



FileHold

Document & Record Lifecycle Software

END USER GUIDE

VERSION 16.3

Copyright © 2021 FileHold Systems Inc. All rights reserved.

For further information about this manual or other FileHold Systems products, contact us at Suite 250 - 4664 Lougheed Highway Burnaby, BC, Canada V5C5T5, via email sales@filehold.com, our website <http://www.filehold.com>, or call 604-734-5653.

FileHold is a trademark of FileHold Systems. All other products are trademarks or registered trademarks of their respective holders, all rights reserved. Reference to these products is not intended to imply affiliation with or sponsorship of FileHold Systems.

Proprietary Notice

This document contains confidential and trade secret information, which is proprietary to FileHold Systems, and is protected by laws pertaining to such materials. This document, the information in this document, and all rights thereto are the sole and exclusive property of FileHold Systems, are intended for use by customers and employees of FileHold Systems, and are not to be copied, used, or disclosed to anyone, in whole or in part, without the express written permission of FileHold Systems. For authorization to copy this information, please call FileHold Systems Product Support at 604-734-5653 or email support@filehold.com.

TABLE OF CONTENTS

1. ABOUT FILEHOLD	1
2. ACCESSING FILEHOLD.....	1
2.1. FILEHOLD DESKTOP APPLICATION (FDA).....	1
2.1.1. FDA CONNECTION OPTIONS	2
2.1.2. LOGGING INTO THE FDA.....	3
2.1.3. FDA MENUS AND TOOLBARS	4
2.1.4. FDA SHORTCUT KEYS.....	6
2.1.5. SHARING INBOXES	7
2.2. WEB CLIENT.....	7
2.2.1. WEB CLIENT MENUS AND TOOLBARS	8
2.3. MICROSOFT OFFICE APPLICATIONS.....	10
2.3.1. WORKING WITH DOCUMENTS USING MICROSOFT OFFICE APPLICATIONS	12
2.4. LOST OR FORGOTTEN USERNAME AND/OR PASSWORD	12
2.5. LOGGING IN WITH MULTI-FACTOR AUTHENTICATION	14
3. UNDERSTANDING ROLES, PERMISSIONS, AND ACCESS TO THE LIBRARY	17
3.1. DOCUMENT PERMISSION ICONS.....	21
4. LIBRARY TREE OVERVIEW	23
5. INBOX (SEND TO LIBRARY)	25
6. MY FILEHOLD	27
6.1. MY FAVORITES	27
6.2. CHECKED OUT DOCUMENTS.....	27
6.3. DOCUMENT ALERTS.....	27
6.4. DOCUMENT REMINDERS.....	28
6.5. RECENTLY ADDED AND RECENTLY ACCESSED.....	28
6.6. CALENDAR	28
6.7. RECENT FOLDERS	29
7. SEARCHING	30
7.1. HOW TO ACCESS SEARCH.....	30
7.2. USING THE SEARCH BAR	31
7.3. DISABLED AD-HOC SEARCHES	32
7.4. HOW FILEHOLD SEARCHES FOR DOCUMENTS	32
7.4.1. GENERAL USAGE	33

7.4.2. NOISE WORDS.....	33
7.5. SEARCH REQUEST TYPES.....	34
7.5.1. WORDS AND PHRASES.....	35
7.6. FULL TEXT SEARCHES (SIMPLE SEARCH).....	35
7.6.1. FULL TEXT SEARCH - WILDCARD SEARCH LIMITATION SETTING.....	37
7.7. ADVANCED SEARCHES.....	37
7.7.1. SEARCH OPERATOR SELECTORS.....	43
7.7.2. BOOLEAN SEARCHES.....	45
7.7.3. USING THE RAW QUERY FIELD SELECTOR.....	46
7.8. SAVED SEARCHES.....	47
7.8.1. REGULAR SAVED SEARCHES.....	47
7.8.2. QUICK SEARCHES.....	48
7.8.3. EMPTY SEARCH TEMPLATES.....	50
7.9. USING FASTFIND.....	50
7.10. SEARCHING FOR PREVIOUS VERSIONS OF A DOCUMENT.....	51
7.11. SEARCHING FOR DOCUMENTS IN A WORKFLOW.....	51
7.12. HIGHLIGHTING DOCUMENT SEARCH RESULTS.....	52
7.13. INTEGRATE FILEHOLD SEARCH WITH AN EXTERNAL APPLICATION.....	52
8. VIRTUAL FOLDERS.....	57
9. THE LIBRARY STRUCTURE.....	59
9.1. CABINETS.....	60
9.2. DRAWERS.....	60
9.3. FOLDER GROUPS.....	60
9.3.1. CALCULATING THE FOLDER GROUP STATISTICS.....	62
9.4. FOLDERS.....	63
9.4.1. VIEWING THE FOLDER STATISTICS.....	67
9.4.2. CREATING AUTO-TAGGED FOLDERS.....	68
10. DOCUMENT ACTIONS AND FUNCTIONS.....	69
10.1. ADDING DOCUMENTS TO FILEHOLD.....	73
10.2. DRAGGING AND DROPPING DOCUMENTS.....	74
10.3. ADDING DOCUMENTS DIRECTLY FROM THE FILEHOLD DESKTOP APPLICATION.....	74
10.4. ADDING DOCUMENTS THROUGH THE FILEHOLD WEB CLIENT.....	75
10.5. ADDING DOCUMENTS FROM MICROSOFT OUTLOOK.....	76
10.6. ADDING DOCUMENT FROM MICROSOFT OFFICE APPLICATIONS.....	79
10.7. ADDING OFFLINE DOCUMENTS.....	80

10.8. EXPORTING DOCUMENTS IN A VIEW TO A CSV FILE	82
10.9. ENTERING METADATA FOR A DOCUMENT	83
10.9.1. ENTERING METADATA FOR A SINGLE OR MULTIPLE DOCUMENTS.....	84
10.9.2. ENTERING METADATA USING CLICK TO TAG	87
10.9.3. ENTERING METADATA INTO DATABASE DROP-DOWN FIELDS.....	91
10.9.4. ENTERING METADATA USING SCHEMA LOOKUPS	93
10.9.5. EDITING METADATA	96
10.9.6. COPYING METADATA	96
10.10. SETTING THE DESTINATION FOLDER	96
10.11. DELETING FILES	97
10.12. CHECKING IN AND CHECKING OUT DOCUMENTS	97
10.12.1. CHECKING IN DOCUMENTS.....	98
10.12.2. QUICK CHECK-IN	99
10.13. COPYING OR MOVING FILES	99
10.14. MAKING A LOCAL COPY.....	100
10.15. EMAILING, AND EMAILING AND CHECKING OUT DOCUMENTS.....	100
10.15.1. USING THE DOCUMENT URLS.....	104
10.16. LINKING DOCUMENTS	105
10.16.1. MANUALLY LINKING DOCUMENTS	105
10.16.2. LINKING BY METADATA FIELD	106
10.16.3. REMOVING DOCUMENT LINKS	107
10.16.4. FINDING RELATED (LINKED) DOCUMENTS FROM THE METADATA PANE.....	107
10.17. CHANGING THE DOCUMENT VERSION OWNER.....	108
10.18. RENAMING DOCUMENTS.....	109
10.19. EXPORTING DOCUMENTS IN THE FDA	109
10.20. DOWNLOADING DOCUMENTS TO A LOCAL FOLDER	110
10.21. VIEWING VERSION HISTORY	110
10.21.1. VIEWING PREVIOUS VERSIONS OF A DOCUMENT	111
10.21.2. DELETING PREVIOUS VERSIONS	111
10.21.3. REINSTATING A PREVIOUS VERSION AS THE LATEST VERSION.....	112
10.21.4. VIEWING EDITS TO METADATA FOR OLDER DOCUMENT VERSIONS	112
10.21.5. VIEWING THE DOCUMENT USAGE OF DOCUMENT VERSIONS	113
10.21.6. VIEWING THE SIGN OFF SHEET.....	113
10.21.7. VIEWING WORKFLOW REVIEWS AND APPROVALS.....	113
10.22. SETTING DOCUMENT ALERTS AND REMINDERS	114

10.22.1. MANAGING ALERTS AND REMINDERS	115
11. LIBRARY ARCHIVE	117
12. USING THE DOCUMENT TRAY	118
13. USING THE DOCUMENT VIEWERS	120
13.1. FULL AND PARTIAL SCREEN VIEWS IN THE FDA	120
13.2. FILEHOLD VIEWER LEVEL 1, 2, AND 3.....	121
13.2.1. SUPPORTED FILE TYPES	122
13.2.2. ALL FILEHOLD VIEWERS – PAGE MANIPULATION AND USING THE VIEWER TOOLBAR	126
13.2.3. ALL FILEHOLD VIEWERS – HIGHLIGHT SEARCH RESULTS	130
13.2.4. ALL FILEHOLD VIEWERS– PUBLISH AS PDF	131
13.2.5. ALL FILEHOLD VIEWERS - BOOKMARKS PANE	131
13.2.6. FILEHOLD LEVEL 2 AND 3 VIEWER – ANNOTATIONS.....	132
13.2.7. FILEHOLD VIEWER LEVEL 2 AND 3 – COMMENTS	136
13.2.8. FILEHOLD VIEWER LEVEL 3 – REDACTION	138
13.3. ALL VIEWERS - PDF/IMAGE VIEWER	140
13.3.1. MODIFYING A PDF OR TIFF FILE.....	142
13.3.2. MODIFYING AN IMAGE FILE.....	143
13.3.3. OTHER ACTIONS OF THE PDF/IMAGE VIEWER	144
14. ASSEMBLING DOCUMENTS	145
14.1. CREATING CUSTOM WATERMARKS	149
14.2. USING MERGE TAGS WHEN ASSEMBLING DOCUMENTS	150
15. BATCH JOBS REPORT	150
15.1. HOW TO MANIPULATE THE BATCH JOB REPORT VIEW	151
16. SETTING PREFERENCES	153
16.1. USER PREFERENCES	153
16.2. VIEW PREFERENCES	161
16.2.1. CREATING AD-HOC VIEWS.....	164
16.2.2. SHOWING THE REVIEW OR APPROVAL STATUS IN THE FOLDER VIEW.....	165
16.2.3. SETTING THE DEFAULT CABINET DRAWER, FOLDER GROUP, VIRTUAL FOLDER, OR SAVED SEARCH VIEW ...	165
16.3. ALERT PREFERENCES	166
16.4. WORKFLOW PREFERENCES.....	167
16.5. FASTFIND PREFERENCES	167
16.5.1. CHANGING THE FASTFIND KEYBOARD SHORTCUTS	169
16.6. RESET MY PASSWORD (WEB CLIENT).....	169

17. WORKING DOCUMENTS..... 171

18. WATCHED FOLDERS 173

19. VIEWING ALL FILES IN TRANSFER 175

20. REFRESHING THE FILEHOLD SYSTEM 176

21. ACCESSING SYSTEM AND LIBRARY ADMINISTRATION..... 176

22. VIEWING FILEHOLD REPORTS..... 176

23. FILEHOLD HELP 177

INDEX 178

1. ABOUT FILEHOLD

FileHold is a document management software system that is easy to use, easy to install, and is affordable for small to large organizations. It integrates with existing applications and enriches Microsoft SharePoint deployments. Features include web access, search, version control, tagging, workflow, secure user rights, mark up and annotations, redaction, scanning, and OCR and indexing.

Records Management features allow records to be converted to archives, put into legal hold, or be scheduled for final disposition.

2. ACCESSING FILEHOLD

You are able to access FileHold many ways:

- [Web Client](#) via a web browser.
- [FileHold Desktop Application](#) (FDA)
- [Microsoft Office applications](#) including Word, Excel, Outlook, and PowerPoint
- [Mobile FileHold](#) through your mobile device such as an iPhone or Android

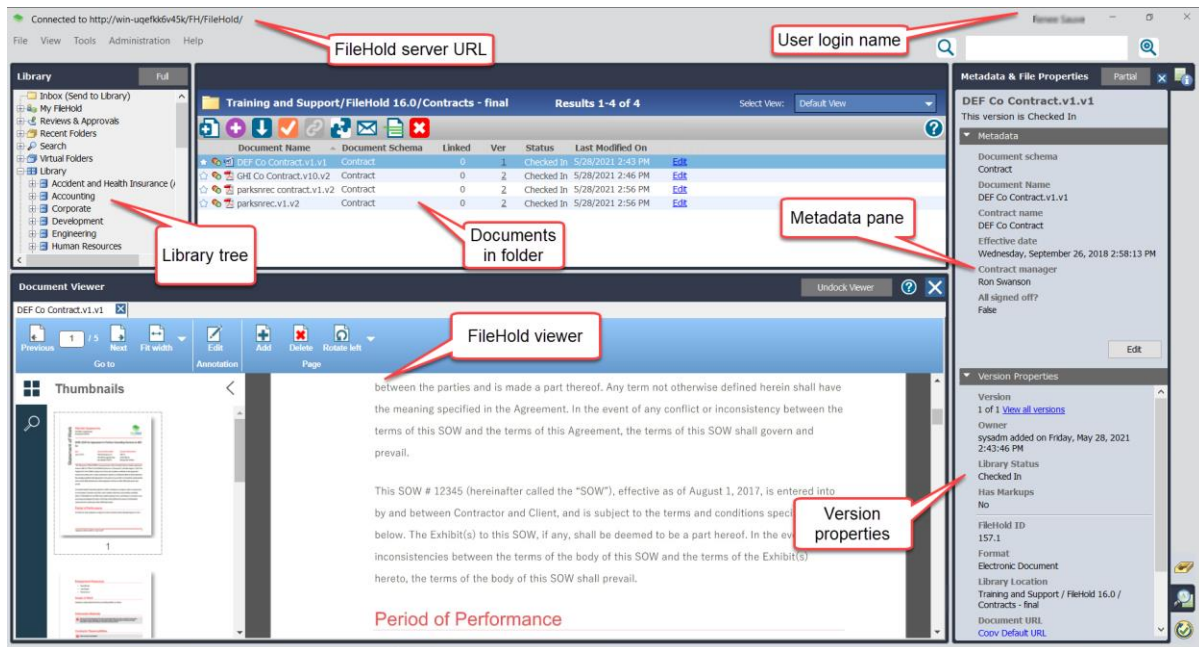
Access to files can be gained through any of the methods by users with a valid FileHold account.

Access via the web client can occur using LAN, WAN, an Intranet or over the Internet. Working with files via the web client does not require installation of our document management software. However, to access the system via the FileHold Desktop Application (FDA) or Microsoft Office applications, users are required to install FDA on their computer.

The web client and the FDA interface are very similar. You can use either to access the document Library but it is recommended that you generally use FDA as it is faster than going over the web and has more advanced functions than the web client. See a list of differences [between the Web Client and FDA](#).

2.1. FILEHOLD DESKTOP APPLICATION (FDA)

The FileHold Desktop Application (FDA) has a very simple, intuitive and familiar Library structure similar to your traditional filing cabinets (cabinets > drawers > folders > documents) and Microsoft Windows Explorer folder hierarchy.



You may have your connection settings set to automatically log into FileHold when you start the FDA. If you have not selected that option, you need to login manually.

2.1.1. FDA Connection Options

In order to connect to the FileHold server via the web client, FDA, or Microsoft Office applications, you must ensure that you have entered the correct connections settings. The connection settings are set in the FDA. You must have your username, password, know whether it is a locally managed account or domain (Active Directory) account, and the URL path to the FileHold server.

TO SET THE FDA CONNECTION SETTINGS

1. Open the FileHold Desktop Application (FDA) and select **File > FileHold Connection Options**.
2. Select the following options that you want to enable:
 - Automatically run FileHold application when I logon to Windows — This option automatically starts up FileHold after you log into your computer.
 - Automatically logon to FileHold Library when Desktop Application starts — This option automatically logs you in after you launch the FDA. You do not need to enter your username and password.
 - Remain logged in even if no activity is performed — This option keeps your account logged into the system even if you are not using it. This is dependent upon the settings made by the system administrator. This option can only be set when logged into the FDA and may be locked down by a system administrator.
3. Select one the following options:
 - Always prompt for credentials — You always need to log in with a username and password.

- Use my windows account username and password to logon — This uses your Microsoft Windows account username and password to login. You need to ask your system administrator which type of account you are using.
 - Use the following username and password to logon — Your system administrator provide you with a username and password. Enter the username and the password twice.
4. Select the default domain:
 - Local FileHold Account – Select this option if a username and password was provided by your system administrator.
 - “Domain Name” — Select this option if you are using your Microsoft Windows user account to login to FileHold.
 5. Enter the **FileHold Server URL**. The URL should be given to you by your system administrator and should be in the format

```
http://yourcompanyservername/FH/FileHold
```

or

```
https://yourcompanyservername/FH/FileHold
```
 6. Select the Share my Inbox with others check box if you want to share your Inbox with other users of the same local computer. See [Sharing Inboxes](#) for more information.
 7. Click **Test URL**. If the server URL is correct, you receive a “Connection Successful” message.
 8. Click **Test Logon**. If the username and password are correct, you receive a “Logon Successful message.”
 9. Click **OK**.

2.1.2. Logging into the FDA

Ensure that the [connection options](#) have been configured prior to logging in. You may have your connection settings set to automatically log into FileHold when you start the FDA. If you have not selected that option, you need to login manually.

Two-factor authentication may have been configured for your system. See [Multi-Factor Authentication](#) for more information on how to log in if this has been enabled for your system.

TO LOG INTO FDA

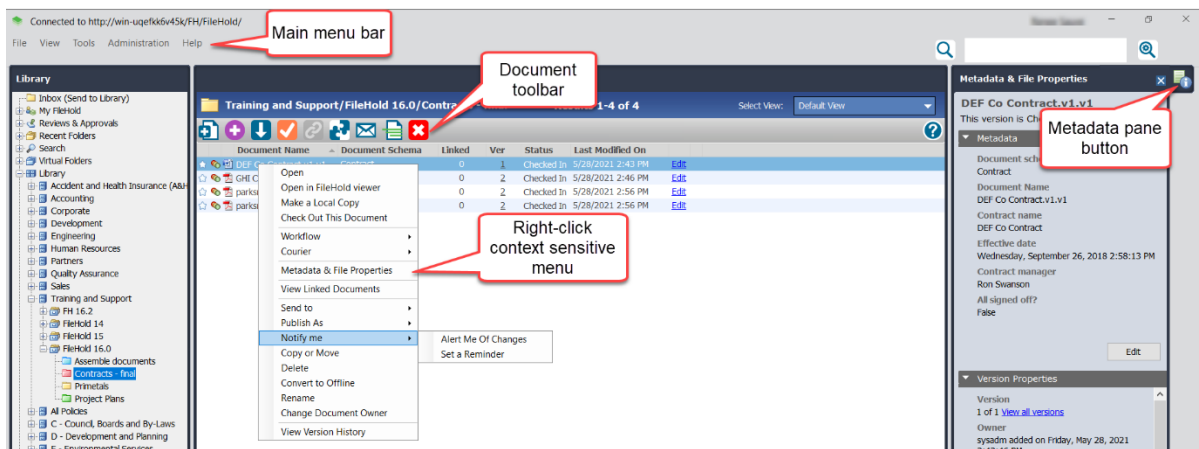
1. Open the FDA. If there is not a shortcut to FDA on your desktop, go to **Start > Programs > FileHold > FileHold Desktop Application**.
2. Select one of the following options:
 - Go to **File > Logon to FileHold Server as *username*** — This uses your stored Microsoft Windows or locally managed username and password.
 - Go to **File > Logon to FileHold Server as...** — This allows you to login using an alternative user name and password than the one that is stored in the connection options. Enter a username, password, and select a domain. Click **OK**.
3. You are now logged into FileHold. Click **OK** to close the Welcome Screen.

- Select the check box on the Welcome Screen to not display this screen when FDA starts. You can re-enable this screen in the User Preferences.



2.1.3. FDA Menus and Toolbars







The FDA has several methods in which functions can be performed.


- The document toolbar that can be used to perform operations on single or batch (many at once) documents such as check out or get a local copy.
- A right-click context sensitive menu where only those functions that can be performed are available to use.
- The main menu bar where other functions of the FDA can be performed.



The following table describes the functionality of the FDA FileHold Toolbar buttons.

Button	Description	Permissions Needed
 Add File	Add document. Enabled when a user can add a document. Disabled when a user cannot add a document.	Document publisher or higher.
 Add Offline Document	Add an offline document to the library. Enabled when a user can add an offline document: there is at least one schema where the user is a member, the user is an administrator, or has permission to convert documents to offline. Not visible when offline documents are not configured in the system for the user. This button can be hidden if the key "Display.EnableOfflineButton" in the Library Manager web configuration file is set to "false". By default, it is set to "true".	Document publisher or higher.

Button	Description	Permissions Needed
 Make a local copy	<p>Makes a copy of the documents to the local user computer.</p> <p>Enabled when a user can download a copy of a document.</p> <p>Disabled when a user cannot download a copy of a document.</p>	All users with access to the folder and permission to download.
 Check out	<p>Checks out a document for editing.</p> <p>Enabled when a user can check out a copy of a document.</p> <p>Disabled when a user cannot check out a copy of a document.</p>	Document publisher or higher.
 Link documents	<p>Creates a link between two or more documents.</p> <p>Enabled when a user selects more than one document to link together.</p> <p>Disabled if there are no documents to link together.</p>	Document publisher or higher.
 Assemble documents	<p>Publish documents to PDF, combine two or more documents, add watermarks, and more.</p> <p>Enabled if a user can assemble documents.</p> <p>Disabled if the user does not have a FileHold viewer level 2 or 3 license and the "Display.LicenseWarning" key is false in the web config file of C:\Program Files\FileHold Systems\Application Server\LibraryManager. If the key is true and the user does not have a license, a warning message displays.</p>	Document publisher or higher and user has a FileHold viewer license level 2 or higher.
 Email	<p>Emails the document as an attachment or as a link in the body of an email.</p> <p>Enabled if a user can email documents.</p> <p>Disabled if a user cannot email documents.</p>	All users and permission to email documents.
 Send Courier Transmission	<p>Transmits documents for viewing or approving to people inside or outside the FileHold system.</p> <p>Enabled if Courier is enabled and there is a template associated with the schema.</p> <p>Disabled if Courier is disabled and if there is no template associated with the schema.</p> <p>See the Workflow and Courier Guide for more information.</p>	Document publisher or higher and Courier is enabled.

Button	Description	Permissions Needed
	<p>Deletes a document from the library.</p> <p>Enabled if a user has permission to delete the document.</p> <p>Disabled if a user does not have permission to delete the document.</p> <p>Deleted documents can be recovered by a library administrator before a set amount of time. See the Library Administration Guide.</p>	<p>Document publisher + delete and the user is the owner of the document.</p> <p>Publisher + delete and the user is the owner of the document.</p> <p>Organizer and the user is the owner of the document.</p> <p>Organizer + delete and higher roles can delete any documents.</p>

2.1.4. FDA Shortcut keys

The following are a list of the hotkeys (shortcut keys) found in the FileHold Desktop Application.

Shortcut Key	Description
ALT + L	Performs a database lookup. Can only be used when the metadata panel is in edit mode and the Lookup button is available.
Alt + N	Saves the metadata values and moves to the next document in the list (Save and Next). Can only be used when the metadata panel is in edit mode.
Alt + Shift + S	Saves the metadata in the metadata pane.
Alt + T	Invokes Click To Tag when in the metadata panel.
CTRL + C	Copies information about selected documents from the documents grid to Clipboard.
CTRL + Shift + O	Adds an offline document
CTRL + Shift + R	Opens the report viewer.
CTRL + Shift + V	Opens the document viewer.
CTRL + V	Adds files from the Clipboard to the current folder or Inbox. Files can be selected in Windows Explorer and copied using CTRL + C (the source files are not deleted after uploading) or CTRL + X (the source files are deleted).
CTRL+Double-click	Opens the document in its native application and checks out the document from the library at the same time.
CTRL+F	Cursor moves to simple "Google" like Search bar.
CTRL+Shift+A	Adds a file to the library.
CTRL+Shift+F	Adds a folder to the library.
CTRL+Shift+L	Logoff from FileHold.
CTRL+Shift+P	Show/hide metadata and properties pane.

Shortcut Key	Description
CTRL+Shift+T	Show/hide the document tray.
Double-click	<p>Does one of the following, depending on how it has been configured by an administrator:</p> <ul style="list-style-type: none"> • Opens a document in its native application but does not check it out. This is the default action. • Opens a document in an undocked FileHold viewer screen if the file format is supported. <p>The behaviour for double-clicking can be set to either option above. The key "FDA.DoubleClick" can be configured the Library Manager web config file. The available values are "OpenNative" and "OpenViewer". The default is opening the file in the native application.</p>
F5	Refreshes the screen.

2.1.5. Sharing Inboxes

When importing documents into FileHold, you can now share the contents of your Inbox with other users if you have sufficient rights.

Documents in the Inbox can be shared between users on the same computer. Sharing your Inbox allows others to file the contents of your Inbox on your behalf. For example, if there is a dedicated scanning station with several people scanning documents to be added into FileHold, all users who can log into the Windows environment of that scanning station are able to file all the scanned documents in the Inbox. This is because the Inbox is shared between all the users who can log in with a Windows user account.

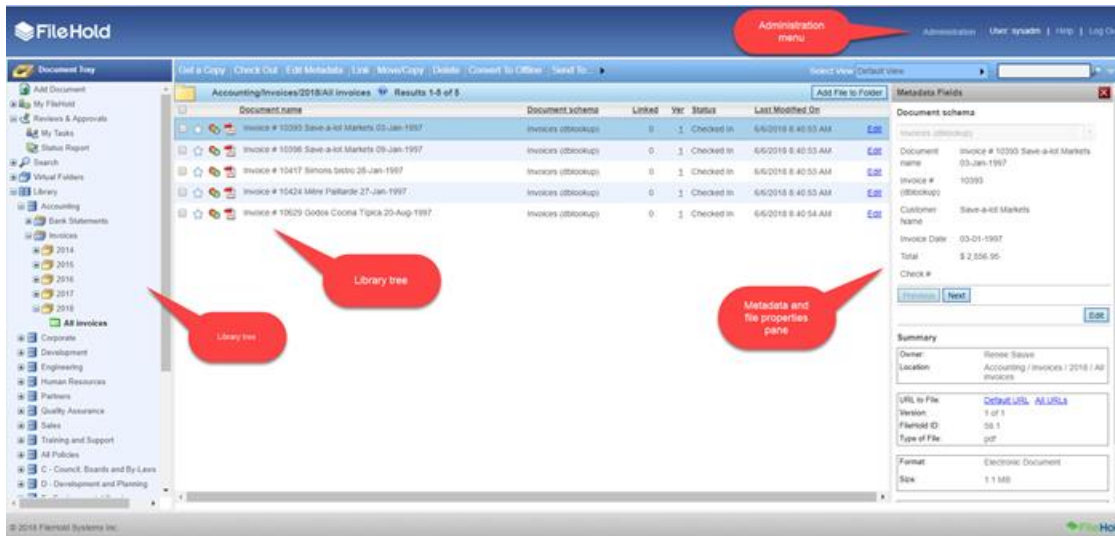
You can set whether you want to share your Inbox in the Connection Options window. Note that if you change this setting, it won't take effect until you log off and then log back in.

NOTE: The Shared Inbox check box option is only available to users who have at least the Write permission to the common application data folder (usually "C:\ProgramData"), which normally defaults to members of the Administrators group only. See the Manage Imports Tool in the *Library Administrator Guide* or the [Knowledge Base](#) for more information.

2.2. WEB CLIENT

To access the FileHold web client, you need to use a valid web browser. See the [browsers that FileHold supports](#).

Two-factor authentication may have been configured for your system. See [Multi-Factor Authentication](#) for more information on how to log in if this has been enabled for your system.



The interface of the web client is similar to that of the FDA. Most functions are identical but there is more end-user functionality in the FDA.

Library Administration and System Administration functions are performed through the web client as well using the Administration Panel.

TO LOG INTO THE FILEHOLD WEB CLIENT

1. Open a web browser and enter the URL for the FileHold login screen. This should be provided by your system administrator. It is usually in the format:

`http(s)://yourcompanyservername/FH/FileHold/WebClient/LoginForm.aspx`

TIP: It is recommended that you create a bookmark, favourite, or shortcut to the web client URL for easy access.

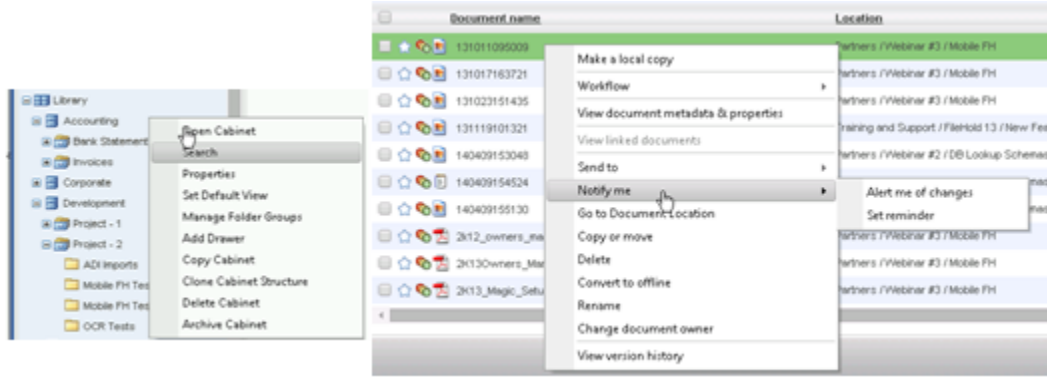
2. Enter your username, password, and select the domain.
3. Click **Log In**.

NOTE: If you are using Active Directory in conjunction with FileHold, your administrator may have configured the web browser for authentication. If this is the case, click the **Logon with Windows Authentication** link on the login page.

2.2.1. Web Client Menus and Toolbars

The Web Client has two methods in which functions can be performed.

- The FileHold Toolbar that can be used to perform operations on single or batch (many documents at once) documents such as check out or get a local copy. To select multiple documents, select the check box next to the document name.
- A context-sensitive menu where only those functions that can be performed is available to use. The context sensitive menu is accessed by right-clicking on a document name or a level in the library tree.



The following table describes the functionality of the Web Client FileHold toolbar buttons.

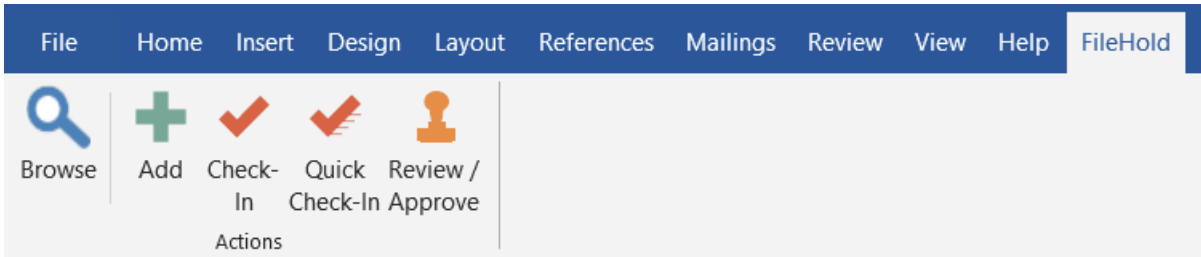
Button	Description	Permissions Needed
Get a copy	Makes a copy of the documents to the local user computer.	All users with access to the folder.
Check out	Checks out a document for editing.	Users with Document Publisher rights or higher.
Edit metadata	Opens the metadata pane for editing.	Users with Document Publisher rights or higher.
Link	Creates a link between two or more documents.	Users with Document Publisher rights or higher.
Move/copy	Moves or copies the document from one area in the Library to another.	Users with Document Publisher rights or higher and have ownership of the document. Users with Organizer rights or higher.
Delete	Deletes a document from the Library. Deleted documents can be recovered by a library administrator before a set amount of time. See the Library Administration Guide .	Users with Document Publisher plus Delete rights, Publisher plus Delete rights, and Organizers, who have ownership of the document. Organizer plus Delete and higher roles.
Convert to offline	Converts the document to an offline document. Offline documents are those documents that are stored outside the FileHold repository, such as a library, file room or filing cabinet.	Users with cabinet administrator rights or higher and are owners of the cabinet.
Send to > Tray	Adds the document to your document tray.	All users with access to the folder.
Send to > Virtual folder	Sends the document to a Virtual folder. A Virtual folder must be available or created.	All users with access to the folder.

Button	Description	Permissions Needed
Send to > Email	Emails the document as an attachment or as a link in the body of an email.	All users with access to the document and email settings have been enabled by the library administrator.
Send to > Email and check out	Checks the document out and sends it in an email attachment or as a link in the body of an email.	Users with Document Publisher rights or higher and email settings have been enabled by the library administrator.
Send to > Library archive	Sends the document to the Archive.	Users must be a member of the system administrators / senior library administrator group OR a member of the library administrator group which is the owner of the cabinet where the document belongs.
Send to > Existing Workflow	Adds main or supporting documents to an existing workflow.	Users with Document Publisher role or higher. User must have access to all added documents and be owner of the document version when adding main documents.
Initiate Workflow > workflow template name	Allows you to select the workflow template name from the list and start a workflow. Selecting more than one document starts a multiple document workflow .	Users with Document Publisher rights or higher and is owner of the document.* *Unless the 'Allow non document version owner to initialize workflow' permission setting is enabled. See the System Administration Guide for more information.

2.3. MICROSOFT OFFICE APPLICATIONS







FileHold software has tight integration with Microsoft Word, Excel, Outlook, PowerPoint, Visio, or OneNote applications to provide a comfortable work environment. The FileHold Office Client (FOC) window is used when opening, browsing, getting a copy, checking in/out, adding attachments, or approving or reviewing documents from within Microsoft Office applications.

The FileHold Desktop Application (FDA) must be installed, running and a user must be logged in for the FileHold Office Toolbar icons to be active.



Microsoft Word – FileHold Tab

Using the FileHold Toolbar and menu commands you can browse the Library, add a document, check in a document, send for approval or review (workflow) and in Microsoft Outlook you can add an attachment to an email from FileHold. See the table below for details.

Button/Menu item	Description	Permissions Needed
 Browse Browse	Browse opens the “Get From FileHold” window where you can select which document you want to open in the library.	All users.
 Add Add	Add opens the “Add Document to FileHold” window where you can select the location in the library and enter metadata for the document.	Document publisher or higher.
 Check-In Check-in	Check-in opens the “Check Document Back Into FileHold” window where you can check your document back into the library.	Document publisher or higher.
 Quick Check-In Quick Check-in	Quick Check-in checks in the document and bypasses the FOC window.	Document publisher or higher.
 Review / Approve Review/Approve	Review/Approve opens the “Select Task you are Reviewing or Approving” window and allows you to select the workflow task and enter any comments and feedback. See the Workflow and Courier Guide for more information.	Document publisher or higher.
 Attach Attach	Attach opens the “Get From FileHold” window where you can select which document you want in the Library to add as an attachment to an email. For Microsoft Outlook only.	All users.

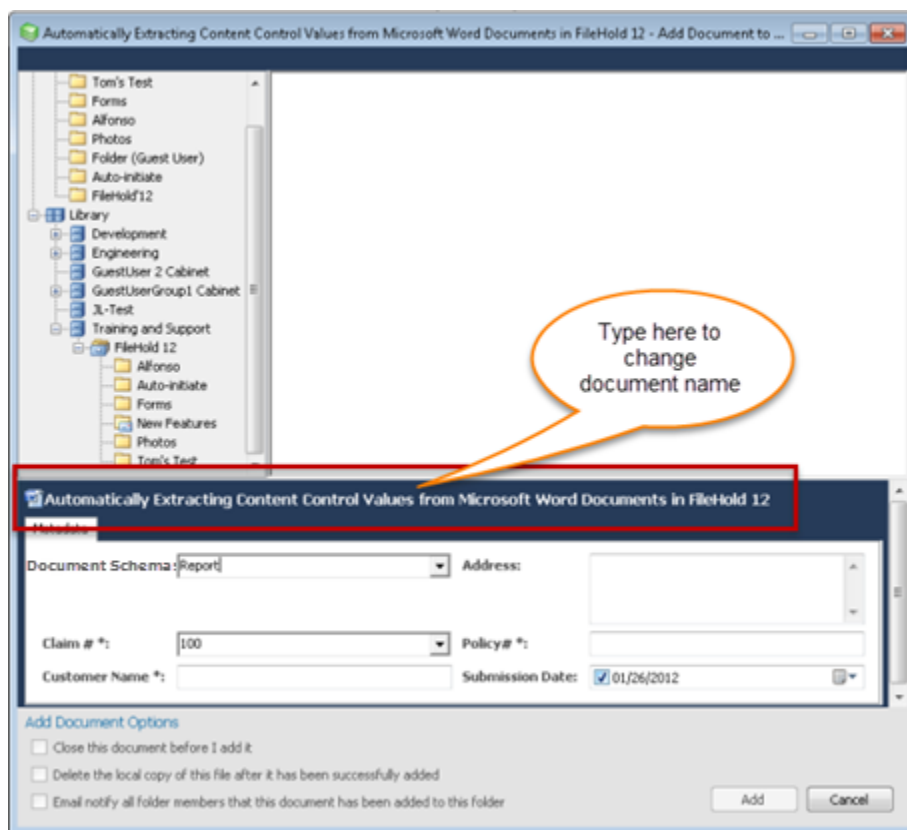
2.3.1. Working with Documents using Microsoft Office Applications

The FileHold Office Client (FOC) window allows users to browse the library, get a copy of documents, check them out or into the library. Users can also add new files, add approvals or reviews (workflow), or add attachments to emails.

In the FOC window, the Library tree looks and performs the same as it does in the web or desktop applications. Users can also see the associated metadata. In the “Get From FileHold” window, you can perform various functions such as get a copy of a document, check it out, rename, delete, view version history, and open the file after it has been downloaded.

In the Add Document to FileHold window (shown below), you can select the location in the library structure for the document, fill out the metadata, close the document before adding to the repository, delete the local copy, and email folder members to notify them that a document has been added to the folder.

To change the document name, click on the name of the document and type a new one.



2.4. LOST OR FORGOTTEN USERNAME AND/OR PASSWORD

In the event that a locally managed user has forgotten their user ID or password, the system administrator can configure FileHold so that two links can be made available on the web client login screen and FDA login screen.

If a user has forgotten their user ID, they are asked to enter their email address. An email containing their user ID is emailed to them.

If a user has forgotten their password and wants to reset it, then the user is prompted to enter their email address and is sent a time-sensitive link in which they need to use in order to reset their password. Once the link is clicked, the user is prompted to reset their password in the

web client. If the time limit on the email expires, then the user needs to resend the reset password request from the login page.

An additional security measure can be put into place using a two-step verification process via a mobile phone. This sends a text message to the user's mobile phone containing a PIN code. This code is needed to reset the password. See your system administrator for details.

If a mobile phone number is required to reset the password for the user, it can be set by a user in the [User Preferences](#) > Contact Information tab > Mobile field.

If your system administrator has not configured these options, you need to contact them directly.

TO REQUEST A FORGOTTEN USER ID

1. From the web client or FDA login screen, click the [I forgot my user ID](#) link.
2. Enter your email address and click [Recover](#).
3. The message "If the address matches a local account in the system you are sent an email with your user id" displays. Click [OK](#).
4. Your user ID is sent to the email address provided.

TO RESET A FORGOTTEN PASSWORD

1. From the web client or FDA login screen, click the [I forgot my password](#) link.
2. Enter your email address and click [Recover](#).
3. The message "If the address matches a local account in the system you are sent a time limited email with password reset instructions" displays. Click [OK](#).
4. An email is sent to the address provided. The email contains a time sensitive link to reset the password. If the link provided in the email is not used with a certain time period, the link expires and you need to click [I forgot my user ID](#) link to be sent another password reset link email. See your system administrator for time limit details.
5. In the email, click or copy and paste the link provided into a browser window.
6. If you are not using the two-step mobile phone verification process:
 - Enter your [User ID](#).
 - Enter your [Password](#) twice and click [Save](#). You are now be logged into FileHold with your new password.

7. If you are using the two-step mobile phone verification process:

- Enter your **User ID**.
- Enter your **Password** twice.
- Select the **Phone Number** to be sent the verification code and click **Continue**. Only a partial phone number is shown in the list.

- Enter the 4-digit PIN that was sent to your phone and click **Save**. You are now be logged into FileHold with your new password.

2.5. LOGGING IN WITH MULTI-FACTOR AUTHENTICATION

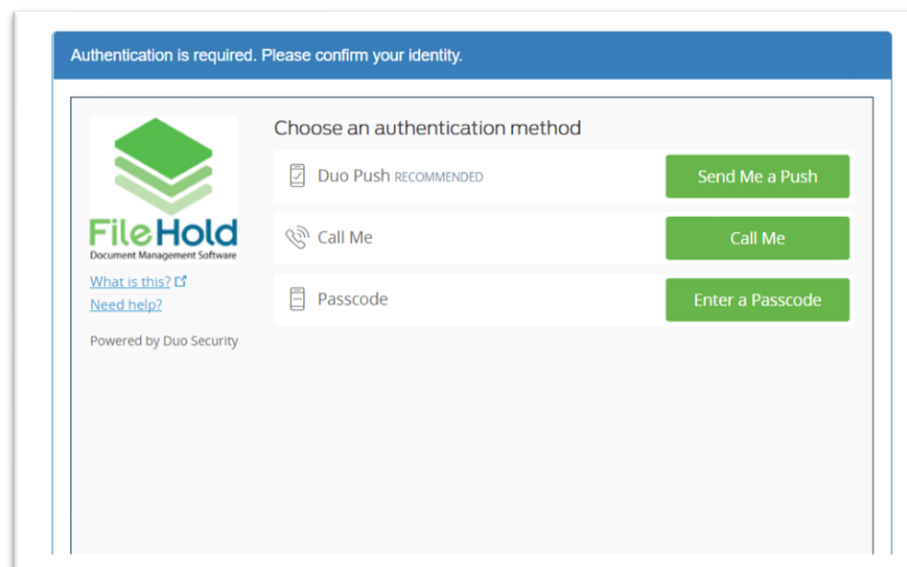
If you need additional security when accessing the FileHold application, the multi-factor authentication feature strengthens access security by requiring two methods to verify a user's identity. FileHold supports multi-factor authentication (MFA) with the Duo (www.duo.com) "Trusted Users" service. Each user of FileHold may be required to create a Duo account in order to log in to the system.

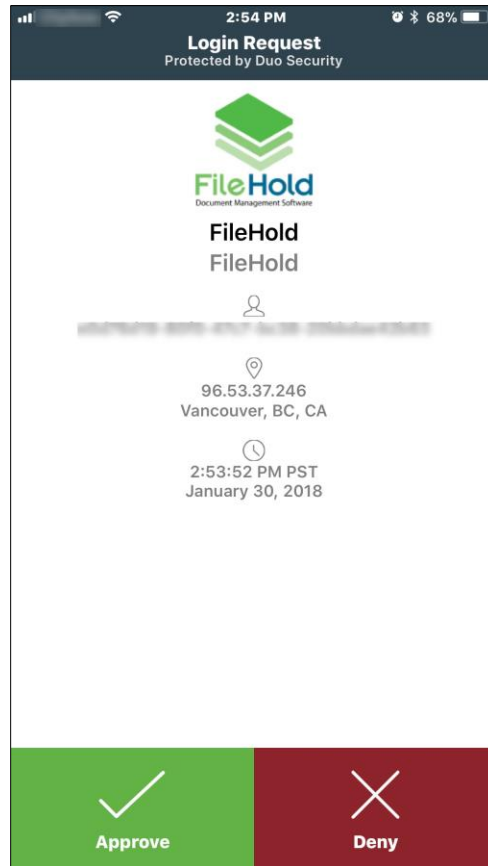
All FileHold clients supports MFA including: FileHold Desktop Application (FDA), web client, mobile web client, and Courier client.

An administrator needs to set up the Duo account at www.duo.com prior to configuring MFA in FileHold. This is the responsibility of the customer, not FileHold. See the [System Administration Guide](#) for details on how to configure two-factor authentication.

TO LOGIN USING TWO-FACTOR AUTHENTICATION WITH DUO

1. Open a FileHold client and login using your FileHold credentials.
2. If a Duo account has not been set up for the user, you are prompted to start the account setup process. Click **Start Setup**.
3. Follow the prompts to set up your selected device for authentication.
4. Click **Continue to Login**.
5. Select your method of authentication:
 - Duo Push – Pushes a login request to your phone or tablet (if you have Duo Mobile installed and activated on your iOS, Android, or Windows Phone device). Just review the request and tap Approve to log in.
 - Call Me – Authenticate via phone callback.
 - Passcode – Log in using a passcode, either generated with Duo Mobile, sent via SMS, generated by your hardware token, or provided by an administrator.





Example of Duo Push authentication method – notification sent to iOS Duo app

6. You are automatically logged into FileHold once your Duo account has been authenticated.

3. UNDERSTANDING ROLES, PERMISSIONS, AND ACCESS TO THE LIBRARY

Only users with the correct role can use and manage certain parts of the Library structure. Your system administrator assigns users to groups and a role to each group. Your library administrator created the Library structure and assigned group membership to the cabinets, folders, and document schemas. The role assigned to the group determines what permissions you have in terms of functions in the system and accessing cabinets, folders, and documents.

All roles provide document emailing capability. Roles higher than Document Publisher have the Courier functionality. These functions can be disabled on a role by role basis by a System Administrator in the FileHold Groups area. See the [System Administrator Guide](#) for more information.

NOTE: You can be logged into FDA and the Web Client at the same time but you cannot be logged into two FDAs or web clients at a time. Only one user account can log into FileHold at a time.

