Maintaining Documents in OnBase

Quick Steps Guide

April, 2013
# Table of Contents

**Importing & Indexing Documents in OnBase** ............................................ 1
  Importing & Indexing Documents Through Outlook ............................... 2
  Scanning Documents .............................................................................. 4
  Indexing Scanned Documents ................................................................. 6

**Retrieving Documents** ........................................................................... 9
  Finding a Document Using the Standard Search ........................................ 10
  Finding Documents Using a Custom Query ............................................... 13
  Finding a Document Using Folders .......................................................... 15
  Working From the Search Results ............................................................. 17

**Advanced Functions in OnBase** ................................................................. 19
  Changing the Order of Pages in a Document .............................................. 20
  Deleting Pages from a Document .............................................................. 21
  Merging Pages into Another Document .................................................... 22
  Splitting an Indexed Document into Two Documents ................................ 23
  Splitting an Un-Indexed Document into Two Documents .......................... 25
Before a document can be viewed online, it must be imported into OnBase, and indexed.

Documents received in paper format can be scanned into OnBase, either from a scanner attached to your computer, or using a copier that has been set up for this purpose. When you scan documents using a copier, the documents are scanned into a folder. OnBase regularly checks the folder, and when it finds scanned documents there, sweeps them as a batch into your OnBase queue, where you can index them, so the documents can be found.

Documents can also be imported into the workflow from the Outlook interface (email attachments), which allows you to index them as you import them.

These preliminary functions are described in this chapter.
Importing & Indexing Documents Through Outlook

If a document comes in via email, you can import it directly from Outlook. Documents imported through Outlook can be indexed directly in Outlook.

You can import the email message, the message and any attachments, or just the attachment(s). When uploading multiple documents from one email, you will need to click the Upload button for each item.

1. Open the message in Outlook, and click the Upload icon on the OnBase tab in the ribbon. The Import Document pane opens on the right side of the Outlook window.

2. If you want to upload an attachment as a separate document from the email message, click the Attachments... button and select the attachment you want to upload.

3. In the Document Type Group field, select the group that includes this document type.

4. Select a Document Type. The Document Types vary, depending on the Document Type Group you selected in Step 3.

5. You can specify the file type. OnBase will recognize many common file types, such as Office documents and PDFs, however, you may need to select the file type for less common files.

6. To index the document, enter the keywords you want to associate with this document. Note that the email date comes in automatically, but you can change it if the attached document should have a different date.

7. Click the Upload button to upload the indexed document(s) to OnBase.

8. When uploading a message and its attachments as separate documents, you will need to click the Upload button for each. The keywords are carried over from the first item in the message, but you can change the values in any of the fields, as needed.
To skip the email message or one of the attached documents, click the Skip button.

**Note:** A forwarded email is treated as a separate document when uploading attachments as separate documents. So if, for example, you have received an email forwarding another email with an attached letter, you can upload

- all three items as one email message that includes the forwarded email and the attached letter with the email you received,
- all three items as individual documents by clicking Attachments and selecting all, or
- just the attached letter by clicking Attachments, selecting and uploading the letter, and skipping the remaining items.

9. When all items in the e-mail have been uploaded or skipped, the Import Document pane is closed. The documents will appear in the appropriate folder in OnBase.
Scanning Documents

Documents received in paper format are scanned into OnBase in one of two ways:

- Using a copier that has been set up for this purpose. When you scan documents using a copier, the documents are scanned into a folder. OnBase regularly checks the folder, and when it finds scanned documents there, sweeps them as a batch into your OnBase queue, where you can index them.
- Using a scanner attached to your computer. When you use an attached scanner, the document is imported directly into the OnBase scan queue.

Note: If you put a pile of documents into the sheet feeder and scan them all at once, they are treated as one document in OnBase. However, you can separate the documents later in OnBase, if necessary, provided that your copier/scanner is set to scan the images as TIF files rather than PDF files. Check the settings on your copier/scanner to see how the images will be saved.

To scan documents using an attached scanner:

1. In OnBase, navigate to Processing > Scan/Index.
2. In the Scan Queues pane, double-click on the queue into which you want to import the document. This activates the Scan button at the bottom right of the pane on the left.
3. Click on the Scan button. The document will be scanned directly into the selected queue.
4. Index the document as described in “Indexing Scanned Documents,” on page 6.

