USER'S GUIDE

Policy & Procedure Manager® 5.5

(Modified by Murdoch University 2010)

“All the power of MS Word, with all the flexibility of the Web!”

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Policy & Procedure Manager® is a powerful tool for managing policies, procedures, and many other types of documents. It guides users step-by-step through the entire process of publishing documents, including the review and approval process. Email notifications prompt users when they need to take action on a document, such as approving or reading it. Document owners and administrators can view the status of any document and can see who has and has not read published documents.

Before using Policy & Procedure Manager®, it is important to understand several concepts, including the publishing process, how the roles and permissions assigned to users affects what they can do, and some of the characteristics of a Web-based application.

Additional help is available from the “Quick Reference Cards” as per the job roles:

- Document Owners
- Document Approvers & Reviewers
- Document Readers
The Publishing Process

There are six possible stages in the publishing process: draft, review, approval, pending, approved, and archived. All documents created in Policy & Procedure Manager® must go through the publishing process (see before they can be published and read by other users.

The process starts when the document owner submits a draft document for review. Each reviewer can accept, revise, or decline the document. If all reviewers accept it, the document is automatically moved to approval stage. If revised or declined by one or more reviewers, the document goes back to the document owner and is placed in draft stage again. (The document goes back to the owner only after all reviewers have accepted, revised, or declined it.)

The document owner then makes any required changes and resubmits the document to reviewers. This part of the process can be repeated as many times as necessary to create an acceptable document. Once all reviewers approve a subsequent draft, the document is moved automatically to approval stage.

Approvers have the same options as reviewers for dealing with the document (accept, revise, and decline). If all approvers accept it, the document is automatically published (approved). If one or more approvers revise or decline the document, it again goes back to the owner in draft stage.

From there, after the document owner makes the necessary changes, the process starts over again with submitting the document to reviewers and then to approvers. When the last approver approves the document, it is published for reading.

The only time a document is not immediately published upon approval is if the document owner designated an effective date sometime in the future. In that case, the document is moved to pending until that effective date, when it is automatically published.

If an approved document is a new version of an existing document, the previous version is automatically archived when the new version is published.
**ROLES AND PERMISSIONS**

The things you can do in Policy & Procedure Manager® are determined by the *Roles and Permissions* assigned to you by the document control administrator, as shown in the following tables.

<table>
<thead>
<tr>
<th>Role</th>
<th>Lets You</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>View approved documents only.</td>
</tr>
<tr>
<td>Document Owner</td>
<td>Create documents. You can also view your own documents in the draft and pending stages of the publishing process (pending stage is for approved documents yet to be published on a specific date) and can generate status reports about your documents.</td>
</tr>
<tr>
<td>Reviewer</td>
<td>Act as a document reviewer. When a document owner assigns you as a reviewer, you must accept, revise, or decline the document when it is sent to review.</td>
</tr>
<tr>
<td>Approver</td>
<td>Act as a document approver. When a document owner assigns you as an approver, you must accept, revise, or decline the document when it is sent to approval.</td>
</tr>
<tr>
<td>Document Control Administrator</td>
<td>Perform all program functions, including the following:</td>
</tr>
<tr>
<td></td>
<td>- View all documents in all publishing stages (draft, review, approval, pending, and archived)</td>
</tr>
<tr>
<td></td>
<td>- View all sites</td>
</tr>
<tr>
<td></td>
<td>- Act as any role (Reviewer, Approver, or Document Owner)</td>
</tr>
<tr>
<td></td>
<td>- Manipulate documents, such as setting documents in review as approved or sending documents in review back to draft</td>
</tr>
<tr>
<td></td>
<td>- Manage users (add, delete, assign permissions and roles)</td>
</tr>
<tr>
<td></td>
<td>- Change program settings</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Permission</th>
<th>Lets you</th>
</tr>
</thead>
<tbody>
<tr>
<td>View All Sites</td>
<td>View documents from other sites (locations) within the organization. (Without this permission, you can view only those documents created at your own site.)</td>
</tr>
<tr>
<td>Archived Documents</td>
<td>View archived documents.</td>
</tr>
</tbody>
</table>

**CHARACTERISTICS OF A WEB-BASED APPLICATION**

Policy & Procedure Manager® is a Web-based application, meaning that it runs in a Web browser, such as Microsoft® Internet Explorer®. Because it is a Web-based application, the software may sometimes act differently than what you have come to expect from using a Microsoft Windows-based application. These differences, along with other useful information about the software interface, are described in the sections that follow.

**Accessing the Login Page**

Typically, you access the login page in the same way you access a Web site—by entering a Web address in the Web browser. However, your system administrator may have created some type of shortcut to the login page, such as a link on your organization's internal Web page. To access the Login page from your Web browser,

1. Ask your Document Control Administrator for the Policy & Procedure Manager® Web address, your user name, and your password.

*Note:* The Document Control Administrator (DCA) is a person designated to set up and administer Policy & Procedure Manager®.

2. Start Internet Explorer.

3. In the **Address** bar, type the Policy & Procedure Manager® address, then click **Go**.

4. Type your user name and password, then click **Login** to display the home page.

All instruction from this point forward assumes that you have already logged in to Policy & Procedure Manager®.
Interface Terminology
Because the software runs in a Web browser, we use common Web terms throughout this manual to refer to certain actions and parts of the application interface. Some of these terms are defined in the following sections.

**Windows, Tabs, and Navigation Menus**
When you start Internet Explorer® it opens a window (an element of the Windows operating system). Each distinct location within a Web site or Web-based application is called a page. There are four main tabs in Policy & Procedure Manager®: HOME, MESSAGES, REPORTS, and PREFERENCES. You access each of these pages by clicking the appropriate tab for that page at the top of the Home page.

The light tan area on the left side of the Home page is called the Navigation Menu. When you click the HOME, MESSAGES, REPORTS, or PREFERENCES tabs, options in the Navigation Menu change. When you click an option in the Navigation Menu, the display in the Document Display Table, changes.

**Links**
Any text in the interface that is underlined is called a link. As with links on other Web pages, click a link to execute a command or to display a different part of the application.

**Refreshing a Page**
Because Policy & Procedure Manager® is a Web-based application, not all actions taken are immediately apparent. In many dialog boxes you'll see a Save button that, when clicked, saves any changes you've made and refreshes the current page so that lists and other information reflect those changes. If the information in a page does not seem to reflect actions you've taken and there is no Save button, try re-clicking the option that displayed the current page view, to refresh it.
SELECTING MULTIPLE ITEMS IN A LIST

You will work with many selection lists as you set up and use Policy & Procedure Manager. In these lists, you choose one or more items in a box on the left (such as users, areas, documents, etc.) and then move them to a box on the right by clicking the right arrow button, as shown in the following figure.

In such lists, you can move multiple items one at a time by repeatedly clicking an item and then clicking the right arrow button, or you can select multiple items and move them all at once. There are several ways to select multiple items.

Selecting Non-Adjacent Items

To select non-adjacent items in a list, hold down the CTRL key as you click each item. If an item is selected by mistake, simply click it again while holding down the CTRL key to avoid clearing the other selections.

Selecting Adjacent Items

One way to select adjacent items in a list is to click the top adjacent item and then hold down the SHIFT key as you click the bottom item.

Another way is to click the top adjacent item, hold down the left mouse button, drag the cursor to the bottom item, and then release the mouse button.

SELECTING MULTIPLE ITEMS IN A LIST OF CHECK BOXES

If you are a document owner, you will work with many lists as you create documents. In the lists which have check boxes, choose one or more items in the box on the left, as shown in the following figure. When a box is checked, the information for the selected area is automatically moved to the box on the right.

Select Non-Adjacent Items
In these lists, you can move multiple, non-adjacent, items one at a time by holding down the CTRL key and clicking an item. Each item selected will have its information moved to the right box.

**Selecting Items in a List with check boxes**

There are different ways that items can be selected from a list with check boxes.

1. You can select the visible items in the list and move them all at once, by clicking on the check box for the item at the top of the list, holding down the **Shift** key and then clicking on the item at the bottom of the list. All items in between the two selected items will then be selected.

2. You can select multiple items, without selecting all of the visible items by clicking on one item, holding down the **Shift** key and selecting the visible item between two points in the list.
Note: There is one exception, as can be seen in the illustration. If there are sub-areas, the list that shows those sub-areas must be expanded so that they are seen in the list. If they are not visible, they will NOT be selected, even if the rest of the list is selected. Murdoch does not use this feature at present.

There is another difference from earlier versions of Policy & Procedure Manager®. To select Groups or Global Groups, click on the horizontal bar, for the type of group that you need. Click the check box(es) for the item(s) of your choice. Click Next or Save, as applicable.
WATERMARKS

Watermarks are displayed in the background of documents in the draft, review, approval, and pending stages of the publishing process (see the figure below, as an example).

Watermarks are added to ensure that documents in these stages cannot be represented as, or mistaken for, approved documents. These watermarks cannot be removed and will also appear in the background if a document in one of these stages is printed.
Creating a Draft Document

To create a new document, you must be an authorized document owner.

This chapter covers the following tasks involved with creating a draft document. The first two tasks are required for all new documents. The remaining tasks are optional, depending on the need.

- Assign document properties
- Write a document
- Create a quiz
- Attach a file
- Designate a document to be replaced

The following tasks are necessary if you do not finish a document in one session OR, if you want to change or delete a draft document being worked on, and you’ve completed one or more of the tasks listed above.

- Close and save a draft document
- Edit a draft document
- Delete a draft document

Except for assigning document properties, which must be completed first, these tasks can be performed in any order. After completing the Assigning Document Properties section, you can move on to any of the other sections.

ASSIGN DOCUMENT PROPERTIES

To begin creating a document, click Documents in Draft in the Navigation Menu, then click the New Document sub-tab. This will display Step 1 of the 6-step Document Wizard that will guide you through the process of assigning document properties.

While working in the wizard, you can go back to a previous step by clicking (steps 2 through 6).

Important: You must complete the Properties wizard before you can write a document, attach files to it, insert links, or identify other documents that this document will replace. After completing the wizard, you can perform any of the other tasks in any order.

Once the Document Wizard has been completed, even if the document itself is not finished, there is now a way to see the information about the document without going completely through the Wizard.

Clicking on the View link will display the Properties Overview page so that you can see all of the information about the document that has been developed up to the moment that you are looking at the Properties Overview.

Clicking the Edit link will return you to the Step in the Document Wizard where you were at the time that you clicked on the View link.
Step 1: Document Setup

Provide the following document information:

- **Title.** Type the document title.
- **Document Source.** Select Microsoft Word® to use Word® to create your document. To use another file type (such as Microsoft Excel® or PowerPoint®) as the document format, select Upload File.

**Important:** Please note that files cannot be edited in Policy & Procedure Manager® after they are uploaded. Also, in order to view an uploaded file, users must have an application capable of opening the file, on their computers.

- **Version Number.** The default version number for a new document is 1. You can change the version number if, for example, you want to align versioning with an existing paper document system. However, you won’t be able to change the version numbers of revisions to this document after it has been approved. Policy & Procedure Manager® automatically updates (increments) the version number upon approval of each new revision. Previous versions of a document are automatically archived.

- **Reference Number.** Depending on how a Document Control Administrator sets up Default Document Properties, Policy & Procedure Manager® either automatically assigns a reference number to each created document, or requires you to provide that number. If there is a blank entry field, type in a reference number for this document.

