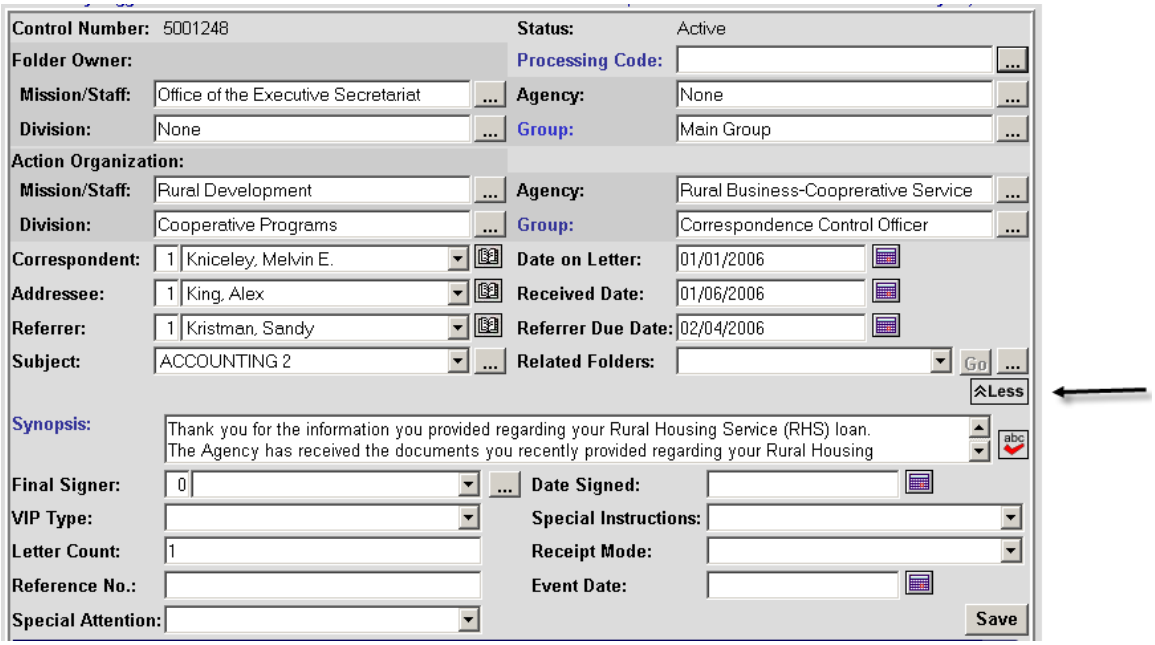


Figure 29: Expanded Folder Fields

The user can use the screen preference in the Personal Profile section to show more or less folder fields by default. See **Figure 30**.

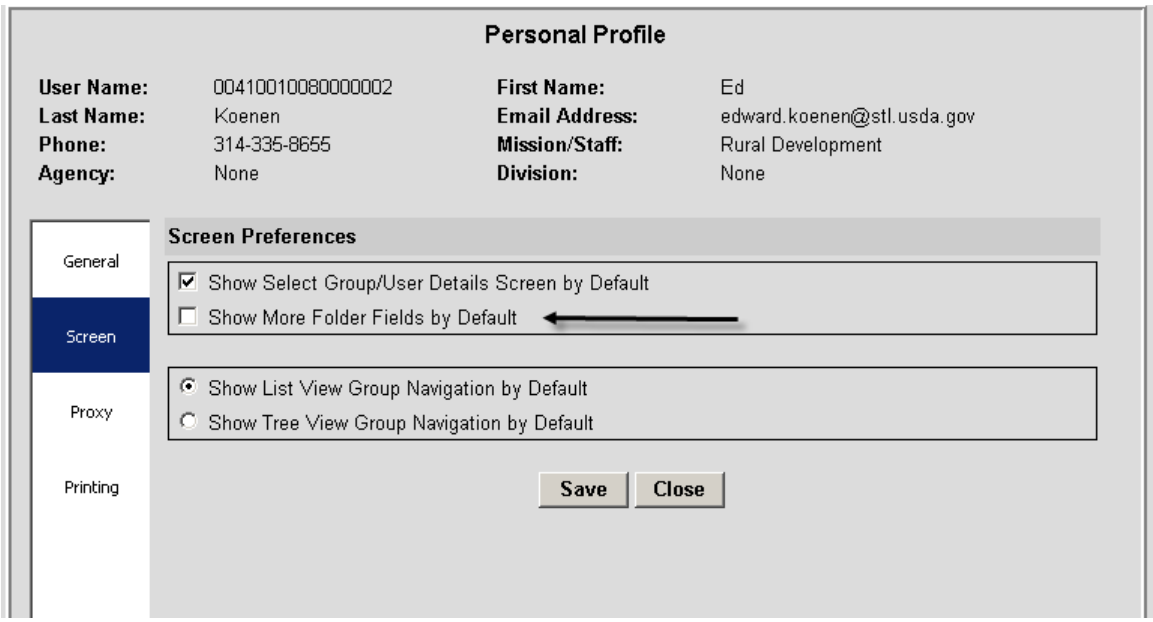


Figure 30: Person Profile – Set Default For Folder Fields

SYNOPSIS

The Synopsis field is used in two ways by ECM.

The application captures the first 500 characters of scanned documents after the salutation and stores them in the synopsis field of the folder. The application ignores all text up to the salutation and the name after the salutation.

The Synopsis is also a free form text field of up to 500 characters. The user can use the synopsis for meaningful and/or descriptive date.

The entire contents of the synopsis field can be viewed and edited when the user clicks on the 'Synopsis' label. The synopsis can be modified and Spell Check can be run against it. **Figure 31** shows this pop-up.

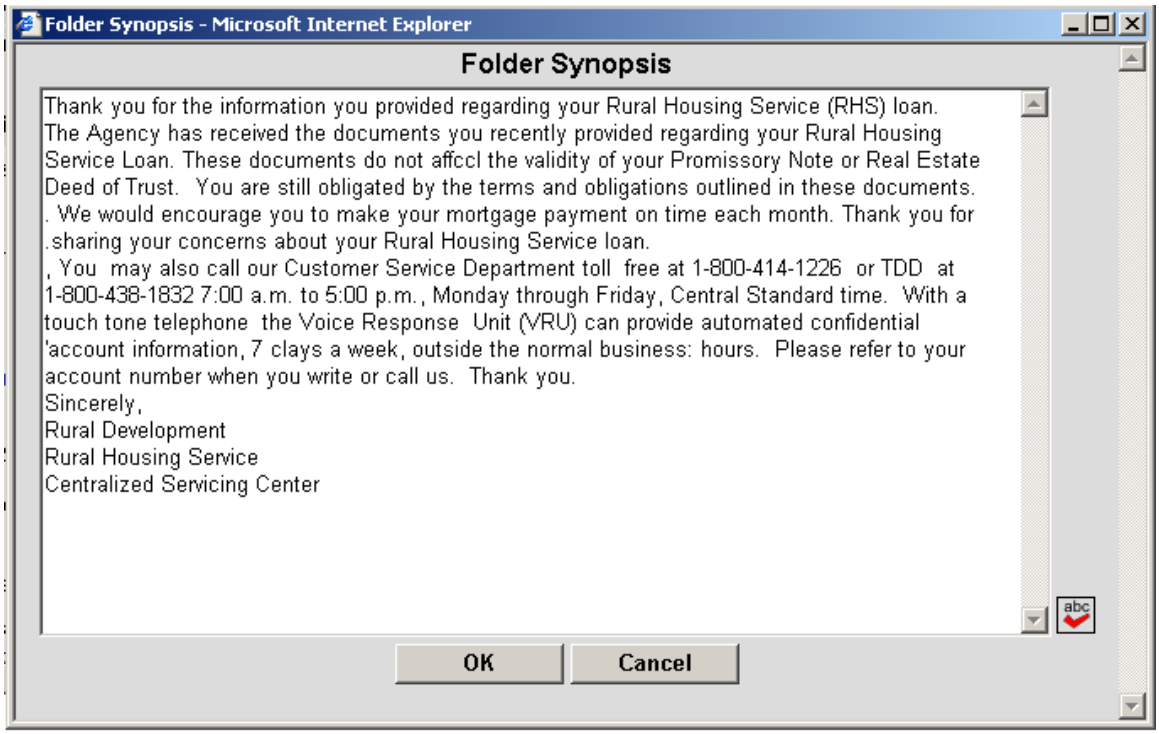


Figure 31: Folder Synopsis Pop-up

SELECT FINAL SIGNER and DATE SIGNED

A final signer can be selected. The Final Signer field shows the person(s) or position expected to sign the final version of the response letter. This may be a specific person or a position within USDA (e.g. Deputy Administrator). It may also be more than one person. The user clicks the <…> button next to the Final Signer field and the Select Final Signer screen is displayed in the List View (**Figure 32**) or the Tree View (**Figure 33**) according to the user's default.

The user highlights the applicable signer, clicks <Select> and <Save>.
When the letter is actually signed, the Final Signer(s) should be changed if it is different than when initially assigned. In this situation, the original Final Signer is stored along with the actual Final Signer.

At that time the Date Signed field is entered by the user. The date can be entered in MM/DD/YYYY format or by clicking on the calendar and selecting the date.

Upon being returned to the folder, the user clicks <Save> or <Save and Close>. If the user's work session times out before the changes are saved, those changes are lost.

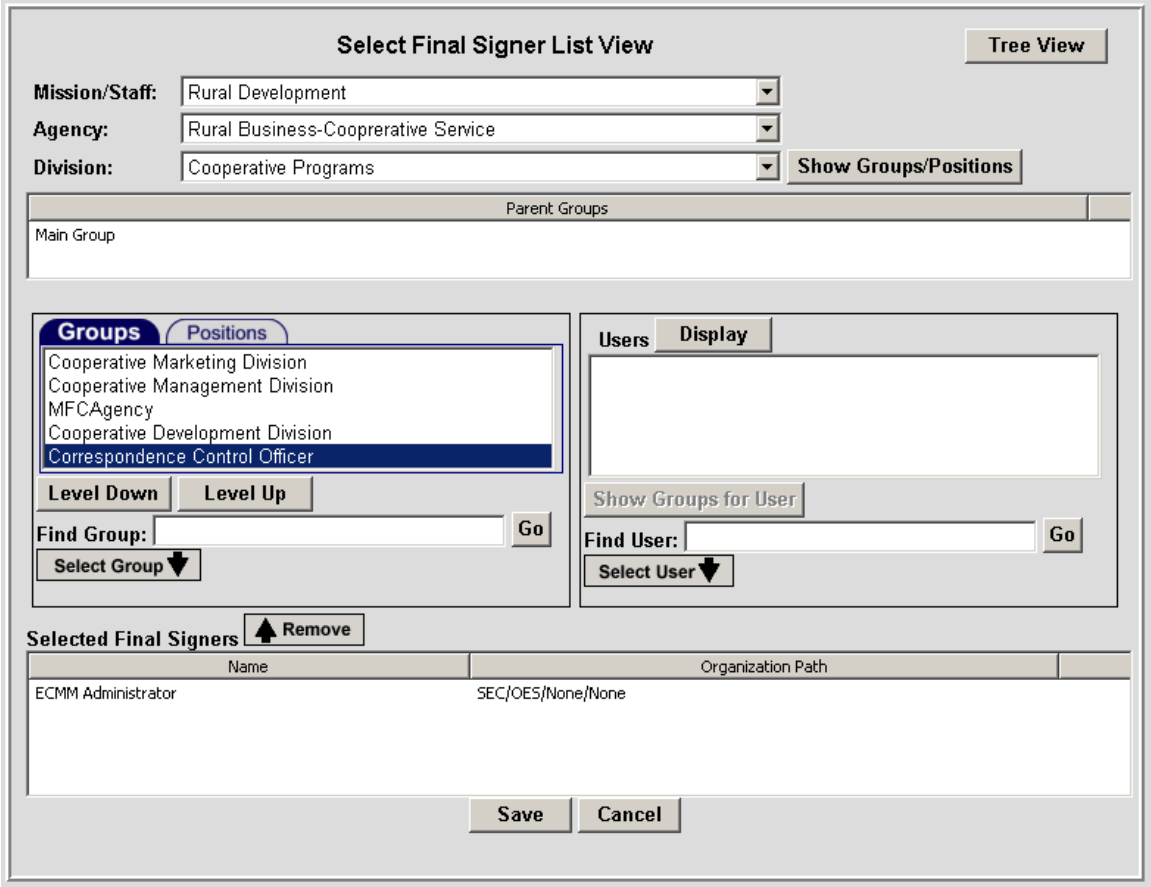


Figure 32: Select Final Signer – List View

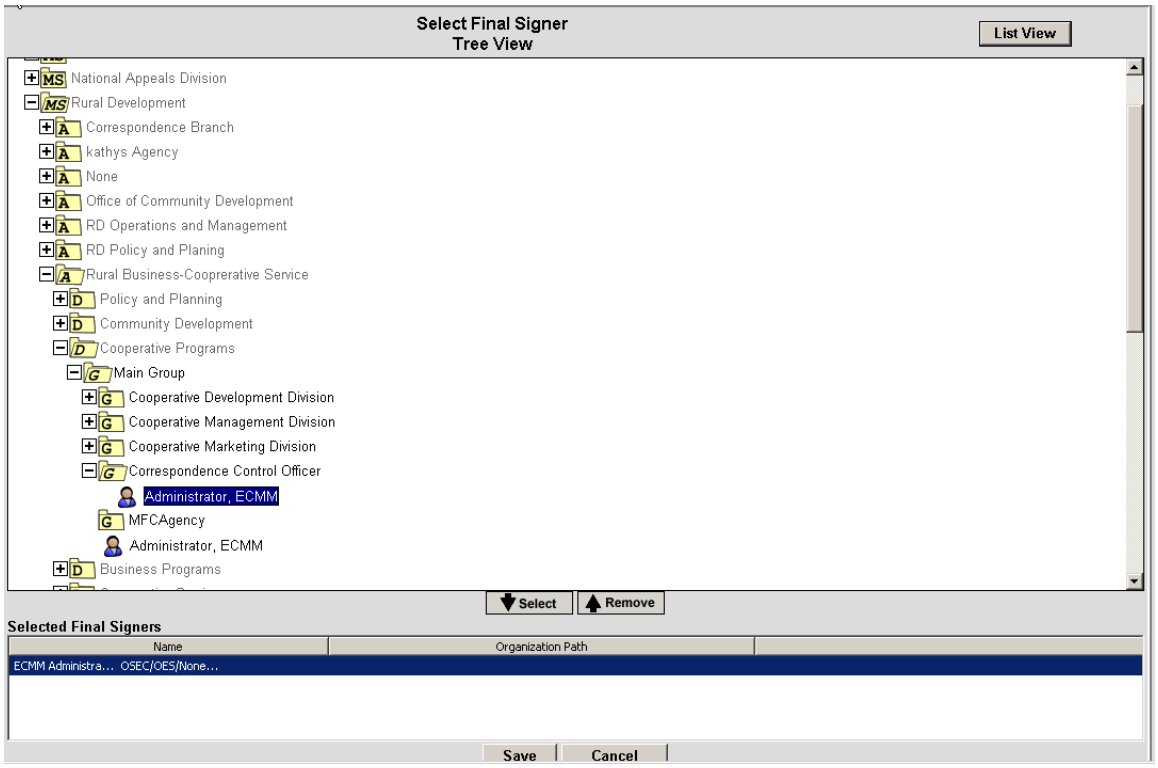


Figure 33: Select Final Signer – Tree View

REMAINING FIELDS

These remaining fields support special handling, special instructions, categorizing and/or tracking of the folder. Some fields have a drop-down list box with the available choices. Others can be used in ways meaningful to the user or group. These fields may be left blank if they don't apply to this folder. These fields are shown in **Figure 34**.

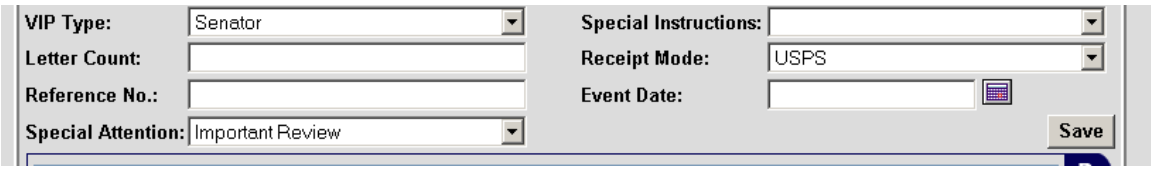


Figure 34: Additional Optional Folder Fields

VIP Type: This field associates a Very Important Person type to this folder. VIP types include President, Governor, Member of Congress and Tribal Official

Special Instructions: This field is used to provide special handling information for this folder. An example of a Special Instruction is Urgent.

Letter Count: This field can be used to track the number of letters received or generated through the folder.

Receipt Mode: This field is used to track the method in which the correspondence that triggered creation of the folder was received. The values include USPS, Scanning, and E-Mail.

Reference No.: This is a free-form field that can be used for data meaningful to the user.

Event Date: This field is used mainly to identify dates of events to which the Secretary of Agriculture has been invited.

Special Attention: This field is used to flag important folders. For this to be meaningful it should be used sparingly. When this is not blank, an exclamation mark will be displayed in the inbox next to tasks assigned for this folder. Valid values include Important Review, Scheduling-Secretary, and Homeland Security.

DOCUMENTS TAB

DOCUMENTS TAB

MICROSOFT WORD INTEGRATION

DOCUMENT TAB BUTTONS

DOCUMENTS TAB

Beneath the Folder information is a window. Clicking one of the three tabs to the right of the window will change the information that is displayed. The folder in **Figure 1** is open with the Documents tab displayed.

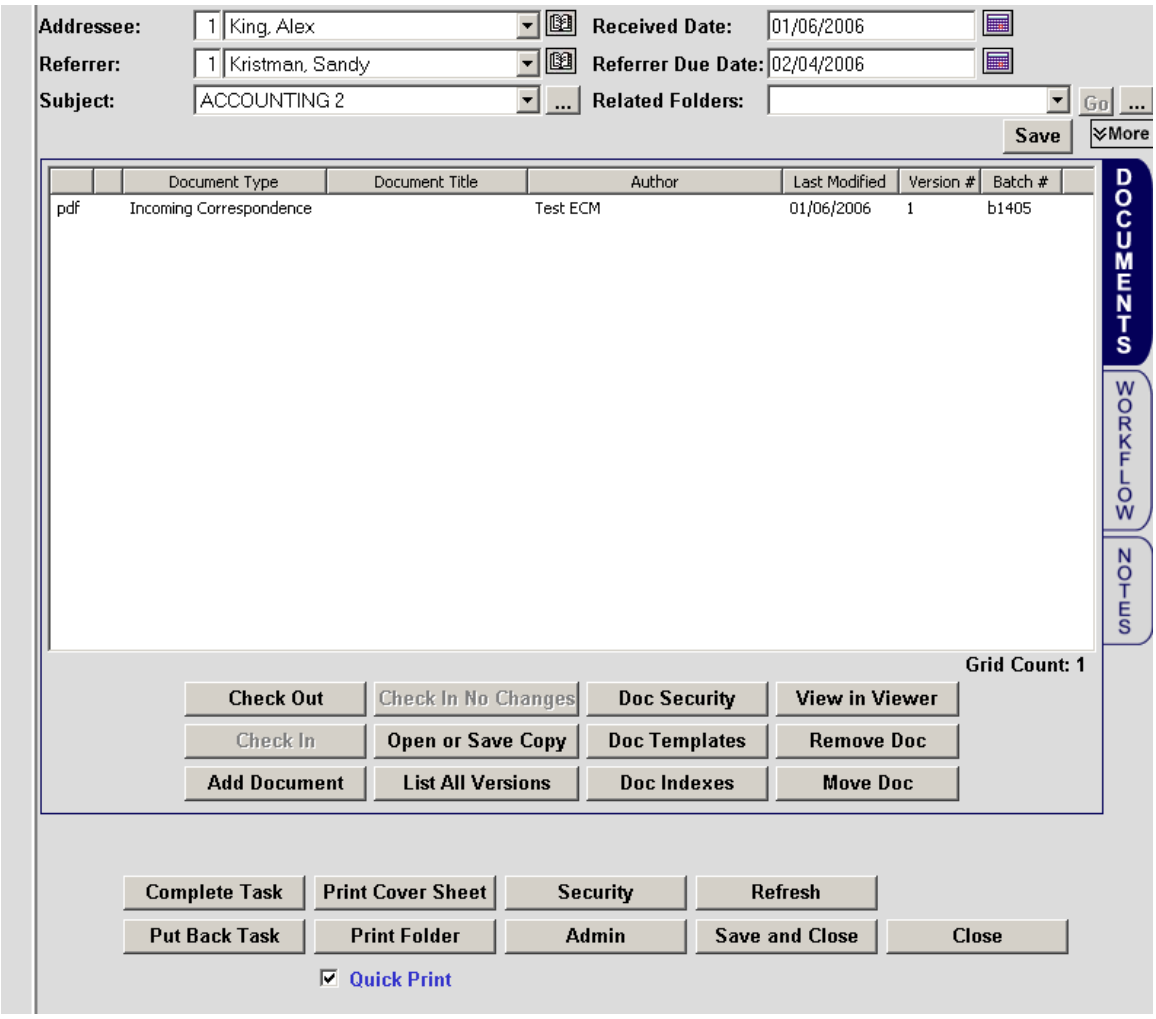


Figure 1: Folder - Documents Tab

Each document in the folder will be listed. In **Figure 1**, only the initial Incoming Correspondence document is stored in the folder. As the workflow progresses, all documents added to the folder will appear in this list.

The Folder Owner may add documents to the folder at any time. Each assignee may add documents to the folder while they are working on a task in the folder.

MICROSOFT WORD INTEGRATION

It is important to note here that working with word documents in ECM is enhanced by the addition of the Microsoft Word Integration Add In. The Word Integration functions will only be available for documents added to ECM with a “doc” file extension. Once the application add-in is installed on a user’s workstation, this functionality is available for all modules within the ECM framework.

The ECM application allows users to check out, edit and check in documents directly from Microsoft Word. The ECM application also allows the user to save personal draft copies to the ECM repository without publishing them to the folder. Users do not need to navigate the Windows file system to locate documents to check in to ECM.

Check Out Document – ECM Word Add-in

To check out a document from the folder and edit it in Microsoft Word, the user clicks the <Check Out> button. As with the existing functionality, the Document Check Out Option dialog is displayed in **Figure 2**.

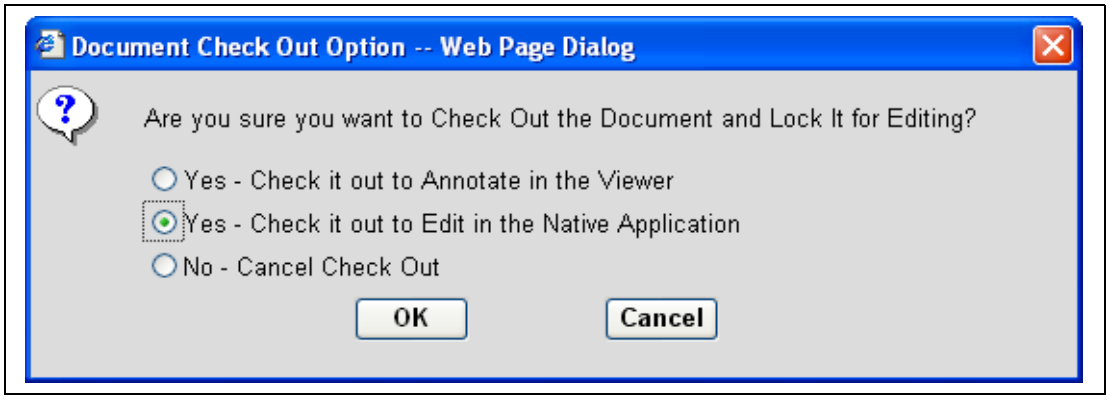


Figure 2: Document Check Out Options

The user selects the "Yes – Check it out to Edit in the Native Application" option to open the document. If the user has the application add-in installed, an initial draft of the document is created in the repository. For the document draft, a minor version number is appended to the document version number (e.g. version 1 becomes version 1.1). The document draft version 1.1 is opened directly into Microsoft Word on the user's workstation, as shown in **Figure 3**.

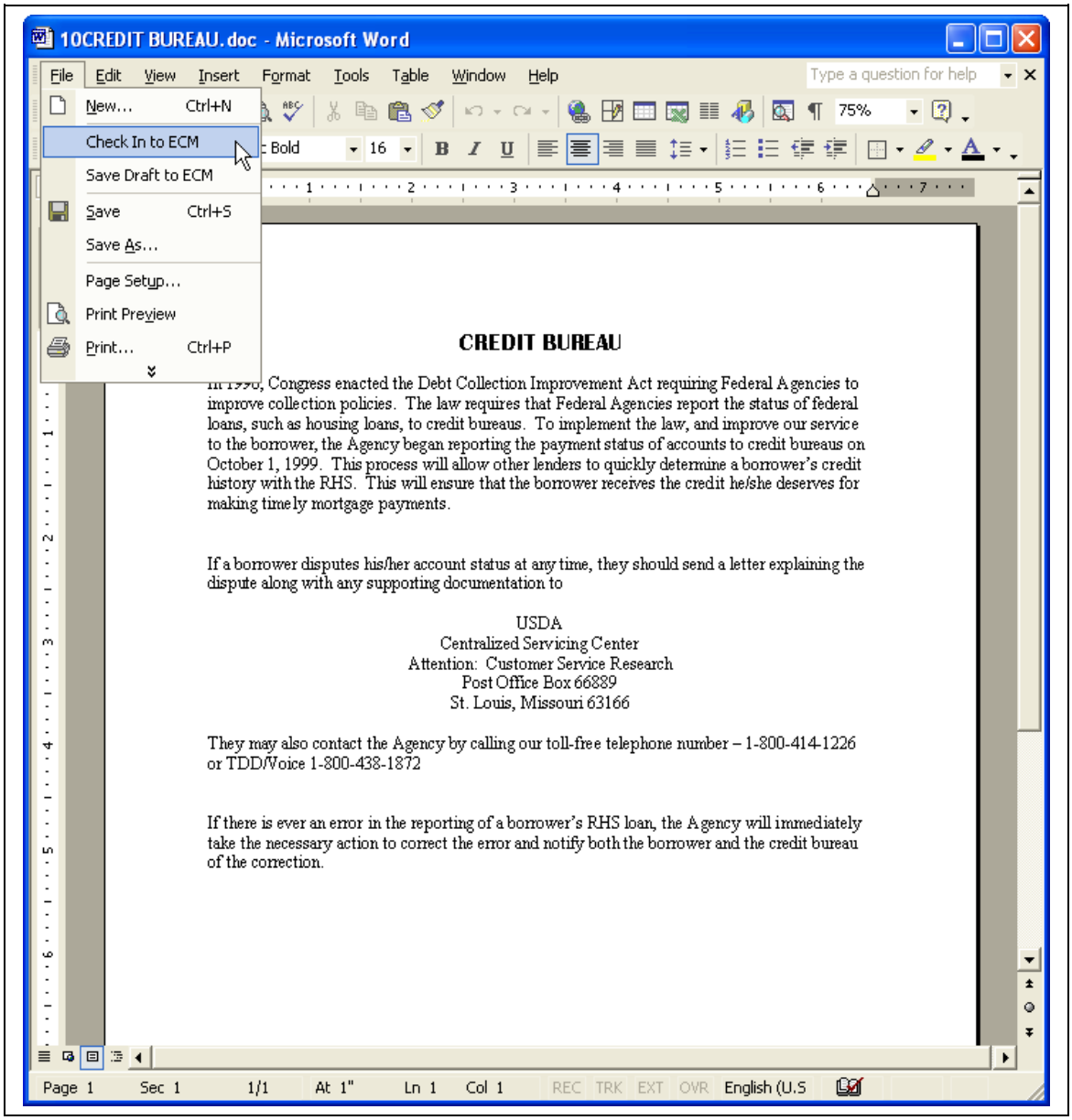


Figure 3: Edit Document in Microsoft Word

The Microsoft Word File menu is expanded in **Figure 3** to show the document options. These menu options only appear if the user has opened the document from the ECM application. The application add-in must also have been installed.

The user edits the document in Microsoft Word as needed. When allowing the system to manage drafts, it is recommended that the user not save changes using the Microsoft "Save" or "Save as" functions to prevent confusion regarding the location of the latest version of the document.

However, the system allows the user to save changes to the document at any time on the local workstation by clicking the native Microsoft Word "Save" button. The user can also save document to another location or different filename using the Microsoft Word

"Save As..." button. The latest version of the document is saved to the specified location on the user's workstation. The user can still check in the document, or save a draft of the document in the repository after clicking the "Save As…" button.

Check In Document – ECM Word Add-in

When the user is completely finished making changes to the document, it is ready to be checked in as a new version in the Folder. This may be considered "publishing" the new version to the folder. Within Word, the user clicks "Check In to ECM" from the File menu as shown in **Figure 4**.

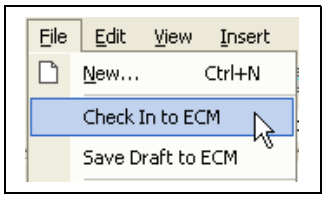


Figure 4: Microsoft Word File Menu – Check In and Save Draft Options

The document is closed on the user's desktop and checked in to the system. The document version number is increased by one (e.g. version 1 becomes version 2).

All users that access the folder see the latest checked in, or published, version of each document. In this case the latest published version is now version 2.

Save Document Draft – ECM Word Add-in

If the user is not ready to check in the document to the folder, but wants to save the latest changes to the document repository, the user clicks "Save Draft to ECM" from the Microsoft Word File menu. The document is saved to the repository as a draft. The minor version number of the document is incremented (e.g. version 1.1 becomes version 1.2).

Document drafts are considered in process and are not visible in the Folder's documents screen. In the documents list on the folder screen, a lock icon still shows that version 1 of the document is checked out.

While the document is checked out, the user may save a document draft and be able to work on the document later. The user clicks "Save Draft to ECM" from the Microsoft Word File menu and then closes the Microsoft Word application. The draft version of the document is saved to the system. Drafts are only visible to the author. When a draft version is saved, the draft version does not appear in the folder. On the folder, the document remains checked out.

Later, to resume work on the document, the user accesses the View Checked Out Documents screen from the ECM main menu. This screen is shown in **Figure 5**.

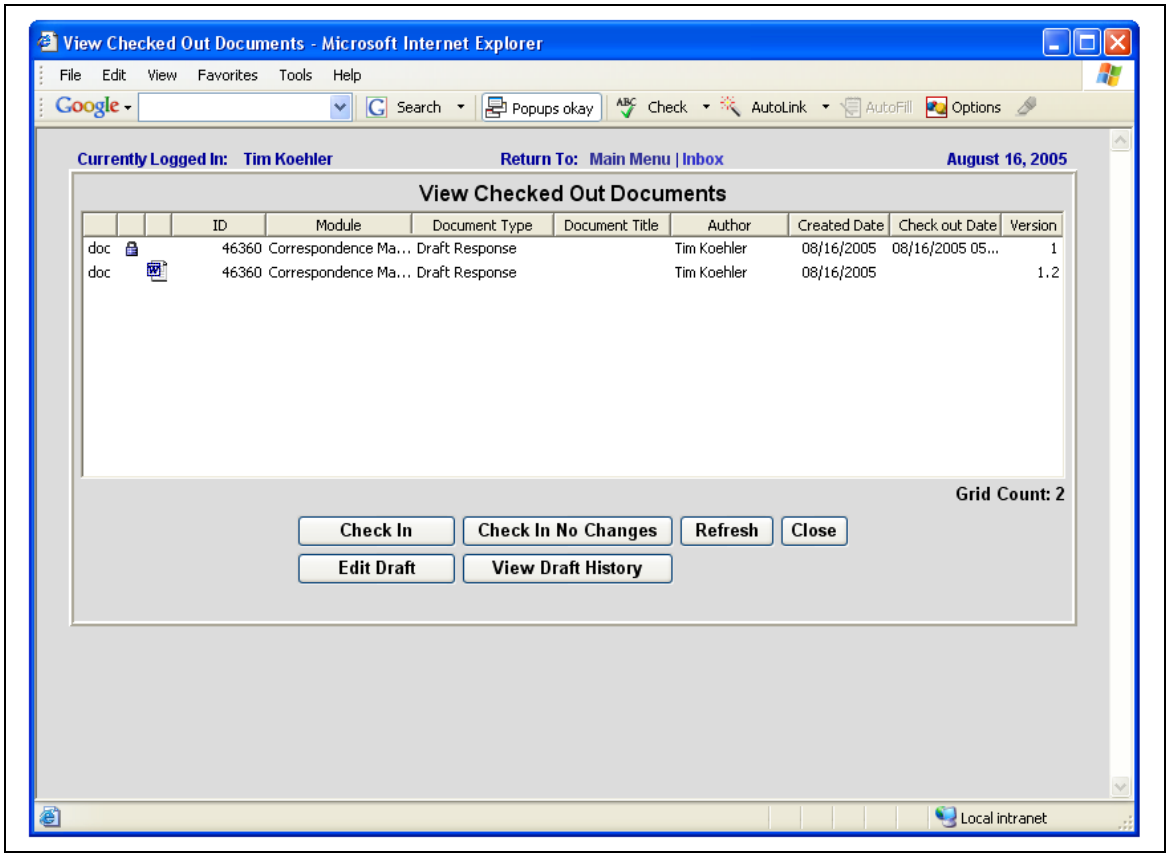


Figure 5: View Checked Out Documents Screen – With Add-In Installed

The View Checked Out Documents screen lists all checked out documents and drafts for the logged-in user. The in process document drafts are listed below the checked out documents. In the example in **Figure 5**, the checked out document is listed with version number 1, and the document draft is listed with version number 1.2. To resume work on the document, the user highlights the document or the draft and clicks the <Edit Draft> button.

The system will first check to see if the same document is saved on the user's hard drive. If it is and the local document is a more recent version than the last draft saved to the repository, the user will be informed and will be asked which version they would like to edit – the local copy or the draft from the repository as shown in **Figure 6**. The desired document is opened directly into Microsoft Word.

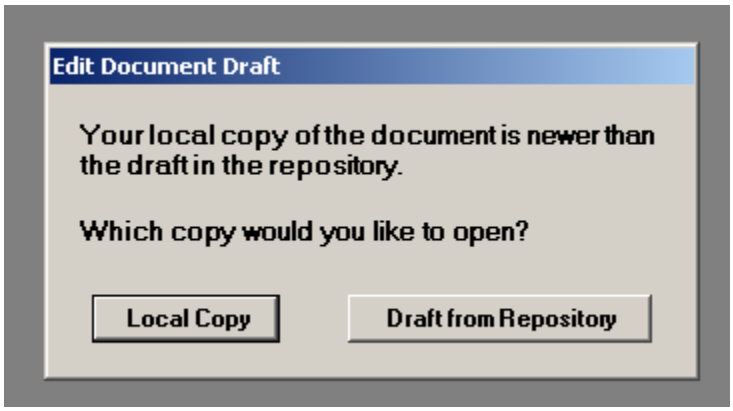


Figure 6: Edit Document Draft

A local copy would be more up-to-date if the user made changes and clicked the native Microsoft Word "Save" button after saving a draft to ECM. If the document is not on the user's hard drive, the draft document in the ECM repository is automatically displayed.

After making more changes, the user can save another draft by clicking "Save Draft to ECM" from the Microsoft Word File menu to save the latest changes. The document version number in the repository will now be 1.3. This is only visible in the View Checked Out Documents list. From the folder, users still only see version 1 of the document and see that it is checked out.

When finished making changes, the user clicks "Check In to ECM" from the File menu within Microsoft Word. The document is checked in to the system as version 2 and published to the folder. The document and draft is removed from the View Checked Out Documents list. At this point all users will see version 2 when the document is accessed from the folder screen.

View Draft History – ECM Word Add-in

The user can view a list of all document drafts that they created. These drafts are only visible to the author. To view previous drafts created, the author clicks the <View Draft History> button on the View Checked Out Documents screen. The Draft History screen is displayed as shown in **Figure 7**.

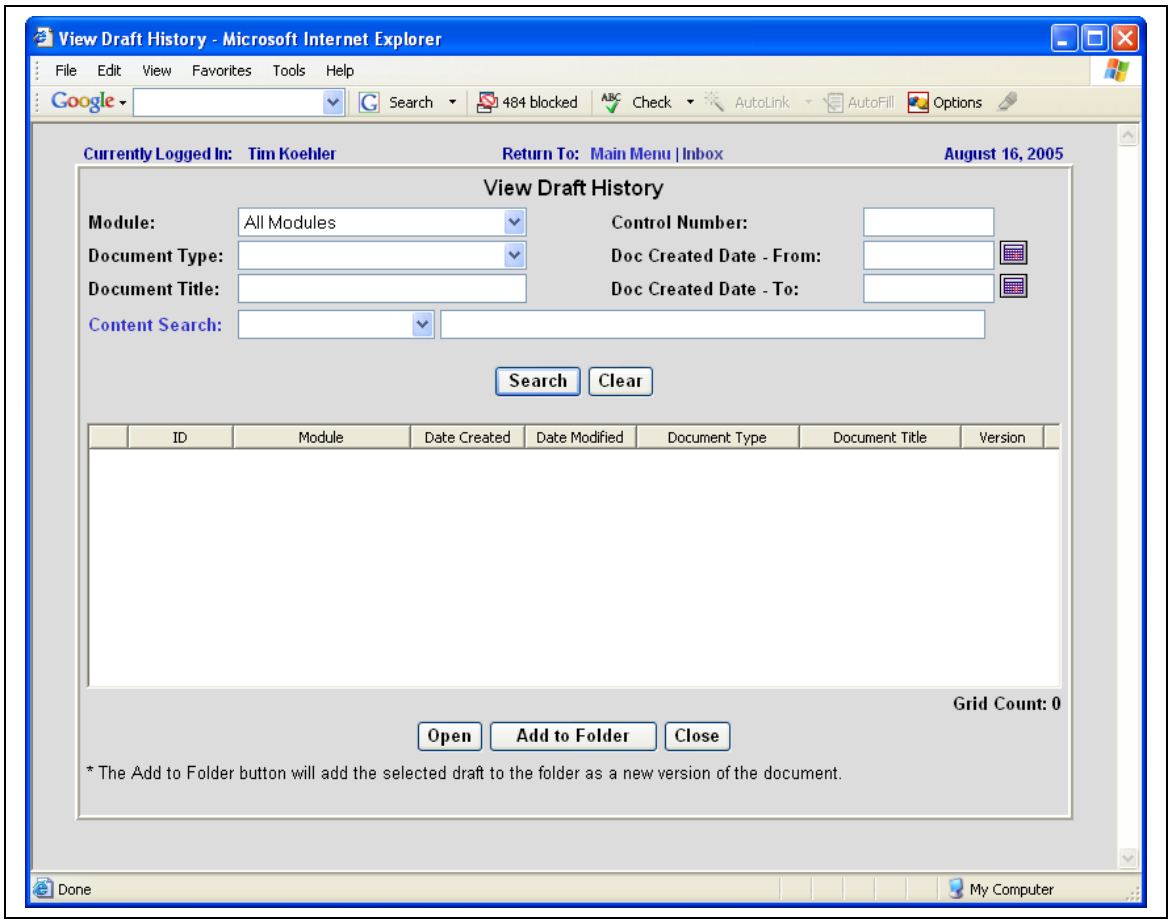


Figure 7: View Draft History Search Screen

The user enters a combination of criteria to locate the desired document draft. All versions of all drafts that match the search criteria are shown in the results list as shown in **Figure 8**.

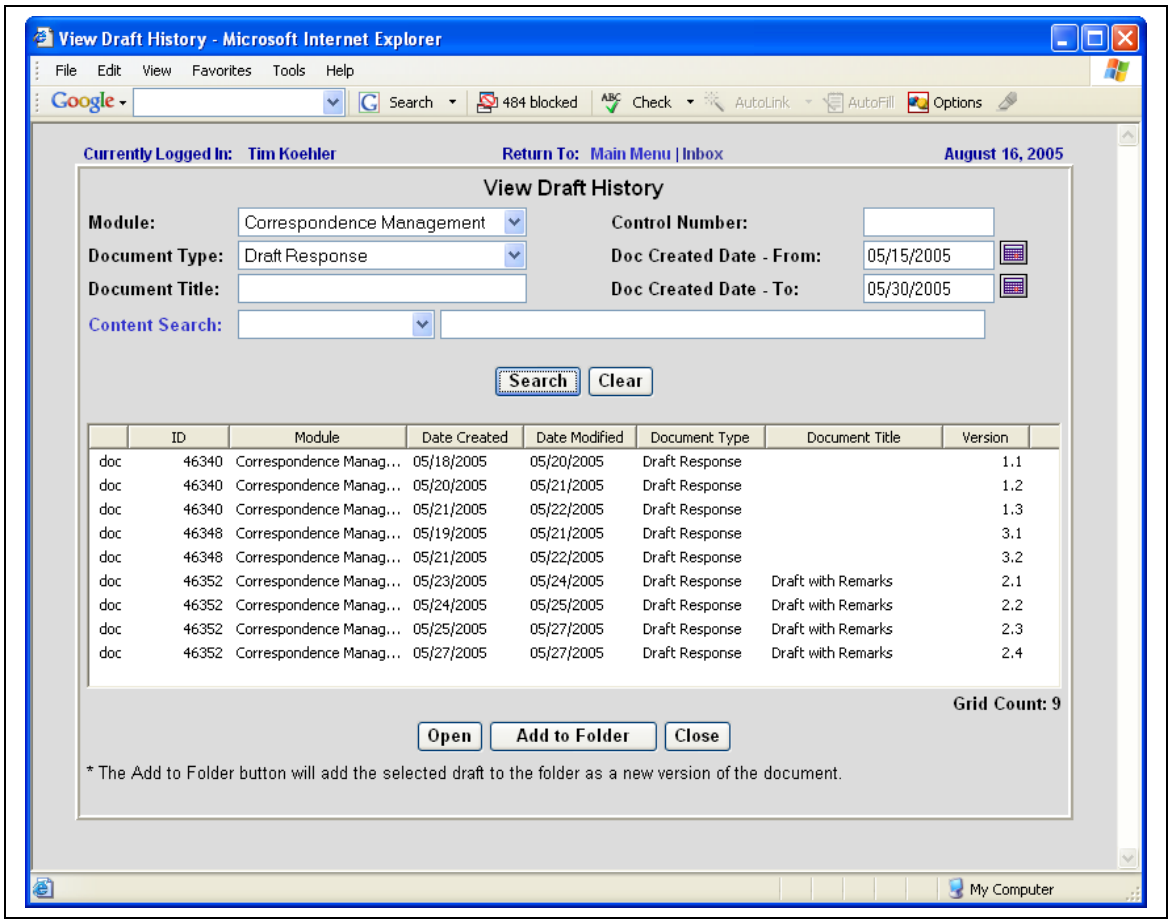


Figure 8: View Draft History - Results List

To open a draft, the user clicks the <Open> button. Additional drafts cannot be saved from this Draft History screen. Drafts of checked out documents can only be saved via the Microsoft Word application add-in.

If a mistake was made and a draft in history needs to be checked into the folder, the user can add it using this screen. To add a previous draft to the folder, the user selects the desired draft and clicks the <Add to Folder> button.

The selected draft is added as a new version of the document in the folder. Now when a user views the document in the folder, the displayed document will be the added draft. Regardless of the current version number of the document in the folder, the draft is added as a new version. If draft version 2.4 is added to the folder, and the latest version of the document is version 5, the draft version is added to the folder as version 6 of the document.

View Checked Out Documents with No Add-In Installed

The ability to store and edit drafts in the repository is only available to users with the Microsoft Word application add-in. For users who do not have the application add-in installed, this screen will simply provide a list of documents currently checked out. In this situation, the View Checked Out documents is shown in **Figure 9**.

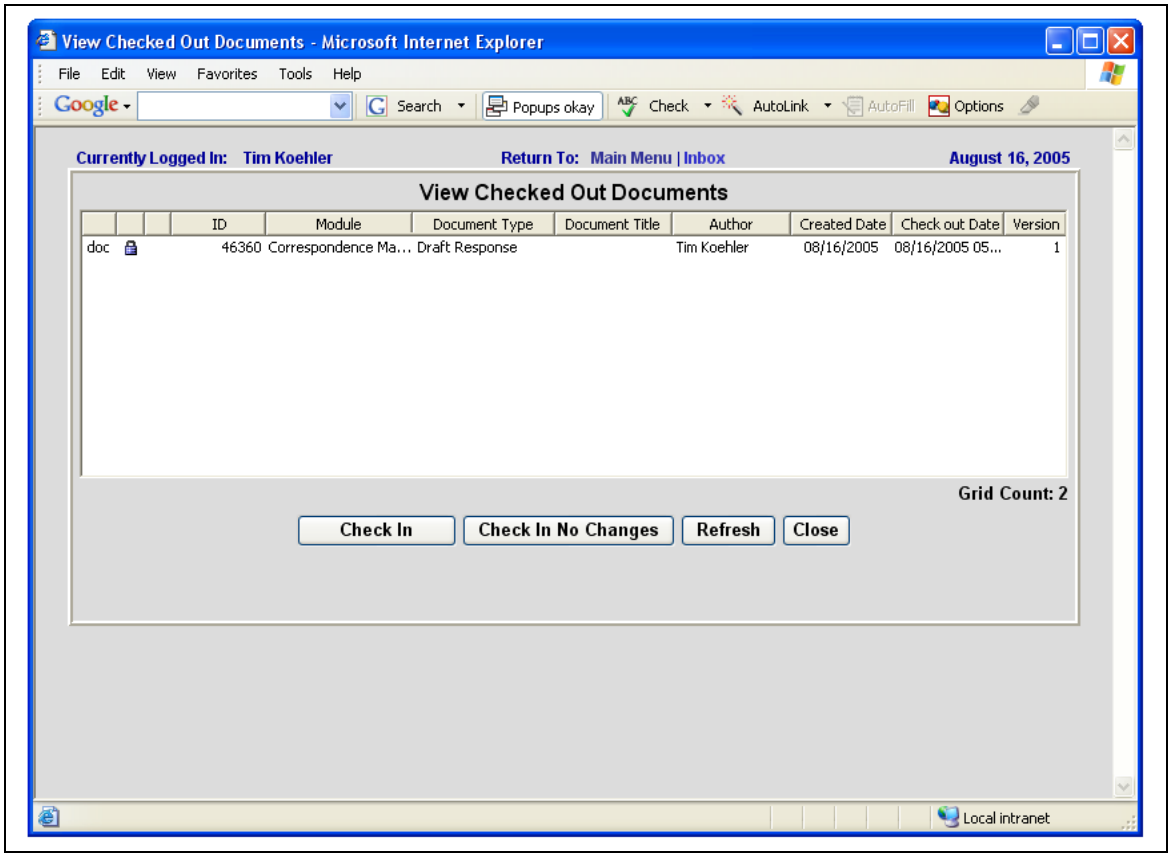


Figure 9: View Checked Out Documents - No Add-In

The <Edit Draft> and <View Draft History> buttons are not available. To edit a document, the user will locate the document on their local drive and then edit it. To check-in a document, the user can use this screen or the folder screen. The <Check In> and <Check In No Changes> buttons work the same way as on the Folder screen.

Since drafts can only be saved using the Microsoft Word application add-in, no draft history is available.

Auto-Save Document Draft – ECM Word Add-in

Each user's ECM application session times out after a configured amount of time. By default, it is 30 minutes. While working on a Word document, the ECM session will time out if no actions are performed in ECM within the configured duration. The application will auto-save a draft of the document if necessary before the ECM session times out.

When the ECM session is about to time out, the screen in **Figure 10** will be displayed in Microsoft Word to notify the user.

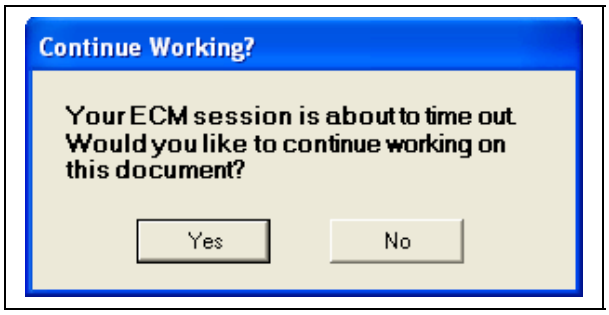


Figure 10: Session Time Out Notification

If the user selects "Yes", a draft of the document will automatically be saved in ECM but the user may continue editing the document. If the user selects "No", a draft of the document will be saved, and the document will be closed. In either case, since the user responded to the question, the user's ECM session remains active. The amount of time before the session times out again is reset.

If there is no response from the user within 30 seconds, a draft of the document will be saved in ECM, the document will be closed, and the user's session will be logged out.

In all cases, the latest changes are saved as a draft in the repository. The minor version number of the document is incremented. As with all document drafts, the most recent draft is accessible by the current user from the View Checked Out Documents screen.

Check In No Changes – ECM Word Add-in

From the ECM folder, folder owners and application administrators can check in documents checked out to other users without changes by clicking the <Check In No Changes> button. The user who checked out the document can also check in the document without changes from the folder or the View Checked Out Documents screen.

When a user checks in a document without changes, the document is checked in as a new version. The new version of the document will be identical to the previous version. All drafts saved while the document was checked out are retained in the draft history.

When a document is checked-in with no changes, an indicator will be shown in the lock column on the documents tab to indicate that the document was checked-in with no

changes. This will apply whether or not drafts were created (i.e. every time a document is checked in with no changes).

For example, if version 1 of a document is checked out and 3 drafts are saved, the checked out document has a draft version number of 1.3. If this document is checked in without changes, version 1 of the document is checked in without changes, becoming version 2. The 3 drafts (1.1, 1.2 and 1.3) are still accessible to the author from the View Draft History screen.

List All Versions – ECM Word Add-in

When <List All Versions> is clicked on the folder documents tab, all checked in document versions are listed as shown in **Figure 11**. Documents saved as drafts are not listed. Only previous published versions of the document are listed.

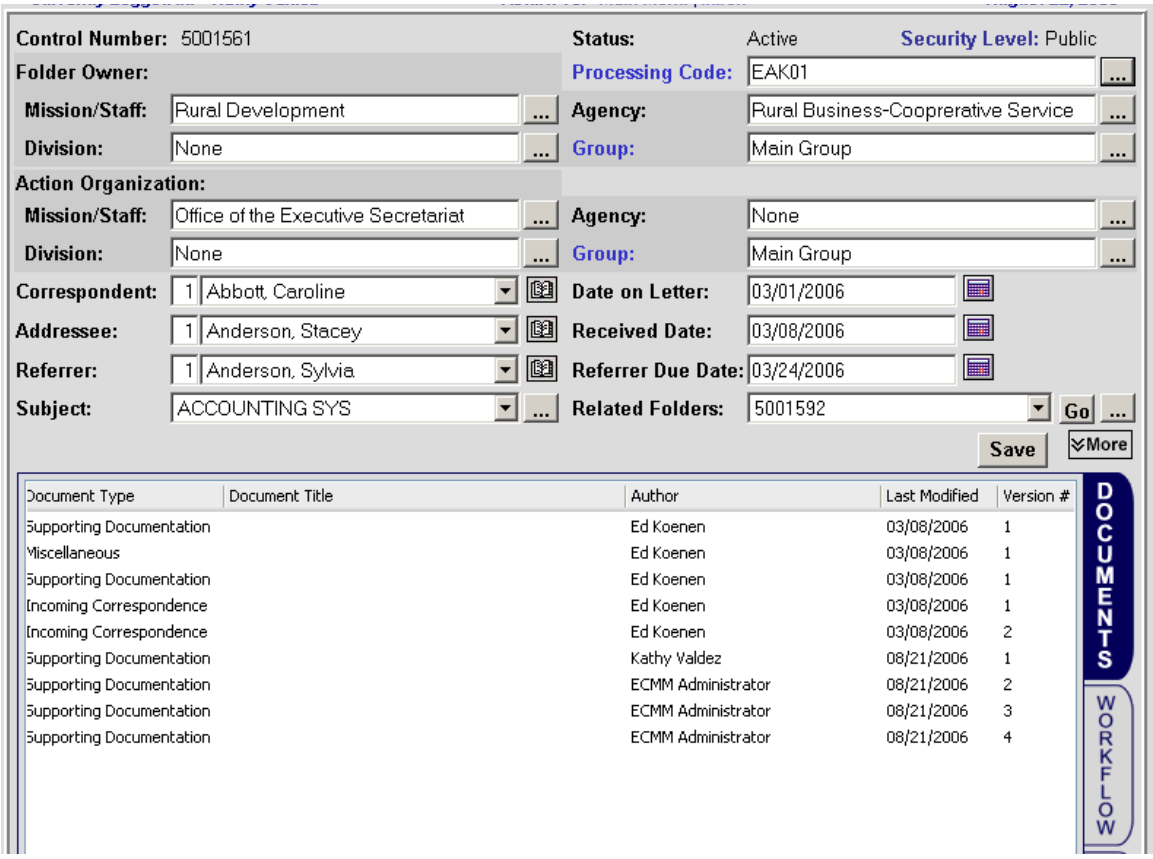


Figure 11: Documents With All Versions Listed

DOCUMENT TAB BUTTONS

The table in **Figure 12** describes the operations of the buttons on the Documents Tab.

Button	Description
Check Out	This locks the document and no other user may check it out until it is checked back in. The user checks out a document before editing it or making comments on it. PDF documents cannot be checked out.
Check In	After a document has been edited, it can be checked back in. This creates a new version of the document in the repository.
Add Document	This feature allows the user to add documents to a folder. Documents that can be added include word documents, spreadsheets, TIFF images, and PowerPoint files.
Check In No Changes	This feature allows the user to check a document back into the repository with no changes. This does not create a new version of the document but unlocks it so it can be checked out by another user. No document is actually checked in – the lock is simply removed.
Open or Save Copy	The user can open a document in its native application or save a copy of the document to their workstation.
List All Versions	This option allows the user to view all prior versions of a document.
Doc Security	This option shows the security of the document and allows the Author or Folder Owner, or Administrator to change it.
Doc Templates	Allows the user to select a document template to open. An example of a document template would be a draft response to standard inquiries that can then be modified for a specific response.
Doc Indexes	The Folder Owner, Author or Administrator can change the Document Type and/or document Title.
View in Viewer	Allows a user to open a document in the Viewer rather than the native application.
Remove Doc	Allows the Folder Owner, Author, or Administrator to remove a document from the documents tab. The removed document is kept in a list of removed documents for the folder.
Move Doc	Allows the Folder Owner, Author or Administrator to move all versions of a document from one folder to another or copy the most recent version of a document to another folder. If removed, the document is kept in the list of removed documents for the folder.

Figure 12: Document Tab Button Operations

Check Out Document

The user may check out a document for editing. To Check Out a document, the user highlights it and clicks the <Check Out> button. The Document Check out Options box will be displayed as seen in **Figure 13**.

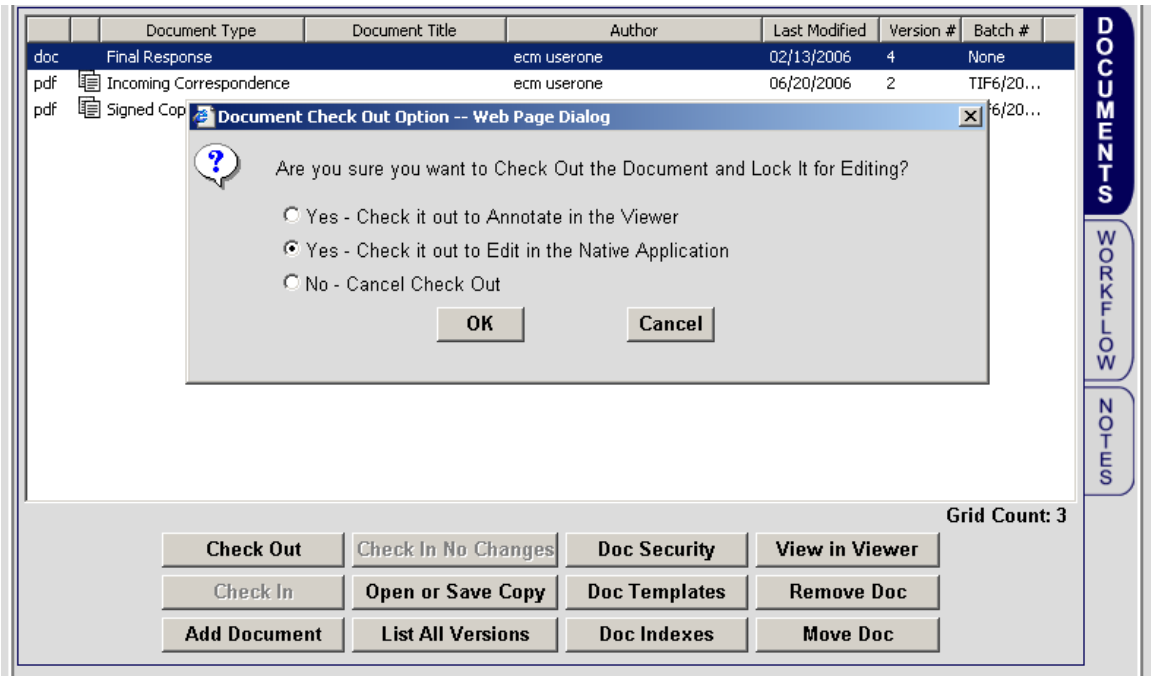


Figure 13: Document Check Out Options

To make annotations on a document in the viewer, the user should click the <Check-out to Annotate in the Viewer>. The user can enter comments on the document using annotations and highlighting. The annotations are stored in layers by author. They can later be viewed by author if desired. The viewer also provides redaction capabilities to support FOIA markup requirements.

The second option is to <Check it out to Edit in the Native Application>. With this option the document opens up in its application for editing.

To cancel the Check Out, the user can click the <Cancel> button or select the 'No' radio button and click the <OK> button.

If the user does not have the ECM Word Add-in or is checking out another type of document, a box similar to the one in **Figure 14** will be displayed. The user may <Open> the document or <Save> it to the workstation.

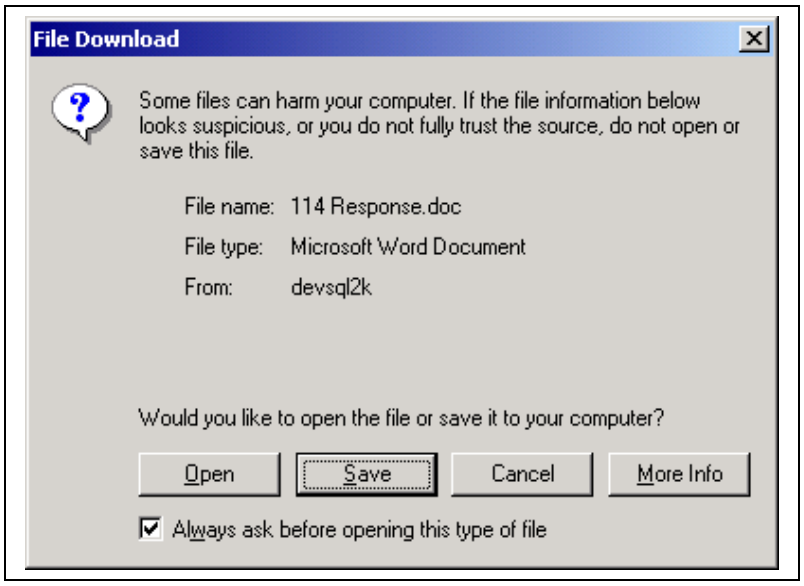


Figure 14: File Download Dialog Screen

To save the checked out version to the workstation, the user will choose a location as shown in **Figure 15**.

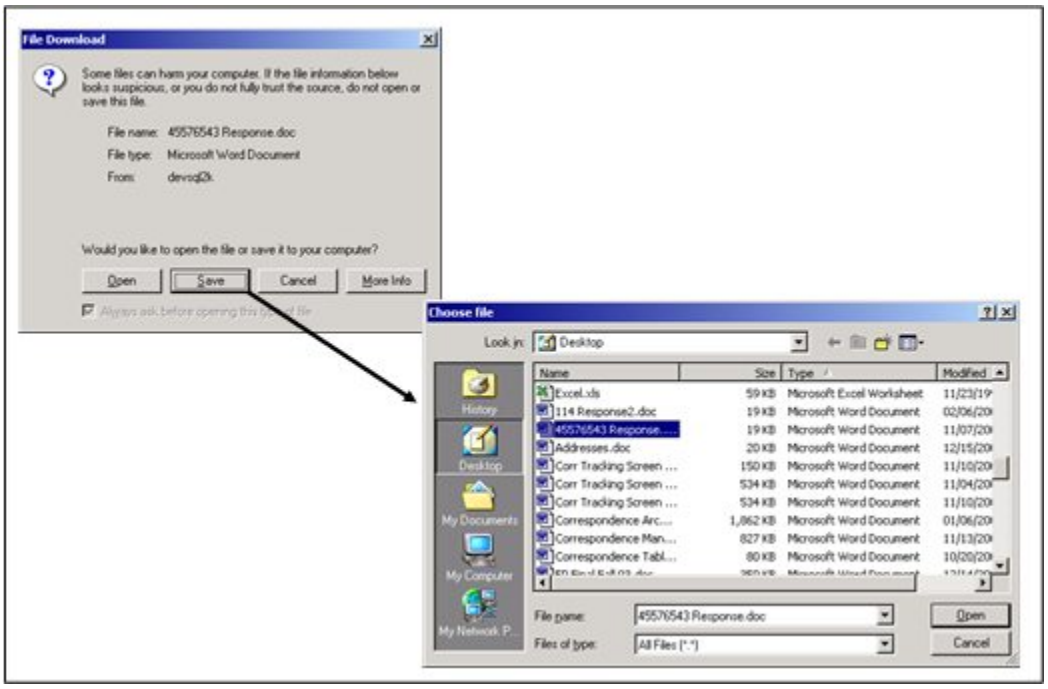


Figure 15: Check Out Document

When the user checks out the document, it is locked and no other user can check it out until it is checked back in. When a document is checked out, a lock icon is shown next to the document on the Documents tab as shown in **Figure 16**.

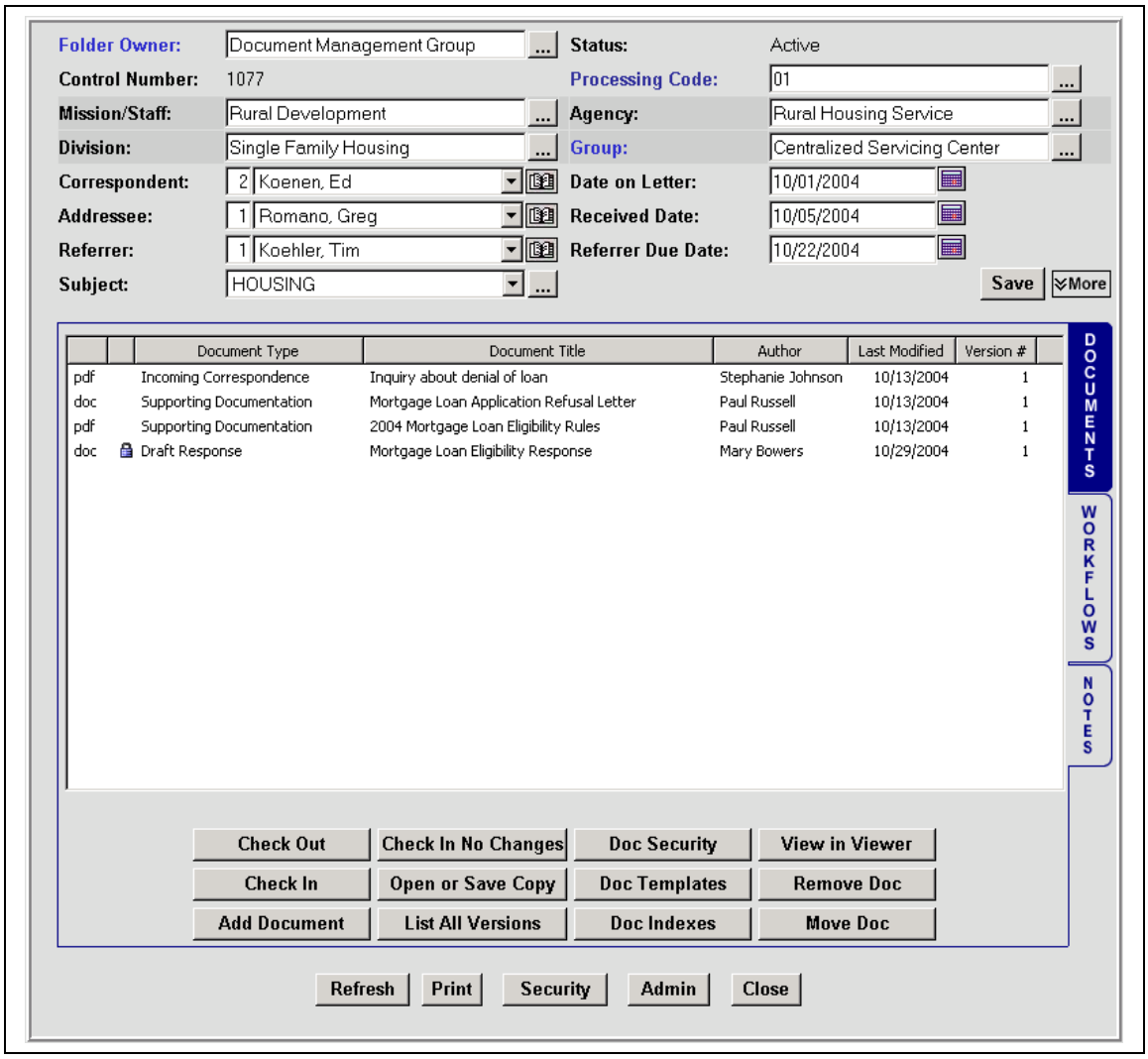


Figure 16: Folder with Document Locked for Check Out

A user attempting to Move or Remove a locked document will get the error message shown in **Figure 17**. The name and e-mail address of the individual who has checked out the document is displayed under the Documents window.

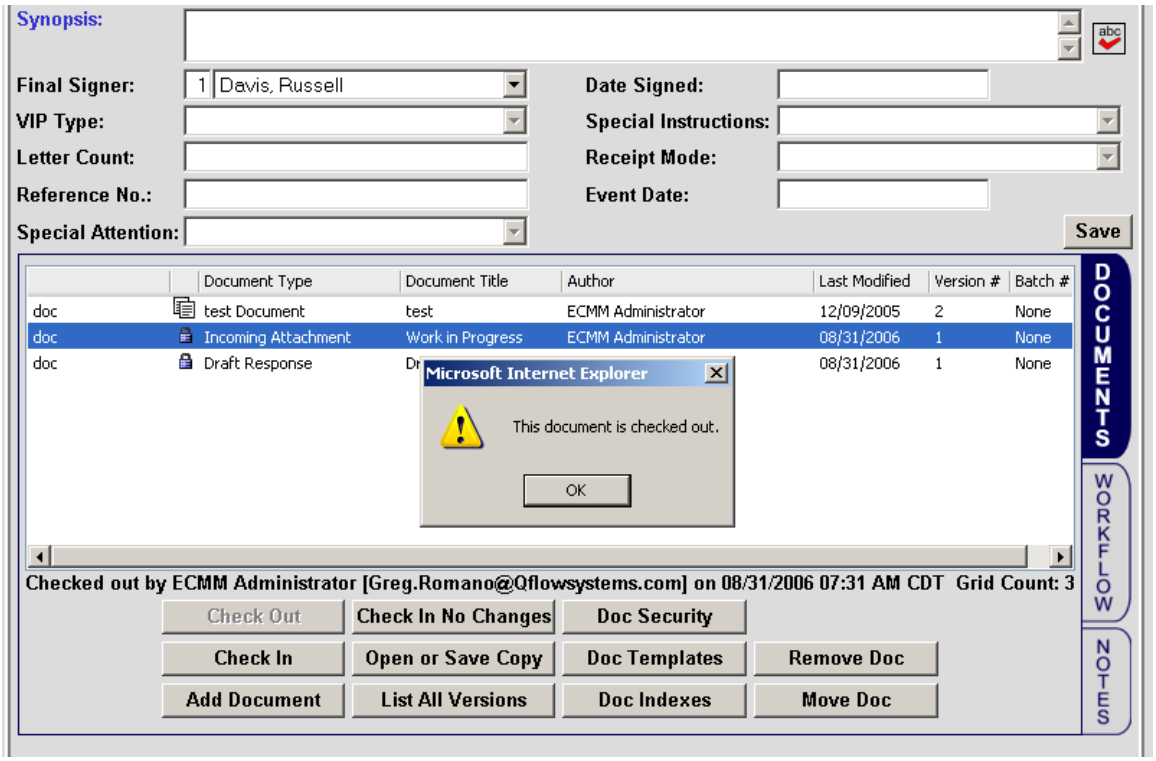


Figure 17: Document Checked Out Pop-up

While a document is checked-out, other users may view a copy of the document but can't check it out to make changes.

Some documents, such as PDF documents, cannot be checked out. The user will get an error message such as the one display in **Figure 18**.

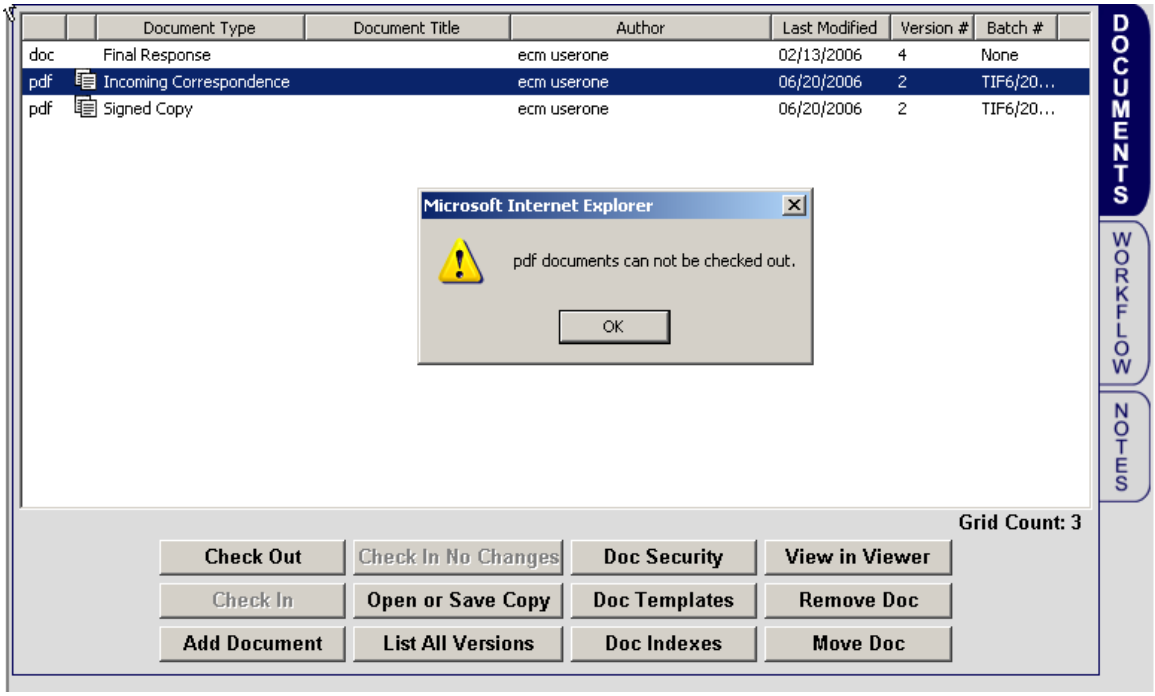


Figure 18: Error Message – PDF Documents Cannot be Checked Out

Check In Document

If the user has the ECM Word Add-in and has modified a word document after checking it out, the user may check the document directly into ECM or Save a Draft to the ECM repository.

After making the desired changes, the user checks the document back in by clicking the <Check In> button. The Check in Document screen is displayed. The user clicks <Browse> and locates the document to be checked in as shown in **Figure 19**. The user can highlight the document and click <Open> or doubleclick the document to populate the File Location. The user then clicks <Check In>.

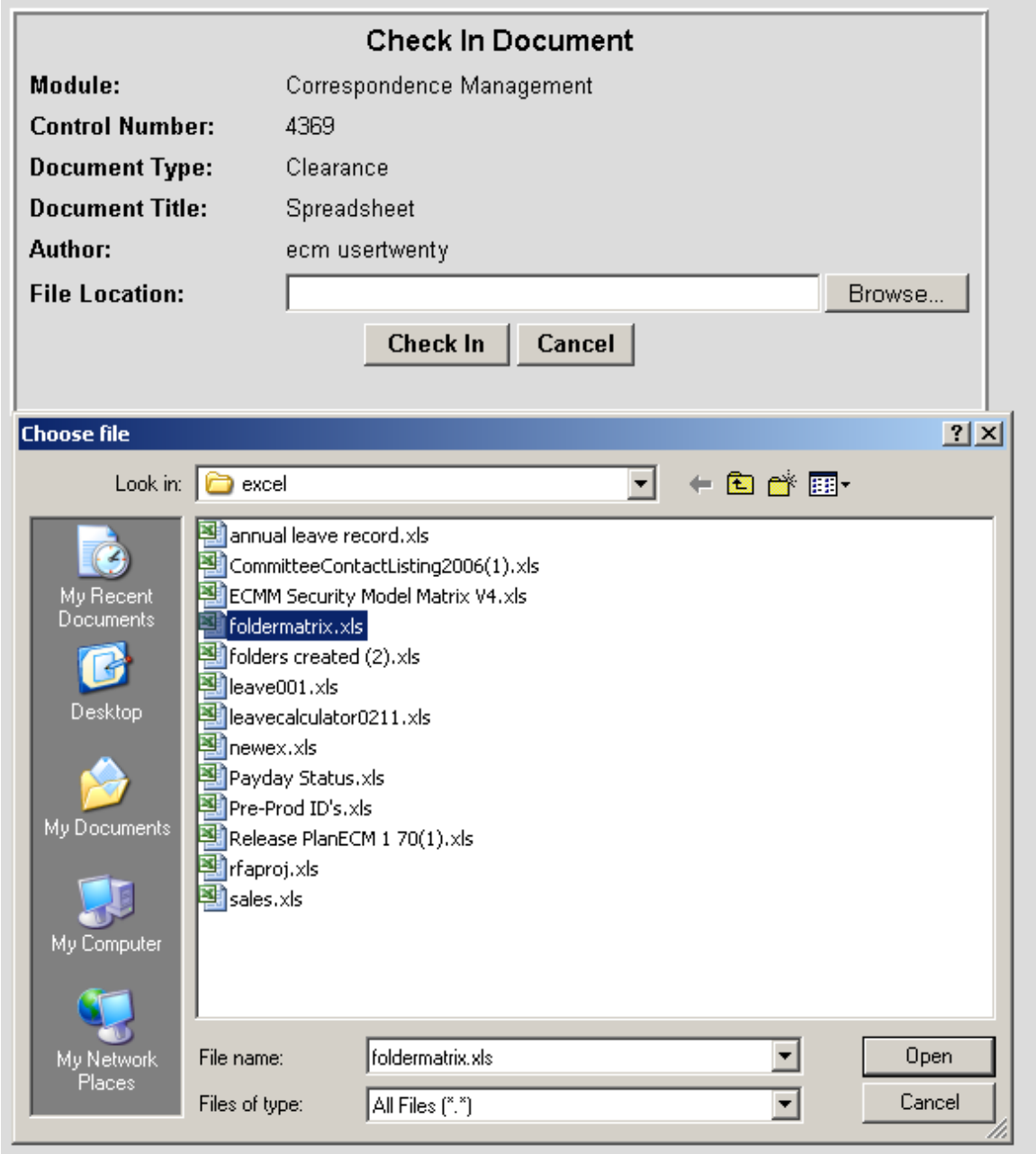


Figure 19: Check In Document

The system will compare the filename of the document being checked in with the filename when it was checked out. If the filename is not the same, a warning message will be displayed to the user as shown in **Figure 20**.

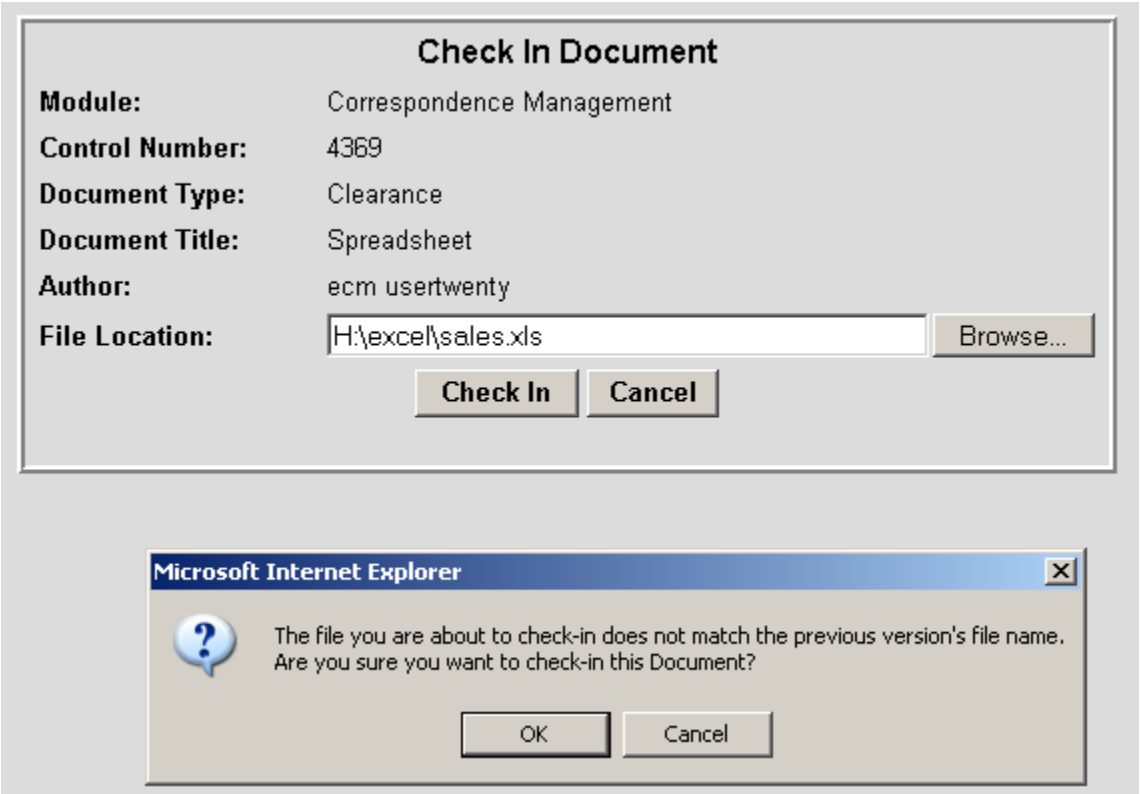


Figure 20: Check In Document – Different Document Name

When the document is checked in, a new version of the document is stored in the system. As seen in **Figure 21**, the 'Lock' icon has been removed.

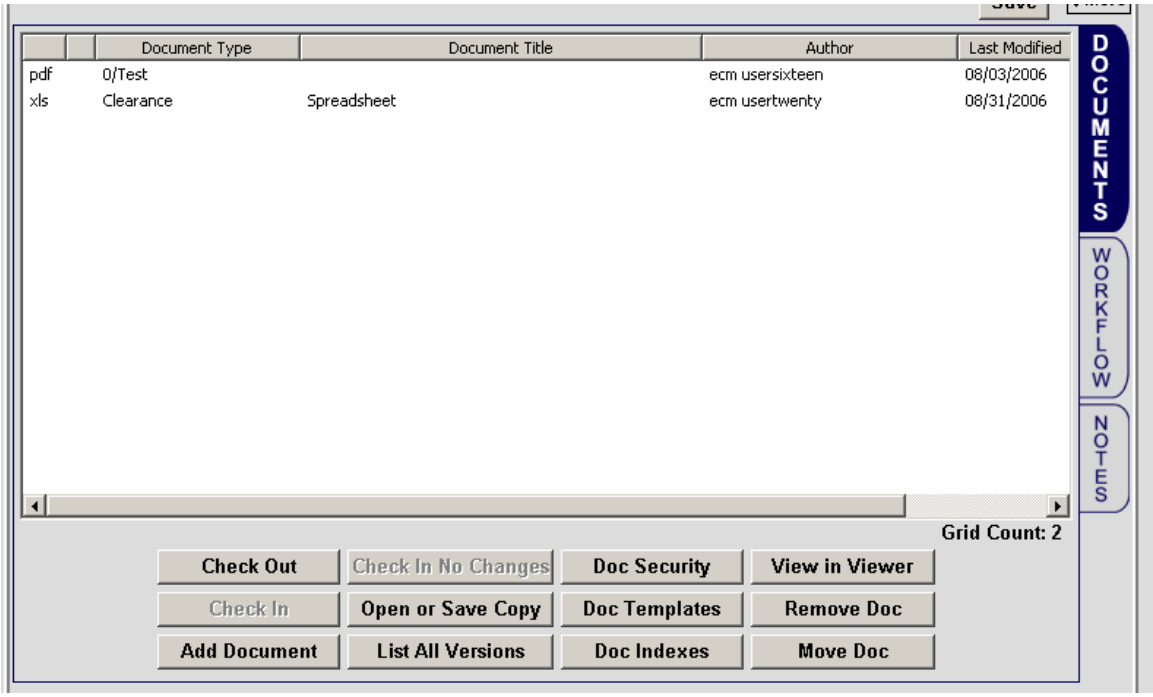


Figure 21: Document Checked In and Unlocked

Add Document

To add a document to the folder the user clicks the <Add Document> button.

The user selects the Document Type from the dropdown list as shown in **Figure 22.**

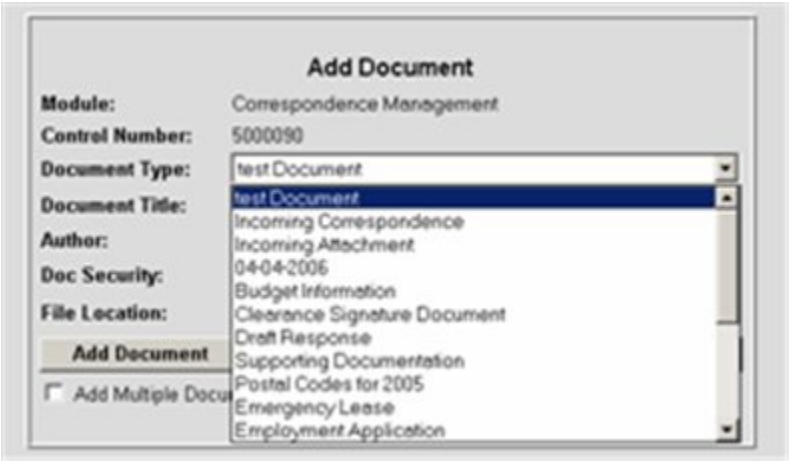


Figure 22: Document Type Drop-down List

The user types in a descriptive Document Title as seen in **Figure 23**.

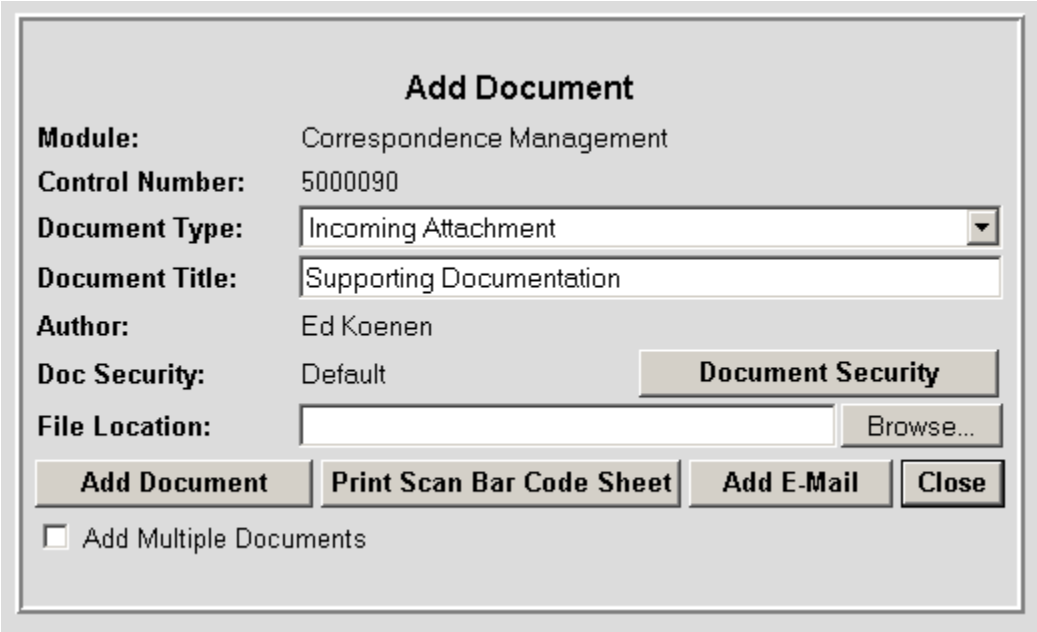


Figure 23: Document Title

The user may review or change the Document Security by clicking the < Document Security> button as shown in **Figure 24**.

