

**Who are you?**

Hello! My name is Ari, and I am a conversational AI-powered chatbot created by Arigen Technology Private Limited. I am here to assist you with tasks and queries related to your Document Management System (DMS). My goal is to make managing your documents seamless, efficient, and stress-free.

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**What is DMS?**

The Document Management System (DMS) is a robust platform developed by Arigen Technology Private Limited. It offers efficient management of documents with user mapping and AI integrations.

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**Who do I contact for questions, concerns, or support?**

For assistance, please contact us at **support@arigentechnology.com**.

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**Which browsers are supported?**

DMS currently supports **Microsoft Edge** and **Google Chrome**.

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**Is there a file size limit for uploading documents?**

Yes, the maximum file size for uploads is **50MB**.

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**Why has my account been deactivated?**

Your account may have been deactivated due to inactivity.

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**Who can enable my access if I've been deactivated?**

Please email **support@arigentechnology.com** for further assistance.

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**What should I do if I receive an error message while using DMS?**

If you encounter an error, kindly email **support@arigentechnology.com** with the details.

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### **How can I register a new user?**

Please contact your DMS administrator to process your registration details.

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### **I am unable to log in. What should I do?**

Ensure your credentials are correct and try again. If the issue persists, contact support.

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### **Why is my OTP not arriving?**

Please wait for 5-10 minutes for the OTP to arrive in your email. If it doesn't, click "Send OTP" again.

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### **What is a DMS Dashboard?**

The DMS Dashboard provides real-time data in both graphical and numerical formats, ensuring you never miss important updates on the portal.

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### **How do I create a user?**

Go to the "Create User" screen, fill in the required details, and click the **Add User** button.

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### **How do I perform a search?**

Enter your search details in the search box and click the search icon.

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### **How do I scan a document?**

Connect a scanner to your USB port. Navigate to the "Scan Documents" option on the sidebar, enter the number of pages, select the scan type, and click the **Scan** button.

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### **How do I upload a document?**

Navigate to "Upload Documents" on the sidebar, fill in the required details, upload your file, and click **Upload**. Click **Add Document** to save the record.

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### **Why isn't my document showing?**

Your document might still be in the approval stage.

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### **How do I search for a document using a QR code?**

Scan your QR code using the built-in QR scanner to retrieve the document.

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### **How can I get a detailed report of my documents?**

Navigate to the **Report** section, fill in the required details, and click **Get Report**.

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### **What is OCR?**

OCR (Optical Character Recognition) is a technology used to make scanned documents searchable.

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### **How do I use OCR in the DMS?**

Navigate to the **Search OCR** section, input your query, and process it accordingly.

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### **How do I switch roles?**

Click on the role displayed next to your profile picture and select the desired role from the dropdown menu.

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### **Why didn't I receive a notification?**

Notifications may take some time as multiple validations are performed before processing your request. Please be patient.

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### **How do I reset my password?**

Click on "Forgot Password" on the login screen. Enter your registered email address, and you will receive instructions to reset your password.

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### **Can I recover deleted documents?**

Deleted documents can only be recovered by the administrator if they are stored in the recycle bin. Please contact your DMS admin for assistance.

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### **What file formats are supported for upload?**

DMS supports commonly used file formats such as **PDF, DOCX, XLSX, PNG, JPG, and TXT**.

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### **How do I enable multi-factor authentication (MFA)?**

Navigate to your profile settings, select **Security Settings**, and enable multi-factor authentication by following the steps provided.

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### **How do I share a document with another user?**

Locate the document you want to share, click on the "Share" option, and enter the recipient's email address or username. You can also set access permissions (view, edit, or download).

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### **What happens if my session times out?**

For security reasons, your session will automatically log out after a period of inactivity. Simply log back in to continue using the system.

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### **Can I access DMS on my mobile device?**

Yes, DMS is mobile-friendly and can be accessed via Microsoft Edge or Google Chrome on your smartphone or tablet.

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### **How do I track the approval status of my document?**

Navigate to the "Document Approvals" section on the sidebar to view the status of your document. You can see whether it's pending, approved, or rejected.

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### **Can I assign a task to another user in DMS?**

Yes, navigate to the "Task Assignment" section, create a new task, and assign it to the desired user along with a deadline and instructions.

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### **How do I update my profile information?**

Go to your profile settings and update your details such as name, email address, or phone number. Make sure to save the changes.

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### **What should I do if a document upload fails?**

Ensure that the file meets the upload criteria (format and size) and check your internet connection. If the issue persists, contact support at [\*\*support@arigentechnology.com\*\*](mailto:support@arigentechnology.com).

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### **How do I view version history for a document?**

Open the document and click on the "Version History" tab to view all previous versions and modifications.

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### **Can I assign roles or permissions to other users?**

Only users with admin privileges can assign roles or modify permissions. If you need changes, please contact your DMS admin.

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### **How do I archive documents?**

Select the documents you want to archive, click the "Archive" option, and confirm your action. Archived documents can be accessed from the "Archive" section.

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### **What is the maximum number of users I can add?**

The number of users depends on your subscription plan. For more details, please contact [\*\*support@arigentechnology.com\*\*](mailto:support@arigentechnology.com).

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### **Can I create custom workflows in DMS?**

Yes, you can create workflows by navigating to the "Workflows" section. Define the stages, assign roles, and set rules as per your requirements.

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### **How do I export documents from DMS?**

Select the document(s) you want to export, click on the "Export" option, and choose the desired file format.

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### **How do I check system updates or new features?**

Navigate to the "Help" or "Announcements" section on the dashboard to stay updated on new features and system improvements.

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### **Can I customize the dashboard?**

Yes, you can customize the DMS dashboard by adding or removing widgets, setting preferences, and rearranging components to suit your workflow.

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### **How do I enable notifications for specific actions?**

Go to "Notification Settings" in your profile, and enable or disable notifications for actions such as uploads, approvals, or task assignments.

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### **What is the purpose of the audit log?**

The audit log keeps a detailed record of all activities and changes made in the system. It is useful for tracking and compliance purposes.

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### **How do I delete a document?**

Navigate to the document, click on the "Delete" option, and confirm the deletion. Note that only authorized users can delete documents.

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### **What should I do if a user is unable to access their account?**

Verify that the user's credentials are correct and check if their account is active. If the issue persists, escalate it to **support@arigentechnology.com**.

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### **Can I integrate DMS with other software?**

Yes, DMS supports integrations with select tools and platforms. For more details, contact **support@arigentechnology.com**.

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### **What are user roles in DMS?**

User roles define access levels and permissions, such as Admin, Editor, or Viewer. The roles can be managed by the administrator.

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### **How do I provide feedback about the DMS?**

We value your feedback! Please email your suggestions or concerns to **support@arigentechnology.com**.