- **Document Review Interval.** The Document Control Administrator sets the default number of months between document reviews. You can change this number, if necessary. One month before an expiration date, you (as the document owner) will be notified that the document needs to be reviewed.

- **Sites.** When selecting a site, you’re identifying the site(s) that will be affected by the document being created.

- **Viewing Access.** When Allowed Readers are selected, you, (the document owner) can select the option that will allow only readers from within the company, or the general public.

- **Effective Date.** Normally a document is published (made available for reading) as soon as the last approver approves it. To have the document published on a specific date after it is approved, click the calendar icon ( ), select a month and year, then click a date. (You can also type the date in the currently selected date format. To see the current date format, click PREFERENCES, click Sys/User Settings, then click User Settings.)

Click Next when you are ready to go on to Step 2: Template, Owner and Keywords
Step 2: Template, Owner, and Keywords

Next, select a document template, identify the document owner, and (optionally) type document keywords.

Templates are Word® documents with a specific structure (such as the title, headers, footers, and organization of headings and sections) already defined. Templates can also include information "fields" (such as business name, title, and document version) that are automatically filled in, as well as fields that may need to be filled in.

The Document Control Administrator may have created templates and for common types of documents, such as policies, procedures, forms, and job descriptions.

1. In the Template Layout list, select **Choose a template** OR **Do not use a template**. A choice is required.

   - Click a template to create a document with a pre-defined framework. This framework may then require specific categories and sub-categories. **Required categories** are indicated by a double asterisk ** (see the following definition).

     **Required Categories** – These categories are those categories that are selected as part of a template, meaning that when a specific template is selected for a document, the categories that are a part of that template automatically become part of that document, and no other categories can be selected

   - Click **Do not use a template** to create a blank document. This will allow you to choose from all available categories and sub-categories. Selecting any categories or sub-categories is now optional.

**Notes:**

- Selecting a template may affect the options available to you in the remaining steps of the wizard. If you are not sure which template to select, contact a Document Control Administrator or supervisor.

- If you select Upload File in Step 1 of the wizard, selecting a template will not affect the uploaded file. However, since selecting a template may affect the options available to you in the remaining steps of the wizard, you may still want to select an appropriate template for the type of document being uploaded.

Typically, the document owner has responsibility for defining and enforcing the document's management requirements. The document owner is also the person who receives notices when it is time to review and update the document. If you are a document owner, your name appears by default as the document owner (author).

If you have been given the role of proxy author and are creating a document for someone else, the name(s) of the document owner(s) for whom you are authorized to create documents, appears in the Document Owner list.

2. Do one of the following:

   - If you are this document's owner, leave your own name selected in the Document Owner list.
If you are a proxy author creating this document for someone else, in the Document Owner list, select the document owner’s name.

Keywords are words users can search on (in addition to words or phrases in a title or text) to locate a document. For example, if you are creating a number of documents required by a quality control issue in your organization and not every document contains the word quality, you could type quality as a keyword for each related document. Then users could search on the keyword quality to quickly find all documents pertaining to this issue.

3. Type one or more keywords. Be sure to separate each keyword from the next one with a comma.

4. Click Next to go to Step 3, Areas.

Step 3: Areas

Now, select the areas affected by this document. By associating documents with specific areas, you can then select an area on the Home page and see a list of all the documents that affect that area.

As shown, there are several lists (Site, Areas, Groups, and Global Groups) to help you select the area(s) affected by this document.

A Site is a group of people within the University. Select a site to show a list of the areas at that site. (Your Document Control Administrator may not have created multiple sites.)

A Group contains two or more areas from the same site that are logically grouped together under a new name. For example, you could have a Fiscal Services group at the Corporate Office that includes the Accounting and Purchasing Areas. (Your DCA may not have created groups.)

A Global Group contains areas from multiple sites. For example, you could have an Information Services group that includes all the Information Systems and Software Development Areas at the Chicago, Los Angeles, and Atlanta sites. (Your DCA may not have created global area groups.)

To select the areas affected by this document,

1. In the Site list, click a site containing areas affected by this document.
2. Do one of the following:
   - In the Area List box, click the check box next to the appropriate area or areas.
   - In the Groups list, click the check box next to a group name.
   - In the Global Groups list, click the check box a group.
Note: You can view the contents of a area or group by double-clicking that group name.

3. Repeat steps 2 to add other areas or groups to the Selected box.

4. If you need to add areas from other sites, repeat steps 1 through 3 as many times as necessary.

5. Click Next to go to Step 4, Categories.

Step 4: Categories

Documents can be linked with different categories, such as a document type or a specific set of document rules or standards that your organization may need to follow (such as ISO 9000 or Sarbanes-Oxley).

Each category may often have sub-categories. For example, under the Document Type category you could have the following sub-categories: Forms, Policies, Job Descriptions, and Minutes.

Another example is that a rules category might have listed as its sub-categories all of the section numbers within that set of rules. Thus, you can associate with your document both a document type and the specific rules or sections that apply.

You may want to check with a Document Control Administrator to find out which categories should be selected for this document.

To assign sub-categories to a document,

1. Select a category to display its sub-categories.

If your Document Control Administrator has defined category descriptions, instructions or a description of the currently selected category or sub-category appears in the yellow bar near the top of the Properties box.

2. Click the check box next to a sub-category to move it to the Selected box.
Based on how the DCA defines a category, you may be able to select multiple items for its sub-categories, depending on how the rules are set up for that particular category.

3. If necessary, repeat steps 1 and 2 to add sub-categories from other categories.

**Note**: You can select multiple sub-categories at once. See Selecting Multiple Items in a List of Check Boxes in the Introduction chapter for details. You can remove a sub-category from the selected list by clicking the check box next to it, to unselect it.

4. Click Next to go to Step 5, Reviewers & Approvers.

**Step 5: Reviewers & Approvers**

You now need to choose who you would like to review and approve your document. Reviewers typically check documents for accuracy and completeness. Approvers are usually management-level people who give their approval to publish the final draft of a document. You must select at least one reviewer and one approver before moving to the next step.

If, in Step 2 of the wizard, you selected a template, one or more names may already appear in the Selected Reviewers and Selected Approvers boxes. At the time a template is created, the Document Control Administrator has the option of adding reviewers or approvers for all documents created from this template.

If two asterisks (**) precede a name (see the Selected Approvers box in the following example), that reviewer or approver is required, meaning that you cannot remove that name from the Selected box. If no asterisks precede a name, you can treat the selected reviewer or approver as a suggestion.

You select reviewers and approvers in much the same way as you selected areas in Step 2 of the wizard. You can select them individually from the Reviewers and Approvers boxes, which contain only those users assigned the reviewer and approver roles, respectively. You can also select a review or approval group. (To see what users are in a group, double-click a group name in a group list to display the View Contents box.)

1. In the Site drop-down list, click a site containing users you need to assign.

2. To select reviewers, do one of the following:
   - In the Reviewers box, click the check box next to a user OR
   - In the Groups list below the Reviewers box, click the check box next to a group name OR
   - In the Global Groups list, click the check box next to a group name.

   **Note**: You can select multiple users at once. See Selecting Multiple Items in a List of Check Boxes in the Introduction chapter for details. You can remove a user name from the list by clicking the check box next to that user.

3. Repeat steps 2 and Error! Reference source not found. as necessary to add other users or groups to the Selected Reviewers box.

4. To select approvers, do one of the following:
   - In the Approvers box, click a user.
   - In the Groups list below the Approvers box, click a group.
   - In the Global Approval Groups list, click a group.

5. Click ► to the right of the Approvers box to move the user or group to the Selected Approvers box.

6. Repeat steps 4 and 5 as necessary to add other users or groups to the Selected Approvers box.
7. If you need to select users or groups from other sites, repeat steps 1 through 6 as many times as needed.

By default, all the selected users are designated as Level 1 reviewers and approvers. This means that all reviewers will receive notification at the same time to review the document. Once all the reviewers have accepted the document, then all the approvers receive notification at the same time.

If the document needs to be reviewed and approved in a specific order, you can assign reviewers or approvers to different levels. Level 1 reviewers or approvers receive notification first, followed by Level 2 reviewers or approvers, and so on. You can assign as many levels as you need.

8. If you want to assign review levels, click a user in the Selected Reviewers or Selected Approvers box, then do one of the following:
   - Click the down arrow button (▼) to move that reviewer or approver down a level.
   - Click the up arrow button (▲) to move that reviewer or approver up a level.

   **Note:** Multiple reviewers can be set to the same level. All reviewers on a single level must accept a document in Review mode or Approval mode for that document to then move to the next level. If one user declines or revises the document, it will go back to Draft and cannot proceed to the next level.

9. Click **Next**, to go to Step 6, Readers

**COLLABORATING ON DOCUMENT CREATION**

If a document owner sets themselves up on a level with other reviewers, the document owner is required to complete a review, just the same as any other reviewer. This allows the document owner to make review-mode (Track Changes) edits in the document, insert comments and collaborate in the creation and revision together with other reviewers simultaneously, rather than waiting until reviewers have finished making their edits and modifications and the document moves back to draft.

**Step 6: Readers (Required and Allowed)**
In this step, you need to designate two things: 1) Users who will be required to read this document. When the document is approved, the designated readers receive notification that the document must be read. Allowed Readers do not receive notification unless they are set as Required Readers as well.

If the document contains sensitive information, you may want to restrict access to selected specified readers. Restricted access begins immediately (while in Draft) to prevent unauthorized users from seeing a document from its inception and continues through the entire document lifecycle (See the section entitled THE PUBLISHING PROCESS for more information).

This step is not required. If you do not specify required or allowed readers, all users can view the document but will not receive notification when the document is published and will not be required to mark it as read.

1. In the Sites list above the list of users, click a site containing users who will be assigned as readers.

You can make reader assignments by user, by area, or by job title. As when you assign reviewers, and approvers, you can use groups to make reader assignments. (Double-click a group name to see the View Contents box, which will show the users or areas in that group.) If no groups are set up, you can contact the Document Control Administrator, who can set up Reader Groups.

Important Note: It is preferable to select readers by job title or by area. This way, maintenance is greatly reduced, since as new users are added to the Policy & Procedure Manager system, it will automatically recognize the new user and require that user to read the assigned, and required to be read, documents under the area or job title to which they are assigned.

2. Do one or more of the following to assign required readers:
   - Click the Users tab, then click the check box next to a user or user group to move the selected item(s) to the Required Readers box.
   - Click the Areas tab, then click the check box next to a area or area group, to move the selected item(s) to the Required Readers box.
   - Click the Job Titles tab, then click the check box next to a job title, to move the selected item to the Required Readers box.

3. Repeat step 2 as necessary to add other users, areas, or job titles.

   Note: You can select multiple users, areas, or job titles at once. See Selecting Multiple Items in a List of Check Boxes for details. You can remove one of these items from the Required Readers box by clicking the check box next to it, to unmark it.

You can specify how many times that the required readers must read this document. Read Once is selected by default.
Creating a Draft Document

If you want the document to be read more than once,

4. Click Read Every..., then type the number of months that will elapse between each required reading.

For allowed readers, Everyone is selected by default. If you want to restrict which readers are allowed to read this document,

5. Click the radio button next to Restrict Access to, under Allowed Readers.

The Users, Areas, and Job Titles already in the Required Readers box are copied automatically to the Allowed Readers box.

