

izidocs help

User Manual

Version 2.0.0

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1. Introduction

This document contains instructions on how to use izidocs Document Management Solution. You can use it in the following ways:

- 1. Read through it as an introduction to izidocs and its functionality.
- 2. Read through it while being logged into the actual solution and trying out the various buttons/actions. This way the user manual becomes your training manual.
- 3. Refer to it every time you need to remind yourself about specific tasks. Click the links in the Table of Contents to go directly to the specific section of interest. You can return to the table of contents by clicking Back to top at the end of every section.
- 4. Search for specific keywords using the search functionality of your browser or PDF viewer.

izidocs is browser based. For speed and security use the latest version of a browser such as

- 1. Google Chrome
- 2. Mozilla Firefox
- 3. Apple Safari
- 4. Microsoft Internet Explorer

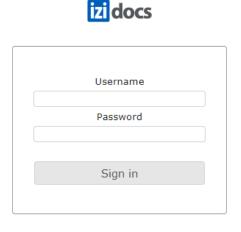
For optimal user experience and to have access to the full izidocs functionality you need to download and install <u>Izidocs Desktop</u>, as described in the appropriate section of this manual.

2. Login

Open your browser and type in the login address. Izidocs Desktop opens at the correct page automatically.

The login address together with the required Username and Password is given to each user separately. Some companies use internal web addresses and some external web addresses, depending on where their solution is installed.

Once you enter the address provided you will reach the login page:



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Use your Username and Password to login. If you are logging in for the first time you will be asked to change your password. Each company defines its own rules on what can be used as a password in order to enforce the use of secure passwords.

Some companies use single sign-on solutions such as Microsoft Active Directory. In this case users only login to their PC once and are not required to use a separate password to use izidocs.

Please note that it is possible for the same user to be logged on to izidocs using the same username and password on different browsers, PCs, and/or tablets at the same time. Please keep in mind that some actions done on one device (such as creation of new folders, documents, versions) will not appear on the other, until you refresh the relevant section of the solution.

izidocs will log you out automatically after a certain period of inactivity, as defined by your company. If this happens, login again.

3. izidocs screen areas

izidocs is <u>one screen</u> solution, where you can access all information, documents, actions, etc. If you move and let your mouse hover above any button you will see the name of the button, i.e. what it does.

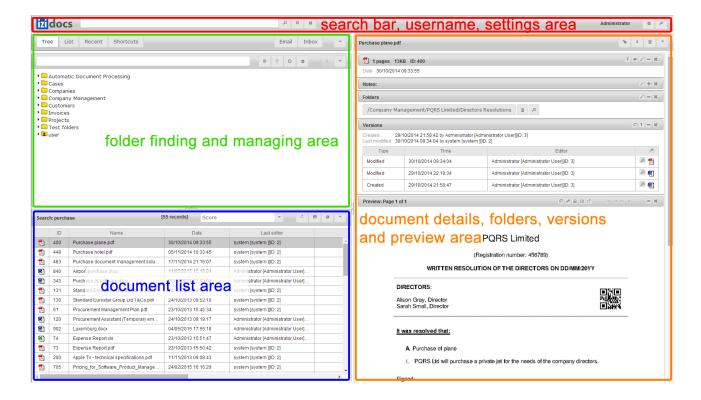


On the very top of the screen, next to the logo, we have the search bar, the username and the settings button, which includes access to Reports, Tools, <u>Install Desktop</u>, Utilities, Change Password, Sign Out, About izidocs and Help.

On the left (top) we have the folder finding and managing area.

On the left (bottom) we have the document list (of a particular folder/subfolder, or the search results).

Once a document is selected from the document list, its details, notes, folders, versions and preview can be seen on the right column.



4. Document search

There are two ways to search for documents in izidocs

- 1. Simple document search
- 2. Advanced document search

You can use wildcards in your searches.

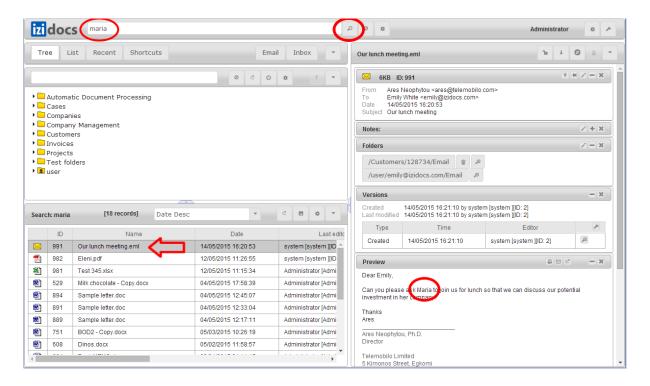
4.1 Simple

The easier way to find a document is to use the search bar on the right of izidocs logo. This will be performing a "Google like" search on all documents that the user has access to and return the most relevant results.