To scan documents using a copier:

1. On the copier controls, place the document(s) in the sheet feeder and press Scan (or Scanner).
2. Press the Folder tab on the control panel, and then press the icon for your folder. If your folder is password protected, enter the password, and press OK.
3. If necessary, adjust the settings that apply to your document(s), such as 2-sided original or landscape orientation.
4. Press the **Start** button. Your document(s) will be scanned into the folder as one document. When the folder is swept, all documents in the folder will be imported into OnBase as one batch.

**Note:** If you want to make the document(s) available *immediately* in OnBase, you can sweep them into OnBase manually:

1. In OnBase, navigate to **Processing > Scan/Index**, and double-click on your scan queue (listed in the pane on the right).

2. Right click in the scan queue area, and select **Sweep Directory**. When prompted, click the **Sweep Directory** button.

3. On the Sweep Path Dialog box, verify that the default values are appropriate and click **OK**. On the verification dialog box, click **OK**.

4. When the new batch appears, index it as described in “Indexing Scanned Documents,” on page 6.
Indexing Scanned Documents

1. In OnBase, navigate to **Processing > Scan/Index**, and click on **Scan Queues**. Your queue will be listed in the Scan Queue pane on the right.

2. Double-click on your queue in the Scan Queue pane. The batches in the queue will replace the queue name in the pane on the right.

3. Click on the batch you want to index, and then right-click on it and select **Index Batch**. The first un-indexed document will open in the pane on the right, unless it needs to open in a different application, such as Outlook, in which case it is opened in a new window.

4. In the keyword area on the left, select the **Document Type**. The applicable keywords will be displayed below the **Document Date**.

5. The **Document Date** defaults to today’s date. If that is not the date you want to associate with this document, type the correct day in *mm/dd/yyyy* format, or use the Calendar button to select the date.

6. Enter values in the keyword fields.

7. Click on the **Index** button to index the document and open the next document.

8. Continue indexing until you reach the end of the batch, or if you need to stop in the middle of the batch, click the **Stop Indexing** icon below the keyword fields.

9. If your implementation is configured for full-text searching, the batch will be scanned for optical character recognition when you index the last document in the batch, and the OCR Status box will be displayed until the optical character recognition is completed. When it is done, the batch window is closed, and the batch **Status** changes to **Awaiting Commit**.

The Stop Indexing icon is on the right end of the toolbar below the keyword fields.
10. Click on the Awaiting Commit queue.

11. Double click on the batch to display the document list, and open each document to verify that it has been scanned and indexed correctly. Then return to the scan queue window by clicking again on the Awaiting Commit queue.

12. Click on the batch, and then right click on it, and select **Commit Selected**. When prompted to confirm, click **OK**. The batch is moved to the Committed queue, and you will be able to search for the documents based on the index keywords you applied.
There are multiple ways of searching for documents in OnBase:

- If you are looking for a particular document type, you can use the standard search. With the standard search, you can search for documents using any of the assigned keywords.

- You can use a custom query, if one has been designed for your implementation. With the custom query, you are generally not limited to a particular document type, and can retrieve a list of all documents for a primary keyword. In addition, this search results list can be sorted.

- You may be able to use folders to find documents, just as you would in Windows File Manager.

You may also be able to find a document in OnBase from an integrated application, such as PeopleSoft, if that has been set up for your implementation.
Finding a Document Using the Standard Search

1. In the Document Retrieval window in OnBase, select the **Document Type Group** for the document you want to find.

2. When the Document Types are listed, select the **Document Type** you want to find. The keywords appropriate to the selected document type are displayed. **Tip! You can select multiple document types using Ctrl + click.**

3. Select the date range to search for the document:

   a) In the **From** field, click the **Today** button to search for a document uploaded today, or click the **Calendar** button. The current month is displayed. If you need a different month, use the arrows next to the month name to move backward or forward through the months. When you have located the desired month, click the desired day.

   b) In the **To** field, you can use the **Calendar** button, as in the **From** field, or click the **Today** button, if you want to search through the current date.

**Note:** The date fields identify the date when the document was uploaded into OnBase, which may or may not match the date of the document itself. You can, however, search for documents by the date when the document was emailed, if you know that date.

