



# FileHold

Document & Record Lifecycle Software

**WORKFLOW AND COURIER GUIDE**

**VERSION 16.2**

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## 1. ABOUT FILEHOLD WORKFLOW AND COURIER

Organizations typically have a number of internal processes for tasks such as order processing, purchase requests, travel expenses, and so on. The FileHold Document Workflow module brings order to these independent processes in a transparent, dynamic, and robust fashion making it a key part of the electronic document cycle.

The document workflow engine is designed to streamline the review and approval process of electronic documents as they proceed through their lifecycle. In collaborative work environments, this labor-intensive growth stage of the document is where the most time savings can be realized through the use of workflow. Document workflow is an optional module of FileHold that can be purchased at any time.

Courier is a “proof of delivery” system where unlike email it is a secure method of sending documents. With email, there is no way to know if the documents ever arrived, if the attachment could be opened by the recipient. Courier notifies recipients by email of a transmission and the transaction is fully tracked. If the recipient does not view the document by a specified time, they can be sent a reminder and the sender can be notified. When they do view the document, the viewing will be recorded in the log.

Courier is a pay per use system where customers can purchase Courier licenses in “packs”. These license packs contain the number of units purchased. Units are consumed when documents are sent out through a Courier transmission. The number of units consumed in a view or approve action depends on the action taken on a document. For example, viewing document consumes one unit and approving a document requires two units. Packs can be priced differently according to volume. Contact [sales@filehold.com](mailto:sales@filehold.com) for Courier license pricing.

## 2. DOCUMENT WORKFLOW (REVIEWS AND APPROVALS)

A workflow contains one or more activities (reviews and approvals) to be completed during the lifecycle of a document. Workflows can be used with all of the document schema formats: document, record and offline. Workflows are created by the library administrator.

The persons charged with reviewing or approving the documents are called participants. The participants can be defined in the workflow or can be left up to the initiator to select. There is no limit to the number of participants in a workflow.

Once a workflow has been initiated, the first activity begins and moves along in the process using the settings in the workflow template.

In a simple document workflow process example, the first activity is to review a document. The participants in this activity are called reviewers. The reviewers are notified by email, and in their task list. The task can also be seen in the calendar. The review activity is designed to facilitate the collection of comments on a document from other users. The review activity is considered complete once one or more of the participants (dependent upon what has been configured in the template) have completed the task of reviewing the document.

Once all tasks in the activity are completed, the activity is considered complete and the next activity begins — the approval activity. The participants in this activity are called approvers. The approvers are notified by an email and in their task list and responsible for approving, postponing approval, or not approving the document. The task can also be seen in the calendar. The approval activity is designed to facilitate the formal collection of electronic signatures on behalf of its participants for an individual document version in the workflow. The approval activity is considered complete once one or all participants (dependent upon what has been configured in the template) have approved, postponed approval, or not approved the

document. The system requires the user to enter their FileHold system password as a secure means of verifying their identity.

During the course of the document workflow, observers can be designated to watch over the workflow instance. Observers are assigned to watch the workflow but do not participate. They usually do not submit reviews or approvals.

On completion of the last activity in the document workflow, it is considered complete. If at any time a workflow approval is not approved, then the workflow is considered terminated and subsequent activities are canceled.

### 3. WORKFLOW SETTINGS

The workflow settings allow a system administrator to configure some of the features in the workflow module.

In the workflow initiation settings, you can determine how workflows are initiated when multiple documents are selected:

- A separate workflow is initiated for each selected document resulting in multiple workflows being initiated.
- A single workflow is initiated containing multiple documents.
- A prompt for the user each time a workflow is initiated on multiple documents allowing them to choose an option.

The workflow integration provides a method to use Adobe Sign with documents stored in FileHold. This custom feature is dependent on the customer contracting directly with Adobe for their e-signature services. When one or more documents, such as a contract, needs to be signed, they are sent to Adobe Sign from a FileHold workflow task. The Adobe Sign settings need to be configured to use the feature.

The PDF converter settings allow you to set up templates that can convert documents to a PDF and, optionally, append workflow information such as the sign off sheet, approver names, approval date, workflow name, metadata, and so on, after a particular workflow activity has been completed. The following document types can be converted to PDF: docx, doc, dot, docm, dotx, dotm, html, rtf, txt, and pdf. See [PDF converter templates](#) for more information.

If appending workflow information to the end of the converted PDF document, converter templates are used to define the appended information. One or many templates can be configured, depending on the type of information that is required to be a part of the approved document. Note that for “not approved” or “approval postponed” documents, template information is not appended.

These templates are created in Microsoft Word and saved in the FileHold library. Once in the FileHold library, a saved search is configured that points to the list of templates. In the PDF converter settings, the saved search name, the opening and closing delimiters, and field delimiter is defined. See below for the steps involved:

1. Create [PDF converter templates](#) in Microsoft Word.
2. Create a schema for PDF converter templates in FileHold. See the [Library Administration Guide](#) for details.
3. Add PDF converter templates to FileHold library. See the [End User Guide](#) for details.
4. Create a public saved search for PDF converter templates. See the [End User Guide](#) for details.
5. Configure [PDF converter settings](#).

6. Create [workflow template](#) for the schema. Configure PDF options to set converter template.
7. [Initiate workflow](#).

The tags in the converter template are delimited by unique character sequences. By default, the opening delimiter will be "[[" and the closing delimiter will be "]]". Tags can include multiple delimited fields. By default, the field delimiter is a pipe "|". See [PDF converter templates](#) for more information.

#### TO SET WORKFLOW SETTINGS

1. In the Administration Panel, go to **Library Configuration > Settings > Workflow**.
2. In the Workflow permissions area, select the option for when a user initiates a workflow:
  - One workflow - single workflow is initiated containing multiple documents
  - Separate workflows - separate workflow is initiated for each selected document resulting in multiple workflows being initiated
  - Prompt user - prompts the user each time a workflow is initiated on multiple documents allowing them to choose an option
3. Select the option for the user interface when completing tasks:
  - New only – Uses the new interface (FileHold 16.2). The new interface provides more clean and friendly interface that provides more workflow details to the user. For example, task details, activity title, and previous workflow activities, comments, and actions can be seen on the same screen.
  - Classic only – Uses the old interface (prior to FileHold 16.2).
  - Prompt user – The user can decide which interface to use.
4. Enable any of the following permission options:

| Permission setting                                                                           | Description                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ignore document version ownership when initiating workflows or sending Courier transmissions | Allows users that are not owners of a document to initiate a workflow or Courier transmission. This permission setting is useful when the person who is adding the document, such as a scanning station worker, is not the person who is initiating the workflow, such as a user on the accounting team. |
| Enable editing document metadata when a workflow or Courier approval transmission is active  | Allows metadata to be edited for a document that is under the workflow or Courier process. This permission setting is useful when a metadata field, such as a status field, needs to be changed during the process.                                                                                      |

| Permission setting                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable checking out documents when workflow is active | When enabled, the “Allow Check Out” option is available on the <a href="#">workflow template</a> . This allows participants in a workflow to check out a document under the workflow. If disabled, users will not have the option to check out a document that is under the workflow process.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Enable optional passwords in workflow templates       | <p>When enabled, the “Require Password” check box on the workflow template is available.</p> <p>If disabled, the “Require Password” check box on the workflow template is disabled. You would enable this option if, for example, you wanted to make it possible that a password is not required for an approval activity or if, for example, you wanted a review activity to have a password requirement. For users with strict password requirements, you would not enable this permission.</p> <p>If enabled, a warning message “<i>You are enabling a feature that would not be accepted in many regulated environments. Are you sure?</i>” Click Yes to enable the option.</p> <p>If disabled, a warning message “<i>This change will reset &lt;number&gt; workflow templates to the default option. Workflows that have already been initiated will not be affected. Are you sure?</i>” is shown if any workflow templates have used a different option than the default. Click Yes to change all existing templates to use the default settings. The default is no password for a review activity and a password is required for an approval activity.</p> |
| Enable external signature                             | Click <b>Configure</b> to set up Adobe Sign settings. This feature is dependent on the customer contracting directly with Adobe for their e-signature services. See <a href="#">Adobe Sign settings</a> for more information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

4. In the PDF Converter settings area, set the following options:

| Setting                                               | Description                                                                                                                                                                                |
|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Choose the list of workflow merge templates           | Select the <a href="#">public saved search template</a> name for the PDF converter templates. See <a href="#">PDF converter templates</a> for more information on how to create templates. |
| Set the workflow merge template opening tag delimiter | Enter the opening tag delimiter for the PDF converter template. By default, this is [[ (square brackets).                                                                                  |
| Set the workflow merge template closing tag delimiter | Enter the closing tag delimiter for the PDF converter template. By default, this is ]] (square brackets).                                                                                  |
| Set the workflow merge template tag field delimiter   | Enter the field delimiter. By default, this is   (pipe).                                                                                                                                   |

5. Click **Update**.

## 4. WORKFLOW TEMPLATES

Organizations typically have a number of internal processes for tasks such as order processing, purchase requests, travel expenses, and so on. The FileHold workflow module brings order to these independent processes in a transparent, dynamic, and robust fashion making it a key part of the document cycle.

The FileHold workflow engine is designed to streamline the review and approval process of documents as they proceed through their lifecycle. In collaborative work environments, this labor-intensive growth stage of the document is where the most time savings can be realized through the use of workflow.

A workflow contains from one up to 20 activities plus up to 40 [one-time review](#) activities. A workflow can be triggered in two ways:

- A user manually initiating a workflow for a version of a document stored in the library. This person is called the **workflow initiator** and is typically the owner of the document.
- [Automatically triggered](#) by a setting on the document schema.

The persons charged with reviewing or approving the documents are called **participants**. The participants can be defined in the workflow or can be left up to the initiator to select. There is no limit to the number of participants in a workflow

Once a workflow has been initiated, the first activity begins and moves along in the process using the settings in the workflow template.

In a simple workflow process example, the first activity is to review a document. The participants in this activity are called **reviewers**. The reviewers are notified by email, and in their task list. The task can also be seen in the calendar. The review activity is designed to facilitate the collection of comments on a document from other users. The review activity is considered complete once one or more of the participants (dependent upon what has been configured in the template) have completed the task of reviewing the document.

Once all tasks in the activity are completed, the activity is considered complete and the next activity begins — the approval activity. The participants in this activity are called **approvers**.

The approvers are notified by an email and in their task list and responsible for approving, postponing approval, or not approving the document. The task can also be seen in the calendar. The approval activity is designed to facilitate the formal collection of electronic signatures on behalf of its participants for an individual document version in the workflow. The approval activity is considered complete once one or all participants (dependent upon what has been configured in the template) have approved, postponed approval, or not approved the document. The system requires the user to enter their FileHold system password as a secure means of verifying their identity (electronic signature). Approval activities provide a "closed system" electronic signature as required in many compliance environments.

During the course of the workflow, **observers** can be designated to watch over the workflow instance. Observers are assigned to watch the workflow but do not participate. They usually do not submit reviews or approvals.

On completion of the last activity in the workflow, it is considered complete. If at any time a workflow approval is not approved, then the workflow is considered terminated and subsequent activities are cancelled.

Documents in a workflow can also be sent to Adobe Sign for electronic signatures. This requires the customer to set up a contract directly with Adobe sign. See [External signatures in a workflow with Adobe Sign](#) for more information.

#### 4.1. AD-HOC WORKFLOW TEMPLATES

Library Administrators can create workflow templates that allow the initiator to define some or all of the aspects of the workflow template. This is called an ad-hoc workflow. For ad-hoc workflows, the Library Administrator can allow the workflow initiator to define the activities, participants, tasks, and other properties of a workflow instance.

At every step in the workflow template, the administrator can select the "Allow Initiator to Define" check box which makes the template ad-hoc so that the initiator can define the parameters which initiating a workflow. The check box "Initiator can modify (add/edit or delete activities) this workflow on initiation" can also be enabled. This allows the initiator to edit all aspects of an activity.

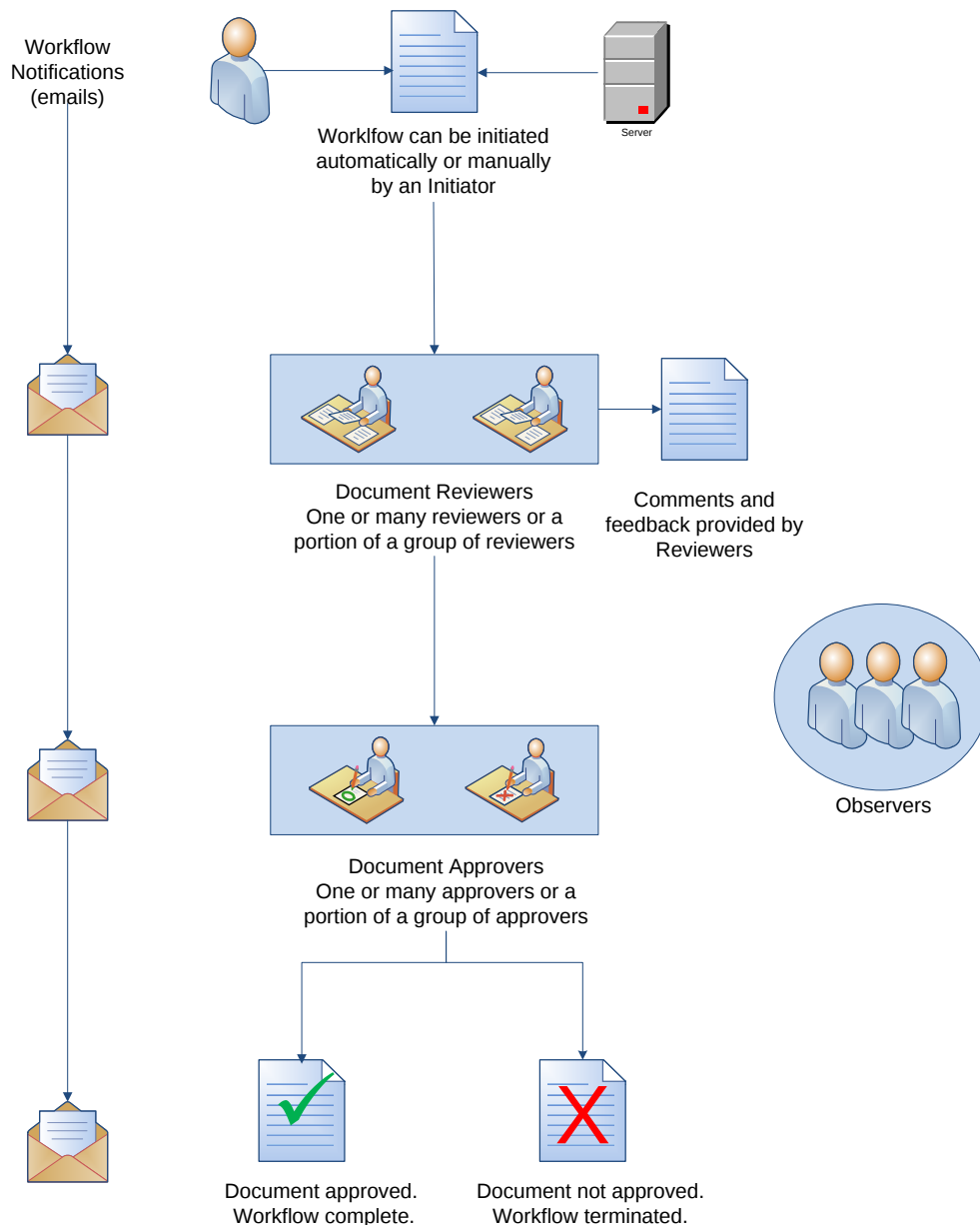
#### 4.2. WORKFLOW TEMPLATE EXAMPLES

Workflow templates can be created to be as straight-forward or as complex as needed. Simple workflows may have a direct path from start to finish with few activities and minimum of

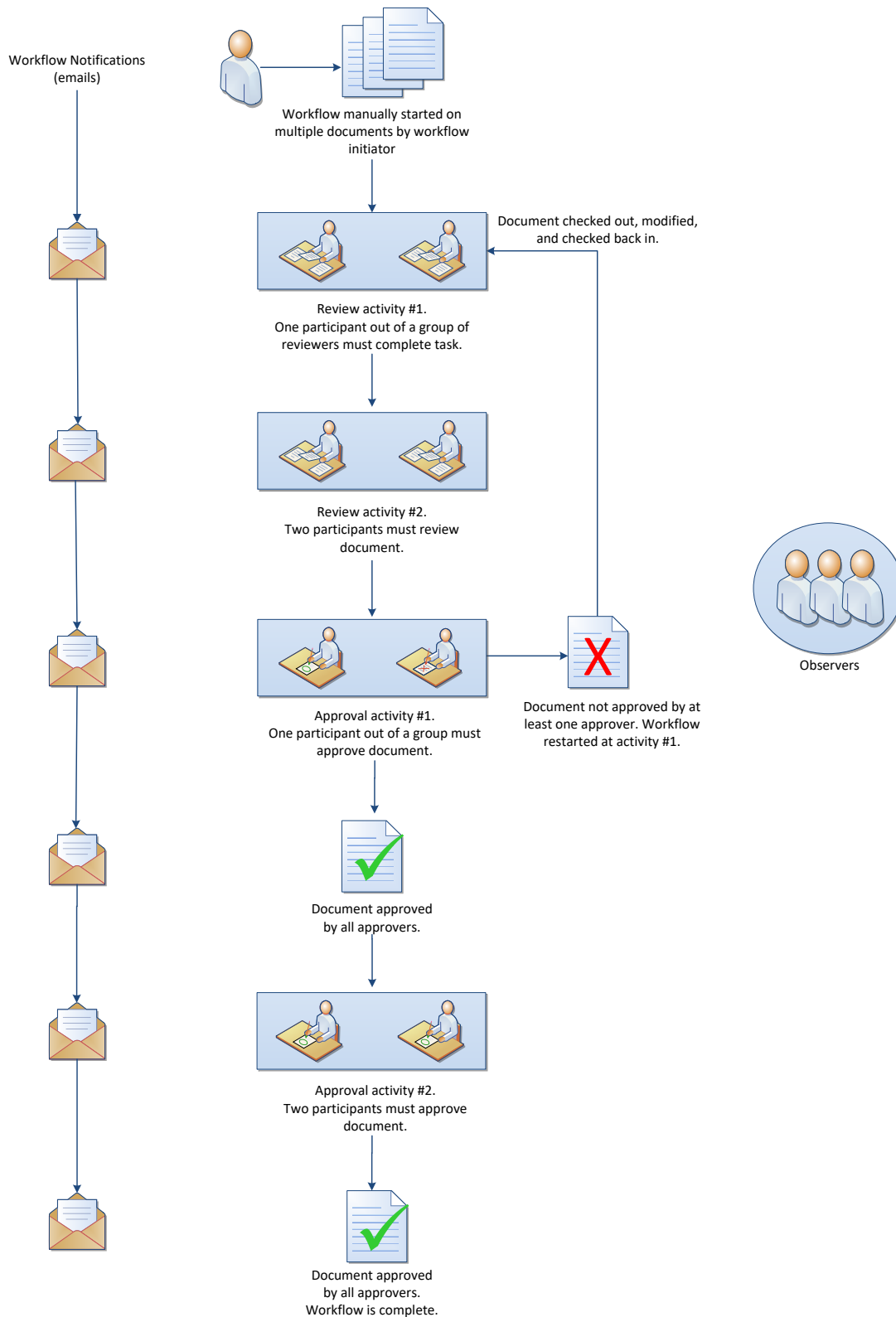
participants involved. Complex workflows may involve one or more restarts, many participants, and several activities.

The flexibility of the document management workflow software allows you to customize your templates according to your organization's requirements. Below are two examples of workflow templates. There is one simple workflow process and one complicated workflow process.

### Simple FileHold Workflow Process



## Advanced FileHold Workflow Process



### 4.3. CREATING WORKFLOW TEMPLATES

You can create as many templates as needed for a particular document schema. For example, you may need to create two different workflow templates for an engineering drawing review. One template sends the document to be reviewed internally and another for the document to be reviewed externally by the customer.

Once the workflow templates have been created, you add them to the [document schema](#). Workflow templates can be used in more than one schema.

When creating workflow templates, you can:

- Create up to 20 review and approval activities or a combination of both in a template.
- Make the template “locked down” or “ad-hoc”. [Ad-hoc templates](#) allow the workflow initiator to specify activities, participants, the due date, and task instructions. Locked down templates cannot be modified by the initiator.
- Assign a single participant or a group of participants to an activity. There is no limit to the number of participants.
- Specify if all or only one of the participants need to complete the activity (1 of X).
- If only one of a group of participants is needed to complete the activity, a participant can be forced to reserve the task thereby removing the task from all other participants.
- Include document version owners and workflow initiators as participants in an activity.
- Allow a document to be checked out while it is under the workflow.
- Require a password upon completion of a review or approval activity.
- Restart a workflow from a selected activity. Completed workflows cannot be restarted.
- Specify the frequency of which reminder emails are sent if they are overdue.
- Specify how many days or hours a user has to complete a workflow.
- Include task instructions.
- Hide the current version of the document from other users (non-participants and observers) until the document has been approved in the workflow process.
- Have the workflow initiated manually (see the [User Guide](#) for details) or [automatically](#).
- Allow workflow approvals to be postponed.
- Allow a postponed workflow to restart from a specific workflow activity.
- Convert electronic documents to a record when the workflow is completed.
- [Convert main documents to a PDF](#) after an activity is completed. A template can be used to insert additional workflow information that can be appended to the end of the newly created PDF.
- Send documents out for external e-signature through [Adobe Sign](#). This feature is dependent on the customer contracting directly with Adobe for their e-signature services.
- Insert up to 40 review tasks ad hoc during a workflow process called a ["one-time review"](#).

#### TO CREATE A WORKFLOW TEMPLATE

1. In the Web Client, go to [Administration Panel > Library Configuration> Workflow Templates](#) and click [Add Workflow](#).
  - Alternatively, go to [Document Schema Wizard > Step 4 Workflow](#), click [New Workflow](#).

- Alternatively, in FDA, go to [Administration > Workflows > Templates](#) tab.
2. Use the following table to fill out the template information:

| Field Name                                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow Name                                                         | Enter a name for the workflow template. To set up a custom naming pattern for the workflow name (the name of the workflow that the user sees in notification emails and My Tasks list), click <a href="#">Custom Naming</a> . Read more about setting up the <a href="#">custom naming pattern</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Description                                                           | Enter a description for the workflow. It is recommended that you enter as many details as necessary so that users will know exactly what this workflow template is for.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Used in Schemas                                                       | The Used in Schemas area states which document schemas this template is being used. This area cannot be edited.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Initiator can modify (add/edit or delete) this workflow on initiation | Select the check box if the initiator can modify all aspects of the workflow activities upon initiation ( <a href="#">ad-hoc workflow</a> ). Leave this check box clear if no modifications to the activities are to be made.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Reset all activities when adding documents to a postponed workflow    | Select the check box if the activities in an "approval postponed" workflow should <a href="#">restart</a> from the first activity in the workflow template when new main documents are added. This allows all of the main documents including any newly added main documents to go through the entire workflow process once again. If the option is not enabled on the template then the workflow is restarted from the activity from which the approval was postponed. Select this option only if the "allow postpone approval" is enabled in the activity.                                                                                                                                                                                                                                                                                                                                                                               |
| Hide the document version until the workflow is approved              | Select the <a href="#">Hide the document version until the workflow is approved</a> check box to hide the version of the document undergoing the workflow from all users except for the document owner, workflow participants, workflow observers, and designated Library Administrators until such time as it has gone through a workflow instance that contains at least one Approval activity and the result of this activity is that the document is signed off as "Approved". The document version is hidden only during the workflow process until the document version is approved. The document is available at all other times whether it has been approved or not. All other versions will be available for viewing.<br><br><b>NOTE:</b> The <b>Hide the document...</b> check box is only enabled when there is at least one approval activity in the workflow template. This check box is not available for review activities. |

| Field Name                                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Convert main documents to electronic records at completion | <p>When the workflow activities are completed, the final version of the electronic document will be converted into an electronic record as a new version. This action is only taken on main documents, not supporting documents. Supporting documents remain untouched.</p> <p>Documents whose workflow has completed with any workflow status will be converted to a record. For example, if a document is “approved”, “not approved”, “approval postponed” or “reviewed” it is converted into a record.</p> <p>The permission setting “Enable converting between electronic documents and records” must be enabled. See the <a href="#">System Administration Guide</a> for more information.</p> <p>This option does not need to be enabled if the workflow is for electronic record formats.</p> |
| Email notification                                         | <p>Enter the number of days or hours before a task is overdue to send a task overdue notification email.</p> <p>To repeat the overdue task email notification after a specified period of time, enter the number of hours to resend the email. For example, if 8 hours is entered, an overdue email will be sent every 8 hours until the task is complete. If the repeat notification time is not set, the notification is sent only one time.</p>                                                                                                                                                                                                                                                                                                                                                   |
| Observers                                                  | <p>To select a list of observers, click the ... button. In the Select Workflow Observers window, select the groups and/or users to the Current Observers list. Click <b>OK</b> when done.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Allow document version owner to observe the workflow       | <p>Select the check box to allow the document owner to see the workflow.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

- To add an activity, click [Add Activity](#). You can add up to 20 activities in a workflow.