Simple search checks all documents properties, inside documents, inside emails and in email attachments.

The search only displays folders and documents the specific user has access to.

The results of the search are displayed in the document list area.

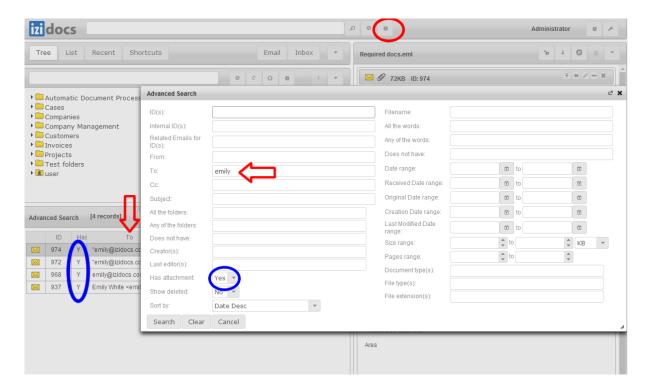


4.2 Advanced

The Advanced Document Search (see below) enables a user to specify search criteria such as folder/subfolder, from, to, date(s), document size, etc.

In the example below we are searching for emails that have attachments and that have the word "emily" in the To. This search would find emails sent to both emily.surname@gmail.com.

The results of the search are displayed in the <u>document list area</u>.



4.3 Wildcards

A wildcard is an advanced search technique that can be used to maximize your search results.

izidocs supports single and multiple character wildcard searches within single terms. Wildcard characters can be applied to single terms, but not to search phrases. You can also use the wildcard searches in the middle of a term.

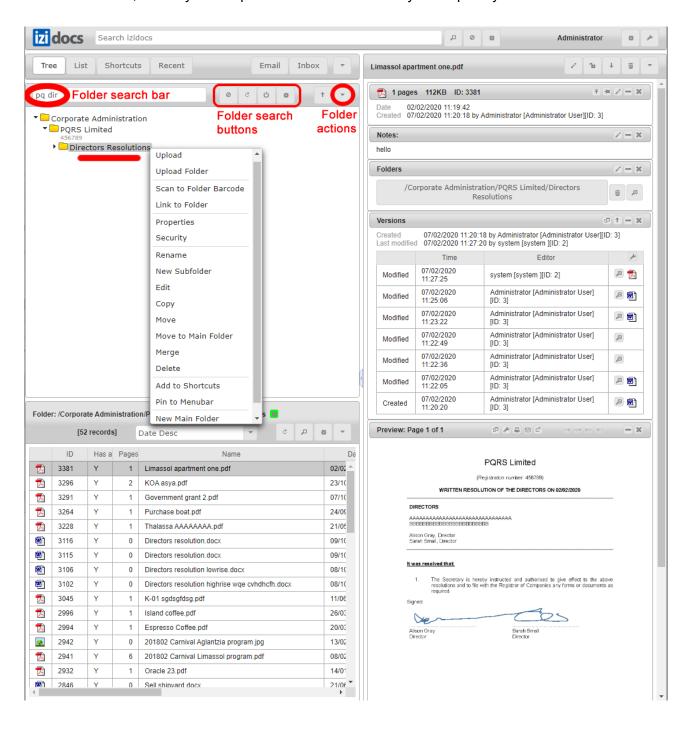
| Wildcard Search Type | Special Character | Example |
|---|-------------------|---|
| Single character (matches a single character) | ? | te?t will find both test and text corrup? will find corrupt, but not corruption or corrupted |
| Multiple characters (matches zero or more sequential characters) | * | corrupt* will find corrupt, corruption, corrupted, but not anticorruption *rupt will find corrupt or interrupt, but not corruption or interruption *rupt* will find corrupt, corruption, anticorruption, interrupt and interruption co*upt will find corupt or corrupt |

5. Folder finding and managing area

On the top of this area there are filters that assist the user to find a folder quickly, even among hundreds of thousands of folders.

At the top of the area you can use tabs to chose how to view folders:

- Tree
- List, where instead of viewing a folder/subfolder structure you view paths that match the folder search
- 3. Recent, where you see the folders you used recently
- 4. Shortcuts, where you can place shortcuts of folders you frequently use



You can also Pin folders to the top right of the "folder finding and managing area". Tab Actions, the downward pointing triangle at the top right of the "folder finding and managing area", allows you to manage your tabs and pins.

