# IRIS in CCLA

# User Guide

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# Glossary

| Term | Meaning |
|---|---|
| Bundle | Iris term for a logical collection of scanned documents. In CCLA an envelope is equivalent to a bundle. |
| Content/Content Item | A document within UCM. This may be a PDF, or a Word Document for example. |
| Check in/checking in | The process of adding new content to UCM. |
| Envelope | A scanned envelope (or bundle) containing one or more documents. |
| Index | Specify the metadata for a document. |
| Metadata | The information or data associated with a document in UCM. |
| ODC | Oracle Document Capture – Software used by CCLA to scan in documents and release them to UCM. |
| Thumbnail | A small image preview of a document. |
| UCM | Oracle Universal Content Management, Oracle's content management platform. |

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# 1 Introduction

This User Guide provides information for end users of Iris in CCLA.

The document is broken up into server parts, each explaining a different web-page of Iris. These will loosely correspond to the links available at the top of Iris. For administrator features, please see the Administrator Guide.

## 1.1 What is Iris?

Iris is an invoice and mail room processing solution developed by ECS for the Oracle UCM content management platform.

Iris is designed to improve the efficiency of document scan and capture process within CCLA. Iris will allow any user within the organisation to index metadata for any document that has been received from ODC. It will also provide a customised portal into UCM to make searching and viewing documents a simpler and quicker process.

Iris allows you to perform the following actions in UCM:

- Add new content items
- View content awaiting indexing
- Search and browse content
- Edit metadata on content
- Add your own notes and view others notes for content
- Add supporting documents to content

## 1.2 Conventions

`When describing the solution overview pertinent text that appears on the user interface will appear in this typeset.`

Particular hints and tips are outlined so.

# 2 Iris Tour

This section describes each of the pages you can access within Iris.

## 2.1 Overview

To log into Iris go to http://ccla-ap14/ucm/idcplg?IdcService=DOC_LISTING&Auth=Intranet. You shouldn't need to type in your username or password.

Iris contains a number of links listed at the top, each of which will take you to a different page within Iris.

There is also a `Quick Search` option available from this top pane which will allow you to quickly search for documents across several metadata fields. When you run a Quick Search it will find all documents whose title, author, comments, document class, workflow ID or envelope ID contain your search term. In addition it will also search the content of all documents for your term.

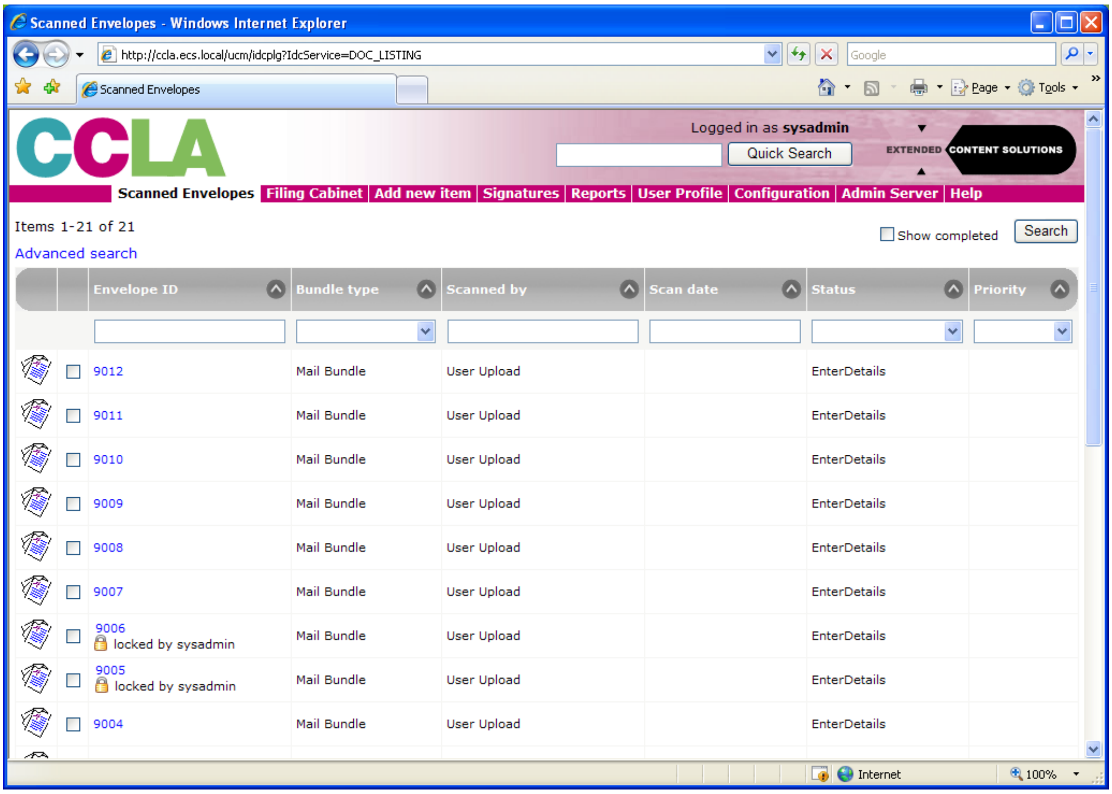
You can click the 'Help' link at any time to open this document.

## 2.2 Scanned Envelopes

This is the default page that is shown when you first log into Iris.

It shows Envelopes (not individual documents) that have been scanned and released from ODC and are waiting within Iris to be processed. To view previously processed envelopes click on the `Show completed` select box (top right) and click `Search`.

*Figure 1: Scanned Envelopes Screen*




Clicking on the `Envelope ID` field name or envelope icon ( ) will open the envelope view page in Iris (see Section 2.3). From this page you can view and index each document within the envelope.

Opening an envelope will automatically lock that envelope to you. This lock is designed to show other users that you are currently working on the envelope. Sometimes you may need to work on an envelope which has been acquired by another user. If you have sufficient rights you will see a Remove lock option when you open the locked envelope. If so you can remove the lock and acquire it yourself. You will then be shown as the envelope lock owner to others users in Iris.

Even if you do not have rights to remove another user's lock you can always remove the lock on your own envelope so another user can acquire it.