| Field Name                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow Activity <i>n</i>                     | <p>In the Workflow Activity <i>n</i> area, select if this activity is an Approval, <a href="#">External Signature</a>, or Review from the drop-down list.</p> <p>If you select an Approval activity, each participant is assigned the task of approving and signing off on the document. Users will be asked to enter their password when completing an approval activity to confirm their identity. The list of possible participants is limited to users that are able to access the document.</p> <p>Select the Review activity to solicit feedback on a given document version. As the participants in the activity (reviewers) complete their task, the initiator can collect comments and feedback on the document being reviewed. The list of possible participants is limited to users that are able to access the document.</p> <p>If you select an External signature activity, the documents are sent via Adobe Sign for an e-signature and the main documents will be marked as "approved" when complete. There cannot be more than one external signature activity in a workflow. This feature is dependent on the customer contracting directly with Adobe for their e-signature services.</p> |
| Title                                          | Enter a title for the activity. For example, "Review step 1". The title is used in conjunction with the <a href="#">Allow Postpone Approval and restart</a> feature.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Description                                    | Enter a description for the activity. For example, "This activity is to be sent to all members of group x for review." The description is used in conjunction with the <a href="#">Allow Postpone Approval and restart</a> feature.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Reviewers/Approvers                            | <p>Click ... to select the users or groups who will be approving or reviewing the document.</p> <p>When adding groups to an activity, it will be expanded to individual users upon initiating the workflow. Adding or removing users from a group will not affect existing workflows.</p> <p>In the Select Task Participants window, select the groups and/or users to the Current Participants list. Click <b>OK</b> when done.</p> <p><b>IMPORTANT:</b> You must ensure that you assign groups to workflows that will contain members at the time the workflow is initiated.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Authors (for External Signature activity only) | Set the name of the author who will be sending the documents out for an external signature. Only one user is allowed. If more than one user is specified, then the 1 of X option is enabled automatically.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Include Document Version Owner                 | To include the document version owner as a participant in the activity, select the <b>Include Document Version Owner</b> check box. If this option is selected, the list of participants can be left empty.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Include Workflow Initiator                     | To include the workflow initiator as a participant in the activity, select the <b>Include Workflow Initiator</b> check box. If this option is selected, the list of participants can be left empty.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Field Name                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                            |                    |                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|--------------------|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 of X                                       | <p>If only one in a group of participants is required to approve or review the document, select the <b>1 of X</b> check box. For example, if only 1 out of the 5 participants is required to approve the document. The first person to complete the task will void and remove the task from all other participants. Users are able to reserve a task with this option enabled.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                            |                    |                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Force Reservation                            | <p>If a single participant in a group is to be forced to “reserve” the task, select the <b>Force Reservation</b> check box. When this option is enabled, it is not possible to submit a review or approval without reserving the task by a single participant. While a task is “reserved” no other participants in the activity will be able to complete the task.</p> <p>If the Force Reservation option is not enabled, a user can still reserve the task. Note that this option is only available if the 1 of X check box is selected. The table below describes the effect of the 1 of X and Force Reservation settings.</p> <table> <tr> <th>Workflow Template Settings</th><th>Effect on Workflow</th></tr> <tr> <td>           1 of X enabled<br/>           Force Reservation disabled         </td><td> <ul style="list-style-type: none"> <li>Only one participant in a group of participants in the activity can complete the task.</li> <li>Participant may “reserve” the task but is not forced to; the task can still be completed without the reservation.</li> <li>First participant to complete the task voids the task for all other participants. The task is removed from their task list.</li> <li>The activity is considered complete after a single participant completes the task.</li> </ul> <p>If a participant reserves the task:</p> <ul style="list-style-type: none"> <li>Only the participant who reserved the task can complete the task.</li> <li>The status of the task changes to “Reserved” for the participant who reserved it.</li> <li>The status of the other participants who did not reserve the task changes to “Blocked”.</li> </ul> <p>The participant who reserved the task can undo the reservation which frees the task for the other participants to complete.</p> </td></tr> </table> | Workflow Template Settings | Effect on Workflow | 1 of X enabled<br>Force Reservation disabled | <ul style="list-style-type: none"> <li>Only one participant in a group of participants in the activity can complete the task.</li> <li>Participant may “reserve” the task but is not forced to; the task can still be completed without the reservation.</li> <li>First participant to complete the task voids the task for all other participants. The task is removed from their task list.</li> <li>The activity is considered complete after a single participant completes the task.</li> </ul> <p>If a participant reserves the task:</p> <ul style="list-style-type: none"> <li>Only the participant who reserved the task can complete the task.</li> <li>The status of the task changes to “Reserved” for the participant who reserved it.</li> <li>The status of the other participants who did not reserve the task changes to “Blocked”.</li> </ul> <p>The participant who reserved the task can undo the reservation which frees the task for the other participants to complete.</p> |
| Workflow Template Settings                   | Effect on Workflow                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                            |                    |                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 1 of X enabled<br>Force Reservation disabled | <ul style="list-style-type: none"> <li>Only one participant in a group of participants in the activity can complete the task.</li> <li>Participant may “reserve” the task but is not forced to; the task can still be completed without the reservation.</li> <li>First participant to complete the task voids the task for all other participants. The task is removed from their task list.</li> <li>The activity is considered complete after a single participant completes the task.</li> </ul> <p>If a participant reserves the task:</p> <ul style="list-style-type: none"> <li>Only the participant who reserved the task can complete the task.</li> <li>The status of the task changes to “Reserved” for the participant who reserved it.</li> <li>The status of the other participants who did not reserve the task changes to “Blocked”.</li> </ul> <p>The participant who reserved the task can undo the reservation which frees the task for the other participants to complete.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                            |                    |                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Field Name        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Force Reservation | Workflow Template Settings                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Effect on Workflow                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                   | 1 of X enabled<br>Force Reservation enabled                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>Only one participant in a group of participants in the activity can complete the task.</li> <li>Participant may “reserve” the task but is not forced to; the task can still be completed without the reservation.</li> <li>First participant to complete the task voids the task for all other participants. The task is removed from their task list.</li> <li>The activity is considered complete after a single participant completes the task.</li> </ul> <p>If a participant reserves the task:</p> <ul style="list-style-type: none"> <li>Only the participant who reserved the task can complete the task.</li> <li>The status of the task changes to “Reserved” for the participant who reserved it.</li> <li>The status of the other participants who did not reserve the task changes to “Blocked”.</li> </ul> <p>The participant who reserved the task can undo the reservation which frees the task for the other participants to complete.</p> |
| Allow Check Out   | <p>Select the check box to allow a document(s) to be checked out while under the workflow process. In order for this option to be available on the workflow template, the permission setting “Enable checking out documents when workflow is active” must be enabled in the Administration Panel &gt; System Configuration &gt; General &gt; Permission Settings area.</p> <p>The review or approval cannot be completed while a document in the activity is checked out and the document must be checked in before a review or approval can be submitted. When the document is checked in as a new version, the version number is increased and becomes the version associated with the workflow. If the 1 of X option is selected on the template, then the task is automatically reserved when it is checked out. The task remains reserved after the document is checked in so the user can complete the approval or review task.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Field Name              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Require Password        | <p>This check box is controlled by the permission setting “Enable optional passwords in workflow templates” in the Administration Panel area. If the permission setting is enabled, the Require Password check box is available for use. If the permission setting is disabled, the Require Password check box is unavailable. See the <a href="#">System Administration Guide</a> for more information.</p> <p>Select the check box if the password is required on an approval or review activity. When enabled, users will be forced to enter their FileHold password when completing the review or approval activity. If disabled, no password is required upon completion of an activity.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Allow Postpone Approval | <p>Select the check box to allow documents to be marked as "Approval Postponed" for an approval activity. There are situations where a document cannot be approved because some conditions have not been met but there is nothing wrong with the document itself. The approval option called “Postpone Approval” can be used in these conditions. Once the “postpone approval” option is selected, the workflow is immediately terminated and the status of the document will be set to “Approval Postponed”. A workflow can be started on the same version of a document that has been marked as “approval postponed”. If this option is not enabled then the “approval postponed” option is not available when approving documents.</p> <p>If this option is enabled, then:</p> <ul style="list-style-type: none"> <li>• A workflow can be restarted automatically from a previous activity in the workflow template.</li> <li>• A one-time review activity can be added. This allows a workflow participant to request changes from any user ad hoc before they complete their own task.</li> </ul> <p>If the workflow is automatically restarted, in the "Select one or more steps to restart from" area, click the ... to select the step or steps to restart from. The workflow can be restarted from a previous activity, return back to the initiator, or insert a one-time review activity:</p> <ul style="list-style-type: none"> <li>• If the workflow is returned back to the initiator, then the initiator will need to <a href="#">manually restart</a> or re-initiate the workflow from the workflow status report.</li> <li>• If the workflow is automatically returned back to a previous activity, the participants are notified that the workflow has been restarted. If the activity is 1 of X, only the participant who performed the previous activity is notified (or if delegated to another user, their delegate). The notification to the participants includes the comments made when the activity was marked as “Approval Postponed”.</li> <li>• If the one-time review activity is selected, a user can insert a review task ad hoc during a workflow process. The new one-time review activity automatically restarts the workflow with the new activity inserted in the tasks. This allows a workflow participant to request changes from any user ad hoc before they complete their own task. See <a href="#">Creating a one-time review</a> for more information.</li> </ul> <p>If more than one option is selected, then the participant postponing the workflow will be required to select the activity to restart from.</p> |

| Field Name                                                                                                                                                                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Convert main documents to PDF                                                                                                                                                        | Microsoft Word and PDF documents can be automatically converted to PDF format upon completion of the activity. A summary page can also be appended to the end of the document which can include workflow and document information. Click ... to set the PDF conversion options. See <a href="#">Converting Documents to PDF</a> for more information.                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Allow Postpone Authoring (External signature activity only)                                                                                                                          | Select the check box to allow the user to postpone sending the document for an e-signature in Adobe Sign. This allows users to add comments, attachments, restart the workflow from a previous activity, or create a one-time review task. See <a href="#">Postponing a signature</a> for more information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Disposition of externally signed document version if the workflow is cancelled or postponed and restarted before the external signature activity. (External signature activity only) | Select one of the following options to determine how to manage a workflow if the workflow is cancelled or postponed <i>and then restarted after the external signature has already been completed</i> . In the case of postpone authoring, this option will only have effect if the activity that it is restarted from is before the external signature. <ul style="list-style-type: none"> <li>• Reinstate the source document version as the current version</li> <li>• Delete the externally signed document version</li> <li>• No action</li> </ul>                                                                                                                                                                                                                     |
| Due By                                                                                                                                                                               | In the Due By field, enter the number of days or hours after workflow initiation that the approval or review is due. <ul style="list-style-type: none"> <li>• Due date is calculated when the workflow is launched, so this field should be configured for the number of days or hours from launch that the first task will be due. For example, if the task needs to be completed in 5 hours, you would enter 0 days and 5 hours.</li> <li>• An exact date and time (fixed) can be specified in the workflow template once the workflow is initiated via manual initiation (if ad-hoc).</li> <li>• In subsequent activities, you can enter the number of days or hours after the previous activity is marked as complete for the next activity to be completed.</li> </ul> |
| Task Instructions                                                                                                                                                                    | Enter the instructions for the reviewers or approvers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Allow Initiator to Define                                                                                                                                                            | Select the check boxes next to the template items that the Initiator can define. This allows the initiator of the workflow to modify any of these areas upon initiation. See <a href="#">Ad-hoc templates</a> for more information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

4. Repeat the above steps to add up to 20 activities to the workflow template.
5. The order of the activities can be changed using the number drop down list.
6. To remove an activity from the workflow template, click the red X.
7. Click **OK** or **Save** when the template is complete.

#### 4.4. SETTING UP A WORKFLOW CUSTOM NAMING PATTERN

The custom naming pattern feature allows administrators to define how workflows will be named by default and whether or not to allow end users to edit those default names. The desired workflow names can be unique and easily identifiable in the My Tasks area, workflow status report and email notifications.

In the naming pattern configuration, you can set the workflow name using the workflow template name, date it was started, workflow initiator, document name of the “initial document”, document version, document owner, FileHold ID, a custom text string, and any of the metadata in the system. This feature is similar to the custom naming pattern on a schema. The length of the workflow name is limited to 500 characters.

The document name of the “initial document” can be used as part of the custom workflow naming pattern. The “initial document” is defined by:

- If there is only one document in the workflow
- If there is more than one document in the workflow, then it is the first document selected

The document name of the “initial document” cannot be changed. It is also displayed in the workflow email notifications.

##### TO SET THE CUSTOM NAMING PATTERN

1. In a workflow template, click **Custom Naming**.
2. In the Workflow Custom Naming Pattern screen, select **Automatically rename workflows using the custom workflow naming pattern** settings option.
3. In the Constant column, set how values will be separated. The default is underscore (\_). The maximum length is 3 characters. Illegal characters are: "/", "\", "|", ":", "\*", "?", "\'", "<", ">".
4. In the Profile Field column, select a metadata field, a system value such as workflow name, date started, workflow initiator, document name, document version, document owner, FileHold ID, or a custom text string. All metadata fields in the system appears in the list of available profile fields.
5. In the Field Mask field, enter how the Profile Field will be formatted. See the tables in [Input Masks for Data Controls](#) for rules.
6. Once the custom naming pattern is set, click **OK**.

**Workflow Custom Naming Pattern**

☐ Do not rename workflows. Use the template name as the workflow name.  
☒ Automatically rename workflows using the custom workflow naming pattern settings.

| Constant | Profile Field   | Field Mask |
|----------|-----------------|------------|
| -        | Workflow Name ▼ |            |
| -        | Document Name ▼ |            |
| -        | Date Started ▼  | DD-MM-YYYY |
| -        | Vendor ▼        |            |
| -        | None Selected ▼ |            |
| -        | None Selected ▼ |            |
| -        | None Selected ▼ |            |
| -        | None Selected ▼ |            |
| -        | None Selected ▼ |            |
| -        | None Selected ▼ |            |

OK Cancel

#### 4.5. EXTERNAL SIGNATURES IN A WORKFLOW WITH ADOBE SIGN

Adobe Sign can be used as a part of a FileHold workflow with documents stored in the library. This feature is dependent on the customer contracting directly with Adobe for their e-signature services.

When one or more documents, such as an agreement, needs to be signed they are sent to Adobe Sign from a FileHold workflow task. The workflow template must be set up with an "External signature" activity in order to send a document to Adobe Sign. External signature participants are called "Authors" in the workflow template. See [Creating Workflow Templates](#) for more information.

Once the document has been sent to Adobe Sign, Adobe will send an email notification with a link to Adobe Sign Services to the recipients. Once the agreement is signed, Adobe will automatically send the signed documents to the FileHold server. These signed documents will be checked in as new versions of the originals. The workflow task is automatically completed once the signature is received so there are no additional steps for the sender.

FileHold provides a report of the Adobe Sign transmissions where issues can be [reconciled](#) or documents can be synchronized with Adobe if there was a communication problem. FileHold also provides an [External signing report](#) that can be monitored if there were any technical issues. The FileHold server must be accessible by the Adobe server in order to update the signed documents. In other words, the FileHold server must be [internet accessible](#) in order to communicate with Adobe Sign.

**WARNING:** If the agreement is a PDF and it does not have the allow document assembly and allow changes properties enabled, the document is not able to be processed by Adobe Sign.

#### 4.6. CLONING WORKFLOW TEMPLATES

You are able to clone a workflow template instead of creating a new template from scratch. This saves time if you have very similar templates to create.

#### TO CLONE A WORKFLOW TEMPLATE

1. Do one of the following:
  - In the FDA, go to **Administration > Workflows > Templates**. Right-click on a workflow template name and select **Clone Workflow Template**.
  - In the FDA, go to **Administration > Document Schemas > Manage Schemas > Schema Name > Workflow** tab. Right-click on a workflow template name and select **Clone Workflow Template**.
  - In the Web Client, go to **Administration Panel > Library Configuration > Workflow Templates**. Click on the workflow template name. Click **Clone Template**.
2. The cloned workflow template opens. Make any necessary changes to the template and click **OK**. Note that the template name needs to be unique so needs to be modified. The cloned template is added to the workflow template list.

#### 4.7. ADDING WORKFLOW TEMPLATES TO DOCUMENT SCHEMAS

Library administrators can create workflow templates and associate these templates with different documents schemas. Workflow templates can contain up to 20 activities with an unlimited number of participants.

In order to make a workflow template available to end users for initiation, it must first be associated with a document schema. Users can only initiate workflows that are appropriate to the type of document on which they are working. For example, an 'invoice approval' workflow template is associated with an 'invoice' document schema. Only library administrators can associate a workflow template with a document schema.

#### TO ADD A WORKFLOW TO A SCHEMA

1. In the Web Client, go to **Full Administration Panel > Library Configuration > Document Schemas > Schema Name > Step 4 Workflow**, select the workflow(s) to be associated with this schema and click **Add to Schema**.
  - Alternatively, go to **Administration > Library configuration > Document schemas** and double-click on a schema name to edit. Click **Edit**.
  - In FDA, go to **Administration > Library configuration > Document schemas > Schema Name > Workflow** tab.
2. In the Workflows Associated with this Schema area, set the order of the workflows using the **Order** field or delete the workflow by clicking **X**.
3. In the Workflow Settings area, select the **Hide all versions...** check box to hide any versions of the document that have not been approved. The document is automatically hidden upon the addition of the document or creation of a new version from any user not participating or observing in a workflow until that document version is approved. Once the document has been approved, the document is available to those users who have permission to the document. If the document is not approved, then the document version remains hidden.
4. Click **OK** to save your changes or click **Next** in the Document Schema Wizard to configure the Custom Naming.

#### 4.8. AUTOMATICALLY STARTING WORKFLOWS

Workflows can be started automatically based on a document schema when they are added to the system or a new version of a document is checked in. Since the workflow is triggered

automatically, you cannot use an ad-hoc workflow template. You will need to create a defined workflow template to use with this feature. A workflow cannot be automatically initiated when only metadata is edited.

**NOTE:** When adding a document through Mobile FileHold that uses automatic workflow initiation, the workflow templates cannot have any part marked as “user-defined” or the document will not be added to the library.

#### TO AUTOMATICALLY INITIATE A WORKFLOW

1. In the Web Client, in the **Administration Panel > Library Configuration > Document Schema**, select the workflow(s) to be associated with this schema and click **Add to Schema**.
  - In FDA, go to **Administration > Library configuration > Document schemas > Schema Name > Workflow** tab.
2. In the Auto-Start Workflow area, select one of the following options:
  - Do not start any workflow automatically – This option should be selected for ad-hoc workflow templates.
  - Automatically start the following workflow when adding a new document of this type
  - Automatically start the following workflow when adding or checking in a document of this type
3. From the drop-down list, select the workflow template you want to use. Only the workflows associated with the schema are available in the list. Note that this cannot be an ad-hoc template.
4. Click **OK** or **Save** to save the changes.

**Auto-Start Workflow**

☐ Do not start any workflow automatically

☐ Automatically start the following workflow when adding a new document of this type

☒ Automatically start the following workflow when adding or checking in a document of this type

Workflow Template: auto-review

The reviewers and/or approvers in the workflow template must contain valid users for auto start to work effectively as it will not be possible to edit values when the workflow is automatically initiated.

#### 4.9. CONVERTING MAIN WORKFLOW DOCUMENTS TO PDF

The PDF converter settings allow you to convert main workflow documents to a PDF and, optionally, append workflow information such as the sign off sheet, approver names, approval date, workflow name, metadata, and so on, after a particular workflow activity has been completed. The following document types can be converted to PDF after an activity is completed: docx, doc, dot, docm, dotx, dotm, html, rtf, txt, and pdf. When the system converts a document to a PDF during the workflow process, a new version of the document is added to the library.

If appending workflow information to the end of the converted PDF document, converter templates are used to define the appended information. One or many templates can be configured, depending on the type of information that is required to be a part of the approved document. Note that for documents marked as “not approved” or “approval postponed”, template information is not appended to the end of a document.

The templates used during the PDF conversion process are created in Microsoft Word and saved in the FileHold library. Once in the FileHold library, a saved search is configured that points to the list of templates. In the PDF converter settings, the saved search name, the opening and closing delimiters, and field delimiter is defined. When setting up workflow templates, the PDF converter template is applied along with other settings.

Workflow information can be appended to electronic documents, electronic records, and offline documents. The offline document is converted to an electronic document format and the appended workflow information becomes the document content.

See the following steps that are required to set up PDF conversion:

1. Create the [PDF converter templates](#) in Microsoft Word. Save as Microsoft Word docx files.
2. [Create a schema](#) for the PDF converter templates in FileHold.
3. [Add PDF converter templates](#) to the FileHold library.
4. Create a [public saved search](#) for the PDF converter templates.
5. Configure the [PDF converter settings](#) in Library configuration > Settings > Workflow.
6. [Create workflow templates](#) and configure options to convert to PDF.
7. [Initiate workflows](#).

**NOTE:** Appending workflow information to a document using a PDF converter template is *entirely optional*. If you want to convert the document to a PDF and append no information during a workflow process, then no PDF converter templates are required.

**NOTE:** Only main workflow documents will be converted to PDF. Supporting documents remain in their native format.

If choosing to append workflow information to the end of main documents, a number of options are available for configuration. PDF encryption enables you to securely protect the content of your PDF file from unwanted viewers and against unwanted actions like printing, selecting text, etc. A PDF digital signature enables you to authenticate a document to establish that the sender of the document is who they say they are and the content of the document has not been tampered with.

If a document is converted to a PDF during the workflow process, a global option, "Convert2PdfApproveBothDocumentVersions", in the web config file in *C:\Program Files\FileHold Systems\Application Server\LibraryManager* can be configured to allow the option of recording both the source document and the newly created PDF as approved. If this option is not enabled, the new created PDF document is the only document shown as approved. If it is enabled, the source document is also be marked as approved and both documents are linked to the signoff sheet and workflow history.

#### TO SET THE PDF OPTIONS

1. Create or modify a workflow template and select the **Convert main documents to PDF** check box.
2. Use the following table to fill out the following information:

| Field                             | Default value                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Append page(s) from template      | None                                    | <p>Select the workflow template name from the list. The list of converter templates come from the saved search defined in the workflow settings. See the <a href="#">Workflow Settings</a> for more information.</p> <p>If this value is set to none in workflow settings, the template designer will not be able to choose a merge template. Regardless of the contents of the saved search definition, only DOCX files will appear in the list.</p> |
| Digital signature                 | False                                   | <p>A PDF digital signature enables you to authenticate a document to establish that the sender of the document is who they say they are and the content of the document has not been tampered with.</p> <p>If true, the document will be packaged in a digital signature envelope.</p>                                                                                                                                                                |
| Digital signature certificate     | First certificate in alphabetical order | <p>The list of certificates as stored on the server in a predetermined certificate store. This field is only enabled if digital signature is true.</p> <p>The specific certificate store is defined in "C2PDFCertificateStore" in the web.config file in <i>C:\Program Files\FileHold Systems\Application Server\LibraryManager</i>.</p> <p>This field cannot be blank if digital signature is true.</p>                                              |
| Allow printing                    | True                                    | Allows printing.                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Allow high resolution printing    | True                                    | Allows high resolution printing.                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Allow changing the document       | False                                   | Allows changing the document.                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Allow content copying             | True                                    | Allows copying the content.                                                                                                                                                                                                                                                                                                                                                                                                                           |
| All content accessibility enabled | True                                    | Allow accessibility software to use the document contents.                                                                                                                                                                                                                                                                                                                                                                                            |
| Allow document assembly           | False                                   | If this is disabled, inserting, deleting or rotating pages, or creating bookmarks and thumbnails is prohibited.                                                                                                                                                                                                                                                                                                                                       |

| Field                | Default value           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Permissions password | Automatically generated | <p>Specifies the password for opening the encrypted PDF document without any access restrictions.</p> <p>This field will be automatically generated if one or more of the permissions is false. The user can enter their own password to replace the automatically generated one.</p> <p>Generated PDF documents will be encrypted if any of the following conditions are satisfied:</p> <ul style="list-style-type: none"> <li>• Permissions is different than All.</li> <li>• Permissions Password is not null or Empty.</li> <li>• Open Password is not null or Empty.</li> </ul> <p>Both Permissions Password and Open Password are optional but with the following consequences:</p> <ul style="list-style-type: none"> <li>• If Permissions is different than All and Permissions Password is not specified, component will generate random Permissions Password.</li> <li>• Using Permissions Password, also known as owner password, without Open Password is not secure. It relies on PDF viewer software to respect specified restrictions, but it may choose not to do so.</li> <li>• Using Open Password, also known as user password, is potentially very secure. It or Permissions Password is required for decrypting and viewing the document.</li> <li>• When Open Password is specified, PDF viewer application will prompt for password to decrypt and present the document. If entered password is Open Password, document will be decrypted and presented with specified Permissions enforced. Otherwise, if entered password is Permissions Password, document will be decrypted and presented without any restrictions.</li> </ul> <p>Open Password and Permissions Password cannot be equal, otherwise exception is thrown.</p> |

| Field         | Default value | Description                                                                                                                                         |
|---------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Open password | None          | Specifies the password required for opening the encrypted PDF document.<br><br>See <a href="#">Permissions password</a> rules for more information. |

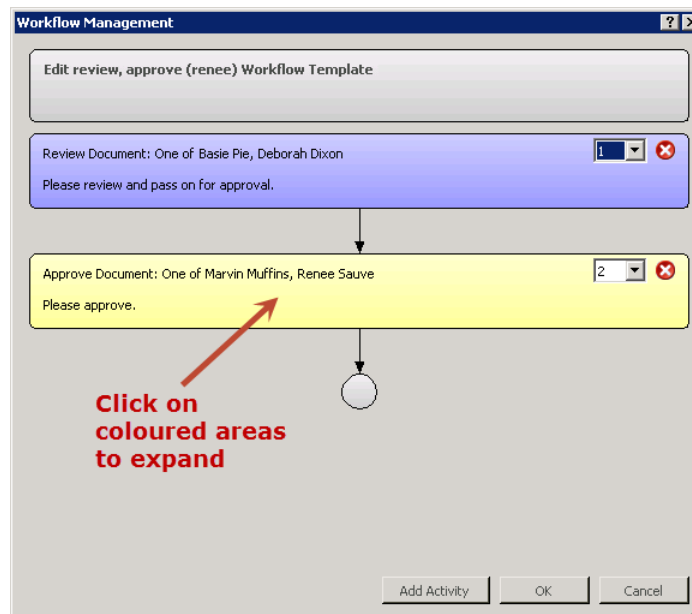
3. Click **OK**.

#### 4.10. EDITING WORKFLOW TEMPLATES

You can modify a workflow template at any time. The FileHold Desktop Application has a graphical user interface whereas the Web Client does not.

##### TO EDIT A WORKFLOW TEMPLATE

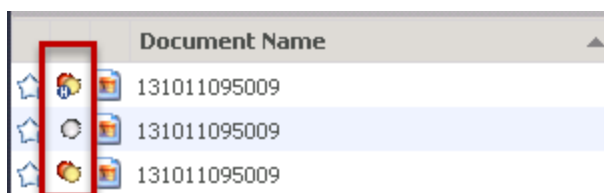
1. In the Web Client, go to **Administration Panel > Library Configuration > Workflow Templates** and double-click on a schema name to edit. Click **Edit**.
  - In FDA, go to **Administration > Workflows > Templates**. Double-click on a template name.
2. In the FDA, click on the coloured areas to expand and contract the different areas of the workflow template.



3. Make any changes to the templates and click **OK** or **Save**.

#### 4.11. DOCUMENT PERMISSION ICONS FOR WORKFLOW

The permission icon to the left of the document indicates the degree of access you have to a file in the document management system. The permission that you have to the document is dependent upon the role you were assigned.



Descriptions for permission icons are outlined below in order from most flexible to most restrictive access to the document.

| Permission Icon                                                                     | Description                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | Workflow participant for the current activity – The document is available for workflow initiation.                                                                                                                                                |
|    | Workflow participant for the current activity – The document is under a workflow and available for check out.                                                                                                                                     |
|    | Workflow participant for the current activity – Document is checked out or the document cannot be checked out in a workflow.<br>All other non-participants users will see a red dot for documents in a workflow.                                  |
|   | "H" indicates that the document version is hidden until approved in a workflow. The "H" is only seen by those that are observers or participants of the workflow. If the document is never approved then the document is not seen by other users. |
|  | "!" indicates that the current document is under workflow. Only previous versions are available at this time. The "!" is seen by those who are not observers or participants of the workflow.                                                     |

## 5. INITIATING WORKFLOWS

Initiating a workflow can be done by anyone with Document Publisher or higher permissions as long as they have access to the document(s). Once initiated, workflows are considered complete when all activities are completed, the workflow is canceled, or the document is not approved. Workflows can be initiated:

- Manually on:
  - A [single document](#)
  - [Multiple documents](#)
- [Automatically initiated](#) depending on how the schema was configured by the library administrator.

Workflows can only be initiated on the latest version of a document and the file must be checked in. Workflows can be initiated manually on documents once added to the library or they can be automatically initiated depending on how the schema was configured by the library administrator. See [Automatically Initiating Workflows](#) for more information.

Users can only initiate workflows from the list of workflow templates that are associated with the document's schema. The templates are not created by the user; they are created by the library administrator. However, the library administrator can create an "ad-hoc" template that leaves all or some template settings to be defined by the initiator.

You can have up to 20 set activities in a workflow template. You can create workflow templates in both the Web Client and the FileHold Desktop Application (FDA).

The following users and roles can initiate workflows:

- The document version owner – The owner of the document version who has Document Publisher role or higher. If the user who owns the document is not the user who is initiating the workflow, enable the permission setting "Ignore document version ownership when initiating workflows or sending Courier transmissions" in the administration panel. See the [System Administration Guide](#) for more information.
- Cabinet owner – A cabinet administrator can initiate a workflow on any cabinets that they have ownership of.
- Senior library administrator or higher role – Can initiate a workflow on any documents in the system.

If someone other than the document owner initiates the workflow, the document owner may be an observer if the library administrator has configured the workflow to allow this in the template. For more information on creating workflow templates, see the [Library Administration Guide](#).

Workflows cannot be initiated on the following files in the document management system:

- A document with an existing workflow instance associated with it.
- Documents with a status of "checked out".
- Shortcuts to documents located elsewhere in the document management system.
- The user does not have correct permissions to initiate the workflow.

## 5.1. MANUALLY INITIATING A WORKFLOW ON A SINGLE DOCUMENT

Manually initiating a workflow can be done on a single selected document.

### TO INITIATE A MANUAL WORKFLOW ON A SINGLE DOCUMENT

1. Right-click on a document that is associated with a schema workflow and select **Workflow > Initiate Workflow name**.

**NOTE:** The if the document is not associated with a schema with a workflow template applied to it, this option will not be available.

2. The workflow template opens. In the FDA, click on the coloured areas to expand and contract the different areas of the workflow template. The Web Client does not have a graphical view for the workflow templates.
3. If the library administrator created an ad-hoc workflow template, you may fill in some or all the fields, depending on how the administrator configured the template. See [Creating Workflow Templates](#) for more information on the fields in the template.
4. Repeat the above steps to add up to 20 activities to the workflow template.
5. The order of the activities can be changed using the number drop down list.
6. To remove an activity from the workflow template, click the red X.
7. Click **OK**. A message will display confirming initiation of the workflow.

## 5.2. INITIATING A WORKFLOW ON MULTIPLE DOCUMENTS

In some workflow instances, multiple documents may need to be either reviewed or approved together as a “package”. In this case, multiple document workflows can be used. Multiple document workflows must be [initiated manually](#). Once a group of documents are selected, a workflow can be initiated to create a single workflow instance. In order for the workflow initiation to be successful, all of the documents must meet all the requirements such as belonging to a schema that uses the same workflow template and must be accessible by all participants listed in the template.