Role Name	Description
Limited	<p>A user assigned to a group with a “limited” role has restricted access to the system. Users can only get a copy or view documents in the library.</p> <p>Groups assigned to a “limited” role are used for when multiple people can share the same username and password to log into FileHold to see the same documents in the library. For example, documents such as newsletters, forms, or corporate policies may need to be accessible to all company employees but they do not require a full registered user license and full functionality.</p> <p>There are two user account types that can be assigned to a limited role:</p> <ul style="list-style-type: none"> • Limited Registered user accounts can log into FileHold using a single username and password. • Portal Alias user account types are used in conjunction with the Anonymous portal and require no login. <p>Using limited registered or anonymous portal user account types are a cost-effective way for many people to view documents in the repository but with very limited functionality.</p> <p>User accounts assigned a role of “limited” consume “Limited concurrent sessions”. Limited concurrent sessions are the number of users that can log into FileHold at the same time using a limited registered or portal alias account. For example, 30 people may have the same login credentials but only 20 can use FileHold at the same time because there are only 20 limited concurrent sessions.</p> <p>If multiple people log into FileHold with the same user name, the log files record the same user name regardless of the actual person that logged into the system.</p> <p>Groups assigned the limited role restrict users from downloading, viewing, emailing, or printing documents.</p>

Role Name	Description
Read Only	<p>A Read-Only user role may only download or open and read documents from FileHold. They cannot edit, delete, or create documents. They can email documents if given this functionality by system administrators.</p> <p>Read-only users may be restricted from downloading, viewing, emailing, or printing documents.</p> <p>Read-only users can participate in workflows but cannot initiate workflows.</p>
Document Publisher	<p>Document Publisher user role can read, get a copy, add, check-in/check-out, edit documents, and metadata. They can move documents that are owned by them. They cannot delete any documents including those which they have added to the system.</p> <p>Document publishers can initiate workflows, participate in workflows, and initiate Courier transmissions.</p> <p>Document publishers can be restricted from downloading, viewing, emailing, or printing documents.</p>
Document Publisher + Delete	<p>Document Publisher Plus Delete user role can do everything a Document Publisher can do and delete their own documents. They must be the owner of the document in order to delete it. To see the owner of a document, you can look at the version properties in the metadata pane.</p> <p>Document publishers can convert offline documents to electronic documents using the check out and check in process (if the permission setting is enabled).</p>
Publisher	<p>Publisher user role can do everything a Document Publisher can do plus:</p> <ul style="list-style-type: none"> • Create new folders and folder groups. • Copy or move folders that they have already created. • Clone folders and folder groups created by other users and become the owners of the folders / folder groups. • Publishers cannot delete existing documents, folders or folder groups including those which they have added /created. All documents and folders created by the Publisher are owned by them and they cannot change the ownership.
Publisher + Delete	<p>Publisher plus Delete user role can do everything that a Publisher can do plus delete documents, folders and folders group owned (created) by them.</p>

Role Name	Description
Organizer	<p>The Organizer role is for users who are responsible for organizing documents that are scanned or imported into the system or who are assigned to organize documents added by other users. For example, organizers would move the documents generated by scanner operators to their correct folder in the library. Only trusted personnel should be given this role. Organizer role user can:</p> <ul style="list-style-type: none"> • Move all documents (which they have an access to) in other places in the library including documents which they do not own. In other words, they can move documents that are owned by other users. • Move, copy or clone all folders and folder groups regardless of their ownership. In case of cloning, they are the owners of folder / folder groups. In case of copying and moving the original ownership of folders / folder groups is preserved. • Change folder properties regardless of ownership. • Add folders / folder groups (in which case they are the owners) and rename folders and folder groups. • Delete documents that they own. • Change document owner regardless of ownership • Export documents
Organizer + Delete	<p>Organizer plus Delete role can do everything that Organizers can do plus delete all documents, folders and folder groups regardless of their ownership. This organizer and delete role can only do this within Cabinets, Folders and Schemas that they are a member of.</p> <p>This role should be used by trusted personnel only.</p>

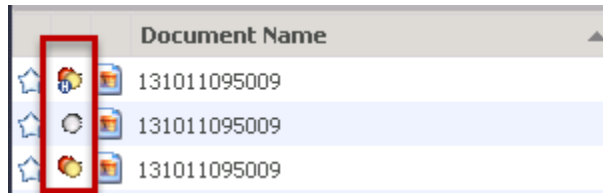
Role Name	Description
Cabinet Administration	<p>Cabinet Administrators can only administer the cabinets that they own; they cannot create cabinets for themselves. They can:</p> <ul style="list-style-type: none"> • Create, edit, and delete drawers, folder groups and folders and manage their properties (i.e., membership structure). • Access all documents (in Publisher and Delete capacity) from anywhere in the library structure unless they are restricted from that area of the library structure. If they do not have access to the Cabinet and Folder, they are not able to access the documents. • Delete and move electronic records as long they are owners of the cabinet. Electronic records can only be moved to another Cabinet in which they own. • Move documents between cabinets as long as they are owners of the Cabinet. If users need to move documents between Cabinets that they do not own, then use an organizer role instead. • Have access to all document schemas. • Change document owner for documents in the cabinets that they own. • Convert electronic documents to electronic records and vice versa for cabinets that they own. • Convert electronic documents to offline documents for cabinets that they own. • Manually move document to and from the library archive as long as they are the Cabinet owner in the library archive.
Library Administration	<p>Library administrators can perform, within their cabinets, the same functions as Cabinet Administrators plus:</p> <ul style="list-style-type: none"> • Create cabinets for which they are the owner of and manage them in the library. • Access to Library Administration functionality where they can manage metadata fields, schemas, events, set up workflow templates, manage numerous global settings (for example: viewer permissions, search engine settings, reporting services permissions and more), perform various managerial functions such (as check-in for user, change document owner, recover deleted document etc.) and access many useful reports and usage logs for the cabinets that they own. • Library administrators cannot create cabinets for Cabinet Administrators to own. If a library administrator creates a cabinet, then they are the owners.
Senior Library Administration	<p>Senior library administrators have full control of the FileHold library itself and library administration area. Senior library administrators can create cabinets to be managed by any Library Administrator or Cabinet Administrator.</p>

Role Name	Description
System Administration	System administrators have complete control of the system. They can perform all of the functions of all other roles. However, the main tasks of the system administrators are to add users to the system (including assigning the initial password and setting requirements for all new passwords and ability to self-register), assign users to their appropriate groups, enable document control numbers and version control numbers, manage user accounts, user groups and the system license pool. The system administrator also has access to various global settings (outbound e-mail, system wide configurations for managing the various documents format conversion permissions etc.) and as well as user activity reports.

NOTE: All roles provide document emailing capability. This can be disabled on a role by role basis by a system administrator in the FileHold Groups area. See the [System Administration Guide](#) for more information.





3.1. DOCUMENT PERMISSION ICONS

The permission icon to the left of the document indicates the degree of access you have to a file in the document management system. The permission that you have to the document is dependent upon the role you were assigned.



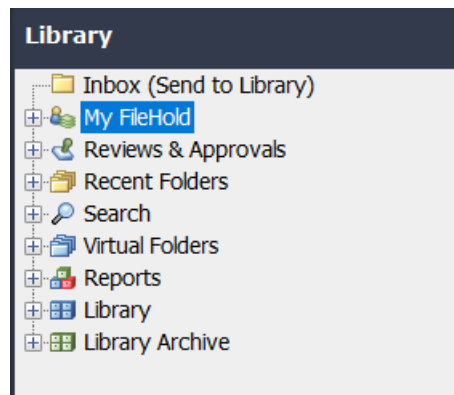
Descriptions for permission icons are outlined below in order from most flexible to most restrictive access to the document.

Permission Icon	Description
	Red, Yellow and Green Dots indicates that the user has full access to that file in the document management system and is able to read, edit or delete the document. This document is being stored as an electronic document type and not as an electronic record and can therefore have multiple versions associated with it.
	Red and Yellow Dots indicate that the user can only read or edit the document.
	Red Dot indicates that the user has Read-Only access to the document. This could indicate that the user has read-only permissions, the document is checked out by another user, or under workflow.
	Gray Dot indicates that the document is an electronic record and not an electronic document type. This means that there is only one version of this file and there are very strict restrictions for all users for the deletion of this document.

Permission Icon	Description
	Rectangle with Dot indicates an external/physical document (called an "off-line document") for which metadata is available but there is no electronic file associated with it in the documents management system
	"H" indicates that the document version is hidden while it is undergoing a workflow. The "H" is only seen by those that are observers or participants of the workflow
	"!" indicates that the current document is under workflow. Only previous versions are available at this time. The "!" is seen by those who are not observers or participants of the workflow.
	Purple dot indicates an electronic document is in the library archive. Electronic records in the archive keep a grey dot.

4. LIBRARY TREE OVERVIEW

The Library structure view of FileHold provides a familiar and intuitive means to view and search for content held in the document management system. When users first logon to FileHold the file structure appears on the left side. The upper folders, including the My FileHold group, act as a personal space for users to organize and work with items retrieved from the system. The rest of the tree represents the hierarchical arrangement of the entire document management system. The library is at the top and is divided into cabinets, drawers, folder groups and folders. The following is an overview of each major section of the Library file structure.



- [Inbox \(Send to Library\)](#) Folder - The Inbox folder contains a list of documents that are queued for processing prior to being sent to FileHold. Note: The Inbox view is only available to users accessing the document management system using the FileHold Desktop Application software. The FileHold Desktop Application is designed to streamline the importing of legacy files into the document management system by removing the bottlenecks associated when adding and classifying files en masse.
- [My FileHold](#) - The My FileHold section provides users with personalized views of files. The files located in the My FileHold area is local to the user's machine and login credentials.
- [Reviews & Approvals](#) - See the review or approval tasks you have been assigned and the workflow status report.
- [Recent Folders](#) – A list of the last 10 used folders is displayed in the tree in FDA, the Select Destination windows, and FileHold Office Client window. The Recent Folders list is not displayed in the Web Client. This is useful for viewing and keeping track of what areas of the document management system you are using and quick access to the documents in those folders.
- [Search](#) - Provides access to saved search results.
- [Virtual Folders](#) - Virtual Folders are personalized custom folders that allow users to reference to files located in different folders throughout FileHold without the need for duplicating the files. This allows users to logically group and organize documents for individual use without compromising security or clogging up the document management system with personal folders full of nothing more than duplicates.
- [Reports](#) (if configured) - Provides easy access to various custom reports developed by the IT department using SQL Server Reporting Services.
- [Library](#) – Where active documents are stored. FileHold provides a completely customizable hierarchy to store and manage electronic documents and records using a cabinet / drawer / folder group / folder metaphor. Research shows that filing documents 3 to 4 levels deep is

the most organized means to store files and provide for efficient retrieval. By expanding the various levels of the library or library archives users are able to browse down to the various folders in the system.

- [Library Archive](#) – Located at the bottom of the file structure is usually a clone of the library structure. It is meant to be the long-term storage space for records or other important documents which are no longer active and were moved to the Library Archive manually or by an automated process based on the document life cycle policies defined by library administrator(s).

5. INBOX (SEND TO LIBRARY)

The FileHold Desktop Application's (FDA) Inbox is designed to streamline the importing of many documents into the library by removing the bottlenecks associated when adding and classifying files en masse. The Inbox is a queue or list of files that have not yet been copied to the FileHold Server.

The Inbox is specific to each user's FileHold Desktop Application (FDA) on their workstation and user account profile unless you [share your Inbox](#). Sharing your Inbox allows others to file the contents of your Inbox on your behalf. For example, if there is a dedicated scanning station with several people scanning documents to be added into FileHold, all users who can log into the Windows environment of that scanning station are able to file all the scanned documents in the Inbox. This is because the Inbox is shared between all the users who can log in with a Windows user account.

The Inbox is the first category visible in the library structure. The Inbox acts as a staging area for documents that are queued for processing on the client machine prior to be sent to the Library. All documents in this list remain on the client machine until they are sent to the library. Files located in the Inbox are ready to be sent to the Library once they have both required metadata (tags) values entered and a destination folder associated with each file.




Users can quickly add all the files from a network folder to the Inbox to prepare for filing. Files in the Inbox that still need to have their metadata or destinations set have a status of "Info Required". This information is necessary before they can be filed in the Library.

NOTE: The Inbox is not available in the Web Client interface.

The status column lets users know if more information is required before the file can be sent to the document management system. A status of "Info Required" indicates that the required metadata or a destination have not been set. Once all the required information is set, the status changes to "Ready to Send" and file can then be uploaded by clicking the Send or Send All (used when multiple files are ready to be sent to the Library). The documents are then sent to their destination folders and are removed from the Inbox.

The Inbox can be sorted by document name, type, coming from, or going to by clicking on the column header name. The columns can be sorted in ascending or descending order by clicking on the arrow button next to the header name.

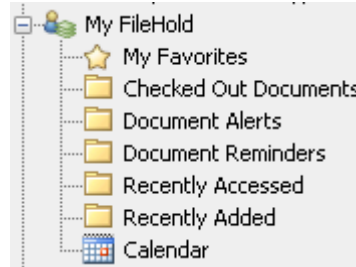
The following table describes the functions of the Inbox:

Function	Description
 Add file)	Adds documents from outside the document management system.
Remove from Inbox	Removes the selected document(s) from the Inbox.

Function	Description
Edit Metadata	<p>Allows you to enter the metadata for the selected documents.</p> <p>Select multiple documents to be filed under the same schema and click Edit Metadata. You can set all the metadata fields to the same value.</p>
Edit Destination	<p>Allows you to select the destination folder for documents.</p> <p>Select multiple documents to be filed under the same folder and click Edit Destination. You can set the destination to the same folder.</p>
Send	<p>Sends a single document to the Library. The metadata and the destination must be set in order to send a document to the repository.</p>
Send All	<p>Sends all documents that have set metadata and destination to the library.</p>
Auto-File	<p>Automatically files documents in folders. This needs to be configured. See the Library Administration Guide for information on auto-filing.</p>

6. MY FILEHOLD

The My FileHold area of FileHold provides views of documents that are unique to each user. In other words, it is a personal document workspace for you. This area allows you to access the documents that you use most frequently, documents that you have checked out, and any alerts or reminders that you have set on documents.



6.1. MY FAVORITES

My Favorites is a list of files that the user has flagged as favorites. To make a document a “favorite”, click the star next to the document name so it turns yellow. A yellow star indicates a favorite document and display in the My Favorites list.

	Document Name	Type	Linked	Ver	Status	Last Modified On	
	Invoice-TP0300018852	Invoice	0	1	Checked In	04/03/2011 1:46 PM	Edit
	Invoice-TP0300029031	Invoice	0	1	Checked In	04/03/2011 1:46 PM	Edit

Yellow star indicates a "favourite" document

6.2. CHECKED OUT DOCUMENTS

Checked Out Documents are a listing of documents that the user has checked out of the system. The red dot icon signifies that the document is checked out and cannot be modified by other users.

For more information on how to check a document in and out, see [Checking In/Out](#).

My Checked Out Documents							Select View: Default View
Document Name	Location	Document Schema	Linked	Ver	Checked Out Date	Last Modified On	
Creating FastFind Templates	Training and Support / FileHold 15 / d...	Work Order	0	2	6/1/2021 1:53 PM	5/28/2021 3:21 PM	
DEF Co Contract	Training and Support / FileHold 15 / d...	Estimates	0	1	6/1/2021 1:53 PM	5/28/2021 2:43 PM	

6.3. DOCUMENT ALERTS

Document Alerts is a list of notifications received about documents or folders users have subscribed to. For more information on setting document alerts, see [Setting Document Alerts and Reminders](#).

6.4. DOCUMENT REMINDERS

Document Reminders is a list of reminders to check on certain documents at a set time. For more information on document reminders, see [Setting Document Alerts and Reminders](#).

6.5. RECENTLY ADDED AND RECENTLY ACCESSED

Recently Added is a list of files that the user recently added to any location in the document management system in the last 14 days.

Recently Accessed is a list of files recently accessed (opened, checked out/in, reviewed, etc.) to any location in the document management system in the last 14 days.

Document Name	Location	Document Schema	Linked	Ver	Status	Action Type	Action Date
richards training.v1.v2	Training and Support / FileHold 15 / C...	Contract	0	2	Checked In	Downloaded	6/1/2021 1:57 PM
JKL Co Contract.v1.v2	Training and Support / FileHold 15 / C...	Contract	0	2	Checked In	Downloaded	6/1/2021 1:57 PM
Creating FastFind Templates	Training and Support / FileHold 15 / d...	Work Order	0	2	Checked Out	Downloaded	6/1/2021 1:53 PM
DEF Co Contract	Training and Support / FileHold 15 / d...	Estimates	0	1	Checked Out	Downloaded	6/1/2021 1:53 PM
DEF Co Contract.v1.v1	Training and Support / FileHold 16.0 / ...	Contract	0	1	Checked In	Viewed	5/31/2021 2:10 PM

6.6. CALENDAR

The Calendar helps keep you organized by showing all of your tasks, reminders, and event schedules so you can become more proficient at accomplishing your document management goals.

The Calendar is shown in the My FileHold area of the Library tree in the FileHold Desktop Application (FDA). The Calendar is not available in the Web Client.

Library

Calendar

Set the view to the Month, Week, or Day

Events can be seen for System and Library Administrators

Month Week Day Today June, 2011 Include Events

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

30 31 1 2 3 4 5

6 7 8 9 10 11 12

13 14 15 16 17 18 19

20 21 22 23 24 25 26

27 28 29 30 1 2 3

Task is not overdue

Task is overdue

TO ACCESS THE CALENDAR

1. In FDA, got to **My FileHold > Calendar**.
2. The Calendar can be viewed by the Month, Week, Day, or today (current date). You can also scroll through the months, weeks, days, and years using the scroll arrows.

3. Click **Today** to bring you back to the current date (today's date).
4. You can click on a day in the Month or Week view to see the details for the day.
5. Click on a task or a reminder in the Day view to open the document in the My Tasks view for tasks or in the My Document Reminders View for reminders.

You can view the following items in the Calendar:

- Active, overdue, and completed workflow tasks:
 - Completed tasks are in a light green background.
 - Due tasks are in a green background with bold text and then number of tasks due in brackets.
 - Overdue tasks are shown in red with bold text and the number of overdue tasks in brackets. A task is considered overdue the day after the task is due. Note that this shows that there is only one task overdue but two tasks were due on that day. Only one task was completed.
- Reminders are displayed in cyan background. Active reminders that have not been marked as read are bolded with the number of active reminders listed in brackets (). Active reminders that have been marked as read are un-bolded. Only the current days' reminders are considered active. Lapsed and future reminders are not active.
- Scheduled events when the **Include Events** button is selected. Only users with library administrator roles and above can access this feature. Events are for when documents are set to be archived, converted to a record, disposed, or a user defined event. Events are displayed in yellow background.

6.7. RECENT FOLDERS

The Recent Folders area displays a list of the last 10 used folders is displayed in the tree in FDA, the Select Destination windows, and FileHold Office Client window. The Recent Folders list is not displayed in the Web Client. This is useful for viewing and keeping track of what areas of the document management system you are using and quick access to the documents in those folders.

7. SEARCHING

You can find a document in FileHold using the powerful and robust search capabilities. There are three methods of searching for documents in FileHold:

- [FastFind](#) — Use predefined hot keys to search within FileHold from third party applications.
- [Full text Search](#) —The full text search (also called simple search) is a “Google-like” toolbar that uses a full-text search. FileHold has the ability to recognize, index text and allows users to search content of all your favorite document types including PDF, Microsoft Office, Zip and many more. When searching using the full text search, the system searches both the metadata associated and the content of the document for matches. Full text search is particularly useful for general searches of files stored in a records management system. For example, searching the system for all files that make reference to Sarbanes Oxley.
- [Advanced Search](#) — The advanced search allows users to use the metadata associated with a document to help locate the file. This is particularly useful when users have a specific piece of information they would like to search for. Up to ten search parameters can be used in an advanced search.

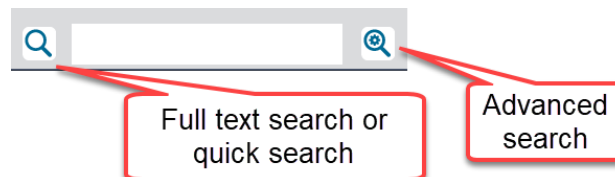
7.1. HOW TO ACCESS SEARCH

There are several methods in accessing the Search function.

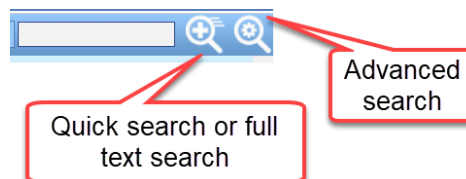
- Click [Search](#), [My Saved Searches](#), or [Public Saved Searches](#) in the Library Tree.



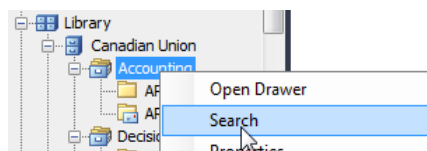
- From the FDA, use the search bar in the top right of the screen.



- From in a folder in the Web Client, use the search bar in the top right of the screen.



- Right-click on any area of the library and select Search. This restricts the search to that location in the library.






- From the simple search screen, click **Advanced** to access the Advanced Search screen.



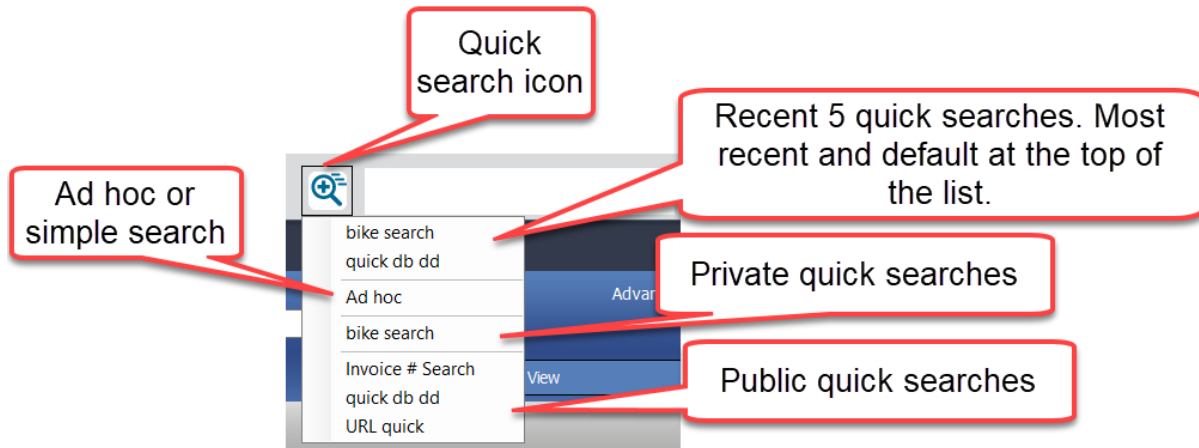
7.2. USING THE SEARCH BAR


The search bars in the FDA and Web Client can be used to:


- Perform an ad-hoc search . This type of search is the same as a [“Contains in FTS” search](#) or [simple search](#).
- Perform a [quick search](#) .
- Start an [advanced search](#) .

Depending on the search selected, the ad-hoc and quick search icons change. The search menu is ordered by:

1. The last 5 recent quick searches. The default quick search is the most recently used and is displayed at the top of the list.
2. Ad hoc search.
3. Private quick searches.
4. Public quick searches.



For an ad-hoc search, the  icon is displayed. Simply enter the search term and hit Enter. The full text search results are displayed below. To change to an ad-hoc search from a quick search, click the icon select the Ad hoc option from the menu.

For a quick search, the  icon is displayed. When this icon is displayed, enter a search term and hit Enter. The search results are based on the default quick search (most recently used). For the displayed quick searches, only “contains” type searches are displayed. There are no options for dates, drill-down or drop-down menu type searches. These types of quick searches are available from the list in library tree.

NOTE: The ad-hoc search option may be [disabled](#) by an administrator.

7.3. DISABLED AD-HOC SEARCHES

Ad-hoc searches are searches that a users can run on the fly. While ad-hoc searches are powerful, they can also be performance hogs on the system if poorly designed. Some users never have the training necessary to perform or plan well formed ad-hoc searches such a guests or infrequent users. In order to prevent such users from negatively affecting system performance, ad-hoc searches can be disabled.

In these cases, the only types of searches that a user can perform are [public saved searches](#). An administrator needs to configure these for groups that have ad-hoc searches disabled. The ability to create, modify, or save a search is removed. All search bars are removed. Searching from the library structure (right-click > Search) is removed. Clicking the Search node in the library tree does not start a search.

If you have been restricted from performing ad-hoc searches, see your administrator.

7.4. HOW FILEHOLD SEARCHES FOR DOCUMENTS

Users can only retrieve documents to which they have access. Access is based on user rights and permissions. Therefore, in order for a user to see a document in their search results they would have to be a member of the cabinet, folder, and schema that the document belongs to.

The following are how the document management system conducts searches for documents:

- When using the operator “Contains in FTS” or “Does not contain in FTS”, it searches all metadata, file properties, document name, and content (full text indexing) of the documents.
- When using the operator “Contains in DB” or “Does not contain in DB”, it searches the metadata (databases) only. The content of the documents (full text indexing) is ignored.
- FileHold searches for whole words only. Partial words need [wildcards](#) (*, ?,) (think of “Google”).
- Metadata searches return the most relevant of results. Metadata searches also return faster search results as it searches the Microsoft SQL database only.
- When the user invokes search functionality on a cabinet, drawer, folder group, or folder, the search is restricted to the portion of the file structure from which the search was invoked.
- The contents of the Library Archive are NOT included in the search. To expand the search to include the Library Archive, select the Include in Archive check box in the Advanced Search options.
- If using a simple search or the Boolean search, the search engine ignores all document fields such as those created by file properties.
- Documents that have been deleted from the system are not included in the search.
- Only the latest version of a document is searched. The document usage history and document version history are not included in the search scope. To expand the search to include all document versions, select the Include All Document Versions check box in the Advanced Search options.
- My FileHold, Search, Saved Searches and Virtual Folders contents are not searched because these are links to documents and not where the documents reside.

- Metadata field names that have been edited or deleted are not searched. To search using old metadata field names, select the Search Using Historical Metadata Fields check box in the Advanced Search options.

7.4.1. General Usage

1. Avoid searching for two letter words alone; instead use three letter words or simply use a wild card (*) before or after the 2 letters. Two letter word searches are not searchable for several technical reasons:
 - The two letters you are searching for can appear in a portion of a word, or very commonly on their own, these if used in the search engine criteria, would greatly slow down and impede the performance of the FileHold search system.
 - In addition, they can also affect the quality of search results because they can appear inside a larger word or on their own with great frequency. This throws off search quality to unacceptable levels. The document management system is designed to ignore common words or characters as they tend to slow searches without improving the quality of the results. See the table below on [Noise Words](#).
2. Use whole words when searching for words inside of documents. Simple search acts like a "Google" search and partial words may not return the results you are looking for or may not return any results. If you need to use partial words, use a [wildcard](#) (*, ?,) with the search.
3. If you use a very generic search term, then the search engine may time out. Try to look for unique words or terms or limit the search to a specific area in the Library. See [Full Text Search – Wildcard Search Limitation Setting](#) for more information.

7.4.2. Noise Words

A noise word is a word such as "the" or "if" that is so common that it is not useful in searches. To save time, noise words are not indexed and are ignored in index searches. All single letters are ignored and include the list of words in the table below.

Letter	Noise Words
A	a, about, after, all, also, an, and, another, any, are, as, at
B	be, because, been, before, being, between, both, but, by
C	came, can, come, could
D	did, do
E	each, even
F	for, from, further, furthermore
G	get, got
H	had, has, have, he, her, here, hi, him, himself, how, however
I	i, if, in, indeed, into, is, it, its
J	just
L	like
M	made, many, me, might, more, moreover, most, much, must, my
N	never, not, now
O	of, on, only, or, other, our, out, over

Letter	Noise Words
S	said, same, see, she, should, since, some, still, such
T	take, than, that, the, their, them, then, there, therefore, these, they, this, those, through, thus, to, too
U	under, up
V	very
W	was, way, we, well, were, what, when, where, which, while, who, will, with, would
Y	you, your

7.5. SEARCH REQUEST TYPES

FileHold supports different types of search requests:

- An "any words" search is any sequence of text, like a sentence or a question. In an "any words" search, use quotation marks around phrases, put AND in front of any word or phrase that is required, and NOT in front of a word or phrase to exclude it. Note that the operators + and – are not supported. Examples include:
 - banana pear "apple pie"
 - "apple pie" NOT salad AND "ice cream"
- An "all words" search request is like an "any words" search except that all of the words in the search request must be present for a document to be retrieved. Example:
 - *FileHold Systems* finds all documents with the words FileHold and systems

[Noise words](#), such as "if": and "the", are ignored in searches.

Such operators and logics including: stemming, fuzzy, synonym and phonic can be used with "contains" or "does not contain" type searches. Because the stemming, fuzzy, synonym and phonic search methods can impact search performance the ability to search using Fuzzy, Synonym and Phonic searching is a global setting configured by library administrators. See the [Library Administration Guide](#) or the [Knowledge Base](#) for more information. Individuals can also search using these logics for individual full text searches. Search terms may include the following special characters:

Character	Meaning	Examples
?	Matches any character.	appl? would match apply and apple but not apples
=	Matches any single digit.	N=== would match N123 but not N1234 or Nabc
*	Matches any number of characters. Use to search for a term where the spelling is in question or there are multiple possible spellings. Note: Use of the * wildcard character near the beginning of a word slows searches somewhat.	appl* would match apple, application, etc. *cipl* would match principle, participle, etc. ap*ed would match applied, approved, etc.

Character	Meaning	Examples
%	Fuzzy search. The number of % characters you add determines the number of differences the search engine ignores when searching for a word. The position of the % characters determines how many letters at the start of the word have to match exactly.	ba%nana: Word must begin with ba and have at most one difference between it and banana. b%%anana: Word must begin with b and have at most two differences between it and banana.
#	Phonic search. Phonic searching looks for a word that sounds like the word you are searching for and begins with the same letter.	Put a # in front of the word in your search request. Example: #smith also finds Smithe and Smythe.
~	Stemming. Stemming extends a search to cover grammatical variations on a word.	Add a ~ at the end of words that you want stemmed in a search. Example: apply~ also finds applying, applies, and applied. A search for fish would also find fishing.
&	Synonym search. Synonym searching finds synonyms of a word that you include in a search request.	Put a & at the end of the words you want to use in your search request. A search for <i>fast&</i> would also find quickly.

7.5.1. Words and Phrases

To search for a phrase, use quotation marks around it, like this: *"fruit salad"*

If a phrase contains a noise word, the search engine skips over the noise word when searching for it. For example, a search for *statue of liberty* would retrieve any document containing the word *statue*, any intervening word, and the word *liberty*.

Punctuation inside of a search word is treated as a space. For example:

- *can't* would be treated as a phrase consisting of two words: *can* and *t*.
- *1843(c)(8)(ii)* would become *1843 c 8 ii* (four words).

7.6. FULL TEXT SEARCHES (SIMPLE SEARCH)

Full text search (also called simple searches or ad-hoc searches) in FileHold uses a "Google-like" toolbar to return full-text search results. FileHold has the ability to recognize, index text and allows users to search content of all your favorite document types including PDF, Microsoft Office, Zip and many more. When searching using the full text search, the system searches both the metadata associated and the content of the document for matches. Full text search is particularly useful for general searches of files stored in a records management system. For example, searching the system for all files that make reference to Sarbanes Oxley.

Types of simple searches:

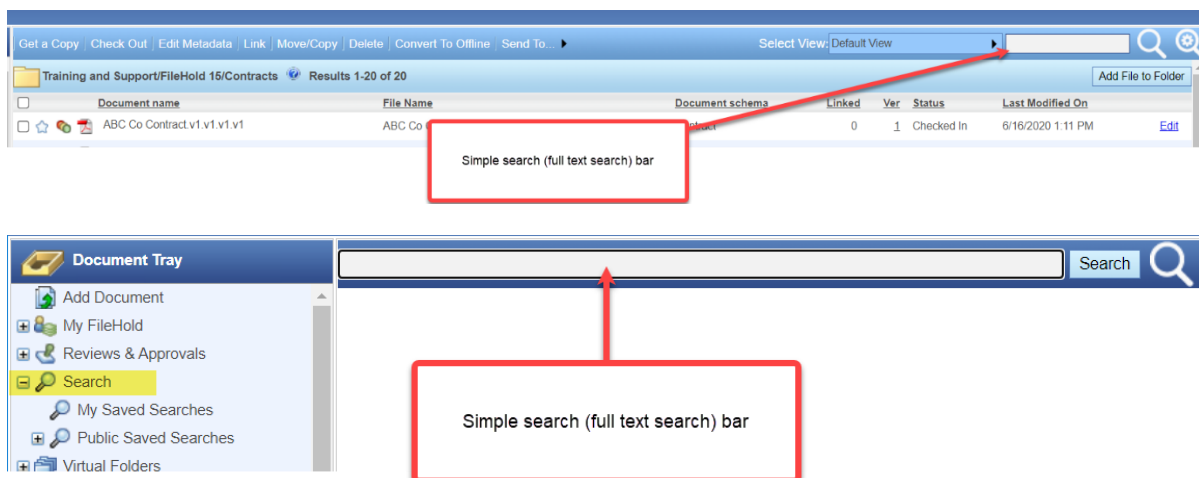
- All words – By default an 'and' is placed between any of the words typed in the search bar. For example: banana pear apple pie returns any documents with the words banana, pear, apple and pie.
- Exact phrases – Enter exact words in quotes. For example: banana pear "apple pie" returns any documents with the words banana pear and the exact phrase "apple pie".
- Any words – Type OR between words. For example: banana or pear "apple pie" returns any documents with the words banana or pear and the exact phrase "apple pie".
- No words – Put a minus sign (-) before the words that you don't want. For example: banana -pear returns any documents with the word banana but not pear.

There are three locations where you can find the Simple Search screen:

- Click **Search** in the Library hierarchy. The simple search form that appears allows users to search the contents of the entire documents management system using the full text search engine.
- The **Search** field located in the top right-hand corner of the FileHold Desktop Application user interface:



- In a folder view or Search in the library tree of the Web Client:



The search results returned have a relevance ranking. The relevance value (expressed as a percentage) is an approximation of how close the document is to the search criteria.

TO DO A FULL TEXT SEARCH

1. In the simple search bar, enter the search term and click **Search**. The search results are displayed.

7.6.1. Full Text Search - Wildcard Search Limitation Setting

When a wildcard search (*) is performed or is used in conjunction with the “contains” or ‘does not contain” operators in an Advanced search, using a common term in the repository may return a very large number of intermediate search results that must be processed. A parameter limitation can be set on the number of results returned when a search like this has been performed. Care should be taken not to set a value that makes any typical searches impractical. For most users this value does not need to be changed from the default which returns all specified results that can be found before the full text search timeout expires.

The new entry in the web config file in *C:\Program Files\FileHold Systems\Application Server\FullTextSearch* is under <appSettings>:

```
<add key="LimitNumberOfEntriesToReturn" value="0" />
```

If the value is set to 0, then the limitation is disabled. It is disabled by default.

If a wildcard full text search exceeds the limit set in the web config file then a message is displayed:

“Your search with the CONTAINS operator would consume more server resources than allowed by your system administrator. Consider narrowing your search conditions to reduce the possible results. Your search would have returned {x} documents and your system administrator has set a limit of {x} documents.”

7.7. ADVANCED SEARCHES

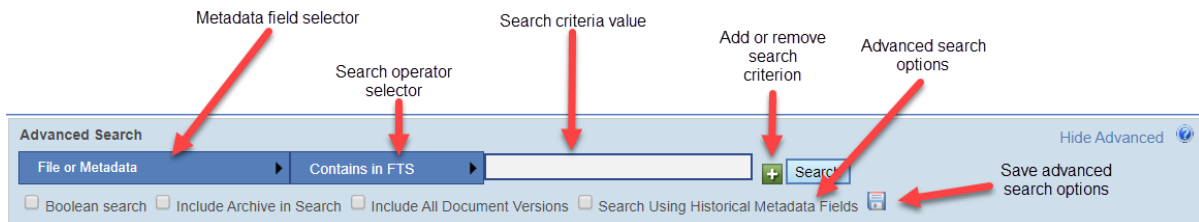
Advanced Search allows you to search by specific metadata fields and other system-recorded information about the document.

Users can combine searches in order to filter results. Users can also choose to search by metadata only, search the archive, include all versions and search using historical metadata fields by checking the boxes at the bottom of the advanced search form.


The parts of an advanced search include:

- Metadata Field Selector – Allows users to select the metadata field they want to search the document management system with.
- Search Operator Selector – Allows users to select an operator to accompany a selected metadata field. The list of operators are: Equal to, Between, Greater than >, Less than <, Greater than or equal to >=, Less than or equal to <=, In the list, or Is Blank. The list of available operators is dependent on the type of Metadata field selected. See [Search Operator Selectors](#) for more information.

- Search Criteria Value Select – Allows users to enter a specific search criterion based on the metadata field and operator selected. The value field is based on the type of metadata field selected. By default, there is only one value field for each operator. The only exception is the “between” operator that allows users to search between two values such as dates or numbers.
- Add or Remove Search Rows – The [-] and [+] buttons to the right of each row allow users to remove or add (respectively) rows from the search criteria. Multiple search rows are joined automatically using the AND operator. Up to 10 rows can be used.
- Advanced search options – Options that can be used in an advanced search and saved for future advanced searches by clicking the **Save** icon. Some, none, or all may be enabled or disabled by default. See your administrator for details.



TO ACCESS THE ADVANCED SEARCH FORM

- From the 'Search and Saved searches' simple search, click the **Advanced** link to the right of the search button.
- In the FDA or Web Client, click the Advanced search icon .
- Clicking on a [Saved Search in the library tree](#).
- Right-clicking on the file structure and selecting **Search**. The search is automatically set to start at the library, cabinet, drawer, folder group of folder level depending on where the user right clicks.

TO DO AN ADVANCED SEARCH

1. In the Advanced Search screen, use the following table to build search queries. You can use up to 10 search filters to build the search query.

Search option	Description	Available search operator selectors
File or Metadata	Allows users to add a full text search value to their metadata search criteria. This hybrid approach can be used to combine the best aspects of full text and metadata only searching. The same full text search operators apply to this field as in Full Text Searching .	Contains in FTS Does not contain in FTS


Search option	Description	Available search operator selectors
Full text search	<ul style="list-style-type: none"> • File or metadata – Searches both file contents and metadata for matching search terms. This search option remains unchanged from previous versions and is the default. • File only – Searches file contents only for matching search terms. • Metadata only – Searches metadata only for matching search terms. The contents of the file are ignored. • Raw query – A direct search in the dtSearch engine with no adjustments made by FileHold. Raw dtSearch search terms are required for this option. This option is available only to system administrators by default. <p>By default, a natural language query or “Google-like” search is used with the full text search options above.</p>	<p>Contains in FTS</p> <p>Does not contain in FTS (except for Raw query)</p>
Document Name	Searches the system for a file by the name in the search criteria.	<p>Contains in FTS</p> <p>Does not contain in FTS</p> <p>Contains in DB</p> <p>Does not contain in DB</p> <p>Equals</p> <p>Does not equal</p>
Checked Out Status	<p>Search by the checked-out status of:</p> <ul style="list-style-type: none"> • Checked In • Checked Out 	Equals
Person	<p>Allows users to search by:</p> <ul style="list-style-type: none"> • Owned By Me • Owned By Someone Else • Checked Out By Me • Checked Out Be Someone Else 	<p>Equals</p> <p>Does not equal</p> <p>In the list</p> <p>Not in the list</p>

Search option	Description	Available search operator selectors
File Date	File Data menu allows users to search by: <ul style="list-style-type: none"> Date Last Modified Creation Date Approval Date (for workflow) 	Equals Not Equals In the List Not In the List Between > (greater than) < (less than) >= (greater than or equal to) <= (less than or equal to) At least No older than
Workflow Status > Approval Status Workflow Status > Review Status	Search by the workflow status of: <ul style="list-style-type: none"> Approved Pending Approval Not Approved Not Submitted for Approval Approval Postponed Search by the workflow review status of: <ul style="list-style-type: none"> Reviewed Pending review Not submitted for review 	Equals Does not equal In the list Not in the list
Library Location	Allows users to restrict searching to a specific cabinet, drawer, folder group or folder. Searching using the library location applies a “pre-filter” for the search engine to narrow possible full text search results. This reduces the time for searches with a very high occurrence of hits in the full text index. This also improves relevance values as fewer search results are excluded after the database portion of the search.	Equals Does not equal
Document Log Action	Search for documents that have been checked out, downloaded, checked in, copied, moved, archived, viewed, printed, published, added, linked, emailed, etc.	Equals Does not equal In the list Not in the list

Search option	Description	Available search operator selectors
Document Log Date	Search for documents that have had actions performed on them within a date or date range.	Equals Does not Equal In the List Not In the List Between > (greater than) < (less than) >= (greater than or equal to) <= (less than or equal to) At least No older than
Special Fields	Folder name – Search using part of a folder name when the “Contains” operator is selected. Note that no wildcards or dtSearch keywords can be used for this option.	Contains in DB Does not contain in DB Equals Does not Equal
	File Type – The File Type extension list is dynamically updated and sorted alphabetically. A new file extension entry is dynamically added to the initial standard list upon adding a document with a new file extension for the first time. The list is not updated in FDA until the user logs in and out. Multiple file extensions can be selected when the qualifier is set to “In the list”.	Equals Does not equal In the list Not in the list
	FileHold ID – The unique ID number given to every version of a document. See Entering Metadata .	Equals Does not Equal In the List Not In the List Between > (greater than) < (less than) >= (greater than or equal to) <= (less than or equal to)


Search option	Description	Available search operator selectors
	Document Control No. – Specialized metadata field used to track specific document numbering requirements.	Contains in FTS Does not contain in FTS Contains in DB Does not contain in DB Equals Does not equal
	Version Control No. – Like document control numbers, used to track specific document numbering requirements.	Contains in FTS Does not contain in FTS Contains in DB Does not contain in DB Equals Does not equal
	Has Markup – User can find documents that have been "Marked Up" using the Brava Viewer Markup Tool.	Equals
	Has Link – Users can find all documents that have been linked with other documents.	Equals
	Is Favorite – Provides a list of documents that are marked as favourites.	Equals
	Document Format – Select Electronic Document, Electronic Record, or Offline Document type.	Equals Does not equal
Common MD (metadata) Fields	Allows users to search by common metadata fields. For example, the metadata field "Customer name" may be used in five different schemas. The list of possible metadata field options is customized based on how the library administrator has defined the document classification standards for the FileHold server.	Depends on metadata field type. See Search Operator Selectors for more information.
Search by Document Schema	Allows users to restrict their search by document schemas and the associated metadata. The list of possible document schemas and associated metadata fields is customized based on how the library administrator. Searching using schemas applies a "pre-filter" for the search engine to narrow possible full text search results. This reduces the time for searches with a very high occurrence of hits in the full text index. This also improves relevance values as fewer search results are excluded after the database portion of the search.	Equals Does not equal In the list Not in the list




Search option	Description	Available search operator selectors
Search by Metadata Field Name	Depending on the document schemas selected, the associated metadata fields are available to search by.	Depends on metadata field type. See Search Operator Selectors for more information.

2. Select any of the following advanced search options:
 - Boolean search – Allows a user to employ the [Boolean search options](#).
 - Include Archive in Search- Searches the documents in the library archive and includes any matches in the results. FileHold searches only the library (current documents) if this option is not selected.
 - Include All Document Versions - Searches all versions of the document. FileHold only searches the latest version if this option is not selected.
 - Search Using Historical Metadata Fields - If metadata field names and values have been changed over time, you can still search these "historical" items as FileHold keeps track of any changes that have been made.
3. The above options can be saved by clicking the **Save**  icon so they are kept for every advanced search performed.
4. Click **Search**. The search results are returned. You can continue to add or modify the advanced search criteria, [save the search](#), or [export the results to a CSV file](#).

7.7.1. Search operator selectors

The available search operator selectors are described in the following table:

Search operator selector	Description
Contains in FTS	Searches the full text search index which includes the metadata, document name, file properties, and contents of the document and contains an exact match of the value.
Does not contain in FTS	Searches the full text search index which includes the metadata, document name, file properties, and contents of the document and the value is not present.
Contains in DB	Searches only the metadata and contains an exact match of the value. The contents of a document are ignored (full text search index).
Does not contain in DB	Searches only the metadata and the value is not present. The contents of a document are ignored (full text search index).
Equals	Matches the specified value. The "Search by"  option can be used with this search operator selector if configured for database drop-down fields. See your administrator for details.

Search operator selector	Description
Not equal	Does not equal the value specified. The “Search by”  option can be used with this search operator selector if configured for database drop-down fields. See your administrator for details.
Is Blank	The value has been left empty (blank).
Below	Matches anything below a certain level in a drill down menu type field
> (greater than)	Is larger than the specified value.
< (less than)	Is less than the specified value.
>= (greater than or equal to)	Is larger than or equal to the specified value.
<= (less than or equal to)	Is less than or equal to the specified value.
In the list	Matches all values entered in the list. Multiple values are separated by commas. The “Search by”  option can be used with this search operator selector if configured for database drop-down fields. See your administrator for details.
Not in list	Show all documents that do not match the values entered in the list. Multiple values are separated by commas. The “Search by”  option can be used with this search operator selector if configured for database drop-down fields. See your administrator for details.
No older than x number of days before now	The document is not older than x days before today. In other words, 5 days old or less.
At least x number of days older than now	The document is x many days older than the specified date. In other words, show everything prior to the last 5 days.
Between	Search for values that are within a set of values, given the minimum and maximum values.

The following table describes the type of search operator selectors that are available for each metadata field type:

Metadata Field Type	Available search operator selectors
Text	Contains in FTS, Does Not Contain in FTS, Contains in DB, Does not Contain in DB, Equals, Not Equals, Is Blank

Metadata Field Type	Available search operator selectors
Drill down menu	Contains in FTS, Does Not Contain in FTS, Contains in DB, Does not Contain in DB, Equals, Not Equals, Below, Is Blank
Drop down menu (FileHold managed and database lookup)	Contains in FTS, Does Not Contain in FTS, Contains in DB, Does not Contain in DB, Equals, Not Equals, In the List, Not in the List, Is Blank
Date	Equals, Not Equals, In the List, Not In the List, Between, > (greater than), < (less than), >= (greater than or equal to), <= (less than or equal to), At least, No older than
Number / Currency	Equals, Not Equals, In the List, Not In the List, Between, > (greater than), < (less than), >= (greater than or equal to), <= (less than or equal to), Is Blank
Checkbox	Equals, Is Blank "Is Blank" can be used in the event that a check box type metadata field is added to a schema but documents belonging to that schema already exist in the system.
URL	Contains in FTS, Does Not Contain in FTS, Contains in DB, Does not Contain in DB, Equals, Not Equals, Is Blank

TIP: For multiple selections in lists, select the check box next the value name.

7.7.2. Boolean searches

A "Boolean" search request consists of a group of words, phrases, or macros linked by connectors such as AND and OR that indicate the relationship between them. Examples include:

Select the **Boolean search** check box in the Advance Search screen to use this functionality.