### 2.2.1 Displayed Columns

The Scanned Envelope page shows you the following information for each envelope:

- , bundle icon. Clicking on the icon will take you to this envelope's document processing screen.
- `Envelope ID`, this is a unique envelope reference which is normally assigned automatically by ODC when scanning the envelope documents. A clickable field, clicking this will take you to the envelope document processing screen.
- `Created`, the date the envelope was originally scanned,
- `Scanned by`, the name of the user who scanned the bundle in ODC
- `Status`, the process status of the envelope. All envelopes waiting to be indexed have a status of `EnterDetails`. Once the Envelope documents have been indexed and the documents submitted to SPP the Status will change to `Completed`.
- `Priority`, currently envelopes are not assigned a priority

### 2.2.2 Ordering and Filtering your View

In the Scanned Envelope view you can reorder on any column by clicking on the arrowed icons ( ) these will reorder the column alphabetically in the order indicated by the arrow.

You can also filter the view via the textboxes and dropdown menus below each column names. If a column has a number of set values you can select a value from the dropdown menu, if the column has no defined set of values it has a textbox so you can add your own search string.

A column text based search searches all envelopes that contain your search string. The search is also case insensitive. For example, if you search the `Scanned by` column with the term `jamie` any of the following terms would provide a match: `Jamie`, `jamie`, `jamieson`, `Brown, Jamie` etc.

There is also an `Advanced Search` option which will allow you to be more specific with your searches including defining searches within particular date ranges.

The ordering and filtering features described here are provided on all document listing screens in Iris.

## 2.3 Envelope View

The Envelope View page is where you view and index envelope documents, add new documents to the envelope and submit documents to the SPP process.

The page is arranged with a number of panels down the left side showing (Envelope) `Bundle Details`, (document) `Item Details`, and `Workflow Details`.

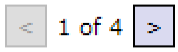
The right hand area of the screen is tabbed and on opening displays the `Thumbnails` tab which shows each document in the bundle as a film strip with the currently selected document shown in the viewer. Below the displayed document the last note or audited activity on the envelope is shown. In addition there is a quick link to allow you to add your own notes to the envelope if required.

There are two further tabs visible behind the Thumbnails tab. The first of these, List View, displays each document in the envelope in List form. See Section 2.3.5 for more information on this view.

The third tab, Notes/Activity is used to display automated audit entries added by Iris and any notes added by the user. For more information on this screen, including adding new notes to the envelope, see Section 2.3.6.

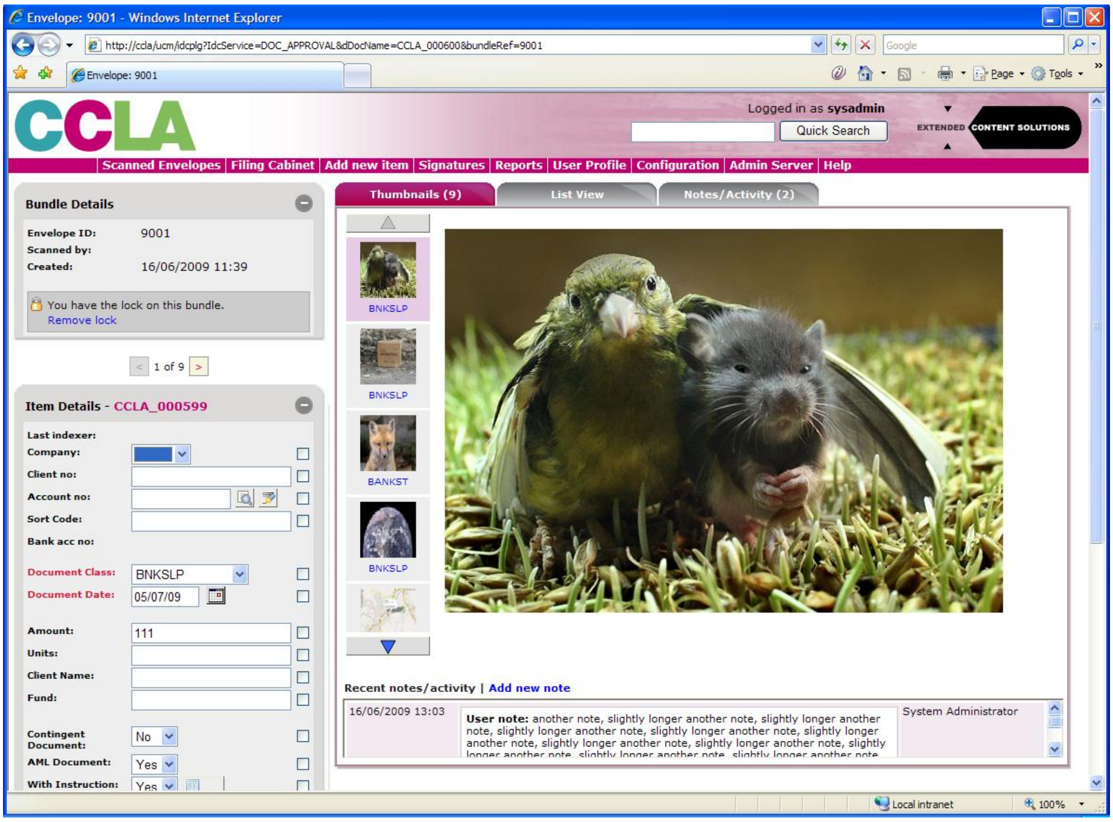
### 2.3.1 Navigation

To move between documents in the bundle you have a number of options.

- Use the left/right arrows to move between documents 

- By clicking on a document thumbnail in the film strip. The currently selected document's thumbnail has a dark background to distinguish it from other thumbnails.

