June 29, 2012

Employees' Manual
Title 14
Chapter F

IM ELECTRONIC CASE FILE SYSTEM

Iowa Department of Human Services

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Overview

The Electronic Case File (ECF) System for income maintenance (IM) staff is an on-line case management system designed to replace the physical IM case file. IM workers have the ability to generate, store, retrieve, upload, view, and work on case file documents electronically.

The ECF system allows the Department of Human Services (Department) to:

- ♦ Enhance our commitment to provide timely and accurate benefits to our customers while IM workers deal with increased case loads, and
- ♦ Provide a common process shared by all IM workers to share in case management and increase worker capacity.

All electronic documents have index values. Index values may be manually entered or system-entered. Some index values are informational only. Other values are used to route documents to and through the system, and for proper document storage and retrieval within the ECF system.

Information for some index values can be pulled from the Automated Benefit Calculation (ABC) or Family Planning Waiver (FPW) systems. This information is limited to first name, last name, state identification number, and worker identification number and assists staff to quickly assign or change these index values.

All documents must have a document type (doc type) and transaction type (tran type). The doc type is the either the document's name or a category type, such as pay stubs. A tran type is an organizational "tab." The document type selected determines the correct associated tran type and the route the document will take in ECF. The system uses a built-in table to auto-populate the tran type and route index values after a doc type is chosen.

A glossary of all ECF forms and a routing table is available for IM staff and can be found in the ECF Forms folders on the ECF SharePoint at: http://dhsmoss1/pmo/ecf/Business Documents/Forms/AllItems.aspx.

The glossary provides a listing of all doc types by trans type and an alphabetical listing of all doc types by name. The routing table lists doc types in alphabetical order and shows whether the doc is routed directly to the catalog or a county or worker process list for processing.

"Read-only" access is given to selected staff so they can only view the Catalog and Packets screens. These staff can view the electronic case file documents and their index values. Staff with this access are located within the:

- Department of Inspection and Appeal (DIA)
- Child Support Recovery Unit (CSRU)
- Centralized Child Care Assistance Eligibility Unit
- Medicaid Unit housed with ***hawk-i***
- Health Insurance Premium Payment (HIPP) Unit
- Bureau of Financial, Health, and Work Supports
- Bureau of Quality Control (QC)
- Bureau of Quality Assurance and Improvement

Definitions

Some commonly used terms relating to the ECF system are as follows:

Term	Definition
Batch	A set of related documents that is imaged as a unit.
Batch Cover Sheet	The batch cover sheet is the first sheet in the batch. It is added by the staff who prep the documents for imaging and contains lines for: ♦ Each user's name or initials, ♦ Date and time, ♦ Batch number, ♦ Document received date, ♦ Scan date, and ♦ Number of documents in the batch.
Batch Name	Contains the imaging center identification number and the document's priority code.
Batch Number	A system-generated number for a batch of imaged documents.
Batch Type	See Batch Name.

Term	Definition
Case Number	The ABC or FPW case number.
Catalog	The final repository for all electronic documents after going through all process lists. Stored documents can be retrieved, viewed, or copied.
Document Separator	A document separator sheet is a bar code sheet that marks the end of a document. Document separators must be printed, not copied, or the scanners cannot read them.
Doc Type	Refers to either a category of document or the document's state approved name.
Expanded Document View Panel	Viewable by clicking the SHOW DETAILS icon or anywhere on a highlighted row. Additional case information is displayed. Index values can be edited until the document is sent to the catalog.
Expedite	An attribute assigned to applications for Food Assistance that may be eligible for emergency services which requires faster processing.
First Name	The person's first name.
Folder Separator	A folder separator sheet is a bar code sheet that marks the end of a folder. Folder separators must be printed, not copied, or the scanners cannot read them.
Forward	Sending a batch, document, or folder to the next step in the workflow. Also refers to the button used for forwarding a batch, document, or folder from Scan Manager to the IM ECF Indexing system or from the IM ECF Indexing system to the IM ECF system.
Hold	Index value selected by IM staff to mark a document. Allows IM staff to locate a document in their process work list quickly.
ID	A system-generated number identifying the document.

Term	Definition
Last Name	The person's last name.
Notes	Comments regarding the document. This is an optional editable field.
Permanent	Document's permanency status. Valid options are: Y = Yes, will remain in the case file indefinitely. N = No, will be purged according to Department case record destruction policy.
Received Date	The date the document was received at either the local office or the imaging center. The original received date is retained on all "copies" of the documents.
Reindex	Refers to having imaging center staff re-image and reindex a document before forwarding to the IM ECF system or assignment of index values to a "copied" document by IM staff.
Scan Date	Displays the date the document was scanned.
State ID (SID)	A unique eight-character identifier generated by the ABC system for each individual. The SID number can be found on the IABC TD03 or ST01 screens.
Status	An index value identifying the document's location. Valid options are: ♦ Bulletin board work list (WL) ♦ Process WL ♦ Catalog ♦ Purge
Source	The location from which a document is uploaded to ECF or the user ID of the person who uploaded the image.
Tran Type	Also known as transaction type. A label assigned to documents for consistent storage. Tran type replaces the tabbed sheets used in paper files and assists staff to locate specific documents within ECF quickly.

Term	Definition
Uploading	Refers to the process of moving an electronic document into ECF. IM workers can create electronic forms on their computer and upload the documents into ECF.
User ID	A user ID may contain both alphabetical and numerical characters. Usually consists of the first letter of a person's first name and up to the first six letters of the person's last name. The ID may occasionally have more than seven characters if numbers are needed to help differentiate users with similar names.
Workpacket ID (WPID)	A system-generated number identifying the work packet associated with the document.
Worker ID	Refers to the identification of a county or an IM case worker. For workers, the ID consists of their employer's county number and worker number (77CM00). For counties, the ID consists of the two-digit county number. The field requires at least the county number for forwarding documents to a process list or the catalog.
Worker Number	See Worker ID.

Imaging Centers

To image all paper documents received from customers and in the physical files, the Department created five imaging centers. The Imaging Centers are responsible for receiving all paper mail for a geographical area. The Imaging Center employees are responsible for:

- Processing received mail and preparing it for imaging.
- Returning certain original documents to the sender.
- Imaging all paper documents.
- Storing all imaged paper documents for a limited time before destroying them.
- Indexing imaged documents and forwarding to specific work lists or the ECF catalog.
- Processing requests for reimaging or reindexing of documents.

The imaging center mailing addresses and fax numbers are:

DHS Imaging Center 1 417 E. Kanesville Blvd Council Bluffs, IA 51503 Fax: 515.564.4014	DHS Imaging Center 2 PO Box 11000 Waterloo, IA 50704 Fax: 515.564.4015
DHS Imaging Center 3 PO Box 8022 Davenport, IA 52808 Fax: 515.564.4016	DHS Imaging Center 4 PO Box 2027 Cedar Rapids, IA 52406 Fax: 515.564.4017
DHS Imaging Center 5 PO Box 41130 Des Moines, IA 50311-0500 Fax: 515.564.4018	NOTE: For interoffice local mail delivery, use the local office address for the county the imaging center is located in. **Do not** use the PO Box addresses.

Case Record Conversion

Paper case files are to be converted to electronic form at time of application, recertification or review. Permanent and pertinent documents in the paper file that need to be converted are sent to the imaging center as a conversion bundle.

A document titled "ECF Physical File Conversion Docs" lists permanent and pertinent documents is available for IM staff and is found on the ECF SharePoint at: http://dhsmoss1/pmo/ecf/Business Documents/Forms/AllItems.aspx.

Conversion bundles require document separators to be placed between each document. This allows each item to be correctly indexed. A cover sheet must be added to the top of the bundle. The cover sheet must be completed to indicate:

- The reason for completing the conversion,
- The case number, and
- Whether documents should be indexed to the catalog or a worker process list.

Any appeal, attribution, disability determination, investigation, Intentional Program Violation (IPV), recoupment or trust documentation will be sent in as a packet bundle. Each individual item will be sent in as a separate packet bundle.

For example, a case being prepared for conversion has an appeal and two separate recoupment claims. The appeal will be a separate packet and each recoupment claim will be a separate packet for a total of three packets.

Packet conversions require all documents associated with the appeal, attribution, disability determination, investigation, IPV, recoupment or trust to be grouped together as one document. Document separators are not used.

A cover sheet will be placed on the top of the bundle. The cover sheet must be completed to indicate

- ♦ The packet type,
- ♦ The case number, and
- ♦ Whether documents should be indexed to the catalog or a worker process list.

Instructions for IM staff completing a case file conversion are located in the ECF share at: http://dhsmoss1/pmo/ecf/Business Documents/Forms/AllItems.aspx.

NOTE: **Do not** destroy any remaining portion of a paper case file. All documentation that was not submitted for conversion must be retained in the local office in accordance with the Department's case record destruction policy. See 24-A, *CASE RECORDS MANAGEMENT*, for more information.

Accessing the ECF System

Access ECF from the IM Field SharePoint site at: http://dhsmoss1/fo/field/IM/default.aspx.

Users will be automatically logged out of ECF after 20 minutes of inactivity. At 18 minutes, a pop up message displaying the time remaining appears. Users can choose to remain active in ECF and reset the 20 minute timer or to logout.

After 20 minutes of inactivity, users see a white screen with the message "The session has timed out. Click here to go to the start page." Click the CLICK HERE link to return to the ECF system.

System Components

The IM Electronic Case File (ECF) System is comprised of various components that allow electronic documents to be uploaded, copied, edited, indexed and processed by IM workers. The IM ECF system contains the following screens:

- Dashboard
- Bulletin Board
- Process
- Catalog
- Packets
- Profile
- Admin – This screen is only visible and accessible with proper role and security credentials.

By default, the Catalog screen is the first screen accessed in ECF since all ECF users can view the catalog. Navigation tips, common functions, and screen descriptions are discussed in the following sections.

Case Record Design in the ECF System

The ECF system uses index values to maintain the proper routing, storage and retrieval of documents. Index values enable any DHS employee, federal reviewer, and auditor to uniformly locate circumstances, verification, documentation and justification for case actions which are being reviewed.

Staff narratives are located in the Online Narrative (OLN). The Online Narrative application and the OLN manual are located on the IM Field SharePoint at: http://dhsmoss1/fo/field/IM/default.aspx.

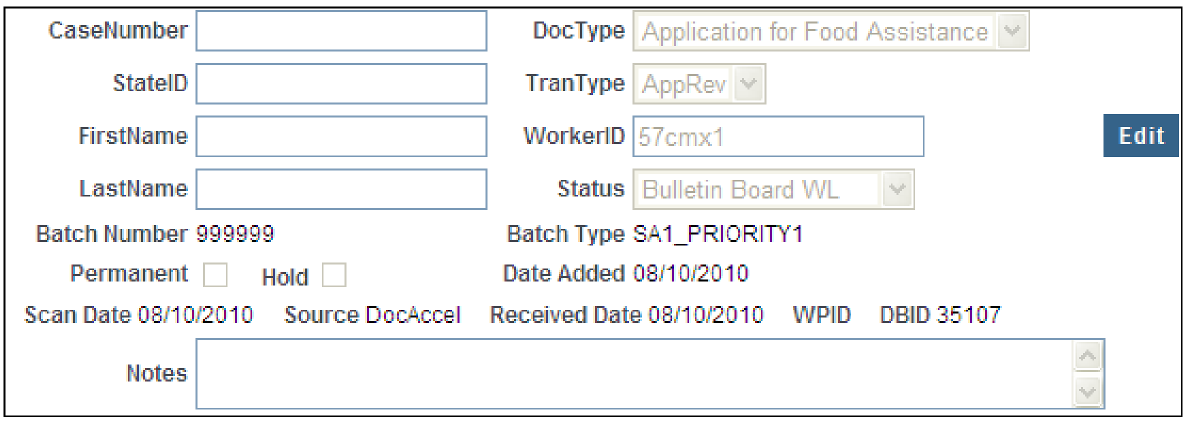
Case record documents in the ECF catalog are located by searching by case number or SID index values. Additional index values of doc type, tran type or received date range may be entered to narrow down the search results returned.

Index Values

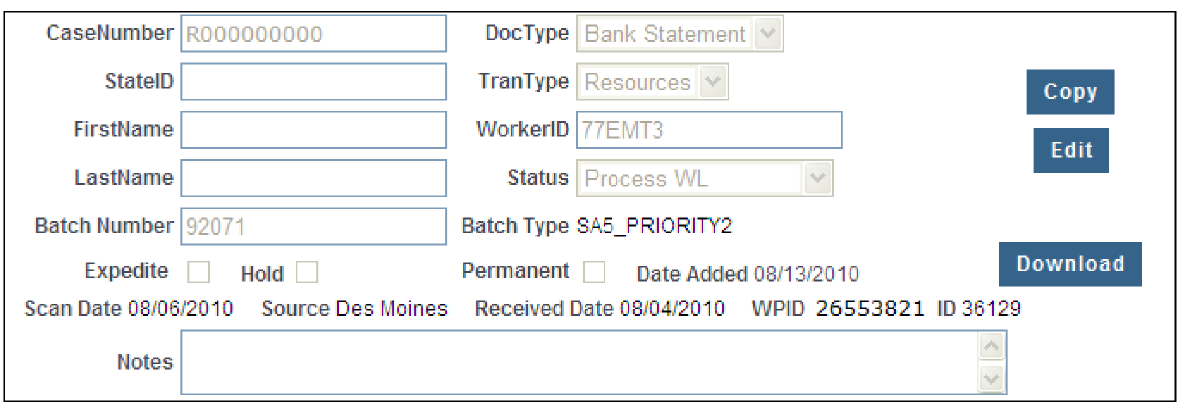
The SHOW DETAILS icon displays the expanded document view panel available on the Bulletin Board, Process, Catalog, and Packets screens. The expanded panel displays additional index values and action buttons located along the right side. Documents located on the Bulletin Board and Process screens can have some of their index values edited by staff using the edit mode.

Examples of the different expanded document view panels follow:

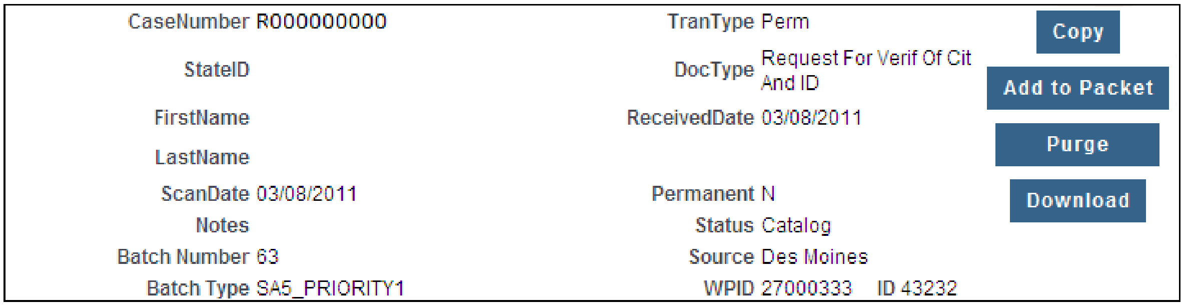
Bulletin Board



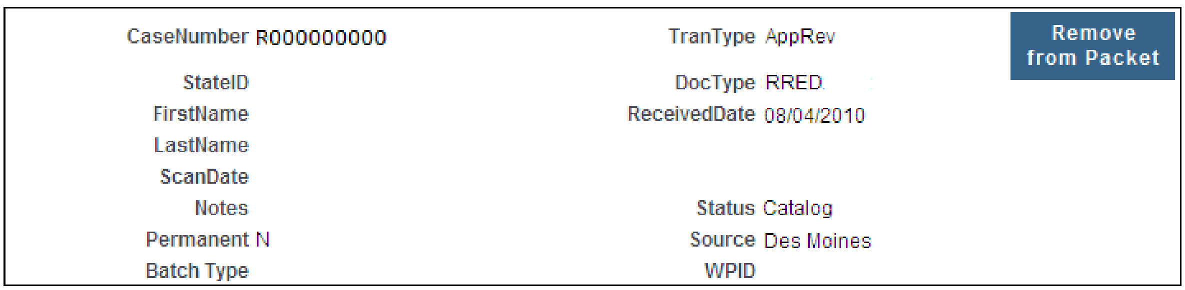
Process



Catalog



Packets



The action buttons vary by screen and user role. People with read-only access will not see any buttons. The action buttons and the screens they appear on are:

Action Button Name	Screen Name
Add to Packet	Catalog
Copy	Catalog Process
Download	Catalog Process
Edit	Bulletin Board Process
Purge	Catalog
Remove from Packet	Packets

The NOTES field on the Bulletin Board and Process screens is editable. Notes up to 500 characters can be added. The NOTES field on the Catalog and Packets screen is read-only.

Navigating in the ECF System

The ECF navigation bar is located in the upper left hand corner of the screen. It contains tabs for the different screens. The active screen name is raised and has a lighter background color. EXCEPTION: Supervisory options for the Admin screen are displayed in a drop list menu when hovering cursor over the ADMIN tab.

Use the navigation tools provided by the application, such as the screen names or page numbers that appear on the screen. Do not use the navigation tools, such as the BACK and FORWARD buttons, or the RECENT PAGES arrow, on the Web browser.

Using the Web browser navigation tools may result in incorrect window displays or error messages, because information about which window you are viewing is maintained on the Web server, not in the Web browser.

Click the “X” in the upper right corner of the screen or on the right side of the tab to close the session and release system resources.

Common Functions

There are some common functions found on ECF screens. The functions vary by screen. The common functions are contained in the following chart:

Button Name	Button	Description
Clear	Clear	Clears all search fields on the screen. NOTE: Users can also click on the screen name tab to clear the search fields and reset the screen.
Search	Search	Initiates search based on search filters. This button is located towards the right side of the search fields. NOTE: The Admin Audit Log and Purge List use a search icon that looks like the OPEN DOCUMENT icon.

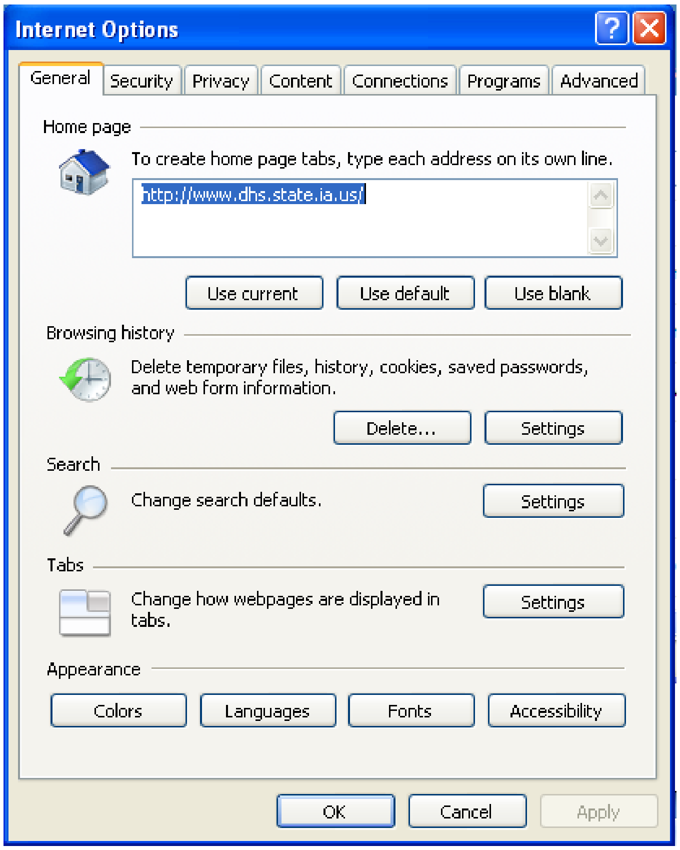
Button Name	Button	Description
Show Details		Displays an expanded document view panel which includes some additional document information. NOTE: Click anywhere on a document row to open the expanded document view panel. The expanded panel contains action buttons which allow users to perform other tasks. The action buttons displayed vary by screen.
Hide Details		Closes the expanded document view panel. Only visible when panel is expanded. NOTE: Click anywhere on a document row to close the expanded document view panel.
Open Document		Opens the document in a separate viewer.

Additionally, a links toolbar is located across the bottom of each ECF screen. This toolbar contains links to ECF functions and other sites commonly used by IM staff. NOTE: The links toolbar is not visible to read-only users.

Document Viewer

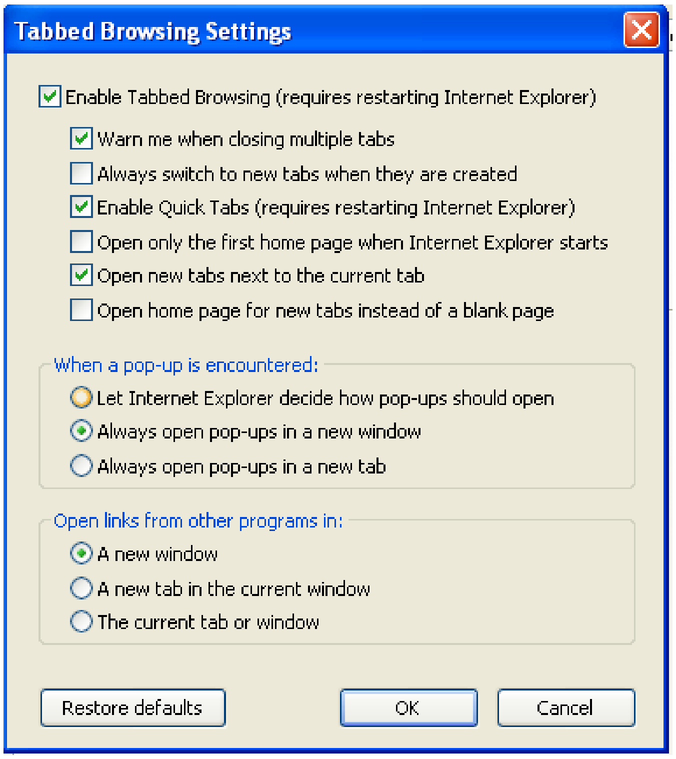
A document viewer allows indexers and IM staff to view electronic images. The viewer opens whenever an indexer accesses a work packet folder or when IM worker views a document in ECF by clicking the OPEN DOCUMENT icon.