Note: Document Control Administrators (DCA’s) can see all documents, even if they are not included in the Allowed Readers box. To see a list of all DCA’s, click the DCA List link below the Allowed Readers box.

6. To add to the Allowed Readers list, do one of the following:

   - Click the Users tab, then click the check box next to a user or user group to move it to the Allowed Readers box.

   - Click Areas, click a area or area group, then click to the left of the Allowed Readers box.

   - Click the Job Titles tab, then click the check box next to a job title to move the selected title to the Allowed Readers box.

7. Click Finish, then do one of the following:

   - To continue, click YES when asked if you want to edit the document, then move on to the Writing a Document section that follows.

   - To stop now and finish creating this document, see Closing and Saving a Draft Document.

   - If in Step 1 of the Properties wizard you chose to upload a file rather than create a new Word document, click YES when asked if you want to upload the file. Click Browse, find and select the file, then click Apply.

   - A link to the uploaded file appears after Current File. You can click the link to view the file, providing you have an application capable of opening the file, on your computer. To continue creating this document, see one of the following sections:

     Creating a Quiz
     Attaching a File
     Designating a Document to Be Replaced.
WRITING A DOCUMENT

Before you can write or otherwise add content to a document, you must complete the Properties wizard. If you have not already done so, complete the instructions under Assigning Document Properties.

After completing the Properties wizard and clicking YES when asked if you want to edit the document, you should now see a page similar to the one in the following illustration. (If necessary, click the Edit Document tab to display this page.)

If you are familiar with Microsoft Word®, you’ll recognize the menu bar, toolbars, and editing area in the above illustration. Policy & Procedure Manager® uses Word® as its document editor.

If you selected a document template in Step 2 of the Properties wizard, the new document may, as a minimum, have a framework or organization of sections with which to start. If you choose not to use a template, you start with a blank page.

You can use any available Word® tool or feature to write and edit your document, including outlines, tables, graphics, and hyperlinks.

**Note:** Because of the web-browser environment, it is recommended that you periodically save the document being created without closing it. Click File, then click Save, (or by pressing CTRL + S). This is necessary because the document is being created within a Web browser, and the Auto Recovery feature in Word® cannot function.

The following sections contain information you should understand before adding content to, or modifying, a document.
Creating a Draft Document

Working with Template Fields

If you are starting with a template, be aware that the template creator may have inserted fields in this template, which are simply pieces of automatically inserted information from the Policy & Procedure Manager® database. For example, there may be a field containing the document title you typed and the document owner's name you selected in the Properties wizard. Or there may be fields with your organization name and a placeholder (Not Approved Yet) for the document approval date.

To see if the template contains fields,

1. In the Word® 2003 menu bar, click Tools, then click Options. (If you're using Word® 2007, go to step 3)

2. In the View tab, click the arrow under Field shading, click Always, then click OK.

3. In Word® 2007, click on the Office Button ( ), then click on the Word Options button to display the Word Options box.

4. Click on Advanced, and then scroll down to find the Show Document Content area. Click on Field Shading and on Always. Then, click OK to close the box, and exit Word Options.
All fields in the template (if any) appear shaded, as shown in the following figure. We strongly suggest that you not edit the text in any of these fields or delete any predefined fields.

The Draft Watermark
To ensure that a document in draft is not mistaken for an approved document, the word draft is added as a watermark to the background of all draft documents. You cannot remove the watermark, and it will also appear when the document is printed.

Importing Content
If you did not select a template and are starting with a blank document, you can import an entire existing Word™ document.

1. In the Word® menu bar, click File, then click Open From Disk.
2. Find and select the Word® file, then click Open.

Important: If you are starting with a template or have already added content. Use the cut-and-paste method instead.

Attachments and Notes Options
The Attachments link is found in any of the Steps in the Document Properties wizard in an open document.

(For more information on attaching files, see the Attaching a File topic later in this chapter)

If the current document is in the Documents in Draft folder, Attachments lets you attach files to the document. If the current document is in the Approved Documents, Documents in Review, Documents in Approval, or Pending Documents folder, Attachments lets you open or save attached files.

The Notes link is found in any of the Steps in the Document Properties wizard in an open document, and is next to the Attachments link. The Notes link allows the document owner to provide information relating to the periphery of the document, such as a request to expedite a review, or to express a concern about a specific part of the document, etc.

(For more information on attaching notes, see the Attaching Notes topic later in this chapter.)
Inserting Fields

In addition to the normal Word® menus (File, Edit, View, etc.) you will see an **Insert Field** menu (between File and Edit) that lets you insert fields of information about this document.

When you insert a field, it appears as if you are inserting normal text, but a field is treated differently than normal text. For example, the document shown in the below illustration includes the **Title** and **Version** fields in the header. The only way to tell that these are fields is to place the cursor within the field text, which shades all the field text. In the illustration, the cursor is in the **Title** field.

Some fields that are inserted immediately display the correct value, such as the document title, the document owner's name, or the current date. Other fields display the correct information only after certain events have occurred. For example, if you insert the **Date Approved** field, you will see **Not Approved Yet** as the field text until the document is approved, at which time the actual approval date is displayed.
To delete a field, select all of the field text, then click **DELETE**.

The fields are described in the following sections, which are grouped according to the **Insert Field** submenus.

**Date & Time**

All date and time fields insert the value of the selected date, time, or date element at the time the field is inserted. These fields are not updated as time passes.

**Page Numbering**

The **Page** field shows the current page, while the **Num Pages** field shows the total number of pages in the document. For example, you could include *Page 2 of 5* in the document footer, where "2" is the **Page** field and "5" is the **Num Pages** field.

**Document Info**

These fields include the document **Title**, **Reference Number**, as well as **Categories**, **Category Titles**, and **Affected Areas** and **Version Number**.

If this document replaces other documents, you can insert the titles of the superseded documents. You can also insert the date when a document was created, submitted for approval, and approved, and the date when it becomes effective and requires review. If you assigned a category value (such as a document type or a rules section) in the Properties wizard, you can insert that value by clicking the specific category name at the bottom of the **Document Info** menu.

**User Info**

Use these fields to insert the full name, job title, and area of the document owner, reviewers, and approvers. The use of **Both** shows the name and job title of the Document Owner or the name(s) and job title(s) of the Reviewer(s) and Approvers.

**Miscellaneous**

These fields include the business title and site name.
Creating a Draft Document

Inserting Document Links

To insert a link to an open document,

1. Click in the document to place your cursor at the point where you want a link to be inserted.

2. In the large tab at the top of the page, click **INSERT LINKS**.

3. In the Site list, click the site name where the document is located. Then, under the Status list, click **Draft** or one of the other options, to select it. (The document list will not refresh until a area is selected, in the next step)

4. Click a area to display its documents, then click a document title, to insert a link to the selected document into your open document.

5. Repeat Steps 1 - 4 to insert additional links into your document. After a link is initially inserted into a document, the following text box will be displayed. If you click **Cancel**, the Insert Links box will close.

6. Click **X** to close the Insert Links box.

**Notes:** By default, documents are sorted by area. To change the sort criterion, click **Arrange By**, select an option (see Using Arrange By for details). You can also use **Search** to list all documents containing a specific word or phrase (see Searching for Documents).

Because the Insert Document Links box may be covering the insertion point, it may not be readily apparent that the link has been inserted. If necessary, move the box to see the inserted link.

6. Click **X** to close the Insert Links box.
ATTACHING A FILE

**Note:** For help with opening a document, see Finding Documents in Different Stages of the Publishing Process

To view a file attached to a document, you must have a program installed on your computer that is capable of opening that type of file. For example, if an attachment is a Microsoft Excel® file, you must have Excel installed on your computer, in order to open that attachment.

1. In an open document, click **Attachments** to see the foldout box.

2. Click the **Manage Attachments** link to display the **Attachments** box.

3. Click the **Browse** button to open the **Insert File or Choose file** box, and click on the file that you wish to attach to the document.

**Note:** For help with opening a document, see Finding Documents in Different Stages of the Publishing Process

4. Click **Insert** (in Windows XP®) or **Open** (in Windows Vista®) to display the path statement for the selected file in the text box next to the **Browse** button.

5. Click **Add** to show the name of the file in the **Attached Files** box.

6. Click the **x** to close the **Attachments** box and attach the file to the document.

**Note:** To **Delete** a file:

1. Click the **Manage Attachments** link to display the **Attachments** box.

2. Click on the **file name**, to select it.

3. Click on **Delete** and click **x** to close the Attachments box.
ATTACHING A NOTE

A **note** can be sent to all Required Readers.

To attach a **note** to a document,

1. In an open document, click **Notes** to see the foldout box.

2. Click the **Add New Note** link to display the **Document Notes** box.

3. Click the **To** button to display the **Recipients** box.

4. Click the check box(es) next to the appropriate reviewers, approvers or readers. If there are any of these in Groups or Global Groups, just click the appropriate bar to display those options.

5. Click **OK** to have the selected names displayed in the **To** box.

6. Click in the **Subject** box and type in the subject for the note.

7. Click in the **Note** area, and type the note.

8. Click **Save** or **Save and Close**.
CREATING A QUIZ

You can create a quiz for a document that readers will be required to take to demonstrate how well they understand the information in the document.

Notes: There are two important things to remember before you start to create a quiz. (1) A quiz cannot be deleted or deactivated from an approved document. This can only be resolved when a new version of that document is created. (2) After a new version of a document has been created, it’s essential that if there was a quiz associated with the previous version of the document, that the quiz be activated in the new version of the document.

In the new version of a document, a quiz is not automatically activated, just because it comes from the previous document. If the quiz is not activated in the second version, it will be automatically be deleted when the selected document goes to a third version.

Before creating a quiz, decide what objectives you want readers to achieve and write the objectives down on paper or in your word processor. (If you write a draft of the quiz in your word processor, you can later cut and paste your work into the quiz editor.)

The questions that will prove to be most successful in determining how well information has been learned include: True/False, Fill in the blank, Multiple Choice and Matching types of questions.

Create one or more questions for each objective that will show that the reader has achieved that objective.

Finally, come up with two or more answers for each question, including at least one correct and one incorrect answer. (A question can have only one correct answer.)

For example, suppose the document being creating is a dress code policy. To test whether readers understand a specific part of the policy, you might include the following objective, questions, and answers:

**Objective**
Describe when it is appropriate for office employees to wear certain types of casual clothing.

**Question 1**
When can office employees wear nice jeans (with no holes or fraying)?

**Answers**
1. Never
2. On Fridays only (correct answer)
3. Anytime
4. When the boss says it's OK

**Question 2**
Office employees can wear _______ and _______ on Friday.

**Answers**
1. T-shirts, blue jeans (correct answer)
2. Tank tops, shorts
3. T-shirts, tank tops
4. Team jerseys, sweat pants
After drafting all objectives, questions, and answers,

1. Click on a document type in the list in the Navigation Menu.

2. Click on the Area.

3. Click a document title to display the Properties box.

4. Click the Edit Quiz tab, then click the Create quiz now button.

Note: For help with opening a document, see Finding Documents in Different Stages of the Publishing Process

5. For Score, type a number representing the percentage of correct answers required to pass the quiz, then click Submit.

6. Next, determine if the quiz should randomly display the created questions under each objective, then click Submit.

The panel on the right guides you through the quiz creation process.
7. To add an objective, (display the Learning Objective box) do one of the following:

- In the right panel, click **Add an objective** OR
- In the left panel, click **Add** on the Objectives bar.