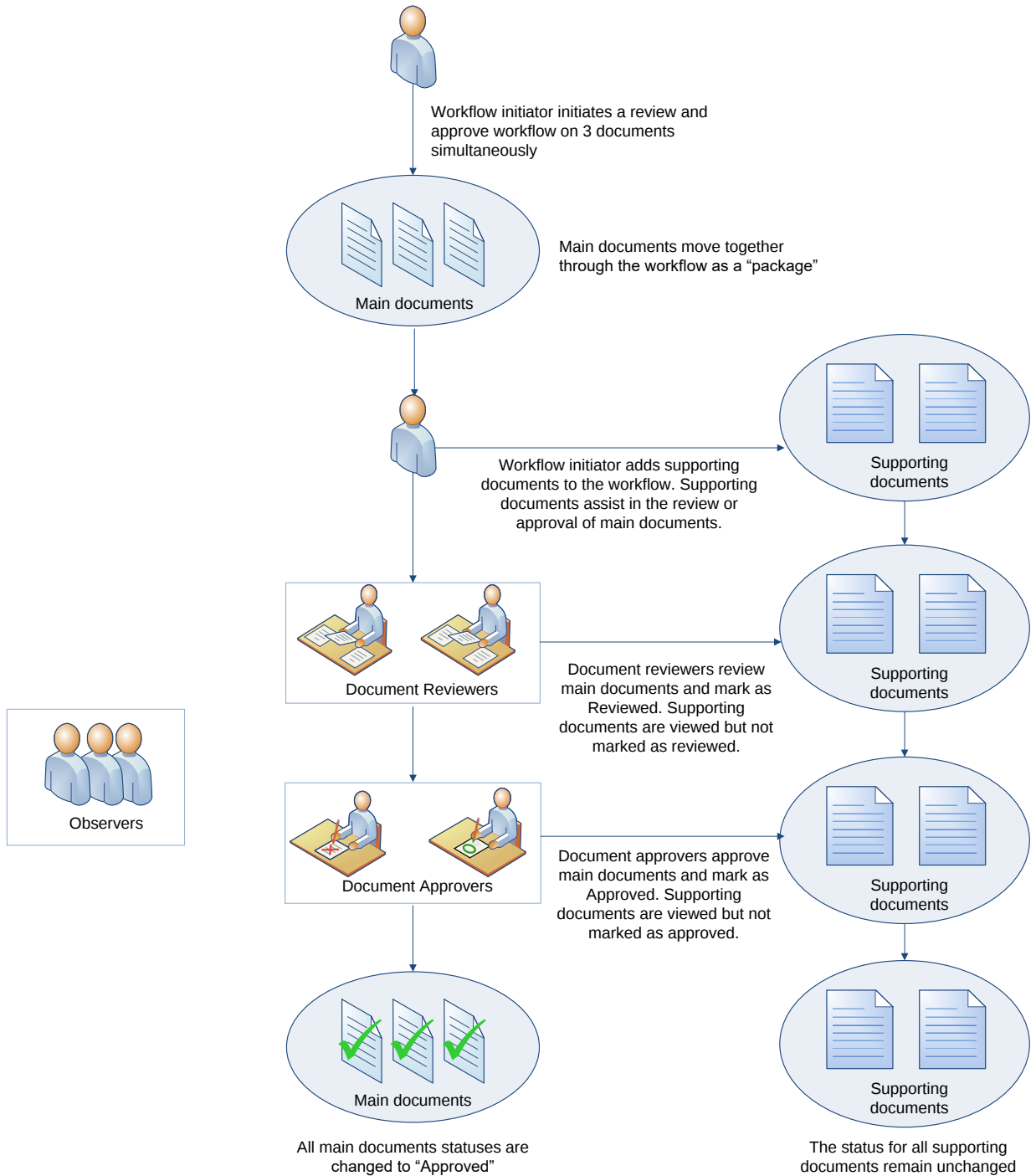
Note that your library administrator may have configured the system so that a single workflow is initiated when more than one document is selected (single workflow containing multiple documents) or a separate workflow is initiated for each selected document (multiple workflows initiated). You may also receive a prompt asking if you'd like to initiate one workflow on multiple documents or a separate workflow for each document.

When a workflow is initiated on multiple documents, these documents are called the “main documents” meaning that all the documents in the package must be approved and/or reviewed together. Main documents can have only one active workflow at a time; they cannot be in another active workflow. Once the documents in the package have been reviewed and/or approved, all of their statuses are changed to the same status such as “reviewed” or “approved”.

Main documents can be added or removed from the workflow after it has been initiated. Notifications are sent to workflow participants when documents are added or removed from the workflow. If a document is removed, the approval status is changed to “Not submitted for approval” and the effect of the “Hide last version...” setting (if applicable) is removed from the document. Documents that have been checked out under the workflow cannot be removed.

Multiple document workflows can also have “supporting documents”. Supporting documents are added to the workflow instance to assist in the review and/or approval process of the main documents. Supporting documents do not have their status changed, the Sign Off Sheet is not updated, and they are not affected by the “Hide last version...” setting. Supporting documents can be added or removed from an existing workflow after the workflow has been initiated for the “main documents”. A supporting document can participate in multiple active workflows; however, it has to be a supporting document. It cannot be a main document in another workflow. A supporting document cannot be checked out or deleted while under the workflow process.

An example workflow on multiple documents and supporting documents is displayed below.

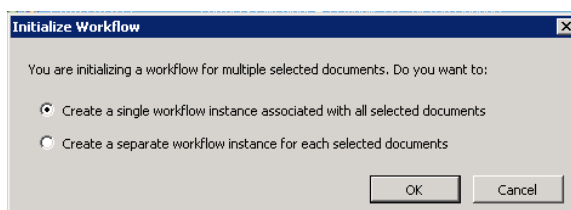


### TO INITIATE A WORKFLOW ON MULTIPLE DOCUMENTS

1. Select all of the documents to go through the workflow as a “package”. You can locate the documents through a search, a virtual folder, My Favourites, document tray, etc.
  - In the FDA, use the **CTRL + click** or **SHIFT + click** to select multiple documents.
  - In the Web Client, select the check boxes next to the document names.
  - Remember that all documents in the package are reviewed and approved together as a single unit. All documents are considered “main documents”.
2. Do one of the following
  - In the FDA, right-click and select **Workflow > Initiate Workflow template name**.
  - In the Web Client, select **Initiate Workflow** from the menu bar and select the template name from the list.

**TIP:** Remember that all documents must have the same workflow template as a part of its schema. If all documents do not have the same workflow template in their schemas, then an error message appears stating that the workflow cannot be initiated.

3. If prompted, select one of the following options:
  - Create a single workflow instance associated with all selected documents.
  - Create a separate workflow instance for each selected document.



4. The workflow template opens. In the FDA, click on the coloured areas to expand and contract the different areas of the workflow template. The Web Client does not have a graphical view for the workflow templates.
5. Depending on how the workflow template is configured, you may be able to modify some or all of the template details. See [Creating Workflow Templates](#) for information on the template details. Click **OK** to start the workflow.
6. You will receive a message stating that the workflow has been successfully initiated. Click **OK**.

### 5.3. ADDING OR REMOVING MAIN OR SUPPORTING DOCUMENTS FROM A WORKFLOW

Documents can be added or removed from an active workflow. Documents can be added as “main” or “supporting” documents. Main documents are all the documents in a “package” must be approved and/or reviewed together. Supporting documents can be added to the workflow instance to assist in the review and/or approval process of the main documents.

Documents can be removed from the “Documents associated with workflow template name” pane. Documents that are checked out cannot be removed from the workflow. Once the document has been removed, the approval status changes to “Not submitted for approval” and the effect of the [“Hide all versions...”](#) flag is removed.

The following users and roles can add and remove main and supporting documents in workflows:

- Workflow initiator – The workflow initiator who has Document Publisher role or higher and has access to all existing main documents.
- Cabinet owner – A cabinet administrator that has ownership of the cabinets where all the documents in the workflow are stored.
- Senior library administrator or higher role.

When adding documents to existing workflows:

- The workflow template associated with the documents must be associated with the same workflow template used to initiate the workflow in its schema.
- All observers and participants must have access to the document.
- Only the last version of the document can be added to a workflow.
- If adding a main document, then the document cannot be associated with another workflow.
- When adding a supporting document, it cannot be checked out or deleted after it has been added.
- When adding a main document to a workflow that has been marked as "approval postponed", the workflow can be restarted from the first activity in the workflow template if the option "Reset all activities when adding documents to a postponed workflow" is enabled. This allows all of the main documents including the new main document to go through the entire workflow process once again. If the option "Reset all activities when adding documents to a postponed workflow" is not enabled on the template then the workflow is restarted from the activity from which the approval was postponed. See [Creating Workflow Templates](#) for more information.

#### TO ADD A MAIN OR SUPPORTING DOCUMENT.

1. Select one or more documents to add to the workflow.
2. Right-click on the documents and select **Workflow > Add to Existing Workflow**.
  - Alternatively, in the Web Client select **Send To > Existing Workflow** from the menu bar.
3. In the "Add Documents to Existing Workflow" window, select the workflow that you want to add the documents to from the list of existing workflows.
4. Select one of the following options and click **OK**:
  - Main documents that are reviewed or approved in the workflow – The selected documents are added to the existing workflow "package" as main documents and will be reviewed and/or approved along with the other main documents.
  - Supporting documents associated with the workflow – The selected documents are added to the existing workflow to assist in the review and/or approval of the main documents.
5. The documents are added to the existing workflow and can be seen in the "Documents associated with <workflow template name>" window as Main and/or Supporting documents.

| Documents associated with review, approve (renee) workflow |                   |                                                   |               |        |     |            |                   |
|------------------------------------------------------------|-------------------|---------------------------------------------------|---------------|--------|-----|------------|-------------------|
| Select View: Default View                                  |                   |                                                   |               |        |     |            |                   |
| Back To Status Report Remove                               |                   |                                                   |               |        |     |            |                   |
| Document Name                                              | Main / Supporting | Location                                          | Type          | Linked | Ver | Status     | Last Modified On  |
| APP_18Sep2013                                              | Supporting        | Training and Support / FileHold 13 / New Features | Application   | 0      | 1   | Checked In | 9/18/2013 1:54 PM |
| Board Minutes_RENEE                                        | Main              | Training and Support / FileHold 13 / New Features | Board Minutes | 0      | 1   | Checked In | 9/18/2013 1:54 PM |

#### TO REMOVE A MAIN OR SUPPORTING DOCUMENT.

1. Go to My Tasks or the Workflow Status Report and click the [Show Documents](#) link for the workflow you want to remove documents from.
2. In the “Documents associated with workflow template name” window, select the document to be removed and click [Remove](#).
3. At the message prompt, “Are you sure you want to remove the selected documents from the workflow template name?” click [OK](#). The document is removed from the active workflow.

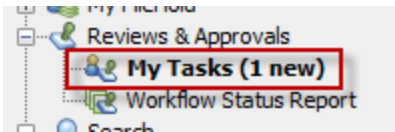
### 5.4. AUTOMATICALLY INITIATING WORKFLOWS

Workflows can be automatically initiated depending on the configuration of the workflow template. This removes the manual step of initiating a workflow for a document. Since the workflow is triggered automatically, you cannot use an ad-hoc workflow template. You will need to create a defined workflow template to use with this feature. A workflow cannot be automatically initiated when only metadata is edited.

See the [Library Administration Guide](#) or [Knowledge Base](#) for more information.

## 6. MY TASKS LIST – VIEWING WORKFLOW TASKS

A list of all workflow tasks assigned to a specific user is accessible to them through the document management system by selecting [Review and Approvals > My Tasks](#) from the My FileHold area.



There are three types of activities supported by the FileHold: the [document approval activity](#), the [send for external signature](#) activity, and the [document review activity](#). The My Tasks list shows all active review or approval tasks assigned or delegated to the user. Previously completed or cancelled tasks do not appear in the list. Once a workflow is initiated, an email will be sent to the user (if configured) notifying them of a workflow task.

The My Workflow Tasks list can be filtered by workflow template name.

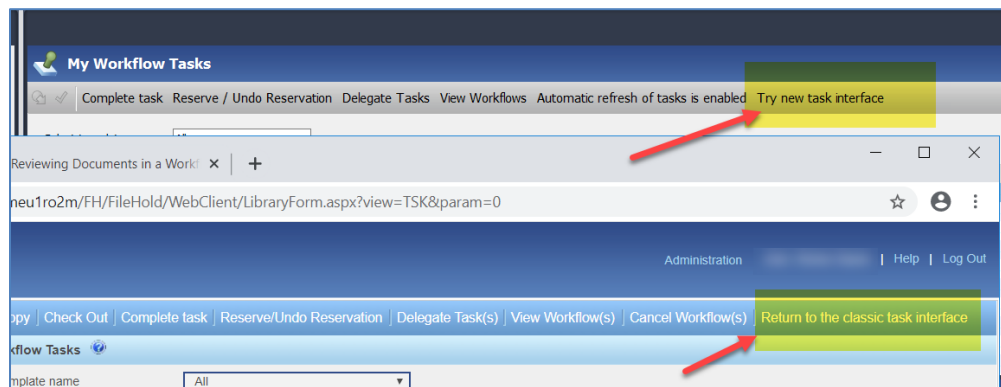
| My Workflow Tasks                                                                                                                                                                                                                                        |                                      |              |                                       |               |                    |                    |                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|--------------|---------------------------------------|---------------|--------------------|--------------------|--------------------------------------------|
| <a href="#">Submit Approval</a> <a href="#">Submit Review</a> <a href="#">Send for external signature</a> <a href="#">Reserve / Undo Reservation</a> <a href="#">Delegate Tasks</a> <a href="#">View Workflows</a> Automatic refresh of tasks is enabled |                                      |              |                                       |               |                    |                    |                                            |
| Select template name                                                                                                                                                                                                                                     | <input type="text" value="All"/>     |              |                                       |               |                    |                    |                                            |
| Task                                                                                                                                                                                                                                                     | Work                                 | On Behalf of | Task Instructions                     | Initiator     | Assigned           | Due                | Status                                     |
| External signature*                                                                                                                                                                                                                                      | Approve only                         |              |                                       |               |                    |                    |                                            |
| External signature*                                                                                                                                                                                                                                      | Contracts - SOWs                     | gram...      | Approve for release/execution.        | sysadm sysadm | 6/12/2018 2:35 PM  | 6/13/2018 2:35 PM  | In Progress <a href="#">Show documents</a> |
| External signature*                                                                                                                                                                                                                                      | Policy change                        |              | Approve for release/execution.        | sysadm sysadm | 8/1/2018 2:10 PM   | 8/2/2018 2:10 PM   | In Progress <a href="#">Show documents</a> |
| External signature*                                                                                                                                                                                                                                      | Approve only_PDFconverter-diagram... |              | Approve for release/execution.        | sysadm sysadm | 9/7/2018 3:25 PM   | 9/8/2018 3:25 PM   | In Progress <a href="#">Show documents</a> |
| Approve*                                                                                                                                                                                                                                                 | Policy change_                       |              | Do this:                              | Renee Sauve   | 10/23/2018 2:20 PM | 10/24/2018 2:20 PM | In Progress <a href="#">Show documents</a> |
| Review                                                                                                                                                                                                                                                   | Contracts - SOWs_ABC Co - SOW_O...   |              | Review contract and make any neces... | Renee Sauve   | 10/23/2018 2:20 PM | 10/26/2018 2:20 PM | In Progress <a href="#">Show documents</a> |

From the My Tasks list, you can:

- Submit a [review](#) or [approval](#).
- Send a document for signature with [Adobe Sign](#).
- [Cancel](#) the workflow.

- [Delegate](#) a task to another user.
- [Reserve](#) or undo a reservation for a task. Tasks that can be reserved are marked with an asterisk \*.
- [View](#) or [check out](#) the documents that are a part of the workflow (Show Documents link).
- View the [Status Report](#) for the task (View Workflows).
- [Check out a document](#) (in the “Documents associated with workflow name” pane).
- [Manually restart](#) a workflow.
- [Disable the automatic refresh](#) of the list.

When reviewing or approving documents, a new interface (FileHold 16.2) can be used for a more clean and friendly experience that provides more workflow details to the user. For example, task details, activity title, and previous workflow activities, comments, and actions can be seen on the same screen. Alternatively, the classic interface can still be used. The user may be able to choose the interface type, depending on administrator settings. The option to use the old or new interface can be selected in the My Tasks screen. The options “[Try new task interface](#)” or “[Return to the classic task interface](#)” may be displayed. See [Workflow Settings](#) for more information.



## 6.1. APPROVING DOCUMENTS

The approval activity is designed to facilitate the formal collection of signatures / approvals for an individual file version. When approving documents, there are three options when completing the task:

- Approve
- Do not approve
- [Postpone approval](#) (This option is available only if it has been enabled on the [workflow template](#).)

For documents to be considered “approved” it must pass through a workflow with at least one Approval activity and must be approved by all participants in all activities in the workflow. Only the version of the document that is going through the workflow process is marked as “approved”.

If one of the participants of the approval activity “does not approve” the document(s), then the workflow is automatically terminated. This can happen at any step along the way in a workflow. For example, a file can pass through a first approval activity only to be rejected during a second approval activity. If the participant in the second activity rejects the document the

activity is terminated, the workflow is terminated, and the document is flagged as "not approved".

If a version of a document has been marked as "Not Approved", the system does not allow a workflow to be done on the same document version. Instead, a new version of file will have to be added to the system and the workflow re-initiated. The document needs to go through the entire workflow process before it can be considered approved and complete. Alternatively, the workflow can be restarted on the same version by an initiator or administrator. See [Manually restarting workflows](#) for more information.

A document under a workflow approval process can be [checked out](#) by a participant if configured in the workflow template. The approval task cannot be completed while a document in the activity is checked out and the document must be checked in before the approval can be submitted. The approval postponed option is only available if it has been enabled on the workflow template. See [Creating Workflow Templates](#) for more information.

A feedback document can be attached to any of the approval options. A feedback document is a separate document from the document being approved. It can contain comments or supplemental information. It can be seen in the Workflow Status Report, Review and Approval History (by administrators), and Sign Off Sheet.

Once an approval is submitted, you may need to enter your password to confirm your selected option. This is akin to an electronic signature.

Once a document has been marked as "approved", it may be [converted to a PDF document](#), and optionally, have workflow information appended to the end of the PDF such as the sign off sheet, approver names, approval date, workflow name, metadata, and so on, after a particular workflow activity has been completed. The following document types can be converted to PDF: docx, doc, dot, docm, dotx, dotm, html, rtf, txt, and pdf. Converter templates are used to define the appended information. One or many templates can be configured, depending on the type of information that is required to be a part of the approved document. Note that for "not approved" or "approval postponed" documents, template information is not appended. An offline document can be used as a part of the workflow and append workflow information. The offline document is converted to an electronic document format and the appended workflow information becomes the document content.

When the system converts a document to a PDF during the workflow process, a new version of the document is added to the library. A global option, "Convert2PdfApproveBothDocumentVersions", in the web config file in *C:\Program Files\FileHold Systems\Application Server\LibraryManager* can be configured to allow the option of recording both the source document and the newly created PDF as approved. If this option is not enabled, the new created PDF document will be the only document shown as approved. If it is enabled, the source document will also be marked as approved and both documents will be linked to the signoff sheet and workflow history.

If it is a multiple document workflow, then the approval option selected is applied to all main documents. See [Initiating a Workflow on Multiple Documents](#) for more information.

### 6.1.1. Postpone Approval

There are situations where a document cannot be approved because some conditions have not been met but there is nothing wrong with the document itself. An option called "Postpone Approval" can be used in these conditions. Once the "postpone approval" option is selected, the workflow is immediately terminated and the status of the document will be set to "Approval Postponed". This option is available only if it has been enabled on the workflow template. If a workflow has the option to postpone approval enabled, then the workflow may be automatically restarted. Automatically restarting a workflow is useful when a later workflow activity discovers missing information or documents and needs to return to a previous activity. Participants are notified if a workflow is restarted and includes the comments of the user who postponed the

workflow. If the activity is 1 of X, only the participant who completed the previous task is notified. See [Creating Workflow Templates](#) for more information. Workflows can be automatically restarted with one of the following options:

- Return to the workflow initiator. The initiator would need to manually restart or re-initiate the workflow.
- Automatically return to a previous activity in the workflow template.
- The user postponing the activity can be given an option of selecting from a list of activities to restart from which includes the returning to the initiator or a previous workflow activity.
- Create a one-time review activity. The [one-time review activity](#) automatically restarts the workflow with the new activity inserted in the tasks. This allows a workflow participant to request changes from any user ad hoc before they complete their own task.

### 6.1.2. Approving, Not Approving, or Postponing Approval

Documents are approved, not approved, or postponed approval from the My Tasks list.

#### TO APPROVE DOCUMENTS (NEW INTERFACE)

1. Go to [Reviews and Approvals > My Tasks](#) and select a workflow where the task is set to Approve.
2. In the FDA, select the task from the list and click [Complete Task](#). Alternatively, right-click on a task and select [Submit Approval](#).
  - In the Web Client, select the check box next to the task name and click [Complete Task](#).
3. In the Submit approval screen, the following information is displayed:

| Area                                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow name                         | The name of the workflow. This may be configured by <a href="#">custom naming</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Alerts area                           | <p>Special alerts such as previous participant comments, overdue, restarted, reservations, on-behalf of are displayed on a coloured background.</p> <ul style="list-style-type: none"> <li>• Green – Informational message.</li> <li>• Yellow – Warning message.</li> <li>• Red – Urgent action is needed.</li> </ul> <p>These alerts can be closed by clicking <b>X</b> in the message.</p> <div> <div>This task has been reserved to You. X</div> <div>This task has been assigned to multiple users and may be reserved. X</div> <div>This task is 23 hours overdue X</div> </div> |
| Task instructions with activity title | The activity title is taken from the activity title in the workflow template.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Area                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Approve x documents with x supporting documents | Number of main and supporting documents to be approved.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Task instructions area                          | Task instructions specified in the workflow template. The instructions should be reviewed prior to completing the task.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <action buttons>                                | <ul style="list-style-type: none"> <li>• Approve </li> <li>• Do not approve </li> <li>• Postpone approval </li> <li>• Task may be <a href="#">reserved</a>  or if the task is reserved, it may be unreserved </li> <li>• Cancel </li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Task details area                               | <ul style="list-style-type: none"> <li>• Due date – Displayed with red background if overdue.</li> <li>• Check out – Not allowed or Allowed</li> <li>• Password – Required or Not required</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Workflow history area                           | <p>Displays the history of the workflow. Click <a href="#">Changes</a> to view the changes to the workflow.</p> <p> System changes to the workflow such as adding main or supporting documents, adding one-time reviews, and delegating workflow tasks. Click the <a href="#">Changes</a> link to view.</p> <p> Workflow has been restarted</p> <p> Approved</p> <p> Not approved</p> <p> Approval postponed</p> <p> Reviewed or one-time review</p> <p> Send for external signature</p> <p> Workflow initiated</p> |

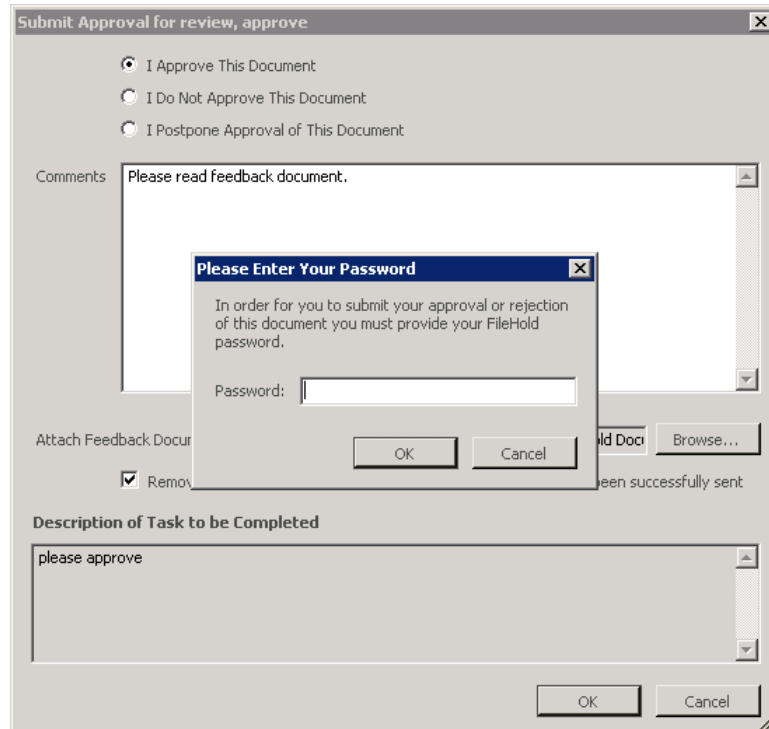
4. Select one of the following options:

-  **Approve** — The document(s) status changes to “Approved”.
  -  **Do Not Approve** — The document status changes to “Not Approved” and the workflow is terminated.
  -  **Postpone Approval** — The document status changes to “Approval Postponed” and the workflow is terminated. This option is available only if it has been enabled on the [workflow template](#). A window may appear where you are able to restart the workflow from a previous activity, add a [one-time review activity](#), or return back to the initiator. Select the option to restart from in the list, if presented, and click **OK**.
5. In the Complete approval submission area, enter a comment in the comment area. The text box size is adjustable.
  6. Click **Choose File** to add a feedback document. Browse for a file and click **Open**.
  7. To remove the local copy of the feedback document, select the **Remove the local copy...** check box.
  8. If required, enter your **FileHold password**.
  9. Click **Approve**  or **Do Not Approve** , depending on your previous selection.
    - For Postpone approval submissions, you may be able to restart the workflow from a previous activity, add a [one-time review activity](#), or return back to the initiator. Select an option and click **Postpone approval** . See [Postpone Approval](#) for more information.
    - Alternatively, click **Cancel**  to return to the previous screen.

#### TO APPROVE DOCUMENTS (CLASSIC INTERFACE)

1. Go to **Reviews and Approvals > My Tasks** and select a workflow where the task is set to Approve.
2. In the FDA, click **Complete task** from the menu bar or right-click on the task and select **Submit Approval**.
  - In the Web Client, select the check box next to the task name and click **Complete Task** from the menu bar.
3. In the Submit Approval window, select one of the following options:
  - **I Approve This Document** — The document(s) status changes to “Approved”.
  - **I Do Not Approve This Document** — The document status changes to “Not Approved” and the workflow is terminated.
  - **I Postpone Approval of This Document** — The document status changes to “Approval Postponed” and the workflow is terminated. This option is available only if it has been enabled on the [workflow template](#). A window may appear where you are able to restart the workflow from a previous activity, add a [one-time review activity](#), or return back to the initiator. Select the option to restart from in the list, if presented, and click **OK**.
4. Enter any comments if desired.
5. If desired, attach a feedback document. Click **Browse** to locate the file.

6. To remove the local copy of the feedback document, select the [Remove the local copy...](#) check box.
7. Click **OK**.
8. You may be required to enter your password to approve, postpone or not approve the document. In the Please Enter Your Password window, enter your FileHold **password** and click **OK**. This step may be optional depending on the workflow template configuration. See your Library Administrator for details.



**NOTE:** If you log in to FileHold using a domain (Microsoft Active Directory), enter the same password for logging into your network.

9. The task is removed from the My Tasks list. If the document was approved and there is another activity in the workflow, then the task moves to the next assigned participant. If the document was not approved or postponed, then the workflow is terminated.
10. To view the current status of the workflow, see the [workflow status report](#).

## 6.2. ONE-TIME REVIEW ACTIVITIES

A “one-time review” activity allows a user to insert a review task ad hoc to allow a workflow participant to request changes from any user or group before they complete their own task. When a user selects the “postpone approval” option, they are prompted to select the user to complete the one-time review activity, due date, and any task instructions. The one-time review activity participants must have read or higher access to the main and supporting documents in the workflow. The workflow is then restarted and new “one-time review” activity is inserted in the workflow immediately before the current activity. Any previously completed activities are copied over into the restarted workflow.

The one-time review activity can be assigned to a user or group. If assigned to a group, then the 1 of X option is enabled meaning only one participant in the group can complete the task. A one-time review activity cannot be assigned to the user creating the one-time review activity

unless they are a member of the group that the activity is being assigned to. One-time review tasks sent to a 1 of x group can be [reserved/unreserved](#).

The due date for the one-time review activity is set to match the source activity due date by default. If the due date for the source activity has already passed, the due date cannot be changed. The one-time review activity due date can be extended past the source activity due date if a configuration setting is enabled. To allow the one-time review activity to extend the due date past the source activity due date, the setting `AllowWorkflowDueDateExtension` need to be set to "true" in the web config file in `C:\Program Files\FileHold Systems\Application Server\LibraryManager`. If the configuration setting is enabled, the due date for all workflow activities is extended by the number of days specified in the one-time review activity. For example, if the one-time review activity is due in 10 days, the source and subsequent workflow activities are also pushed out by 10 days, thereby extending the workflow due date.

The one-time activity participant is sent the workflow task. Check out is enabled for one-time review activities. A password is not required to complete the one-time activity. All following activities will be adjusted accordingly to accommodate automatic restarts, dates, etc. The new activity will appear in the workflow status report as "one-time review".

Workflow templates support up to 20 predefined activities at initiation time plus up to 40 one-time review activities for a total of 60 activities for a single workflow.

To allow users to add one-time reviews ad hoc, the setting "Allow participant to create a one-time review" must be enabled in the workflow template. See [Creating Workflow Templates](#) for more information.

#### 6.2.1. One-time review changes for activity behavior

The new activities and tasks will have the same attributes and behavior as for normal review activities except the following:

- The creator of the one-time review activity will have the right to override the one-time review activity they created. This is in addition to the normal override permissions.
- If the workflow is restarted through the normal postpone mechanism to a point prior to any one-time review activities, the one-time review activities will not be carried forward to the restarted workflow. One-time review activities that are before the restart point will be retained in the restarted workflow.
- It will not be possible to select a one-time review activity as the restart point in a postponed workflow.
- These new activities will appear in the workflow status report with the type "One-time review". When completed, the task status will be "Reviewed".
- One-time review activities do not appear in workflow details as those will continue to reflect the situation when the workflow was initiated.
- The change log will have a new action "Added one-time". As this is part of postponing the workflow, the activity and task number will not be required. A user viewing the change log will be able to click on the action type to drill into the details. The details will include the participant full name and id and the task instructions.
- Normally workflow progress is calculated using the total number of tasks in the workflow and the uncompleted tasks. One-time review tasks will not be included in either the total or the uncompleted task calculation.
  - For example, a workflow has two activities. The first activity has 3 participants and the last activity has 1 for a total of 4 tasks. The first activity has the one-time review

option available. After the workflow is initiated, two participants in the first activity complete their tasks and the workflow shows as 50% complete.