**Tip! To search for documents uploaded on a single day, enter the same date in the From and To fields.**
4. Enter the values you have, such as a last and first name or EmplID, in the appropriate keyword field(s) to see all documents of the selected type that have been entered into OnBase and match your criteria.

You can also limit the search by using additional fields.

Note: If you want to initiate a new search, and you had entered keyword values that are not currently displayed, click the Clear Keywords button to remove all previous keyword values. To remove all previous selections, including the Document Type Group, Document Type, and dates, click the Clear All button. Then enter your new search criteria.

5. Click the Find button. If only one document matches your search results, it is displayed.

6. If multiple documents match your search criteria, the list of matches will be displayed in the Document Search Results window.
The pane on the right lists the documents found in the current search. Click on a document to display it.

The pane on the left lists the history of searches you have run during this OnBase session. To show the search results list from a previous search, click on the search in the history pane.
Finding Documents Using a Custom Query

A custom query is a great way to locate all the documents that have been loaded into OnBase for a particular category or primary key.

1. In OnBase, select File > Open > Custom Query. The Custom Query window opens, with your query displayed.

2. Select a date range to be searched:
   - Click on a month in the Dates list, to search all documents loaded into OnBase in that month.
   - Click on the Calendar button next to the From and To fields to select a different date range.

3. Type a value in the keyword fields.
   - In most cases, you can use the asterisk (*) as a wildcard at either the beginning or the end of a value. One * replaces any number of characters in the searched value.
   - If the keywords are encrypted, you must enter the entire value; you cannot search on a partial value or use the * as a wildcard.

4. Enter as many keyword values as you need to find the document.

5. Click the Find button to find the documents that match your keyword values.
6. All of the documents that match your search criteria will be listed.

To see more of the keyword values for the listed documents, scroll right using the scroll bar at the bottom of the window, or resize the window by dragging the edge to the right.

To sort the documents by one of the keyword values, such as the document type, click the column header for the keyword by which you want to sort the documents.

7. To see a document, double click on the document line in the search results. The document will open in a new window, in the appropriate application for the file type. To return to the search results list, close the document window.
Finding a Document Using Folders

If your OnBase application has been configured for folder retrieval, you can search for documents by navigating through these folders.

1. Click the Open File Cabinets button (second from left in the toolbar).

2. To find a folder in the Folder Tree, click on each folder to open it, until you reach the folder you want.

3. To search for a folder using index keywords, click the Find Folder button.

   a) Enter the keywords that identify the folder you want.

   b) Click Find. The folder hierarchy will be opened in the Folder Tree, with the folder that matches your search criteria highlighted in gray.
c) Click the folder for the document type you want to open it.

d) The first document in the folder is opened by default. To open a different document, click on it in the Documents pane. The document opens in the window on the right.

4. **To return to a folder you searched for previously** in this session, locate the search in the search list below the folders in the Folder Tree.

   a) Click on the search you want to repeat. The folder that matches the search criteria will be highlighted in gray.

   b) Click on the folder for the document type you’re looking for. The first document in that folder is opened by default.

   c) To open a different document, locate the document in the Documents pane below the Folder Tree, and click on the document.
## Working From the Search Results

When a list of documents that match your search criteria is displayed in the Document Search Results window, you can double-click on a document to open it. You can also click once on a document name and then right-click to display a shortcut menu of additional actions.

*Tip! The actions that are active on your shortcut menu vary, depending on your authorization.*

To open the shortcut menu, click once on a document name and then right-click. Then select one of the following actions from the shortcut menu:

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>To review keywords</strong></td>
<td>Select <strong>Keywords</strong> from the shortcut menu. If you see something here that is not correct, you can change a keyword value, but this will not re-index the document.</td>
</tr>
</tbody>
</table>
| **To open multiple documents at once** | 1. Press the Ctrl key and click on each document you want to open.  
  2. Then right-click and select **View Selected**. The documents open in the appropriate application window. |
| **To re-index a document**      | 1. From the shortcut menu, select **Re-Index**.  
  2. Make any necessary changes to the **Document Type Group**, **Document Type**, **File Type**, **Document Date**, and **Keywords**.  
  3. Click the **Re-Index** button. |
| **To send a document as an e-mail attachment** | 1. Click on the document and then right-click and select **Send To** from the shortcut menu.  
  2. Select **Mail Recipient...** from the Send To menu.  
  3. Complete the email address, subject line, and any explanation you want to include in the body of the email. Then click **Send**. |
| **To print one or more selected documents** | 1. Press the Ctrl key and click on each document you want to print.  
  2. Right-click and select **Print** and then **Print Selected** from the shortcut menu. |
| **To print all listed documents** | Click once on any document, then right-click and select **Print** and then **Print All** from the shortcut menu. |
| **To delete a document**        | Select **Delete** from the shortcut menu, and confirm that you want to delete the document when prompted. |