Multiple viewer windows can be opened when on the Process or Catalog screen. This allows several documents to be quickly viewed. Staff can open viewers on one screen then go to the other screen and open additional viewer windows. When only one viewer window can be opened and viewed, complete the following steps:

Step	Action
1	Open an Internet Explorer window.
2	Click TOOLS. A drop list appears.
3	Click on INTERNET OPTIONS. An internet options dialog box appears. 
4	Click the GENERAL tab.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>

In the Tabs section, click the SETTINGS button. A tabbed browsing settings dialog box appears.



</td></tr>
<tr><td>6</td><td>In the “When a pop-up is encountered:” section, be sure the middle selection “Always open pop-ups in a new window” is marked. If not, click in the radio button to select.</td></tr>
<tr><td>7</td><td>

To close the tabbed browsing settings dialog box and:

- Save changes, click OK.
- Cancel changes, click CANCEL.

</td></tr>
<tr><td>8</td><td>

Click OK to close the internet options dialog box.

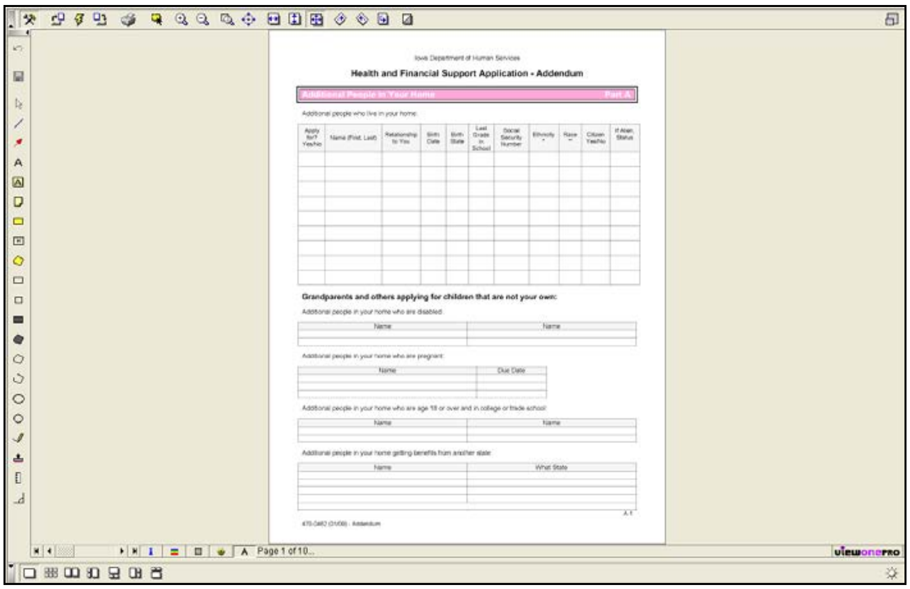
NOTE: After completing these steps, multiple viewing windows still cannot be opened, contact your local IT staff.

</td></tr>
</table>

Within the document viewer, some tasks staff can perform are:

- Adding annotations such as notes, highlights, or redactions
- Increasing the size of document
- Viewing a thumbnail of all pages
- Rotating a document
- Printing

A sample of a document viewer follows:



Several toolbars are available in the document viewer. The toolbars are located above, below, and to the left of the document view pane. The toolbar buttons allow users to access tools to modify documents or change the way documents are displayed.

Toggle arrows are available in the top and bottom left corners. Click a toggle arrow to hide the associated toolbar and to gain a larger viewing window. To unhide the toolbar, click on the unhide toggle arrow located in the center of the top, bottom, and left side of the viewer.

Hover the cursor over a toolbar button to view its label. A detailed explanation of each tool bar and its buttons are in the following sections:

- Annotation Toolbar
- Document Viewer Toolbar
- View Pane Navigation Toolbar
- Window View Toolbar

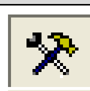
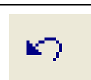
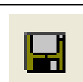
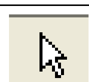
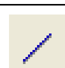
Annotation Toolbar

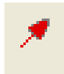
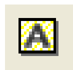
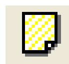
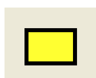
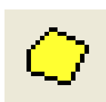
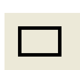
The annotation toolbar is located down the left side of the view window. This toolbar contains buttons that allow IM staff to add annotations to an image.

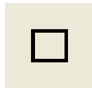
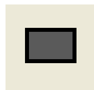
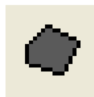
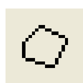
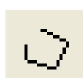
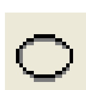
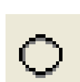
NOTE: Annotations added by indexers are not retained on documents forwarded to a process list or the catalog.

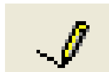
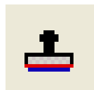
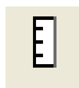
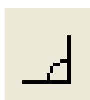
Annotations include items such as: sticky notes, text boxes, highlight, draw lines, arrows and redact portions of text. Doing this will not affect the actual document. Annotations can be added, deleted or hidden.

The annotation toolbar buttons include:

Button Name	Button	Description
Hide Annotation Toolbar		Hides the annotation toolbar just like the toggle arrow. To unhide, click the toggle arrow located at the center of the left side of the viewer.
Restore Annotations		Used to delete all annotations entered in the current viewing session. Does not affect any previously saved annotations. Active only after an annotation is made.
Save Annotation Changes		Saves all annotations entered in the current viewing session. Active only after an annotation is made.
Select/Edit an Annotation		Used to select individual annotations for editing. Active only on pages with annotations.
Draw Line		Used to draw a straight line on the image.

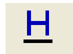
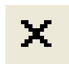
Button Name	Button	Description
Draw Arrow		Used to draw an arrow. Starts drawing with the tip of the arrow.
Draw Transparent Text		Writes text within a borderless transparent text box.
Draw Solid Text		Writes text within a bordered and colored text box.
Draw Sticky Note		Allows users to place a sticky note anywhere on the document. Click where the note needs to be placed on the image. A sticky note icon and a sticky note dialog box appear. Type in the dialog box then click OK.
Draw Highlight		Used to highlight a portion of the image with a standardized box/rectangle shape. Default color is yellow. Use the FILL button on the edit toolbar to select a different color.
Draw Transparent Highlight		Allows a transparent highlight with a border to be placed on the document.
Draw Highlight		Used to highlight a portion of the image with a free hand designed shape. After clicking the button, move cursor to the starting point on the image. Left click and hold and move cursor to next point, release the left button. Move cursor to next point and left click and release. Continue to move cursor, left click, and release until shape is made. Double left click to stop drawing. Default color is yellow. Use the FILL button on the edit toolbar to select a different color.
Draw Rectangle		Used to draw a rectangle.

Button Name	Button	Description
Draw Square		Used to draw a square.
Draw Redaction		Used to block out a portion of the image with a standard black square or rectangle.
Draw Redaction		Used to block out a portion of the image with a free hand black annotation. After clicking the button, move cursor to the starting point on the image. Left click and hold while moving cursor to next point. Then release the left button. Move cursor to next point and left click and release. Continue to move cursor, left click, and release until shape is made. Double left click to stop drawing.
Draw Closed Polygon		Used to draw a closed polygon. After clicking the button, move cursor to the starting point on the image. Left click and hold while moving cursor to next point. Then release the left button. Move cursor to next point and left click and release. Continue moving cursor and left click/release until shape is made. Double left click to stop drawing.
Draw Open Polygon		Used to draw an open polygon. After clicking the button, move cursor to the starting point on the mage. Left click and hold while moving cursor to next point. Then release the left button. Move cursor to next point and left click and release. Continue moving cursor and left click/release until shape is made. Double left click to stop drawing.
Draw Oval/Circle		Used to draw a circle or oval. Circle or oval is drawn from center point and moves out in size.
Draw Circle		Used to draw a circle. Circle is drawn from center point and moves out in size.

Button Name	Button	Description
Draw Free-hand Line		Used to draw free hand lines.
Draw Stamp		Used to place a standardized stamp annotation on the image. Click on icon to display a list box with the following stamp options: Today's Date, Received, Paid, Approved, Rejected, and Void. Click on desired stamp option then move cursor to location where stamp is to be placed on the document. Left click to place stamp.
Draw Ruler		Used to draw a line on the image. Hover cursor over drawn ruler lines to display the length of the line.
Draw Angle		Used to draw an angle on the image. Hover cursor over drawn angles to display the degree of the angle.

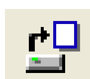
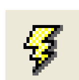
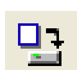
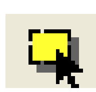
An editing toolbar is available to change or delete annotations. The toolbar appears by right-clicking on the annotation. The editing toolbar options are:

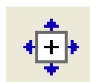
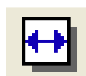
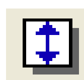
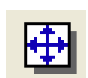
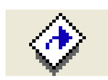
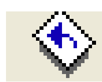
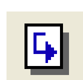
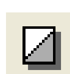
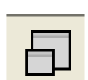
Button Name	Button	Description
Fix Annotation		Saves all annotations entered at this time.
Increase Line Width		Increases the width of the line or font size of the selected annotation.
Decrease Line Width		Decreases the width of the line or font size of the selected annotation.
Line Color		Used to specify the color of selected lines and borders.
Fill Color		Use to specify the fill color of the selected rectangles, square, ovals, circles, and highlights drawn on an image.

Button Name	Button	Description
Help Text and Hyperlink		Used to enter a “hidden” message that appears only when the cursor is hovered over the annotation.
Move Behind		Moves the selected annotation behind another annotation.
Delete Annotation		Deletes the selected annotation.

Document Viewer Toolbar

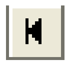
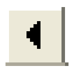
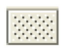
The document viewer toolbar is located across the top of the viewer. The available options allow the workers to open, close, and save documents and change how the document is viewed. Toolbar buttons are:

Button Name	Button	Description
Open Document		Used to open a different document. Use this function to close any document being viewed. If annotations were made, the user is asked if annotations need to be saved.
Close Document (C)		Closes document being viewed. NOTE: Viewer window remains open and needs to be closed by user.
Save Document		Opens a save dialog box so the document can be saved in another location. NOTE: When using this function, add the correct extension to the file name (e.g., .doc, .tiff, .xls, .pdf).
Print (P)		Displays a print dialog box. Users can print the displayed document or selected pages.
Zoom Area (A)		Allows a selected area of the image to be enlarged. Click and drag mouse to determine zoom area.
Zoom Page (+)		Used to enlarge the image size in increments.

Button Name	Button	Description
Unzoom Page (-)		Used to decrease the image size in increments.
Show Magnifier (M)		Allows user to view a specific area of the document with the magnifying glass. Magnifying glass size is made bigger or smaller by using the mouse scroll wheel.
Zoom to 100% (Z)		Increases image size to 100%.
Fit to Window Width (F9)		Fits the image to the width of the viewing pane. May need to use scrollbars to view the entire height.
Fit to Window Height (F10)		Fits the image to the height of the viewing pane.
Fit to Window (F11)		Fits the image to the window.
Rotate Clockwise (R)		Rotates the image clockwise by 45 degrees each time the button is clicked.
Rotate Counter Clockwise (L)		Rotates the image counter clockwise by 45 degrees each time the button is clicked.
Rotate 180 Degrees		Rotates the image 180 degrees.
Invert on (I)		Displays a negative image of the document.
New Window (W)		Displays the image in a new document viewer.

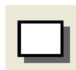
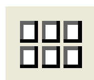
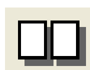
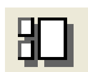
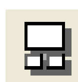
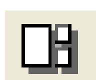
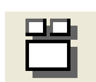
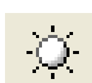
Viewing Pane Navigation Toolbar

The viewing pane navigation toolbar is used to move between pages. This toolbar consists of the following buttons:

Button Name	Button	Description
First page		Displays the first page in the document.
Previous page		Displays the previous page in the document.
Slider bar		Shows the progress of movement through the pages. Can be used to move through the pages.
Next page		Displays the next page in the document.
Last page		Displays the last page in the document.
Image Properties		Displays a box listing the technical properties of the image.
Change Enhance Mode		Displays a list box of enhancement options. Valid options are: off, auto, auto-sharp, auto-sharper, typical images, drawings, and very high resolution drawings.
Hide Annotations		Click to hide any mark-ups made to the document. Use when the original document needs to printed without any annotations such as for an appeal. Click a second time to restore annotations.
Page	1 of ?	Displays the viewed page number and the total number of pages in the document.

Window View Toolbar

The window view toolbar is located along the bottom of the viewing pane and allows the worker to look at thumbnails of all the pages, single pages, or both thumbnails and pages. The available buttons are:

Button Name	Button	Description
View page (F2)		View one page at a time.
View thumbnails (F3)		View thumbnails of all document pages.
View two pages (F4)		View two pages side by side. Use scroll wheel to view additional pages.
View thumbnails: Left (F5)		Displays thumbnails along left side of viewing pane. A scroll bar appears when the document has numerous pages. Click on desired thumbnail to view page in viewing pane.
View thumbnails: Bottom (F6)		Displays thumbnails along bottom side of viewing pane. A scroll bar appears when the document has numerous pages. Click on desired thumbnail to view page in viewing pane.
View thumbnails: Right (F7)		Displays thumbnails along right side of viewing pane. A scroll bar appears when the document has numerous pages. Click on desired thumbnail to view page in viewing pane.
View thumbnails: Top (F8)		Displays thumbnails along top side of viewing pane. A scroll bar appears when the document has numerous pages. Click on desired thumbnail to view page in viewing pane.
Adjust		Displays a slider bar used to change the brightness of the image.

ECF System Screens

Staff will access the various ECF screens to perform their job tasks. Each individual's role in the ECF system will determine which screens are viewable to them.

The ECF system screens accessed from the navigation bar are:

- Bulletin Board
- Catalog
- Dashboard
- Packets
- Process
- Profile

ECF screens accessed through links at the bottom of the screen or from the Internal Links section of the Dashboard are:

- Application Register
- Document Tracking

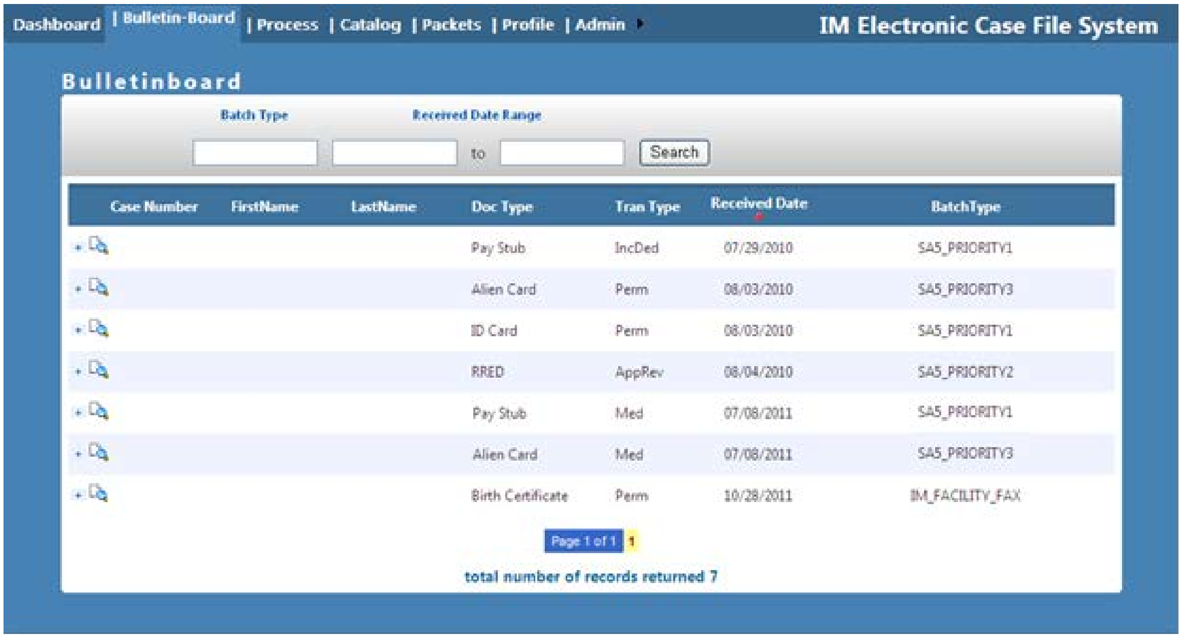
The screens accessed through the navigation bar are discussed in the following sections.

Bulletin Board

The Bulletin Board screen is where indexers place all documents that cannot be identified and assigned directly to a county or worker process list. The items located here do not contain enough identifiable information, such as case number, worker number, or client social security number, for indexers to make a decision.

Unassigned documents for all service areas are displayed. All items are automatically purged from the screen after 90 days. The first day starts with the date the document was added to the bulletin board or was last edited.

By default, all documents are displayed in ascending order by received date. This means the oldest documents are listed first as shown in the following screen shot:



Users can complete a search by batch type, received date range, or both. This is useful to look at unclaimed documents for a specific service area. When searching by batch type only, the service area identification number is needed (i.e., SA1, SA2, SA3, SA4, or SA5).

Enter the desired search criteria in the applicable field and either press ENTER or click the SEARCH button. All search fields have a built-in wild card feature which allows users to enter only part of the number, ID, or name.

After the user narrows the search results, the column headers can be used to sort the listed documents in ascending or descending order. Click a column header once to sort by that column. Click the header a second time to reverse the order.

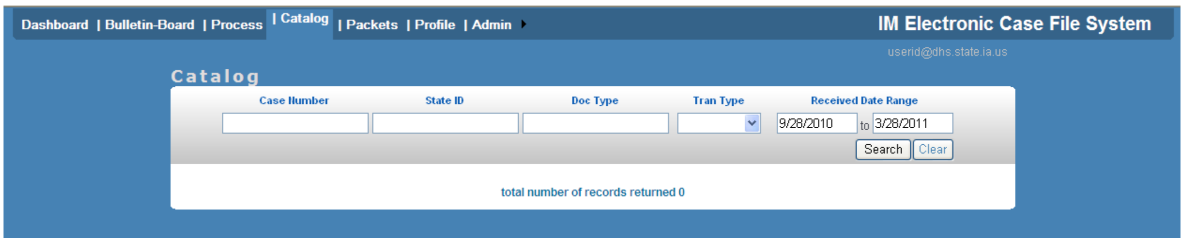
The OPEN DOCUMENT icon is used to view the document and the SHOW DETAILS icon to access the EDIT button to move the document to a process work list, purge or catalog.

The number of pages of records returned is displayed below the search results. Each page will display 12 items before a new page is created and page number links are displayed. Use the page number links to move to other pages.

Catalog

Catalog is the final repository for all electronic documents. Stored documents can be viewed, copied, associated with a packet, or downloaded.

By default, when the catalog is initially accessed, the screen will not show any results. However, the RECEIVED DATE RANGE fields are auto-populated with dates reflecting the last six months, as shown in the following screen:



NOTE: The RECEIVED DATE RANGE fields are changed by clicking in the boxes. A calendar appears which can be used to select a different date or the user can manually type in the desired date. The search results display all documents with a received date within the entered date range.

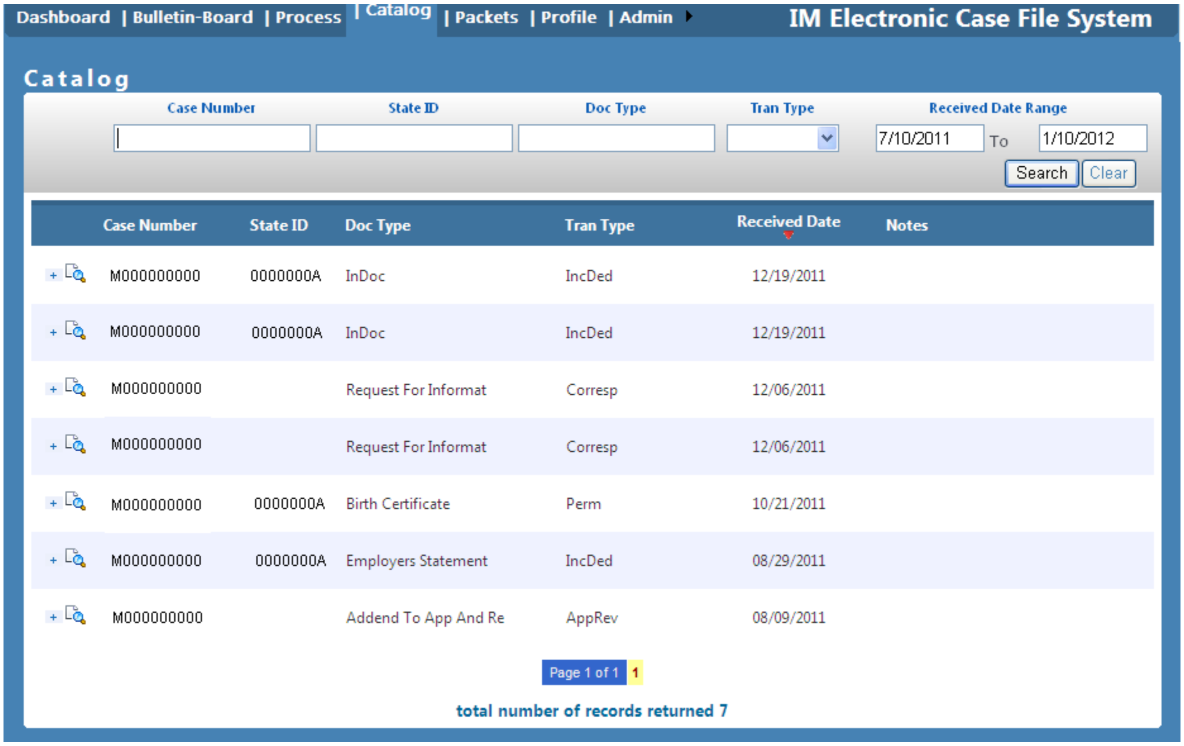
To complete a catalog search, a case number or state identification number must be entered. If neither field is entered, a pop up reminder appears. Users can copy and paste case numbers from OLN, FPW and ABC into the CASE NUMBER field. This field ignores and dashes or spaces entered.