Notice that there are multiple ways to accomplish most tasks in the quiz editor. From this point forward, only one method is documented.

8. Click in the **Learning Objective** box, type an objective, then click **Submit**.

9. Click **Add a question**.

10. Click in the **Question** box, type a question for the newly-created objective, then click **Submit**.

11. Click **Add an answer**.

12. Click in the **Answer** box, and then type the first answer for the question you just created.

13. Do one of the following:
   - If this answer is the correct one, select the **This is the correct answer** check box, then click **Submit**.
   - If this answer is not the correct one, click **Submit**.

14. Click **Add another answer**.

**Note:** The number of answers needed for each question will depend on the question type. True/False needs two answers, and all other question types need four answers.

15. Click in the **Answer** box, then type another answer.

16. Do one of the following:
   - If this answer is the correct one, select the **This is the correct answer** check box, then click **Submit**.
   - If this answer is not the correct one, click **Submit**.

17. If needed, repeat steps 14 through 16 to add more answers.

18. If you want to have multiple questions for the current objective, click **New** in the **Questions** bar, and then repeat steps 9 through 17 to add the remaining questions.

19. To add the next objective, click **New** in the **Objectives** bar, then repeat steps 7 through 18 for each additional objective.

When you are finished adding objectives, questions, and answers, you need to activate the quiz to check for possible errors. See the Activating a Quiz section that follows, for details.
Activating a Quiz

To activate a quiz and check for possible errors,

1. If the quiz editor is not already open, click the Edit Quiz tab in an open document.

Note: For help with opening a document, see Finding Documents in Different Stages of the Publishing Process

2. In the left panel, click Edit Quiz Settings.

3. In the right panel, select the Activate check box, then click Update.

If you see the message The quiz was not activated due to inconsistencies, there are one or more errors in the quiz that must be corrected. In this case, continue on with step 4. If you do not see this message, there are no errors and you are done creating the quiz.

4. To view the error(s), click Review inconsistencies now.

In the left panel under the Inconsistencies in Quiz bar, a message appears showing you the location and details of the error(s).

5. Go to the objective, question, or answer containing an error. (For help finding an item in the quiz, see Navigating the Quiz Structure later in this chapter.)

6. Make the change necessary to correct the error, then click Update. (For details on how to edit a quiz item, see Editing a Quiz later in this chapter.)

If the error was corrected by the change, the error details disappear from the Inconsistencies in Quiz area in the left panel.

7. Repeat steps 5 and 6 as necessary to correct other errors.

8. When you have corrected all the errors, click Edit Quiz Settings, select the Activate check box, then click Update. If everything is correct you’ll see Quiz updated successfully
Navigating the Quiz Structure

When you create a quiz, you build a three-level structure consisting of objectives (top level), questions, (middle level), and answers (bottom level). Each objective can contain any number of questions, and each question can contain any number of answers.

As you add objectives, questions, and answers, the quiz structure can become quite complex. To help locate a particular part of the quiz, you can expand or collapse each quiz level. For example, you can collapse the structure to show only the objectives. Then you can expand a particular objective to show only the questions below that objective. And then you can expand a question to show only the answers below that question, as shown in the following figure.

To expand a quiz level, click the plus sign (+) next to an objective or question. To collapse a level, click the minus sign (−).

Editing a Quiz

Note: If the quiz is already activated, making certain changes will display a message stating that the quiz has been set as inactive. Click OK to clear the message. After making all desired changes, reactivate the quiz to check for possible errors.

To make changes to a quiz,
1. In an open document, click the Edit Quiz tab.

Note: For help with opening a document, see Finding Documents in Different Stages of the Publishing Process

2. Follow the instructions under the following headings for the changes you want to make.

3. After making any changes, reactivate the quiz to check for errors (see Activating a Quiz)

Editing Quiz Settings

To edit the quiz settings,
1. In the left panel, click Edit Quiz Settings.

2. Make the desired change, then click Update.
**Editing an Objective, Question, or Answer**

To delete or make changes to an existing quiz item,

1. Find and click the objective, question, or answer you want to change.

**Note:** For help finding an item in the quiz, see Navigating the Quiz Structure

In the right panel, do one of the following:

- Click **Delete**, then click **OK**.
- Make the desired change, then click **Update**.

**Note:** If you are changing which answer is correct, selecting the **This is the correct answer** check box for a different answer clears the previous selection in the other answer.

**Adding an Objective, Question, or Answer**

To add a quiz item,

1. In the **Objectives**, **Questions**, or **Answers** bar, click **New**.

2. Do one of the following:

   - If you are adding an objective, click in the **Learning Objective** box, type an objective, and then click **Submit**. You must then add the questions and answers for this objective.

   - If you are adding a question, click in the **Question** box, type the question, and then click **Submit**. You must then add two or more answers for this question.

   - If you are adding an answer, click in the **Answer** box, and then type the answer. If applicable, select the **This is the correct answer** check box. Click **Submit**.
CLOSING AND SAVING A DRAFT DOCUMENT

If you are finished working on a draft document and you are ready to submit the document for review, see Submitting a Document for Review.

If you are finished working on a draft document but are NOT ready to submit the document for review,

1. Click Done.

2. Click the radio button next to Save and Close, then click Next.

Note: Because of the web browser environment, it is recommended that you periodically save the document being created. To periodically save a document without closing it, click File, then click Save (or by clicking CTRL+S). This is necessary because the document is being created within a Web browser, and the Auto Recovery feature in Word® cannot function.

EDITING A DRAFT DOCUMENT

Note: For instructions on editing a document after it has been submitted to review and was returned to Documents in Draft after one or more reviewers or approvers revised or declined it, see Editing and Resubmitting a Document for Review.

You can make changes to a draft document at any time before submitting it for review. To edit a draft document:

1. Click the HOME tab.

2. In the upper right corner of the main screen, click the arrow to open the site list, then click a site.

3. Click Documents in Draft in the Navigation Menu.

4. Click an area, then click a document.

Notes: You can use Arrange By and Search to find a document (see Finding a Document for details). When you first open a draft document, the first step of the Properties wizard appears. If you see the Properties Overview instead, click Edit Document in the Properties tab to see the Properties wizard.

5. Do one or more of the following:

   ● Use Next and Back to move from one step to the next, then make the necessary changes (see Assigning Document Properties for details on each setting). (If the Properties wizard is not currently displayed, click Edit on the Properties tab.)

Important: Changing a template in the Properties wizard deletes current document content. Be certain that this is what you want to do before you select a different template. If you do select a different template, the remaining steps of the wizard are cleared and you must complete them again. Current content is replaced with the newly-selected template content only after you click Finish at the end of the wizard.

   ● Click the Edit Document tab to edit the document contents (see Writing a Document for details on document editing features).

   ● Click the Edit Quiz tab to add or edit the quiz for this document (see Creating a Quiz for details on adding, editing, or deleting a quiz).

   ● Click Attachments to add or remove attached files (see Attaching a File for details on attachments).

   ● Click REPLACE DOCUMENTS to add or change documents to be replaced (see Designating a Document to Be Replaced for details on managing replacement assignments).

6. When finished, click Done, then do one of the following:

   ● If you are not ready to submit the document for review, click Save and Close, then click Next.

   ● If you are ready to submit the document for review, see Submitting a Document for Review.
DESIGNATING A DOCUMENT TO BE REPLACED

If the document you are creating replaces one or more existing documents, those documents being replaced will automatically be archived as soon as the newly-created document is approved.

Note: Replacing a document is not the same as creating a new version of it (see Revising an Approved Document for details on creating a new version). When you create a new version, you simply revise an existing approved document. When you replace a document, you replace it with an entirely different document.

1. In an open document, click REPLACE DOCUMENTS in the large tab at the top of the page.

Note: For help with opening a document, see Finding Documents in Different Stages of the Publishing Process

2. In the Site list, click the site where the document you want to replace, is located.

Note: By default, the documents are sorted by area. To change the sort criterion, click Arrange By, select a category, then click Save (see Using Arrange By for details).

3. In the Area(s) with docs drop-down list, click a area to display the documents associated with that area.

4. Click a document, then click the right arrow button (}) to add it to the Selected box.

5. If the new document replaces more than one existing document, repeat step 4 as many times as necessary.

6. If the new document also replaces one or more documents at a different site, repeat steps 1 through 5 as necessary.

7. Click Save.

Note: If you choose to replace a document owned by someone else, that person will be assigned automatically as a reviewer of the new document and will receive notification to that effect.
DELETING A DRAFT DOCUMENT

*Note:* You can only delete documents that are in draft stage.

To delete a draft document,

1. Click the **HOME** tab.
2. In the upper right corner of the main screen, click the arrow to open the site list, then click a site.

3. Click **Documents in Draft** in the **Navigation Menu**.
4. Click a area, then click a document.

*Note:* You can use **Arrange By** and **Search** to find a document (see **Finding a Document** for details).

5. Click **DELETE**, then click **OK**.

*Note:* A deleted document is moved to the Recycle Bin and can be restored if necessary, by a Document Control Administrator (DCA), Sub-DCA, or by someone whom the DCA gives appropriate permission.
Managing a Document through Review and Approval

After a document is created, it must be reviewed before it can be approved and published for general use.

**SUBMITTING A DOCUMENT FOR REVIEW**

To submit a document for review,

1. Click the HOME tab.

2. In the upper right corner of the main screen, click the arrow to open the site list, then click a site.

3. Click **Documents in Draft** in the **Navigation Menu**.

4. Click a **area**, then click the document to open it.

**Note:** You can use ** Arrange By** and ** Search** to find a document (see **Finding a Document** for details).

5. Click **Done**, click **Submit document for review**, then click **Next**.

6. Do one of the following:
   - If this is the first version of this document, click **Close**.
   - If this is a new version of an existing document, type a summary of the changes, then click **Submit for Review** in the **Change History** box, then click **Close** in the **Submission Status** box.

**Notes:**

The **Submit document for review** option will not be available if any of the following are true:

- one or more required document properties have not been assigned;
- the document has not yet been edited or uploaded;
- you are a proxy author. If you are a proxy author, notify the document owner that the document is ready for review.

If a user, selected as a reviewer or approver, was deleted from the system after you selected that user, you will see the following message after submitting the document for review: **Action Failed: Deleted users and/or groups detected**.

Click the **X** to close the message box. Click the **Properties** tab, then click **Next** until you reach **Step 5 of 6: Reviewers & Approvers**. Click the highlighted reviewer or approver, click the check box next to their name, to unmark it, then click **Save**.

Finally, repeat step 5.

If you, as document owner, assigned yourself as the only reviewer, the document is immediately accepted in review stage and moved directly to approval. If a document owner sets themselves up on a level with other reviewers, the document owner is required to complete a review the same as any other reviewer. If you assigned yourself as the only reviewer and the only approver, the document is automatically accepted in both the review and approval stages and immediately approved (or placed in Pending Documents if you set a future effective date).

When the document is submitted for review, notifications are sent to all reviewers. By default, reviewers receive daily reminders until they accept, revise, or decline the document. (The Document Control Administrator may have changed the number of days between reminders.)
CHECKING REVIEW AND APPROVAL STATUS

Once you have submitted a document for review, you can check that document’s status at any time using one of the following two methods.