*Figure 2: Envelope View Screen*



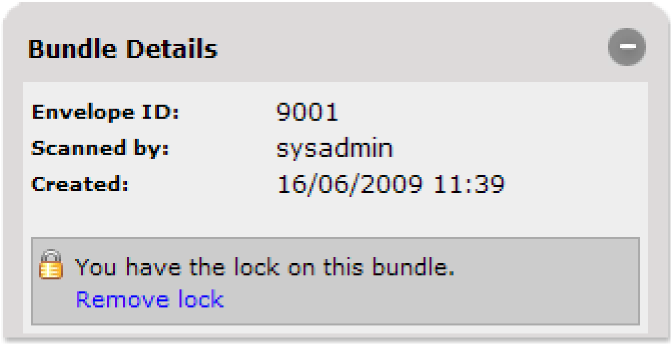

### 2.3.2 Bundle Details Panel

The `Bundle Details` panel summarises the following envelope information: the Envelope unique reference, the user who originally scanned the envelope and the date it was originally scanned.

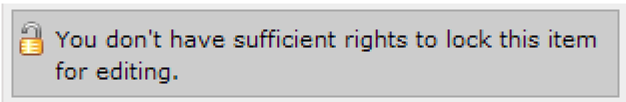
In addition this panel shows the lock state if the envelope is active and can be processed. In the example below the user has the envelope locked. By clicking `Remove lock` they can unlock the bundle. Similarly another user who accesses the same bundle will see a message indicating the envelope is locked by you.

If a user has sufficient rights they can remove your lock on the bundle. To remove another user's lock on the bundle you must be a member of the WF_COO group.

*Figure 3: Bundle Details Panel*




To lock a bundle you must have sufficient rights to process the workflow. If when you open a bundle you see the message:




This means you cannot edit document metadata or submit the documents to SPP. If you need to edit envelope documents you will need to speak to an Administrator so they can grant you access.

### 2.3.3 Item Details Panel

The Item Details panel is used to display and edit the index information for an individual document. (An example is shown in Figure 4: Item Details Panel)

If the envelope documents have not been submitted to SPP (i.e. the Envelope has a status of `EnterDetails`) you can only edit document fields if the envelope is locked by you. If you opened an unlocked Envelope from the `Scanned Envelopes` screen Iris will automatically lock the envelope to you.

The `Item Details` panel has a number of index fields which you can set on the document. There are a number of features of this panel you should be aware of and these are explained below.

## Mandatory Fields

If the index field label appears in red the field is mandatory. You must set this field on every document in the bundle before you can submit the envelope documents to SPP.

## Batch Updating

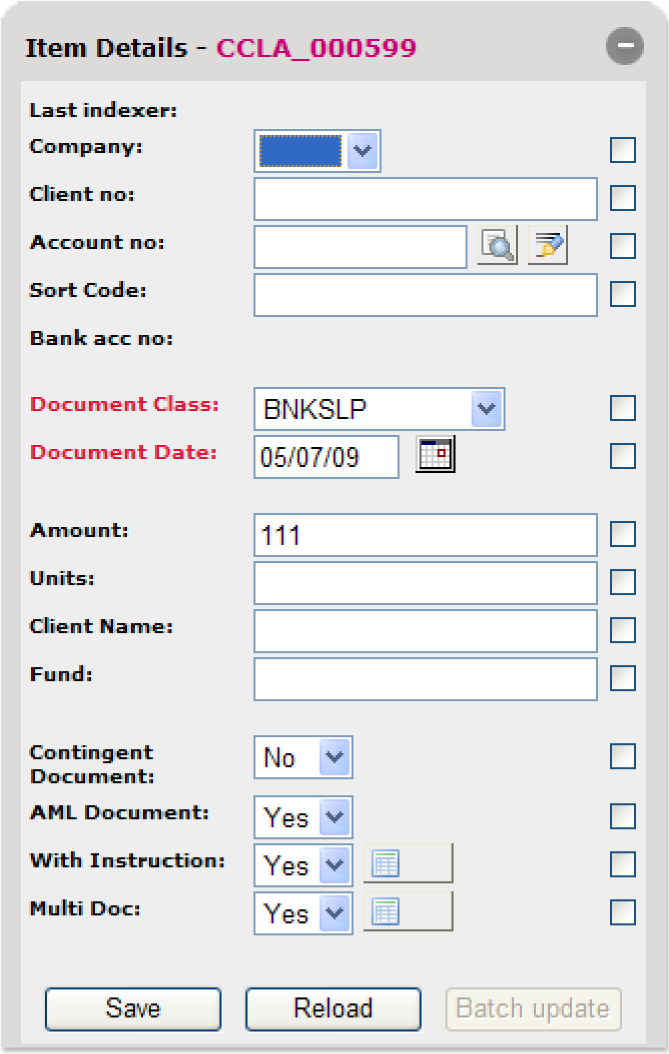
Each field has a selector box (☐) to the right of it. If one or more of these fields are selected the `Batch Update` button is enabled. When you select `Batch Update` every document in the envelope is updated with the selected index fields.

If you know that most documents in your envelope have a common field, such as `Document Class`, set this field on the first document, tick the selector and do a `Batch Update`. Then as you move through each document in the envelope you only need update the document if it has a different `Document Class`.

## Date Fields

Index fields which require a date allow you to enter a date via the keyboard as text, alternatively you can use the date picker icon ( ) next to the field to select the date from a calendar popup.

*Figure 4: Item Details Panel*

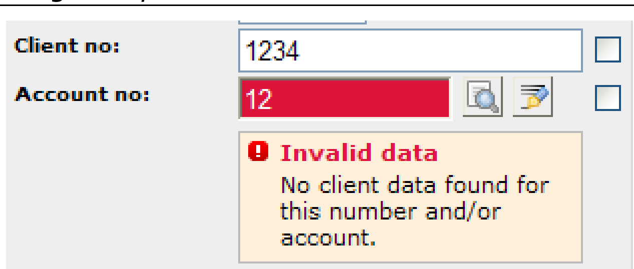



## Account Lookup

You can do an automatic account lookup based on `Client no` and `Account no` by pressing the () icon next to the `Account No` field. If a successful lookup is made then the `Sort Code`, `Bank acc no` and `Client Name` fields are updated with the client details.

In the event that no match is made against the `Client no` and `Account no` an inline error message will appear in the Item details panel below the `Account no`. For an example see Figure 5 below.