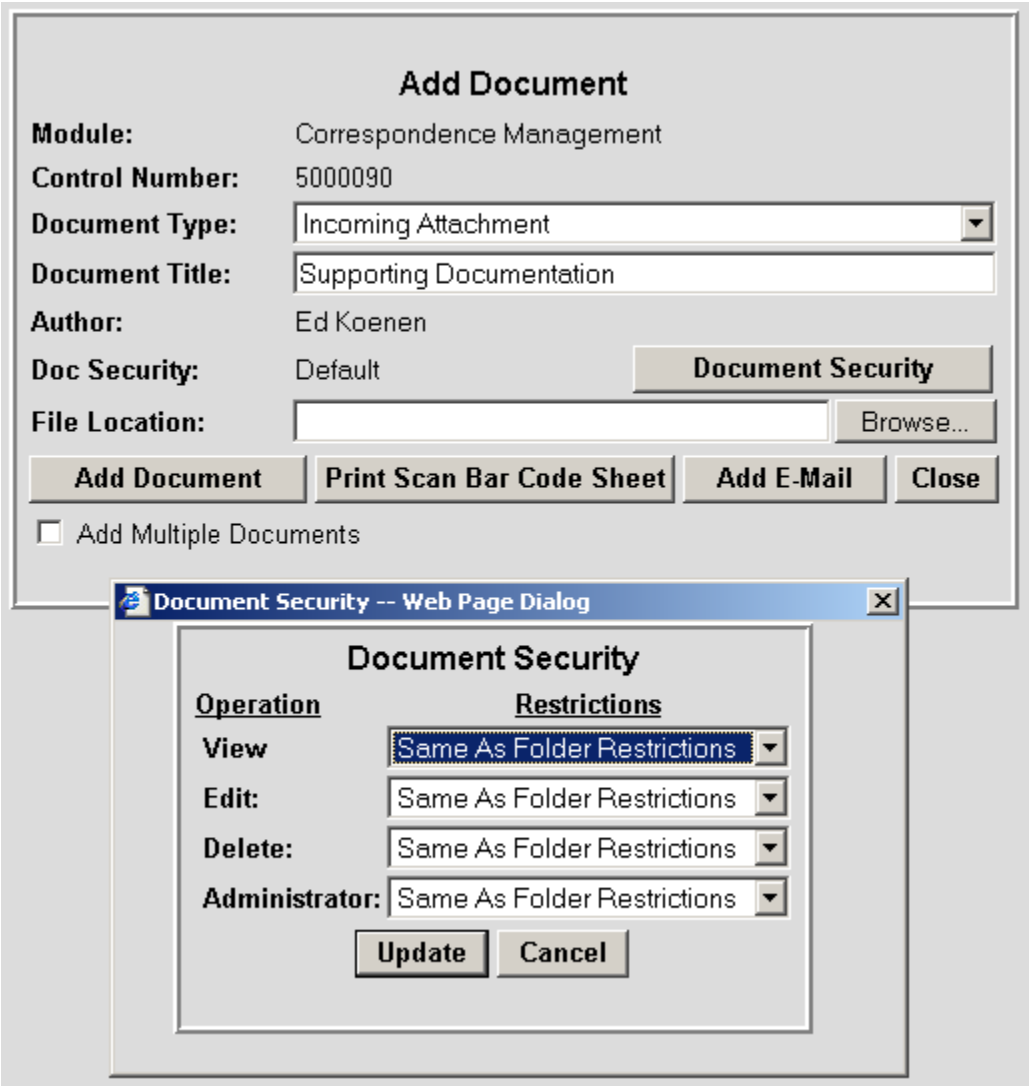


Figure 24: Document Security

The User clicks the <Browse> key to open Choose File dialog box. The user selects the document to be added by double clicking on the File Name or highlighting the File Name and clicking <Open> to populate the File Name of the document as shown in **Figure 25.**

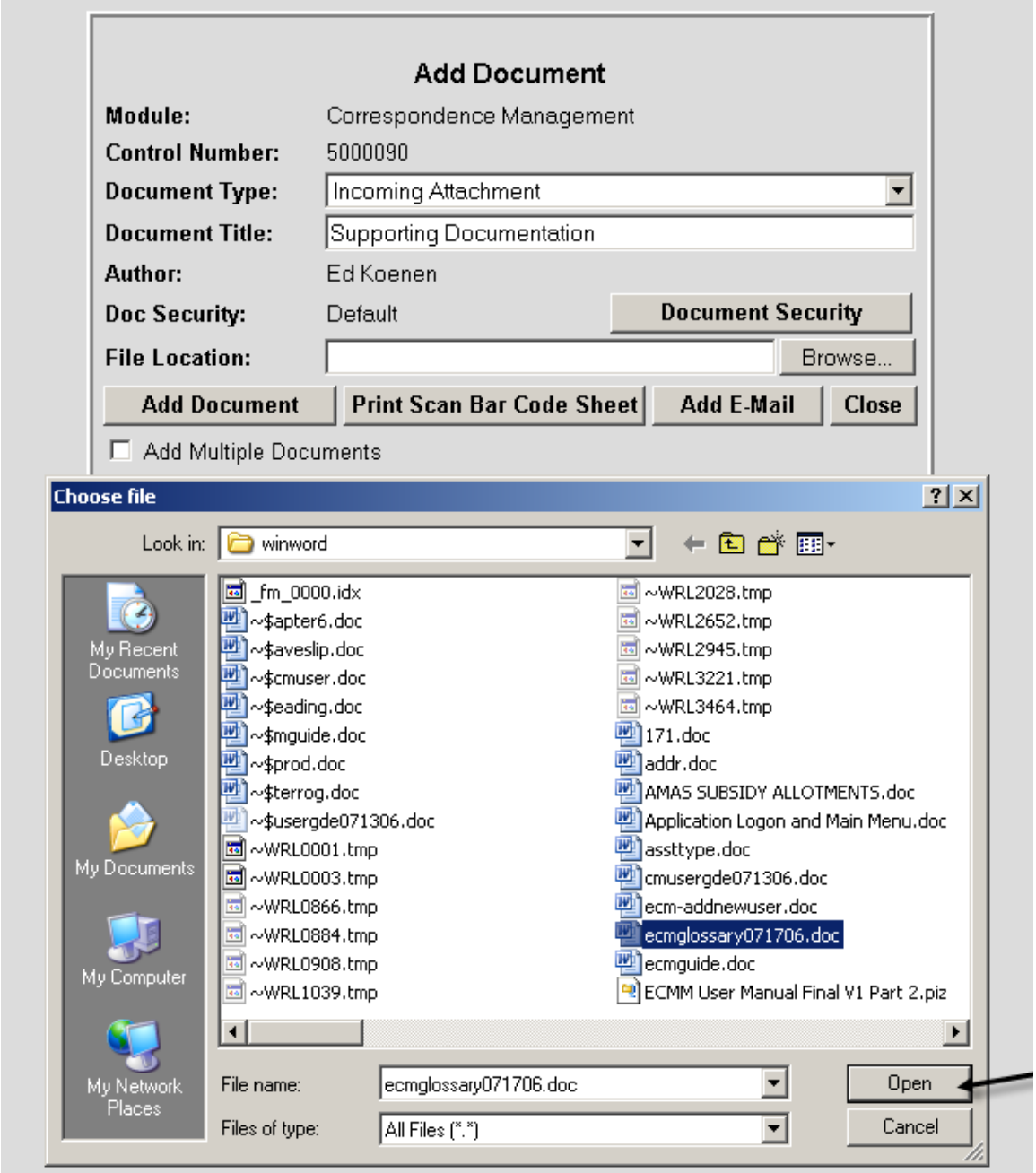


Figure 25: Choose File

If there are multiple documents to be added, the user clicks the Add Multiple Documents box in the lower left hand corner of the Add Document screen as shown in **Figure 26**. This will add the document to the folder and bring the user back to the Add Document screen to continue with additional documents.

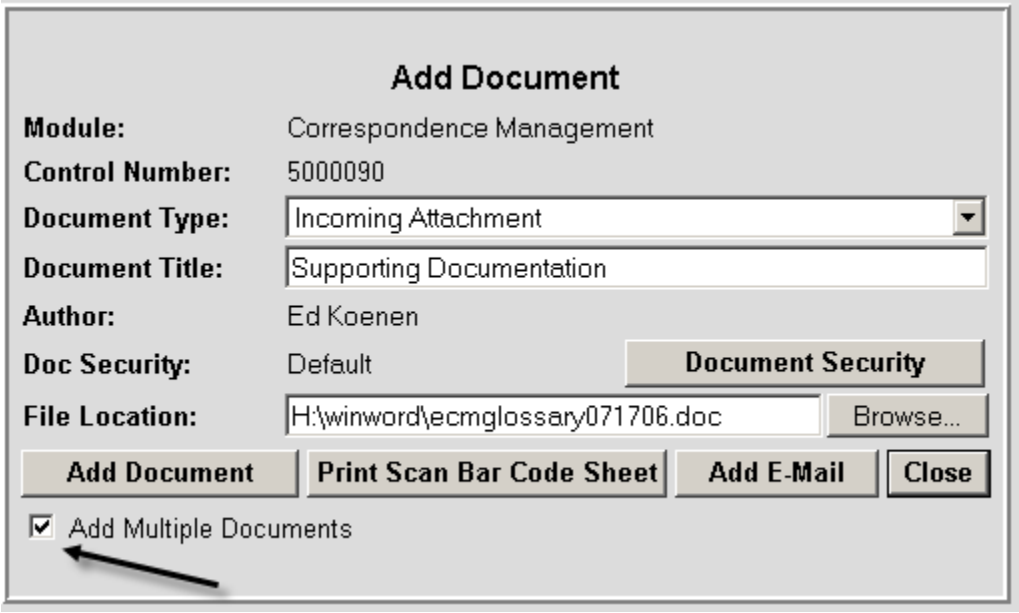


Figure 26: Add Multiple Documents

If there are no further documents to be added at this time, the user clicks <Add Document>. The user is returned to the folder. The added document(s) are shown in the Documents window (**Figure 27**).

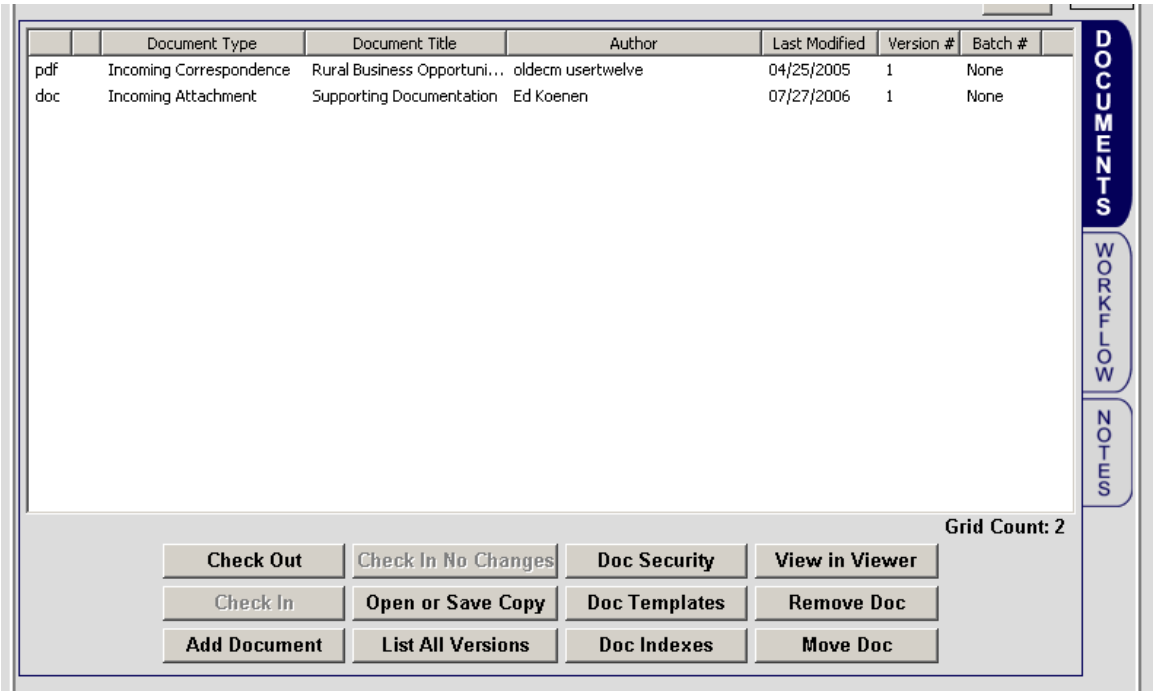


Figure 27: Documents Window Showing Added Document

More documents can be added as necessary.

Check in No Changes

The user can Check in a Document without making any changes by highlighting the document and clicking <Check In No Changes> as shown in **Figure 28**.

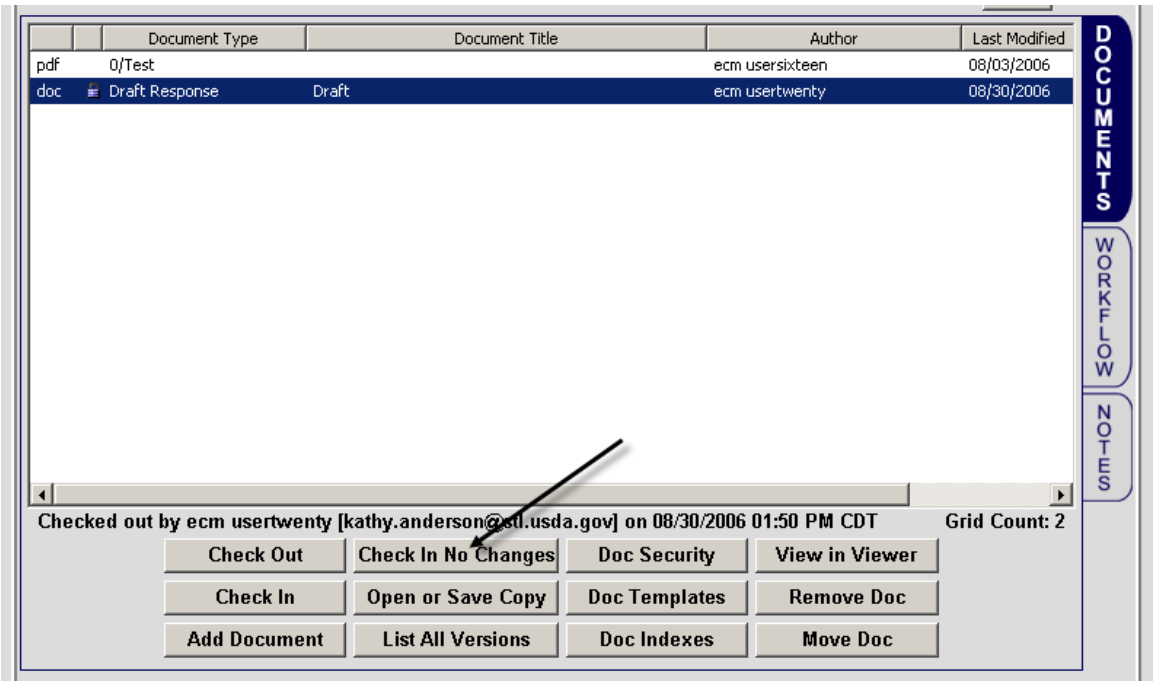


Figure 28: Check In No Changes

The documents window is redisplayed. The document is unlocked and the version number is increased by one. See **Figure 29**.

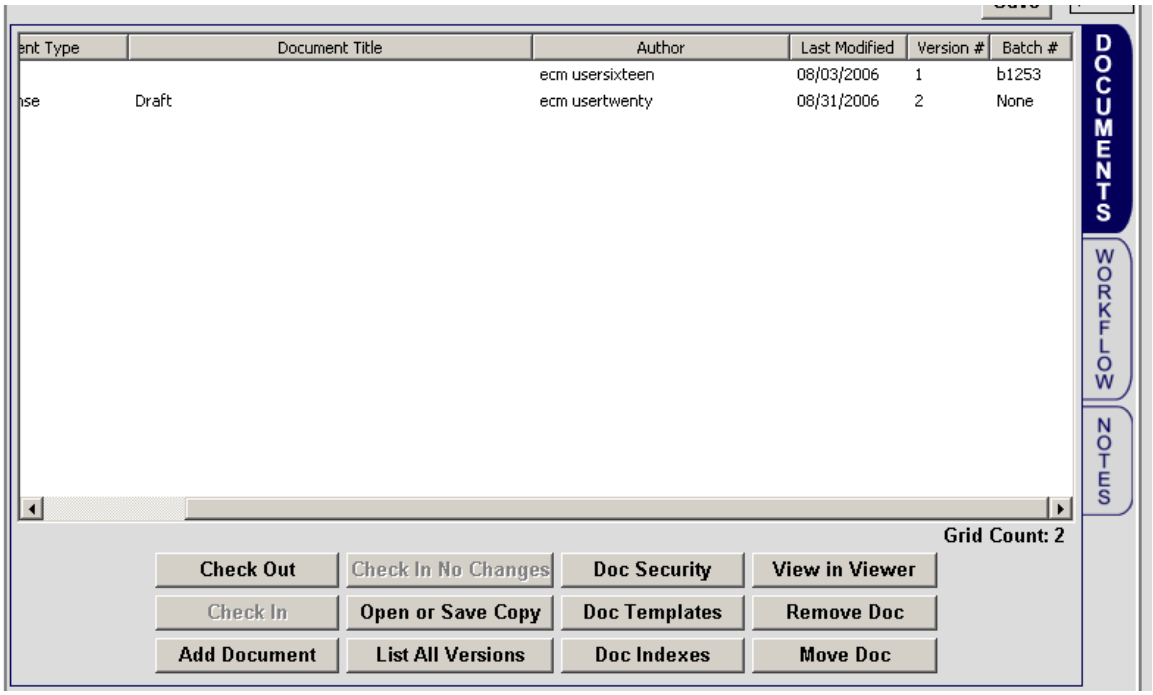


Figure: Check In No Changes 29

Open or Save Copy of Document

The user may open a document in its native application or save a copy of a document on their workstation or other file-sharing drive. The user selects the document and clicks the <Open or Save Copy> button. The File Download Dialog box is similar to the one in **Figure 30**.

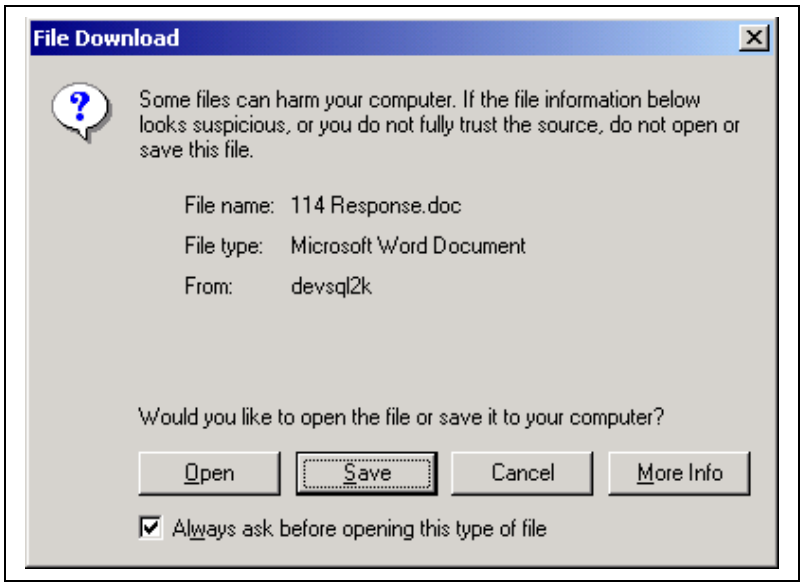


Figure 30: File Download Dialog Screen

The user can click the <Open> button to view the document in its native application. For scanned documents, the native application is the viewer. When opened in the native application, the user can view, print or edit the document as desired. The far left column of the documents list lets the user know the type of document and the native application that will be used to open the document.

To make annotations, the user should check out the document and then open it in the viewer since the viewer has more sophisticated annotation capability.

Alternatively, to save the document to their workstation or file sharing drive, the user clicks the <Save> button on the Download Dialog Screen.

List All Versions

The <List All Versions> button allows the user to display all versions for all the documents in the Document window as shown in **Figure 31**.
In conjunction with the <Doc Indexes> feature, the Document Type and/or Document Title can be modified.

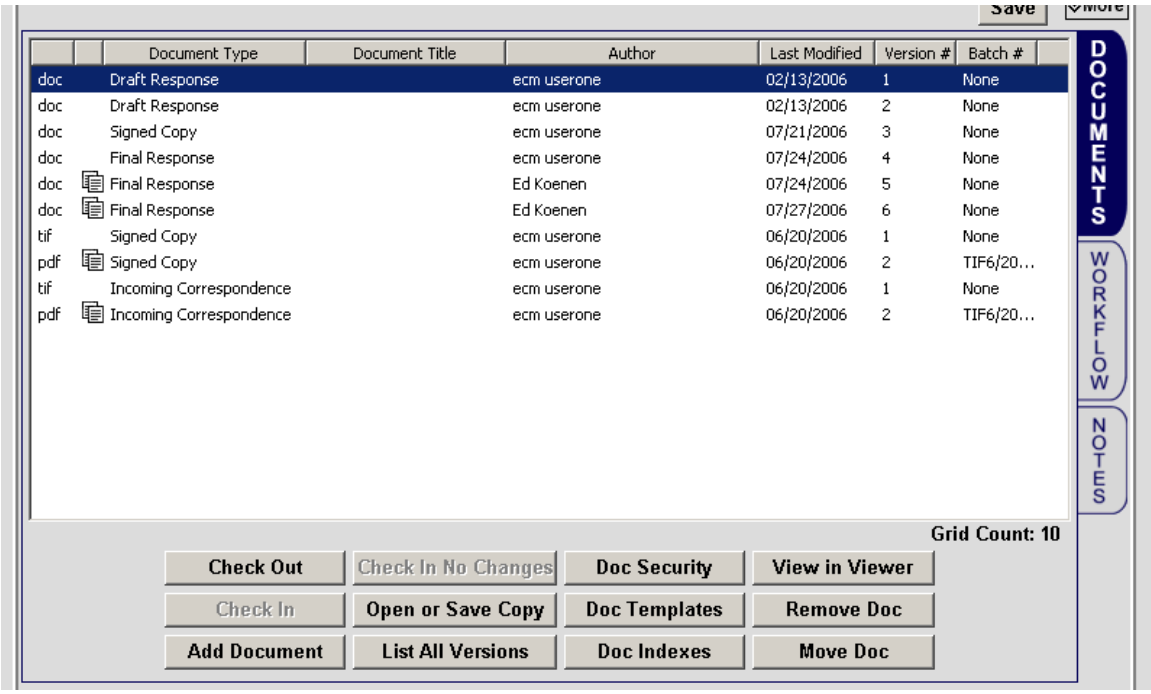


Figure 31: All Versions Of All Documents

Document Security

Document Security automatically defaults to the same settings as Folder Security but it can be tailored to suit different needs. The Document Security screen in **Figure 32** shows the Operations that can be modified and the security setting options. The security options can be changed for any operation.

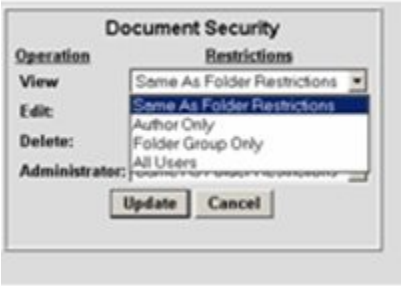


Figure 32: Document Security

Document Templates

The Document Template button gives the user access to a list of document templates that can be used to create new documents. Initially, the document template screen opens with a list of all templates for the module as seen in **Figure 33**.

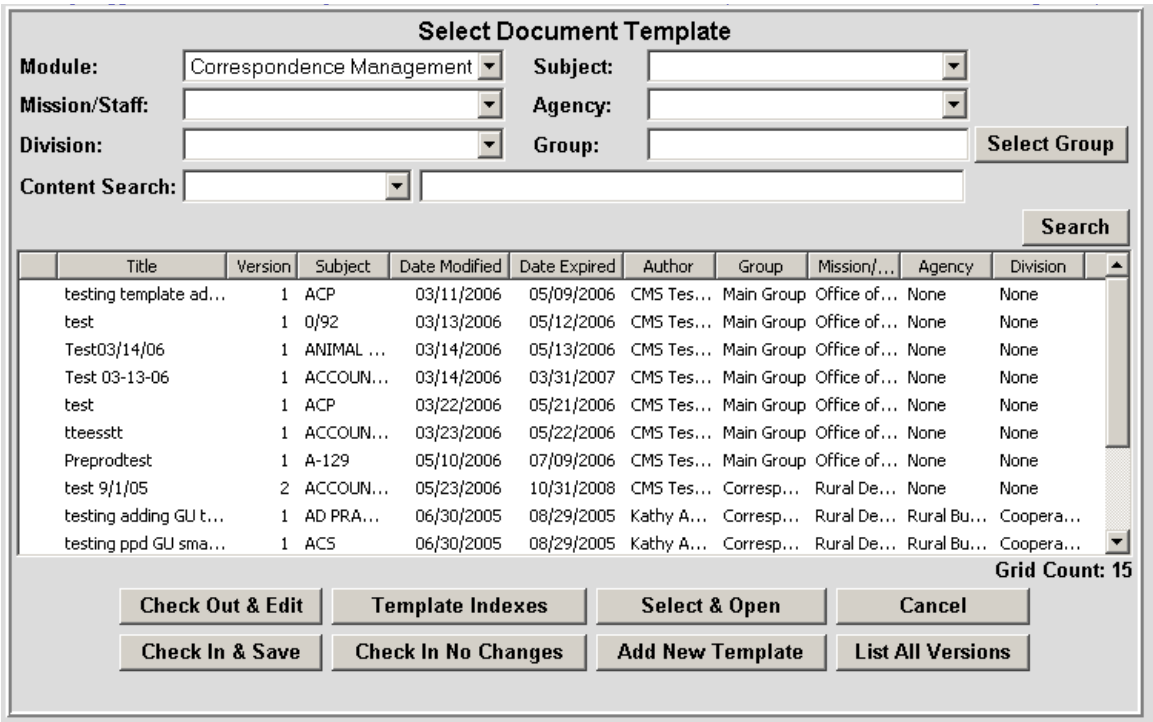


Figure 33:Select Document Template

The user may search for a template by using any combination of Module, Subject, Mission/Staff, Agency, Division, Group or even by content.

<u>Add New Template</u>

If a user has a template of a commonly used document and wishes to add it to the template library, this can be done by clicking <Add New Template> . The Window shown in **Figure 34** is displayed.

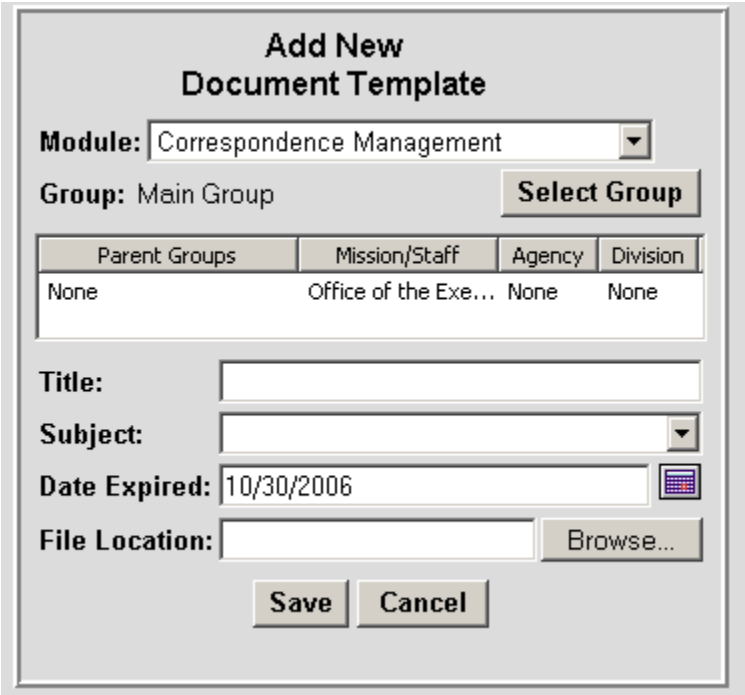


Figure 34: Add New Template

The user may stay in their default user group or choose to save the template in another group by clicking <Select Group>. The user enters the Title and Subject of the template, an expiration date and the file location of the template and clicks <Save>. This will place the template in the Template Library and make it available for other users.

Cancel

The user may leave the template menu and return to the folder.

List All Versions

<List All Versions> will display the different versions of a changed template. The user may choose to use a prior version.

Check Out and Edit
Check In and Save
Check In No Changes
Template Indexes

Only users with the appropriate privileges may use these options.

Document Indexes

The user can enter or make changes to the Document Type and/or Document Title. The user highlights the document to be modified on the Document Tab and clicks the <Doc Indexes> button. The Document Index Maintenance screen is displayed as shown in **Figure 35**.

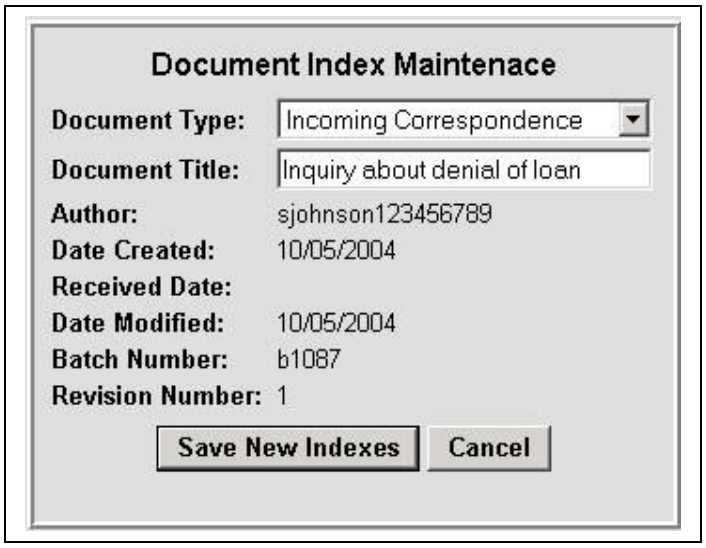


Figure 35: Document Index Maintenance

The user may choose a different Document Type from the drop down box, and/or enter a new Document Title as shown in **Figure 36**.

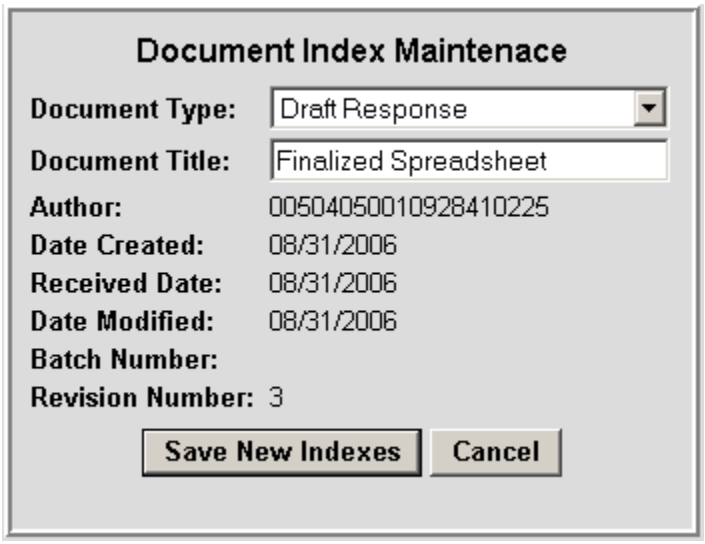


Figure 36: Document Index Maintenance -

Clicking <Save New Indexes> will save the changes and return the user to the Folder as seen in **Figure 37**. Clicking <Cancel> will discard the changes and return the user to the Folder.

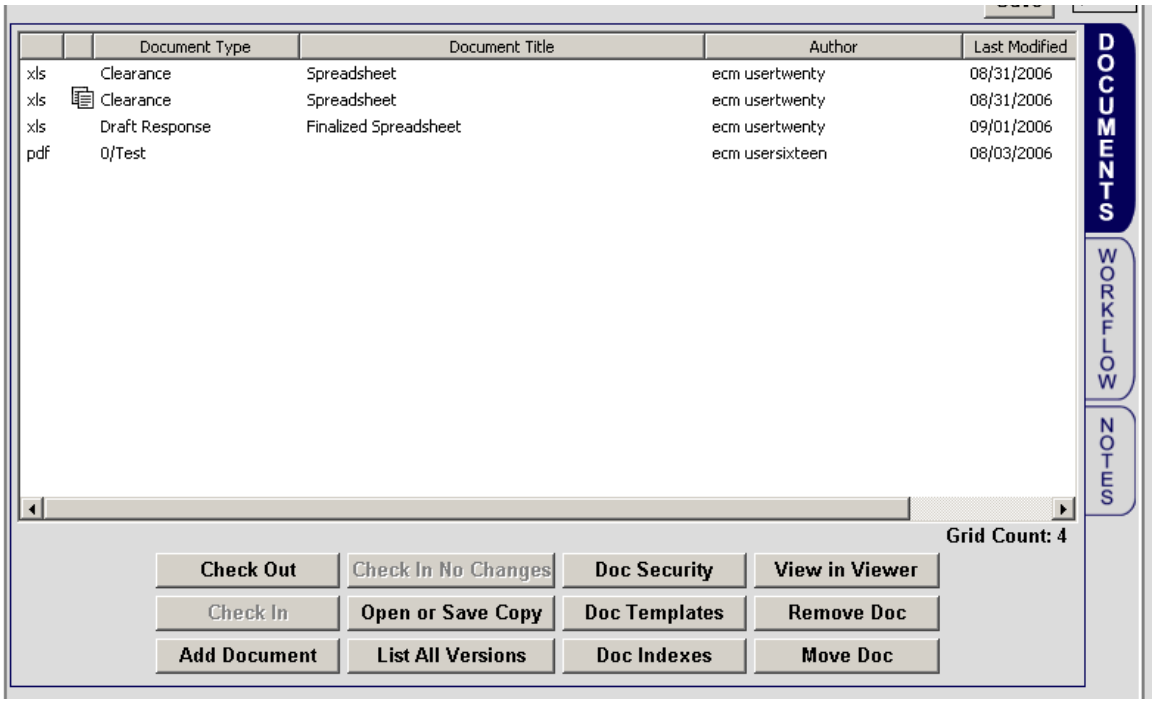


Figure 38: Document Indexes – Modified Document Type and Title

<u>Changing a Specific Revision</u>

This feature also allows the user to change the Document Type and Document Title of a specific revision. From the Documents Tab the user clicks <List All Versions>, highlights the version to be renamed, clicks <Doc Indexes>, enters the changes and clicks <Save New Indexes>.

View in Viewer

The user can view a document in the list by selecting the desired document and clicking the <View in Viewer> button. The document is opened in the viewer as shown in **Figure 39.**

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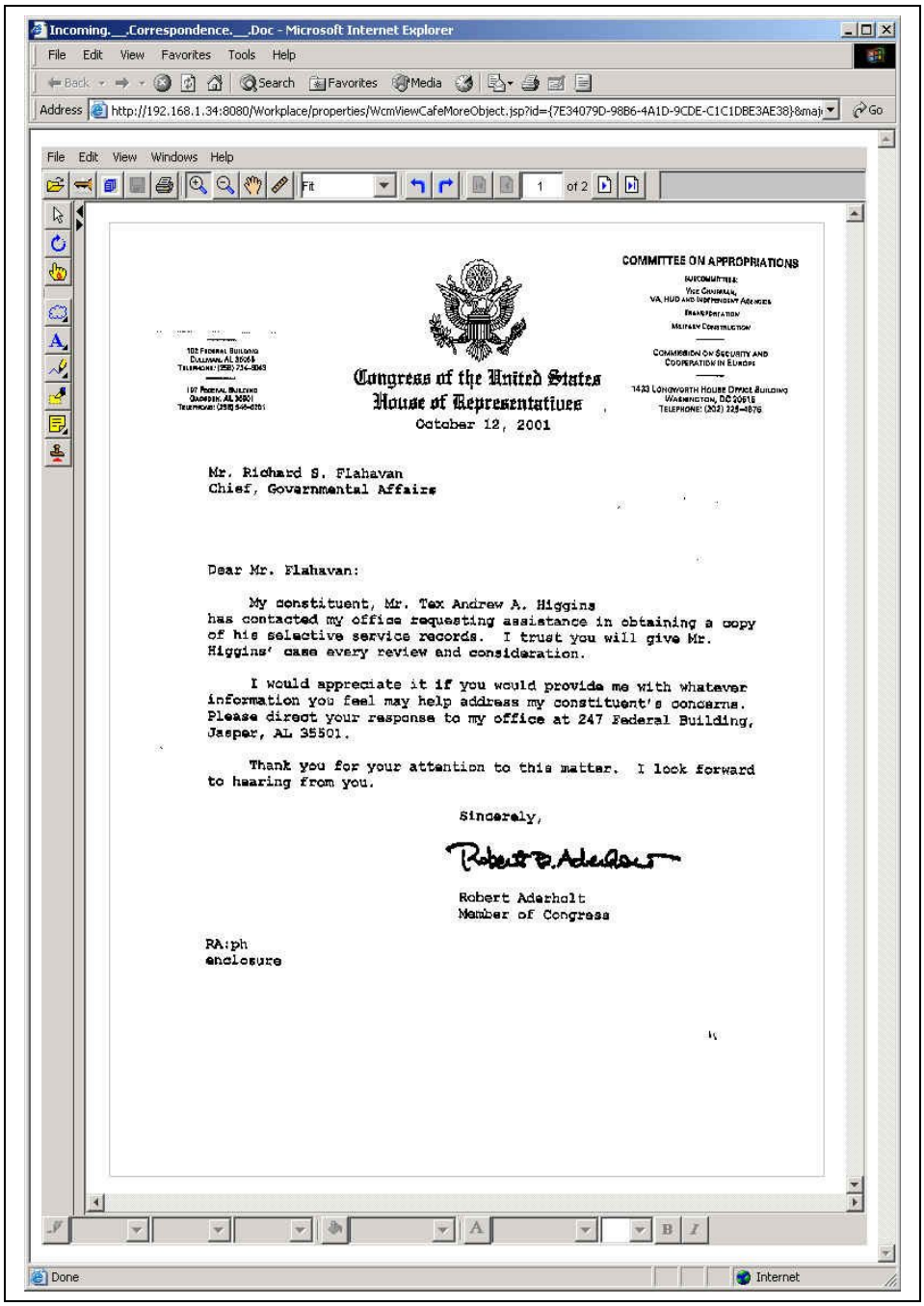


Figure 39: Scanned Document Displayed in Viewer

The viewer can display over 200 different electronic file formats. The user can adjust the size, brightness and contrast of the document. The user can zoom in or out, view thumbnails of pages, rotate, and print documents.

The user can also enter comments on the document using annotations and highlighting. The annotations are stored in layers by author. They can later be viewed by author if desired. The viewer also provides redaction capabilities to support FOIA markup

requirements. To make annotations on a document in the viewer, the user should click the <Check-out> button instead of the <View in Viewer> button.

Remove Document

The <Remove Document> function allows the user to remove all versions of the selected document from the folder. The user first highlights the document to be removed and clicks the <Remove Document> button. A dialog box will appear as shown in **Figure 40**.

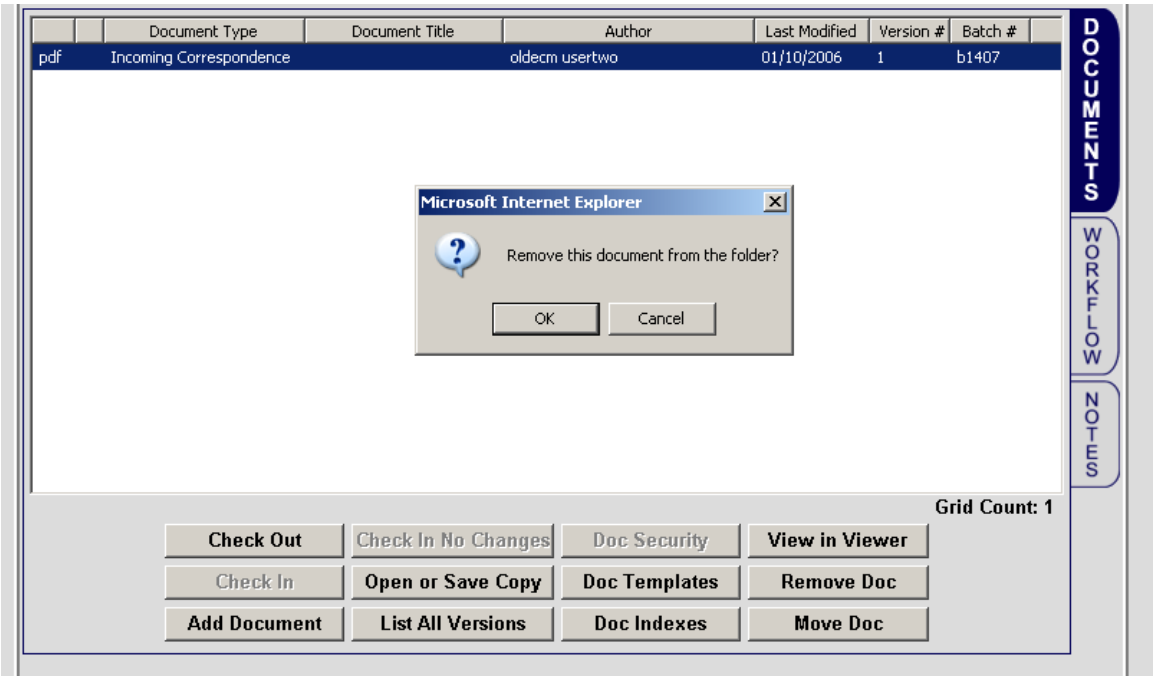


Figure 40: Remove Document Prompt

To remove the document, click <OK>. The document is deleted. See **Figure 41.**

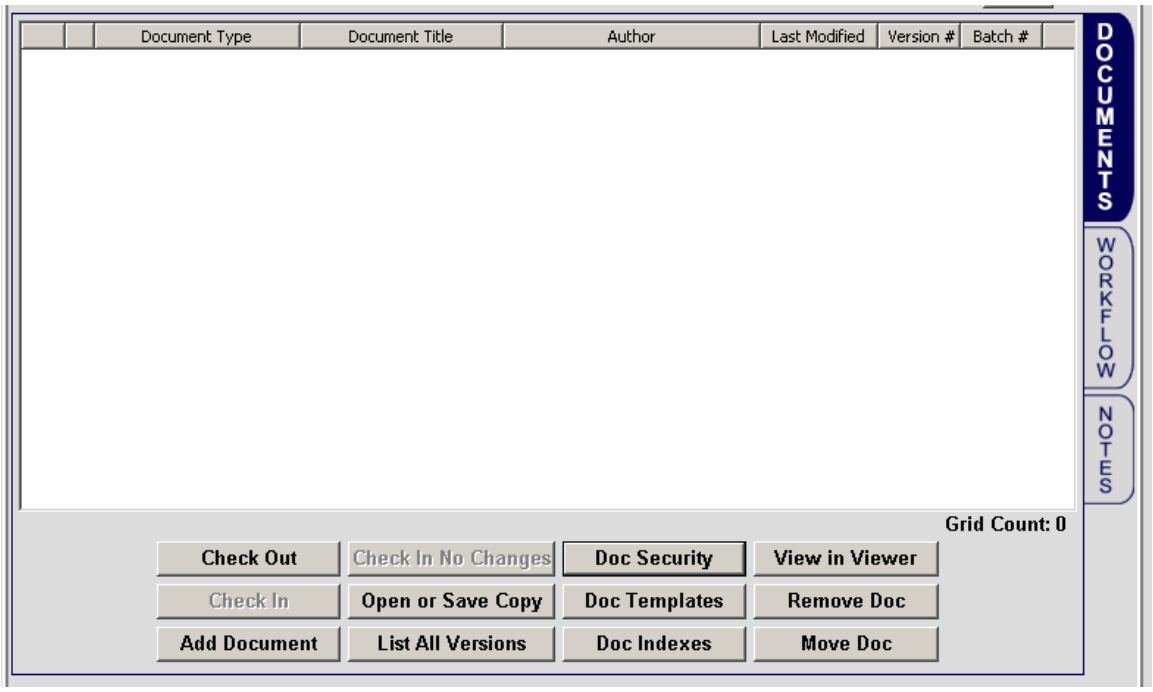


Figure 41: Documents Window After the Removal

Users with authority can view and replace removed documents to the folder through Folder Administration.

Move Document

The <Move Document> function allows the user to move all versions of the selected document to another folder or to move a copy of the most current version of the selected document to a new folder.

To move a document or a copy of the current version of a document to another folder, the user highlights the document and clicks the <Move Document> button. The Move Document screen is displayed.

The user enters the control number of the folder where the document should be moved. A folder with that control number must exist or the user will receive an error message as shown in **Figure 42.**

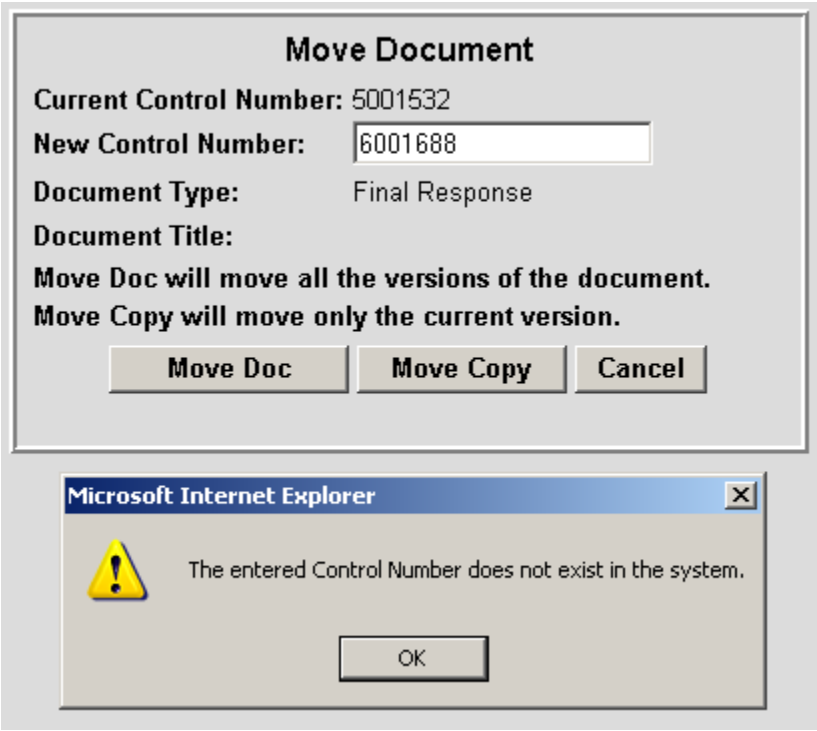


Figure 42: Non-existent Control Number Error Message

The <Move Doc> function removes the document from the existing folder, and adds it to the folder number input on the screen.

To keep the document in the current folder and move a copy of the document to another folder, the user clicks the <Move Copy> button. A copy of the most current version of the document is placed in the input folder number. All versions still remain in the original folder .

Users with authority can view moved documents through Folder Administration.

WORKFLOW TAB

WORKFLOW TAB

PROCESSING CODE CONNECTED TO A DEFAULT WORKFLOW

WORKFLOW TAB BUTTONS - DEFINITIONS

WORKFLOW LIST EDITOR – CHANGE WORKFLOW

WORKFLOW LIST EDITOR – ADD/CHANGE SUBFLOW

LAUNCH /SUSPEND/ RESUME WORKFLOW

ASSIGNEE DETAILS

WORKFLOW STATUS

COMPLETE TASK

PUT BACK TASK

PRINT COVER SHEET

PRINT FOLDER

SECURITY

ADMIN

REFRESH

SAVE AND CLOSE

CLOSE

WORKFLOW TAB

The Workflow Tab lists the work tasks to be completed for a folder. For incoming correspondence, the workflow list shows the tasks needed to successfully complete work on the folder. The tasks in the workflow will be completed in order as they appear from top to bottom on the list. Tasks can be set up to be completed at the same time. These parallel tasks will have the same task number. When the first assignee in the list completes a task, the folder is routed to the next assignee on the list.

Figure 1 shows the workflow tab for the folder. The Set Up Folder task was created by the system when the incoming correspondence document was scanned into the system. The system automatically launched the workflow and routed the task to the Folder Set Up Group inbox.

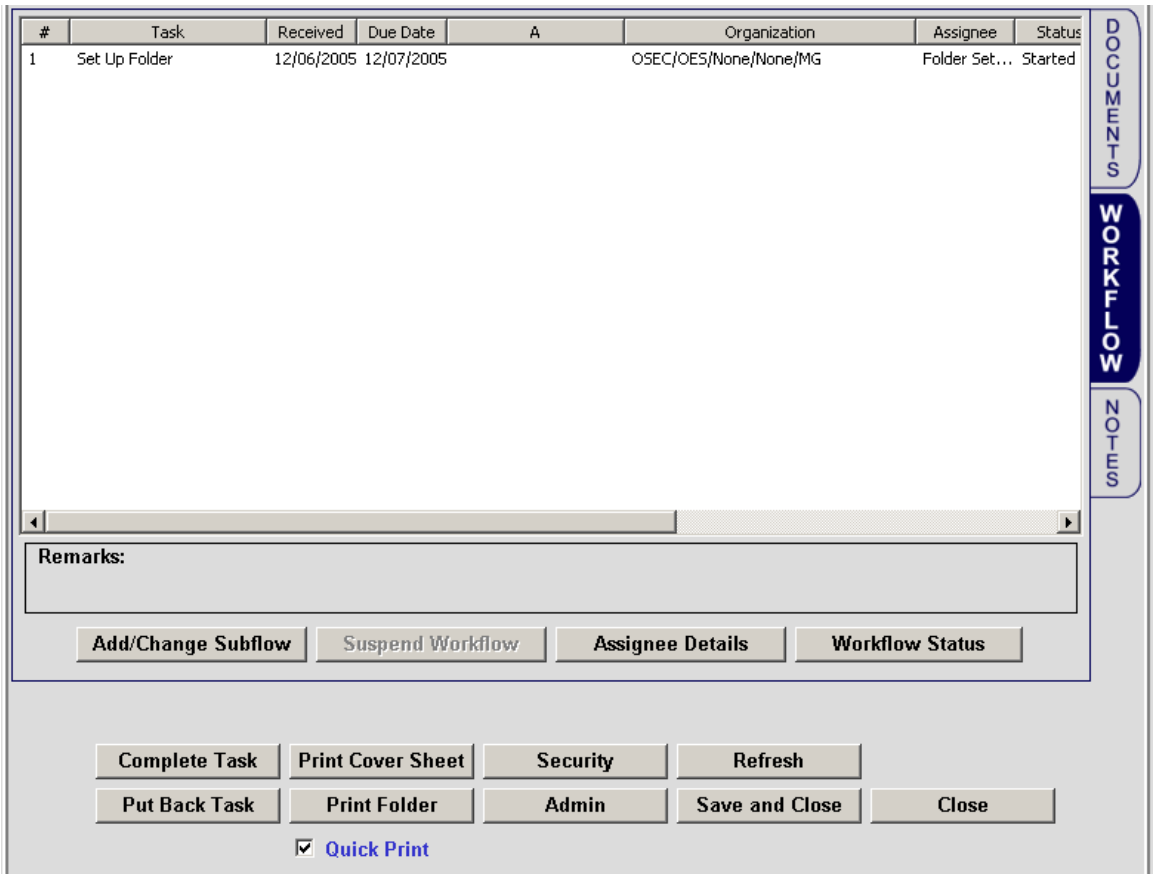


Figure 1: Folder Workflow Tab – New Folder

When the designated user in the Folder Set Up Group opens the folder, the correspondence will be opened automatically. The user reviews the correspondence and makes a determination as to the next step in the workflow.

PROCESSING CODE CONNECTED TO A DEFAULT WORKFLOW

The user may assign a processing code that is connected to a default workflow.

Figures 2 and **3** demonstrate the steps to assign a Processing Code that is connected to a default workflow.

- Click the Processing Code tab to bring up the Select Processing Code screen – **Figure 2**.
- Highlight the appropriate code and click <Select>.

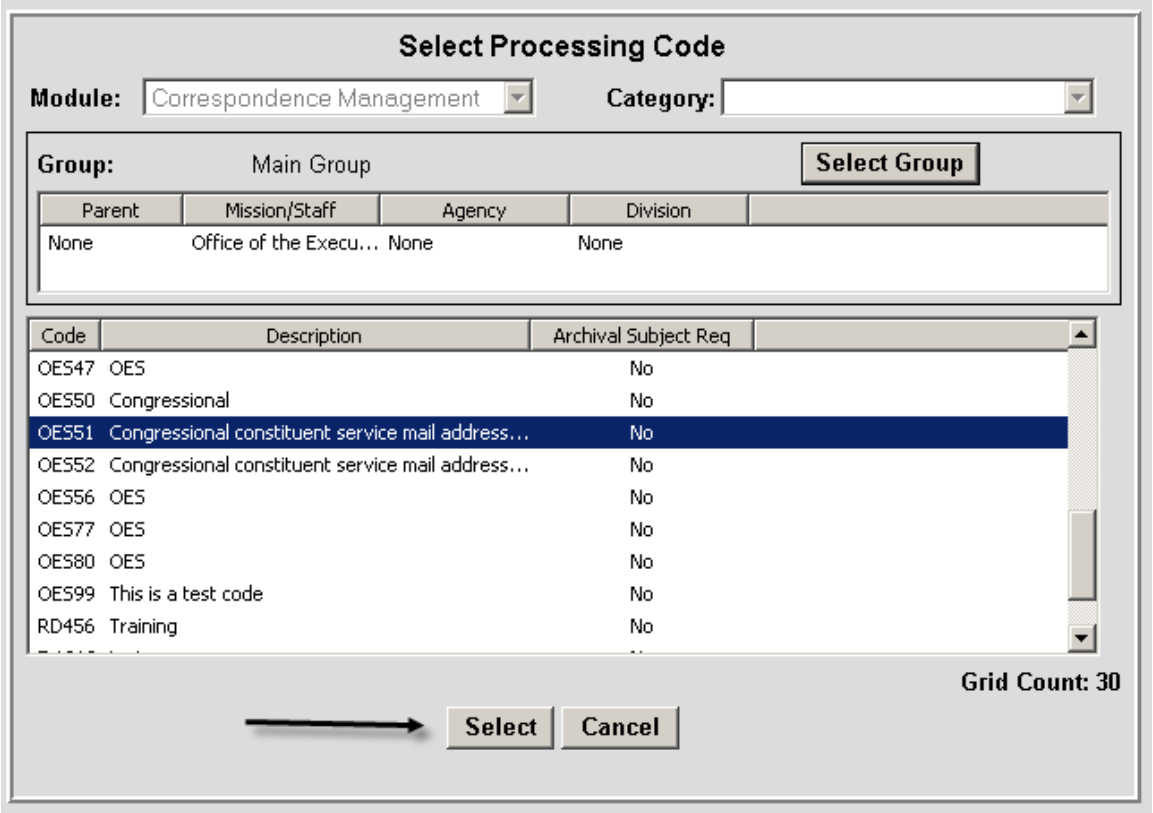


Figure 2: Select Processing Code Screen

- The user is returned to the folder.
- Click the <Save> button. The default workflow is displayed as seen in **Figure 3**.

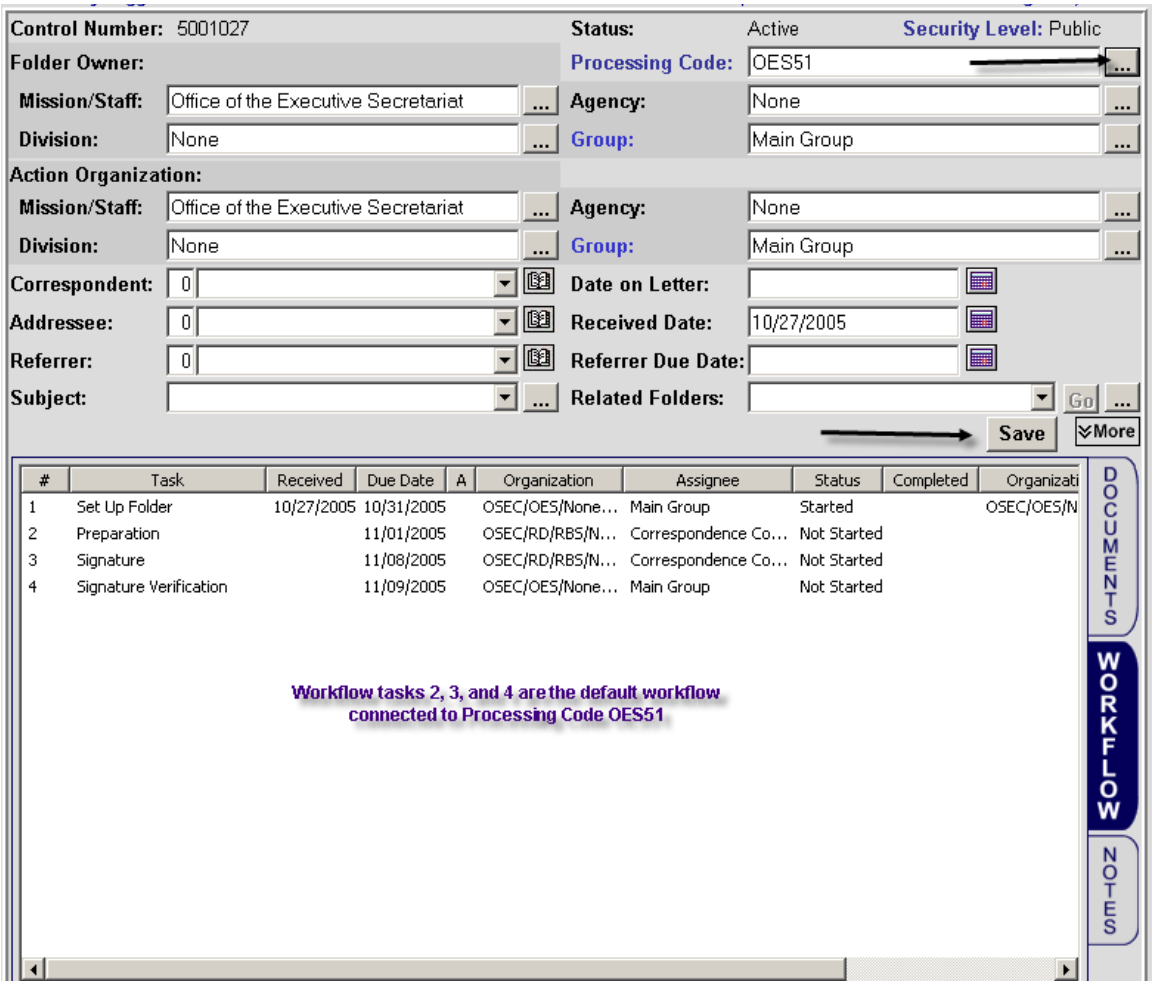


Figure 3: Processing Code With Default Workflow

The Folder Owner can now view the default workflow associated with the processing code and move tasks up or down, add or delete tasks, make tasks parallel, and/or add subflows to tasks.

WORKFLOW TAB BUTTONS

The table in **Figure 4** describes the operations of the buttons on the Workflow Tab.

Button	Description
Change Workflow Add/Change Subflow	Displays the Change Workflow Screen (buttons) that allow the Folder Owner to edit the workflow tasks that are displayed. Opens the Workflow Editor with the current task displayed and allows subflow tasks to be added.
Launch Workflow Suspend Workflow	These buttons are only visible for the Folder Owner or an Application Administrator. When workflow tasks are first added to a folder's workflow tab, the <Launch Workflow> button is

Resume Workflow	enabled. The first workflow task is assigned when this button is clicked. The button changes to <Suspend Workflow>. When the user clicks the <Suspend Workflow> button it prevents the workflow from moving to the next step. This does not prevent tasks that are 'Assigned', 'Put Back' or 'Started' from being worked and completed. No new task will be 'Assigned' until the user clicks the <Resume Workflow> button. When the user clicks the <Resume Workflow> button, the workflow resumes. The button changes again to <Suspend Workflow>.
Assignee Details	Displays detailed information about the assignee for a specific task. The user highlights a workflow task and clicks the <Assignee Details> button to display the Assignee Details screen. The Assignee Details screen also allows a privileged group member to assign a task to an individual user within the group.
Workflow Status	Displays status information about the workflow including the status dates, and days in process for the current task and the entire workflow.
Complete Task	The user clicks the <Complete Task> button to finish their assigned task. The user is prompted to enter remarks and indicate approval (if required). When a task is completed, the status of the task is changed to 'Complete', the Actual User field is set to the user who completed the task, and the Date Completed is set to the current date. Only the Assignee, Proxy for the Assignee, Folder Owner or Administrator may complete a task.
Put Back Task	If a user selects a group task but then decides they can't complete it, the user can put it back so another group member can work on it. The Task Status changes to 'Put Back'. The Actual User field changes to the user who put it back. The task is put back in all group members' inboxes. The folder logs the user who clicked <Put Back> so it can be viewed using the View Put Back History screen via the Folder Maintenance menu.
Print Cover Sheet	Allows the user to print a Cover sheet which shows Folder Information including the workflow tasks and status, as well as any notes that have been added.
Print Folder	Allows the user to print information about the folder. Choices include the Cover Sheet, Security, and Documents. Preferences for the the 'Quick Print' Option are set in the user's personal preferences.
Security	Allows authorized users to Display and modify Folder Security.
Admin	Allows authorized users to view and move documents that have been removed from the folder and to view documents that have been moved to other folders.
Refresh	Allow the user to refresh the folder view.
Save and Close	Saves the folder information and closes the folder.
Close	Closes the folder without saving changes.

Figure 4: Workflow Tab Buttons

Remarks Window

The Remarks window, seen in **Figure 5**, is located below the Workflow window. When a task is highlighted, any remarks that were generated by the task or that were added when the task was completed are displayed.

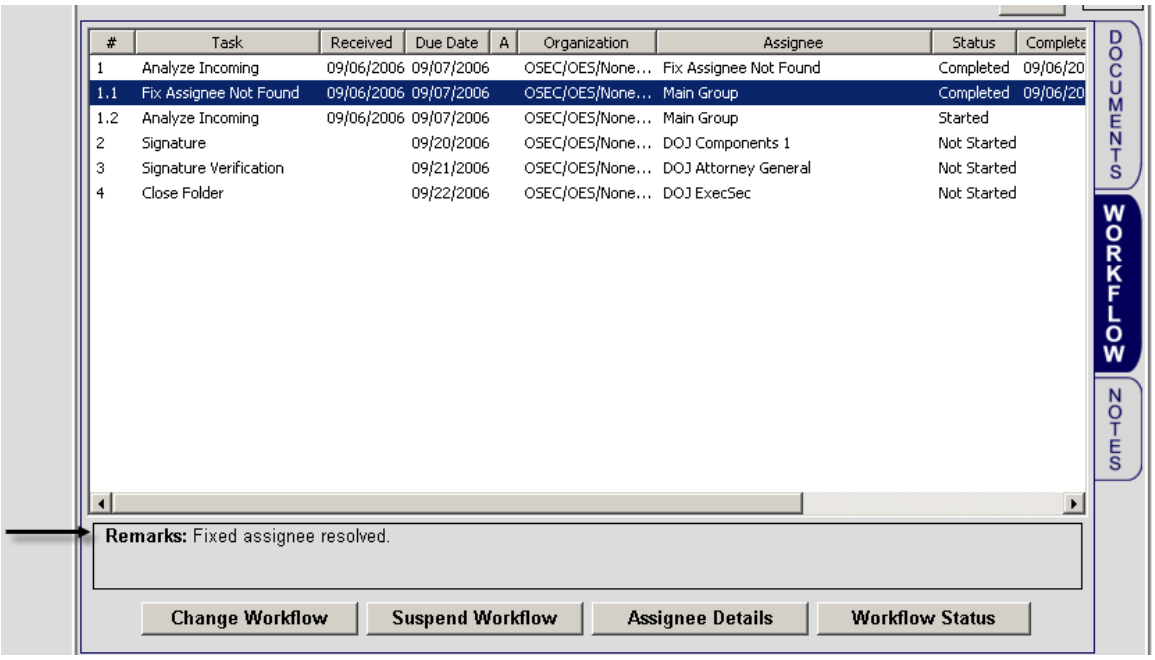


Figure 5: Remarks Window

WORKFLOW LIST EDITOR – CHANGE WORKFLOW

To make any changes to the workflow, the Folder Owner clicks the <Change Workflow> button. If a workflow has already been assigned to a folder and the user enters the <Change Workflow> key, the Pop-up window shown in **Figure 6** is displayed asking if the user wishes to 'Change Workflow' or 'Add/Change Subflow'. The user has two options: make changes to the existing workflow; or add or make changes to a subflow on the current task.

The user must finish editing the workflow and save it before selecting other tabs or performing other folder operations.

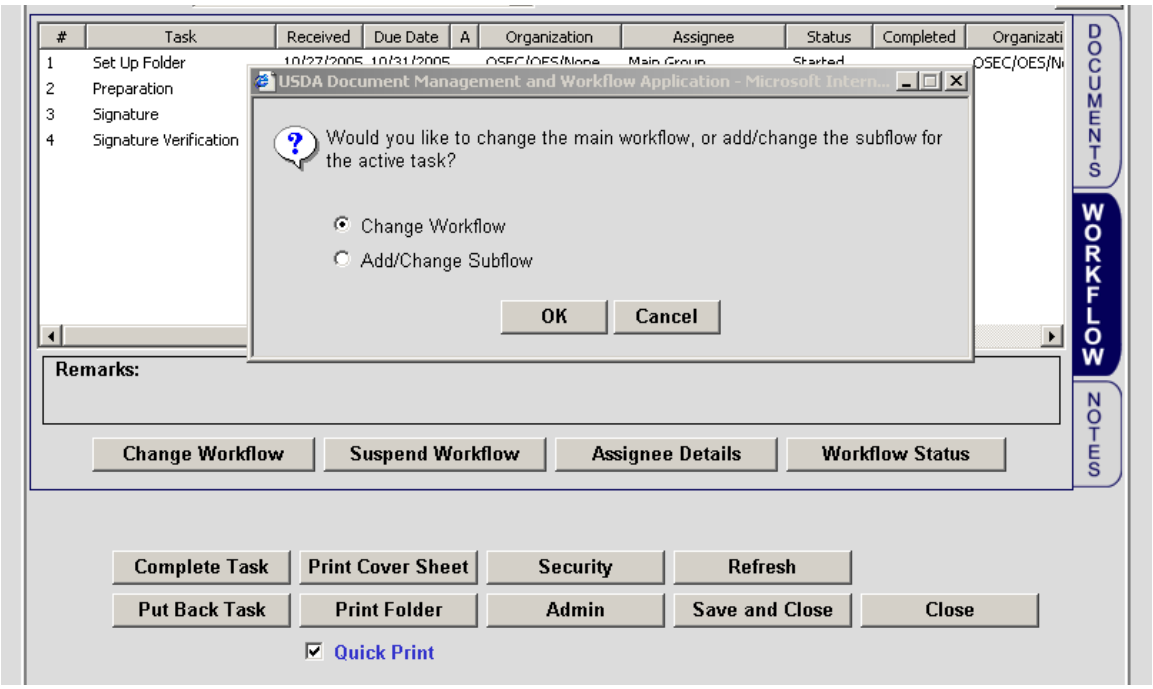


Figure 6: Workflow Application Pop-up

When the user chooses to change the workflow and clicks<OK>, she is taken to the Workflow Editor shown in **Figure 7**.

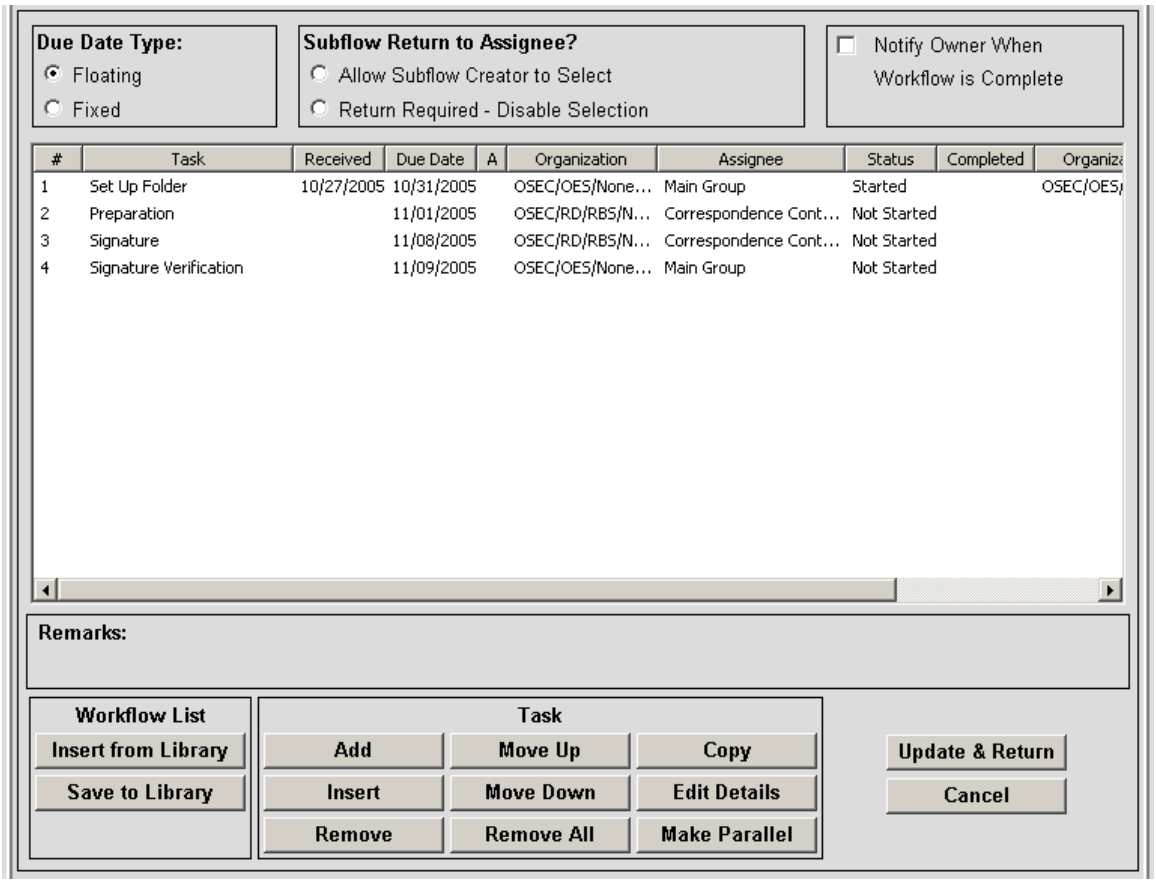


Figure 7: Workflow Editor

Workflow Editor Menus

The functions within the Workflow Editor can be broken down into the various menus. At the top of the screen are three options as shown in **Figure 8**.

Figure 8: Workflow Editor Options

1. <u>Due DateType</u>:

   - Floating: A task is assigned a certain number of days to be completed. The countdown of days does not begin until the previous task has been completed and the next task has been received by the next user.

   - Fixed: The task has a set due date no matter when the task has been received by the current user. A task may already be past due when it is received.

2. Subflow Return to Assignee:

- Allow Subflow Creator to Select: The creator of the subflow may choose whether or not the task is to be returned.

- Return Required – Disable Selection: The subflow must automatically be returned to the assignee. A separate task is generated to the subflow to accomplish this.

3. Notify Owner When Workflow is Complete: When checked the folder owner is notified when the workflow is completed.

WorkFlow List

The menu for the workflow list is shown in **Figure 9**.

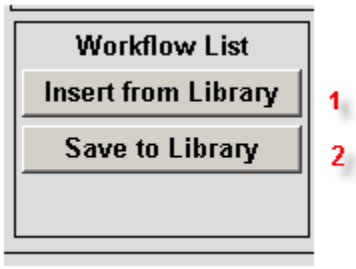


Figure 9: Workflow List Menu

1. Insert from Library - The user is taken to the Select Workflow List shown in **Figure 10**.
The user's default group is shown in the top window. The user may search the lists for another group by clicking the <Select Group> key. The list of workflows for that group is shown in the middle window. When a name on the list is highlighted, the workflow attached to that list is shown in the bottom window.

The user may scroll through the list or may search for a specific workflow by entering a name or a partial name in the 'Search For:' box and clicking <Search>.

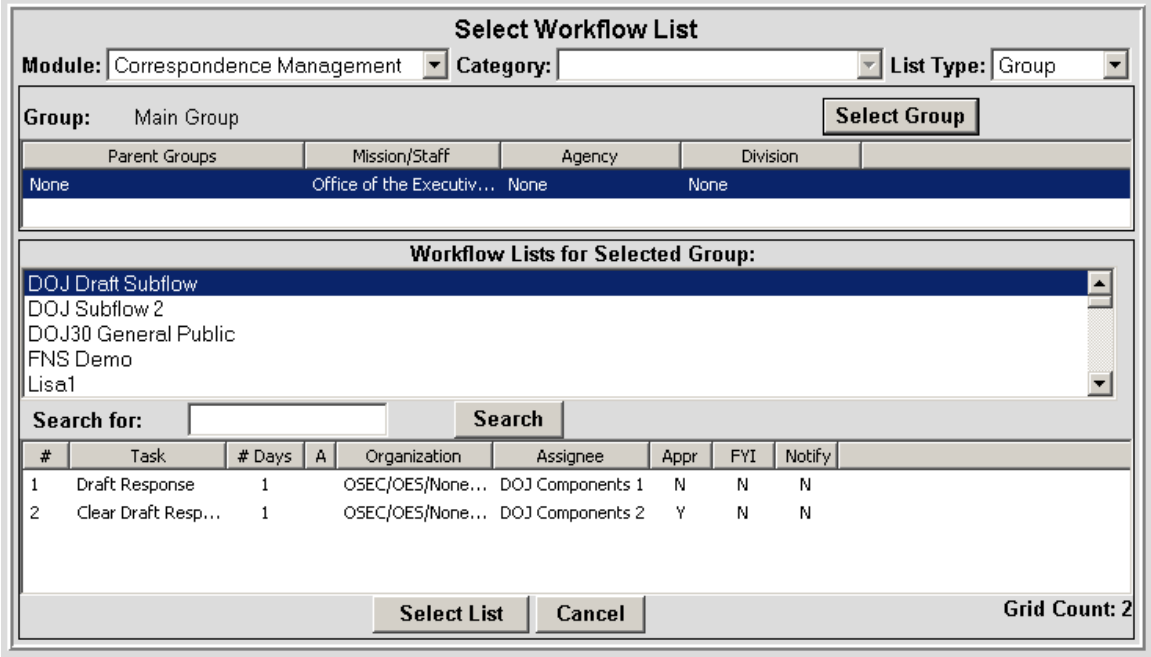


Figure 10: Select Workflow List

The user clicks <Select List> and is returned to the Workflow Editor. If the workflow is complete and needs no changes, the user clicks <Update and Return>. The user returns to the folder with the workflow tab displayed. The new workflow will be shown in the window as seen in **Figure 11**. The <Launch Workflow> button is now visible.

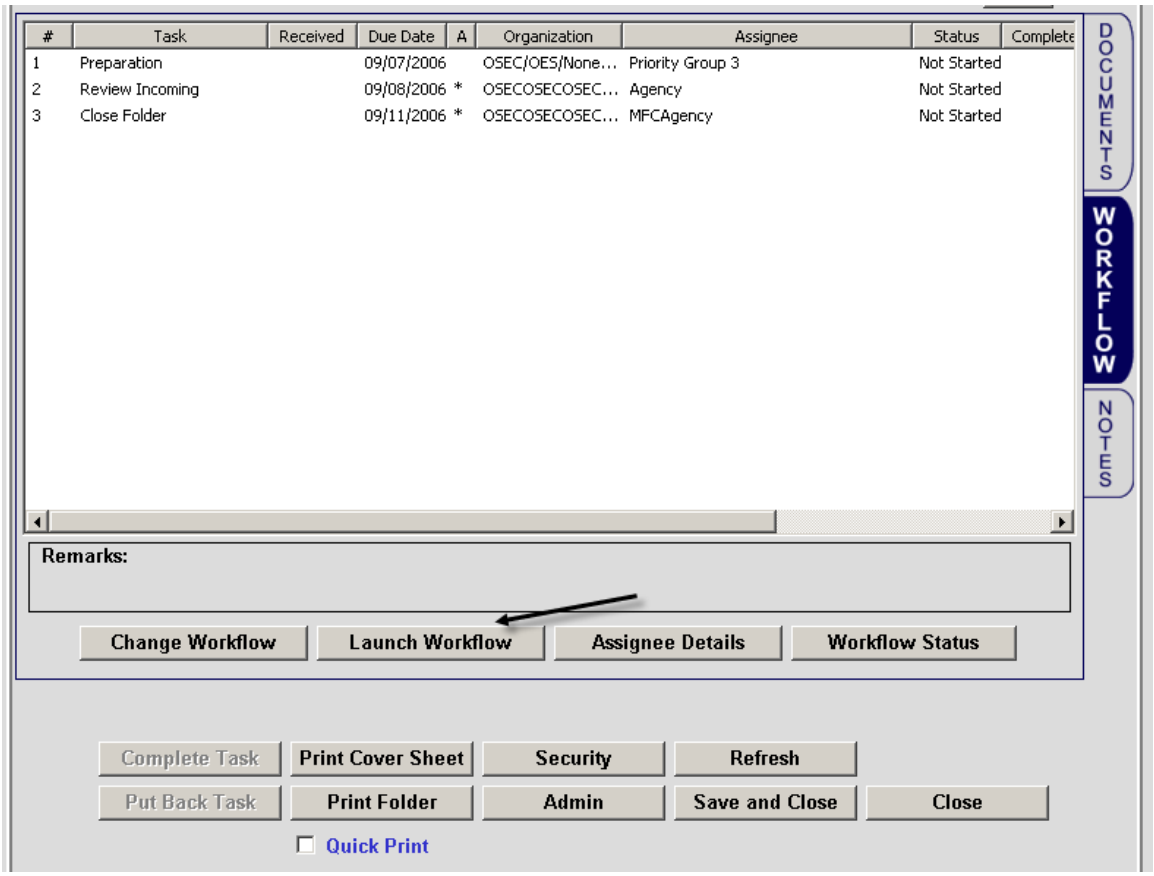


Figure 11: Workflow Tab – Launch Workflow

When the <Launch Workflow> button is clicked, the folder is redisplayed with the Workflow Tab open. The first task is assigned as shown in **Figure 12**.

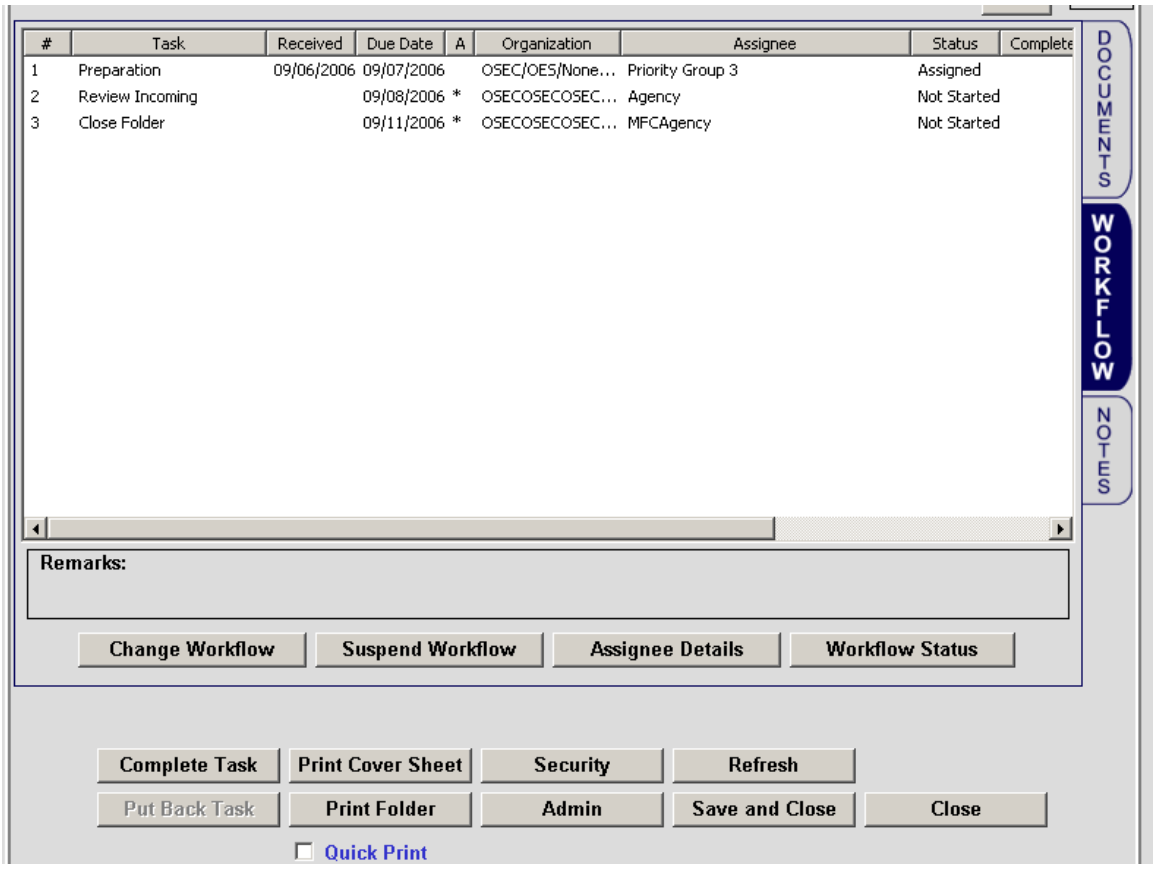


Figure 12: Workflow Tab – Workflow Launched

2. Save to Library: If a user has created a unique workflow that will be used again, it can be saved in the workflow library by clicking <Save to Library>.

The user can override an existing workflow by choosing <Select Existing List Name> as seen in **Figure 13**.

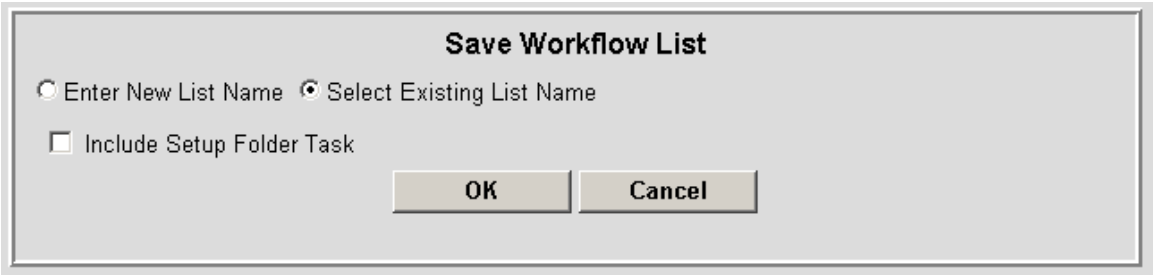


Figure 13: Save Workflow List – Select Existing List Name

The 'Select Workflow List' is displayed as seen in **Figure 14**. The user highlights the workflow to be overridden and clicks <Select List>. The new workflow is established under the existing name.

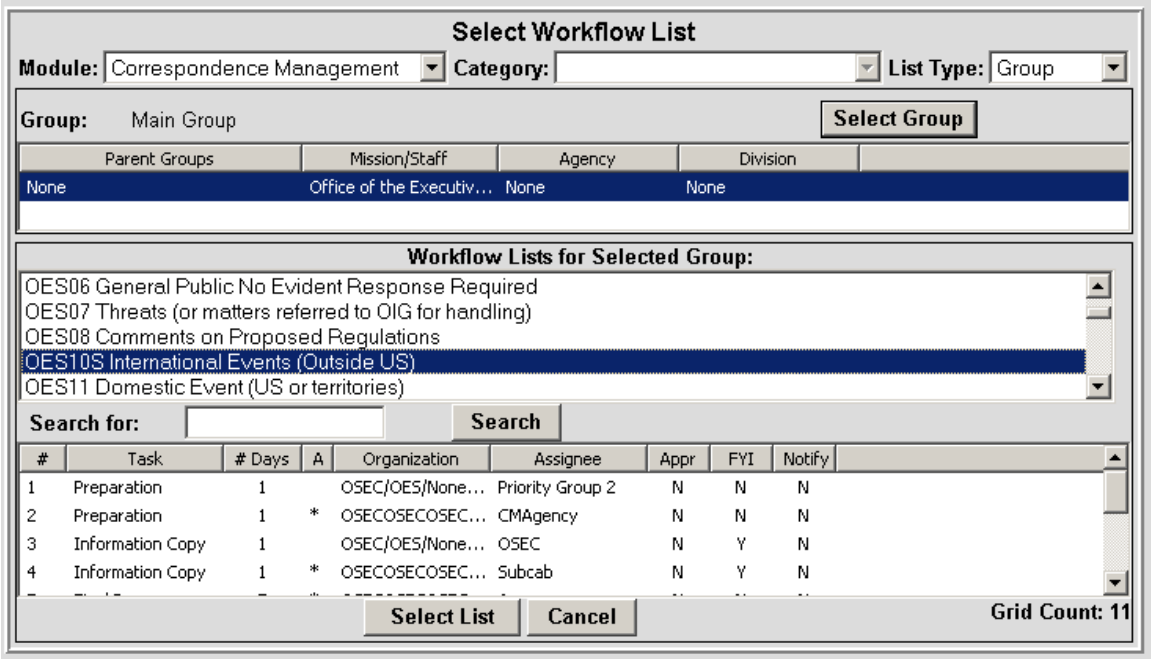


Figure 14: Save Workflow List – Select Existing List Name

The user creates a new workflow by choosing <Enter New List Name> as seen in **Figure 15**, entering the List Name, and clicking <OK>. If the user wants to have a Setup Folder Task added to the beginning of the new workflow, this will be done automatically by clicking the radio button next to 'Include Setup Folder Task'.

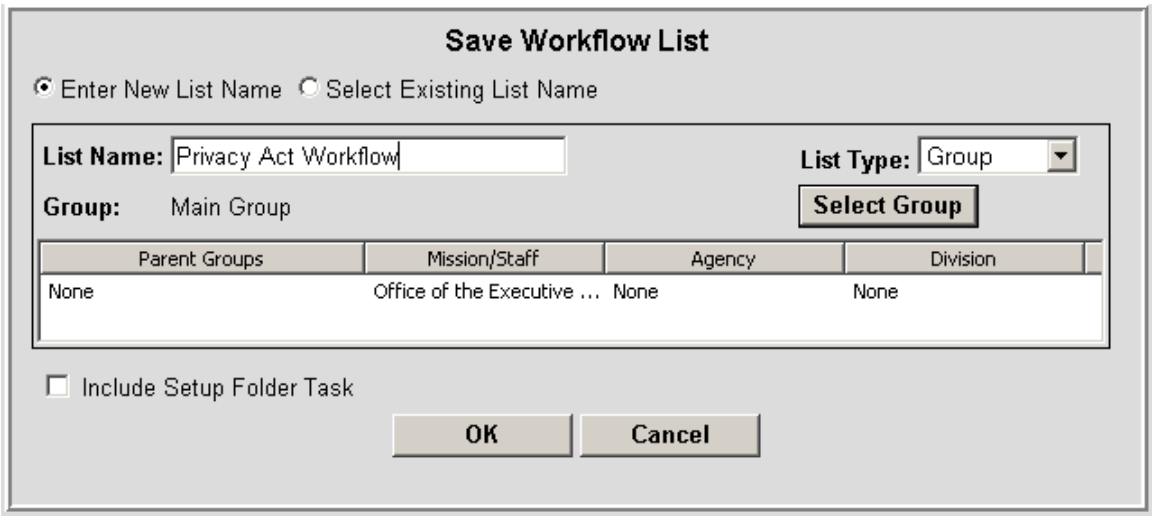


Figure 15: Save Workflow List – Enter New List Name

The new workflow can be viewed on the Select Workflow List as shown in **Figure 16**.