Complete a more specific search by entering a doc type or selecting a tran type using the drop list arrow. Enter the required search criteria in the applicable fields and either press ENTER or click the SEARCH button. All search fields have a built-in wild card feature which allows users to enter only part of the number, ID, or name.

The number of pages of records returned is displayed below the search results. Each page will display 12 items before a new page is created and page number links are displayed. Use the page number links to move to other pages.

The 1,000 most recently received documents are displayed. If more than 1,000 results are returned, complete another search using additional search filters to narrow the results.

A catalog search is displayed in the following screen shot:



After the user narrows the search results, the column headers can be used to sort the listed documents in ascending or descending order. Click a column header once to sort by that column. Click the header a second time to reverse the order.

The OPEN DOCUMENT icon is used to view the document. The SHOW DETAILS icon is used to access the COPY, ADD TO PACKET, PURGE, or DOWNLOAD buttons.

COPY is used both to create and send a copy of the document to a process list so it can have different index values assigned or to send a copy with a different case number directly to the catalog.

ADD TO PACKET allows a document to be associated with a group of "packet" documents.

PURGE is used to delete the document.

DOWNLOAD is used to open a document in its native format and send it by email.

Dashboard

The Dashboard is like a homepage for staff. A sample of the screen follows:

The screen has distinct areas as follows:

♦ Quick Links. This section displays links for quick filtering and viewing of process work list items. Click a quick links to move to the desired auto-filtered screen. The links are:

- ITEMS IN PROCESS. Displays the total number of items on the worker's process work list for all active profiles. These items must be reviewed and forwarded to the catalog after the worker is finished with the document.

- ITEMS IN HOLD. Displays the total number of items with a HOLD status for all active profiles.

- ADDED TODAY. Displays the total number of remaining items added to the process work list with the current day's received date for all active profiles. When an item is moved off a county or worker process list, the number automatically adjusts to show only the remaining number of documents.

- RECEIVED DATE > 30 DAYS. Displays the total number of items with a received date more than 30 days old for all active profiles.

♦ Internal Links. Displays links to a variety of resources for IM staff. Included are links to other commonly used sites and special ECF functions. The ECF functions are:

- APPLICATION REGISTER provides tracking for applications entered into ECF.

- DOCUMENT UPLOAD allows IM staff to electronically submit emails or worker-created documents, such as a *Request for Information*, directly to a process work list or the catalog.

- DOCUMENT TRACKING is used to search all work lists and the catalog for a document. Documents can be reassigned from the search results screen.

- RESCAN REQUEST is used to request a document rescan due to bad image or missing pages.

All internal links are visible at the bottom of each ECF screen. The internal links toolbar is not visible to users with catalog-only view.

♦ Welcome. The welcome section displays information concerning the ECF system such as updates.

Packets

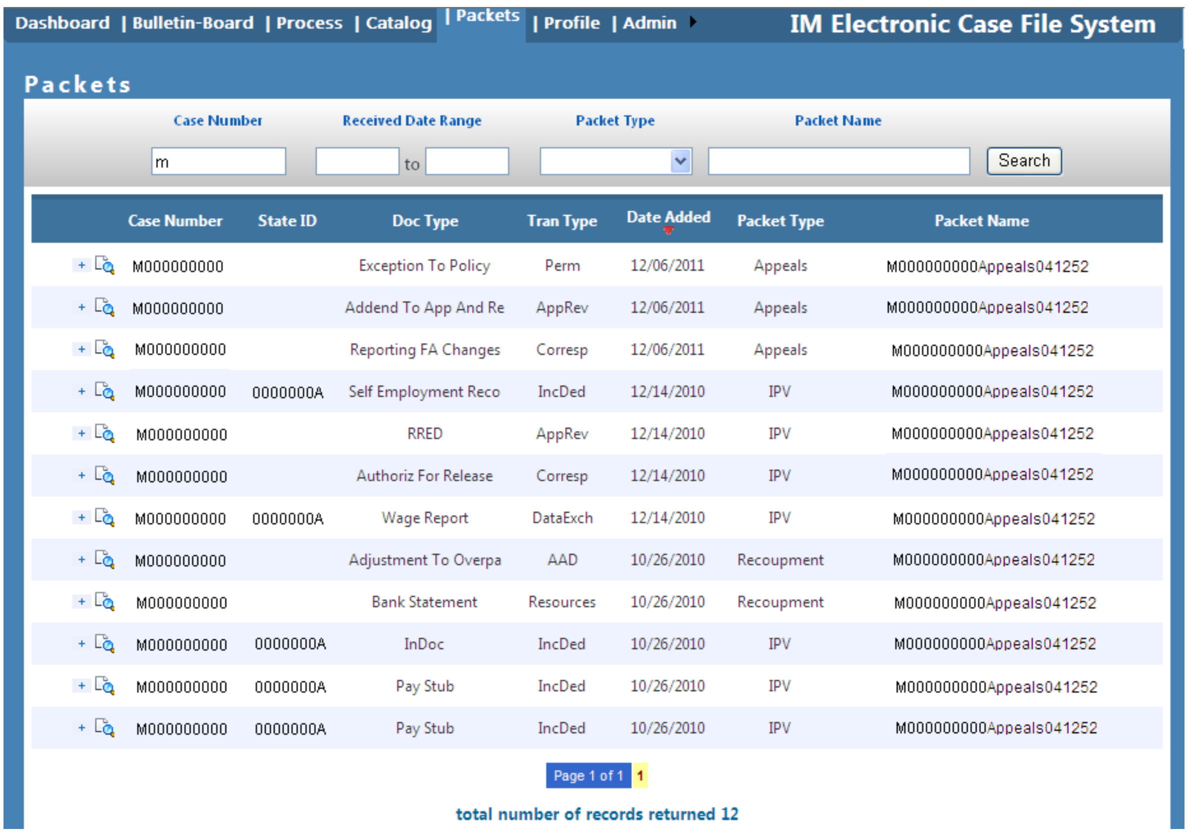
The Packets screen allows users to search for packets of linked documents. Packets are created by using the ADD TO PACKET button found in the document's expanded document view in the catalog. Documents can be added to a packet on different days and added to more than one packet.

NOTE: Adding a document to a packet does not move or alter the document. The master document remains stored in the catalog.

Available packet types are:

- Appeals,
- Attributions,
- Disability Determinations,
- Investigations,
- Intentional Program Violation (IPV),
- Recoupment, or
- Trusts.

A sample Packets screen follows:



Case Number	State ID	Doc Type	Tran Type	Date Added	Packet Type	Packet Name
M000000000		Exception To Policy	Perm	12/06/2011	Appeals	M000000000Appeals041252
M000000000		Addend To App And Re	AppRev	12/06/2011	Appeals	M000000000Appeals041252
M000000000		Reporting FA Changes	Corresp	12/06/2011	Appeals	M000000000Appeals041252
M000000000	0000000A	Self Employment Reco	IncDed	12/14/2010	IPV	M000000000Appeals041252
M000000000		RRED	AppRev	12/14/2010	IPV	M000000000Appeals041252
M000000000		Authoriz For Release	Corresp	12/14/2010	IPV	M000000000Appeals041252
M000000000	0000000A	Wage Report	DataExch	12/14/2010	IPV	M000000000Appeals041252
M000000000		Adjustment To Overpa	AAD	10/26/2010	Recoupment	M000000000Appeals041252
M000000000		Bank Statement	Resources	10/26/2010	Recoupment	M000000000Appeals041252
M000000000	0000000A	InDoc	IncDed	10/26/2010	IPV	M000000000Appeals041252
M000000000	0000000A	Pay Stub	IncDed	10/26/2010	IPV	M000000000Appeals041252
M000000000	0000000A	Pay Stub	IncDed	10/26/2010	IPV	M000000000Appeals041252

Packets can be searched by case number, received date range, packet type, packet name, or any combination of these filters. Enter the desired search criteria in the applicable field and either press ENTER or click the SEARCH button. All search fields have a built-in wild card feature which allows users to enter only part of the number, ID, or name.

By default, the Packets screen displays all documents in descending order by date added. This means the most recently added documents will appear first.

After the user narrows the search results, the column headers can be used to sort the listed documents in ascending or descending order. Click a column header once to sort by that column. Click the header a second time to reverse the order.

Workers can use the OPEN DOCUMENT icon to view the document and to place markups or electronic notes on the document. The SHOW DETAILS icon is used to access the REMOVE FROM PACKET button. Removing a document from a packet deletes the document's association to the packet. The master document remains in the catalog.

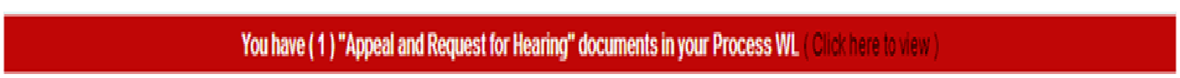
The number of pages of records returned is displayed below the search results. Each page will display 12 items before a new page is created and page number links are displayed. Use the page number links to move to other pages.

Process

The Process screen displays all of the documents assigned to a county or worker. The documents displayed are for all active profiles selected on the Profile screen. When users are done with a document, it needs to be moved to the catalog to become part of the electronic case file.

Documents need to be processed and move to the catalog as quickly as possible. Only items in the catalog can be viewed by employees with read-only roles.

By default, the Process screen displays all documents with an expedite flag first, followed by the rest of the documents in ascending order by received date. This screen also includes an appeals request notification bar. The red notification bar, as seen below, appears on the process work list only when an "Appeal and Request for Hearing" document is present in the list.



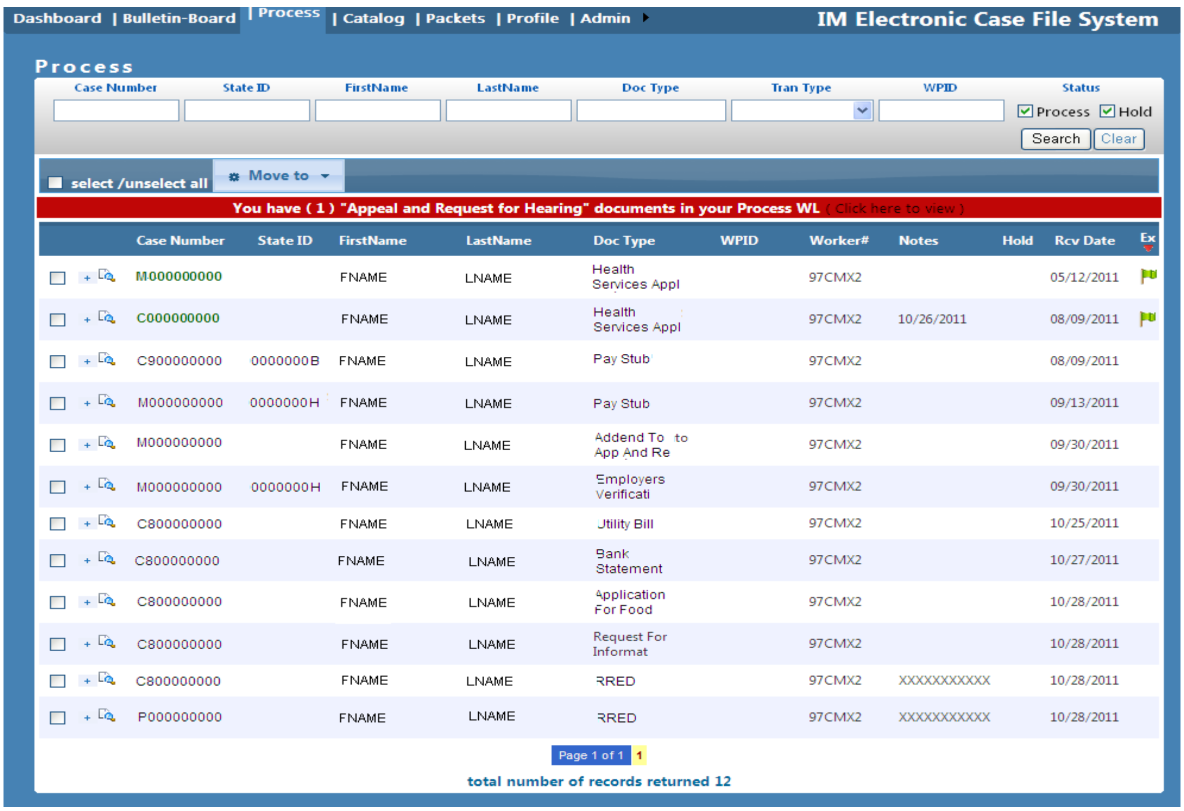
The notification bar displays how many of these documents are in the process work list. The number updates whenever one these documents is received in or moved out of a process list.

The notification bar also contains a “CLICK HERE TO VIEW” link. Use this link to view only the “Appeal and Request for Hearing” docs in the process list. The system will refresh the screen and populate the Doc Type field. Once a request has been processed, it can be moved to the catalog.

NOTE: Once all of the “Appeal and Request for Hearing” documents have been moved from a process list, the notification bar disappears. To view all documents in the process list, either:

- ♦ Clear the Doc Type field and click Search, or
- ♦ Click the Process tab to refresh the screen.

A sample of a process screen, with expedite items, follows:



Users can complete a search by case number, state identification number, first name, last name, doc type, transaction (tran) type, or any combination of these filters. Enter the desired search criteria in the applicable field and either press ENTER or click the SEARCH button. All search fields have a built-in wild card feature which allows users to enter only part of the number, ID, or name.

Users can copy and paste case numbers from OLN, FPW and ABC into the CASE NUMBER field. This field ignores and dashes or spaces entered. When a new search is desired, click CLEAR SEARCH to remove all previously entered search criteria or click on the screen name tab to refresh the page.

After the user narrows the search results, the column headers can be used to sort the listed documents in ascending or descending order. Click a column header once to sort by that column. Click the header a second time to reverse the order.

The OPEN DOCUMENT icon is used to view the document and the SHOW DETAILS icon to access the COPY, EDIT, or DOWNLOAD buttons. COPY is used to create and send a copy of the document to a process list so it can have different index values assigned or to send a copy with a different case number directly to the catalog.

EDIT allows users to edit some index values or move the document to a different process work list or to the bulletin board, catalog or purge. The document's index value can be changed. DOWNLOAD is used to open a document in its native format and to easily send it by email.

The number of pages of records returned is displayed below the search results. Each page will display 12 items before a new page is created and page number links are displayed. Use the page number links to move to other pages.

Profile

The Profile screen allows users to add and manage multiple worker identification numbers. A worker identification number must be added to the Profile screen before any documents can be seen on the Process screen. Worker identification numbers determine which documents will be displayed on a process work list. In ECF, worker identification numbers can consist of:

- ♦ A two-digit county number only, or
- ♦ A two-digit county number and worker number combined as one (i.e., 27CMA1).

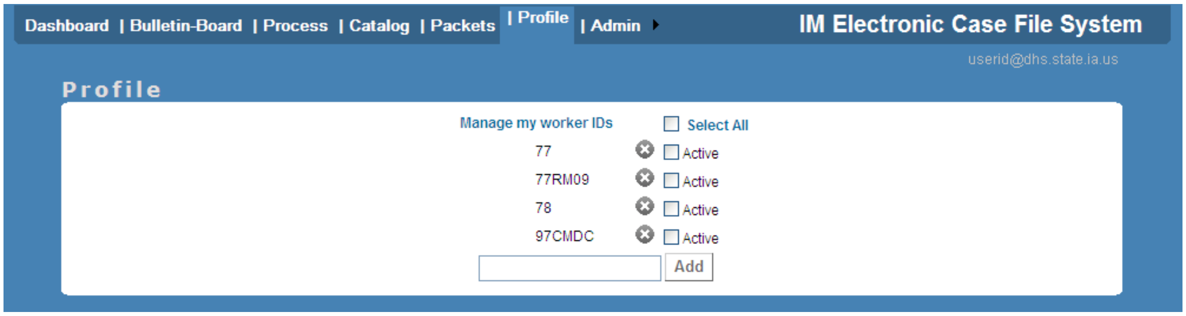
Clerical staff can enter the county number for the specific counties for which they are responsible. This allows clerical staff to view and assign electronic applications and other documents from the county process list to a worker process list.

IM staff can add a team or unit identification or a co-worker's identification number when covering for that person. This allows staff to view all information needing to be processed for more than one person or for the entire team or unit.

Multiple worker identification numbers can be added to an individual's profile. Once added, the identification numbers remain until they are deleted. A worker must have an active worker ID in order to view information on the Process screen.

Click in the ACTIVE box to insert or remove a checkmark or use the SELECT ALL box to check or uncheck all of the worker identification numbers shown. Boxes without a checkmark are inactive.

A sample of the Profile screen follows:



The white "X" in a black circle is the DELETE icon. Click the DELETE icon to remove profiles that are no longer needed.

The ECF screens accessed through links at the bottom of the screen or from the Internal Links section of the Dashboard are discussed in the following sections.

Application Register

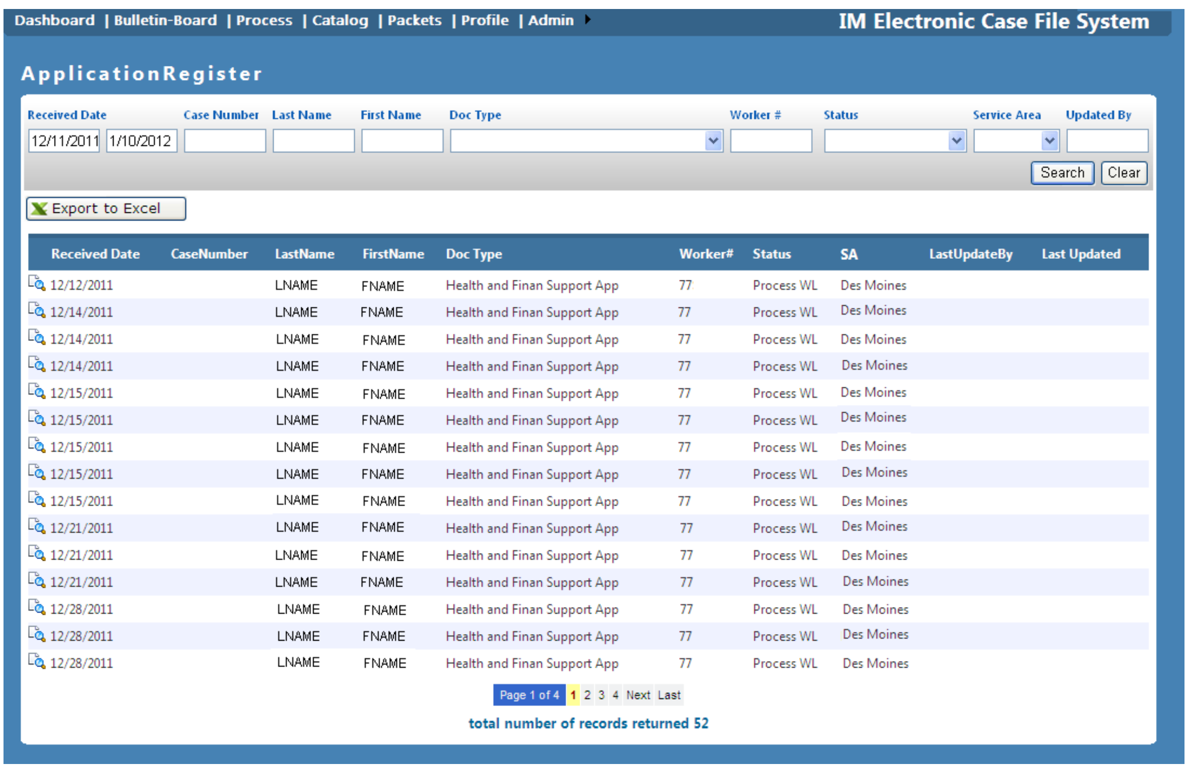
The Application Register provides tracking for all applications, reviews, RREDs and other application related documents entered into ECF and their location. The doc types found in the Application Register are:

- Addendum to Application for Help with Medicare Prescrip
- App for Help w Medicare Presc
- Application for Food Assistance
- CMH Waiver Assessment
- Express Lane Medicaid for Children
- Family Planning Medicaid Review
- FC and SA Med Review
- *hawk-i* Application
- HCBS Assessment or Re-Assessment
- Health and Finan Support App
- Health and Finan Support App Addend
- Health Services Application
- I-OASIS
- Initial IVE Narrative
- IowaCare Application
- IowaCare Renewal Application
- IV-E Initial Placement Info
- Medicaid Reviews
- MSP Addtl Info Request
- Physical Disability Waiver Assess Tool
- Presump Health Care Cov for Children
- Res Upon Entering a Med Fac
- RRED
- SSI Medicaid Information
- TM Notice of Dec Quarterly Inc Rpts
- Waiver Slot Notice

Staff can search the Application Register using one or more of the following criteria:

- Received date range
- Case number
- Last name
- First name
- Doc type
- Worker #
- Status
- SA (service area)
- Updated by

By default, the RECEIVED DATE range fields are auto-populated with dates reflecting the last 30 days. The screen displays all items found within this date range as shown in the following screen shot:



Received Date	CaseNumber	LastName	FirstName	Doc Type	Worker#	Status	SA	LastUpdateBy	Last Updated
12/12/2011		LNAME	FNAME	Health and Finan Support App	77	Process WL	Des Moines		
12/14/2011		LNAME	FNAME	Health and Finan Support App	77	Process WL	Des Moines		
12/14/2011		LNAME	FNAME	Health and Finan Support App	77	Process WL	Des Moines		
12/14/2011		LNAME	FNAME	Health and Finan Support App	77	Process WL	Des Moines		
12/15/2011		LNAME	FNAME	Health and Finan Support App	77	Process WL	Des Moines		
12/15/2011		LNAME	FNAME	Health and Finan Support App	77	Process WL	Des Moines		
12/15/2011		LNAME	FNAME	Health and Finan Support App	77	Process WL	Des Moines		
12/15/2011		LNAME	FNAME	Health and Finan Support App	77	Process WL	Des Moines		
12/15/2011		LNAME	FNAME	Health and Finan Support App	77	Process WL	Des Moines		
12/21/2011		LNAME	FNAME	Health and Finan Support App	77	Process WL	Des Moines		
12/21/2011		LNAME	FNAME	Health and Finan Support App	77	Process WL	Des Moines		
12/21/2011		LNAME	FNAME	Health and Finan Support App	77	Process WL	Des Moines		
12/28/2011		LNAME	FNAME	Health and Finan Support App	77	Process WL	Des Moines		
12/28/2011		LNAME	FNAME	Health and Finan Support App	77	Process WL	Des Moines		
12/28/2011		LNAME	FNAME	Health and Finan Support App	77	Process WL	Des Moines		

Search results are displayed by received date in ascending order. The results page also displays LAST UPDATE BY and LAST UPDATED columns. After completing a search, the results can be exported to Excel for further filtering. See Export Reports to Excel for more information.