*Figure 5: No match against passed client account data*

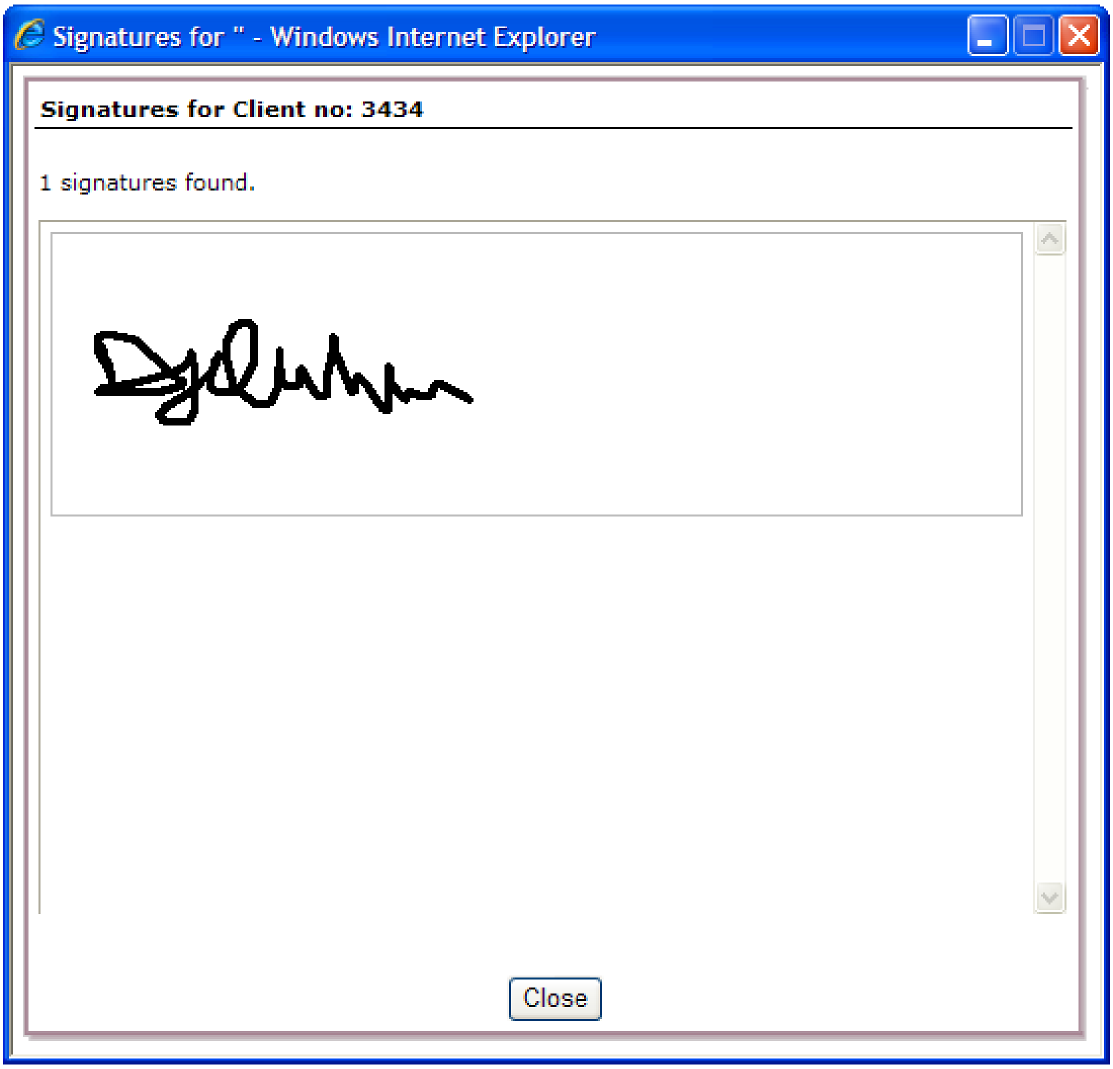


## Checking Signatures

You can view signatures stored against a Client reference by pressing the () icon next to the `Account no` field. A signature search can be done by `Client no` alone or a combination of the `Client no` and `Account no`. Clicking on the `View Signatures` button launches a popup with a list of the signatures stored in Iris for that client. (See Figure 6: Check Signature Popup).

You can use this screen to scroll through and check the existing signatures held on file for this client against a signature in an envelope document.

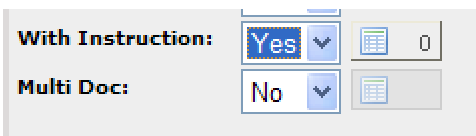
*Figure 6: Check Signature Popup*




## Adding Instruction/Multi-Docs

When selecting `Yes` to the `With Instruction` or `Multi Doc` index options the Add instruction/multi-doc button is enabled.

*Figure 7: With Instruction add instruction document(s) button enabled*



By clicking on the ( 0 ) icon you can add Instruction or Multi-Docs to this document. For more details on adding Instruction and Multi-docs refer to Multi-Doc/Instructional-Doc Popup Window section on page 17.

### 2.3.4 Thumbnail Tab

The Thumbnail tab is the default tab shown when you open the envelope.

The left hand area of this tab contains a film strip with each document represented as a thumbnail. To the right of the thumbnail the currently selected document is displayed in a viewer.

Each thumbnail has a sub-title below the image which is its Document Class. If a document has not been indexed the thumbnail sub-title is set to unclassified.

By clicking on a thumbnail the viewer to the right loads the selected image. Commonly the viewed document will be in PDF format, please refer to the Adobe Reader Help on navigating and arranging this view.

### 2.3.5 Document List Tab

The Document List tab shows all documents in the envelope in list form. You would not normally use this view to work with an envelope however it does provide a few facilities which are not available from the main Thumbnail tab.