Checking Status in Document Properties

There are two methods to show the information about document status. One is to:

1. Click the Home tab, then click In Review or In Approval in All Documents or My Documents, as appropriate.
2. Click the Status link in the Document Display Table for a specific document. You will see a Properties box like the box shown in Step 6 (below).

OR

1. Click the HOME tab.
2. In the upper right corner of the main screen, click the arrow to open the Site list, then click a site.
3. Click Documents in Review or Documents in Approval.

Note: You can use Arrange By and Search to find a document (see Finding a Document for details).

4. Click a area, then click the document to open it. The document properties window then opens.
5. Next, select Review Status in the selection options.
6. Click the Properties tab, if it’s not displayed, then click Review Status or Approval Status.

Each reviewer’s name appears in a list and is highlighted in green, red, or yellow. Green means the reviewer has accepted the document; red means the user has revised or declined the document; yellow means the reviewer has not yet completed the review.

7. Click on a reviewer’s name to view any comments made by that reviewer, such as the reason for declining the document or the changes made to it during revision.
8. Click the drop-down arrows next to Review Cycle or Level to see if there are additional review or approval levels, then click a different level, if available. Repeat this step, if necessary, to see additional review levels.
Checking Status Using Reports
You can generate the Documents in Review or Documents in Approval report to see which reviewers or approvers have not yet acted on a document. See Generating Reports for details.

EDITING AND RESUBMITTING A DOCUMENT FOR REVIEW

Once all reviewers have reviewed the document, there are two possible outcomes:

- If the document was accepted by all of the reviewers, it is automatically moved to the approval stage and the assigned approvers are notified. In this case, you, as the document owner, do not need to do anything. You receive email notification that the document has proceeded on to approval.
- If the document was revised or declined by at least one of the reviewers, the document is sent back to Draft. You, as the document owner, are notified via email, so you can make needed changes and resubmit the document for review.

As reviewers revise or decline the document, you receive e-mail messages with any comments made by reviewers or approvers as to what revisions were made or why the document was declined. (Reviewers and approvers are not required to make comments.) Only after the last reviewer has taken action is the document placed back in Documents in Draft status. You, as the document owner, can then make the necessary modifications to the document and resubmit it for review.

The same holds true for documents in approval. A document is placed back in Documents in Draft if one or more approvers revises or declines the document.

In either case, to edit the document and resubmit it for review,

1. Click the HOME tab.
2. In the upper right corner of the main screen, click the arrow to open the site list, then click a site.
3. Click Documents in Draft.
4. Click a area, then click the document.

Note: You can use Arrange By and Search to find a document (see Finding a Document for details).

As shown in the following figure in Review Mode, the Review (Track Changes) feature in Word® is used to track reviewers’ and approvers’ changes, which appear in a different color for each reviewer or approver. This feature is turned on automatically for documents in review and cannot be turned off by a reviewer. This way, ALL edits and changes are identified and can be later accepted or rejected by the document owner.

Added/edited text is underlined and displayed in the reviewer’s color. Deleted text is marked with a line from the deletion point to a balloon in the right margin that contains the deleted text if Track Changes options are set up to display accordingly. A vertical line can appear in the left margin which marks any line of text that has been modified. You can see who made a specific change and when by resting (hovering) the cursor on that change.
Notes:

- If the document was only declined and not revised, you will not see any marked changes as they are not allowed to be made when declining.

- If you need to refer to the comments made by a reviewer who revised or declined the document, click the Properties tab, then click Review Status or Approval Status. If necessary, click the arrow by Level 1, and then click different review levels until the desired reviewer or approver is displayed. Click the reviewer's or approver's name to display his or her comments, if any.

Right-click anywhere on a displayed toolbar, then click Reviewing to display that toolbar.

5. If the document contains revisions, do one of the following:
   
   - To accept or reject each change individually, click Next or Previous on the Reviewing toolbar (which will always appear when track changes have been inserted), then click Accept Change or Reject Change/Delete Comment.
   
   - To accept or reject all changes in the document at once, on the Reviewing toolbar click the arrow next to Accept Change, then click Accept All Changes in Document, or click the arrow next to Reject Change/Delete Comment, then click Reject All Changes in Document.

Accepted insertions are changed to normal text formatting, while rejected insertions are deleted. Accepted deletions disappear from the document, while rejected deletions are restored to their former location.

6. Make any other necessary changes to satisfy the concerns of reviewers who declined the document.

7. Click Done, click Submit document for review, then click Next.

8. When submission is complete, click Close.
Reviewing and Approving a Document

The following instructions apply only if you have been assigned as a document reviewer or approver. If a document owner assigns you as a reviewer or approver or you assigned yourself, (as the document owner) as a reviewer when creating a new document, you will be notified by e-mail and in MESSAGES (see Accessing Messages for details) when that document is submitted for review or is moved to the approval stage.

**REVIEWING A DOCUMENT**

To review a document,

1. Do one of the following to open the document:
   - In your email application, open the notification message, then click the Click here link. If Policy & Procedure Manager® is not currently running, the login page appears. If you are using Active Directory or automatic login, you will be immediately be taken to the document. If prompted, type your user name and password, then click Login to open the document.
   - Click the MESSAGES tab. Under the Review heading in the Tasks list, click the document.
   - If the Document Control Administrator has not set up Policy & Procedure Manager® to send e-mail notifications, you can see these notifications in MESSAGES. Click the MESSAGES tab, then click Inbox. Find and click a message that begins with Review required on..., then click the Click here link in the message.

   **Note:** If you do not see the Inbox command, then e-mail notification is activated. If you are not receiving email notifications, check with the Document Control Administrator to make sure that your e-mail address has been entered correctly.

   - Click the HOME tab, then click Documents in Review. In the upper right corner of the main screen, click the arrow to open the Site list, then click a site. Click the drop-down arrow under Arrange by and click on Areas, unless the list of Areas is already showing. Click a area name to display a list of documents for that area, then click the document title to open the document that you need to review.

2. Read the document carefully and completely.

If one or more other reviewers have already reviewed the document and made revisions, you see those revisions, with each reviewer's changes in a different color of text. You can rest your cursor (hover) on one of the color-coded changes to see who made the change and when.
If you want to see the comments other reviewers may have made when revising or declining this document,

3. Click the Properties tab, then click the Review Status link.

4. If necessary, click the drop-down arrow next to Review Cycle 1 and/or Level 1, and then click the different review levels until you see a name highlighted in red.

5. Click on a reviewer whose name is highlighted in red to display that reviewer's comments (if any).

6. Click the View Document tab to return to the document.

7. Do one of the following:
   - Click Accept, then click Close to accept the document with no changes.
   - Click Revise. Make the desired changes to the document, and then click Done. Type a description of your changes, click Save, and then click Close.
   - Click Decline. Type the reason you are declining the document, click Save, then click Close.

If you revise the document, all changes made, display, using the Microsoft Word® Reviewing (Track Changes) mode features in the revision sent back to the document owner.

Note: A document is considered to have completed a Review Cycle when it either is sent back to Draft because it was revised or declined by a reviewer or approver, or is approved, and becomes an Approved document.

A new option in Policy & Procedure Manager® gives a reviewer or approver the ability to reset the review interval for a document. After a document has been reviewed, if it is discovered that no changes are needed at the time of the review, the review interval can be reset so that an appropriate period of time occurs before the next review is needed.

In the example below, notice that approvers are notified by e-mail after a reviewer has made the decision that no revision is needed.
APPROVING A DOCUMENT

To approve a document (if you are selected to be an approver),

1. Do one of the following to open the document:
   - In your email application, open the notification message, then click the Click here link. (If Policy & Procedure Manager® is not currently running, the login page appears. If you are using Active Directory or automatic login you will be immediately taken to the document. If prompted, type your user name and password, then click Login to open the document.)
   - Click the MESSAGES tab. Under the Approve heading in the Tasks list, click the document.

2. Read the document carefully and completely.
   - If the Document Control Administrator has not set up Policy & Procedure Manager® to send e-mail notifications, you can view these notifications in MESSAGES. Click the MESSAGES tab, then click Inbox. Find and click a message that begins with Approval required on…, then click the Click here link in the message. **Note:** If you do not see the Inbox command, then e-mail notification is activated. If you are not receiving e-mail notifications, check with your Document Control Administrator to make sure that your e-mail address has been entered correctly.
   - Click the HOME tab, then click Documents in Approval.
   - In the upper right corner of the main screen, click the drop-down arrow to open the Site list, then click a site.
   - Click a area, then click the document title.

If one or more other approvers have already reviewed the document and made revisions, you will see those revisions, with each approver's changes in a different color. You can rest your cursor on one of these color-coded changes to see who made the change and when.
If you want to see the comments other reviewers or approvers may have made when revising or declining this document,

3. Click the Properties tab, then click the Approval Status link.

4. If necessary, click the drop-down arrow next to Review Cycle or Level 1, then click the different review levels until you see a name highlighted in red.

5. Click on a reviewer or approver whose name is highlighted in red to display that person's comments (if any).

6. Click the View Document tab to return to the document.

7. Do one of the following:
   - Click Accept, then click Close to accept the document with no changes.
   - Click Revise. Make the desired changes to the document, then click Done. Type a description of your changes, click Save, then click Close.
   - Click Decline. Type the reason you are declining the document, click Save, then click Close.

If you revise the document, all the changes you make, are shown. (using the Microsoft Word® Reviewing (Track Changes) Mode feature) in the revision sent back to the document owner.

Note: A document is considered to have completed a Review or Approval Cycle when it either is sent back to Draft because it was revised or declined by a reviewer or approver, or is approved, and becomes an Approved document.
**REVISING AN APPROVED DOCUMENT (Create a new version of a document)**

There will be times when a *document owner*, will need to revise or update an approved document, such as when procedures or policies change or when a document is about to expire.

**Note:** A Document Owner will receive notification by e-mail and within **MESSAGES** one month before the review interval for an owned document will expire.

To revise an approved document,

1. Click the **HOME** tab.
2. In the upper right corner of the main screen, click the drop-down arrow to open the **Sites** list, then click a site.
3. Click **Approved Documents** in the **Navigation Menu**.
4. Click the drop-down arrow under **Arrange by** and click on **Document Owners**.
5. Click the name of a **document owner**.
6. Click a **document name** to open the document.

**Note:** There are different ways that you can use to search for documents. They are: **My Documents** for the documents that you own, proxy or read, **Arrange By** and **Search** to find a document (see **Finding a Document** for details).

7. Click the **NEW VERSION** link.

8. Click the radio button next to **NEW VERSION**, then click **Next** to open a new version of the document.

A new version of this document is created and placed in **Documents in Draft**. The document reference number remains the same, but the version number is incremented by one. The **Document Wizard** is displayed so you can modify all other document information (properties, contents, quiz, document replacements, and file attachments).

9. Make the necessary revisions (see **Editing a Draft Document**).

**Important:** If the document you are revising contains a quiz, it is deactivated when you create the new version of the document. You must reactivate the quiz before submitting the new version for review.

At this point you are starting a new document review cycle.

10. Follow the instructions in the **Managing a Document through Review Approval** chapter.

Upon finishing your revisions and submitting the document for review, you are prompted to indicate the changes you made to the document. Whatever you type can be viewed in Change History in Document Properties. (See **Viewing Document Properties**).
Messages

Messages are generated whenever certain events occur. The following table includes examples of the types of events that generate messages and who receives them.