Document Tracking

The document tracking feature allows staff to search for a document across all of the following:

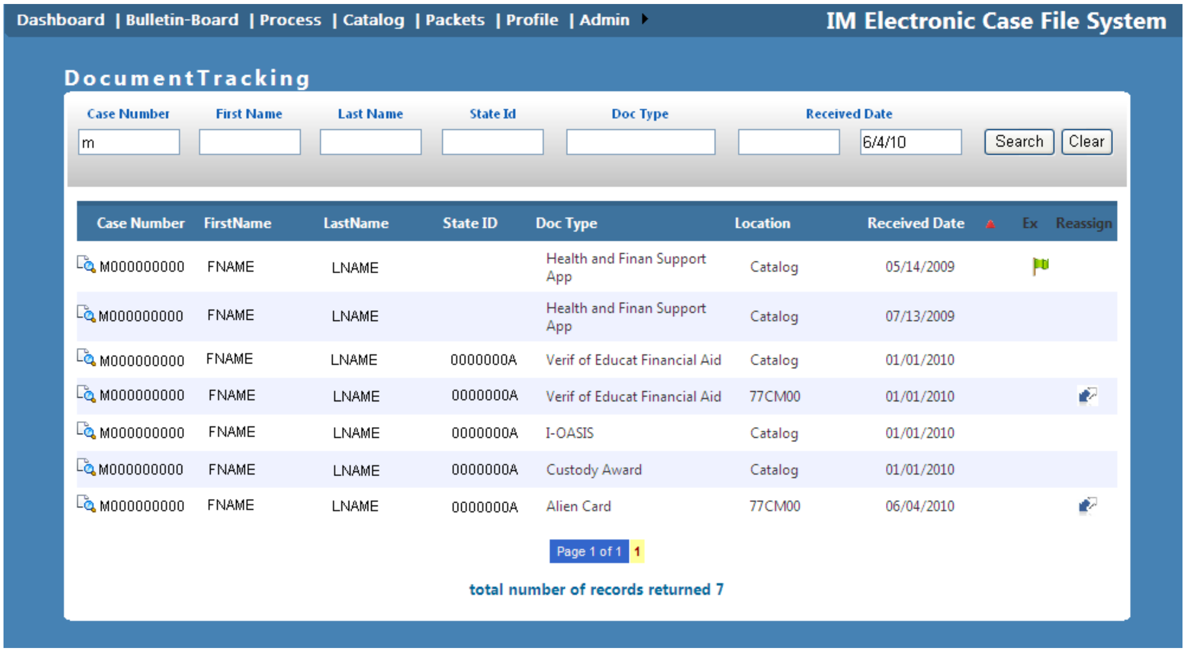
- Bulletin board
- All county and worker process work lists
- Purge
- Catalog

By default, the RECEIVED DATE range fields are auto-populated with dates reflecting the last 30 days. A sample of the initial screen follows:

Users can complete a search by case number, first name, last name, state identification number, doc type, received date range, or any combination of these filters. Enter the desired search criteria in the applicable field and either press ENTER or click the SEARCH button. All search fields have a built-in wild card feature which allows users to enter only part of the number, ID, or name.

Users can copy and paste case numbers from OLN, FPW and ABC into the CASE NUMBER field. This field ignores and dashes or spaces entered. When a new search is desired, click the CLEAR button to remove all previously entered search criteria.

A sample of a case number search screen follows:



Case Number	FirstName	LastName	State ID	Doc Type	Location	Received Date	Ex	Reassign
M000000000	FNAME	LNAME		Health and Finan Support App	Catalog	05/14/2009		
M000000000	FNAME	LNAME		Health and Finan Support App	Catalog	07/13/2009		
M000000000	FNAME	LNAME	0000000A	Verif of Educat Financial Aid	Catalog	01/01/2010		
M000000000	FNAME	LNAME	0000000A	Verif of Educat Financial Aid	77CM00	01/01/2010		
M000000000	FNAME	LNAME	0000000A	I-OASIS	Catalog	01/01/2010		
M000000000	FNAME	LNAME	0000000A	Custody Award	Catalog	01/01/2010		
M000000000	FNAME	LNAME	0000000A	Alien Card	77CM00	06/04/2010		

After the user narrows the search results, the column headers can be used to sort the listed documents in ascending or descending order. Click a column header once to sort by that column. Click the header a second time to reverse the order.

Search results located on a county or worker process work list can be reassigned to a different county or worker list. The REASSIGN icon allows the document to be moved to another work list.

The number of pages of records returned is displayed below the search results. Each page will display 20 items before a new page is created and page number links are displayed. Use the page number links to move to other pages.

IM and Clerical Functions

This section lists the various IM and clerical work tasks and how to complete them.

Add Annotations to a Document

Electronic notes or drawings can be added to ECF images using the annotation toolbar in the ECF Viewer. Annotations are unique to the ECF viewer and can be seen and printed only while using the viewer.

Multiple annotations can be added to a single document, whether on one page or multiple pages. Annotations can be included when copying a document.

All annotations will stay with a document as it moves through the ECF system unless they are deleted. Anyone with access to the ECF catalog can view and delete annotations. Annotations can be temporarily hidden from view using the ECF viewer if a clean copy needs to be printed.

To add an annotation to a document, use the following steps:

Step	Action
1	Go to the Process or Catalog screen. Complete a search to locate the document to be edited.
2	Click the OPEN DOCUMENT icon located to the left of the document's case number.
3	The document viewer will open in a new window displaying the first page in the document. Move to the desired page.
4	Use the annotation toolbar on the left side of the viewing pane to add any desired markups.

Step	Action
5	When finished, changes can be: ♦ Saved by clicking the SAVE button or closing the viewing window and clicking OK on the pop up box, or ♦ Discarded by closing the viewing window and clicking CANCEL on the pop up box. NOTE: When using the SAVE button, the document viewer will need to be closed by the worker.
6	To add annotations to other documents, repeat steps 1 – 5.

Application Register

To complete an application register search, use the following steps:

Step	Action
1	Click the APPLICATION REGISTER link located on the Dashboard screen or at the bottom of the screen.
2	On the Application Register screen, make entry in one or more of the search fields. NOTE: By default, the Application Register screen displays a listing of all doc types entered within the last 30 days. Adjust the dates for the received date range as needed for the current search.
3	Click the SEARCH button. The system will display all items matching the search criteria. Search results can be: ♦ Sorted in Application Register, go to next step, or ♦ Exported to Excel for filtering. See Export Reports to Excel for more information. Go to step 5.
4	Sort the results, if needed. Click a column header once to sort by that column. Click the header a second time to reverse the order.

Step	Action
5	To perform another Application Register search, click the CLEAR button then repeat steps 2 – 4. If finished, go to next step.
6	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

1. To view all RREDs received within a specific month for a service area, complete the following:

   - RECEIVED DATE. Change to the first and last days of the desired month.
   - DOC TYPE. Select RRED using the drop list arrow.
   - SA. Select the desired service area using the drop list arrow.

   Click the search button to get results. The results can be exported to Excel and the information filtered to view number of docs per county or worker.

2. To view all applications located on process lists for individual workers in a specific county, complete the following:

   - RECEIVED DATE. Clear the beginning received date field.
   - WORKER #. Enter the two-digit county number for the desired county.
   - STATUS. Select Process WL using the drop list arrow.

   Click the search button to get results. The results can be exported to Excel and the information filtered by worker identification numbers.

Create a Packet

Creating a packet is a simple process of linking multiple documents to a packet name. Each packet created is given a system-generated name. Linking documents together does not change or move the master document. Master documents continue to be stored in the catalog.

Once a packet is created, it is easily found on the Packets screen. Packets can be created for:

- ♦ Appeals,
- ♦ Attributions,
- ♦ Disability Determinations,
- ♦ Investigations,
- ♦ Intentional Program Violation (IPV),
- ♦ Recoupment, and
- ♦ Trusts.

The ECF system auto-generates the packet name for each new packet being created. An example of a packet name is D000000000Appeals090945. The breakdown of the packet name is:

- ♦ D000000000 is the case number.
- ♦ Appeals is the packet type.
- ♦ 090945 is time the packet was created as shown in HHMMSS format.

Workers can add documents to a packet at any time. Reasons for adding a document at a later time include:

- ♦ The document was not available at the time the packet was created,
- ♦ The document is new information that needs to be linked to the packet, such as a proposed or final decision for an appeal,
- ♦ The document was incorrectly linked to a different packet name and the worker needs to link it to the correct packet.

To create a packet, use the following steps:

Step	Action
1	Go to the Catalog screen and complete a search to locate the document to be added to a packet.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on the document row. The expanded document view opens.
3	Click ADD TO PACKET. A add to packet box appears.
4	Select the correct packet type using the drop list arrow. Go to next step.
5	If the packet type selected is being used for: ♦ The first time for this case number, the PACKET NAME field will only display AUTO GENERATE as an option. Go to step 6. ♦ A second or subsequent time for this case number, the PACKET NAME field will display the system-generated packet name with the earliest time created. Using the drop list arrow displays: • AUTO GENERATE, and • The names of all previously created packets for this packet type in numeric order. Go to step 8.
6	Click ADD. If the document is successfully added to a packet, a pop up appears. Click OK to return to the Catalog screen.
7	Click the HIDE DETAILS icon or anywhere on the document line to close the document's expanded view. If more documents need to be added to the same packet, return to step 2 and follow the appropriate steps. Otherwise go to step 17.
8	If this document is: ♦ A second or subsequent document to be added to a previously created packet, go to step 9. ♦ The first document for a new packet, go to step 13.

Step	Action
9	Select the appropriate packet name using the drop list arrow. NOTE: When more than one packet of this type has been created, multiple packet names will be listed. The packet names are displayed in numeric order based on the time created (last six digits of the name). Select the correct packet name based on the time the packet was first created.
10	Click ADD. If the document is successfully added to a packet, a pop up appears. Click OK to return to the Catalog screen.
11	Click the HIDE DETAILS icon or anywhere on the document line to close the document's expanded view.
12	If more documents need to be added to the same packet, return to step 2 and follow the appropriate steps. Otherwise go to step 17.
13	Select AUTO GENERATE using the packet name drop list arrow. NOTE: When creating new packets for a packet type that has already been used, a new packet name is required. The new packet name will allow users to distinguish the different packets.
14	Click ADD. If the document is successfully added to a packet, a pop up appears. Click OK to return to the Catalog screen.
15	Click the HIDE DETAILS icon or anywhere on the document line to close the document's expanded view.
16	If more documents need to be added to the same packet, return to step 2 and follow the appropriate steps. Otherwise go to step 17.
17	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

Copying

Documents can be copied to a process work list to be reindexed or copied directly to the same or a different case number in the catalog. A copied document retains all of the original index values, such as received date, scan date, and batch type.

Copies can be made with or without markups added to the original document. Copies are separate documents from the original and any other copies. Adding annotations to a copy will not affect the original or other copies of the document.

To make a copy of a document, use the following steps:

Step	Action
1	Go to the Process or Catalog screen and complete a search to locate the document to be copied.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on the document row. The expanded document view opens.
3	Click COPY. An index values box appears.
4	Use the COPY TO field's drop list arrow to select if the copy will go to a process work list or the catalog. If Process WL is selected go to next step, otherwise go to step 6.
5	For copies going to a process work list, enter the case number and worker ID that needs to be associated with the copy, if different than shown. Go to step 7. NOTE: The system changes both the first and last name entries to "Copy." There may be a brief delay in viewing the copy in ECF.
6	For copies going to the catalog, enter the case number the copied document needs to be associated with and click the GET button to populate the ABC case information. NOTE: Change the STATE ID and WORKER ID field entries, if needed.

Step	Action
7	Enter a note, if needed. A note may be helpful if copying the document to another worker.
8	If markups on the original document are to be: ♦ Included on the copy, click in the COPY EXISTING ANNOTATIONS box to mark it. ♦ Excluded, leave the box blank.
9	Click the CREATE COPY button. If the copy was sent to the catalog, go to step 20 otherwise go to next step.
10	Go to the Process screen, if not already viewing, and complete a search using "copy" in the FIRST NAME or LAST NAME field.
11	Press ENTER or click the SEARCH button.
12	Select the document by clicking on the SHOW DETAILS icon or anywhere on the document row. The expanded document view opens.
13	Click edit.
14	Click the autofill button located to the right of the case number field. A name selection box appears.
15	Click the SELECT button for the appropriate person. The screen refreshes with the individual's name shown. NOTE: An individual's state identification number only appears on person level documents.
16	Change the doc type, if needed.
17	Change the status to Catalog if document is ready to be filed.
18	Review the NOTES field and edit or remove any unnecessary notes. NOTE: Document notes will become a permanent part of the document once it is sent to catalog.

Step	Action
19	Click SAVE & CLOSE. Screen refreshes and if status was: ♦ Changed, the document moves to the selected work list. ♦ Not changed, the document remains in the current work list.
20	To copy other documents, return to step 1, otherwise go to next step.
21	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

NOTE: Incorrectly indexed original documents located in the catalog can be purged, if no longer needed once the reindexed copy is sent to catalog.

Document Tracking

The document tracking feature allows staff to search for a document across all of the following:

- Bulletin board
- All county and worker process work lists
- Purge
- Catalog

Search results located on a county or worker process work list can be reassigned to a different county or worker list from the Document Tracking screen.

To track and reassign a document, use the following steps:

Step	Action
1	Click the DOCUMENT TRACKING link located on the Dashboard screen or at the bottom of the screen.
2	On the Document Tracking screen, make an entry in one or more of the search fields. Using multiple search fields and a smaller received date range reduces the number of results and conserves system resources.
3	Press ENTER or click the SEARCH button.
4	Review the search results and view potential documents by clicking the OPEN DOCUMENT icon to open the document viewer. If the document is: ♦ Not found, return to step 2 and complete another search using different criterion. ♦ Found, go to next step.
5	Does the document need to be reassigned? If answer is: ♦ Yes, go to step 7. ♦ No, go to next step.
6	Does another document search need to be completed? If answer is: ♦ Yes, press the CLEAR button and return to step 2. ♦ No, go to step 15.
7	If the document to be reassigned is located in: ♦ Bulletin Board, go to step 8. ♦ Purge, go to step 9. ♦ Catalog, go to step 10. ♦ A county or worker process list, go to step 11.
8	Go to the Bulletin Board screen and locate the document. Reindex the document and move to the correct location. See Reindex a Document for more information. If document tracking is needed after reindexing, return to step 1, otherwise go to step 15.

Step	Action
9	If the document is located in the Purge list, contact your supervisor with the document's information so, it can be restored to your process list. Go to step 15.
10	Go to the Catalog screen and complete a search to locate the document. Catalogued docs cannot be reassigned so, create a copy and send to the correct process list for reindexing. See Copying and Reindex a Document for more information. If document tracking is needed after reindexing, return to step 1, otherwise go to step 15.
11	Click the document's REASSIGN icon. A pop up appears.
12	Enter the correct county or worker ID in the WORKER ID field.
13	Click either: ♦ REASSIGN WORKER to move the doc to the correct process list, or ♦ CANCEL to end reassignment process. Either above action will return user to the Document Tracking screen. Go to next step.
14	Does another document from the current search need to be reassigned? If answer is: ♦ Yes, return to step 7. ♦ No, return to step 6.
15	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

Edit a Packet

A previously created packet may need to have documents added or deleted. To add more documents, see Create a Packet for more information. To remove documents, see Remove a Document From a Packet.

Edit an InDoc

To edit an Income Documentation Tool (InDoc) and upload the "edited" version to the catalog, use the following steps:

Step	Action
1	Go to the Catalog screen and complete a search to locate the InDoc to be edited. NOTE: Be sure to change the date in the BEGINNING RECEIVED DATE field if the desired InDoc is more than six months old.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on the document row. The expanded document view opens.
3	Click the DOWNLOAD button. A file download dialog box appears.
4	Click OPEN. The InDoc opens in its original Excel format.
5	Make any necessary changes to the InDoc then click the SUBMIT TO ECF button. The newly edited version is saved to catalog.
6	Close the document viewing window. Do not save changes to document.
7	Click the HIDE DETAILS button to minimize the expanded document view.
8	To edit other InDocs, repeat steps 1 – 7, otherwise go to next step.
9	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

Edit Index Values

See Reindex a Document.

Edit Profile

The Profile screen allows the user to add and manage multiple worker identification numbers. A worker identification number must be entered before a user can any process work lists. Active worker identification numbers determine which documents are displayed on the Process screen. A co-worker's identification number can be added when the user is covering for that person.

Staff can add multiple worker identification numbers and select which are active or not active. A worker must have an active worker ID in order to view information on the Process screen. Once added, the identification numbers remain until they are deleted.

The following step action charts provide instruction on adding and deleting worker identification numbers and making those identification numbers active or inactive.

To add another worker ID to your profile, use the following steps:

Step	Action
1	Go to the Profile screen.
2	Enter the worker ID in the field to the left of the ADD button. Remember, worker identification numbers can consist of: ♦ A two-digit county number only, or ♦ A two-digit county number and worker number combined as one (i.e., 27cma1).
3	Click ADD. The new profile appears in the list and is active.
4	To add additional worker identification numbers, repeat steps 2 – 3, otherwise go to next step.
5	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

To delete a worker identification number from your profile, use the following steps:

Step	Action
1	Go to the Profile screen.
2	Click the DELETE button located to the right of the worker ID to be deleted. The DELETE button is black with a white "X" in it. The screen refreshes and the worker ID is no longer listed.
3	To delete additional worker identification numbers, repeat step 2, otherwise go to next step.
4	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

To make worker identification numbers active or inactive, use the following steps:

Step	Action
1	Go to the Profile screen.
2	The ACTIVE box displays a check for all active identification numbers. To make an identification number: ♦ Active, click in the empty box. A check will appear signifying the ID is active. ♦ Inactive, click in the checked box. The check will disappear and the ID is now inactive. Multiple identification numbers may be marked as active. The SELECT ALL box can be used to activate or deactivate all of the displayed worker identification numbers. Only active ID documents appear in the process list.

Step	Action
3	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

Email Documents

Documents can be emailed to other staff or agencies, if needed. To forward a document, use the following steps:

Step	Action
1	Go to the Process or Catalog screen and complete a search to locate the desired document.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on the document row. The expanded document view opens.
3	Click the DOWNLOAD button. A file download dialog box appears.
4	Click OPEN. The document opens in its native format.
5	Depending on the viewing window the document opens in, either: ♦ Select FILE>ATTACH to email .pdf files. ♦ Click the OFFICE button in upper left corner, select SEND>EMAIL for InDocs or other Excel or Word documents. ♦ Right-click then select SEND TO>MAIL RECIPIENT for .tiff files. An email will appear with the document attached. Complete the necessary fields and click SEND to forward the email.
6	Close the document viewing window.
7	Click the HIDE DETAILS button to minimize the document view.