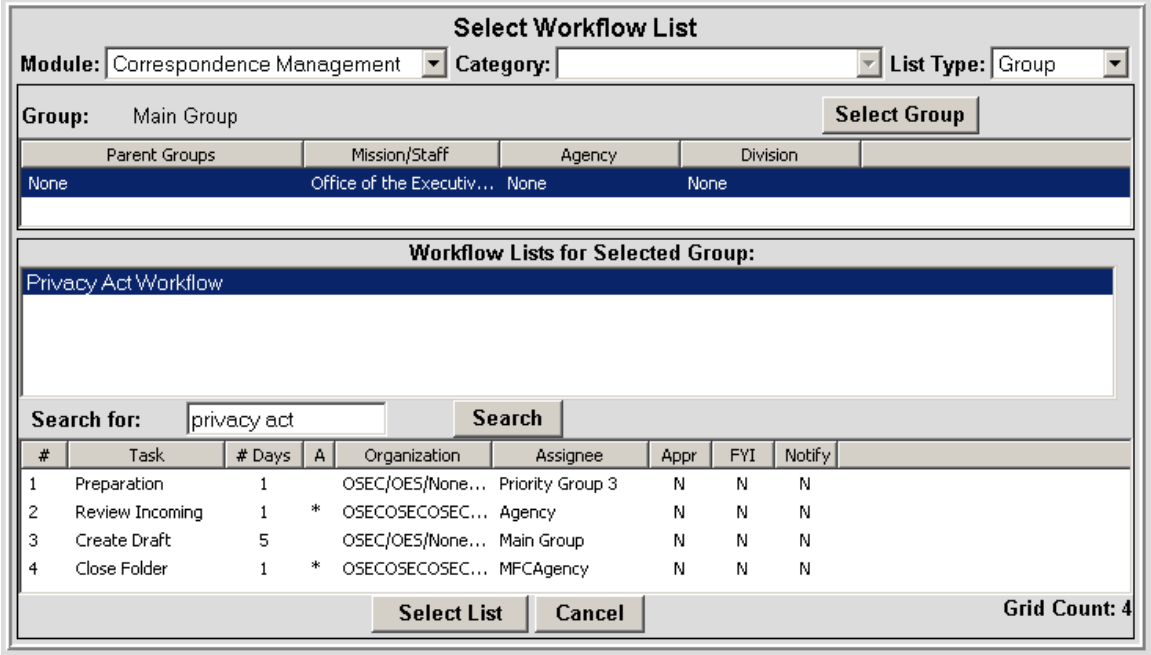


Figure 16: Select Workflow List – Enter New List Name

Task Menu

The Task Menu is shown in **Figure 17**.

Figure17: Task Menu

1. Add: The <Add> button allows the user to add a task to an existing workflow or to create a workflow. Upon clicking the <Add> button the 'Add/Change Task' screen is displayed as seen in **Figure 18**.

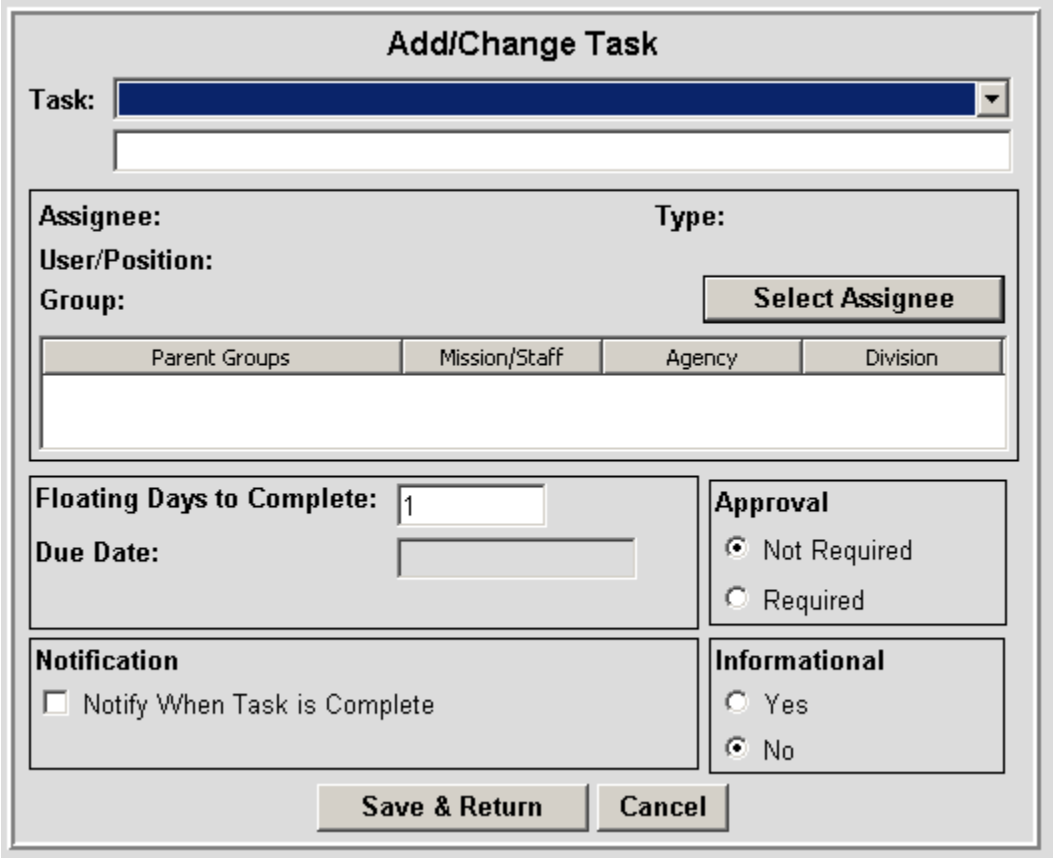


Figure 18: Add/Change Task

The user may choose an existing task from the drop-down task box as shown in **Figure 19** or type in a task in the text box directly below the drop-down.

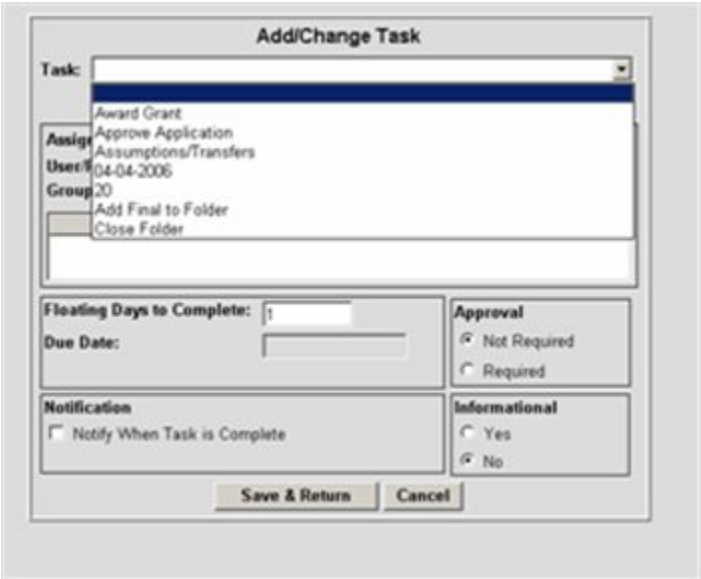


Figure 19: Add/Change Task – Drop-down

Click on <Select Assignee>, and choose the assignee from the List View (**Figure 20**) or the Tree View (**Figure 21**).

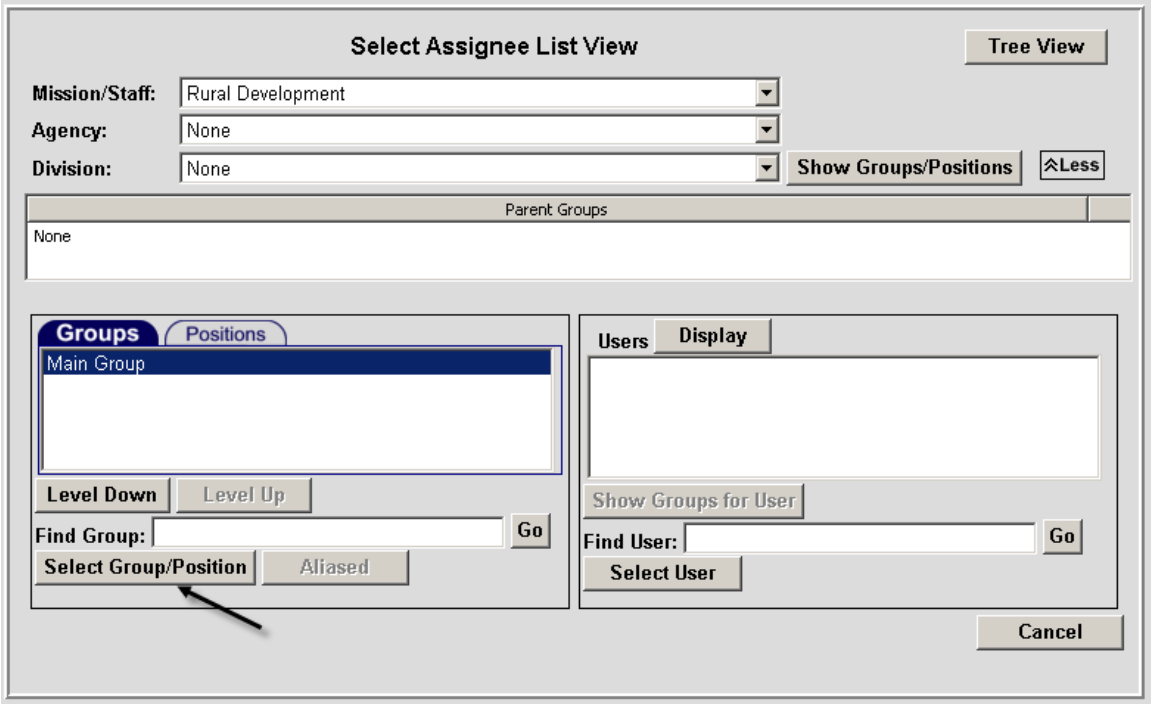


Figure 20: Select Assignee – List View

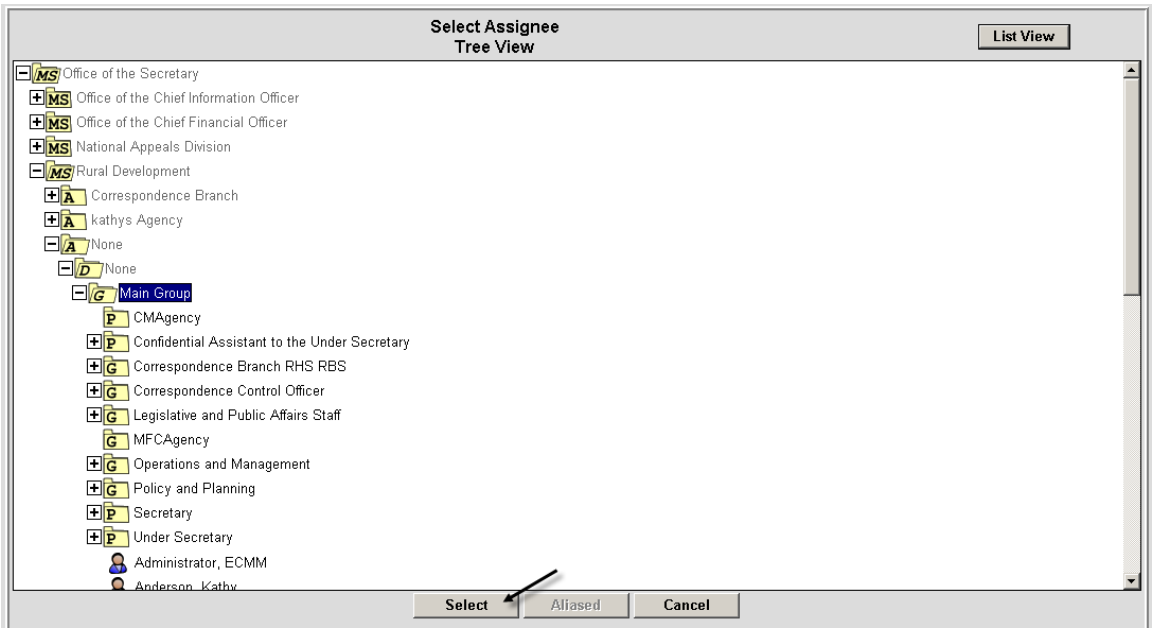


Figure 21: Select Assignee – Tree View

The example in **Figure 22** asks for 'Floating Days to Complete'. If the user had indicated that a Fixed Due Date Type was required in the Workflow Editor screen, a date would be required here.

The user indicates whether or not Approval is required to complete the task, whether or not the folder owner wants to be notified when the task has been completed, and whether or not the task is Informational. A task that is 'Informational' does not need to be completed.

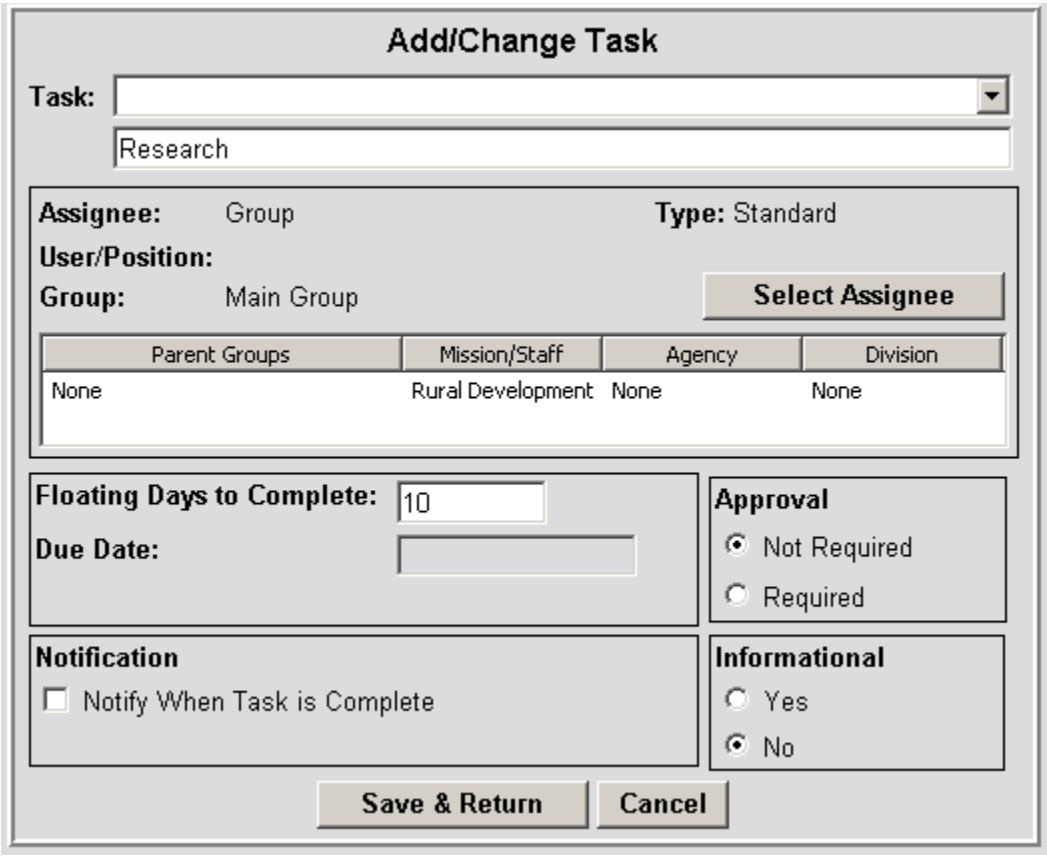


Figure 22: Add/Change Task

When the user has finished creating the task, she clicks <Save & Return> and is returned to the Workflow Editor as shown in **Figure 23** where additional functions may be performed to complete the workflow.

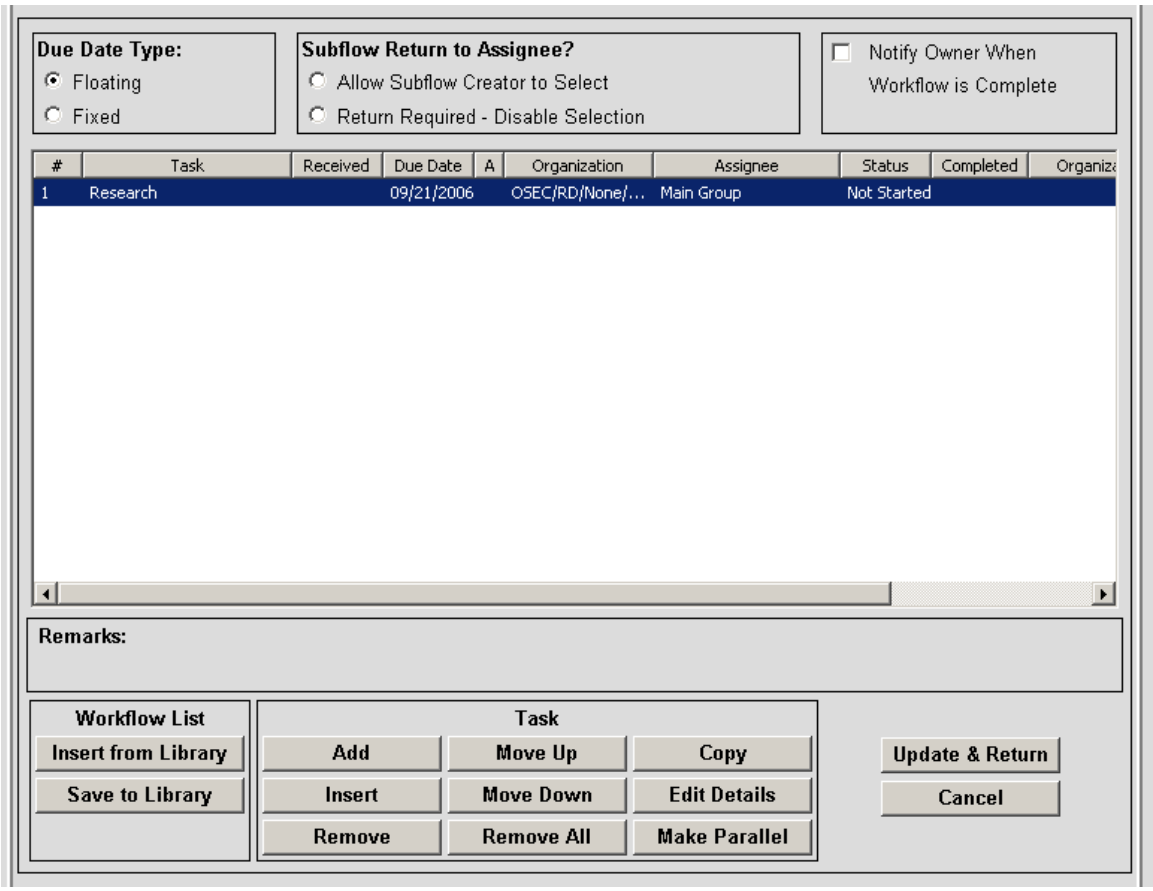


Figure 23: Workflow Editor – Task Added

2. Insert – This button allows the user to easily insert a task to the workflow. The user highlights the task that resides where the inserted task will be placed(**Figure 24**) and clicks <Insert>.

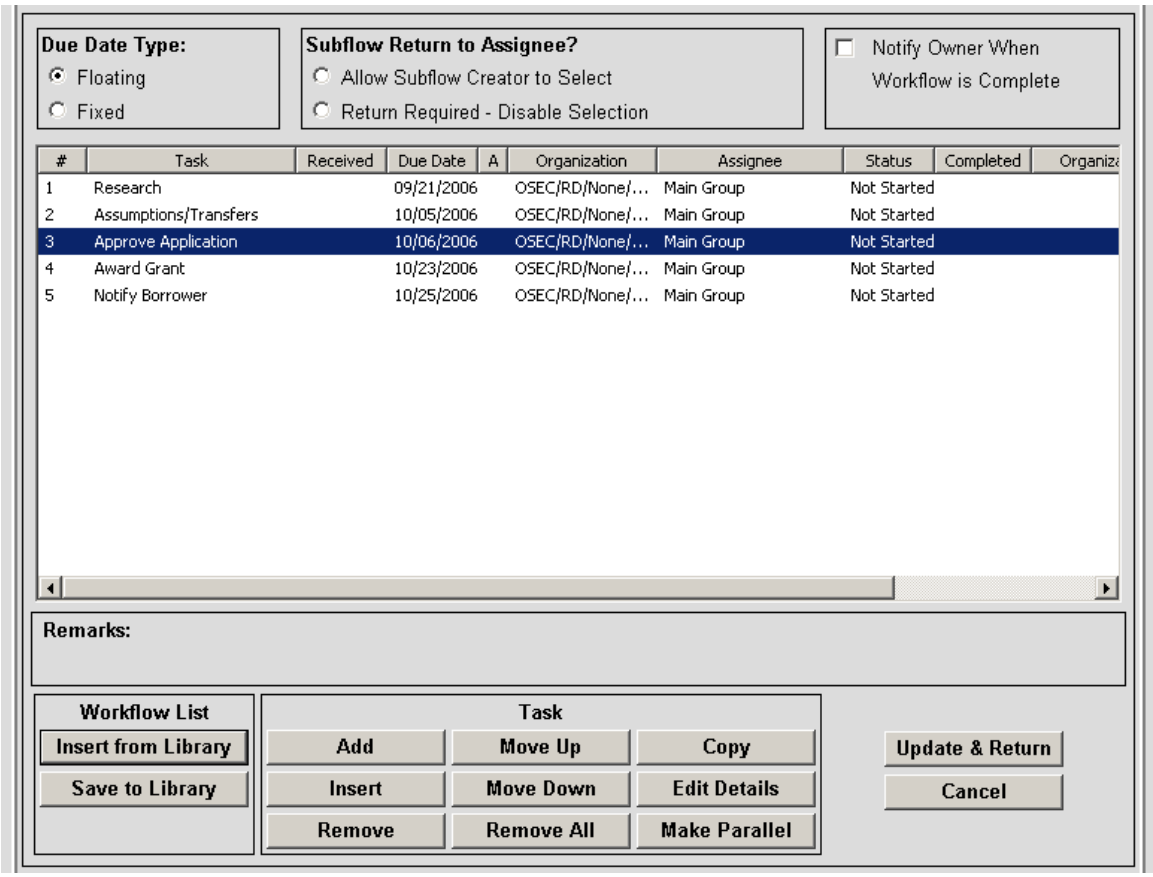


Figure 24: Insert Task

The 'Add/Change Task' screen will be displayed. The task to be inserted is created in the same manner as has been shown in the 'Add Task' function. The completed screen is shown in **Figure 25**.

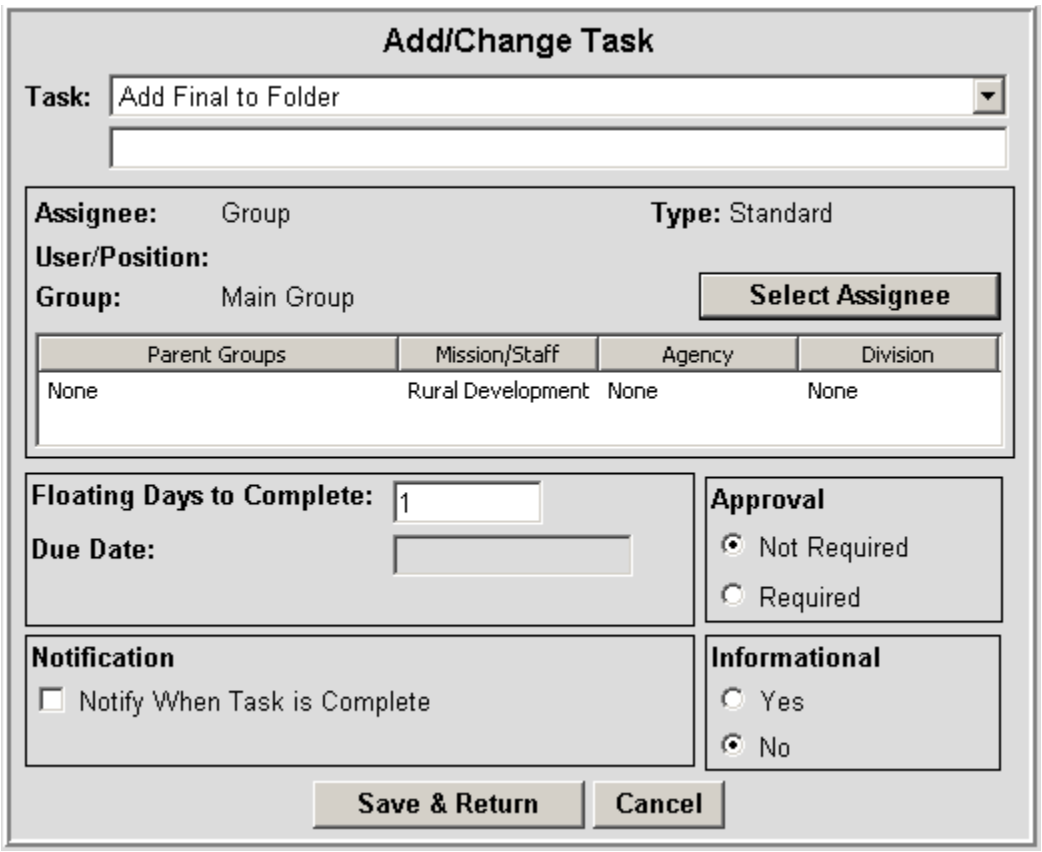


Figure 25: Add/Change Task – Create Task to be Inserted

After <Save & Return> is clicked the user is returned to the Workflow Editor showing the inserted task (**Figure 26**).

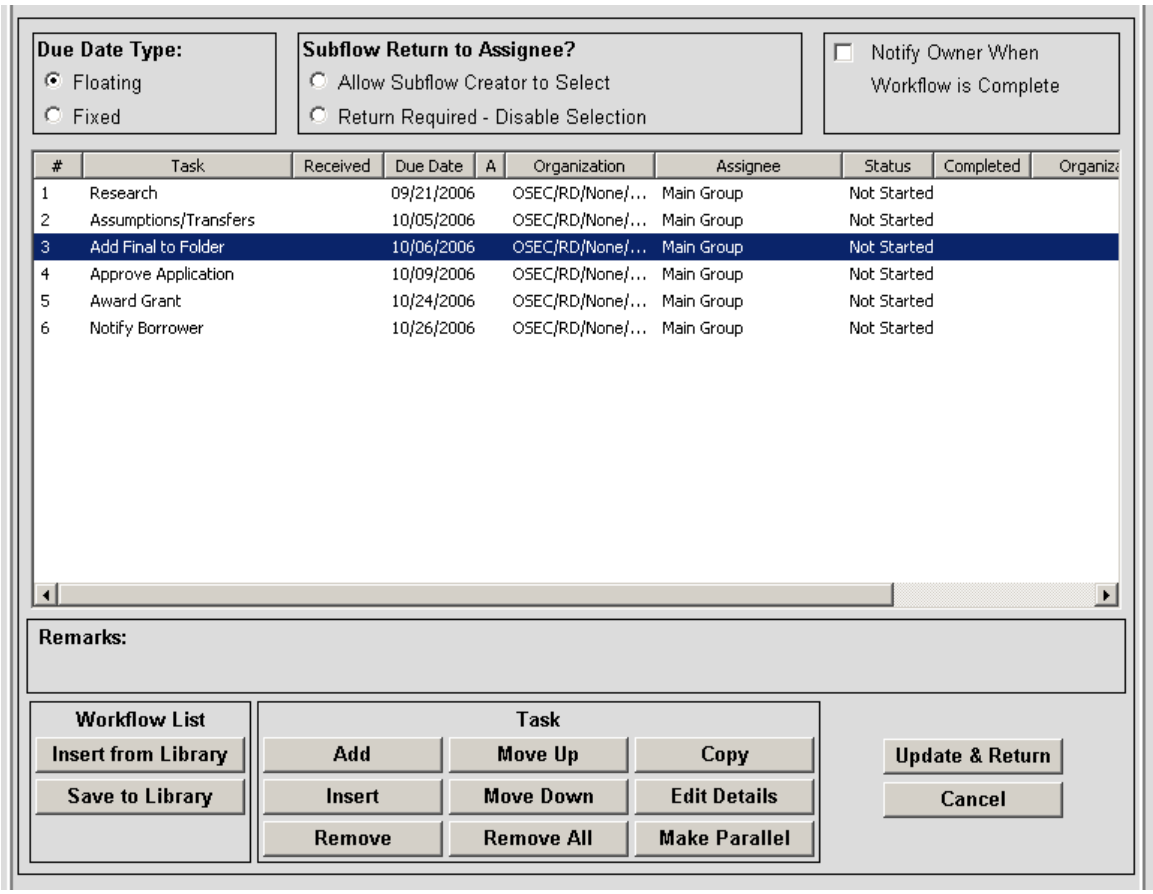


Figure 26: Workflow Editor with Inserted Task Highlighted

3. <u>Remove:</u> Tasks where the status is 'Not Started' or 'Put Back' can be removed from the workflow. The user highlights the task to be removed as shown in **Figure 27** and clicks <Remove>.

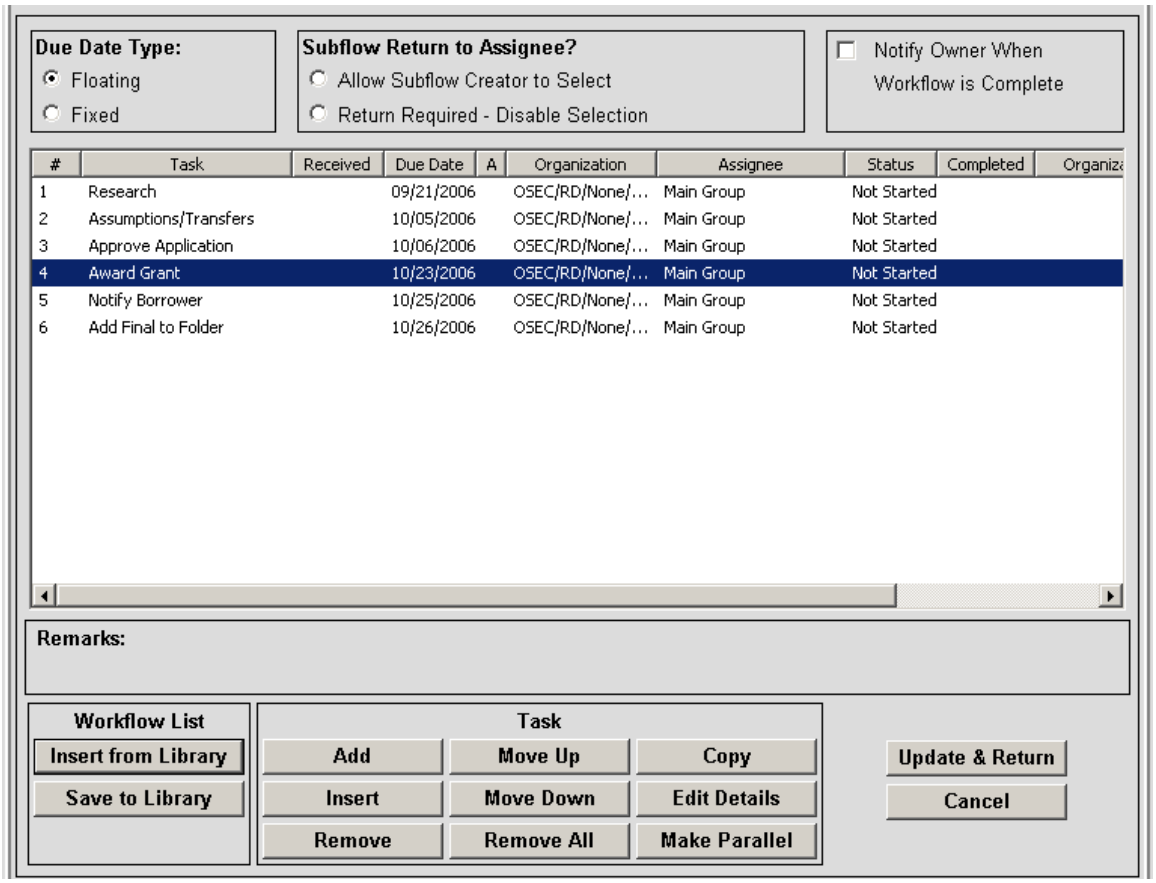


Figure 27: Remove Task

The application will ask the user to verify that the task should be removed as shown in **Figure 28**.

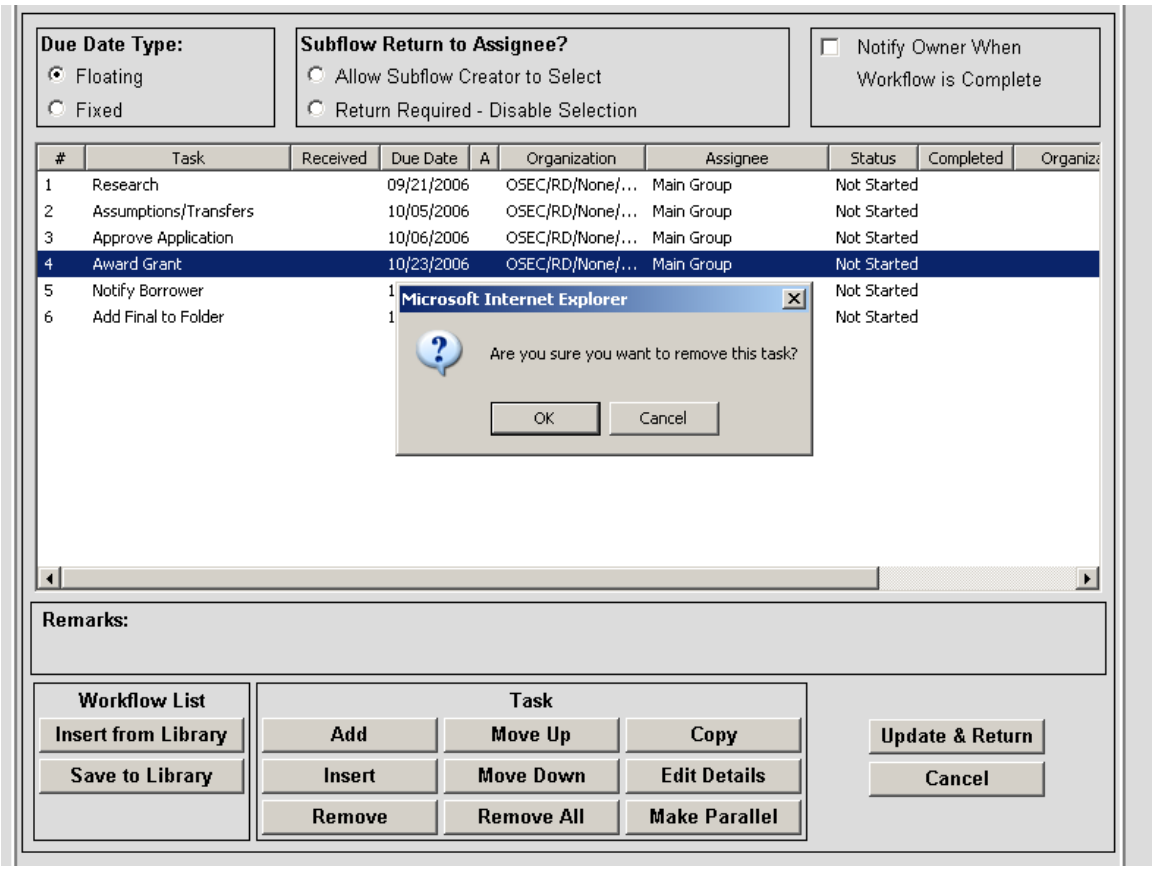


Figure 28: Verify Removal of Task

The Workflow Editor screen is refreshed to show the revised workflow as seen in **Figure 29**.

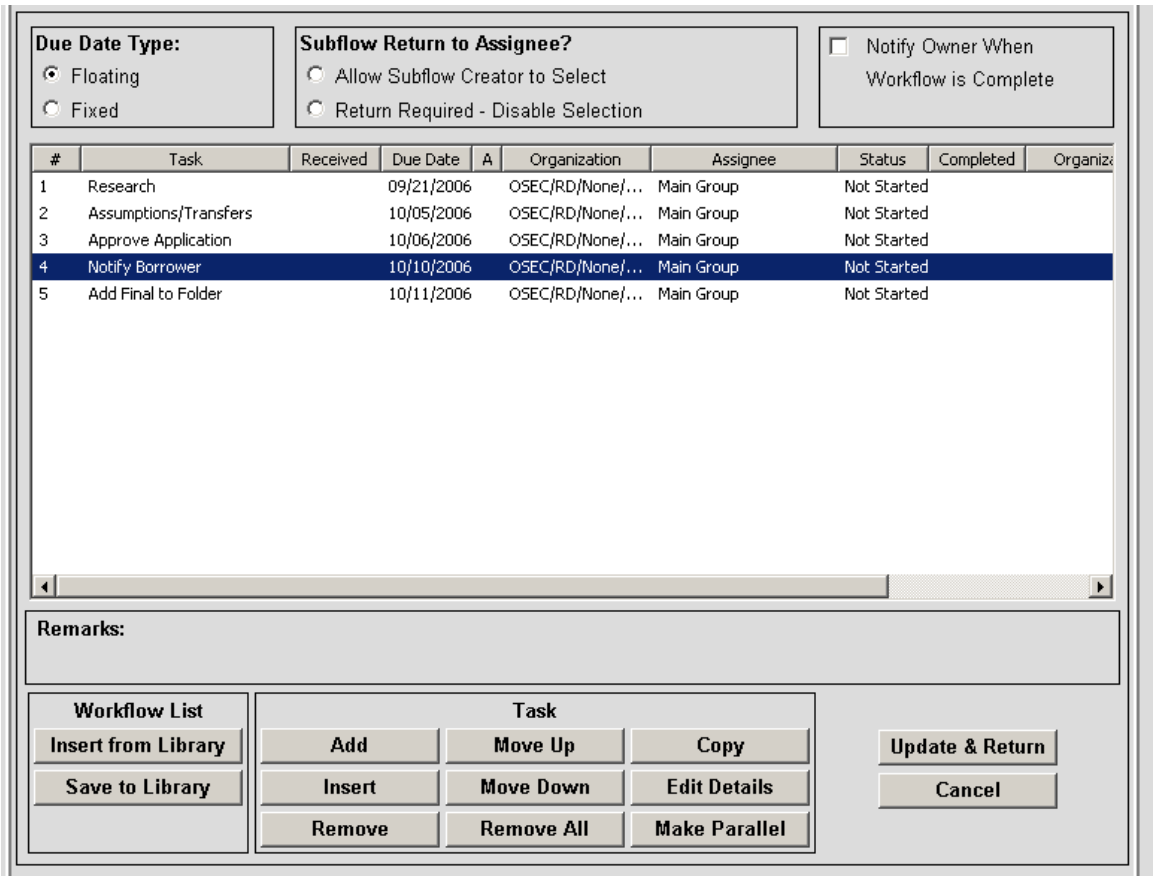


Figure 29: Remove - Revised Workflow

The removal can still be canceled by clicking the <Cancel> key. The removal is confirmed by clicking <Update & Return>.

4. Move Up: Tasks can be moved up within the workflow by highlighting the task and clicking the <Move Up> key. All tasks are then renumbered.

5. Move Down: Tasks can be moved down within the workflow by highlighting the task and clicking the <Move Down> key. All tasks are then renumbered.

6. Remove All: This key allows the user to remove all unstarted tasks. Only tasks with a status of 'Not Started' can be removed with the <Remove All> key.

The screen in **Figure 30** shows the Workflow Editor with the Pop-up asking the user to verify that all 'Not Started' tasks are to be removed.

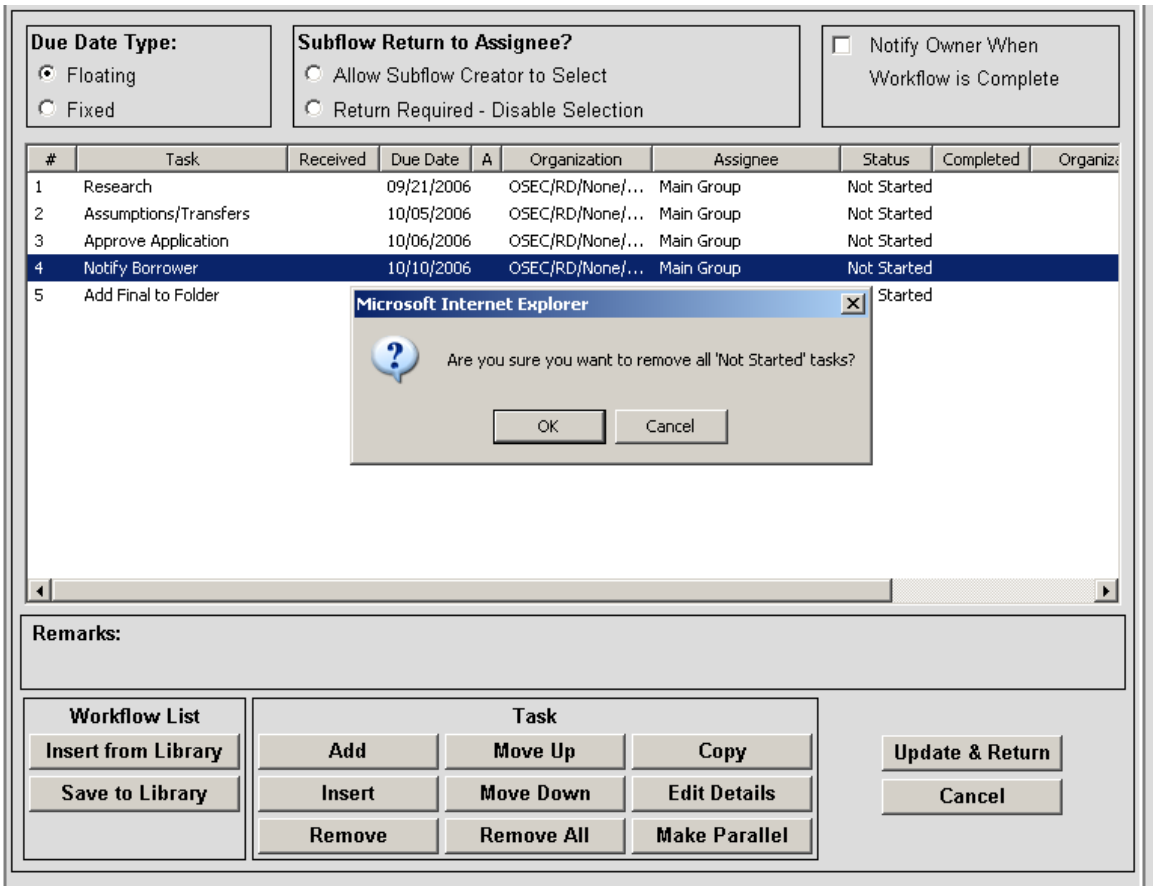


Figure 30: Remove All – Verification Pop-up

After clicking <Ok>, the Workflow Editor is refreshed to show that the tasks have been removed as shown in **Figure 31**.

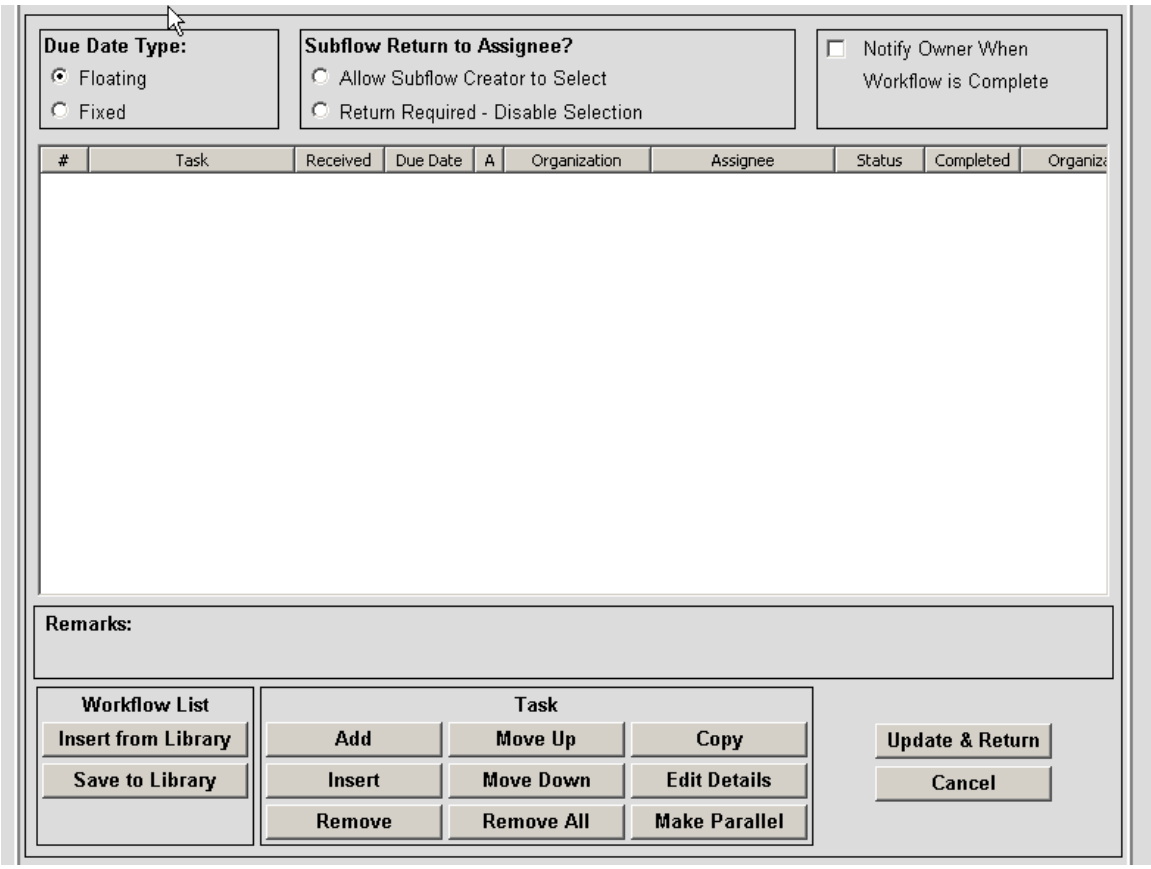


Figure 31: Remove All

The removal can still be canceled by clicking the <Cancel> key. The removal is confirmed by clicking <Update & Return>.

7. Copy: The user can copy a task and then insert it back into the Workflow.

Highlight the task to be copied and click <Copy>, then Click <Insert>. The Pop-up in **Figure 32** will be displayed.

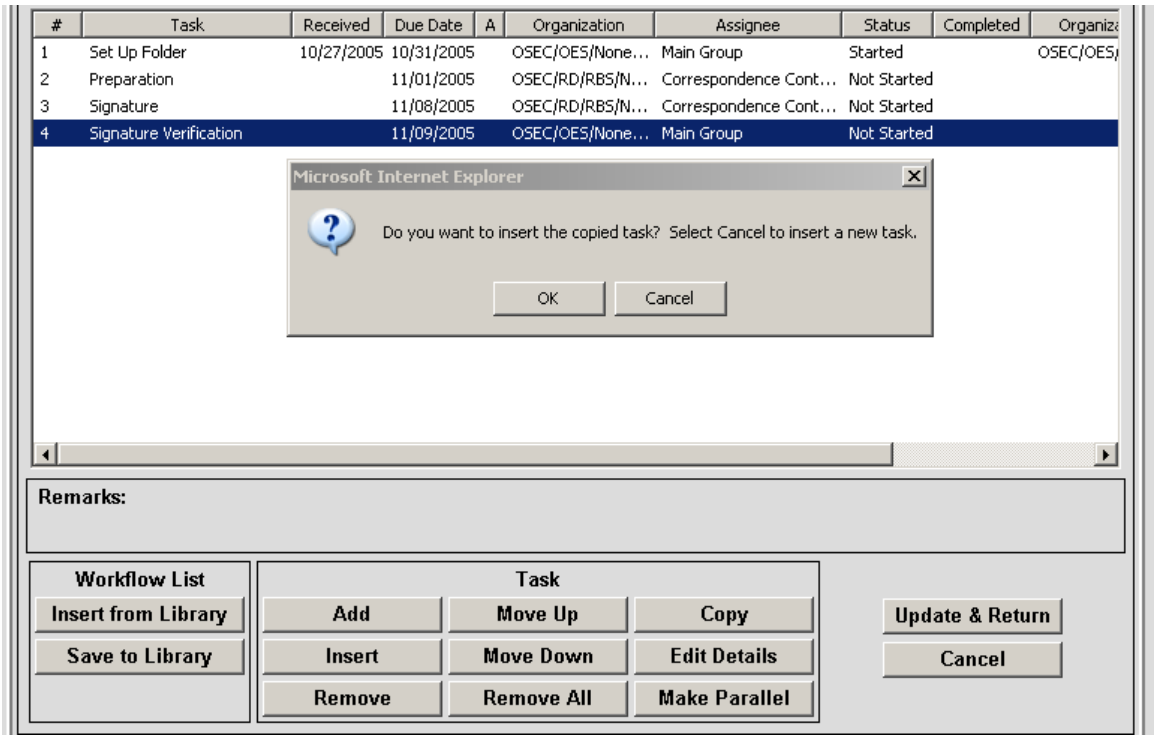


Figure 32: Copied Task - Insert

To insert the copied task click <Ok> and the copied task is added to the workflow. The task can then be repositioned within the workflow by Moving it up or down as seen in **Figure 33**.

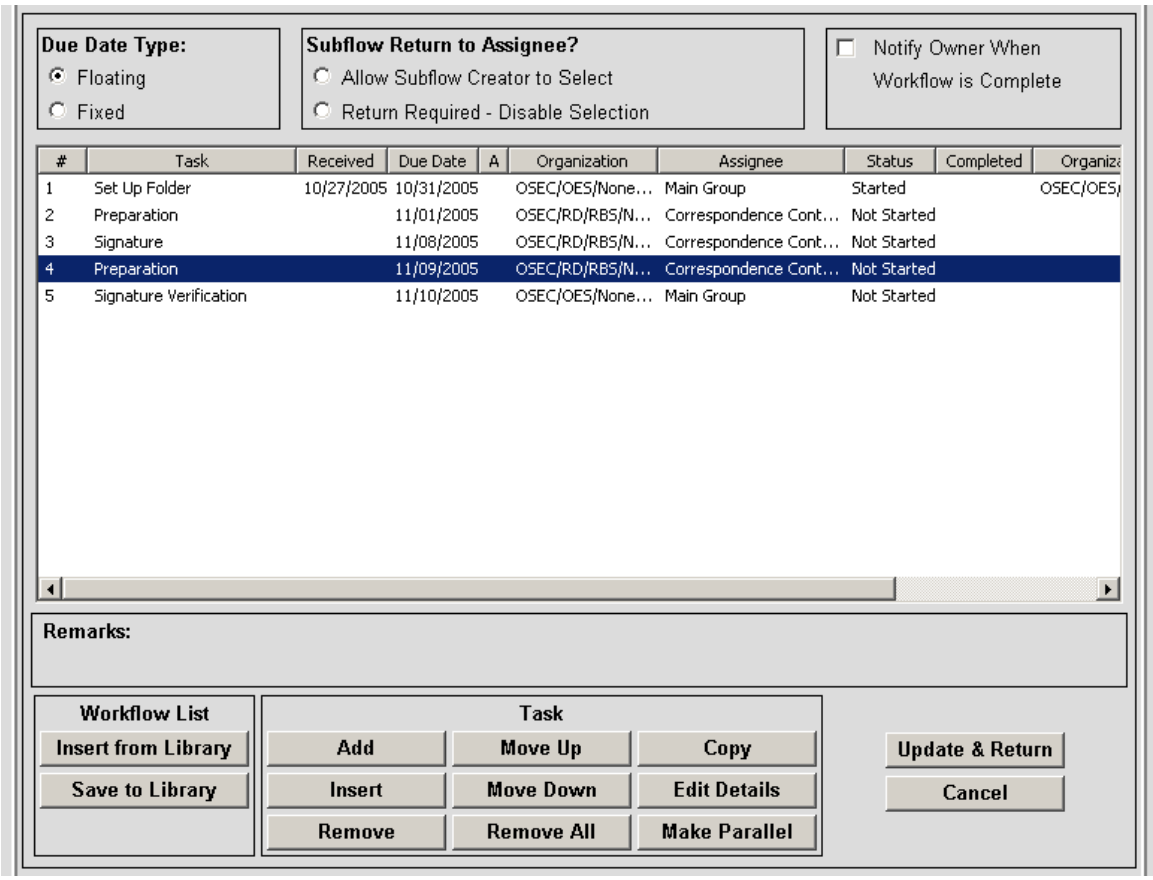


Figure 33: Copied Task

8. Edit Details: The Edit Details Option is used to change one task to another or to modify certain details about a task. Tasks that have been completed may not be edited.

The user must select a task to edit and click <Edit Details>. The screen shown in **Figure 34** will be displayed.

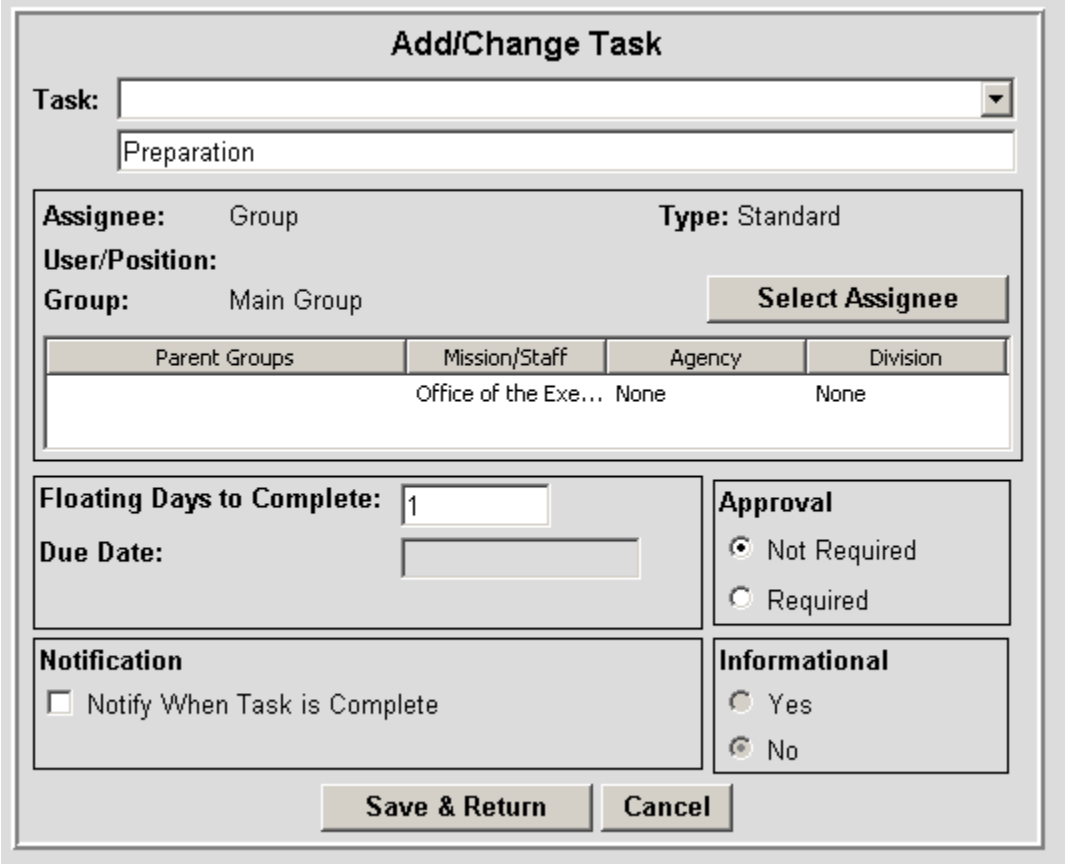


Figure 34: Edit Details – Add/Change Task

The user may:

- Choose a different task from the drop-down box in the taskbar - the name of the selected task appears below the task bar.
- Select a different assignee by clicking <Select Assignee>
- Change the number of floating days to complete or the Due Date
- Select approval requirements
- Select whether or not the Folder Owner is to be notified upon completion of the task.

The changes are saved when the <Save & Return> key is entered or all actions may be canceled by selecting the <Cancel> key. The user will be returned to the Workflow Editor.

9. Make Parallel

This option permits the user to create a workflow in which two or more tasks can be worked at the same time. The next task is not assigned until all tasks parallel to one another have been completed.

In order for tasks to be made parallel, all of the tasks selected must be "Not Started". If any of the selected tasks are already started, the error message in **Figure 35** is displayed.

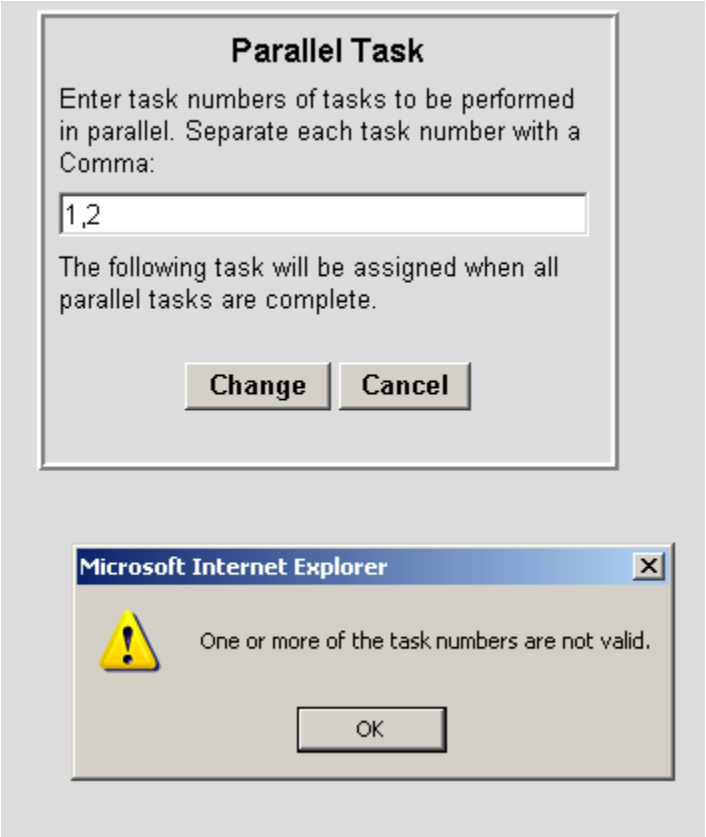
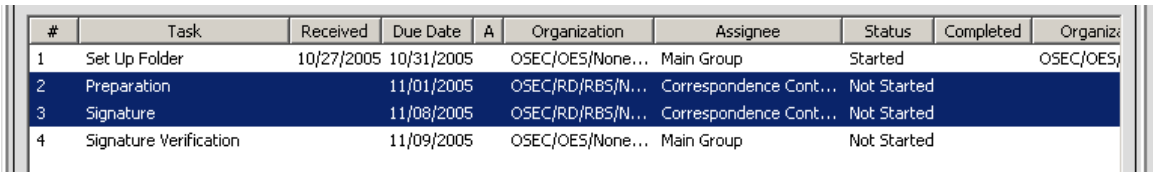


Figure 35: Parallel Task - Error message

When the <Make Parallel> key is pressed, the Parallel Task screen is displayed. The numbers of the task to be made parallel are then entered and the <Change> key is pressed.

All tasks to be made parallel can be highlighted at the same time by holding down the CTRL key and selecting the tasks as shown in **Figure 36**.



#	Task	Received	Due Date	A	Organization	Assignee	Status	Completed	Organiz
1	Set Up Folder	10/27/2005	10/31/2005		OSEC/OES/None...	Main Group	Started		OSEC/OES/
2	Preparation		11/01/2005		OSEC/RD/RBS/N...	Correspondence Cont...	Not Started		
3	Signature		11/08/2005		OSEC/RD/RBS/N...	Correspondence Cont...	Not Started		
4	Signature Verification		11/09/2005		OSEC/OES/None...	Main Group	Not Started		

Figure 36: Make Tasks Parallel by Holding Down the CTRL Key and Selecting Tasks

When the <Make Parallel> key is pressed the Parallel Task screen is prefilled with the selected tasks as seen in **Figure 37**.

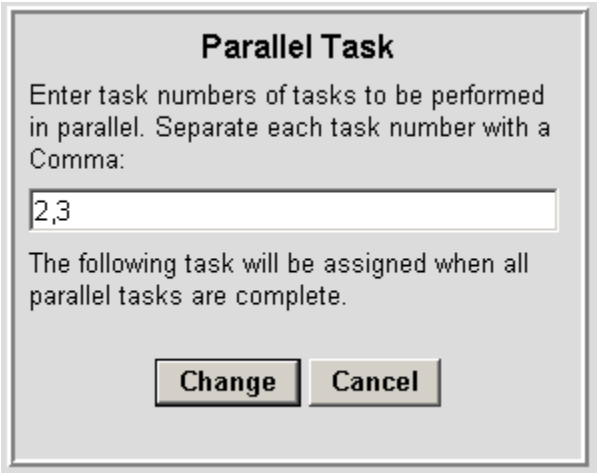
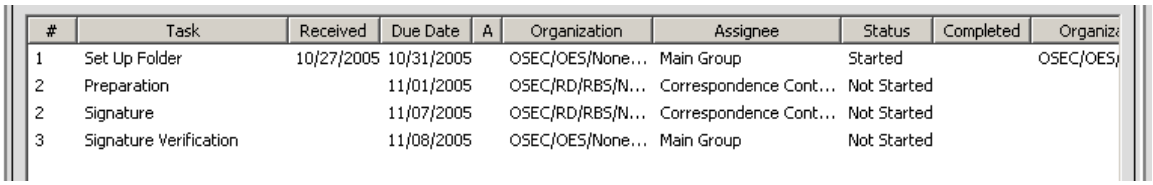


Figure 37: Parallel Task Screen

Figure 38 shows two tasks with a number '2'.



#	Task	Received	Due Date	A	Organization	Assignee	Status	Completed	Organiz
1	Set Up Folder	10/27/2005	10/31/2005		OSEC/OES/None...	Main Group	Started		OSEC/OES/
2	Preparation		11/01/2005		OSEC/RD/RBS/N...	Correspondence Cont...	Not Started		
2	Signature		11/07/2005		OSEC/RD/RBS/N...	Correspondence Cont...	Not Started		
3	Signature Verification		11/08/2005		OSEC/OES/None...	Main Group	Not Started		

Figure 38: Tasks 2 and 3 After Being Made Parallel

When tasks are made parallel, they are assigned the same number and all subsequent tasks are renumbered.

If the task directly above the parallel tasks is moved down, the task will move down below all the parallel tasks. The parallel tasks will be renumbered and they will remain parallel.

If the task directly below the parallel tasks is moved up, the task will move up above all the parallel tasks. The parallel tasks will be renumbered and they will remain parallel.

<u>Update & Return and Cancel</u>

After the modifications have been completed on the workflow the user saves the changes or cancels the changes. **Figure 39** shows the keys used for this.

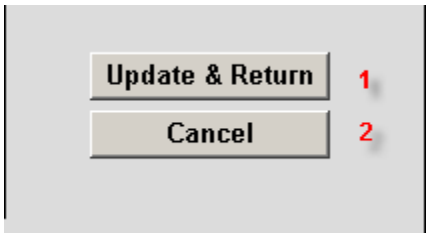


Figure 39: Update & Return and Cancel

1. Update & Return: This button saves the changes to the workflow and returns the user to the main Workflow tab.

2. Cancel: This button is used to cancel changes to the workflow and returns the user to the main Workflow tab.

WORKFLOW LIST EDITOR – ADD/CHANGE SUBFLOW

To add a subflow to the current task, the assignee clicks the <Change Workflow> button and then clicks the <Add/Change Subflow> button. See **Figure 40**.

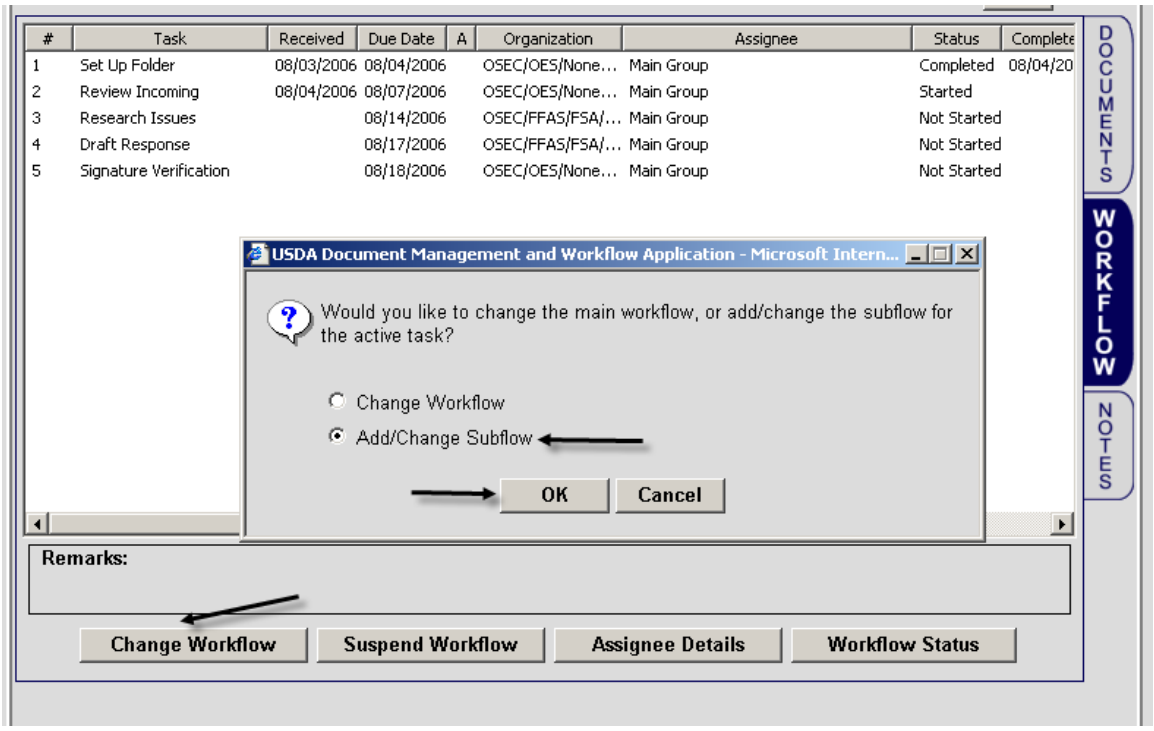


Figure 40: Add/Change Subflow

The workflow editor for a subflow is displayed as shown in **Figure 41**. The current task to which the subflow will be added is shown under the heading 'Workflow Assignment'.

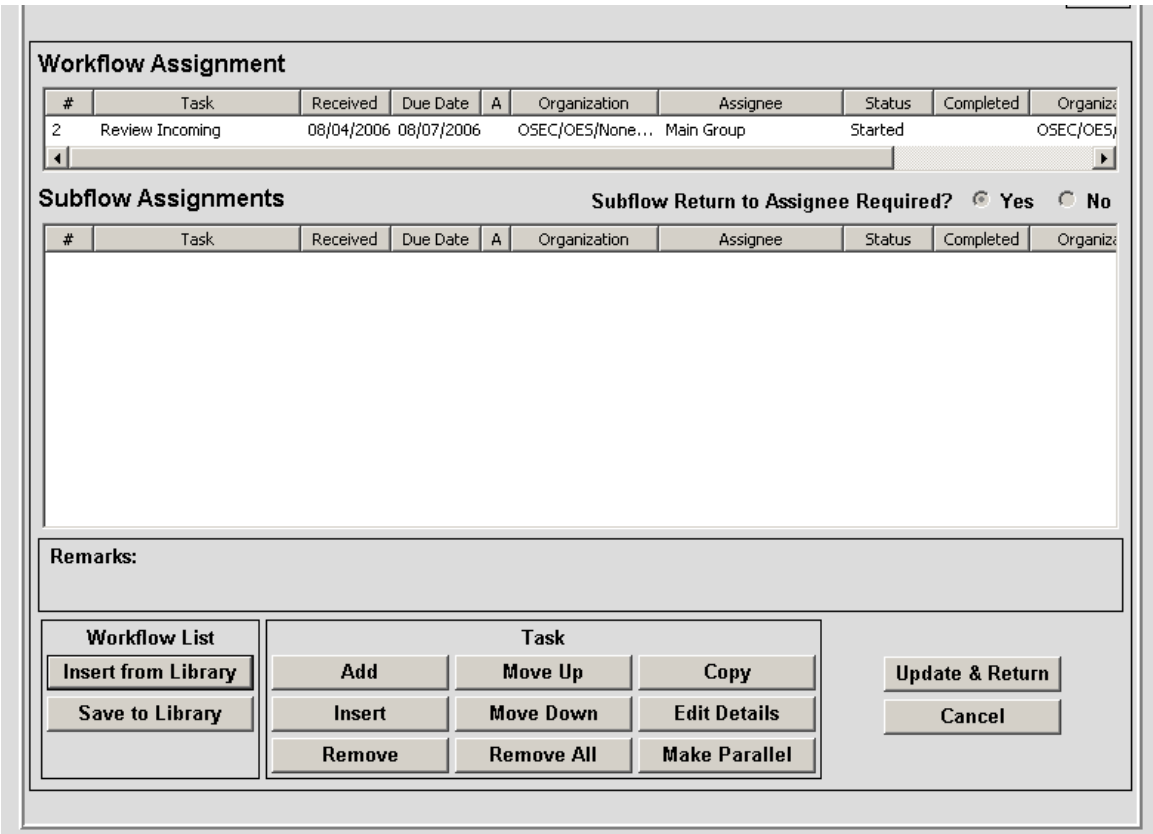


Figure 41: Subflow Editor

The buttons on the Subflow Editor work in the same manner as those for the Workflow Editor already detailed.

One deviation is that Subflow Tasks can not be edited. If a user attempts to <Edit Details> on a subflow task, the error message in **Figure 42** is displayed.

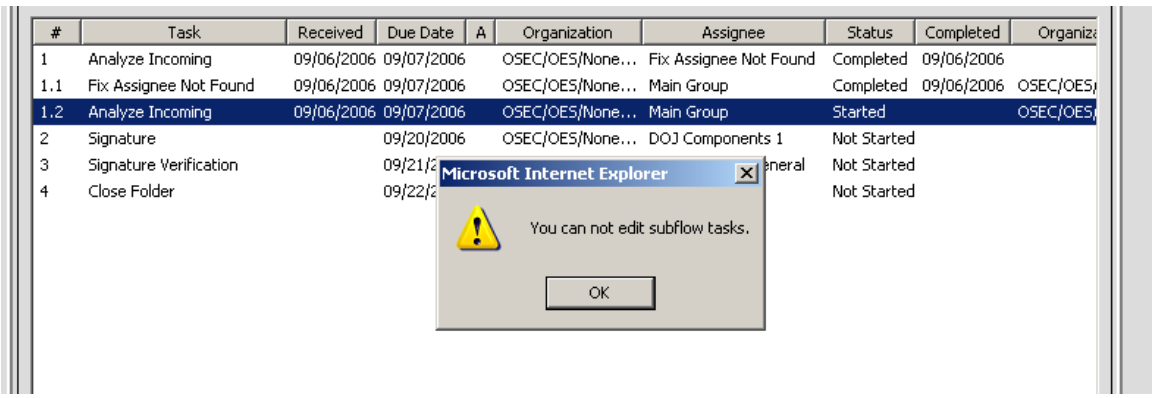


Figure 42: Edit Details - Subflow Tasks

When a workflow is inserted from the library or tasks are added individually, they are numbered with the original task number and then assigned a number within the subflow. In **Figure 43** workflow assignment ‘2’ has one subflow assignment ‘2.1’

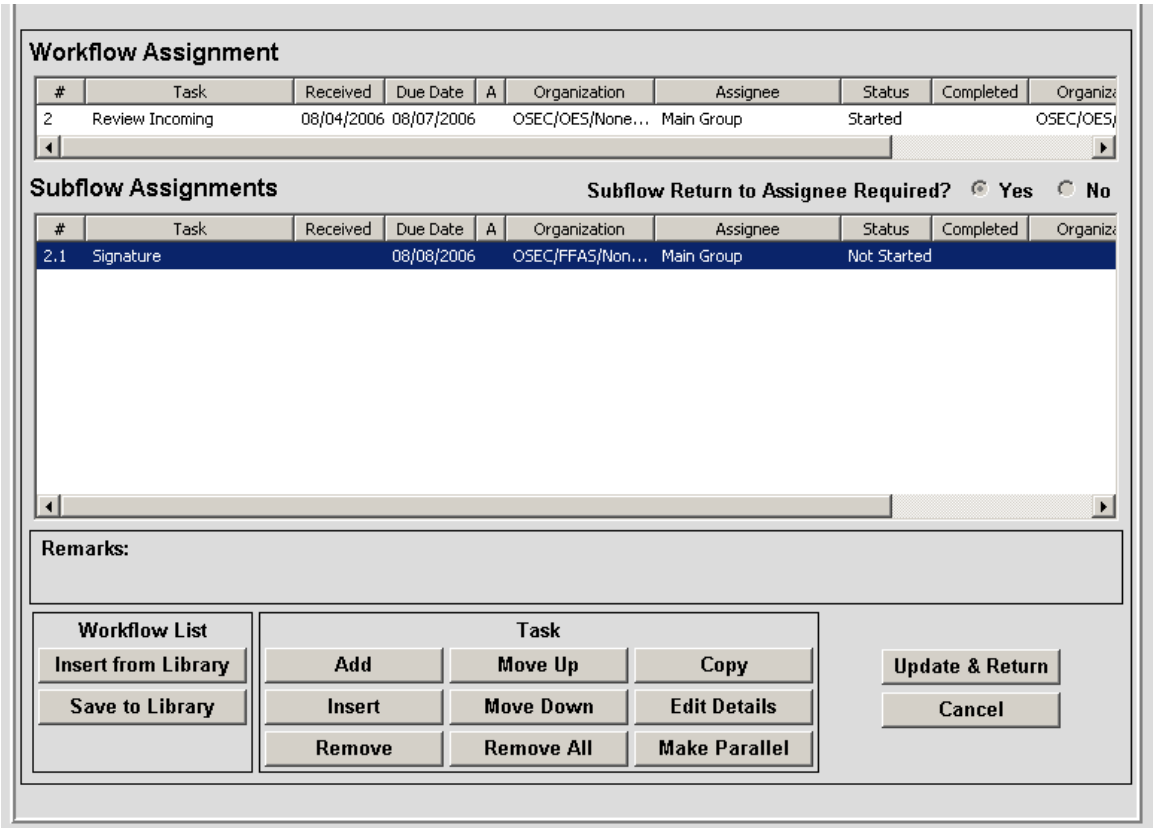


Figure 43: Subflow Task 2.1 to be Added to the Workflow

Figure 44 shows the revised workflow with subflow tasks 2.1 (Signature) and 2.2 (Subflow Return). Subflow task 2.2 is generated because the question ‘ Subflow Return to Assignee Required’ is marked ‘Yes’ on the Subflow Editor.

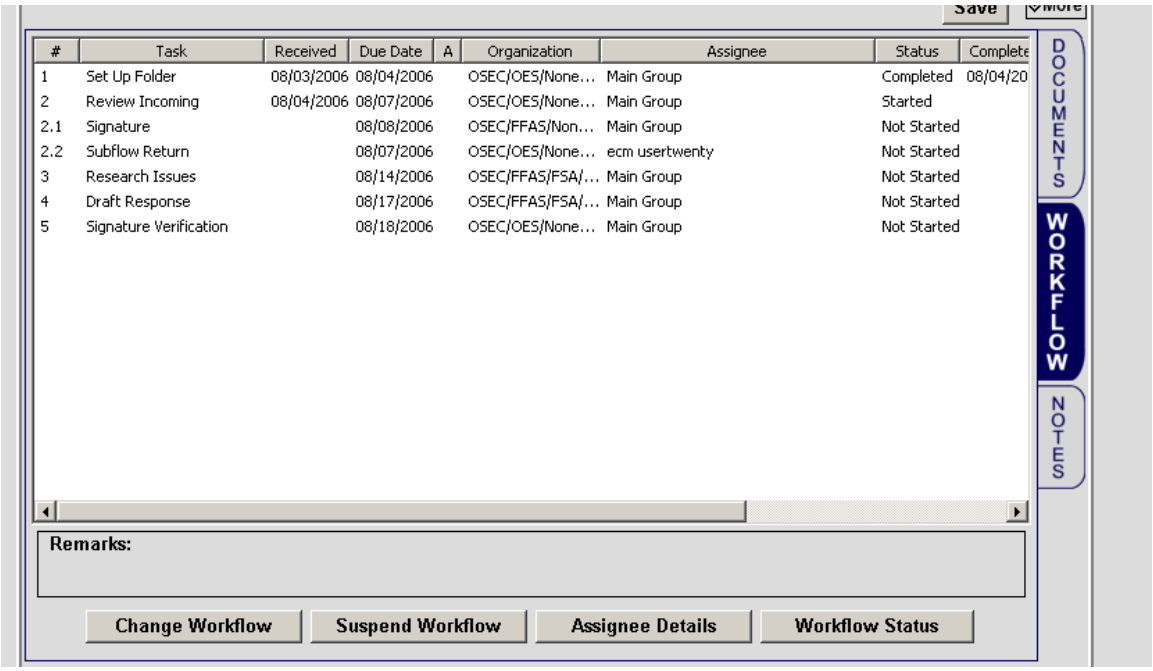


Figure 44: Subflow Tasks 2.1 and 2.2 Added to Workflow Task 2

LAUNCH /SUSPEND/ RESUME WORKFLOW

The <Launch Workflow> button is visible when a folder has just been created (**Figure 45**) or if a workflow has just been added and all the tasks are marked 'Not Started'. (**Figure 46**)

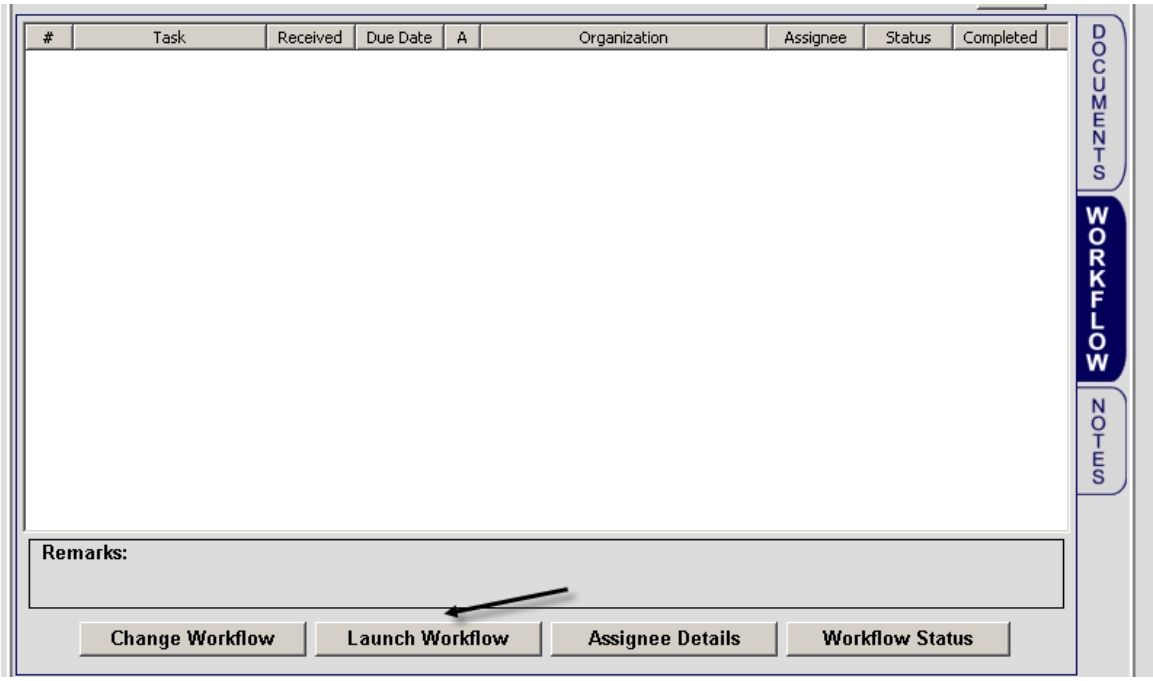
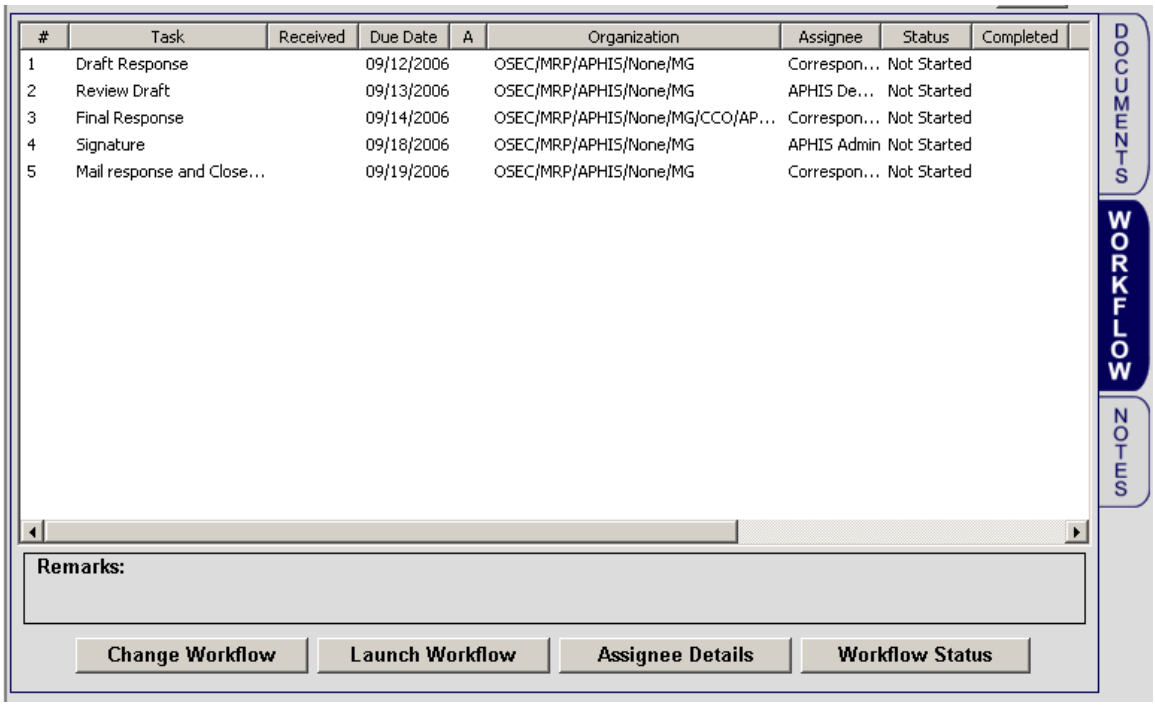


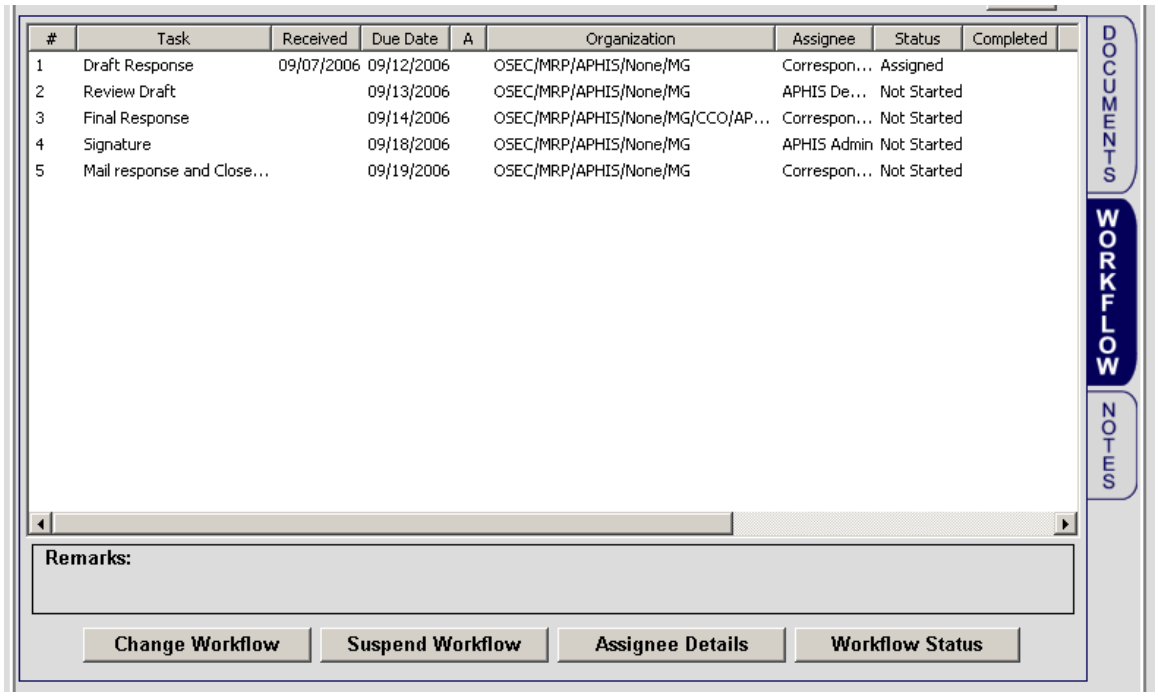
Figure 45: Launch Workflow – New Folder



#	Task	Received	Due Date	A	Organization	Assignee	Status	Completed
1	Draft Response		09/12/2006		OSEC/MRP/APHIS/None/MG	Correspon...	Not Started	
2	Review Draft		09/13/2006		OSEC/MRP/APHIS/None/MG	APHIS De...	Not Started	
3	Final Response		09/14/2006		OSEC/MRP/APHIS/None/MG/CCO/AP...	Correspon...	Not Started	
4	Signature		09/18/2006		OSEC/MRP/APHIS/None/MG	APHIS Admin	Not Started	
5	Mail response and Close...		09/19/2006		OSEC/MRP/APHIS/None/MG	Correspon...	Not Started	

Figure 46: Launch Workflow – New Workflow

Launching the workflow assigns the first task as seen in **Figure 47**.



#	Task	Received	Due Date	A	Organization	Assignee	Status	Completed
1	Draft Response	09/07/2006	09/12/2006		OSEC/MRP/APHIS/None/MG	Correspon...	Assigned	
2	Review Draft		09/13/2006		OSEC/MRP/APHIS/None/MG	APHIS De...	Not Started	
3	Final Response		09/14/2006		OSEC/MRP/APHIS/None/MG/CCO/AP...	Correspon...	Not Started	
4	Signature		09/18/2006		OSEC/MRP/APHIS/None/MG	APHIS Admin	Not Started	
5	Mail response and Close...		09/19/2006		OSEC/MRP/APHIS/None/MG	Correspon...	Not Started	

Figure 47: Workflow Has Been Launched

Suspend /Resume Workflow

After the workflow has been launched, the <Launch Workflow> key changes to <Suspend Workflow > if the folder status is 'Active' and <Resume Workflow> if the folder status is 'Suspended'.