Start writing parts of a folder's name in the folder search bar (or parts of a folder's description) and the relevant folders will appear. You can spell a few letters of a folder's name and continue with a few letters of a subfolder's name separated by a space or slash (/) to get quickly to the folder you need.

In the example below by spelling "pq dir" we found the subfolder Director's Resolutions, in folder PQRS Limited.

The folder search buttons, to the right of the folder search bar, provide the following functionality:

- 1. Clear: clears the search bar from any text
- 2. Refresh: refreshes the folder structure, which can be helpful in order to see a folder that has just been created by another user
- 3. Reset: closes all subfolders and shows only the top level of folders
- 4. Options: which allow you to choose whether to display folder description and how the folder search bar works

You can select any folder/subfolder by clicking on it, and then the <u>document list area</u> will list all documents in this specific folder/subfolder. In the tree view, in order to view the subfolders of a folder you need to click the triangle on the left of the folder icon.

You can access all Folder Actions with right mouse click on the folder or by selecting a folder and using the drop down menu (downward pointing triangle).

Folder actions include:

- 1. Upload (for documents multiple documents can be uploaded simultaneously)
- 2. Upload Folder (uploads folders with their subfolders and documents)
- 3. Scan to Folder Barcode
- 4. Link to Folder (provides a link which you can email to somebody, so that they can open the folder directly on their PC, provided they have access to it)
- 5. Properties
- 6. Security (shows who has access to the folder, and what kind of access)
- 7. Folder actions such as Rename, New Subfolder, Edit, Copy (copies folders and subfolders, with or without documents), Move, Move to Main Folder, Merge (with another folder), Delete
- 8. Add to Shortcuts
- 9. Pin to Menubar (it may be better to add a folder to shortcuts and rename the shortcut to make it shorter, before you pin it to the top right of the "folder finding and managing area")
- 10. New Main Folder

Please note that <u>not</u> all users can perform all actions to all folders.

Depending on the size of your screen, Folder Actions might include a scroll bar, which you have to use in order to see all available actions.

Each user gets his User Folder in "user", which contains his Email folder, Inbox folder (working folder) and Personal folder (for his personal documents).

In some izidocs installations there are some types of folders (e.g. customers) that include automatic opening of subfolders. So, if for example a new customer folder is opened, then the predefined subfolders with the appropriate access rights are opened.

6. Document list area

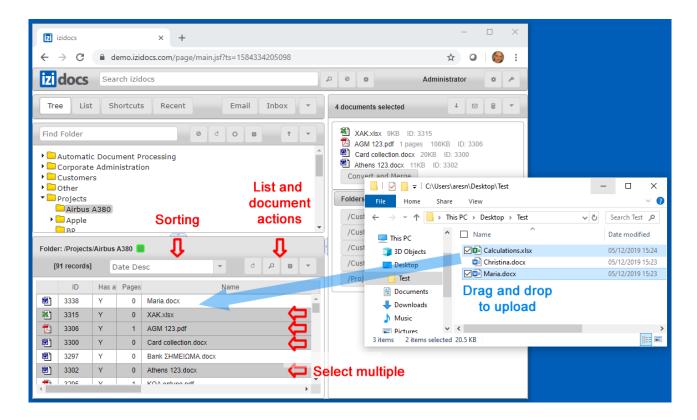
The document list displays the

- 1. documents in the folder/subfolder selected in the "folder finding and managing area", or
- 2. the search results

On the top of the document list area you can find:

- 1. Drop down to choose how to sort the documents in the list
- 2. List and document actions (this menu also appears using right mouse click on documents), including:
 - a. Refresh (useful to see documents that are added/edited by others. Note that when you upload documents (can also use Drag and Drop) to a folder, the list changes to display <u>only</u> the documents you have just uploaded. Please "refresh" to see the complete list of documents
 - b. Search within this folder (opens an advanced search box to search within the specific folder)
 - c. Choose table columns and their order (you can drag and drop or use the buttons to customise your columns)
 - d. Document actions, such as Include Subfolders, New Document (also from Templates), Copy/Paste Document(s), Move, Download, Edit Properties and Delete

Please note that you can select multiple documents using SHIFT and CTRL buttons and then perform actions on all of them.