Step	Action
8	To send other documents by email, repeat steps 1 – 7, otherwise go to next step.
9	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

Forward Documents From Bulletin Board to Process

Indexers forward all imaged documents to the bulletin board, a process work list or the catalog. Once a document is in catalog, it cannot be forwarded, but it can be copied. See Copying for more information.

Documents located in a process work list can be forwarded to another process work list or the catalog.

To forward a document from the bulletin board to a process work list, use the following steps:

Step	Action
1	Go to the Bulletin Board screen and complete a search to locate the desired document. NOTE: Searching by batch type will reduce the number of returned results.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on the document row. The expanded document view opens.
3	Click EDIT.
4	Click the UNLOCK WORKER ID button located on the right side of the WORKER ID field to make the field active.

Step	Action
5	Enter the case number in the CASE NUMBER field.
6	Click the AUTOFILL button located to the right of the CASE NUMBER field. A name selection box appears.
7	Click the SELECT button for the appropriate person. The screen refreshes with the FIRST NAME and LAST NAME fields populated with the chosen name. The WORKER ID field is populated with the worker information from ABC or FPW. Review the worker ID entry and change, if necessary. NOTE: An individual's state identification number will only appear on person level documents.
8	Click in the PERMANENT box to check, if needed, to mark the document as permanent.
9	Change the status to PROCESS WL. NOTE: If a worker ID change is applied to other documents with the same work packet ID, all of the documents are moved to the new process list at the same time.
10	Click SAVE. The screen refreshes and the document is no longer listed.
11	To forward other documents from the bulletin board, repeat steps 2 – 10, otherwise go to next step.
12	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

Forward Documents From Bulletin Board to Catalog

Indexers forward all imaged documents to the bulletin board, a process work list or the catalog. Once a document is in catalog, it cannot be forwarded, but can be copied. See Copying for more information.

Documents located in a process work list can be forwarded to another process work list or the catalog.

To forward a document from the bulletin board to catalog, use the following steps:

Step	Action
1	Go to the Bulletin Board screen and complete a search to locate the desired document. NOTE: Searching by batch type will reduce the number of returned results.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on the document row. The expanded document view opens.
3	Click EDIT.
4	Click the UNLOCK WORKER ID button located on the right side of the WORKER ID field to make the field active.
5	Enter the case number in the CASE NUMBER field.
6	Click the AUTOFILL button located to the right of the CASE NUMBER field. A name selection box appears.
7	Click the SELECT button for the appropriate person. The screen refreshes with the FIRST NAME and LAST NAME fields populated with the chosen name. The WORKER ID field is populated with the worker information from IABC or FPW. Review the worker ID entry and change, if necessary. NOTE: An individual's state identification number will only appear on person level documents.

Step	Action
8	Click in the PERMANENT box to check, if needed, to mark the document as permanent.
9	Change the doc type, if needed. NOTE: The system will change the tran type automatically.
10	Change the status to CATALOG. NOTE: If enough information is not entered to successfully forward the document to the catalog, an error message appears.
11	Review the NOTES field and edit or remove any unnecessary notes. NOTE: Document notes will become a permanent part of the document once it is sent to catalog.
12	Click SAVE. The screen refreshes and the document is no longer listed.
13	To forward other documents from the bulletin board to the catalog, repeat steps 2 – 12, otherwise go to next step.
14	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

Forward Documents From a Process List

Indexers forward all imaged documents to the bulletin board, a process list or the catalog. Once a document is in catalog, it cannot be forwarded, but can be copied. See Copying for more information.

Documents located in a process work list can be forwarded to another process work list or the catalog.

NOTE: If a worker identification number change is applied to other documents with the same work packet ID, all of the documents will be moved to the new process list at the same time. Multiple documents cannot be moved to catalog at the same time due to the combination of person and case level documents.

To forward a document from a process work list, use the following steps:

Step	Action
1	Go to the Process screen and complete a search to locate the desired document. NOTE: Searching by case number and doc type will reduce the number of returned results and make it easier to locate the desired document.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on the document row. The expanded document view opens.
3	Click EDIT.
4	If forwarding the document to: ♦ Bulletin Board, go to step 5. ♦ A county or a different worker process list, go to step 6. ♦ Catalog, go to step 8.
5	Review each page of the document for any identifiable information. If unable to forward to another process list, change the STATUS field selection to BULLETIN BOARD by using the drop list arrow. Go to step 15. NOTE: IM staff should only move documents to the bulletin board with supervisory approval.
6	Click the UNLOCK WORKER ID button located on the right side of the WORKER ID field to make the field active.
7	Enter the desired county number or worker ID to forward to the appropriate process work list. Go to step 15.
8	Click the UNLOCK WORKER ID button located on the right side of the WORKER ID field to make the field active.

Step	Action
9	Enter the case number in the CASE NUMBER field, if needed.
10	Click the AUTOFILL button located to the right of the CASE NUMBER field. A name selection box appears.
11	Click the SELECT button for the appropriate person. The screen refreshes with the FIRST NAME and LAST NAME fields populated with the chosen name. The WORKER ID field is populated with the worker information from IABC or FPW. Review the worker identification number entry and change, if necessary. NOTE: An individual's state identification number will only appear on person level documents.
12	Click in the EXPEDITE, HOLD or PERMANENT box to check as needed.
13	Change the doc type, if needed. NOTE: The system will change the tran type automatically.
14	Change the status to CATALOG. NOTE: If enough information is not entered to successfully forward the document to the desired location, an error message will appear in the upper left corner of the screen.
15	Review the NOTES field and edit or remove any unnecessary notes. NOTE: Document notes will become a permanent part of the document once it is sent to catalog.
16	Click SAVE & CLOSE. The screen refreshes and the document is no longer listed. To move more documents, return to step 1, otherwise go to next step. NOTE: For documents being forwarded to the bulletin board, a pop up appears to verify this is the correct action. The pop up message is "Are you sure you wanted to move this document to bulletin board?" Valid options are: ♦ OK to confirm the move and go to next step, or ♦ CANCEL to stop the move and return to step 14.

Step	Action
17	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

Forward Multiple Documents from a Process List

Multiple documents and any associated documents with the same WPID number can be moved at the same time to another process work list. This feature cannot be used to move multiple documents cannot be moved to catalog, purge or bulletin board.

To forward multiple documents from a process work list at the same time, use the following steps:

Step	Action
1	Go to the Process screen and complete a search to locate the desired documents. NOTE: Searching by case number and doc type will reduce the number of returned results and make it easier to locate the desired document.
2	Select the documents to be move by clicking in the check box on the left side for each document. NOTE: If all documents on the page being viewed need to be moved, click in the SELECT/UNSELECT all checkbox.
3	Click MOVE TO. A MOVE TO WORKLIST pop up appears showing all of the selected documents. NOTE: The APPLY WORKER ID CHANGES TO ALL DOCUMENTS WITH THE SAME WORK PACKET ID (WPID) checkbox is autopopulated so all associated documents will move to the new process list at the same time.

Step	Action
4	If forwarding the documents to: ♦ The same process work list, click in the checkbox to the left of MOVE ALL SELECTED DOCUMENTS TO WORKER ID then enter the new worker ID in the box to the right. The new worker ID is applied to each document. ♦ Several different worker process list, enter the new worker ID in the WORKER ID field for each individual document.
5	Click SAVE. The MOVE TO WORKLIST pop up closes and the process list refreshes.
6	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the “X” if no other work needs to be completed in the ECF system.

Notes

Notes can be added, edited, or deleted in the NOTES field before a document is forwarded to the catalog. Once a document is sent to catalog, any added notes become a permanent part of the document.

A user who is purging a document must add a note explaining why the document needs to be deleted.

To edit a note on a document on the Bulletin Board or Process screen, use the following steps:

Step	Action
1	Go to the Bulletin Board or Process screen and complete a search to locate the desired document. NOTE: In Process, searching by case number and doc type reduces the number of returned results. In Bulletin Board, search by batch type for best results.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on the document row. The expanded document view opens.
3	Click EDIT.
4	Edit the NOTE field as needed.
5	If the document is located on the: ♦ Bulletin Board, click SAVE. ♦ Process screen, click SAVE & CLOSE.
6	To edit notes on other documents, repeat steps 1 - 5, otherwise go to next step.
7	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

Print Documents Using Download Button

To print documents using the DOWNLOAD button, use the following steps:

Step	Action
1	Go to the Process or Catalog screen and complete a search to locate the desired document.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on the document row. The expanded document view opens.
3	Click DOWNLOAD. A file download box appears.
4	Click OPEN. The document opens in its original format (i.e., Excel, Word, etc.).
5	Use the document viewer print function. Options are: ♦ Select FILE>PRINT or click the printer button for PDF files. ♦ Click the OFFICE button in upper left corner then click PRINT for Word or Excel documents, including InDocs. ♦ Right-click then select PRINT for .tiff files. For the first two bulleted items, a print dialog box will appear. Complete these steps: 1. Select the desired printer and the page range, if needed. 2. Be sure to change paper size and orientation settings as needed when printing legal size documents such as RREDs or NODs. 3. Click OK to send document to the printer. For .tiff files, a photo printing wizard box appears. Complete these steps: 1. Click NEXT. 2. Review checked pages and change if needed. 3. Click NEXT.

Step	Action
	4. Choose printer and review printing preferences including paper size as needed. 5. Click NEXT. 6. Select FULL PAGE PHOTO PRINT. 7. Click NEXT. 8. Click FINISH to send document to printer.
6	Close the document viewing window.
7	To print other documents, repeat steps 1 – 6, otherwise go to next step.
8	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

Print Documents Using ECF Viewer

To print documents, use the following steps:

Step	Action
1	Go to the Bulletin Board, Process, Catalog or Packets screen and complete a search to locate the desired document.
2	Click the OPEN DOCUMENT icon located to the left of the document's case number.
3	The document viewer will open in a new window displaying the first page in the document.
4	Click the hide annotations button on the viewing pane navigation toolbar, if needed, to hide markups and prevent them from being printed.

Step	Action
5	Click the PRINT button. The print dialog box appears.
6	Select the desired printer and the page range, if needed. NOTE: Click the preferences button to change settings for paper size, orientation and printing on one or two sides as needed when printing legal size documents such as RREDs or NODs.
7	Click PRINT. The print dialog box disappears and document is sent to the chosen printer.
8	Close the document viewer.
9	To print other documents, repeat steps 1 – 8, otherwise go to next step.
10	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the “X” if no other work needs to be completed in the ECF system.

Purge From Bulletin Board or Process

To purge a document from the Bulletin Board or Process screens, use the following steps:

Step	Action
1	Go to the Bulletin Board or Process screen and complete a search to locate the desired document. NOTE: In process, searching by case number and doc type reduces the number of returned results. In bulletin board, search by batch type for best results.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on the document row. The expanded document view opens.

Step	Action
3	Click EDIT.
4	If the WORKER ID field: ♦ Displays a county or worker number, go to step 7. ♦ Is blank, go to next step.
5	Click the UNLOCK WORKER ID button located on the right side of the WORKER ID field to make the field active.
6	Enter a county number or worker identification number in the WORKER ID field.
7	Change the STATUS field selection to PURGE by using the drop down list.
8	Complete the NOTES field by entering the reason for purging the document. NOTE: Completing the NOTES field is mandatory for purging. Failure to enter a note will result in an error message.
9	To finish the purge process, if the document is located on the: ♦ Bulletin Board, click SAVE. ♦ Process screen, click SAVE & CLOSE. The screen refreshes and the document is no longer listed.
10	To purge other documents, repeat steps 1 – 9, otherwise go to next step.
11	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the “X” if no other work needs to be completed in the ECF system.

NOTE: Unassigned items on the bulletin board are automatically deleted 90 days from the date it was moved to the bulletin board or was last edited.

Purge From Catalog

To delete or purge a document from the catalog, complete the following steps:

Step	Action
1	Go to the Catalog screen and complete a search to locate the desired document.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on the document row. The expanded document view opens.
3	Click PURGE. A pop up appears.
4	Complete the REASON field by entering the reason for deleting the document.
5	Click PURGE. If the purge is successful, a pop up appears. Click OK.
6	Screen refreshes and the document in no longer listed.
7	To purge other documents, repeat steps 1 – 6, otherwise go to next step.
8	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the “X” if no other work needs to be completed in the ECF system.

Reassign From Document Tracking

See Document Tracking.

Reindex a Document

If a document on the bulletin board or in a process work list is found to be incorrectly indexed, staff can change index values so the document can be moved to the proper work list or the catalog.

The index values on documents located in the catalog cannot be changed. Catalog documents need to be copied so the new copy can have some index values changed. See Copying for more information.

NOTE: First and last name and SID information is dependent upon the case number and document type. Name and SID fields can be updated only by using the AUTOFILL button next to the CASE NUMBER field. A SID number is added only to person level documents, such as the social security card, driver's license, or pay stubs as indicated by the doc type entry.

The system allows the user to choose the correct person when using the AUTOFILL button. The WORKER ID field can be auto-populated with ABC or FPW worker information if it is unlocked before the user presses the AUTOFILL button.

Several step action charts follow with instructions on reindexing specific fields. Locate the correct step action chart. Multiple fields can be reindexed at the same time.

To reindex a **case number**, use the following steps:

Step	Action
1	Go to the Bulletin Board or Process screen and complete a search to locate the desired document. NOTE: In process, searching by case number and doc type reduces the number of returned results. In bulletin board, search by batch type for best results.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on document row. The expanded document view opens.
3	Click EDIT.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>Enter the case number in the CASE NUMBER field.</td></tr>
<tr><td>5</td><td>Click the AUTOFILL button located to the right of the CASE NUMBER field. A name selection box appears.

NOTE: Changing a case number also affects the FIRST NAME, LAST NAME, and STATE ID fields. These fields must be updated to reflect the proper case information.</td></tr>
<tr><td>6</td><td>Click the SELECT button for the appropriate person. The screen refreshes with the individual’s name shown.

NOTE: An individual’s state identification number only appears on person level documents.</td></tr>
<tr><td>7</td><td>If the document being changed is part of a work packet, a message will appear below the NOTES field in the expanded document view. Users can apply the case number change to all documents with the same work packet ID. User options are:
♦ Click in the message’s selection box to copy the case number to all documents with the same work packet ID, or
♦ Leave blank if no changes are to be made to the other documents with the same work packet ID.

Go to next step.</td></tr>
<tr><td>8</td><td>If the document is located on the:
♦ Bulletin Board, click SAVE.
♦ Process screen, click SAVE & CLOSE.</td></tr>
<tr><td>9</td><td>To reindex more documents, repeat steps 1 – 8, otherwise go to next step.</td></tr>
<tr><td>10</td><td>When finished, either:
♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or
♦ Close the ECF tab or the ECF window by clicking the “X” if no other work needs to be completed in the ECF system.</td></tr>
</table>

To reindex expedite, hold, or permanent **attributes**, use the following steps:

Step	Action
1	Go to the Bulletin Board or Process screen and complete a search to locate the desired document. NOTE: In Process, searching by case number and doc type will reduce the number of returned results and make it easier to locate the desired document. In Bulletin Board, search by batch type for best results.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on the document row. The expanded document view opens.
3	Click EDIT.
4	Click in the EXPEDITE, HOLD or PERMANENT box to check or uncheck it. NOTE: All of these boxes can be changed at the same time.
5	If the document is located on the: ♦ Bulletin Board, click SAVE. ♦ Process screen, click SAVE & CLOSE.
6	To reindex more documents, repeat steps 1 – 5, otherwise go to next step.
7	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the “X” if no other work needs to be completed in the ECF system.

To reindex **doc type** and **tran typ**e, use the following steps:

Step	Action
1	Go to the Bulletin Board or Process screen and complete a search to locate the desired document. NOTE: In Process, searching by case number and doc type reduces the number of returned results. In Bulletin Board, search by batch type for best results.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on document row. The expanded document view opens.
3	Click EDIT.
4	Select the new doc type by using the drop list arrow. The system will automatically assign the correct tran type for the selected doc type. NOTE: Staff are not able to change the following system-generated OPUS and OASIS doc types: ♦ Bill Status Turn Around Document ♦ Elig Status Turn Around Doc ♦ Notice of Canc/Redet ♦ Notice of Dec Extra Help ♦ Notice of Dec Med Assist or State Supp ♦ NOD ♦ Notice of Spenddown Status ♦ Reporting FA Changes ♦ Request for Proof of Cit and ID ♦ Request for Verif of Cit and ID ♦ Trans Med Qtrly Rept Rem ♦ Returned Mail ♦ Calc ♦ NOD-COLA ♦ NOD-MED ♦ NOD-MEND ♦ NOD-SANC ♦ NOD-TMLY ♦ IowaCare Changes ♦ Health and Finan Support App ♦ Health and Finan Support App Addend

Step	Action
5	If the document is located on the: ♦ Bulletin Board, click SAVE. ♦ Process screen, click SAVE & CLOSE.
6	To reindex more documents, repeat steps 1 – 5, otherwise go to the next step.
7	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the “X” if no other work needs to be completed in the ECF system.

To reindex a **worker ID**, use the following steps:

Step	Action
1	Go to the Bulletin Board or Process screen and complete a search to locate the desired document. NOTE: In process, searching by case number and doc type reduces the number of returned results. In bulletin board, search by batch type for best results.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on document row. The expanded document view opens.
3	Click EDIT.
4	Click the UNLOCK WORKER ID button located on the right side of the WORKER ID field to make the field active.
5	Enter the desired county number or worker ID.

Step	Action
6	If the document being changed is part of a work packet, a message will appear below the NOTES field in the expanded document view. Users can apply the worker ID change to all documents with the same work packet ID. User options are: ♦ Click in the message's selection box to copy the worker ID to all documents with the same work packet ID, or ♦ Leave blank if no changes are to be made to the other documents with the same work packet ID. Go to next step.
7	If the document is located on the: ♦ Bulletin Board, click SAVE. ♦ Process screen, click SAVE & CLOSE.
8	To reindex more documents, repeat steps 1 – 7, otherwise go to next step.
9	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

To reindex **status**, use the following steps:

Step	Action
1	Go to the Bulletin Board or Process and complete a search to locate the desired document. NOTE: In Process, searching by case number and doc type reduces the number of returned results. In Bulletin Board, search by batch type for best results.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on document row. The expanded document view opens.

Step	Action
3	Click EDIT.
4	Change the status by using the drop list arrow. NOTE: IM staff are only to move documents to the bulletin board with supervisory approval and after reviewing each page of the document for any identifiable information.
5	If the document is located on the: ♦ Bulletin Board, click SAVE. ♦ Process screen, click SAVE & CLOSE. The document is forwarded to the selected location. NOTE: For documents being forwarded to the bulletin board, a pop up appears to verify this is the correct action. The pop up message is “Are you sure you wanted to move this document to bulletin board?” Valid options are: ♦ OK to confirm the move and go to next step, or ♦ CANCEL to stop the move and return to step 4. NOTE: If enough information is not entered to successfully forward the document to the desired location, an error message will appear in the upper left corner of the screen.
6	To reindex more documents, repeat steps 1 – 5, otherwise go to next step.
7	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the “X” if no other work needs to be completed in the ECF system.

Rescan Request

To request a rescan of an imaged document from an imaging center or a worker, use the following steps:

Step	Action
1	Go to the Bulletin Board, Process or Catalog screens and complete a search to locate the desired document.
2	Click the OPEN DOCUMENT icon located to the left of the document's case number.
3	The document viewer will open in a new window displaying the first page in the document.
4	Review each page of the document. If any of the document images are of poor quality or illegible, look for "PQ" which means poor quality. Imaging center staff will note a poor quality document with using a "PQ" notation. No request for rescan will be done on these documents.
5	Close the viewing window.
6	Select the document by clicking on the SHOW DETAILS icon or anywhere on document row. The expanded document view opens.
7	Review the scan date. The scan date needs to be within the last 30 days. If it more than 30 days old the document is no longer available. If the document does: ♦ Show "PQ" or the scan date is more than 30 days in the past, do not request a rescan as the request cannot be fulfilled. Go to step 15. ♦ Not show "PQ" and the scan date is less than 30 days in the past, a rescan request can be made to the appropriate source, go to the next step.

Step	Action
8	Review the SOURCE field entry. If the SOURCE field displays: ♦ Copy, OASIS or OPUS, a rescan cannot be completed. Go to step 15. ♦ One of the imaging center locations, go to step 10. Valid locations are: • Council Bluffs • Waterloo • Cedar Rapids • Davenport • Des Moines ♦ A user ID for a worker, go to the next step.
9	Send an email to the worker who uploaded the document. Include in the email enough identifying information so the worker can locate the document and upload it again. Identifying information may include, but is not limited to: ♦ Case number ♦ State ID number ♦ First name ♦ Last name ♦ Doc type ♦ Status ♦ Date added ♦ Received date Go to step 15.
10	To request a rescan from an imaging center, click the rescan request link located on the Dashboard screen or at the bottom of the screen. Users are directed to the rescan request webpage.
11	Click new. A new request form opens.