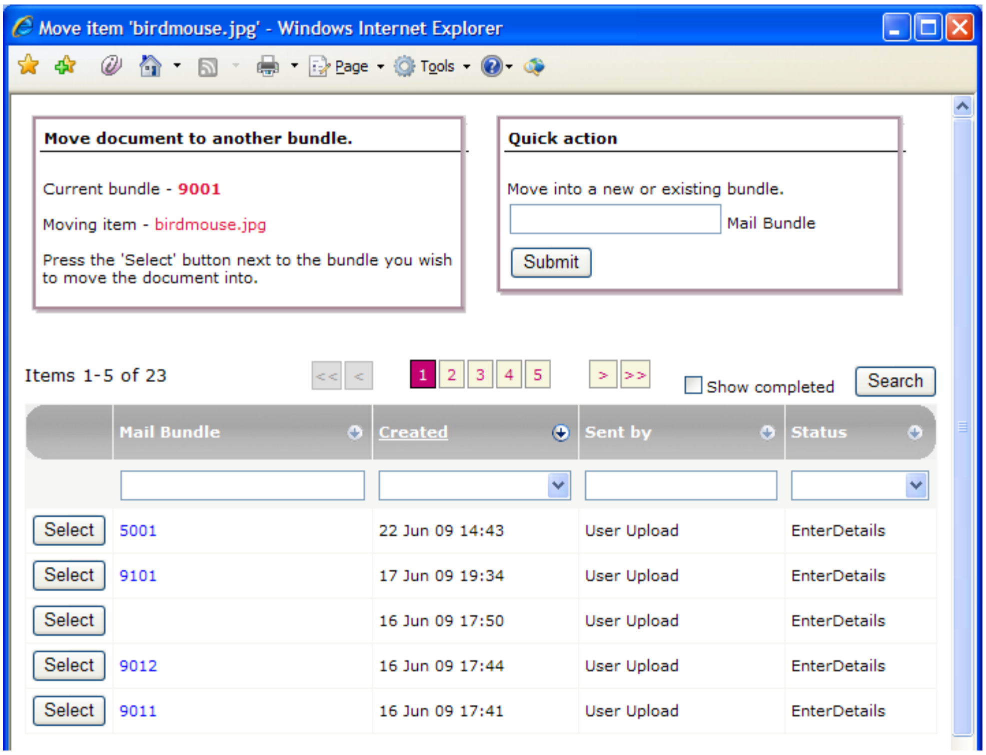
## Add Document to Envelope

If you wish to add a new document to an envelope you can upload it to the envelope on the `Add new document` area. The uploaded document may take a short while to render and index before appearing in your envelope.

## Move Document to another Envelope

On occasion a document may have been scanned into the wrong envelope. From the Document List screen each document has an action menu which includes a `Move` option. Selecting `Move` opens the `Move Document` popup from where you can search and select the correct bundle envelope for the document.

*Figure 8: Move Document popup*



## Delete a Document in an Envelope

From the action menu attached to each document there is a `Delete` option. Selecting `Delete` removes the document so that it is no longer visible in the envelope.

Deleted documents are not deleted fully from the system. A UCM administrator can restore a deleted document as long as you take a note of the deleted document's envelop and approximate time of deletion..

### 2.3.6 Notes/Activity Tab

The Notes/Activity tab allows you to view the chronology of all activity on this envelope. Significant activity such as uploading the documents to the envelope or initiating an SPP workflow are recorded in this view along with the activity date and the user who performed the activity.

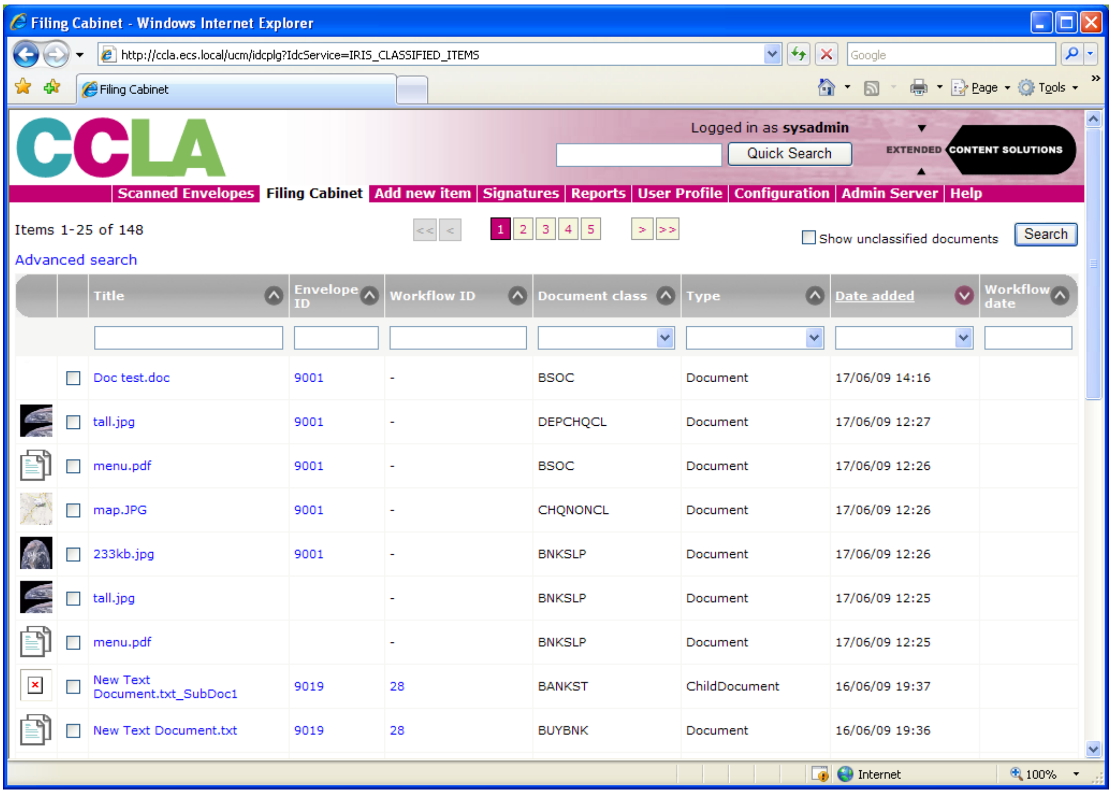
In addition you can add your own notes which are recorded here.

Your notes and activity notes are displayed in reverse chronological order so the most recent activity is shown at the top of the page.