To suspend the workflow, the user clicks <Suspend Workflow>as shown in **Figure 48**. The Folder status changes to 'Suspended' and the workflow window becomes gray.

The workflow can also become suspended if the user leaves the workflow editor without completing the changes or if the user allows the ECM application to time-out due to inactivity while in the workflow editor.

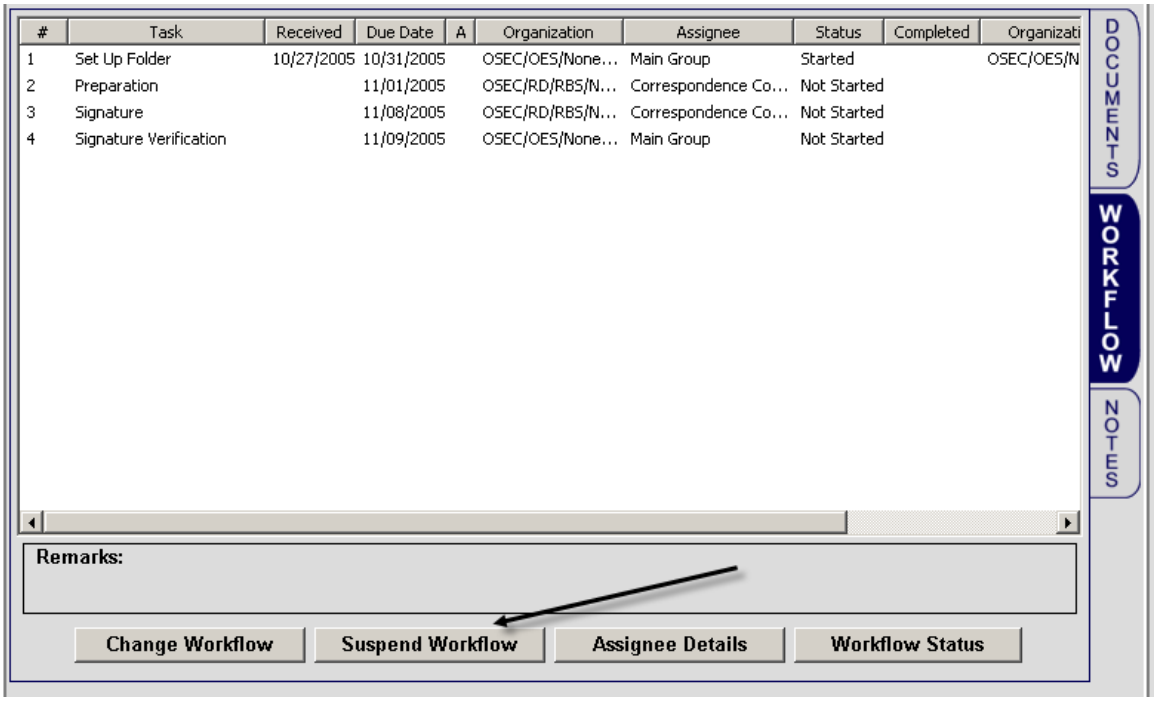


Figure 48: Suspend Workflow

To return the folder status to 'Active', the user clicks the <Resume Workflow> button as shown in **Figure 49**.

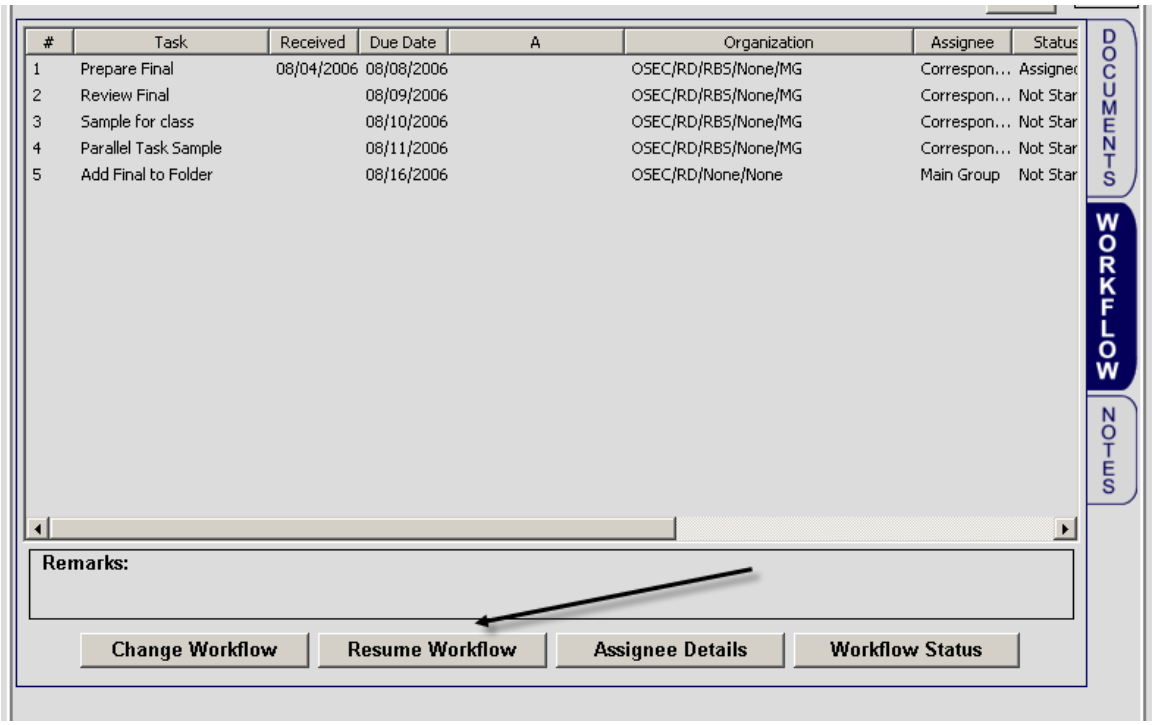


Figure 49: Resume Suspended Workflow

ASSIGNEE DETAILS

The user can view assignee details of a selected task by clicking <Assignee Details>. (**Figure 50**)

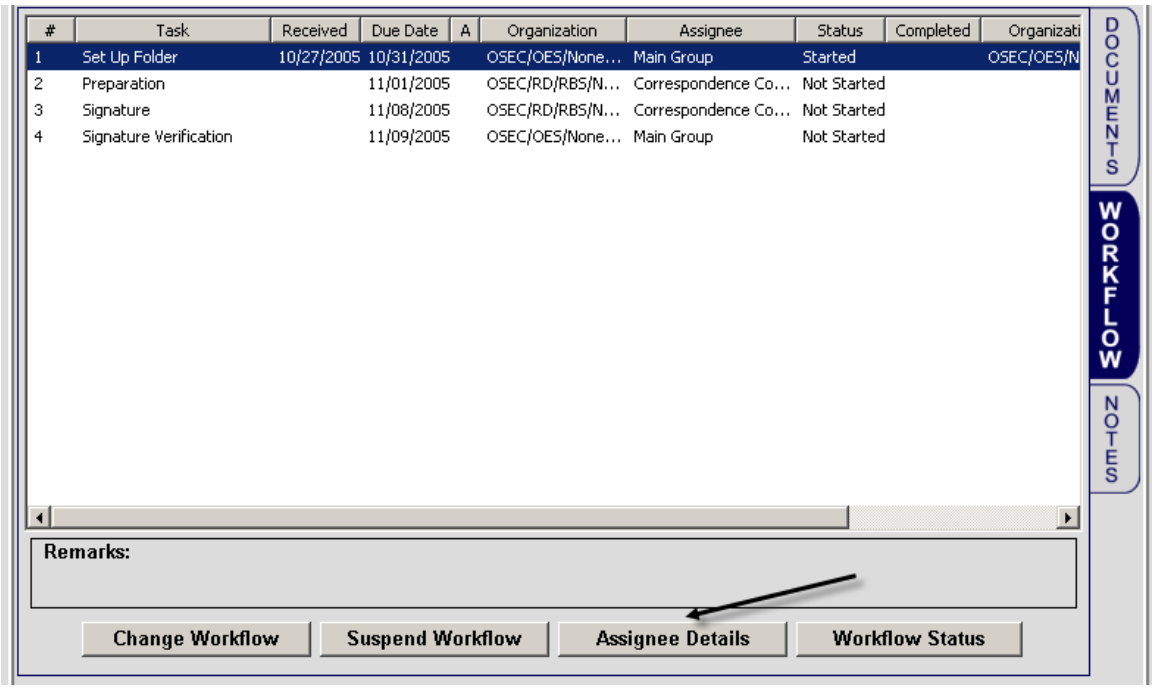


Figure 50: Select a Task

The Assignee Details screen is displayed as shown in **Figure 51**.

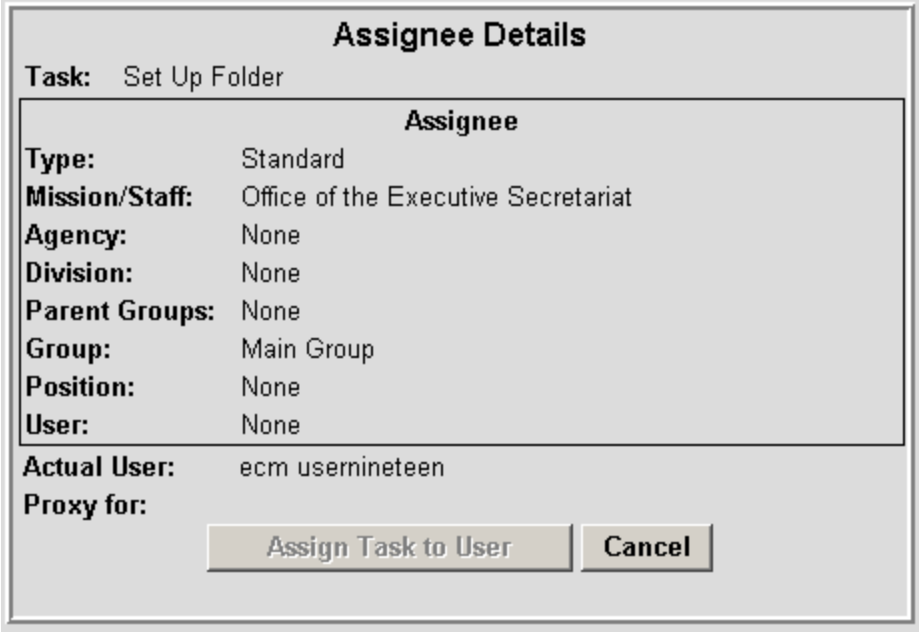


Figure 51: Assignee Details

If a task is not highlighted, the error message in **Figure 52** is displayed.

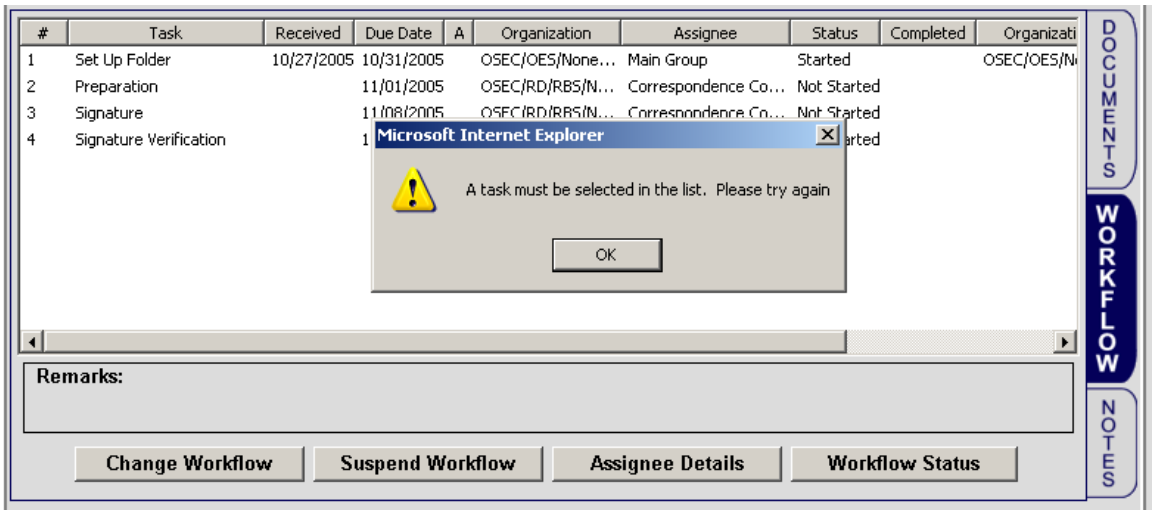


Figure 52: Error Message for Assignee Details

WORKFLOW STATUS

A user can view the status of the entire workflow by clicking <Workflow Status> as seen in **Figure 53**.

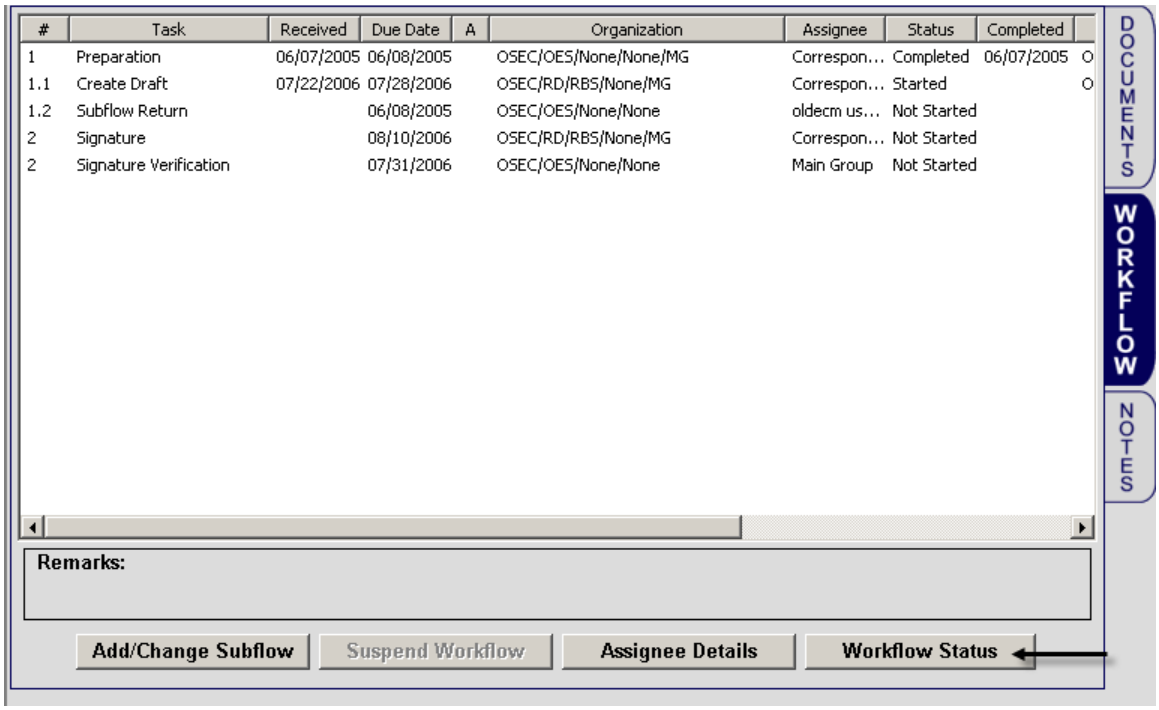


Figure 53: Workflow Status

The report (**Figure 54**) shows information about the entire workflow for the folder and the task that is currently being worked as well as general information about the folder.

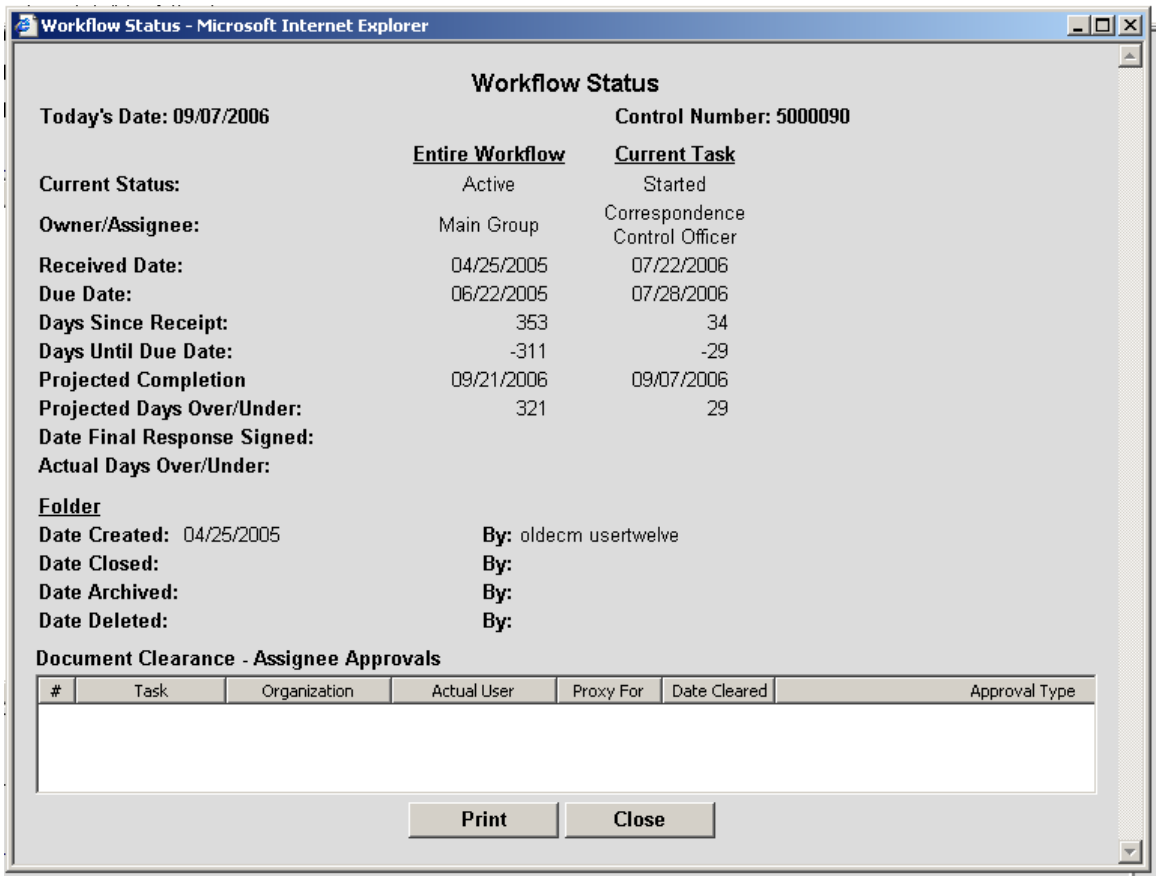


Figure 54: Workflow Status Report

COMPLETE TASK

When the user has completed all processing for an assigned task <Complete Task> is pressed. If no approvals or documentation is needed the box in **Figure 55** is displayed. Remarks are not required but are a useful tool to track progress.

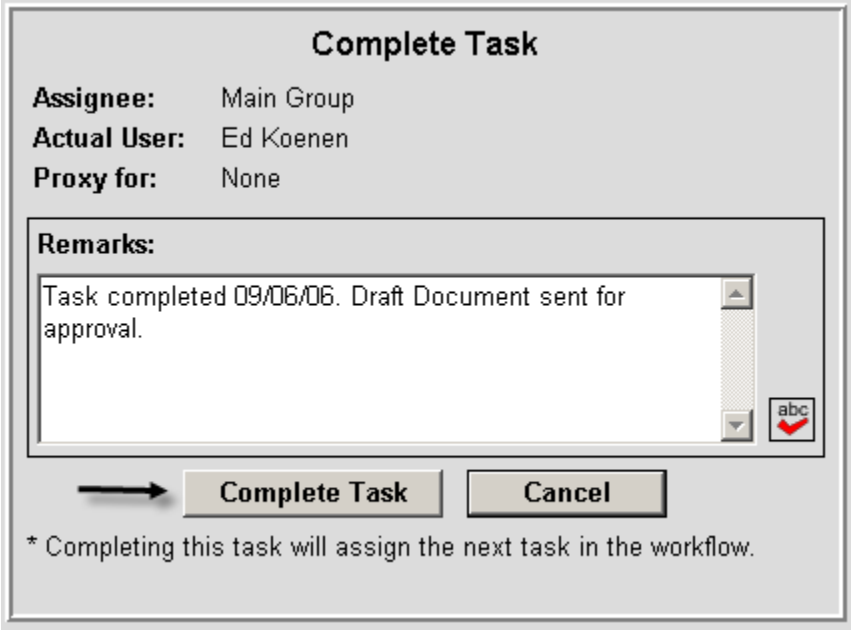
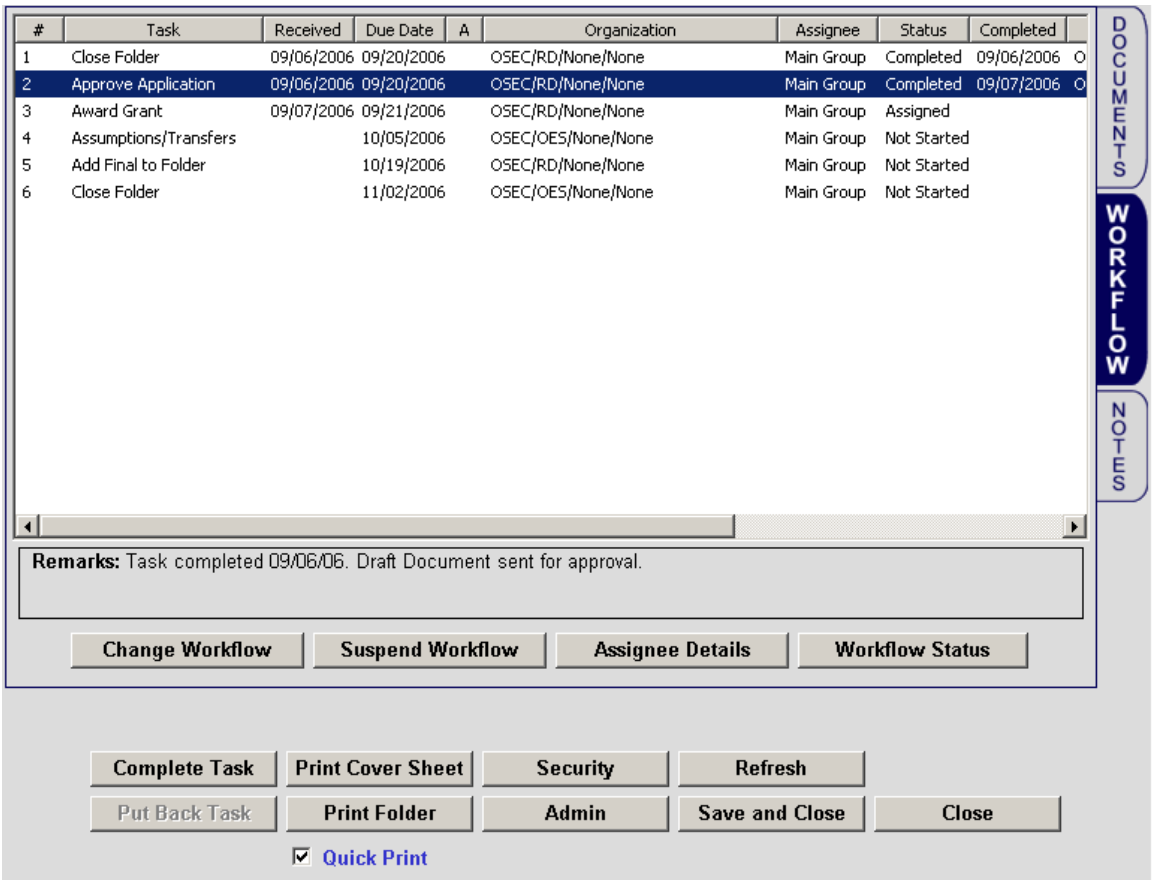


Figure 55: Complete Task

When <Complete Task> is clicked, the user is returned to the workflow if the next task is in the user's inbox. If the completed task is highlighted, the remarks are displayed in the 'Remarks' window as seen in **Figure 56**.



#	Task	Received	Due Date	A	Organization	Assignee	Status	Completed
1	Close Folder	09/06/2006	09/20/2006		OSEC/RD/None/None	Main Group	Completed	09/06/2006
2	Approve Application	09/06/2006	09/20/2006		OSEC/RD/None/None	Main Group	Completed	09/07/2006
3	Award Grant	09/07/2006	09/21/2006		OSEC/RD/None/None	Main Group	Assigned	
4	Assumptions/Transfers		10/05/2006		OSEC/OES/None/None	Main Group	Not Started	
5	Add Final to Folder		10/19/2006		OSEC/RD/None/None	Main Group	Not Started	
6	Close Folder		11/02/2006		OSEC/OES/None/None	Main Group	Not Started	

Figure 56: Remarks Window – Task Remarks

If approvals or documentation are required before the task is completed, the box shown in **Figure 57** is displayed and must be completed.

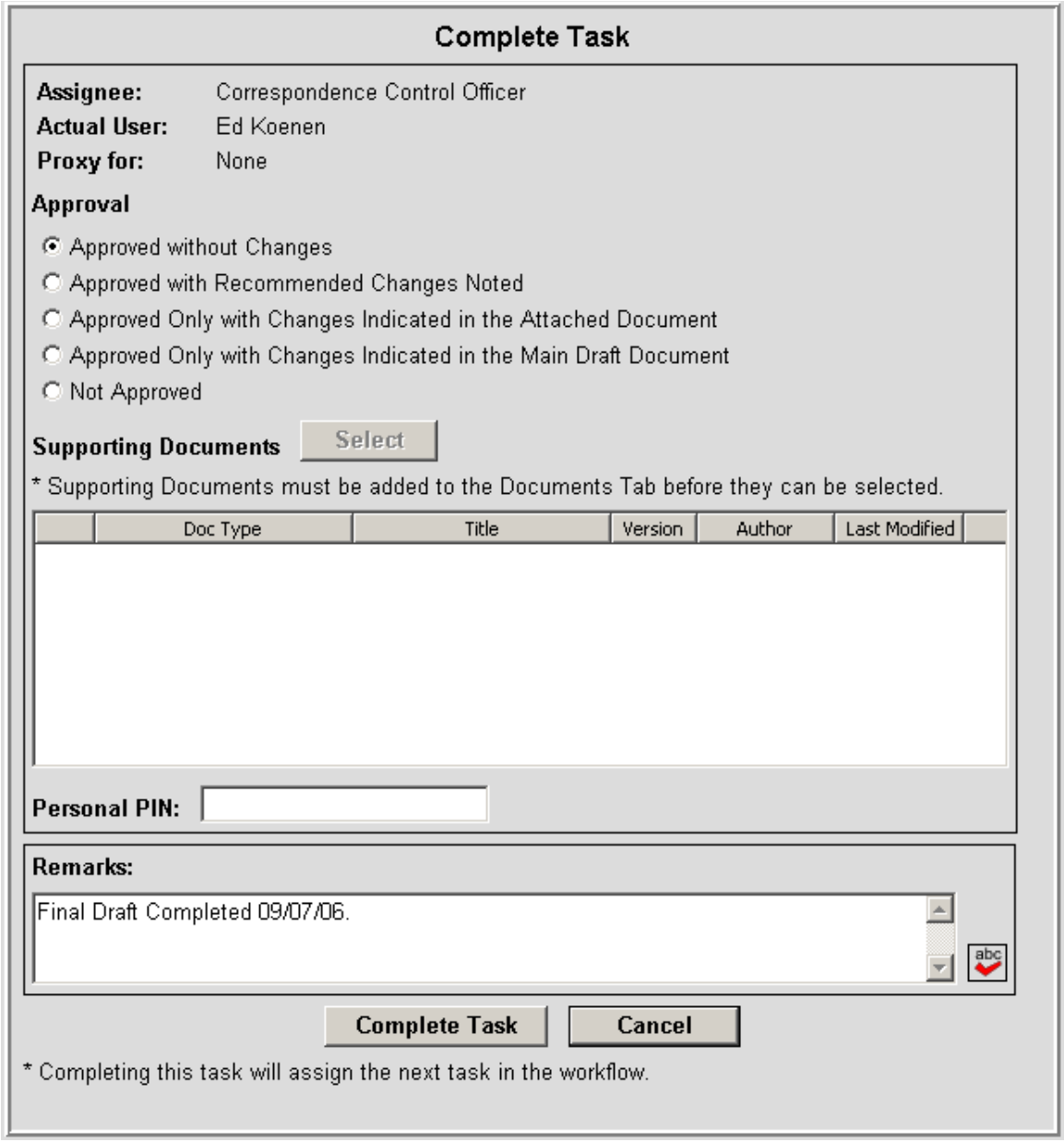


Figure 57: Complete Task

PUT BACK TASK

A user has the option to return a task to the workflow after starting it by pressing the <Put Back Task> key. The task will be marked as 'Put Back' for reporting purposes. This returns the task to the group inbox unless it was assigned to a specific user.

Figure 58 shows that Task #1 has been started.

#	Task	Received	Due Date	A	Organization	Assignee	Status	Completed
1	Preparation	09/07/2006	09/08/2006		OSEC/RD/None/None	Main Group	Started	O
2	Approve Application		09/22/2006		OSEC/RD/None/None	Main Group	Not Started	
3	Add Final to Folder		09/25/2006		OSEC/RD/None/None	Main Group	Not Started	
4	Assumptions/Transfers		10/09/2006		OSEC/RD/None/None	Main Group	Not Started	
5	Award Grant		10/10/2006		OSEC/RD/None/None	Main Group	Not Started	
6	Add Final to Folder		10/11/2006		OSEC/RD/None/None	Main Group	Not Started	

DOCUMENTS

WOR

Figure 58: Task # 1 Started

After pressing <Put Back Task>, task # 1 shows a status of 'Put Back' as seen in **Figure 59**.

#	Task	Received	Due Date	A	Organization	Assignee	Status	Completed
1	Preparation	09/07/2006	09/08/2006		OSEC/RD/None/None	Main Group	Put Back	O
2	Approve Application		09/22/2006		OSEC/RD/None/None	Main Group	Not Started	
3	Add Final to Folder		09/25/2006		OSEC/RD/None/None	Main Group	Not Started	
4	Assumptions/Transfers		10/09/2006		OSEC/RD/None/None	Main Group	Not Started	
5	Award Grant		10/10/2006		OSEC/RD/None/None	Main Group	Not Started	
6	Add Final to Folder		10/11/2006		OSEC/RD/None/None	Main Group	Not Started	

DOCUMENTS

WORKFL

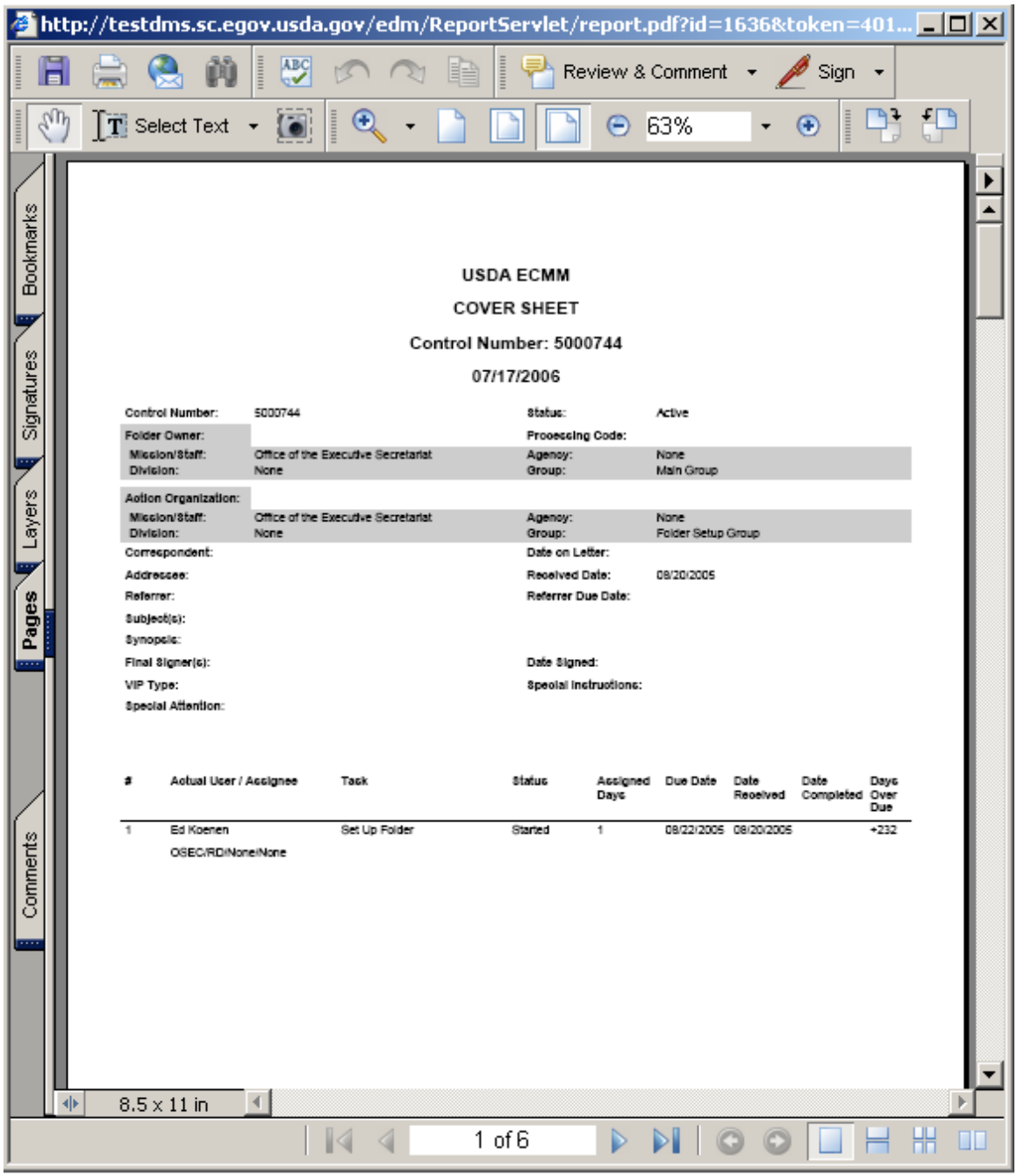
Figure 59: Task #1 Put Back

PRINT COVER SHEET

The <Print Cover Sheet> selection allows the user to print a cover sheet which shows folder information including the workflow tasks and status, as well as any notes that have been added.

PRINT FOLDER

If the Quick Print box is checked, clicking the Print Folder button will produce reports based on pre-selected criteria from the User's Personal Profile. See **Figure 60**.



USDA ECMM

COVER SHEET

Control Number: 5000744

07/17/2006

Control Number:	5000744	Status:	Active
Folder Owner:		Processing Code:	
Mission/Staff:	Office of the Executive Secretariat	Agency:	None
Division:	None	Group:	Main Group
Action Organization:			
Mission/Staff:	Office of the Executive Secretariat	Agency:	None
Division:	None	Group:	Folder Setup Group
Correspondent:		Date on Letter:	
Addressee:		Received Date:	08/20/2005
Referrer:		Referrer Due Date:	
Subject(s):			
Synopsis:			
Final Signer(s):		Date Signed:	
VIP Type:		Special Instructions:	
Special Attention:			

#	Actual User / Assignee	Task	Status	Assigned Days	Due Date	Date Received	Date Completed	Days Over Due
1	Ed Koenen OSEC/RD/None/None	Set Up Folder	Started	1	08/22/2005	08/20/2005		+232

Figure 60: Print Folder output

If the Quick Print box is not checked, the user will get a dialog box that shows the printing defaults and allows the user to make modifications as seen is **Figure 61** The user then clicks the <Start Print> button.

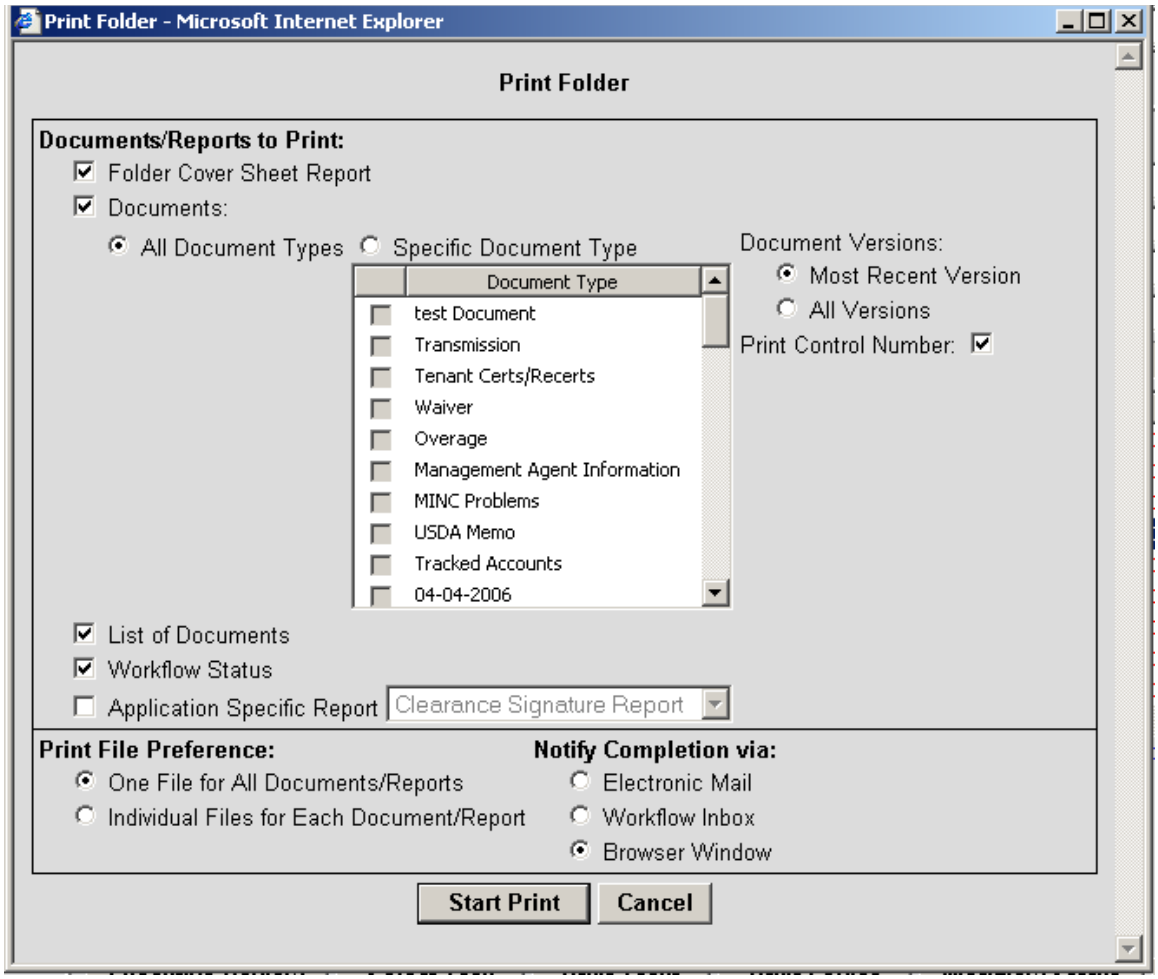


Figure 61: Print Folder Dialogue Print Selection Pop-up

The user can choose to be notified that the report has been created via E-mail, the Workflow Inbox or through a pop-up browser window. The selection can be made on the report window as shown in **Figure 61** or in the user's Personal Profile.

SECURITY

Clicking on <Security> reveals the security settings for the folder as seen in **Figure 62**. Authorized users can modify the security settings.

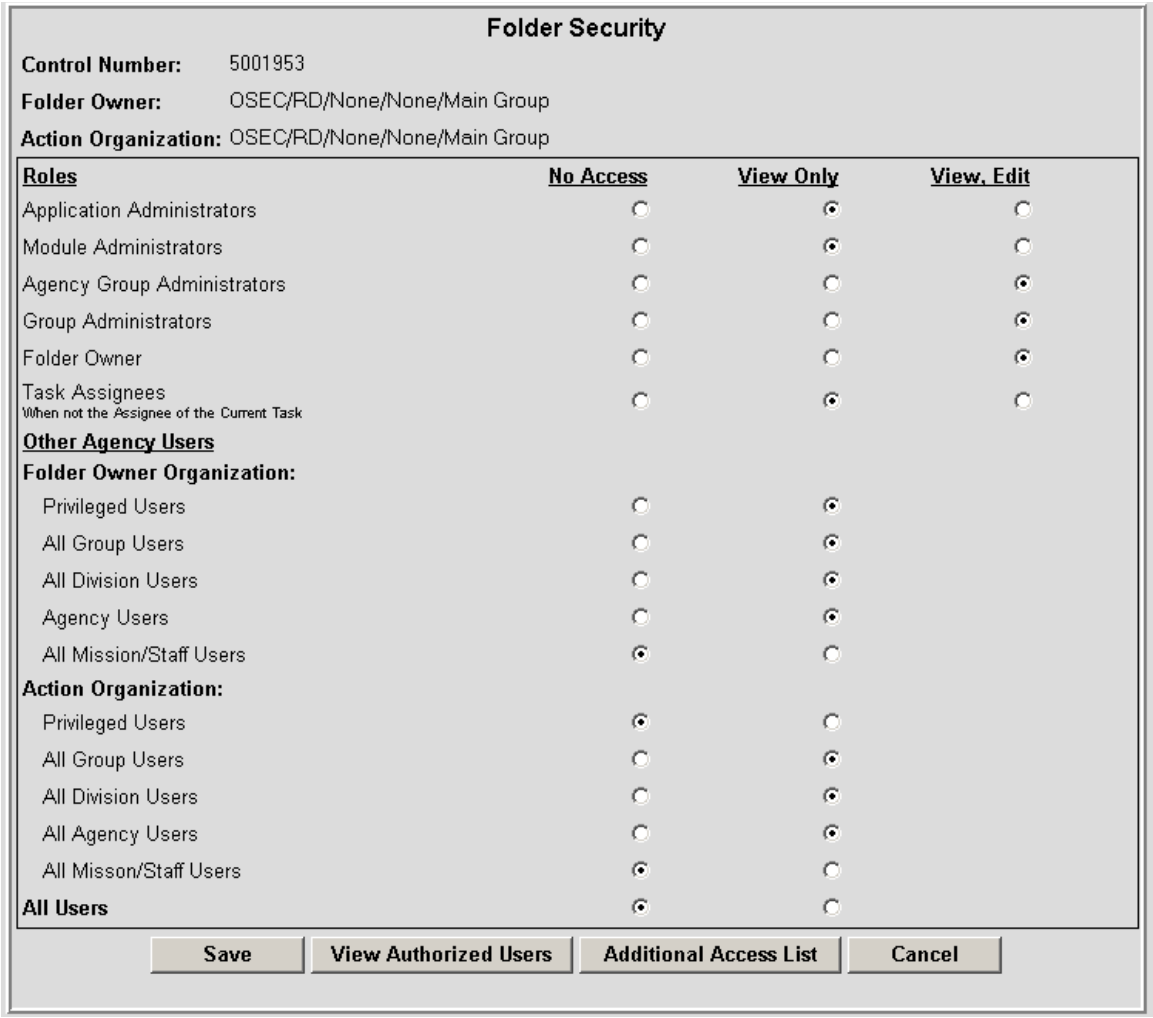


Figure 62: Folder Security

ADMIN

Clicking the <Admin> key displays the ‘Folder Administration’ Menu seen in **Figure 63**.

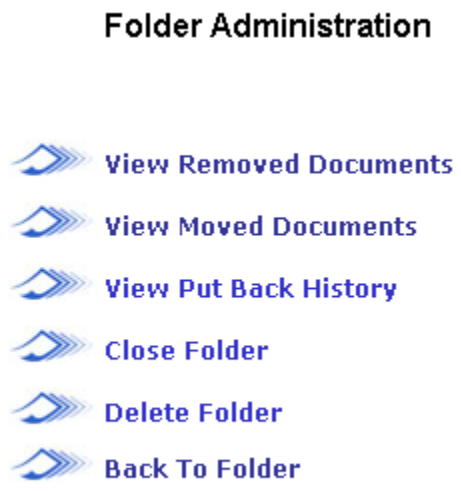


Figure 63: Folder Administration

By clicking on the Menu options, an authorized user can:

- View removed documents and replace them on the Documents Tab
- View documents that have been moved to other folders
- View and print the history of any tasks that have been 'Put Back' by users
- Close a Folder
- Delete a Folder

REFRESH

Clicking <Refresh> will renew the screen and display any changes that may have ocurred since the user opened the folder. Examples would be if another user completed a parallel task or added a document.

SAVE AND CLOSE

Clicking <Save and Close> will save all changes to the folder and close it. The user will be returned to the screen from which the user accessed the folder – usually the 'Inbox' or 'Folder Results'.

CLOSE

Clicking <Close> closes the folder and returns the user to the screen from which the user accessed the folder – usually the 'Inbox' or 'Folder Results'.

If the user attempts to close the folder and has made changes that are not saved, the pop-up in **Figure 64** is displayed. The pop-up gives the user the opportunity to click <Cancel> to stop the closing and return to the folder to save the changes. Clicking <Ok> allows the closing to proceed without saving the changes.

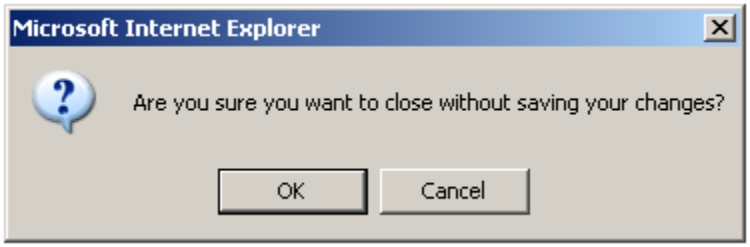


Figure 64: Unsaved Data Warning

NOTES TAB

NOTES TAB

ADD NOTES

PRINT NOTES

NOTES TAB

A user who has access to the folder can enter a folder note. A folder note is any comment about the correspondence folder that could provide additional information to someone who is viewing the folder. Once added, a folder note can not be altered or deleted.

When the user clicks the 'Notes' tab, the notes window appears as shown in **Figure 1**. All notes are marked with the date, time (Central time), and the user name who entered the note.

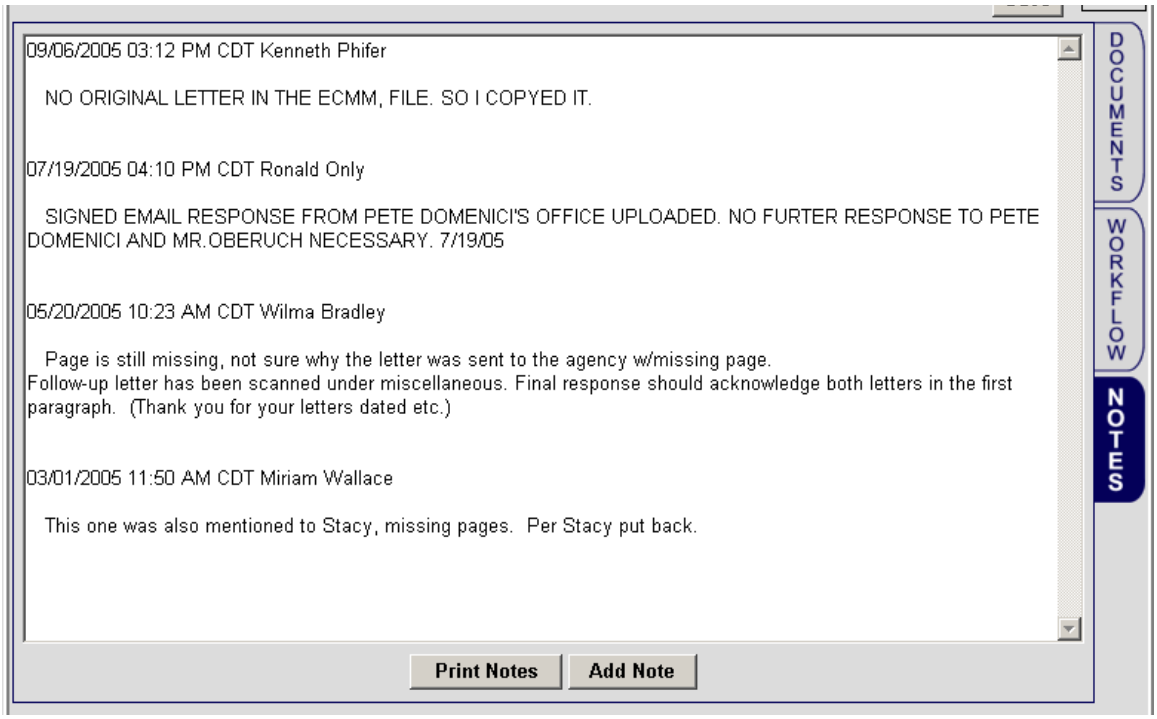


Figure 1: Folder - Notes Tab

ADD NOTES

To add a note to the folder, the user clicks the <Add Note> button. The pop-up shown in **Figure 2** is displayed.

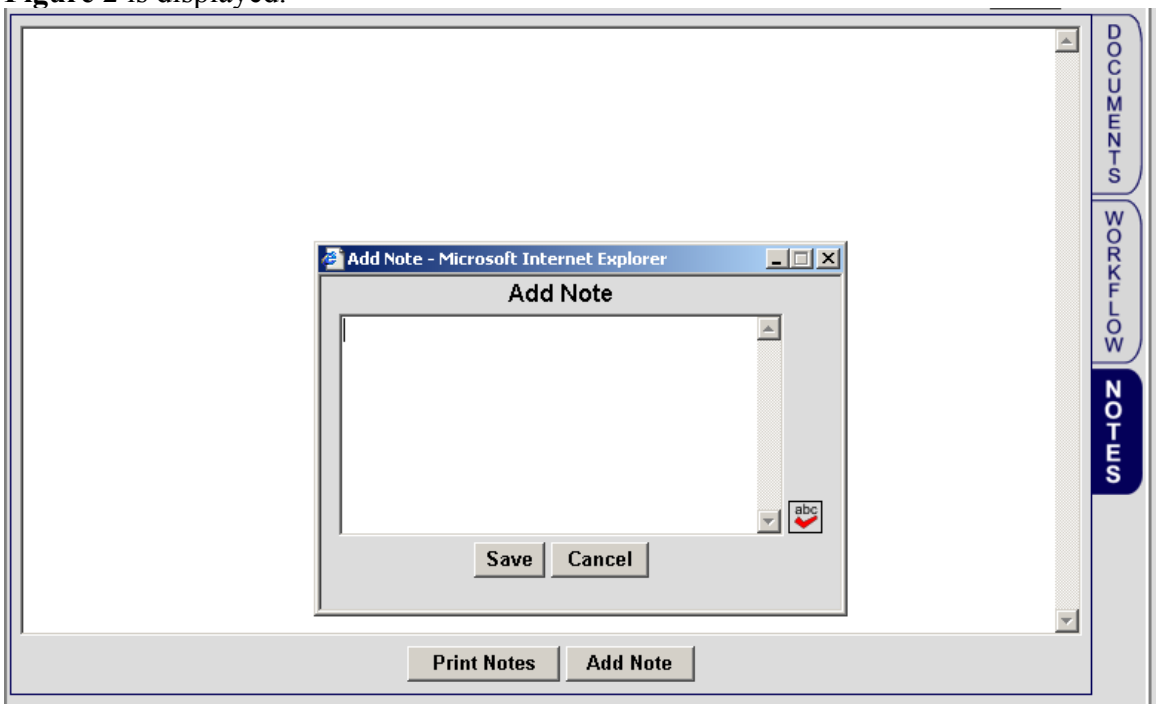


Figure 2: Add Note

The user types the notes in the box as seen in **Figure 3**. Before saving, the notes can be checked for spelling by clicking the 'abc' icon.

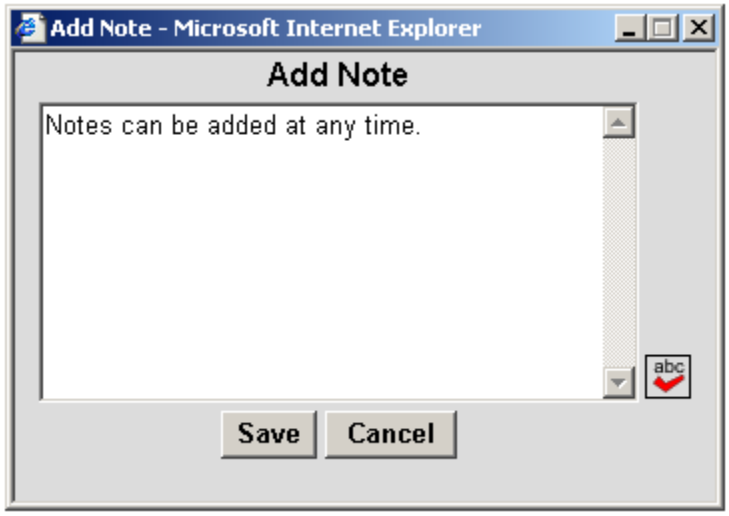


Figure 3: Add Note Dialogue Box

Clicking <Save> saves the notes to the folder as shown in **Figure 4**. Clicking <Cancel> closes the dialogue box and returns the user to the Notes Tab.

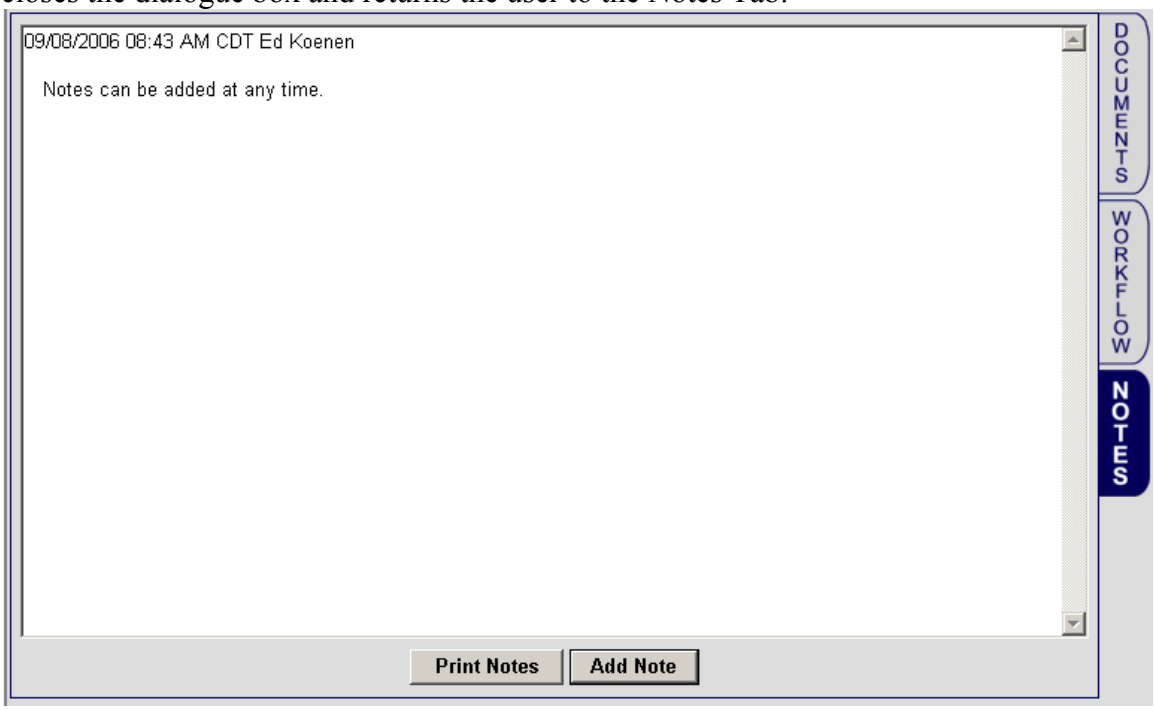


Figure 4: Notes Tab

PRINT NOTES

To read notes, the user can scroll down through them or use the <Print Notes> key. <Print Notes> displays all the folder notes in a pop-up screen as shown in **Figure 5**. To print the contents, the user clicks 'File' and 'Print'.

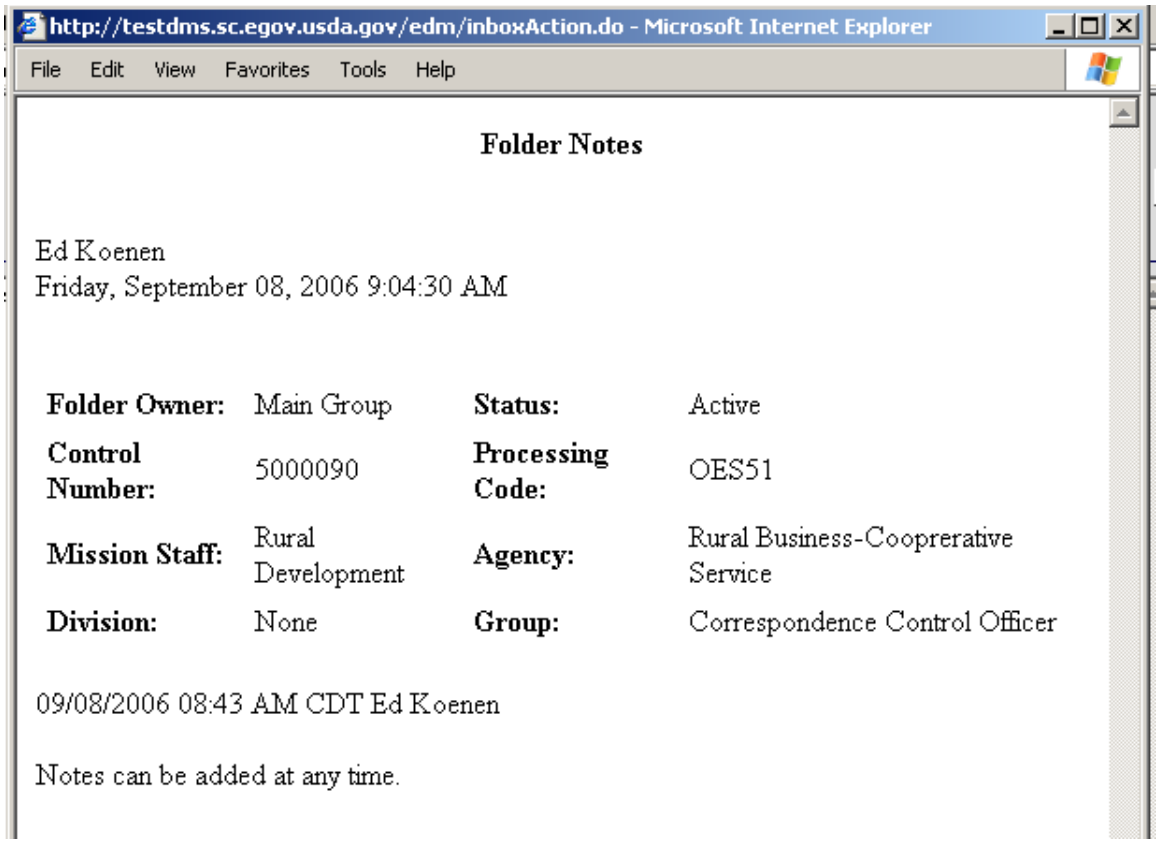


Figure 5: Print Folder Notes

FIND FOLDERS AND DOCUMENTS

FIND FOLDERS AND DOCUMENTS

FOLDER RESULTS LIST

OPEN FOLDER

PRINT FOLDER

PRINT RESULTS LIST

SHOW RELATED

CLOSE

FIND FOLDERS AND DOCUMENTS

The 'Find Folders and Documents' selection allows users to search for folders or documents based on any combination of folder and document search criteria. To access the search screen, the user clicks on <Find Folders, and Documents> from the main menu as seen in **Figure 1**.

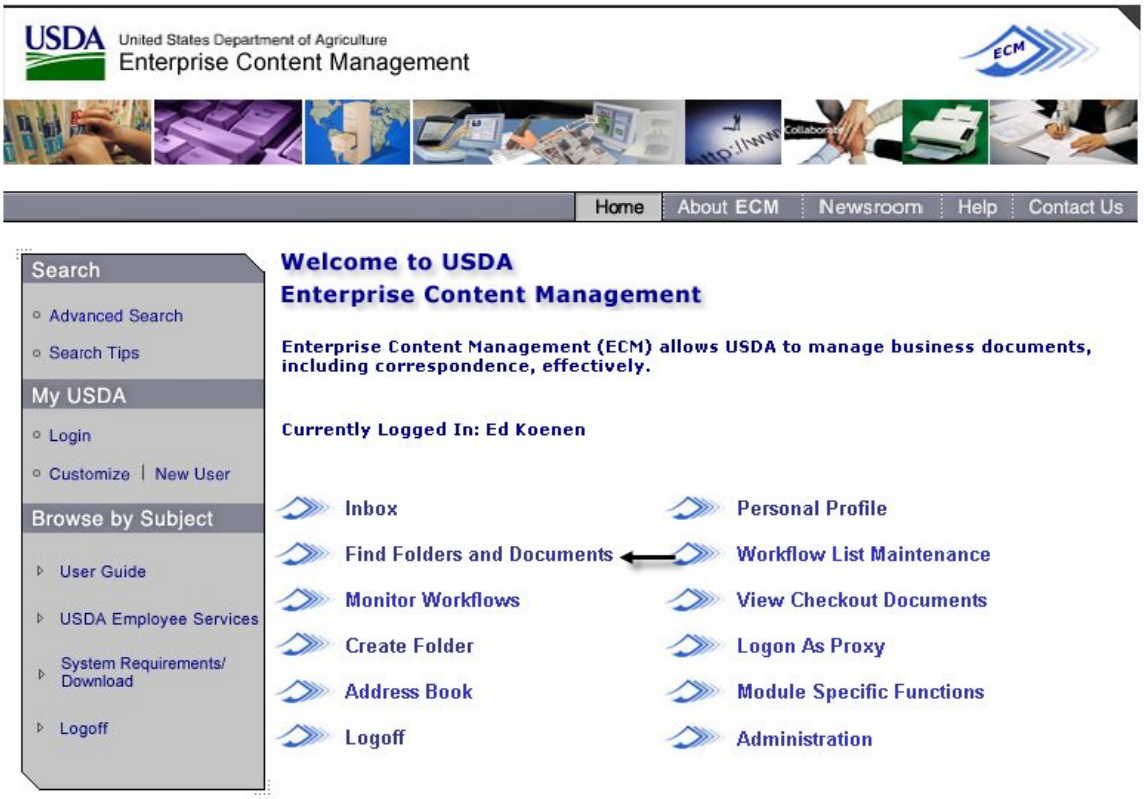


Figure 1: Main Menu – Find Folders and Documents

The 'Find Folders and Documents' screen is displayed in **Figure 2**.

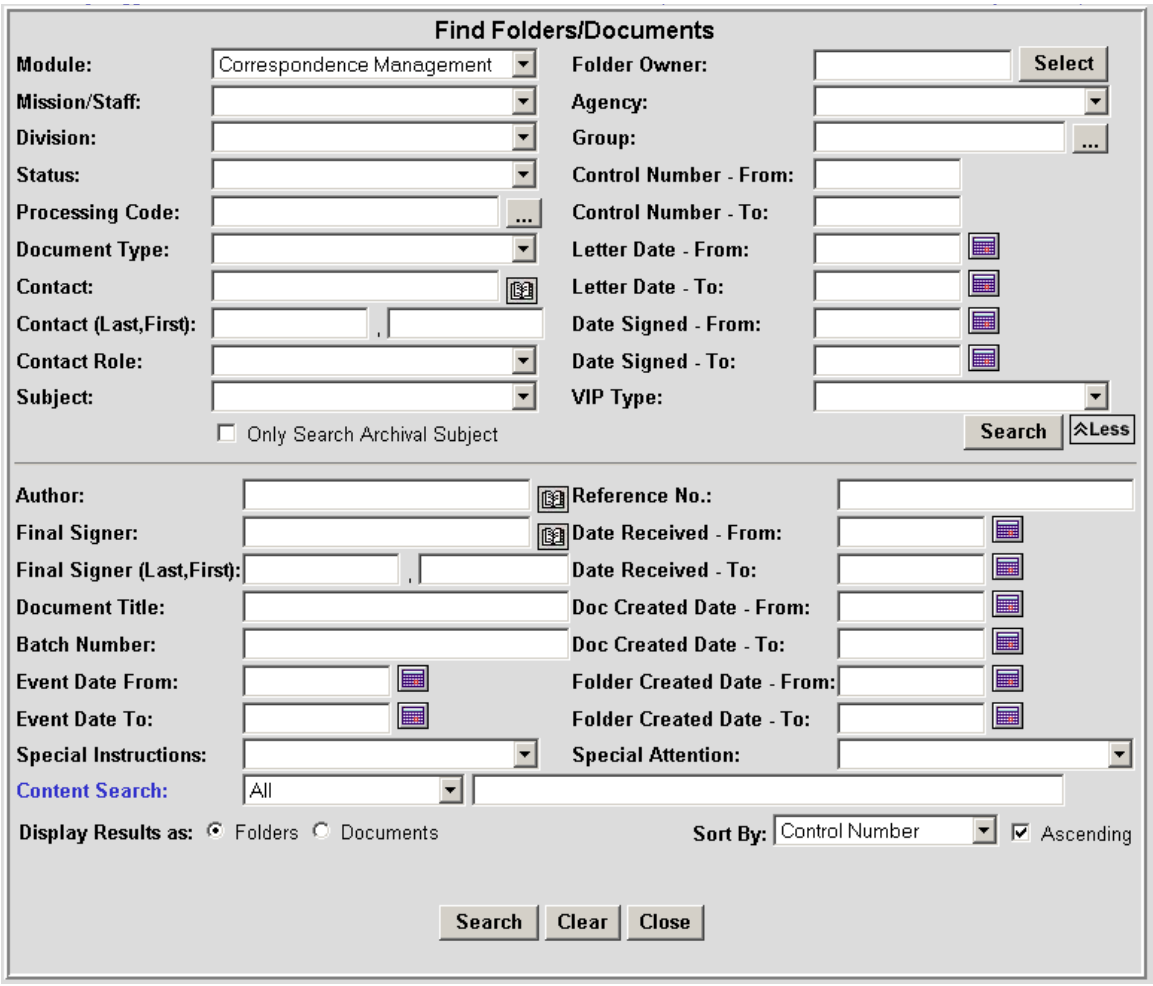


Figure 2: Find Folders and Documents Search Screen

A search may be done by choosing "All Modules" from the Module drop-down box or by choosing a specific module.

The user enters any combination of search criteria and clicks the <Search> button to find all documents or folders that match. Wildcard searches are supported for fields that don't have drop-down selection boxes. When a field is left blank, the system does not restrict the search based on that field.

Dates are entered manually in MM/DD/YYYY format or by clicking on the Calendar icon to the right of the date field and choosing a date.

Clicking the <Clear> button will remove all search criteria from the screen.

Clicking the <Close> button returns the user to the Main Menu.

The user may elect to display the results as Folders or Documents by clicking the selected radio button near the bottom left hand side of the search screen. The user may

also sort the results list by making a selection from the drop-down ‘Sort By’ box found near the bottom of the right hand side of the search screen. Results will be in ascending (when ‘Ascending’ box is checked) or descending order (when ‘Ascending’ box is not checked).

The example in **Figure 3** shows a search for a folder using its control number. When a single control number is entered as a search item, the system will automatically open that folder. After the search criteria is entered, click the <Search> button.

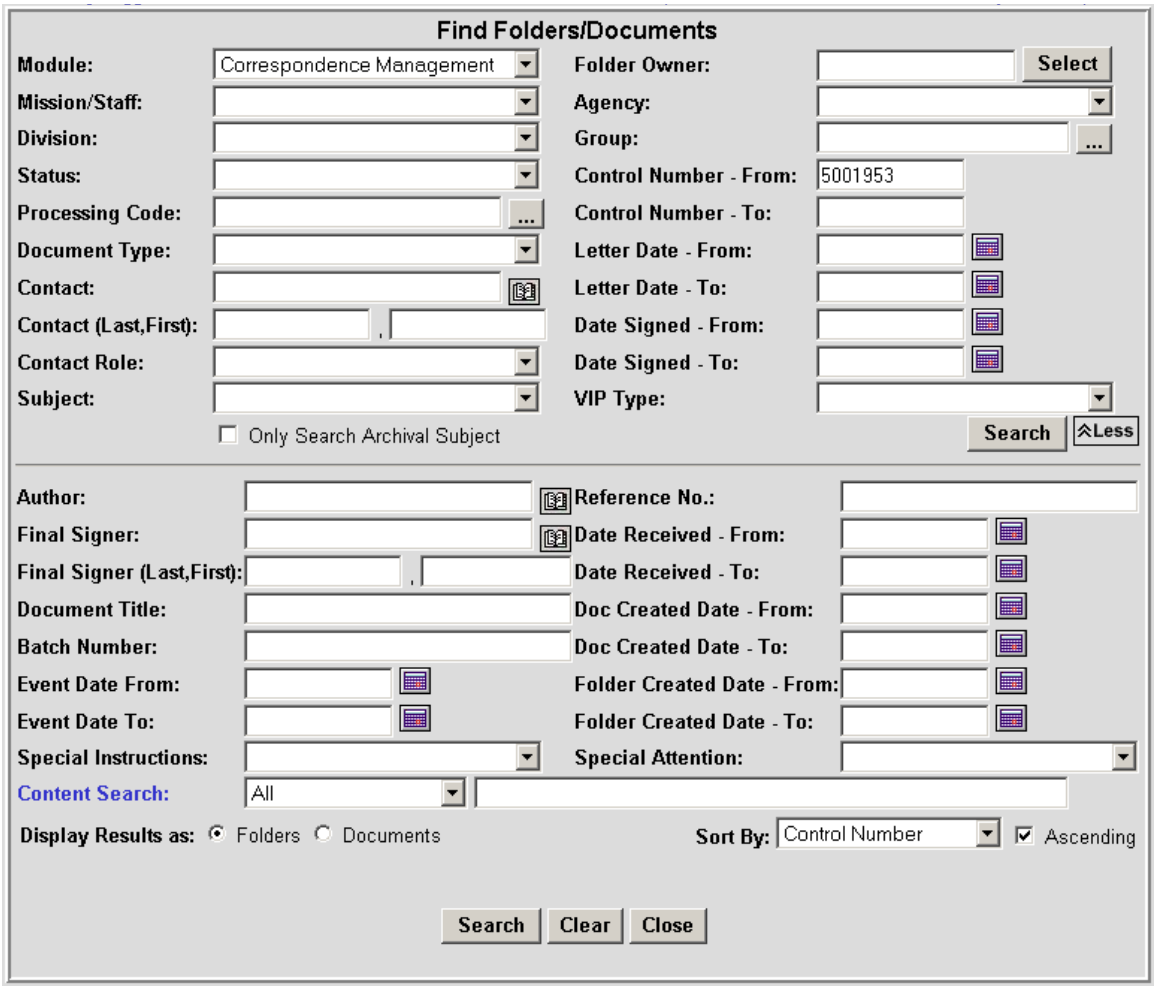


Figure 3: Find Folders/Documents – Control Number Entered

When a single value is entered in a ‘From:’ field, the system will search for folders or documents that match that value. If the user places an asterisk in the ‘To:’ field, the system will return all items that are greater than or equal to the value in the ‘From:’ field.

This search is illustrated in **Figure 4**. The Folder Created Date – From entered is 08/01/2006. An asterisk is placed in the Folder Created Date – To.

Figure 4: Find Folders/Documents – Folder Created Date

If the user places an asterisk in a 'From:' field and a value in the 'To:' field, the system will search for all items that are less than or equal to the value in the 'To:' field.

The user can also search by content. This allows the user to limit search results by a specific name, word, or phrase or reporting and / or research purposes. The search in **Figure 5** is for the phrase "Civil Rights". All folders and documents containing the words "Civil Rights" will be displayed in the results list.

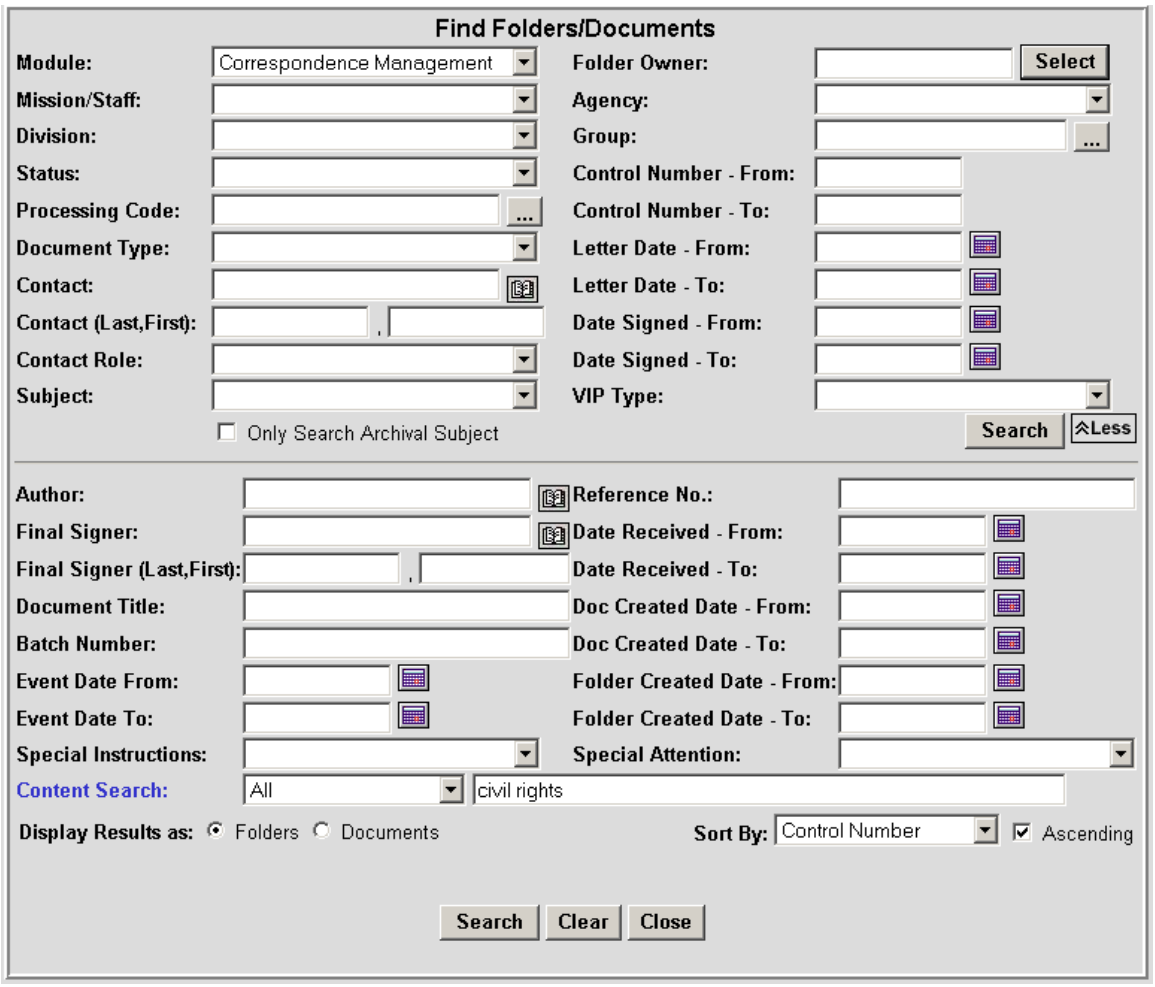


Figure 5: Find Folders and Documents – Content Search

FOLDER RESULTS LIST

When <Search> is pressed, all folders/documents that meet the search criteria are displayed in the 'Results List' as shown in **Figure 6**.

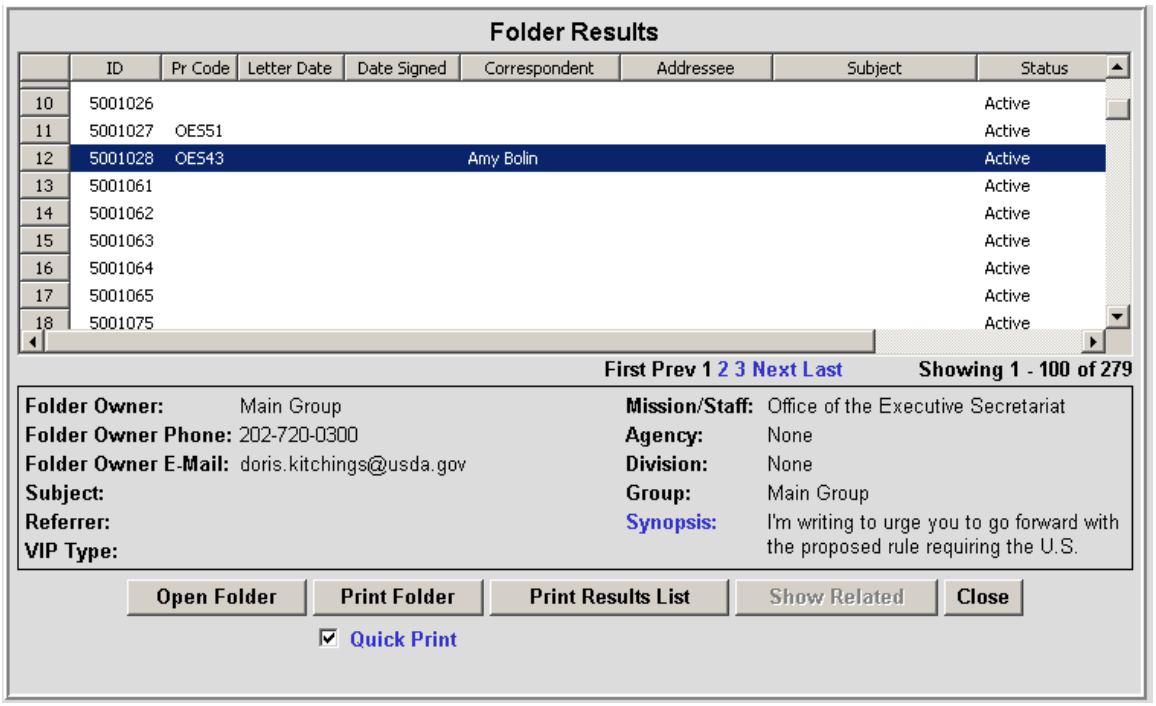


Figure 6: Results List

In the window beneath the folder results, various basic information about the folder is revealed. However, if the user does not have authority to view a folder, the synopsis will not be displayed. A message will be displayed stating 'Authorization Failed' as seen in **Figure 7**.

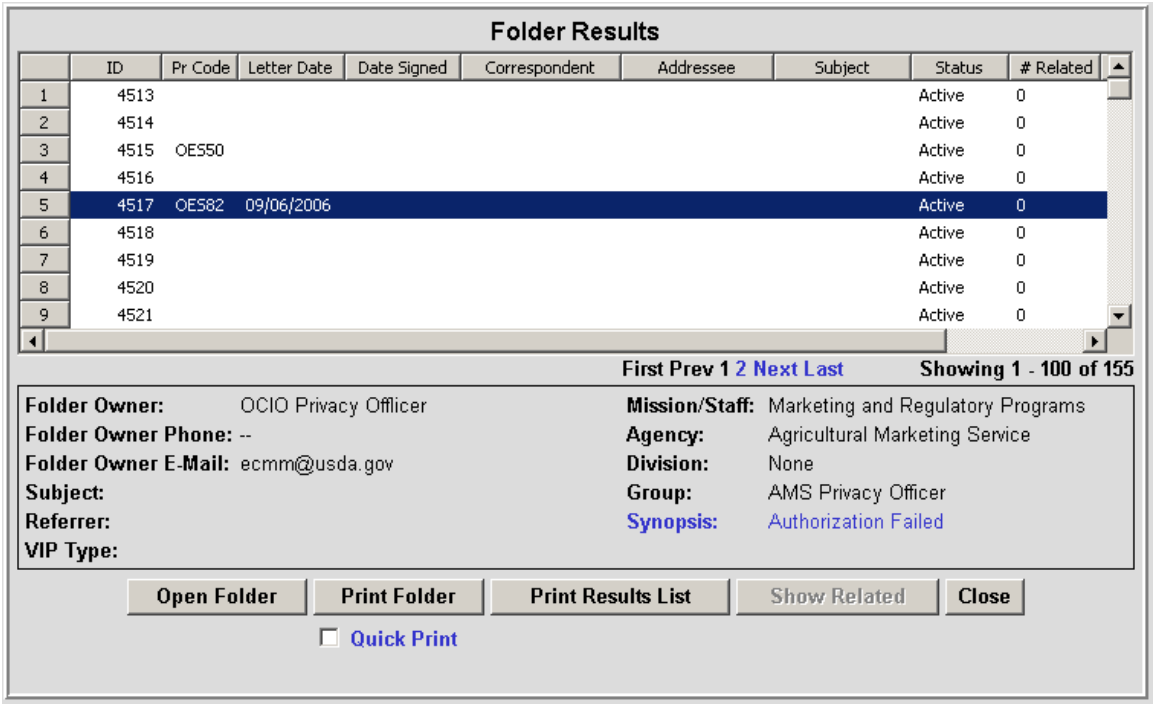


Figure 7: Folder Results – Authorization Failed

If there are no results that meet the search criteria, the screen shown in **Figure 8** is displayed.

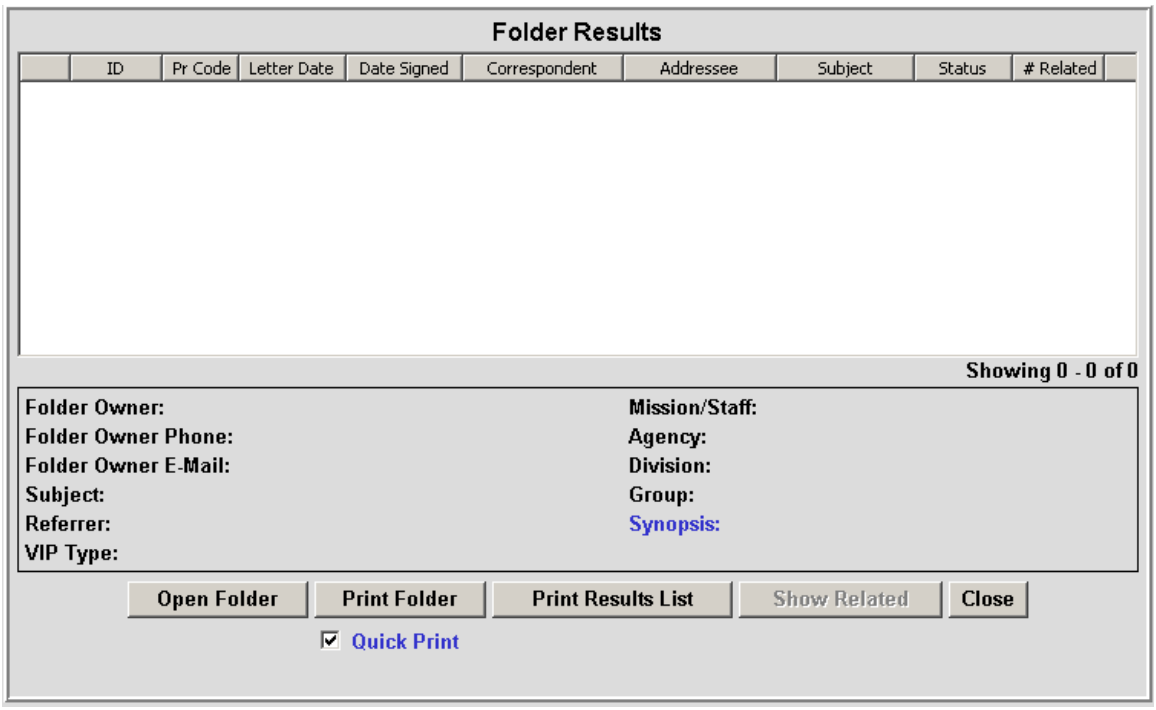


Figure 8: No search Results

OPEN FOLDER

A folder can be opened by double-clicking it or by highlighting it and clicking the <Open Folder> button. When the folder is opened its contents look the same as when the folder is opened in a workflow process.

Depending upon the user's authority and role within the folder, the folder fields and buttons may be enabled.

When an unauthorized user tries to open the folder or a document, the system will display an 'Authorization Failed' message as shown in **Figure 9**.

Figure 9: Folder Access Authorization Failed Screen

The error message contains contact information and the reason the folder could not be opened. If the Folder Owner is a group, the information for the person identified as the group administrator is displayed. If the Folder Owner is a user, the user's contact information is displayed.

PRINT FOLDER

To print multiple items in a folder, the user selects a folder and clicks the <Print Folder> button. If the 'Quick Print' button is checked, folders will be printed based on the selections set in user preferences. If the 'Quick Print' button is not checked, the Print Folder screen is displayed and the user makes the selections.

To print multiple folders (or all folders in the results list), the user holds the control key while clicking each folder to be printed, then clicks the <Print Folder> button. The options that the user selects in user preferences or the print folder screen apply to all folders selected.

If a document is locked for editing, the latest revision of the document is printed.

PRINT RESULTS LIST

The user may print the results list by clicking the <Print Results List> button. A report is generated as shown in **Figure 10**.

Folder Results

09/08/2006

ID	Pr Code	Letter Date	Date Signed	Correspondent	Addressee	Subject	Status	# Related	Final Signer
4300002	OES47	02/01/2006	02/09/2006	Edward Anton. Koenen	Pat Koenen	DAIRY	Archived	0	James Lyons
4300004	OES43	02/10/2006	02/10/2006	Alfred H. Anderson	Catherine Dunn	DAIRY GRADING	Archived	0	Thomas J. Billy
5001510	OES53			+Pete V. Domenici	Ann M. Veneman	*RURAL-URBAN DEV	Suspended	0	
5003578	OES10S	08/26/2005	08/26/2005	Christopher P. Dunn	Dan Glickman	DAIRY POLLUTION	Archived	0	Jerry H. Brent
5003613	OES50	08/19/2004		Pete V. Domenici	Ann M. Veneman	*GRANT	Active	0	
5003642	DOJ50	05/10/2006		Erin Leahy	Ann M. Veneman	LAND	Active	0	
5003746							Active	0	
5003751	RDTest	08/01/2006		Hank Brown	Mike Johanns	MORTGAGE	Active	0	
5003771	RDTest	08/03/2006		Jane Doe	Mike Johanns	*ANIMALS	Active	0	

Figure 10: Results List

SHOW RELATED

The <Show Related> function works in two ways.