- A third participant postpones the workflow creating a one-time review activity. The workflow is restarted, now with 3 activities and 5 tasks, and the one-time participant completes their task. The workflow is now 0% complete. Next, all three participants in the first activity complete their tasks. The workflow is now 75% complete. The one-time activity has no effect on the percentage complete.

#### TO CREATE A ONE-TIME REVIEW (CLASSIC AND NEW INTERFACE)

1. In an Approve task that has the Approval postpone option, enabled, select the **Postpone Approval** option.
  2. Enter any comments.
  3. To attach a document containing additional feedback, click **Browse** or **Choose File** to add the file. Select the "Remove the local copy of this file after my review feedback has been successfully sent" check box, if applicable.
  4. Click **OK**.
  5. In the "Select a Postpone Approval Option" area, the "Select a step to restart from" section has the **One-time review activity** option selected by default.
  6. In the Create a one-time review activity area, select one of the following options:
    - Workflow initiator
    - Document owner
    - Selected user or group. Click ... to use the Select Activity Participants window to locate the user. If a group is selected, then only one participant in the group can complete the activity (1 of X).
      - If using the new interface (FileHold 16.2), click ... to open the Users and groups selection window. Click **Users**  to view by user name or click **Groups**  to view by group name. The columns in the table can be sorted, filtered, added or removed. Click **Apply**  when done.
- NOTE:** A one-time review activity cannot be assigned to yourself but you can be a member of the group that the activity is assigned to.
7. Enter the Due by date. By default, the due date for the one-time review activity is set to match the source activity due date. If the due date for the source activity has already passed, the due date cannot be changed. If the due date needs to be extended past the source due date, then a configuration setting needs to be enabled on the server. If enabled, the due date for all workflow activities is extended by the number of days specified in the one-time review activity. See your System Administrator to enable this setting.
  8. Enter any Task instructions for the user and click **OK**.
    - For tasks instructions in FileHold 16.2, it is possible to use formatting codes for specific styles:
      - **\*\*This is bold\*\* = This is bold**
      - \_\_This is underlined\_\_ = This is underlined
      - *~~This is in italics~~ = This is in italics*
  9. Enter your password, if required, and click **OK**.

10. The workflow is automatically restarted, inserting the one-time review activity immediately before the current activity. Any previously completed activities are copied over into the restarted workflow. You can see the restarted workflow in the [Workflow Status Report](#). The new activity will appear in the workflow status report as “one-time review”.

### 6.3. REVIEWING DOCUMENTS

The review activity is designed to facilitate the collection of comments and feedback on a file(s) from other users. The review activity can be used alongside one or more review or approval activities. Unlike the approval activity, the review activity does not have the same rules for activity termination. The review approval activity is considered complete once all participants have completed the task of reviewing the document and providing comments and/or feedback documents.

Once a review activity is initiated, the document tasks are automatically routed to the participants and appear in their My Tasks list. Email notification can also alert users when they are assigned a new task of reviewing a document.

As the activity progresses, participants complete their review tasks by providing comments and/or attaching feedback to the file. All comments and feedback files are routed back to the initiator so they can get the feedback they need to continue working on the document.

Documents that are under a workflow can be viewed and/or checked out during the review process (if configured). The review task cannot be completed while a document in the activity is checked out and the document must be checked in before a review can be submitted.

When all participants complete all of the review tasks the activity is completed. The next activity in the workflow will then begin. If this is the last activity in the workflow the workflow will be marked as complete.

If it is a multiple document workflow, then the review status is applied to all main documents. See [Initiating a Workflow on Multiple Documents](#) for more information.

Once a review is submitted, you may need to enter your password to confirm your review, depending on the workflow template settings. This is akin to an electronic signature.

#### TO REVIEW DOCUMENTS (NEW INTERFACE)

1. Go to Reviews and Approvals > My Tasks and select a workflow where the task is set to Review.
2. In the FDA, select the task from the list and click **Complete Task**. Alternatively, right-click on a task and select **Submit Review**.
  - In the Web Client, select the check box next to the task name and click **Complete Task**.
3. In the Submit review screen, the following information is displayed:

| Area          | Description                                                                                                                                                                                                                           |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow name | The name of the workflow. This may be configured by <a href="#">custom naming</a> .                                                                                                                                                   |
| Alerts area   | Special alerts such as overdue, restarted, reservations, on-behalf of are displayed on a coloured background. <ul style="list-style-type: none"> <li>• Green – Informational message.</li> <li>• Yellow – Warning message.</li> </ul> |

| Area                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                 | <ul style="list-style-type: none"> <li>Red – Urgent action is needed.</li> </ul> <p>These alerts can be closed by clicking X in the message.</p> <div> <div>This task is 23 hours overdue</div> <div>This task has been assigned to multiple users and may be reserved.</div> <div>This task has been reserved to You.</div> </div>                                                                                                                                                                                           |
| Task instructions with activity title           | The activity title is taken from the activity title in the workflow template.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Approve x documents with x supporting documents | Number of main and supporting documents to be reviewed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Task instructions area                          | Task instructions specified in the workflow template. The instructions should be reviewed prior to completing the task.                                                                                                                                                                                                                                                                                                                                                                                                       |
| <action buttons>                                | <ul style="list-style-type: none"> <li>Review the task .</li> <li>Task may be <u>reserved</u>  or if the task is reserved, it may be unreserved .</li> <li>Cancel .</li> </ul> |
| Task details area                               | <ul style="list-style-type: none"> <li>Due date – Displayed with red background if overdue</li> <li>Check out – Not allowed or Allowed</li> <li>Password – Required or Not required</li> </ul>                                                                                                                                                                                                                                                                                                                                |

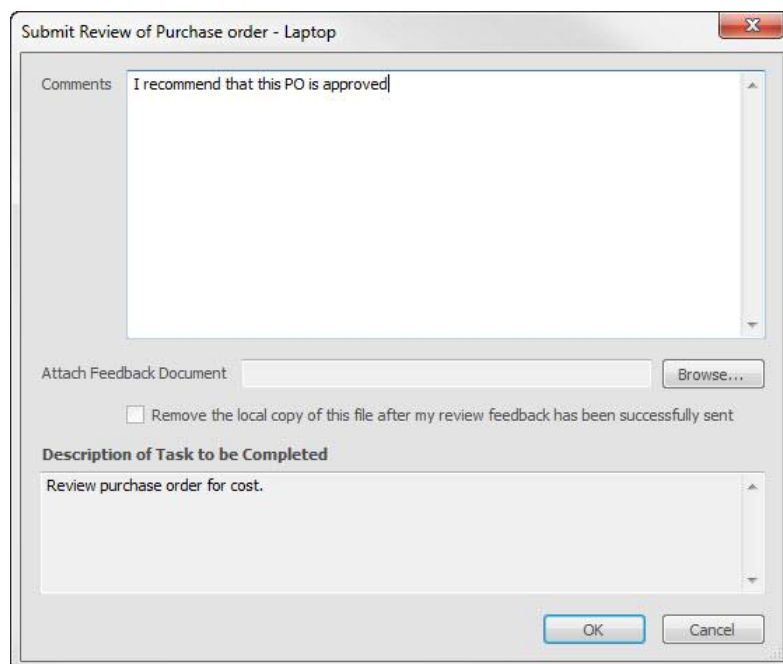
| Area                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow history area | <p>Displays the history of the workflow. Click <b>Changes</b> to view the changes to the workflow.</p> <p> System changes to the workflow such as adding main or supporting documents, adding one-time reviews, and delegating workflow tasks. Click the <b>Changes</b> link to view.</p> <p> Workflow has been restarted</p> <p> Approved</p> <p> Not approved</p> <p> Approval postponed</p> <p> Reviewed or one-time review</p> <p> Send for external signature</p> <p> Workflow initiated</p> |

4. Click **Review** .
  5. In the Complete review submission area, enter a comment in the comment area. The text box size is adjustable.
  6. Click **Choose File** to add a feedback document. Browse for a file and click **Open**.
  7. To remove the local copy of the feedback document, select the **Remove the local copy...** check box.
  8. If required, enter your **FileHold password**.
  9. Click **Review** .
- Alternatively, click **Cancel**  to return to the previous screen.

#### TO REVIEW DOCUMENTS (CLASSIC INTERFACE)

1. Go to **Reviews and Approvals > My Tasks** and select a workflow where the task is set to Review.
2. In the FDA, click **Complete task**.
  - Alternatively, in the FDA, right-click and select **Submit Review**.
  - In the Web Client, select the check box next to the task and click **Submit Approval/Review**.
3. In the Comments field, enter your comments for the document.

4. To attach a document containing additional feedback, click **Browse** to add the file.
5. Select the **Remove the local copy of this file after my review feedback has been successfully sent** check box if applicable.



Submit Review of Purchase order - Laptop

Comments: I recommend that this PO is approved

Attach Feedback Document: [Text Box] Browse...

☐ Remove the local copy of this file after my review feedback has been successfully sent

Description of Task to be Completed: Review purchase order for cost.

OK Cancel

6. Click **OK**.
7. You may be required to enter your password to review the document. In the Please Enter Your Password window, enter your FileHold **password** and click **OK**. This step may be optional depending on the workflow template configuration. See your Library Administrator for details.
8. The task is removed from your My Tasks list. If there is another activity in the workflow, then the task moves to the next assigned participant.
9. To view the current status of the workflow, see the [Workflow status report](#).

#### 6.4. SENDING DOCUMENTS FOR EXTERNAL SIGNATURES

When a document requires an electronic signature via Adobe Sign, the author has to "Send for external signature" from the My Tasks list.

**NOTE:** Electronic records cannot be sent to Adobe sign.

Prior to sending the agreement to be signed, the author can modify the document using Adobe Sign tools. Signatures, dates, initials, stamps, error corrections, and so on can be made to a document prior to sending for signature. For details on document modification, see the Adobe Sign documentation. The documents can be sent to Adobe Sign with multiple recipients including internal and external signers, and CC'd users. A message and an expiration date for the signature can be included in the Adobe agreement.

The FileHold ID number is pre-pended to the document name for FileHold identification purposes. This cannot be modified in the Adobe Sign window.

Once the modifications by the author is completed in the Adobe Sign window, the document is then sent to the signers. If the authoring process is cancelled prior to sending, there is no way

to return to the authoring stage from FileHold or Adobe. The workflow will need to be cancelled and initiated again.

After all parties have signed the agreement, the signed document is added to the library as a new version.

**NOTE:** If a user deletes the document that was signed, a placeholder document is shown in its place with the message, *"The signed document matching the document sent from FileHold could not be found at Adobe. This can happen if the agreement is manually modified at Adobe outside of FileHold. Get the signed document from Adobe and check it in as a new version."* along with the Adobe and FileHold information. Users will need to retrieve the signed document and add it into the library as a new version to rectify the error.

A workflow template must be set up with an ["External signature"](#) activity in order to send documents to Adobe Sign. When configuring an external signature task in the template, only one user can complete the task. If multiple authors are entered into the activity, then 1 of X is applied and the first author to "send for external signature" has a status of "Sent" in the [workflow status report](#).

See [Manually Initiating Workflows on Documents](#) for more information about workflow initiation.

#### TO SEND AN AGREEMENT FOR EXTERNAL SIGNATURES (NEW INTERFACE)

1. Go to [Reviews and Approvals > My Tasks](#) and select a workflow where the task is set to External Signature.
2. In the FDA, select the task from the list and click [Complete Task](#).
  - In the Web Client, select the check box next to the task name and click [Complete Task](#).
3. In the Send for external signature window, the following information is displayed:

| Area                                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow name                         | The name of the workflow. This may be configured by <a href="#">custom naming</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Alerts area                           | <p>Special alerts such as overdue, restarted, reservations, on-behalf of are displayed on a coloured background.</p> <ul style="list-style-type: none"> <li>• Green – Informational message.</li> <li>• Yellow – Warning message.</li> <li>• Red – Urgent action is needed.</li> </ul> <p>These alerts can be closed by clicking X in the message.</p> <div> <div>This task is 23 hours overdue</div> <div>This task has been assigned to multiple users and may be reserved.</div> <div>This task has been reserved to You.</div> </div> |
| Task instructions with activity title | The activity title is taken from the activity title in the workflow template.                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| Area                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Approve x documents with x supporting documents | Number of main and supporting documents to be sent for a signature.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Task instructions area                          | Task instructions specified in the workflow template. The instructions should be reviewed prior to completing the task.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <action buttons>                                | <ul style="list-style-type: none"> <li>Send for external signature .</li> <li>Task may be <a href="#">reserved</a>  or if the task is reserved, it may be unreserved .</li> <li>Cancel .</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Task details area                               | <ul style="list-style-type: none"> <li>Due date – Displayed with red background if overdue</li> <li>Check out – Not allowed or Allowed</li> <li>Password – Required or Not required</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Workflow history area                           | <p>Displays the history of the workflow. Click <a href="#">Changes</a> to view the changes to the workflow.</p> <p> System changes to the workflow such as adding main or supporting documents, adding one-time reviews, and delegating workflow tasks. Click the <a href="#">Changes</a> link to view.</p> <p> Workflow has been restarted</p> <p> Approved</p> <p> Not approved</p> <p> Approval postponed</p> <p> Reviewed or one-time review</p> <p> Send for external signature</p> <p> Workflow initiated</p> |

4. Enter the following information:

| Field Name    | Description                           |
|---------------|---------------------------------------|
| External Name | The name of the workflow in FileHold. |

| Field Name             | Description                                                                                               |
|------------------------|-----------------------------------------------------------------------------------------------------------|
| External signers       | Enter the email addresses for the signers that are not users of FileHold.                                 |
| Internal signers       | Select from the drop-down list any users of FileHold that are signers. Click ... to select from the list. |
| Internal CCs           | Select from the drop-down list any users of FileHold to be CC'd.                                          |
| Message to signers     | Enter the message to the signers.                                                                         |
| Expiration             | Enter how many days the signers have to complete the task.                                                |
| Use default expiration | The due date from the workflow template.                                                                  |

5. Click [Send for external signature](#) .
6. In the Adobe Sign window, review the recipient and message information. The file name has the FileHold ID pre-pended.
7. Select any options, such as password protect or reminders. For more information on this page, see the Adobe Sign documentation.
8. If you need to add signature lines to the document, ensure the [Preview & add signature fields](#) check box is enabled.
9. Click [Next](#).
10. Add any fields as needed to the document. See the Adobe Sign documentation for more information on modifying documents.
11. Click [Send](#). The message "<Workflow name> has been successfully sent for signature" appears.
12. Once the document has been signed, the author will receive an email notification that the agreement has been signed. All parties receive a signed copy of the signed document. The new signed version of the document is checked into the FileHold library.
13. To see the status of the signature, see the [External signing report](#).

#### TO SEND AN AGREEMENT FOR EXTERNAL SIGNATURES (CLASSIC INTERFACE)

1. In the [Reviews and Approvals > My Task](#) list, select the [External signature task](#).
2. Click [Send for external signature](#).
3. In the Send for external signature window, enter the following information:

| Field Name       | Description                                                               |
|------------------|---------------------------------------------------------------------------|
| Name             | The name of the workflow in FileHold.                                     |
| External signers | Enter the email addresses for the signers that are not users of FileHold. |

| Field Name             | Description                                                            |
|------------------------|------------------------------------------------------------------------|
| Internal signers       | Select from the drop-down list any users of FileHold that are signers. |
| Internal CCs           | Select from the drop-down list any users of FileHold to be CC'd.       |
| Message                | Enter the message to the signers.                                      |
| Expiration days        | Enter how many days the signers have to complete the task.             |
| Use default expiration | The due date from the workflow template.                               |

4. Click [Send and preview](#).
5. In the Adobe Sign window, review the recipient and message information. The file name has the FileHold ID pre-pended.
6. Select any options, such as password protect or reminders. For more information on this page, see the Adobe Sign documentation.
7. If you need to add signature lines to the document, ensure the [Preview & add signature fields](#) check box is enabled.
8. Click [Next](#).
9. Add any fields as needed to the document. See the Adobe Sign documentation for more information on modifying documents.
10. Click [Send](#). The message "<Workflow name> has been successfully sent for signature" appears.
11. Once the document has been signed, the author will receive an email notification that the agreement has been signed. All parties receive a signed copy of the signed document. The new signed version of the document is checked into the FileHold library.
12. To see the status of the signature, see the [External signing report](#).

#### 6.4.1. Postponing a signature

In the event that the agreement is not ready to be signed, the signature can be postponed. The option "Allow authoring postponed" must be enabled in the [workflow template](#) in order to use this feature. If a workflow has the option to postpone authoring enabled, then the workflow may be automatically restarted. Automatically restarting a workflow is useful when a later workflow activity discovers missing information or documents and needs to return to a previous activity. Participants are notified if a workflow is restarted and includes the comments of the user who postponed the workflow. Workflows can be automatically restarted with one of the following options:

- Return to the workflow initiator. The initiator would need to manually restart or re-initiate the workflow.
- Automatically return to a previous activity in the workflow template.
- The user postponing the activity can be given an option of selecting from a list of activities to restart from which includes the returning to the initiator or a previous workflow activity.

- Create a [one-time review](#) activity. The one-time review activity automatically restarts the workflow with the new activity inserted in the tasks. This allows a workflow participant to request changes from any user ad hoc before they complete their own task.

#### TO POSTPONE AN AGREEMENT SIGNATURE (NEW INTERFACE)

1. In the [Reviews and Approvals > My Task](#) list, select the External signature task.
2. Click **Complete task**.
3. In the Send for external signature window, click **Postpone Approval** .
4. Enter any comments about postponing the signing.
5. Click **Choose File** to provide a feedback document for the postponement.
6. If restarting from an activity, select one of the following options:
  - Return to workflow initiator.
  - *<Workflow activity title and description>* (Return to a previous activity).
  - New [one-time review](#) activity.
7. Click **Postpone Approval** .
8. Enter your password, if required, and click **OK**.
9. If an automatic restart or one-time review option was selected, the workflow is automatically restarted. A one-time review activity is inserted immediately before the current activity. Any previously completed activities are copied over into the restarted workflow. The workflow status changes to "Approval postponed" or "Restarted" and the task status is "Voided". See the [Workflow Status Report](#) for more information.

#### TO POSTPONE AN AGREEMENT SIGNATURE (CLASSIC INTERFACE)

1. In the [Reviews and Approvals > My Task](#) list, select the External signature task.
2. Click **Complete task**.
3. In the Send for external signature window, click **Postpone sending**.
4. Enter any comments about postponing the signing.
5. Click **Choose File** to provide a feedback document for the postponement.
6. Click **OK** to postpone.
7. If the option to automatically restart is configured, it may be possible to select the activity to restart from. Select the activity name in the list and click **OK**.
8. If creating a [one-time review](#) activity, select one of the following options and enter any task instructions for the user and click **OK**:
  - Workflow initiator
  - Document owner
  - Select user from the drop-down list.
9. Enter your password, if required, and click **OK**.
10. If an automatic restart or one-time review option was selected, the workflow is automatically restarted. A one-time review activity is inserted immediately before the current activity. Any

previously completed activities are copied over into the restarted workflow. The workflow status changes to "Approval postponed" or "Restarted" and the task status is "Voided". See the [Workflow Status Report](#) for more information.

## 6.5. USING MICROSOFT OFFICE APPLICATIONS FOR WORKFLOW TASKS

The integration with FileHold allows users to fully interact with their files with Microsoft Office applications. FileHold supports the completion of workflow tasks from the following Microsoft Office applications – Word, Excel, PowerPoint, Outlook, Visio, and OneNote.

The FileHold Add-Ins toolbar allows you to get a copy of the document or check out a document that is under a workflow. You can also attach the current Microsoft Office document as a feedback document for a workflow task and approve/review the document at the same time.

### TO GET A COPY OR CHECK OUT A DOCUMENT UNDER WORKFLOW FROM THE ADD-INS TOOLBAR

1. In a Microsoft Office application, go to the Add-Ins toolbar and click **Browse** .
2. Go to **My Tasks** list.
3. Right-click on the workflow instance and select **Show Documents**.
4. Select the document name from the list and select click of the following options:
  - **Get a Copy** – Opens a copy of the document in the associated application.
  - **Check Out** – Checks out and opens the document in the associated application. The document is locked down and the workflow task cannot be completed until the document is checked back in. See [Checking Out a Document](#) for more information.

### TO ADD A MICROSOFT OFFICE DOCUMENT AS A FEEDBACK DOCUMENT

1. Create and save the feedback document locally.
2. Click **Send to FileHold > Send Review / Approval Feedback** in the FileHold tab.
3. Select the document that you are reviewing or approving in the list and click **OK**.
  - If you are submitting a review, enter your comments, attach a feedback document, and select any of the options and click **OK**. See more about [reviewing documents](#).
  - Select the **Use Active Document** check box to use the file that is currently being edited to be attached as a feedback document.
4. If you are approving a document, select whether you approve, not approve or postpone approval on the document(s), enter a feedback document, and select any of the options and click **OK**. See more about [approving documents](#).
  - If you select the **Use Active Document** check box, the file that the user is currently editing will be attached as a feedback document.
5. Select the **"Close this document after my approval..."** check box to close the document in the associated application.
6. Select the **"Remove the local copy..."** check box to delete the local copy of the feedback document.
7. Click **OK**. The document is attached as a feedback document and the task is marked as complete.

## 6.6. RESERVING A TASK IN A WORKFLOW

When a library administrator creates a workflow template, they can decide if only one out of a group of participants needs to complete a task using the 1 of X check box in the template. For example, a sales group consisting of four users is added as the participants in a review task but only one person on the team needs to complete the review the document.

If only one person has to complete the task (1 of X option is selected), then the option to “force the reservation” of a task is available. Participants may be forced to “reserve” a task in a workflow depending on how the template was configured. If enabled, this enforces that one user out of the group of participants must reserve the task before the task can be reviewed or approved and the task completed.

If the “force reservation” setting is not enabled in the template, then the task can be completed without a reservation; however, a reservation can still be made for the task. The first person to complete the task with or without reserving it automatically voids the task for all other participants in the activity.

Once a task is reserved by a single participant, the task is removed from the My Task list for all other participants in the activity. The status for the user who has the task reserved becomes “Reserved” until the review or approval process is complete. The status for the remaining participants who did not reserve and complete the task becomes “Voided”. If a task is reserved by another participant, a notification email will be sent to all other participants.

In the workflow status report and My Tasks list, tasks that can be reserved are shown with an asterisk. If a task needs to be or can be reserved, the Reserve/Undo Reservation button is available from the My Tasks and Workflow Status Report. If the “force reservation” setting is enabled in the template, then the task must be reserved before it can be approved or reviewed.

Other reservation rules include:

- A future task cannot be reserved.
- A reserved task cannot be overridden or delegated.
- An administrator can reserve or undo a reservation for another user.

A task can be reserved if you have been assigned a task, or if you are a senior library administrator or higher. A cabinet administrator can reserve a task for a user if they have ownership of the cabinet where all of the main workflow documents reside.

See the table below for a summary of the rules on the 1 of X and Force Reservation settings in a workflow template.

| Workflow Template Settings                                                                                                                                                                                     | Effect on Workflow                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div data-bbox="318 289 695 667"> <p>Workflow Template</p> <div> <input checked="" type="checkbox"/> 1 of X         </div> <div> <input type="checkbox"/> Force Reservation         </div> </div>              | <ul style="list-style-type: none"> <li>Only one participant in a group of participants in the activity can complete the task.</li> <li>Participant may “reserve” the task but is not forced to; the task can still be completed without the reservation.</li> <li>First participant to complete the task voids the task for all other participants. The task is removed from their task list.</li> <li>The activity is considered complete after a single participant completes the task.</li> </ul> <p>If the participant reserves the task even though it is not enforced:</p> <ul style="list-style-type: none"> <li>Only the participant who reserved the task can complete the task.</li> <li>The status of the task changes to “Reserved” for the participant who reserved it.</li> <li>The status of the other participants who did not reserve the task changes to “Blocked”.</li> <li>The participant who reserved the task can undo the reservation which frees the task for the other participants to complete.</li> </ul> |
| <div data-bbox="318 1087 695 1465"> <p>Workflow Template</p> <div> <input checked="" type="checkbox"/> 1 of X         </div> <div> <input checked="" type="checkbox"/> Force Reservation         </div> </div> | <ul style="list-style-type: none"> <li>Only one participant in a group of participants in the activity can complete the task.</li> <li>A participant <b>must reserve</b> the task before the task; the task <b>cannot</b> be completed without the reservation.</li> <li>First participant to reserve the task voids the task for all other participants. The task is removed from their task list.</li> <li>The activity is considered complete after the single participant reserves and completes the task.</li> </ul> <p>If the participant reserves the task:</p> <ul style="list-style-type: none"> <li>Only the participant who reserved the task can complete the task.</li> <li>The status of the task changes to “Reserved” for the participant who reserved it.</li> <li>The status of the other participants who did not reserve the task changes to “Blocked”.</li> <li>The participant who reserved the task can undo the reservation which frees the task for the other participants to complete.</li> </ul>           |

### TO RESERVE A TASK

**NOTE:** You may be forced to reserve a task prior to being able to complete the task. Check the workflow template to see if the “Force Reservation” setting is enabled.

1. Do one of the following:
  - From My Tasks, select task that you want to reserve and click **Reserve/Undo Reservation**. Tasks that can be reserved are marked with an asterisk (\*).
  - From Workflow Status Report, select task that you want to reserve and click **Reserve/Undo Reservation**. Tasks that can be reserved are marked with an asterisk (\*). Only current tasks can be reserved, future tasks cannot.
  - In the new task interface (FileHold 16.2), click  to reserve the task.
2. A message appears asking if you are sure that you want the reservation. Click **OK**. The status for the participant who reserved the task becomes “Reserved”. The task is removed from the My Tasks list of the other participants and their status changes to “Blocked”.
3. After reserving the task, the task can be completed as normal (mark as reviewed/approved). After the task is completed, the status for all other participants changes to “Voided”.

### TO UNDO A RESERVATION

1. Select the task that you have reserved from the My Tasks or the Workflow Status Report. The status of the task should be “Reserved”.
  - Alternatively, in the new task interface (FileHold 16.2), click  to remove the reservation.
2. Click **Reserve/Undo Reservation**.
3. A message appears asking if you are sure that you want to undo the reservation. Click **OK**. The task is now unblocked for the other participants and reappears in their My Tasks list. The task can now be reserved by another participant in the activity.

## 6.7. CHECKING OUT A DOCUMENT UNDER THE WORKFLOW

A document under a workflow process can be checked out by a participant in the active workflow activity. Once a document has been checked out by a participant, it is locked down and cannot be checked out by another participant until the document has been checked back in.

The review or approval cannot be completed while a document in the activity is checked out and the document must be checked in before a review or approval can be submitted. When the document is checked in as a new version, the version number is increased and becomes the version associated with the workflow.

If the [1 of X option](#) is selected on the template, then the task is automatically [reserved](#) when it is checked out. The task remains reserved after the document is checked in so the user can complete the approval or review task.

In order to use this feature, a permission setting in the system administrator area must be enabled. See the [System Administration Guide](#) for more information. The option “Allow Check Out” must be enabled in the workflow template for each activity in order for a participant to check out a document. If the option is not enabled in the template, then none of the documents in the workflow can be checked out for that activity.

In order to see if any documents have been checked out in the activity, click the [Show Documents](#) link from the My Tasks or Workflow Status Report. The status of the document is “Checked out” in the documents list.

#### TO CHECK OUT A DOCUMENT UNDER A WORKFLOW

1. Go to My Tasks or the Workflow Status Report and click the [Show Documents](#) link for the workflow that you want to check out a document from.
2. In the “Documents associated with <workflow template name>” pane, select the document to be checked out.
3. In the FDA, right-click on the document and select [Check Out This Document](#).
  - In the Web Client, select the check box next to the document name and [click Check Out](#) or right-click on the document and select [Check Out This Document](#).
4. Browse for the folder to check out the document to (if required) and click [OK](#).
5. A message stating that the document is checked out opens. Click [OK](#). The activity is now locked down and cannot be completed (approved/reviewed) until the document is checked back in. When the document is checked in, the workflow is associated with the new version.

#### TO CHECK IN A DOCUMENT UNDER A WORKFLOW

1. Go to My Tasks or the Workflow Status Report and click the [Show Documents](#) link next to the workflow name for which you want to check in a document.
2. In the “Documents associated with workflow template name” pane, select the document to be checked in.
3. In the FDA, right-click on the document and select [Check In This Document](#).
  - In the Web Client, using the context sensitive menu, select [Check In Document](#) or right-click on the document and select [Check In This Document](#).
4. Select one of the following options and click [Check In](#):
  - Undo Check-out. I have not made any changes.
  - Edit Metadata for this document after check-in.
  - Delete the local copy of the file after it has been successfully checked in (FDA).
  - Email notify all folder members that this document has been Checked-In (may not be available).