## 2.4 Filing Cabinets

This page displays a list of all the documents within UCM, including documents currently awaiting indexing. It is similar to the page described in section 2.2, but has some extra columns. This other main difference from the `Scanned Envelopes` page is that individual documents are displayed here out of their envelopes. Similar controls are available to the `Scanned Envelopes` page, allowing you to search, filter and reorder results.

*Figure 9: Filing Cabinet Document List View*



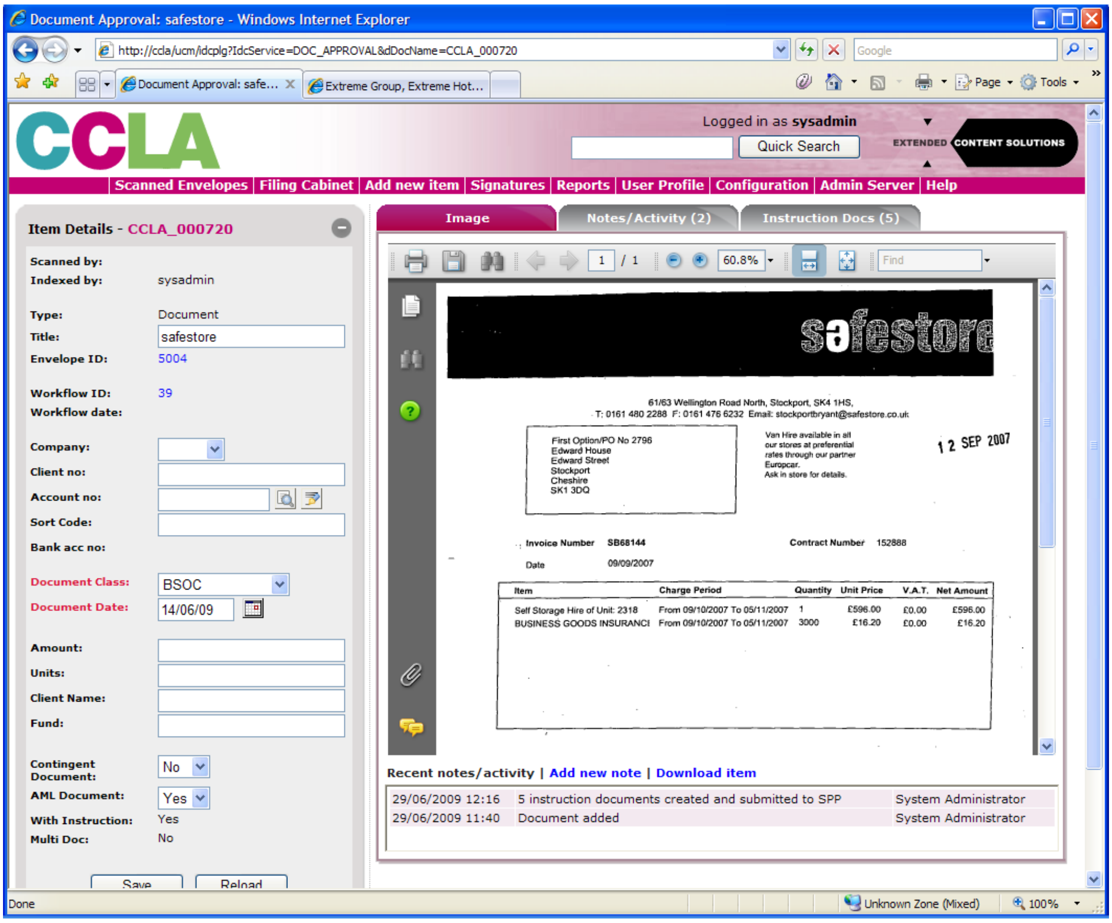

The paging controls at the top and bottom of the screen allow you to navigate through the results if they all don't fit on one page. The `Show unclassified documents` checkbox will also show documents without a `Document Class` set in the search results.

To view the document, click on the thumbnail picture of the document. To view the document with its associated metadata, click the title of the document. To view the document and all the other documents within the same envelope, click on the document's `Envelope ID`.

### 2.4.1 Document View Page

Clicking the title of a `Document` in the File Cabinet results view will load the page shown in the figure below.

*Figure 10: Document View Page*



From this page you can view the document and if you have sufficient privileges modify the document metadata and submit the document to a new SPP workflow.

Clicking the `Submit to SPP` button will start an SPP job for the document even if it has already had a job started, so be careful how you use this.

For an explanation of the options available from the `Item Details` panel please refer to Section 2.3.3.

Behind the `Image` tab there are two further tabs. The first, `Notes/Activity` shows any notes added to this document or significant activity on this document including who did it and when

Notes can also be added to entire envelopes, but these notes will not be displayed on the individual document page, and vice-versa.

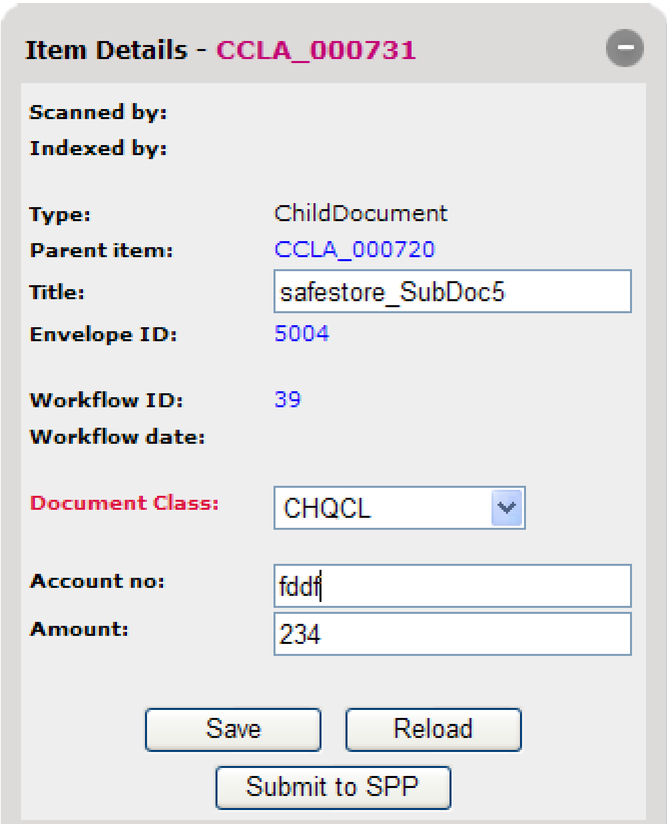
The `Instruction Docs` tab lists any child documents associated with this document. The child document may be any Instructional or Multi-doc document associated with this document. For an explanation of how child documents are added to a document see Section 2.8 on page 17.