7. Document details, folders, versions and preview area

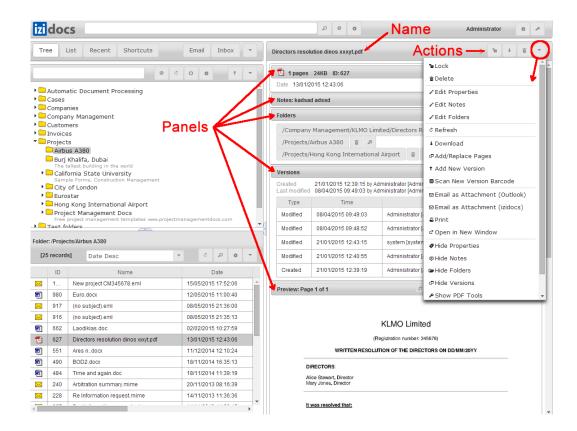
This area displays the document selected in the Document List.

The top of the area displays the document name and document actions such as Lock (for other users), Download, Delete and a drop down menu with all other actions.

This area is divided in Panels which you can maximise or minimise, and display or hide according to which actions you usually perform. Note that your selection of what you display and how is saved for you, until you change it again using the drop down menu.

The panels are:

- 1. Properties
- 2. Notes
- 3. Folders
- 4. Versions
- 5. PDF tools
- 6. Preview



The complete list of document actions is included in the the drop down menu (some actions are also shown as action buttons on the relevant panels):

- Lock (locks document for other users in case you want to prevent others from working on it and from creating parallel versions. Please remember to unlock it when you finish your work)
- 2. Delete (it deletes the document from all folders where it resides)

- 3. Close (removes the document from display
- 4. Edit Properties
- 5. Edit Notes
- 6. Edit Folders
- 7. Refresh (this will show changes done by other users, such as the upload of a new version
- 8. Download
- 9. Add/Replace Pages
- 10. Add New Version
- 11. Scan New Version Barcode
- 12. Email as Attachment (Outlook)
- 13. Email as Attachment (izidocs). You can use this even if you normally use Outlook, if you happen to be accessing izidocs from a PC or a tablet where Outlook is not set up
- 14. Link to Document (creates a link that you can send to other users so that they can open the document directly, provided that they have access to it))
- 15. Print
- 16. Open in New Window: this allows you to see the full document as opposed to the low resolution image that is shown in the Preview
- 17. Panels Show/Hide

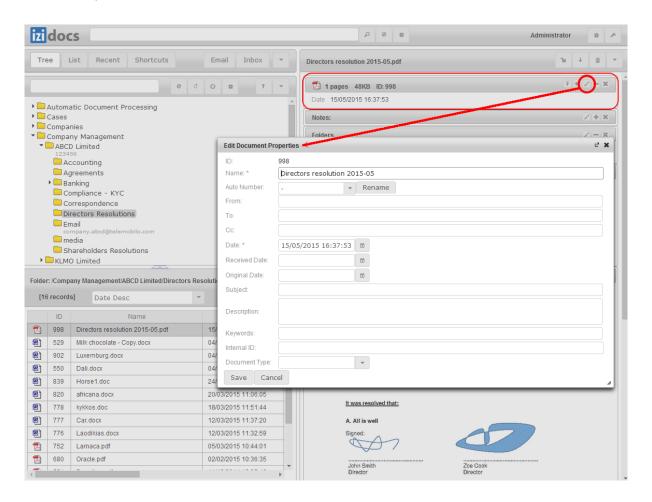
7.1. Properties

The top of this panel shows an icon of the document type, the document number of pages, the file size and the document ID number.

You can edit all document properties which include name, from, to, cc, various dates, subject, description, keywords, internal ID and document type.

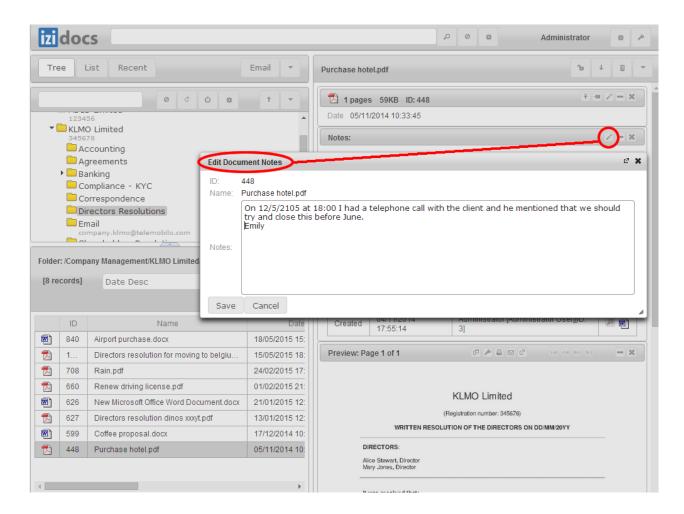
For certain document types such as emails it is not possible to edit properties such as from, to, cc and subject, because these are properties of the email which has already been sent/received and therefore can not be changed for compliance reasons.