- If no folder has been highlighted and <Show Related> is clicked, all related folders will be displayed with an 'R' beneath the folder to which it is connected.

Figure 11 shows Folder 4300014 and 4900081 each have 3 related folders.

Folder Results

	ID	Pr Code	Letter Date	Date Signed	Correspondent	Addressee	Subject	Status	# Related
14	4526							Active	0
15	4527	OES56						Active	0
16	4528							Active	0
17	4529							Suspended	0
18	4300014		08/05/2006		Cathryn B. Kahn	Mike Johanns		Archived	3
19	4900081		07/31/2006		Cathryn B. Kahn	Mike Johanns	ANIMALS 1	Archived	3
20	5003667							Active	0
21	5003668							Active	0
22	5003669							Active	0

First Prev 1 2 Next Last Showing 1 - 100 of 155

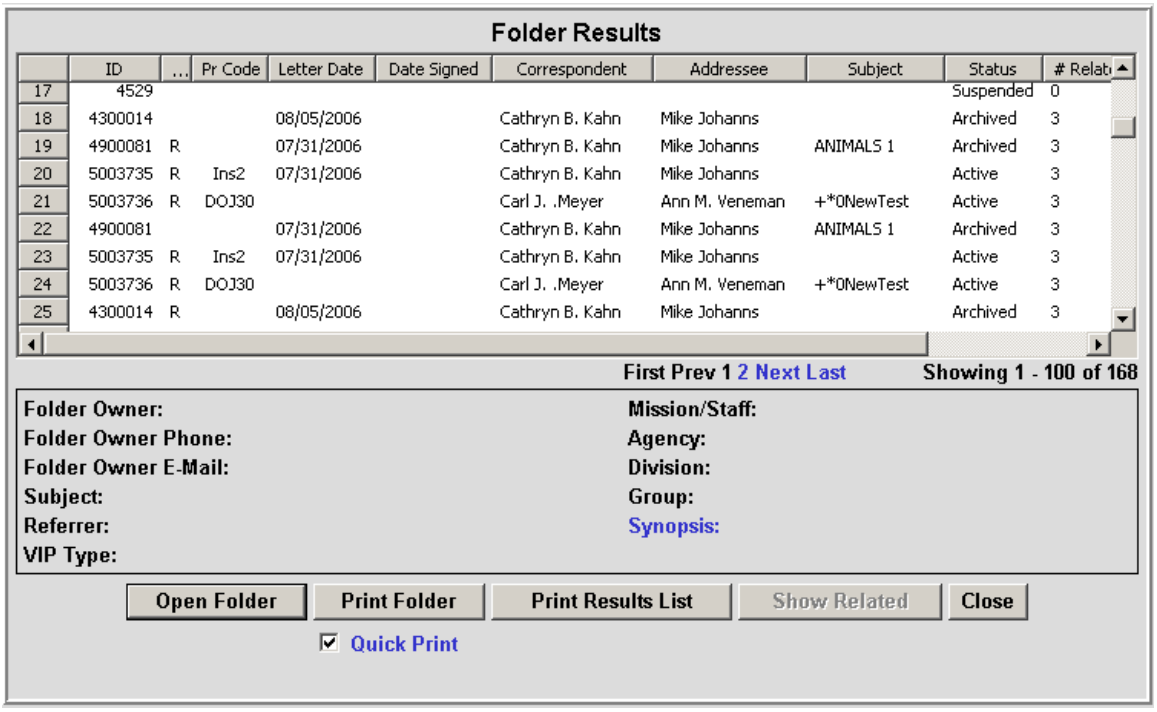
Folder Owner:
Folder Owner Phone:
Folder Owner E-Mail:
Subject:
Referrer:
VIP Type:
Mission/Staff:
Agency:
Division:
Group:
Synopsis:

Open Folder | Print Folder | Print Results List | Show Related | Close

☑ Quick Print

Figure 11:Folder Search Results

When no folder has been highlighted and <Show Results> is clicked, the related folders for all folders are displayed as shown in **Figure 12**.



	ID	...	Pr Code	Letter Date	Date Signed	Correspondent	Addressee	Subject	Status	# Relat
17	4529								Suspended	0
18	4300014			08/05/2006		Cathryn B. Kahn	Mike Johanns		Archived	3
19	4900081	R		07/31/2006		Cathryn B. Kahn	Mike Johanns	ANIMALS 1	Archived	3
20	5003735	R	Ins2	07/31/2006		Cathryn B. Kahn	Mike Johanns		Active	3
21	5003736	R	DOJ30			Carl J. .Meyer	Ann M. Veneman	+*0NewTest	Active	3
22	4900081			07/31/2006		Cathryn B. Kahn	Mike Johanns	ANIMALS 1	Archived	3
23	5003735	R	Ins2	07/31/2006		Cathryn B. Kahn	Mike Johanns		Active	3
24	5003736	R	DOJ30			Carl J. .Meyer	Ann M. Veneman	+*0NewTest	Active	3
25	4300014	R		08/05/2006		Cathryn B. Kahn	Mike Johanns		Archived	3

Figure 12: Folders Search Results – Related Folders With No Folder Selected

- If a folder has been highlighted and <Show Related> is clicked. Only the related folders for the highlighted folder will be displayed.

In the results list shown in **Figure 13**, Control number 500 has 3 related folders and has been highlighted.

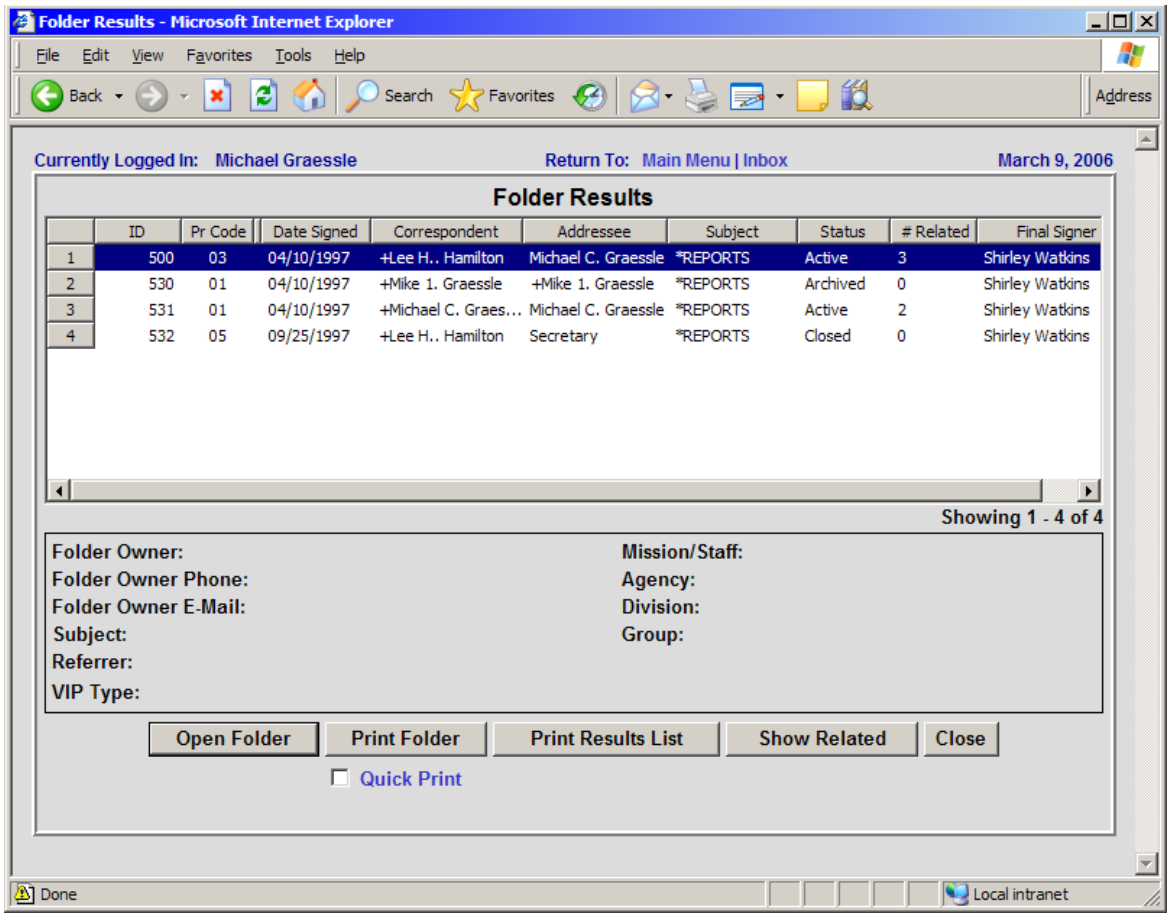


Figure 13: Folders Search Results - 1 Folder Selected

When <Show Related> is clicked, the related folders for folder 500 are displayed with an 'R' as seen in **Figure 14.**

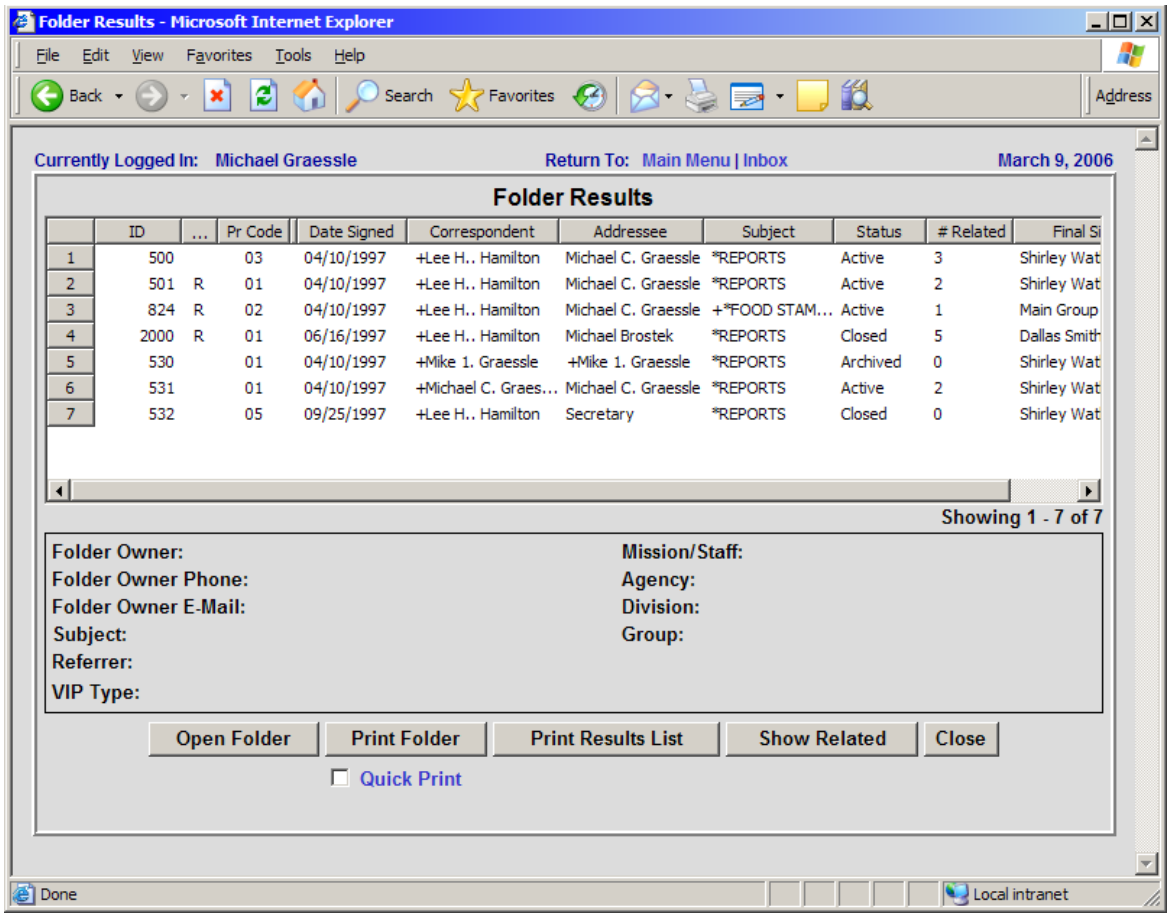


Figure 14: Folder Search Results – Related Folders for 1 Folder

CLOSE

When the user clicks <Close> from the 'Folder Results' screen, the 'Find Folders/Documents' screen is redisplayed. It will have retained the search criteria. The user can type over the search criteria or click the <Clear> button to clear the screen and initiate another search.

Clicking <Close> from the 'Find Folders/Documents' screen returns the user to the Main Menu.

MONITOR WORKFLOWS

MONITOR WORKFLOWS

OPEN FOLDER

PRINT TASKS

WORKFLOW STATUS

ASSIGNEE DETAILS

CANCEL

MONITOR WORKFLOWS

The 'Monitor Workflows' selection allows users to monitor the current status of workflows with which the user has involvement. To access the <Monitor Workflows> screen, the user clicks on <Monitor Workflows> from the main menu as seen in **Figure 1**.

Figure 1: Main Menu – Monitor Workflows

The Monitor Workflows screen is displayed as shown in **Figure 2**. This screen has many different filtering options similar to the Inbox by making choices from the drop-down boxes, by selecting users or groups, by various tasks, and by due date.

With this screen, the user can also view tasks that others are working in addition to their own tasks. Unlike the Inbox, this screen allows the user to view tasks that are 'Completed' or Not Started'. The user enters filtering criteria in the top panel and then clicks the <Search> button. The results display can re-sorted by clicking a column heading (same as the Inbox). Users may only monitor workflows for folders that they have View access.

The 'My Role' field allows the user to select the role that they have with the folders and their workflows. To view the complete workflow or other folder information, the user clicks the <Open Folder> button and the folder for the workflow task is displayed.

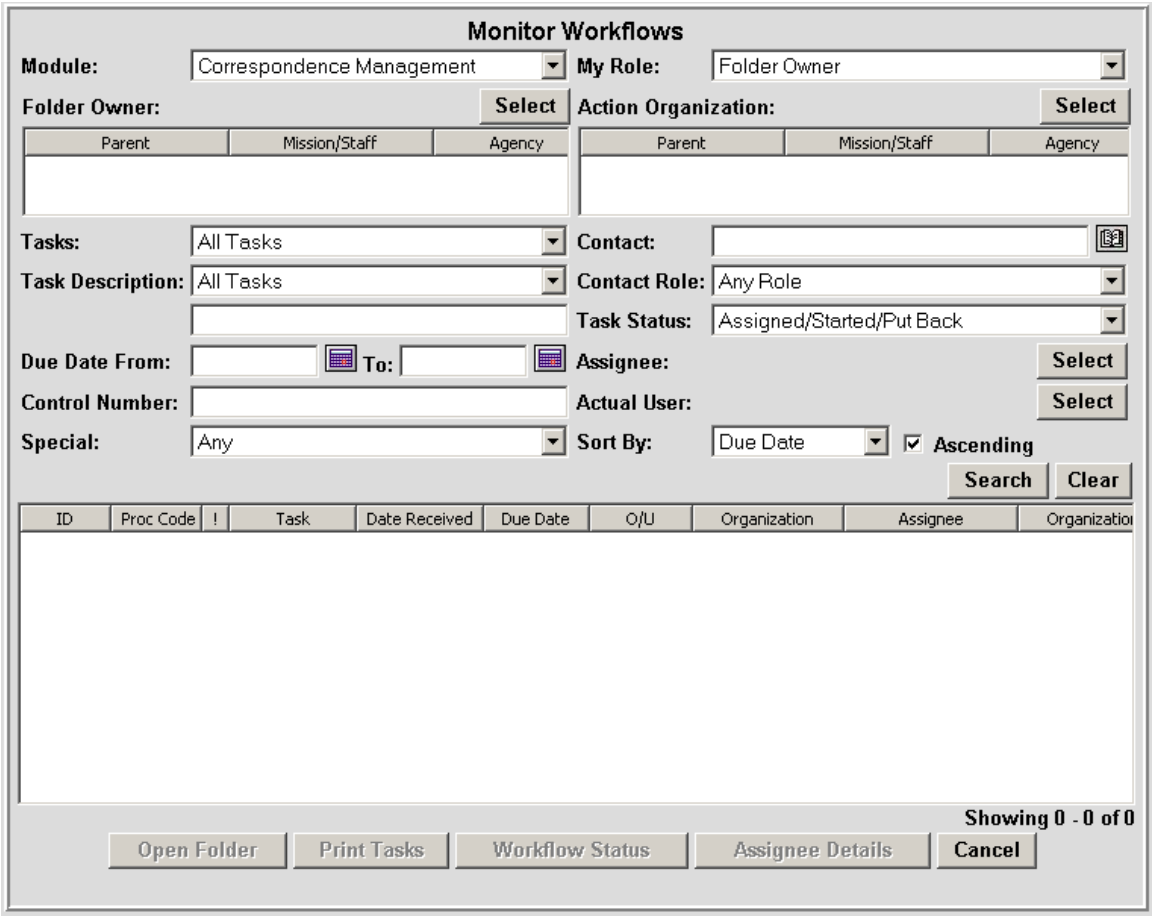


Figure 2: Monitor Workflows

OPEN FOLDER

A folder can be opened by highlighting it and clicking the <Open Folder> button. When the folder is opened its contents look the same as when the folder is opened in a workflow process.

PRINT TASKS

A user can generate a report of the tasks in the 'Monitor Workflows' window by clicking <Print Tasks>. The report is generated as shown in **Figure 3.**

Monitor Workflows Tasks

09/11/2006

ID	Proc Code	!	Task	Date Received	Due Date	O/U	Organization	Assignee	Organization	Actual User	Status	FYI	Complete Date
4524			Add Final to Folder	09/06/2006	09/07/2006	+2	OSEC/RD/None/None	Main Group	OSEC/RD/None/None	ecm userone	Started	N	
4525			Add Final to Folder	09/06/2006	09/07/2006	+2	OSEC/RD/None/None	Main Group	OSEC/RD/None/None	ecm userone	Started	N	
4523			Add Final to Folder	09/06/2006	09/07/2006	+2	OSEC/FFAS/FSA/None	Main Group			Assigned	N	

Figure 3: Print Tasks – Monitor Workflows Tasks

WORKFLOW STATUS

The user can generate a Workflow Staus for a folder by highlighting the folder as shown in **Figure 4** and clicking <Workflow Status>.

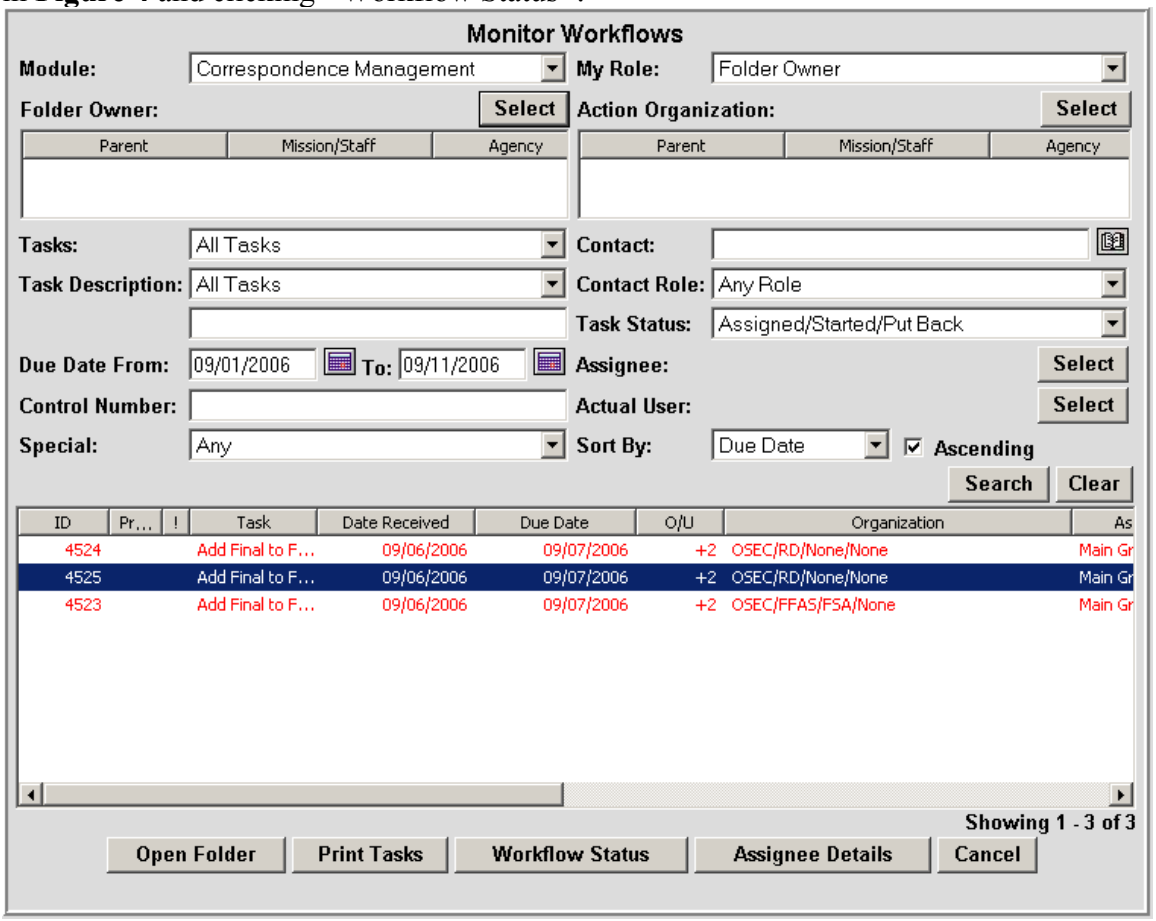
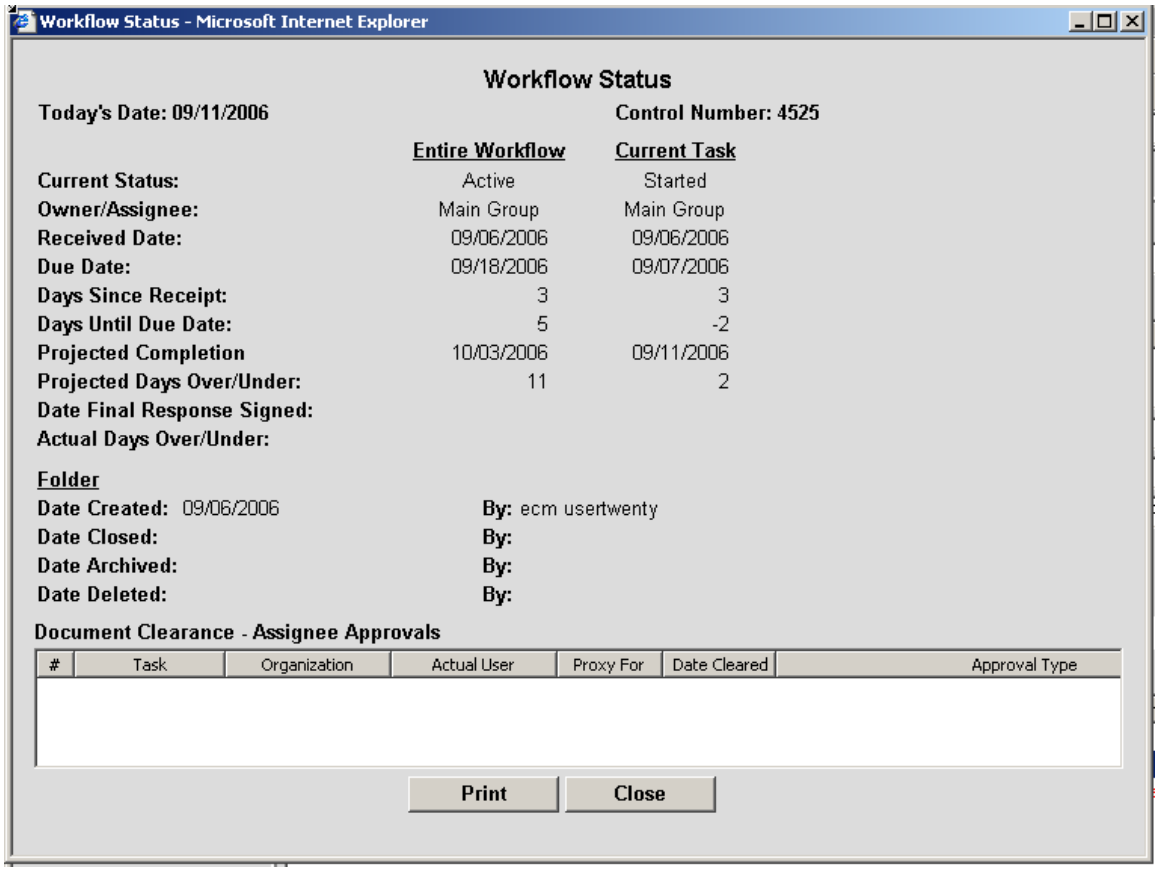


Figure 4: Monitor Workflows – Workflow Status

The status is displayed as shown in **Figure 5**.



Workflow Status - Microsoft Internet Explorer

Workflow Status

Today's Date: 09/11/2006 Control Number: 4525

	Entire Workflow	Current Task
Current Status:	Active	Started
Owner/Assignee:	Main Group	Main Group
Received Date:	09/06/2006	09/06/2006
Due Date:	09/18/2006	09/07/2006
Days Since Receipt:	3	3
Days Until Due Date:	5	-2
Projected Completion	10/03/2006	09/11/2006
Projected Days Over/Under:	11	2
Date Final Response Signed:		
Actual Days Over/Under:		

Folder

Date Created: 09/06/2006 By: ecm usertwenty

Date Closed: By:

Date Archived: By:

Date Deleted: By:

Document Clearance - Assignee Approvals

#	Task	Organization	Actual User	Proxy For	Date Cleared	Approval Type

Print Close

Figure 5: Workflow Status

ASSIGNEE DETAILS

By highlighting a task and clicking <Assignee Details> a pop-up window such as the one in **Figure 6** is generated. This window provides the assignee information available on the current folder task.

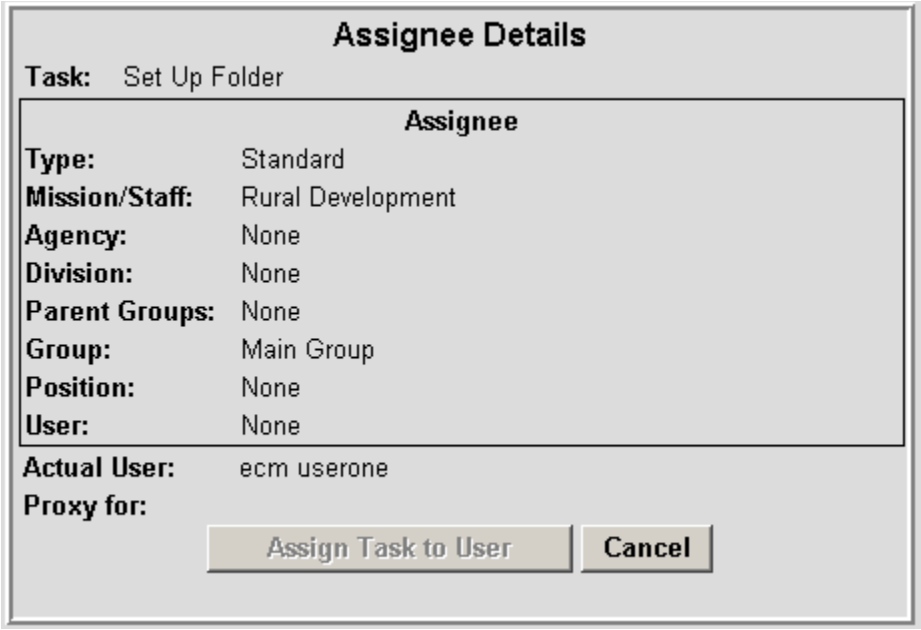


Figure 6: Workflow Inbox – Assignee Details

CANCEL

The 'Cancel' option shown in **Figure 7** allows the user to cancel any actions or modifications and return to the previous screen.

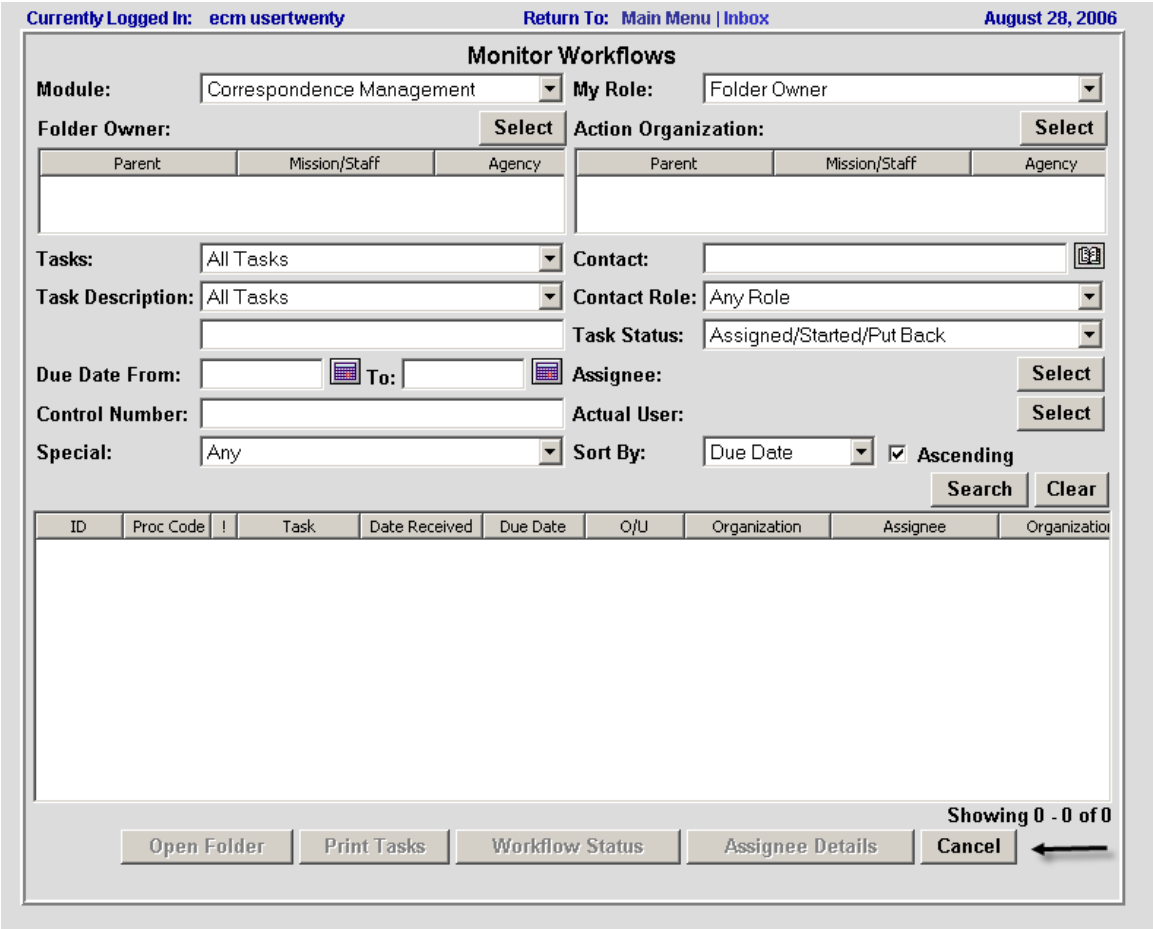


Figure 7: Monitor Workflows - Cancel

CREATE FOLDER

CREATE FOLDER

FOLDER FIELDS

ORGANIZATION FIELDS

CONTACTS

DATE FIELDS

SUBJECT

RELATED FOLDERS

MORE / LESS FIELDS

SYNOPSIS

SELECT FINAL SIGNER and DATE SIGNED

REMAINING FIELDS

NOTE: Information on the DOCUMENTS TAB, WORKFLOW TAB, and NOTES TAB can be found by clicking on those sections in the Table of Contents.

CREATE FOLDER

A folder can be created in two ways: through the scanning process or by a user who is authorized to create a new folder.

To create a new folder, the user clicks the <Create Folder> menu option on the Main Menu as shown in **Figure 1**.

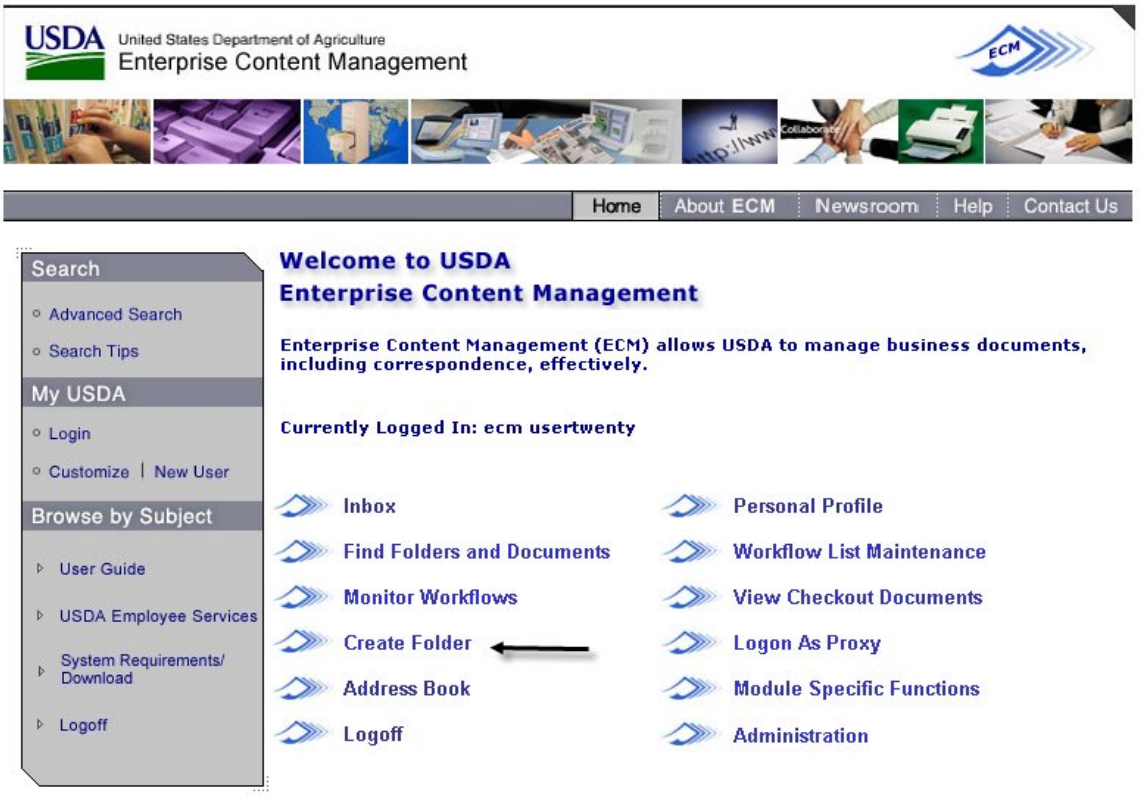


Figure 1: Main Menu – Create Folder

Figure 2: Create Folder

If the user clicks <Create Folder> the new folder will automatically be created in the user's default group and module.

The user clicks <Select> to create the folder within another group or module. The 'Select Authorized Group/User' is displayed in the List View (**Figure 3**) or Tree View (**Figure 4**) according to the user's preferences.

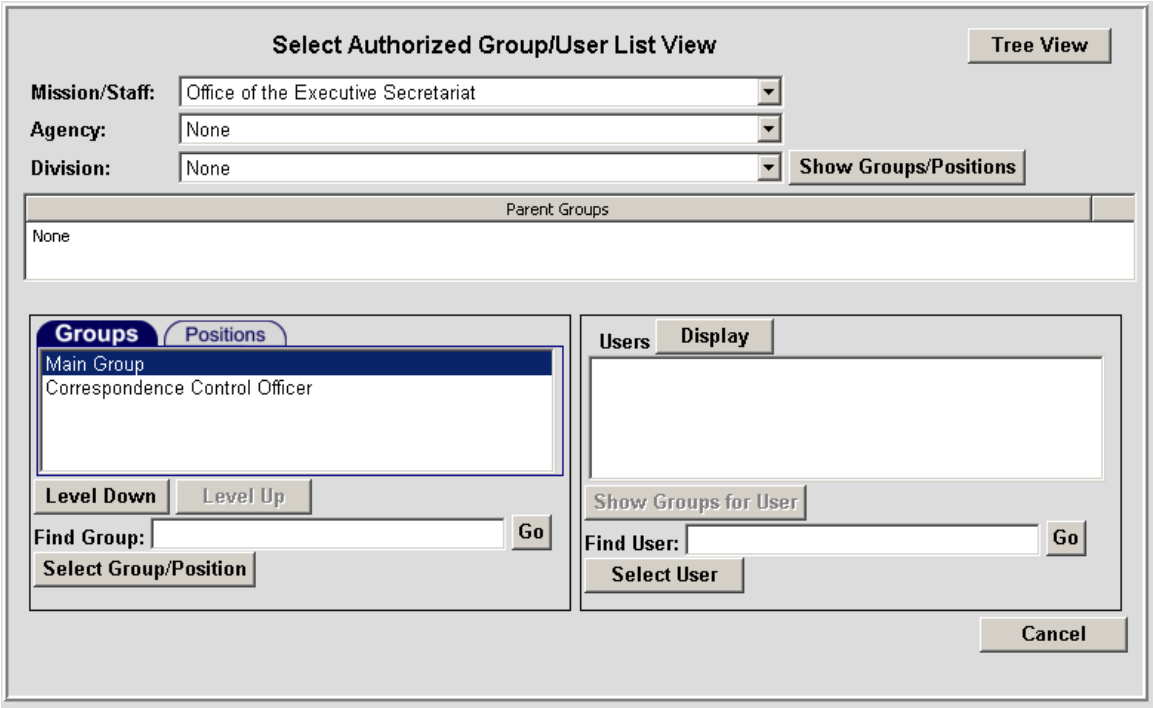


Figure 3: Select Authorized Group/User – List View

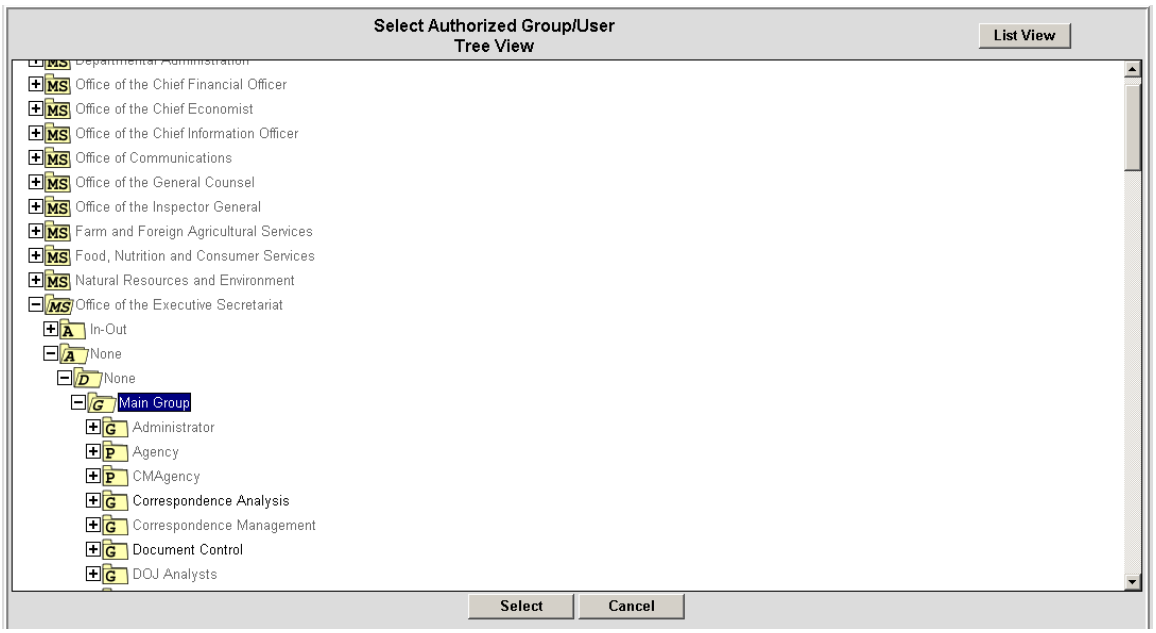


Figure 4: Select Authorized Group/User – Tree View

The group selected must be authorized to be a Folder Owning Group. If it is not, the message seen in **Figure 5** will be displayed.

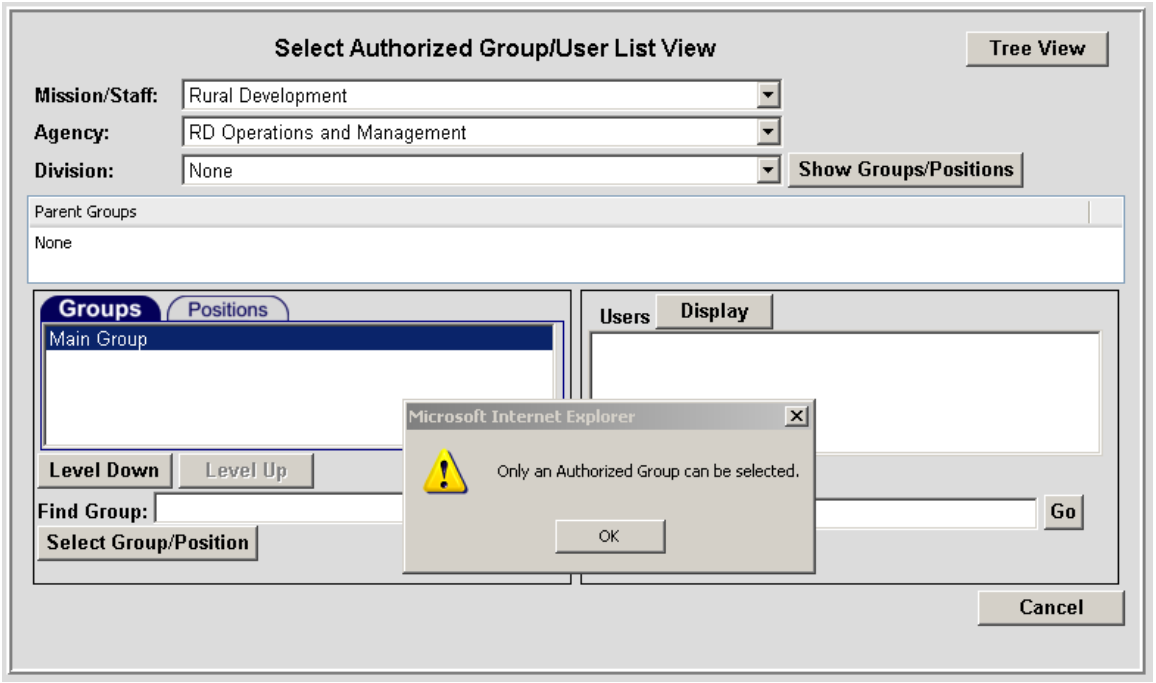


Figure 5: Unauthorized Folder Owner Error Message

Once the group/user has been selected, the user clicks <Select>, <Select Group/Position>, or <Select User> and is returned to the Create Folder Screen. The fields will be populated with the user's selections.

The user the clicks <Create Folder> and the new folder is created as shown in **Figure 6**.

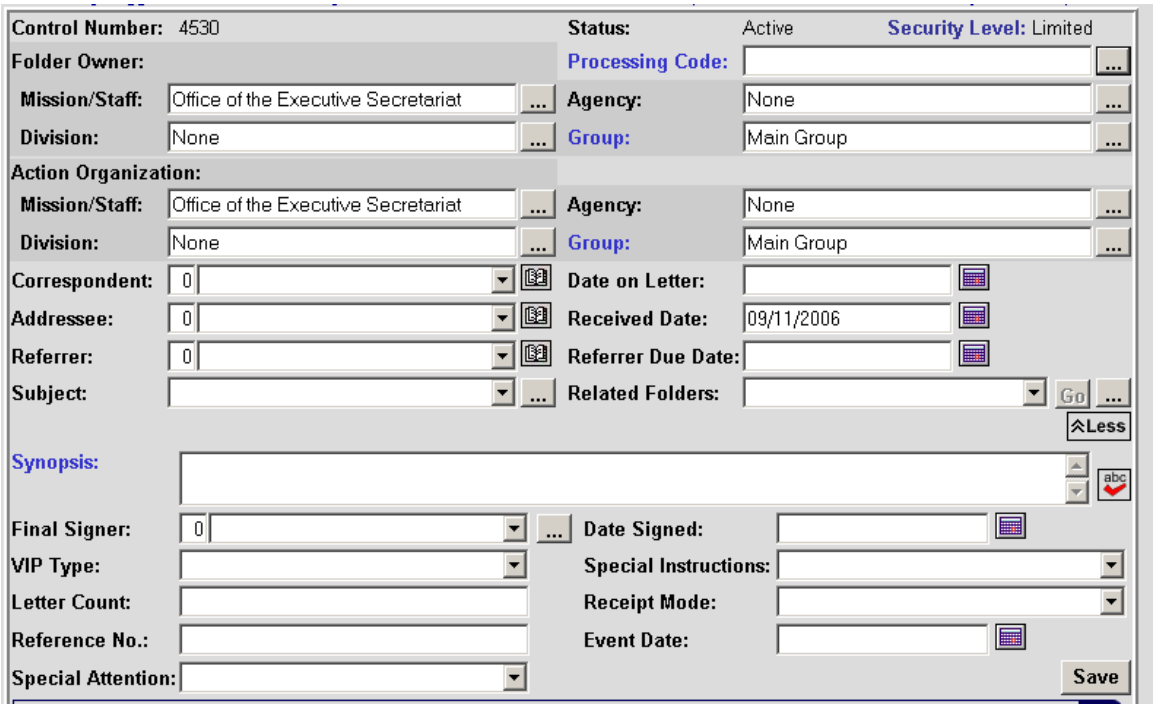


Figure 6: Create Folder

FOLDER FIELDS

When a new incoming correspondence document is received and the user selects the Set Up Folder task, the Folder is opened with the documents tab displayed and all folder fields visible.

Control Number: a unique identifying number that is system generated when a new folder is created.

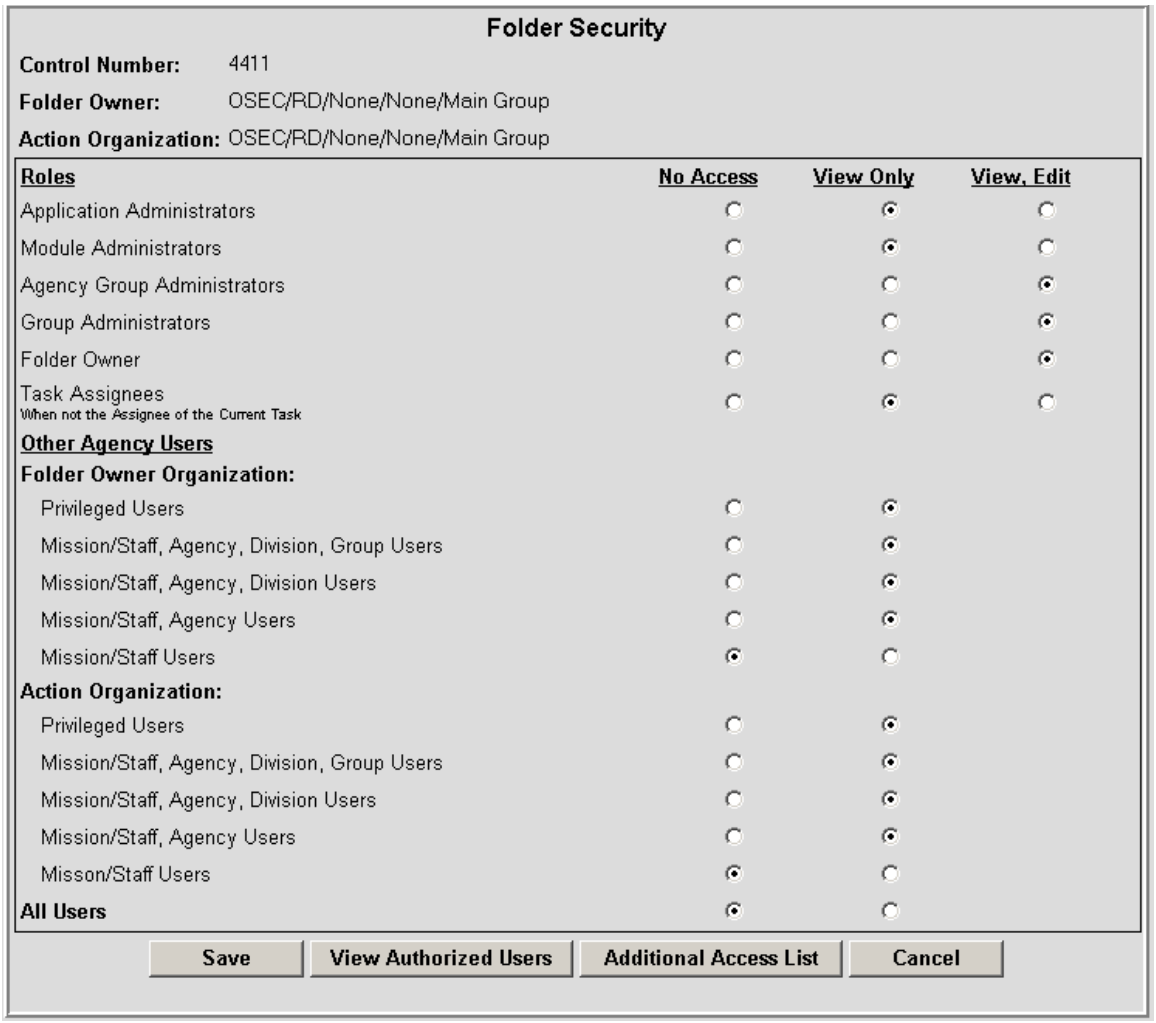
Status: Each folder has a status field in the center at the top of the page. The system automatically maintains the folder status fields based on operations performed on the folder. Possible Folder Statuses are:

- Active – Work on the folder is in process. A new folder's status is set to Active by the system when it is created.
- Suspended – The workflow has been suspended. Additional tasks will not be started – although a task that is in process can be completed. A folder will be suspended while the Folder Owner edits the workflow for the folder.
- Closed – Work on the folder has been completed. The Folder Owner closes the folder. No changes can be made to the folder when it is closed. If necessary, the Folder Owner may re-open the folder.

- Archived – The folder has been archived based on its retention schedule. This means the folder has been closed long enough to be archived. The retention schedule for the folder is managed by the Records Management application (future implementation).
- Deleted – The folder has reached the end of its retention schedule and its contents have been purged. The Records Management application directed the destruction of the Folder's contents (future implementation).

Security Level: By clicking the words 'Security Level', the user may view the Security Screen for that folder as seen in **Figure 2**. A user with authority to do so can modify security settings for a folder. The possible security levels are:

- Public
- Limited
- Private



Folder Security

Control Number: 4411
Folder Owner: OSEC/RD/None/None/Main Group
Action Organization: OSEC/RD/None/None/Main Group

Roles	No Access	View Only	View, Edit
Application Administrators	○	◉	○
Module Administrators	○	◉	○
Agency Group Administrators	○	○	◉
Group Administrators	○	○	◉
Folder Owner	○	○	◉
Task Assignees When not the Assignee of the Current Task	○	◉	○
Other Agency Users			
Folder Owner Organization:			
Privileged Users	○	◉	
Mission/Staff, Agency, Division, Group Users	○	◉	
Mission/Staff, Agency, Division Users	○	◉	
Mission/Staff, Agency Users	○	◉	
Mission/Staff Users	◉	○	
Action Organization:			
Privileged Users	○	◉	
Mission/Staff, Agency, Division, Group Users	○	◉	
Mission/Staff, Agency, Division Users	○	◉	
Mission/Staff, Agency Users	○	◉	
Misson/Staff Users	◉	○	
All Users	◉	○	

Save | View Authorized Users | Additional Access List | Cancel

Figure 2: Folder Security

Processing Code: The user selects a Processing Code to be associated with the folder or change an existing Processing Code. To select a processing code, the user clicks the <… > button next to the processing code field. A screen similar to the one shown in **Figure 3** will be displayed.

Processing codes are unique to an organization. For example, OES has many standard processing codes. The processing code categorizes the type of processing that must be associated with the document that was received. The system initially displays the processing codes associated with the organization/group of the Folder Owner. However, the user can select processing codes for a different group by clicking the <Select Group> button.

In the example in **Figure 3**, a Processing Code of OES50 flags the folder as Congressional. To add the processing code to the folder, the user highlights the processing code and clicks <Select> as shown in **Figure 3**.

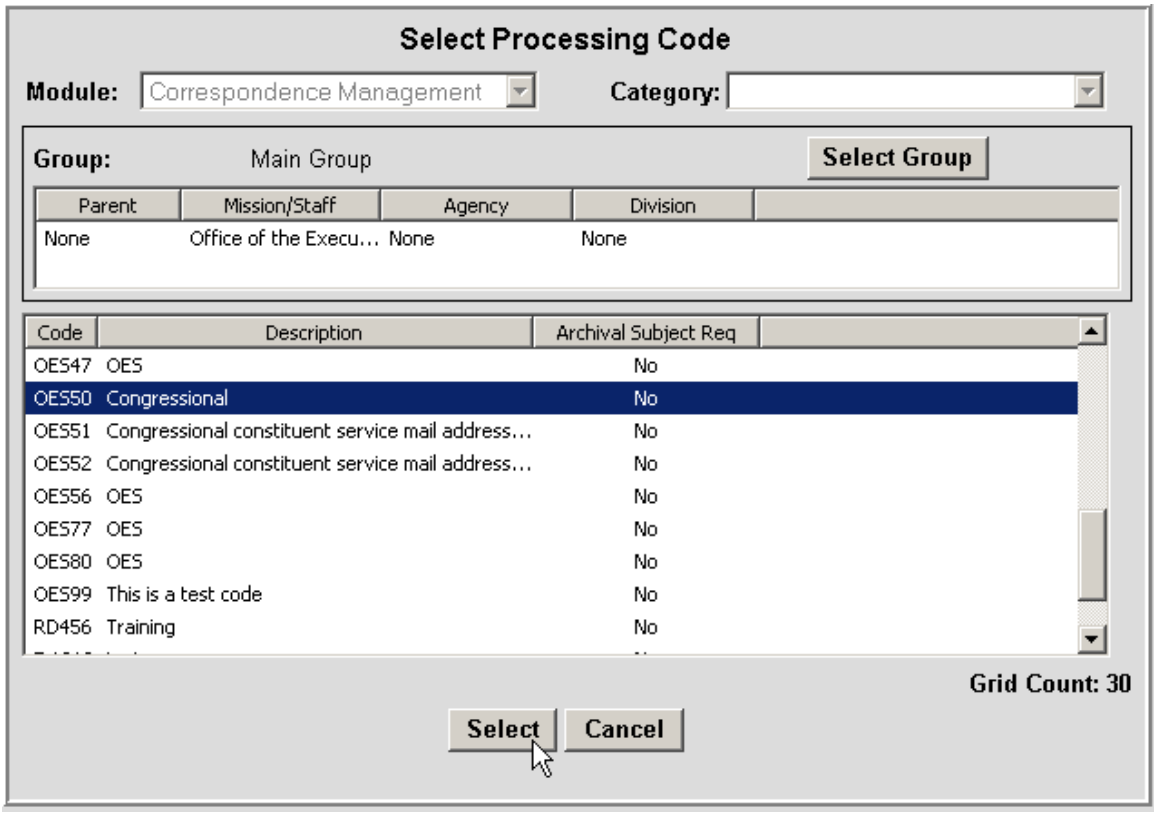


Figure 3: Select Processing Code

The new processing code will be displayed on the Folder as seen in **Figure 4**.

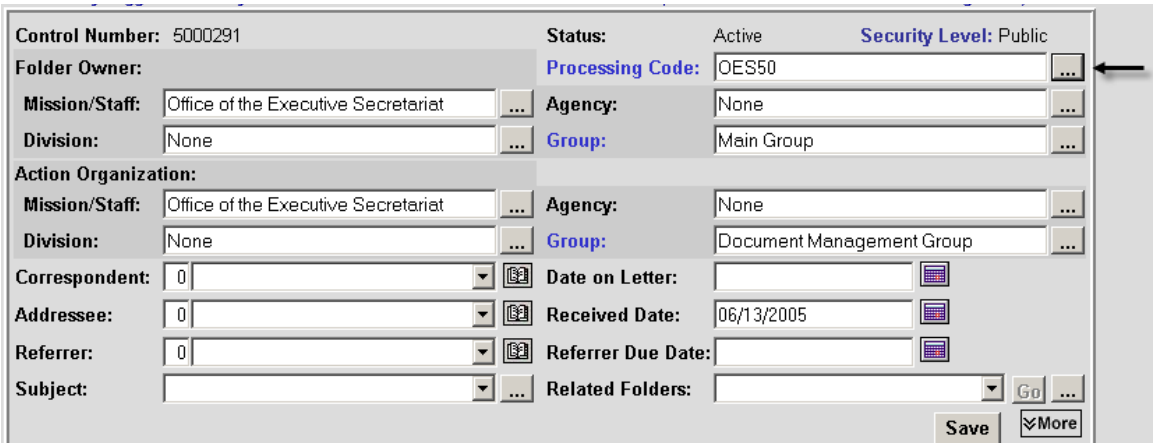


Figure 4: Add or Change the Processing Code

Any processing code can be associated with a default workflow list that will be used to process the folder. The system generates the default workflow when the user adds or changes a processing code, clicks the <Select> button, and then the <Save> button on the folder. If no default workflow has been associated with the processing code, then no default workflow is loaded.

When the user clicks the label "Processing Code", the description will be displayed as shown in **Figure 5**.

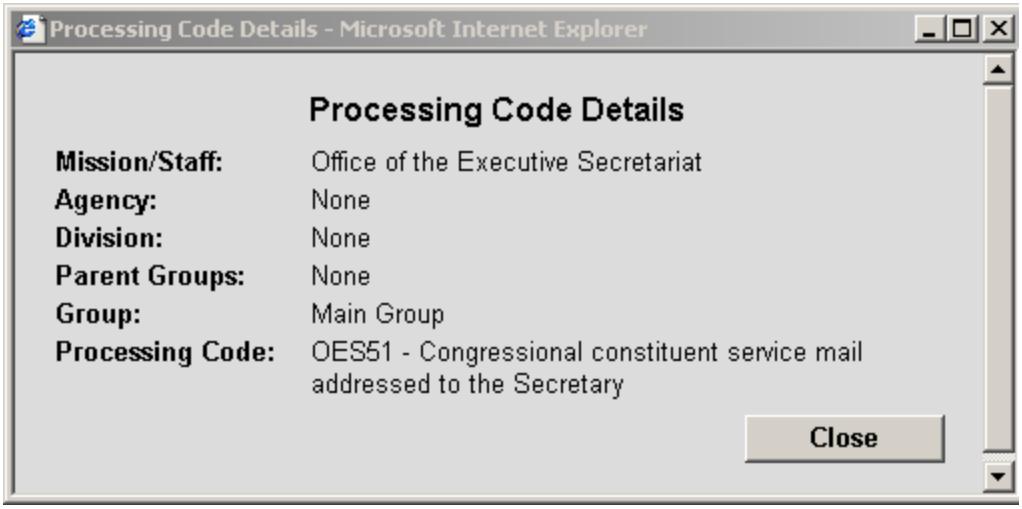


Figure 5: Processing Code Detail

To save changes to the folder, the user clicks <Save> or <Save and Close>. If the user's work session times out before the changes are saved, those changes are lost.

ORGANIZATION FIELDS

The Mission/Staff, Agency, Division and Group fields determine the organization associated with the folder. The organization fields are initially filled with the Folder Owner's default organization. The user clicks a <…> button next to any of the organization fields to select different organization values. The <…> button displays the Select Group in the List View or the Tree View according to the user's defaults.

Action Organization - the group responsible for completing the tasks or providing the response. If an assignee for one or more tasks is a group or position with an organization alias, these fields will be used to resolve the alias.

The new organization and group fields are now filled in as shown in **Figure 6**. This screen does not show Parent Groups. However, if the user clicks the "Group" label, the system will display the parent groups for the group shown as seen in **Figure 7**.

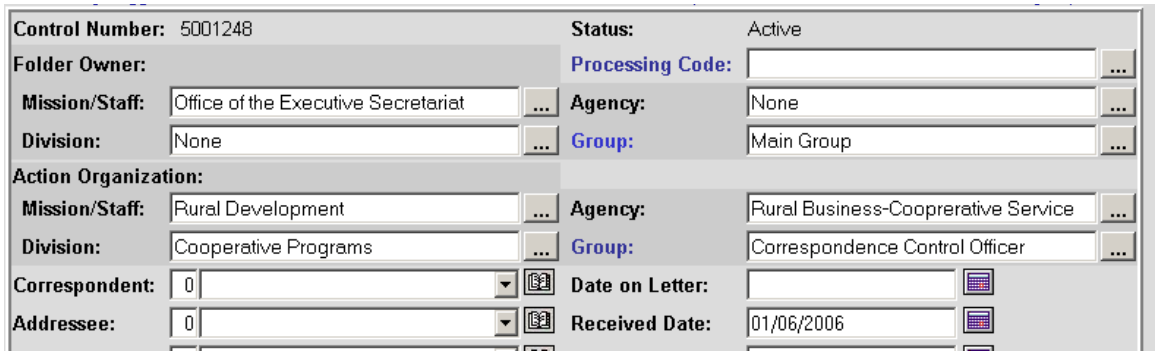


Figure 6: Modified Action Organization

Figure 7: Parent Group Details

CONTACTS

Next the user selects contacts for the following folder fields.

<u>Correspondent</u> – The person(s) who sent the letter.

Addressee – The person(s) to whom the letter was sent.
Referrer – The person(s) who referred the letter to USDA.

To select the Correspondent, Addressee, and/or Referrer, the user clicks the Address Book button to the right of the input box and selects one or more contacts from the address book. When the user clicks the Address Book icon, the Select Contacts screen is displayed.

Two ways to find an existing contact are described.

Enter a string of characters followed by an asterisk (*) and click <Find>. A list of matches will be displayed. Highlight a contact, click on Correspondent, Addressee, or Referrer, and click select. The contact will be displayed as shown in **Figure 8**.

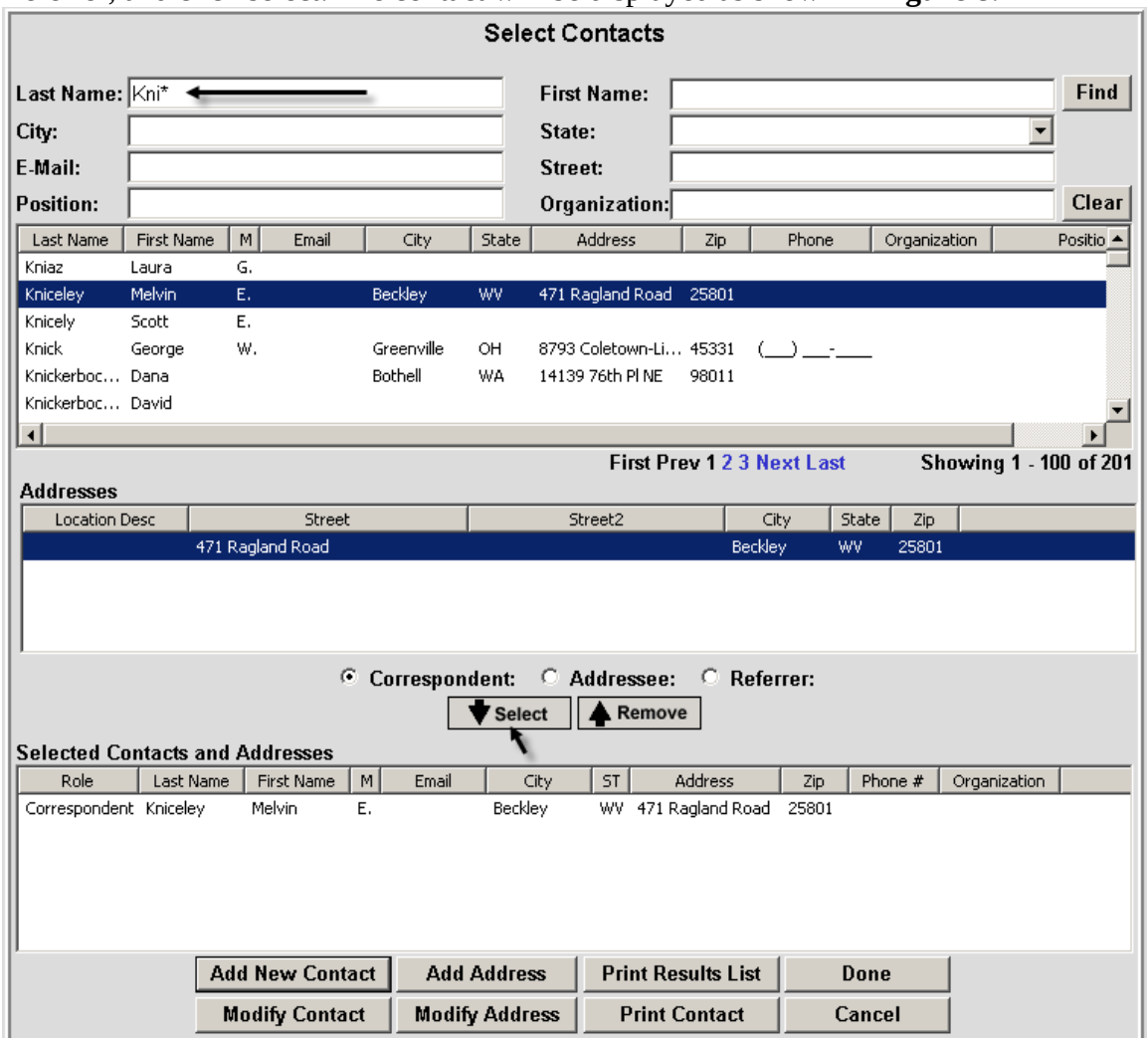


Figure 8: Select a Contact Using a String of Characters

Enter name (last or last and first) and click <Find>. A list of matches will be displayed. Highlight a contact, click on Correspondent, Addressee, or Referrer, and click select. The contact will be displayed as shown in **Figure 9**.

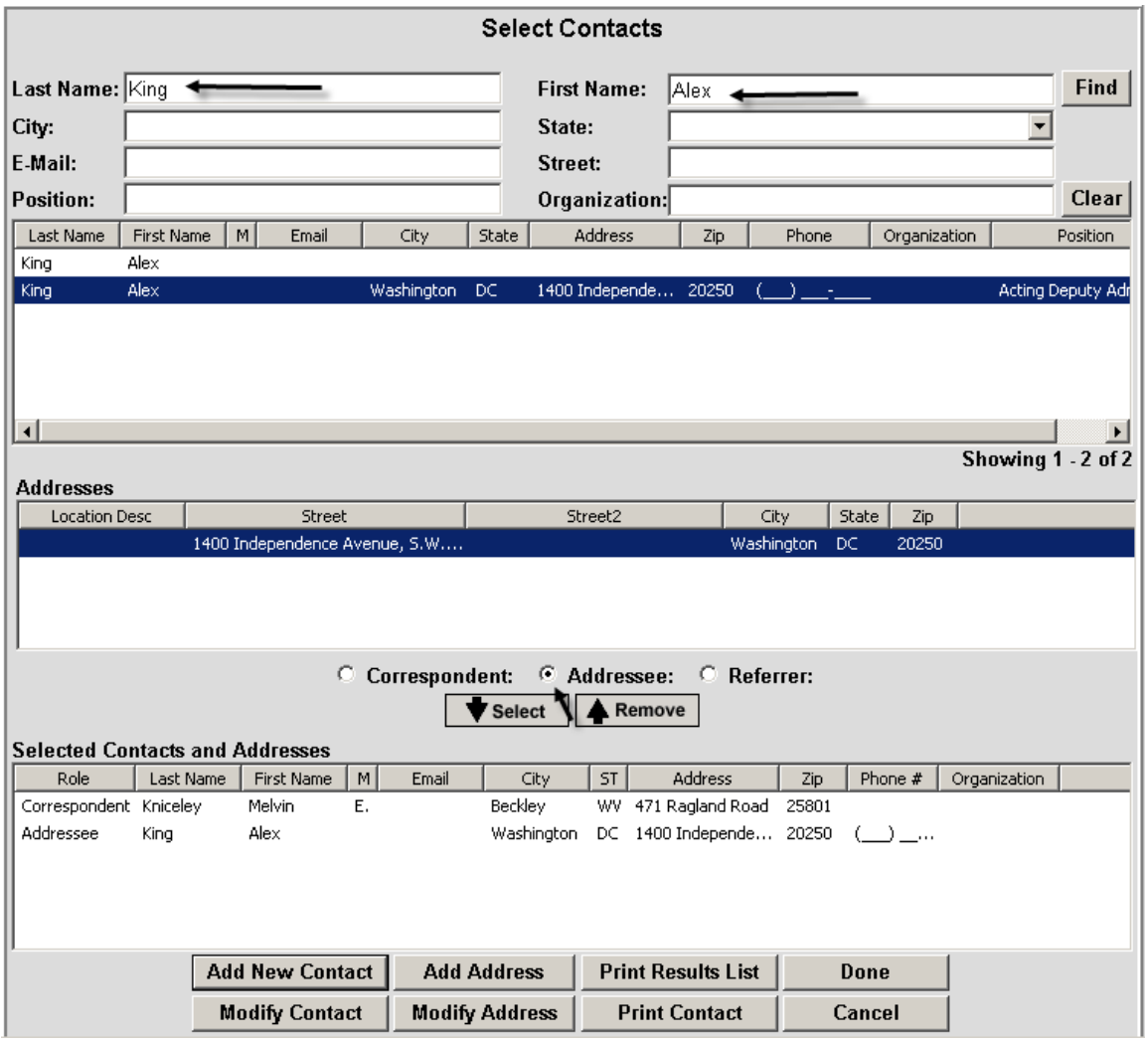


Figure 9: Select a Contact Using a Name

A new contact may be added to the address book by clicking <Add New Contact>. Enter the contact information as shown in **Figure 10** and click <Save>. The user will be returned to the Select Contact screen.

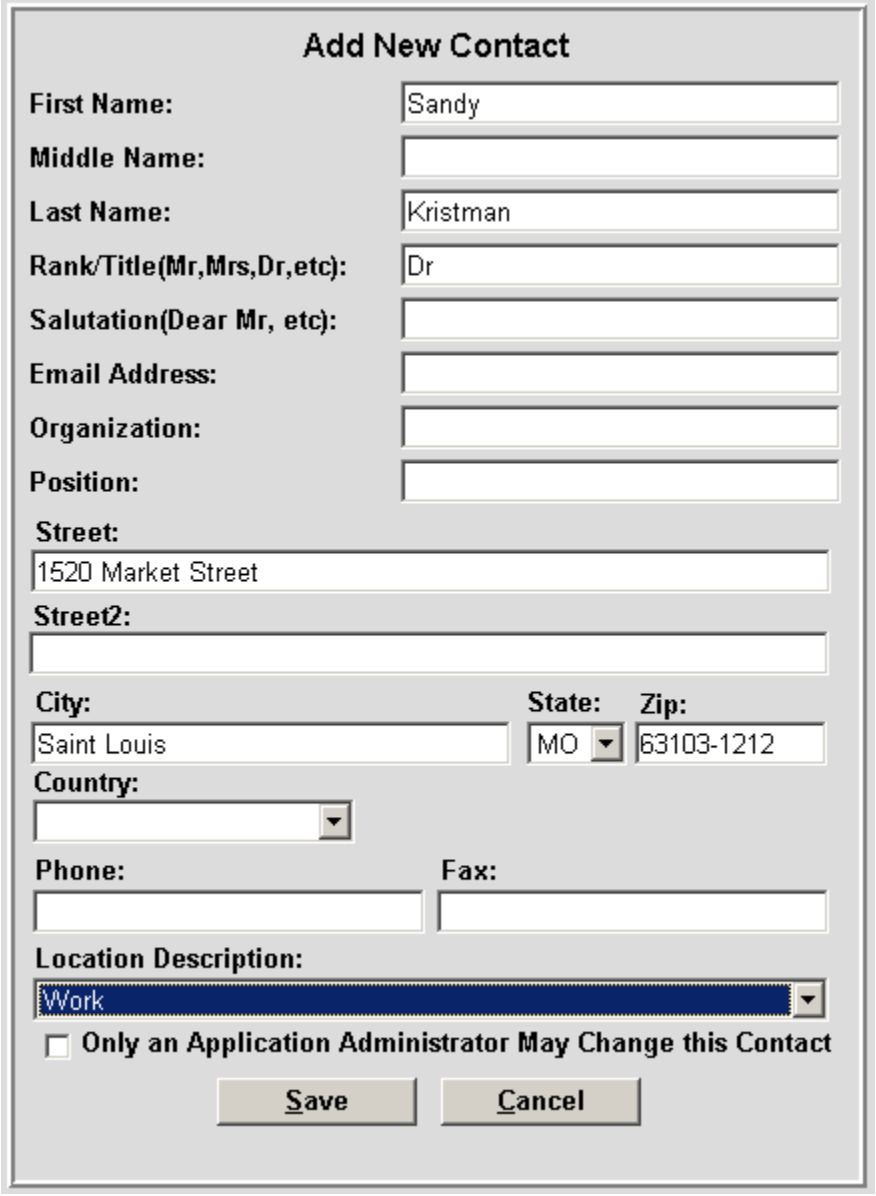


Figure 10: Adding A New Contact

The user can then add the newly created contact to the Selected Contacts and Addresses list by performing a search on the new name, highlighting it, choosing Correspondent, Addressee, or Referrer, and clicking select. The new contact will be added as shown in **Figure 11**.

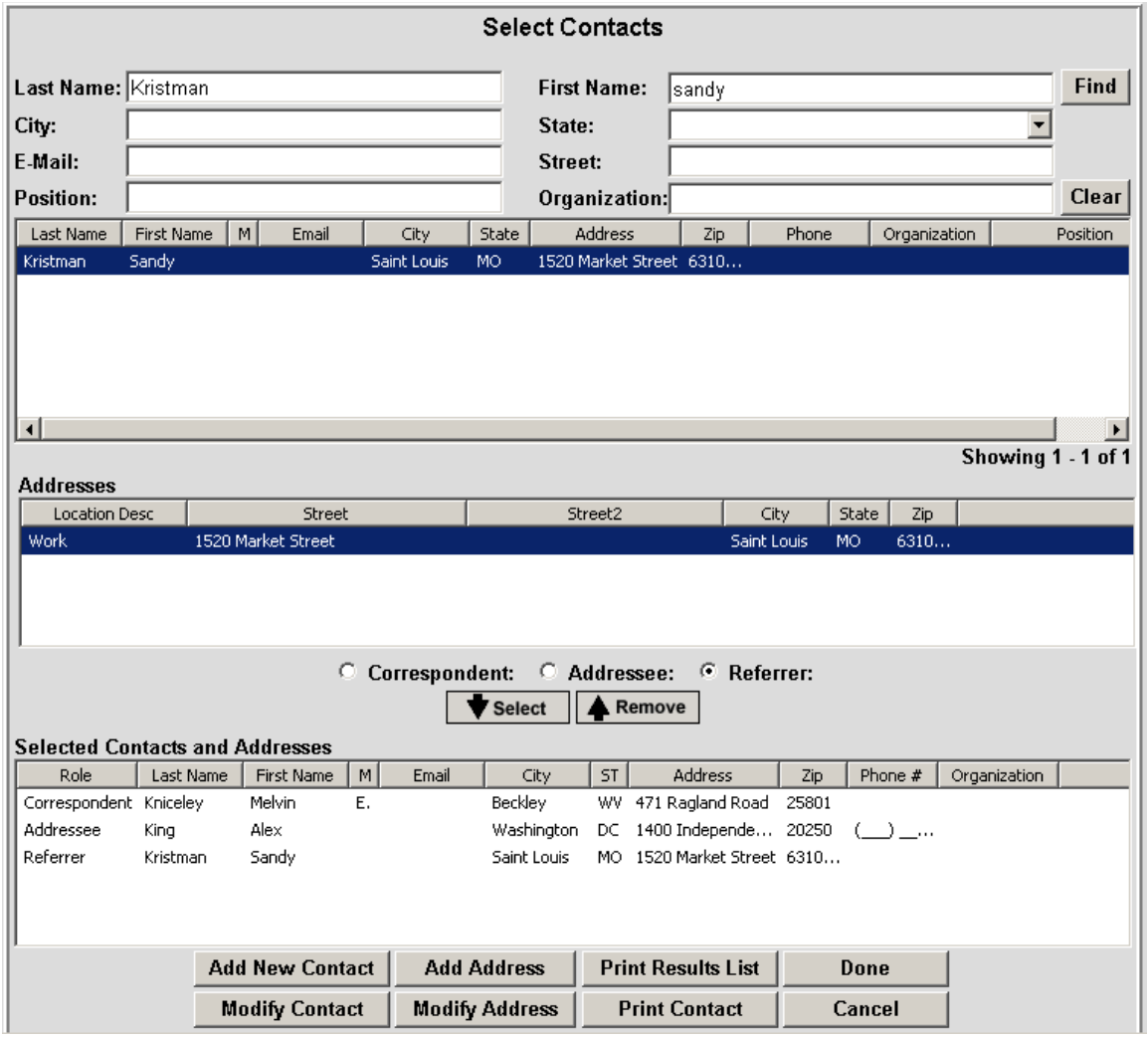


Figure 11: Selecting the New Contact

When all the contacts have been added, click <Done>. The contact fields will be populated as shown in **Figure 12**.

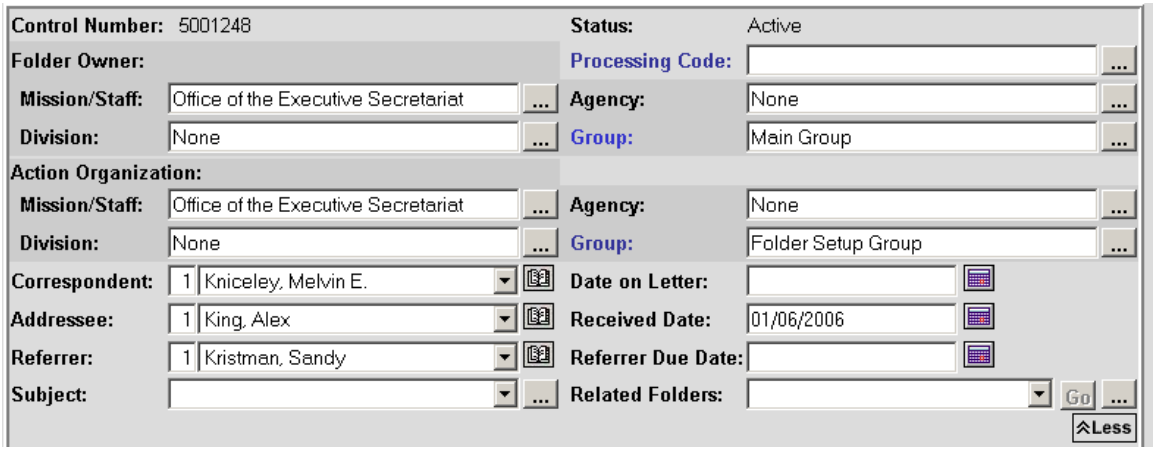


Figure 12: Contact Fields Populated

To save changes to the folder, the user clicks <Save> or <Save and Close>. If the user's work session times out before the changes are saved, those changes are lost.

DATE FIELDS

The user then enters the following folder date fields.

Date on Letter – The date that is on the correspondent's letter (if any).
Received Date – The date the incoming correspondence was received. This field will be automatically filled with the Received Date if the folder was created from scanned incoming correspondence document.
Referrer Due Date – The due date, if any, that the referrer requested for the response.

The dates can be entered in the format mm/dd/yyyy or the user may click the calendar button and select the dates from a calendar. **Figure 13** shows the contact and date fields entered.

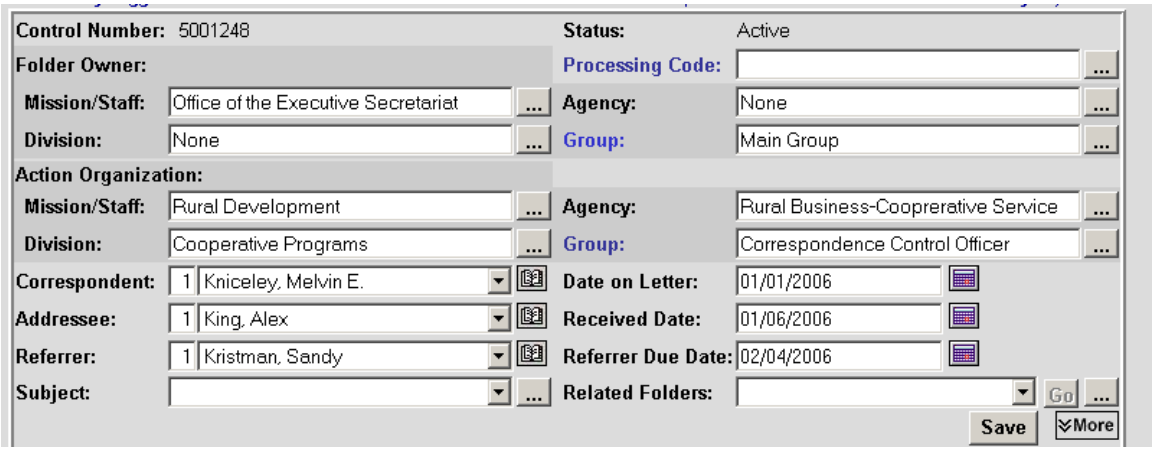


Figure 13: Folder Fields with Contacts and Dates Entered

To save changes to the folder, the user clicks <Save> or <Save and Close>. If the user's work session times out before the changes are saved, those changes are lost.

SUBJECT

The user then enters a subject by clicking the <…> button.

Clicking <Go> will display the entire list of available subjects. The user may also enter a keyword and click <Go> to narrow the subject choices. The available subjects are displayed in the top panel. To search for a specific subject, the user enters a full subject or partial search string followed by an asterisk (*) in the 'Find:' field and clicks the <Go> button. The list of available subjects is now narrowed to just those that match the search string.

The user can select one or more subjects to associate with a folder. To select a subject, the user highlights the subject in the top panel and clicks the <Select> button. The

subject is added to the list of selected subjects in the lower panel. The user may remove a subject from the Selected Subjects list by highlighting it and clicking <Remove>.

The user may select one (and only one) subject as the archival subject for the folder. Only subjects that have an asterisk in the Archival column may be selected as the archival subject for the folder.

The Select Subject screen is displayed in **Figure 14**.

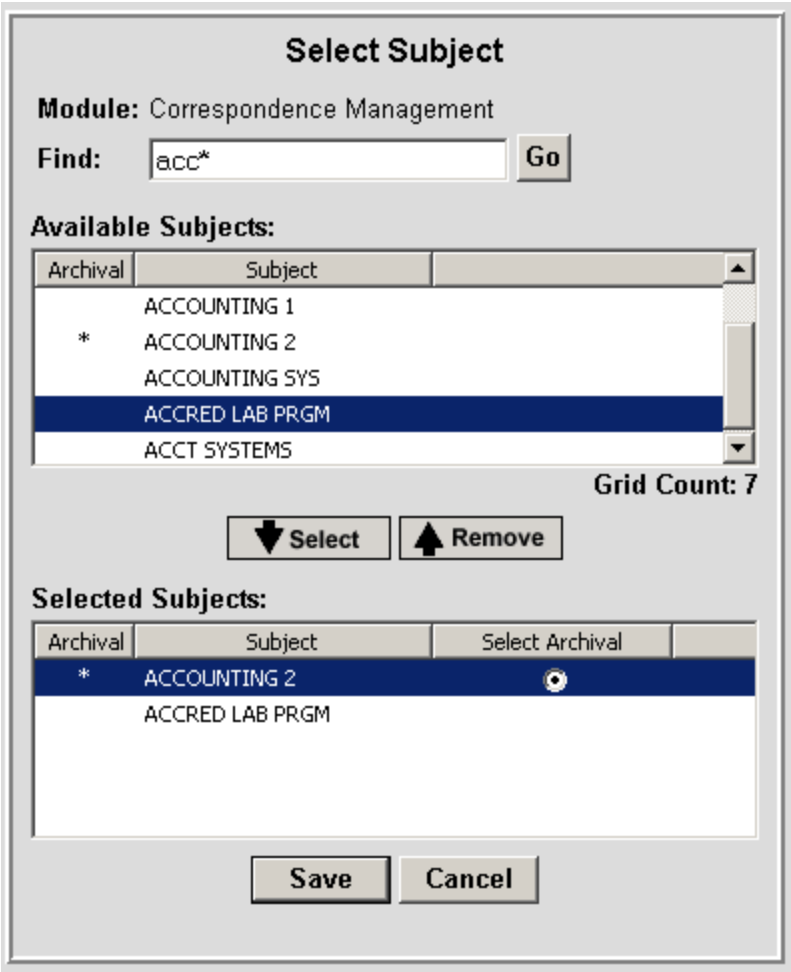


Figure 14:

The user clicks <Save> to save the selected subjects and is returned to the folder.

To save changes to the folder, the user clicks <Save> or <Save and Close>. If the user's work session times out before the changes are saved, those changes are lost.

RELATED FOLDERS

The ECM application includes a Related Folders field on each work folder. This field allows users to link folders that are associated to each other. If a folder has a related

folder, the control number of that folder is shown in the Related Folders field. The user can select the control number and click the <Go> button to close the current folder and open the related folder.

The related folder has the control number for the first folder in its Related Folder field so the user can easily return to the previous folder by selecting it and clicking the <Go> button.

Add Related Folders

This capability allows the Folder Owner to add or remove control numbers for folders that are related. **Figure 15** shows an open folder with no related folders.