Search Request	Meaning
apple AND pear	Both words must be present.
apple OR pear	Either word can be present
apple w/5 pear	Apple must occur within 5 words of pear
apple NOT w/12 pear	Apple must occur, but not within 12 words of pear
apple AND NOT pear	Only apple must be present
apple w/5 xfirstword	Apple must occur in the first five words

AND CONNECTOR

Use the AND connector in a search request to connect two expressions, both of which must be found in any document retrieved. For example, *apple pie and poached pear* would retrieve any document that contains both phrases.

A search for *banana and pear w/5 grape* would retrieve any document that (1) contains banana, AND (2) contains pear within 5 words of grape.

OR CONNECTOR

Use the OR connector in a search request to connect two expressions, at least one of which must be found in any document retrieved. For example, *apple pie or poached pear* would retrieve any document that contained apple pie, poached pear, or both.

W/N CONNECTOR (PROXIMITY SEARCH)

Use the W/N connector in a search request to specify that one word or phrase must occur within N words of the other. For example, *apple w/5 pear* would retrieve any document that contained apple within 5 words of pear.

The following are examples of search requests using W/N:

- *apple or pear w/5 banana*
- *apple w/5 banana w/10 pear*
- *apple and banana w/10 pear*

The *xfirstword* term is useful if you want to limit a search to the beginning of a file. For example, *apple w/10 xfirstword* would search for apple within 10 words of the beginning of a document.

NOT AND NOT W/NUMBER (PROXIMITY SEARCH)

NOT allows you to exclude documents from a search. For example: *apple sauce AND NOT pear* would return all documents with term apple sauce but exclude any that had pear.

NOT standing alone can be the start of a search request. For example, *NOT pear* would retrieve all documents that did not contain pear.

If NOT is not the first connector in a request, you need to use either AND or OR with NOT such as *apple OR NOT pear* or *NOT apple w/5 pear*.

The NOT W/ ("not within") operator allows you to search for a word or phrase not in association with another word or phrase. For example: *apple NOT w/20 pear*.

Unlike the W/ operator, NOT W/ is not symmetrical. That is, *apple NOT w/20 pear* is not the same as *pear NOT w/20 apple*. In the *apple NOT w/20 pear* request, it searches for apple and excludes cases where apple is too close to pear. In the *pear NOT w/20 apple* request, it searches for pear and excludes cases where pear is too close to apple.

CAUTION: "NOT" cannot be used in conjunction with the search parameter "Folder name". For example, Folder name contains "not procedures" is not a valid search string.

7.7.3. Using the Raw Query field selector

A raw query is direct search in the dtSearch engine with no adjustments made by FileHold. Raw dtSearch search terms are required for this option. Knowledge of the dtSearch engine is required to use this type of search.

This option is available only to system administrators by default. See the [System Administration Guide](#) to enable the feature for other roles.

Some examples of raw mode searches are:

- `m_fn` – Searches on a specific metadata field ID where *n* is the internal ID number of the metadata field. For example: `m_f249` returns documents with a value in metadata field ID 249.
- `contains` – “contains” operator. For example: `m_f5 contains apple` searches on the term “apple” only in metadata field ID 5.
- `^` – The weight char is used for preferring text or metadata in search results ordered by relevance. For example: `((DocumentMetadata^1 contains ((apple))) OR (//text^4 contains ((pear))))` returns search results weights the relevance more heavily on the contents of the document (pear) than the metadata (apple). For more information on relevance, see the `dtSearch` documentation.
- `DocumentMetadata` – Searches all metadata. For example: `DocumentMetadata contains apple` searches for the term “apple” in all metadata fields.
- `LMID` – Searches on document ID. For example: `LMID _2_0_1_` retrieves the document with the FileHold ID of 201.

7.8. SAVED SEARCHES

You can save your advanced search templates as a Saved Search. Every time the search is invoked any new documents that meet the query are brought into the results view.

Saved searches can be made personal or public. An Administrator can create "Public Saved Searches". Public saved searches can be made available to all users or can be assigned security rights so that only certain groups and users can use the public saved search.

Personal searches saved by the user are called My Saved Searches. These personal saved searches can only be used by the user that created them.

There are three types of saved searches:

- [Regular saved search](#) – The search template is saved with all of the search criteria including operators and values for the selected criteria.
- [Quick search](#) – The search template is saved with only one empty variable in the template. When a user runs a quick search, they are required to enter the search term for the empty variable while all other search criteria remain fixed.
- [Empty search](#) – The search template is saved with empty values for all the search criteria. The user is forced to enter the values prior to running the search.


A [default view](#) can be set for each type of saved search so that the search results appear with the correct columns and metadata information.

7.8.1. Regular Saved Searches

A regular saved search repeats a pre-defined search when invoked. All of the set values and operators in the template are used in the search.

TO SAVE A REGULAR SAVED SEARCH

1. After performing an advanced search, click [Save as Saved Search](#).
2. In the My Saved Searches window, enter a [Name](#) for the search.

3. If you want to make the search accessible to other users, select the **Make this saved search public** check box (available to administrators only).
4. If this is a public saved search, click **Next**. Select the groups and/or users that can use this public Saved Search and click **Add**. Public saved searches can only be created by library administrators or higher roles.
5. Click **OK**. The Saved Search name is now in the Library hierarchy **under Search > My Saved Searches** or **My Public Saved Searches** with an icon .

TO USE A REGULAR SAVED SEARCH


1. Click on the named of the saved search in the My Saved Search or My Public Saved Searches area.
2. The results of the search are displayed. You can modify the search query by adding, changing, or removing any of the filters.

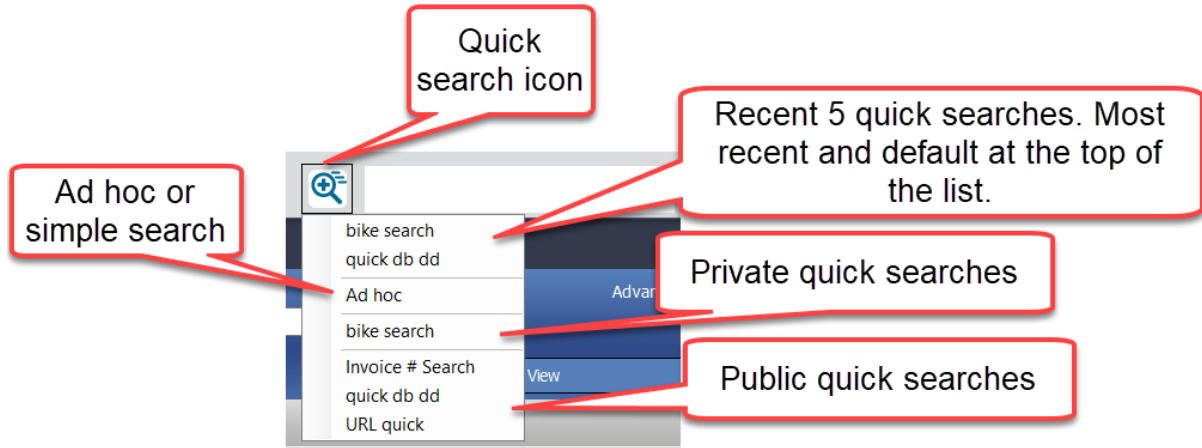
7.8.2. Quick Searches

Quick searches are a type of saved search that allows you to leave a single variable in the advanced search template empty while all other variables remain fixed. When a user runs a quick search, they are required to enter the search term for the empty variable that was set up in the template. The search results that are returned meet all advanced search criteria plus the quick search term the user entered.

Quick searches can be made private or public by administrators just like regular saved searches. Public saved searches can be made available to other users while personal saved searches are only available to the individual that created them. Quick searches are useful for conducting searches in Mobile FileHold since search terms cannot be entered for regular saved searches (non-quick type saved searches).

Quick searches can be accessed from:

- My Saved or Public Saved searches list.
- The quick search icon  from the FDA or Web Client. The search results are based on the default quick search (most recently used). Depending on the search selected, the ad-hoc and quick search icons change. The search menu is ordered by:
 1. The last 5 recent quick searches. The default quick search is the most recently used and is displayed at the top of the list.
 2. [Ad hoc search](#) or simple search.
 3. Private quick searches.
 4. Public quick searches.




Both saved quick searches and using the quick search icon searches work the same – enter a search term and hit Enter.

If a quick search has been set up and configured to be used in conjunction with a FastFind search, then this search cannot be deleted. See [FastFind](#) for more information.


A quick search can be integrated for use with external applications. See [Integrating FileHold Search with External Applications](#) for more information.

CAUTION: Search variables with an operand of Owned by Me, Checked out by Me, and the operator “Is Blank” cannot be used in quick searches.

TO CREATE A QUICK SEARCH

1. After performing an advanced search, click **Save as Saved Search**.
2. In the Save this Search window, enter a **Name** for the quick search or overwrite an existing search.
3. If you want to make the search accessible to other users, select the **Make this saved search public** check box (available to administrators only).
4. Select the **Quick Search Condition** check box and select the search variable that you want a user to be able to enter a search term for.
5. If this is a public saved search, click **Next**. Select the groups and/or users that can use this public Saved Search and click **Add**. Public saved searches can only be created by library administrators or higher roles.
6. Click **OK**. The Quick Search name is now in the Library hierarchy under Search > My Saved Searches or My Public Saved Searches with an icon .

TO USE A QUICK SEARCH


1. Do one of the following:
 - Click on the name of the quick search in the **My Saved Search** or **My Public Saved Searches** area.
 - Use quick search icon  from the FDA or Web Client. To change the quick search, click on the quick search icon. For the displayed quick searches, only “contains” type searches are displayed. There are no options for dates, drill-down or drop-down menu type searches. These types of quick searches are available from the list in library tree.

2. Enter a value for the single search term and click **Search** or hit **Enter**.
3. The results of the search are displayed. You can view or modify the advanced search query by clicking on the Advanced link in the header.

7.8.3. Empty Search Templates

When an advanced search is saved, all of the search criteria values can be left empty. This forces the user to enter the search values and click Search once the saved search is selected. This differs from regular saved searches which stores the search values in the template and runs the query automatically.

TO CREATE AN EMPTY SAVED SEARCH

1. After performing an advanced search, click **Save as Saved Search**.
2. In the Save this Search window, enter a **Name** for the quick search or overwrite an existing search.
3. Select the **Make this saved search empty** check box.
4. If you want to make the search accessible to other users, select the **Make this saved search public** check box.
5. If this is a public saved search, click **Next**. Select the groups and/or users that can use this public Saved Search and click **Add**. Public saved searches can only be created by library administrators or higher roles.
6. Click **OK**. The Empty Saved Search name is now in the Library hierarchy under Search > My Saved Searches or My Public Saved Searches with an icon .

TO USE AN EMPTY SEARCH

1. Click on the name of the empty saved search in the My Saved Search or My Public Saved Searches area.
2. Enter the values for the search terms and click **Search**. The results of the search are displayed.

7.9. USING FASTFIND

FastFind is an optional feature that can search third party applications using hotkeys and return the search results in FileHold. Users can use keyboard shortcut shortcuts that perform searches directly from the chosen application in the document management system to find relevant data instantly.

Once FastFind is enabled you can use the hotkeys in any third-party application. The pre-defined hotkeys are:

- Mouse search (Alt+S) – Activates an on-the-fly screen scraper. When this is done a green bar appears in the bottom-left corner of the user's desktop screen. Users can now start moving their mouse over screen form objects such as data fields or field labels. The text under the current mouse position is captured and displayed in the green bar. If a user wishes to search with the captured text, they may left click to invoke the FileHold search. This initiates the Full Text Search and Metadata search in FileHold and the search results are displayed within the standard search results screen. Pressing the **ESC** button at any time stops the mouse search mode.

- Selection search (Ctrl+D) - Selection Search is similar to the Clipboard Search (and in fact is using Clipboard Search as its internal mechanism), however, it uses a one step process to initiate the search after a user highlights their selection on a business application form or as a part of the content of a document opened in a 3rd part application. Invoking Ctrl+D is all that is needed to initiate search and display results within FileHold application.
- Clipboard search (Alt+C) – Users can copy any text from the screen to the Windows clipboard using traditional “Copy” menu option or the Alt+C shortcut available in most Windows applications and then by pressing the Alt+C combination they can activate the Full Text Search and Metadata search in FileHold and the search results are displayed within FileHold on the standard search results screen.
- Enable screen OCR search (Alt + F) – Allows you to do a search based on the [Click to Tag](#) functionality. Once the shortcut key is invoked, you can click on the text on the screen or draw a bounding box around the text. Then a search is performed in FileHold to meet the selected criteria from the screen.

Since FastFind uses the contents of the clipboard any string displayed on the screen which can be copied to the clipboard (similarly to when using the well-known Cut/Paste sequence in Windows), it can be used as the search criteria including partial highlights of the text strings.

FastFind searches can be based on a full text search (file and metadata search) or a quick search. If based on a quick search, it only searches on that specific search parameter and nothing else in the system (unlike a full text search which searches through everything). Advantages of using up a quick search with FastFind would be to be able to limit the search results. For example, if FastFind was only used to locate an invoice in FileHold from your accounting software, the search results would be limited to what documents would be found using “Invoice Number” quick search. See [Quick Searches](#) for more information on configuring quick searches.

FastFind must be a purchased option and enabled before the feature works. You can also create your own FastFind templates that work with the system. See the [Knowledge Base](#) for more information.

TO ENABLE FASTFIND

1. Go to **File > Preferences and Settings > FastFind Preferences** and select the **Enable FastFind** check box. See more information about [FastFind preferences](#).
2. Click **Apply** and then **OK**.

7.10. SEARCHING FOR PREVIOUS VERSIONS OF A DOCUMENT

For system performance reasons, only the most recent version of the document is included in the search scope. However, users can use the advanced search setting to include all versions of documents (most recent and all previous) stored in the document management.

TO SEARCH FOR A PREVIOUS VERSION OF A DOCUMENT

1. In the Advanced Search, select the **Include all document versions** check box.

7.11. SEARCHING FOR DOCUMENTS IN A WORKFLOW

You can refine your search criteria to search for documents based on their approval status. Using Advanced Search, the user can select the Approval Status metadata field for any document schemas as long as that schema has at least one workflow template associated with it that contains at least one approval activity. Use the Approval Status select box to choose

whether or not the file being searched for is approved or rejected. The Approval Status field can be used in combination with any other metadata field criteria for searching.

NOTE: If the workflow has NOT been set to [hide the file until approval is complete](#), the file is able to be seen by all users with access to the document. If the workflow is set to [hide the document until approval](#) then it is not able to be seen by users who are not participants in the workflow instance. All users are able to see the file once it is approved and the workflow completed.

TO SEARCH FOR A DOCUMENT BASED ON APPROVAL OR REVIEW STATUS

1. Go to **Advanced Search**.
2. Click **File or Metadata** and select **Workflow Status** and select either **Approval Status** or **Review Status**.
3. In the search operator selector, select one of the following: Equals, Does not equal, In the List, Not in the list
4. In the search criteria value field, select an option from the drop-down list. For "in the list" or "not in the list" search operator selectors, use the check boxes to select multiple values. For approval status searches, the following options are available: Approved, Pending Approval, Not Submitted for Approval, or Approval Postponed. For review status searches, the following options are available: Reviewed, Pending Review, or Not Submitted for Review.
5. Add any other search criteria to the advanced search and click **Search**.

7.12. HIGHLIGHTING DOCUMENT SEARCH RESULTS

In the FileHold Desktop Application (FDA), you are able to see the search results highlighted in yellow in a simple HTML viewer which appears at the bottom of the window.

TIP: Search terms can also be highlighted in the [FileHold viewer](#).

TO HIGHLIGHT SEARCH RESULTS

1. In the Search Results window of the FDA, right-click on a document and select **Highlight Results** or click **Highlight Results**.
2. Any terms that match the search criteria is highlighted in yellow in the HTML viewer that appears in a separate window below.

7.13. INTEGRATE FILEHOLD SEARCH WITH AN EXTERNAL APPLICATION

A saved quick search can be invoked through an URL address from an external application. Once the URL is clicked, the search results are displayed in the Web Client. A quick search is a type of saved search where the search template is saved with only one empty variable in the template. When a user runs a quick search, they are required to enter the search term for the empty variable while all other search criteria remain fixed.

A simple tool has been provided for users that do not want to build the URL manually. When a quick search has been created and saved, the URL for the quick search can be created with the URL Builder in the Web Client. In the URL Builder, the server address, the client type (Web Client or Portal Web Client), log in type (local or Active Directory user), UI type (normal, locked or XML), and the quick search value are specified and a URL is generated.

The UI type options determine how the search results are displayed:

- Normal means that the results are displayed in the normal Web Client UI.
- Locked means that the search results are displayed in an embeddable locked view of the web client where only the heading and the document list is found. There would be no processing options, though one of the columns in the search results could be a link to the document for web viewing or downloading. Additional settings are available for modifying the title bar and page numbering in the search results screen when using this option.
- XML means that the search results are returned as an XML document. This can be combined with an XSL style sheet or some other XML processing method to render the precise output the caller desires. The column heading names and column values would be included in the XML as defined in the search view. The XML output include the document ID which can be used to build links for viewing or downloading the documents.

Once the settings for the URL are defined, the URL can be generated. The URL defines the quick saved search name and value(s) for the quick search. For example:

```
http://<servername>/fh/filehold/webclient/qsearch.aspx?name=<quick_search_name>&value=<search_value>
```

Where:

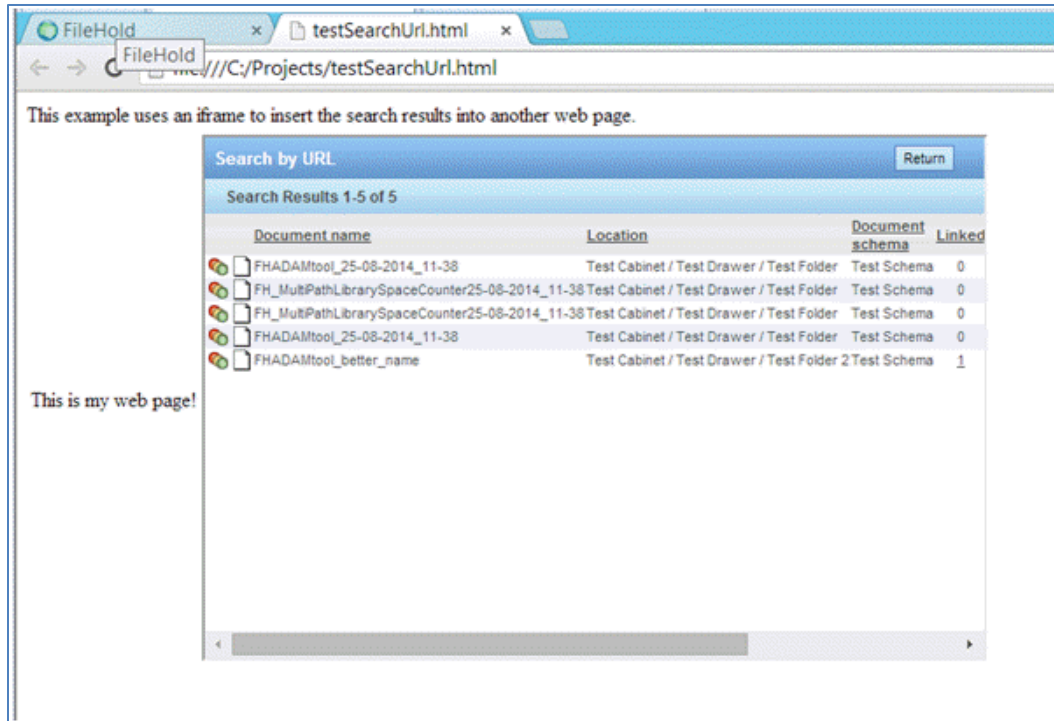
- <servername> is the name of the server where FileHold is installed
- <quick_search_name> is the name of the quick saved search
- <search_value> is the operand value that is used for the search. If more than one value is needed, values can be delimited with a ; (semicolon).

Once the URL for the quick search is clicked from an external application, the saved quick search runs and displays the search results in the selected UI type option. If the user is not logged in, the login screen appears first or the user is logged in using Windows Authentication (single sign on).

The quick saved search can have the default view defined so that the desired information is displayed in the search results every time the URL is clicked.

Here is a basic example of how it might look on company's web site. For this example, the URL is specified in an iframe with the UI type in locked mode.

```
<iframe  
src="http://yourservername/FH/FileHold/WebClient/qSearch.aspx?name=Doc  
+Name&value=fh*&ui=lock" width=600 height=400>
```



Using the UI Type option that returns XML, the page can be formatted how you want if XML can be interpreted on your website.

The return page for the Web Client can be manually entered to include a returnPath parameter. For example, the user can be returned to the Add Document Wizard:

```
http://yourservername/FH/FileHold/WebClient/qSearch.aspx?name=d_dlm_eqt&value=2014-09-05&ui=lock&returnPath=AddDocumentWizardForm.aspx
```

If you are using the UI in Lock mode, the returnpath can also be entered in the web.config file in C:\Program Files\FileHold Systems\Application Server\WebClient under the <appSettings> area:

```
<add key="qSearch_ReturnPage" value="Search_ReturnPage_PLACEHOLDER" />
```

If a value is entered, it is the default place the return button takes the user. If the path is not fully qualified, it is relative to the FileHold server.

Search by URL								Return
Document name	Location	Document schema	Linked	Ver	Status	Last Modified On	Relevance	
131017163721	Board Minutes-2014 / October / Day-16	Board Minutes	0	1	Checked In	10/16/2014 1:31:00 PM		
scanned_pdf_bell	Board Minutes-2014 / October / Day-16	Board Minutes	0	1	Checked In	10/16/2014 7:45:39 PM		
management meeting	Year-2014 / November / Day-3	Application	1	1	Checked In	11/3/2014 11:36:05 AM		
overlay	Year-2014 / November / Day-3	Application	1	1	Checked In	11/3/2014 11:37:54 AM		

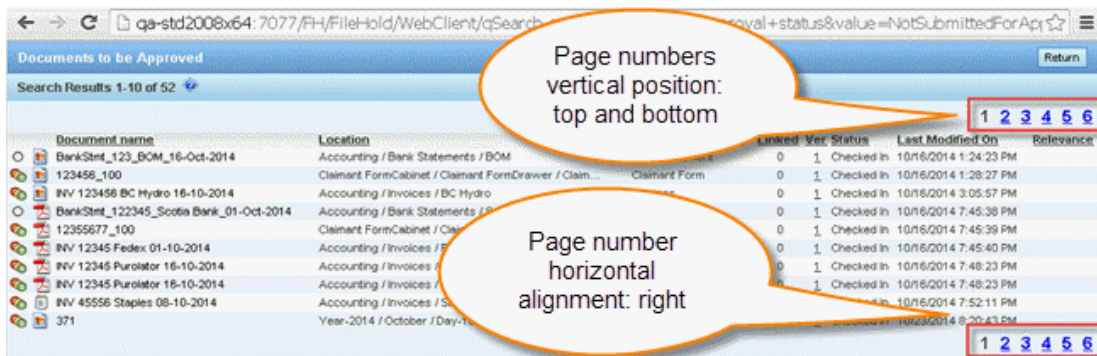
To make the Return button invisible, set the value for qSearch_ReturnPage key in web.config to empty. For example:

```
<add key="qSearch_ReturnPage" value="" />
```

TO CREATE AN URL TO RUN A SEARCH FROM AN EXTERNAL APPLICATION

1. Create a [quick search](#) and save it as public saved search. Ensure you assign the correct permissions to the saved quick search.

2. In the Web Client > Public Saved Searches area, right-click on the quick search name and select **URL Builder**.
3. In the URL Server Part field, enter the path to the FileHold server.
4. In the Client Type area, select if the link is accessed through the Web Client or the Portal Web Client (anonymous portal).
5. In the Login Type area, select if the user is logging in using a username and password, or using single sign on (Active Directory integration). Note that if you are not using Active Directory integration, the single sign on option is not available.
6. In the UI Type area, select if the results are displayed in normal (Web Client), locked (embedded locked mode) or XML (highly customizable mode).
7. If Locked UI mode was selected, fill out the following information:
 - Select the **Disable title bar** check box if you do not want the Search by URL title bar displayed in the search results.
 - Enter a **Custom Title bar** if needed such as "Documents to be approved". The default title is "Search by URL".
 - Select the **Disable summary bar** if you don't not want the number of search results displayed. For example, "Search Results 1-10 of 52".
 - Select the vertical position of the page numbers in the Page Bars Vertical Position drop down: Top, Bottom, or Top and Bottom.
 - Select the horizontal alignment of the page numbers in the Page Bars Horizontal Alignment drop down: Right, Left or Center.



8. In the quick search parameter area, enter the value to be searched on Click **Generate URL**.
9. In the URL Builder Result area, the URL address is displayed. Click **Go To Link** to test the link.
10. Once the link is verified and working, copy and paste the link into the external application. Note that there is no way to save this link so you need to copy and paste it into a Notepad file or similar to retain the link address.

In the example below, a quick search on Approval Status was created with the search value set to Approved. The resulting URL is:

```
http://QA-STD2008X64:7077/FH/FileHold/WebClient/qSearch.aspx?name=quick+approval+status&value=Approved
```

Search by URL

URL Builder Properties

URL Server Part

Client Type Web Client Portal Web Client

Login Type Normal Single Sign On

UI Type Normal Locked XML

Quick Search - quick approval status

Approval Status Equals

URL Builder Result

URL Address

Note: The number of search results displayed on a page is set in the [View Preferences](#) for the Search Results view.

8. VIRTUAL FOLDERS

Virtual folders are a good way for documents located throughout the FileHold library to be displayed in one place. A virtual folder does not contain the actual document; it only holds a pointer to the document. All virtual folders are private (unique to the user) unless they are made public.

- Document publishers and higher roles can create virtual folders for their own use.
- Library administrators or higher roles can create virtual folders and make them public. Public virtual folders are seen by all users or groups that are given access. Users with access to a virtual folder still need the proper permissions to access any documents that are listed. Users with a document publisher role or higher may be given permissions to add or remove documents from a public virtual folder.
- If enabled in the public virtual folder settings, users and groups with a role of document publisher or higher can add or remove documents from the public virtual folder. Removing documents removes them only from the virtual folder; it does not delete the documents.

Documents that have been added or removed from a virtual folder are tracked in the [document usage log](#).

Virtual folders can be deleted at any time. The documents contained in a virtual folder are not deleted from the system; they are located in their folder location in the library.

TO CREATE A VIRTUAL FOLDER

1. Right-click on the Virtual folder section and select **Add Virtual Folder**.
2. Enter the **name** for the Virtual Folder.
3. If you are a library administrator, you can set the folder as public or private. Do one of the following:
 - Click **OK** or **Save** if a private folder.
 - Click **Next** if a public folder.
4. If public, select the following options if required:
 - Allow document publisher and higher roles to add documents.
 - Allow document publisher and higher roles to remove documents.
5. If the Virtual Folder is a public folder, set the security to allow user access in the Security tab.
6. Click **OK** or **Save**.

TO DELETE A VIRTUAL FOLDER

1. Right-click the Virtual Folder name from the list and select **Delete**.
2. Click **OK** on the warning message to proceed with the deletion process.

TO ADD A DOCUMENT TO A VIRTUAL FOLDER

1. Select one or more documents that you want to add to a virtual folder.
 - Use the SHIFT or CTRL keys to select multiple documents in the FDA.
 - Check the box next to the document name to select documents in the Web Client.

2. Right and select **Send To > Virtual Folder**.
 - Alternatively, in the FDA, you can drag and drop one or more documents into the virtual folder.
3. Select the virtual folder to which you want to add the documents or create a new virtual folder.
4. Click **OK**. The shortcuts to the documents are now in the virtual folder.

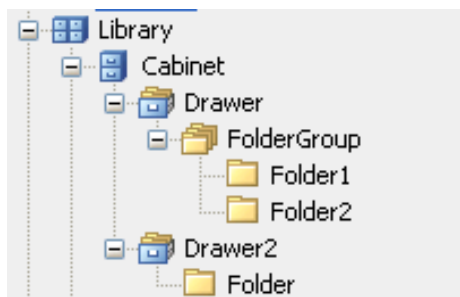
TO REMOVE A DOCUMENT FROM A VIRTUAL FOLDER

1. Select one or more documents in the virtual folder that you would like to remove.
 - Use the SHIFT or CTRL keys to select multiple documents in the FDA.
 - Check the box next to the document name to select documents in the Web Client.
2. Click **CLEAR** remove the documents from the virtual folder. This does not delete the documents from the document library.

9. THE LIBRARY STRUCTURE

All files in FileHold software are stored under the library icon (root folder) shown in the file structure located on the left-hand side of interface.

Taking a closer look at the file structure you can see that the document management software uses a real-world metaphor for filing. The Library is filled with cabinets that contain drawers that contain folder groups (optional) that contain folders. Only folders can contain documents.



NOTE: Documents are displayed as a list in the display pane to the right of the file structure. Documents can be displayed by selecting the folder they reside in or by searching to gather files from multiple folder locations.

Documents can only be stored in folders in the document management system. Folders can be located directly within drawers or within folder groups.

Access to specific areas of the document management software is controlled by group and user memberships at the cabinet and folder levels. Only users that are members of a cabinet can see the cabinet to access its contents. Once inside the cabinet a user must also be a member of the folders it contains in order to access files contained within the folder. If the user is not a folder member, they do not see the folder. Users can see the membership associated with a particular cabinet or folder by right clicking on the cabinet or folder and selecting Properties. Once authenticated to access files inside a folder access to individual document schemas is by schema membership. Users must be a member of schema in order to view files associated with this document schema in the document management system.

NOTE: Users who are not members of a folder do not see the folder. To get access a user has to be added by the owner of the folder or a library or systems administrator.

Along with memberships at the cabinet and folder level, the document management software system, maintains membership permissions by document schema. For example, users in the sales department can be restricted to only add, search for and access sales document schemas (invoices, purchase orders and contracts) while users in the HR department can be restricted to only add, search for and access only HR document schemas (expense reports, vacation requests and performance reviews) even if they are located in the same folder. Only a designated library administrator can change the membership associated with a document schema. See setting up and managing document schemas for more information.

In addition to the membership in cabinets, drawers, folders and document schemas, access to documents is controlled by roles that individual users are assigned to. All roles and their related permissions are described on the user role page.

The document level permission icons indicate operations allowed for a given role or provide some additional information regarding the statuses of the documents visible in the folder view.

9.1. CABINETS

Only library administrators, senior library administrators, and system administrators can create cabinets.

In order for a user to see a cabinet they must be a member of the cabinet. Only members of cabinets can see and access its content. In order to manage the access to a particular cabinet, the owner of the cabinet can add and remove member access and permissions. For more information on cabinets, see the [Library Administration Guide](#).

9.2. DRAWERS

Only cabinet administrators, library administrators, senior library administrators, and system administrators can create drawers.

In order for a user to see a drawer they must be a member of the cabinet in which the drawer resides. The availability of actions is dependent on the rights that users have to the cabinet that the drawer resides unless further restrictions have been placed on the drawer by its owner, the library administrator or the Systems Administrator. For more information on drawers, see the [Library Administration Guide](#).

The ability to browse the contents of specific drawers can be prevented. This can be done via an API call or modifying a setting in the database. Contact support@filehold.com for more information.

If browsing a drawer is blocked and a non-administrator clicks on a folder, the message, "The administrator has disabled browsing in the <name> drawer" displays with an option to search the folder. If the **Search the folder** button is clicked, the advanced search screen displays and executes a search as though it is a saved search on a folder location. If the **Cancel** button is clicked, the user is shown an empty folder.

If an administrator attempts to browse a drawer that is restricted, the message, "Browsing has been disabled in the <name> drawer. Administrators can override this restriction and browse the <number of> documents in the <name> folder. There could be performance issues associated with the browsing folders with large numbers of documents" displays. The administrator has the option of clicking **Search the folder** or **Override browse restriction**. Overriding the restriction displays the documents in the folder.

9.3. FOLDER GROUPS

Folder groups are intended to be used as an extra layer of division in the Library structure but their use is optional. Like drawers that divide cabinets into more manageable size; folder groups divide drawers into more suitably sized portions. Folder groups contain only folders.

In order for a user to see a folder group they must be a member of the cabinet in which the folder group resides. The availability of actions is dependent on the rights that users have to the cabinet that the folder group resides unless further restrictions have been placed on the folder group by its owner, the library administrator or the Systems Administrator.

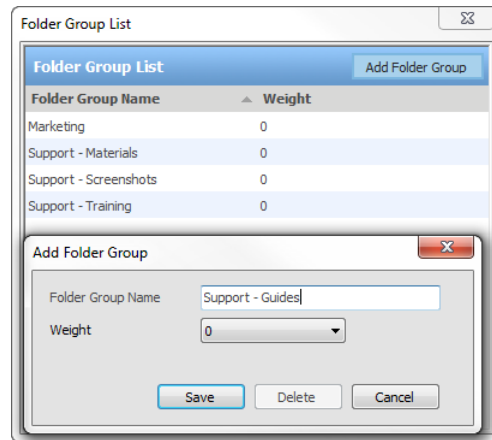
The following actions can be performed on folder groups:

Action / Function	What the Function Does	Who Can Access the Function
Open Folder Group	Expands the folder group revealing its contents.	All users with access to the cabinet that the folder group belongs to.

Action / Function	What the Function Does	Who Can Access the Function
Search	Allows users to restrict their search to files located in the selected folder group.	All users with access to the folder group.
Properties	Displays the folder group Properties.	All users with access to the folder group.
Set Default View	Allows user to select a default view that has been created in the View Preferences .	All users with access to the folder group.
Add Folder	Allows user to add a folder to the folder group.	Users with Publisher or higher access.
Move Folder Group	Moves the folder group to a different drawer.	Users with Organizer or higher access.
Copy Folder Group	Makes a copy of the folder group including all folders and files it contains.	Users with Organizer or higher access.
Clone Folder Group Structure	Makes a copy of the folder group and the folders it contains. Does not copy documents in folders.	Users with Publisher or higher access.
Delete Folder Group	Deletes the folder group and all items it contains.	Users with Organizer + Delete or higher access.
Archive Folder Group	Manually sends the contents of the folder group to the Library Archive .	Library administrator or system administrators only.
Export	Exports all documents in the folders contained in the folder group.	Users with Organizer or higher access.

TO MANAGE FOLDER GROUPS

1. Right-click on a cabinet and select **Manage Folder Groups**. The folder group list window opens with a list of existing folder groups.
2. To add a folder group, click **Add Folder Group**.
3. Enter a folder group Name.
4. Select a weight for this folder group from -10 to 10. The lower the weight (such as -10), the higher the folder group name appears in the Library. The higher the weight (such as 10), the lower the folder group name appears in the list. Leave the weight at 0 if you want the folder groups sorted alphabetically.



5. Click **Save**. The folder group name is added to the list.

TO ASSIGN A FOLDER GROUP TO A DOCUMENT FOLDER

1. Right-click on a folder in the Library and select **Properties**.
2. In the Folder Group field, do one of the following:
 - Select the folder group to which you want this folder to belong from the list.
 - To create a new folder group, select **Add a New Folder Group** and enter the name in the New Folder Group Name field.
3. Click **OK**. The folder is moved into the selected folder group.

TO EDIT OR DELETE A FOLDER GROUP NAME

1. Right-click on a folder group in the Library and select **Properties**.
2. Click **Edit Folder Groups**.
3. To edit a folder group name, double-click on a folder group.
4. In the Edit Folder Group window, enter a new name for the folder group and a weight (optional). The lower the weight (such as -10), the higher the folder group name appears in the Library. The higher the weight (such as 10), the lower the folder group name appears in the list. Leave the weight at 0 if you want the folder groups sorted alphabetically.
5. Click **Save**.
6. To delete the folder group, click **Delete**.

9.3.1. Calculating the Folder Group Statistics

You are able to see how many folders, documents, number of files and size of the repository that are contained within a folder group by looking at the statistics.

TO CALCULATE THE FOLDER GROUP LEVEL STATISTICS

1. Right-click on a folder group in the tree structure and select **Properties**.
2. In the folder group properties window, click **Calculate**. The number of folders, files (latest version), size (in MB), files (all versions) and size of all versions (in MB) is shown. Click **Cancel** to close the properties.

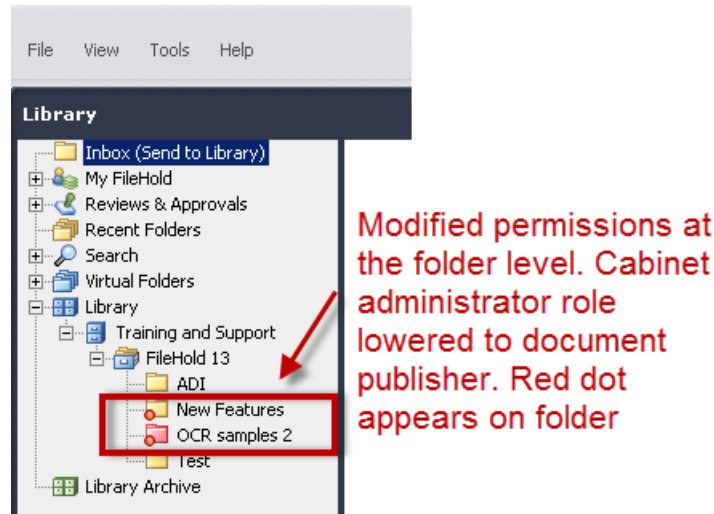
9.4. FOLDERS

Folders are the level in the library structure where documents reside. Documents can only reside at the folder level. The results for the total number of documents in a folder can be viewed in the header bar. Only users that are members of a particular folder can access the files that reside in that folder.

When a user with a role of Publisher or higher creates a new folder, they must associate groups (or users) with the folder in order to protect the contents of the folder from unauthorized users. ONLY groups (or users) associated with a folder see and have access to the folder. Permissions can be further restricted once the groups or users are assigned as members.

The groups that are available to be members of the folder are inherited from the cabinet in which the folder resides. If you wish to add groups other than the ones that appear in the folder properties, the group must first be added at the cabinet level of the document management system. After the group is added at the cabinet level, the new group appears in the Available FileHold Group listing in the folder properties security section.

Security on the folder can be modified using the advanced security option. You are able to give a user or group a role that is less than what is already designated to them. For example, you can modify a cabinet administrator’s role to reduce it to document publisher. If a group or user’s permissions are modified using the advanced security option, a red dot appears on the folder that has been modified when the user logs in.



The availability of actions is dependent on the rights that users have to the cabinet that the folder resides unless further restrictions have been placed on the folder by its owner, the library administrator or the Systems Administrator. The following actions can be performed on folders:

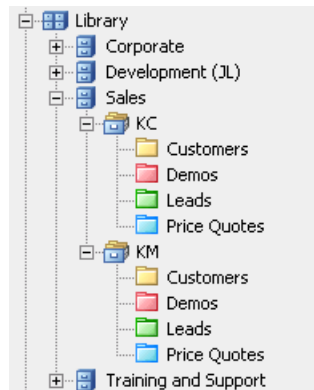
Action / Function	What the Function Does	Who can Access the Function
Open Folder	Opens the folders and shows the files it contains.	All users with access to the folder based on the folder membership.
Search	Allows users to restrict their search to files located in the selected folder.	All users with access to the folder.
Properties	Displays the folder properties.	All users with access to the folder.

Action / Function	What the Function Does	Who can Access the Function
Set Default View	Allows user to select a default view that has been created in the View Preferences .	All users with access to the folder.
Alert Me of Changes	Subscribes the user to be alerted when certain actions are performed on the folder by other users. The types of actions that trigger alerts are managed by the users Alert Preferences. Users can remove folder alerts from the My FileHold; Document alerts page OR select the 'Disable This Alert' option from the folder menu.	All users with access to the folder.
Disable This Alert	Disable the alert for the folder. The user can no longer be alerted when certain actions are performed on this folder. Re-activate the alert by clicking on the 'Alert Me of Changes' option in the folder menu.	All users with access to the folder.
Move Folder	Moves the folder to a different drawer or folder group.	Users with Publisher or higher access that are the folder owner.
Copy Folder	Makes a copy of the folder.	Users with Publisher or higher access that that are the folder owner.
Delete Folder	Deletes the folder and all documents it contains.	Users with Publisher and Delete or higher access that are the folder owner. If the user is Publisher and Delete role, they must be also be the owners of all document versions in the folder before they can delete a document.
Clone Folder	Makes a copy of the folder group and the folders it contains. Does not copy documents in folders.	Users with Publisher or higher access.
Archive Folder	Manually sends the contents of the folder group to the Library Archive .	Library administrator or system administrators only.
Export	Exports all documents in the folders contained in the folder group.	Users with Publisher or higher access and that are the folder owner.

TO CREATE A FOLDER

1. In the Library, right-click a drawer or folder group and select **Add Folder**.
2. Enter a **Name** for the folder.
3. Select a **folder owner** for the list. Your permissions may be restricted to only allowing yourself to be the owner of the folder.
4. Select a **Default Schema** from the list. The list of schemas are only those that you have access to.
5. Select a **Folder Group** from the list (if applicable).
6. Select a **Weight** for the folder. The lower the weight (such as -10), the higher the folder name appears in the Library. The higher the weight (such as 10), the lower the folder name appears in the list. Leave the weight at 0 if you want the folder groups sorted alphabetically.
7. Select a **Color** from the list. Options include: yellow (default), green, red, and blue. The folder is displayed in the library tree in the selected colour.
8. Click **Next**.
9. In the Security tab, do the following:
 - In the Group By field, select how you want the available FileHold Groups displayed.
 - In the Available FileHold Groups area, select the groups you want to be able to access the cabinet and click **Add Groups**. The group is added to the Current Members of Cabinet list.
 - In the Eligible Users in the FileHold Group, select the user you want to be able to access the cabinet and click **Add User**. The user is added to the Current Members of Cabinet list.
 - To remove a user or group from the cabinet, select the name from the Current Members of Cabinet list and click **Remove Members**.
 - To view all Groups and Users, click **Group Members**. A new All Groups/Users panel opens on the right side of the window.
 - To see which user roles the user or group belongs to, select the user or group name in the Current Members list and click **Effective Permissions**. The user role for that cabinet member appears in the Effective Permissions list.
 - To set advanced security options on a user or group, select the user or group name in the Current Members list and click **Advanced Security Options**. To modify the rights, select a user role from the list and click **Apply**. To revert to the default user role, click **Restore**. Note that if a group or user's permissions are modified, a red dot appears on the folder that has been modified when the user logs in.
 - Select the **Inherit Security Permissions from Cabinet** check box if you want to inherit the security settings from the cabinet that the folder resides. If you select this check box, you cannot modify the members of the folder.
10. Click **Next**.
11. In the Auto-tagging tab, you can set the documents that are added to the folder to be automatically tagged (metadata automatically added). See the section [Creating Auto-Tagged Folders](#) for more information.

12. Click **Save**. The folder is added to the Library structure.



TO EDIT THE FOLDER PROPERTIES

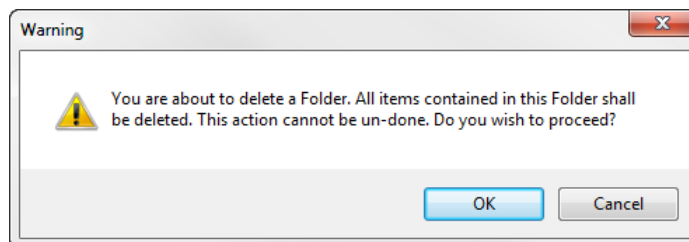
1. Right-click on a folder in the Library and select **Properties**. The folder properties window opens.
2. Make any changes to the folder properties and click **Save**.

TO DELETE A FOLDER

1. Right-click on a folder in the Library and select **Delete Folder**.

NOTE: You need to have delete permissions in order to delete a folder.

2. A warning message is displayed. Click **OK** to delete the folder. The folder is removed from the Library.



TO COPY A FOLDER

1. To copy a folder, its security, and all of its contents **including documents**, right-click on the cabinet and select **Copy Folder**.
2. Enter a name for the copied folder and click **OK**. The copied folder appears in the Library hierarchy.

WARNING: Copying large folders and its contents causes the FileHold server to consume resources and may slow down the system. We recommend that you do this after business hours if copying folders containing tens of thousands or many hundreds of thousands of documents. The amount of time it takes to copy a folder and its contents is dependent on the server hardware that powers the system; the faster the server hardware the better.

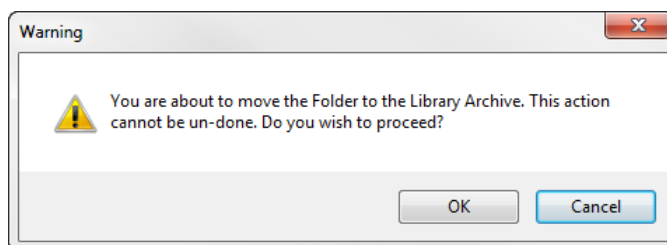
TO CLONE THE FOLDER STRUCTURE

- 1 To clone a folder, its security, and all of its contents including drawers, folders and folder groups, right-click on the cabinet and select **Clone Folder**.
- 2 Select a destination in the Library for the cloned folder.
- 3 Enter a name for the cloned folder and click **OK**. The cloned folder appears in the Library hierarchy.

NOTE: Cloning a folder does **NOT** copy the documents. Use **Copy Folder** to copy folders and documents.

TO ARCHIVE A FOLDER

1. To send a folder and its contents to the Library Archive, right-click on the folder name and select **Archive Folder**.
2. At the message prompt, click **OK**. The folder and its contents are moved to the archive.



TO MOVE A FOLDER

1. Right-click on a folder and select **Move Folder**.
2. Select the destination location by navigating through the Library in the dialog box and click **OK**. The folder is moved to the location.

TO SET THE DEFAULT VIEW FOR THE FOLDER

Administrators can create public views in the View preferences area and then assign the default view to each folder. Users can create personal views and assign it to a folder.

1. Right-click on the folder and select **Set Default View**.
2. Clear the **Inherit setting from parent container** check box.
3. Select the view you want to use from the drop-down list.
4. Click **OK** to save your settings.

9.4.1. Viewing the Folder Statistics

You are able to see how many documents, number of files and size of the repository that are contained within a folder by looking at the statistics.

TO VIEW THE FOLDER STATISTICS

1. Right-click on a folder in the tree structure and select **Properties**.
2. In the folder properties window, files (latest version), size (in MB), files (all versions) and size of all versions (in MB) is shown. Click **Cancel** to close the folder properties.

