

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.

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.

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

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

Which browsers are supported?

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

Is there a file size limit for uploading documents?

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

Why has my account been deactivated?

Your account may have been deactivated due to inactivity.

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

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

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.

How can I register a new user?

Please contact your DMS administrator to process your registration details.

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

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

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.

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.

How do I create a user?

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

How do I perform a search?

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

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.

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.

Why isn't my document showing?

Your document might still be in the approval stage.

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.

How can I get a detailed report of my documents?

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

What is OCR?

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

How do I use OCR in the DMS?

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

How do I switch roles?

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

Why didn't I receive a notification?

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

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.

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.

What file formats are supported for upload?

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

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.

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).

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.

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.

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.

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.

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.

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).

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.

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.

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.

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).

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.

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.

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.

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.

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.

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.

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.

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**.

Can I integrate DMS with other software?

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

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.

How do I provide feedback about the DMS?

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