<table>
<thead>
<tr>
<th>Event</th>
<th>Message Recipient(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document submitted for review</td>
<td>All assigned reviewers, in sequence, depending on the level of assignment. Level 1 reviewers are notified initially</td>
</tr>
<tr>
<td>Document revised or declined by reviewer</td>
<td>Document owner</td>
</tr>
<tr>
<td>Document submitted for approval</td>
<td>All assigned approvers, in sequence, depending on the level of assignment, and the document owner.</td>
</tr>
<tr>
<td>Document approved and published</td>
<td>All required readers and document owner</td>
</tr>
<tr>
<td>Document nears expiration</td>
<td>Document owner and their proxy author</td>
</tr>
</tbody>
</table>

There are two basic types of messages: tasks and notifications. Tasks are always logged in the MESSAGES page. Depending on how the software is configured, notifications go either to your e-mail application inbox or to the Inbox in the MESSAGES page.

When you receive a task, you also receive a notification. If reminders are enabled by your Document Control Administrator, you will then receive a reminder notification each day or at a predetermined interval until you complete the task. (The default reminder interval is set to No Reminders. The Document Control Administrator is able to change the interval to your organizations preferred reminder interval.)

**VIEWING TASKS**

To view and act on pending tasks,

1. Click MESSAGES.

Tasks are displayed as headings with document titles under each task heading.

2. Click a document to open it, and then perform the required task.

After you complete the task, the document title is deleted from the list under the task heading.
**USING THE INBOX**

If the software is not configured to send notifications to your email application inbox, you can view these notifications in the MESSAGES Inbox.

**Reading and Acting on Notifications**

To read and act on notification messages,

1. Click the **MESSAGES** tab, then click **Inbox**.

**Note:** If you do not see the Inbox command in the MESSAGES page, then the software is configured to send notification messages to your e-mail application inbox. If you are not receiving these notifications, check with the Document Control Administrator to make sure your e-mail address has been entered correctly and also that they are not blocked or could be going to your junk mail. **Murdoch is configured to send messages to our email system.**

2. Click a message to view its contents.

If you need to work on a document, the document title and a **click here** link appear in the message text.

3. If necessary, click the document title or **click here** link to open the referenced document, then perform the required action.

**Deleting Notifications**

To delete one or more notification messages,

1. Click the **MESSAGES** tab, then click **Inbox**.

2. Do one of the following:

   - Select the check box(es) of the message(s) you wish to delete.
   - Select the check box in the header (next to **Date**) to select all of the messages in the **Inbox**.

3. Click **Delete** to move the selected messages to the **Trash** folder.
Restoring or Emptying Deleted Notifications

To restore or empty (permanently delete) one or more messages,

1. Click the MESSAGES tab, and then click Inbox.
2. Click the arrow by Inbox, and then click Trash to display all deleted messages.
3. Do one of the following:
   - Select the check box(es) of the message(s) you want to restore to the Inbox or empty from Trash.
   - Select the check box in the header (by Date) to select all messages in the Inbox.
4. Do one of the following:
   - Click Restore.
   - Click Delete (empty). Once items have been deleted, they are permanently removed from the Messages area.

Refreshing the Inbox

1. Click Get New Messages anytime while working in the Inbox to refresh the message list.

Note: New messages are automatically retrieved each time the Messages area is refreshed.
Generating Reports

You can view and print various reports containing information about Policy & Procedure Manager® documents and users. The specific reports you can generate depend on the assigned role as shown in the following table.

<table>
<thead>
<tr>
<th>Role</th>
<th>Report Category</th>
<th>Individual Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reader, Reviewer, or Approver</td>
<td>Personal</td>
<td>• Documents Read</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Documents Required to Read</td>
</tr>
<tr>
<td>Document Owner</td>
<td>Personal</td>
<td>• Documents Read</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Documents Required to Read</td>
</tr>
<tr>
<td></td>
<td>Management</td>
<td>• Document Assignments by Title</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Documents Due for Periodic Review</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Documents Read by User</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Documents in Approval</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Documents in Review</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Outstanding Tasks by User</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Print Multiple Documents</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Required to Read by Title</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Required to Read by User</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• User/Group Permissions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Users Cancelled Mark as Read</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Document Count by Status</td>
</tr>
</tbody>
</table>

The following table contains a description of each report.

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documents Read</td>
<td>Lists all documents you have read, whether reading them was required or optional. Also shows your quiz score (if applicable) for each document read.</td>
</tr>
<tr>
<td>Documents Required to Read</td>
<td>Lists all documents you are required to read, showing which you have and have not yet read.</td>
</tr>
<tr>
<td>Document Assignments by Title</td>
<td>Lists all documents in the selected area along with each document’s assigned owner, reviewers and approvers.</td>
</tr>
<tr>
<td>Documents Due for Period Review</td>
<td>For the selected areas, shows documents, along with document titles, owners, and expiration dates. Also indicates how many documents expire within one month and how many have already expired.</td>
</tr>
<tr>
<td>Documents Read by User</td>
<td>For the selected users, lists the number of documents each user is required to read and the number already read.</td>
</tr>
<tr>
<td>Documents in Approval</td>
<td>For the selected documents, lists the users who have not yet approved them.</td>
</tr>
<tr>
<td>Documents in Review</td>
<td>For the selected documents, lists the users who have not yet reviewed them.</td>
</tr>
<tr>
<td>Outstanding Tasks by User</td>
<td>Lists the number of outstanding tasks by task type for the selected users.</td>
</tr>
<tr>
<td>Print Multiple Documents</td>
<td>Lets you print multiple documents at once. This report may take a large amount of resources if many documents are selected.</td>
</tr>
<tr>
<td>Required to Read by Title</td>
<td>For the selected documents, lists the documents with required readers and shows which of those readers have not yet read documents.</td>
</tr>
<tr>
<td>Required to Read by User</td>
<td>For the selected users, shows the number of documents each is required to read (if any) and the number already read.</td>
</tr>
<tr>
<td>User/Group Permissions</td>
<td>Lists all users assigned specific permissions and roles.</td>
</tr>
<tr>
<td>Users Cancelled Mark as Read</td>
<td>Lists users who cancelled the reading of a document after having clicked Marked as Read.</td>
</tr>
<tr>
<td>Document Count by Status</td>
<td>A list that shows how many documents are in a specific publishing stage, by area</td>
</tr>
</tbody>
</table>
GENERATING PERSONAL REPORTS

The following reports are available to all users.

**Documents Read**
To generate a list of all the documents you have read,

1. Click the REPORTS tab, then click Personal in the Navigation Menu.
2. Click Documents Read, to display the report.
3. Click the Print icon, on the bar at the top of the report, to print it.

**Documents Required to Read**
To generate a list of all the documents you are required to read,

1. Click the REPORTS tab, then click Personal in the Navigation Menu.
2. Click Documents Required to Read to display the report.
3. Click the Print icon, on the bar at the top of the report, to print it.

GENERATING MANAGEMENT REPORTS FOR DOCUMENT OWNERS

The following reports are available only if you are a document owner.

**Documents Assignments by Title**
To generate a list of selected documents that shows the number of documents due for review at a given point in time.

1. Click the REPORTS tab, then click Management in the Navigation Menu.
2. Click Document Assignments by Title to see the Report Options box.
3. In the Site drop-down list, click a site.
4. In the Area drop-down list, click a area.
5. Click the radio button next to Draft or Approved.
6. Click Preview.
7. Click the Print icon, on the bar at the top of the report, to print it.
Generating Reports

Documents Due for Periodic Review
To generate a list of selected documents that show the number of documents due for review at a given point in time,

1. Click the REPORTS tab, then click Management in the Navigation Menu.
2. Click Documents Due for Periodic Review to see the Report Options box.
3. In the Site drop-down list, click a site.
4. Click the check box(s) next to the name(s) of the area(s) that you want to include in the report.
5. Click Preview.
6. Click the Print icon, on the bar at the top of the report, to print it.

Documents Read by User
To generate a report that shows the required reading status of selected users,

1. Click the REPORTS tab, then click Management in the Navigation Menu.
2. Click Documents Read by User to see the Report Options box.
3. In the Site drop-down list, click a site.
4. In the Area drop-down list, click a area.
5. Click a user you want included in the report, then click the right arrow button (>>). Repeat this step as necessary to add other users from this area.

Note: You can select multiple users at once. See Selecting Multiple Items in a List for details. You can remove a user from the box on the right by clicking it and then clicking the left arrow button (<<).

6. Repeat steps 4 and 5 as necessary to add users from other areas.
7. Repeat steps 3 through 5 as necessary to add users from other sites.
8. Click the calendar icon next to From, and click on a date, to select it.

9. Click the calendar icon next to To, and click on a date, to select it.
10. Click Preview.

The Show Titles report is displayed by default.

11. Click Show Count to display the other report.
12. Click the Print icon, on the bar at the top of the report, to print it.
Documents in Approval

To generate a list of users who have not yet approved selected documents,

1. Click the REPORTS tab, then click Management in the Navigation Menu.
2. Click Documents in Approval to see the Report Options box.
3. In the Site list, click a site.
4. In the Area list, click a area.
5. Click a document you want included in the report, then click the right arrow button ( ). Repeat this step as necessary to add other documents from this area. Hold down the Shift key, while you click, to select a adjacent group of documents, or hold down the CTRL key while you click to select multiple non-adjacent documents.
6. Repeat steps 4 and 5 as necessary to add documents from other areas at the current site.
7. Repeat steps 3 through 5 as necessary to add documents from other sites.
8. Click Preview.
9. Click the Print icon, on the bar at the top of the report, to print it.

Documents in Review

To generate a list of users who have not yet reviewed selected documents,

1. Click the REPORTS tab, then click Management in the Navigation Menu.
2. Click Documents in Review to see the Report Options box.
3. In the Site list, click a site.
4. In the Area list, click a area.
5. Click a document you want included in the report, then click the right arrow button ( ). Repeat this step as necessary to add other documents from this area.

Note: You can select multiple areas at once. See Selecting Multiple Items in a List for details. You can remove a area from the box on the right by clicking it and then clicking the left arrow button ( ).
6. Repeat steps 4 and 5 as necessary to add documents from other areas at the current site.
7. Repeat steps 3 through 5 as necessary to add documents from other sites.
8. Click Preview.
9. Click the Print icon, on the bar at the top of the report, to print it.
Outstanding Tasks by User

To generate a list of users who have not yet approved selected documents,

1. Click the REPORTS tab, then click Management in the Navigation Menu.
2. Click Outstanding Tasks by User to see the Report Options box.
3. In the Site list, click a site.
4. In the Area list, click a area.
5. Click the name of a user that you want included in the report, then click the right arrow button (➡️). Repeat this step as necessary to add other users from this area.

Note: You can remove a area from the box on the right by clicking it and then clicking the left arrow button (⬅️).

6. Repeat steps 4 and 5 as necessary to add users from other areas at the current site.
7. Repeat steps 3 through 5 as necessary to add documents from other sites.
8. Click Preview.
9. Click the Print icon, on the bar at the top of the report, to print it.

Required to Read by Title

To generate a report showing the required reading status of selected documents by title,

1. Click the REPORTS tab, then click Management in the Navigation Menu.
2. Click Required to Read by Title, to see the Report Options box.
3. In the Site list, click a site.
4. In the Area(s) with Docs list, click a area.
5. Click a document that you want included in the report, and then click the right arrow button (➡️). Repeat this as necessary to add other documents from this area.