9.4.2. Creating Auto-Tagged Folders

When documents are added to the system, you need to set the document with metadata in order to store it in the Library. Auto-tagging removes the manual step of setting the metadata step out of the process. The metadata values to be automatically applied to all files placed in the folder with auto-tagging configured. Auto-tagging on a folder is set on a document schema; therefore, all files using that schema uses the predefined auto-tags.

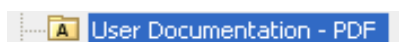
Auto-tagging can be set at the cabinet or folder level. If some of the documents in the cabinet or folder belong to a different schema type than what has been defined in the auto-tagging tab, then the metadata is not changed or overwritten.

When documents are added to a folder that is auto-tagged, they must follow the rule that is defined and no changes can be made to that rule. For example, if the auto-tagging rule is set to the Invoices schema, then no other document schema types can be added to that folder.

Auto-tagging rules are set up by the folder owner or higher roles.

TO SET AUTO-TAGGING ON FOLDERS (OR CABINETS)

1. When creating a new folder go to the Auto-Tagging tab or for an existing folder, go to **Folder Name > Properties > Auto-Tagging**.
2. In the Auto-Tagging tab, select the **Enable Auto-tagging** check box to have all documents in this folder automatically “tagged” with the same metadata based on the schema as they are added to this cabinet. This assumes that all of the documents that are being added to the cabinet have mostly the same metadata as all the other documents in the cabinet. This ensures a highly compliant filing system and standardization across all documents within the cabinet or folder. Users can select to have some standard repetitive metadata added automatically, manually, or a combination of both.
3. Select the **Make this the default auto-tagging settings for all folders in this cabinet** if desired if you are setting up auto-tagging at the cabinet level. This option is not available at the folder level.
4. In the Auto-Tagging Metadata area, select the document schema and the metadata. You do not have to set all the metadata fields; you can leave them blank for the user to enter them.
5. Click **Save**.
6. The folder with the auto-tagging rule has the letter “A” on the folder signifying that is being automatically tagged.



10. DOCUMENT ACTIONS AND FUNCTIONS

A variety of actions can be taken on individual document versions. Actions are accessible from the contextual menu associated with a document by right-clicking on the document name.

The following actions can be performed on one or more documents at a time. The availability of actions is dependent on the rights that the user has.

Action /Function	Description	Permissions needed
Open (FDA only)	Opens the selected document in its native application.	Users with access to the document.
Open in PDF/Image viewer (FDA only)	Opens the document in the PDF/Image Viewer . This option may be disabled. See your administrator for details.	Users who have been assigned a FileHold viewer license.
Open in FileHold viewer (both FDA and Web Client)	Opens the document in the FileHold Viewer .	Users who have been assigned a FileHold viewer license.
Make a Local Copy (FDA) Get a Copy (Web Client)	Creates a copy of the document to the user's local machine. If using the FDA, the copy is automatically sent to the My FileHold Documents folder.	Users with access to a file.
Check Out This Document	Checks out the document and downloads it to your working directory which is typically My FileHold Documents folder.	Users with document publisher rights or higher.
Check In This Document	Checks documents back in the system and opens the "lock" on the document. Documents that are checked in are given a new document version number.	Users with document publisher rights or higher. However, only the user that has checked the document out of library OR the library system administrator may check it back in.
Workflow > Initiate workflow template name (FDA) Initiate Workflow > Workflow template name (Web Client)	Allows you to select the workflow template name from the list and start a workflow. Selecting more than one document starts a multiple document workflow. See the Workflow and Courier Guide for more information.	Users with Document Publisher rights or higher and is owner of the document.* *Unless the "Allow non document version owner to initialize workflow" permission setting is enabled. See your system administrator for information.

Action /Function	Description	Permissions needed
Workflow > View Sign-Off Sheet	Listing of all users that either approved or rejected this version of the document, when they did it, and if they signed-off on behalf of someone else. See the Workflow and Courier Guide for more information.	Users that are participants or observers in a workflow.
Workflow > View Review & Approval History	View the history of comments for a workflow. See the Workflow and Courier Guide for more information.	Users that are participants or observers in a workflow.
Workflow > Cancel Workflow	Cancels a workflow in progress. See the Workflow and Courier Guide for more information.	Initiators of a workflow or library administrators or higher.
Workflow > Submit Approval	Allows you to approve a document. See the Workflow and Courier Guide for more information.	Users assigned to perform an approval task in a workflow.
Workflow > Submit Review	Allows you to submit a review on a document. See the Workflow and Courier Guide for more information.	Users assigned to perform a review task in a workflow.
Courier > View transmission status	Displays the Courier transmission report for the document. See the Workflow and Courier Guide for more information.	Senders of the transmission and cabinet administrators or higher role and are owners of the cabinet.
Courier > Initiate <Courier template name>	Select the Courier template name from the list and start a Courier transmission. See the Workflow and Courier Guide for more information.	Users with a document publisher role or higher and has permission to use Courier.
Metadata and File Properties	Displays the Metadata and file properties for a file stored in the library.	All users with access to the folder the document is in.
Edit Metadata	Displays the Metadata and file properties for the selected files and allows you to edit the metadata en masse.	Users with document publisher rights or higher.
Link Documents (FDA) Link (Web Client)	Displays the Create Links window to link the selected documents together.	Users with document publisher rights or higher.

Action /Function	Description	Permissions needed
View Linked Documents	Displays all documents that are linked to a selected document .	Users with access to the folder the document is in.
Send to > Document Tray	Send a document to the Document Tray .	Users with read only or higher.
Send to > Virtual Folder	Send a document to a Virtual Folder .	Users with read only roles or higher.
Send to > Local Folder (FDA only)	Downloads a copy of document to a folder on your local computer. You can browse to where you want the document downloaded.	Users with read only roles or higher.
Send to > Export (FDA only)	Exports the documents to your local computer in their native format and an XML file containing the metadata, schema, and library location for the selected documents.	Users with document publisher roles or higher unless restricted by administration.
Send to > Email	Emails the document as an attachment or a link to the document in the document management system.	Users with read only roles or higher unless restricted by administration.
Send to > Email and Check Out	Emails the document as an attachment or a link and checks out the document at the same time.	Users with document publisher roles or higher.
Send to > Library Archive	Sends the document to the Library Archive .	Users with library administration or higher unless restricted by administration.
Send to > Printer (FDA only)	Send the document to your printer. This function is available if enabled and user has a viewer license.	Users with document publisher roles or higher unless restricted by administration.
Send to > Existing Workflow (Web Client only) Add to Existing Workflow (FDA and Web Client)	Adds a main or supporting document to an existing workflow.	Users with document publisher role or higher. User must have access to all added documents and be owner of the document version when adding main documents.

Action /Function	Description	Permissions needed
Publish As	Allows users to convert documents in FileHold to PDF, TIFF, DWF or CSF. This function is available only if you have the Brava viewer.	Users with document publisher role or higher unless restricted by administration. Starting in 2017, Brava viewer licenses are no longer available for new FileHold purchases. Previously purchased Brava viewer licenses are still available for use in the FileHold Desktop Application.
Notify Me	Create a Document Alert or Reminder and/or cancel ones that have been created.	Users with access to the document.
Create Shortcut	Allows the user to create a shortcut to a selected document in another Folder located in the document management system. Note that this functionality is disabled unless it is enabled by an administrator.	Users with publisher access rights or higher that have access to the folder the document is in.
Go to Document Location	Takes you to the folder location of the selected document. This function is available when you are not in a folder such as in My Favorites, search results, virtual folder and so on.	Users with access to the document.
Copy or Move	Make a copy of a document or move it to another location in FileHold.	Document publisher and publisher need to have ownership of the document. Organizers or higher permissions can move documents owned by anyone. Restrictions on where a document can be moved to applies.
Delete	Delete a document from the system.	All users with document publisher + delete permissions or higher (and in some cases, they can only delete their own documents. See User Roles for more information). Library administrators can recover deleted documents within the configured number of days.

Action /Function	Description	Permissions needed
Convert to Offline	Converts an electronic document to an offline document. Downloads the file to the local machine and deletes all versions of a file from the document management system.	Users with cabinet administrator rights or higher and are owners of the cabinet.
Rename	Rename a document.	Users that created the file or those with document publisher or higher permissions.
Change Document Owner	Change the owner of a document version . Ownership change can be done one document at a time.	Users with organizer role and higher. Cabinet administrators must own the cabinet.
View Version History	Displays the usage logs for the selected document including: <ul style="list-style-type: none"> All versions of the document. Actions that users have taken on the document by document version. Edits to the document. 	Users with access to the folder the document is in.
Download as Zip File	Downloads multiple documents as one zip file. Note: This command only appears if multiple documents are selected first. The zip file name includes the user name and the download date.	Users with access to the folder the document is in.

10.1. ADDING DOCUMENTS TO FILEHOLD

Users with Document Publisher and higher permissions can add files to the document management system. Documents can be brought into FileHold using several methods:

- [Drag and drop](#) — Drag and drop a document from your local computer.
- Directly within FileHold — In the [FDA](#) or [Web Client](#).
- [Microsoft Office](#) applications — Use the integrated FileHold toolbar to add documents.
- [Microsoft Outlook](#) — Add emails using the integrated FileHold toolbar or the “watched folder”.
- [Watched Folders](#) — Documents can be brought into the system automatically from a scanner location. See [Watched Folders](#) for more information.

- Manage Imports — Documents can be brought into the system automatically using the Manage Imports tool. See the [Library Administration Guide](#) for more information.
- [WebCap](#) — Web-based scanning through the Web Client.
- For other ways to get documents into FileHold, see the [Knowledge Base](#).

NOTE: If adding documents to FileHold and the ability to browse the drawer to which the documents are being added is blocked, users do not see the added documents in the folder. In the FDA, users can use the [Recently Added](#) folder under My FileHold or the [Files in Transfer](#) queue. In the Web Client, if using the Add document wizard, the user is shown the Advanced search screen with the added document displayed. If adding a document directly from a blocked folder, a blank screen is displayed. In this case, users can use the [Recently Added](#) folder under My FileHold to view the added document.

10.2. DRAGGING AND DROPPING DOCUMENTS

You can use Windows File Explorer to drag and drop one or many documents into a folder or the Inbox of the FileHold Desktop Application (FDA). If dragging and dropping multiple documents, they are automatically sent to the Inbox for processing. If dragging to a folder location, the destination folder is automatically set.

You cannot drag and drop documents into the FileHold Web Client.


TO DRAG AND DROP DOCUMENTS

1. In Windows Explorer, select the files to be transferred to FileHold from the local computer.
2. Drag and drop them to their destination folder or to the Inbox.
3. For files dragged to a folder destination, enter the metadata (unless the folder is [auto-tagged](#)) and click **Add**. The document is added to the location.
4. For files dragged to the Inbox, enter the metadata and select a destination.
 - Click **Set Metadata** and **Set Destination** to enter the metadata and select the destination folder. See [Entering Metadata for a Document](#) for more information on setting metadata on documents.
5. Click **Send** or **Send All** to send the document(s) to the folder.

10.3. ADDING DOCUMENTS DIRECTLY FROM THE FILEHOLD DESKTOP APPLICATION

There are many ways in which you can add one or documents directly from the FileHold Desktop Application. If you are adding more than one document at a time, then the documents automatically go to the Inbox for processing.

TO ADD FILES DIRECTLY FROM THE FILEHOLD DESKTOP APPLICATION

1. Do one of the following:
 - From the Inbox or a folder location, click **Add File** .
 - Go to **File > Add File to Library**.
 - Go to **File > Add Folder to Library**.
2. Select the file from the local computer and click **OK**.

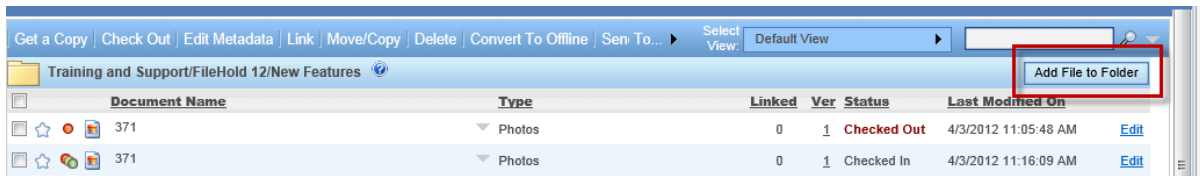
3. If the file was added to the Inbox, the metadata and destination need to be set. Click [Set Metadata](#) and [Set Destination](#) to enter the information. After the information is entered, click [Send](#) or [Send All](#). See [Entering Metadata for a Document](#) for more information on setting metadata on documents.
4. If the file was added to a folder, enter the metadata and click [Add](#).

10.4. ADDING DOCUMENTS THROUGH THE FILEHOLD WEB CLIENT

When adding documents via the web client, you can only add a single document at a time. If you need to add multiple documents, use the FileHold Desktop Application. Since there is no Inbox in the Web Client, you add a document from within the destination folder or use the Add Document Wizard.

TO ADD A DOCUMENT VIA THE WEB CLIENT

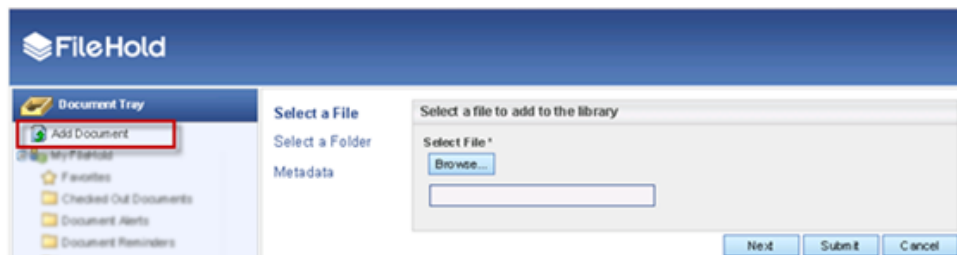
1. In the destination folder, click [Add File to Folder](#).



2. When the Metadata pane opens, select the Document Schema from the list.
3. Select the format of the document, if applicable.
4. Click [Browse](#) to locate the file that you want to add to the repository.
5. Fill out the required metadata fields. See [Entering Metadata for a Document](#) for more information on setting metadata on documents.
6. Click [Save](#).

TO ADD A DOCUMENT USING THE ADD DOCUMENT WIZARD

1. In the Web Client, select [Add Document](#) from the library tree.



2. In the Select a File page, select the document type:
 - Add local file – Select this option to add a file from the local computer, network, etc.
 - Add offline document – Select this option to add an offline document.
3. Do one of the following:
 - If “Add local file” was selected, click [Browse](#) to locate the file to add to the repository.

- If “Add offline document” was selected, select the **Use date/time** check box to use the date and timestamp as the document name or manually type a document name.
4. Click **Next**.
 5. In the Select a Folder page, select a destination folder from the library tree or select the **Auto-file the document according to its metadata** check box to automatically set the destination. Note that auto-filing must be configured by your administrator in order to use it. If you try to use auto-filing and it has not been configured, you receive a message stating "The selected document schema doesn't have an associated auto-filing script."
 6. Click **Next**.
 7. In the Metadata page, select the schema and enter the metadata field values.
 - If an offline document was added, only the list of offline schemas appears in the list. To select an alternate schema format, select the **Show all document schema formats** check box.
 8. Click **Submit**.

10.5. ADDING DOCUMENTS FROM MICROSOFT OUTLOOK

Users can save entire emails, including attachments or save just the attachment without the email. Emails can be brought into the system:

- Drag and drop emails from Microsoft Outlook into FileHold.
- Use the **Add to FileHold** button from the FileHold toolbar in Microsoft Outlook. The email message has to be opened in order to use the Add to FileHold button as you cannot do it from the messages view.
- Using a Microsoft Outlook ‘watched folder’ allows you to add any emails into the “watched folder” in Outlook so that the emails are brought into a folder on the local computer or network location. Then having a [watched folder](#) or managed import set up in the FileHold Desktop Application (FDA) (see [the Library Administrator Guide](#) for more information on managed imports), the emails automatically get brought into system for processing.

Emails are saved as msg files and open in Outlook with their attachments. The email header information (To, From, CC, Date, Subject and Attachment) may be automatically extracted into the metadata fields, depending on what your administrator has configured. That way, you do not have to type this information in; instead, the system does it for you. See [Extraction Rules](#) in the [Library Administration Guide](#) for more information.

For the watched folder in Outlook, you can set up special email rules in Outlook to ensure the correct emails are being moved into the document management system. You can also drag and drop emails into the watched folder. Once an email has been sent into the document management system, it can never be imported again.

TO ADD EMAILS FROM MICROSOFT OUTLOOK

1. Do one of the following:
 - From Microsoft Outlook, select one or more emails and drag and drop the files into either the Inbox or a folder location. Enter any required metadata and/or destination information. See [Entering Metadata for a Document](#) for more information on setting metadata on documents.
 - From Microsoft Outlook, open an email and go to the **Add-Ins** tab and click **Add to FileHold (+ sign)**. Select the folder location and enter the metadata and click **Add**. See

[Entering Metadata for a Document](#) for more information on setting metadata on documents.

- Drag and drop or set up an Outlook rule to send documents to the Outlook watched folder. See below for more information.

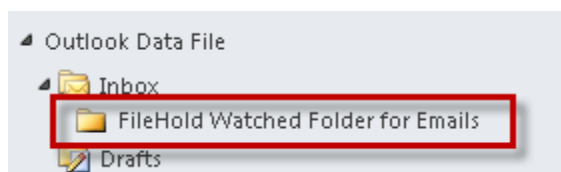
DRAGGING AND DROPPING EMAILS FROM OUTLOOK

Drag and drop allows a user to move multiple emails from Outlook to the document management system FDA.

1. Select the email(s) that are to be moved to the document management system.
2. Drag and Drop to the FDA.
3. Emails are automatically sent to the Inbox for processing.

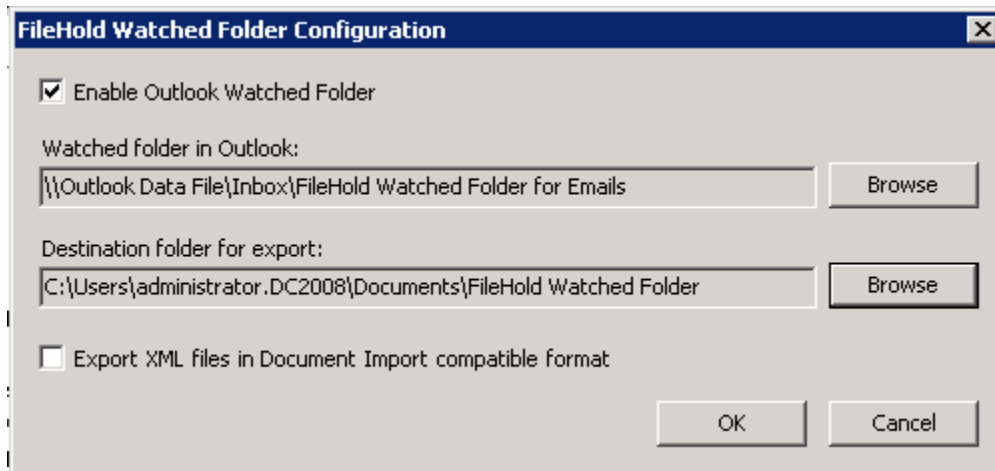
TO SET UP THE MICROSOFT OUTLOOK WATCHED FOLDER

1. Create a folder in Microsoft Outlook that you want add the emails to.



2. On your local computer or network location, create a folder that you want FileHold to “watch” for new emails to be brought into the repository.
 3. In the FileHold Desktop Application, do one of the following:
 - Set up the Watched Folder for the folder you just created on your local computer or network drive. See [Watched Folders](#) for more information. Note that if you are using a Watched Folder, the email header information is not extracted into the metadata fields of the schema. If you want the email header information extracted into the metadata fields, use a managed import instead.
 - Have your library administrator set up a Managed Import for the folder that was created on your local computer or network. If using a managed import to bring emails into FileHold, ensure that the import format has been set to “Quick Scan Pro” in the user preferences. If the import format has been set to “Both” in the user preferences, ensure that the import format is set to “QuickScan Pro” on the individual managed import. See the [End User Guide](#) for more information on the User Preferences setting or the [Library Administration Guide](#) for more information on Managed Imports.
- NOTE:** If you are using the “Both” option in the user preferences, ensure that folder you select for the import profile contains only one type of XML files. The rule also applied for any of its subfolders. The XML files for the import formats cannot coexist in the same folder tree.
4. In Outlook, select the FileHold tab and click **FileHold Watched Folder**.
 5. In the FileHold Watched Folder Configuration window, click the **Enable Outlook Watched Folder** check box.
 6. In the Watched Folder in Outlook field, click **Browse** to select the watched folder you created in Microsoft Outlook.
 7. In the Destination Folder for Export field, click **Browse** to select the watched folder on your local computer or network drive.

8. To create an XML file when the emails are exported, select the [Export XML files in Document Import compatible format](#) check box. This XML file is created for each .msg file and can be using in conjunction with the Manage Imports tool to import emails into the repository. The XML file contains the following message header information: To, From, CC, Date, Subject, and Attachments. Note that this **does not** need to be turned on to work with FileHold Watched Folders. The XML files do not get imported into the repository.



9. Click **OK**.
10. Test your configuration by adding an msg file to your Outlook watched folder. Then go into FileHold to ensure that the file has been brought into the Inbox for processing or sent to the folder, depending on your configuration settings in the Watched Folder or Managed Import. If you are setting up a managed import for emails, ensure that you have an email schema and an [email extraction rule](#) configured.

TO ADD ONLY AN ATTACHMENT FROM AN EMAIL

If attachments are saved to the system without the email they are stored in their native format.

NOTE: You cannot drag and drop an email attachment. You need to use the Send to FileHold command.

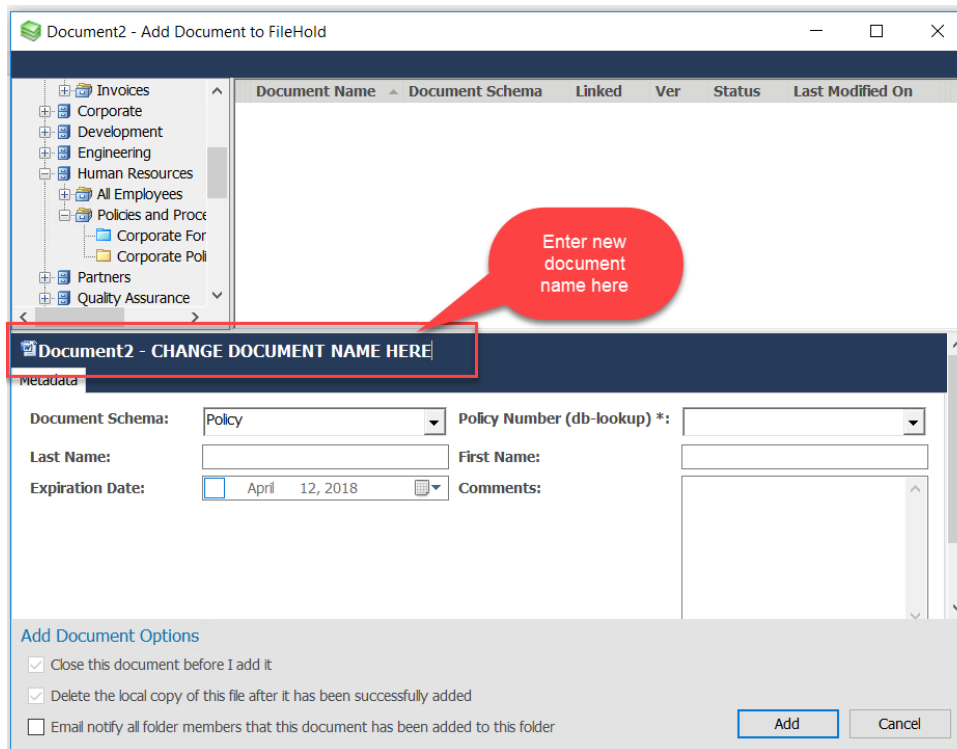
1. In Microsoft Outlook, select and open an email with an attachment.
2. Right-click on the attachment and select **Add to FileHold**.
3. Select a destination for the document.
4. Enter the metadata for the document. See [Entering Metadata for a Document](#) for more information on setting metadata on documents.
5. Select the following options, if applicable:
 - Close the document before I add it — Closes the document in the application you are working in after you have added the file.
 - Delete the local copy of this file after it has been successfully added — Deletes the copy of the file from your local computer after it is added.
 - Email notify all folder members that this document has been added to this folder — Sends an email alert to all the members of the selected folder.
6. Click **Add** or **Auto-File** if the document was added to a folder that is [auto-tagged](#).

10.6. ADDING DOCUMENT FROM MICROSOFT OFFICE APPLICATIONS

FileHold has integration with Microsoft Office applications such as Word, Excel, PowerPoint, Visio, and OneNote. The integrated toolbar can be found on the FileHold tab of the Office applications.

The FileHold Office Client (FOC) window is used when adding, browsing, checking in, adding attachments or approving documents in FileHold from within Microsoft Office applications.

It is not necessary to save the document prior to adding the document to the library. If the document has not been already saved, then a generic file name, such as “Document1” is given to the file. This name can be changed in FOC window or a custom naming pattern on the schema can be used to automatically rename the documents.



TO ADD FILES FROM MICROSOFT OFFICE APPLICATIONS (EXCLUDING MICROSOFT OUTLOOK)

1. Create or open a document in a Microsoft Office application such as Microsoft Word.
2. In Microsoft Office, select the **FileHold** tab and click **Add to FileHold** (+ sign).
3. The FileHold Microsoft Office Client window opens. Enter a new file name manually, if required, in the blue file name bar area.
4. Select a destination folder and enter the metadata.
5. Select the following options, if applicable:
 - Close the document before I add it — Closes the document in the application you are working in after you have added the file.
 - Delete the local copy of this file after it has been successfully added — Deletes the copy of the file from your local computer after it is added.

- Email notify all folder members that this document has been added to this folder — Sends an email alert to all the members of the selected folder.
6. Click **Add** or **Auto-File** if auto-filing has been configured on the schema.

10.7. ADDING OFFLINE DOCUMENTS

An offline document is something that cannot be stored in the document management system such as a map, book, or blueprints. An offline document can be also used as a placeholder for the purpose of maintaining searchable metadata or the addition of an electronic file at a later date. You need to create an offline document schema in order to add offline documents.

Offline documents can be:

- Checked out – Offline documents are tracked in the system so you can see who has the document out. In the example of physical items like a book or DVD, you can see who has taken the item from its physical location.
- Converted to an electronic document
- Undergo a workflow
- View the version history

When a cabinet owner or administrator adds an offline document, all schemas are shown in the list. For regular users, they are restricted to only those schemas whose format is set to offline. The following table outlines the rules when adding offline documents:

Non-administrator or administrator with no format conversions or only documents to records enabled¹			
Folder properties	Button		
	Add (Add Offline enabled)	Add Offline	Add (Add Offline disabled)²
Default offline (at least one offline membership)	Select file, blank schema, choice of electronic	Default schema, choice of offline	Default schema, choice of offline
Default electronic (at least one electronic membership)	Select file, default schema, choice of electronic	Blank schema, choice of offline	Select file, default schema, choice of electronic
Auto-tag offline	Disabled	No choice of schema	No choice of schema
Auto-tag electronic	Select file, no choice of schema	Disabled	Select file, no choice of schema
If a non-administrator is not a member of an offline schema, the Add Offline is disabled.			
If a non-administrator is not a member of an electronic schema, the Add is disabled.			

¹ Permission settings are [configured](#) by a system administrator.

² The Add Offline button can be hidden if the key "Display.EnableOfflineButton" in the Library Manager web configuration file is set to "false". By default, it is set to "true".


Administrator with converting offline to electronic documents permission enabled (favour document)			
Folder properties	Button		
	Add	Add Offline	Add (Add Offline disabled)
Default offline	Select file, default schema (format = document), choice of all	Default schema, choice of offline	Default schema, choice of all
Default electronic	Select file, default schema, choice of electronic	Default schema (format = offline), choice of all	Select file, default schema, choice of electronic
Auto-tag offline	Select file, no choice of schema (format = document)	No choice of schema	No choice of schema
Auto-tag electronic	Select file, no choice of schema	Disabled	Select file, no choice of schema
Administrator with converting electronic documents to offline permission enabled (favor offline)			
Folder properties	Button		
	Add	Add Offline	Add (Add Offline disabled)
Default offline	Select file, default schema, choice of all	Default schema, choice of offline	Default schema, choice of all
Default electronic	Select file, default schema, choice of electronic	Default schema (format = offline), choice of all	Select file, default schema, choice of all
Auto-tag offline	Disabled	No choice of schema	No choice of schema
Auto-tag electronic	Select file, no choice of schema	No choice of schema (format = offline)	Select file, no choice of schema
Administrator with converting to and from document and offline enabled			
Folder properties	Button		
	Add	Add Offline	Add (Add Offline disabled)
Default offline	Select file, default schema, choice of all	Default schema, choice of all	Default schema, choice of all
Default electronic	Select file, default schema, choice of all	Default schema, choice of all	Select file, default schema, choice of all
Auto-tag offline	Select file, no choice of schema (format = document)	No choice of schema	No choice of schema
Auto-tag electronic	Select file, no choice of schema	No choice of schema (format = offline)	Select file, no choice of schema

For all cases, if no schemas are defined both **Add** and **Add Offline** are disabled.

"format = <format-type>" means that the format for the document is changed from the schema format to the specified format.

"choice of <type>" refers to the document schema dropdown in the metadata panel. Electronic refers to both record and document.

TO ADD OFFLINE DOCUMENTS

- Do one of the following:
 - From a folder location or the Inbox in the FDA, go to **File > Add Offline Document** or click Add Offline .
 - In the Web Client, select a folder and click **Add File to Folder** or use the [Add Document Wizard](#).
- Select the Offline Document Schema name. See the [Library Administration Guide](#) on how to create an offline document schema.
- Fill out the required metadata fields and click **Add**.
- Set a destination folder if adding the Offline document from the Inbox.

10.8. EXPORTING DOCUMENTS IN A VIEW TO A CSV FILE

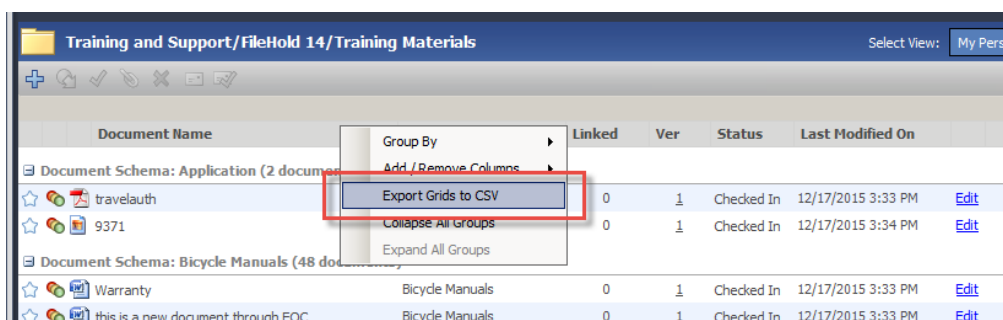
From any folder view, search results or other FileHold view, you can export the columns and associated values to a CSV file. The CSV file contains information from the entire folder list columns except for the icons associated with the documents (i.e., favorites and permissions).

You can customize the view in order to export the data that you want by adding or removing columns, grouping, sorting, and so on, using the [View Preferences](#). You can also perform an [Advanced Search](#) to achieve the data results you want to export.

NOTE: In the FDA, only the documents displayed on the current "page" is exported to the CSV file. If you have additional pages of documents, you need to export each page to CSV. You can also increase the number of documents displayed on a "page" in the [View Preferences](#).

TO EXPORT FOLDER CONTENTS TO A CSV FILE

- Open a folder or do a search to create a list of files to export.
- Right-click in the column names header and select **Export Grids to CSV**.



- Enter a **name** for the CSV file and select a **location** to save the document.

4. Click **Save**.
5. You can now open the document in a spreadsheet.

	A	B	C	D	E	F	G	H
1	Document Name	Type	Linked	Ver	Status	Last Modified On	Approval Status	Approval Date
2	HolidayPartyBudget	HR - event		2	1 Checked In	08/12/2010 9:56	Not Submitted For Approval	
3	FW Library Admin Training	Inbound E		0	1 Checked In	24/05/2011 11:28	Not Submitted For Approval	
4	Copy of filehold-metadata-v1	Policy		0	1 Checked In	15/03/2011 9:53	Not Submitted For Approval	
5								

10.9. ENTERING METADATA FOR A DOCUMENT

The metadata pane displays the document schema and its associated metadata as well as system values in the version properties area. The metadata and version properties are unique for each version of every document in the system. All of these values are can be searched on in the system.


When documents are being added to the library, it requires two pieces of information prior the file being added:

1. Values for all required metadata fields.
2. A destination folder.

The status of the document is “Info Required” until the information is entered. Once the required metadata is filled and a destination set, the status changes to “Ready to Send” and document(s) can be sent to the library.

When entering metadata for document, all fields marked with an asterisk * indicate that the field is mandatory and must be filled in. The type of metadata collected for a document schema is determined by how you set up your metadata schema. Metadata is set in the Metadata Pane.

TO OPEN THE METADATA PANE

1. In a folder or search results view, do one of the following:
 - In the FileHold Desktop Application (FDA), click .
 - In the Web Client or FDA, right-click and select **Metadata & File Properties**.
 - Use the shortcut key Ctrl+Shift+P.
2. In the Inbox of the FDA, click **Set Metadata** or **Edit Metadata** or press the shortcut key Ctrl+Shift+P.

Once the metadata has been set, it is displayed in the Metadata Pane along with the file version properties associated with the selected file. The version properties are displayed below the metadata properties. Here, the document owner, version number, status, format, URL links, file type, library location, markup status, and file size can be viewed. All of the version properties of a file are searchable.

See the table below for details on the document version properties.

Version Property	Description
Version	Displays the number of versions for a document. Click the View All Versions link to see all document versions. See Version History for more information.

Version Property	Description
Owner	The user that initially added the file or the user that added the latest version of the file. Ownership is important when it comes to user roles and being able to delete, move, etc.
Library Status	States if the document is checked in or checked out. If it is checked out it, the user who has checked out the document and when it was checked out is shown.
Has Markups	If any markups have been added via the Brava viewer, it states Yes. If there are no markups, it states No. Starting in 2017, Brava viewer licenses are no longer available for new FileHold purchases. Previously purchased Brava viewer licenses are still available for use in the FileHold Desktop Application.
FileHold ID	A unique ID number given to every document in the system. Documents are numbered sequentially as they are added. The number after the period (.) indicates the version number.
Format	Electronic Document – documents that can be checked out/in and modified. Electronic Record – records cannot be modified. There is only one version of this file. Offline Document – physical items that reside in your office or point to documents that are not yet in electronic format in the document management system.
Library Location	The cabinet / drawer / folder group (optional) / folder location of the document.
Document URL	Links that can be used to point to the document. There may be different link types available depending upon what your library administrator has configured. To copy the link, click the link and paste the link into another document. Copy Default URL – link to where the document resides using the default URL configured by the administrator. For example, http://fileholdserver/FH/FileHold/WebClient/LibraryForm.aspx?docId=1 or <code>fd://document/1</code> All URLs – Displays the list of URLs that are available for use. The list is configured by an administrator. If this option is not available, then only the Default URL can be copied. See your library administrator for details.
Type of File	States the file type such as Microsoft Word, PDF, TXT, JPG, etc.
Size	States the size of the file.

10.9.1. Entering Metadata for a Single or Multiple Documents


Before a document can be added to the library, it requires two pieces of information:

- Values for all required metadata fields - When entering metadata (also called tagging or indexing) for document, all fields marked with a * indicate that the field is mandatory and must be filled in. Metadata is set in the Metadata Pane.
- A destination folder - The folder in the library structure where the document resides.

IMPORTANT: The maximum number of characters in a document name is 100. This limit is in place to reduce the risk of conflicts with filename and path length limits in Microsoft Windows. The maximum size of the filename and path in Windows is 260 characters. This means that the longest path that avoids conflict with Window's limit when making a local copy of a document from the document management system is 160 characters. The user sees an error message if the limit is exceeded.

TIP: There may be cases where you would like the name of the document to be longer than 100 characters. You can create a metadata text field large enough to hold the large name and use custom naming to set the document name that would be used if the document is copied outside of the document management system. The L mask operator can be used to truncate the name to a length less than the maximum and an extra identifier like the document id or the document create date and time could be added to simplify identifying the document outside of the document management system.

TO ENTER METADATA FOR A SINGLE DOCUMENT

1. Add the file to the document management system. This can be done in the Inbox or a folder location.
2. Do one of the following:
 - Click the inline **Set Metadata** link.
 - Click the **Edit Metadata** button.
 - Right-click and select **Edit Metadata**.
 - Click the metadata pane button .
3. Select the **Document Schema** from the list. The metadata fields change depending on which schema you have chosen.
4. Enter in all the required metadata information. This is marked with an asterisk *.
5. Fill in the optional information if needed.
6. Select the check box to delete the local copy of the file after it is added to the Library if required.
7. Select the check box to email all folder members that a document has been added to the folder if required.
8. Click **Add** or **Save & Next** to add metadata to the next document in the list.

TO ENTER METADATA FOR MULTIPLE DOCUMENTS AT A TIME (FDA ONLY)

1. Add the files to the FileHold Desktop Application. By default, these documents go to the Inbox.
2. Select the files to be tagged (indexed). Use the CTRL or SHIFT keys to select multiple documents.
3. Do one of the following:
 - Click the **Edit Metadata** button.

- Right-click and select **Edit Metadata**.

NOTE: Do not click the inline Edit Metadata link. This causes you to edit the metadata for just that selected document.

4. Select the **Document Schema** from the list. The metadata fields change depending on which schema you have chosen.
5. Do one of the following:
 - To enter common values for all metadata fields for all of the selected files, select the Check All check box and enter the metadata values.

Metadata & File Properties

Apply Metadata to Multiple Files

Metadata

Document schema *
Invoices

Format of Document *
Electronic Document

You have selected 6 files of type:Product Documentation (6)

Use the checkboxes to select metadata field(s) you want to edit for all documents. Edit the field and click Save to apply the changes.

Available Metadata Fields for Invoices documents

Check All

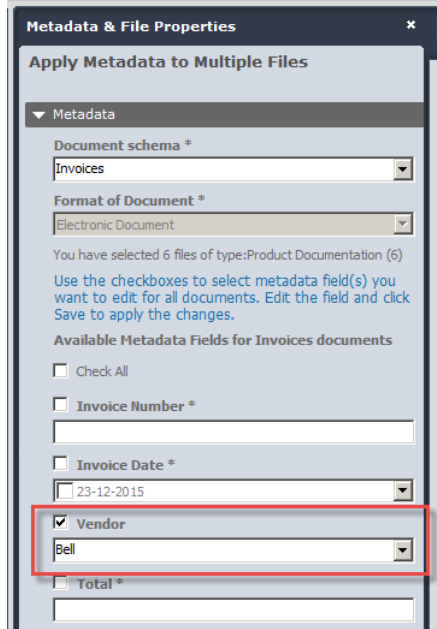
Invoice Number *
[Text Field]

Invoice Date *
23-12-2015

Vendor
[Text Field]

Total *
[Text Field]

- To enter common values for only select metadata fields, select the check box next to the metadata field names.



6. Select the check box to delete the local copy of the file after it is added to the Library if required.
7. Select the check box to email all folder members that a document has been added to the folder if required.
8. Click **Save**.
9. If there are any required metadata fields that were not filled out, enter in all the required values for the individual documents. Required fields are marked with an asterisk *.
10. Fill in the optional metadata fields if needed.
11. Click **Save** or **Save & Next**.

10.9.2. Entering Metadata Using Click to Tag

Click to Tag is a method of quickly assigning metadata to a document being added to the repository using the FileHold Desktop Application. It allows you to “click” or “rubber band” text, numbers, dates, etc. on the screen and inserts the value into the metadata field of the schema. When using Click to Tag, the mechanism OCR’s (optical character recognition) the selected area on the screen. This makes it possible to extract values not just from the document but also from any external application accessible on the user’s computer.

In order to use Click to Tag, it must be enabled in the [User Preferences](#). Note that this setting may be overwritten by your administrator.

When Click to Tag is invoked in the metadata pane, the user is prompted to open the document in the FileHold viewer, the document’s native application, or to not to open the document. Not opening the document allows you to tag the document using an alternative file or from another application.

Once an option to tag the document is selected, the screen is covered with an opaque white mask called the “fold”. This indicates that the Click to Tag process is in effect. A tool tip displaying the metadata field name to tag is shown. You can then click or rubber band the value for the metadata field. After the first metadata field is tagged and validated, the next metadata field in the list can be captured. The process is repeated until all the values have been captured. The “fold” can be activated and deactivated at any time during the tagging

process in the event that a document needs to be scrolled to other page, zoomed, or tagged from a different screen.

When tagging metadata fields, read-only and auto-tagged fields are skipped from the tagging process. Check box type metadata fields are also skipped. For drop-down or drill down type metadata fields, the information that is being selected on the screen must be an exact match. If no matching value is found, an error message is displayed. Similarly, date type fields need to be properly formatted on the screen or an error message is displayed. If date, currency, number, or drop-down list values do not match what has been captured or is not formatted correctly, the system prompts you to enter a correct value.



If no metadata fields are present in the selected schema, the Click to Tag button is not available.

Note that the quality of the documents that are being tagged using Click to Tag need to be reasonably high. For this reason, **only documents that are electronic in origin** should be used with Click to Tag. Prior to using Click to Tag, you should test the tagging process with your various electronic documents to ensure that it works well.

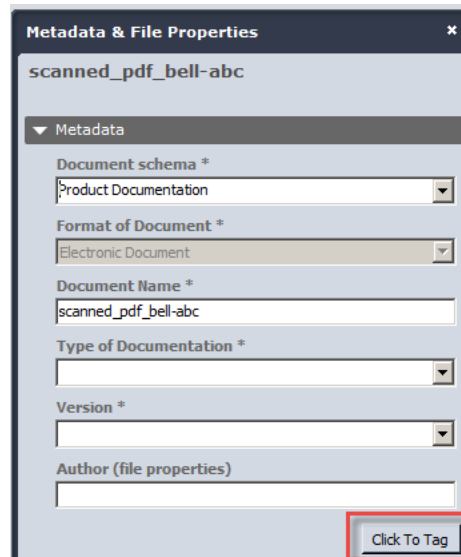
Font/text size needs to be of a reasonable size as Click to Tag does not work well with small fonts. If Click to Tag is not working well with the current font size, zoom into the document to increase the size of the font on the screen. Due to various quality, font size, or font type reasons, some text may not be able to be read (ORC'd) from the screen and cannot be tagged using Click to Tag. In these cases, metadata values have to be entered manually.

Scanned documents may present issues in tagging due to poor quality scans so for this reason, the OCR capabilities of your scanning software should be used to tag the documents and not Click To Tag. See the [Knowledge Base](#) for more information on scanning documents and importing metadata into the document management system.

Click to Tag supports only the English language "out of the box". This can be modified in the FDA.exe.config setting `<add key="ClickToTagLanguage" value="eng"/>`. For other language support, contact FileHold Professional Services at sales@filehold.com.

TO ENTER METADATA USING CLICK TO TAG

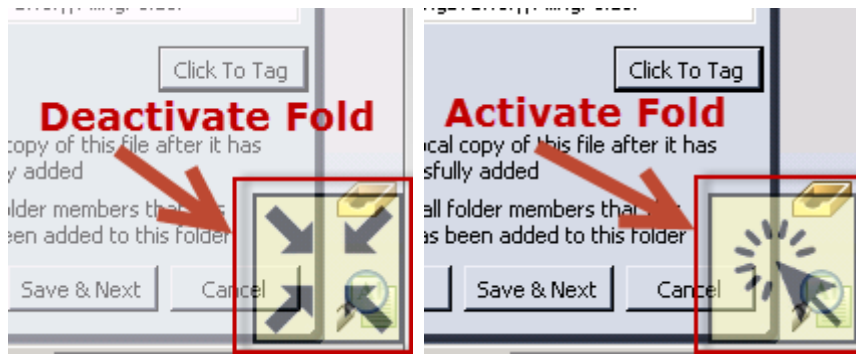
1. [Add](#) a new document(s) or select an existing document(s).
2. Select a Document Schema from the list if adding a new document.
3. In the metadata pane, click [to Tag](#).



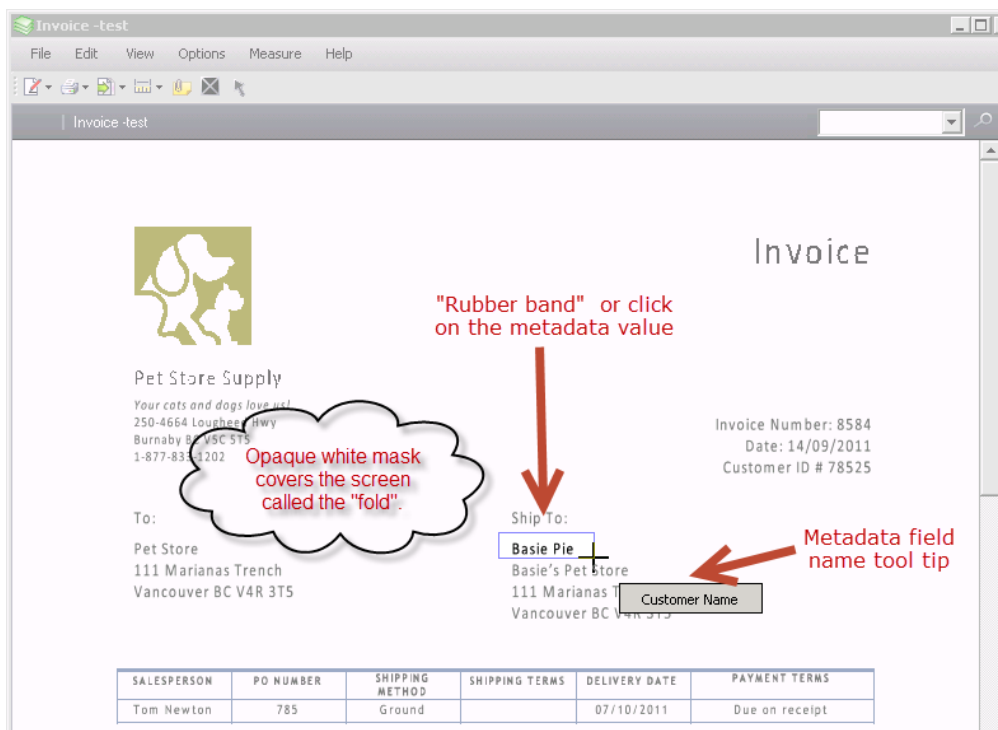
4. In the Click to Tag window, select one of the following options:
 - Open the document in the native application – The document opens in its native application. For example, if it is a PDF then it opens in Adobe Reader.
 - Open the document in the Brava viewer – The document opens in the Brava viewer in the FileHold Desktop Application. You may need to undock the viewer, adjust the size, or move it to another monitor in order to tag the document. You can do this by closing the “fold”. Starting in 2017, Brava viewer licenses are no longer available for new FileHold purchases. Previously purchased Brava viewer licenses are still available for use in the FileHold Desktop Application.
 - Open in the document in the PDF/Image viewer – Opens the document in the PDF/Image viewer in the FDA. You may need to undock the viewer, adjust the size, or move it to another monitor in order to tag the document. You can do this by closing the “fold”. Note that the PDF/Image viewer is end of life and may not be enabled. See your administrator for details.
 - Do not open the document – Does not open the document in any viewer or application. Use this open to tag the document from an alternative file or from another application.