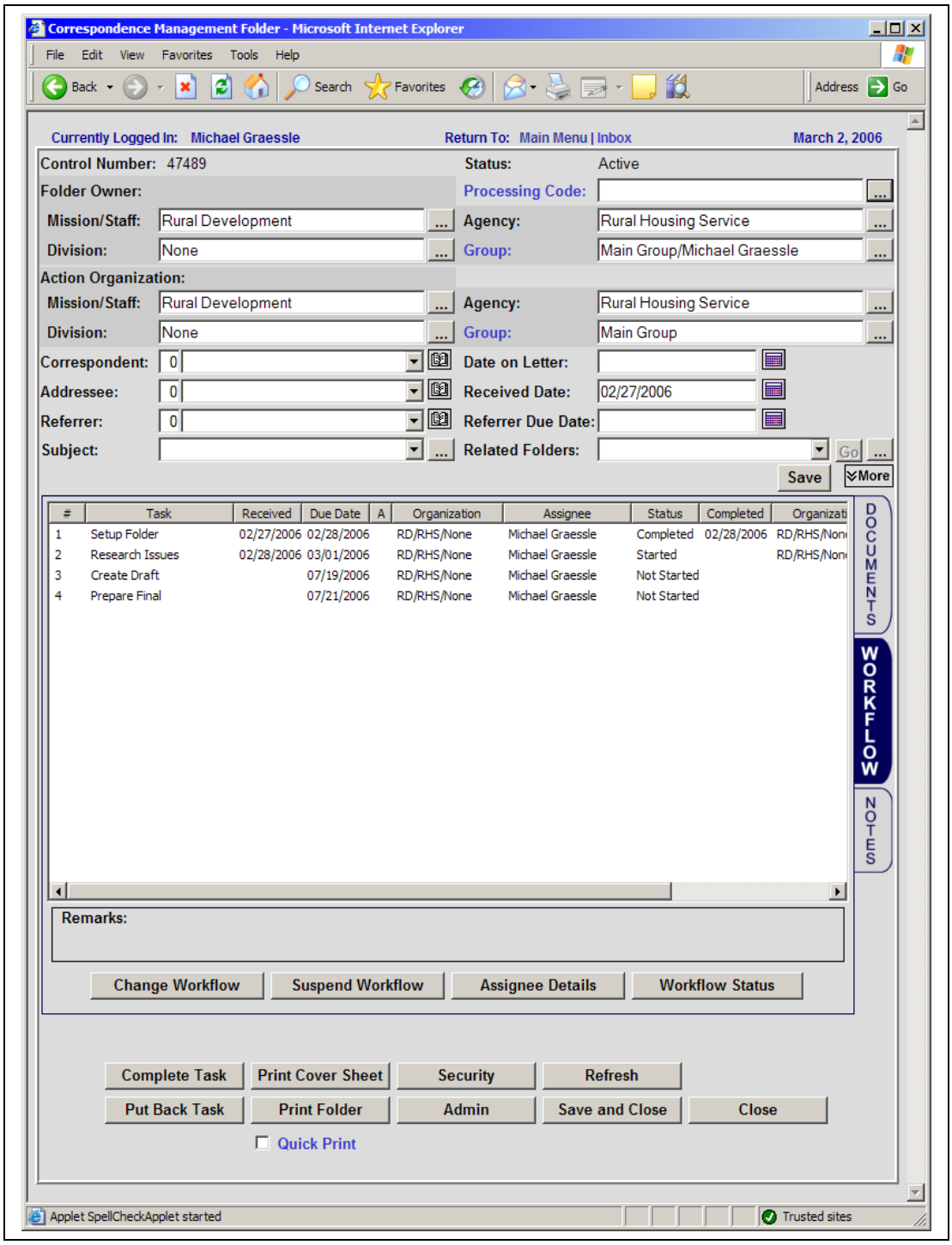


Figure 15: Opened Folder

To add a related folder, the user clicks the <…> button. The Add/Remove Related Folders screen is displayed as shown in **Figure 16**.

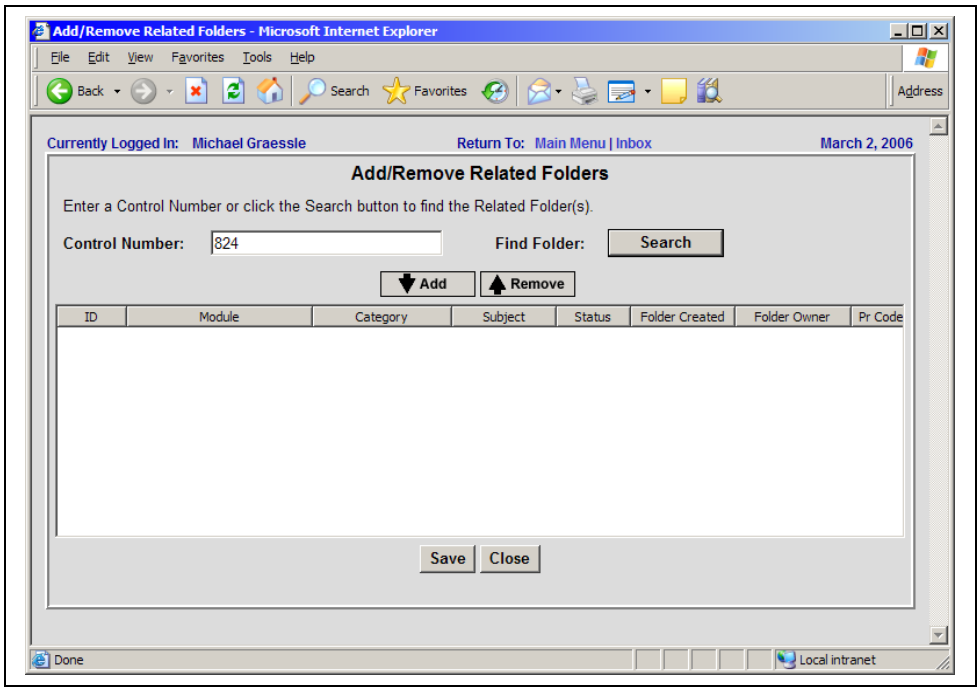


Figure 16: Add Related Folders Screen

The bottom panel shows the related folders that will be added. The user enters each control number and clicks the <Add> button. In the example shown in **Figure 17** the user enters 824 and clicks the <Add> button.

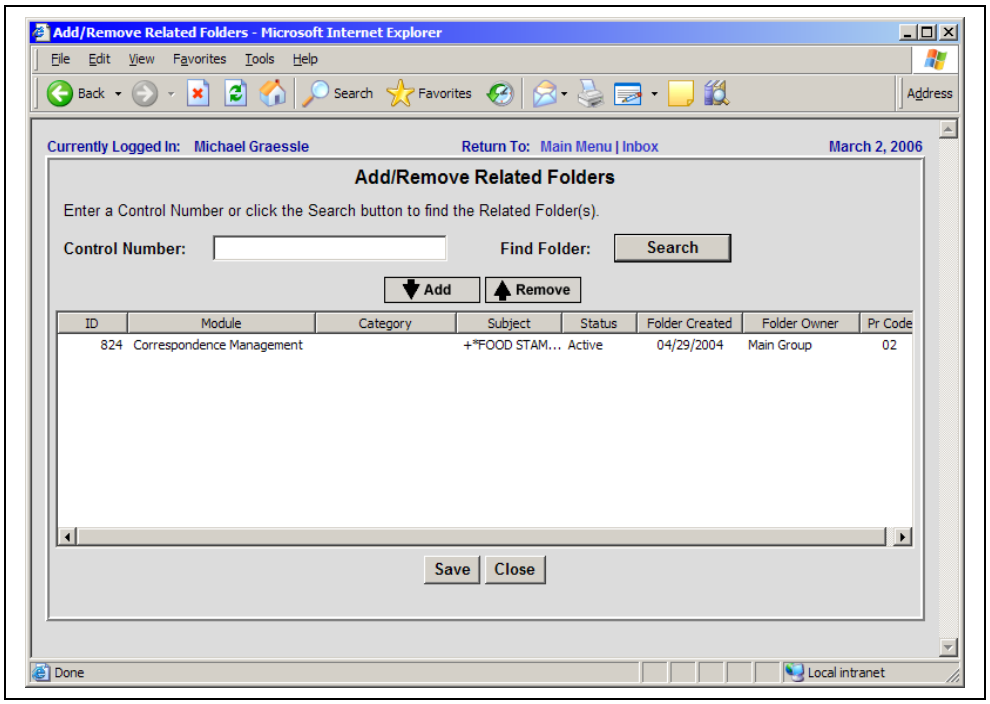


Figure 17: Add Related Folders - After Selection

Folder 824 is added to the selected folders panel. The user can type in additional control numbers as needed.

Search for Folder To Add

To search for a folder to add, the user clicks the <Search> button and the Select Folders screen is displayed as shown in **Figure 18**.

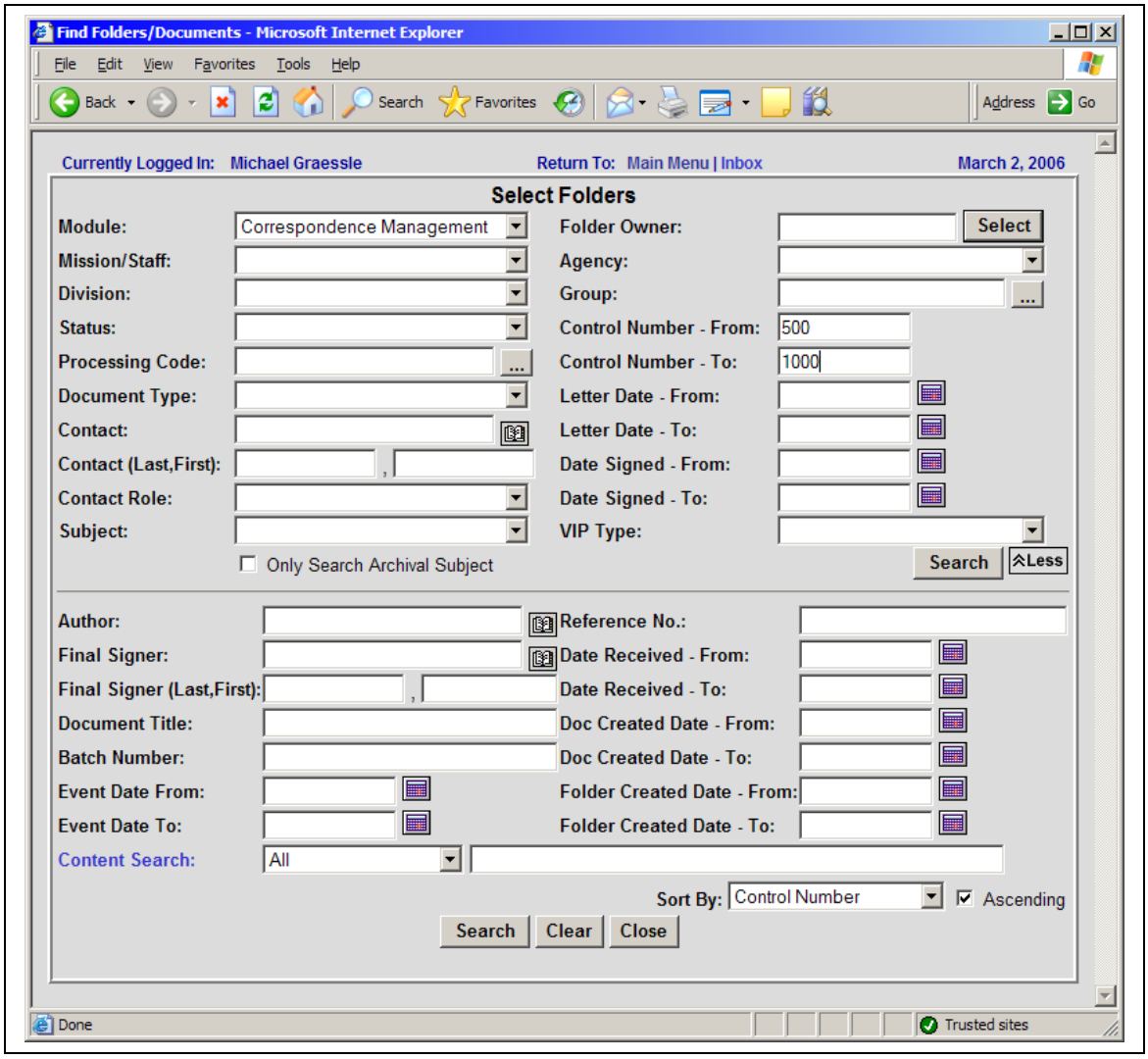


Figure 18: Query Folders to Select

This screen works the same as the ECM Query Folders screen. In the example in **Figure 18**, the user searches for Correspondence Management folders with control numbers between 500 and 1000. The user clicks the <Search> button. The results list shown in **Figure 19** displays all folders that match the query criteria.

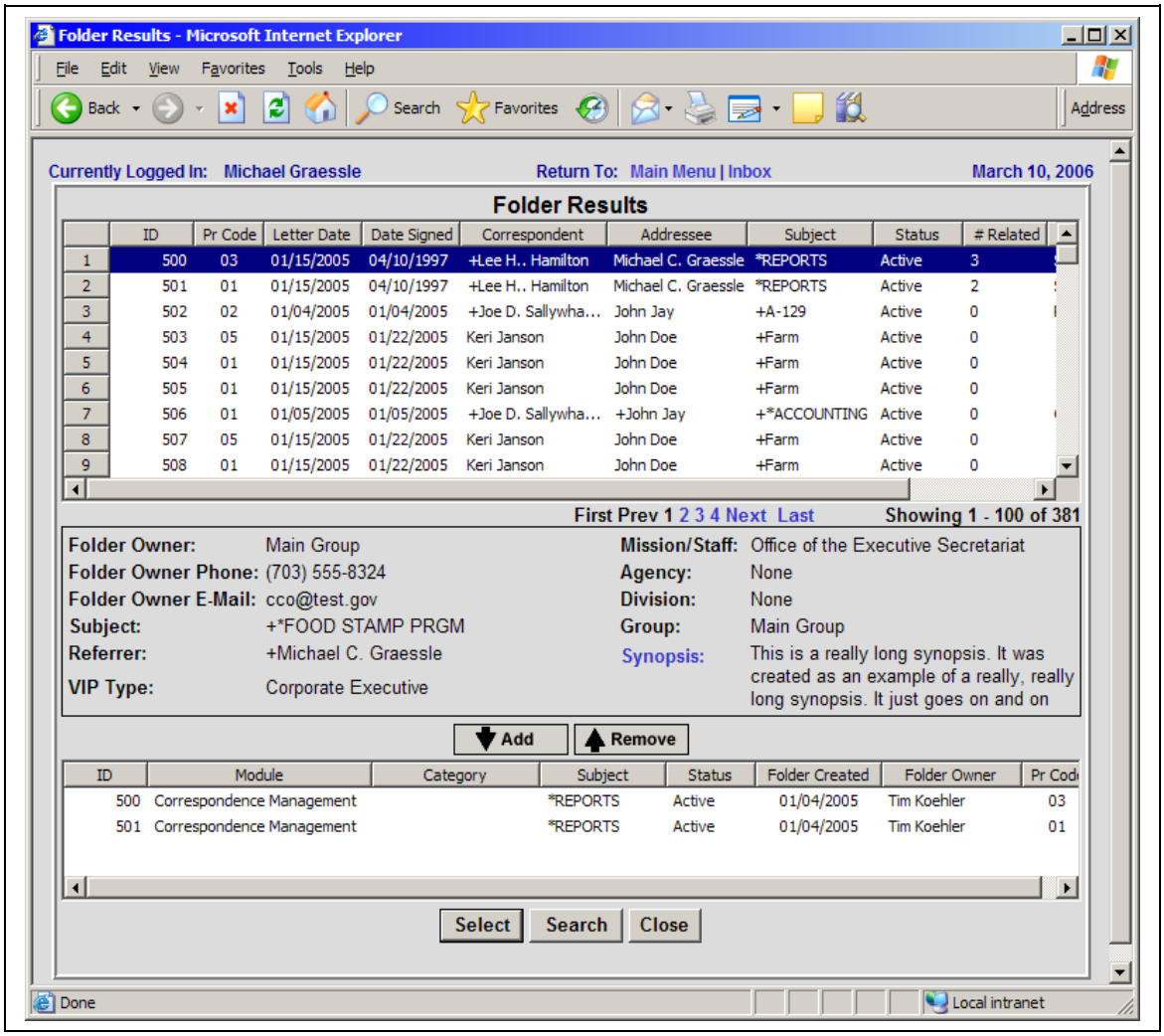


Figure 19: Query Folders to Select - Results List

The user selects one or more folders by highlighting them and clicking the <Add> button. The selected folders are added to the lower panel. When finished, the user clicks the <Select> button on the bottom of the form to return to the Add/Remove Related Folders screen and include the newly selected folders.

Alternatively, the user can click the <Search> button to return to the query screen to enter new criteria to find more folders. Any folders in the lower panel will remain selected when returning to the Query Screen.

To close the screen without selecting any folders, the user clicks the <Close> button.

When a folder is highlighted, data about the folder is displayed in the middle panel. The first part of the synopsis is displayed in the Synopsis field. To view the entire synopsis, the user clicks the Synopsis label and the full synopsis is displayed.

Add Multiple Folders

To add more folders to the related folders field, the user clicks the <Search> button on the bottom of the Folders Results screen. The Select Folders screen is re-displayed as shown in **Figure 20**.

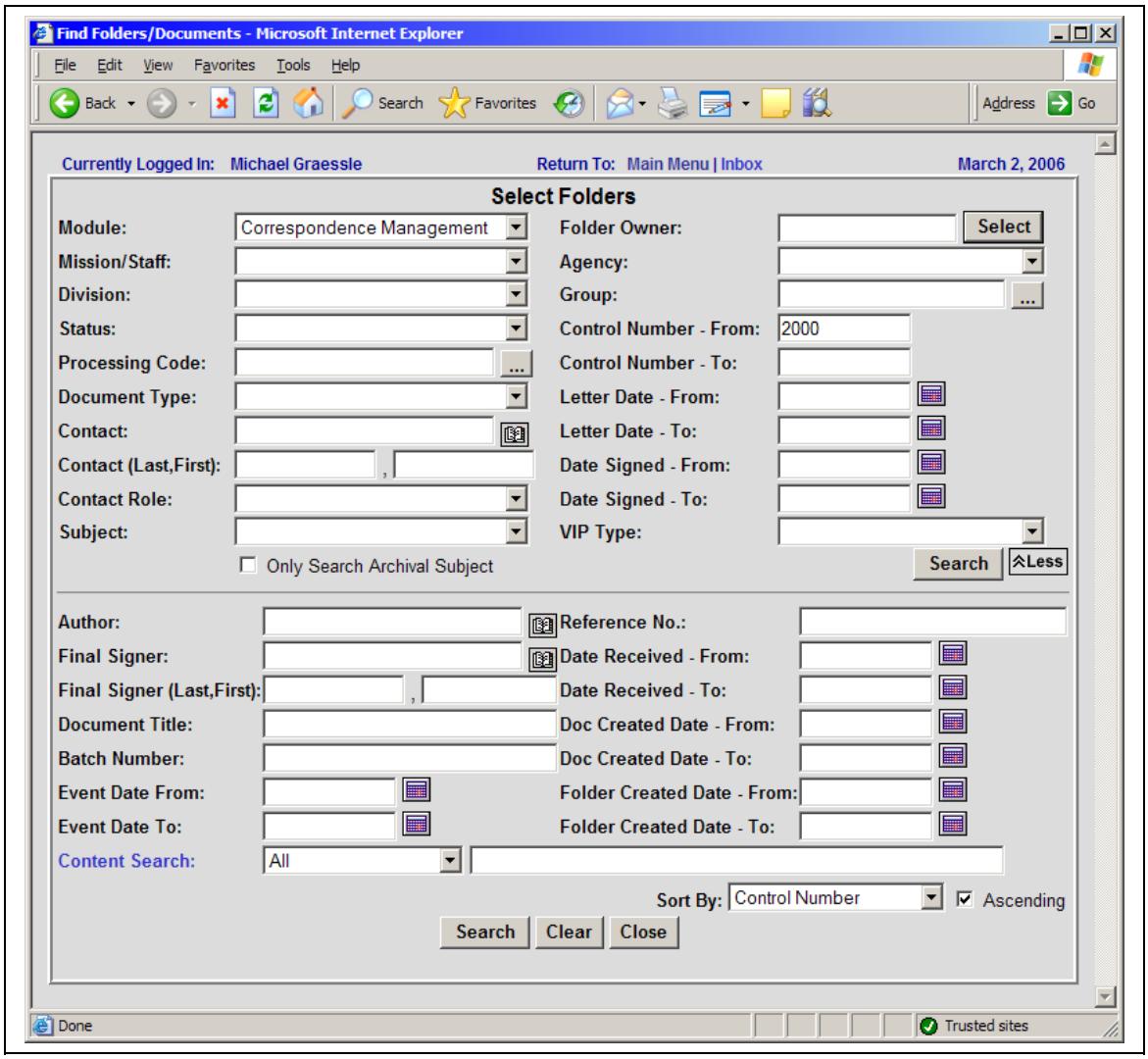


Figure 20: Query Folders to Select

The results list in **Figure 21** is displayed for the query in **Figure 20**.

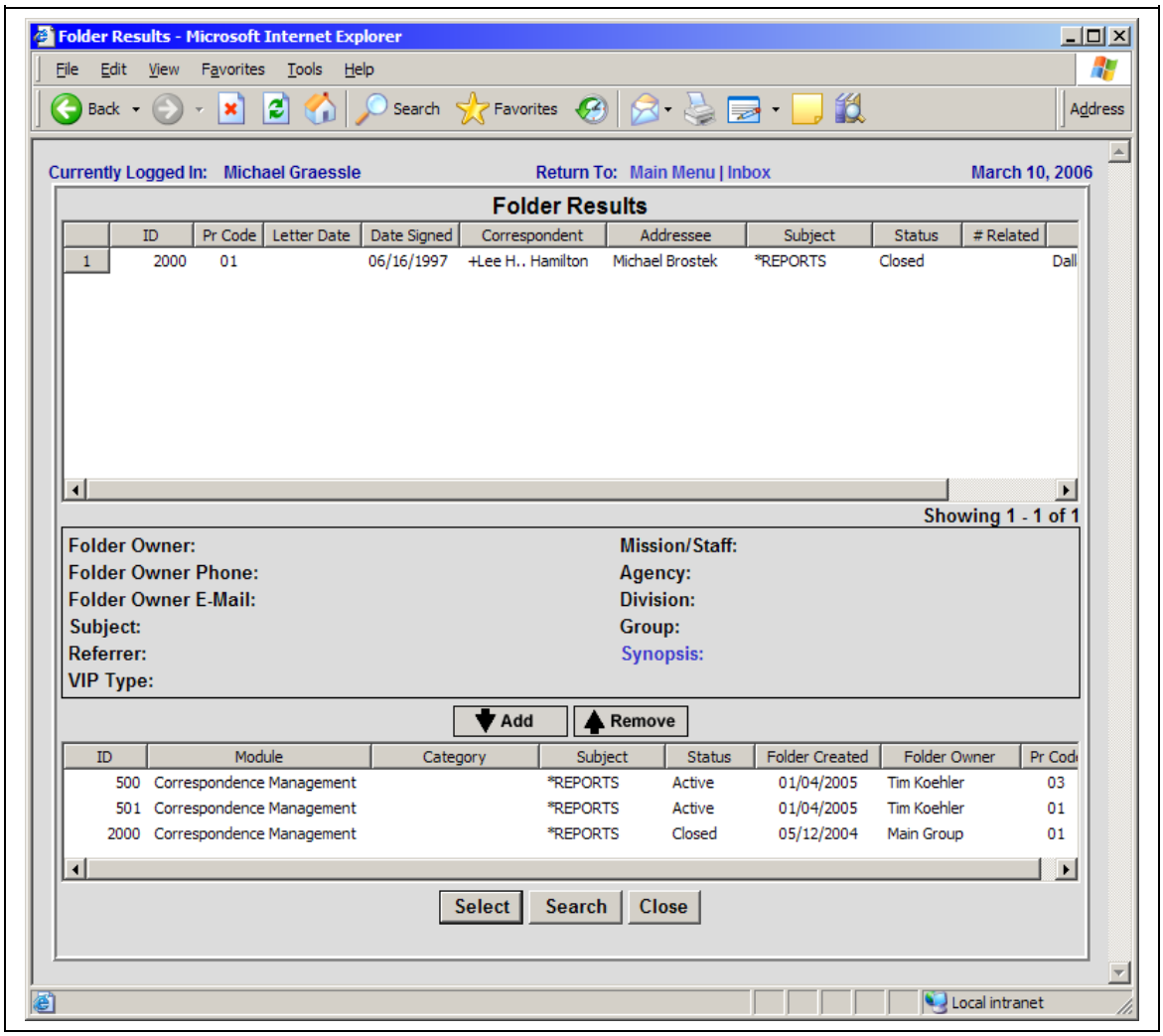


Figure 21: Query Folders to Select - Results List

The user selects the folder and adds it to the selected folders list. Now the user clicks the <Select> button. The Add/Remove Related Folders screen is displayed with the selected folders included as shown in **Figure 22**.

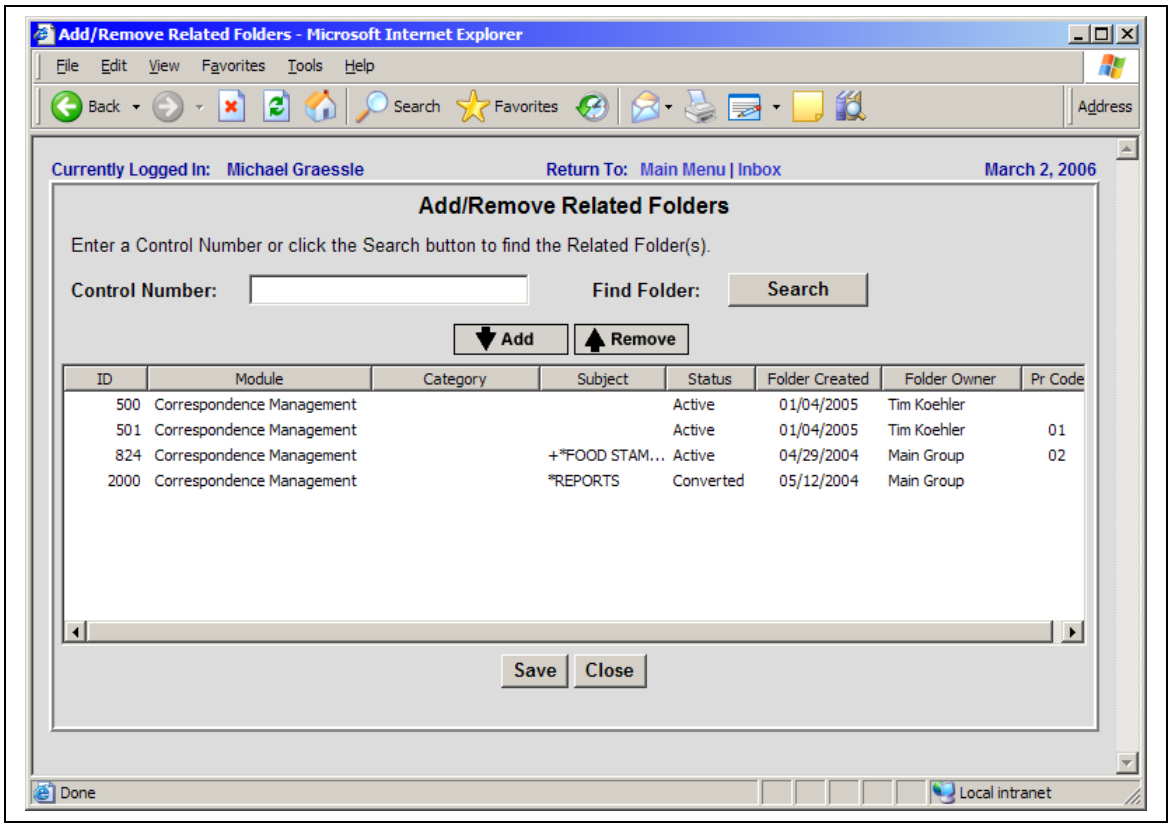


Figure 22: Add Related Folders - Selected Folders Complete

The three new folders are added to the one that was previously entered. The user clicks the <Save> button and the related folders field is updated as shown in **Figure 23**. The related folder will also have its Related Folders field updated with the control number of the initial folder.

To remove a related folder, the user selects it from the lower panel and clicks the <Remove> button. In the related folder, the reference to this folder will be removed also.

To save changes to the folder, the user clicks <Save> or <Save and Close>. If the user's work session times out before the changes are saved, those changes are lost.

Figure 23 shows a folder with the Related Folders field populated with several control numbers.

Correspondence Management Folder - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Address Go

Currently Logged In: Michael Graessle Return To: Main Menu | Inbox March 2, 2006

Control Number: 47489 Status: Active

Folder Owner: Processing Code:

Mission/Staff: Rural Development Agency: Rural Housing Service

Division: None Group: Main Group/Michael Graessle

Action Organization:

Mission/Staff: Rural Development Agency: Rural Housing Service

Division: None Group: Main Group

Correspondent: 0 Date on Letter:

Addressee: 0 Received Date: 02/27/2006

Referrer: 0 Referrer Due Date:

Subject: Related Folders: 500 Go

500
501
824
2000

More

#	Task	Received	Due Date	A	Organization	Assignee		
1	Setup Folder	02/27/2006	02/28/2006		RD/RHS/None	Michael Graessle		
2	Research Issues	02/28/2006	03/01/2006		RD/RHS/None	Michael Graessle	Started	RD/RHS/None
3	Create Draft		07/19/2006		RD/RHS/None	Michael Graessle	Not Started	
4	Prepare Final		07/21/2006		RD/RHS/None	Michael Graessle	Not Started	

DOCUMENTS WORKFLOW NOTES

Remarks:

Change Workflow Suspend Workflow Assignee Details Workflow Status

Complete Task Print Cover Sheet Security Refresh

Put Back Task Print Folder Admin Save and Close Close

Quick Print

Applet SpellCheckApplet started Trusted sites

Figure 23: Work Folder with Related Folders Field Populated

Remove Related Folder

To removing a Related Folder, the user clicks <...> as shown in **Figure 24**.

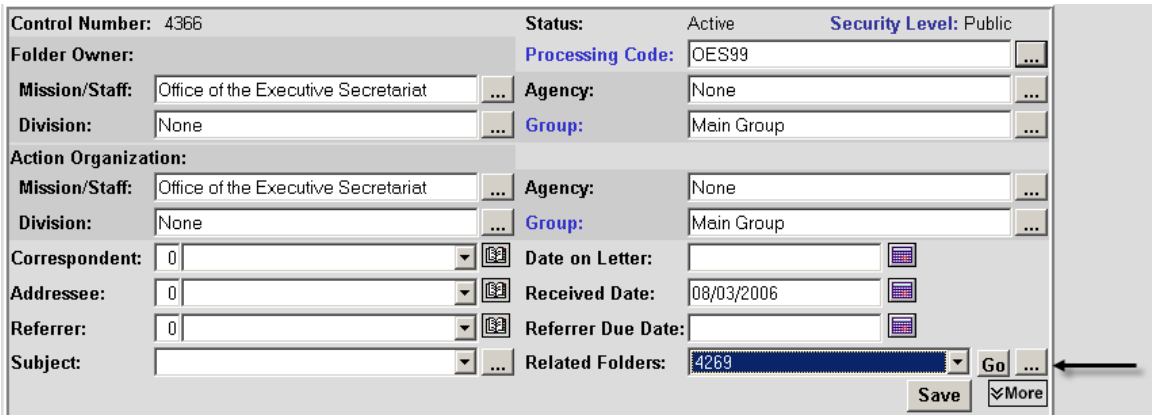


Figure 24: Related Folders – Remove

The user is taken to the Add/Remove Related Folders Screen. The bottom of the screen is populated with the folders that are in the related folders field for that folder. The user highlights the folder to be removed and clicks the <Remove> key as shown in **Figure 25.**

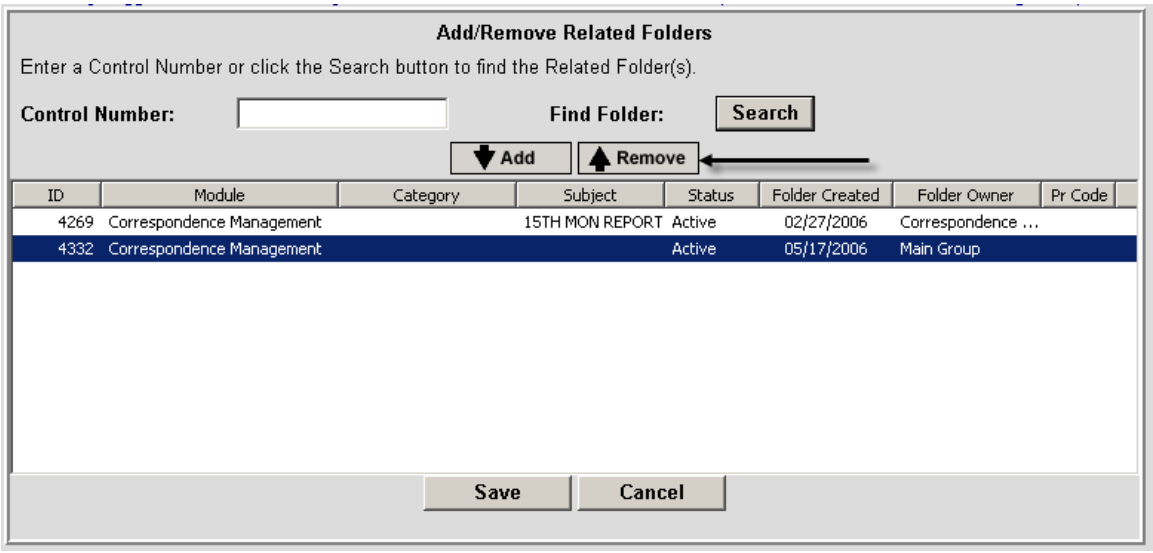


Figure 25: Related Folders - Remove

The highlighted folder is no longer on the bottom of the screen (**Figure 26**).

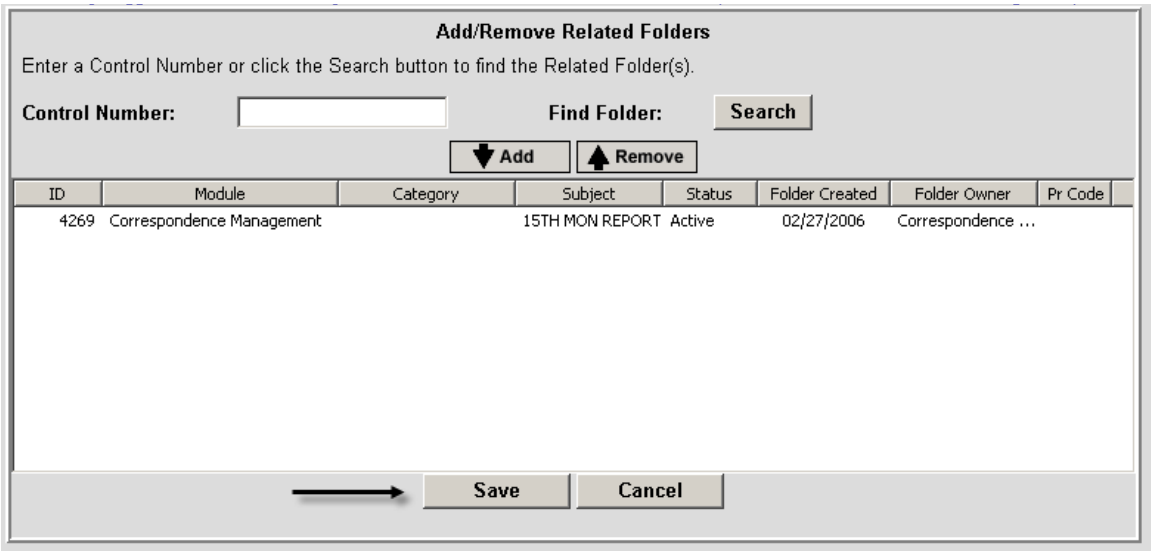


Figure 26: Related Folders – After a Folder is Removed

The user then clicks the <Save> key and is returned to the folder as seen in **Figure 27**. To save the changes to the Related Folders the user must also click <Save> after returning to the folder.

Figure 27: Related Folders - Drop Down After Folder Is Removed

Open A Related Folder

To open a related folder, the user highlights it in the list box and clicks the <Go> button. If the user has privileges to view the folder, it will be displayed. If the user does not have privileges to view the folder, a message will be displayed that includes contact information for the Folder Owner.

MORE / LESS FIELDS

Additional folder fields can be seen by clicking the <More> button as shown in **Figure 28**.

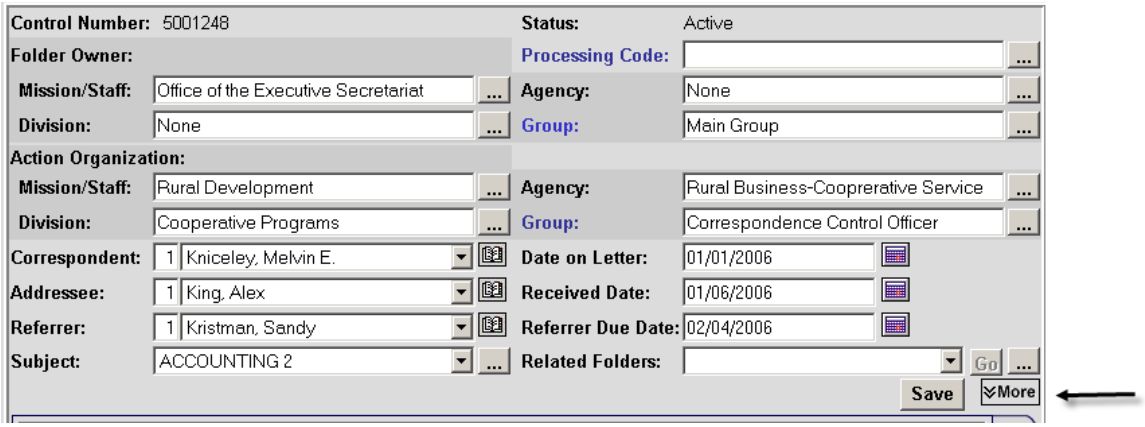


Figure 28: Expanding the Folder Fields

The Folder Fields can be collapsed by clicking on the <Less> key shown in **Figure 29**.

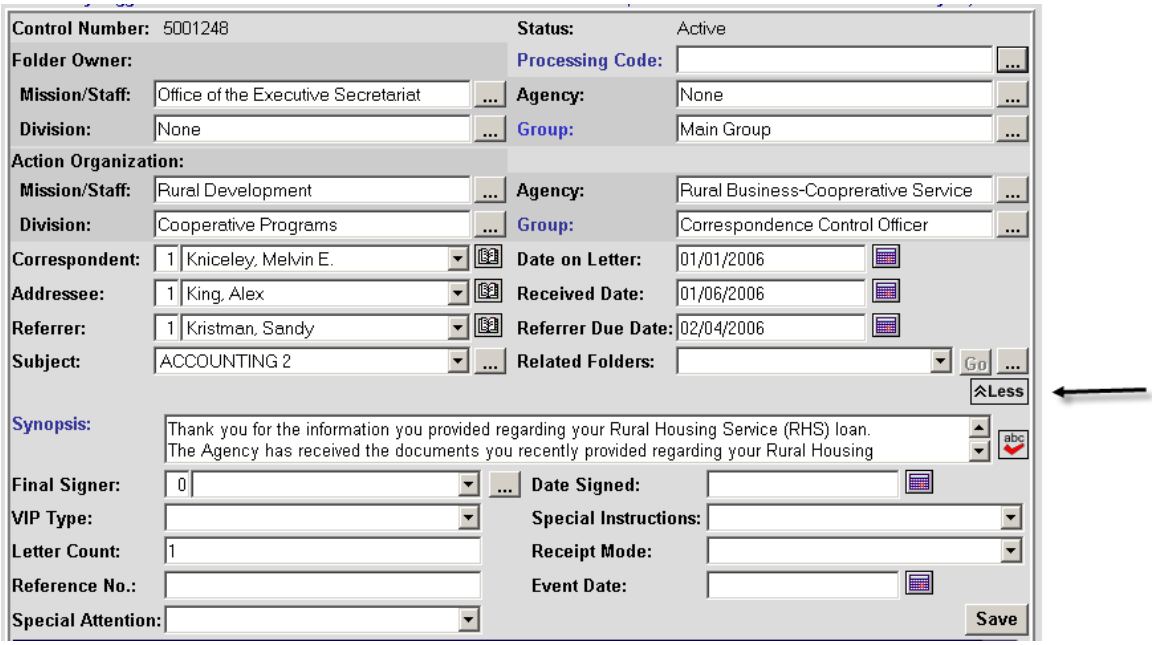


Figure 29: Expanded Folder Fields

The user can use the screen preference in the Personal Profile section to show more or less folder fields by default. See **Figure 30**.

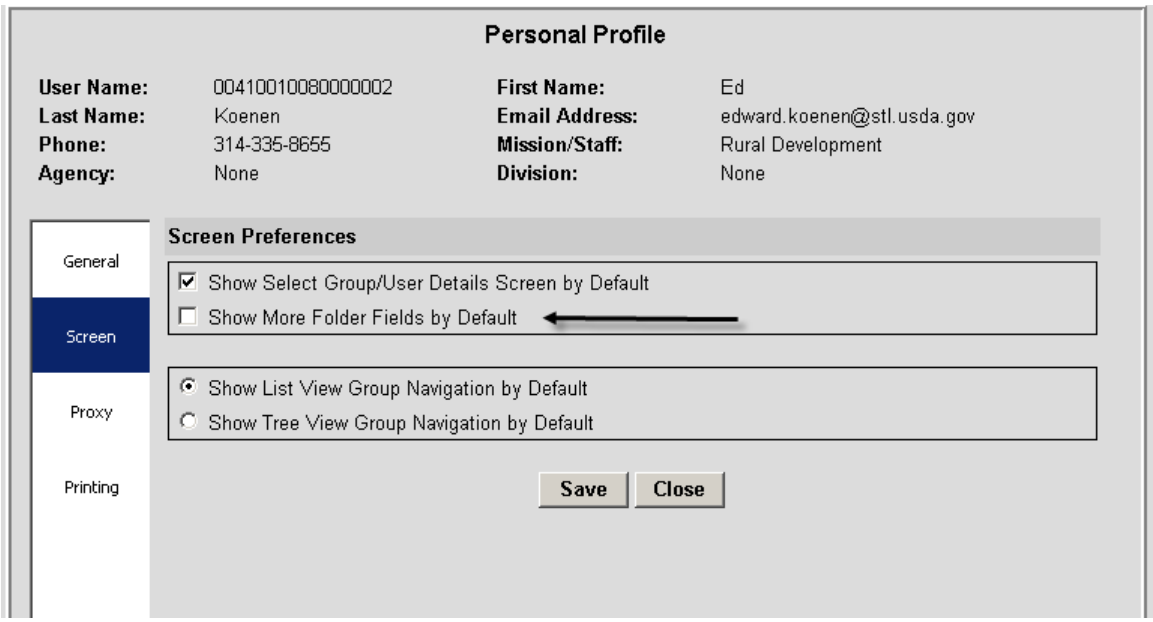


Figure 30: Person Profile – Set Default For Folder Fields

SYNOPSIS

The Synopsis field is used in two ways by ECM.

The application captures the first 500 characters of scanned documents after the salutation and stores them in the synopsis field of the folder. The application ignores all text up to the salutation and the name after the salutation.

The Synopsis is also a free form text field of up to 500 characters. The user can use the synopsis for meaningful and/or descriptive date.

The entire contents of the synopsis field can be viewed and edited when the user clicks on the 'Synopsis' label. The synopsis can be modified and Spell Check can be run against it. **Figure 31** shows this pop-up.

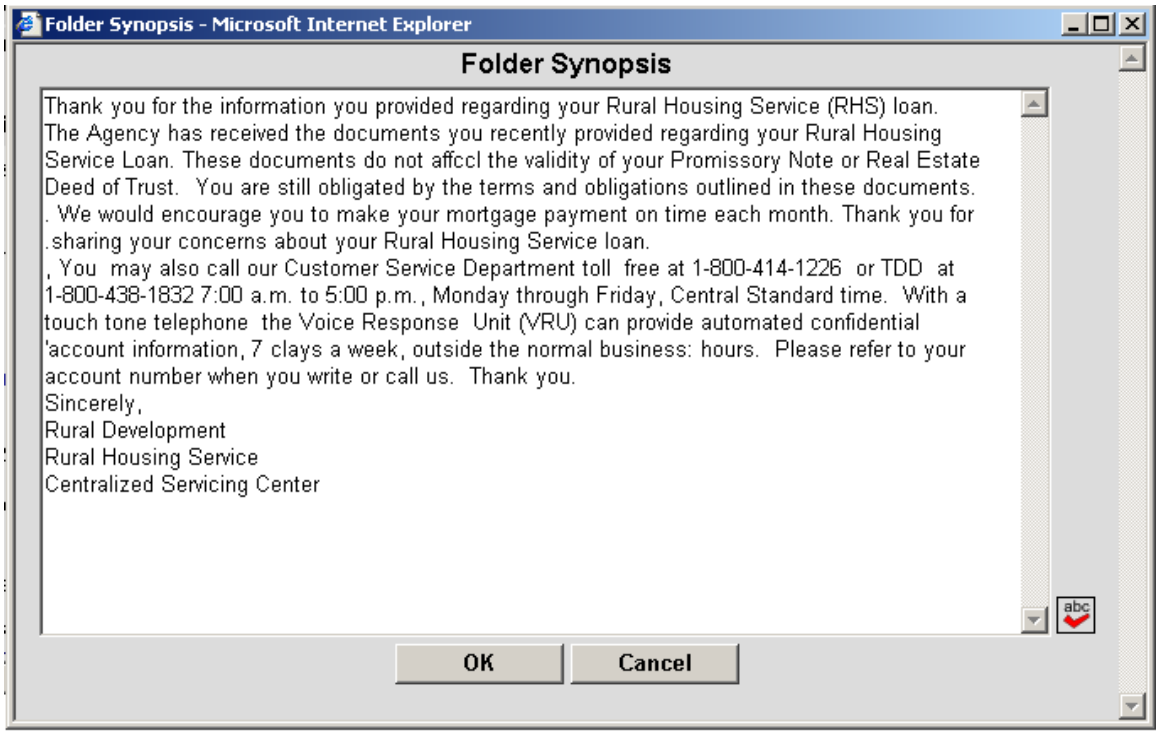


Figure 31: Folder Synopsis Pop-up

SELECT FINAL SIGNER and DATE SIGNED

A final signer can be selected. The Final Signer field shows the person(s) or position expected to sign the final version of the response letter. This may be a specific person or a position within USDA (e.g. Deputy Administrator). It may also be more than one person. The user clicks the <…> button next to the Final Signer field and the Select Final Signer screen is displayed in the List View (**Figure 32**) or the Tree View (**Figure 33**) according to the user's default.

The user highlights the applicable signer, clicks <Select> and <Save>.
When the letter is actually signed, the Final Signer(s) should be changed if it is different than when initially assigned. In this situation, the original Final Signer is stored along with the actual Final Signer.

At that time the Date Signed field is entered by the user. The date can be entered in MM/DD/YYYY format or by clicking on the calendar and selecting the date.

Upon being returned to the folder, the user clicks <Save> or <Save and Close>. If the user's work session times out before the changes are saved, those changes are lost.

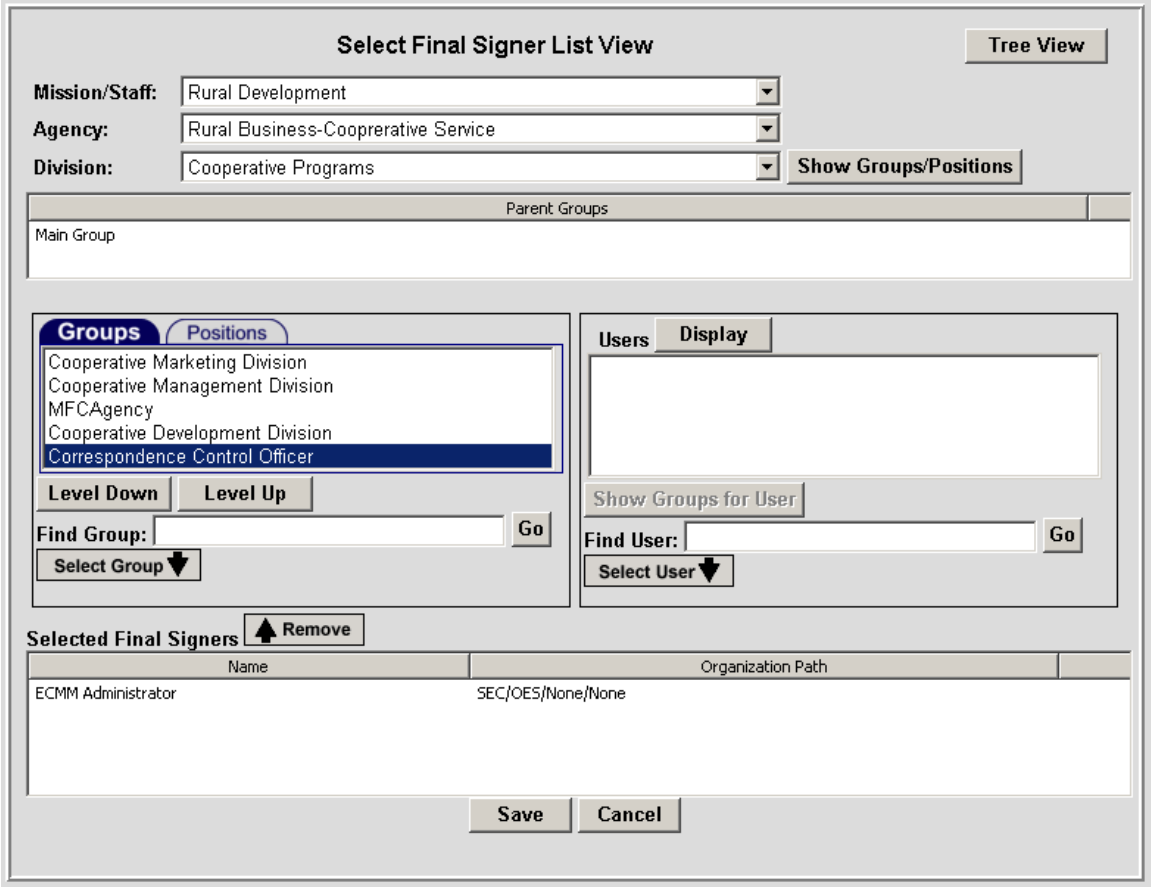


Figure 32: Select Final Signer – List View

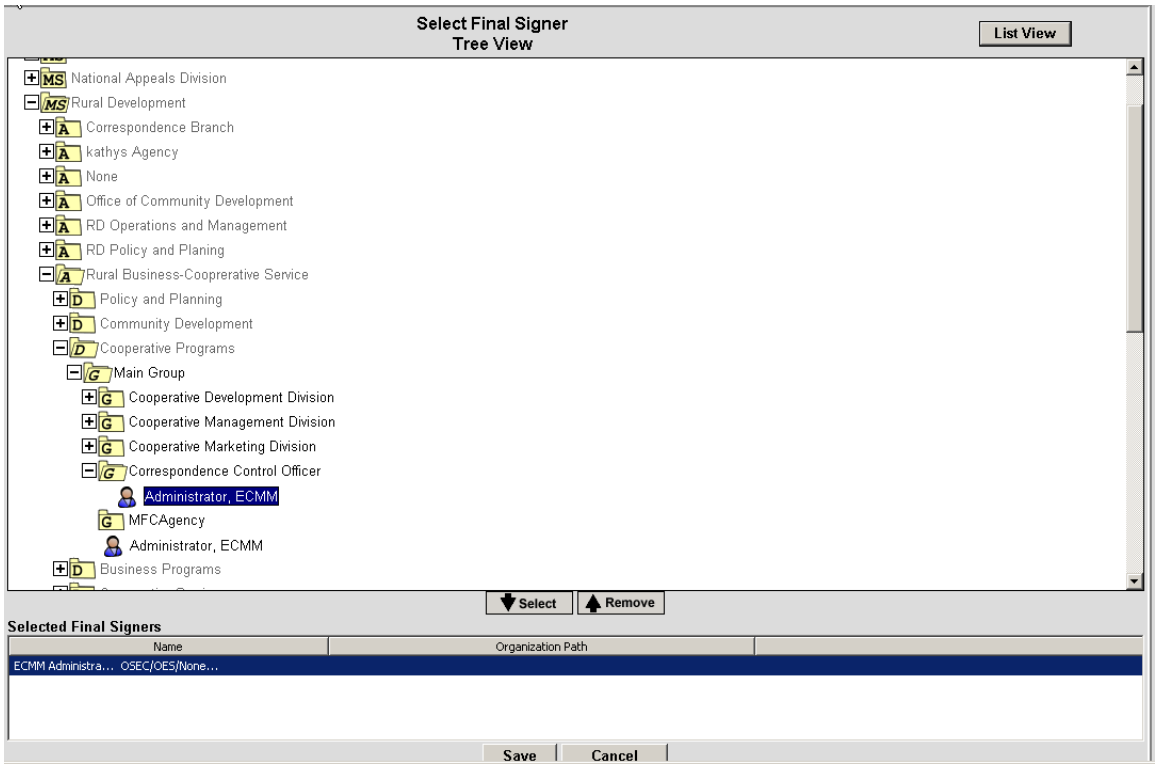


Figure 33: Select Final Signer – Tree View

REMAINING FIELDS

These remaining fields support special handling, special instructions, categorizing and/or tracking of the folder. Some fields have a drop-down list box with the available choices. Others can be used in ways meaningful to the user or group. These fields may be left blank if they don't apply to this folder. These fields are shown in **Figure 34**.

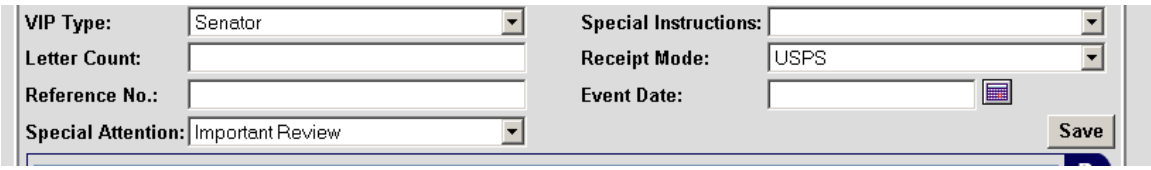


Figure 34: Additional Optional Folder Fields

VIP Type: This field associates a Very Important Person type to this folder. VIP types include President, Governor, Member of Congress and Tribal Official

Special Instructions: This field is used to provide special handling information for this folder. An example of a Special Instruction is Urgent.

Letter Count: This field can be used to track the number of letters received or generated through the folder.

Receipt Mode: This field is used to track the method in which the correspondence that triggered creation of the folder was received. The values include USPS, Scanning, and E-Mail.

Reference No.: This is a free-form field that can be used for data meaningful to the user.

Event Date: This field is used mainly to identify dates of events to which the Secretary of Agriculture has been invited.

Special Attention: This field is used to flag important folders. For this to be meaningful it should be used sparingly. When this is not blank, an exclamation mark will be displayed in the inbox next to tasks assigned for this folder. Valid values include Important Review, Scheduling-Secretary, and Homeland Security.

ADDRESS BOOK

ADDRESS BOOK

FIND CONTACT

ADD NEW CONTACT

MODIFY CONTACT

ADD ADDRESS

MODIFY ADDRESS

PRINT RESULTS SCREEN

SELECTING A CONTACT

ADDRESS BOOK

The Address Book is accessed from the Main Menu as shown in **Figure 1**.

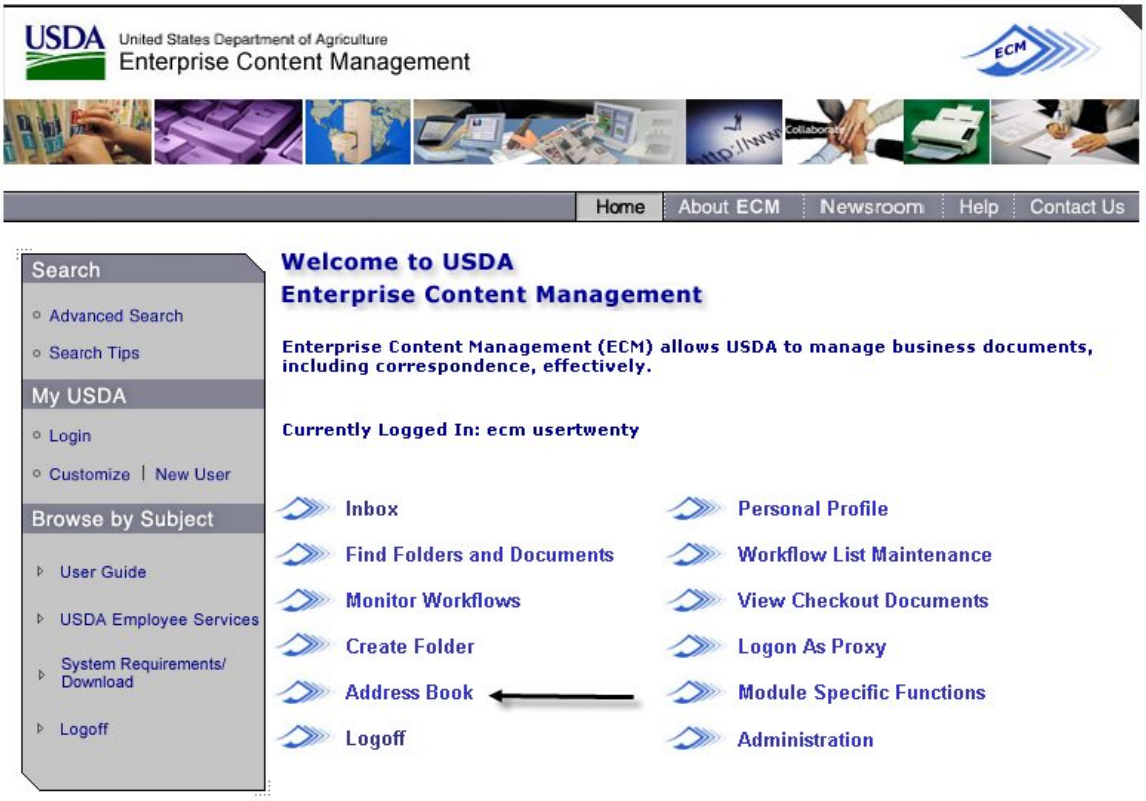


Figure 1: Address Book

This address book is shared by all system users. It allows a user to add or change contacts and their addresses. The main Address Book screen is shown in **Figure 2**.

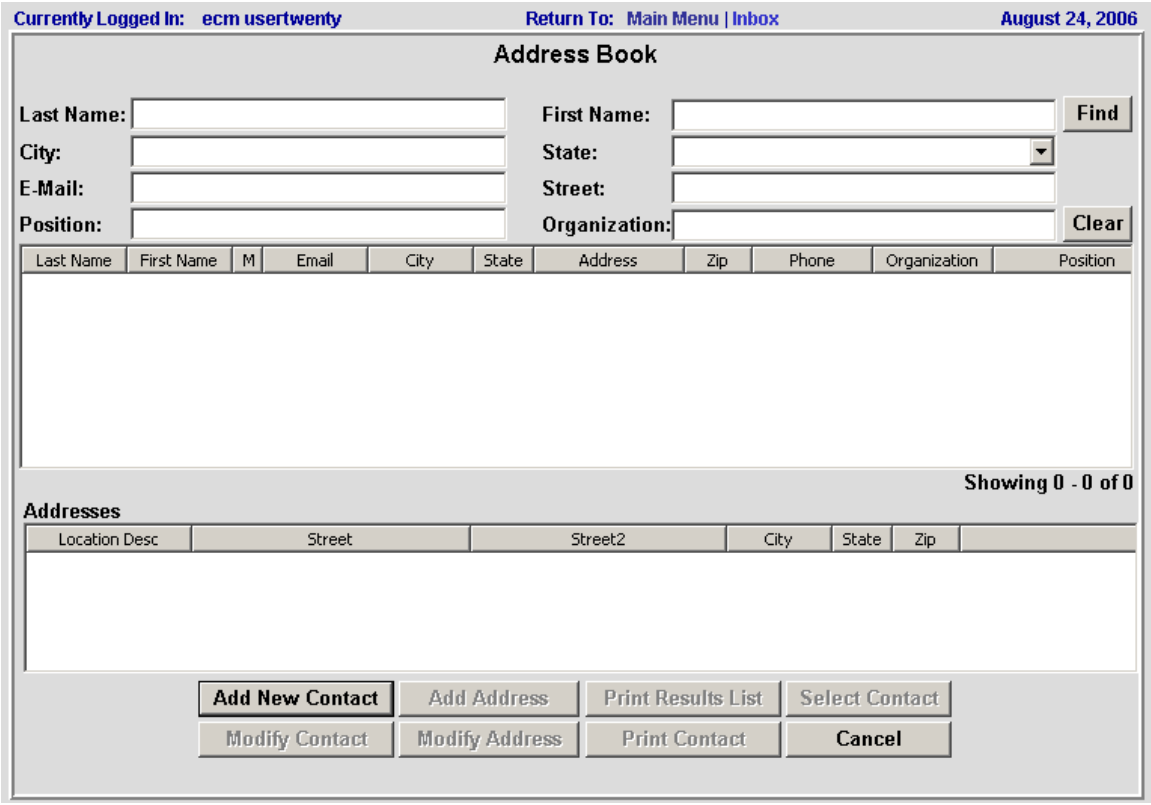


Figure 2: Address Book – Main Screen

The table in **Figure 3** describes the operations of each button on the on the Address Book screen.

Button	Description
Add New Contact	If the Contact cannot be found in the Address Book it can be added. Click <Add New Contact> to add a new Contact.
Modify Contact	Select a Contact from the top panel and click <Modify Contact> to edit the contact information.
Add Address	Select a Contact from the top panel then click <Add Address> to add another address for this contact.
Modify Address	Select a Contact from the top panel and an Address from the bottom panel to modify the Address.
Print Results List	Prints the query criteria and all Contacts in the top panel and with all of their addresses.
Print Contact	Prints Contact and Address information for the selected contact.
Select Contact	When this screen is called by a screen requesting a single contact, <Select Contact> will select the highlighted contact and return to the previous screen.

Figure 3: Address Book Operations

FIND CONTACT

To find a contact, the user enters any combination of last name, first name, city, state, e-mail address, position and/or organization and clicks the <Find> button. The user may enter partial values and use a wild card character (*) as shown in **Figure 4**.

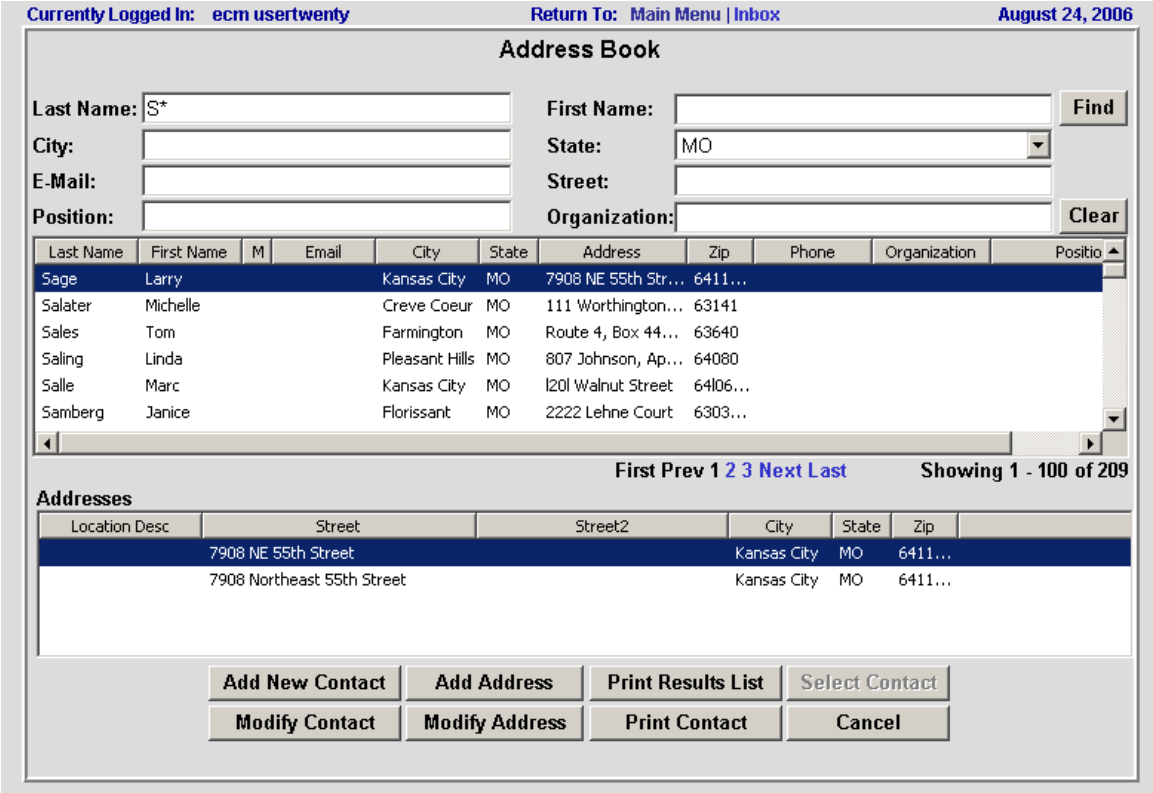


Figure 4: Address Book – Find Contact

All matching contacts are found. The contact name and demographic information is displayed in the top panel. When the user highlights a contact, the available addresses for the contact are shown in the bottom panel.

ADD NEW CONTACT

To add a contact to the Address Book, clicks on the <Add New Contact> button. The new contact information is entered as shown in **Figure 5**. The user clicks the <Save> button and the contact is added to the Address Book.

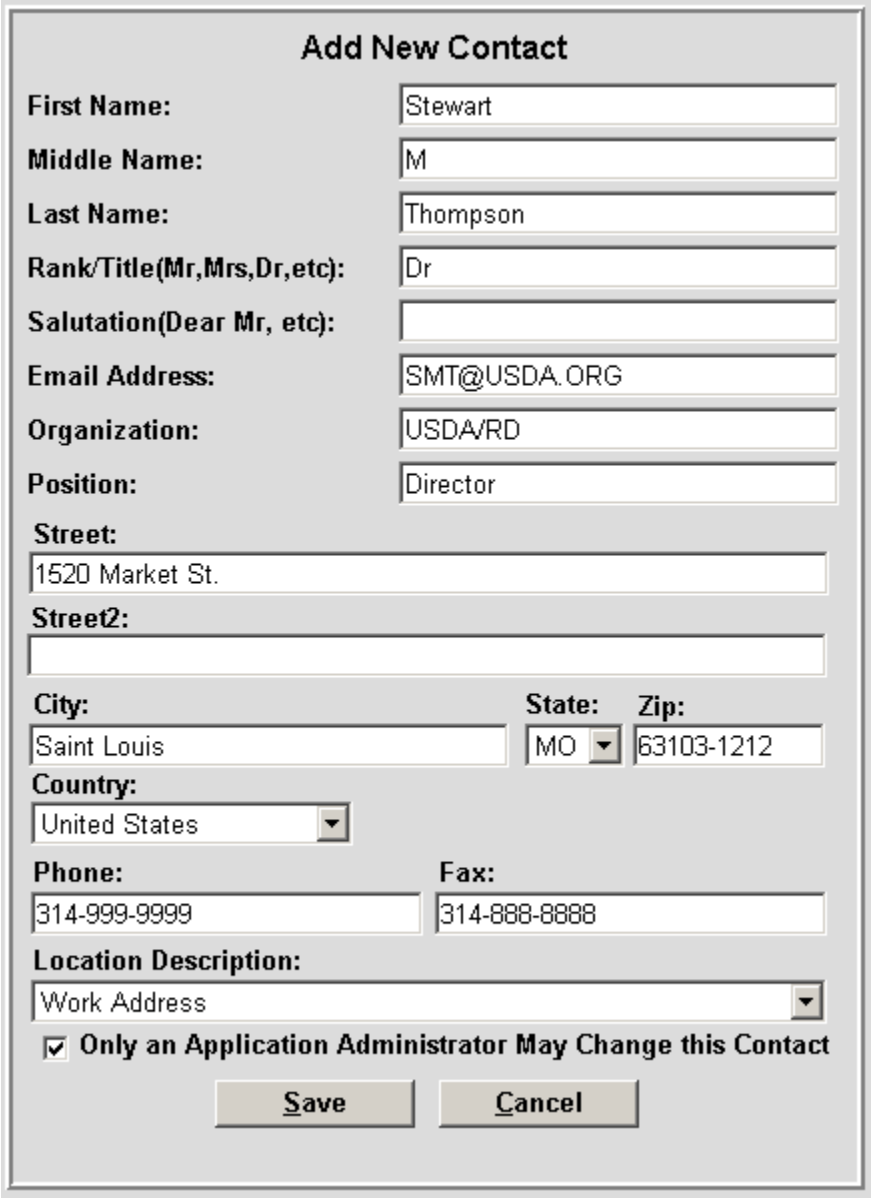


Figure 5: Address Book - Add New Contact

MODIFY CONTACT

To make changes to the contact, the user highlights the contact and clicks the <Modify Contact> button. The Modify Contact screen is displayed as shown in **Figure 6**.

Figure 6: Modify Contact Information

The user makes changes to any of the contact fields. To protect a contact from being modified, the user may click the 'Only an Application Administrator May Change this Contact' check box. An application administrator would need to make any changes to this contact (contact or address information) in the future. This option is shown on the Add New Contact and Modify Contact screens.

After making the desired changes, the user clicks the <Save> button. The system keeps track of the username and date/time that a contact was added or changed. The user is returned to the Address Book screen and the contact information is now updated.

ADD ADDRESS

To add a new address for an existing contact, the user finds the contact. Then the user highlights the contact in the top panel and clicks the <Add Address> button. The Add Address screen is displayed and the information can be added as shown in **Figure7.**

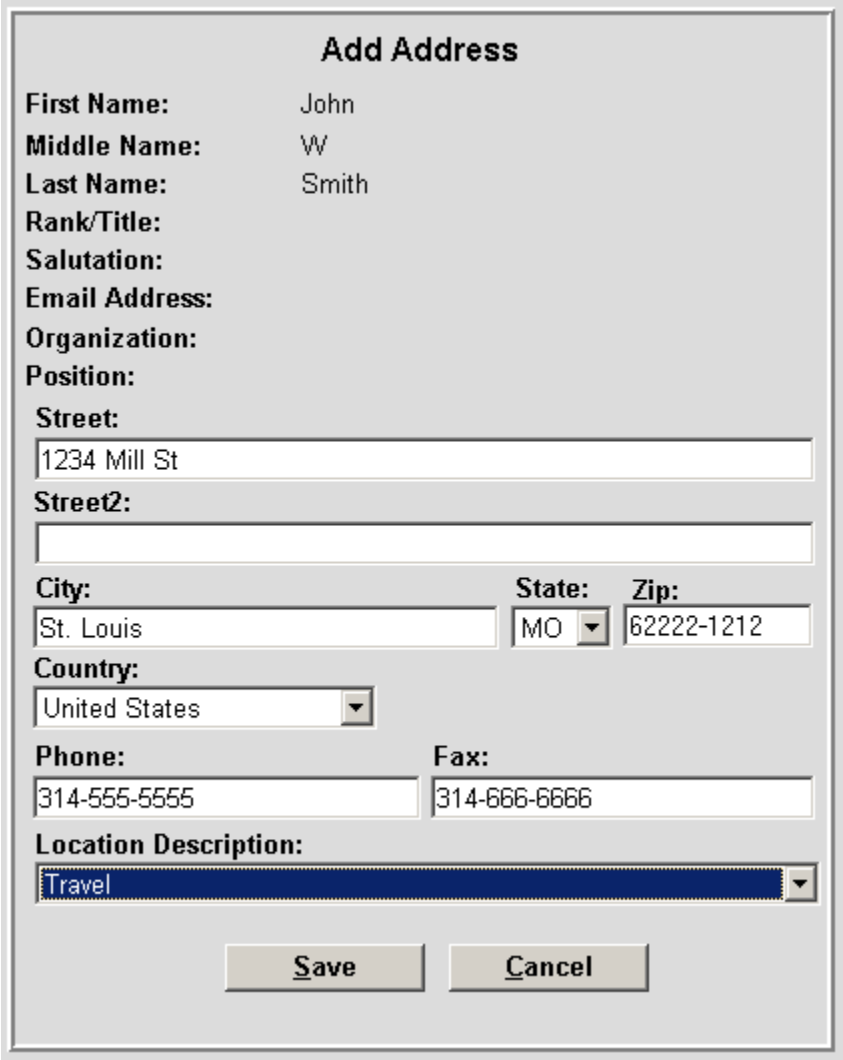


Figure 7: Add Address for Contact

MODIFY ADDRESS

To change an address for a contact, the user selects the contact in the top panel and the address to be changed in the bottom panel. Then the user clicks the <Modify Address> button. The Modify Address screen is displayed as shown in **Figure 8**. The user makes changes to any of the address fields and clicks the <Save> button. The system keeps track of the username and date/time that the address was added or changed.

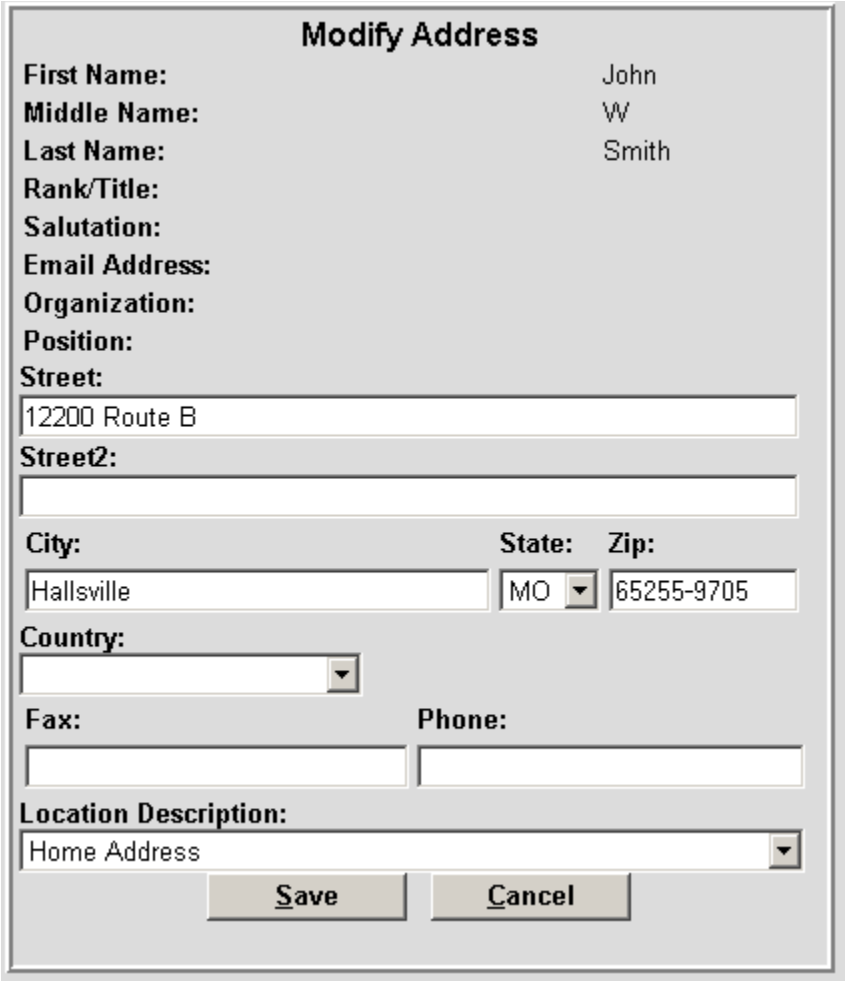
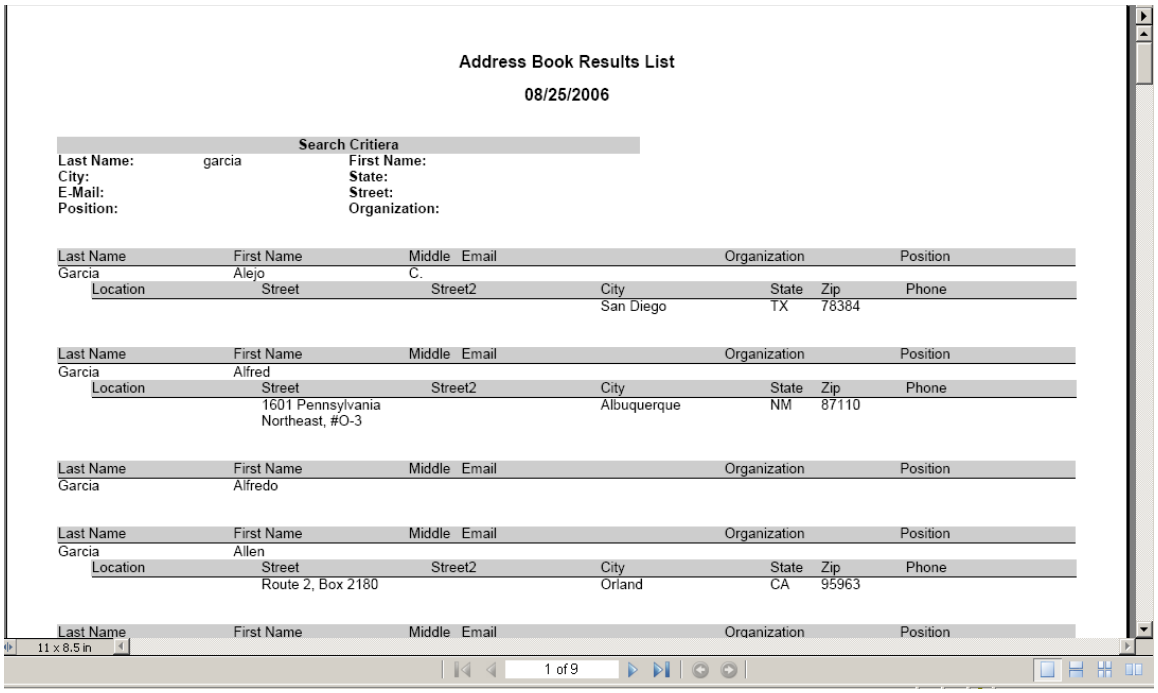


Figure 8: Modify Address

PRINT RESULTS LIST

After a contact search the user may choose to print the list of contacts. The user clicks <Print Results List> and an report will be generated as seen in **Figure 9**.



Address Book Results List

08/25/2006

Search Critiera			
Last Name:	garcia	**First Name:**	
City:		**State:**	
E-Mail:		**Street:**	
Position:		**Organization:**	

Last Name	First Name	Middle	Email	Organization	Position
Garcia	Alejo	C.			

Location	Street	Street2	City	State	Zip	Phone
			San Diego	TX	78384	

Last Name	First Name	Middle	Email	Organization	Position
Garcia	Alfred				

Location	Street	Street2	City	State	Zip	Phone
	1601 Pennsylvania Northeast, #O-3		Albuquerque	NM	87110	

Last Name	First Name	Middle	Email	Organization	Position
Garcia	Alfredo				

Last Name	First Name	Middle	Email	Organization	Position
Garcia	Allen				

Location	Street	Street2	City	State	Zip	Phone
	Route 2, Box 2180		Orland	CA	95963	

Last Name	First Name	Middle	Email	Organization	Position

11 x 8.5 in

1 of 9

Figure 9: Results List

The user may choose to print the contact information for only selected address entry. In that case the user will highlight the contact and click<Print Contact>.

SELECTING A CONTACT

The Select Contacts screen is displayed when the user clicks the Address Book icon next to a field that allows multiple contacts to be selected as seen in **Figure 10**. For example, the Folder Owner can select multiple Contacts (Correspondent, Addressee, and Referrer) when setting up the Folder of an incoming correspondence document.

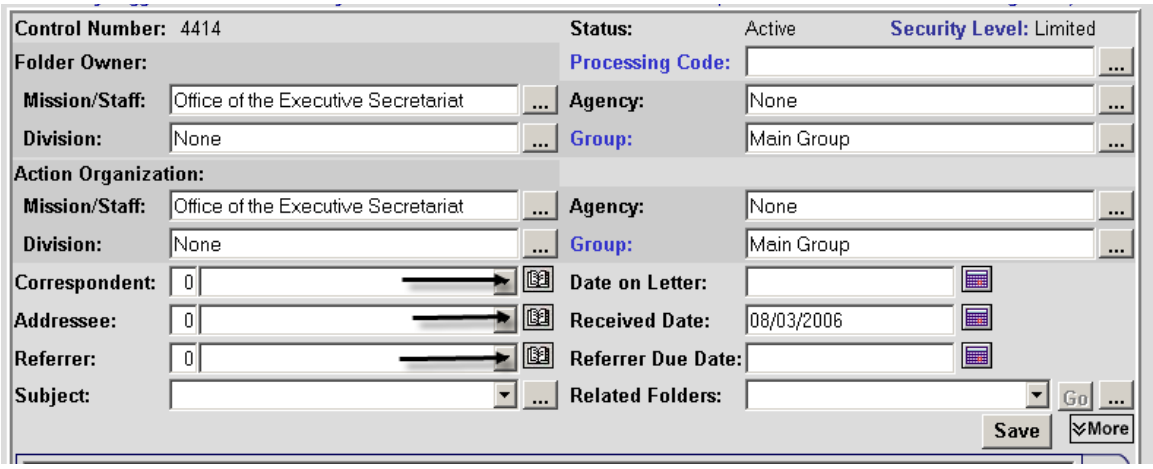


Figure 10:Contacts for an Incoming Folder

When the user clicks the Address Book icon, the Select Contacts screen is displayed as shown in **Figure 11**.

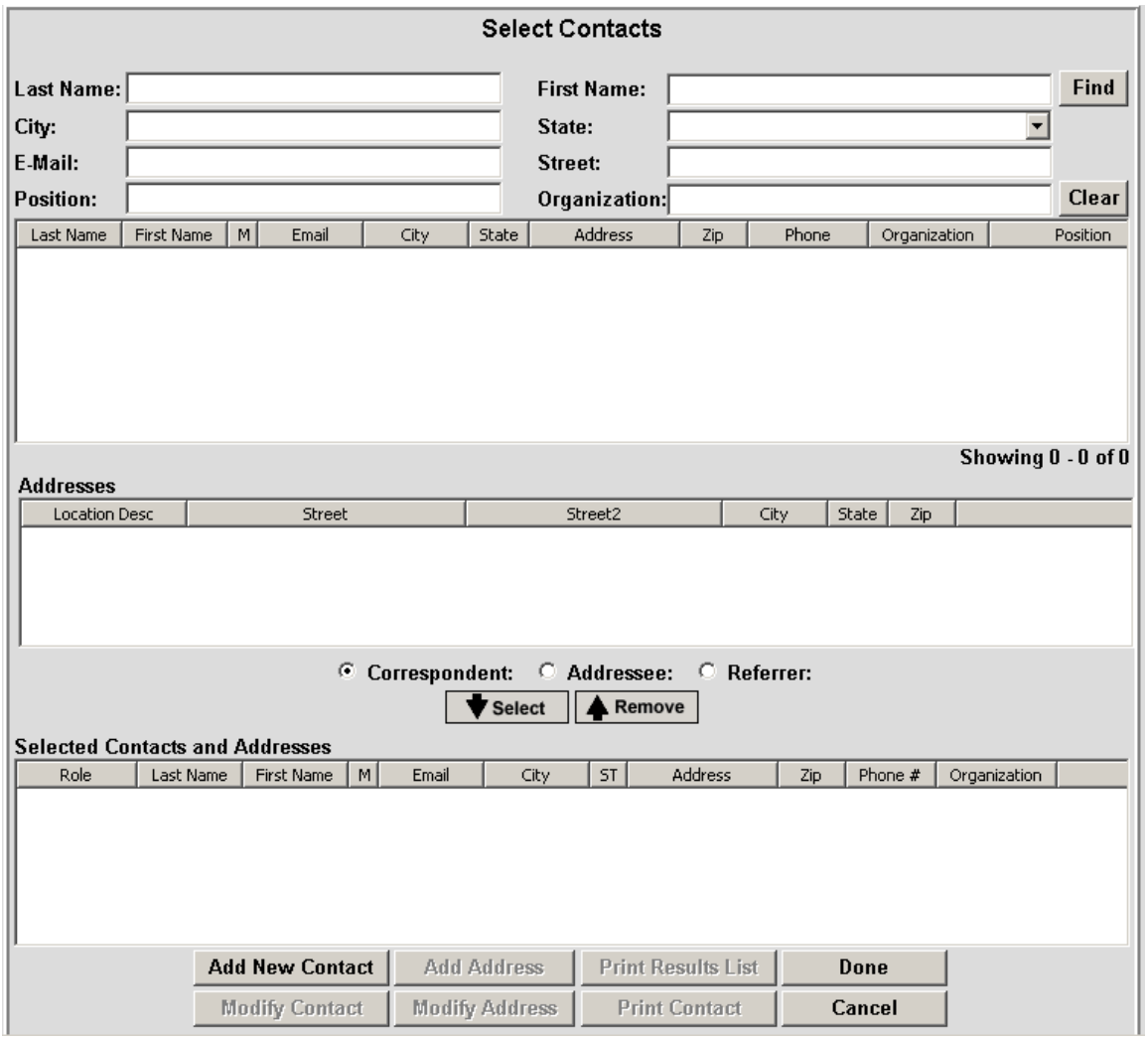


Figure 11: Select Contact and Address

The user selects a contact by entering the query criteria and clicking the <Find> button.

Then the user selects a contact in the top panel and an address in the middle panel and then clicks the <🡻 Select> button. If the contact is not in the address book or the contact information needs to be changed, the user can make the necessary changes. The buttons on the Select Contacts screen work the same as the buttons on the Address Book screen.

When all the contacts have been selected, the user clicks <Done> as seen in **Figure 12.**

Always save changes before closing the Folder.