*Tip! Your Email options must be set correctly in order to use this option. If nothing happens when you select the **Mail Recipient...** option, click on **User** in the menu bar, and select **Workstation Option**. Then open the E-mail tab and make sure the **Enable External Mail** and the **Use Native Mail Dialog** checkboxes are both checked.*

---

*Maintaining Documents in OnBase*  
Page 17
Sometimes scanned documents may be separated incorrectly, so that a document will include pages that belong in another document. Or documents can be bundled in the wrong order before being scanned, and the pages need to be re-sequenced. You may even find a page in a document that was scanned but doesn’t belong to any document, and should be deleted.

You can correct these issues in the scan queues by using the more advanced functions described in this chapter.

**Note:** To correct separation errors after indexing, you will need to locate the document in the original scan batch. If the batch has been committed, you can find it in the Committed queue.
Changing the Order of Pages in a Document

If pages were scanned in the wrong order and are out of sequence, you can re-order the pages by using the Delete/Reorder Pages option in the document shortcut menu.

1. Open the document in the scan queue batch:
   a) Navigate to Processing > Scan/Index, and click on Scan Queues. Your scan queue will appear in the pane on the right.
   b) Double click on the queue name to display the scanned batches.
   c) Locate the batch with the incorrect document, and double click on it to open the batch.
   d) Select the document in the batch that needs to be corrected, and double click to open it. If the page thumbnails are not displayed at the bottom of the window, click the Toggle Thumbnails button in the toolbar on the primary OnBase window.

2. Right click on the document in the top pane of the window (not in the thumbnail strip), and select Delete/Reorder Pages. A new window opens, showing larger thumbnails of the pages.

3. Find the page that needs to be moved. To see a larger image of the page, hover over the thumbnail. Notice that the page numbers are displayed below the thumbnails.

   Tip! If you want to make the thumbnails or the zoomed thumbnails larger, click on the Set Thumbnail Sizes button, and enter the desired size.

4. Click and drag the thumbnail you need to move to the desired location.

   Tip! Notice that the original page numbers are still displayed below the thumbnails, so you can see if the right page is in the right place.

5. When you have finished moving all the pages that were in the wrong place, click the Save changes and close button. When prompted to confirm your changes, click Yes, to save your changes.
Deleting Pages from a Document

If a document contains a page that has been moved to another document, or simply has a page that shouldn’t be there, you can delete the page using the Delete/Reorder Pages option on the document shortcut menu.

1. Open the document in the scan queue batch:
   a) Navigate to Processing > Scan/Index, and click on Scan Queues.
   b) In the Scan Queue window, double click on your queue name to display the scanned batches in the window.
   c) Locate the batch with the incorrect document, and double click on it to open the batch.
   d) Select the document in the batch that needs to be corrected, and double click to open it. If the page thumbnails are not displayed at the bottom of the window, click the Toggle Thumbnails button in the toolbar on the primary OnBase window.

2. Right click on the document in the top pane of the window (not in the thumbnail strip), and select Delete/Reorder Pages. A new window opens, showing larger thumbnails of the pages.

3. Find the page that needs to be deleted. To see a larger image of the page, hover over the thumbnail. Notice that the page numbers are displayed below the thumbnails.

   Tip! If you want to make the thumbnails or the zoomed thumbnails larger, click on the Set Thumbnail Sizes button, and enter the desired size.

4. Select the page(s) you need to delete by clicking on the thumbnail(s), and then click the Delete selected button.

5. When you have selected and deleted the unwanted pages, click the Save changes and close button. When prompted to confirm your changes, click Yes, to save your changes.
Merging Pages into Another Document

If a document has been separated incorrectly, and pages that belong in one document were separated into another document, you can move the pages into the correct document.