Note: You can select multiple documents at once. See Selecting Multiple Items in a List for details. You can remove a document from the box on the right by clicking it and then clicking the left arrow button (⬅️).

6. Repeat steps 4 and 5 as necessary to add documents from other areas.
7. Repeat steps 3 through 6 as necessary to add documents from other sites.
8. Click Preview.
9. Click the Print icon, on the bar at the top of the report, to print it.
Required to Read by User

To generate a report showing the required reading status of selected users,

1. Click the REPORTS tab, then click Management in the Navigation Menu.
2. Click Required to Read by User to see the Report Options box.
3. In the Site list, click a site.
4. In the Area list, click a area.
5. Click a user you want included in the report, and then click the right arrow button (➡️). Repeat this step as necessary to add other users from this area.

**Note:** You can select multiple users at once. See Selecting Multiple Items in a List for details. You can remove a user from the box on the right by clicking it and then clicking the left arrow button (⬅️).

6. Repeat steps 4 and 5 as necessary to add users from other areas.
7. Repeat steps 3 through 6 as necessary to add users from other sites.
8. Click Preview.
9. Click the Print icon, on the bar at the top of the report, to print it.
User/Group Permissions

To generate a list of users and their assigned permissions and roles,

1. Click REPORTS, then click Management in the Navigation Menu.
2. Click User/Group Permissions to display the report.
3. To print the report, click the Print icon on the bar at the top of it.

User/Cancelled Mark as Read

To generate a list of users who have cancelled after having clicked on Mark as Read.

1. Click REPORTS, then click Management in the Navigation Menu.
2. Click User/Cancelled Mark as Read to see the report.
3. To print the report, in your browser menu bar, click File, then click Print.
Print Multiple Documents

To Print Multiple Documents by Area,

1. Click the REPORTS tab, then click Management in the Navigation Menu.
2. Click Print Multiple Documents to see the Print Documents by Area box.
3. In the Site list, click a site.
4. In the Area(s) with docs list, click a area.
5. Click the drop-down arrow next to the type of document to be printed.
6. Click the check box if you want the overview for that document to be printed, also. Click the radio button next to the Print Before or Print After option, as you wish.
7. Click a document you want included in the report, then click the right arrow button (➡). Repeat this step as necessary to add other documents from this area.
8. Repeat steps 4 through 6 as necessary to add documents from other areas at the current site.
9. Repeat steps 1, 2, 5 and 6 as necessary to add documents from other sites and areas.
10. Click Preview.
11. Click the Print Documents button to print the selected documents.

To Print Multiple Documents by Category,

1. Click the REPORTS tab, then click Management in the Navigation Menu.
2. Click Print Multiple Documents.
3. Click the Print Documents by Category tab.
4. In the Site list, click a site.
5. In the Categories with Docs list, click a category.
6. Click the drop-down arrow next to the type of document to be printed.
7. Click the check box if you want the overview for that document to be printed, as well. Click the radio button next to the Print Before or Print After option, as you wish.
8. Click a document, or hold down the CTRL key to select multiple documents that you want included in the report, then click the right arrow button (➡). Repeat steps 5 through 7 as necessary to add documents from other categories at the current site.
9. Repeat steps 4 through 7 as necessary to add documents from other sites and other categories.
10. Click Preview.
11. Click the Print Documents button to print the selected documents.

Document Count by Status

To generate a report showing the number of documents in each publishing stage, by area,

1. Click the REPORTS tab, then click Management in the Navigation Menu.
2. Click Document Count by Status to see the report.
Viewing Document Properties

To view document properties in a completed document:

1. Click the HOME tab.

2. In the upper right corner of the main screen, click the arrow to open the Sites list, then click a site.

3. On the Navigation Menu, click one of the following tabs:
   - Approved Documents
   - Documents in Review
   - Documents in Approval
   - Pending Documents

4. Click a area, then click a document.

**Note:** You can use Arrange By and Search to find a document (see Finding a Document for details).

5. Click the Properties tab.

Overview information is displayed when you first open Properties.

6. Click the available options (Change History, Links, Readers, etc.) to view additional information.
The **Properties** options that you see vary depending on the assigned role and what stage the current document is in. The following table describes each possible option and who can access it.

<table>
<thead>
<tr>
<th>Properties Box</th>
<th>Information Presented</th>
<th>Available to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview</td>
<td>Shows general document information - title, version, date submitted, date approved, date expires, date effective, categories, affected areas, reference number, owner, reviewers, and approvers.</td>
<td>All</td>
</tr>
<tr>
<td>Change History</td>
<td>Lists each version of the selected document. Click the title for a specific version to see a summary of changes made when that version was created.</td>
<td>All</td>
</tr>
<tr>
<td>Archive History</td>
<td>Lists all archived versions of the document and any documents it has replaced. Click a document title to view the document.</td>
<td>Users given the Archived Documents permission</td>
</tr>
<tr>
<td>Review Status</td>
<td>Lists assigned reviewers. Color-coded highlighting indicates whether each has accepted the document (green), declined or revised it (red), or not yet reviewed it (yellow). To see comments made by a reviewer who revised or declined the document, click on a name highlighted in red. Click the arrow next to <strong>Level 1</strong> to see if there is more than one review level. If so, click a different level to see status for those reviewers. (See Step 5: Reviewers and Approvers for an explanation of review levels).</td>
<td>Users assigned the Reviewer role</td>
</tr>
<tr>
<td>Approval Status</td>
<td>Lists assigned approvers and provides same status information as <strong>Review Status</strong>.</td>
<td>Users assigned the Approver role</td>
</tr>
<tr>
<td>Links</td>
<td>Lists other documents this document references. Click a document title to view it.</td>
<td>All</td>
</tr>
<tr>
<td>Readers</td>
<td>Lists required and allowed readers (if any are assigned).</td>
<td>All</td>
</tr>
<tr>
<td>Comments</td>
<td>Shows comments made by readers about this document after it has been approved.</td>
<td>Document owners (for their own documents only)</td>
</tr>
</tbody>
</table>
Changing Personal Preferences

Under the PREFERENCES tab, you can change your password and select the preferred Default Sort that you want to see on your home page area and the Interface Language for Policy & Procedure Manager.

To change your preferences,

1. Click PREFERENCES.
2. On the left navigation menu, click Sys/User Settings, then click User Settings.
3. Make the desired changes (see Changing Your Password, Changing the Default Sort and Changing the Interface Language for details).

CHANGING YOUR PASSWORD

Note: The Change Password area of the User Settings box appears only if the Document Control Administrator has chosen to allow users to change their passwords at any time and you are not using Active Directory authentication to log in.

To change your password,

1. Click in the Current Password box, then type your current password.
2. In the New Password box, type your new password.
3. In the Confirm Password box, type your new password again.
4. Click Change.

Resetting a Forgotten Password

If you have forgotten your password, and are NOT using Active Directory for automatic login,

1. At the login page, click click here (after Forgot your password?).
2. Type your user name or e-mail address, then click Submit.

You should see the message E-mail sent. (If you do not, contact your Document Control Administrator, who can reset your password for you.)

3. After receiving the e-mail message, click the link in the message text.
4. For New Password and Confirm Password, type the same new password, then click Submit.

You should see a Change successful message.

5. Restart Policy & Procedure Manager and use your new password to log in.
CHANGING THE DEFAULT SORT

The Default Sort option allows you to select how the document sort will be displayed on your Home area when you log in. All of the items in your Arrange by list, including any custom arrangements that you’ve created, are available for you to choose as your Default Sort.

1. Click on the drop-down arrow under Default Sort, and select the sort option of your choice, then click on Save.

2. Click on the LOG OUT link, to log out of Policy & Procedure Manager®.

3. Log back into Policy & Procedure Manager®. You will see the Default Sort that you set on your Home area.

CHANGING THE INTERFACE LANGUAGE

To change the language for all Policy & Procedure Manager® interface text (commands, messages, labels, etc.),

1. Click the arrow by the currently selected language, then click a language.

Note: Other language options appear only if additional language modules have been installed.
2. Click **Save**.
Finding a Document

This chapter explains the various methods for finding documents in Policy & Procedure Manager®.

**FINDING DOCUMENTS IN DIFFERENT STAGES OF THE PUBLISHING PROCESS**

When you first log in or click the HOME tab, the Navigation Menu contains options that let you work with documents in the various stages of the publishing process. The options available to you depend on the roles and permissions you have been assigned. The following figure shows the stages in the publishing process.

<table>
<thead>
<tr>
<th>Publishing Stage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved</td>
<td>Contains documents accepted by all reviewers and approvers and that have been published on their designated effective date (if applicable).</td>
</tr>
<tr>
<td>Draft</td>
<td>Contains new documents not yet submitted for review and documents that, after completion of the review or approval process, have been revised or declined by one or more assigned reviewers or approvers.</td>
</tr>
<tr>
<td>Review</td>
<td>Contains documents submitted for review but not yet reviewed by all assigned reviewers.</td>
</tr>
<tr>
<td>Approval</td>
<td>Contains documents accepted by all reviewers but not yet reviewed by all assigned approvers.</td>
</tr>
<tr>
<td>Pending</td>
<td>Contains approved documents that have not yet reached their designated effective dates – the date when they will move into the Approved stage.</td>
</tr>
<tr>
<td>Archived</td>
<td>Contains previous versions of documents, documents replaced by new documents, and manually archived documents.</td>
</tr>
</tbody>
</table>

To find and open a document in a particular stage,

1. Click the HOME tab.
2. In the upper right corner of the main screen, click the drop-down arrow to open the Sites list, then click a site.
3. On the Navigation Menu, click a command (Approved Documents, Documents in Draft, etc.) to display a list of areas.

**Note:** Only those areas with assigned documents in the currently selected publishing stage are listed.

4. Do one of the following:
   - Click a area to display the documents assigned to it.
   - Click All Areas to see all documents in the currently selected publishing stage, at the selected site.

**Notes:**

If a document is assigned to more than one area, you can click any of the assigned areas to access the document.

If you are looking for a document in Documents in Draft and cannot find it under a specific area, try looking in Unfiled, which contains documents not yet assigned to a area. Click a document to open it.

The options available to you when you open the document depend on the publishing stage and the role(s) you have been assigned (Reader, Reviewer, Approver, Document Owner, or Document Control Administrator). These options are discussed in the following references in this guide and in the Document Control Administrator's Guide.

- Editing a Draft Document in this guide
- Deleting a Draft Document in this guide
- Reviewing and Approving a Document in this guide
- Reading a Document in this guide
- Document Manipulation in the Administrator's Guide
THE MY DOCUMENTS NAVIGATION MENU

The second part of the Navigation Menu on the Home screen is the My Documents menu. Each area relates to the permissions and tasks assigned to a specific user.

There are five areas that deal with documents specific to a user, within any document status. These areas are:

- **I Own** – shows only the documents that you own.
- **I Proxy** – shows all of the documents of the person for whom you are acting as a proxy author.

**Note:** A proxy author has access to these documents, while they are in Draft. When these documents are in Review or Approval, they can be seen in the document list, but cannot be seen by the proxy author, though they can see the review or approval status.

If a document owner has a document that he/she does not want the proxy author to see, the document should be **Restricted** to those who should be the only people to see it.