Step	Action
12	Complete the following fields: ♦ SERVICE AREA. Use drop list arrow to select correct service area. ♦ REQUEST TYPE. Use drop list arrow to select correct request type. ♦ REASON FOR REQUEST. Enter the reason the rescan is being requested. ♦ BATCH NUMBER. Enter the batch number from the expanded document view. ♦ DESCRIPTION. Enter in other needed information for the rescan including the person's first name, last name, source, and received date. Also, enter a worker ID if the reimaged document needs to go to a process work list instead of the catalog. ♦ PRIORITY. Use drop list arrow to select the document's original priority. ♦ STATUS. Use drop list arrow to select appropriate status, if desired. ♦ CASE NUMBER. Enter the case number for the document. ♦ SCAN DATE. Enter the date the document was scanned. ♦ DOC TYPE. Enter the document type. NOTE: Only the SERVICE AREA, REQUEST TYPE, REASON FOR REQUEST, and BATCH NUMBER fields are mandatory. The more information provided the quicker the request can be completed. All information needed for a rescan request can be found by clicking the document's SHOW DETAILS button.
13	Click OK. The request is now on the rescan request list. When rescanned, the document will appear in the appropriate process list or catalog.
14	Close the window by clicking the "X" in the upper right hand corner.
15	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

Remove a Document From a Packet

Packets can be modified at any time. Workers can remove a document from a packet for one of the following reasons:

- The wrong document was linked to packet.
- A document was linked to the wrong packet name.
- A document is not needed for the packet.

Removing a document from a packet only removes the document's link to a packet. It does not change the master document. The master document remains stored in the catalog.

To remove a document from a packet, use the following steps:

Step	Action
1	Go to the Packets screen.
2	Enter search criteria in the applicable fields. NOTE: For best results, search by case number and packet type.
3	Press ENTER or click the SEARCH button.
4	Locate the desired document to be deleted from the packet.
5	Select the document by clicking on the SHOW DETAILS icon or anywhere on the document row. The expanded document view opens.
6	Click the REMOVE FROM PACKET button.
7	In the purge success box, click OK. The document is no longer linked to the packet. The master document remains in the catalog.

Step	Action
8	To delete another document from: ♦ The same packet, repeat steps 4 – 7. ♦ A different packet, click the Packets screen link to refresh the page and clear all of the search fields then repeat steps 2 – 7. Otherwise go to next step.
9	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

Save a Document

To save a document located in a process work list or the catalog to a computer, complete the following steps:

Step	Action
1	Go to the Process or Catalog screen and complete a search to locate the desired document.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on document row. The expanded document view opens.
3	Click the DOWNLOAD button. A file download dialog box appears.
4	Click SAVE. A save as box appears.
5	Change the SAVE IN: field, if necessary, to choose the location in which the file will be saved.

Step	Action
6	Rename the FILE NAME: field, if necessary. Do not change any visible file extensions such as .xls, .pdf, or .doc. Documents are saved in their original format.
7	Click SAVE to save the document to the selected location. The save as box disappears.
8	Click CLOSE to close the download complete box, if visible.
9	Click the HIDE DETAILS button to close the expanded document view.
10	To save other documents, repeat steps 1 – 9, otherwise go to next step.
11	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the “X” if no other work needs to be completed in the ECF system.

Search

Searches can be completed on the Bulletin Board, Process, Catalog, and Packets screens to help narrow the search results. The number of search results that can be viewed varies depending on which page is being viewed. When the number of records returned exceeds the page’s viewing capacity, modify the search filters to further narrow the results.

After the user narrows the search results, the column headers can be used to sort the listed documents in ascending or descending order. Click a column header once to sort by that column. Click the header a second time to reverse the order. A red triangle appears under the column header used for sorting and points up or down according to ascending or descending order.

All search fields have a built-in wild card feature so, it is not necessary to enter the entire search criteria. Entering only the first few letters or numbers allows the system to search for all similar results. For example, if the last name is known to start with “John”, enter John in the LAST NAME field and click SEARCH. The results will display all last names beginning with “John” such as Johnson and Johnston.

The Bulletin Board, Catalog, and Packets screens contain a received date range with fields for beginning and end dates. If all records before a certain date are desired, remove the beginning date and enter the desired date in the END DATE field.

On the Catalog screen, the RECEIVED DATE fields are auto-populated with dates to return results for the last six months. These dates can be removed or changed according to worker needs.

The following chart lists each screen and its corresponding search fields:

Screen	Search Fields
Bulletin Board	Batch Type
Default: ascending by received date	Received Date Range
Process	Case Number
Default: ascending by received date with expedited items listed before non-expedited items	State ID Number
	First Name
	Last Name
	Doc Type
	Tran Type
	Process and Hold check boxes allow staff to view all items or just one or the other category's items.
Catalog	Case Number
Default: descending by received date	State ID
	Doc Type
	Tran Type
	Received Date Range
Packets	Case Number
Default: descending by added date	Received Date Range
	Packet Type
	Packet Name

To complete a search, use the following steps:

Step	Action
1	Go to the desired screen.
2	Enter search criteria in the applicable search fields. NOTE: Using more than one search field assists in narrowing the search results to help locate documents more quickly. Also, a case number or SID must be entered before a search can be completed in the Catalog.
3	Press ENTER or click on the SEARCH button to obtain search results.
4	To sort results, click on the column headers.
5	To complete a new search, click the CLEAR button, if available, or the screen name link at top of screen to clear the search fields. Repeat steps 1 – 4, otherwise go to next step.
6	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the “X” if no other work needs to be completed in the ECF system.

Upload Electronic Documents or Email to ECF

IM staff can upload electronic documents and emails into ECF. Staff can choose to send the item to a county or worker process list or the catalog.

NOTE: When saving a webpage such as a Work Number response, staff need to use the File>Print option. In the print dialog box, select PrimoPDF then click PRINT. In the PrimoPDF dialog box, select the location where the file should be saved. Change the name, if desired, but do not change the .pdf extension. Click OK.

The PDF opens in a new window which can be closed. The saved file can now be uploaded to the ECF catalog.

To upload an electronic document or email, use the following steps:

Step	Action
1	Save a copy of the email or document to your computer. To save a copy of an email located in your inbox, do one of following: ♦ Left click and hold on the desired email. Drag the cursor to where the copy is to be placed then release the mouse button. A copy of the email appears. ♦ Right click and hold on the desired email. Drag the cursor to where the copy is to be placed then release the mouse button. An options list box appears. Select COPY HERE. A copy of the email appears. ♦ Left click on desired email to highlight the row. Press CTRL + C to copy the email. Move cursor to where the copy is to be placed. Press CTRL + V to paste the copy in the chosen location. To save a copy of an email while viewing the opened email, click on the OFFICE button in the top left corner. An options list box appears. Click SAVE AS. A save as dialog box appears. Chose the location where the copy is to be saved. For the SAVE AS TYPE: field, use the drop arrow the display options and select OUTLOOK MESSAGE FORMAT. Click SAVE. An error message will be received if the SAVE AS TYPE: field is not changed and still displays HTML. NOTE: Attachments in emails are not viewable in the ECF document viewer. Use the DOWNLOAD button to open and view the email in Outlook format and to view any attachments.
2	Click the DOCUMENT UPLOAD link located on the Dashboard screen or at the bottom of the screen. The upload details box appears.
3	Click the BROWSE button. The choose file box appears.
4	Locate the document to be uploaded and click the icon to highlight.
5	Click OPEN or press ENTER. The document information is viewable in the DOCUMENT field of the upload details box.

Step	Action
6	Select the document type by using the drop list arrow. NOTE: Once the document type is selected, the system will automatically populate the TRANSACTION TYPE field.
7	Review the received date and change, if needed.
8	Enter the case number.
9	Click the GET button. The system will determine if this is a case or person level document. If the document is: ♦ Case level, then the system inactivates the STATE ID field and populates the FIRST NAME and LAST NAME fields with the IABC or FPW case name. ♦ Person level, then a state identification number is required. Use the drop list arrow to select the appropriate person. The selected person's name auto-populates in the FIRST NAME and LAST NAME fields.
10	Enter any applicable notes in the notes field.
11	Select whether the document is to be uploaded to the catalog or a process work list by clicking the appropriate radio button. NOTE: If Process WL is selected, a WORKER NUMBER field appears. Enter the worker ID for the process work list.
12	Click the UPLOAD button. A file uploaded message appears.
13	Click OK. The message and upload details box disappears.
14	To upload more documents return to step 1, otherwise go to next step.
15	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

NOTE: When a document is uploaded to ECF, the worker is responsible for retaining a copy of the electronic document for 30 days. This ensures the document can be uploaded again, if needed for a rescan request.

View Documents Using Download Button

To view documents using the DOWNLOAD button, use the following steps:

Step	Action
1	Go to the Process or Catalog screen and complete a search to locate the desired document.
2	Select the document by clicking on the SHOW DETAILS icon or anywhere on the document row. The expanded document view opens.
3	Click DOWNLOAD. A file download box appears.
4	Click open. The document opens in its original format (i.e., Excel, Word, etc.). NOTE: Annotations can only be viewed using the ECF Viewer.
5	When finished reviewing the document, staff can either: ♦ Save the document to computer, or ♦ Close the document viewer.
6	Close the document viewing window.
7	To view other documents, repeat steps 1 – 6, otherwise go to next step.
8	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the “X” if no other work needs to be completed in the ECF system.

View Documents Using ECF Viewer

To view documents using the ECF Viewer, use the following steps:

Step	Action
1	Go to the Bulletin Board, Process, Catalog or Packets screen and complete a search to locate the desired document.
2	Click the OPEN DOCUMENT icon located to the left of the document's case number.
3	The document viewer will open in a new window displaying the first page in the document.
4	When finished viewing the document, staff can either: ♦ Add/delete annotations, or ♦ Save the document to computer, or ♦ Close the document viewer.
5	To view other documents, repeat steps 1 – 4, otherwise go to next step.
6	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the "X" if no other work needs to be completed in the ECF system.

View Packets

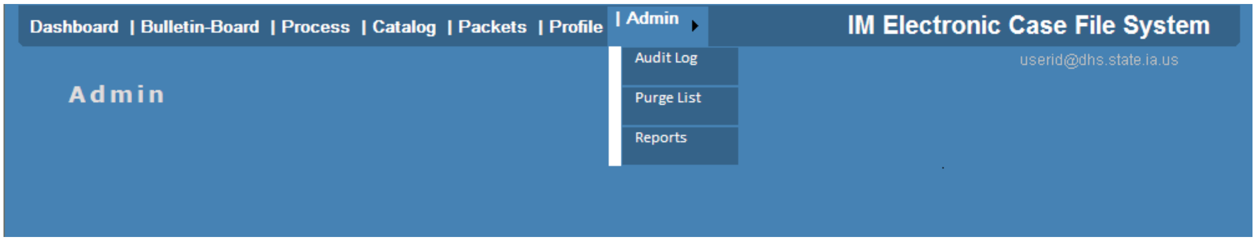
Staff can view all documents that have been linked to a packet in the ECF system. NOTE: The Appeals Unit stores all appeal documents and correspondence electronically on the Appeals Information System (AIS). IM staff have the option to upload documents from AIS to ECF, but are not required to do so.

To view previously created packets, use the following steps:

Step	Action
1	Go to the Packets screen.
2	Enter search criteria in the applicable fields. NOTE: For best results, search by case number and packet type.
3	Press ENTER or click the SEARCH button.
4	Locate the desired packet from the returned results. Enter the packet name into the PACKET NAME field. NOTE: Copy and paste can be used to enter the packet name.
5	Press ENTER or click the SEARCH button to complete another search. The search results will display only documents with the same packet name.
6	Documents can be viewed using the OPEN DOCUMENT icon. Click the SHOW DETAILS icon or anywhere on the document row to view additional information.
7	To search for another packet, click the Packets screen link to refresh the page and clear all of the search fields then, repeat steps 2 – 6. Otherwise go to next step.
8	When finished, either: ♦ Click on a different screen name link to move to that screen to complete other tasks in the ECF system, or ♦ Close the ECF tab or the ECF window by clicking the “X” if no other work needs to be completed in the ECF system.

IM Supervisory Functions

The IM Supervisory Functions section lists some administrational options. Supervisors have access to an "Admin" screen. Hover the cursor over the ADMIN link to display an options drop list. Click on the desired task to move to that screen. Options offered are Audit Log, Purge List, or Reports as shown in the following image:



Audit Log

The Audit Log is used to view the movement of a document through the ECF System. It can also be used to locate documents that have been improperly indexed and cannot be located.

The audit log of a document can be searched using one or more of the following criteria:

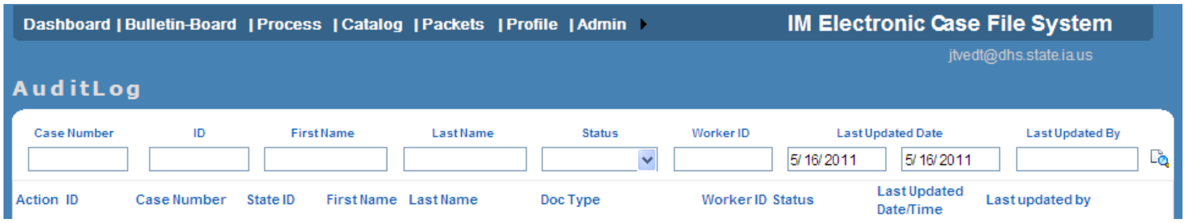
- Case Number
- State ID number
- First Name
- Last Name
- Status
- Worker ID number
- Last Updated Date range
- Last Updated By (worker email)

The search results are displayed with an action code. Valid action codes are:

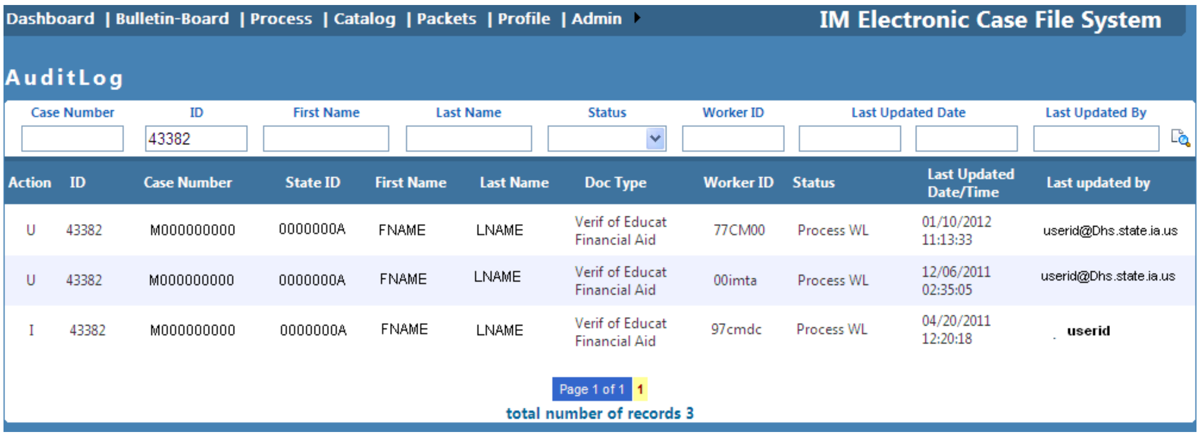
I – Insert, includes images entered by the system, imaging center, or uploaded by IM staff. The code represents an unaltered document at that time.

U – Update, represents documents that have been edited since being introduced into the ECF System.

By default, the Audit Log displays the current day's date in the LAST UPDATED DATE fields and lists all documents updated that day. A screen sample follows:



An audit log for a document follows:



Action	ID	Case Number	State ID	First Name	Last Name	Doc Type	Worker ID	Status	Last Updated Date/Time	Last updated by
U	43382	M000000000	0000000A	FNAME	LNAME	Verif of Educat Financial Aid	77CM00	Process WL	01/10/2012 11:13:33	userid@Dhs.state.ia.us
U	43382	M000000000	0000000A	FNAME	LNAME	Verif of Educat Financial Aid	00imta	Process WL	12/06/2011 02:35:05	userid@Dhs.state.ia.us
I	43382	M000000000	0000000A	FNAME	LNAME	Verif of Educat Financial Aid	97cmdc	Process WL	04/20/2011 12:20:18	userid

The document's audit trail displays results by the "Last Updated Date/Time" entry. The most recent update is listed first. Using the audit log, a user can determine when a document entered the system, each time it was edited and who made the change.

NOTE: No entries in the LAST UPDATED DATE/TIME or LAST UPDATED BY fields means the document was imported from the old catalog into the current catalog.

To perform an audit log search, use the following steps:

Step	Action
1	Hover the mouse over the Admin tab to display the options dropdown list.
2	Click Audit Log. By default, the Audit Log screen is displayed with the current day's date in the LAST UPDATED DATE fields.
3	On the Audit Log screen, enter search criteria in the applicable search fields. Remember to clear or change the LAST UPDATE DATE fields as needed for the current search. NOTE: If viewing the document in a process list or the Catalog, the document's identification number is found in the ID field. For Bulletin Board documents, enter the number found in the DBID field. Either number can be entered in the ID field on the Audit Log screen. Click the SHOW DETAILS icon or anywhere on the document row to open the expanded document view to locate either the ID or DBID number. **Important:** In order to view document movements by both indexing and IM staff, **both** of the LAST UPDATED DATE fields must be cleared before the search is started.
4	Click the SEARCH icon. The system will display all documents matching the search criteria. If the document's ID or DBID number was entered, go to Step 7, otherwise go to next step.
5	Locate the desired document in the displayed results and enter the document's identification number in the ID field.
6	Click the SEARCH icon.
7	The search results display information on the document. Each edit line displays the document information for the specific date and time of the change.

Step	Action
8	To perform another audit log search, repeat steps 1 – 7. If finished, go to next step.
9	When all searches are completed, either: ♦ Click on another screen tab to move to that screen, or ♦ Log off the ECF System by clicking the red 'X' in the upper right hand corner.

NOTE: To locate misplaced or missing documents, it is recommended to search using the worker's email address in the LAST UPDATED BY field. All documents edited or moved by the worker will display with the most recently changed document at the top. If the specific date the document was edited is known, it can be entered in the LAST UPDATED DATE field to help narrow the search.

Purge List

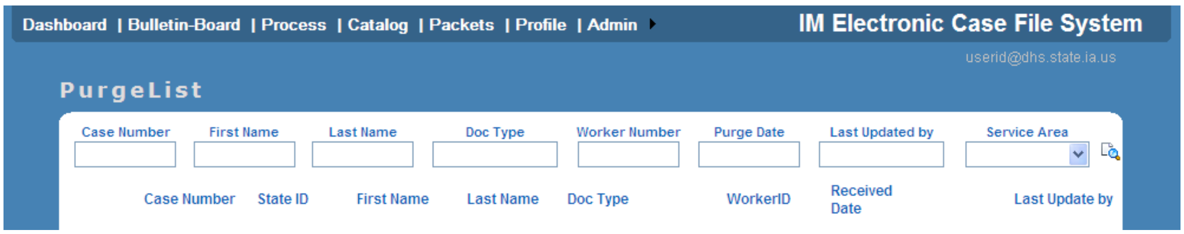
Purged documents can be restored or deleted by supervisors. Supervisors can also monitor staff usage of the purge function. Purged documents can be searched using one or more of the following search criteria:

- Case Number
- First Name (client)
- Last Name (client)
- Doc Type
- Worker Number
- Purge Date
- Last Updated by (worker email)
- Service Area

View documents deleted by a specific worker by using either the WORKER ID or LAST UPDATE BY fields. View purged documents for an entire county by entering the two-digit county number in the WORKER ID field. Sort a county search by clicking the LAST UPDATE BY header to group documents by staff email address. A case number or name search may be the best way to locate accidentally deleted documents.

Items on the purge list will be available for only 90 days from the “Last Update By” date. The system will automatically remove those items.

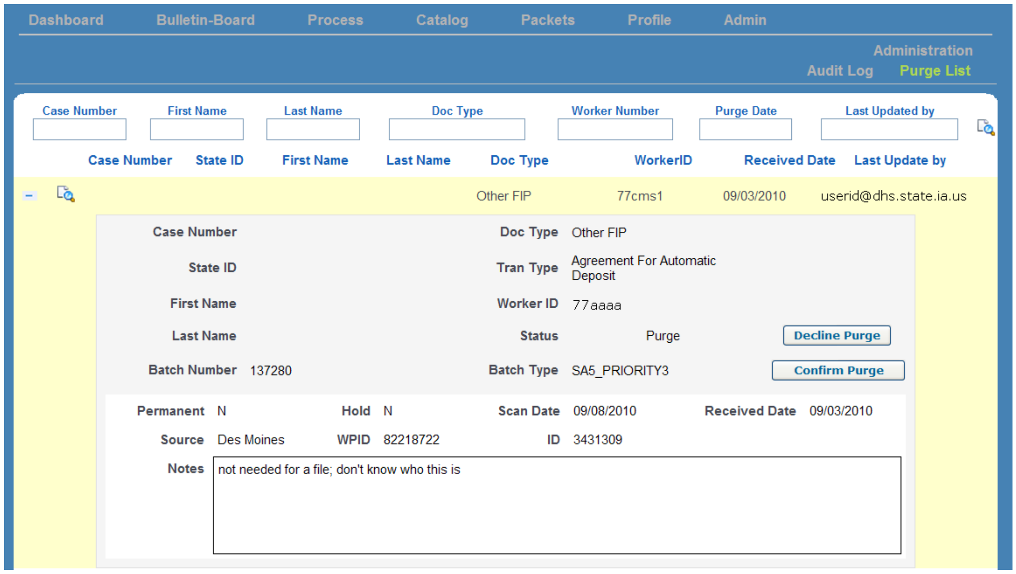
A sample of the Purge List follows:



To use the Purge List, use the following steps:

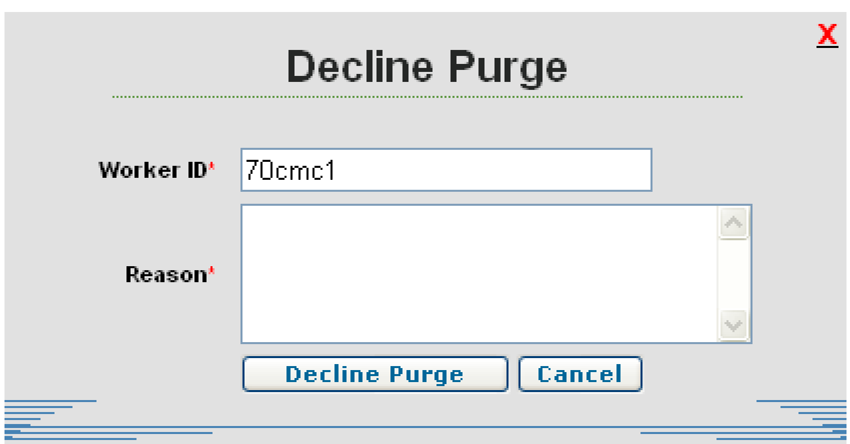
Step	Action
1	Hover the mouse over the Admin tab to display the options dropdown.
2	Click Purge List. By default, the system displays all purged documents by received date with the oldest date displayed first.
3	Enter the desired search criteria in the applicable fields.
4	Click the Search icon. Note: If multiple search results are returned, sort the results using a column heading or add additional search criteria and complete another search.
5	Locate the desired document. Note: The Open Document icon can be used to view the document.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>
Select the document by clicking on the SHOW DETAILS icon or anywhere on the document row. The expanded document view opens.