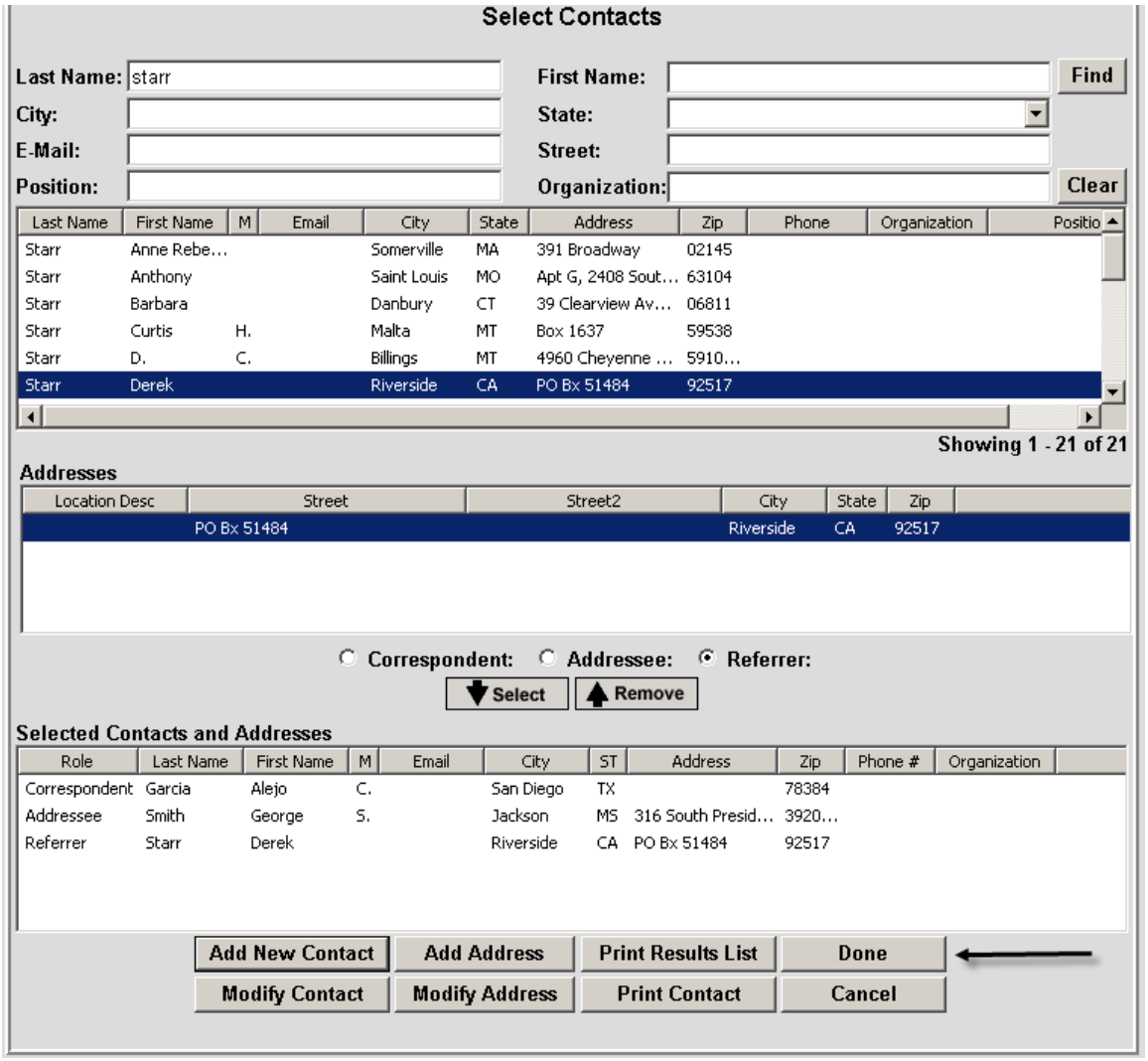


Figure 12: Selecting Contacts

The user is returned to the Folder and the contact fields are populated as seen in **Figure 13**.

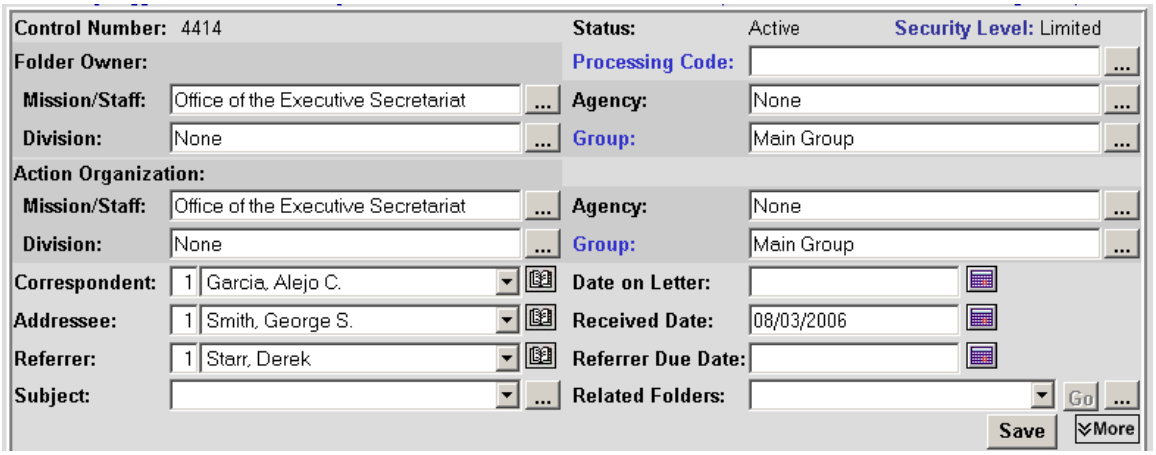


Figure 13: Address Fields Populated

Personal Profile

PERSONAL PROFILE

GENERAL

SCREEN

PROXY

PRINTING

PERSONAL PROFILE

The ECM Personal Profile menu option allows the user to set personal preferences. The top of the screen displays the user's E-Auth username, First and Last names, Email Address, Phone number, Mission/Staff, Agency, and Division. The Personal Profile screen is separated into categories. General, Screen, Proxy and Printing.

GENERAL

The Personal Profile screen with the user's General settings displayed is shown in **Figure 1**.

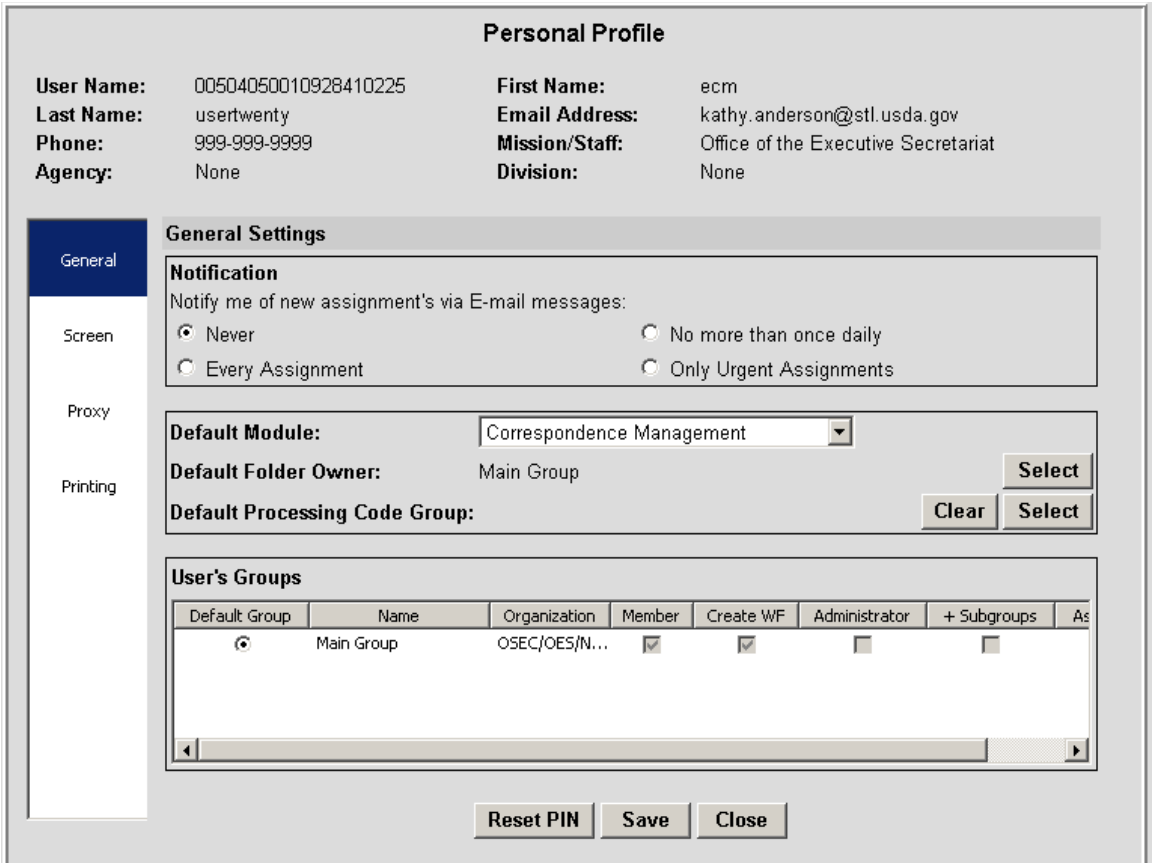


Figure 1: Personal Profile – General Settings

The General category allows the user to set the notification of new assignments via E-mail. The Default Module, Default Folder Owner, and Default Processing Code Group are set when a user is entered into the system and will not usually be changed by the user.

The Default Module contains a drop down box which displays the modules to which the user has access.

The user can reset their PIN number by clicking the <Reset Pin> button. The PIN number is usually used when an approval on a task is needed. The screen as shown in **Figure 2** can be completed and saved or canceled.

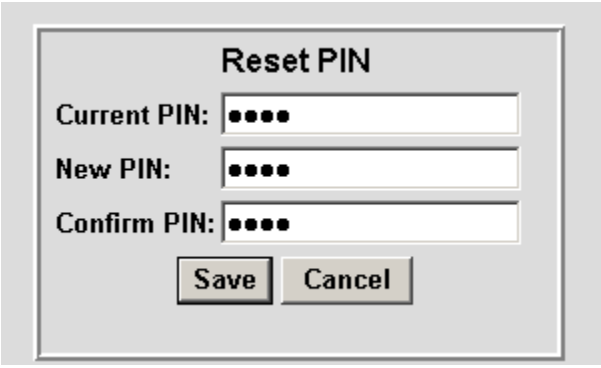


Figure 2:Reset PIN

The User's Groups show all the groups of which the user is a member and the users roles within the groups. This information can not be changed by the user.

SCREEN

The Personal Profile screen with the user's Screen preferences is displayed in **Figure 3**.

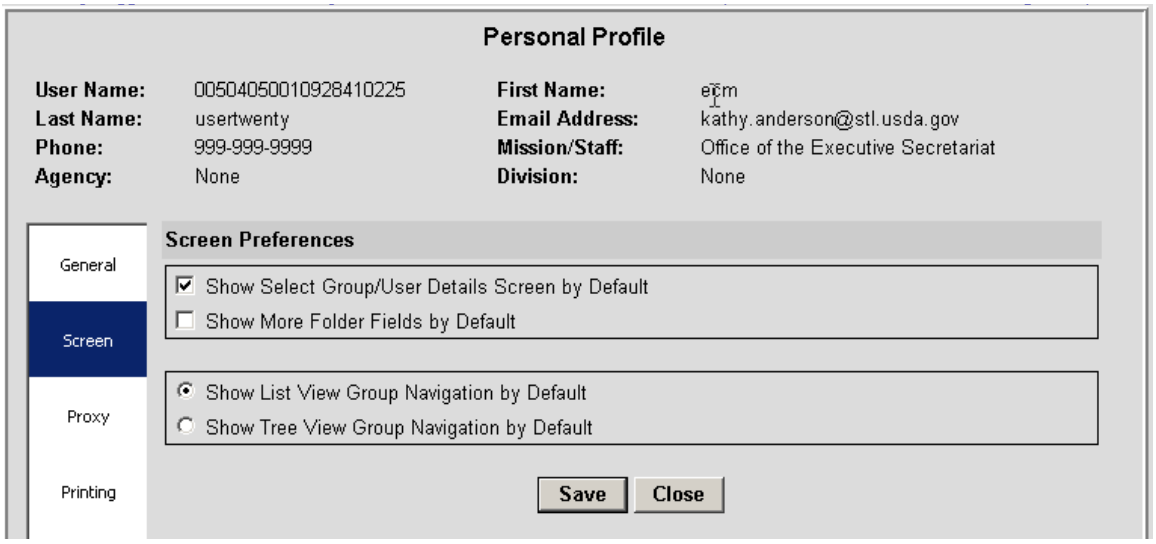


Figure 3: Personal Profile – Screen Preferences

A folder will automatically display the fields as set in the Personal Profile but can be expanded or collapsed by clicking on the <More> or <Less> buttons on the folder as seen in **Figure 4**. This preference can be changed at any time.

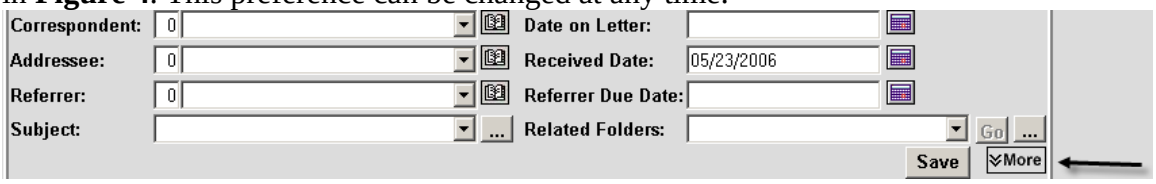


Figure 4: Expand Folder Fields

For fields that can be displayed for group navigation purposes such as Mission/Staff, Agency, Division, Group (**Figure 5**), the preference set in the Personal Profile determines how the groups will be displayed when <...> is clicked. The choices are List View (**Figure 6**) and Tree View (**Figure 7**).

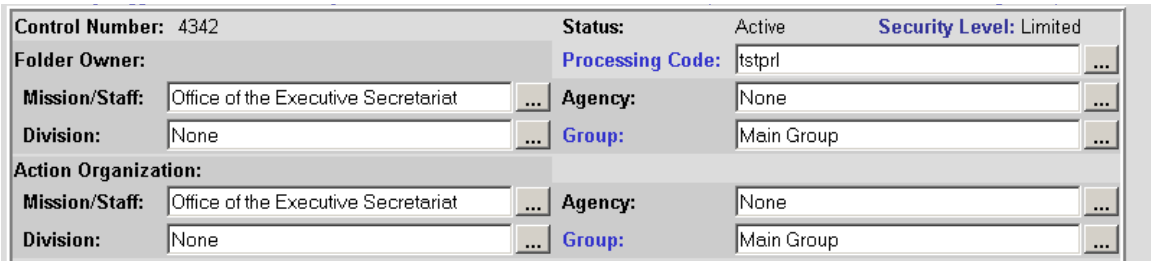


Figure 5: Group Navigation

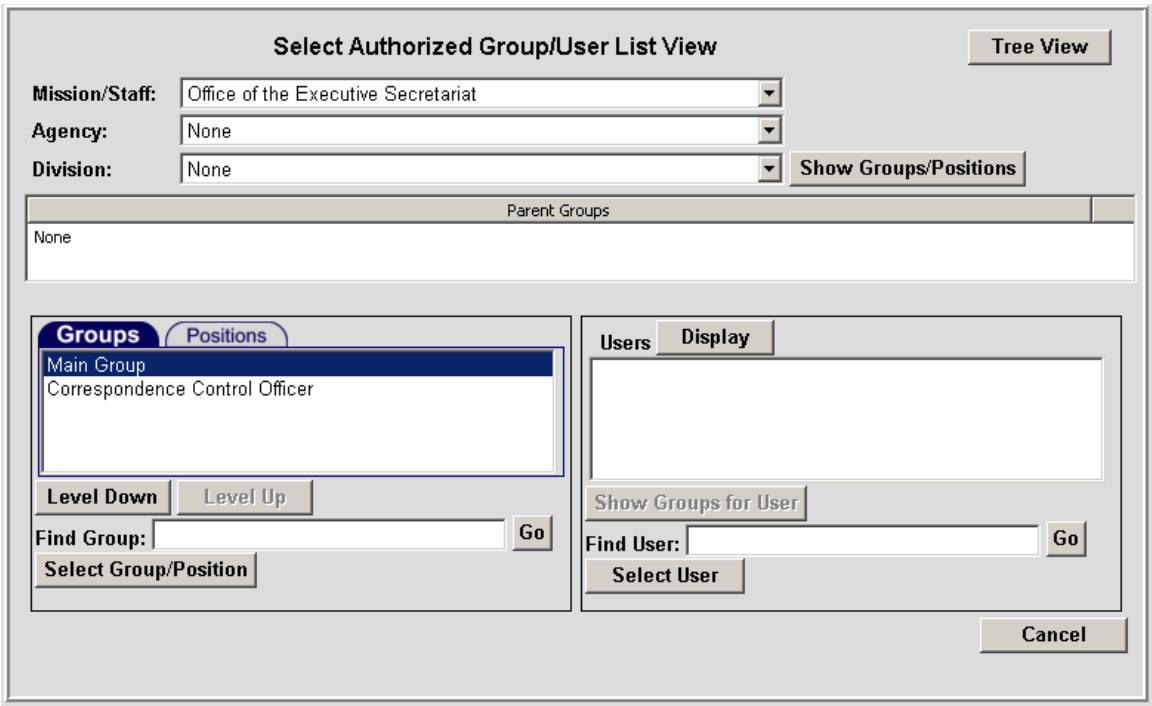


Figure 6: List View

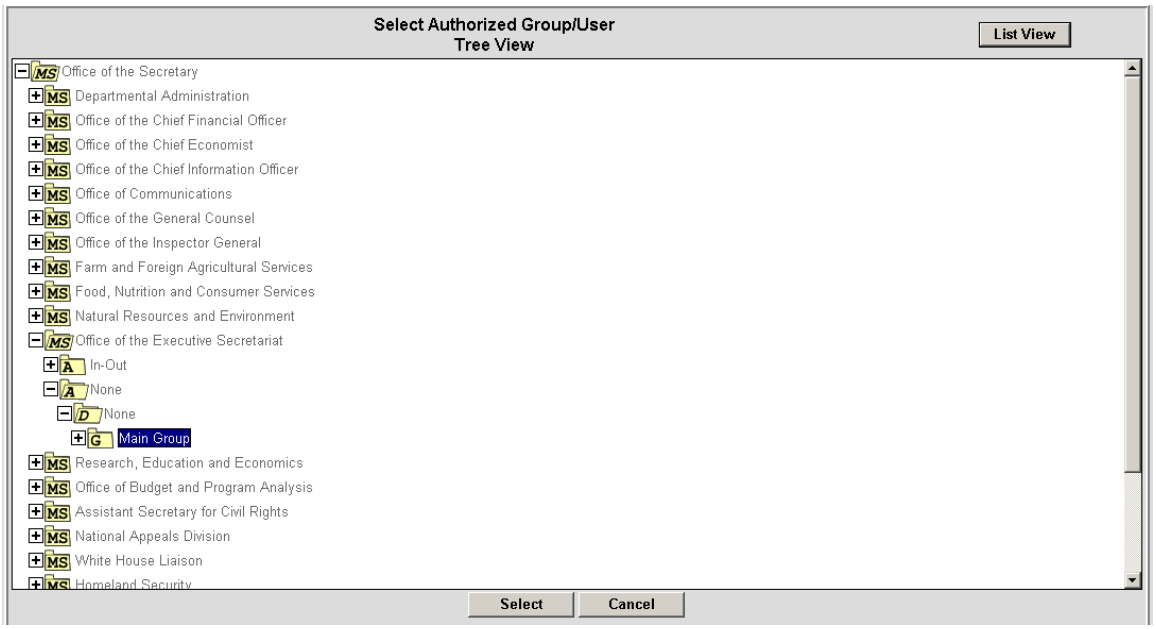


Figure 7: Tree View

The user can toggle between the views by clicking the <Tree View> or <List View> buttons in the top right hand corner of the screens

PROXY

The Proxy screen is used by the user to Add, Remove, or Modify a Proxy and to set the time frame for which the Proxy may act for the user. The Proxy screen with no Proxy set is seen in **Figure 8**.

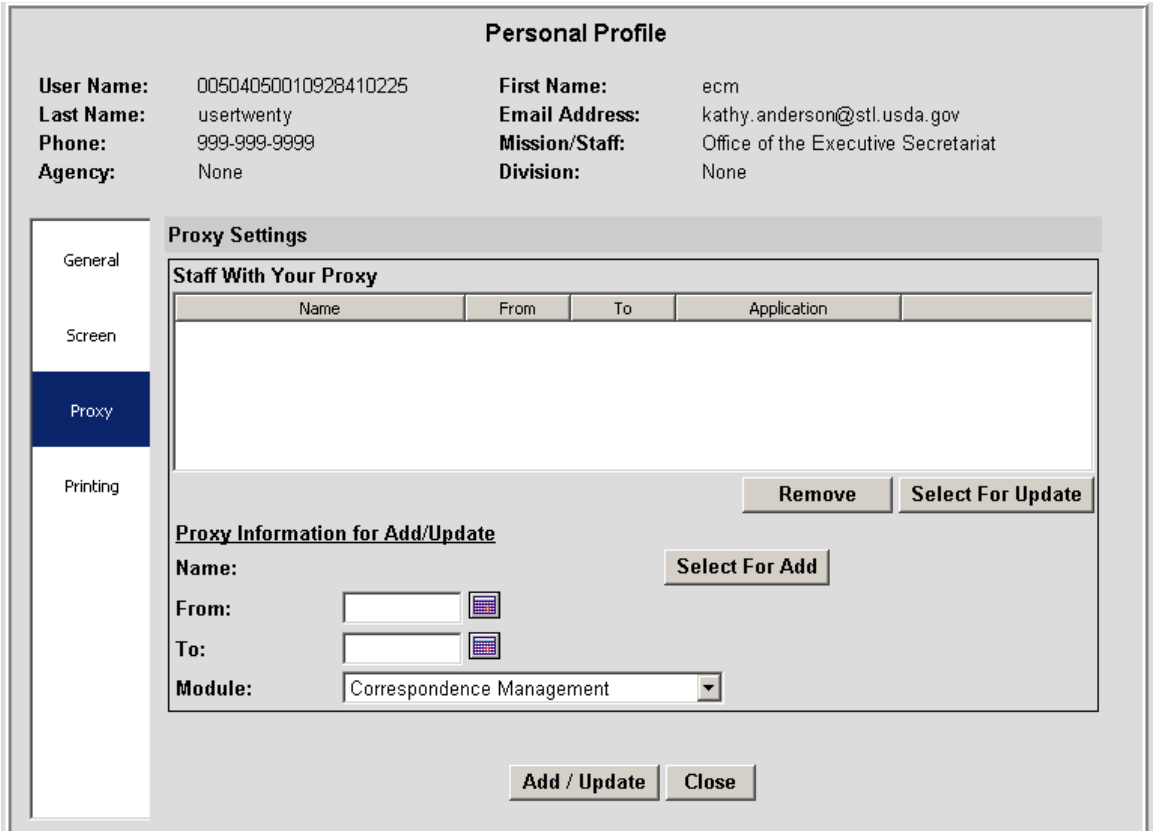


Figure 8: Proxy Screen

Add a Proxy

To add a Proxy the user clicks the <Select For Add> button. The Find User screen is displayed. The user searches for a Proxy by name or by a string of characters followed by * or within a particular group and clicks <Search>. The results are displayed as shown in **Figure 9**.

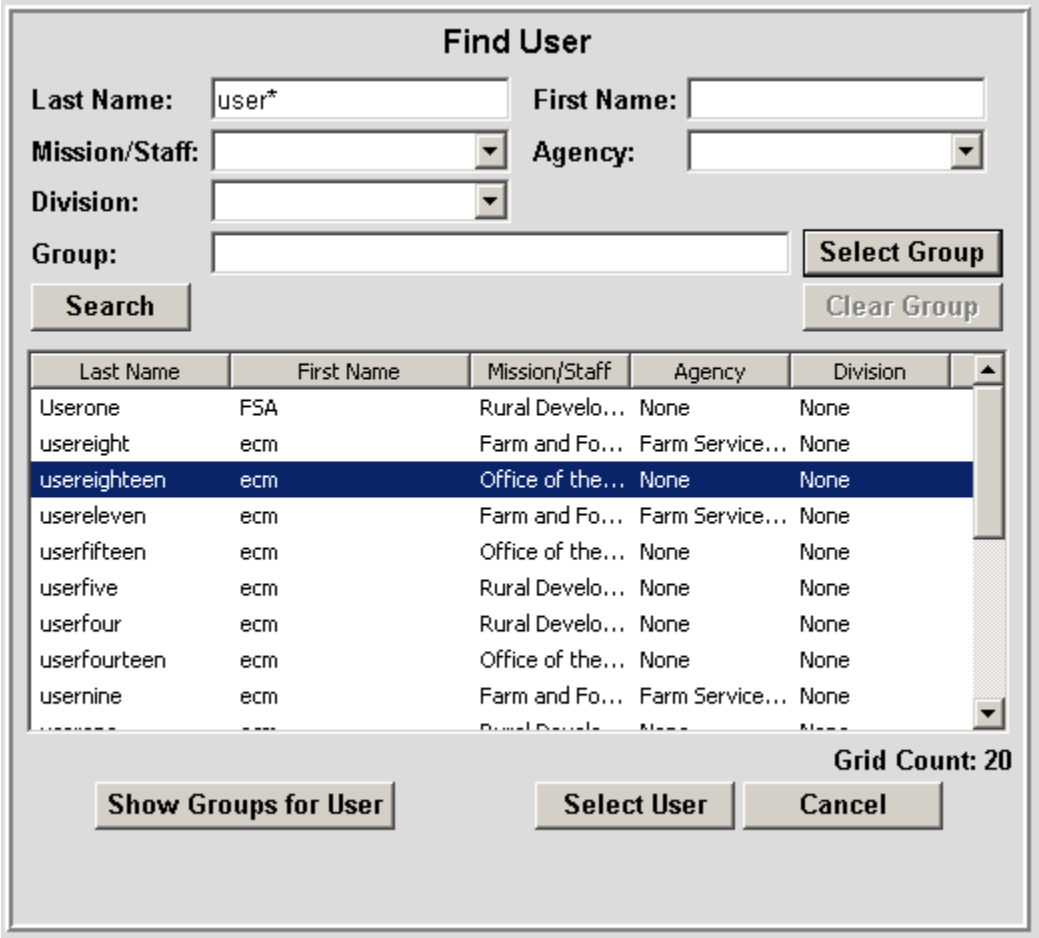


Figure 9: Proxy – Results List

The user highlights a user and can click <Show Groups For User> to see the groups in which the selected user resides. When the user has selected a Proxy, she clicks <Select User> and the Proxy is added.

Before the Proxy can be saved, the valid dates for which the Proxy can act must entered. The 'From Date' may not be before today's date. The user then clicks <Add/Update> and the Proxy is activated.

Additional Proxies can be added by using the same process. All Proxies will be shown in Proxy Settings with the modules and dates within which they can act as seen in **Figure 10**.

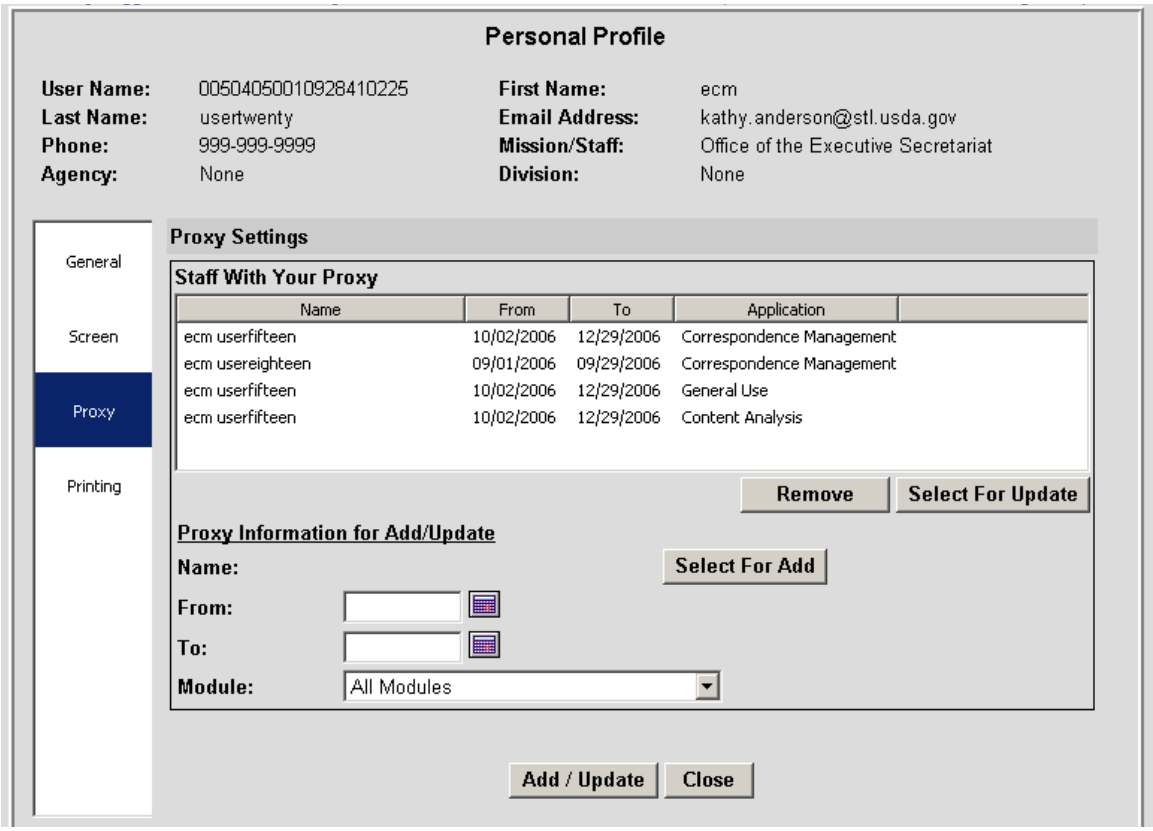


Figure 10: Proxy Settings

Remove a Proxy

A Proxy can be removed by highlighting the individual Proxy on the list and clicking <Remove>.

Select For Update

Proxy information can be updated by highlighting the Proxy and clicking <Select for Update>. The selected Proxy information is displayed . The dates and module become unprotected and can be modified. The changes are saved by clicking <Add/Update>.

PRINTING

The Personal Profile screen with the user's Print settings is displayed in **Figure 11**.

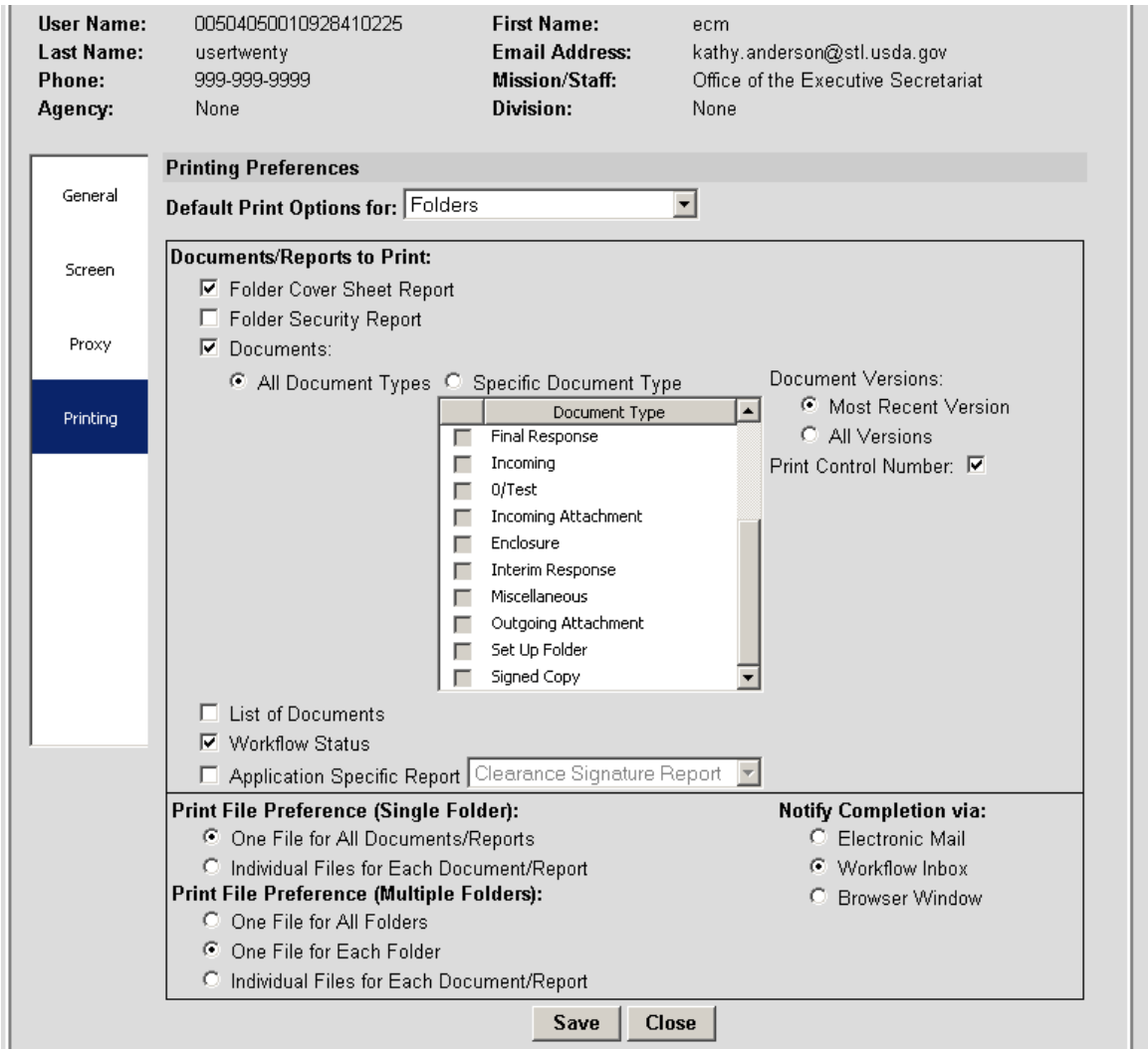


Figure 11: Personal Profile – Folder Print Settings

It is on this screen that the user sets default settings for both folder and document printing. The screen example in **Figure 11** shows the user's default folder print settings. When the user clicks the Print Folder button with the Quick Print check box selected, the default values specified on this screen are used to immediately submit the print request.

Initially, the following default values will be used for this screen:

Documents/Reports to Print:

- Folder Cover Sheet Report
- Documents
    - All Document Types
    - Document Versions – Most Recent Version
- Workflow Status

Print File Preference (Single Folder Selected):

- One File for All Documents/Reports

Print File Preference (Multiple Folders Selected):

- One File for Each Folder

Notify Completion via:

- Workflow Inbox

To toggle between folder and document print settings, the user changes the selection in the "Default Print Options for" drop down list. An example showing the user's default document print settings is in **Figure 12**.

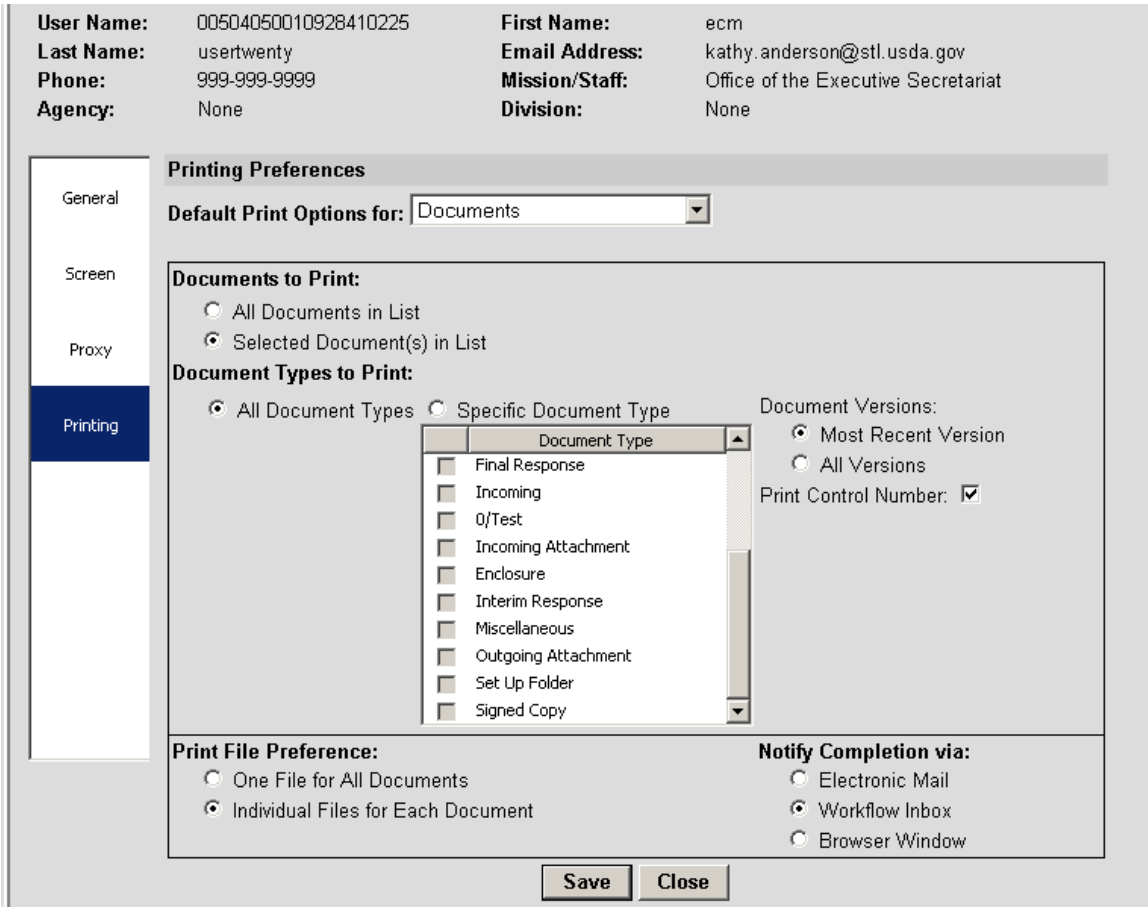


Figure 12: Personal Profile – Document Print Settings

The user sets default values for all of the options on the Print Documents screen. When the user clicks the Print Documents button with the Quick Print check box selected, the default values specified on this screen are used to immediately submit the print request.

The following default values are currently used for this screen:

Documents to Print:

- Selected Document(s) in List

Document Types to Print:
- All Document Types
- Document Versions – Most Recent Version

Print File Preference:
- Individual Files for Each Document

Notify Completion via:
- Workflow Inbox

WORKFLOW LIST MAINTENANCE

WORKFLOW LIST MAINTENANCE

ADD WORKFLOW LIST

CANCEL

WORKFLOW LIST MAINTENANCE

To add or change Workflow Lists, the user selects Workflow List Maintenance from the Main Menu as seen in **Figure 1**. Workflow Lists are standard workflows that may be used often by users.

Figure 1: Main Menu – Workflow List Maintenance

When setting up the folder, a user can add a standard workflow list to the Workflow tab rather than creating one each time. Workflow lists are also created to be associated with a processing code as the default workflow for that processing code.

The system allows Personal or Group workflows lists to be created. Personal workflow lists are created by a user to use for their own folders. They are not available for other users to access.

Group workflow lists are stored in the system by group. They are available for all users to access and use. A group workflow list can only be added or changed by an Administrator for the group or a group member with 'Create Workflows' privileges.

The Workflow List Maintenance screen is shown in **Figure 2**.

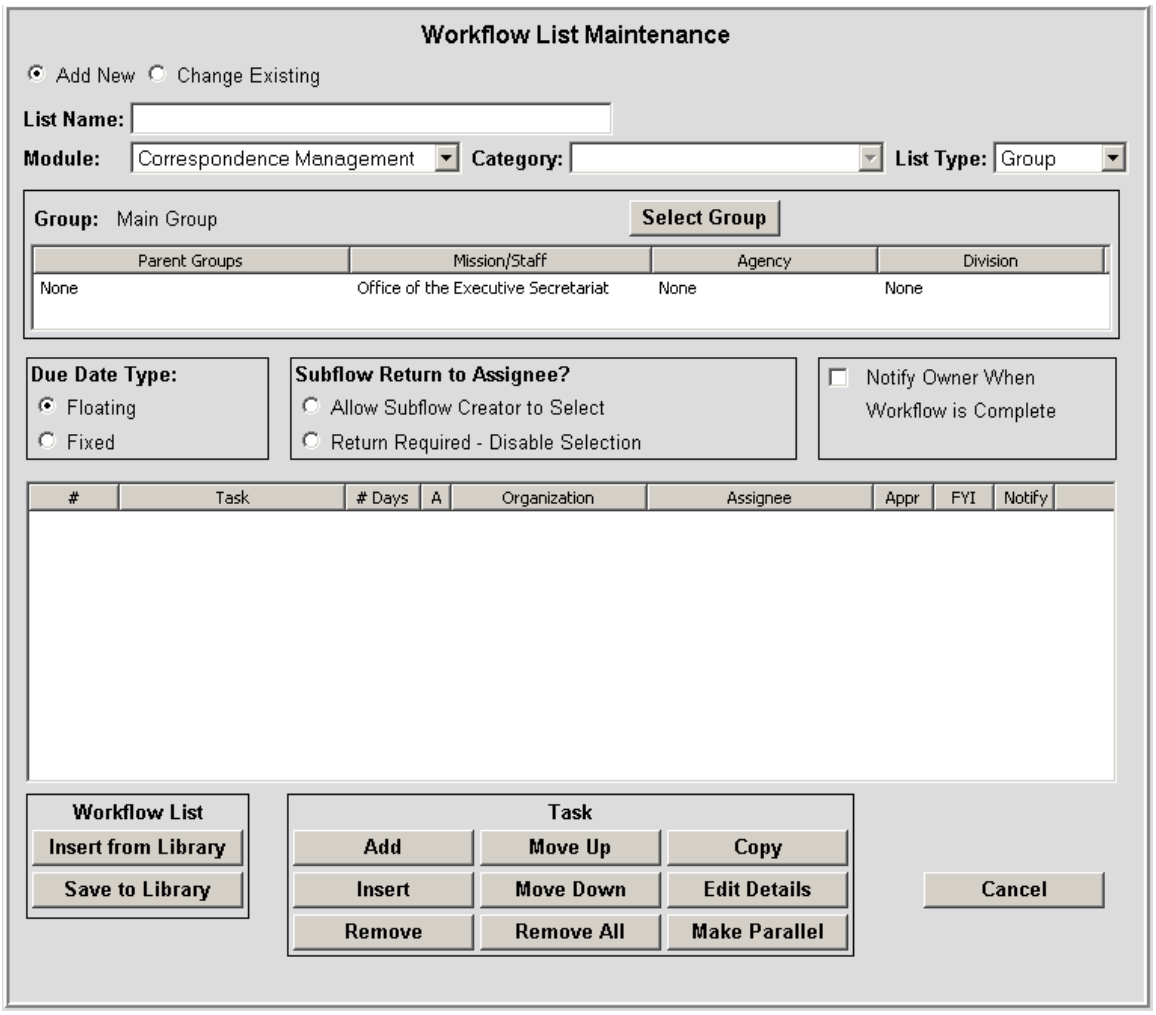


Figure 2: Workflow List Maintenance

ADD WORKFLOW LIST

To add a new workflow list, the user:

- Clicks the 'Add New' radio button
- Enters the 'List Name' for the new workflow - The List Type can be 'Group' or 'Personal'. If Group, the user must pick a group for the list. The Group defaults to the user's Default Group. The user clicks the <Select Group> to change it. To create a workflow for a group, the user must have Create Workflow privilege for the Group (or be an Administrator for it or one of its Parent Groups).
- The module will be the user's default module

Figure 3 shows the Workflow List Maintenance screen at this point.

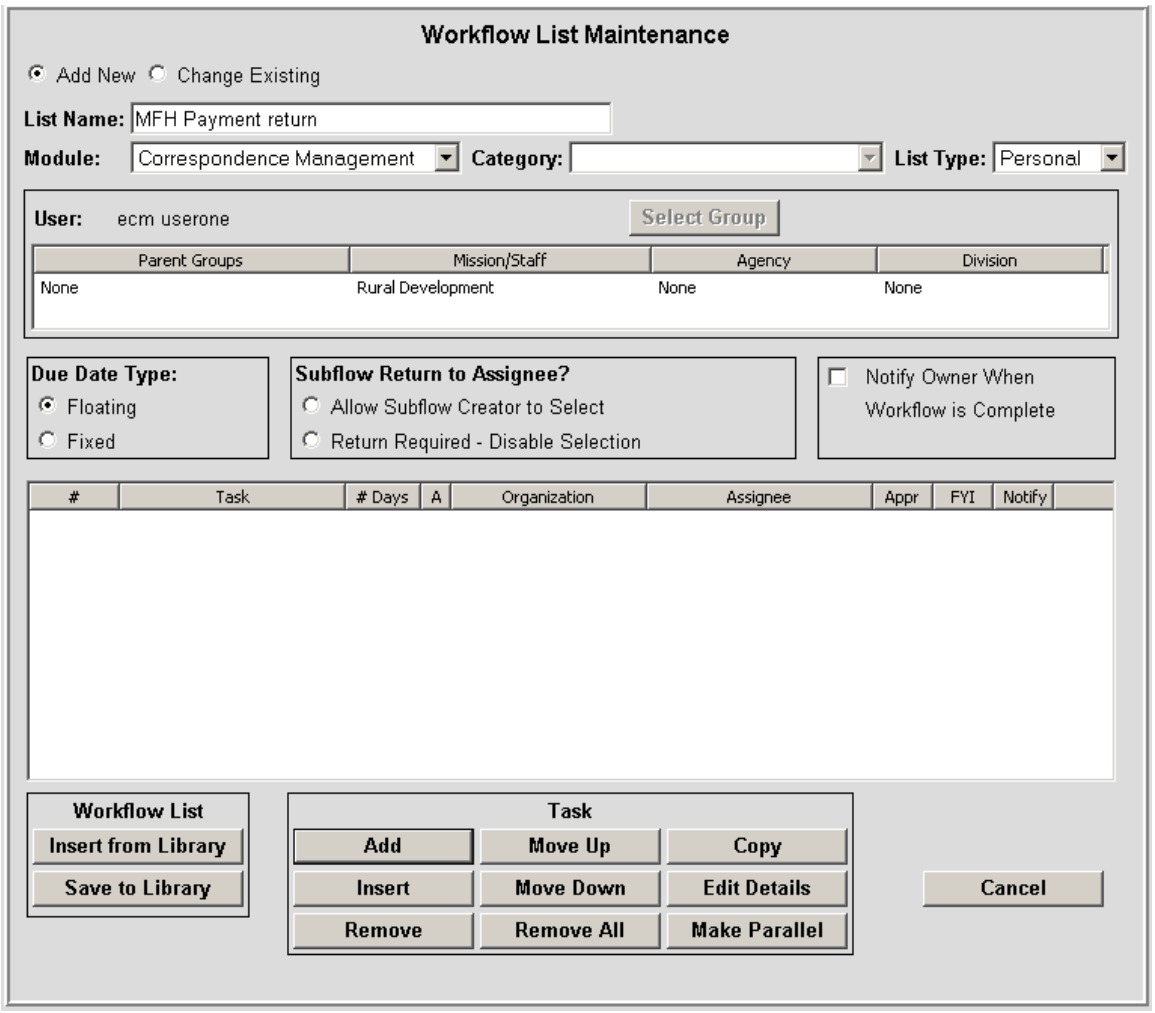


Figure 3: Workflow List Maintenance Screen

Workflow Editor Menus

The functions within the Workflow Editor can be broken down into the various menus. In the middle of the screen are three options as shown in **Figure 4**.

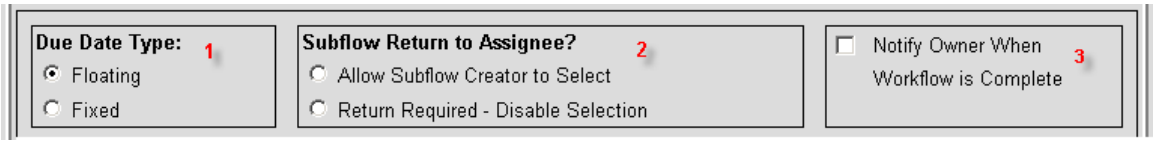


Figure 4: Workflow Editor Options

1. <u>Due DateType</u>:

   - Floating: A task is assigned a certain number of days to be completed. The countdown of days does not begin until the previous task has been completed and the next task has been received by the next user.

- Fixed: The task has a set due date no matter when the task has been received by the current user. A task may already be past due when it is received.

2. Subflow Return to Assignee:

- Allow Subflow Creator to Select: The creator of the subflow may choose whether or not the task is to be returned.

- Return Required – Disable Selection: The subflow must automatically be returned to the assignee. A separate task is generated to the subflow to accomplish this.

3. Notify Owner When Workflow is Complete: When checked the folder owner is notified when the workflow is completed.

Task Menu

The Task Menu is shown in **Figure 5**.

Figure 5: Task Menu

1. Add: The <Add> button allows the user to add a task to an existing workflow or to create a workflow. Upon clicking the <Add> button the 'Add/Change Task' screen is displayed as seen in **Figure 6**.

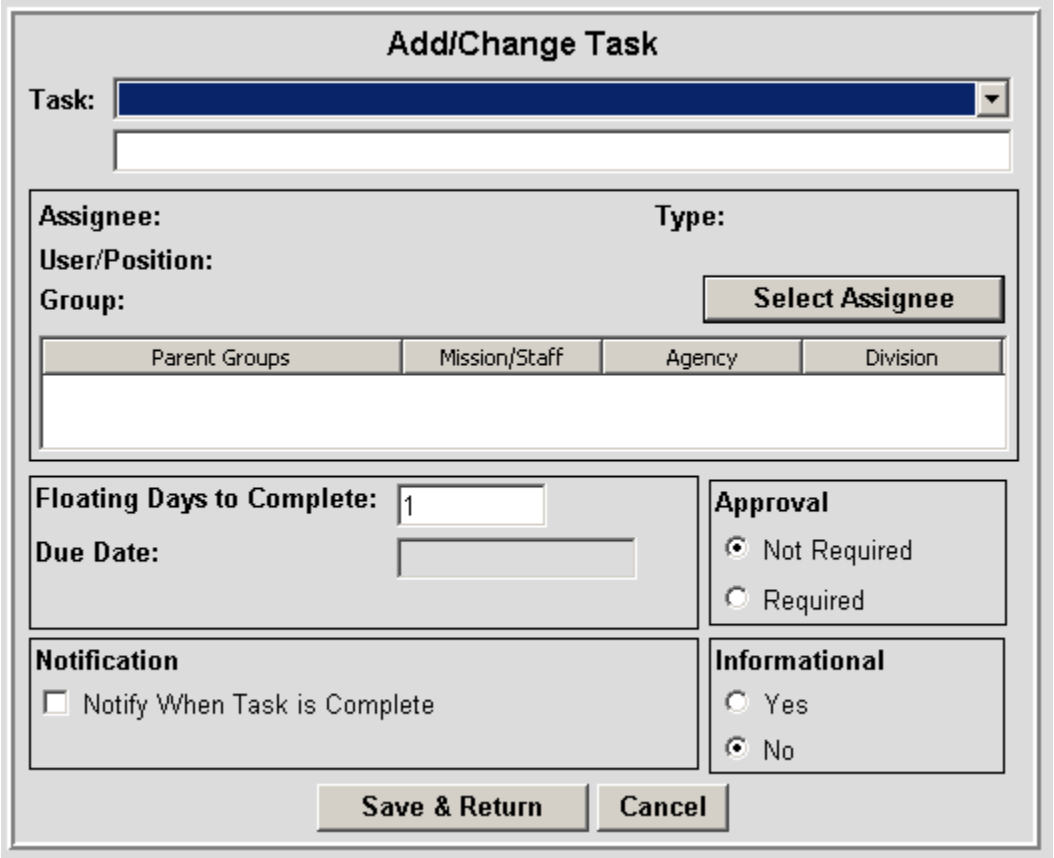


Figure 6: Add/Change Task

The user may choose an existing task from the drop-down task box as shown in **Figure 7** or type in a task in the text box directly below the drop-down.

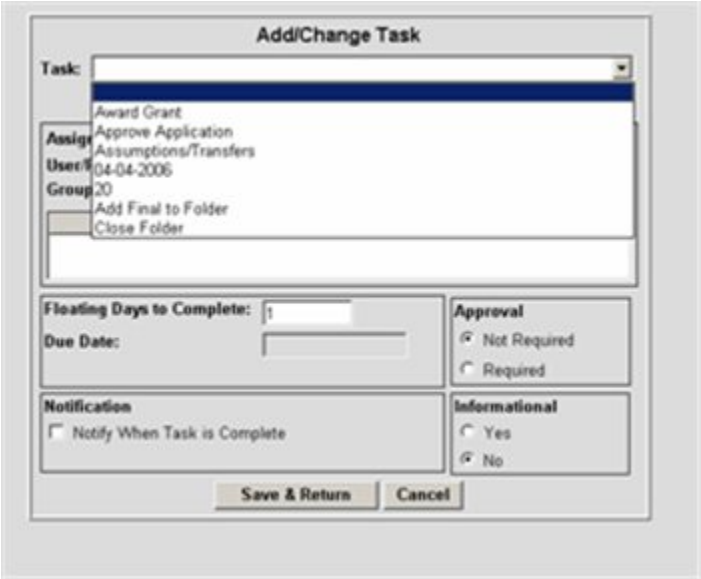


Figure 7: Add/Change Task – Drop-down

Click on <Select Assignee>, and choose the assignee from the List View (**Figure 8**) or the Tree View (**Figure 9**).

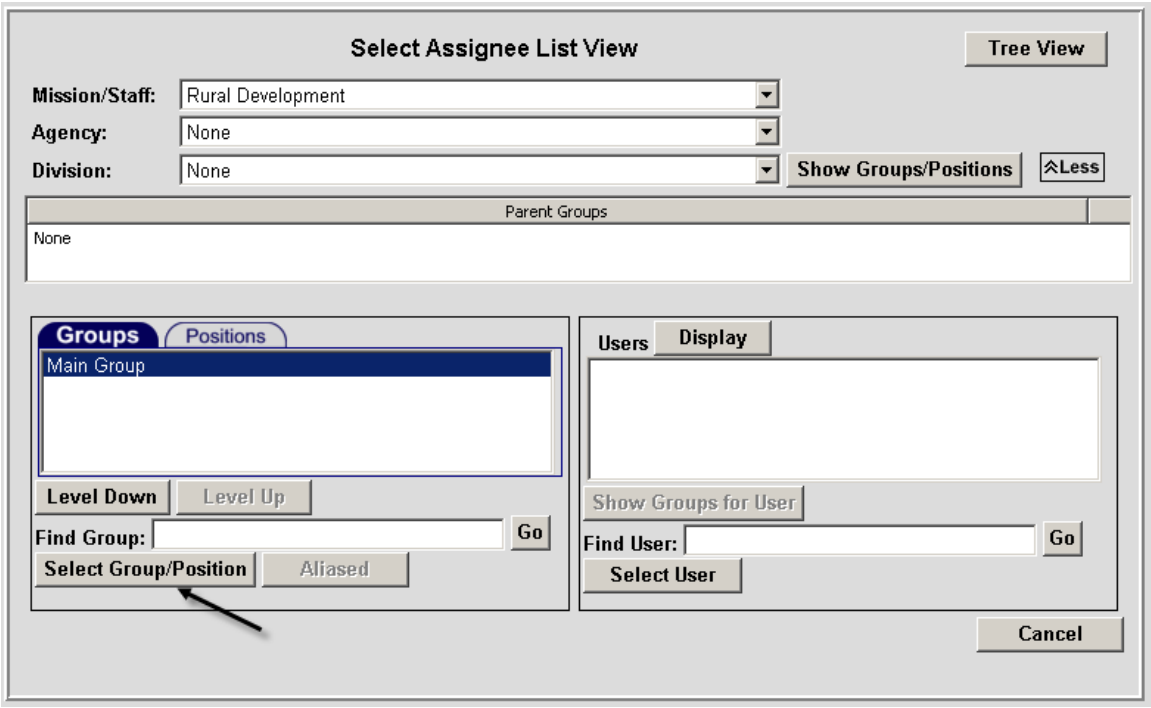


Figure 8: Select Assignee – List View

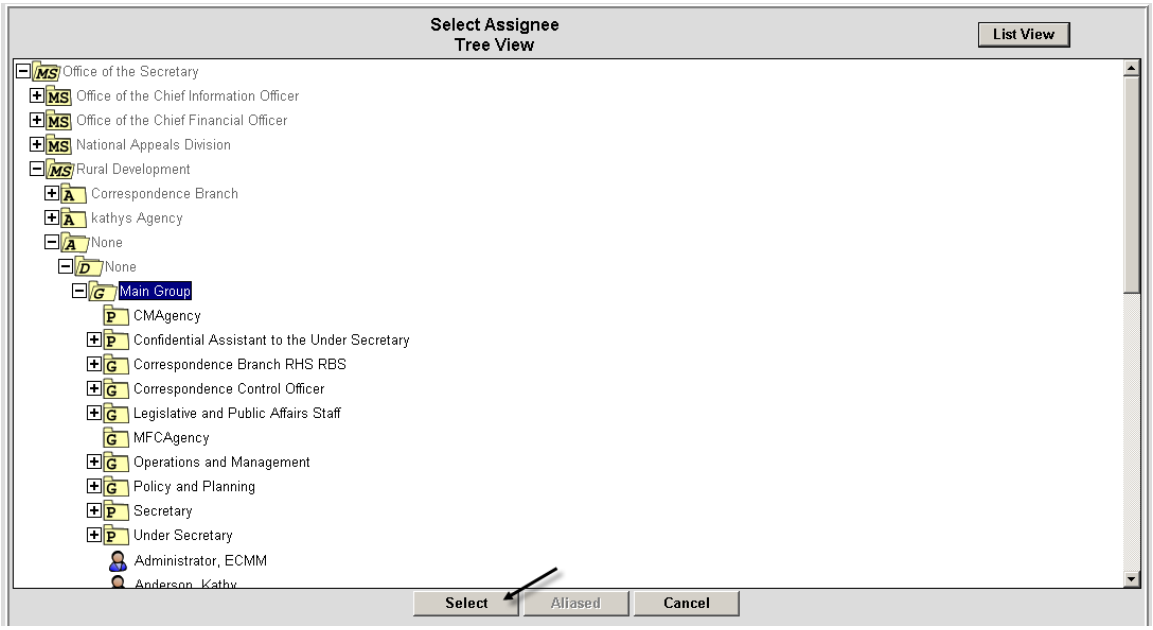


Figure 9: Select Assignee – Tree View

The example in **Figure 10** asks for 'Floating Days to Complete'. If the user had indicated that a Fixed Due Date Type was required in the Workflow Editor screen, a date would be required here.

The user indicates whether or not Approval is required to complete the task, whether or not the folder owner wants to be notified when the task has been completed, and whether or not the task is Informational. A task that is 'Informational' does not need to be completed.

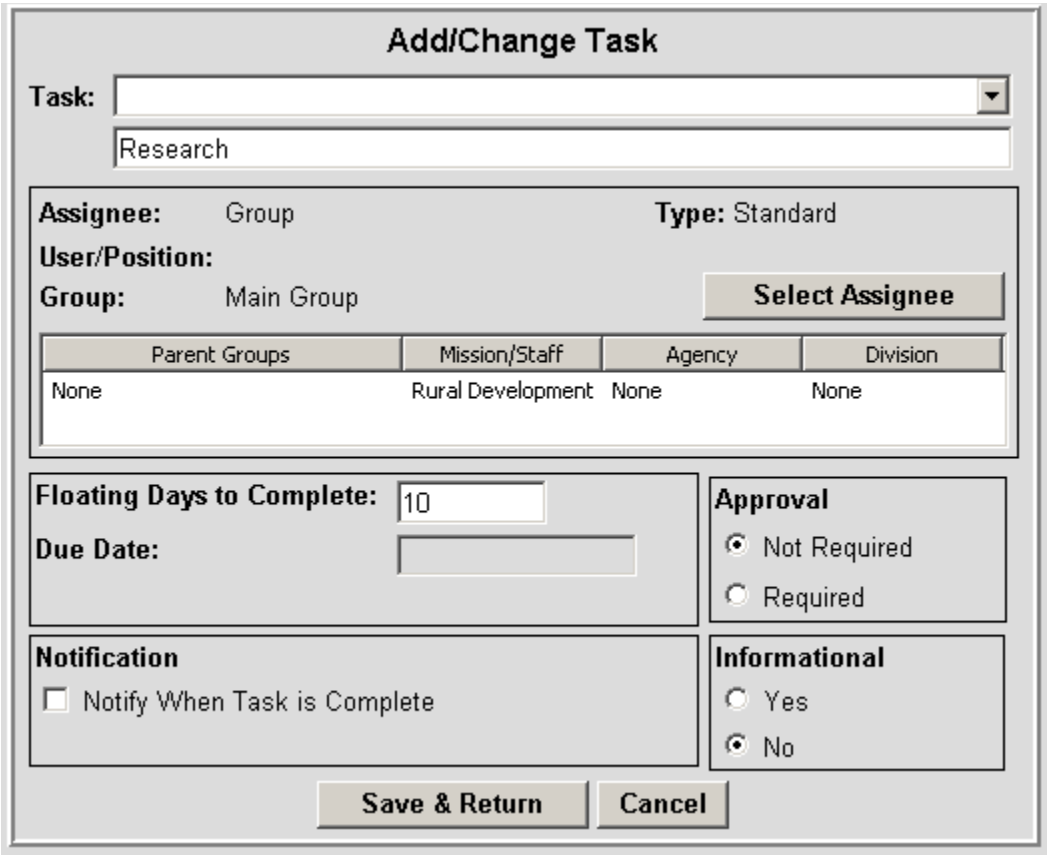


Figure 10: Add/Change Task

When the user has finished creating the task, she clicks <Save & Return> and is returned to the Workflow Editor as shown in **Figure 11** where additional functions may be performed to complete the workflow.

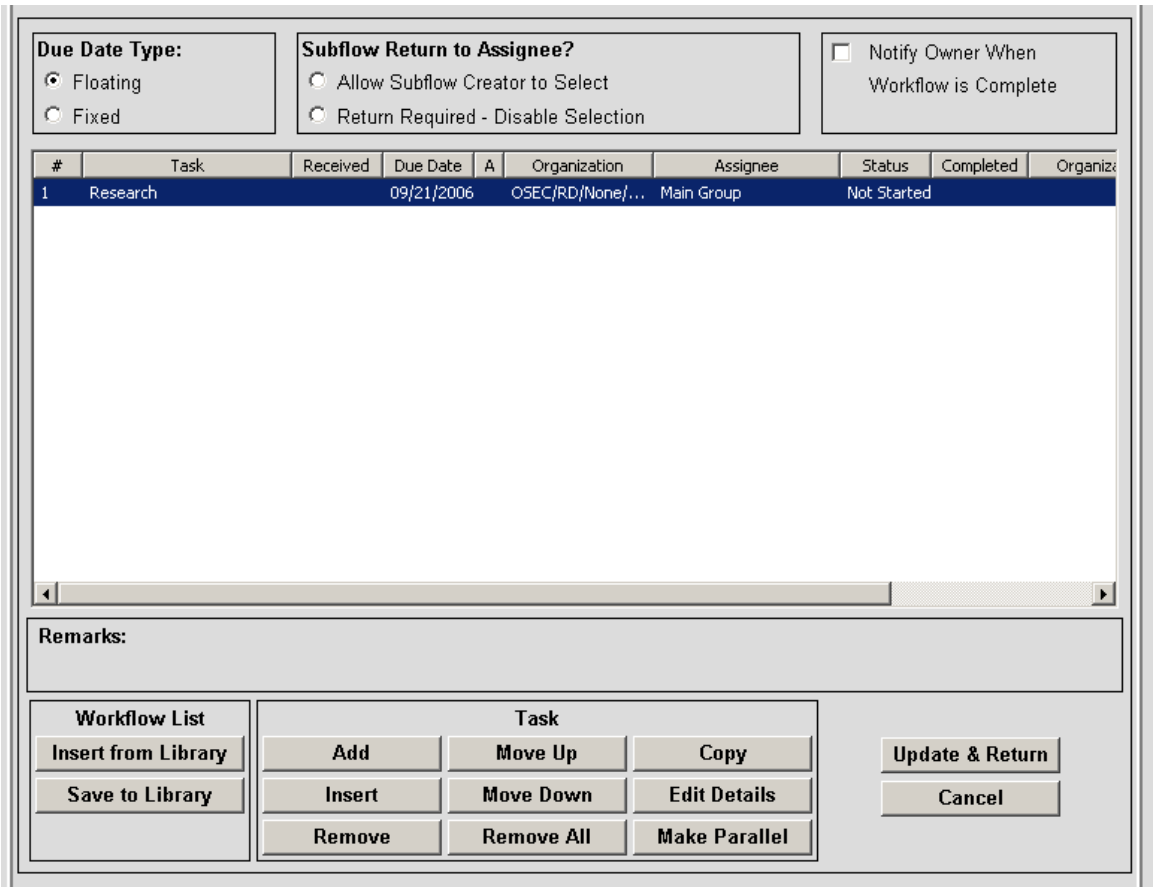


Figure 11: Workflow Editor – Task Added

2. Insert – This button allows the user to easily insert a task to the workflow. The user highlights the task that resides where the inserted task will be placed(**Figure 12**) and clicks <Insert>.

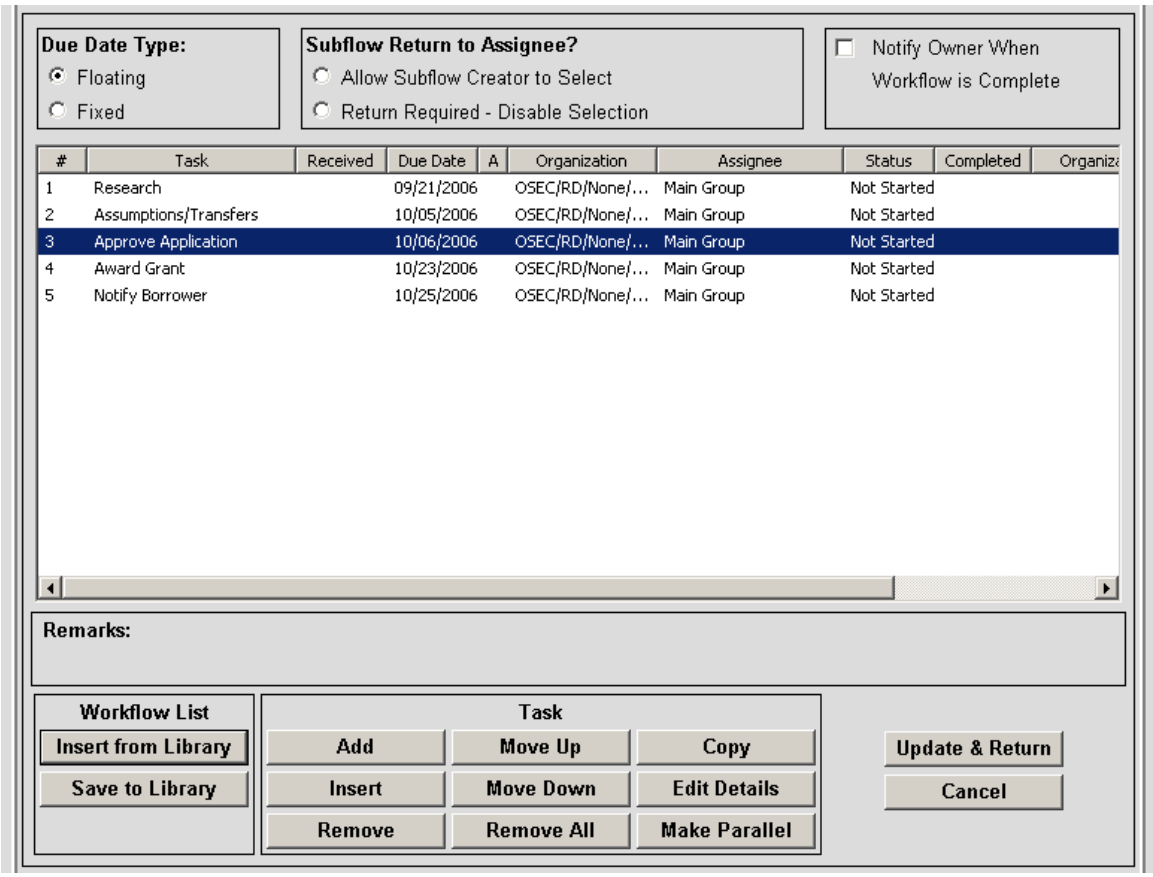


Figure 12: Insert Task

The 'Add/Change Task' screen will be displayed. The task to be inserted is created in the same manner as has been shown in the 'Add Task' function. The completed screen is shown in **Figure 13**.

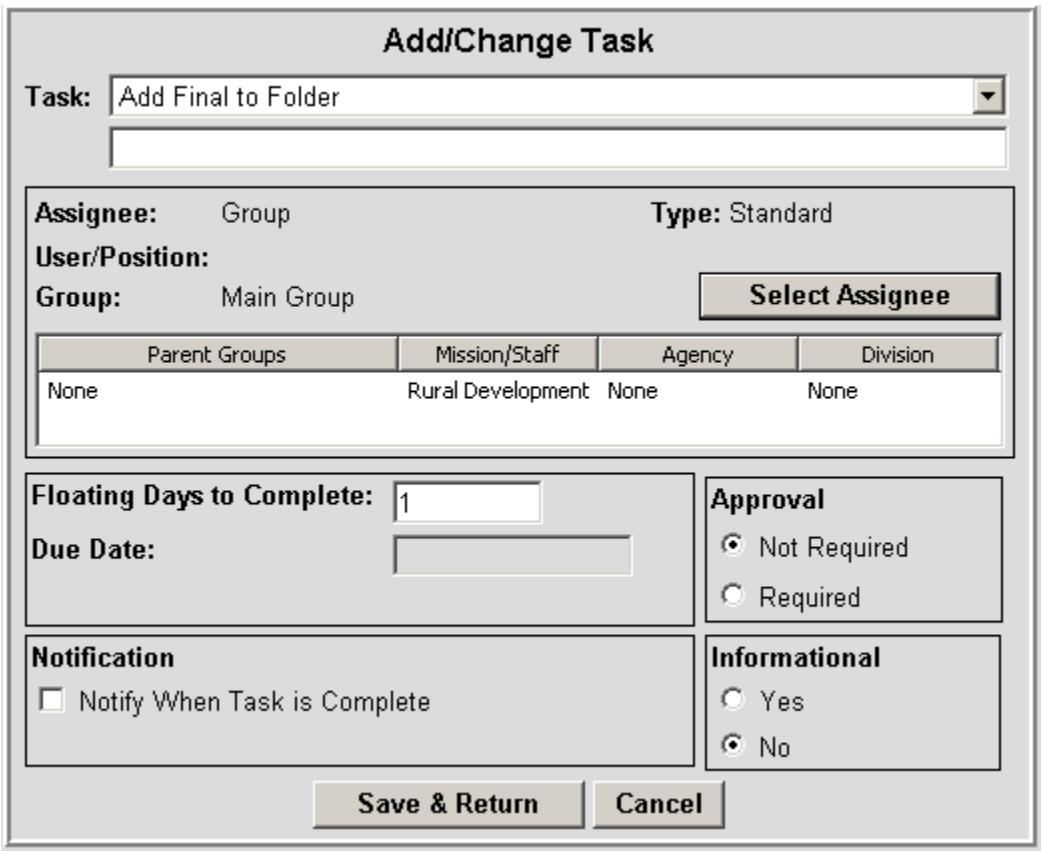


Figure 13: Add/Change Task – Create Task to be Inserted

After <Save & Return> is clicked the user is returned to the Workflow Editor showing the inserted task (**Figure 14**).

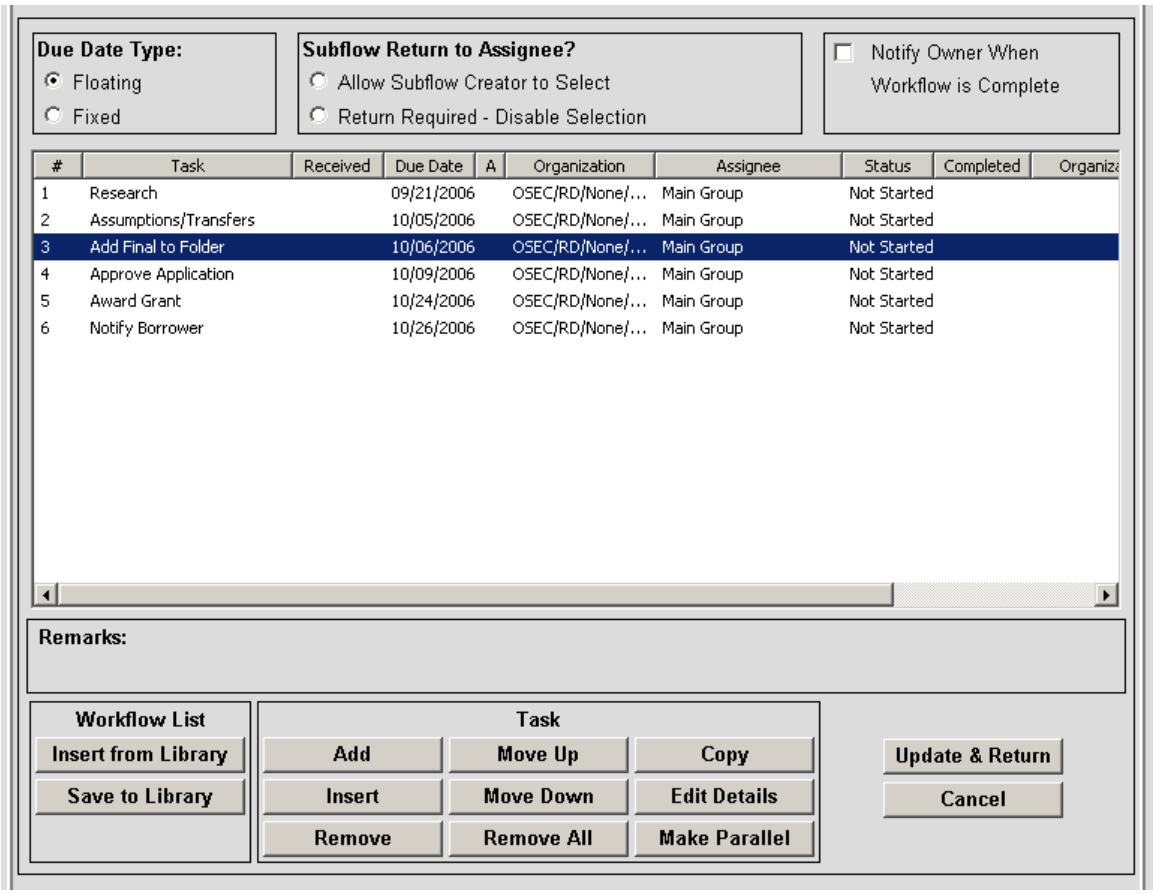


Figure 14: Workflow Editor with Inserted Task Highlighted

3. <u>Remove:</u> Tasks where the status is 'Not Started' or 'Put Back' can be removed from the workflow. The user highlights the task to be removed as shown in **Figure 15** and clicks <Remove>.

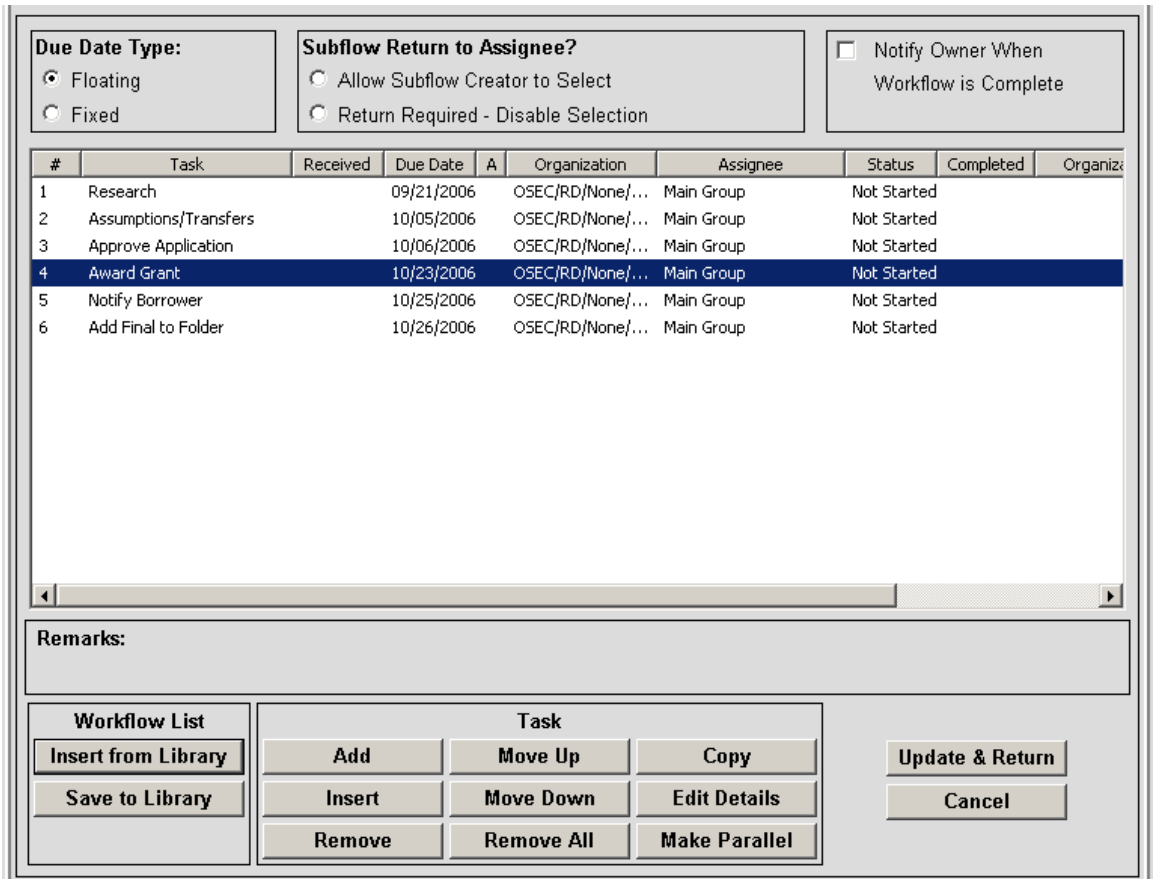


Figure 15: Remove Task

The application will ask the user to verify that the task should be removed as shown in **Figure 16**.

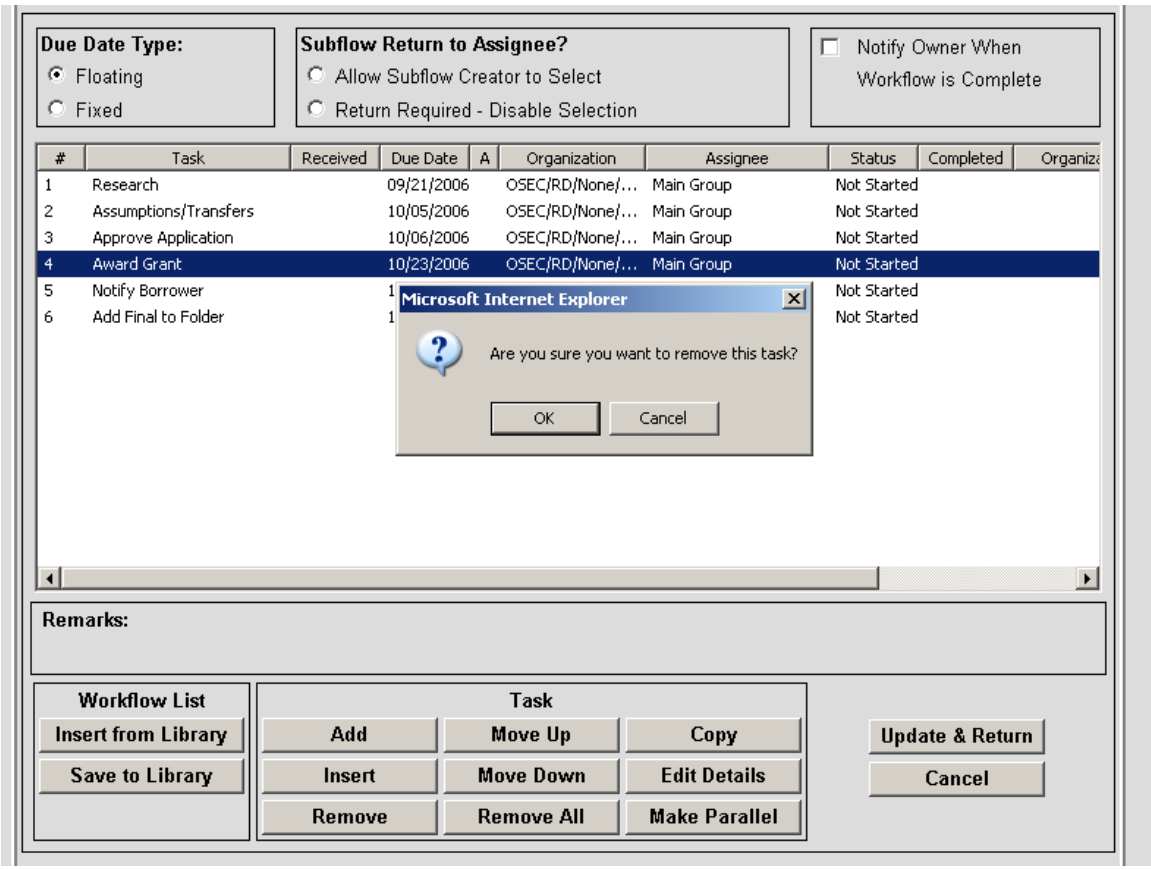


Figure 16: Verify Removal of Task

The Workflow Editor screen is refreshed to show the revised workflow as seen in **Figure 17**.

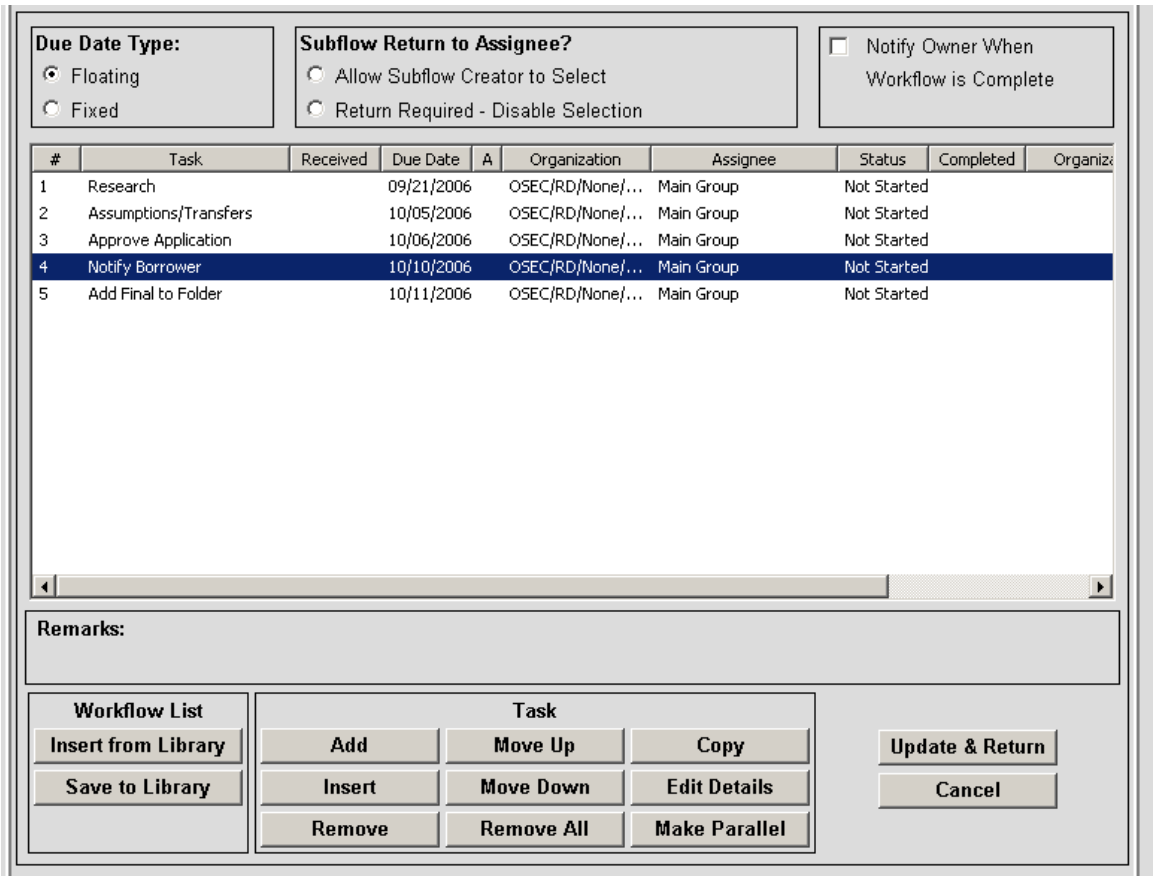


Figure 17: Remove - Revised Workflow

The removal can still be canceled by clicking the <Cancel> key. The removal is confirmed by clicking <Update & Return>.

4. Move Up: Tasks can be moved up within the workflow by highlighting the task and clicking the <Move Up> key. All tasks are then renumbered.

5. Move Down: Tasks can be moved down within the workflow by highlighting the task and clicking the <Move Down> key. All tasks are then renumbered.

6. Remove All: This key allows the user to remove all unstarted tasks. Only tasks with a status of 'Not Started' can be removed with the <Remove All> key.

The screen in **Figure 18** shows the Workflow Editor with the Pop-up asking the user to verify that all 'Not Started' tasks are to be removed.