### 6.8. VIEW OR GET A LOCAL COPY OF THE WORKFLOW DOCUMENT

You can save a copy of the document under the workflow process to your local computer. Note that getting a copy of the document does not check out the document. To check out the document, complete the [checkout process](#).

#### TO VIEW OR GET A LOCAL COPY OF THE WORKFLOW DOCUMENT

1. Do one of the following:
  - In the FDA, from [My Tasks](#) or [Workflow Status Report](#), click the [Show Documents](#) link. In the “Documents associated with workflow template name” window, select the document. Right-click on the document and select [Get a Local Copy](#).

- In the Web Client, from [My Tasks](#) or [Workflow Status Report](#), click the [Show Documents](#) link. In the “Documents associated with workflow template name” window, select the check box next to the document name and click [Get a Copy](#).
- 2. In the FDA, if prompted, select the location to save the document and click [OK](#). The document is copied to that location.
  - In the Web Client, the document is downloaded to the browser's download folder.

## 6.9. MANUALLY RESTARTING WORKFLOWS

Workflows can be manually restarted on:

- An active workflow from the first activity to the current one.
- A completed workflow that has been marked as “not approved” or “approval postponed” from the first activity to the one that was marked as not approved or postponed.

Workflows can be manually restarted by:

- Workflow initiator
- Senior library administrator or higher
- Cabinet administrator if they have ownership of the cabinet where all of the main workflow documents reside.

If the workflow is restarted, the current workflow is cancelled (if not already completed) and displays the Restarted status. A new, identical workflow is started and the previous workflow details can be viewed in the Restarted Workflows Status Report by clicking the [Restarted](#) link.

If documents are added to a workflow that has been marked as “[approval postponed](#)” upon restarting the workflow and a “main document” is added, an administrator can define on the workflow template if all the activities should restart from the first activity. This allows all of the main documents including the new main document to go through the entire workflow process once again. If the “Reset all activities when adding documents to a postponed workflow” option is not enabled on the template then the workflow is restarted from the activity from which the approval was postponed.

If a workflow approval is postponed and later restarted, then the restarted workflow gets canceled, the resulting status of the canceled workflow is “approval postponed”.

Workflows are restarted in the [workflow status report](#).

**NOTE:** Workflows may be restarted automatically from an activity marked as “approval postponed” if enabled in a [workflow template](#).

### TO MANUALLY RESTART A WORKFLOW

1. In the workflow status report, select the activity to be restarted. It can be an active or a completed workflow that was marked as not approved or approval postponed.
2. Click [Restart Workflow](#).
3. Click [OK](#) at the alert message. A new workflow is started with notifications being sent to the participants.
4. The old workflow instance status changes to “Restarted” and a new workflow instance is created. The previous workflow details can be viewed by clicking the [Restarted](#) link. The Restarted workflows status report show any restarted workflows. From here you can view the documents (click [Show documents](#)) and workflow template details (click [View details](#)).

| Reviews & Approvals Status Report                                                                                                                    |                   |                                |               |                  |                  |           |                  |                              |                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------|---------------|------------------|------------------|-----------|------------------|------------------------------|------------------|
| Restart Workflow Rename Workflow Cancel Workflow Clear Cancelled Clear Completed Override Task Reserve / Undo Reservation Delegate Task Print Export |                   |                                |               |                  |                  |           |                  |                              |                  |
| Workflow                                                                                                                                             | Main / Supporting |                                | Initiator     | Started          | Due              | Completed | Status           |                              |                  |
| Personal Leave - Manager App...                                                                                                                      | 1 / 0             | <a href="#">Show documents</a> | sysadm sysadm | 9/2/2016 3:21 PM | 9/6/2016 3:21 PM | 0%        | Pending Approval | <a href="#">View details</a> | <b>Restarted</b> |
| _approve approve approve_Ba...                                                                                                                       | 1 / 0             | <a href="#">Show documents</a> | sysadm sysadm | 9/2/2016 3:20 PM | 9/3/2016 3:20 PM | 66%       | Pending Approval | <a href="#">View details</a> | <b>Restarted</b> |

| Restarted workflows status report |                   |                                |               |                  |                  |           |                  |                              |  |
|-----------------------------------|-------------------|--------------------------------|---------------|------------------|------------------|-----------|------------------|------------------------------|--|
| Back To Status Report             |                   |                                |               |                  |                  |           |                  |                              |  |
| Workflow                          | Main / Supporting |                                | Initiator     | Started          | Due              | Completed | Status           |                              |  |
| _approve approve approve_Ba...    | 1 / 0             | <a href="#">Show documents</a> | sysadm sysadm | 9/2/2016 3:20 PM | 9/3/2016 3:20 PM | 66%       | Pending Approval | <a href="#">View details</a> |  |
| _approve approve approve_Ba...    | 1 / 0             | <a href="#">Show documents</a> | sysadm sysadm | 9/2/2016 3:20 PM | 9/3/2016 3:20 PM | Restarted | <b>Restarted</b> | <a href="#">View details</a> |  |

## 6.10. DELEGATING TASKS TO ANOTHER USER

Task delegation is a critical component of any workflow system as it allows work to continue to flow if a participant is either too busy or unavailable. Once delegated, the user will be notified of their new tasks. You can delegate tasks when you are the task owner, the cabinet owner, or a system administrator.

A task cannot be delegated when:

- The task has been [reserved](#). A future task can be delegated.
- The user is already a participant in the activity.

You can automatically delegate all tasks assigned in the event of vacation or extended unavailability. Learn more about setting up automatic task delegation in the [workflow preferences](#).

### TO DELEGATE A TASK TO ANOTHER USER

1. Go to [Reviews and Approvals > My Tasks](#) or [Workflow Status Report](#). You can delegate tasks from either location.
2. Select the task that you wish to delegate and click [Delegate Task](#).
3. Enter the first or last name or email address of the person you want to delegate the task to and click [Find](#).
4. In the Search Results, select the user and click [Select User\(s\)](#).
5. The task is now updated for the delegated task. In the Workflow Status Report, you can see who the task has been delegated to and who it is on behalf of.

| Document Name                                                                       |                      | Ver  | Workflow                              |              | Initiator                                                        | Started                                                                             | Due        | Completed  | Approved                     |          |
|-------------------------------------------------------------------------------------|----------------------|------|---------------------------------------|--------------|------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------|------------|------------------------------|----------|
|  | Invoice-TP0300029031 | 1    | Purchase request approval over \$5000 |              | sysadm sysadm                                                    | 16/03/2011                                                                          | 22/03/2011 | 33%        | <a href="#">View details</a> |          |
| Activity                                                                            | Type                 | Task | Participant                           | On Behalf of | Comments                                                         | Attachments                                                                         | Started    | Due        | Completed                    | Approved |
| 1                                                                                   | Review               | 1    | Marvin Mallett                        |              | <a href="#">This document needs to be revised. See attached.</a> |  | 16/03/2011 | 17/03/2011 | 17/03/2011                   | Reviewed |
| 2                                                                                   | Approval             | 1    | Marvin Mallett                        | Renee Sauve  |                                                                  |                                                                                     | 17/03/2011 | 19/03/2011 |                              |          |

## 6.11. CANCELLING WORKFLOWS

A workflow can be cancelled by the person who initiated it or by a library administrator (who owns the cabinet in which the documents reside) or system administrator. Cancelling a workflow terminates the workflow immediately and notification emails are sent to all participants. See [Workflow Notifications](#) for more information.

If a workflow approval is postponed and later restarted, then the restarted workflow gets cancelled, the resulting status of the cancelled workflow is “approval postponed”.

**TIP:** Workflow approvals are automatically terminated if a workflow is marked as not approved or approval postponed by a single participant.

#### TO CANCEL A WORKFLOW INSTANCE

1. Do one of the following:
  - In the FDA, select the workflow name from My Tasks or Workflow Status Report.
  - In the Web Client, select the check box next to the workflow name from My Tasks or Workflow Status Report.
2. Click **Cancel Workflow**. All participants in the workflow that had tasks assigned to them will have the tasks automatically removed from their Task List. If they have set preferences to alert them of cancelled tasks by email, an email will be sent.

### 6.12. VIEWING THE WORKFLOW STATUS REPORT FOR A SINGLE TASK

You can view the workflow status report for a single task from the My Tasks List.

#### TO VIEW THE STATUS REPORT FOR THE TASK

1. From the My Tasks list, select a task from the list and click **View Workflows**.
2. The workflow status report is shown. Click **Back to My Tasks** to return to the task list.

### 6.13. DISABLING AUTOMATIC REFRESH FOR MY TASKS LIST

The automatic refresh of the My Tasks list can be disabled in the FileHold Desktop Application. If disabled, the selected task will now remain highlighted until the task is removed or the focus is moved to another task in the list.

If left enabled, the My Tasks list is refreshed every 15 seconds. The task selection and scroll position is restored after the refresh and the previous selected task will be lost. This can cause problems if the user has a large number of tasks assigned to them

#### TO DISABLE THE AUTOMATIC REFRESH FOR THE MY TASKS LIST

1. From the My Tasks list, to disable refresh, click **Automatic refresh of tasks is enabled**.
2. To disable automatic refresh, click **Automatic refresh of tasks is disabled**.

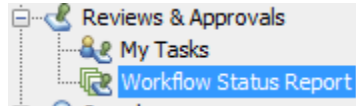
## 7. WORKFLOW REPORTS

The following workflow reports are available:

- [Workflow status report for workflow participants](#)
- [Administration workflow status report](#)
- [Workflow change log](#)
- [External signing report](#)
- [Workflow dashboard](#)

## 7.1. WORKFLOW STATUS REPORT FOR PARTICIPANTS

The Workflow Status Report shows the status of all workflows that are occurring in the system that the user is the initiator of, a participant in, or an observer. The report shows the tasks from all activities, including those that have not yet started (future tasks). Users can access the Workflow Status Report by clicking on the [Reviews and Approvals > Status Report](#).



The workflow status report can also be accessed in the Administration Panel of the Web Client. This workflow status report contains filters that can be used to narrow down those workflows that the end users have participated in or observed. See [Administration Workflow Status Report](#) for details on how to use the filter.

In Reviews and Approvals Status Report pane, all of the workflows that you are involved in are shown. The workflow name, the number of [main documents and supporting documents](#) involved with the workflow, the initiator, the start and due dates, the percent completed, and the status of the workflow.

Under each workflow name, click on the + or > symbol to view all the activities in the workflow.

| Workflow Name |                                          | Documents | Initiator                      | Started         | Due                | Completed                    | Status                                                                              |                              |                              |                    |          |
|---------------|------------------------------------------|-----------|--------------------------------|-----------------|--------------------|------------------------------|-------------------------------------------------------------------------------------|------------------------------|------------------------------|--------------------|----------|
| >             | review, approve                          | 2         | <a href="#">Show Documents</a> | Marvin Muffins  | 7/15/2013 10:56 AM | 7/17/2013 10:56 AM           | 0%                                                                                  | <a href="#">View Details</a> |                              |                    |          |
| ▼             | <input type="checkbox"/> review, approve | 2         | <a href="#">Show Documents</a> | Marvin Muffins  | 7/12/2013 1:46 PM  | 7/16/2013 11:52 AM           | 50%                                                                                 | <a href="#">View Details</a> |                              |                    |          |
|               | Activity                                 | Type      | Task                           | Participant     | On Behalf of       | Comments                     | Attachments                                                                         | Started                      | Due                          | Completed          | Status   |
|               | <input type="checkbox"/> 1               | Review    | 1                              | sysadm*         |                    |                              |                                                                                     | 7/12/2013 1:46 PM            | 7/13/2013 1:46 PM            | 7/15/2013 11:52 AM | Voided   |
|               | <input type="checkbox"/> 1               | Review    | 2                              | Marvin Muffins* |                    | <a href="#">see feedback</a> |  | 7/12/2013 1:46 PM            | 7/13/2013 1:46 PM            | 7/15/2013 11:52 AM | Reviewed |
|               | <input type="checkbox"/> 2               | Approval  | 1                              | Basie Pie*      |                    |                              |                                                                                     | 7/15/2013 11:52 AM           | 7/16/2013 11:52 AM           |                    |          |
|               | <input type="checkbox"/> 2               | Approval  | 2                              | Marvin Muffins* |                    |                              |                                                                                     | 7/15/2013 11:52 AM           | 7/16/2013 11:52 AM           |                    |          |
| >             | <input type="checkbox"/> review, approve | 2         | <a href="#">Show Documents</a> | Basie Pie       | 7/11/2013 2:16 PM  | 7/12/2013 3:31 PM            | 7/11/2013 3:40 PM                                                                   | Approved                     | <a href="#">View Details</a> |                    |          |
| >             | <input type="checkbox"/> review, approve | 2         | <a href="#">Show Documents</a> | Basie Pie       | 7/10/2013 3:16 PM  | 7/12/2013 3:16 PM            | 0%                                                                                  | <a href="#">View Details</a> |                              |                    |          |
| >             | <input type="checkbox"/> review, approve | 2         | <a href="#">Show Documents</a> | sysadm          | 7/10/2013 2:34 PM  | 7/11/2013 2:40 PM            | 7/12/2013 1:25 PM                                                                   | Approved                     | <a href="#">View Details</a> |                    |          |

1

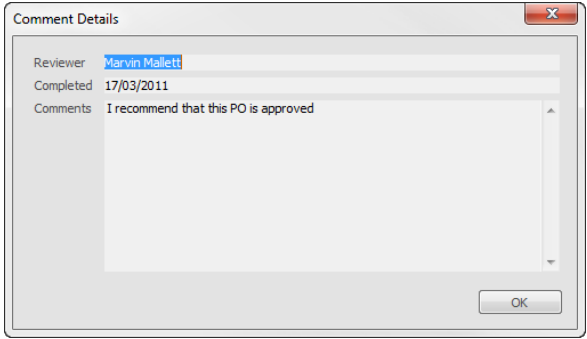
Page size: 10

| Displaying page 1 of 1, items 1 to 10 of 10.

The following information can be seen in the workflow status report:

| Field Name          | Description                                                                                                                                                                                                                                                                                                                                                      |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow            | The name of the workflow. If a workflow custom naming pattern has been configured, that name appears here.                                                                                                                                                                                                                                                       |
| Main/Supporting     | The number of main and supporting documents in the workflow. See <a href="#">Adding or Removing Documents from a Workflow</a> for more information.                                                                                                                                                                                                              |
| Show documents link | To view all of the documents that are involved in the workflow, click the Show Documents link. The documents appear in the “Documents associated with <workflow template name>” window. The documents are listed by <a href="#">main or supporting document types</a> .<br><br>From here, documents can be checked out, emailed, viewed, downloaded, or deleted. |
| Initiator           | The user that initiated the workflow.                                                                                                                                                                                                                                                                                                                            |

| Field Name                                                                                                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Started                                                                                                                  | The date the workflow was started.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Due                                                                                                                      | The date the workflow is due.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Completed                                                                                                                | The percentage of the workflow that has been completed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Status                                                                                                                   | <p>The possible statuses of a workflow are:</p> <ul style="list-style-type: none"> <li>• Pending Approval – The workflow is in progress and waiting upon approval.</li> <li>• Pending Review – The workflow is in progress and waiting to be reviewed.</li> <li>• Completed – If the workflow is completed the final approval or review status is shown. (Approved, Not Approved, Approval Postponed, or Reviewed).</li> <li>• Cancelled – If the workflow has been cancelled.</li> <li>• Restarted – The workflow has been restarted <a href="#">manually</a> or <a href="#">automatically</a>.</li> </ul>                                    |
| View Details link                                                                                                        | <p>Click to review the workflow template details. The workflow template cannot be changed once the workflow has been initiated.</p> <p>Note that one-time review activities do not appear in the workflow details; the activities only reflect the situation when the workflow was initiated.</p> <p>If using the FDA, click on the coloured areas to expand and contract the different areas of the workflow template.</p>                                                                                                                                                                                                                    |
| <p><b><i>Under each workflow name, click on the + or &gt; symbol to view all the activities in the workflow.</i></b></p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Activity                                                                                                                 | The activity number in the workflow template. There can be up to 20 defined template activities plus up to 40 one-time review activities in a workflow.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Type                                                                                                                     | <ul style="list-style-type: none"> <li>• Approval</li> <li>• Review</li> <li>• <a href="#">One-time review activity</a> – A review activity was inserted ad-hoc into the workflow.</li> <li>• Send for external signature – Agreement needs to be sent out for a signature in Adobe Sign. This activity type cannot be overridden.</li> <li>• Wait for external signature – Waiting for the signed agreement to be returned to FileHold. The participant “Adobe Sign” links to the <a href="#">External signing report</a> to view the list of signers and their instructions. This activity type cannot be restarted or overridden</li> </ul> |
| Task                                                                                                                     | The task number. Each participant in an activity is numbered.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Participant                                                                                                              | <p>The name of the user that was assigned the task.</p> <p>An asterisk (*) appears next to the participant’s names for all tasks that are available to be <a href="#">reserved</a> in the Workflow Status report.</p> <p>If the type is “wait for external signature”, the participant is Adobe Sign.</p>                                                                                                                                                                                                                                                                                                                                      |

| Field Name   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| On Behalf Of | The name of the user that <a href="#">delegated</a> the task.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Comments     | <p>Double-click on <a href="#">Comments</a> link. The Comment Details window displays the comments from that participant and task.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Attachments  | <p>A document supplied by the participant relevant to the workflow. Note that attachment documents are not searchable and do not become a part of the library.</p> <p>To download a copy of the feedback document, click the <a href="#">Save</a> icon  in the Attachments column. In the FDA, select the location to save the feedback document and click <a href="#">Save</a>. The document is downloaded to that location. In the Web Client, the feedback document is saved to the browser's default download location.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Started      | The date the task started.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Due          | The date the task is due.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Completed    | The date the task was completed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Status       | <ul style="list-style-type: none"> <li>• In Progress – The task is in progress.</li> <li>• <a href="#">Approved</a> – The approval task was completed.</li> <li>• <a href="#">Reviewed</a> – The review task was completed.</li> <li>• Future (Blank) – If the task is in the future, then the status is blank (empty).</li> <li>• <a href="#">Cancelled</a> – The workflow has been cancelled.</li> <li>• <a href="#">Overridden</a> – The workflow task has been ignored and no action is taken. The workflow completed or moved on to the next activity in the workflow.</li> <li>• Voided – The task was reserved and completed by another participant. The task was removed and voided from all other participants.</li> <li>• <a href="#">Reserved</a> – The task is currently reserved by a participant.</li> <li>• <a href="#">Blocked</a> – The task is currently reserved by another participant thereby blocking all other participants from the task.</li> <li>• Sent – Agreements have been sent out for signature via <a href="#">Adobe Sign</a>.</li> <li>• Signed – Agreements have been signed in <a href="#">Adobe Sign</a>.</li> </ul> |

The selected workflow in the Status Report list remains selected until the list is refreshed and the selected workflow is no longer in the list.

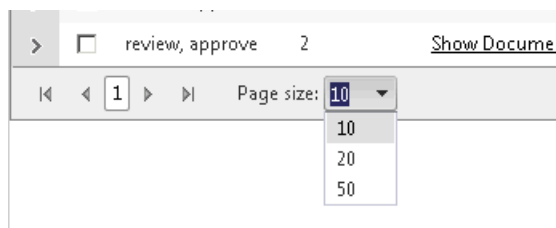
#### TO TAKE ACTION ON WORKFLOW STATUS REPORT RESULTS

1. You can take the following actions on a workflow in the list by selecting the check box next the workflow:
  - [Restart a Workflow](#) – Select the completed activity from where to restart the workflow from. Workflows can be restarted on not approved, approval postponed, or an active workflow. Workflows marked as completed and approved cannot have their workflows restarted.
  - [Rename Workflow](#) – To rename the workflow instance, select the workflow from the list and click **Rename Workflow**. Enter the new workflow instance name and click **OK**. Workflows can only be renamed by the initiator or senior administrator if the “allow initiator to define” option has been enabled in the workflow template.
  - [Cancel a Workflow](#) — Allows you to cancel the workflow. Confirm the cancellation by clicking **OK** at the message prompt.
  - [Clear Completed](#) — Clears completed workflows with a status of approved, not approved, approval postponed or reviewed from the list. When clicked the message “Completed workflows will no longer be visible on your personal workflow status report. Check the box below to include postponed workflows”. To remove any postponed workflows from the status report, select the [Clear Postponed Workflows](#) check box. To retain any postponed workflows, clear the check box. Users may want to keep workflows with a status of approval postponed because the workflow isn’t truly completed.
  - [Clear Cancelled](#) — Removes the completed workflows from the list.
  - [Reserve/Undo Reservation](#) – Allows you to “reserve” or undo the reservation for the selected task. Once a task is reserved by a participant, it prevents all other participants from completing the task and is removed from their task list. The status of the user who reserved the task is “Reserved”. The status of the other users is “Blocked”. Once the task is completed by the participant that reserved the task, the status changes to “Reviewed” or “Approved” and the status for all other participants is “Voided”. If the reservation for the task is undone, then the task is available to all participants again. This function is available only if the option **Force Reservation** is enabled in the workflow template. See [Creating Workflow Templates](#) for more information. An asterisk (\*) appears next to the participant’s names for all tasks that are available to be reserved in the Workflow Status report.
  - [Override Task](#)— Overrides a task or activity by moving it to the completed state without affecting the rest of the workflow. Use this feature when a workflow member is absent and the workflow needs to be completed.
  - [Delegate Task](#) — Delegates a task to another user. Expand the workflow by clicking > next to the workflow name to select a task to delegate and click [Delegate Task](#). In the Find People window, enter a name or email address and click [Find Now](#). In the Search Results, select the user and click [Select Users](#). A message stating the task delegation was successful appears. Click **OK**. A task that is marked as “Reserved” cannot be delegated. Future tasks can be delegated.
  - [Print](#) (FDA Only) – Prints an exact match of what is displayed on the screen.
  - [Export](#) (FDA Only) – When exporting the report, you can choose to export only the workflow or you can include both the workflows and the tasks. The report can be exported to CSV or HTML. Note that for the HTML report, the workflow must be expanded in the

Workflow Status Report results to print the tasks. In other words, the HTML report will be exported to look exactly how it appears on the screen.

- **Changes** link (Web Client only) — View the [workflow change log](#).
- **View Details** link — Review the workflow template details. If you are using the FDA, click on the coloured areas to expand and contract the different areas of the workflow template.

To scroll through the workflows or to increase the number of workflows shown on the screen in the Web Client, use the controls at the bottom of the report.



## 7.2. ADMINISTRATION WORKFLOW STATUS REPORT

In the Administration workflow status report, you can search for workflows and perform certain actions such as cancel a workflow, get a copy, clear completed and cancelled workflows, override tasks and activities and delegate tasks. The report shows the tasks from all activities, including those that have not yet started (future tasks). The administration panel workflow status report has a number of filters that can be used to narrow down your workflow search results.

### TO FILTER THE WORKFLOW STATUS REPORT

1. Do one of the following:
  - In the Web Client, go to **Administration Panel > Workflow Management > Status Report**.
  - In the FDA, go to **Administration > Workflow management > Status report**.
2. Select from the following filter options. Alternatively, to return a list of all workflow events, leave the check boxes clear.
  - **Workflow Status Equals** — Select one of the following: In Progress, Completed, Cancelled, Approval Postponed, Pending Approval, Approved, or Not Approved.
  - **Completed Between** — Enter a minimum and maximum percentage for the amount of workflow completed.
  - **Date Started** — Enter a minimum and maximum date for when the workflow was started.
  - **Due Date** — Enter a minimum and maximum due date for the workflow.
  - **Document Name Contains** — Enter a text string for the name of the document in the workflow.
  - **Workflow Name Contains** — Enter a text string for the name of the workflow.
  - **Initiator is** — Select a user name from the list.
3. Click **Apply Filter**. The search results are displayed below. You can now take actions upon the workflow results.

| Workflow Name              | Main / Supporting | Initiator      | Started      | Due                 | Completed           | Status              |          |              |
|----------------------------|-------------------|----------------|--------------|---------------------|---------------------|---------------------|----------|--------------|
| Publish Customer Documents | 1 / 0             | Show Documents | Russ Beinder | 11/28/2014 11:07 AM | 11/29/2014 11:07 AM | 11/28/2014 11:08 AM | Approved | View Details |

- To act on a workflow, see [Workflow Status report for Participants](#) for details.

### 7.3. WORKFLOW CHANGE LOG

The workflow change log is accessed through the workflow status report and tracks the changes made to the workflow process such as delegating, restoring, restarting, overriding, and cancelling. The workflow change log is specific to each workflow and is access only through the workflow status reports in the Web client.

The workflow change logged can be viewed using the Changes link in the workflow status report. If no changes for the workflow has been logged, the Changes link is not available.

#### TO VIEW THE WORKFLOW CHANGE LOG

- From the Web Client, go to **Administration Panel > Workflow management > Workflow status report**.
  - Alternatively, in the Web Client, go to **Reviews and Approvals > Workflow status report** in the library tree.
- Locate a workflow and click the **Changes** link.
- The following information is displayed in the workflow change log:

| Column      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Action type | <p>Describes the action taken on the workflow. The following information is recorded in the workflow change log:</p> <ul style="list-style-type: none"> <li>Manual delegation of a participant</li> <li>Automatic delegation of a participant</li> <li>Restoration of an original participant</li> <li>Delegation of an initiator</li> <li>Restoration of an original initiator</li> <li>User overrides a task</li> <li>User cancels a workflow</li> <li>User restarts a workflow</li> <li>Added one-time – If a <a href="#">one-time review activity</a> is added to a workflow, the Workflow change log records that the workflow was restarted and a one-time activity was added</li> </ul> |

| Column           | Description                                                                                                              |
|------------------|--------------------------------------------------------------------------------------------------------------------------|
|                  | The link shows the one-time review activity details: the one-time review activity participant and the task instructions. |
| Action performer | The user who performed the action. This could be an administrator, initiator, or participant.                            |
| Action date/time | The date and time the action occurred.                                                                                   |
| Activity number  | The activity number in the workflow that the action occurred.                                                            |
| Task number      | The task number in the workflow activity that the action occurred.                                                       |
| Delegated user   | The name of the delegated user (initiator or participant) if applicable.                                                 |
| Document name    | The name of the document version related to the document change action.                                                  |
| FHID             | The FileHold ID number related to the document change action and is linked to the document.                              |
| Main             | The number of main documents following the document change action.                                                       |
| Supporting       | The number of supporting documents following the document change action.                                                 |

- Click [Back](#) to return to the workflow status report.

#### 7.4. EXTERNAL SIGNING REPORT

The External signing report displays a list of [Adobe Sign transmissions](#). The columns can be added or removed, resized, reordered, grouped, and filtered. The view settings can be saved and exported to a CSV, XLSX, or PDF format.

From this report, items such as the agreement name, status, send date, sender, workflow status, and workflow name are displayed. Users will see only the transmissions that they have sent with the exception of administrators.

The agreement status can be manually reconciled with Adobe Sign in the event that the signature process has completed and not returned to FileHold.

The report is accessible through the “Adobe Sign” participant link in the workflow status report, the Sign off sheet, or via the Web Client > Full Administration Panel > Workflow management > External signing report.

The following columns are available for display:

| Field Name             | Description                                                                                                                                                                                                                                                                                                                                                    |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Agreement name         | <p>The name of the workflow. This is hyperlinked to the signer and their instructions plus any changes made by the author.</p> <p>In the Agreement details window, the external signature details are displayed.</p> <p>The Adobe Sign document history can be downloaded as a PDF document through the Agreement ID link or the Adobe audit history link.</p> |
| Workflow instance guid | The unique FileHold workflow ID.                                                                                                                                                                                                                                                                                                                               |
| Status                 | <p>The status of the signed document. These come from Adobe Sign:</p> <ul style="list-style-type: none"> <li>• Signed</li> <li>• Authoring - An author is preparing the document to be sent out for signature.</li> <li>• Out for signature</li> </ul>                                                                                                         |
| Send date              | The date the agreement was sent for signature.                                                                                                                                                                                                                                                                                                                 |
| Sign date              | The date the agreement was signed in Adobe Sign.                                                                                                                                                                                                                                                                                                               |
| Sender                 | The name of the user who send the agreement to be signed.                                                                                                                                                                                                                                                                                                      |
| Workflow status        | <p>Current status of the Workflow.</p> <ul style="list-style-type: none"> <li>• Completed</li> <li>• In progress</li> <li>• Sent</li> <li>• Cancelled</li> <li>• Restarted</li> </ul>                                                                                                                                                                          |
| Agreement ID           | The unique Adobe Sign ID.                                                                                                                                                                                                                                                                                                                                      |
| Workflow name          | The name of the workflow. This is hyperlinked to the Workflow Status Report.                                                                                                                                                                                                                                                                                   |
| Workflow template name | The name of the workflow template being used.                                                                                                                                                                                                                                                                                                                  |

#### 7.4.1. Reconciling an agreement

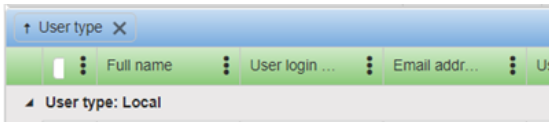
In the event that the e-signature process was completed but has not been returned to FileHold, agreements can be reconciled manually to complete the action. This will change the status from blank to "Signed", if the e-signature process has been completed on the Adobe Sign side.