### 2.4.2 Child Document View Page

From the `Filing Cabinet` view you can also open child documents. When you open a child document the content pane on the right of the screen shows the content of the parent document while the `Item Details` pane shows metadata associated with the child document.

As with a normal document you can edit certain metadata and resubmit the document to an SPP workflow. On the `Item Details` pane there is an additional read-only metadata field, `Parent item`, which provides a link back to the parent document.

*Figure 11: Child Document Item Details Panel*




## 2.5 Adding a Content Item

Most documents that appear in Iris will be scanned as part of an envelope bundle in ODC and automatically appear in the `Scanned Envelopes` page.

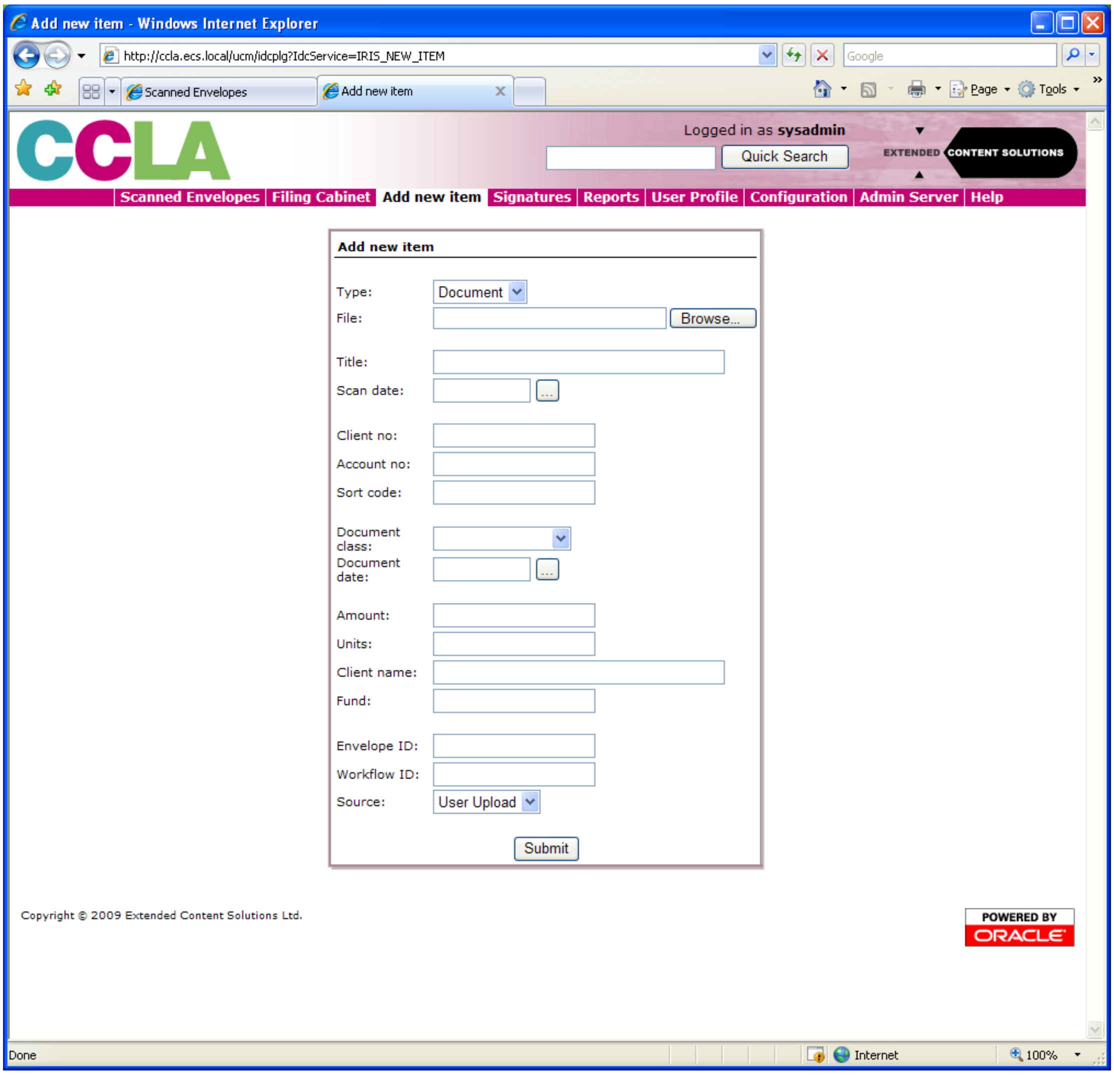
It is also possible to manually upload an electronic file to Iris via the `Add new item` link. If you use the manual upload option the `Add new item` screen is shown (see Figure 12).

When you add a document using this screen there are a number of fields which can be set. A few fields are mandatory and these are described below:

- `File` – Use the `Browse` button to select the file to upload from your local machine.
- `Title` – The name to apply to the uploaded document. This will default to the selected file name.
- `Envelope ID` – If you enter the Envelope ID of an existing Envelope then this document will be added to that batch. If you enter an Envelope ID which does not exist then Iris will create a new Envelope for your document which will appear in the `Scanned Envelopes` list.

The remaining fields are optional and will be familiar from the Envelope View Screen described earlier. It is recommended that the Add new item screen is used to upload a document to an envelope and users then index the document via the `Scanned Envelopes` list.

*Figure 12: Add New Item Page*




Content that is added to UCM (or 'checked in') in this way will not automatically start a job in SPP. This can be done later however via the Document View page (see section 2.4.1).

If you give a document an envelope ID that already exists the document will be added to that envelope. If the envelope documents have already been processed and jobs triggered in SPP remember your new document will not automatically trigger an SSP job.