NOTE: If you are tagging multiple documents at once, then this window does not appear. You need to close the fold and open the document or application that you want to tag from and then open the fold again to proceed with tagging.

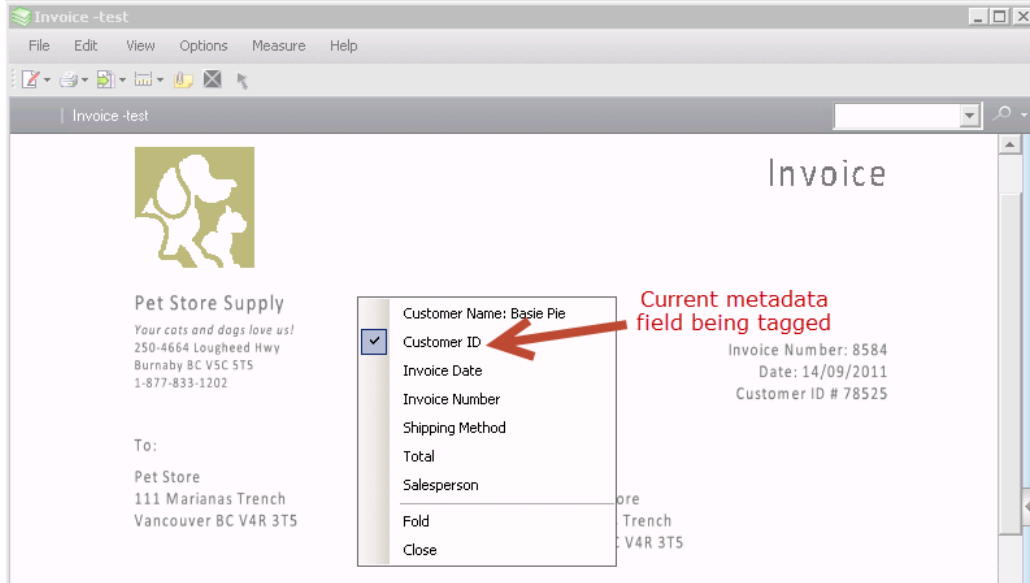
5. Once an option is selected, the “fold”, a white opaque mask, appears over the screen. This indicates the Click to Tag process is in effect. You may need to deactivate and activate the fold to undock the viewer, adjust the size, scroll through a document, zoomed, or move it to another monitor, and so on in order to tag the document. To deactivate the fold, click **Fold** in the bottom right corner. To activate the fold, click the **Unfold** button. See the example screen shots below:
 - To deactivate or close the fold, you can also right-click on the activated fold and select **Fold**.
 - To move between windows, use **Alt+Tab** or the **task bar** instead of deactivating the fold.



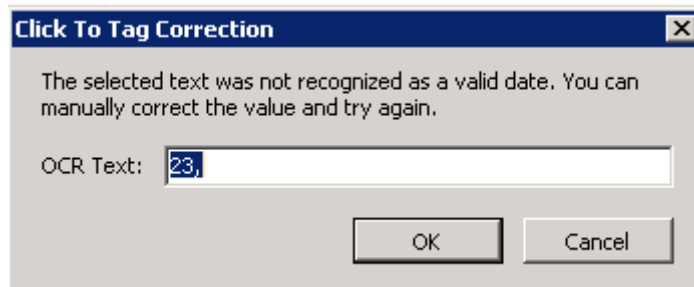
6. Once the document is opened in the selected viewer and the fold is activated, the first metadata field in the schema displays in a tool tip. Capture the value for the metadata field by:
 - A single word is captured by clicking on it.
 - Multiple words or lines are captured by dragging a rectangle round the words (rubber banding) All words located inside or intersecting the triangle are captured. See the example below:



7. Continue tagging the rest of the metadata fields in the schema using the click or rubber band methods. A tool tip displays each metadata field name.
8. If you need to change a value or skip to another metadata field, right-click on the fold while it is activated. The list of metadata fields for the selected schema is shown. Select the desired metadata field name from the list. The metadata field that is currently being tagged has a check mark next to its name.



9. If the value of the metadata field is not valid (does not match drop-down or drill down list value, invalid date format or check box) or cannot be read due to reasons (such as poor quality, font size, font type, and so on) an error message is shown stating the value is not valid. Click **OK** to retry tagging the value. When tagging a currency, number, drop down list, or date value and Click to Tag does not recognize the value, a window opens prompting the user to enter the correct value.



10. Once the tagging is completed, right click on the activated fold and select **Close**.
 - Alternatively, click **ESC** to end the Click to Tag process.
11. Click **Save** in the metadata pane to save the information.

10.9.3. Entering metadata into Database Drop-down Fields

Database managed drop-down menus are used in situations where values for the menu are stored and managed outside of FileHold. For example, a list of clients can be displayed as a drop-down menu that is dynamically populated from a central list of customers taken from an existing CRM system.

When the list retrieved from the database is presented to the user in the drop-down list, only the first 100 items are displayed in the FDA and the first 25 items in the Web Client. As the user scrolls through the list or starting typing the value, more values are loaded into the view but is limited to viewing 100 (FDA) or 25 (Web Client) values at a time.


When configuring database drop-down lists, up to four “search by” fields can be set to help users choose the correct value from the list. Often the single lookup value is not sufficiently

descriptive so selecting the correct value from the list can be difficult due to having similar names, long names or numbering. “Search by” fields help simplify the selection process. Once the “search by” fields are configured, the end user has the ability to click the “search” button in the metadata pane. In the search by window, the user has ability to view the search by information, and filter and sort the data in order to select the correct value from the list. For example, when putting employee information into the system, the lookup is done on the unique employee number field. However, remembering the employee number for each employee is not practical. Using this solution, the user can see the employee’s first and last name, title, department and so on to ensure the correct employee number is selected.

The screenshot shows two windows. The left window, titled "Select a value in the Employee Number", contains a table with the following columns: NationalIDNumber, LastName, FirstName, JobTitle, and Department. The table lists 20 employees. A red callout bubble points to the table with the text: "User can see additional information relating to the employee number in order to choose the correct value. Columns can be sorted and filtered to locate correct employee". The right window, titled "Metadata & File Properties", shows a form for "20170801-0923" with a "Metadata" section containing a dropdown menu for "Employee Info (dblookup)". Below this is a search field for "Employee Number" with a magnifying glass icon. Further down are fields for "Last Name", "First Name", "DOB", "Hire Date", "Title", and "Department", followed by a "Lookup" button. A second red callout bubble points to the search field with the text: "Search by configured for Employee Number database drop-down".

For more information on creating database drop down list metadata fields, see the [Library Administration Guide](#).

TO ENTER METADATA USING DATABASE DROP-DOWN LISTS

1. In the metadata pane, enter or select the value for the database drop-down list metadata fields. You can start typing the value, manually scroll through the list, or scroll using the mouse wheel or track pad gesture. There can be up to five database drop-down lists configured in a schema.
2. If the “Search by” feature is configured, click the **Search** button  to display a table with related database information. The table can be sorted and filtered in order to select the correct value from the list. See [How to manipulate the Batch Job report View](#) for information on how to manipulate the table view.
3. Enter values in any other required metadata fields or modify any of the values that were retrieved.
4. Click **Add** or **Save**.

10.9.4. Entering Metadata using Schema Lookups

Metadata information can be automatically populated into many metadata fields based on a single metadata “lookup” value that comes from a database such as an accounting database or an ERP system.

If the administrator has configured the schema to use schema lookup, you see a **Lookup** button in the Metadata pane. Clicking this button after entering or selecting the value from the configured metadata field retrieves any mapped values from the database into the remaining metadata field values of the schema. This can reduce the amount of time it takes to index a document with metadata.

The screenshot shows a dialog box titled "Metadata & File Properties" for an "Invoice # 10393 Save-a-lot Markets". The "Metadata" section contains the following fields:

- Document schema *: Invoices (dblookup)
- Format of Document *: Electronic Document
- Document Name *: Invoice # 10393 Save-a-lot Markets 03-Jan-1997
- Invoice # (dblookup) *: 10393
- Customer Name: Save-a-lot Markets
- Invoice Date: 03-01-1997
- Total: 2556.95

A "Lookup" button is located at the bottom right of the metadata section, highlighted with a red box. At the bottom of the dialog are "Save", "Save & Next", and "Cancel" buttons.

If there are any blank required fields after the lookup is performed, you need to enter those manually. The values of any read-only or automatically tagged fields are not affected by the database lookup.

Lookups can be done on one or many documents at once. For example, if you are adding or modifying five documents with the same project number, the lookup can be completed on all five documents at a time. The schema lookup is done on the key field so it is possible that there could be more than one schema in the selected documents which means there could be more than one schema lookup definition. The following rules determine what happens when the user clicks the **Lookup** button and there is more than one schema:

- If only one schema has a lookup defined, that definition is used.
- If more than one schema has a lookup defined, a drop-down list shows the schemas that have a lookup definition where the lookup by is one of the common fields. By default, the first schema in the list is selected.

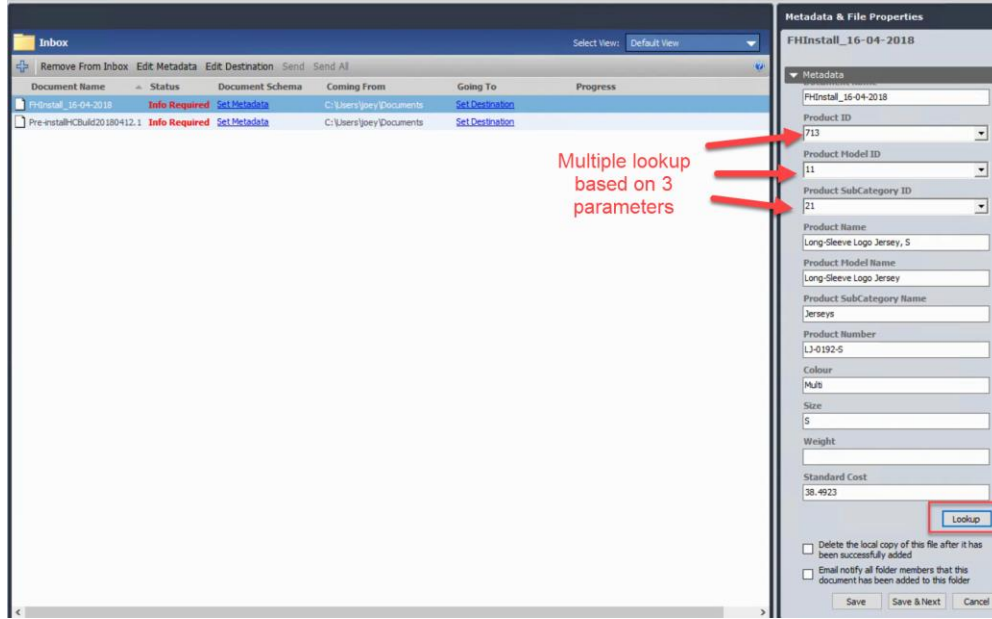
If the selected lookup definition includes destination fields that are not among the common fields, these are ignored (not filled by the lookup).

For the custom query cases where there can be multiple lookup by fields, the rule is the same, but only if all lookup by fields are not displayed for all schema lookups. If the selected schema lookup uses a custom query with multiple lookup-by fields and one or more of the fields is not displayed, there is a warning message: "There are lookup-by fields defined that are not displayed for one or more of the selected documents: <field-name-list>. Not displayed fields will use a blank value in the lookup."

If a lookup is completed and it modifies one or more fields that are not displayed, a warning message is displayed: "The lookup will change fields that are not displayed for one or more of the selected documents: <field-name-list>."

The screenshot shows the FileHold interface. On the left, an 'Inbox' window displays a table with columns: Document Name, Status, Document Schema, Coming From, and Going To. Two documents are listed, both with an 'Info Required' status and a 'Set Metadata' link. On the right, a 'Metadata & File Properties' dialog is open, titled 'Apply Metadata to Multiple Files'. It shows that 2 files with 'Bicycles' schemas are selected. The dialog lists available metadata fields for 'Bicycles' documents, all of which are checked: Product ID (835), Bike Model (17), Product Number (FR-R72Y-44), Standard Cost (360.9428), Weight (2.30), Colour (Yellow), Size (44), and List Price (594.8300). At the bottom of the dialog, the 'Lookup using' dropdown is set to 'Bicycles', and the 'Lookup' button is highlighted with a red box. A red callout box points to this area with the text: "Select the schema to use for the lookup if multiple files are selected".

Up to five lookup fields can be configured for the metadata fields. For example, a customer is classifying construction documents for a property. Construction is related to a lease and can include one or more jobs. The customer would like the document to have the lease id, lease name, job id, and job name metadata information populated. When the lease id and the job id is selected from the drop-down list in the metadata pane and the Lookup button is pressed, then the system retrieves both the lease and job names.



For more information on schema lookup configuration, see the [Library Administration Guide](#).

TO ENTER METADATA USING SCHEMA LOOKUPS

1. In the metadata pane, select the document schema that is configured for lookups.
2. Enter or select the value for the metadata fields that are configured to do the lookups. There can be up to five database drop-down lists configured in a schema.
3. If more than one document is highlighted in the Inbox or folder, select the schema name from the **Lookup using** drop down list. If more than one schema has a lookup defined, the drop-down shows the schemas that have a lookup definition where the lookup by is one of the common fields. By default, the first schema in the list is selected.
4. Click **Lookup**. All of the metadata fields that are configured pull in the values from the database.
 - If the selected schema lookup uses a custom query with multiple lookup-by fields and one or more of the fields is not displayed, there is a warning message: "There are lookup-by fields defined that are not displayed for one or more of the selected documents: <field-name-list>. Not displayed fields will use a blank value in the lookup."
 - If a lookup is completed and it modifies one or more fields that are not displayed, a warning message is displayed: "The lookup will change fields that are not displayed for one or more of the selected documents: <field-name-list>."
 - If you enter a value in the wrong metadata field, you receive an error message "Missing value for <metadata field name>".
 - If editing multiple documents with multiple schemas with hidden fields, this fails for integer parameters. The message, "There are lookup-by fields defined that are not displayed for one or more of the selected documents: <field-name-list>. Not displayed fields will pass a null value to the custom SQL query" displays if this scenario occurs.
5. Enter values in any other required metadata fields or modify any of the values that were retrieved.
6. Click **Add** or **Save**.

10.9.5. Editing Metadata

If you have sufficient permissions (Document Publisher or higher role), you are able to edit the metadata for a document.

TO EDIT METADATA

1. Locate the document whose metadata you want to edit and open the metadata pane.
2. Click **Edit** and make any changes to the existing values.
3. Click **Save**.

10.9.6. Copying Metadata

You can copy metadata values when the metadata panel is in its editable or non-editable form.

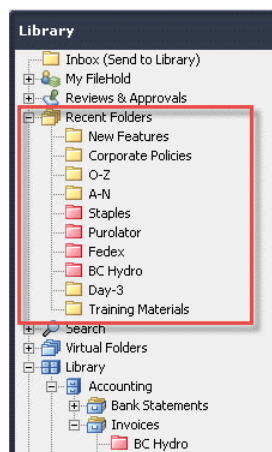
TO COPY METADATA

1. Select a document and open the metadata pane.
2. Right-click and select **Copy**.

10.10. SETTING THE DESTINATION FOLDER

You need to determine which folder the documents are going to reside in the library structure. You can set the destination for one or more documents at a time from the Inbox.

TIP: You can use the Recent Folders list if you are always adding documents to the same folder location.



TO SET THE DESTINATION FOLDER FOR DOCUMENTS


1. Do one of the following:
 - From the Inbox, select a single document and click **Set Destination**.
 - From the Inbox, select one or multiple documents to be filed under the same folder and click **Edit Destination** from the toolbar. If setting the destination for multiple documents, do not use the Set Destination link.

- Alternatively, drag and drop one or many documents to the folder location in the library tree.
2. From the Select Location window, browse to the folder location in the library tree and click **OK**. The destination for the documents is shown in the Inbox.

10.11. DELETING FILES

You may only delete files if you the correct permissions and/or are owner of the document. You can also delete [previous versions](#) of a document.

TO DELETE A FILE

1. Select the document name and click **Delete** .

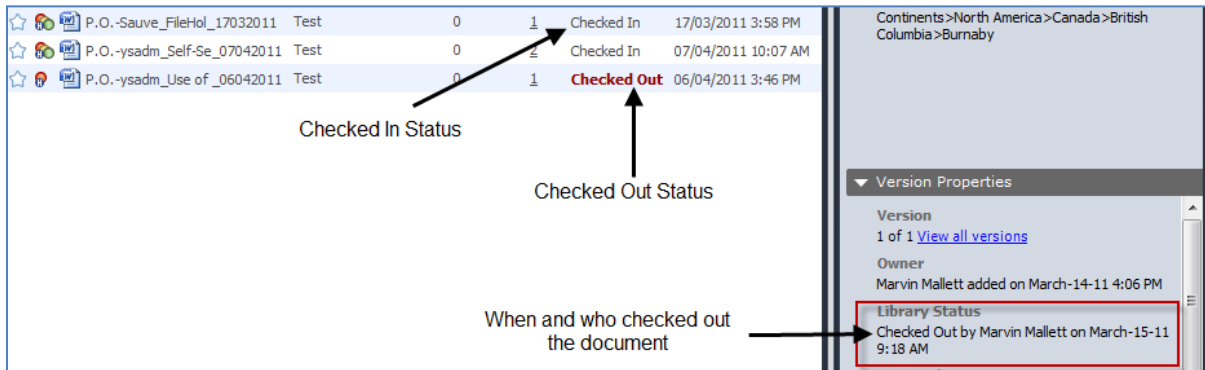
10.12. CHECKING IN AND CHECKING OUT DOCUMENTS

Document version control ensures that changes made to documents are not accidentally overwritten by other users. Checking out a document “locks” the document and prevents others from making changes. Users can still get a [local copy of the document](#) (read-only) when a document is checked out.


A unique copy of every version of a file checked into the system is retained to ensure that documents can be [reverted back to a previous version](#) if needed. To view all versions of a document, see the [Version History](#).

It is important for users to remember to check documents in once they are finished editing. Users cannot view your changes or check the document out until the document is checked back in. To view all of the documents that you have checked out, go to [My FileHold > Checked Out Documents](#).

When the file is checked out, its status is set to **Checked Out**. In the Version Properties area of the metadata pane, you can see who checked out the document and the date and time it was checked out. When a document is checked in, its status is set to Checked In.



TO CHECK OUT A DOCUMENT

1. Locate the document you want to check out in the Library and do one of the following:
 - Click **Check Out**  from the toolbar.
 - Right-click and select **Check Out This Document**.

- To check out and open the file in its native application, hold the **CTRL** key and double-click the document name.
2. The document status changes to Checked Out and is downloaded to your working folder. Your working folder is typically C:\Users\username\Documents\My FileHold Documents. The working folder location is set in your [User Preferences](#).
 - If you selected to check out and open the file, it opens in its native application. For example, a .docx document opens in Microsoft Word.

10.12.1. Checking in Documents

Only the user that checked the document out of the records management system can check the document back in. You can check in a document from anywhere the document shows up in the system such as the folder location, My Checked out Documents, or a Microsoft Office application.

Documents can be deleted automatically upon check in if the setting “By default delete documents that I Check In to FileHold” is enabled in the [User Preferences](#). It may also be locked down by an administrator and cannot be modified.

It is possible to enable the setting “Edit metadata upon Check In action” in the [User Preferences](#) so that the metadata pane opens for editing after checking in a document into the document management system. If configured to do so, then the metadata pane automatically opens upon check in so the values can be modified. This option can be locked down by a system administrator. See the [System Administrator Guide](#) for details.

Metadata field values may be cleared upon check-in if the option "Clear at Check In" has been enabled in the schema. If enabled, then any required metadata fields (marked with an asterisk *) in the schema are cleared forcing you to enter new values upon check in. See your library administrator for details.

TO CHECK IN FROM MY CHECKED OUT DOCUMENTS

1. Select document and do one of the following:
 - Click **Check In** from the toolbar
 - Right-click on the document name and select **Check In This Document**.
2. In the FileHold Office Client window, click **Browse** to go the folder location where the document that you are checking in located, if needed. FileHold keeps track of where the document was downloaded to so if the document is still in the same location, the path is automatically entered.
3. Select any of the following options, if available/applicable:
 - Edit metadata for these document(s) before check-in – This option opens the metadata pane so the metadata field values can be edited. This option may be automatically selected if the option “Edit metadata upon Check In action” is enabled in the [User Preferences](#). It may also be locked down by an administrator and cannot be modified.
 - Delete the local copy of this file after it has been successfully checked in – This option removes the local copy of the file from the user’s computer. This option may be automatically selected if the option “By default delete documents that I Check In to FileHold” is enabled in the [User Preferences](#). It may also be locked down by an administrator and cannot be modified.
 - Email notify all folder members that these documents) have been checked in – This option sends an email to all users and groups that have access to the folder. This option may not

be available, depending on the Library Administration settings. See the [Library Administration Guide](#) for more information.

3. Click **Check In**.
4. If the options “Edit metadata upon Check In action” or “Clear at Check In” are enabled, fill out the required metadata values in the metadata pane and click **Save**.

TO CHECK IN DOCUMENTS FROM MICROSOFT OFFICE AND OUTLOOK

1. From a Microsoft Office application, click **Check-In** or [Quick Check-in](#) from the FileHold toolbar.
2. The FileHold Office Client window opens. Enter or select in any of the required information and click **Save**.

TO CHECK IN AN UNCHANGED DOCUMENTS (UNDO CHECKOUT)


1. After checking in a document, a window prompts you to select the new version the document. At the top of the box is the option '**I have not changed these document(s). Please undo the check out of these files**'. Select the check box to undo the checkout leaving the last version of the document as the most recent version.
 - If this option is not selected the when the user clicks the Check-In button, the “new” file uploads to the documents management system as the latest version of the file.

TO CHECK IN MULTIPLE DOCUMENTS

1. From the My Checked Out Documents view, select the documents to check in and click Check In.
 - This option is not available through the Web Client.
2. Alternatively, use the [Working Documents](#) feature to check in multiple documents at once.

10.12.2. Quick Check-in

The “Quick Check-in” option allows users to bypass the FileHold Office Client (FOC) window when checking in a new version from Microsoft Office applications.

- Upon clicking the **Quick check-in** button  , the file is saved if needed and added to FileHold without further prompt.
- Metadata from the prior document version is copied to the new document version.
- The prior document name is copied to the new version.
- When the check-in is complete, the document in the Microsoft Office application is closed and the local file is deleted.
- If the “Clear at check in” option is enabled for a required field, there are no changes to the above except that the FOC window opens in order to fill in the required metadata.

10.13. COPYING OR MOVING FILES

The Copy or Move function in FileHold allows you to make a copy of a document and/or move it to another location in the library.

In order to move or copy documents, Document Publishers and Publishers need to have ownership of the document. Users who are Organizers or higher permissions can move documents owned by anyone. Restrictions on where a document can be moved to apply.


TO COPY OR MOVE A FILE

1. Select one or many documents.
2. Right-click and select **Copy or Move**.
3. In the Copy/Move window, select one of the following options:
 - Move files to a new location in the library
 - Copy files to a new location in the library
4. Click **Next**.
5. Select the destination in the library for the documents or folder and click **OK**. The documents are moved and/or copied to the new location.

10.14. MAKING A LOCAL COPY

You can make a copy (download) of a document to your local machine. The document is downloaded to the working folder location specified in your [User Preferences](#). This is typically in the location *C:\Users\username\Documents\My FileHold Documents*.

TO MAKE A LOCAL COPY OF A DOCUMENT

1. Locate the document in the Library and do one of the following:
 - In the FDA, click **Make a Local Copy**  from the toolbar.
 - In Web Client, select the check box next to the document name and click **Get Copy**.
 - In Web Client or FDA, right-click on the document and select **Make a local copy**.
2. The document is downloaded to your working folder location.

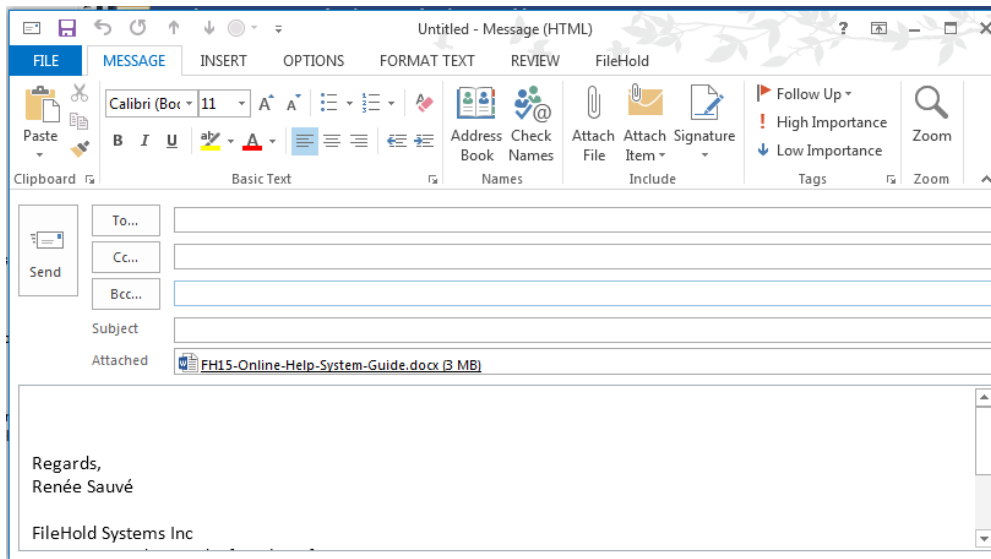
10.15. EMAILING, AND EMAILING AND CHECKING OUT DOCUMENTS

You are able to email and “email and check out” documents from the Library. When sending files from the document management system, it is important to send the file in a manner that allows the other user to access the information while keeping sensitive data safe.

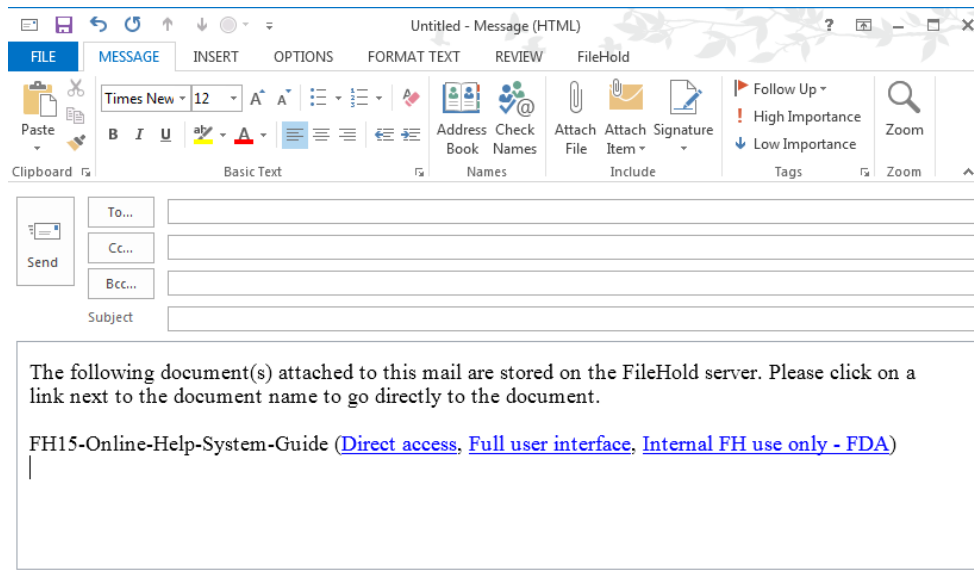
When emailing a link or attachment, emails retain the properties of your Microsoft Outlook messages including signature blocks and other added items like legal disclaimers.

There are two ways to send files:

- Send as an attachment – Attachments are the most common way of sharing files via email; however, they are the least secure as anyone who receives the attachment can open the document.



- Send as a link – Links are not as common as attachments when sharing documents; however, they are the most secure. Those that do not permission in the library to access the file are unable to open the document via the link. In other words, in order to access a file via a link, the recipient must also have access to the document in the system. Both the Web Client URL and FDA link are appended to the body of the email.




Administrators can configure how emails are to be sent from FileHold — either links or attachments or both.

Emails can be sent either through Microsoft Outlook or via the built-in email client in the Web Client. When emailing from Microsoft Outlook, emails retain the properties of messages including signature blocks and other added items like legal disclaimers.

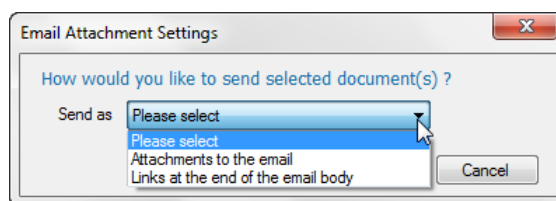
When sending an email using the built-in web email client, it can use the logged in users email address or the email address configured in the outbound email settings as the “From” address. A key, “Email.FromGlobalUser” can be configured in the Library Manager web config file. For new installs, the value defaults to true. For upgrades prior to 16.2, the default value is false. Setting this key to true emails using the outbound email address as the From address. While it may be desirable to send email using the true From address, some email server configuration may prevent this. In those cases, it is still possible to send email but all messages have a single From address from the main FileHold email settings. Customers that wish individually addressed email where their email server prevents it can purchase a subscription from FileHold to a special email service. You must have your own internet domain name and be able to maintain your domain name service (DNS) records. This does not replace your normal email service; it works along side it. This feature has no impact on users with their own email client outside of FileHold.

NOTE: Users can also send a link using the [Copy URL](#) or [Copy FDA Link](#) in the Metadata pane. The link can then be pasted into an email. See [Adding Metadata and File Properties](#) for more information.

TO EMAIL A DOCUMENT FROM THE FDA

1. In the FDA, locate the file you want to email in the Library and click **Email**  on the toolbar.
2. In the Email Attachment Settings window, select one of the following and click **OK**:
 - Attachments to the email – Sends the document as an attachment to the email.
 - Links at the end of the email body – Appends the FDA and FOC (web client) to the body of the email. When a user clicks on the link, the user needs to login to FileHold to access the document. If the user does not have the correct permissions, they are not able to access the document.

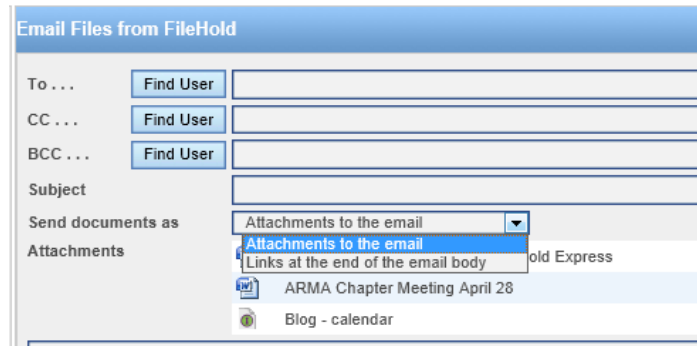
NOTE: The library administrator can configure the system to send files as either an attachment or as a link or allow the user to decide. If the function is set to allow the user to decide then they are prompted to select an option. If not, the file is automatically inserted into the email in the format chosen by the library administrator. See the [Library Administration Guide](#) for more information.



3. The email message is created in Microsoft Outlook with either the attachment or the links appended to the body of the email.

TO EMAIL A FILE FROM THE WEB CLIENT

1. In the Web Client, select the documents that you want to send by selecting the check box next to the document name.
2. Select **Send to > Email** or **Email and Checkout** from the FileHold toolbar.
3. The FileHold email client page opens. If configured, you can change to send the type of email sent: as attachments or links.



4. Click **Send**.

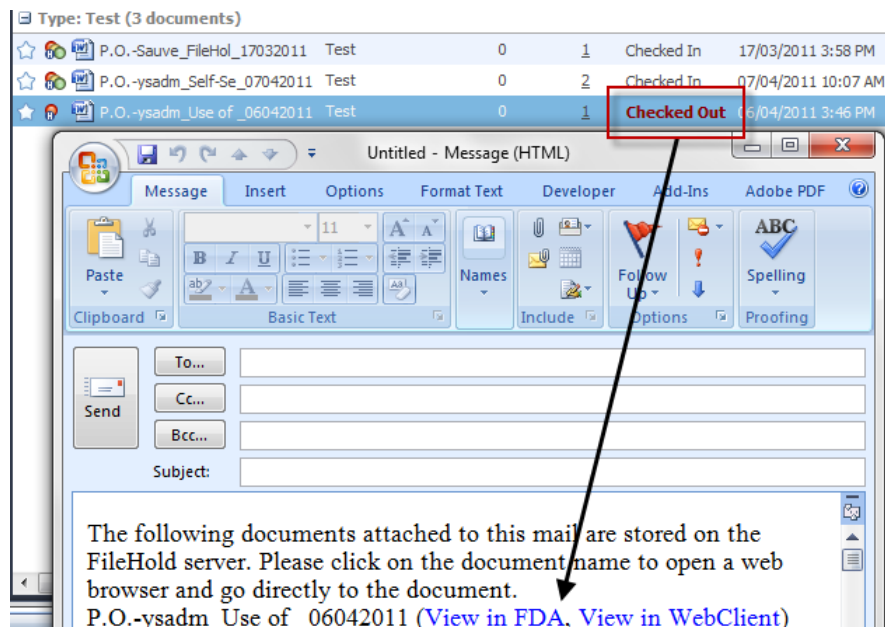
TO EMAIL DOCUMENTS FROM MICROSOFT OUTLOOK

1. Create a new message in Microsoft Outlook.
2. From the [FileHold integration toolbar](#), click the **Add Attachment from FileHold** icon.
3. The FileHold Office Client (FOC) window opens. Select the files that you want to attach.
4. Click **Attach**.
5. The files are attached to the message as attachments.

TO CHECK OUT AND EMAIL A DOCUMENT

1. Locate the file you want to email in the library.
2. Right-click and select **Send to > Email and check-out**.
3. In the Email Attachment Settings window, select if you want to send the document as an attachment or a link and click **OK**. See the previous section for details.

- The email message is created in Microsoft Outlook with either the attachment or the links appended to the body of the email. The document is also checked out of the system and the status is changed to “checked out”.



10.15.1. Using the Document URLs

You can use the URLs provided in the Version Properties area of the metadata pane to send links to other FileHold users instead of sending the entire document.

Depending on how your library administrator has configured it, you may be able to copy only the default URL or all configured URLs.

Click the link to copy the URL. The link is copied and you can paste the link using Ctrl+V.

TO LINK FDA AND WEB CLIENT URLS TO A WEB PAGE

You can link both Web Client URLs and FileHold Desktop Application (FDA) URLs to a web page; however, these links still use the security set on the document. The user attempting to open a URL must have the cabinet, folder, and schema permissions in order to access the document.

- Open the metadata pane for the document's link you want to copy.
- Under **Version Properties > Document URL**, click **Copy URL** for the web client URL or click **Copy FDA Link** for the FileHold Desktop Application link.


TIP: Due to browser security, in order to copy links in Mozilla Firefox or Google Chrome, you need to right-click on the link and select **Copy Link Location**. You can then paste the link into an email or document.
- You can paste these links into your web page using **CTRL+V**.
- When the URL link is clicked from a web page, you need log in to FileHold; either the web client or FileHold Desktop Application, depending on the link type. Both the FileHold Desktop Application (FDA) URL and the Web Client URL are maintained.
- Once you are in FileHold, the document appears highlighted in the folder list. You can get a local copy, check out, view version history, etc.

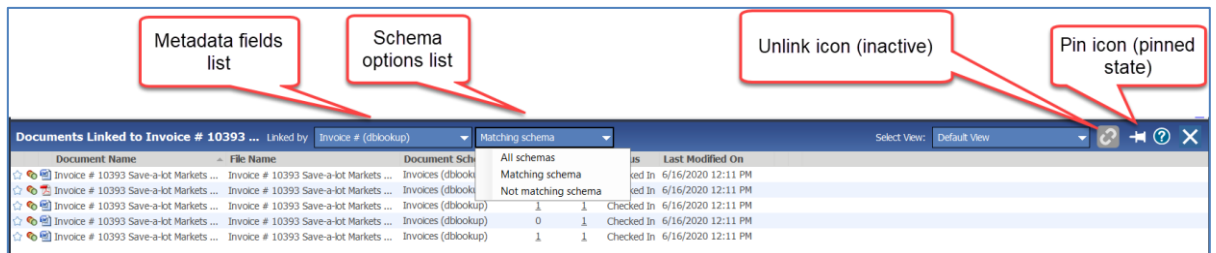
10.16. LINKING DOCUMENTS

The ability to link documents together is a key feature that helps to organize documents into logical groups. Links give users quick and efficient access to files that are related to the document they are working with no matter where the file is stored in the library. For example, a master contract document may be linked to its amendments.



Linking can be accomplished:

- [Manually linking](#) documents together from a view.
- [Automatically by matching common metadata field values](#) from within the same schema, a non-matching schema, or all schemas. Common metadata field values can also be searched on from the [metadata pane](#).

Linked documents can be viewed in the Linked documents pane. The Linked documents pane can be pinned in place using the Pin icon .



TO VIEW DOCUMENT LINKS

1. Do one of the following:
 - Right-click on a document and select **View Linked Documents**.
 - From the Linked column, double-click on the “linked” number.
 - [Search for linked documents from the metadata pane](#).
2. The *Documents linked to...<document name>* pane opens. All of the documents that are linked to the selected document are shown.
3. Click on the **Up** or **Down** arrow in the Parent/Child column to view the parents (Up red arrow) or children (Down green arrow) of the linked document.
4. Click the pin icon  to keep the pane in place.
5. Click Close  to close the pane.


10.16.1. Manually Linking Documents

Manually linking documents allows users to maintain a parent-child relationship between the documents that are linked together. In other words, one document, the “parent”, serves as the main document that all other files, the “children”, refers to. When linking two or more documents together the user must specify the parent document in the linking relationship.


The Linked column is visible in most [views](#) and shows the total number of documents that are directly linked to that document. These links may be of either parent or child relationship.

You are able to link documents that are in the same folder or from disparate areas of the library such as the search results, virtual folder, or [document tray](#).

TO CREATE A LINK BETWEEN TWO OR MORE DOCUMENTS IN THE SAME FOLDER

1. Select the files that are to be linked within a folder. At least two files must be selected.
2. Click [Link](#) .
3. In the Create Links Between Documents window, select the “parent” document from the list and click [Link](#). The other files are considered “children” to the “parent” file. The documents are linked.

TO CREATE LINKS BETWEEN DOCUMENTS FOUND IN A SEARCH

1. Run a [search](#).
2. Select the documents to link together and click [Link](#) . At least two files must be selected.
3. In the Create Links Between Documents window, select the “parent” document from the list and click [Link](#). The other files are considered “children” to the “parent” file. The documents are linked.

TO LINK DOCUMENTS IN THE DOCUMENT TRAY

1. “Send” all of the documents you want to link into the Document Tray.
2. In the Document Tray, select the files you want to link and right-click to select Link Documents.
3. In the Create Links Between Documents window, select the “parent” document from the list and click [Link](#). The other files are considered “children” to the “parent” file.
4. The documents are now linked. You can see how many files a document is linked to in the Linked column.

TO SEARCH FOR MANUALLY LINKED DOCUMENTS

1. From the [Advanced Search](#) screen, select the search criteria [Special Fields > Has Link](#).
2. Select [Yes](#) or [No](#) from the drop-down list and click [Search](#).

10.16.2. Linking by metadata field

Since users are typically looking for related documents, FileHold can show documents in the Linked documents pane that are related by:

- A metadata field value in all schemas.
- A metadata field value and matching schema.
- A metadata field value and not match the schema.

This reduces the manual effort of users to manually link documents together.

The selected linking option is maintained when the Linked documents pane is opened. The default is saved across sessions. If the default linking option cannot be applied, documents related to the first metadata field value in the schema is used.

TO VIEW DOCUMENTS LINKED BY METADATA FIELD VALUES


1. In a view, right-click on a document and select [View Linked Documents](#).

2. In the Linked documents pane, select the **Linked by** options:
 - Select the metadata field name from the list.
 - Alternatively, select **Manual links** to view links [manually created by users](#).
 - Select which schemas to match to:
 - All schemas – Finds all matching metadata field values in all schemas.
 - Matching schema – Finds all matching metadata field values in the same schema as the selected document.
 - Not matching schema – Finds all matching metadata field values that are not in the same schema as the selected document.
3. The related documents are displayed in the Linked documents pane.

10.16.3. Removing document links

Links can be removed from documents that have been manually linked together and have a parent/child relationship. Removing the link removes the relationship between the documents.

TO REMOVE DOCUMENT LINKS

1. In the Linked documents pane, select the documents and click **Remove Link** . The link is removed.

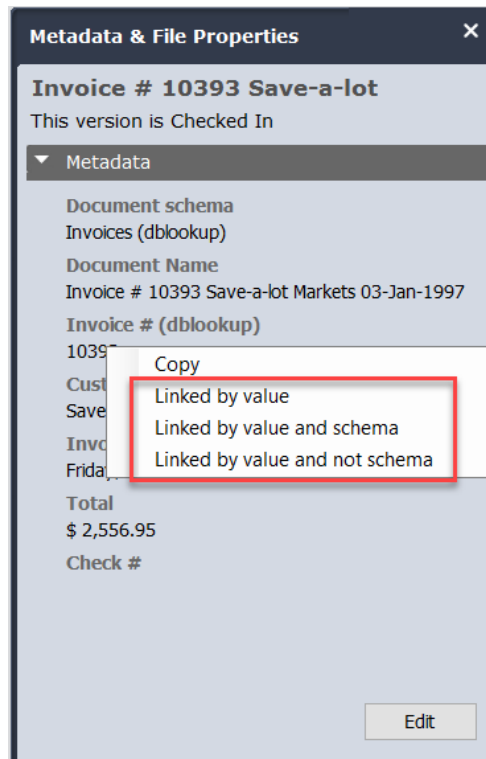
10.16.4. Finding related (linked) documents from the metadata pane

Options are available in the FDA metadata pane that allow users to find documents with related (linked) metadata. A user can right-click on a metadata field in the pane and select one of the options:

- Linked by value
- Linked by value and schema
- Linked by value and not schema

The documents matching the selected option are displayed in the Linked Documents pane. See [Document links](#) for more information.

NOTE: The right-click options are not available if there isn't a value in the metadata field.

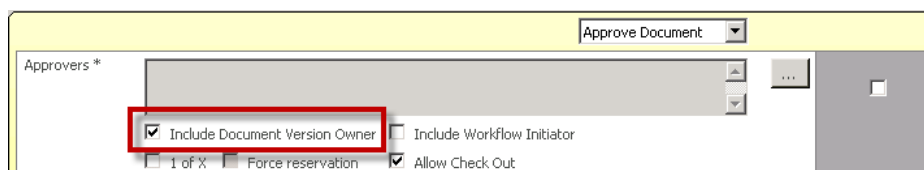


10.17. CHANGING THE DOCUMENT VERSION OWNER

Every document has an owner. A document owner is the user who has added that version of the document into the repository. The owner may need to be changed during the life of a document.

Organizers and cabinet administrators, for cabinets they own, can change the ownership of a document version. You can change ownership for one document at a time; it cannot be performed en masse. Cabinet administrators and higher roles can [change ownership en masse](#) using a utility.

This is useful when certain users need to initiate workflows and the system administrator permission setting “Ignore document version ownership when initiating workflows or sending Courier transmissions” is not enabled. For example, in a workflow template, the task can automatically be assigned to the document owner instead of having to set the user name each time a workflow is initiated. See the [Workflow and Courier Guide](#) for more information.



TO CHANGE THE OWNERSHIP OF A DOCUMENT VERSION

- In the FDA, right-click on the document and select **Change Document Owner**.
 - In the Web Client, using the context sensitive menu, select **Change Document Owner**.
- In the Find People window, enter a first and/or last name and click **Find Now**.

- In the search results, select the user and click **Select**. The ownership of the document is changed to the selected user.

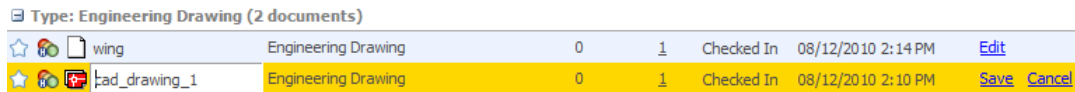
10.18. RENAMING DOCUMENTS

You are able to rename documents in the library if you have access and have a role of Publisher or higher.

Note that you cannot rename a document if the schema has a custom file naming pattern configured. See your library administrator for details.

TO RENAME A DOCUMENT

- Right-click on a document and select **Rename**.
 - You can also click the **Edit** link that is in line with the document name in the folder or search view.
 - You can also edit the file name in the [Metadata pane](#).
- Enter a new name for the document and click **Save**.



10.19. EXPORTING DOCUMENTS IN THE FDA

You can export all documents from a cabinet, drawer, folder groups, or folders using the Export option. You can also export one or more documents from a folder. Once the Export command is selected, you can select where you want to export the documents on your local machine.

When documents are exported, they are exported with an XML file and a Documents folder containing all of the exported documents in their native format. The folder name and xml file that is generated is named with a date and timestamp appended to the end. For example: documents2015100882302.

The XML file stores the metadata of all the selected documents in a FileHold compatible format. This allows for the importation of the documents back into the document management system. For example, if you are exporting documents out of a demo system and importing them back into a production system.