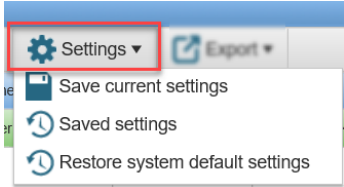
##### TO RECONCILE AN AGREEMENT

1. In the External signing report, click [Reconcile](#).
2. The status of any completed e-signatures is updated to "Signed".

### 7.4.2. How to manipulate the External Signing report view

The list can be modified to add or remove columns, resize or change the order of the columns, sort ascending or descending, filter the results, and save these different views. The displayed information can be exported out of the system in order to do further analysis on the external signatures.

| Function                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sort ascending/descending        | <p>Click on the column header to sort ascending or descending.</p> <p>Alternatively, click  in the column header and select <b>Sort Ascending</b> or <b>Sort Descending</b>.</p> <p>An up or down arrow shows in the column header indicating the sort order.</p>                                                                                                                                                                                                                                              |
| Add or remove columns            | <p>Click  in the column header and select <b>Columns</b>. Select the check boxes for the columns to be displayed. Clear the check boxes to remove the header.</p>                                                                                                                                                                                                                                                                                                                                              |
| Resize columns                   | <p>Hover the cursor between the column headers to resize a column.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Filter                           | <p>Click  in the column header and select Filter. Select the filter options and click Filter. The filter options available depend on what type of column is selected.</p>  <p>A white filter icon  is shown in the header if the column is being filtered.</p> <p>To clear the filter, go to <b>Filter</b> and click <b>Clear</b>.</p> |
| Multi-select users for mass edit | Use <b>Shift</b> or <b>Ctrl</b> keys on your keyboard.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Change column position           | Drag and drop columns to the desired position.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Group by a column                | <p>Drag and drop a column header to top blue bar that says “Drag a column header and drop it here to group by that column”.</p> <p>To remove the grouping, click the X next to the header name in the blue bar.</p>                                                                                                                                                                                                                                                                                         |

| Function             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Save view settings   | <p>If the view is modified, the view can be saved for reuse. Click <b>Settings &gt; Save</b>. Enter a view name and click <b>OK</b>.</p> <p>To use a saved view, go to <b>Settings &gt; Saved Settings &gt; &lt;view name&gt;</b>.</p> <p>To delete a saved view, go to <b>Settings &gt; Saved Settings &gt; &lt;view name&gt; &gt; Delete</b>.</p> <p>To restore to the default view, go to <b>Settings &gt; Restore system default settings</b>.</p>  |
| Scroll through pages | <p>In the bottom left corner, use the scroll settings to:</p> <ul style="list-style-type: none"> <li>• Go to first page</li> <li>• Go to previous page</li> <li>• Go to next page</li> <li>• Go to last page</li> <li>• Adjust the number of items per page: 15, 30, 60</li> </ul>                                                                                                                                                                    |
| Refresh screen       | <p>Click <b>Refresh</b> in the bottom right corner.</p>                                                                                                                                                                                                                                                                                                                                                                                               |

### 7.4.3. Exporting the External signing report view

The External signing report can be exported out to a PDF, Excel, or CSV file. Use the filters in the column headers to filter the list, sort ascending or descending, reposition columns, or group information.

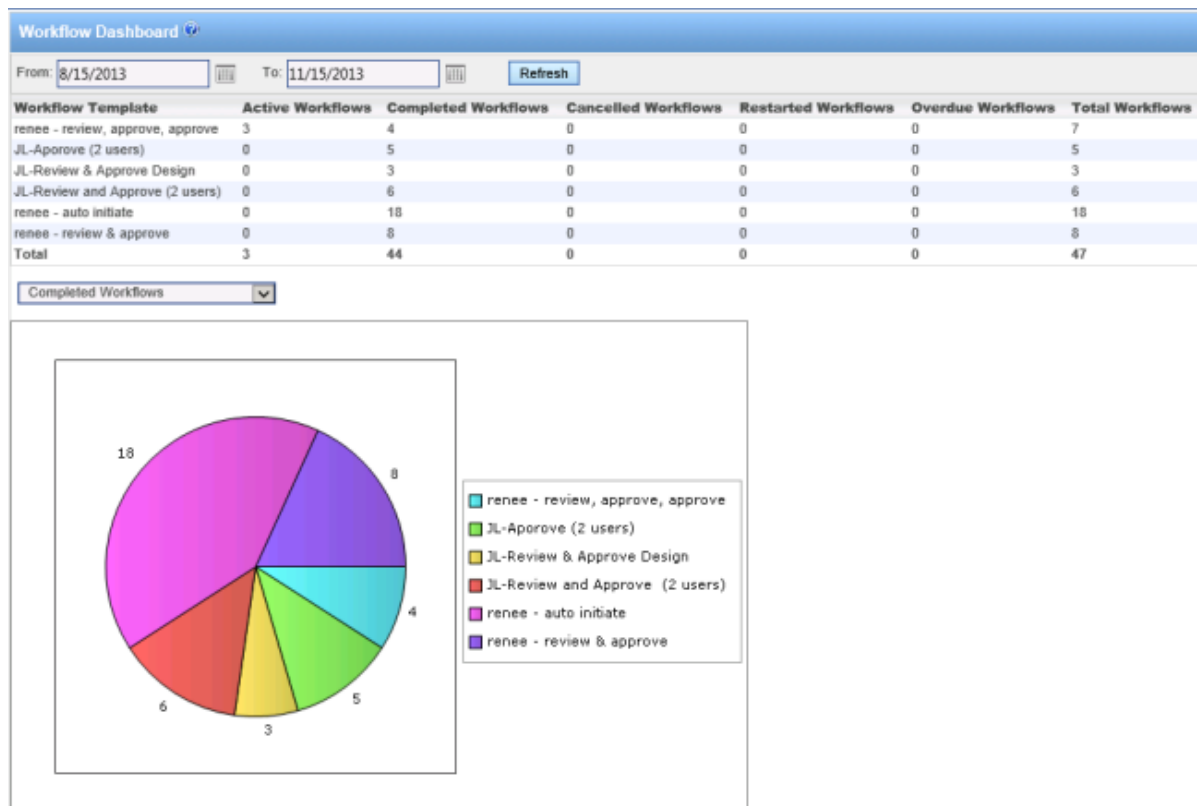
#### TO EXPORT THE EXTERNAL SIGNING REPORT

1. Use the filters in the column headers, move column position, sort order, and grouping to manipulate the users list. All users in the list are exported in the displayed view.
2. Click **Export** and select one of the options: PDF, Excel, or CSV.
3. Depending on your browser, you are prompted to open or save the file.

## 7.5. WORKFLOW DASHBOARD

The Workflow dashboard gives a high-level overview of the all the active, completed, cancelled, overdue, and total workflows for all workflow templates in the system. This information is displayed in table and pie chart formats.

The workflow dashboard is only available in the Web Client. Users with read-only and above roles can view the workflow dashboard.



### TO USE THE WORKFLOW DASHBOARD

1. In the Web Client, go to **Administration Panel > Workflow Management > Dashboard**.
2. To select the date range to display, select or enter a date in the **From** and **To** fields. By default, data from the last 3 months is shown.
3. To determine which workflows are displayed in the pie chart, select one of the following options from the drop-down list:
  - Active workflows
  - Completed workflows
  - Cancelled workflows
  - Overdue workflows
  - Total workflows
4. Click **Refresh** to update the information.

## 8. OVERRIDING WORKFLOW TASKS

In some situations, tasks in a workflow need to be removed from the workflow in progress. Overriding a task removes the task from the workflow instance without affecting the remaining workflow tasks. When a task is overridden for a participant, the status of the task changes to “overridden”. In the case where a document is being approved by other participants, the remaining approvers determine if the document is “approved”.

Overriding a task or activity is only available to the workflow initiator or administrators. A task cannot be overridden if it has been [reserved](#). Completed tasks and activities cannot be overridden. A future task can be overridden.

### TO OVERRIDE A TASK

1. Go to [Reviews and Approvals > Workflow Status Report](#) and select the workflow that you want to override.
2. Click the **+** sign to view the workflow activities/tasks in the workflow. Select the task you want to override and click [Override Task](#).
3. The Override Workflow Tasks message opens stating that the task will be pushed to completion without affecting the rest of the workflow. Click **OK**. The status is updated to “Overridden”.

## 9. VIEWING THE SIGN OFF SHEET

In the Sign-Off Sheet, you are able to view the list of participants that have either approved, not approved or postponed approval of the workflow document, when it was signed off, and if they have signed it off on behalf of someone else. If the status is “Voided” this means that the task was [reserved](#) and completed by another participant.

The sign off sheet can be viewed from the:

- Folder list
- Search results
- Workflow status report > Show Documents link
- Version History
- My Tasks > Show Documents link

### TO VIEW THE SIGN OFF SHEET

1. In the FDA, right-click on the document and select [Workflow > View Sign-Off Sheet](#).
  - In the Web Client, click the down arrow on the document name and select [Sign Off Sheet](#).
2. The Sign-Off Sheet pane appears below. Click **X** to close the pane.

## 10. VIEWING THE REVIEW AND APPROVAL HISTORY OF A DOCUMENT

The document review and approval history is essentially a snapshot of the [workflow status report](#) but only for the selected document. You can view the workflow name, initiator, number of main documents, completion status plus all the activity information such as participant name, comments, attachments, status and so on.

The document review and approval history can also be exported (CSV or HTML) or printed from the FDA.

#### TO VIEW THE WORKFLOW HISTORY

- Do one of the following:
  - From a folder, virtual folder, My Favorites, or search results view, select a document.
  - From the My Tasks or Workflow Status Report, click [Show Documents](#). The “Documents associated with <workflow template name>” pane opens.
- Right-click on a document and select **Workflow > View Review and Approval History**.
- The Document Review and Approval History is displayed. To print (FDA Only) an exact match of what is displayed on the screen, click [Print](#).
- To export the history, click [Export](#) and select an option. When exporting the report, you can choose to export only the workflow or you can include both the workflows and the tasks. The report can be exported to CSV or HTML. Note that for the HTML report, the workflow must be expanded in the Workflow Status Report results to print the tasks. In other words, the HTML report will be exported to look exactly how it appears on the screen.
- To return to the previous screen, click [Back to Folder](#).

| Document Review & Approval History |           |      |                                |              |                |                    |                    |                    |                              |        |
|------------------------------------|-----------|------|--------------------------------|--------------|----------------|--------------------|--------------------|--------------------|------------------------------|--------|
| Back to Folder Print Export        |           |      |                                |              |                |                    |                    |                    |                              |        |
| Workflow                           | Documents |      | Initiator                      |              | Started        | Due                | Completed          | Status             |                              |        |
| review, approve                    | 2         |      | <a href="#">Show documents</a> |              | Marvin Muffins | 7/15/2013 10:56 AM | 7/17/2013 10:56 AM | 0%                 | <a href="#">View details</a> |        |
| Activity                           | Type      | Task | Participant                    | On Behalf of | Comments       | Attachments        | Started            | Due                | Completed                    | Status |
| 1                                  | Review    | 1    | sysadm*                        |              |                |                    | 7/15/2013 10:56 AM | 7/16/2013 10:56 AM |                              |        |
| 1                                  | Review    | 2    | Marvin Muffins*                |              |                |                    | 7/15/2013 10:56 AM | 7/16/2013 10:56 AM |                              |        |
| 2                                  | Approval  | 1    | Basie Pie*                     |              |                |                    |                    |                    |                              |        |
| 2                                  | Approval  | 2    | Marvin Muffins*                |              |                |                    |                    |                    |                              |        |

## 11. DELEGATING INITIATORS AND PARTICIPANTS

Task delegation is a critical component of any workflow system as it allows work to continue to flow if a participant is either too busy or unavailable. Once delegated, the user will be notified of their new tasks. Task delegation can be accomplished in different areas of the software:

- [Workflow status report](#)
- [Workflow delegation in the Administration panel](#)
- [Workflow preferences](#)

If an employee goes on leave or exits the company, several workflow tasks may need to be delegated en masse. This can be accomplished from the Workflow Delegation menu in the Administration panel. You can delegate both workflow participants and workflow initiators.

- Workflow participants can be delegated by the system administrator, senior library administrators, cabinet owners, workflow initiators and task participants.
- Workflow initiators can be delegated by system administrator, senior library administrators, cabinet owners, and workflow initiators.

If the user is not an administrator, they will only see the tasks which they have initiated or are participating in. Cabinet owners (cabinet administrator and library administrator roles) will only see the workflows for the cabinets they own.

Both participants and initiators can be restored to their original owners in the event that the user comes back, such as from holidays, and needs to resume their duties.

#### TO DELEGATE A PARTICIPANT TO A TASK IN THE ADMINISTRATION PANEL

1. In the Web Client > Administration panel, go to **Workflow management > Workflow delegation > Participants**.
2. Use the following filter criteria and click **Apply Filter**. To show all workflows, leave filter criteria blank and click **Apply Filter**.

| Filter                          | Description                                                                                                                                                       |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Participant                     | Select the participant name from the list. This can be the original participant or a delegate.                                                                    |
| On behalf of                    | Select the original participant name from the list.                                                                                                               |
| Workflow template name contains | Enter a full or partial workflow template name.                                                                                                                   |
| Workflow name contains          | Enter a full or partial workflow name. This can be the workflow template name or the name that was set up in the custom naming pattern for the workflow template. |
| Due date                        | When the task is due. You can enter a From and/or To date or the number of days from now.                                                                         |

3. The following information is displayed in the Search results. Any workflows that are considered complete (approved, not approved, reviewed, or cancelled) are not displayed.

| Column                 | Description                                                                                                                |
|------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Workflow template name | The name of the workflow template.                                                                                         |
| Workflow name          | This can be the workflow template name or the name that was set up in the custom naming pattern for the workflow template. |
| Task description       | The task description in the workflow template. This gives the participant any task instructions.                           |
| Participant            | This can be the original participant or a delegate.                                                                        |

| Column               | Description                                                |
|----------------------|------------------------------------------------------------|
| On behalf of         | The name of the original participant.                      |
| Due date             | The due date of the task                                   |
| Workflow task status | The status of the task: Pending Approval or Pending Review |

4. Select the check boxes next to the workflow tasks and click [Delegate participant](#).
5. Enter the name of the user and click [Find Now](#).
6. Select the check box next to the user name and click [Select User](#). The participant is changed to the user to which the tasks have been delegated. The On behalf of is the original participant name.
7. To export the search results, click [Export as CSV](#).
8. To view the workflow status report for the task, click the [<workflow name hyperlink>](#) in the Workflow name column.

#### TO RESTORE A PARTICIPANT IN THE ADMINISTRATION PANEL

1. In the Web Client > Administration panel, go to [Workflow management > Workflow delegation > Participants](#).
2. Use the filter criteria from above and click [Apply Filter](#). To show all workflows, leave filter criteria blank and click [Apply Filter](#).
3. In the Search results, select one or more workflow tasks that have been assigned to another participant. In other words, there is a user name in the On behalf of column.
4. Click [Restore](#) participant. The participant is assigned to the original participant owner.

#### TO DELEGATE AN INITIATOR IN THE ADMINISTRATION PANEL

An initiator of a workflow has the ability to control certain aspects of a workflow from the workflow status report. It is important that the correct initiator is set in order to manage the workflows.

1. In the Web Client > Administration panel, go to [Workflow management > Workflow delegation > Initiators](#).
2. Use the following filter criteria and click [Apply Filter](#). To show all workflows, leave filter criteria blank and click [Apply Filter](#).

| Filter                          | Description                                                                                |
|---------------------------------|--------------------------------------------------------------------------------------------|
| Initiator                       | Select the initiator name from the list. This can be the original initiator or a delegate. |
| On behalf of                    | Select the original initiator name from the list.                                          |
| Workflow template name contains | Enter a full or partial workflow template name.                                            |
| Workflow name contains          | Enter a full or partial workflow name. This can be the workflow template name or the       |

|  |                                                                              |
|--|------------------------------------------------------------------------------|
|  | name that was set up in the custom naming pattern for the workflow template. |
|--|------------------------------------------------------------------------------|

3. The following information is displayed in the Search results. Any workflows that are considered complete (approved, not approved, reviewed, or cancelled) are not displayed.

| Column                 | Description                                                                                                                |
|------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Workflow template name | The name of the workflow template.                                                                                         |
| Workflow name          | This can be the workflow template name or the name that was set up in the custom naming pattern for the workflow template. |
| Initiator              | The name of the person who started the workflow. This can be the original initiator or a delegate.                         |
| On behalf of           | The name of the original initiator.                                                                                        |
| Due date               | The due date of the task                                                                                                   |
| Status                 | The status of the workflow: Pending Approval or Pending Review                                                             |

4. Select the check boxes next to the workflow tasks and click [Delegate initiator](#).
5. Enter the name of the user and click [Find Now](#).
6. Select the check box next to the user name and click [Select User](#). The initiator is changed to the user to which the tasks have been delegated. The On behalf of is the original initiator name.
7. To export the search results, click [Export as CSV](#).
8. To view the workflow status report for the workflow, click the [<workflow name hyperlink>](#) in the Workflow name column.

#### TO RESTORE AN INITIATOR IN THE ADMINISTRATION PANEL

1. In the Web Client > Administration panel, go to [Workflow management > Workflow delegation > Initiators](#).
2. Use the filter criteria from above and click [Apply Filter](#). To show all workflows, leave filter criteria blank and click [Apply Filter](#).
3. In the Search results, select one or more workflows that have been assigned to another initiator. In other words, there is a user name in the On behalf of column.
4. Click [Restore initiator](#). The participant is assigned to the original initiator owner.

## 12. SEARCHING FOR DOCUMENTS IN A WORKFLOW

You can refine your search criteria to search for documents based on their approval status. Using Advanced Search, the user can select the Approval Status metadata field for any document schemas as long as that schema has at least one workflow template associated with it that contains at least one approval activity. Use the Approval Status select box to choose whether or not the file being searched for is approved or rejected. The Approval Status field can be used in combination with any other metadata field criteria for searching.

**NOTE:** If the workflow has NOT been set to [hide the file until approval is complete](#), the file will be able to be seen by all users with access to the document. If the workflow is set to [hide the document until approval](#) then it will not be able to be seen by users who are not participants in the workflow instance. All users will be able to see the file once it is approved and the workflow completed.

| Search option                                                            | Description                                                                                                                                                                                                                                                                                                                                                                                | Available search operator selectors                                                                                                                                                                |
|--------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| File Date                                                                | File Data menu allows users to search by: <ul style="list-style-type: none"> <li>• Approval Date</li> <li>• Review Date</li> </ul>                                                                                                                                                                                                                                                         | Equals<br>Not Equals<br>In the List<br>Not In the List<br>Between<br>> (greater than)<br>< (less than)<br>>= (greater than or equal to)<br><= (less than or equal to)<br>At least<br>No older than |
| Workflow Status > Approval Status<br><br>Workflow Status > Review Status | Search by the workflow status of: <ul style="list-style-type: none"> <li>• Approved</li> <li>• Pending Approval</li> <li>• Not Approved</li> <li>• Not Submitted for Approval</li> <li>• Approval Postponed</li> </ul> Search by the workflow review status of: <ul style="list-style-type: none"> <li>• Reviewed</li> <li>• Pending review</li> <li>• Not submitted for review</li> </ul> | Equals<br>Does not equal<br>In the list<br>Not in the list                                                                                                                                         |

For more information on advanced searches, see the [End User Guide](#).

## 13. SETTING PREFERENCES

Views can be set up so that the workflow status can be displayed in a view. Workflow preferences can be set up to set notifications, notification frequency, and automatic task delegation.

Some, none, or all of these settings may be determined and/or enforced by your system administrator. See your system administrator for details.

### 13.1. SHOWING THE REVIEW OR APPROVAL STATUS IN A VIEW

Adding the Review and Approval Status field to a view allows the user to be able to tell at a glance the state of approval for all documents contained in that folder.

These fields can be added (or removed) in all views including search results, my FileHold, or any other list customizable with the user's personal view preferences.

#### TO ADD THE REVIEW OR APPROVAL STATUS COLUMN TO A VIEW ON THE FLY

1. Right-click column header and select **Add/Remove Columns**.
2. Select **Review Status** or **Approval Status** from the list. The Approval Status is added as a column to the view.

| Document Name    | Location                     | Documen...  | Linked | Ver | Status     | Last Modified ... | Rel... | Review Status  | Approval Status  |                      |
|------------------|------------------------------|-------------|--------|-----|------------|-------------------|--------|----------------|------------------|----------------------|
| p2f v3           | Year-2014 / October / Day-16 | Application | 0      | 2   | Checked In | 10/24/2014 2:1... |        | Pending Review | Pending Approval | <a href="#">Edit</a> |
| p2f 4            | Year-2014 / October / Day-16 | Application | 0      | 1   | Checked In | 10/24/2014 2:1... |        | Pending Review | Pending Approval | <a href="#">Edit</a> |
| p2f 6            | Year-2014 / October / Day-24 | Application | 0      | 2   | Checked In | 10/24/2014 2:2... |        | Pending Review | Pending Approval | <a href="#">Edit</a> |
| p2f word doc     | Year-2014 / October / Day-24 | Application | 0      | 1   | Checked In | 10/24/2014 2:3... |        | Pending Review | Pending Approval | <a href="#">Edit</a> |
| 2014_10_24_15:23 | Year-2014 / October / Day-24 | Application | 0      | 1   | Checked In | 10/24/2014 3:2... |        | Pending Review | Pending Approval | <a href="#">Edit</a> |
| overlay          | Year-2014 / October / Day-24 | Application | 0      | 1   | Checked In | 10/24/2014 3:2... |        | Pending Review | Pending Approval | <a href="#">Edit</a> |

#### TO MODIFY THE VIEW PREFERENCES TO ADD THE REVIEW OR APPROVAL STATUS COLUMN

1. Go to [View Preferences](#) and select the view you want to modify from the list.
2. In the Add Field drop down list, select **Approval Status** or **Review Status** and click **Add Field**.
3. Click **OK** to save changes.

### 13.2. WORKFLOW PREFERENCES

You can set preferences to be notified via email when certain workflow events involving you occur and delegate your tasks to someone else if you are away from the office for a period of time.

Workflow tasks can be viewed in Reviews and Approvals > [My Tasks](#) list.

Some, none or all of these settings may be determined and/or enforced by your system administrator. See your system administrator for details.

#### TO SET WORKFLOW ALERTS

1. Do one of the following:
  - In the FDA, go to **File > Preferences and Settings > Workflow Preferences**
  - In the Web Client, right-click on **Reviews and Approvals** and select **My Workflow Preferences**.

2. In the My Workflow Preferences window, select the check boxes for the events you want to be emailed for. **NOTE:** These options may be locked down by your system administrator.
  - A task is assigned or delegated to me
  - A task is assigned to me is overdue
  - A task assigned to me is overridden
  - A task assigned to me has been reserved by another participant.
  - A task assigned to me is cancelled
  - A task assigned to me is restarted
  - A document associated with a task assigned to me is added or removed
  - A document associated with a task assigned to me is checked out or checked in
  - If tasks in workflow I am the initiator are overdue
  - Activity is completed for a workflow I initiated
  - Workflow is completed for a workflow I initiated
  - Workflow is restarted for a workflow I initiated
  - Document is added or removed from a workflow I initiated
  - Workflow is completed for a workflow I am an observer of
  - Workflow is restarted for a workflow I am an observer of
  - Document is added or removed from a workflow I am an observer of
  - Activity is completed for a document that I own
3. In the Courier Notification Preferences area, select the check boxes for the events that you want email notifications for. These options may be locked down by your System Administrator.
  - A transmission I initiated is completed or cancelled.
  - A transmission I initiated is overdue.
4. In the email alert frequency, set how often you wish to receive email alerts. **NOTE:** These options may be locked down by your system administrator.
  - Send email immediately – Sends the email as soon as the change is made.
  - Send a daily summary – Sends the email once per day with a summary of all the alerts.
  - Send a weekly summary – Sends the email once per week with a summary of all the alerts.
5. To automatically delegate your tasks to someone else in the event that you will be unavailable due to a vacation, sabbatical, or illness, select the **Automatically delegate tasks...** check box and click **Find**. To delegate a workflow on a case per case basis, see [Delegating Tasks to Another User](#).  
**NOTE:** A library administrator can delegate tasks on a user's behalf.
6. In the Find People window, enter a name or email address and click **Find**.
7. In the Search Result select the user and click **Select User(s)**.
8. Click **OK**.

## 14. FILEHOLD COURIER

FileHold customers need to send documents stored in the repository or approval tasks to employees, customers, partners, contractors, or associates who are not licensed users of the FileHold system. Courier allows you to transmit documents for viewing or approving to people inside or outside the FileHold system.

Some typical scenarios where this feature will be used include the following:

- Engineering transmittals
- Contract approvals
- Employee attestations
- Private document lists
- Expense reports

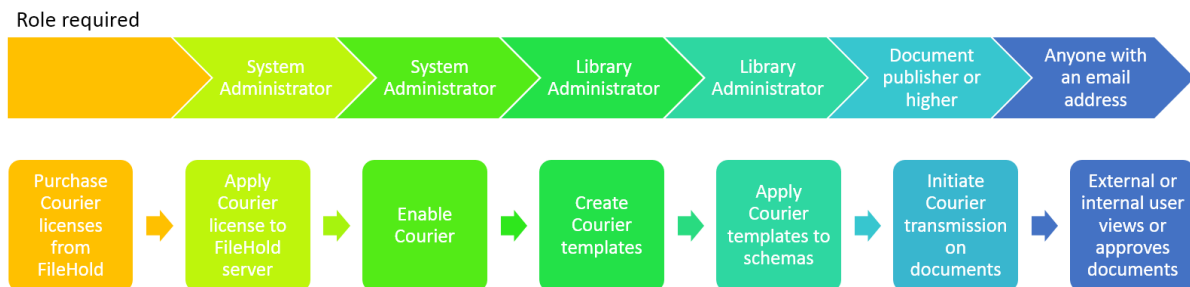
Courier is a “proof of delivery” system where unlike email it is a secure method of sending documents. With email, there is no way to know if the documents ever arrived, if the attachment could be opened by the recipient, and so on. With Courier, it notifies recipients by email of a transmission, but the transaction is fully tracked.

Courier is a pay per use system. Documents can be sent to an enabled FileHold registered user for “free” or customers can prepay for a certain number of uses of the portal by non-registered users. As a “transmission” is sent to a non-registered user, the transmission will be deducted from the amount of Courier license units they purchased.

Customers can purchase Courier licenses in packs. These Courier license packs contain the number of units purchased. Units are consumed when documents are sent out through a Courier process. The number of units consumed in a view or approve action depends on what type of Courier license pack was purchased. For example, viewing a document consumes one unit, but approving a document requires two units. Packs can be priced differently according to volume. Contact [sales@filehold.com](mailto:sales@filehold.com) for Courier license pricing.

The ability to send documents to the easy viewing and approval portal is controlled by a global configuration option. See [Enabling Courier](#) for more information.

The following image is a high-level overview of the Courier process on documents for end users.



### 14.1. ENABLING COURIER

Courier is a feature which allows documents to be viewed or approved by people outside of the FileHold document management system.

To allow your users to utilize Courier, go to **Administration Panel > System Configuration > Settings > General** and click the **Enable Courier** check box. Once enabled, users will be able

to initiate a Courier process on documents provided the feature has not been disabled at the group level. See the [System Administration Guide](#) for more information on groups.

## 14.2. CREATING COURIER TEMPLATES

Courier templates are set up for those users who will be transmitting documents for viewing or approving to internal or external users. Templates include the name, description, target date for the task, sender notifications, password options, actions for the recipients, transmission header and details, and notification email formatting. These templates are assigned to document schemas which allows users with sufficient rights and permissions to route documents for viewing and approving.

There are two types of Courier recipients: those assigned a registered FileHold user license and those who will be granted Courier licenses as needed. To send transmissions to Courier users, each user must have an email address at minimum. Users are assigned either a viewing or approving activity. Courier license units are purchased for Courier users. An operation in FileHold that supports Courier users will consume one or more Courier user units when the operation is assigned to a Courier user. For example, viewing a document requires one unit and approving a document requires two units.

Once a Courier transmission has been initiated on one or more documents, the recipients in the Courier template receive an email notification. The email notification contains a link to the Courier portal where recipients can then view or approve the documents. A password can be made required when logging into the Courier portal. An additional password requirement can also be set for any approval activity meaning that a password is required when approving or not approving documents.

One-time use has no inherent expiry, but the operation imposes an expiry. For example, if a user is asked to approve a document the one time use license will be fully consumed after the approval is complete. If the user is given a document to view, the document will remain viewable on the same license unless the right to view is explicitly removed. Target dates can be included on the transmission such as giving users 3 days to approve a document. Reminder emails can also be sent after a certain time. Transmissions can also expire after a certain time period. If the transmission expires before the user completed the activity, no usage units are consumed.

Library administrators and higher roles can create Courier templates. The templates can be locked down or “ad hoc” where the sender of the transmission can modify the template. For ad-hoc templates, the administrator can select the “Allow sender to define” check box which allows the sender to define the parameters of the Courier transmission.