A full history of who edited a document's properties and how is kept in the document's versions.



7.2. Notes

This is a text field for notes relating to the document. People with edit access to the document can add/edit these notes. A full history of who edited the notes field and how is kept in the document's versions.



7.3. Folders and moving documents

This panel displays all folders in which the document is located, which can be multiple.

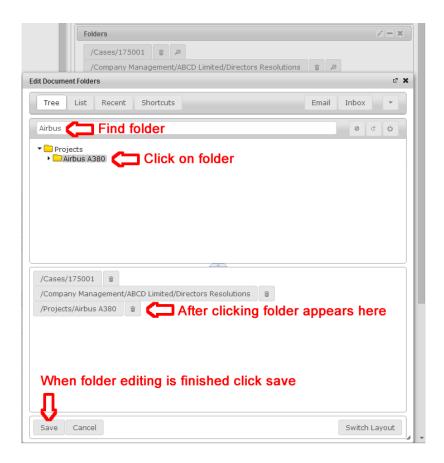
Note that even if a document is located in multiple folders it is only one document. Therefore any changes made to its properties, notes, and versions are reflected in all folders.

To move a document click on the folder you want to move it from. To add the document to more folders click on the Edit folders button.



In both cases the Edit Document Folders area opens. This looks a lot like the <u>Folder Finding and Managing Area</u> and you can use the same folder filters and folder shortcuts to choose the folders you want the document to be located in. At the bottom right, there is a button called Switch Layout, which displays Shortcuts and Recent folders separately of easy access.

Note that for emails that belong (sent/received) to multiple users within the company only one folder entry is displayed to avoid screen cluttering. If you hover your mouse above that entry you will see all relevant folders.



7.4. Versions

This area displays the document's version history, i.e. who made what changes and when.

All changes made to the document properties, notes as well as the actual document (Word, Excel, Powerpoint, PDF, email, etc) are recorded.

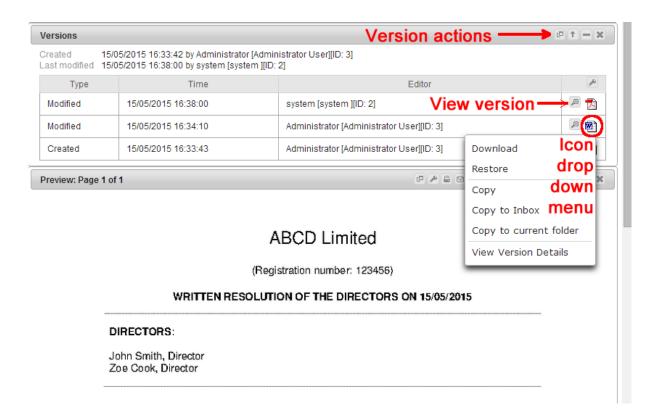
On the top of the panel there are the version actions buttons:

- Add/replace pages
- 2. Upload new version

For each version you can click on View Version. This will change the background to light blue to alert the user that he is looking at a previous version. When viewing the version all panels are adjusted to show the information relevant to that version. Exit this version viewing mode by clicking View Current Version (clock icon) at the top of the "Document details, folders, versions and preview area" to the right of the document name.

Clicking on the document icon next to the View version button makes a drop down menu appear with various options for the version:

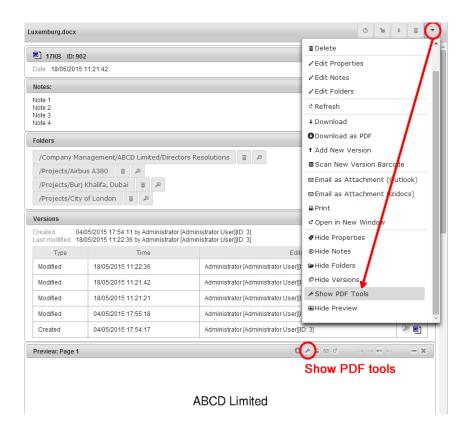
- 1. Download
- 2. Restore
- 3. Copy, Copy to Inbox, Copy to current folder
- 4. View version details.