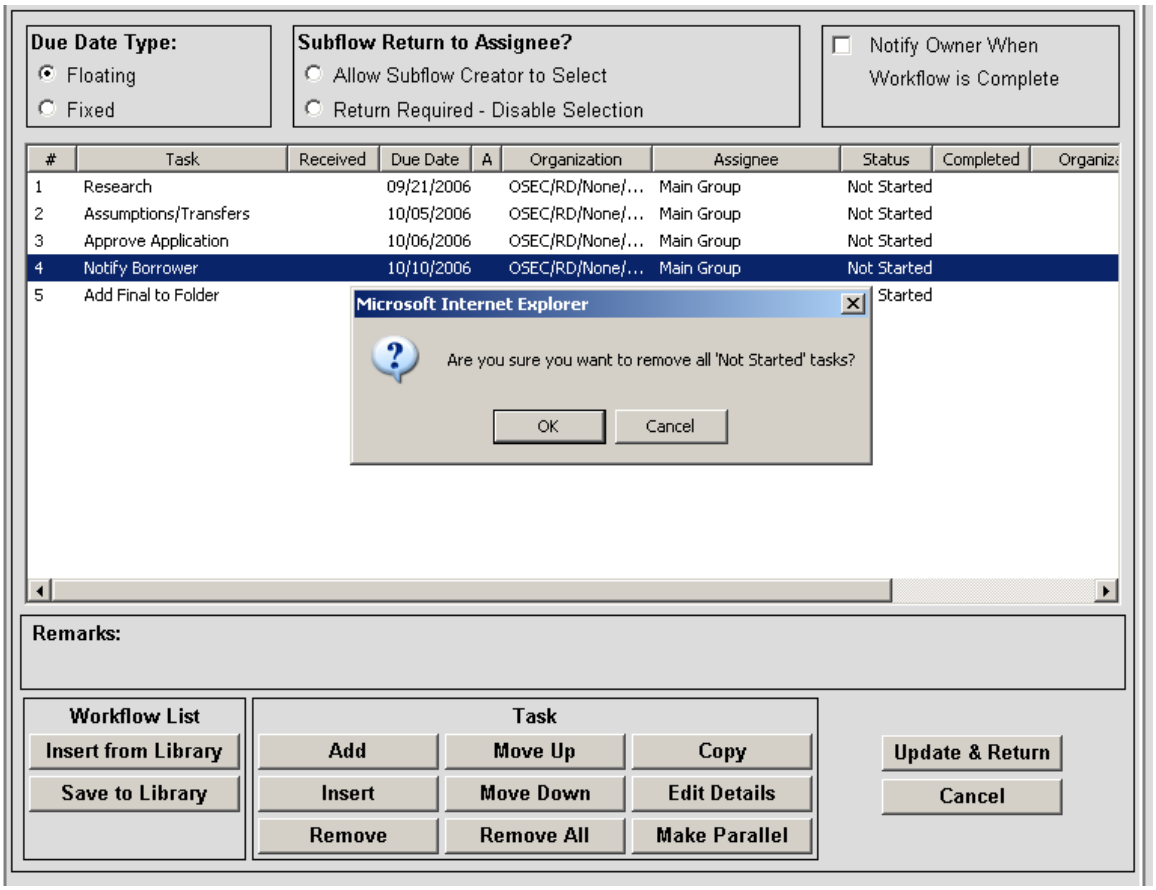


Figure 18: Remove All – Verification Pop-up

After clicking <Ok>, the Workflow Editor is refreshed to show that the tasks have been removed as shown in **Figure 19**.

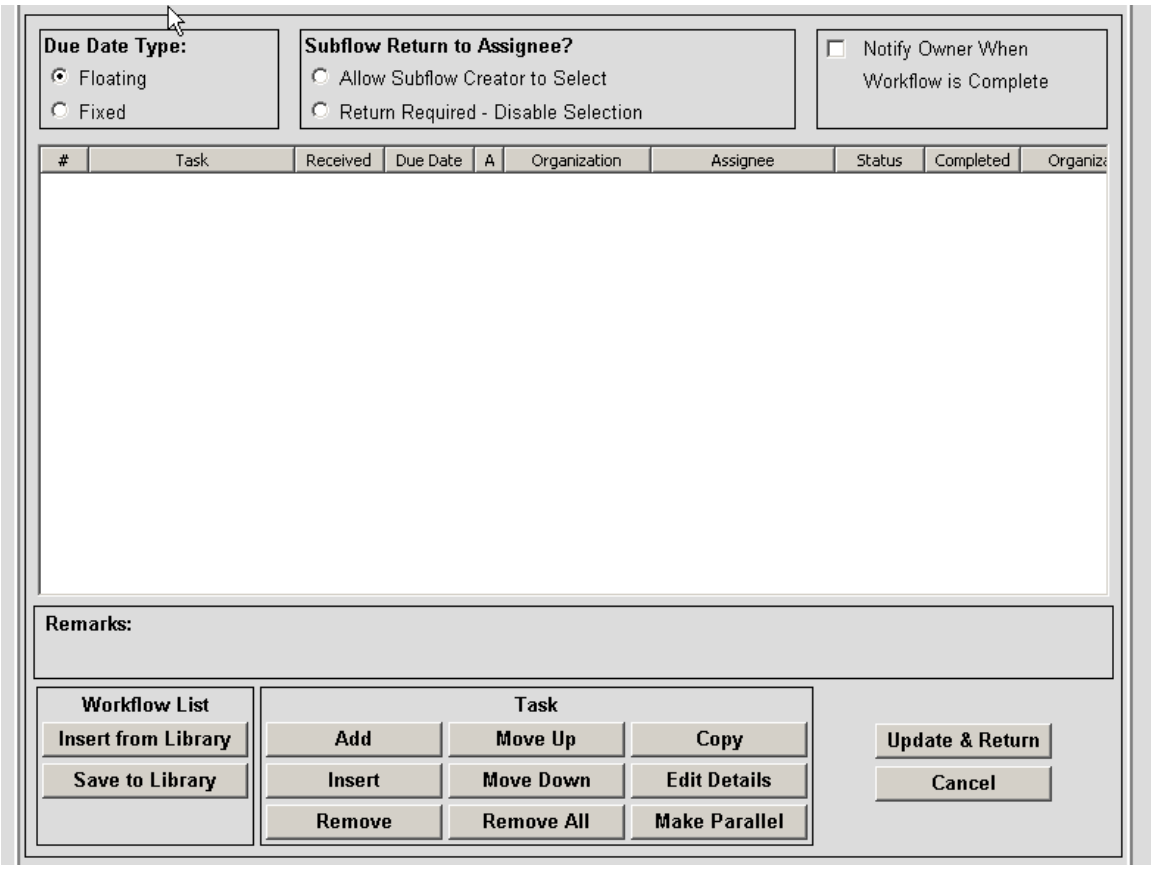


Figure 19: Remove All

The removal can still be canceled by clicking the <Cancel> key. The removal is confirmed by clicking <Update & Return>.

7. Copy: The user can copy a task and then insert it back into the Workflow.

Highlight the task to be copied and click <Copy>, then Click <Insert>. The Pop-up in **Figure 20** will be displayed.

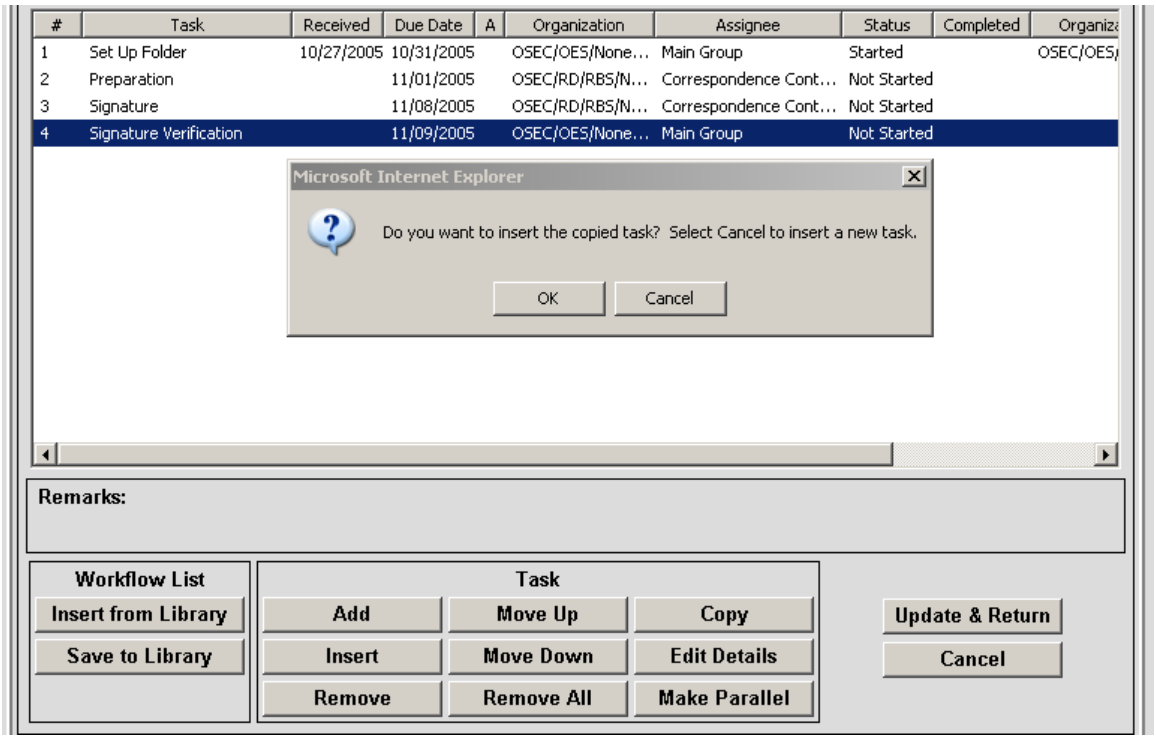


Figure 20: Copied Task - Insert

To insert the copied task click <Ok> and the copied task is added to the workflow. The task can then be repositioned within the workflow by Moving it up or down as seen in **Figure 21**.

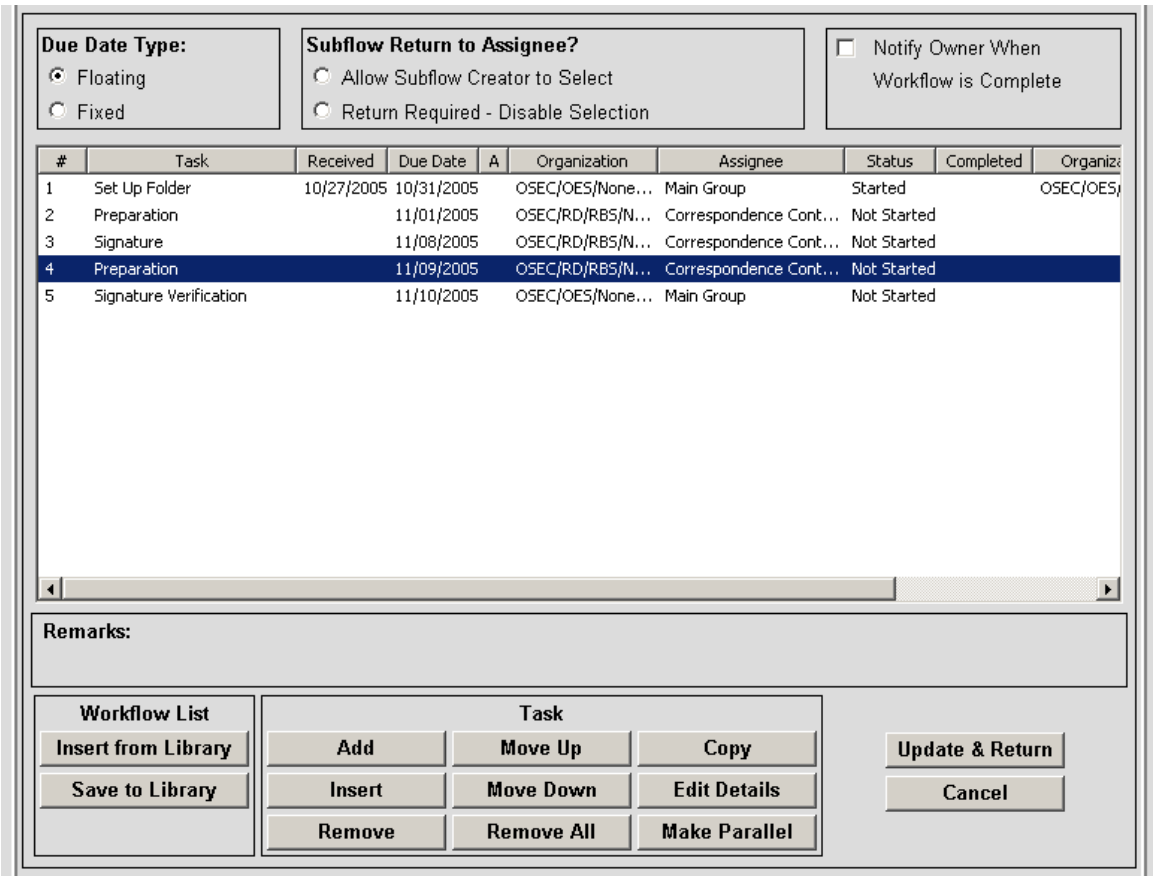


Figure 21: Copied Task

8. Edit Details: The Edit Details Option is used to change one task to another or to modify certain details about a task. Tasks that have been completed may not be edited.

The user must select a task to edit and click <Edit Details>. The screen shown in **Figure 22** will be displayed.

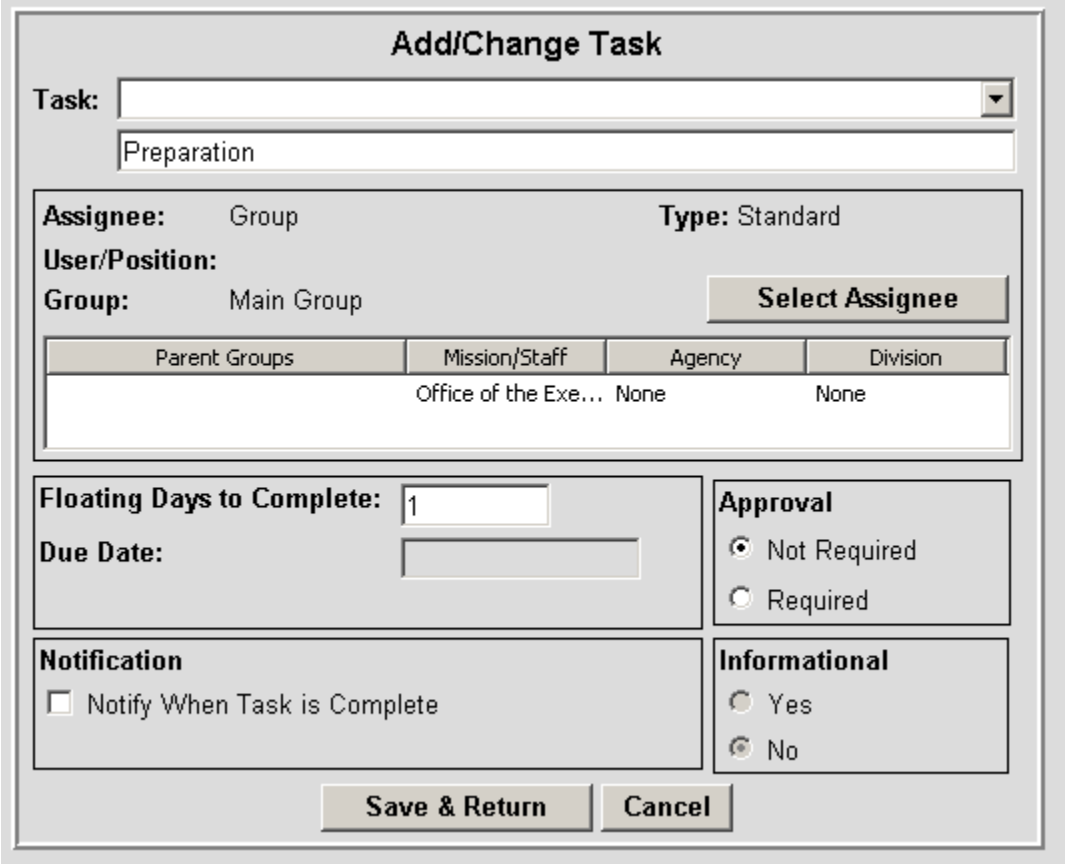


Figure 22: Edit Details – Add/Change Task

The user may:

- Choose a different task from the drop-down box in the taskbar - the name of the selected task appears below the task bar.
- Select a different assignee by clicking <Select Assignee>
- Change the number of floating days to complete or the Due Date
- Select approval requirements
- Select whether or not the Folder Owner is to be notified upon completion of the task.

The changes are saved when the <Save & Return> key is entered or all actions may be canceled by selecting the <Cancel> key. The user will be returned to the Workflow Editor.

9. Make Parallel

This option permits the user to create a workflow in which two or more tasks can be worked at the same time. The next task is not assigned until all tasks parallel to one another have been completed.

In order for tasks to be made parallel, all of the tasks selected must be "Not Started". If any of the selected tasks are already started, the error message in **Figure 23** is displayed.

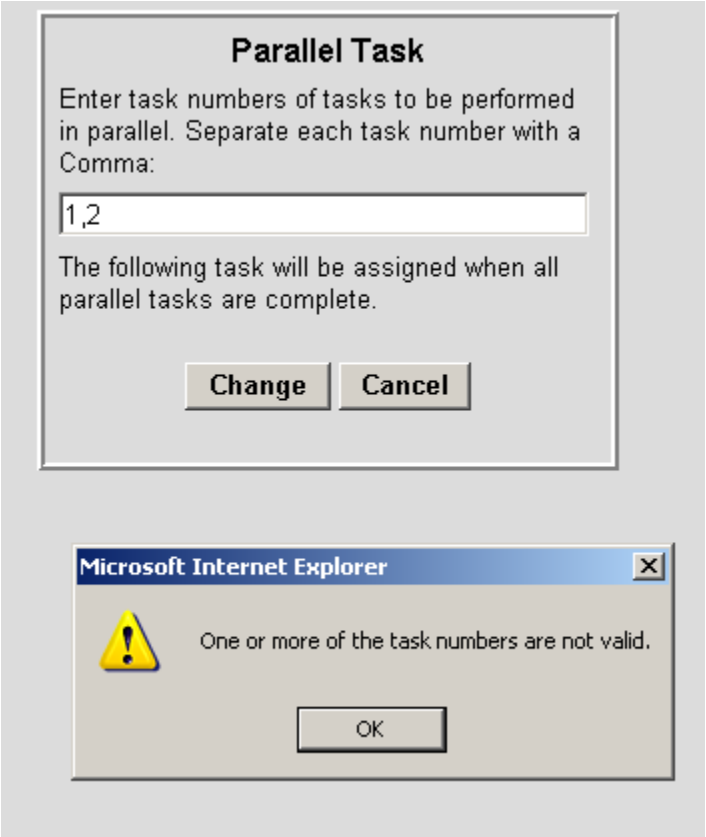
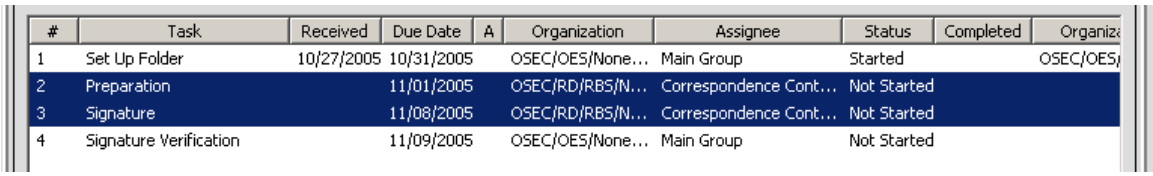


Figure 23: Parallel Task - Error message

When the <Make Parallel> key is pressed, the Parallel Task screen is displayed. The numbers of the task to be made parallel are then entered and the <Change> key is pressed.

All tasks to be made parallel can be highlighted at the same time by holding down the CTRL key and selecting the tasks as shown in **Figure 24**.



#	Task	Received	Due Date	A	Organization	Assignee	Status	Completed	Organiz
1	Set Up Folder	10/27/2005	10/31/2005		OSEC/OES/None...	Main Group	Started		OSEC/OES/
2	Preparation		11/01/2005		OSEC/RD/RBS/N...	Correspondence Cont...	Not Started		
3	Signature		11/08/2005		OSEC/RD/RBS/N...	Correspondence Cont...	Not Started		
4	Signature Verification		11/09/2005		OSEC/OES/None...	Main Group	Not Started		

Figure 24: Make Tasks Parallel by Holding Down the CTRL Key and Selecting Tasks

When the <Make Parallel> key is pressed the Parallel Task screen is prefilled with the selected tasks as seen in **Figure 25**.

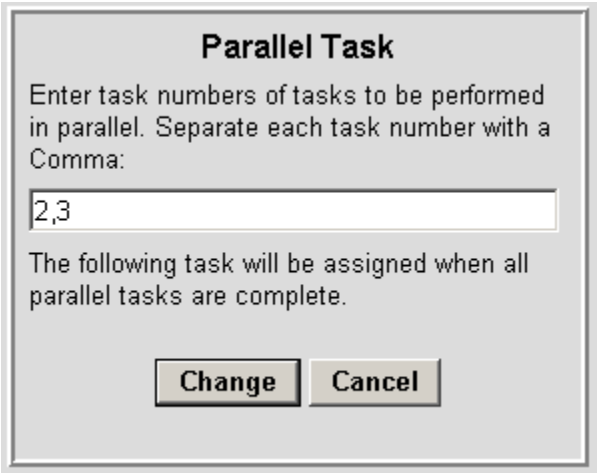
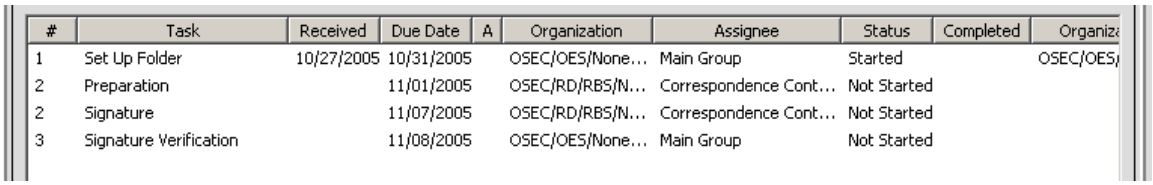


Figure 25: Parallel Task Screen

Figure 26 shows two tasks with a number ‘2’.



#	Task	Received	Due Date	A	Organization	Assignee	Status	Completed	Organiz
1	Set Up Folder	10/27/2005	10/31/2005		OSEC/OES/None...	Main Group	Started		OSEC/OES/
2	Preparation		11/01/2005		OSEC/RD/RBS/N...	Correspondence Cont...	Not Started		
2	Signature		11/07/2005		OSEC/RD/RBS/N...	Correspondence Cont...	Not Started		
3	Signature Verification		11/08/2005		OSEC/OES/None...	Main Group	Not Started		

Figure 26: Tasks 2 and 3 After Being Made Parallel

When tasks are made parallel, they are assigned the same number and all subsequent tasks are renumbered.

If the task directly above the parallel tasks is moved down, the task will move down below all the parallel tasks. The parallel tasks will be renumbered and they will remain parallel.

If the task directly below the parallel tasks is moved up, the task will move up above all the parallel tasks. The parallel tasks will be renumbered and they will remain parallel.

WorkFlow List

The menu for the workflow list is shown in **Figure 27**.

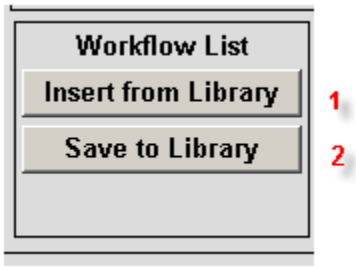


Figure 27: Workflow List Menu

1. Insert from Library - The user is taken to the Select Workflow List shown in **Figure 28**.

The user's default group is shown in the top window. The user may search the lists for another group by clicking the <Select Group> key. The list of workflows for that group is shown in the middle window. When a name on the list is highlighted, the workflow attached to that list is shown in the bottom window.

The user may scroll through the list or may search for a specific workflow by entering a name or a partial name in the 'Search For:' box and clicking <Search>.

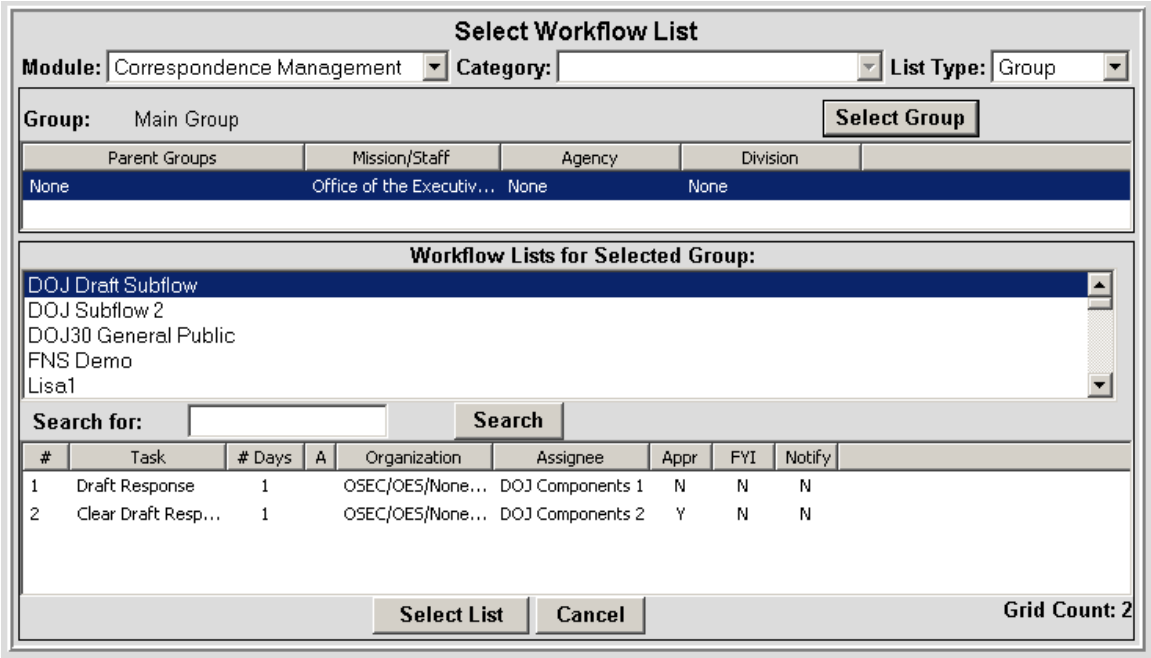


Figure 28: Select Workflow List

The user clicks <Select List> and is returned to the Workflow Editor. If the workflow is complete and needs no changes, the user clicks <Update and Return>. The user returns to the folder with the workflow tab displayed. The new workflow will be shown in the window as seen in **Figure 29**. The <Launch Workflow> button is now visible.

2. Save to Library: Once the user has created a workflow that will be used again, it can be saved in the workflow library by clicking <Save to Library>.

If a workflow already exists with that name, a pop-up with an error message will be displayed as seen in Figure .

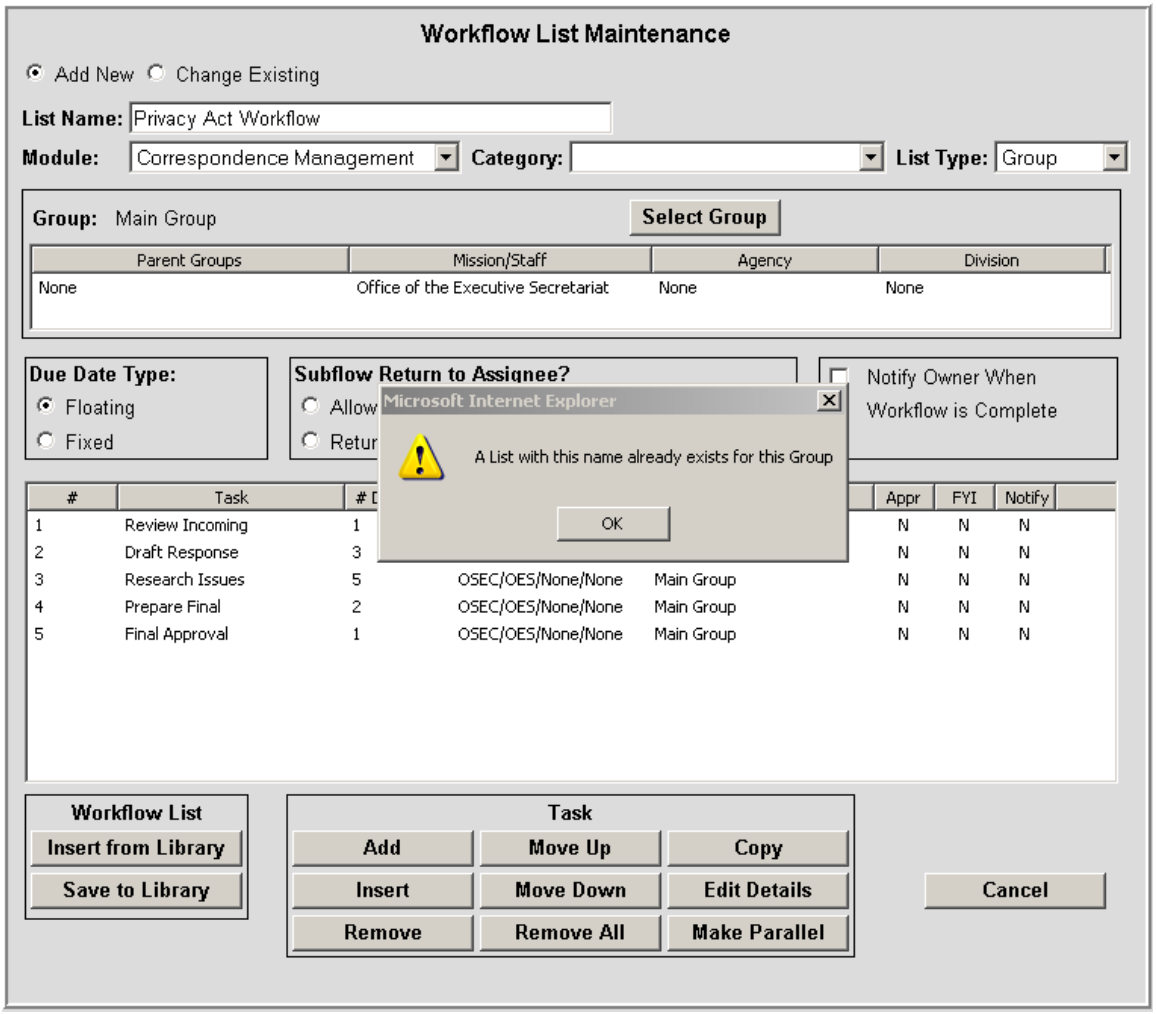


Figure 29: Save Workflow List – Select Existing List Name

Upon clicking <OK>, the user will be returned to the Workflow Maintenance List where the name can be altered as seen in **Figure 30**.

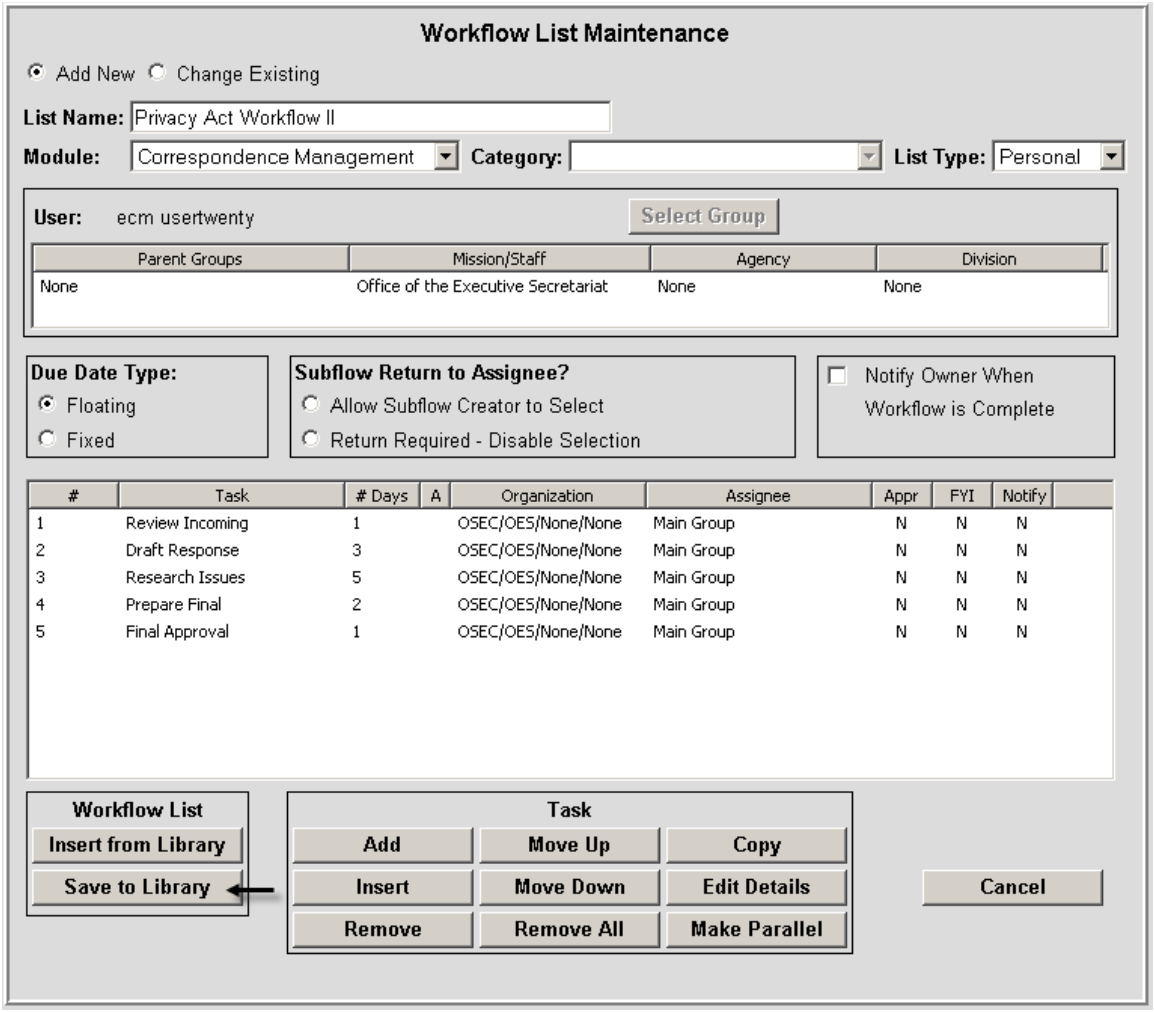


Figure 30: Workflow Maintenance List – List Name Modified

The user can verify that the List has been saved by clicking on <Insert From Library> and searching for the workflow name as seen in **Figure 31**.

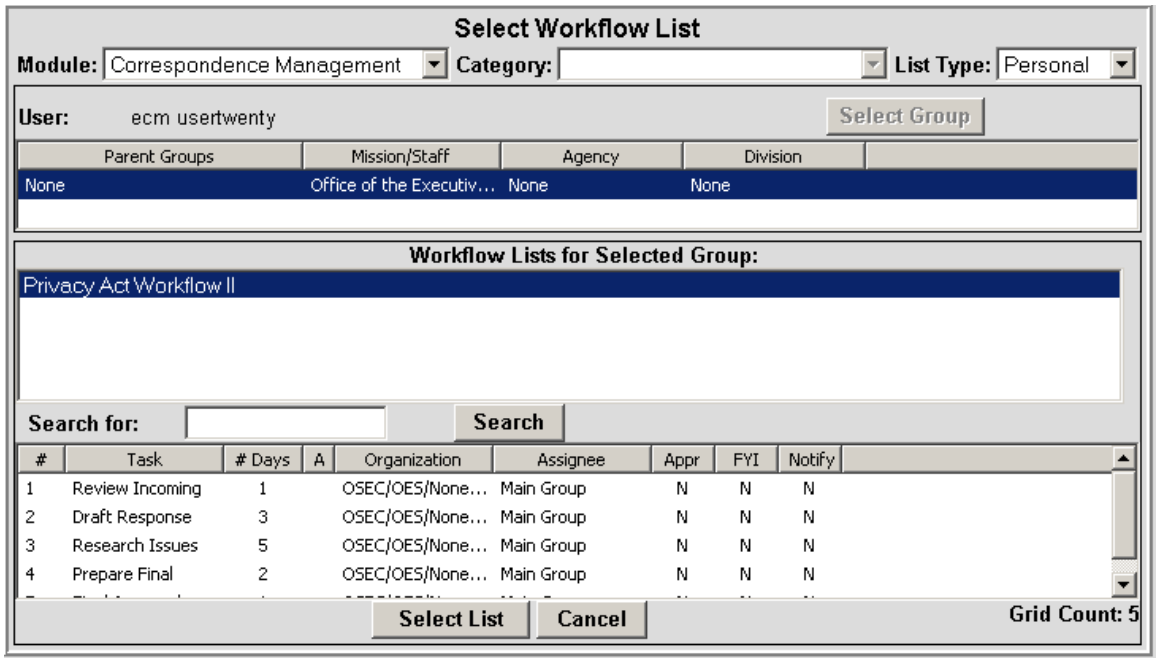


Figure 31: Workflow Maintenance List – List Name

After saving the workflow, the user remains on the Workflow Maintenance List with the worflow intact but without a list name. The user may continue to create or modify personal workflows.

CANCEL

Clicking <Cancel> will return the user to the Main Menu.

VIEW CHECKOUT DOCUMENTS

ECM WORD ADD-IN

VIEW CHECKOUT DOCUMENTS

CHECK IN

EDIT DRAFT

CHECK IN NO CHANGES

VIEW DRAFT HISTORY

REFRESH

CLOSE

ECM WORD ADD-IN

It is important to review the role of the ECM Word Add-in and it's function within ECM.

Save Document Draft – ECM Word Add-in

If a user has a document checked out and wants to save the latest changes to the document repository, the user clicks "Save Draft to ECM" from the Microsoft Word File menu. The document is saved to the repository as a draft. The minor version number of the document is incremented (e.g. version 1.1 becomes version 1.2).

Document drafts are considered in process and are not visible in the Folder's documents screen. In the documents list on the folder screen, a lock icon still shows that version 1 of the document is checked out.

While the document is checked out, the user may save a document draft and be able to work on the document later. The user clicks "Save Draft to ECM" from the Microsoft Word File menu and then closes the Microsoft Word application. The draft version of the document is saved to the system. Drafts are only visible to the author. When a draft version is saved, the draft version does not appear in the folder. On the folder, the document remains checked out.

Later, to resume work on the document, the user accesses the View Checked Out Documents screen from the ECM main menu. This screen is shown in **Figure 1**.

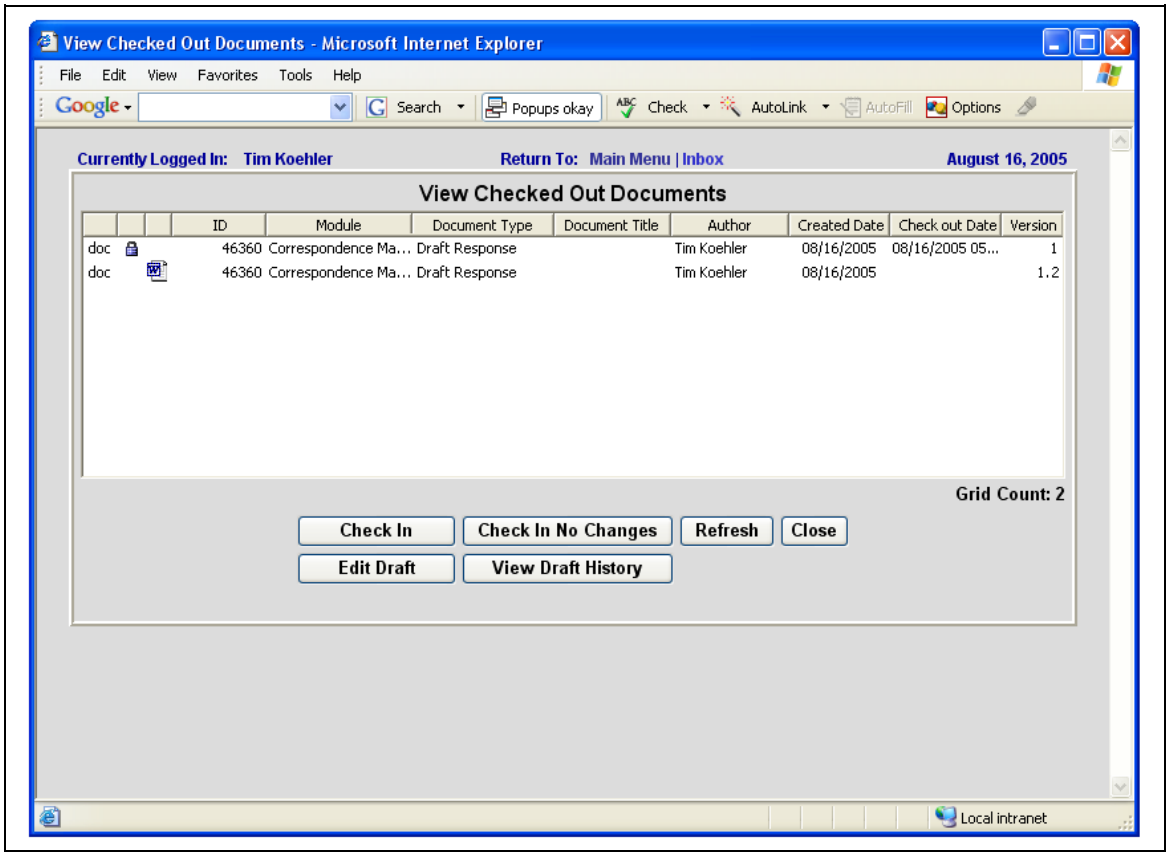


Figure 1: View Checked Out Documents Screen – With Add-In Installed

The View Checked Out Documents screen lists all checked out documents and drafts for the logged-in user. The in process document drafts are listed below the checked out documents. In the example in **Figure 1**, the checked out document is listed with version number 1, and the document draft is listed with version number 1.2. To resume work on the document, the user highlights the document or the draft and clicks the <Edit Draft> button.

The system will first check to see if the same document is saved on the user's hard drive. If it is and the local document is a more recent version than the last draft saved to the repository, the user will be informed and will be asked which version they would like to edit – the local copy or the draft from the repository as shown in **Figure 2**. The desired document is opened directly into Microsoft Word.

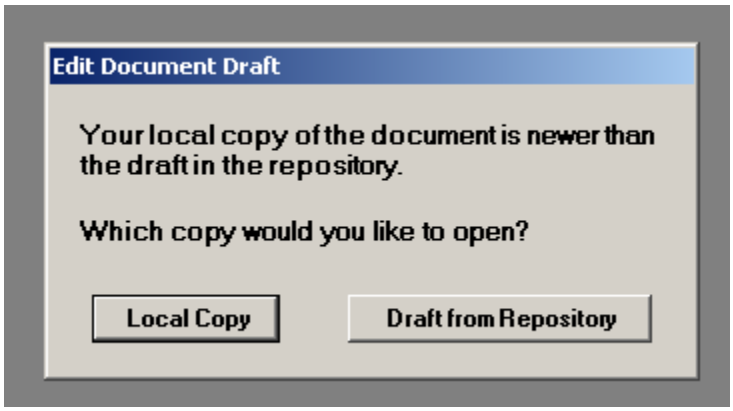


Figure 2: Edit Document Draft

A local copy would be more up-to-date if the user made changes and clicked the native Microsoft Word "Save" button after saving a draft to ECM. If the document is not on the user's hard drive, the draft document in the ECM repository is automatically displayed.

After making more changes, the user can save another draft by clicking "Save Draft to ECM" from the Microsoft Word File menu to save the latest changes. The document version number in the repository will now be 1.3. This is only visible in the View Checked Out Documents list. From the folder, users still only see version 1 of the document and see that it is checked out.

When finished making changes, the user clicks "Check In to ECM" from the File menu within Microsoft Word. The document is checked in to the system as version 2 and published to the folder. The document and draft is removed from the View Checked Out Documents list. At this point all users will see version 2 when the document is accessed from the folder screen.

View Draft History – ECM Word Add-in

The user can view a list of all document drafts that they created. These drafts are only visible to the author. To view previous drafts created, the author clicks the <View Draft History> button on the View Checked Out Documents screen. The Draft History screen is displayed as shown in **Figure 3**.

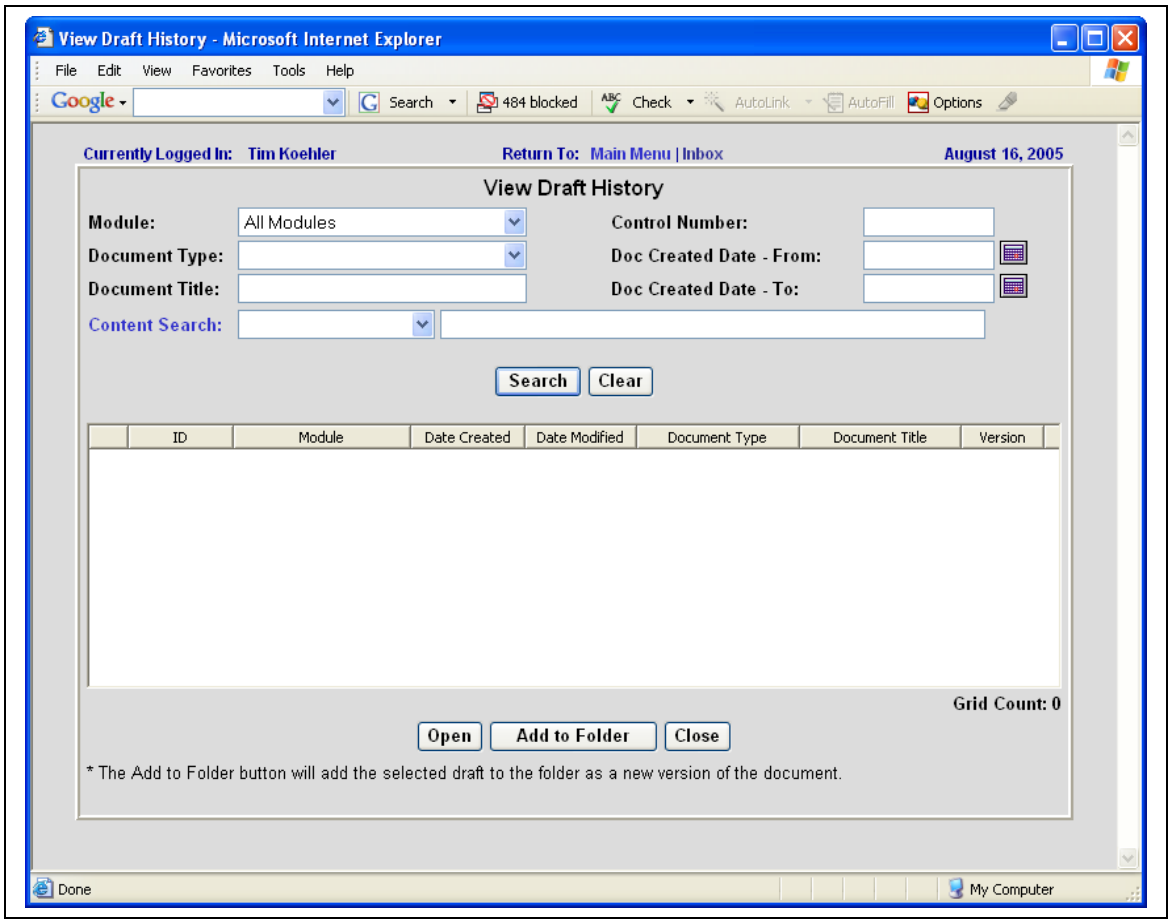


Figure 3: View Draft History Search Screen

The user enters a combination of criteria to locate the desired document draft. All versions of all drafts that match the search criteria are shown in the results list as shown in **Figure 4**.

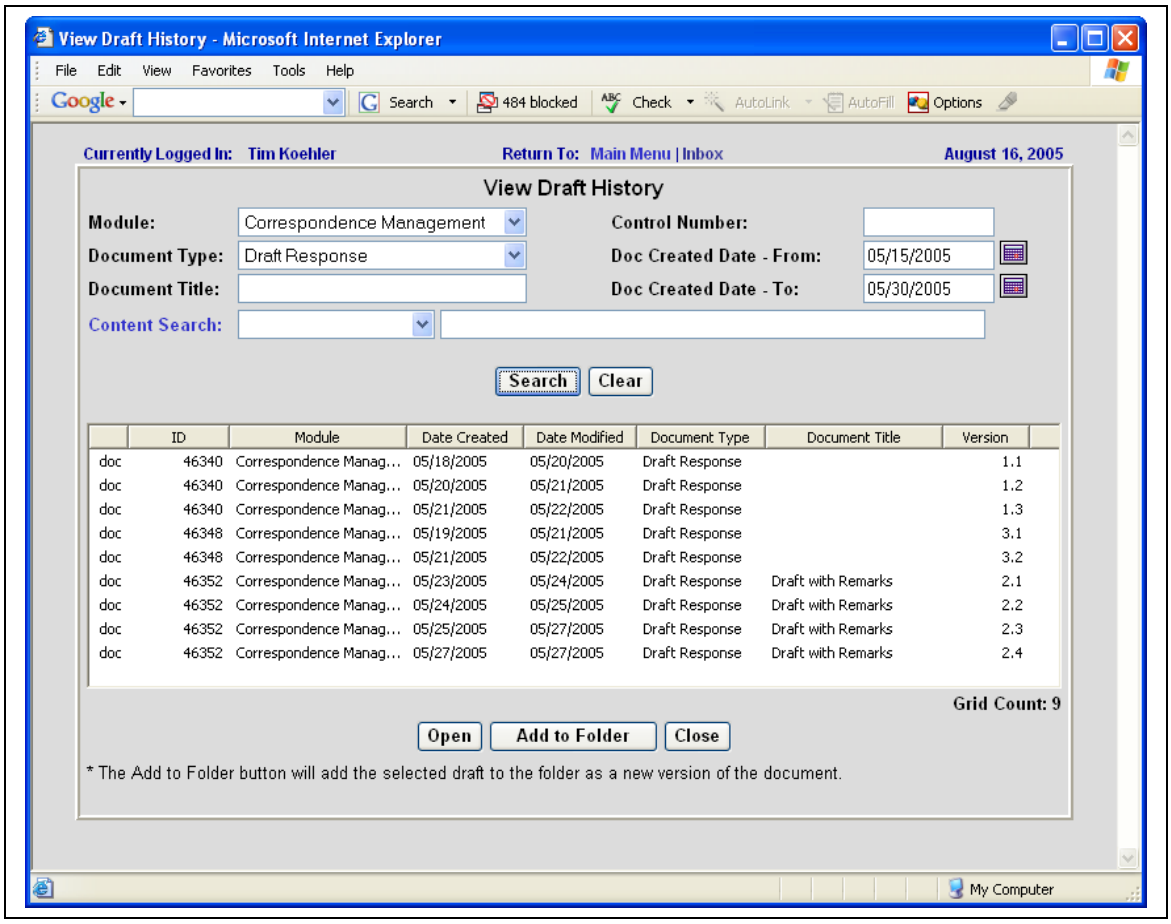


Figure 4: View Draft History - Results List

To open a draft, the user clicks the <Open> button. Additional drafts cannot be saved from this Draft History screen. Drafts of checked out documents can only be saved via the Microsoft Word application add-in.

If a mistake was made and a draft in history needs to be checked into the folder, the user can add it using this screen. To add a previous draft to the folder, the user selects the desired draft and clicks the <Add to Folder> button.

The selected draft is added as a new version of the document in the folder. Now when a user views the document in the folder, the displayed document will be the added draft. Regardless of the current version number of the document in the folder, the draft is added as a new version. If draft version 2.4 is added to the folder, and the latest version of the document is version 5, the draft version is added to the folder as version 6 of the document.

View Checked Out Documents with No Add-In Installed

The ability to store and edit drafts in the repository is only available to users with the Microsoft Word application add-in. For users who do not have the application add-in installed, this screen will simply provide a list of documents currently checked out. In this situation, the View Checked Out documents is shown in **Figure 5**.

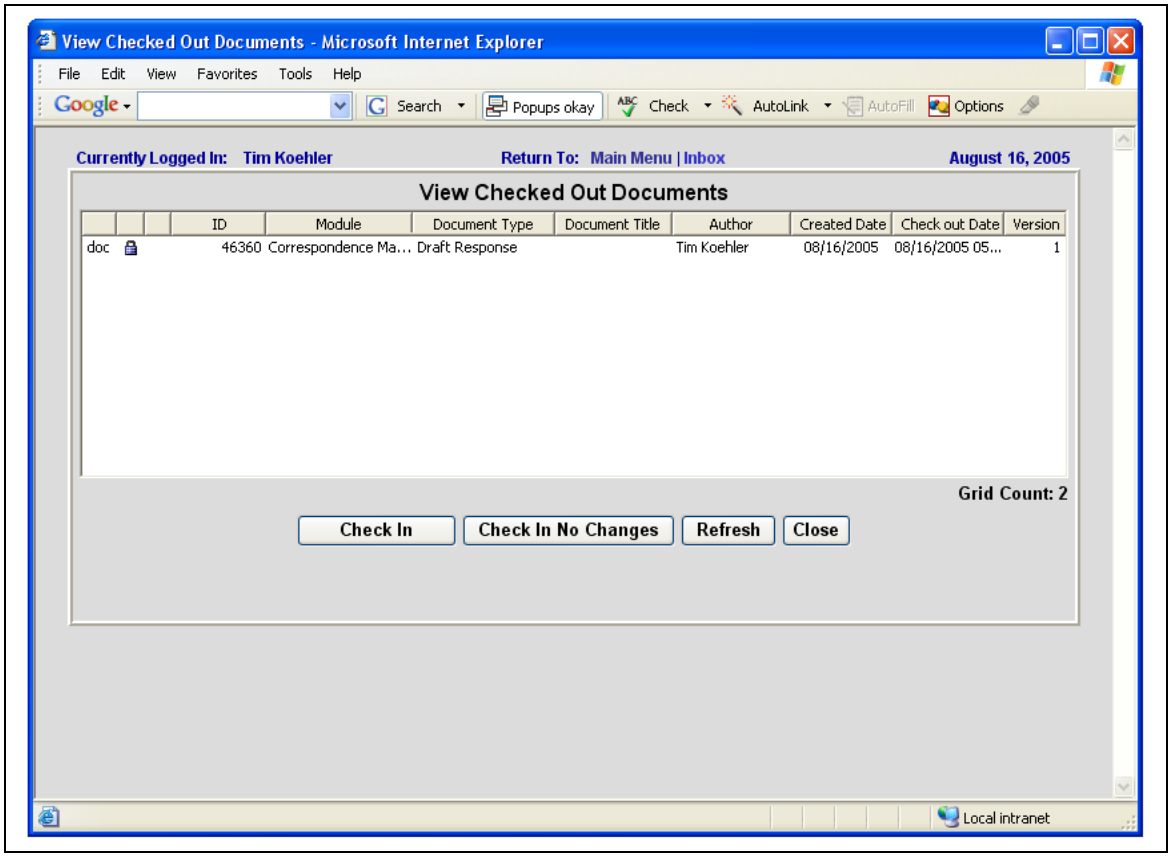


Figure 5: View Checked Out Documents - No Add-In

The <Edit Draft> and <View Draft History> buttons are not available. To edit a document, the user will locate the document on their local drive and then edit it. To check-in a document, the user can use this screen or the folder screen. The <Check In> and <Check In No Changes> buttons work the same way as on the Folder screen.

Since drafts can only be saved using the Microsoft Word application add-in, no draft history is available.

VIEW CHECKOUT DOCUMENTS

The View Checked Out Documents screen lists all checked out documents and drafts for the logged-in user. It is accessed through the Main Menu as shown in **Figure 6**.

Figure 6: Main Menu - View Checkout Documents

If a user clicks on <View Checkout Documents and none are checked out by the user, the screen is displayed as shown in **Figure 7**.

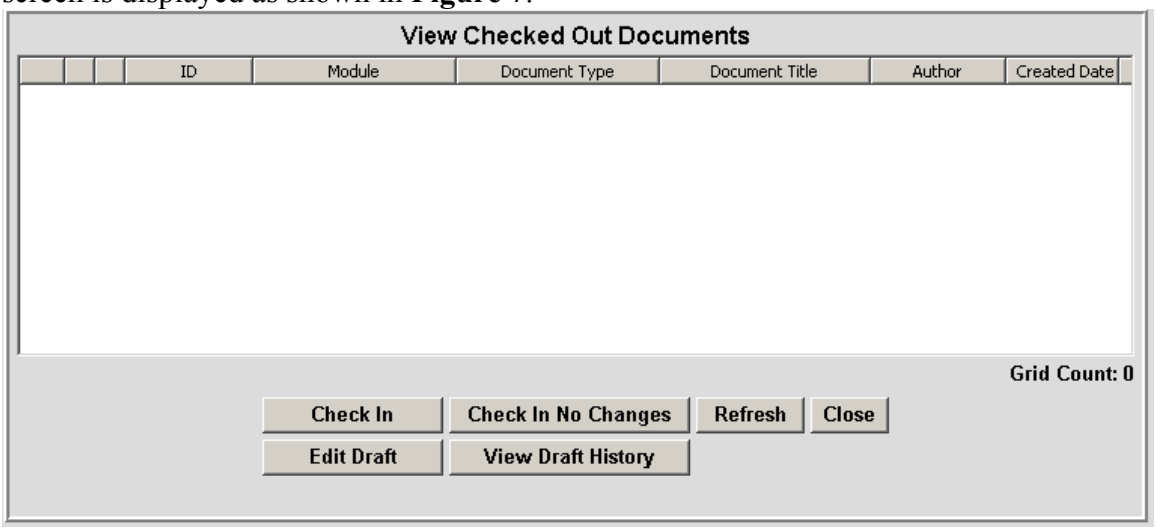


Figure 7: View Checkout Documents – No Documents

Figure 8 shows the View Checked Out Documents screen with a document and a draft.

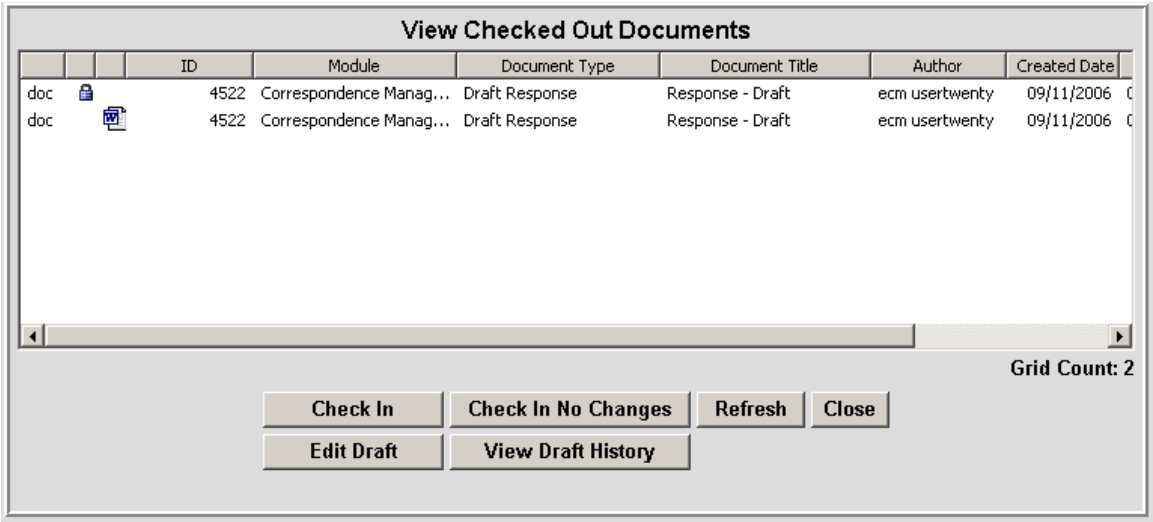


Figure 8: View Checkout Documents

CHECK IN

To check a document back in, the user clicks < Check In>. The 'Check in Document' screen is displayed as seen in **Figure 9**.

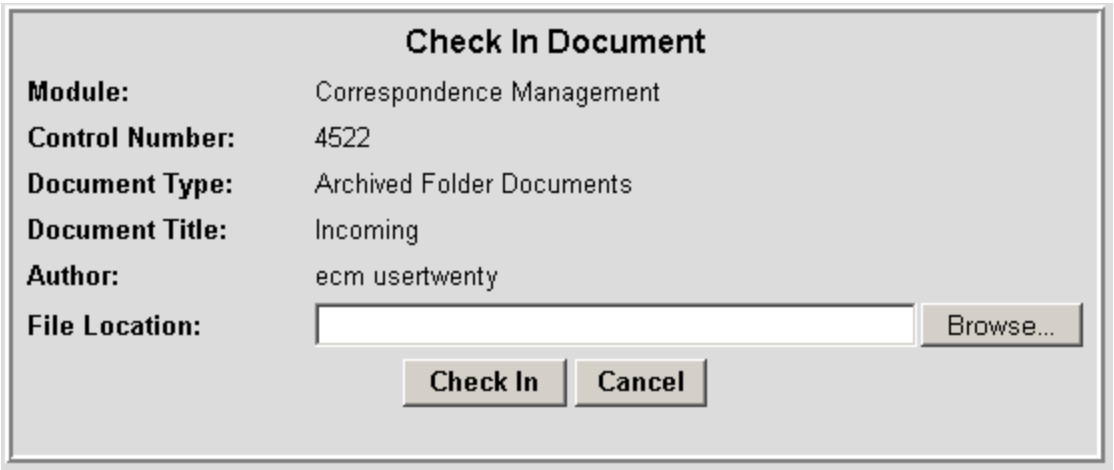


Figure 9: Check In Document

The user clicks <Browse> and locates the document to be checked in. The user highlights the document and clicks <Open> or doubleclicks the document to populate the File Location as shown in **Figures 10 and 11**.

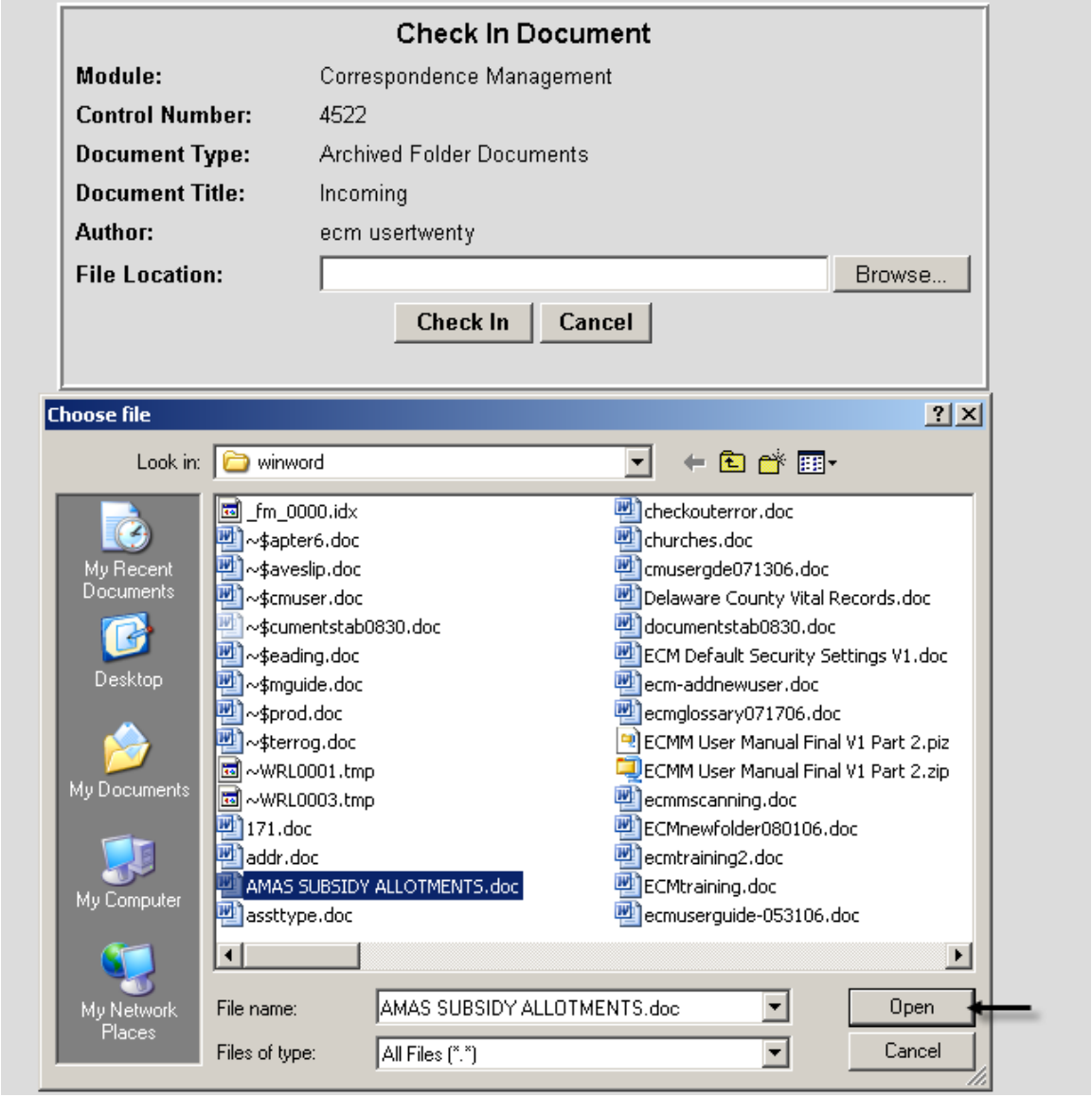


Figure 10: Check in Document - Locate Document

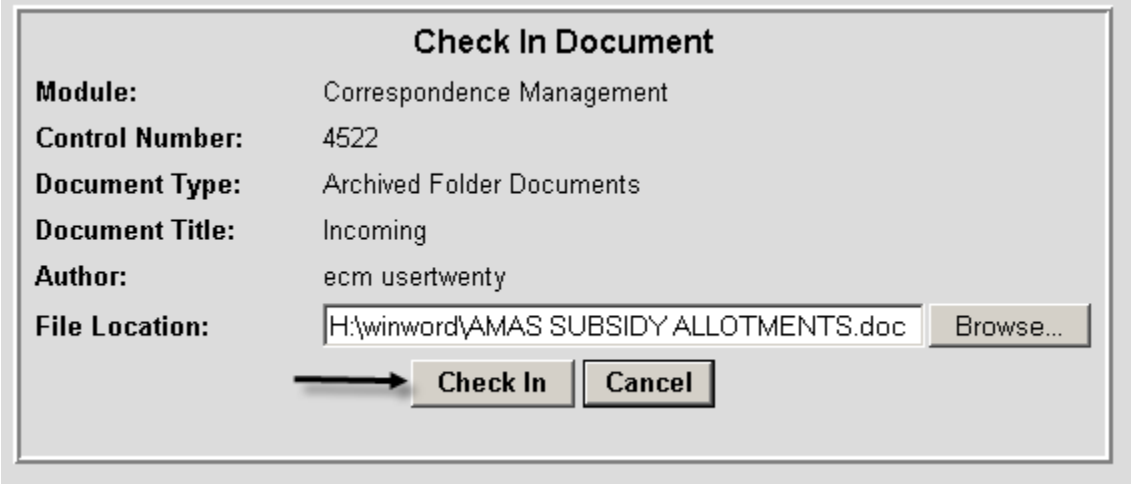


Figure 11: Check In Document

The system will compare the filename of the document being checked in with the filename when it was checked out. If the filename is not the same, a warning message will be displayed to the user as shown in **Figure 12**.

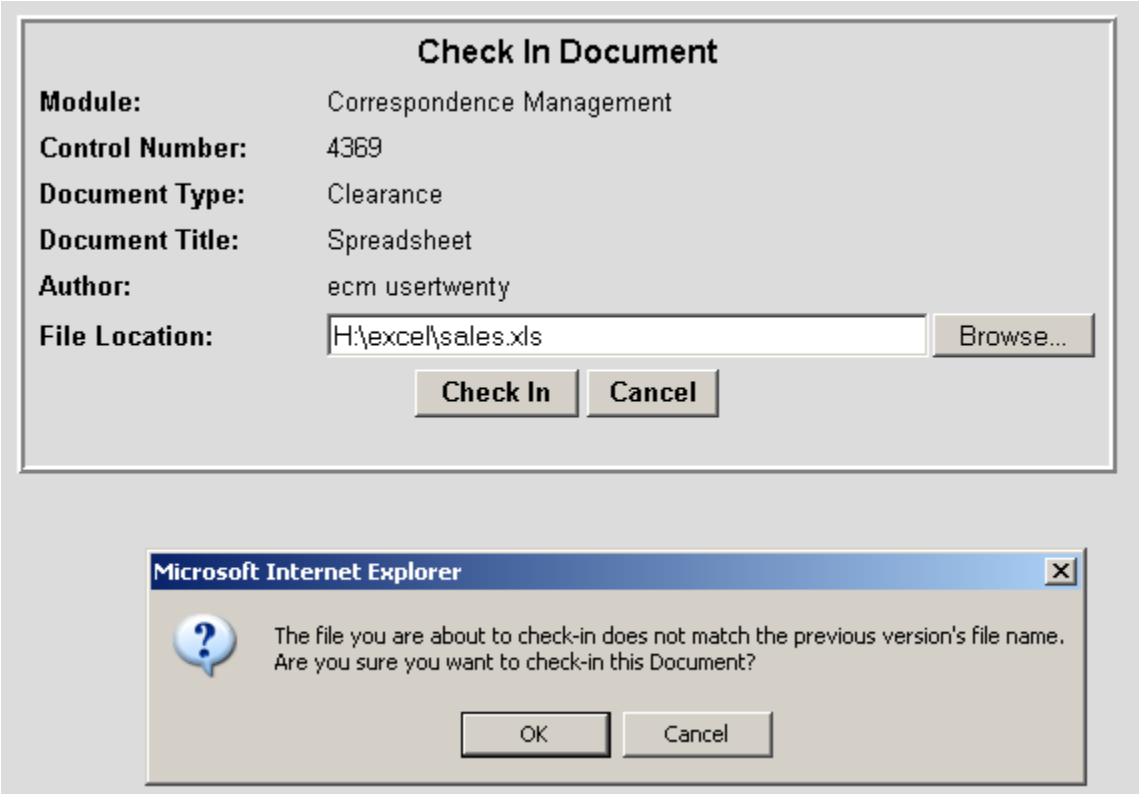


Figure 12: Check In Document – Different Document Name

After the document is checked back in, the user is returned to the 'View Checked Out Documents' screen as seen in **Figure 13**.

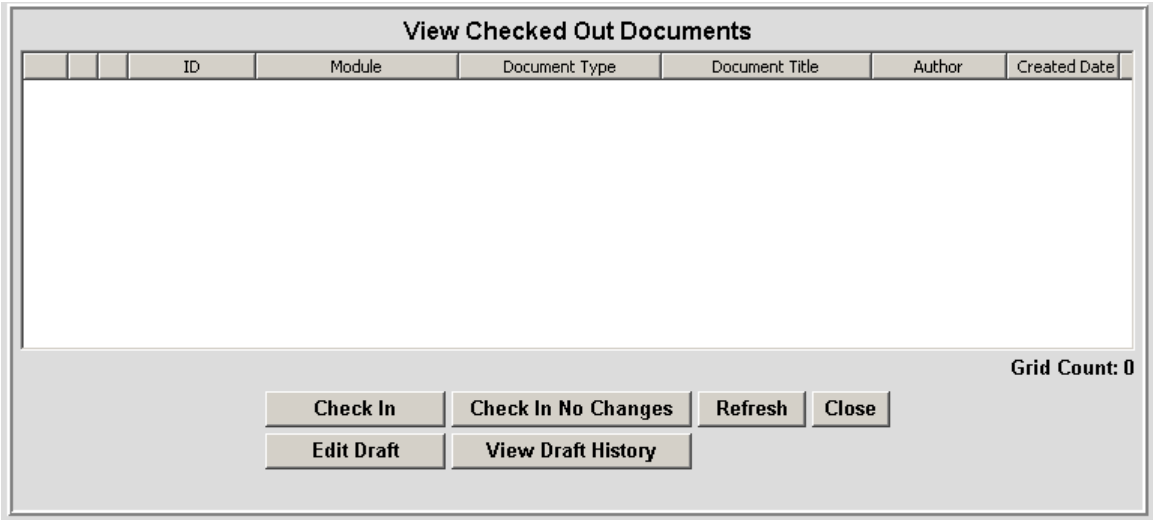


Figure 13: View Checked out Documents

EDIT DRAFT

To edit a checked out document, the user highlights the document to be edited on the 'View Check Out Documents' screen as shown in **Figure 14**.

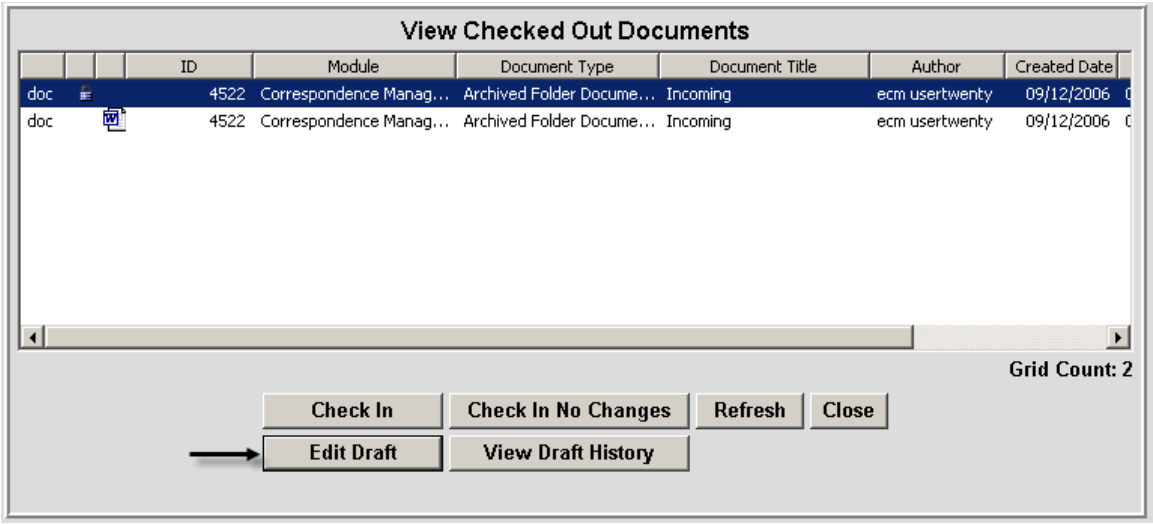


Figure 14: View Check Out Documents – Edit Draft

If the user has a newer version of the document on his desk top, the application will ask which copy to open through a pop-up as seen in **Figure 15**.

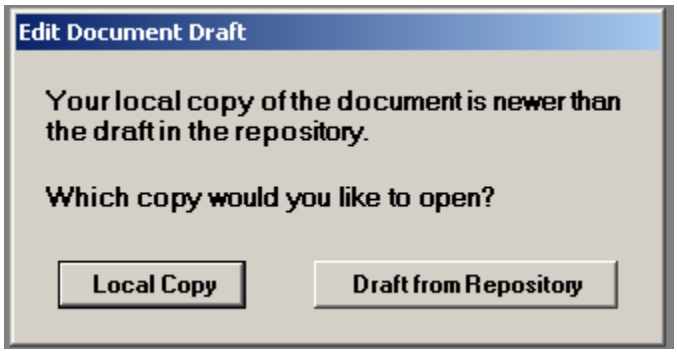


Figure 15: Edit Document Draft

After editing, the user can save a draft to ECM or check the document into ECM by clicking the <File> button and choosing the appropriate command as shown in **Figure 16**.

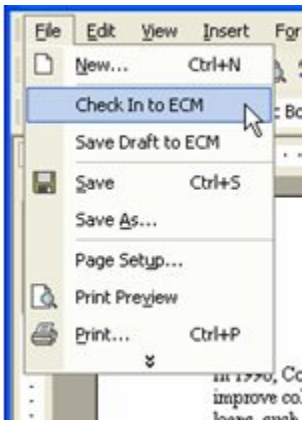


Figure 16: Edit Document Draft

CHECK IN NO CHANGES

Users can check in documents that they have checked out without changes by clicking the <Check In No Changes> button.

When a user checks in a document without changes, the document is checked in as a new version. The new version of the document will be identical to the previous version. All drafts saved while the document was checked out are retained in the draft history.

When a document is checked-in with no changes, an indicator (**Figure 17**) is shown in the lock column on the documents tab to indicate that the document was checked-in with no changes. This is the case every time a document is checked in with no changes even if drafts were created and saved.

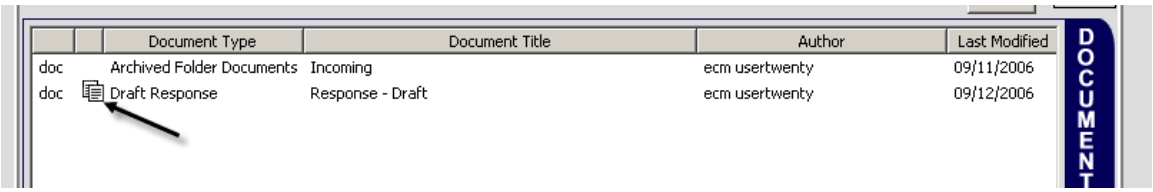


Figure 17: Check In No Changes Indicator

VIEW DRAFT HISTORY

The user can view a list of all document drafts that they have created. These drafts are only visible to the author. To view previous drafts created, the author clicks the <View Draft History> button on the View Checked Out Documents screen. The Draft History screen is displayed as shown in **Figure 18**.

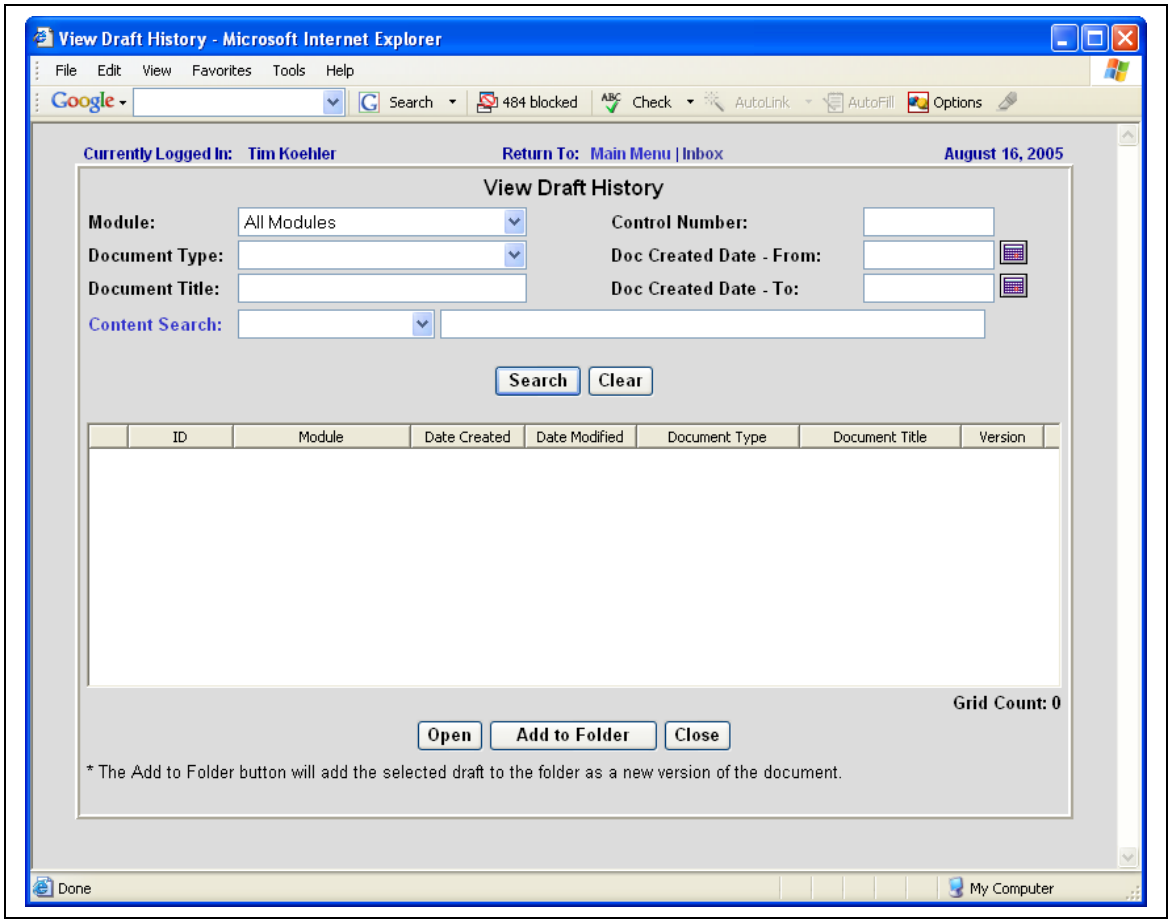


Figure 18: View Draft History Search Screen

The user enters a combination of criteria to locate the desired document draft. All versions of all drafts that match the search criteria are displayed in the results list as shown in **Figure 19**.

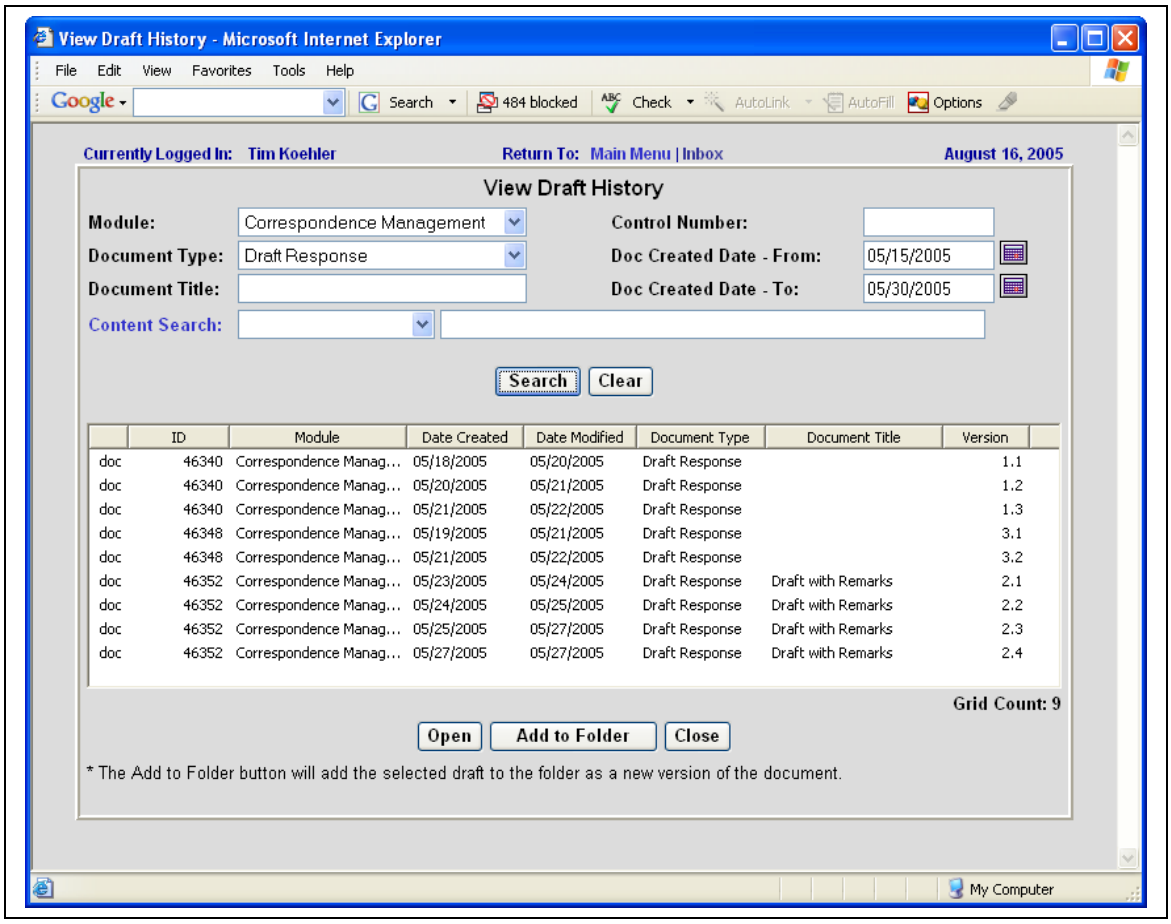


Figure 19: View Draft History - Results List

<u>Open</u>

To open a draft, the user clicks the <Open> button. Additional drafts cannot be saved from this Draft History screen. Drafts of checked out documents can only be saved via the Microsoft Word application add-in.

<u>Add To Folder</u>

If necessary, a draft can be added back into the folder by highlighting it and clicking <Add to Folder>. The draft is added as a new version of the document to the documents tab.

However, the document must have been checked back into the folder. If the user attempts to add a draft back to a folder and the document is still checked out, the error message in **Figure 20** is displayed.

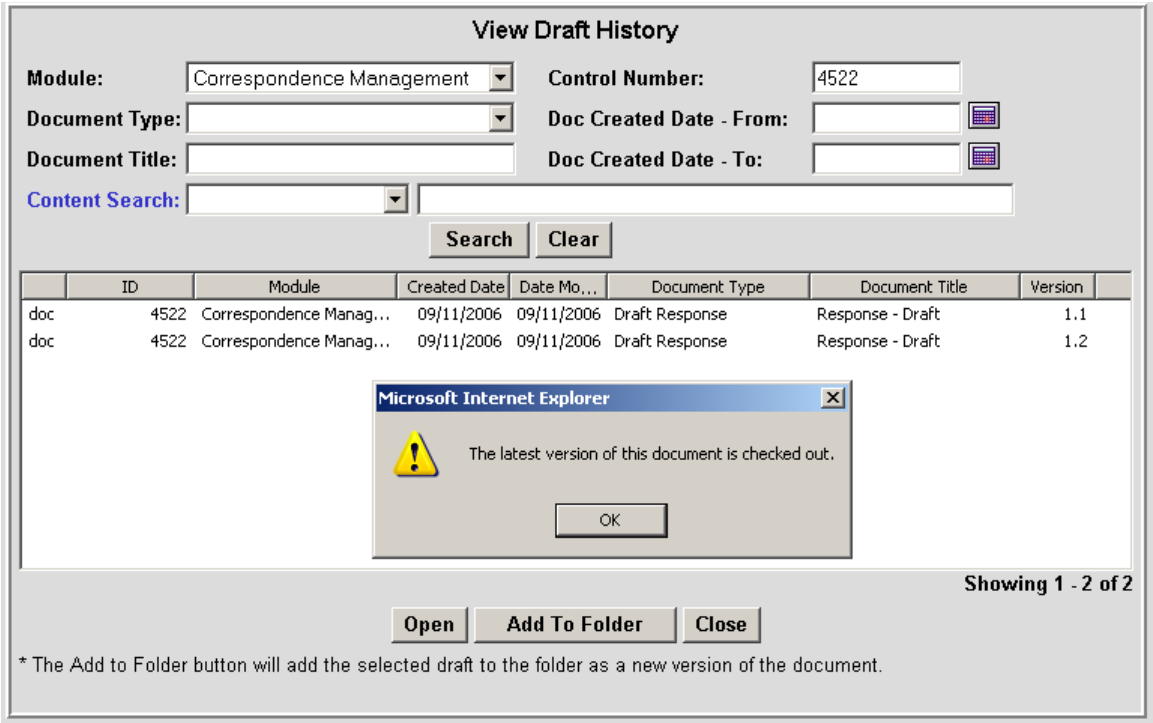


Figure 20: View Draft History – Document Checked Out

<u>Close</u>

Clicking <Close> from the 'View Draft History' screen will return the user to the 'View Checked Out Documents' screen.

REFRESH

Clicking <Refresh> allows the user to have the screen updated to display any changes.

CLOSE

Clicking <Close> returns the user to the Main Menu.