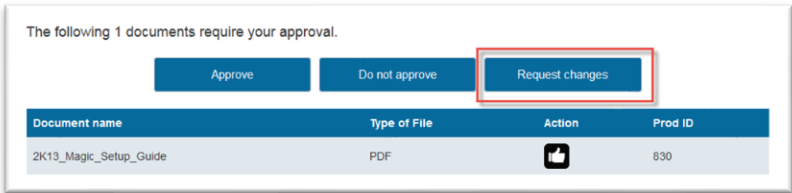
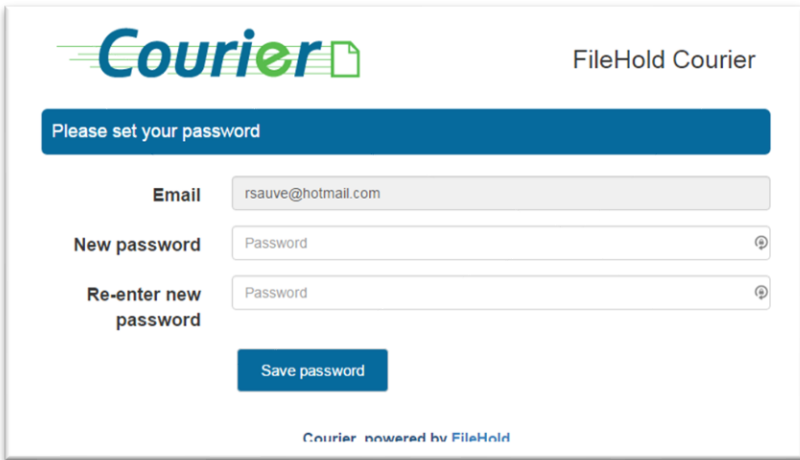
Once the templates are configured and [assigned to schemas](#), users can then initiate a Courier transmission.

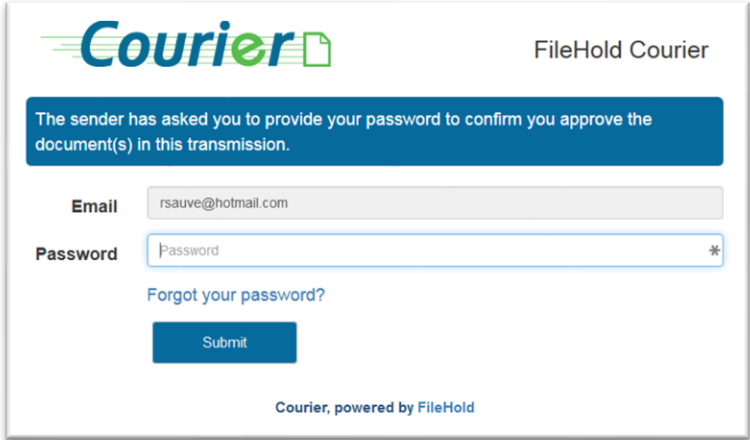
**NOTE:** In a Courier template, the same person cannot have both a review and an approve task assigned to them. It must be one or the other.

### TO CREATE A COURIER TEMPLATE

1. In the Web Client, go to **Administration Panel > Library Configuration> Document Schemas > Schema Name > Step 5 Courier**. Click **New Courier Template**.
  - Alternatively, in the Web Client go to **Administration Panel > Library Configuration > Courier templates**. In the List of Courier Templates, click **New Courier Template**.
  - In FDA, go to **Administration > Courier > Templates**.
2. Use the following table to fill out the template information:

| Field Name          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Courier Name        | Enter a name for the Courier template.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Description         | Enter a description for the Courier template. It is recommended that you enter as many details as necessary so that users will know exactly what this Courier template is for.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Schemas             | States which document schemas this template is being used. This area cannot be edited.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Target date         | <p>Select the <b>Approval or view due by</b> check box and enter the number of days and hours the recipient has to complete the activity.</p> <ul style="list-style-type: none"> <li>Due date is calculated when the workflow is launched, so this field should be configured for the number of days or hours from launch that the first task will be due. For example, if the task needs to be completed in 5 hours, you would enter 0 days and 5 hours.</li> <li>An exact date and time (fixed) can be specified in the template once the transmission is initiated via manual initiation if Allow Sender to Define check box is enabled.</li> </ul> <p>To send reminders of the activity, select the <b>Send reminders</b> every check box and enter the number of days and hours.</p> <p>If the transmission is to expire after a certain time period, select the <b>Transmission expires after</b> check box and enter the number of days. After the transmission expires, the documents are no longer accessible through the Courier portal.</p> <p>An exact date and time (fixed) can be specified in the template once the transmission is initiated if Allow Sender to Define check box is enabled.</p> <p>Options for automatically completing a Courier transmission after viewing the documents have been added to the Courier templates. These options are only available for review activities. If there are any approval activities in the template, these options are not available. The following options are available:</p> <ul style="list-style-type: none"> <li>Complete when all users view/download the documents. This is the default option.</li> <li>Complete all views when one user views/downloads the documents. If the transmission was sent to many users, it will be considered completed after only one person completes the viewing of the documents.</li> <li>Complete all views immediately when the transmission is sent. The transmission is considered completed immediately after sending.</li> </ul> |
| Sender notification | Select the <b>Notify before transmission is overdue</b> check box to send an email to the sender of the transmission prior to the due by date and time of the activity and enter the number of days and time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

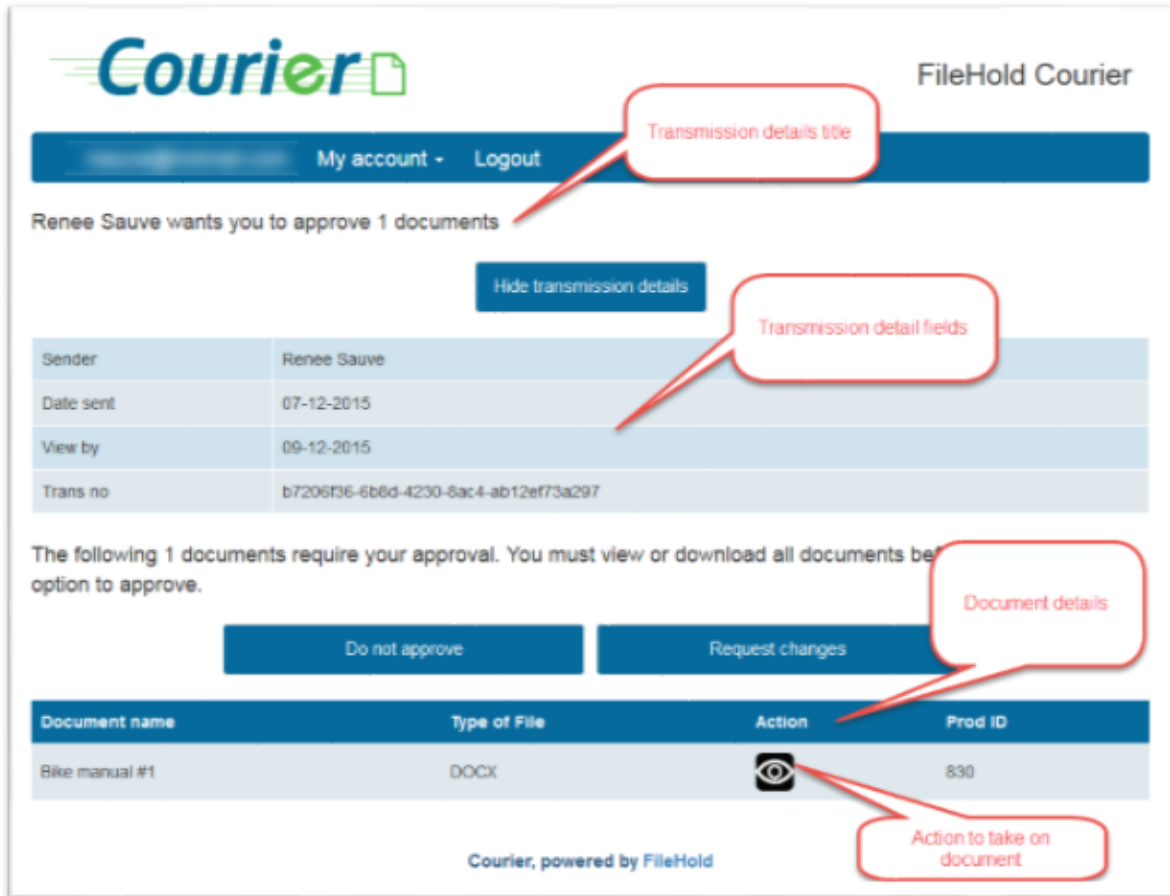
| Field Name | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | <p>To repeat the overdue task email notification for the transmission sender after a specified period of time, enter the number of hours to resend the email in the <b>Repeat notification every x days and x hours</b> area. For example, if 8 hours is entered, an overdue email will be sent every 8 hours until the task is complete. If the repeat notification time is not set, the notification is sent only one time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Options    | <p>Select the <b>Allow postpone approval</b> check box to allow documents to be marked as "Approval Postponed" for an approval activity.</p> <p>The "Postpone Approval" option can be used in circumstances where a document cannot be approved because some conditions have not been met but there is nothing wrong with the document itself.</p> <p>In the Courier portal, to postpone on an approval, click Request Changes.</p>  <p>Select the <b>Require access password</b> check box if the user must log into the Courier portal with a password in order to see the transmission.</p> <p>If a password is required to log into the portal, then the first time the user accesses the portal they are required to set their password.</p>  <p><b>CAUTION:</b> If the email address of the recipient is an email address of a user inside of FileHold, the password for the recipient is automatically set to the user's FileHold password.</p> |

| Field Name | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | <p>Select the <b>Require approval password</b> check box if the user must enter their password to complete the approval process. This is akin to an electronic signature and verifies the approver.</p> <div data-bbox="631 407 1377 844">  </div> <p><b>CAUTION:</b> If the email address of the recipient is an email address of a user inside of FileHold, the password for the recipient is automatically set to the user's FileHold password.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Recipients | <p>The recipient's area is used to assign users to an activity. At least one recipient is required for the Courier template.</p> <p>Click <b>Add</b>  to assign a user a task.</p> <p>In the Add recipients page, select an Activity type:</p> <ul style="list-style-type: none"> <li>• <b>View</b> — Sends the documents to a user for viewing. A “view” occurs when the document is downloaded through the Courier portal.</li> <li>• <b>Approve</b> —Sends the documents to a user for approving. The user can “approve” or “not approve” the documents as needed in the Courier portal. A signature can also be enforced when approving documents if the <b>Require approval password</b> check box is enabled.</li> </ul> <p>Select the Source type and assign the recipients to the activity:</p> <ul style="list-style-type: none"> <li>• <b>External</b> —Users that do not have registered user accounts and are outside of the FileHold system. Enter the email addresses of the recipients of the activity separated by commas (,) or semi-colons (;).</li> <li>• <b>Internal</b> —Internal FileHold registered users. Select the users or groups and click Add Group or Add User. Assigned users show in the Current Recipients list.</li> <li>• <b>Metadata</b> — Select the <a href="#">metadata field</a> that contains the email addresses for the users for the assigned activity. In the text type metadata field, multiple email addresses can be separated by semi-colons, comma, or newlines. The address can refer to an external user or a FileHold registered user.</li> </ul> |

| Field Name           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                      | <p>In the Instructions field, enter the instructions to be completed by the recipients in the activity. Click <b>OK</b> when done.</p> <p>The recipient's activity is added to the list in the template with the action type specified:</p> <ul style="list-style-type: none"> <li>• View </li> <li>• Approve </li> </ul> <p>Continue to add more recipients and activities to the list by clicking <b>Add</b> .</p> <p>To edit a recipient, click <b>Edit</b> .</p> <p>To remove a recipient, click <b>Delete</b> .</p>                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Transmission details | <p>The transmission details is the header information displayed in the Courier portal for each assigned activity. Click <b>Edit</b>  to configure the transmission details.</p> <p>A separate header title can be created for a view activity and an approval activity.</p> <p>The following variables can be used to define the view and approve titles. Upon clicking into the field, a pop-up window opens with the variables displayed. These can be copied from the pop-up window and pasted into the fields for easy use.</p> <ul style="list-style-type: none"> <li>• [Sender] - name of the user who sent transmission</li> <li>• [Recipient] - name of transmission recipient</li> <li>• [DateSent] - date when transmission has been sent</li> <li>• [DueDate] - date when transmission is going to overdue</li> <li>• [WorkflowName] - name of the transmission</li> <li>• [Instructions] - instructions for recipient</li> <li>• [Action] - displays either "view" or "approve"</li> <li>• [NumberOfDocuments] - number of documents selected for transmission</li> <li>• [DocumentsLink] - displays text like "3 documents" as a link to the documents list</li> </ul> <p>For example:</p> <p>[Sender] wants you to [Action] [NumberOfDocuments] documents by [DueDate]</p> |

| Field Name       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | <p>In the Select Fields area you can determine what information that you want displayed in the transmission header.</p> <p>By default, the system values Sender, Date Sent, View by, and Trans no are shown.</p> <p>Click <b>Add</b>  to add additional fields to the transmission header. The Courier template name, template description, instructions, and any metadata field values can be added.</p> <p>You can continue to add more fields to the list by clicking <b>Add</b> . Change the sort order of the fields by using the Order drop downs.</p> <p>To edit a field, click <b>Edit</b> .</p> <p>To remove a field, click <b>Delete</b> .</p> <p>Click <b>OK</b> when done.</p>                                                                                               |
| Document details | <p>The document details determine what columns are displayed in the Courier portal. These can include Action, Document name, Type of file, or a Metadata field value. By default, document name, type of file, and action is displayed.</p> <p>Click <b>Edit</b>  to modify the information displayed in the document details in the Courier portal.</p> <p>In the Define Document Details screen, click <b>Add</b>  to add additional fields. System values include document name and type of file. Metadata fields can also be used.</p> <p>You can continue to add more fields to the list by clicking <b>Add</b> . Change the sort order of the fields by using the Order drop downs.</p> <p>To remove a column, click <b>Delete</b> .</p> <p>Click <b>OK</b> when done.</p> |

| Field Name             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Notification emails    | <p>The subject line and body of the first, reminder, and cancelled notification emails can be defined.</p> <p>Click <a href="#">Edit</a>  to modify the headers and bodies. The following variables can be used to define the headers and bodies. Upon clicking into the field, a pop-up window opens with the variables displayed. These can be copied from the pop-up window and pasted into the fields for easy use.</p> <ul style="list-style-type: none"> <li>• [Sender] - name of the user who sent transmission</li> <li>• [Recipient] - name of transmission recipient</li> <li>• [DateSent] - date when transmission has been sent</li> <li>• [DueDate] - date when transmission is going to overdue</li> <li>• [WorkflowName] - name of the transmission</li> <li>• [Instructions] - instructions for recipient</li> <li>• [Action] - displays either "view" or "approve"</li> <li>• [NumberOfDocuments] - number of documents selected for transmission</li> <li>• [DocumentsLink] - displays text like "3 documents" as a link to the documents list</li> </ul> <p>For example, the first email header:</p> <p>[Sender] has asked you [Action] [NumberOfDocuments] documents</p> <p>An example for the body of an email:</p> <p>On behalf of [Sender], please [Action] [NumberOfDocuments] documents by [DueDate]. Please review the following instructions for completing the transmission: [Instructions]</p> |
| Allow sender to Define | Select the check boxes next to the template items that the sender can define. This allows the sender of the Courier transmission to modify any of these areas upon initiation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |



3. Click **Save** to save the template. The template can now be [assigned to a schema](#).

#### TO CLONE A COURIER TEMPLATE

You are able to clone a Courier template instead of creating a new template from scratch. This saves time if you have very similar templates to create.

1. In the Web Client, go to **Administration Panel > Library Configuration > Courier Templates**.
  - In the FDA, go to **Administration > Courier > Templates**. You are taken to the Web Client and need to login if not already logged in.
2. Click on the Courier template name.
3. Click **Clone Template**.
4. The cloned template opens. Make any necessary changes to the template and click **Save**. Note that the template name needs to be unique so needs to be modified. The cloned template is added to the Courier template list.

#### TO DELETE A COURIER TEMPLATE

Deleting Courier templates will not affect any current transmissions in progress.

1. In the Web Client, go to **Administration Panel > Library Configuration> Courier Templates**.
  - In the FDA, go to **Administration > Courier > Templates**. You are taken to the Web Client and need to login if not already logged in.
2. Do one of the following:
  - Click **Delete**  in the Courier template list.
  - Click on the Courier template name and click **Delete**.
3. The message “You are about to delete a Courier template. This will not affect any transmissions of this workflow that are currently in progress. To cancel or delete transmissions based on this template please go to the Courier transmission report.” is shown. Click **OK**. The Courier template is deleted.

#### TO EDIT A COURIER TEMPLATE

You can modify a Courier template at any time without affecting any transmissions currently in progress.

1. In the Web Client, go to **Administration Panel > Library Configuration> Courier Templates**.
  - In the FDA, go to **Administration > Courier > Templates**. You are taken to the Web Client and need to login if not already logged in.
2. Double-click on a template name.
3. Click **Edit**.
4. Make any changes to the template and click **Save**. Changes will not affect any transmissions currently in progress.

### 14.3. ADDING COURIER TEMPLATES TO A SCHEMA

Once the Courier template has been created, a library administrator can assign the template to the schema. Several Courier templates can be added to the same schema if needed.

In order to make a Courier template available to end users for initiation, it must first be associated with a document schema. Users can only initiate Courier templates that are appropriate to the type of document on which they are working. For example, a “Contract Approval” Courier template is associated with a Contracts document schema.

#### TO ADD A COURIER TEMPLATE TO A SCHEMA

1. In the Web Client, go to **Administration Panel > Library Configuration> Document Schemas > Schema Name > Step 5 Courier**.
  - In FDA, go to **Administration > Manage Schemas > Document Schemas > Schema Name > Courier** tab.
2. In the list of Available Courier Templates, select the template name and click **Add to Schema**. Add as many Courier templates as needed.
  - Alternatively, in the Web Client, click **New Courier Template** to [create a new Courier template](#).
3. In the Courier template associated with this schema area, set the order of the Courier templates using the **Order** field or delete the template by clicking **X**.

- Click **Save** to save the changes.

#### 14.4. INITIATING A COURIER TRANSMISSION

A user with a role of document publisher or higher can initiate a Courier transmission. The only exception to this is if the user belongs to a group that have the “Disable sending to Courier” option enabled. The initiator of the transmission must be the owner of the documents unless the permission setting “Ignore document version ownership when initiating workflows or sending Courier transmissions” is enabled. See the [System Administration Guide](#) for more information.

Courier transmissions can be initiated on one or more document. When initiating a transmission, the sender may be able to modify some of the Courier template information such as the name of the transmission, the description, the recipient information, target date, sender notification, and additional options. The transmission cost (number of Courier units reserved for the transmission) as well as the number of remaining units are shown in the Send <Transmission Name> window.

Post-initiation, the status icon in FileHold for the documents changes to a red dot  unless the system administrator permission setting “Enable editing document metadata when a workflow or Courier approval transmission is active” is enabled. If enabled, then status icon changes to a red and yellow dot  indicating that the metadata can be changed while under the Courier process. See the [System Administration Guide](#) for more information on permission settings.

The same Courier template cannot be re-initiated on the same documents that are currently have an active Courier transmission with an approval task. However, the same documents can have a different Courier template initiated on them.

View actions can be transmitted on older versions of a document. Approval actions can only occur on the latest version of a document.

If an approval transmission has been marked as “Not Approved”, the system does not allow a second transmission to be done on the same document version. Instead, a new version of file will have to be added to the system and the Courier transmission re-initiated.

When the Courier process is initiated, Courier license units are held in reserve until the activity is completed. Once the activity has been completed, Courier usage units are consumed. Unit usage is given to a specific user for a specific operation. For example, if ten users need to view single document then ten units must be granted. If a single user is given five documents to approve they are granted ten units. Registered FileHold users do not consume Courier license units, only external recipients of the transmission.

All Courier transmission activity is recorded in the [Courier transmission log](#).

You cannot start a transmission on documents when:

- It is already undergoing a regular workflow process.
- It is an older version of a document and the Courier template has an approval action.
- It is checked out.
- It is already undergoing a Courier transmission with an approval action.

If attempting to start a Courier transmission on a document that is checked out, undergoing another Courier transmission, undergoing a workflow, or an older version with an approval activity, you will receive a warning message *"Courier transmission cannot be initiated for the selected documents. Ensure that they are not an older version of a document with an approval activity in the Courier template, checked out, or part of a workflow process or undergoing a transmission"*.

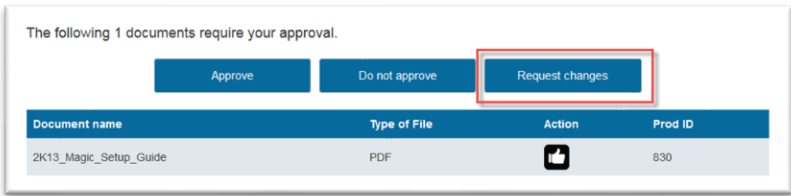
**TIP:** A configuration option "CourierBaseUrl" can be configured in the web config file in *C:\Program Files\FileHold Systems\Application Server\LibraryManager*. This allows the URL for Courier links to override the global base URL "URLForDownloads" if defined. Having a separate URL for Courier allows customers with one or more web client applications to have differing links.

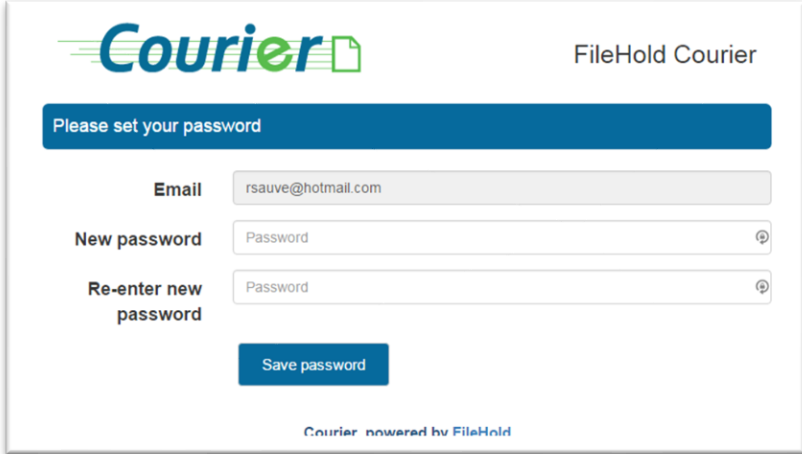
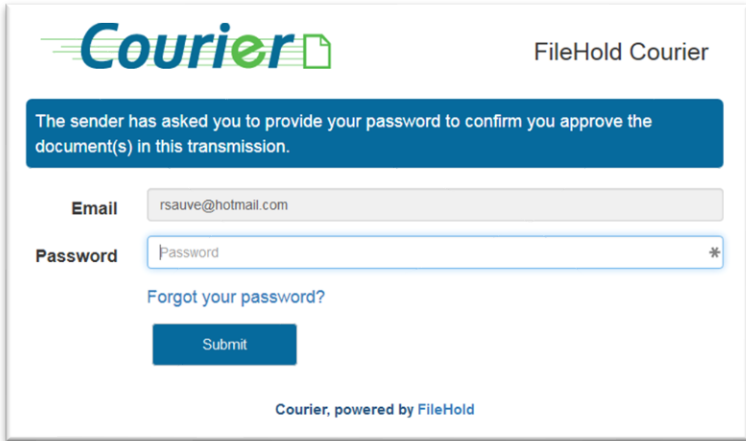
#### TO INITIATE A COURIER TRANSMISSION

1. Select all of the documents to go into the Courier transmission. You can locate the documents through a search, a virtual folder, My Favourites, document tray, etc.
  - In the FDA, use the **CTRL + click** or **SHIFT + click** to select multiple documents.
  - In the Web Client, select the check boxes next to the document names.
2. Right-click and select **Courier > Initiate Courier <template name>**.
  - All documents must have the same Courier template as a part of its schema. If all documents do not have the same Courier template in their schemas, then an error message appears stating that the transmission cannot be initiated.
3. The Courier template opens. You may be able to modify some or all of the template details. See the table below for information on the template details.

| Field Name     | Description                                                                                                                                                                    |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recipients tab |                                                                                                                                                                                |
| Name           | Enter a name for the workflow template.                                                                                                                                        |
| Description    | Enter a description for the Courier template. It is recommended that you enter as many details as necessary so that users will know exactly what this Courier template is for. |

| Field Name                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recipients                         | <p>The recipient's area is used to assign users to an activity. At least one recipient is required for the Courier template.</p> <p>Click <b>Add</b>  to assign a user a task.</p> <p>In the Add recipients page, select an Activity type:</p> <ul style="list-style-type: none"> <li>• View — Sends the documents to a user for viewing. A “view” occurs when the document is downloaded through the Courier portal.</li> <li>• Approve —Sends the documents to a user for approving. The user can “approve” or “not approve” the documents as needed in the Courier portal. A signature can also be enforced when approving documents if the <b>Require approval password</b> check box is enabled.</li> </ul> <p>Select the Source type and assign the recipients to the activity:</p> <ul style="list-style-type: none"> <li>• External —Users that do not have registered user accounts and are outside of the FileHold system. Enter the email addresses of the recipients of the activity separated by commas (,) or semi-colons (;).</li> <li>• Internal —Internal FileHold registered users. Select the users or groups in the Details tab and click <b>Add Group</b> or <b>Add User</b>. Assigned users show in the Current Recipients list.</li> <li>• Metadata — Select the metadata field that contains the email addresses for the users for the assigned activity. In the text type metadata field, multiple email addresses can be separated by semi-colons, comma, or new lines. The address can refer to an external user or a FileHold registered user.</li> </ul> <p>In the Instructions field, enter the instructions to be completed by the recipients in the activity. Click <b>OK</b> when done.</p> <p>The recipient's activity is added to the list in the template with the action type specified:</p> <ul style="list-style-type: none"> <li>• View </li> <li>• Approve </li> </ul> <p>Continue to add more recipients and activities to the list by clicking <b>Add</b> .</p> <p>To edit a recipient, click <b>Edit</b> .</p> <p>To remove a recipient, click <b>Delete</b> .</p> |
| Transmission costs                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Transmission cost in Courier units | The number of Courier units held in reserve and charged if the transmission is completed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Courier units remaining            | The number of Courier units that remain in the purchased licensing packs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Field Name          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Settings tab        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Target date         | <p>Select the <b>Approval or view due by</b> check box and enter the number of days and hours the recipient has to complete the activity.</p> <ul style="list-style-type: none"> <li>Due date is calculated when the transmission is launched, so this field should be configured for the number of days or hours from launch that the first task will be due. For example, if the task needs to be completed in 5 hours, you would enter 0 days and 5 hours.</li> </ul> <p>An exact date and time (fixed) can be specified in the template if enabled.</p> <p>To send reminders of the activity, select the <b>Send reminders</b> every check box and enter the number of days and hours.</p> <p>If the transmission is to expire after a certain time period, select the <b>Transmission expires after</b> check box and enter the number of days. After the transmission expires, the documents are no longer accessible through the Courier portal.</p> <p>An exact date and time (fixed) can be specified in the template if enabled.</p> |
| Sender notification | <p>Select the <b>Notify before transmission is overdue</b> check box to send an email to the sender of the transmission prior to the due by date and time of the activity. Enter the number of days and/or hours.</p> <p>To repeat the overdue task email notification for the transmission sender after a specified period of time, enter the number of hours to resend the email in the <b>Repeat notification every x days and x hours</b> area. For example, if 8 hours is entered, an overdue email will be sent every 8 hours until the task is complete. If the repeat notification time is not set, the notification is sent only one time.</p>                                                                                                                                                                                                                                                                                                                                                                                        |
| Options             | <p>Select the <b>Allow postpone approval</b> check box to allow documents to be marked as "Approval Postponed" for an approval activity.</p> <p>The "Postpone Approval" option can be used in circumstances where a document cannot be approved because some conditions have not been met but there is nothing wrong with the document itself.</p> <p>In the Courier portal, to postpone on an approval, click <b>Request Changes</b>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

| Field Name | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | <p>Select the <b>Require access password</b> check box if the user must log into the Courier portal with a password in order to see the transmission.</p> <p>If a password is required to log into the portal, then the first time the user accesses the portal they are required to set their password.</p> <p>If sent to a registered FileHold user, then their password is the same as the FileHold password.</p>  |
|            | <p>Select the <b>Require approval password</b> check box if the user must enter their password to complete the approval process. This is akin to an electronic signature and verifies the approver.</p>                                                                                                                                                                                                             |

- Click Send on the **Recipients tab** to start the transmission.
- You will receive a message stating that the transmission has been successfully initiated. Click **OK**.