7.5. PDF Tools

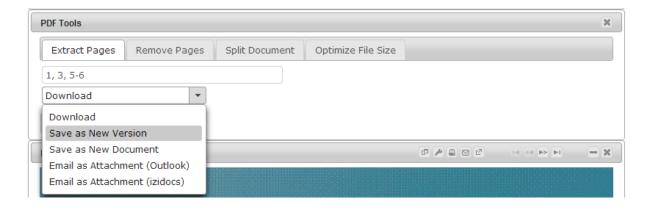
The PDF tools panel is usually hidden from view. You can open it when you are displaying a PDF document (or a document which can be converted into PDF such as Microsoft Office documents) by:

- 1. Clicking "Show PDF Tools" in Document Actions at the top right of the document area
- 2. Clicking "Show PDF Tools" in the document Preview Panel



PDF Tools include Extract Pages, Remove Pages, Split Document and Optimise Flle Size with color and resolution adjustment. The results of PDF Tools actions can be:

- 1. Downloaded
- 2. Saved as New Version or Document
- 3. Emailed as Attachment



7.6. Preview

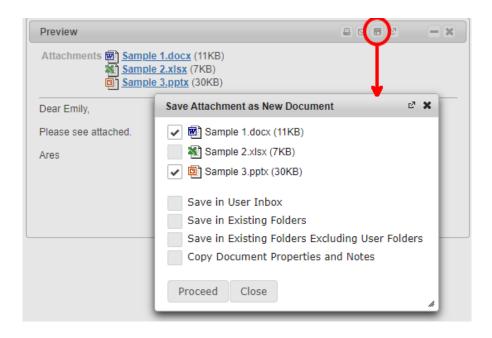
Document Preview shows low resolution images of the document. These low resolution images are intended to help you locate/identify a document quickly and take various actions.

Preview action buttons include:

- 1. Add/Replace pages
- 2. Show PDF Tools
- 3. Print
- 4. Email as Attachment
- 5. Open in New Window (to see a full resolution copy of the document)
- 6. Page navigation (First/Last, Previous/Next)



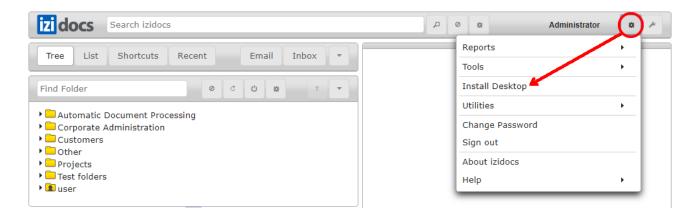
7. When you Preview an email document which has attachments, you also have the option to select and save some or all of the attachments.



8. Izidocs Desktop

Izidocs Desktop is a Windows application that offers additional izidocs functionality, because it integrates with your desktop in a way that normal browsers do not allow.

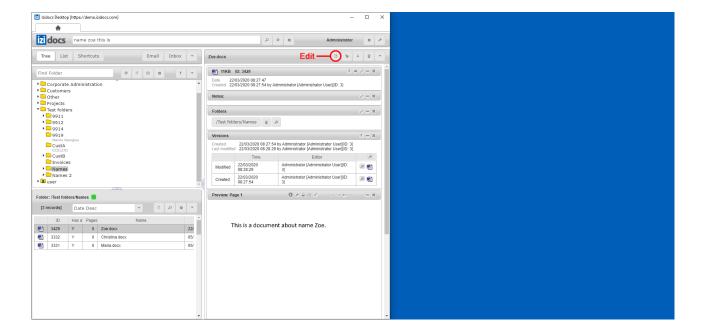
To install Izidocs Desktop, go to the user Settings menu next to the username at the top right of the screen and follow the instructions.



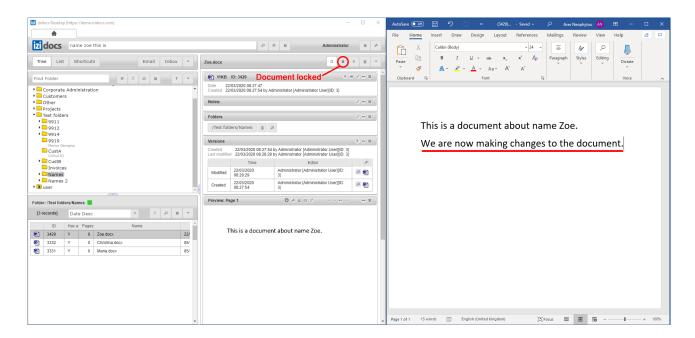
Izidocs Desktop is essentially a dedicated browser that only allows access to izidocs. Compared to a normal browser, it offers the following additional functionality.