- **I Review** – shows documents that you review.
- **I Approve** – shows documents that you approve.
- **I Read** – shows documents you are required to read, that are Approved.

The same security permissions exist as before. Each user must have the corresponding permissions to see each item.

Document status in the Navigation Menu is the same as it has previously been. However, there are two important additions: One is the new Status option available in the Arrange by. When you click on My Documents then click I Own, the Status Arrange by automatically appears, as shown below. Notice the numbers in parenthesis, showing the number of documents in each status, that you own.

In order to see **I Own**, a user must be a Document Owner. To see each document status (i.e. Approved, Draft, In Review, In Approval, Pending), a user must have the proper roles and permissions. So, if you wanted to follow up on a document you own that is in Review, you could click I Own then In Review status from the Arrange by. Combining this with a custom Arrange by can really help users browse and locate specific documents.

Notice that if you click on My Documents, then click on I Own, you see a list of the document status for each document type, in the Arrange by column. (This is shown in the example, above.)

The second area is an added item to the Show/Hide Column menu in the Document Display Table, called **Status**. This column shows the specific status for each document, as it's shown in the table.
If you then click on In Review, as in the example below, you would only see one document listed. Clicking on the Review link in the Document Display Table displays the status of the selected document.

Allowing users to see documents for which they are responsible will result in time savings because they will no longer have to navigate to each separate status (i.e. Draft, Review, Approval, etc.)

Particularly in the In Review and in Approval, the Status column shows a blue link. Click on the link to display a Review Status box that shows the status for the selected document. This enables you to see what others (reviewers and approvers) are doing with the document.
SORTING DOCUMENTS

Two sorting tools help you locate documents: the Arrange By option and the Sort bar. You can use these tools individually or in combination.

Using Arrange By
To find a document using the Arrange By option,

1. Click the HOME tab.
2. In the upper right corner of the main screen, click the arrow to open the site list, then click a site.
3. On the Navigation Menu, click the publishing stage of the document you need to find (see Finding Documents in Different Stages of the Publishing Process).
4. Click the drop-down arrow under Arrange By, then click on the sort option of your choice.

Using Custom Arrange By
To create a custom sort, give it a name and save it for use at a later time.

1. Click the icon to display the Custom Arrange By box. Click on each drop-down arrow, and on each available parameter to select the sort options as you wish to see them, for this specific search.
2. Click in the text box next to Name and enter the name for this custom arrangement.
   
   **Hint:** Choose a name to help you recall the order of the sort you created. For instance, if you set up a sort by Areas, then by Document Owner, then by the Category called Document Type you could name your sort By Dept / By Doc Owner / By Doc Type. This will help you more easily recall the sort criteria.
3. Click Save. There is no limit to the number of custom arrangements that can be created and saved.

**Note:** Users can select the created custom sort as their default sort because their custom sort in their Arrange by list, once the sort is created. See Preferences / Personal Settings / Personal Settings.
Using the Sort Bar

You can use the Sort bar anytime there is a list of documents displayed in Approved Documents, Documents in Draft, and Documents in Review, Documents in Approval, Pending Documents, or Archived Documents.

1. Click the HOME tab, then click the general location in the Navigation Menu, for the document you need to find (see Finding Documents in Different Stages of the Publishing Process).
   - Click a specific letter in the Sort bar to see the documents whose title starts with that letter.
   - Click All to then see all of the documents in the selected list item, such as a specific area, document owner or category. A specific letter must have been selected first.
   - Click the # sign (ALL A) to see only those documents that have a number or a symbol at the beginning of the document title (such as Auditing Schedule 2006).
   - Alphabetic characters only appear in the Sort bar when there are titles of documents in the database that begin with each specific alphabetic character.

To be sure that you are comfortable with how this works, try these sequences a few times.

SEARCHING FOR DOCUMENTS

To find a document, using a basic search,

1. Click the HOME tab, then, on the Navigation Menu, click the general location of the document you need to find. (See Finding Documents in Different Stages of the Publishing Process).

There are different parts of documents you can search, including document titles, contents, and keywords. Document titles are included in every search, while including contents and keywords in the search is optional. These two search options are already selected by default.

Note: Keywords are words designated by the document owner that he or she thinks will help users find the document. These can include acronyms and slang that may never be referenced in the document itself.

2. If desired, make a selection in the search type drop-down box, otherwise the search will default to Title only.

3. In the SEARCH entry field, do one of the following:
   - Type a single word to find all documents containing that word, and make a selection in the search type drop-down menu.
   - Type more than one word with a space between each word and the next to find all documents that contain all of those words, then make a selection in the search type drop-down box.
Finding a Document

- Type more than one word with the word or between each word and the next to find all documents that contain at least one of those words, then make a selection in the search type drop down menu.

- Type a phrase enclosed in quotation marks to find all documents that contain the exact phrase, then make a selection in the search type drop down menu.

**Notes:** Advanced Search – The asterisk wildcard must follow the last letter. Example: pol*

Basic Search – Do NOT add the word “AND”. This is already being done for you.

Example: dress policy is the same as dress + policy or dress and policy.

To say NOT, use the minus “-” sign. Example: dress –policy

4. Click Search.

The exact sequence of letters in each search word is found wherever it occurs, even within other words. For example, if red is a search word, Search would find documents containing the following words: red, credit, redundant, hundred.

The search finds all documents matching the search criteria that are within the currently selected general location (Approved Documents, Documents in Draft, etc.). Selecting an area before performing a search does not affect the search results. You can, however, sort by area or other criteria after performing the search (see Sorting Documents for details).

**Using Advanced Search**

The Advanced Search box is available to help you locate specific information in documents, and see a list of those documents.

If doing a wildcard search, the asterisk wildcard must follow the last character. Example: pol*

The Advanced Search capability is always available on the Home screen, regardless of the type of document with which you are working.

To use the Advanced Search option:

1. Click on the button in the Navigation Menu to display the list of documents for the selected document stage.

2. Click the Advanced Search link to display the Advanced Search box.

   ![Advanced Search interface](image)

   - Find results with all of the words
   - Find results with the exact phrase
   - Find results with at least one of the words

   - Search for:
   - In:
   - Search

   - Status:
   - Date Range:
   - View Top
   - 10 Results
   - Search

   - Search Fields:
   - Title
   - Full Text
   - Keywords

   - Date Range:
   - From
   - To
3. Click the check box(es) under Search Fields to indicate the fields to be searched.
4. Click the check box(es) under Status to search for documents of the selected document type.
5. Under Date Range, click the drop-down arrow and click on the date type of your choice.
6. Under Date Range, click the Calendar icon next to From and click on the date of your choice.
7. Under Date Range, click the Calendar icon next to To and click on the date of your choice.
8. Click on the drop-down arrow under View Top and click on the number of results that you want to see.
9. Type a word or phrase in the appropriate text box, then click the Search button.
10. Click the Search button.

Note: Keywords are added to a document specifically for the purpose of finding that document later using Search. As a part of the document creation process, document owners can add keywords for which they think users will search.
Reading a Document

If you are required to read a document, you receive a notification message either in your e-mail application inbox or in MESSAGES in Policy & Procedure Manager (see Accessing Messages for details on accessing notification messages). You can also tell if you are required to read an approved document by opening it. You will see one of the following options in the large tab above the document: MARK AS READ (required) or MARK AS READ (optional).

To read a document and mark it as read,

1. Click the HOME tab.
2. In the upper right corner of the main screen, click the arrow to open the Sites list, then click a site.
3. Click Approved Documents on the Navigation Menu.
4. Do one of the following:
   - Click a area to view only the documents pertaining to that area.
   - Click All Areas to see all documents from every area.
   - Use Arrange By or Search to find the document (see Finding a Document for details).
5. Click a document to open it.

Note: If you see the File Download box, the document you are trying to open is NOT a Word® file, but is a file of some other type, such as an Excel® or Power Point®. To open the file, you must have an application installed on your computer that can open this type of file. If you have the necessary application, click Open. Then, after reading the document, close the application and move on to step 7. If you do not have the required application, click Cancel, and then contact the document owner (click the Properties tab to see who owns the document).

6. Read the document carefully and completely.
7. If you see the Attachments icon in the sidebar with a number in parenthesis, this document has one or more files attached. See Viewing an Attachment for details on opening attachments.

8. Click MARK AS READ (required) or MARK AS READ (optional).
9. Do one of the following, depending on what you see,
   - If you see a message starting with By marking this document as read..., continue on to step 10
   - If you see the Take Quiz box, go to Taking a Quiz.
10. Do one of the following,
    - Click OK to confirm that you have read and understood the document, then click Close.
    - Click Cancel if there is any part of the document that you did not fully understand, and then see your supervisor for clarification.
TAKING A QUIZ

If the current document includes a quiz, you see the Take Quiz box as soon as you click Mark as Read. You must successfully complete the quiz before the document will be marked as read.

To take the quiz,
1. Click Next to view the quiz objectives and the percentage of questions you must answer correctly to pass it. (The software generates one question per objective, by default.)
2. Click Start Quiz.
3. Read the question, then click the answer you think is correct.
4. Click Next, then answer the next question. Repeat this step until you see the Grade Quiz button.

Note: You can click Back to return to a previous question.

5. After answering the final question, click Grade Quiz.
6. Do one of the following:
   - If you received a passing score, the document has been marked as read. Click Close.
   - If your score is below the required percentage, you must retake the quiz and pass it before the document will be marked as read. Continue on with step 7.

Note: If you passed the quiz but want to improve your score, click Retake Quiz and try again. (Getting a non-passing score on a retake does not affect reading status. If the document has been marked as read, it remains so.)

7. Do one of the following:
   - If you want to retake the quiz immediately, click Retake Quiz, then repeat steps 1 through 6.
   - If you want to review the document before retaking the quiz, click the View Document tab, and then read the document again. When you are ready to retake the quiz, click Mark as Read, click Retake Quiz, and then repeat steps 1 through 6.

Using Enhanced Validation

If a company is using Enhanced Validation (Electronic Signature), the following screens reflect what happens when someone reads a document,

1. Click the Mark as Read tab.
2. Type in a username and password and click Submit to complete the acknowledgement that the document has been read.
will be prompted to take the quiz.

3. Click **Next** to display the *Take Quiz* box.

4. Click **Start Quiz** to begin the quiz.

5. On the last question of the quiz, answer the question, then click **Grade Quiz** to grade the quiz and see the result.

6. Type in your **password**, and click **Submit** to complete the acknowledgement that the document has been read.
VIEWING AN ATTACHMENT

To view a file attached to a document, you must have a program installed on your computer that is capable of opening that type of file. For example, if an attachment is a Microsoft Excel® file, you must have Excel® installed on your computer, in order to open that attachment.

When a document is opened, and an Attachment or a Note is connected to that document, the Note box will display.

1. Click the close the Note box.

2. Click the Attachments link to see the foldout box.

3. Click the document link to display the File Download – Security Warning box.

4. Click the Open or Save button to open or save the file as you choose, and follow the other instructions provided by Windows.
VIEWING A NOTE

When a document is opened, and a Note is connected to that document, the Note box will display.

1. Click the \( \times \) to close the Note box.

2. Click the Notes link to see the foldout box.

3. Click the link to display the Note box.

4. Click the \( \times \) to close the Note box.

5. Click the Arrows to close the fold out box.
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