OCR Integration Set Up

Step 1: Get an API key

- Go to https://us11.list-manage.com/subscribe?u=ce17e59f5b68a2fd3542801fd&id=252aee70a1, to register for an API key, or go to https://ocr.space/ocrapi and click on "Register for free API key".
- Follow the instructions to obtain the API key.

Step 2: Place API key in client script of widget

- Look up the "Scan" widget, go to line 109 in client script and paste in the API key.

```
105            var formData = new FormData();
106            //formData.append("file", file);
107            formData.append("base64Image", dataurl);
108            formData.append("language", "eng");
109            formData.append("apikey", "███████████");
110            formData.append("isOverlayRequired", true);
111            formData.append("detectOrientation", true);
112
```

- Save the changes you made

Step 3: Create a new Service Portal page

- Go to "https://<instance-name>.service-now.com/sp_config"
- Click on "Designer"
- At the top of the page click on "Add a new Page"
- Page Title and ID will be "Scan" & "scan", press Submit
- In the "Layouts" section on the left of screen, drag a 12 column onto the page.
- In the Search area type "Scan Main", pull the widget into box on the top of page

Step 4: Test your integration

- On your mobile phone, go to your portal page (e.g. "https://<instance-name>.service-now.com/sp?id=scan").
- Have a printed version of the document ready.

Office of Public Information

Public Information Company

6401 Security Blvd

Gwynn Oak, MD 21207

Dear Sir/Madam:

I have an underpayment situation and have not received full benefits payment for the month of June 2019. I'm a disable VET and this is an urgent request. I received a check for $398.08 whereas I'm entitled to $486.66 every month under the benefits. The check # is 289.

Here is information on me:

Name: Julie Lewis

DOB: 12/9/1969

SS#: 201-45-0987

Current Address: 101 Main St, Leesburg, VA 20147

Phone: 703-221-8898

Thank you for your time and consideration. Please don't hesitate to reach out to me on my phone, should you need any clarification.

Respectfully,

John Smith

- While on the "Scan" page, click the "Scan Now" button. Once the image capture feature opens on your phone, line up the document in the view of the camera and then take the photo.
- Wait a few seconds for the preview of the image to appear on the screen. Once you see the preview image on the portal page, click "Create Case".
- On the fulfiller view, navigate to **Customer Service** > **All.** Open the most recent case and look to see if the Short Description field matches the document's body.

Your all set! Good job… Feel free to play around with integration/widget if you want to customize this for your own purposes.