Edit Microsoft Office and other documents directly from izidocs, with automatic version keeping

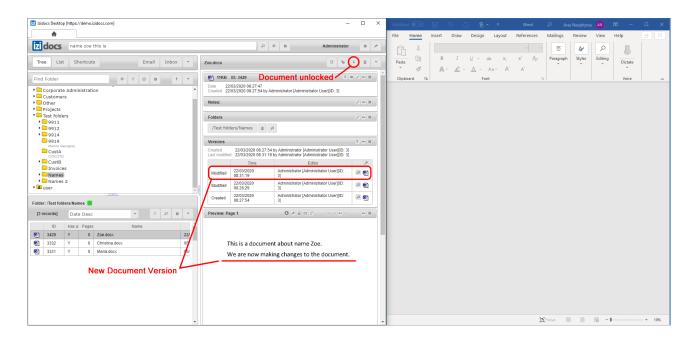
When a Microsoft Office or other document is selected in izidocs, the Edit button appears at the top of the document area.



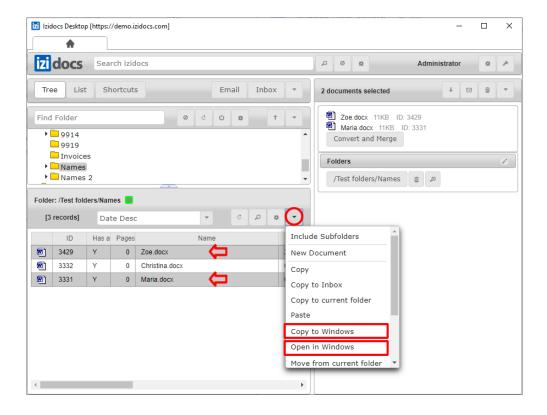
Press the Edit button and the document is opened on the PC, using the appropriate application. You can start working on the document. During this editing time the document is locked for other users. While editing, you can save the document as many times as you wish.



When you finish your edits, save the document and close it. Once you close the document, a new version of the document with all the changes will be uploaded to izidocs automatically. The document is unlocked for other users to be able to edit it.

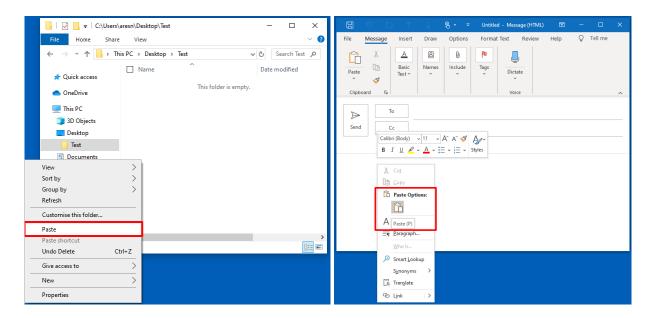


Select one or multiple documents in izidocs and copy them to Windows



The files are copied to Windows clipboard so that you can paste them directly to

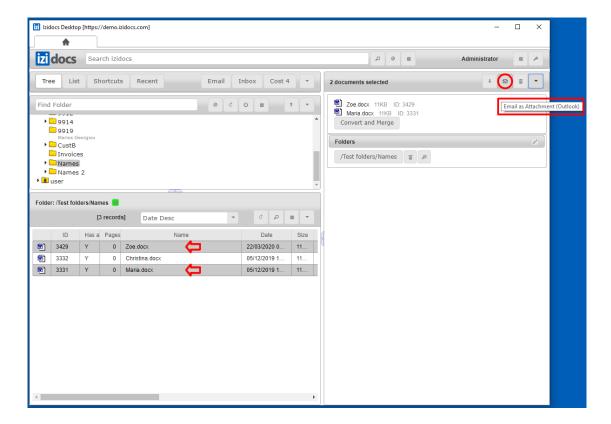
- 1. a folder in File Explorer
- 2. any email edited in Outlook



Open in Windows opens the selected document(s) in Windows in read-only mode, using the default application.

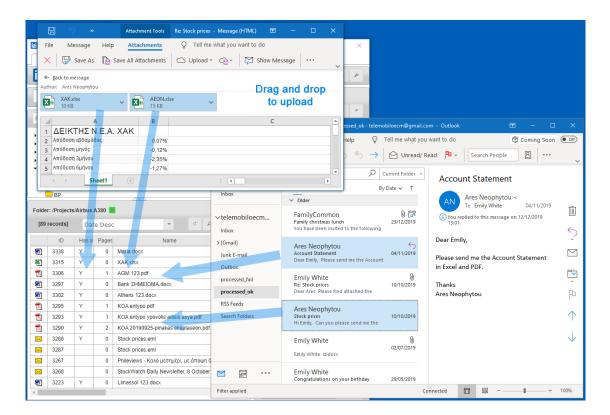
Select one or multiple documents in izidocs and email them as attachments.