1. Open the document in the scan queue batch:
   a) Navigate to Processing > Scan/Index, and click on Scan Queues.
   b) In the Scan Queue window, double click on your queue name to display the scanned batches in the window.
   c) Locate the batch with the incorrect document, and double click on it to open the batch.
   d) Select the first document in the batch that needs to be corrected, and double click to open it. If the page thumbnails are not displayed at the bottom of the window, click the Toggle Thumbnails button in the toolbar on the primary OnBase window.

2. Then select the second document and double click to open it. The first document you opened will be hidden behind the Document Imaging window. To close the Document Imaging window, double click on the window header and then click the minimize window button at the top right of the menu bar.

3. Position the two document windows so you can see the thumbnail strip at the bottom of each window.

   **Tip!** *It works best if you position the document window that includes the page to be moved above the document window to which you will be moving it, in a position where you can see both thumbnail strips.*

4. Locate the thumbnail of the page that needs to be moved, right-click on it, and drag the thumbnail into the gray area of the thumbnail strip on the other (target) document. Once the page is in the target document, you can move it to the desired location within the document by right-clicking on the page and dragging it to the desired location.

5. Close the target document. Your changes will be saved automatically.

6. Delete the moved page(s) from the source document.
Splitting an Indexed Document into Two Documents

If a document that has already been indexed includes a page that should be a separate document, you can drag the page out of the document to create a new document containing that page.

1. If the document is not already open, open it in the scan queue batch:
   a) Navigate to Processing > Scan/Index, and click on Scan Queues.
   b) In the Scan Queue window, double click on the desired queue name to display the scanned batches in the window.
   c) Locate the batch with the incorrect document, and double click on it to open the batch.
   d) Select the document in the batch that needs to be corrected, and double click to open it. If the page thumbnails are not displayed at the bottom of the window, click the Toggle Thumbnails button in the toolbar on the primary OnBase window.

2. Close the Document Imaging window behind the document window by double clicking on the window header and then clicking the minimize window button at the top right of the menu bar. This leaves you with a grey area that has nothing in it behind your document window.

3. Locate the page you want to remove from this document to create a new document. Right click on the page thumbnail and drag the page out onto the grey area next to the Document Retrieval pane behind the document window. When prompted to confirm that you want to create a new document, click Yes.

4. A new document window opens, showing the moved page. You will be prompted again, this time to confirm that you want to delete the page from the first document. Click Yes. The page is deleted from the original document, and appears in the new document.

5. Close the original document window.

6. To re-index the new document:
   a) Right click on the document in the document window.
   b) Select Re-Index from the shortcut menu.
   c) If necessary, select a new document type. The keywords are not changed automatically.
- If the association with the previous keyword is correct, enter any additional keywords for the new document type.
- If you need to change the primary keyword, click the Clear Keywords button, and enter the new keyword values.
  
  d) When you are ready, click the Re-Index button to apply the new indexing values.

7. Close the document window when you have finished.
Splitting an Un-Indexed Document into Two Documents

If a document that has not yet been indexed needs to be split into two documents (for example, if it includes one or more pages that don’t belong in this document), you can split the documents by using the **Send to** shortcut menu option.

1. If the document is not already open, open it:
   a) If the Document Imaging window is not open, select **Processing > Scan/Index** from the top menu, and click on **Scan Queues**.
   b) In the Scan Queue window, double click on the desired queue name to display the scanned batches in the window.
   c) Locate the batch with the incorrect document, and double click on it to open the batch.
   d) Select the document in the batch that needs to be corrected, and double click to open it.

2. Right-click on the document in the top pane of the window (not on a thumbnail), and select **Send to > Create new document**.

3. In the **Create from pages** field, enter the page number(s) of the page(s) you want to move into the new document. Separate non-contiguous pages with a comma, and indicate page ranges with a dash.

4. If you are ready to index the new document, select the **Document Type Group** and the **Document type**. When you select the **Document type**, the keyword fields for the selected document type are displayed, and you can index the new document.

5. By default, the checkbox is set to **Delete copied pages from original document**. Leave this selected.
6. Click the OK button to create the new document with the selected pages. The new document is displayed in a new document window, and the old document shows only the remaining pages.

7. Close the document windows.