Exporting can be done by users with a Document Publisher role or higher if they have access to those areas and are dependent on the role that you have:

Role	Can export
Document Publisher, Document Publisher + Delete	Documents that they own.
Publishers, Publisher + Delete	Documents, folder groups, and folders that they own.
Organizer, Organizer + Delete	Any documents, any folder groups and any folders for the cabinets they have access to.
Cabinet Administrators	If not a cabinet owner: documents, folder groups, and folders that they own.

	If a cabinet owner: all drawers, folder groups, folders, and documents.
Library and system administrators	All areas of the library structure and documents.

TO EXPORT DOCUMENTS FROM THE DOCUMENT MANAGEMENT SYSTEM

1. Right-click on a cabinet, drawer, folder, folder group, folder or document(s) name and select **Export** or **Send to > Export**.
2. You receive a warning message asking if you want to continue with the export: "If you are attempting to export x number of documents. Are you sure you want to continue?" Click **OK** to proceed with the export.
3. Browse for the folder location where you want to export your documents and click **OK**. The documents are exported to the selected location in the Documents folder along with the XML file that contains the metadata information for each document. Both folder containing the documents and the xml file are named documents[date][time] and documents[date][time].xml, respectively.

10.20. DOWNLOADING DOCUMENTS TO A LOCAL FOLDER

You can download a copy of document to a folder on your local computer. You can browse to where you want the document downloaded. Users with a document publisher role or higher can access this function.

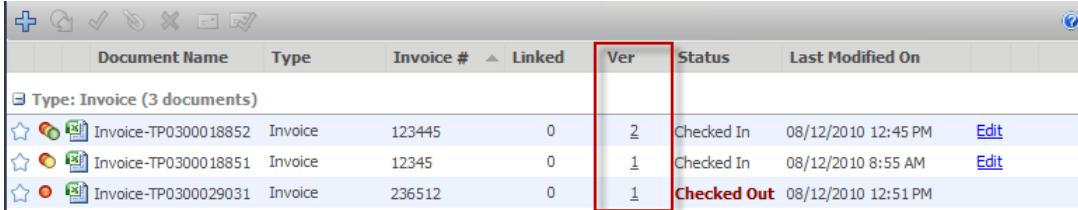
TO DOWNLOAD A DOCUMENT TO A LOCAL FOLDER

1. Navigate or search for the document you want to download.
2. Right-click on the document name and select **Send To > Local Folder**.
3. Select the folder location on your local computer and click **OK**.
4. A copy of the document is downloaded to the folder.

10.21. VIEWING VERSION HISTORY

The document management system retains a unique copy of each version of each file as it is checked out and back into the Library. When a document is checked in and changes have been made, FileHold automatically creates a new version of the document. FileHold versioning are simply numbered as 1,2,3,4, and so on. You can create your own numbering system with document control and version control numbers. See the [Library Administration Guide](#) for more information.

When viewing a list of documents (folder view, search view), only the most recent version of the document is displayed. The 'Ver' column shows the number of versions of a given document. You can view previous versions of a file through the version history.



Document Name	Type	Invoice #	Linked	Ver	Status	Last Modified On
Type: Invoice (3 documents)						
Invoice-TP0300018852	Invoice	123445	0	2	Checked In	08/12/2010 12:45 PM
Invoice-TP0300018851	Invoice	12345	0	1	Checked In	08/12/2010 8:55 AM
Invoice-TP0300029031	Invoice	236512	0	1	Checked Out	08/12/2010 12:51 PM

When document is added to the library, it starts as version 1 and is "owned" by the person who added the document. As the document is checked out and checked back in, that number increases by 1 and the "owner" of the version changes to the person who has checked the document in. For example, Paul added a file to the document management system. That file starts as version 1 and is owned by Paul. Sally has access to the file and decides to check out the file in order to modify it with the latest report information. Sally checks the file back into the system. That file is now at version 2 and is owned by Sally.

Users can be restricted from viewing all versions except the most recently approved version. For details, see the [Workflow and Courier Guide](#).

10.21.1. Viewing Previous Versions of a Document

When viewing the version history of a document, the "History of Document Versions for Document Name" window opens with the list of the previous versions of the document shown. The document name, document schema, number of linked documents, version number, status, last modified on date, owner, and approval status is shown in the view. This view cannot be modified.

You can get a copy, delete, or email older versions of documents. You cannot check out, check out and email, or link older versions of documents. In order to work with an older version of a document, you can reinstate it as the current version (see below) or download a copy and upload it into the document management system as a new document.


TO VIEW PREVIOUS VERSION OF A DOCUMENT

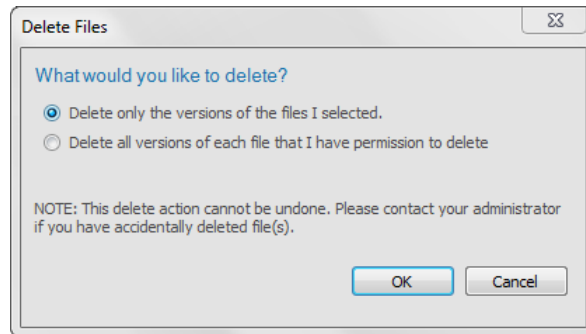
1. Select a document and click on the number of versions link in the Ver column.
 - Alternatively, click on [View all versions](#) in the Version Properties area of the Metadata Pane.
2. A list of the previous versions appear. To go back to the folder list, click [Back to Folder](#).

10.21.2. Deleting Previous Versions

Library administrators or document owners that have Document Publisher + Delete permissions are able to delete previous versions of files. Document owners may only delete the previous version of a document whereas library administrators can delete any version(s) of the file in the document management system. This means that the versions shown in the version history list are the ones that have not been explicitly deleted.

TO DELETE A PREVIOUS VERSION OF A DOCUMENT

1. View the Version History of a document. Select the version you want to delete and click [Delete](#) .
2. In the Delete Files window, select a deletion option:
 - Delete only the versions of the files I have selected.
 - Delete all versions of each file that I have permission to delete.



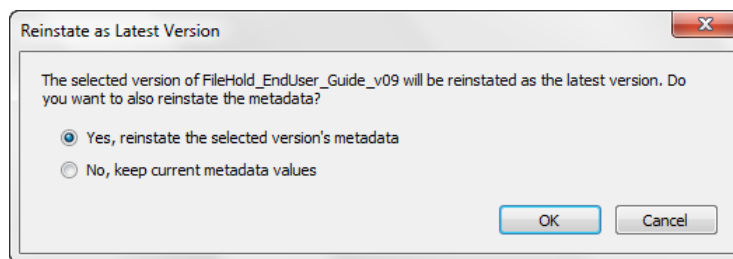
3. Click **OK**. The version of the document is removed. If you need to recover the document, contact your library administrator.

10.21.3. Reinstating a Previous Version as the Latest Version

When viewing previous versions of a document the user can reinstate any of the previous versions of the document as the latest version. This allows users to work with older versions of documents such as checking out, initiating a workflow, or linking to other documents. For example, the current version is 5 but a lot of mistakes occurred in that version and you would like to restart from version 4. Since you cannot check out version 4, you can reinstate it as the latest version (which would be 6) in order to check out and work on the document.

TO REINSTATE A PREVIOUS VERSION AS THE LATEST VERSION

1. Select a previous version of a document and click **Reinstate as Latest Version**.
2. In the Reinstate as Latest Version window, select one of the following options:
 - Yes, reinstate the selected version's metadata.
 - No, keep current metadata values.



3. Click **OK**. The document is reinstated as the latest version. In other words, the version number increases by 1 with the older document as the latest version.

10.21.4. Viewing Edits to Metadata for Older Document Versions

The system logs all edits to metadata for each version of a document.

TO VIEW EDITS TO METADATA

1. To view the metadata edits for a version of a document, select the version(s) from the history of versions list and click **Edits to Metadata**.

2. To view a detailed description, click [Show Metadata Edits](#) link in the Metadata Change History view. The metadata pane opens with a list of who made the metadata change, when it was made and what was changed. Any changes are shown in bold font.

10.21.5. Viewing the Document Usage of Document Versions

You can view how one or more of a document version has been used. The document management system tracks how a document has been used. For example, if a document has been emailed, checked out, linked, viewed, and so on you can see what actions have been taken on a document. You can see who the action performer is and when the action was performed plus any details pertaining to the action (such as a change in ownership).

Library administrators can also use the Document Usage Log to see how documents were used.

TO VIEW THE USAGE OF A FILE

1. In the Version History list, select one or more (using the CTRL or SHIFT keys) document versions and click [Usage of File](#).
2. The File Usage for Document Name window opens with a list of all of the actions taken upon the document versions, which user performed the action and when the action was performed.
3. To return to the version history, click [Version History](#).

10.21.6. Viewing the Sign Off Sheet

The Sign Off Sheet shows a list of all users that either approved or rejected this version of the document when they did it and if they signed-off on behalf of someone else.

If this was a multi-document workflow, all documents that were a part of the approval process are shown in the sign off sheet. For more information on workflows, see the [Workflow and Courier Guide](#).

TO VIEW THE SIGN OFF SHEET

1. In the folder or search view, do one of the following:
 - Right-click on a document and select [Workflow > View Sign Off Sheet](#).
 - In the Version History screen, click [Sign-off Sheet](#).
2. The Sign Off Sheet pane opens below with a list of all users that have approved or rejected all of the documents in the workflow.
3. Click **X** to close the Sign Off Sheet pane.

10.21.7. Viewing Workflow Reviews and Approvals

The review and approval history show each task that was completed in the workflow. The first level in the workflow shows information about the workflow instance itself. Information includes the type of workflow (the workflow template name), the name and version of the document, who the initiator is, when the workflow started and when it is due and if the workflow resulted in the document being approved or not.

To expand the workflow details, click the + sign in the FDA or the > arrow in the Web Client next to the document name. In the task details, the percentage completed, the comments or feedback documents provided by participants, the completion date, the due date, and status (reviewed or approved) is shown.

The review and approval history can only be seen by those users who have completed the task and senior administrators.

For more information on workflows, see the [Workflow and Courier Guide](#).

TO VIEW THE WORKFLOW REVIEWS AND APPROVALS

1. In the folder or search view, do one of the following:
 - In the FDA, right-click on a document and select **Workflow > View Review and Approval History**.
 - In the Web Client, click the arrow next to the document name and select **Review and Approval History**.
 - In the Version History screen, click **Reviews & Approvals**.
2. The Document Review and Approval History window opens with a list of all workflow tasks.
3. To print the list of reviews and approvals click **Print** (FDA only). Note: The report is printed exactly how it appears on the screen.
4. To export the list of reviews and approvals click **Export** (FDA only). When exporting the report, you can choose to export only the workflow or you can include both the workflows and the tasks. The report can be exported to CSV or HTML. Note that for the HTML report, the workflow must be expanded in the Workflow Status Report results to print the tasks. In other words, the HTML report is exported to look exactly how it appears on the screen.
5. To return to the version history, click **Back to Version History**.
6. To return to the folder, click **Back to Folder**.


10.22. SETTING DOCUMENT ALERTS AND REMINDERS

Document alerts allow you to be alerted of changes that occur to files or folders kept in the library. For example, a user in payroll subscribes to an Expense Reports folder that notifies them of when an expense report needs processing by sending an alert. You can choose to set alerts on both folders and/or documents. Once changes have been made to either the folder or the document, you receive an alert in the Document Alerts area of My FileHold. You can set the type of document or folder changes you want to be notified of and the email address to send the notifications to in your [Alert Preferences](#).

Document reminders allow you to be reminded of when a document requires attention in the future. For example, you can be reminded monthly to update expense reports or to review yearly employee contracts that are up for renewal. Once a reminder comes due, you receive an email (if configured) and an alert in the Document Reminders area of My FileHold. You can set reminder preferences in your [Alert Preferences](#).

TO SET AN ALERT ON A FOLDER OR DOCUMENT

1. Right-click on a folder or document and select:
 - **Alert Me of Changes** on a folder.
 - **Notify Me > Alert Me of Changes** on a document.
2. You receive a message stating that “You have subscribed to be alerted when this file changes”. Click **OK**.

If you subscribed to a folder, the folder icon has an email icon on it  indicating you are subscribed to the folder.

3. You receive email notifications about your alerts if the system has been configured. You can also view and manage your alerts in [My FileHold > Document Alerts](#). See [how to manage your alerts](#).

TO SET A REMINDER ON A DOCUMENT

1. Right-click on a folder or document and select **Notify Me > Set a Reminder** on a document.
2. In the Add Reminder for Document Name window, enter the date in which you wish to receive the reminder.
3. Enter the frequency in which you wish to receive the reminder: Once Only, Daily, Weekly, Monthly, Quarterly, Bi-Annually, or Annually.
4. Click **OK**.
5. You receive email notifications about your reminders if the system has been configured. You can also view and manage your alerts in [My FileHold > Document Reminders](#). See [how to manage your reminders](#).

10.22.1. Managing Alerts and Reminders

Users can view and manage their document subscriptions (alerts and reminders) in the Document Alerts and Document Reminders areas of My FileHold.

Document reminders are those documents that require attention on a certain date and time period. You can view your document reminders in [My FileHold > Document Reminders](#). You may also receive an email notification if your alert preferences are configured to do so.

Document alerts are those documents or folders that have been set to trigger an alert. You can view your document alerts in [My FileHold > Document Alerts](#). You may also receive an email notification if your alert preferences are configured to do so. Folder alerts are triggered when:

- New documents are added to the folder.
- Documents are transferred to the folders.
- Documents are deleted from folders.

Document alerts are triggered when:

- A new version of a document is checked in.
- Metadata values are updated.

In order to receive any new alerts on a document, the current alert must be "marked as read". Once documents are marked as read, then any new alerts are emailed and appear in the Document Alerts folder.

Users must be subscribed to the folder or document prior to receiving an alert. See [Setting Document Alerts and Reminders](#).

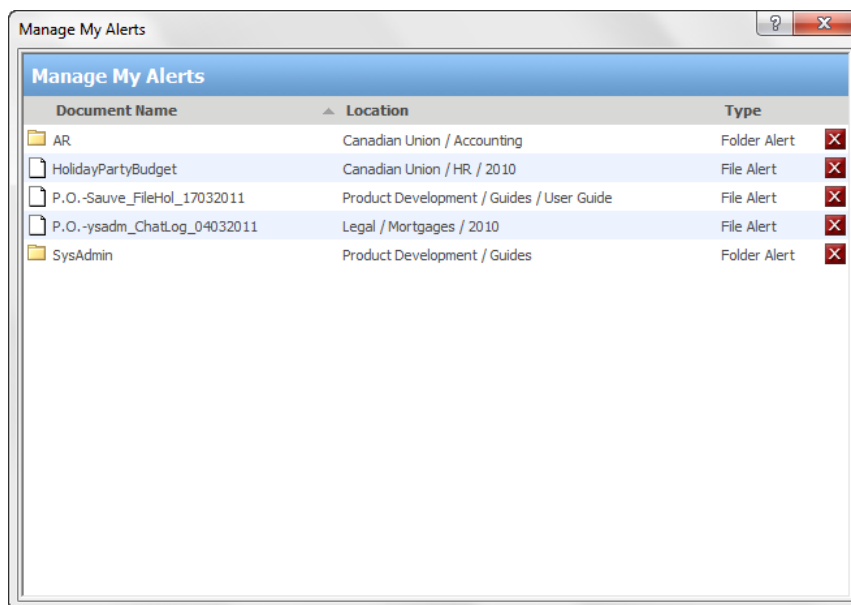
You can determine which type of alerts you want to receive by setting the Alert Preferences. See [Alert Preferences](#) for more information.

TO MARK AN ALERT OR REMINDER AS READ

1. Go to **My FileHold > Document Alerts** or **Document Reminders** and select an alert or reminder.
2. Click **Mark as Read**. The alert or reminder is removed from the list.

TO REMOVE AN ALERT OR REMINDER

1. Go to **My FileHold > Document Alerts** or **Document Reminders** and click **Manage Alerts** or **Manage Reminders**.
2. In the Manage My Alerts or Manage My Reminders window, select the file or folder you want to remove the subscription to and click **Remove X**.



TO DISABLE AN ALERT ON A FOLDER

1. Right-click on a folder that has an alert and select **Disable this Alert**.


11. LIBRARY ARCHIVE

The Library Archive is the area where documents that are no longer in use but still need to be kept for historical record purposes reside. The advantage of archiving is that it keeps your current documents in the library and search results uncluttered with old or obsolete information. Once documents are in the Library Archive, they can still be searched using the **Include archive in search** check box under the [Advanced Search](#) area.

Documents can be archived using two methods:

- Manually archiving. Users with a cabinet administrator role or higher can move electronic documents manually from the library into the library archive. Cabinet and library administrators must be the owners of the cabinets in the library archive area in order to move documents in and out of the archive. You need to enable the permission setting in the Administration Panel.
- Using a scheduled event to automatically archive documents. See the [Library Administration Guide](#) for more information on scheduled events.

Documents that have been placed in the library archive:

- Left in the library archive indefinitely.
- Deleted from the library archive using an Event Schedule. See the [Library Administration Guide](#) for more information on scheduled events.
- Moved back into the library manually should the need arise.
- Have a purple dot icon .

When documents are sent to the archive, the cabinet/drawer/folder group/folder structure is automatically duplicated. There is no need to recreate the structure. The security settings at the cabinet and folder levels are also maintained.

The ability to browse the contents of specific drawers can be prevented. This can be done via an API call or modifying a setting in the database. Contact support@filehold.com for more information.

NOTE: The ability to browse drawers can be blocked by your administrator. If browsing a drawer is blocked in the library, browsing the drawer in the library archive is also blocked.

TO MANUALLY SEND A DOCUMENT, CABINET, DRAWER, FOLDER GROUP, OR FOLDER INTO THE ARCHIVE

1. Right-click on a folder and select **Archive Folder** or document and select **Send to > Library Archive**.
2. The documents and/or folders are sent to the Library Archive and the cabinet/drawer/folder group/folder structure is copied as well.

TO MOVE ARCHIVED ITEMS BACK TO THE LIBRARY

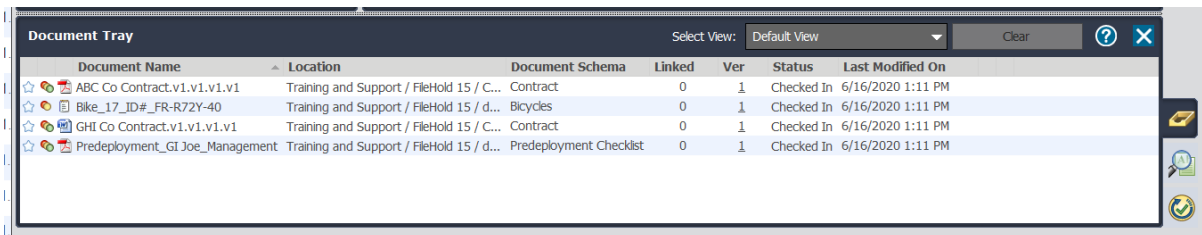
1. In the Library Archive, select the document or folder and select **Copy or Move**.
2. Select the **Move files to a new location in the Library** option and click **Next**.
3. Select the destination in the Library for the documents or folder and click **OK**.
4. At the alert message click **OK**. The documents and/or folder are moved back to the Library.

12. USING THE DOCUMENT TRAY


The Document Tray allows users to collect and perform actions on documents that are filed in various folders throughout the system. The document tray behaves much like a shopping cart in an e-commerce application in that it provides a temporary holding bin for documents that users wish to perform actions on.

The Document Tray helps users perform the same actions on documents that are stored in different folders. All actions available on the toolbar and right click commands are supported in the document tray including get copy, check out, move/copy, email, link and delete.

NOTE: Documents that are in the Document Tray are not copied or moved. The Document Tray is only making reference to the documents located elsewhere in library.



TO OPEN THE DOCUMENT TRAY

1. In FDA, click on the Document Tray icon  on the lower right side of the screen.
2. In the Web Client, click **Document Tray** located at the top of the hierarchy panel.



The Document Tray opens at the bottom of the screen. In FDA, you can adjust the size of the Document Tray using the slider arrow. The Document Tray in the Web Client is self-adjusting. It expands to fit the documents automatically.

TO ADD DOCUMENTS TO THE DOCUMENT TRAY

1. There are many ways to send documents to the FileHold to the Document Tray. Do one of the following:
 - In FDA or Web Client, select the document you wish to add to the document tray. Right-click on the file and select **Send to > Document Tray**. You can select multiple documents and send them to the Document Tray en masse.
 - In the Web Client, place a check mark next to the documents you want to move into the Document Tray and select **Sent To > Tray**.
 - In FDA, drag and drop document(s) from one or more folders and into the Document Tray.

WARNING: You cannot drag and drop documents in the Web Client.

TO CLEAR FILES FROM THE DOCUMENT TRAY

Removing documents from the document tray does not delete the file from the library. The document remains in the same location.

1. Select the documents you wish to remove from the tray and click **Clear**.

13. USING THE DOCUMENT VIEWERS

Viewers have many user features and many benefits that increase productivity and save companies money. Viewers come included with each registered user license and assigned to registered users by the system administrator. Different viewers are available for use with FileHold:

- [FileHold viewer level 1 \(web and FDA\)](#)
- [FileHold viewer level 2 \(web and FDA\)](#)
- [FileHold viewer level 3 \(web and FDA\)](#)
- [PDF/Image Viewer \(FDA only\)](#). This viewer may be disabled. See your system administrator for details.

If a user is assigned a FileHold viewer level 1, 2 or 3 viewer license, then they are also able to use the PDF/Image viewer in the FDA (if it is enabled by an administrator).

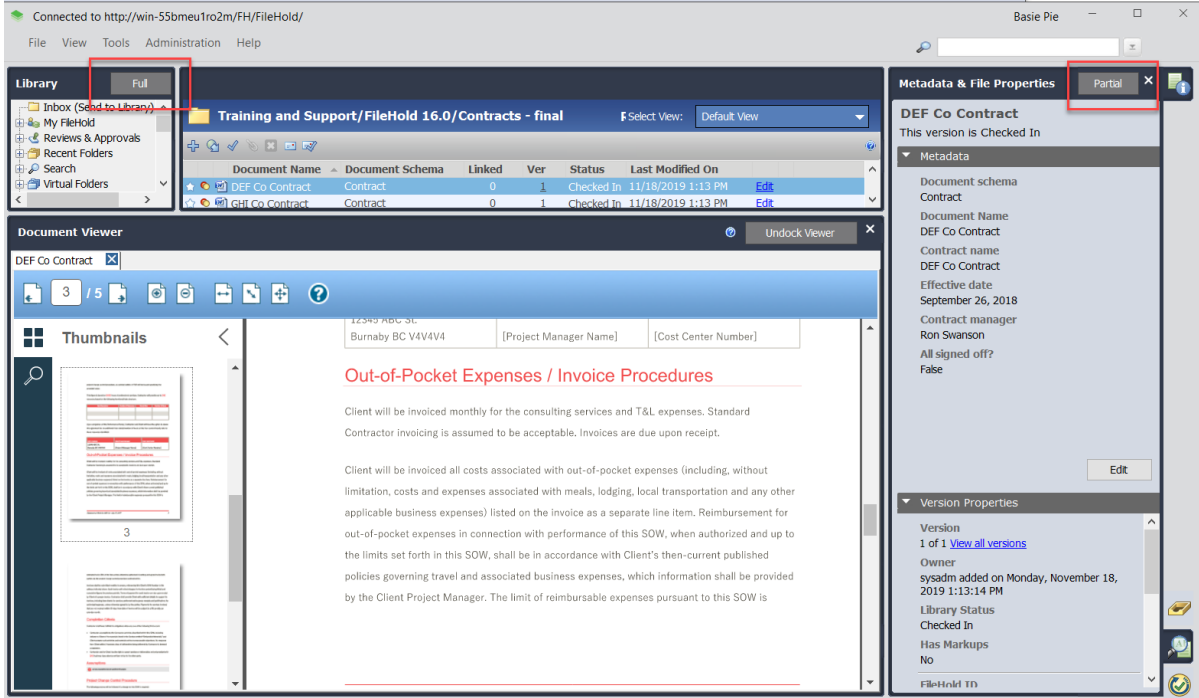
Viewer behavior can be configured in the [User Preferences > Viewer](#) tab.

13.1. FULL AND PARTIAL SCREEN VIEWS IN THE FDA

The interface of the FileHold Desktop Application (FDA) can be modified to accommodate seeing more information in the library tree and metadata pane when the viewer is in use.

Both the library tree and the metadata pane can be set to “full” or “partial” view mode when the viewer is open. Full mode extends the panes to the bottom of the screen where partial mode decreases the pane size to the same level as the viewer pane. This full mode feature allows users to look at more information in these areas while still viewing a document.

The Full and Partial buttons appear in the Library Tree and Metadata Pane only when the viewer is activated. Full mode is useful when looking at a document and entering metadata at the same time.



The FDA with the library tree in "partial" mode and metadata pane in "full" mode

13.2. FILEHOLD VIEWER LEVEL 1, 2, AND 3

The FileHold viewers allow users to view files in both the Web Client and FileHold Desktop Application (FDA). Each registered user account comes standard with a FileHold level 1 viewer. A system administrator can change this to a level 2 or 3 viewer in the user account, if purchased.

The FileHold viewers are primarily used with a mouse but supported browser keystrokes can be used such as arrows, home, end, page up, and page down buttons for scrolling page in the viewer panel. "Copy" (Ctrl+C) can be used when text is selected in a document and "Enter" when the focus is either in the text search or the page navigation text input.

The table below shows the features supported by the viewers (provided that they have been [enabled by a system administrator](#)).

Feature	Level 1	Level 2	Level 3
Open documents	X	X	X
Publish document to local computer	X	X	X
Publish document to FileHold	X	X	X
Print document	X	X	X
Automatically open documents in folders and search results	X	X	X
Annotations and markup		X	X
Annotations – multi-user tracked markup		X	X

Feature	Level 1	Level 2	Level 3
Annotations – view only (annotations cannot be viewed in Microsoft Word (.docx) files)	X		
Search and highlight search results	X	X	X
High fidelity rendering		X	X
Manipulate pages	X	X	X
Redaction – add or edit			X
Redaction – view only	X (Cannot view in .docx files)	X	
Comments		X	X
Bookmarks panel - view	X	X	X
Supports a large number of file types		X	X

The level 1 viewer uses low fidelity rendering for docx files. The level 2 and 3 viewers use high-fidelity rendering for supported file types which means documents are converted to PDF format before being displayed in the viewer. With the FileHold viewer, some features of the supported file formats are not supported for viewing. It is recommended that you test your documents in the viewer in order to determine how your documents are rendered.

The temporary PDF files for the high-fidelity rendering are stored in a cache and are cleaned up in the scheduled task “FH clean web viewer cache”. By default, the task runs once per day. The number of days to store the cached documents can be configured in the web config file setting “ViewerCacheLife” in *C:\Program Files\FileHold Systems\Application Server\LibraryManager*. The default number of days to store the cached files is 1095 days.

To enable external links in the documents viewed in the FileHold viewers, set the “EnableExternalLinksForHtmlViewing” key to “true” in the *C:\Program Files\FileHold Systems\Application Server\DocumentRepository* web config file.

The side panel is always opened when a document is opened for viewing. There are a number of use cases where this is not needed. To disable the side panel, add the key “Viewer.ShowThumbnails” and set it to “false” in the web.config file in *C:\Program Files\FileHold Systems\Application Server\WC2*. By default, the value is true. If the value is set to false, a user can still open the side panel by clicking any of the panel icons.

13.2.1. Supported file types

The following file formats are supported by the level 1, 2, and 3 viewers:

File format	Level 1	Level 2 and 3
3fr		X
ai		X
arw		X
bay		X
bmp	X	X

File format	Level 1	Level 2 and 3
bmq		X
cap		X
cine		X
cr2		X
crw		X
cs1		X
cur		X
cut		X
dc2		X
dcm		X
dcr		X
dds		X
dib		X
dng		X
doc		X
docm		X
docx	X	X
dot		X
dotm		X
dotx		X
drf		X
dsc		X
dxf		X
emf		X
eml		X
erf		X
exr		X
fax		X
fff		X
fopc		X
g3		X
gif	X	X
hdr		X
heic		X

File format	Level 1	Level 2 and 3
heif		X
htm		X
html		X
ia		X
ico		X
iff		X
iiq		X
j2c		X
j2k		X
jb2		X
jbg		X
jbig		X
jbig2		X
jfi		X
jfif		X
jif		X
jng		X
jp2		X
jpc		X
jpe		X
jpf		X
jpg/jpeg	X	X
jpg2		X
jpm		X
jpx		X
k25		X
kc2		X
kdc		X
koa		X
lbm		X
mdc		X
mef		X
mht		X
mhtml		X

File format	Level 1	Level 2 and 3
mng		X
mobi		X
mos		X
mrw		X
msg		X
nef		X
nrw		X
odt		X
orf		X
ott		X
pbm		X
pcd		X
pct		X
pcx		X
pdf	X	X
pef		X
pfm		X
pgm		X
pic		X
pict		X
png	X	X
pnm		X
ppm		X
ppt		X
pptx		X
psd		X
ptx		X
pxn		X
qtz		X
raf		X
raw		X
rdc		X
rle		X
rtf		X

File format	Level 1	Level 2 and 3
rw1/rw2		X
rwz		X
sgi		X
sr2		X
srf		X
srw		X
sti		X
sun		X
svg		X
targa		X
tga		X
tiff/tif	X	X
txt		X
wap		X
wbm		X
wbmp		X
webp		X
wmf		X
wsq		X
xbm		X
xht		X
xhtml		X
xls		X
xlsx		X
xml		X
xpm		X

13.2.2. All FileHold viewers – Page manipulation and using the viewer toolbar










Pages in a document can be manipulated, such as adding, deleting, copying, dragging and dropping pages, rotating, and flipping, in all FileHold viewers, if permitted by an administrator. Enabling or disabling annotation mode is permitted in level 2 and 3 viewers.









For a complete list of functionality availability for each viewer, see [FileHold Viewer Level 1, 2, and 3](#).






NOTE: A system administrator may have restricted page manipulation.

TO USE THE FILEHOLD VIEWER

- Using the contextual menu, select **Open in FileHold Viewer**. The document is opened with thumbnails displayed on the left side of the viewer. The currently selected page is displayed in the main part of the viewer.
- To manipulate the pages, use the toolbar buttons to zoom in and out, navigate between pages, and close the viewer to return to the list of documents. See the table below for a complete list of functions and descriptions.
 - One or more pages can be selected in the thumbnail view. To select multiple pages, use the SHIFT and/or CTRL keys.

Function	Description
Publish document 	Add document as a PDF into the FileHold repository as a new document, as a new version, or save as a local copy of the document. Also available from right-click menu on thumbnail.
Print 	Prints the document.
Previous Page 	Previous image is displayed in the document.
<page number> <input type="text" value="2"/> / 2	Enter a page number to show the image.
Next Page 	Next image is displayed in the document.
Fit to Width 	Adjusts the image on the screen to fit the full width of the image.
Fit Page 	Adjusts the image on the screen so the entire image is displayed.
Full Size 	Shows the full image size.
Zoom In 	Zooms in on the image.
Zoom Out 	Zooms out from the image.

Function	Description
Edit 	<p>When enabled, viewer is in annotation mode and annotations can be applied to the document. Other users are blocked from annotating or checking out the document.</p> <p>When disabled, viewer is not in annotation mode. Annotations cannot be made to the document and any existing annotations are read only. Other users may edit annotations.</p> <p>Only available for L2 and L3 viewers.</p>
Save 	<p>Saves annotations to the markup layer.</p> <p>Only available for L2 and L3 viewers.</p>
Select text/area 	<p>Allows the user to select text and/or an area on the page to annotate.</p> <p>Only available for L2 and L3 viewers.</p>
Previous annotation 	<p>Displays the previous annotation on the document.</p>
Next annotation 	<p>Displays the next annotation on the document.</p>
Add pages 	<p>Adds one or many files before or after the selected page. Files can be added from a local file, clipboard, or the FileHold library.</p> <p>Also available from right-click menu on thumbnail.</p> <p>Limited to PDF and image files for level 1 viewer.</p>
Delete pages 	<p>Deletes the selected pages.</p> <p>Also available from right-click menu on thumbnail.</p> <p>Limited to PDF and image files for level 1 viewer.</p>
Copy to clipboard 	<p>Copies selected pages to the clipboard.</p> <p>Also available from right-click menu on thumbnail.</p> <p>Once the page is copied, it can be added back into the document using Add Pages > Clipboard option.</p> <p>Limited to PDF and image files for level 1 viewer.</p>

Function	Description
Rotate Left 	Rotates page(s) 90 degrees to the left. Also available from right-click menu on thumbnail. Limited to PDF and image files for level 1 viewer.
Rotate Right 	Rotates page(s) 90 degrees to the right. Also available from right-click menu on thumbnail. Limited to PDF and image files for level 1 viewer.
Flip Horizontal 	Flips the page(s) horizontally. Limited to PDF and image files for level 1 viewer.
Flip Vertical 	Flips the page(s) vertically. Limited to PDF and image files for level 1 viewer.
Close Viewer 	Closes the viewer and returns to the folder. Available in the Web Client only.
Drag and drop	One or many pages can be dragged and dropped into a new position in the thumbnail view. Use the CTRL and/or SHIFT keys to select multiple pages. Limited to PDF and image files for level 1 viewer.

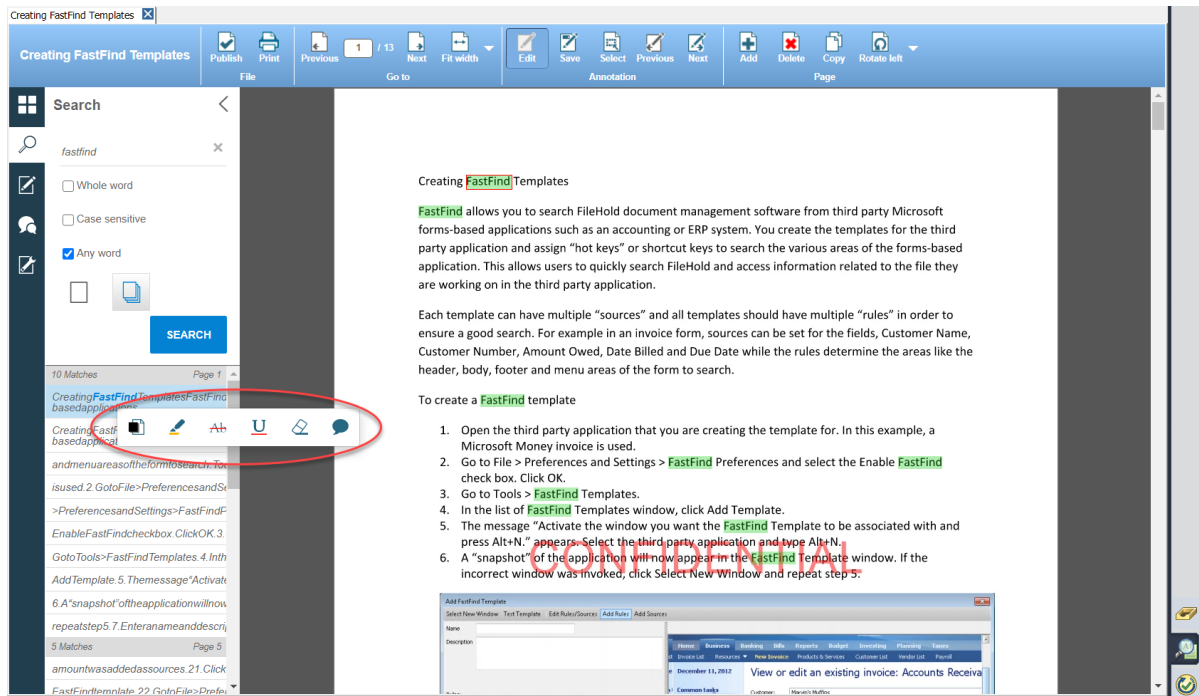
3. A context menu is available on the thumbnails for certain functions. Right-click on a page(s) in the thumbnail view to do one of the following:
 - Insert
 - Copy to clipboard
 - Delete page(s)
 - Rotate left
 - Rotate right
 - Flip horizontal
 - Flip vertical
 - Publish document
4. Click [Publish](#) or [Save](#) to save changes.

13.2.3. All FileHold viewers – Highlight search results

FileHold can display the search terms highlighted within searchable documents. Searches can be conducted from the [FileHold library](#) or using the Search pane directly in the FileHold viewer. Search results are highlighted in green.

In the Search pane, whole word and case-sensitive options are available. Searches can be done in current page only or in the entire document.


The Search feature is available in all viewers. If a user has a viewer level 2 or 3, annotations can be applied to the search results using the context toolbar in the Matches area. The annotation can be applied to the selected match or the entire document.





TO HIGHLIGHT RESULTS IN DOCUMENTS FROM LIBRARY SEARCHES


1. Execute a [simple](#), [advanced](#), or [saved search](#).
2. In the search results, right-click and select **Open in FileHold viewer**.
3. The FileHold viewer opens with the search terms highlighted and the Search pane. Scroll through the search results using the Search pane in the viewer.

TO SEARCH IN THE FILEHOLD VIEWER

1. In the FileHold viewer, select the **Search** icon  from the side panel.
2. Enter the search term.
3. Select any of the following options:
 - Whole word – Disabled by default.
 - Case sensitive – Disabled by default.
 - Any word – Disabled by default.

- Current page  – Searches through the current page only.
 - Whole document  – Searches through the whole document. This is the default setting.
4. Click **Search**. The search terms are highlighted.

TO APPLY ANNOTATIONS TO SEARCH RESULTS

1. In the FileHold viewer, with annotation mode enabled (click **Edit** ), search for a word or phrase.
2. In the search results area, right-click on a match. The context toolbar appears.
3. Select one of the options: redaction, highlight, strikeout, underline, erase, or comment.
4. In the pop-up window, select one of the following options and click **OK**:
 - Apply to the current selected text only
 - Apply to all search results
5. Save as a markup layer or publish as a new version.


13.2.4. All FileHold viewers– Publish as PDF

If a document has been updated through page manipulation or annotations, the newly updated document can:


- Published as a new document on the local computer.
- Published as a new document in the FileHold library.
- Published as a new version of the document in the library.

NOTE: Your system administrator may have restricted publishing.

TO PUBLISH AS A PDF DOCUMENT

1. Click **Publish** .
2. Select one of the options:
 - Save this published version as a new local document - Saves the document to your local computer. Save or open the file to the local computer.
 - Save this published version as a new document in FileHold - Saves the document as a new document to the library. If saving as a new document in the library, set the folder location for the document and fill out any related metadata and click **Submit**.
 - Create a new version of the file you are publishing – Creates a new version of the document. A new version is automatically created.
3. Click **OK**.

13.2.5. All FileHold viewers - Bookmarks pane

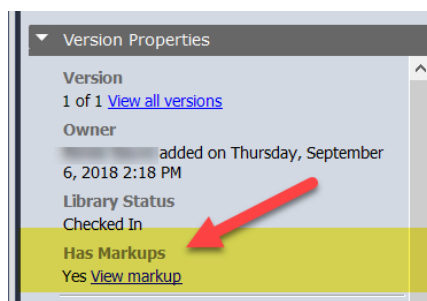
Bookmarks can be viewed in the Bookmarks pane . All viewer levels can view bookmarks.

If using [document assembly](#), bookmarks are added to the PDF for each file when merging files. The bookmark name is the document name.


13.2.6. FileHold level 2 and 3 viewer – Annotations

Annotations allow users to add stamps, text, sticky notes, shapes, highlights, comments, redaction, and so on to documents in the FileHold library. Annotations are only available in the FileHold viewer level 2 and 3. Annotations can be made using the annotation pane or the context toolbar on a page.

Annotations made on a document can be published as a new document, new version, or local document, or saved as a separate markup layer. A markup layer is an “overlay” of annotations on a document, they are not “burned” into the document itself. Only one markup layer can be created on a document; however, many users can contribute to the markup. If a document has a markup, the “Has Markups” section in the metadata pane is set to “Yes” with a link to view the markup. Clicking the link opens the document with the markup layer visible. If a document is published as a new version or new document, the annotations are “burned” into the document; it is not a separate layer.




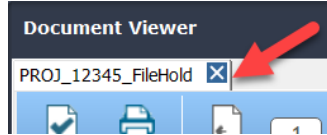
The properties of an annotation (style, colour, font, etc.) do not persist from document to document but some preset stamps are available: Paid, Approved, Rejected, Expunged. The existing annotation presets can be modified or new preset annotations can be created in the Microsoft SQL database for reuse. See the [FileHold Knowledge Base](#) for more information on customizing preset annotations.

In order to annotate a file, the documents must be in annotation edit mode (). Annotations are locked down to their owner which means only the user who created the markup can edit their own annotations. If a user attempts to annotate the document while being annotated by another user, a message displays stating the document is in use.

Annotations created by other users are displayed in read-only mode with the exception for cabinet administrator or higher roles. Administrators can remove any annotations but cannot modify them. Users can only remove pages that do not contain annotations or if all the annotations are created by them. In other words, page removal is not possible if it contains annotations created by another user. Administrators can remove any pages.

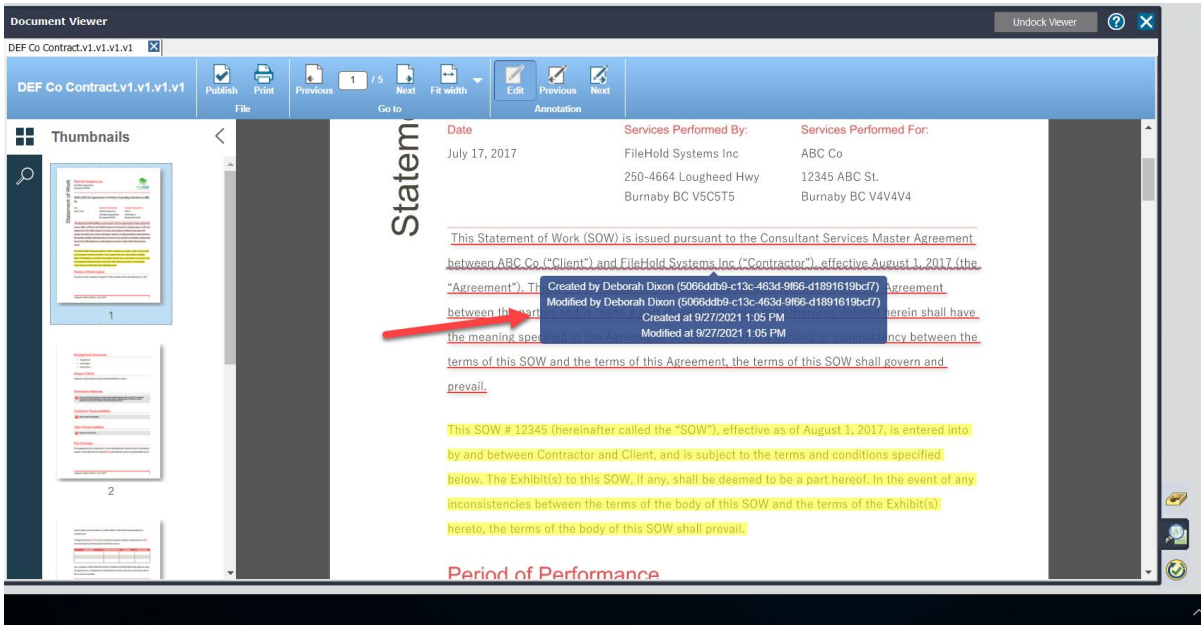
When a user is annotating a file, it cannot be modified or checked out by another user. If a user attempts to annotate the document while being annotated by another user, a message displays stating the document is in use. When the user has completed the markup and attempts to leave the viewer, the user is prompted to save the markup. In order for the document to be unlocked from annotation mode, the current user must do one of the following to leave annotation mode:

- Click the **Edit** button  to end annotation mode.
- Close the viewer tab in the FDA:



Annotation mode on a document automatically ends within 24 hours.

Since annotations are locked to their owner, the owner’s name (and their GUID), and the creation and modification dates are displayed for each annotation. To display the annotation owner information, select the annotation and hover over it.




Markup layers can be searched using an advanced search on “Has Markup”. See [Advanced Searches](#) for more information.

WARNING: If you have markup created in the legacy Brava viewer, the FileHold viewer annotations feature is not available.

TO USE ANNOTATIONS FOR THE FILEHOLD VIEWER LEVEL 2 AND 3










1. Using the contextual menu, select **Open in FileHold viewer**. The document is opened with thumbnails displayed on the left side of the viewer. The currently selected page is displayed in the main part of the viewer.









2. Click **Edit** . The document is now in annotation mode. No other user can annotate or check out the document.

3. Select the **Annotations**  or **Annotation Presets**  icons from the left side of the viewer.








TIP: You can navigate to the Thumbnails or Search views while in Annotation mode if needed.




4. Select an annotation option, fill out the related annotation properties, and then draw on the screen where the annotation is to be placed. Use the following table to learn more about annotations:




Function	Description
Highlighter 	Allows you to add a rectangle highlighter annotation onto a document. A number of highlighter properties are available to set the colour and rotation.
Freehand highlighter 	Allows you to draw a freehand highlighter annotation onto a document. A number of freehand highlighter properties are available to set the colour, rotation, and border width.
Rubber stamp 	Allows you to add a rubber stamp annotation onto a document. A number of stamp properties are available such as font, colour, opacity, rotation, borders, radius, and line styles.
Rectangle 	Allows you to add a rectangle annotation onto a document. A number of rectangle properties are available to set the colour, opacity, rotation, borders, radius, and line styles.
Ellipse 	Allows you to add an ellipse annotation onto a document. A number of ellipse properties are available to set the colour, opacity, rotation, borders, and line styles.
Line 	Allows you to add a line annotation onto a document. A number of line properties are available to set the colour, start and end cap, opacity, rotation, borders, and line styles.
Connected lines 	Allows you to add a connected line annotation onto a document. A number of connected line properties are available to set the colour, opacity, rotation, borders, and line styles.
Freehand 	Allows you to draw a freehand annotation onto a document. A number of freehand properties are available to set the colour, opacity, rotation, borders, and line styles.
Arrow 	Allows you to add a line arrow annotation onto a document. A number of arrow properties are available to set the arrow height, width, colour, opacity, rotation, borders, and line styles.