## 2.6 Signatures

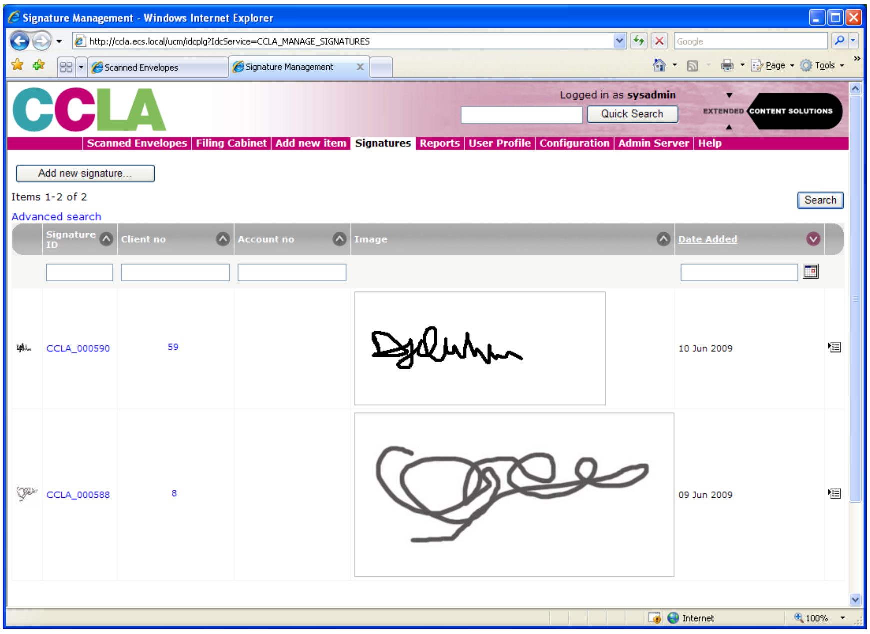
Within Iris, you can add one or more signatures that relate to a client or a client/account combination. Stored signatures can then be viewed to verify signatures on received documents as part of the indexing process.

You use this page to manage the signatures associated with a client. You can perform a number of actions on each image by clicking the ( ) icon to the right hand side of each row. From this action menu you can view and update the client and account number metadata associated with the signature or delete it altogether.

To add a new signature click the `Add new signature…` button to open the `Add new signature` dialog. When adding a signature you must specify a title, a client number and the signature file. Optionally you can also specify an Account number.

To filter the signatures shown use the textboxes under each column header to restrict your results. For example, by setting the `Client No` field you could view all signatures for one particular client.

*Figure 13: Signatures Listing Page*



## 2.7 User Profile

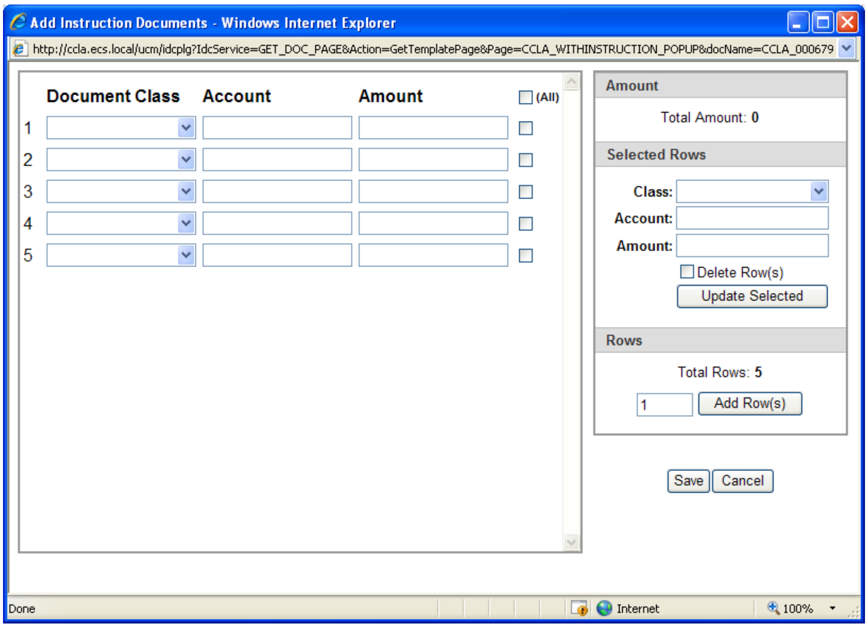
This page provides information about your UCM account, such as your username and security rights. If you cannot action a particular function in Iris you may be asked by an Administrator to confirm your role and account membership from this page.

You cannot update anything on this page.

## 2.8 Multi-Doc/Instructional-Doc Popup Window

The popup page shown in Figure 14 will open when you click on the `Edit instruction docs` button of the Envelope View Page outlined in Section 2.3.

*Figure 14: Add Instruction/Multi-docs Popup*




This page allows you to add instruction documents that relate to a main document (the document you had selected before you clicked the `Edit instruction docs` button on the Envelope View Page). You can specify the `Document Class`, `Account` and `Amount` for each Instructional document. All other metadata fields will be inherited from the main document.

When any metadata field inherited from the main document is modified on the main document, the metadata of the Instruction documents will also be updated to reflect these changes.

On this window you can also:

- Calculate the total Amount by clicking on the top right hand refresh icon.
- Add up to 200 child documents.
- Perform updates to multiple rows in one go (see below).

### 2.8.1 Updating Multiple Rows

To update multiple rows select the rows you wish to update using the tick boxes, update the information in the `Selected Rows` pane then click the `Update Selected` button.

To delete multiple rows, perform the same procedure but tick the `Delete Row(s)` tick box in the `Selected Rows` pane instead.

### 2.8.2 Tips

- Before the SPP jobs can be started, you need to Save the changes you have made by clicking the `Save` button in the bottom right hand corner. Saving also means you or someone else can close and come back to this page in future.
- The `Fund` field for each Instruction doc will be filled in by UCM based on the `Account` that you enter, so you don't need to specify the Fund anywhere.
- You do not need to delete any blank rows, these will automatically be stripped out when you click `Save`.

# 3 Troubleshooting

Any Iris troubleshooting tips should appear in this section.