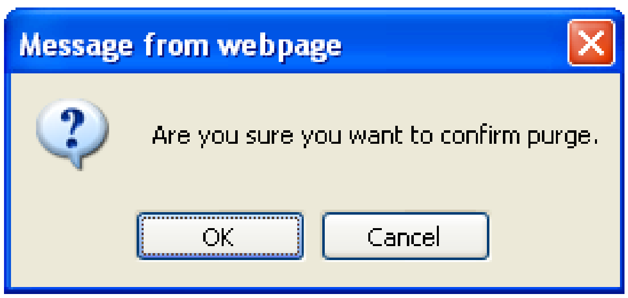


NOTE: The NOTES field displays the reason the document was deleted.
</td></tr>
<tr><td>7</td><td>
Options are:

- Decline purge, go to step 8, or
- Confirm purge, go to step 12.
</td></tr>
<tr><td>8</td><td>
Click decline purge. A dialog box appears.



</td></tr>
</table>

Step	Action
9	Type the reason for declining the purge in the REASON field. NOTE: The decline purge box displays the worker ID of the person who deleted the document. Change the worker ID, if necessary. The document is moved to the listed worker's process list.
10	Click either: ♦ DECLINE PURGE to return the document to a process list, or ♦ CANCEL to stop the process and return to the Purge List screen.
11	To restore other documents, clear all search fields then repeat steps 3 – 10. If finished, go to step 15.
12	To confirm the deletion, click the CONFIRM PURGE button. A pop up appears. 
13	Click either: ♦ OK to confirm and delete the document from the Purge List, or ♦ CANCEL to stop the process and return to the Purge List screen.
14	To delete or restore other documents from the Purge List, clear all search fields then repeat steps 3 –13, as needed. If finished, go to step 15.
15	When all purges are completed, either: ♦ Click on another screen tab to move to that screen, or ♦ Log off the ECF System by clicking the red 'X' in the upper right hand corner.

Reports

Supervisors can view reports created from information from the ECF system. The number and types of reports will change based on input and need from the field.

Some reports displaying a daily total may be able to be expanded to show totals by received date. Hover the cursor over the date or the count total. If the item becomes underlined it can be clicked to view more information.

To view a report, use the following steps:

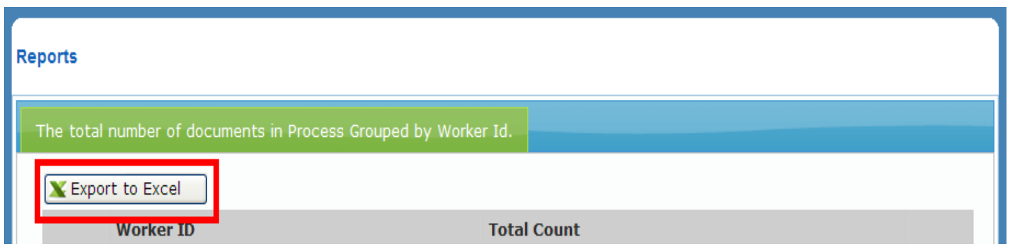
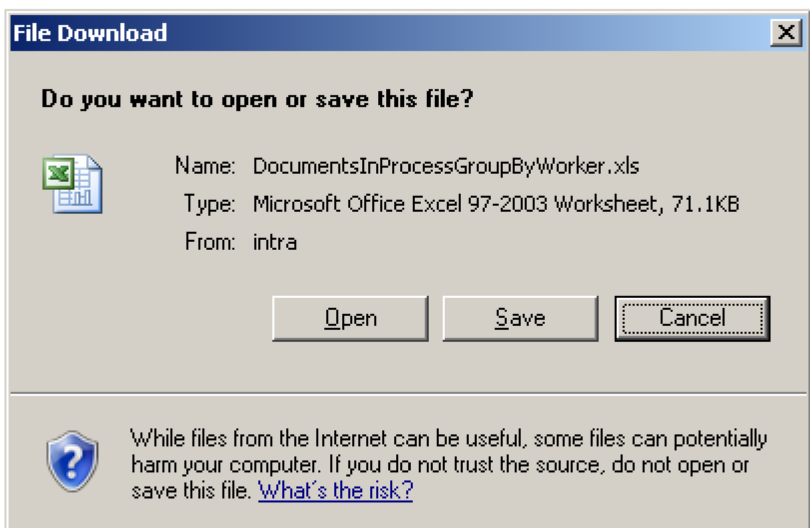
Step	Action
1	Hover the mouse over the Admin tab to display the options dropdown.
2	Click Reports.
3	On the Reports tab, click the desired report link. NOTE: To create a report that can be filtered, see Export Reports to Excel for more information. Go to next step.
4	To view a different report, repeat steps 1 – 3 otherwise go to next step.
5	When finished viewing reports, either: ♦ Click on another screen tab to move to that screen, or ♦ Log off the ECF System by clicking the red 'X' in the upper right hand corner.

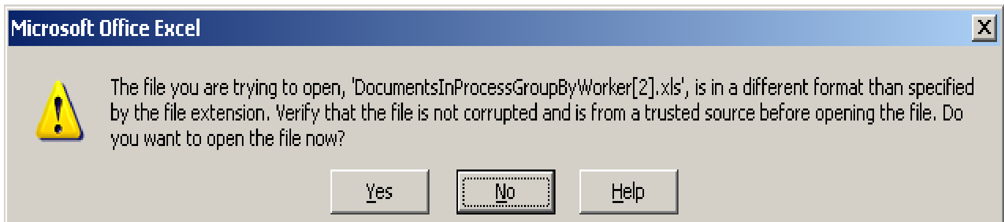
Export Reports to Excel

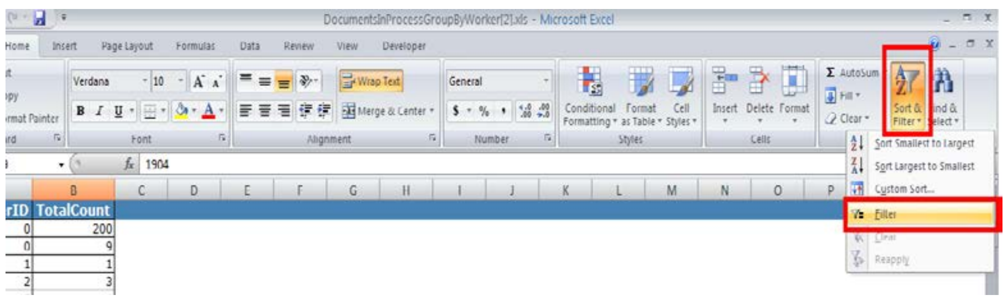
Supervisors can view reports created from information stored in the ECF system. The number and types of reports will change based on input and need from the field. The reports can be viewed in ECF or exported to Excel.

IM staff and supervisors can search the application register and export the search results to Excel for additional filtering. To filter the reports so specific information is viewable, they need to be exported to Excel.

To export and filter a report, use the following steps:

Step	Action
1	Access the ECF Admin>Reports tab and click on the desired report link or click on the APPLICATION REGISTER link on the Dashboard screen or at the bottom of the screen. NOTE: The screen shots in this chart are for the “Display the total number of documents in Process Grouped by Worker ID” report. Views may vary based on the report chosen.
2	Click the EXPORT TO EXCEL button. 
3	A file download box appears. Click OPEN. The report opens as an Excel document and the results can be filtered. 

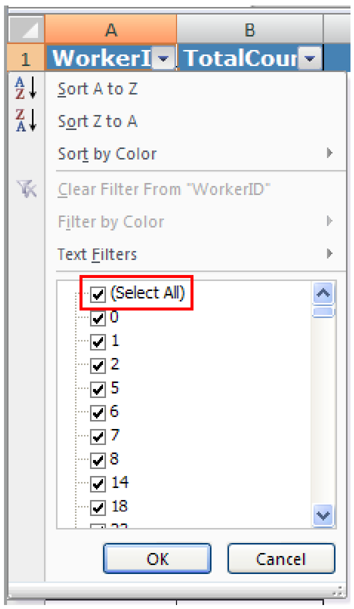
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>
Click OPEN.
NOTE: If the following pop up message appears, click YES.


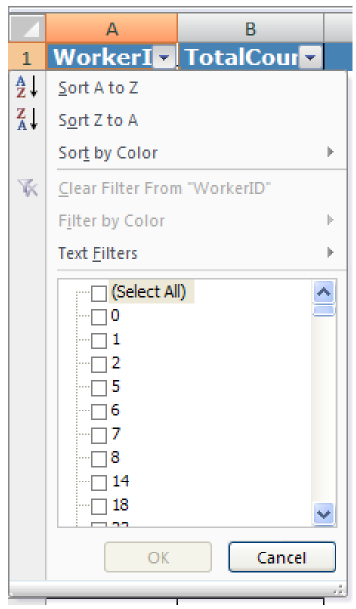
The Excel report opens.
</td></tr>
<tr><td>5</td><td>
On the Excel report, click SORT & FILTER located on the right side of the Home tab. A drop list appears, click on FILTER.


This installs drop arrows for each of the report columns.
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>

To filter the report data, click on the arrow for the desired column heading. A drop list appears. The following images show a filtering list by worker ID.

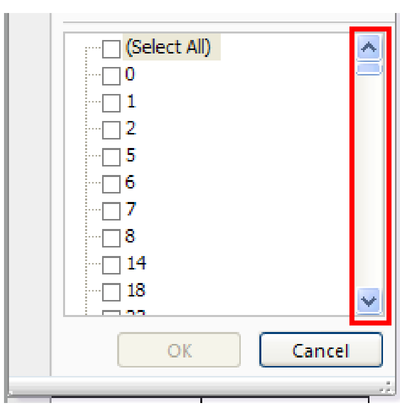




Click in the SELECT ALL box to remove all checkmarks as shown in the above image on the right.

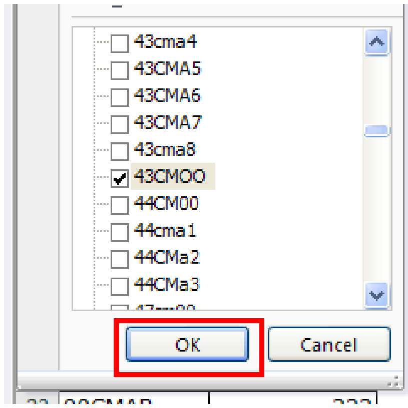
</td></tr>
<tr><td>7</td><td>

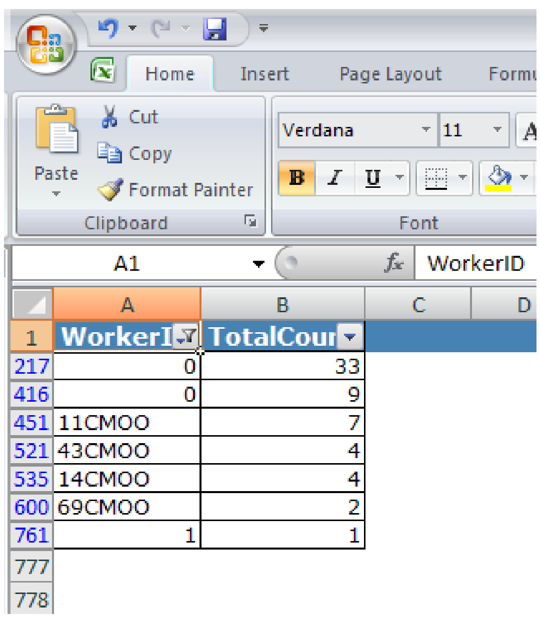
Use the scroll bar to locate the individual items to be included in the filtered report.



Click in each desired item’s box to enter a check mark. Continue scrolling through the list marking all items to be displayed.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>8</td><td>When finished marking items, click OK.


The newly filtered report displays the row information of the checked items.


Go to next step.</td></tr>
<tr><td>9</td><td>A report can be filtered by more than one column heading. To apply additional filters, repeats steps 6 – 8 for each heading, otherwise go to next step.</td></tr>
<tr><td>10</td><td>If a column filter is incorrectly selected or not needed, go to next step otherwise go to step 12.</td></tr>
</table>

Step	Action
11	Click the column's arrow to display filtering list and either: ♦ Uncheck the wrong filter and check the correct one, ♦ Uncheck the unnecessary filter, or ♦ Click the SELECT ALL box to restore all column filters.
12	The filtered report can be saved or printed, if needed, otherwise go to next step.
13	To restore a report to the original version so it can be filtered using different criteria, go to next step otherwise go to step 15.
14	Click SORT & FILTER located on the right side of the Home tab. A drop list appears, click on FILTER. To filter the report again, repeat steps 5 – 13.
15	When finished with the report, click the "X" in the upper right hand corner to close.
16	To view and filter a different report, repeat steps 1 - 15, otherwise go next step.
17	When finished viewing reports, either: ♦ Click on another screen tab to move to that screen, or ♦ Log off the ECF System by clicking the red 'X' in the upper right hand corner.

Imaging Center Document Processing and Storage

Preparing incoming mail and documents is an important part of successfully getting forms scanned into the Electronic Case File. The proper handling, sorting and storage of received documents are discussed in the following sections:

- Document Preparation for Back Scanning
- Document Preparation for Incoming Mail
- Handling of Original Documents
- Storage and Destruction of Scanned Documents

Document Preparation for Back Scanning

Back scanning occurs when IM workers submit case file conversion or packet bundles. During the transition period, paper case files are converted to electronic form at time of application, review, or recertification. These bundles are prepared by the IM worker and sent to the imaging center.

To prepare a back scanning bundle, use the following steps:

Step	Action
1	Review the bundle to ensure it is properly prepped for scanning. If it is not properly prepared, follow your imaging center's procedure regarding returning the bundle to the IM worker to prepare properly. Proper prepping of a bundle includes: ♦ Removal of all staples, paper clips, or other types of fasteners. ♦ No attached notes that cover part of the document. Notes need to be taped on a separate sheet, taped over a blank part of the document, or photocopied as a separate page. ♦ Use of folder and document separators in the case file conversion bundles. Packet bundles need only a folder separator as the entire bundle will be scanned in as a single document.
2	Attach the applicable batch cover sheet to the bundle and complete the following fields: ♦ Document receive date. ♦ Prep date/time. ♦ Preparer initials. ♦ Number of folders in batch. ♦ Number of documents in batch. NOTE: Follow your imaging center procedure regarding if more than one bundle can be included in a batch.
3	Be sure all documents, regardless of size, have an edge along the top or side of the stack so it can be grabbed by the scanner. Top or side edging is dependent upon the scanner being used.
4	Clip the batch and place in the appropriate scanner basket.

Document Preparation for Incoming Mail

Preparing incoming mail and documents is an important part of successfully getting forms scanned into the Electronic Case File. To prepare incoming mail and documents, use the following steps:

Step	Action
1	Look for any mail with a received date earlier than the current day's date. This mail needs to be prepped before the current day's mail.
2	Carefully open received mail and keep all envelope contents together as one folder.
3	Review contents for any original documents. If originals are found, complete a return envelope prior to disposing of the envelope.
4	Make photocopies of any original documents and place copy in the document stack. Return original documents to the sender. Original documents are: ♦ Driver's license (all card type forms of identification). ♦ Social Security card. ♦ Passport. ♦ Birth certificate. ♦ Alien documentation. ♦ Original income tax forms (if staff can tell they are originals). ♦ Documents with an official raised seal. ♦ Official military records.
5	Returned mail envelopes will be scanned.
6	Remove any staples, paper clips, or other type of fasteners.
7	Remove any attached notes to documents and either tape on a separate sheet or on the back of the document or make a photocopy. DO NOT reattach notes if they will cover any part of the original document.
8	Attempt to remove any creases or folds in the documents.
9	Separate multi-page documents to be sure each page will feed through the scanner individually.

Step	Action
10	Sort received mail into separate stacks by priority status: ♦ Applications, including any accompanying paperwork. ♦ Review/Recertification forms, including any accompanying paperwork. ♦ All other documents. Use the appropriate colored batch cover sheet for the corresponding priority status according to your imaging center procedures.
11	Use folder and document separators as follows: ♦ Folder Separator to separate envelope contents from other envelopes. ♦ Document Separator to separate each individual document contained within one envelope. NOTE: Always place bar coded documents as the first document in a folder. This allows the case information retrieved from the bar code to pass to all of the other documents within the folder.
12	Place no more than 25 documents in a batch to go to the scanner. NOTE: Keep all envelope contents together in a folder even if the stack count goes above twenty-five. Be sure NO original documents are in the scan batch.
13	Complete the following fields on the batch cover sheet: ♦ Document receive date. ♦ Prep date/time. ♦ Preparer initials. ♦ Number of folders in batch. ♦ Number of documents in batch.
14	Be sure all documents, regardless of size, have an edge along the top or side of the stack so it can be grabbed by the scanner. Top or side edging is dependent upon the scanner being used.
15	Clip the batch and place in the appropriate scanner basket.

Handling of Original Documents

Any original document received in the IMAGING center will need to be returned to the client. Make a photocopy of the original document and place the copy in the batch for scanning.

Place the original document in an envelope and either:

- Hand address the envelope with the client's mailing address, or
- Make a copy of the Request for Information (RFI) bar coded sheet and refold it so the client's name and address appear in the envelope window.

Place the sealed addressed envelope containing the original documents in the imaging center outgoing mailbox.

The client's return address can be obtained from the:

- Envelope the document was received in, or
- IABC TD01 screen, or
- RFI bar code sheet, if returned.

Storage and Destruction of Scanned Documents

Mail preparation staff will be responsible for collecting scanned batches from the scan operators. Scanned batches will be filed by scan date and batch number for 30 days.

If a request for a rescan comes in, the request will contain the scan date, batch number and document information so the mail preparation staff can quickly and easily locate the needed document.

Mail preparation staff will then prepare the document as a separate batch to ensure the document's original received date is retained and place the batch in the appropriate scanner basket.

Once the rescan is complete, the batch will be filed for a new 30 day period.

Imaging Center Document Scanning

Scanning is the stage at which all paper documents received at the Imaging Center are introduced into the ECF life cycle.

Scan operators are responsible for:

- Scanning prepared batches of documents.
- Reviewing the scanned documents.
- Managing the scanned documents.
- Forwarding scanned documents to the next stage, Indexing.

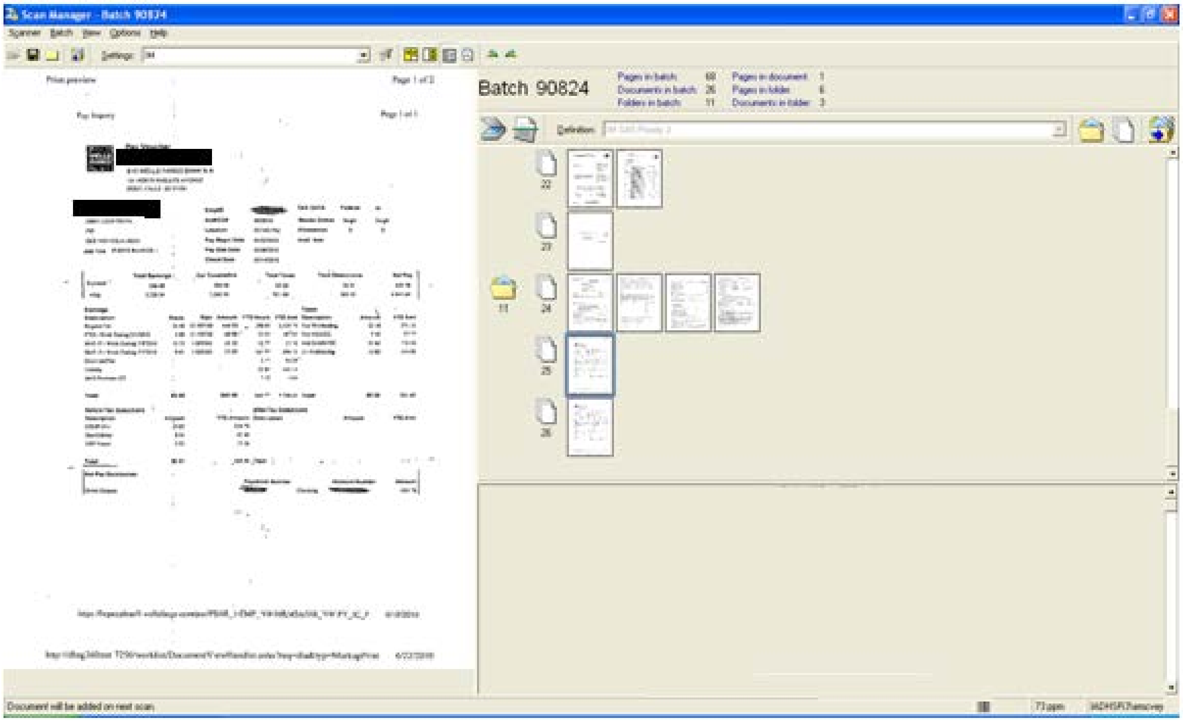
The imaging centers all use scanners equipped with the same software, Scan Manager. Scan operators will access this program through a desktop icon which will open the Scan Manager window.