Function	Description
Ruler 	Allows you to add a ruler annotation onto a document. The total length of the line is displayed. A number of ruler properties are available to set the font, font size, colour, opacity, rotation, borders, and line styles.
Polygon ruler 	Allows you to add a polygon ruler annotation onto a document. The total length of the polygon is displayed. A number of polygon ruler properties are available to set the font, font size, colour, opacity, rotation, borders, and line styles.
Text 	Allows you to add a text annotation onto a document. A number of text properties are available to set the measurement unit, colour, position, justification, opacity, rotation, borders, and line styles.
Sticky note 	Allows you to add a sticky note annotation onto a document. A number of sticky note properties are available to set the font, font size, colour, position, justification, opacity, rotation, borders, and line styles.
 Annotation Presets > Paid	Adds a “Paid” stamp to the document.
 Annotation Presets > Approved	Adds an “Approved” stamp to the document.
 Annotation Presets > Rejected	Adds a “Rejected” stamp to the document.
 Annotation Presets > Expunged	Adds an “Expunged” stamp to the document.

5. When text, area, or an existing annotation is selected on a page in the viewer, a context toolbar appears. The following table describes the icons in the toolbar.


Icon	Description
	Copy selected text
	Select text area
	Redact
	Highlight
	Strikeout
	Underline
	Erase

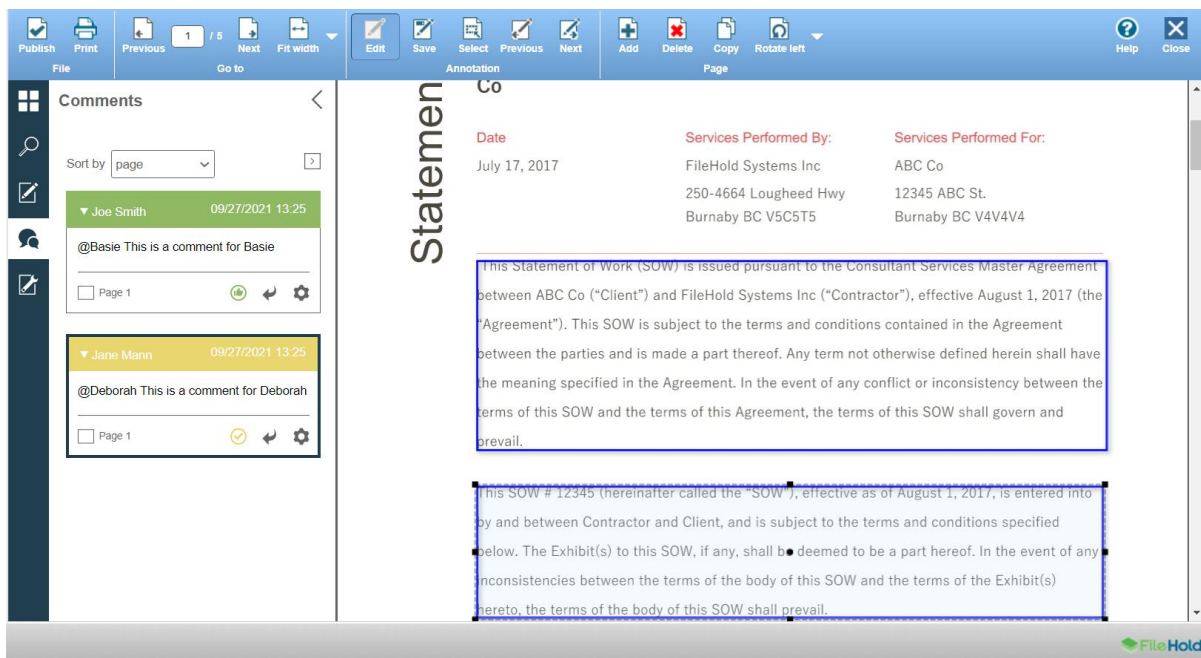
Icon	Description
	Comment
	Edit annotation properties
	Delete annotation

- To save the markup layer, click **Save Annotations** .
- To save as a new document or version with the annotations “burned” into the document, click **Publish** . See [FileHold viewers level 1 and 2 – Publish as PDF](#) for more information on publishing.
- Click **Annotate**  to exit annotation mode. You must exit annotation mode in order for other users to annotate the document.

13.2.7. FileHold viewer level 2 and 3 – Comments

Comments are available in the levels 2 and 3 viewers. The comment feature allows users to comment on specific text or areas on a page. Comments can be viewed in the viewer

comments pane .



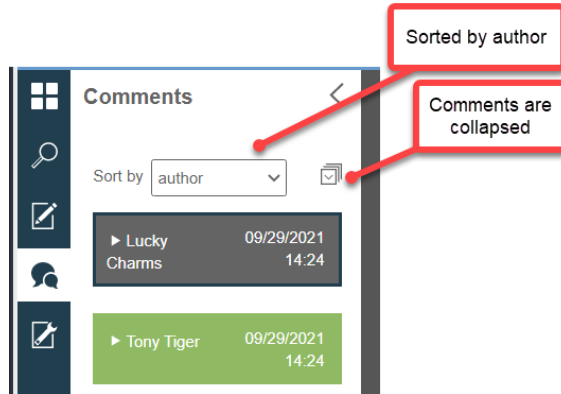
The screenshot displays the FileHold viewer interface. The top toolbar includes options for File (Publish, Print, Previous, Next, Fit width), Annotation (Edit, Save, Select, Previous, Next), Page (Add, Delete, Copy, Rotate left), and Help/Close. The left sidebar shows the Comments pane with a search icon, a sort dropdown set to 'page', and two comment entries:

- Joe Smith (09/27/2021 13:25): @Basie This is a comment for Basie. Includes a 'Page 1' checkbox and icons for reply, share, and settings.
- Jane Mann (09/27/2021 13:25): @Deborah This is a comment for Deborah. Includes a 'Page 1' checkbox and icons for reply, share, and settings.

The main document area shows a 'Statement of Work' document. The text is partially obscured by a large vertical watermark 'Statement of Work'. Two blue rectangular annotations are visible over the text, highlighting specific paragraphs. The document content includes a table with columns for Date, Services Performed By, and Services Performed For, and several paragraphs of text.





The author of the comment is automatically set to the user’s name. Comments can be directed to other users using the @ symbol. Once the annotations are saved, email notifications are sent to the users that have been mentioned in the comments. Emails are sent according the user preferences. The link in the email directs the user to the comment in the document.

Comments can be sorted by page, author or date. They can also be expanded or collapsed in the pane.








A status can be applied to the comments after their creation: approved, cancelled, finished, or rejected. The colour and icon on the comment changes according to the status. The comment status can be modified by any users with sufficient permissions.




TO CREATE A COMMENT

1. Open a file in the FileHold viewer and click **Edit** . The document is now in annotation mode. No other user can annotate or check out the document.
2. Select text or an area on the page and click **Comment** .
3. In the Comment window, the Author name is set to your username.
4. Enter any comments in the Message area.
 - To direct a comment to a particular user, use the @ symbol and start to type a name to bring up a list of matching users. Select the user's name from the list.
5. Click **Publish** to save the comment.
6. Click **Save**  in order to send notification emails for any users tagged in the comments.
7. Click **Edit**  to exit annotation mode. You must exit annotation mode in order for other users to annotate the document.

TO MODIFY A COMMENT

1. In the Comments panel, click **Edit**  on a comment.
2. Modify the message, as needed.
3. To apply a status to the comment, select one of the following:
 - Approved 
 - Canceled 
 - Finished 
 - Rejected 
4. Click **Save**
 - Alternatively, click **Delete** to delete the comment.

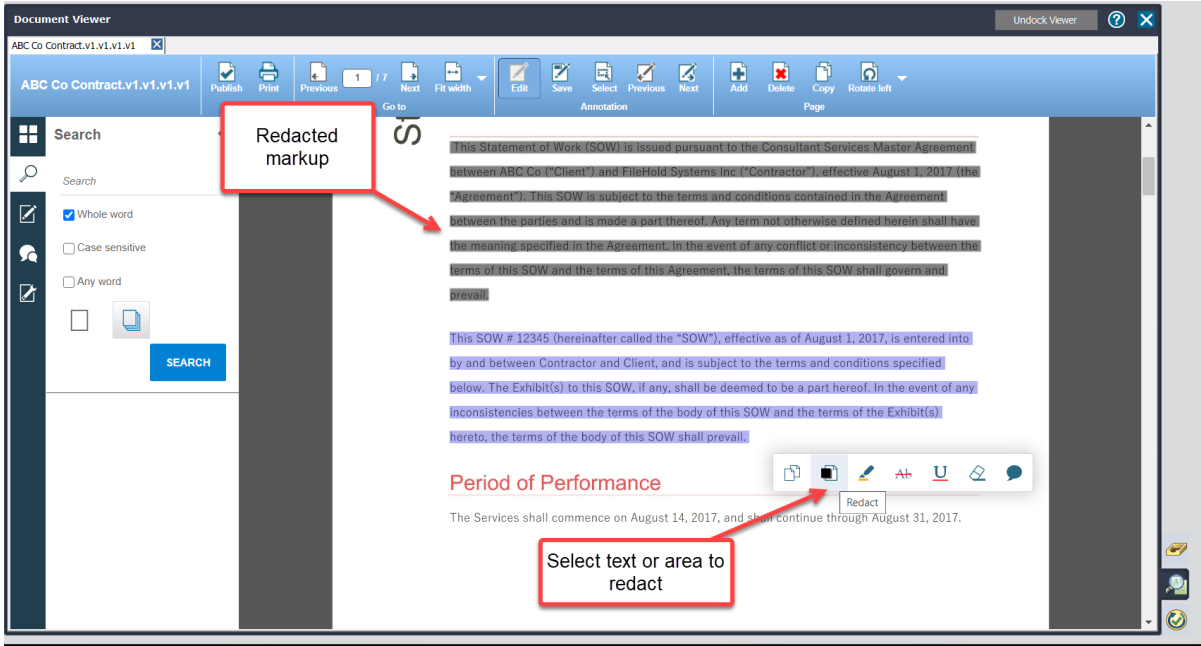
TO REPLY TO A COMMENT

1. In the Comments panel, click **Answer**  on a comment.
2. In the Answer window, enter any comments in the message area.
 - Use @ to direct a comment to a specific user. Start to type a name to bring up a list of matching users. Select the user's name from the list.
3. Click **Publish** to save the comment.
4. Click **Save**  in order to send notification emails for any users tagged in the comments.
5. Click **Edit**  to exit annotation mode. You must exit annotation mode in order for other users to annotate the document.

13.2.8. FileHold viewer level 3 – Redaction

Redaction is available in the FileHold level 3 viewer. Redactions are used to conceal sensitive information for legal, financial, privacy, and security reasons, for example. Redactions associated with the published document can never be edited or removed by the end-user and the text and images beneath the redaction entities can not be viewed, copied, or searched.

You can redact text, areas, pages, images, or use the search function to find and redact. To apply the redaction, the document must be published otherwise the redaction remains as a part of the markup layer and can be modified by users.








After publishing, the redacted content is unreadable and not searchable.



The redaction colours can be modified in the web config file in C:\Program Files\FileHold Systems\Application Server\WC2. The following keys can be added to set the pre- and post-redaction colours:

- `<add key="Viewer.PreRedactionColor" value=" <hex value> "/>`
- `<add key="Viewer.PostRedactionColor" value=" <hex value> "/>`

TO ADD REDACTION

1. Open a file in the FileHold viewer and click Edit . The document is now in annotation mode. No other user can annotate or check out the document.
2. Select text or an area on the page and click Redact .
3. The selected area or text is greyed out.
4. Do one of the following:
 - To keep the redaction as part of the markup layer, click Save .
 - To burn the redaction into the document and make the redacted areas unreadable and not searchable, click Publish .
5. Click Edit  to exit annotation mode. You must exit annotation mode in order for other users to annotate the document.





13.3. ALL VIEWERS - PDF/IMAGE VIEWER

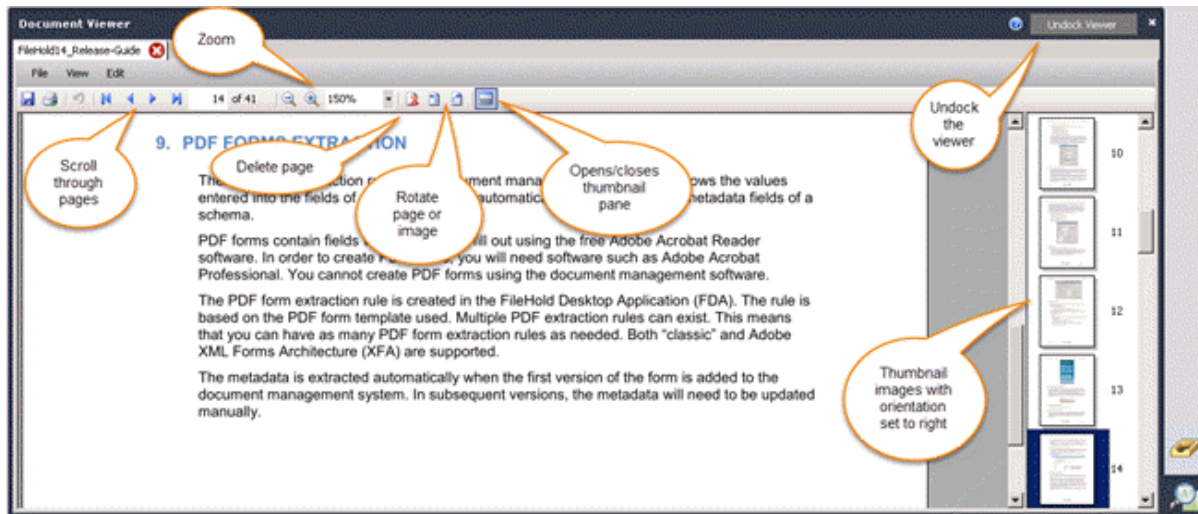
WARNING: By default, the PDF/Image viewer is automatically disabled starting in FileHold 16.2. The PDF/Image viewer is being deprecated so it is recommended that users transition to the [FileHold viewer](#). Users may be able re-enable the PDF/Image viewer in their [User Preferences > Viewer tab](#). See your system administrator if the option is disabled.

The PDF/Image viewer supports the following file formats:

- PDF
- TIFF (single or multi-page)
- Image files (jpg, png, gif, bmp)

The PDF/Image viewer can be used in the FileHold Desktop Application and allows users to do a number of actions on files.

Action	PDF/Viewer Function
<p>Modify a PDF or TIFF file</p>	<ul style="list-style-type: none"> • Reorder pages using drag and drop • Insert a PDF or TIFF file into the current PDF or TIFF file. • Drag and drop pages between PDF and TIFF documents (of the same format) if the option to open documents in separate tabs is enabled. This can be enabled in the User Preferences > Viewer tab. • Delete pages • Publish as a PDF as a new document, a new version of a document, or as a local document.
<p>Modify how the file is viewed</p>	<ul style="list-style-type: none"> • Open multiple documents at a time. Each file is shown on a separate tab. Note that the tabbing feature needs to be enabled in the User Preferences > Viewer tab. • View thumbnails pages of a document. The thumbnail pane can be expanded or collapsed using a button on the toolbar.  • Change the orientation of the thumbnail pane. It can be set to the top, bottom, left or right side of the viewer pane. The orientation of the pane is set in the User Preferences > Viewer tab. • Select multiple pages of the document via the thumbnails. • Undock the viewer so it is in its own window. • Pages can be rotated 90 degrees clockwise or counter-clockwise.  • The size of the image can zoom and can be set to a fixed zoom level. For example, 100%, 150%, page width and so on.  • Scroll between pages.  16 of 46
<p>Modify an image file</p>	<ul style="list-style-type: none"> • Append an image to the current image file. • Insert an image from one image file to another image file using drag and drop. • Save the image file as a jpeg file or publish as a TIFF file. • Delete images.
<p>Other actions</p>	<ul style="list-style-type: none"> • Print the document. • Open documents in FileHold or from your local computer. • Open documents in the Brava viewer (if you are assigned a license).



If a user is assigned a Brava viewer license, they can also use the PDF/Image viewer with the Brava viewer, with the Brava viewer being the default viewer. They can use the function Open to Reorder Pages/Images to open the document in the PDF/Image viewer. Note that starting in 2017, Brava viewer licenses are no longer available for new FileHold purchases. Previously purchased Brava viewer licenses are still available for use.

NOTE: If you have the "Automatically open Document in Viewer" options selected in the [User Preferences](#), the documents are opened in a single pane as you scroll through the documents.

13.3.1. Modifying a PDF or TIFF File

The following actions can be taken on a PDF or TIFF file:

- Reorder pages using drag and drop
- Insert a PDF or TIFF file into the current PDF or TIFF file.
- Drag and drop pages between PDF and TIFF documents (of the same format) if the option to open documents in separate tabs is enabled. This can be enabled in the [User Preferences](#) > Viewer tab.
- Delete pages
- Publish as a PDF as a new document, a new version of a document, or as a local document.

TO USE THE PDF/IMAGE VIEWER TO REORDER PAGES OR IMAGES

1. Right-click on a PDF or multiple page TIFF file and select **Open to Reorder Pages/Images**. The document opens in the viewer.
2. Move the pages around using the drag and drop method.

TO DRAG AND DROP A PAGE BETWEEN TWO FILES

1. Have two PDF or TIFF files open in separate tabs in the PDF/Image viewer. In order to do this, you need the "Open documents in the Document Viewer using separate tabs" option selected in the [User Preferences > Viewer tab](#).
2. Select one or more page from the originating document.

3. Drag and drop a page from one tab to the other tab and select a location for the page(s) in the thumbnail view. A black bar is shown where the page(s) are moved to.

TO PUBLISH AS A PDF DOCUMENT

1. After modifying a PDF document in the PDF/Image viewer, go to **File > Publish to PDF**.
2. Select one of the options:
 - Save this published version as a new local document - Saves the document to your local computer. Save or open the file to the local computer.
 - Save this published version as a new document in FileHold - Saves the document as a new document to the library. If saving as a new document in the library, set the folder location for the document and fill out any related metadata and click Submit.
 - Create a new version of the file you are publishing – Creates a new version of the document. A new version is automatically created.

TO DELETE PAGES FROM A FILE

1. Select the page or pages you want to delete in the thumbnail images. You can multi-select pages using the **CTRL** or **SHIFT** keys.
2. Go to **Edit > Remove Pages** or click the **Remove Pages** button.

TO INSERT A PDF OR TIFF FILE INTO A PDF OR TIFF FILE

1. Open the document to be modified.
2. Select the page in the thumbnail view that you want to insert pages before or after the currently selected image.
3. Go to **Edit > Insert File Before** or **Insert File After**.
4. Select the file to be inserted. It can be a local file or a file from the FileHold library. The file is inserted into the current document.

13.3.2. Modifying an Image File

The following actions can be taken on image files (jpg, gif, png, bmp):

- Append an image to the current image file.
- Insert an image from one image file to another image file using drag and drop.
- Save the image file as a jpeg file or publish as a TIFF file.

TO INSERT AN IMAGE FILE INTO AN IMAGE FILE

1. Open the document to be modified.
2. Select the page in the thumbnail view that you want to insert pages before or after the currently selected image.
3. Go to **Edit > Insert File Before** or **Insert File After**.
4. Select the file to be inserted. It can be a local file or a file from the FileHold library. The file is inserted into the current document.

TO DRAG AND DROP AN IMAGE FILE INTO ANOTHER IMAGE FILE

1. Have two image files open in separate tabs in the PDF/Image viewer. In order to do this, you need the "Open documents in the Document Viewer using separate tabs" option selected in the [User Preferences](#).
2. Drag and drop an image from one tab to the other tab.

TO SAVE A PAGE AS AN IMAGE FILE (JPEG)

1. After modifying a PDF document in the PDF/Image viewer, go to **File > Save Page As**.
2. Save the current page to your local machine as a jpeg file.

13.3.3. Other Actions of the PDF/Image Viewer

TO PRINT A DOCUMENT

- Go to **File > Print** or click the **Print** button.

TO UNDOCK THE VIEWER

- Click the **Undock Viewer** button.

TO CLOSE A DOCUMENT IN A TAB

- Click the **X** in the tab or go to **File > Close File**.

NOTE: If you have the "Automatically open Document in Viewer" options selected in the [User Preferences](#), the documents are opened in a single pane as you scroll through the documents.

14. ASSEMBLING DOCUMENTS

The assemble documents feature can be used to automatically construct new documents based on the rules set in the assembly configuration.

A user must have a FileHold viewer level 2 or 3 in order to use the assemble documents feature. This feature is only available in the FileHold Desktop Application (FDA). Any supported file types can be used to merge documents together; they do not have to belong to the same file type. The file types that are supported those supported by the [FileHold level 2 and 3 viewers](#).

With the assemble documents feature you can:

- Create standalone documents
- Merge documents together. When merging documents, bookmarks are added to the PDF for each file when merging files with document assembly. The bookmark name is the document name.
- Append and prepend documents
- Use converter templates to populate certain field information (similar to the workflow convert to PDF feature)
- Output documents to PDF, PDF/A-1A, or PDF/A-1B
- Order the documents for assembly
- Rename the newly assembled document
- Create new documents for the FileHold library
- Check in as new version of an existing document
- Create a temporary document for viewing
- Apply PDF security options
- View the assembled document in the FileHold viewer post-assembly
- Initiate a workflow post-assembly
- Initiate a Courier transmission post-assembly
- Add [watermarks](#) from templates or ad-hoc. Up to three watermarks can be used per document.
- Place [merge tags](#) into documents.

Documents are placed in queue and assembled on the FileHold server. A scheduled task "FH process batch jobs" can control how often the batches are run. By default, the scheduled task runs every 10 minutes.

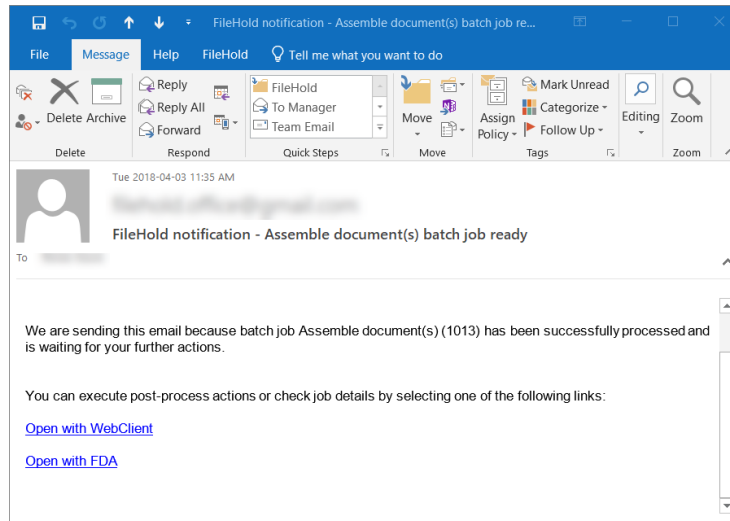
Renaming a document in "Do not merge" mode is allowed when only one input document was selected. If more than one document is selected, the document name and metadata for the assembled document is taken from the first document selected.

Renaming and ordering of the documents is allowed in "Merge all documents to one" mode. The metadata for the assembled document is taken from the first document in the document order list.


Due to the number of variables with the assemble documents feature, it is recommended that customers test the feature with their own documents in their FileHold environment. Note that larger number of documents or larger file sizes take longer to assemble.

Users can see their jobs in the Batch jobs report in the FileHold Desktop Application or in the Web Client > Administration reports > Batch jobs. See [Batch jobs report](#) for more information.

Once the job has completed, the user receives an “Assemble documents batch job ready” email with links to the batch job details or open the document in the viewer if the option was enabled in the job settings.



TO ASSEMBLE DOCUMENTS

1. Select the documents that you want to assemble. They do not have to be the same file type.
2. Do one of the following:
 - Click **Assemble**  in the toolbar.
 - Right-click and select **Publish As > Assemble to PDF**.
3. In the Input tab, select one of the following options:
 - Do not merge documents – This option is enabled if only one document is selected.
 - Merge all documents into one – This option is enabled if more than one document is selected.
4. If the Merge all documents to one option was selected, click ... in the Order Documents field to set the order of the documents for the merging.
 - In the Order documents window, enter the output document name. Note that the newly assembled document copies the metadata from the first document in the list.
 - In the Order column, click in the row to set the order of the documents.
 - Click **Close** when done.

Order documents
✕

Output document name

Order	Version Id	Name	Approval status
1	18	PDFconverter-diagram	Not submitted for approval
1	25	test2	Not submitted for approval
2			

1 - 2 of 2 items

5. Click **Next**.
6. In the Output tab, select one of the following options:
 - Create new document(s)- Click ... to select a library location for the document.
 - Create temporary document(s) for viewing – Opens the document in the FileHold viewer. Documents can be modified in the viewer prior to saving.
 - Check in as new version – To check the input documents as a new version, leave option as “Input document”. Alternatively, click ... to select a document from the Checked Out Documents list.
7. In the Output file format field, select one of the following options:
 - PDF
 - PDF/A-1a
 - PDF/A-1b
8. Click **Next**.
9. In the Assembly options tab, enter the following options:
 - Append page(s) from template – Click ... to select a document from the library.
 - Prepend page(s) from template – Click ... to select a document from the library.
 - Process tags in input documents – Select the check box if the input documents contain tags that should be processed. Tags allow information to be inserted into a document. See [Using Template Tags when Assembling Documents](#) for more information.
 - Set the template opening tag delimiter – Enter the opening tag delimiter for the PDF converter template. By default, this is [[.
 - Set the template closing tag delimiter – Enter the closing tag delimiter for the PDF converter template. By default, this is]].
 - Set the template tag field delimiter – Enter the field delimiter. By default, this is |.
10. Click **Next**.
11. In the Watermarks tab, do the following:

- Select a watermark template for the Top, Bottom, or Center of the document. Watermark templates are created by an administrator. Watermark templates are available if the optional workflow feature has been purchased. See the [Library Administration Guide](#) for more information.
 - Create a custom watermark. See [Creating custom watermarks](#) for more information.
12. In the PDF options tab, select any of the following options:
- Allow printing - Allows printing of the document. Enabled by default.
 - Allow high resolution printing - Allows high resolution printing. Enabled by default.
 - Allow changing the document - Allows changing the document. Disabled by default.
 - Allow content copying - Allows copying the content. Enabled by default.
 - All content accessibility enabled - Allow accessibility software to use the document contents. Enabled by default.
 - Allow document assembly - If this is disabled, inserting, deleting or rotating pages, or creating bookmarks and thumbnails is prohibited. Disabled by default.
 - Open password for main documents - Specifies the password required for opening the encrypted PDF document. This can be left blank.
 - Open password for embed documents – Used with the [embed](#) merge tag. This prompts a user to enter a password if they attempt to open an embedded document.
13. Click [Next](#).
14. In the Actions tab, select any of the following options:
- Open finished document(s) in viewer – Select the check box to view the newly assembled documents in the FileHold viewer.
 - Initiate workflow – Select the workflow template name from the list to initiate a workflow post-assembly.
 - Initiate Courier transmission – Select the Courier template from the list to initiate a Courier transmission
15. Click [Next](#).
16. In the Summary tab, review the selected options. Click [Previous](#) to change any of the settings.
17. Click [Assemble](#).
18. A message “Assemble document(s) (*job number*) job has been successfully initiated appears. The job status, queued time, batch job name, and user name is displayed.
19. To cancel the assemble job, click [Cancel job](#).
20. To pause the assemble job, click [Pause job](#).
21. To review the job settings, click [Details](#).
22. After the processing is complete, click [Complete user actions](#) to view the document in the FileHold viewer.
23. To close the window, click [Close](#).








TO VIEW THE DOCUMENT ASSEMBLY JOB

1. Right-click on a document that was included in the PDF assembly and select **Publish As > Open batch job**.
2. One of the following actions may occur:
 - If the batch processing has completed, the document opens in the viewer if the option was enabled in the job settings.
 - If the batch processing has not completed, the Batch job manager opens where you can cancel, pause, or view the details of the batch job.
3. Click **Close**.

14.1. CREATING CUSTOM WATERMARKS

Users with the document assembly feature can create a single ad-hoc custom watermark. Up to 3 watermarks (custom and templates - one per position) can be used with document assembly.

TO CREATE A CUSTOM WATERMARK TEMPLATE

1. Select the documents that you want to assemble. They do not have to be the same file type.
2. Do one of the following:
 - Click **Assemble**  in the toolbar.
 - Right-click and select **Publish As > Assemble to PDF**.
3. In the **Watermarks** tab, click **Edit custom watermark** .
4. In the Edit custom watermark screen, design the watermark:
 - Select the Position: Top, Center -45°, Center, Center 45°, or Bottom.
 - Select the Font style.
 - Select the text size in pixels .
 - Select a colour for the text . Select a colour from the colour picker or enter a Hex colour value.
 - Select a colour for the background . Select a colour from the colour picker or enter a Hex colour value. Click  for a clear background.
 - Select a justification: full, left, center, or right.
 - Select an opacity in percent % .
 - Enter the content for the watermark. For example, "DRAFT – DO NOT COPY". Tag fields can be used to insert certain FileHold content. See [Using tags when assembling documents](#) for more information.
 - Using the Margin area, determine the position for the watermark. The position of the watermark is relative to the margin, so if using "Top" position it is the top margin, not the top of the page unless the margin is 0. Inches or centimeters (cm) can be used.

5. Click **OK**.
6. To remove the custom watermark, click **X** in the Watermarks tab.

14.2. USING MERGE TAGS WHEN ASSEMBLING DOCUMENTS

Merge tags can be strategically placed within a Microsoft Word document to insert information into the assembled PDF document. Information such as metadata field values, system information, and workflow information can be inserted into the newly generated document.

Tags can be used to “build” documents, such as an agenda. The tags can link to other documents into FileHold using their FileHold ID. For closed items, embedded documents or embedded and password protected can be added. Text from one document can also be inserted directly into the template document.

Tags can also be used with watermarks to insert information into the assembled PDF document. Information such as metadata field values, system information, and workflow information can be inserted as a watermark into the newly generated document. Tags can be used in watermark templates and with custom watermarks. For more information on watermark templates, see the [Library Administration Guide](#). Tags can also be used to build the contents of a document using merge tags. Documents can be linked, embedded, or expanded in the source document.

The ability to link metadata and system values using merge tags to document properties in a Microsoft Word document is available. When the document is assembled, the current metadata values are displayed in the resulting PDF.


For more details about merge tags, see the [Knowledge Base](#).

15. BATCH JOBS REPORT

The batch jobs report displays a list of the documents that were constructed using the assemble documents or export scripts features. In the report you can view the status of the batch job and pause, cancel, or view the details of the job.

Only the last 7 queued days is visible. Users can view only the jobs they have added to the batch queue unless they have an administrator role.

TO USE THE BATCH JOBS REPORT

1. Do one of the following:
 - In the FDA, click the Batch jobs icon .
 - In the Web Client, go to **Administration > Full Administration Menu > Administration reports > Batch jobs**.
2. The following batch job information is displayed:



Column	Description
Batch ID	The batch number
Queued time	The date and time the documents were submitted for batch processing
Start time	The date and time the documents started to be processed




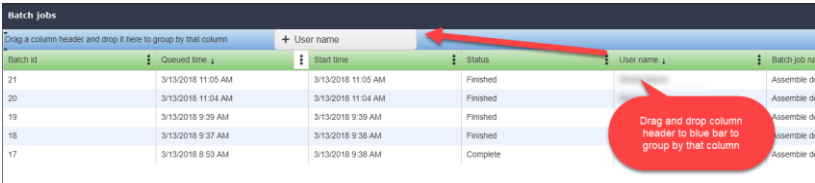

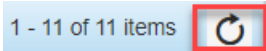
Column	Description
Status	<p>Statuses include:</p> <ul style="list-style-type: none"> • Queued – Job is added to queue • Paused – Job has been postponed by user • In progress – Job is being currently processed • User action pending – Job processing is done but waiting for user actions to be performed such as view document in FileHold viewer • Complete – Job processing is done and there are no user actions to perform • Cancelled – Job has been cancelled by user • Error – An error occurred during job processing
User name	The user who submitted the batch job to the queue
Batch job name	This value is always “Assemble document(s)”.
End time	The date and time the batch processing completed.

3. To view the batch job details, double-click on the row.
4. To cancel the assemble job, click **Cancel** job.
5. To pause the assemble job, click **Pause** job. To resume a paused job, click **Resume**.
6. To review the job settings, click **Details**.
7. To view the document in the FileHold viewer (if the option was enabled), click **Complete User Action**.
8. To close the window, click **Close**.

15.1. HOW TO MANIPULATE THE BATCH JOB REPORT VIEW

The batch jobs report can be modified to add or remove columns, resize or change the order of the columns, sort ascending or descending, filter the results, and save these different views. The displayed information can be exported out of the system in order to do further analysis on user accounts.

Function	Description
Sort ascending/descending	<p>Click on the column header to sort ascending or descending.</p> <p>Alternatively, click  in the column header and select Sort Ascending or Sort Descending.</p> <p>An up or down arrow shows in the column header indicating the sort order.</p>
Add or remove columns	<p>Click  in the column header and select Columns. Select the check boxes for the columns to be displayed. Clear the check boxes to remove the header.</p>

Function	Description
Resize columns	Hover the cursor between the column headers to resize a column. 
Filter	Click  in the column header and select Filter. Select the filter options and click Filter . The filter options available depend on what type of column is selected. A white filter icon  is shown in the header if the column is being filtered. To clear the filter, go to Filter and click Clear .
Change column position	Drag and drop columns to the desired position.
Group by a column	Drag and drop a column header to top blue bar that says “Drag a column header and drop it here to group by that column”. To remove the grouping, click the X next to the header name in the blue bar. 
Scroll through pages	In the bottom left corner, use the scroll settings to: <ul style="list-style-type: none"> • Go to first page • Go to previous page • Go to next page • Go to last page • • Adjust the number of items per page: 15, 30, 60 
Refresh screen	Click Refresh in the bottom right corner. 

16. SETTING PREFERENCES

Preferences and Settings allows you to modify the document management system to suit your personal needs. You can modify your password, document list views, document alerts, workflow (if purchased), and FastFind preferences (if purchased).

Some, none, or all of these settings may be determined and/or enforced by your system administrator. See your system administrator for details.

TO SET PREFERENCES

1. Do one of the following:
 - In FDA, go to **File > Preferences and Settings**.
 - In Web Client, right-click on **My FileHold** to access View, Alert and User preferences. Right-click on **Reviews & Approvals** to access the Workflow preferences.
 - In the Web Client, go to **Administration Panel > My FileHold**.
2. Set the following preferences:
 - [View Preferences](#)
 - [User Preferences](#)
 - [Alert Preferences](#)
 - [Workflow Preferences](#)
 - [FastFind Preferences](#) (FDA only)
 - [Reset My Password](#) (Web Client only)

16.1. USER PREFERENCES

The User Preferences allows you to edit your contact and password information. This includes the users account information, contact information, company information as well as default language preferences.

The General tab contains user's account setting information. The Contact and Company tabs contain user contact and company information respectively. The Advanced tab allows the user manage the functionality of the system. Some, none, or all of these settings may be determined and/or enforced by your system administrator. See your system administrator for details.

TO SET THE USER PREFERENCES

1. In FileHold Desktop Application (FDA), go to **File menu > Preferences and Settings > User Preferences**.
 - In the Web Client, right-click on My FileHold and select **My User Preferences**.
 - In the Web Client, go to **Administration Panel > My FileHold > User Preferences**.
2. The General tab contains the user account information. Use the following table to fill out the information in the General tab:

Field Name	Description
First Name	Your first name.

Field Name	Description
Last Name	Your last name.
User Logon Name	You are not able to modify your user name in the User Preferences. Contact your system administrator if you need to change your user name.
Source	Local FileHold account or a domain account (synchronized with Microsoft Active Directory).
Default Language	Select the default language. This is typically English. If the language you want is not available, please contact your system administrator and ask them about obtaining additional language packs from FileHold Systems.
Time zone	Select a time zone. By default, this is set to the time zone of the local computer.
Default page after log in (Web Client only)	Determines the window that is displayed after log in: Blank, Simple Search, Advanced Search, My Tasks, or Dashboard (if permitted. See your system administrator for details).
Edit metadata upon Check In Action (Web Client only)	When enabled, the metadata pane is displayed in edit mode after a new version is checked in. This allows the user to enter new metadata. If disabled, the user can check the document back in without editing metadata.
Clear required metadata fields upon Check In (Web Client only)	When enabled, any required fields in the schema are automatically blanked out (current value is deleted) when checking in a new version of a document. The users are forced to fill in the required field prior to checking in the document.
Number of expanded drawers (Web Client only)	The number of drawers that can be simultaneously expanded in the library tree can be set. The lower number of expanded drawers allows for a faster page loading time due to the lower number of permissions that needs to be calculated before displaying the library structure to the user. The last drawers that were opened by the user are preserved when the library is refreshed. The default is 3.
Short date format	Set the short date format. Options include: <ul style="list-style-type: none"> • M/d/yyyy • dd/MM/yyyy • yyyy-MM-dd • Default – Set by your system administrator See the Date and Time Format Identifiers table in the Knowledge Base for more information.

Field Name	Description
Long date format	Set the long date format. Options include: <ul style="list-style-type: none"> • dddd, MMMM d, yyyy • dd MMMM yyyy • MMMM d, yyyy • Default – Set by your system administrator See the Date and Time Format Identifiers table in the Knowledge Base for more information.
Short time format	Set the short time format. Options include: <ul style="list-style-type: none"> • h:mm tt • HH:mm • HHmm • Default – Set by your system administrator See the Date and Time Format Identifiers table in the Knowledge Base for more information.
Long time format	Set the long time format. <ul style="list-style-type: none"> • h:mm:ss tt • HH:mm:ss • HHmmss • Default – Set by your system administrator See the Date and Time Format Identifiers table in the Knowledge Base for more information.
Reset all “Don’t Show This Message Again” reminders (Web Client Only)	If you have selected any “don’t show this message again” check boxes in various windows, you can have them reappear by clicking Reset .
Change Password (FDA only)	Click Change Password to change your password if you are using a locally-managed account. In the Set Password, enter your old password and a new password twice and click OK . NOTE: If you are using a domain user account (Active Directory), you are not able to change your password. See your system administrator.
Default Local Working Folder (FDA only)	This is where your working documents are stored on your local machine. This is the path to where documents are checked out and downloaded. To change the path, click Browse and select the new working folder location. <p>NOTE: For the Web Client, documents are downloaded to the location that is set in your web browser settings.</p>

3. In the FDA only, in the Advanced tab, select the settings you want enabled. **NOTE:** These options may be locked down by your system administrator.

Field Name	Description
Default page at start-up	Determines the window that is displayed after log in: Blank, Simple Search, Advanced Search, My Tasks
Format of document imports	<p>Select one of the following options:</p> <ul style="list-style-type: none"> QuickScan Pro – select this option if you are using the EMC Captiva QuickScan Pro scanning software. or using the Dynamic Import Format. Capture – select this option if you are using SmartSoft Capture scanning software. Both – select this option if any users could be using both QuickScan Pro and Capture at the same scanning station, for example sharing inboxes and imports, or using the Outlook Watched folder and Capture at this computer. <p>If you are using the “Both” option, ensure that folder you select for the import profile contains only one type of XML files. The rule also applied for any of its subfolders. Capture and QSP XML files cannot coexist in the same folder tree.</p>
Number of expanded drawers	The number of drawers that can be simultaneously expanded in the library tree can be set. The lower number of expanded drawers allows for a faster page loading time due to the lower number of permissions that needs to be calculated before displaying the library structure to the user. The last drawers that were opened by the user are preserved when the library is refreshed. The default is 3.
Enable Click To Tag	<p>When enabled, the Click To Tag button appears in the metadata pane and allows you to “click” or “rubber band” text, numbers, dates, etc. on the screen and inserts the value into the metadata field of the schema.</p> <p>If disabled, the Click to Tag button does not appear in the metadata pane.</p>
Show Welcome Screen at Startup	Displays the FileHold Welcome Screen after you start the FDA: Blank, Simple Search, Advanced Search, Inbox, My Tasks, or Calendar.
Prompt me for download location when I make copies of files	Allows you to select a location on your local machine to save your copied files.

Field Name	Description
Prompt me for download location when I check out files	Allows you to select a location on your local machine to save your checked out files.
Prompt me to remove files when sending them from the Inbox	A prompt asks you if you want to remove the files from your local machine when sending them from the Inbox.
Automatically clean up my working documents	<p>Documents in the working documents folder are cleaned up automatically or with a prompt message depending if the option “Prompt before automatically cleaning up user’s working documents” is enabled.</p> <p>The working documents folder may automatically be cleaned under certain conditions:</p> <ul style="list-style-type: none"> • When the FDA is minimized to the system tray. • When the user logs out. • When the FDA detects it has been disconnected from the FileHold server. • When the FDA receives a message from Windows to shut down. <p>Local files that are in use by another process are not deleted and remain in the working documents and are processed the next time there is a trigger condition. Local files associated with electronic documents that are modified are not deleted. These files should be managed using manual check in or the working documents synchronization tool. Once the documents have been checked in / synchronized they are subject to the automatic deletion rules.</p> <p>See your system administrator for details.</p>

Field Name	Description
Prompt me before automatically cleaning up my working documents	<p>A prompt asks you if you want to remove the files in your working documents folder. The option “Automatically clean up user’s working documents” must be enabled for this option to work.</p> <p>You may be prompted to clean up the working documents folder under certain conditions:</p> <ul style="list-style-type: none"> • When the FDA is minimized to the system tray. • When the user logs out. • When the FDA detects it has been disconnected from the FileHold server. • When the FDA receives a message from Windows to shut down. <p>See your system administrator for details.</p>
By default close documents that I add/check in to FileHold	Documents are closed in their native application when it is checked in or added to the Library.
By default delete documents that I add to FileHold	Documents are deleted from the working folder on your local machine after they are added to the Library.
By default delete documents that I Check In to FileHold	Documents are deleted from the working folder on your local machine after they are checked into the Library.
Auto-send documents to Auto-Tagged folders	Documents in the Inbox are automatically sent to their location in the Library if the folder is Auto-tagged. You do not need to click the Auto-File button.
Auto-send documents after completing metadata	Documents in the Inbox are automatically sent to their location in the Library after the metadata has been sent. You do not need to click the Send or Send All button.
Move to recycle bin instead of permanently deleting	Documents that are set to be deleted after checking in or adding to the Library are moved to the Recycle Bin on your local machine instead of being deleted.

Field Name	Description
Enable Smart Check In and Smart Check Out messages	<p>Smart messages are the messages that appear when checking in and out a document using Microsoft Office applications. This setting is enabled by default. To turn off "Smart Messages", clear the check box. Examples of smart messages that are displayed in Microsoft Office applications from FileHold are:</p> <ul style="list-style-type: none"> • When saving and closing a document without checking in a checked-out document. • When getting a local copy of a document, making edits, and saving without checking out the document. • When checking out and opening a document and close the document after making no changes. • When opening and checking out a document (CTRL+double-click) and closing the document without making any changes.
Edit metadata upon Check in action	<p>When enabled, the metadata pane is displayed in edit mode after a new version is checked in. This allows the user to enter new metadata. If disabled, the user can check the document back in without editing metadata.</p>
Clear required metadata fields upon Check In	<p>When enabled, any required fields in the schema are automatically blanked out (current value is deleted) when checking in a new version of a document. The users are forced to fill in the required field prior to checking in the document.</p>
Reset all "Don't Show This Message Again" reminders	<p>If you have selected any "don't show this message again" check boxes in various windows, you can have them reappear by clicking Reset.</p>

4. In the Viewer tab (FDA only), select the check boxes next to the features to enable.
NOTE: These options may be locked down by your system administrator.

Field Name	Description
PDF/Image viewer only	
Enable the old FDA PDF/Image viewer.	This viewer is end-of-life and is disabled by default. Transition to the FileHold viewer as soon as possible.
Orientation of thumbnail view	Select the position of the thumbnails in the PDF/Image viewer : Top, Bottom, Right or Left.
PDF/Image viewer and Brava viewer	
Automatically open in the Viewer selected document in Inbox	Any selected document in the Inbox opens in the Viewer automatically. If this option is selected, only one tab is opened at a time. This prevents users from opening several tabs at a time and using up a lot of system memory in the process. NOTE: Starting in 2017, Brava viewer licenses are no longer available for new FileHold purchases. Previously purchased Brava viewer licenses are still available for use in the FileHold Desktop Application.
Open documents in the Document Viewer using separate tabs	Documents are opened in multiple tabs in the viewer. NOTE: This option cannot be selected in conjunction with the "Automatically open in the Viewer selected document in folders and search results" or "Automatically open in the Viewer selected document in Inbox" options.
Allow opening one document in multiple tabs	A single document can be opened several times in multiple tabs using both Brava and PDF/Image viewers. Note that "Open documents in the Document Viewer using separate tabs" needs to be enabled in order to enable this feature. This feature is useful in multiple monitor situations.
All viewers	
Automatically open in the Viewer selected document in folders and search results	Any selected document in the folder view or search results opens in the Viewer automatically. If this option is selected, only one tab is opened at a time. This prevents users from opening several tabs at a time and using up a lot of system memory in the process.

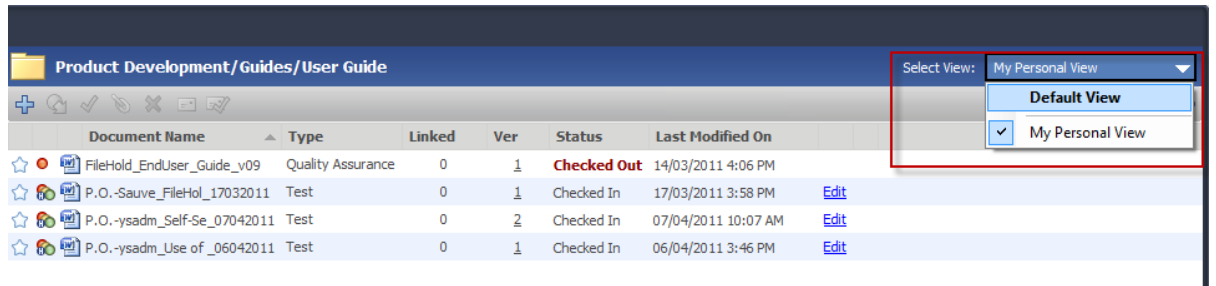
5. In the Contact Information tab, enter your personal contact information. This is for both the FDA and the Web Client. This information may be filled out if you are an Active Directory user.
6. In the Company tab, enter your organization information. This is for both the FDA and Web Client. This information may be filled out if you are an Active Directory user.