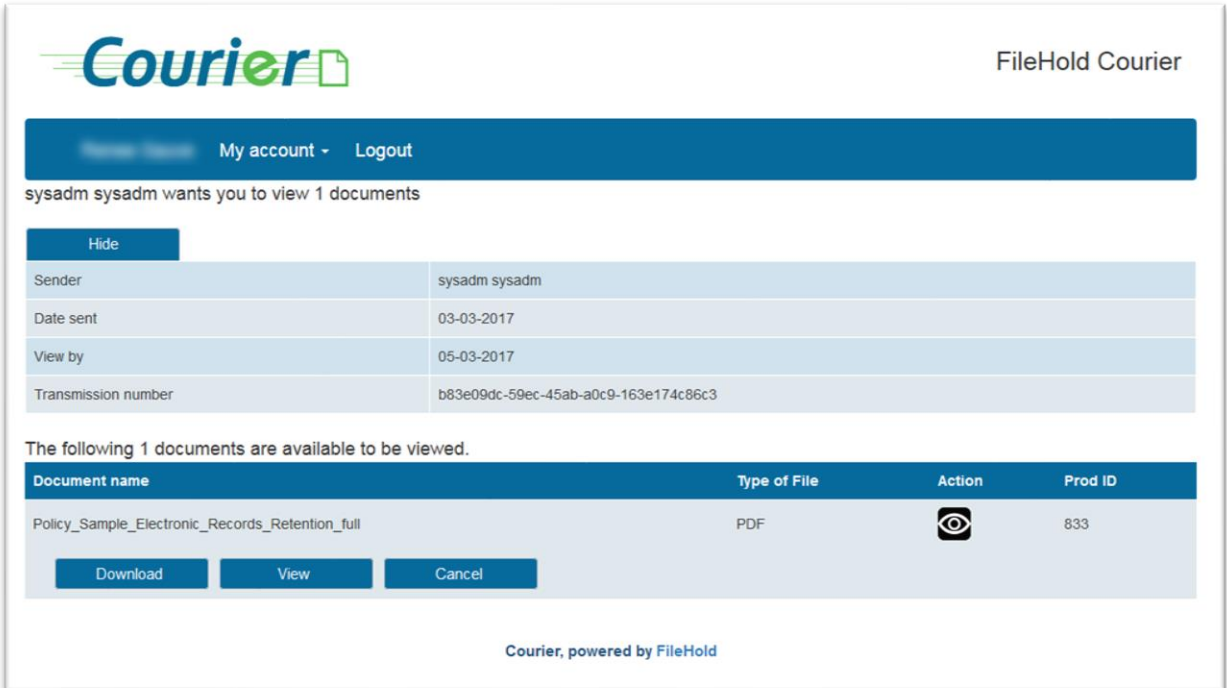
## 14.5. VIEWING DOCUMENTS IN THE COURIER PORTAL

A recipient of a transmission will get an email containing details of the transmission along with a link they can use to view the documents in the Courier portal. When the link is clicked, the list of documents they have been given access to view is displayed. The recipient may be required to login to the Courier portal prior to viewing the document list.

**NOTE:** If the recipient of the transmission is using an email address that is being used in a FileHold user account, then the password to log into the portal is the same as the FileHold user.

There may an option to “view” the document using the built-in viewer if the format is supported. Supported formats include jpg, jpeg, png, bmp, gif, tif, tiff, docx, and pdf. A [View](#) button will appear for any supported document format. There is no configuration required to make the viewer work with Courier. The viewer will open the document in a separate pane. In the viewer you can scroll through pages, zoom in and out, fit width, fit length or whole page.

The information displayed in the portal is configured by the system and/or library administrators. Below is an example of what might be seen by a recipient in the Courier portal.



The screenshot shows the FileHold Courier portal interface. At the top, there is a blue header with the "Courier" logo and "FileHold Courier" text. Below the header, a blue bar contains "My account" and "Logout" links. A message states "sysadm sysadm wants you to view 1 documents". A "Hide" button is present. Below this is a table with details about the transmission:

|                     |                                      |
|---------------------|--------------------------------------|
| Sender              | sysadm sysadm                        |
| Date sent           | 03-03-2017                           |
| View by             | 05-03-2017                           |
| Transmission number | b83e09dc-59ec-45ab-a0c9-163e174c86c3 |

Below the table, it states "The following 1 documents are available to be viewed." and shows a table of documents:

| Document name                                   | Type of File | Action | Prod ID |
|-------------------------------------------------|--------------|--------|---------|
| Policy_Sample_Electronic_Records_Retention_full | PDF          |        | 833     |

Below the document table are three buttons: "Download", "View", and "Cancel". At the bottom, it says "Courier, powered by FileHold".

In order to view documents in the natively supported application, they must first be downloaded or viewed using the built-in viewer. To download a document, click the document name and click [Download](#). Once the document is downloaded it is considered as “viewed” and the Courier unit held in reserve for this transmission is consumed. Each document downloaded consumes one Courier unit.

The view action icons are the following:

-  — The view action in the transmission is pending.
-  — The view action in the transmission is overdue.
-  — The view action in the transmission is completed.

The sender may suspend viewing of the document after the approval has been completed. If it has been suspended, the following message appears:

Transmission visibility has been suspended.

If a transmission is overdue but not yet expired, the view can still be completed. The view action details can be seen in the [Courier transmission report](#).

**TIP:** A configuration option “CourierBaseUrl” can be configured in the web config file in *C:\Program Files\FileHold Systems\Application Server\LibraryManager*. This allows the URL for Courier links to override the global base URL “URLForDownloads” if defined. Having a separate URL for Courier allows customers with one or more web client applications to have differing links.

#### 14.6. APPROVING DOCUMENTS IN THE COURIER PORTAL

A recipient of a transmission will get an email containing details of the transmission along with a link they can use to approve the documents in the Courier portal. When the link is clicked, the list of documents they have been given access to approve is displayed. The recipient may be required to login to the Courier portal prior to viewing the document list.

**NOTE:** If the recipient of the transmission is using an email address that is being used in a FileHold user account, then the password to log into the portal is the same as the FileHold user.

There may an option to “view” the document using the built-in viewer if the format is supported. Supported formats include jpg, jpeg, png, bmp, gif, tif, tiff, docx, and pdf. A **View** button will appear for any supported document format. There is no configuration required to make the viewer work with Courier. The viewer will open the document in a separate pane. In the viewer you can scroll through pages, zoom in and out, fit width, fit length or whole page.

The information displayed in the portal is configured by the system and/or library administrators. Below is an example of what might be seen by a recipient in the Courier portal.

**Courier** FileHold Courier

basieple1@gmail.com My account Logout

sysadm wants you to approve 1 documents

Hide

|                     |                                      |
|---------------------|--------------------------------------|
| Sender              | sysadm                               |
| Date sent           | 27-01-2017                           |
| View by             | 29-01-2017                           |
| Transmission number | 2e6c7760-6470-42ab-b35a-1c0b7275cd37 |

The following 1 documents require your approval. You must view or download all documents before you will have the option to approve.

Do not approve Request changes

| Document name                                  | Type of File | Action | Prod ID |
|------------------------------------------------|--------------|--------|---------|
| Invoice # 10398 Save-a-lot Markets 09-Jan-1997 | PDF          |        |         |

Download View Cancel

Courier, powered by FileHold

The document needs to be downloaded or viewed prior to being able to approve the documents. To download the document, click the document name and then click [Download](#). If the document format is supported by the viewer, a [View](#) button is available in order to view the document. If documents are not viewed nor downloaded then only the [Do not approve](#) and (possibly, depending on configuration) the [Request changes](#) buttons appear.

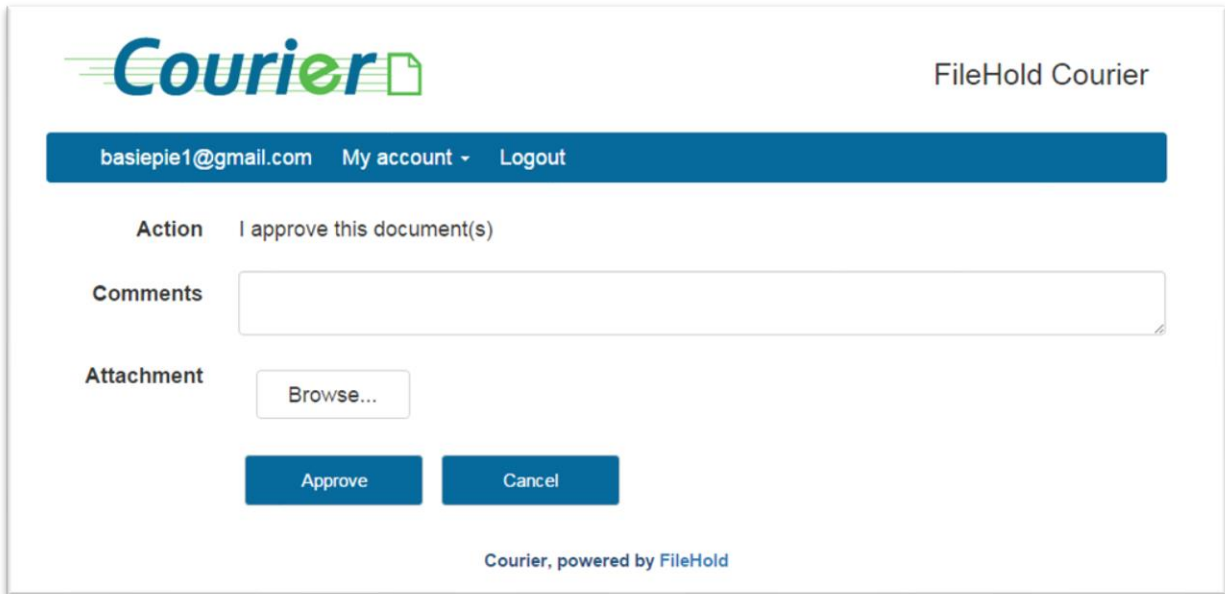
Once the document is viewed or downloaded, the [Approve](#) button appears. All documents are approved, not approved, or changes are requested (approval postponed) as a group. Documents cannot be approved individually when in a single transmission.

The following 1 documents require your approval.

Approve Do not approve Request changes

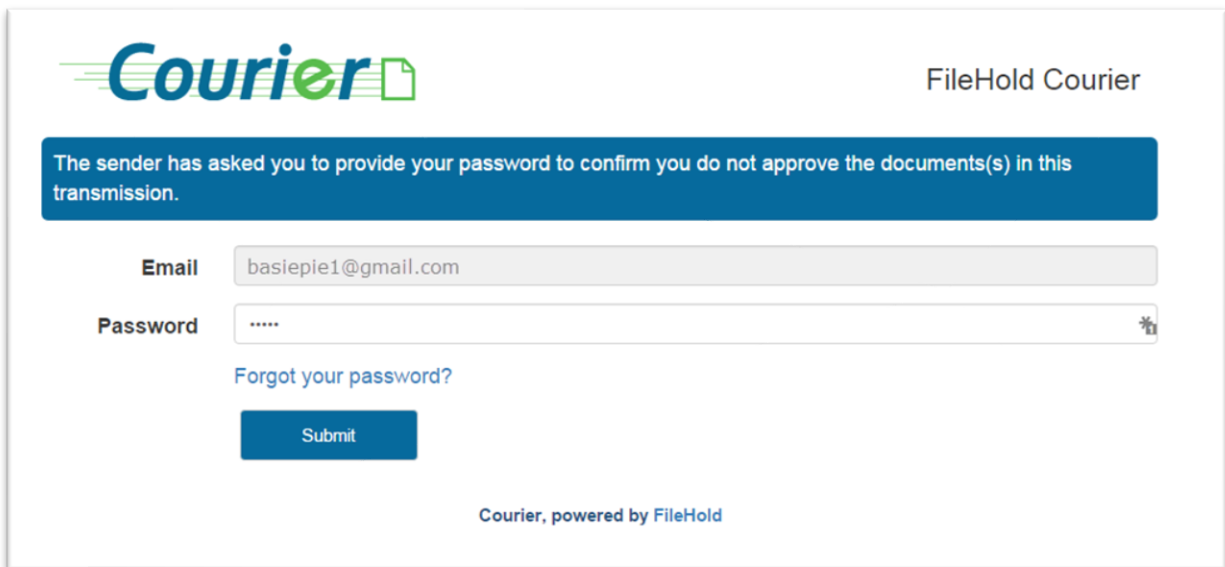
When a document is downloaded or viewed, each document consumes a Courier unit held in reserve. Once the document has been marked as "Approve", an additional Courier unit is consumed for each document. If the documents are marked as "Do not approve" with or without first downloading a document, two Courier units are consumed for each document in the transmission. If the document is marked as "Request changes", then no Courier units are consumed.

When approving documents, comments and attachments are allowed to be sent back to the sender for additional information. The comments and attachment document can be seen by the sender in the [Courier transmission report](#).



The screenshot shows the 'Courier' interface for FileHold. At the top left is the 'Courier' logo, and at the top right is 'FileHold Courier'. Below this is a blue navigation bar containing the email 'basiepie1@gmail.com', a 'My account' dropdown menu, and a 'Logout' link. The main content area has a section titled 'Action' with the text 'I approve this document(s)'. Below this is a 'Comments' section with a text input field. Underneath is an 'Attachment' section with a 'Browse...' button. At the bottom of the form are two blue buttons: 'Approve' and 'Cancel'. At the very bottom, it says 'Courier, powered by FileHold'.

When approving documents, you may be required to enter your password. This verifies that the correct person is approving the document.



The screenshot shows the 'Courier' interface for FileHold, specifically the password confirmation step. At the top left is the 'Courier' logo, and at the top right is 'FileHold Courier'. Below this is a blue banner with the text: 'The sender has asked you to provide your password to confirm you do not approve the documents(s) in this transmission.' Below the banner are two input fields: 'Email' with the value 'basiepie1@gmail.com' and 'Password' with masked characters '.....'. There is a 'Forgot your password?' link below the password field. At the bottom of the form is a blue 'Submit' button. At the very bottom, it says 'Courier, powered by FileHold'.

After the approval is complete, the status icon changes. The approval action icons are the following:

-  — The document requires downloading prior to marking as approved.
-  — The approval action in the transmission is pending.
-  — The approval action in the transmission is marked as approved.
-  — The approval action in the transmission is marked as approval postponed.
-  — The approval action in the transmission is marked as not approved.

-  — The approval action in the transmission is overdue.

Your approval had been requested for the following 3 documents.

| Document name   | Type of File | Action                                                                             | Prod ID |
|-----------------|--------------|------------------------------------------------------------------------------------|---------|
| 131016145027-JL | JPG          |  | 830     |
| 131016145221    | JPG          |  | 830     |
| 131016145857-JL | JPG          |  | 830     |

If a document is not approved, the actions for any other recipients are immediately cancelled and Courier units are returned if the action has not already completed. A message is displayed when attempting to access a transmission that has been not approved:

"This transmission was not approved by another approver on 11/2/2015 10:35:44 AM and is no longer available. The transmission identifier is 8fd24e24-e6bc-4914-a554-1aa33d390ede."

If the transmission was marked as "Request changes", the actions for any other recipients are voided and Courier units are returned if the action has not already been completed. A message is displayed when attempting to access a transmission that has been already marked as "request changes" (approval postponed).

If a transmission is overdue but not yet expired, the approval can still be completed.

The sender may suspend viewing of the document after the approval has been completed. If it has been suspended, the following message appears:

Transmission visibility has been suspended.

The approval action details can be seen in the [Courier transmission report](#).

Once the transmission is completed, the sender of the transmission receives an email notification. The email contains any comments or attachments provided by the recipient.

## 14.7. COURIER TRANSMISSION REPORT

The Courier transmission report is a list of all the transmissions that are pending, completed, overdue or expired in the system. It provides an audit trail that is maintained each time a Courier transmission is sent and Courier units are reserved or consumed. The report includes a number of items such the transmission name, the recipients of the transmission, the sender of the transmission, the documents involved, the date of transmission and when the transmission is due, and the number of Courier units granted and consumed.

Once the Courier transmission report has search results, the transmission details can be viewed. The Courier transmission detail contains a summary of the transmission, the documents, the recipients, a document and recipients' matrix, and the transmission log.

A sender of a transmission with a document publisher role or higher can access the Courier transmission report.

### TO VIEW THE COURIER TRANSMISSION REPORT

1. In the Administration Panel, go to [Workflow management > Courier transmission report](#).

2. Use the filter can be used to narrow down the results. Click the **+** or **–** to expand or collapse the filter as needed. See the following table for filter options.

| Filter option              | Description                                                                                                                                                                                                                                           |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Status in the list         | <p>The current status of the transmission:</p> <ul style="list-style-type: none"> <li>• Approved</li> <li>• Viewed</li> <li>• Pending</li> <li>• Overdue</li> <li>• Cancel</li> <li>• Postponed</li> <li>• Not approved</li> <li>• Expired</li> </ul> |
| Type                       | <p>The type of transmission:</p> <ul style="list-style-type: none"> <li>• Approve</li> <li>• View</li> </ul>                                                                                                                                          |
| Transmitted date           | <p>The date the transmission was sent:</p> <p>From &lt;select date&gt;</p> <p>To &lt;select date&gt;</p> <p>x days ago</p>                                                                                                                            |
| Due date                   | <p>The date the transmission is due:</p> <p>From &lt;select date&gt;</p> <p>To &lt;select date&gt;</p> <p>x days from now</p>                                                                                                                         |
| Completed date             | <p>The date the transmission was completed:</p> <p>From &lt;select date&gt;</p> <p>To &lt;select date&gt;</p> <p>x days ago</p>                                                                                                                       |
| Completed % range          | <p>The percentage of the transmission completed. Minimum value 0, maximum value 100.</p>                                                                                                                                                              |
| Transmission name contains | <p>Enter a full or partial name of the transmission.</p>                                                                                                                                                                                              |
| Document name contains     | <p>Enter a full or partial name of the document sent in the transmission.</p>                                                                                                                                                                         |

| Filter option   | Description                                             |
|-----------------|---------------------------------------------------------|
| Sender          | Select the sender of the transmission from the list.    |
| Recipient email | The email address of the recipient of the transmission. |

- Click **Apply Filter** to see the search results. Click **Clear Filter** to clear all of the filter settings.
- The search results are shown in a table below. See the following table for a description of the Courier transmission report columns.

| Column            | Description                                                                                                                                                                                                                                                                           |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Transmission name | The name of the Courier template unless changed by the initiator.                                                                                                                                                                                                                     |
| Documents         | The documents that are involved in the transmission. If there is more than one document, the number of documents transmitted is shown and is hyperlinked to the <a href="#">Courier transmission details</a> where the documents can be viewed in the Documents summary area.         |
| Recipients        | The name or email address of the recipient of the transmission. If there is more than one recipient, the number of recipients is shown and is hyperlinked to the <a href="#">Courier transmission details</a> where the recipient names can be viewed in the Recipients summary area. |
| Transmitted       | The date that the transmission was sent.                                                                                                                                                                                                                                              |
| Due               | The due date of the required action (view/approve).                                                                                                                                                                                                                                   |
| Completed         | The date or percentage (%) completed.                                                                                                                                                                                                                                                 |

| Column       | Description                                                                                                                                                                                                                                                              |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Status       | Current status of the transmission: <ul style="list-style-type: none"> <li>• Approved</li> <li>• Viewed</li> <li>• Pending</li> <li>• Overdue (yellow)</li> <li>• Cancel (red)</li> <li>• Postponed (yellow)</li> <li>• Not approved</li> <li>• Expired (red)</li> </ul> |
| Sender       | The initiator of the Courier transmission.                                                                                                                                                                                                                               |
| O/T granted  | The number of Courier units held in reserve for the transmission.                                                                                                                                                                                                        |
| O/T consumed | The number of Courier units that were consumed after the transmission is completed.                                                                                                                                                                                      |

- To cancel a pending transmission, select the check box next to the transmission name and click **Cancel transmission**.
- To rename a pending transmission, select the check box next to the transmission name and click **Rename**. Note that the “Allow sender to define” check box must be enabled on the Courier template in order to modify a Courier transmission name. See the [Library Administration guide](#) for more information.
- To resend the notification emails to the recipients for a pending transmission, select the check box next to the transmission name and click **Re-send pending**. The notification emails are resent.
- To export the search results into a CSV file, click **Export all as CSV**.

#### TO VIEW THE COURIER TRANSMISSION DETAILS

- From the Courier transmission report, click on a **Transmission name** in the search results.
- The Courier transmission detail is shown. See the following table for the transmission details descriptions.

| Field                | Description                                                                                                                                |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Transmission Summary |                                                                                                                                            |
| Name                 | Name of the transmission. This is the name of the Courier transmission template or if the transmission was renamed manually by the sender. |

| Field       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Status      | <p>Current status of the transmission:</p> <ul style="list-style-type: none"> <li>• Approved</li> <li>• Viewed</li> <li>• Pending</li> <li>• Overdue</li> <li>• Cancel</li> <li>• Postponed</li> <li>• Not approved</li> <li>• Expired</li> </ul>                                                                                                                                                                                                                                                    |
| Transmitted | The date the transmission was sent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Due         | The date the transmission is due.                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Expires     | The date the transmission expires and is no longer accessible through the Courier portal. If no expiry date was set, this is blank.                                                                                                                                                                                                                                                                                                                                                                  |
| Completed   | The percentage of the transmission that is completed.                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Sender      | The sender of the transmission.                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Type        | <p>The type of transmission:</p> <ul style="list-style-type: none"> <li>• Approve</li> <li>• View</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                         |
| Visibility  | <p>This field is available when a transmission has been viewed or approved:</p> <ul style="list-style-type: none"> <li>• Suspended - Document viewing access is removed in the portal. If an approved or viewed transmission expires, the visibility is suspended.</li> <li>• Enabled - Document viewing access is available in the portal.</li> </ul> <p>Click <b>Suspend viewing</b> to remove document viewing access.</p> <p>Click <b>Enable viewing</b> to restore document viewing access.</p> |
| Documents   | The number of documents sent in the transmission.                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Field               | Description                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recipients          | The number of recipients the transmission was sent to.                                                                                                                                                                                                                                                                                                                                                                               |
| Courier grants      | The number of Courier units held in reserve for the transmission.                                                                                                                                                                                                                                                                                                                                                                    |
| Courier consumed    | The number of Courier units used upon completion of the transmission.                                                                                                                                                                                                                                                                                                                                                                |
| Transmission number | The unique identifier for the transmission.                                                                                                                                                                                                                                                                                                                                                                                          |
| Documents summary   |                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Name                | The name of the document.                                                                                                                                                                                                                                                                                                                                                                                                            |
| FHID                | The unique FileHold ID number.                                                                                                                                                                                                                                                                                                                                                                                                       |
| Version             | <p>The version number of the document sent in the transmission.</p> <p>Transmissions that have only view activities in the Courier template can be sent on older versions of a document. In this case, the version number is shown.</p> <p>Transmissions that have approval activities in the Courier template can only be sent for the current version of a document. In this case, "Current (<i>version number</i>)" is shown.</p> |
| Remaining events    | The number of view or approval actions left on the documents.                                                                                                                                                                                                                                                                                                                                                                        |
| Recipients summary  |                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Name                | <p>The name of the recipient.</p> <p>If the recipient is not registered and is considered a Courier user, the email address of the recipient is shown.</p>                                                                                                                                                                                                                                                                           |
| Type                | <p>Registered – The recipient is a registered user of FileHold or has an account in the Courier portal. An account in the Courier portal is created for a user if the user requires a password to approve a document. This is set on the Courier template.</p> <p>Courier – The recipient is a Courier user of Courier and is not registered in the system.</p>                                                                      |
| Email               | The email address of the recipient.                                                                                                                                                                                                                                                                                                                                                                                                  |

| Field                           | Description                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Remaining events                | The number of view or approval actions left for the recipient.                                                                                                                                                                                                                                                                                                        |
| Comment                         | Any comments entered by a recipient for an approval action.                                                                                                                                                                                                                                                                                                           |
| Attachment                      | Any attachments added by the recipient for an approval action. Click the attachment name to download a copy.                                                                                                                                                                                                                                                          |
| Documents and recipients matrix |                                                                                                                                                                                                                                                                                                                                                                       |
| Document name                   | The name of the document.                                                                                                                                                                                                                                                                                                                                             |
| Recipient name                  | The name of the recipient the document was sent to.                                                                                                                                                                                                                                                                                                                   |
| Transmission type               | Type of transmission: <ul style="list-style-type: none"> <li>• View</li> <li>• Approve</li> </ul>                                                                                                                                                                                                                                                                     |
| Status                          | The current status of the transmission: <p>Completed – The action has been completed.</p> <p>Pending – The action has not yet been completed.</p> <p>Voided – If a document was not approved or approval postponed then all other transmission types are voided.</p> <p>Cancelled – The transmission was cancelled.</p> <p>Expired – The transmission is expired.</p> |
| Transmission log                |                                                                                                                                                                                                                                                                                                                                                                       |
| Action                          | Displays what happened with the transmission: <ul style="list-style-type: none"> <li>• Sent</li> <li>• Notify</li> <li>• Remind</li> <li>• Download</li> <li>• Approve</li> <li>• DoNotApprove</li> <li>• PostponeApproval</li> </ul>                                                                                                                                 |

| Field      | Description                                                                                                                                   |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| User       | The name of the sender or recipient or was a system process that completed the action.                                                        |
| Recipient  | The recipient of the action. May be blank if there is no recipient for the actions such as "Sent".                                            |
| Document   | The FileHold ID of the documents sent in the transmission. May be blank if the document is not part of the action such as "Sent" or "Notify". |
| Date/time  | The date and time of the action.                                                                                                              |
| IP address | The IP address of the recipient. May be blank for certain actions such as "Sent" or "Notify".                                                 |
| Status     | The status of the action such as "Success". May be blank for certain actions such as "Sent".                                                  |
| Details    | Displays any details about the action such as comments or attachment name. May be blank.                                                      |

3. To resend any pending transmissions, click [Resend pending notifications](#). The notification emails are resent to the recipients.
4. To cancel a pending transmission, click [Cancel transmission](#).
5. To return to the Courier transmission report, click [Return to the report](#).

#### 14.8. COURIER USAGE LOG

A FileHold feature called Courier, can be used to route documents for review and/or approval to people outside of the FileHold system. A license type called Courier Licenses is needed when documents are sent out through Courier. Customers can purchase these Courier licenses in "packs". These Courier license packs contain the number of units purchased. Units are consumed when documents are sent out through a Courier process. The number of units consumed varies for a view or approve action. For example, viewing a document consumes one unit and approving a document consumes two units.

The Courier usage log can be used to view the use and consumption of units in a Courier license pack. This log can also be viewed from the [Licensing page](#).

##### TO VIEW COURIER LICENSE PACK LOG DETAILS

1. In the Web Client, go to [Administration Panel > Administration Reports > Courier usage log](#).
2. Use any of the following filters:

- Courier license pack id. This is the license pack ID number. Each Courier license pack has a unique ID.
  - Date range from <date> to <date>
  - User. This is the email address of the recipient of the Courier transmission.
3. Click **Apply Filter**. The number of results and the report are shown below. The number of rows that are displayed in the report view can be adjusted to show 15, 30, or 60 rows at a time using the Page size drop down. Click on the column to sort in ascending or descending order.
  4. Click **Export to CSV** to export the results to a CSV file.

**One-time usage log** Return

☒ One-time license pack id 0abc11a9-193d-4a1d-88be-9a705f752ef8  
☐ Date range From 9/22/2015 to 9/22/2015  
☐ User

Apply filter Export to CSV

Search Results 1-22 of 22 Page size 30

| One-time license pack id             | Action   | Units | Action date           | Transmission id                      | User          |
|--------------------------------------|----------|-------|-----------------------|--------------------------------------|---------------|
| 0abc11a9-193d-4a1d-88be-9a705f752ef8 | Consumed | 1     | 9/22/2015 10:59:39 AM | 08b2cc40-652d-4aea-928f-8e8def5ca6ff | @filehold.com |
| 0abc11a9-193d-4a1d-88be-9a705f752ef8 | Consumed | 1     | 9/21/2015 3:18:05 PM  | ae298eb9-9b5f-4e26-bb5a-a2297287860b | @filehold.com |
| 0abc11a9-193d-4a1d-88be-9a705f752ef8 | Consumed | 1     | 9/21/2015 2:17:50 PM  | ae709eb9-9b5f-4e26-bb5a-a2297287860b | @filehold.com |

The following table describes the List of Courier licenses screen:

| Column                  | Description                                                                                                                                                                                                                                                                                                                                   |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Courier license pack id | The ID code for the license. This is a unique code for each pack.                                                                                                                                                                                                                                                                             |
| Action                  | <p>Reserved – the action has been assigned but not yet completed. The unit is held in reserve for the action.</p> <p>Consumed – the action has been completed and the unit was used.</p> <p>Returned – the unit has been returned because a document was marked as not approved by another user before another action could be completed.</p> |
| Units                   | The total number of units in the pack.                                                                                                                                                                                                                                                                                                        |
| Action date             | The date the action was completed.                                                                                                                                                                                                                                                                                                            |
| Transmission id         | The unique transmission identifier for the Courier action.                                                                                                                                                                                                                                                                                    |
| User                    | The email address of the person that the action was assigned to.                                                                                                                                                                                                                                                                              |

## 15. FILEHOLD HELP

To read a help topic, click a question mark (?) in the window. You will be redirected to the relevant topic in the online help.

You can also access the home page for the online help by selecting [Help > Help](#) from the menu bar in the FileHold Desktop Application.

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