This opens a new email in Outlook with the selected documents attached.



Drag and drop emails or email attachments from Outlook directly into izidocs folders

Please make sure the attachments are selected before dragging them.

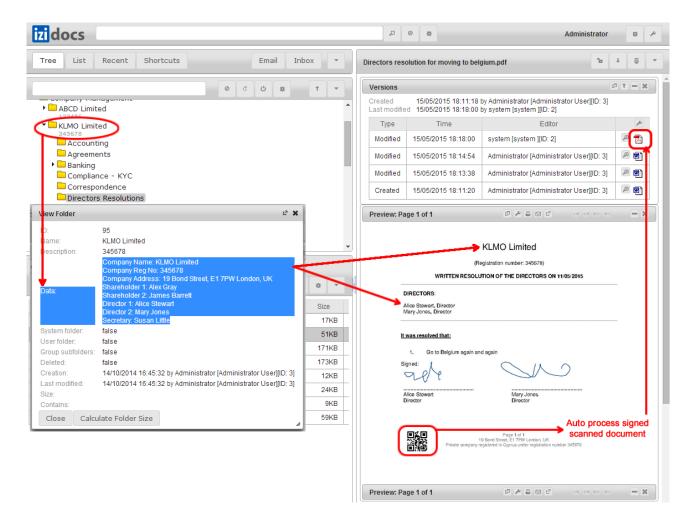


9. Templates

You can create document templates using Microsoft Office. These are stored in a special system folder, so that users can use them instead of blank documents to create new documents.

These templates can automatically fill in information regarding the customer or other entity in whose folder/subfolders a document is created in. You can create these automatically filled templates yourselves using your Microsoft Office Mail Merge functionality.

The data to fill in the templates can be placed in the folders themselves in folder property Data, in a pre-agreed Excel spreadsheet, or come from a different system. The automatically filled fields can also include dates, from, to, and a document barcode which helps to automatically process scanned signed documents.



10. Email processing

Some companies use izidocs as an email archive solution. This means that all emails sent/received by the company are archived. Each user can only see (and search) the emails that belong to him, which can be found in his email folder.

In addition, there are procedures that can assist companies to automatically file emails in common or public customer (or other entity) folders.

These customer folders usually contain the customer number in the Folder Name or Folder Description.

The following types of automatic processing can be set up.

Code in email subject processing

When writing an email, anywhere in the email subject put a company specific prefix and the customer code, e.g. **XYZ999999**. The email will then be placed automatically in a subfolder named Email, within the folder of the specific customer. Replies to this email can also be automatically processed in the same way.

Email address processing

You can include domains (e.g. abcd.com) or email addresses (e.g. john@abcd.com) in the Description of a folder. All emails that include these domains or email addresses are then automatically placed in the specific folder.

You will normally need to wait a few minutes for the emails to be processed.

These procedures are specific to and need to be set up for each company that uses izidocs.

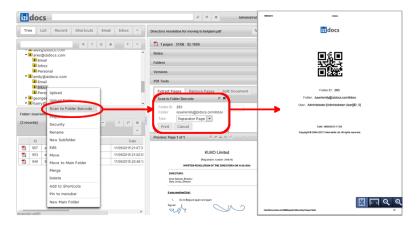
11. Barcode processing

You can create barcodes to

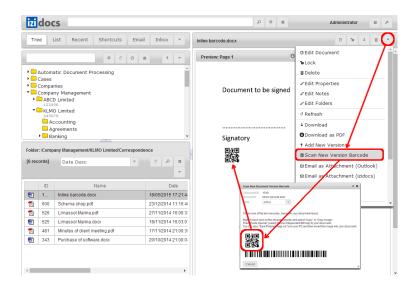
- 1. Scan to Folder (right click on a folder): these are folder specific
- 2. Scan New Version of a specific document (from the document action drop down menu)

Barcodes can be

Separator pages. You can print these and place them on top of a document and scan it.
 The pages following the separator page, up to next separator page or the next document barcode, will be automatically included in a single PDF and placed in the folder or as a new version of the document specified by the barcode.



2. <u>Inline</u>: These are images that can be downloaded and inserted in a document so that when you print, sign and scan the signed document, the scanned PDF is automatically placed in the folder or becomes a new version of the original Word document.



You can print different separator pages, insert multiple barcodes in documents, and then scan multiple paper documents into different folders or as versions of different documents in one scan operation.