7. Click **OK**.

16.2. VIEW PREFERENCES

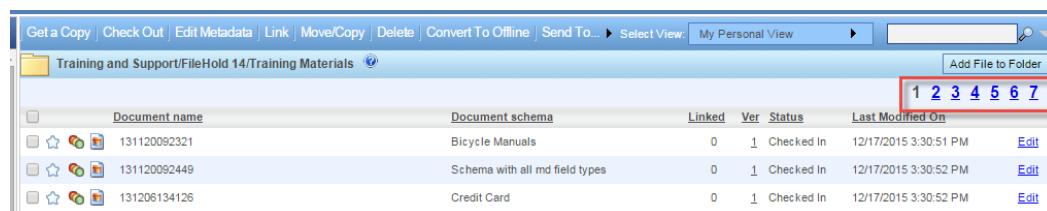
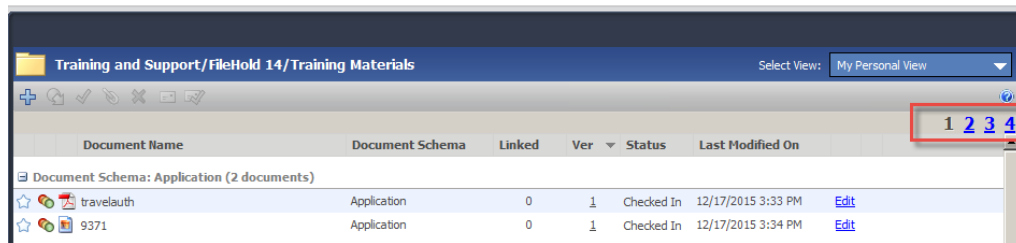
You can create or modify “views” in order to suit how you want documents displayed. There are several different view types, such as the folder list, checked-out documents, Inbox, Document Tray, and so on. You can customize each view to display specific columns and determine how you want the view sorted and grouped. The views can be made private or public which allows other users to access them. Users can also set a default view which displays the documents according to the default type unless otherwise specified. Changes to your view settings does not affect how other users view their folders or lists.

The following is an example of a folder list view. You can change your view type by selecting an option from the Select View drop-down list.



The benefit of customizing the views is that the user is able to see key information on a file without having to open up the file or view its metadata. For example, if a user is working in an engineering department and the majority of documents to be stored in the library have a 'Part Number' metadata value associated with it, then the part number field can be added as a column in the user’s folder display.

The number of documents that are displayed per “page” is set in the view preferences. In the FDA, there can be 5 to 1000 documents displayed per page. In the Web Client, there can be 5 to 30 documents displayed per page. The page numbers are shown in the right-hand top and bottom areas of the screen. The number of documents that are shown in the FileHold Office Client window when using the Microsoft Office Add-Ins can also be configured.



Library administrators can create views and set them as the system default for all users. They can also reset the personal views of other users to a global view of their choice. They can also assign default views to cabinets, folders, [virtual folders](#), and [saved searches](#).

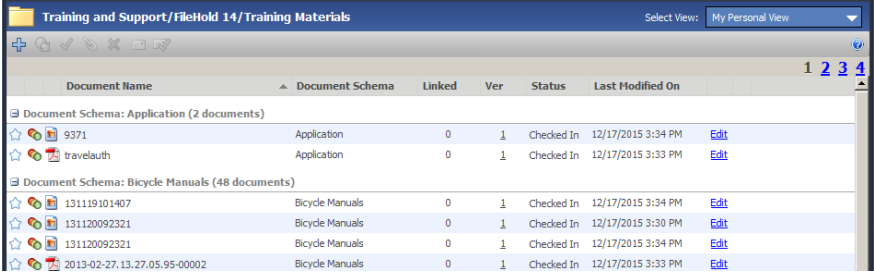
View settings are exclusive to the user; however, Views can be made public allowing other users of the document management system to use them if you are an Administrator. Changes to one user's view settings does not affect how other users view their folders or lists.

NOTE: If you are logged in as an Administrator and are modifying a Public View (such as adding or removing columns), the document management software automatically creates a new Personal view using the changes made to the existing Public view.

TO SET YOUR VIEW PREFERENCES

- Do one of the following:
 - In FDA, go to **File > Preferences and Settings > View Preferences**.
 - In Web Client, right-click on **My FileHold** and select **View Preferences**.
 - In the Web Client, go to **Administration Panel > My FileHold > View Preferences**.
- In My Global View Preferences window, use the following table to fill out the form.

Field	Description
Select View Type	Select the view type you want to customize: Checked Out Documents, Document Alerts, Document Reminders, Document Tray, Folder List, Inbox, Linked Document List, My Favourites, My Workflow Tasks, Recently Accessed, Recently Added, Search Results, Workflow Documents (Show Documents pane), and Virtual Folder. For example, Checked out Documents customizes the My FileHold > Checked out Documents list. Inbox customizes the Inbox view.
Select View	Select a view from the list if it already exists for that view.
Add	Click Add to create new view. Enter a view name and select if it is a Personal or Public view and click OK . A personal view is only visible to you while public views can be seen by all users. Only Administrators can create public views.
Edit	Click Edit to modify the name of the view. Rename the view and/or select a view type (personal or public) and click OK .
Delete	Click Delete to delete a view. Click OK at the confirmation message. The view is deleted.
Set as System Default View	When logged in as Library or system administrator, you can add a new System Default View for the system. When creating a new System Default View, you must make the new view a Public view. Then click Set as System Default View . Now all users see this view when logging onto the system.
Set as My Default View	When creating a new view, you can set it as your own default view. This view overrides the System Default View in any of the view types that do not have a designated view applied to them.
Create My Personal View	Create a personal view for a view type not seen by any other user such as personal search view or personal virtual folder.
Current Fields/Columns used in this view	Lists all the column names, their descriptions, and the order they are sorted across the screen. To reorder the columns, select a number from the drop-down list. To remove a column, click the X .

Field	Description
Add a field (column) to the view	Select a metadata or system value to add to the view from the list and click Add Field. Once you have added a field, you can sort the order of the columns in the Order Column.
Sort view by	Select the column you want to sort by from the drop-down list and select if you want the documents displayed in ascending or descending order.
Group by	Select the check box and select how you want the documents grouped. Select a descending or ascending order. This is only available in the FDA. In the example below, the documents are grouped by Document Schema:  <p>The screenshot shows a FileHold window titled 'Training and Support/FileHold 14/Training Materials'. It displays a table of documents grouped by 'Document Schema'. The table has columns for Document Name, Document Schema, Linked, Ver, Status, and Last Modified On. There are two groups: 'Document Schema: Application (2 documents)' and 'Document Schema: Bicycle Manuals (48 documents)'. The 'Application' group contains two documents: '9371' and 'travelauth'. The 'Bicycle Manuals' group contains four documents with IDs like '131119101407', '131120092321', '131120092321', and '2013-02-27.13.27.05.95-00002'. Each document row includes an 'Edit' link.</p>
Show x items in this view (Web Client only)	Enter the number of documents you want displayed in the Web Client. Enter a value from 5 to 30.
Number of documents per page – Main FDA window (FDA only)	Enter the number of documents you want displayed “per page” in the FileHold Desktop Application. For example, if you have 4000 documents in a single folder, then 500 documents are shown on a “page”. It is recommended that this value be set to 500.
Number of documents – FOC windows (FDA only)	Enter the number of documents you want displayed “per page” in the FileHold Office Client window. It is recommended that this value be set to 20.

My Global View Preferences

Select View Type: **Folder List**

Manage Folder List Views

Select View: **My Personal View** [Add] [Edit] [Delete]

This is your personal view. It is selected as your default view.

[Set as System Default View] [Reset to System Default View] [Create My Personal View]

Current Fields (Columns) Used in This View

Column Name	Column Description	Order
Document Name	A Document Name system field.	1
Document Schema	A Document Schema system field.	2
Linked	A Linked system field.	3
Ver	A Ver system field.	4
Status	A Status system field.	5
Last Modified On	A Last Modified On system field.	6

Modify My Personal View:

Add a field (column) to this view: **Accepted / Refused** [Add Field]

Sort view by: **Ver** in **Descending** order

Group by: **Document Schema** in **Ascending** order

Number of documents per page

Main FDA window: **50** (recommended values from 5-100)

FOC windows: **20**

[OK] [Cancel] [Apply]

3. Click **Apply** or **OK** to save the view settings.

16.2.1. Creating Ad-Hoc Views

You can modify any view by adding or removing columns, grouping documents, expand or collapse groups, or reorder columns “on the fly”.

TO CREATE AD-HOC VIEWS

1. In any view, right-click on a column header and select one of the following:
 - **Group By** – Group documents by document name, type, linked, version, status, or last modified date.
 - **Add / Remove Columns** – Add or remove columns from the view. All system values and metadata values can be added or removed from the view. All values with a check mark beside the name are shown in the view. To remove the column, select the value with the check mark.
 - **Add / Remove Columns > Reorder Columns** – This opens the Global View Preferences window. You can reorder the columns in the Order column. See [View Preferences](#) for more information.
 - **Expand/ Collapse All Groups** – This expands/collapses grouped documents. You can also click the +/- sign next to the Group Name.

Document Name	Type	Linked	Ver	Status	Last Modified On
Type: Invoice (2 documents)					
AsbestosRemoval_QUOTE	Invoice	0	1	Checked In	16/03/2011 3:56 PM
Invoice-TP0300018852	Invoice	0	1	Checked In	04/03/2011 1:46 PM
Type: Purchase Order Request (1 document)					
Invoice-TP0300029031	Purchase Order Request	0	1	Checked In	04/03/2011 1:46 PM

- For exporting the document list to a CSV file, see [Exporting Documents in a View to a CSV File](#).

16.2.2. Showing the Review or Approval Status in the Folder View

Adding the Review and Approval Status field to a folder view allows the user to be able to tell at a glance the state of approval for all documents contained in that folder.

These fields can be added (or removed) in all views including search results, my FileHold, or any other list customizable with the user’s personal view preferences.

TO ADD THE REVIEW OR APPROVAL STATUS COLUMN TO A VIEW ON THE FLY

- Right-click column header and select **Add/Remove Columns**.
- Select **Review Status** or **Approval Status** from the list. The Approval Status is added as a column to the view.

Document Name	Location	Documen...	Linked	Ver	Status	Last Modified ...	Rel...	Review Status	Approval Status	Edit
p2f v3	Year-2014 / October / Day-16	Application	0	2	Checked In	10/24/2014 2:1...		Pending Review	Pending Approval	Edit
p2f 4	Year-2014 / October / Day-16	Application	0	1	Checked In	10/24/2014 2:1...		Pending Review	Pending Approval	Edit
p2f 6	Year-2014 / October / Day-24	Application	0	2	Checked In	10/24/2014 2:2...		Pending Review	Pending Approval	Edit
p2f word doc	Year-2014 / October / Day-24	Application	0	1	Checked In	10/24/2014 2:3...		Pending Review	Pending Approval	Edit
2014_10_24_15.23	Year-2014 / October / Day-24	Application	0	1	Checked In	10/24/2014 3:2...		Pending Review	Pending Approval	Edit
overlay	Year-2014 / October / Day-24	Application	0	1	Checked In	10/24/2014 3:2...		Pending Review	Pending Approval	Edit

TO MODIFY THE VIEW PREFERENCES TO ADD THE REVIEW OR APPROVAL STATUS COLUMN

- Go to [View Preferences](#) and select the view you want to modify from the list.
- In the Add Field drop down list, select **Approval Status** or **Review Status** and click **Add Field**.
- Click **OK** to save changes.

16.2.3. Setting the Default Cabinet Drawer, Folder Group, Virtual Folder, or Saved Search View

Cabinets, drawers, folder groups, virtual folders, and saved searches can have specific views created and assigned to them so that the views are displayed in a certain way. Administrators can create public views in the View preferences area and then assign the default view to the search. Users can also do this for their "My Saved Searches" and "My Virtual Folders" using personal views.

You can set a [default view for a folder](#) but it cannot be made default or forced.

TO SET THE DEFAULT VIEW FOR A CABINET, FOLDER, VIRTUAL FOLDER, OR SAVED SEARCH

- Create a new view to be used. For folders, cabinets, public saved searches and public virtual folders, administrators need to create a public view. For personal saved searches

(My Saved Searches) end users can create personal views. See [View Preferences](#) for more information.

2. Right click on the folder, cabinet, virtual folder or saved search name and select **Set Default View**.
3. Select the view you want to use from the drop-down list. To use the global default view, select the **Use global default** view check box.
4. To make this the default view all users, select the **Make it the default setting for all users** check box.
5. To enforce the use of this view for this saved search, select the **Reset all users to use this default setting** check box.
6. Click **OK** to save your settings.

16.3. ALERT PREFERENCES

You can set alert preferences so that you are notified when a change occurs to a document or folder. You can view alerts in My FileHold > Document Alerts and/or receive an email alert, if your system has been configured. In order to receive an alert, you must have set an alert on a document or folder. See [Setting Document Alerts and Reminders](#) for more information.

The alert preferences allow you to determine which type of change you want to be notified of, such as a document addition, change to metadata, or when a file is checked. Users can also be notified via email and alerts of specific date-based events call user defined events. For example, policies must be updated or reinstated at least once every three years. The policy team would like to review the documents 60 days before the three-year anniversary. The event can be set up so that every three years, the owner of the policy is notified 60 days prior to the policy expiry date. User defined events are set on the document schema by the library administrator. For more information, see the [Library Administration Guide](#).

Some, none, or all of these settings may be determined and/or enforced by your system administrator. See your system administrator for details.

TO SET ALERT PREFERENCES

1. Do one of the following:
 - In FDA, go to **File > Preferences and Settings > View Preferences**.
 - In Web Client, right-click on My FileHold and select **View Preferences**.
 - In the Web Client, go to **Administration Panel > My FileHold > View Preferences**.
2. In the My Alert Setting window, select the following folder alert options:
 - New documents/versions are added to folders I have subscribed to.
 - Documents are transferred to folders I have subscribed to.
 - Documents are deleted from folders I have subscribed to.
3. Select the following File (document) alert preferences:
 - A new version of a document I have subscribed to is checked-in.
 - Metadata values are updated for a document I have subscribed to.
4. In the Email Alert Preferences, select the check box if you wish to receive an email in addition to displaying alerts in the My FileHold > Document Alerts area.
5. Enter the email address that the alert should be emailed to.

6. Select an alert frequency:
 - Send email immediately – Sends the email as soon as the change is made.
 - Send a daily summary – Sends the email once per day with a summary of all the alerts.
 - Send a weekly summary – Sends the email once per week with a summary of all the alerts.
7. In the Reminders area, select the **Send email...** check box to have reminders emailed to the specified account.
8. Select an email reminder frequency:
 - Send email immediately.
 - Send a daily summary.
9. Click **OK**.

16.4. WORKFLOW PREFERENCES

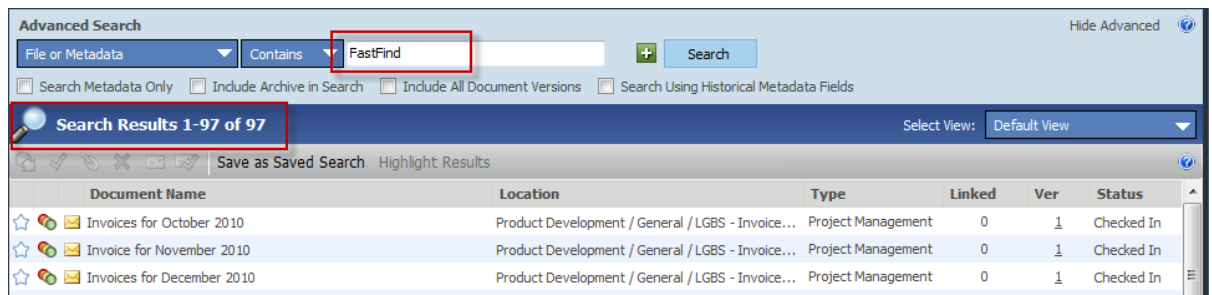
You can set preferences to be notified via email when certain workflow events involving you occur and delegate your tasks to someone else if you are away from the office for a period of time. See the [Workflow and Courier Guide](#) for more information.

16.5. FASTFIND PREFERENCES

FastFind provides search capability from third party windows-based forms applications such as Windows Desktop Applications such as accounting or GIS software. FastFind works in conjunction with the FileHold Desktop Application (FDA). Users can use keyboard shortcut shortcuts that perform searches directly from the chosen application in the document management system to find relevant data instantly.

FastFind is relatively easy to set up and use by most users with some basic instructions; however, FastFind can be leveraged to perform a more dynamic search of the document management system by someone who can work with regular expressions. You can also set up [FastFind templates](#) to improve your searches from various third-party applications.

For example, a search in a Microsoft Word document for the term “FastFind” using the shortcut key CTRL +D, returns the search results in the FileHold Desktop Application. In the example below, there are 97 results found.

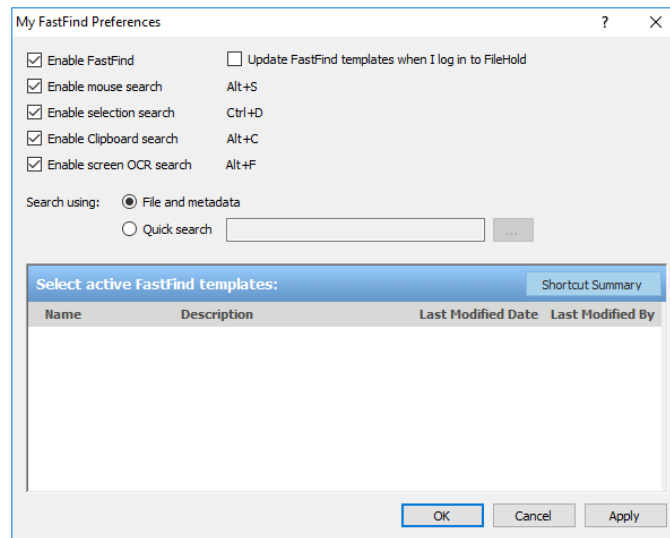


FastFind searches can be based on a full text search (file and metadata search) or a quick search. If based on a quick search, it searches on that specific search parameter and nothing else in the system (unlike a full text search which searches through everything). Advantages of using up a quick search with FastFind would be to be able to limit the search results. For example, if FastFind was only used to locate an invoice in FileHold from your accounting software, the search results would be limited to what documents would be found using “Invoice Number” quick search. See [Quick Searches](#) for more information on configuring quick searches.

NOTE: FastFind preferences can only be set in the FileHold Desktop Application. It cannot be set in the Web Client.

Some, none, or all of these settings may be determined and/or enforced by your system administrator. See your system administrator for details.

In order to use FastFind, you must purchase this optional feature. Contact sales@filehold.com to purchase the FastFind module.



TO SET THE FASTFIND PREFERENCES

1. In FDA, go to **File > Preferences and Settings > FastFind Preferences**. **NOTE:** These options may be locked down by your system administrator.
2. To enable FastFind, select the **Enable FastFind** check box.
3. To have the FastFind templates updated when you log onto the document management system, select the **Update FastFind templates...** check box. Read more about [FastFind templates](#).
4. Select the check boxes for the following shortcut key options:
 - **Mouse Search (Alt + S)** – Activates an on-the-fly screen scraper. When this is done a green bar appears in the bottom-left corner of the user's desktop screen. Users can now start moving their mouse over screen form objects such as data fields or field labels. The text under the current mouse position is captured and displayed in the green bar. If a user wishes to search with the captured text, they may left click to invoke the FileHold search. This initiates the Full Text and Metadata search in FileHold and the search results are displayed within the standard search results screen. Pressing the ESC button at any time stops the mouse search mode.
 - **Selection Search (Alt + D)** – Highlighting a word or string or partial string in a third party application and pressing Alt+D initiates a Full Text and Metadata search and display results within FileHold application.
 - **Clipboard Search (Alt + C)** – This uses a 2-step process to search for documents in the Library. First, you copy any text from the screen to the Windows clipboard using traditional "Copy" menu option or the Alt+C shortcut available in most Windows applications. Next, press Alt+C to use the contents of the Windows clipboard to activate a Full Text and Metadata search in FileHold. Since FastFind uses the contents of the clipboard, any string or partial strings can be copied to the clipboard and searched upon.

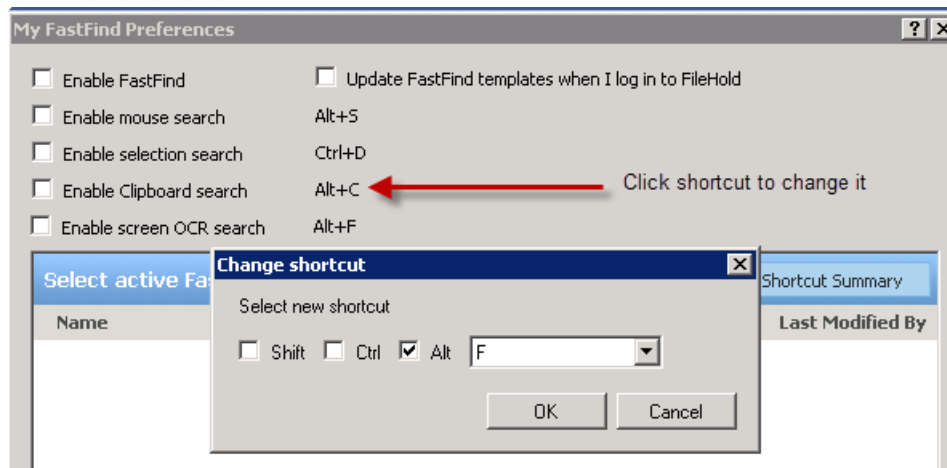
- Enable screen OCR search (Alt + F) – Allows you to do a search based on the [Click to Tag](#) functionality. Once the shortcut key is invoked, you can click on the text on the screen or draw a bounding box (rubber band) around the text. Then a search is performed in FileHold to meet the selected criteria from the screen.
5. In the Search using area, select one of the following:
 - File and metadata — Searches document name, metadata, document contents and file properties
 - Quick search — Searches for only the quick search parameter. Click ... to select the quick search. To learn how to create a quick search, see [Quick Searches](#).
 6. To activate FastFind templates, select the check box next to the template name. Learn more about creating [FastFind templates](#).
 7. Click **OK**.

16.5.1. Changing the FastFind Keyboard Shortcuts

You can change the predefined keyboard shortcuts to a different shortcut key. You would do this if the default FastFind shortcut key conflicts with another preset shortcut key in the application that you are doing the searching from. For example, you can change the mouse search shortcut to Shift + F3 instead of using Alt+S.

TO CHANGE THE SHORTCUT KEY

1. In FDA, go to **File > Preferences and Settings > FastFind Preferences**. **NOTE:** These options may be locked down by your system administrator.
2. Click the keyboard shortcut type you want to change (mouse search, selection search, or clipboard search).
3. In the Change Shortcut screen, change the default keyboard combination and click **OK**.



16.6. RESET MY PASSWORD (WEB CLIENT)

A locally managed user (non-Active Directory user) can change their password at any time. This section describes the process on how to change a password via the Web Client.

To change your password in the FileHold Desktop Application, go to the user preferences.

Note: If FileHold is synchronized with Active Directory, this option is not available. See your system administrator to change your password if using Active Directory.

TO CHANGE YOUR PASSWORD USING THE WEB CLIENT

1. In Web Client, right-click My FileHold and select **Reset My Password**.
2. Enter your current password.
3. Enter your new password twice.
4. Click **Update**. The new password takes effect next time that you log in.

17. WORKING DOCUMENTS

FileHold makes managing the documents that users have downloaded to their local machine easy. These "working documents" can be ones that have been checked out of FileHold for editing or downloaded as local copies for local reference.

When the user wants to clean up the files that they have downloaded or checked out to their local machine they can do so by logging into the FileHold Desktop Client and using the Working Documents tool.

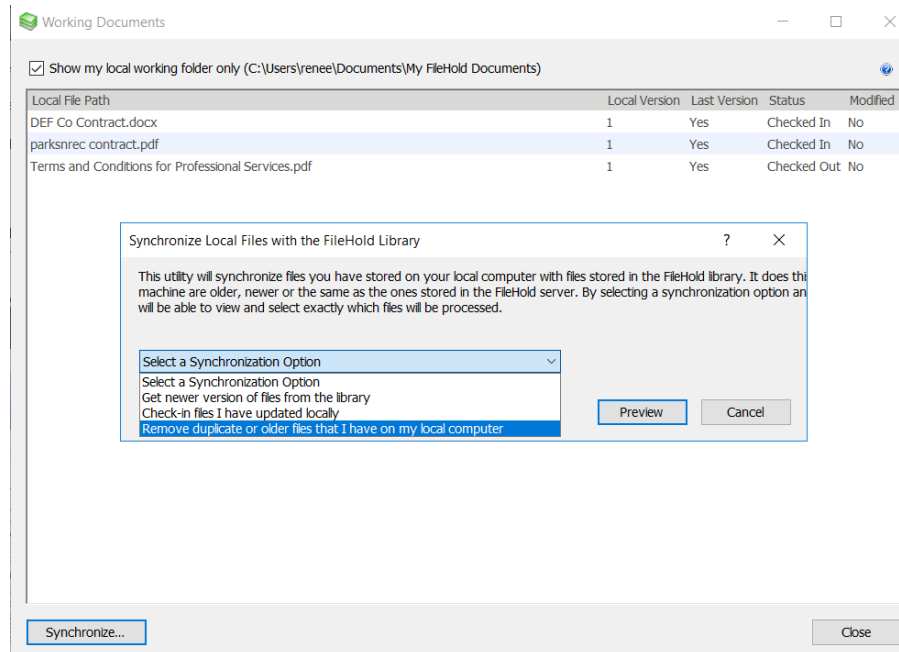
You may be prompted to clean up your working documents when the following occurs:

- When the FDA is minimized to the system tray.
- When the user logs out.
- When the FDA detects it has been disconnected from the FileHold server.
- When the FDA receives a message from Microsoft Windows to shut down.
- When a user exits the FDA.

The Working Documents window displays the contents of the default "local folder"*. It lets users know if the file has been checked out, the local version number and whether it is the last version located in FileHold. This information helps users decide what action to take for each file.

NOTE: The "local folder" is the "My FileHold Documents" folder that is automatically created by FileHold when it is installed on a local computer. This is typically under */My Documents/My FileHold Documents* folder.

In order to see documents that a user may have downloaded to folders other than the default folder, the user can clear the **Show my local working folder only** check box setting. The list of all documents that a user has downloaded or checked out appears.



Users can then select files one at a time or in groups and using the **Synchronize** button at the bottom of the results screen, choose which local folder(s) clean-up function they would like to perform. Users have 3 functions to select from:

- Get newer version of files from the library —Downloads a more recent version of a document from FileHold to the local folder when the version on FileHold is newer than the one in the local machine.
- Check-in files that I have updated locally — Checks in files that users have updated locally but not yet returned to the library.
- Remove duplicate or older files that I have on my local computer— Checks for files that are duplicated or are older versions of documents that have newer versions available and deletes them from the local folder.

The Working documents list can be accessed when users are disconnected from the server and working offline, however they are not able to synchronize the files until they are again hooked up to the server. This means that they may not have access to the very latest version of a document or that any updating that they do to a document offline has to wait until they are reconnected to the server to be updated in FileHold.

Working documents may automatically be cleaned up without any user intervention depending upon what has been configured. Some clean up settings can be configured in the [User Preferences](#). See your system administrator for details.

TO ACCESS THE WORKING DOCUMENTS TOOL

1. Open the FileHold Desktop Application.
2. Select **Tools > Working Documents**. The list of working documents appears.
3. Click **Synchronize**.
4. Select from the options outlined above and click **Preview**.
5. Follow the prompts and click **OK**.

18. WATCHED FOLDERS

Watched folders is a tool available in the FileHold Desktop Application. Watched folders create a kind of direct line from a folder local on the local computer or network to FileHold. It allows users to drop documents into this specific folder location in which FileHold “watches” and uploads to the FileHold library automatically.

Users can create as many watched folders as they need. [Extraction rules](#) and [auto-filing](#) can work with the Watched Folders tool. Using the extraction rules and auto-filing features require the Automatic Document Importation (ADI) feature to be enabled in the license. Extraction and auto-filing rules are configured by a library administrator or higher role.

If you are a library administrator or higher role, auto-filing templates, auto-filing scripts, or the auto-filing rule applied to the document schema can be used. For non-administrators, the auto-filing rules use the schema default.

Users have the option of setting specific schema and metadata values for the incoming documents or use extraction rules. If using extraction rules, the schema and metadata is determined according to the rule. If both extraction rules are configured on the schema and values are set in the watched folder properties, the watched folder values overwrite the extraction rule values.

If there are missing required metadata fields or the file path cannot be resolved, documents go the user's Inbox for processing.

TIP: If scanning with SmartSoft Capture, use the [Manage Imports tool](#).

NOTE: The following file types cannot be brought into FileHold using Watched Folders: asp, asx, bas, bat, cer, chm, cmd, com, cpl, crt, csh, exe, fpx, hlp, hta, inf, ins, isp, js, jse, ksh, lnk, mda, mdb, mdt, mdw, mde, mdz, msc, msi, msp, mst, ops, pif, prf, prg, reg, scf, scr, sct, shb, shs, tmp, vb, vbe, vbs, vsmacros, vss, vst, vsw, ws, wsc, wsf, and wsh.

TO CREATE A WATCHED FOLDER

1. In FDA, go to **Tools > Watched Folders** and click **Add**.
 2. In the Browse for Folder window, select the folder that you want to "watch" on your local computer or network drive. For example, select the output folder for a scanned batch of documents.
 3. In the Watched Folder Properties window, the Folder Path to the Watched Folder is shown.
 4. To set a folder location in the library, select the **Set a destination library location** check box and select one of the following options:
 - Folder location – Click **...** and select a folder. Click **OK**.
 - Auto-file using – Select one of the auto-filing options:
 - Document schema – The document is filed according to the auto-filing rule set in the schema. If you are not an administrator, this may be the only option available.
 - <Auto-filing template name> – Select the name of the [auto-filing template](#) from the list.
 - <Auto-filing script> – Select the [auto-filing script](#) from the list.
- NOTE:** If no folder location is selected, documents go to the user's [Inbox](#).
5. To set the metadata for the documents, select the **Set metadata for input files** check box and select the Document Schema name from the list.
 - Use only extraction rules – Extraction rules are used to set the metadata.

- <Document schema name> – Select the schema name from the list and enter any metadata field values. If any metadata values are set, a fixed value is applied to all the documents. If any required fields do not contain values, the option “Automatically send files to the FileHold Library” cannot be enabled since the required value is missing and need to be entered in the Inbox. If the metadata field is set to “read-only”, then you cannot enter a value; this field always uses the default initial value set up in the schema.
6. Select the **Automatically "Send files" to the FileHold Library** to automatically send the files to the set folder location. If you do not select this option, then all files go to the Inbox instead of being automatically sent to the folder location. This option is not available unless the **Set metadata for input files** is enabled.
 7. To delete the files that are successfully imported into the library, select the **Delete input files sent to library** check box. This keeps the folder clean and reduces the folder size; this could potentially get quite large if you are scanning a lot of documents.
 8. Click **Save** .
 9. The new Watched Folder appears in the List of Watched Folders.
 10. To delete a Watched Folder, click the red **X** next to the Watched Folder name in the Watched Folders list.

19. VIEWING ALL FILES IN TRANSFER

If you are moving a bulk load of files into the system, you can view the files that are in transfer into the document management system. This is helpful when you want to see how the file transfer is progressing, or if you need to pause or cancel a transfer.

In the View Files in Transfer window, you can pause, resume, cancel, or clear completed and cancelled transfers into the system. You can also view only those files that are being sent into the Library at the current time.

Document Name	Document Schema	Application	Coming From	Going To	Progress	Status
131016145027-3L	Photos	FDA	C:\Users\Admini...\documents	Training and Support\FileH...	10/16/2014 1:03...	Completed
131011095009	Application	FDA	C:\Users\Admini...\documents	Year-2014 \ October \ Day...	10/16/2014 1:22...	Completed
131016145221	Bank Statement	FDA	C:\Users\Admini...\documents	Accounting \ Bank Stateme...	10/16/2014 1:24...	Completed
131016145857-3L	Claimant Form	FDA	C:\Users\Admini...\documents	Claimant Form\Cabinet \ Cla...	10/16/2014 1:28...	Completed
131017163721	Board Minutes	FDA	C:\Users\Admini...\documents	Board Minutes-2014 \ Octo...	10/16/2014 1:31...	Completed
131023151435	Invoices	FDA	C:\Users\Admini...\documents	Accounting \ Invoices \ BC ...	10/16/2014 3:05...	Completed
SampleMortgageTiff	Application	FDA	C:\Users\Admini...\documents	Year-2014 \ October \ Day...	10/16/2014 7:45...	Completed

TO VIEW ALL FILES IN TRANSFER

1. In the FDA, go to **View > All Files in Transfer**. The following table describes the functions in the All Files in Transfer View:

Function	Description
Pause	Puts a hold on the transfer of a document.
Resume	Removes a pause on a document so it can be transferred into the library.
Cancel	Cancels a document from being transferred into the library.
Clear Completed and Canceled	Removes all completed and canceled transfers from the view.
Include "coming from" library	When enabled, all documents being sent to the library and downloaded from the library are shown. If disabled, only the documents that are or are sent to the library are shown.
Status: Pending	Shows all documents that pending to be sent to the library with a status of "Scheduled to Send" when enabled.
Status: Completed	Shows all documents that have been sent successfully into the library with a status of "Completed" when enabled.
Status: Error	Shows any errors that occurred while sending documents into the library with the status of "Failed" when enabled. TIP: Hover over the "Failed" status to see why the document failed to be sent to the library.

20. REFRESHING THE FILEHOLD SYSTEM

If you have made changes in the Library Administration or System Administration areas of FileHold, you need to update the FileHold Desktop Application by using the Refresh function. This loads your changes into the application.

TO REFRESH THE FILEHOLD SYSTEM

- Go to **File > Refresh All**.

21. ACCESSING SYSTEM AND LIBRARY ADMINISTRATION

To access the Library Administration or System Administration areas of FileHold:

- In FDA, select **Administration > Administration Panel** from the menu bar. You are redirected to the Web Client.
- In Web Client, login and click the **Administration Panel** link at the top of the screen.

22. VIEWING FILEHOLD REPORTS

You are able to see custom reports in the library tree if the feature has been enabled and you have the correct permissions.

There are two preconfigured reports that can be downloaded from the [Knowledge Base](#):

- Library List Report — Displays the contents of a cabinet.
- System Activity Report — Displays all the logon activities of users.

TO VIEW REPORTS IN THE LIBRARY

1. In the Library, go to **Reports > FileHold Reports**.
2. Select a report from the list and click **Show Report**. The Report Manager opens.
3. Select or enter the parameters you want to be shown in the report and click View Report. The report results are shown.
4. You can now export the report into a XML, CSV, PDF, MHTML, Excel, Tiff, or Word file.

The screenshot shows a web browser window displaying the FileHold ReportForm.aspx page. The URL is <http://qa-2008r2ent64/FH/FileHold/LibraryManager/ReportForm.aspx?reportId=e9d26b99-ccf5-4fb1-b143-92db3ef9f382>. The interface includes a form for report parameters (Client Type, Last Name, First Name, Login Time, Logout Time) and a 'View Report' button. Below the form is a table titled 'FileHold Application - Report' with columns for Client Type, Last Name, Login Time, and Logout Time. An 'Export' button is located above the table, and a dropdown menu is open, showing options for report formats: XML file with report data, CSV (comma delimited), Acrobat (PDF) file, MHTML (web archive), Excel, TIFF file, and Word. Arrows point to the 'View Report' button, the 'Export' button, the dropdown menu, and the table.

Client Type	Last Name	Login Time	Logout Time
FDA	McMarvin	12/8/2010 9:02:18 AM	12/8/2010 9:05:11 AM
FDA	McMarvin	12/8/2010 9:05:19 AM	12/8/2010 10:27:32 AM
FDA	McMarvin	12/8/2010 12:39:01 PM	12/8/2010 2:11:55 PM
FDA	McMarvin	12/8/2010 2:12:13 PM	12/8/2010 2:17:20 PM
FDA	McMarvin	12/8/2010 2:18:33 PM	12/8/2010 2:49:12 PM
FDA	McMarvin	12/8/2010 3:02:34 PM	12/8/2010 3:02:48 PM
FDA	McMarvin	12/8/2010 3:03:02 PM	12/8/2010 4:11:08 PM
FDA	McMarvin	12/9/2010 9:20:13 AM	12/9/2010 9:53:08 AM
FDA	McMarvin	12/9/2010 9:59:52 AM	12/9/2010 2:17:16 PM
FDA	McMarvin	12/9/2010 3:08:47 PM	12/9/2010 3:40:08 PM
FDA	McMarvin	12/13/2010 9:50:33 AM	12/13/2010 11:01:21 AM

23. FILEHOLD HELP

To read a help topic, click a question mark (?) in the window. You are redirected to the relevant topic in the online help.

You can also access the home page for the online help by selecting **Help > Help** from the menu bar in the FileHold Desktop Application.

INDEX

- A**
- add document wizard
 - web client, 75
 - Add documents, 25
 - Add File, 4
 - alert preferences, 166
 - alerts, 114
 - disable on folders, 116
 - mark as read, 116
 - removing, 116
 - assembling documents, 145
 - batch jobs report, 150
 - assembling documents
 - custom watermarks, 149
 - merge tags, 150
 - Auto-File, 26
- B**
- batch jobs report, 150
 - how to use, 151
- C**
- cabinet administrator role, 20
 - cabinets, 60
 - auto-tagging, 68
 - managing, 60
 - calendar, 28
 - Capture, 156
 - Check out, 5, 9
 - Checked Out Documents, 27
 - Click To Tag, 87
 - entering metadata, 88
 - connection options, 2
 - Convert to offline, 9
 - CSV files
 - exporting, 82
- D**
- database lookups
 - entering metadata, 92, 95
 - multiple lookup fields, 94
 - database drop-down list
 - search by fields, 91
 - default domain, 3
 - Delete, 6, 9
 - Document Alerts, 27
 - document assembly. *See* Assembling documents
 - document owner
 - changing, 108
 - document publisher + delete role, 18
 - document publisher role, 18
 - Document Reminders, 28
 - document tray
 - clear documents, 119
 - Document Tray, 118
 - document URLs, 104
 - document viewer, 120
 - full or partial views, 120
 - documents
 - ! icon, 22
 - actions and functions, 69
 - add document wizard, 75
 - adding, 73
 - adding emails. *See* emails
 - adding from FDA, 74
 - adding from Microsoft Office applications, 79
 - adding from Web Client, 75
 - adding offline documents, 80, 82
 - alerts, 114
 - cancel check out, 99
 - change document owner, 108
 - checking in, 98
 - checking in from Microsoft Office applications, 99
 - checking in multiple documents, 99
 - checking in/out, 97
 - checking out, 97
 - deleting, 97
 - downloading to local folders, 110
 - drag and drop, 74
 - emailing. *See* emails, *See* emails
 - exporting, 109
 - exporting to CSV file, 82
 - grey dots, 21
 - linking, 105
 - linking by metadata field values, 106
 - linking from metadata pane, 107
 - make a local copy, 100
 - managing alerts and reminders, 115
 - manually linking, 105
 - move or copy, 99
 - purple dot, 22
 - quick check-in, 99
 - rectangle with dots, 22
 - red dots, 21
 - red, yellow dots, 21
 - red, yellow, green dots, 21
 - reminders, 115
 - removing links, 107
 - renaming, 109
 - setting alerts and reminders, 114
 - setting destination folder, 96

- version history, 110
- drawers, 60
 - managing, 60
- duo, 14

E

- Edit Destination, 26
- Edit metadata, 9
- Edit Metadata, 26
- electronic documents, 84
- electronic records, 84
- Email, 5
- emails
 - adding, 76
 - adding only attachments, 78
 - email and check out, 103
 - emailing attachments, 101
 - emailing documents, 100, *See* emails
 - emailing links, 101
 - extraction rules, 76
 - Microsoft Outlook, 103
 - Microsoft Outlook Watched Folder, 77

F

- FastFind
 - changing shortcut keys, 169
 - clipboard search, 168
 - enable, 51
 - mouse search, 168
 - preferences, 167
 - screen OCR search, 169
 - selection search, 168
- FDA, 1
 - accessing, 1
 - connection options, 2
 - Inbox, 25
 - log in, 3
 - menus and toolbars, 4
 - refreshing, 176
 - shortcut keys, 6
- FileHold
 - about, 1
 - accessing, 1
- FileHold Desktop Application. *See* FDA
- FileHold viewer
 - annotation presets, 132
 - markup, 132
- files in transfer, 175
- FOC
 - Add attachment from FileHold, 11
 - Browse to FileHold, 11
 - Quick check in, 11
- folder groups, 60
 - assigning to a folder, 62
 - delete, 62
 - edit, 62

- managing, 60
- statistics, 62
- folders, 63
 - archiving, 67
 - auto-tagging, 68
 - cloning, 67
 - colour, 65
 - copying, 66
 - creating, 65
 - default view, 67
 - deleting, 66
 - managing, 63
 - moving, 67
 - properties, 66
 - statistics, 67

G

- Get a copy, 9

H

- help, 177
- hotkeys, 6

I

- icons
 - document permissions, 21
- Inbox, 25
 - shared inbox, 25
 - shared inboxes, 7

L

- library
 - cabinets, 60
 - drawers, 60
 - folder groups, 60
 - folders, 63
 - inbox, 23
 - library archive, 24
 - library tree, 24
 - My FileHold, 23
 - recent folders, 23
 - reports, 23
 - reviews and approvals, 23
 - search, 23
 - structure, 59
 - structure overview, 23
 - virtual folders, 23
- Library Administration
 - accessing, 176
- library administrator role, 20
- library archive, 117
 - manually archiving, 117
 - moving documents back to library, 117
 - moving objects to archive, 117

- scheduled archiving, 117
- limited user role, 17
- Link, 9
- Link documents, 5
- linking
 - documents, 105
 - from metadata pane, 107
- linking documents by metadata field values, 106
- local copy
 - documents, 100
- log in
 - FDA, 3
 - multi-factor authentication, 14
 - webclient, 8

M

- Make a local copy, 5
- merge tags, 150
- metadata
 - Click To Tag. *See* Click To Tag
 - copying, 96
 - database drop-down list, 91
 - schema lookups, 93
 - document URL, 84
 - editing, 96
 - entering, 83
 - entering for a single document, 85
 - entering for multiple documents, 85
 - FileHold ID, 84
 - format, 84
 - has markups, 84
 - library location, 84
 - library status, 84
 - link to a web page, 104
 - owner, 84
 - size, 84
 - type of file, 84
 - version, 83
- metadata pane, 83
- mfa. *See* multi-factor authentication
- Microsoft Office applications, 10
 - accessing, 1
 - adding documents, 79
 - checking in, 99
 - FOC window, 12
- Microsoft Outlook
 - adding emails, 76
- Move/copy, 9
- multi-factor authentication, 7, 14
- My Favorites, 27
- My FileHold, 27

O

- offline documents, 82, 84
- organizer + delete role, 19
- organizer role, 19

P

- passwords
 - lost or forgotten, 12
 - reset, 13
 - user id, 13
- PDF Image viewer
 - closing, 144
 - delete pages, 143
 - drag and drop, 142
 - drag and drop image, 144
 - insert files, 143
 - insert image file, 143
 - modify images, 143
 - modifying files, 142
 - printing, 144
 - publish as PDF, 143
 - reorder pages, 142
 - save image file, 144
 - undocking, 144
- permission icons, 21
- preferences, 153
- publisher + delete role, 18
- publisher role, 18

Q

- quick check-in, 99
- QuickScan Pro, 156

R

- raw query, 46
- read-only role, 18
- recent folders, 29
- Recently Accessed, 28
- Recently Added, 28
- reminders, 115
 - mark as read, 116
 - removing, 116
- Remove from Inbox, 25
- reporting services
 - reports, 176
- reviews and approvals, 113
- roles and permissions, 17

S

- scanning. *See* QuickScan Pro, *See* Capture
- schema lookups, 93
- search, 30
 - "and" connector, 46
 - "not w/n" connector, 46
 - "not" connector, 46
 - "or" connector, 46
 - "w/n" connector, 46
 - # phonic, 35
 - % fuzzy, 35

- & synonym, 35
- * wildcard, 34
- ? matches any character, 34
- ~ stemming, 35
- = matches any digit, 34
- accessing, 30
- advanced search, 37
- Advanced Search, 30
- boolean, 45
- contains in db, 32
- contains in fts, 32
- empty saved search, 50
- FastFind, 30, 50
- for documents in a workflow, 51
- for previous versions, 51
- fts wildcard limitation setting, 37
- full text search, 30, 35
- general usage, 33
- integrated with external applications, 52
- noise words, 33
- proximity, 46
- quick search, 52
- raw query, 46
- regular saved search, 47
- request types, 34
- saved searches, 47
- search operators, 43
- security, 32
- simple search, 35
- url builder, 54
- words and phrases, 35
- Send, 26
- Send All, 26
- Send to > Email, 10
- Send to > Email and check out, 10
- Send to > Library archive, 10
- Send to > Tray, 9
- Send to > Virtual folder, 9
- FOC
 - Add document, 11
- FOC
 - Review / approval feedback, 11
- FOC
 - Check in, 11
- senior library administrator role, 20
- sign off sheet, 113
- System Administration
 - accessing, 176
- system administrator role, 21

U

- user preferences, 77, 153

V

- version history

- deleting previous versions, 111
- document usage, 113
- reinstating previous versions, 112
- reviews and approvals history, 113
- sign off sheet, 113
- viewing, 110
- viewing metadata edits, 112
- viewing previous versions, 111
- version properties
 - document URLs, 104
- view preferences, 161
 - ad-hoc views, 164
 - setting default view, 165
 - workflow views, 165
- viewers
 - publish as PDF, 131
- viewers, 120
 - FileHold viewer, 121
 - highlight search results, 130
 - level 1, 121
 - level 2, 121
 - level 3, 121
 - page manipulation, 126
 - publish as PDF, 131
 - supported file types, 122
- viewers
 - bookmarks panel, 131
- viewers
 - annotations, 132
- viewers
 - comments, 136
- viewers
 - redaction, 138
- viewers
 - PDF/Image viewer, 140
- viewing
 - files in transfer, 175
- virtual folders, 57
 - adding documents, 57
 - creating, 57
 - deleting, 57
 - removing documents, 58

W

- watched folders, 173
- watermarks, 149
- web client, 7
 - accessing, 1
 - log in, 8
 - menus and toolbars, 8
- Web Client
 - reset password, 169
- workflow
 - reviews and approvals history, 113
 - sign off sheet, 113
- workflow preferences, 167
- working documents, 171