Information on using the Scan Manager and the proper imaging procedures are detailed in the following sections:

- Navigating Scan Manager
- Using Scan Manager
- Viewing and Managing Scanned Documents and Folders

Navigating Scan Manager

Scan operators need to be comfortable with the Scan Manager. This will be achieved through the knowledge and daily use of the software. First, a general overview of the following screen:



The Scan Manager screen contains the following items:

- Menu Bar
- Application Toolbar
- Page Panel
- Batch Panel
- Scan Toolbar
- Thumbnail View Panel

Menu Bar

The Menu Bar is located in the upper left corner of the window. In Scan Manager, the menu bar has five choices of Scanner, Batch, View, Options, and Help. Click a menu name to display its available menu items. The following chart shows each menu along with its most commonly used items and any applicable keyboard shortcuts.

Menu	Menu Item	Description
Scanner	Scan (Ctrl+S)	Sends scan request from Scan Manager to the scanner. The scanned images are then transferred to the Scan Manager for viewing/ managing. Can also use the toolbar button to scan.
	Rescan	Allows user to correct documents by scanning them again. The rescanned page will appear in the same order in the batch. To rescan pages after forwarding a batch, see Request for Document Rescan.
	Selected Scanner	The submenu displays all scanners available on the computer.
	Settings...	Displays the properties dialog box for the selected scanner.
	Exit (Ctrl+Q)	Closes the Scan Manager application. If the current batch has been changed but not saved, a prompt is given to save changes with the options to save, not save, or cancel.
Batch	Add Folder Separator	Inserts a new folder.
	Add Document Separator	Inserts a new document into the current folder.
	Delete Document	Deletes the current document from the batch.
	Delete Folder	Deletes the current folder from the batch.
	Delete Batch	Deletes the current batch.
	History...	Shows a view-only history of the current batch, such as when it was scanned or opened, by whom, and on which machine.

Menu	Menu Item	Description
	Forward (Ctrl+F)	Sends the current batch to indexing work list. Can also use the FORWARD button in the application and scan toolbars.
	NOTE: Folders and documents can be added using scan toolbar buttons.	
View	To enlarge the scanned image in the page view panel hold down the mouse button while drawing a box around the area to be enlarged. Release the mouse button and the image zooms in on the area selected. Double-click anywhere on the image to return to the default size. Modify the view size by resizing the application window by sliding the splitter bars between panes. The view size cannot be changed during a scanning operation. NOTE: For best results in high-production settings, select Show no pages while scanning and toggle off Show thumbnails while scanning.	
	Page Viewer	Toggle options are: ♦ Show All. If checked, displays each scanned page in the page view panel during scanning. ♦ Show First. If checked, displays just the first page of the document during scanning. ♦ Show None. If checked, displays nothing in the view panel during scanning. ♦ Save Zoom Level. If checked, keeps the same zoom in the same position in the page viewer as you view different pages. This is particularly helpful if a user needs to zoom in on a certain area of every page to fill in a field in the data panel.

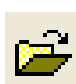
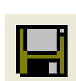
Menu	Menu Item	Description
	Thumbnail Viewer	Page Size. Specify your preference for the size of thumbnails in the thumbnail viewer: ♦ Smallest ♦ Small ♦ Medium ♦ Large ♦ Largest The size of the thumbnails affects how many appear in the thumbnail viewer pane. Smaller images display more quickly than larger images. CAUTION: Changing the image size while scanning documents dramatically slows down the scanning process while the new images are refreshed. Show Barcodes. If checked, displays the barcode number below each thumbnail image (if using barcodes).
	Swap Panels Horizontally	Select to switch left and right areas of the window. For example, if the thumbnails appear on the right, select to move that pane to the left side of the window. Can also use the toolbar button to swap panels horizontally.
	Swap Panels Vertically	Select to switch top and bottom panes. For example, if the data entry panel is in the bottom pane, select to move it to the top and the panel above it moves to the bottom. Can also use the toolbar button to swap panels vertically.
	Show Data Entry Panel	If checked, displays the data entry panel.

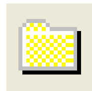
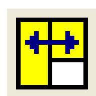
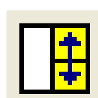
Menu	Menu Item	Description
	Toolbar	Toggle option to display the toolbar in the Scan Manager window or not. Check mark indicates that the toolbar appears.
	Status Bar	Toggle option to display the status bar in the Scan Manager window or not. Check mark indicates that the status bar appears.
	NOTE: The view settings you define remain the same when you log back in, even if others use the same scan workstation or review the batch with other settings. This includes pane swap settings.	
Options	Menu items listed under Options should not be used by scan operators.	
Help	Contents	Opens an interactive help box so user can find and view Scan Manager information.
	About	Opens a dialog box with Scan Manager product information.

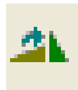
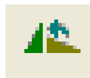
Application Toolbar

The application toolbar is located directly below the menus bar. It contains buttons that allow the user to perform commands.

The following chart describes each button in more detail:

Button	Icon	Description
Open Batch		Opens an existing batch so you can make changes. Can also use the open command on the batch menu.
Save Batch		Saves the current batch. Does not close the batch. The save command on the batch menu can also be used.

Button	Icon	Description
Close Batch		Closes the current batch. If changes have been made, a prompt appears to confirm whether to save changes or close without saving changes. The close command on the batch menu can also be used.
Forward Batch		Forwards the batch to the indexing work list. NOTE: Batches cannot be modified after forwarding.
Settings List		Select the scanner settings.
Scanner Settings		Click to display the scanner properties.
Swap Horizontal		Select to switch left and right areas of the window. For example, if the thumbnails appear on the right, select to move that pane to the left side of the window. Can also use the toolbar button or the View menu option to swap panels horizontally.
Swap Vertical		Select to switch top and bottom panes. For example, if the data entry panel is in the bottom pane, select to move it to the top and the panel above it moves to the bottom. Can also use the toolbar button or the view menu to swap panels vertically.
Show/Hide Data Panel		Toggle button to show or hide the data panel.
Save Zoom Location		Toggle option to keep the zoom on the same area of documents as they are viewed. This is useful if needing to enter certain data from a scanned image into a field in the data panel.

Button	Icon	Description
Rotate Image Left		Use to rotate image 45 degrees to the left.
Rotate Image Right		Use to rotate image 45 degrees to the right.

NOTE: The view settings defined by the user will remain the same when the user logs back in, even if others use the same scan workstation or review the batch with other settings. This includes pane swap settings.

Page Panel

The page panel is located on the left side of the Scan Manager window by default. It displays the first document scanned in the batch or any document selected by the user when clicking a thumbnail.

Users can change the location of the page panel by using either:

- The application toolbar buttons to swap horizontally or vertically, or
- The view menu option.

Batch Panel

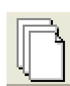
The batch panel is located to towards the top of the right side of the screen. This panel cannot be resized or moved and displays the system-generated batch ID along with the following:

- Pages in batch. Display total number of individual pages in the batch.
- Documents in batch. Displays total number of documents in the batch.
- Folders in batch. Displays total number of folder in the batch.
- Pages in Document. Displays total number of pages in a selected document.
- Pages in Folder. Displays total number of pages in a selected folder.
- Documents in Folder. Displays total number or documents in a selected folder.

Scan Toolbar

The scan toolbar is displayed directly below the batch panel. It contains a field dropdown list arrow and buttons that allow the user to perform commands.

The following chart describes each item in more detail:

Item	Icon	Description
Scan		Starts scanning with the current settings. You can also use the SCAN command on the scanner menu.
Rescan		Allows user to rescan a document before forwarding a batch. Click on page to highlight it. Load page in scanner and click the RESCAN button. The rescanned page will replace the selected image. The RESCAN command on the scanner menu can also be used.
Definition		Select the service area and the priority for the batch you want to scan using the drop list arrow.
Add Folder		Adds a new folder to the batch.
Add Document		Adds a new document to the current folder.
Forward Batch		Forwards the batch to the indexing work list. NOTE: You cannot modify batches after forwarding.

Thumbnail View Panel

The thumbnail view panel is located directly below the scan toolbar by default. This panel displays the folders, documents, and pages in thumbnail view. Users can adjust the size of the thumbnails using the View menu option.

Users can change to location of the thumbnail view panel by using either:

- The application toolbar buttons to swap horizontally/vertically, or
- The view menu option.

Right-clicking any thumbnail image will display the following options to the user:

- RESCAN PAGE. Used to rescan a page to replace the selected thumbnail.
- INSERT PAGE. Used to insert a page immediately before the selected thumbnail.
- APPEND PAGE. Used to insert a page immediately after the selected thumbnail.
- DELETE. Used to delete the selected thumbnail.
- ROTATE RIGHT. Used to rotate the selected thumbnail image 45 degrees to the right.
- ROTATE LEFT. Used to rotate the selected thumbnail image 45 degrees to the left.

Arranging Panels

Users can customize the Scan Manager window view by arranging the order and size for the different views. Use either:

- Application toolbar buttons to swap panels horizontally and vertically, or
- The view menu choice.

Using Scan Manager

Scan operators will use Scan Manager to scan batches, verify system and user document counts, assign data entries, and forwarding the completed batches to the indexing work list.

The following sections provide information and step by step charts to guide an operator through a successful scanning session.

Mail Preparation for Batch Scanning

"Batch" scanning refers to scanning a group of documents called a batch. Each batch may contain paperwork for one or more case files.

If more than one case file is represented, than all of those documents will be kept in a group called a "folder" and will be separated using a folder separator sheet after the last document. Within a folder, every document will be separated by a document separator sheet following it.

The preparation of batches for scanning will be completed by the staff that prepares the daily mail. Along with inserting the correct folder and document separators, they will place a batch cover sheet with each batch. The cover sheets will be color coded to signify the batch's scanning priority.

Scanning priorities are:

Document	Priority #	Scan Order
Applications, Late Mail, Older Transfer Mail	1	First
Reviews and Recertifications	2	Second
Supporting Documents	3	Third
Returned Mail, Back Scanning	4	Last

Scan operators will need to remain aware of all incoming batches from the mail preparation staff to ensure the higher priority batches are being scanned in proper order.

Scanning Batches

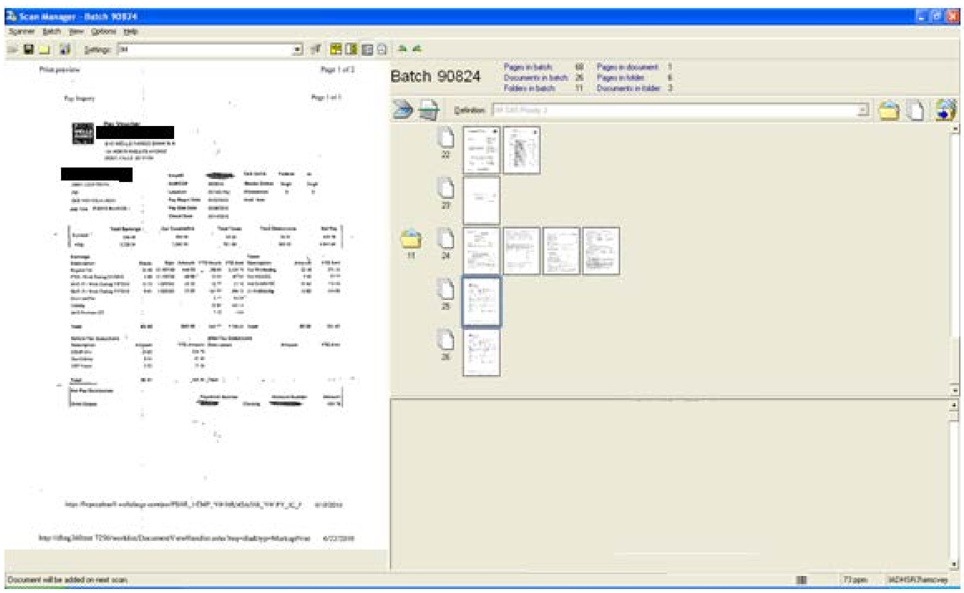
Scanning batches includes both current documents received at the IMAGING center and the back scanning of case file documents received from the local offices.

Use the following chart as a guide in scanning a document batch.

Step	Action
1	Turn on the computer and scanner. Double-click the scanner icon to access the Scan Manager. NOTE: Be sure the SETTINGS and DEFINITION fields display the correct "names" before scanning.
2	Select a batch for scanning based on your imaging center's procedure or by the following priorities: ♦ Previous day's applications ♦ Previous day's reviews/recertifications ♦ Current day's applications ♦ Current day's reviews/recertifications ♦ Previous day's support documents ♦ Current day's support documents ♦ Previous day's returned mail ♦ Current day's returned mail ♦ Back scanning – oldest to newest received date
3	Remove the batch cover sheet.

Iowa DHS - Income Maintenance Batch Cover Sheet

Document Receive Date	Prep Date/Time	Preparer initials	# of Folders in batch	# of Docs in batch	Scanner Name	Batch Number	# of Folders Scanned	# of Docs Scanned	Batch Scan Date/Time	Scan Operator Initials

Step	Action
4	Organize your documents for scanning. Stack the documents so the lead edges are aligned and centered and place the stack in the input tray. This allows the feeder to introduce documents into the scanner one at a time.
5	In the DEFINITION: field, use the drop list arrow to select the service area and the priority for the batch being scanned.
6	In the Scan Manager, click the SCAN button to start the scan.
7	The Scan Manager will display a system-generated batch ID number and images for each folder and document as follows:  Go to next step.

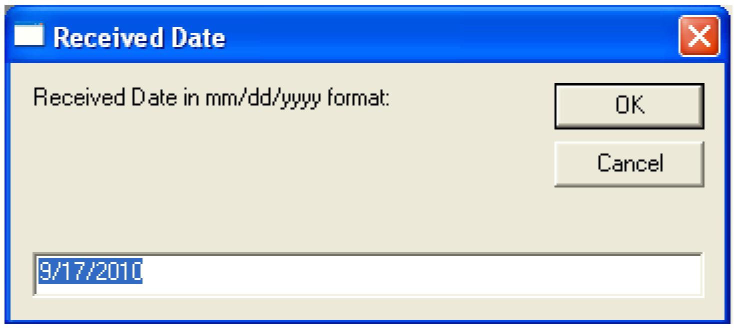
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>8</td><td>When scanning is complete, the following dialog box will appear:

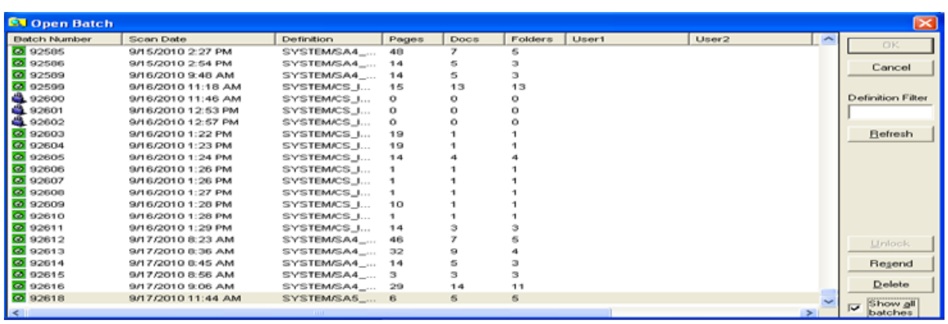
Click CANCEL or the red ‘X’ in the upper right hand corner.</td></tr>
<tr><td>9</td><td>Complete the following fields on the batch cover sheet:

- Scanner name.
- Batch number.
- # of folders scanned.
- # of docs scanned.
- Batch scan date and time.
- Scan operator initial.</td></tr>
<tr><td>10</td><td>Verify if the number of documents in the scanned batch matches the number recorded by the mail preparation staff. If the number does not match, scan operators will need to review the paper batch against the scanned thumbnails to ensure all documents were scanned properly and counted.

If any pages need to be added, see Insert or Append Pages for more information.</td></tr>
<tr><td>11</td><td>Review thumbnails for scan clarity and accuracy. Click on a thumbnail to preview in the page panel or enlarge the size of the thumbnails using the View menu option.

Delete, add, or rescan any needed pages prior to sending to indexing. See View and Manage Scanned Documents and Folders for more information.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>12</td><td>
When all reviewing and data entry is complete, click FORWARD.
A received date box appears with the current day’s date auto-populated. Change the received date as needed for current batch. Click OK to release batch to indexing.


</td></tr>
<tr><td>13</td><td>Place the scanned batch in a location so it can be filed. All scanned batches will be kept in storage for 30 days before being destroyed. This will allow for the documents to be scanned again, if needed.</td></tr>
<tr><td>14</td><td>This completes the steps in scanning a batch. If more batch scanning is needed, repeat steps 2 - 13 otherwise go to next step.</td></tr>
<tr><td>15</td><td>
Before closing the Scan Manager or logging off the scanner computer to switch users or at the end of the work day, ensure that the last batch has been imported.
In the menu Bar, select Batch>Open. The open batch box appears.


</td></tr>
</table>

Step	Action
16	Click in the SHOW ALL BATCHES box in the lower right corner. The box will refresh.
17	Locate the last batch scanned and determine its status from the icon located left of the batch number. The icons are:  Batch has fully imported  Batch is not fully imported  Batch import failed  Batch is locked If the white icon is visible, click the REFRESH button until the proper icon is seen. The last batch of the day may take up to 15 minutes to appear as successfully imported. Stop scanning to allow for successful importing. If the batch is not fully imported when the user logs off the computer or closes the Scan Manager, the batch will be incomplete and documents will be lost.
18	When last batch has been successfully imported, close Scan Manager and log off the computer.

Request for Document Rescan

Indexing and IM field staff may request a document to be scanned again. When a rescanning request is received, mail preparation staff will locate and prepare the requested document as a separate batch and place it in a scan operator's basket. Scan operators will follow normal scanning procedure when processing the batch.

NOTE: A document needing to be rescanned will need to be done as an individual batch in order to enter the document's original received date.

Complete all required scanning steps as described in the Scanning Batches section. When scanning is complete, ensure the document is filed for a new 30 day period.

View and Manage Scanned Documents and Folders

Scan operators have the ability to review scanned documents quickly and perform some managing tasks to the batch documents to ensure they are correct prior to forwarding to the indexing work list. Managing tasks allowed are:

- Rescanning a page
- Deleting a page, document, folder, or the entire batch
- Adding a page to the end of the batch
- Adding a folder to the end of the batch
- Inserting or appending pages within a document

The following sections provide more information about each of these tasks.

Rescan Before Forwarding Batch

This section discusses rescanning before forwarding the batch to indexing. Using the RESCAN button allows the scan manager to replace a selected thumbnail with a newly scanned image quickly.

To rescan a page, use the following steps:

Step	Action
1	Review thumbnail images. If an image is of poor quality or illegible, click the image to select it (blue border around image).
2	Place page to be rescanned in the scanner tray.
3	Rescan using either: ♦ Scanner>Rescan, or ♦ Click the RESCAN icon.
4	The rescanned document image will appear in the highlighted location. Review image for clarity and legibility.
5	If other pages need to be rescanned, click the image to select it and repeat steps 2 – 4.

Deleting

Scan operators can delete individual pages, documents, folder, or an entire batch. The following are the available delete options:

To delete a:	The operator must:
Page	Right-click on the desired thumbnail and select Delete. Selected page is deleted from batch.
Document	Either: ♦ Right click on the desired document icon and select Delete, or ♦ Click the desired document icon to select and use the Batch>Delete Document menu option.
Folder	Either: ♦ Right-click on the desired folder icon and select Delete, or ♦ Click the desired document icon to select and use the Batch>Delete Folder menu option.
Batch	Use the Batch>Delete Batch menu option.

Add a Document

Documents can be added to a batch before forwarding. NOTE: This adds the document to the last batch folder. Do not use this process if the document needs to be added to any other folder or if a new folder is needed.

To add a document, use the following steps:

Step	Action
1	Insert document to be added into the scanner tray. If multiple documents need to be added, insert document separators between each document.

Step	Action
2	Start scan using either: ♦ Scanner>Scan, or ♦ Click the SCAN icon.
3	The scanned document will appear in the last batch folder as the last page of the last document.

Add a Folder

Folders can be added to the end of a batch before forwarding. NOTE: This process will add a new folder as the last batch folder. Do not use if the folder needs to be inserted elsewhere in the batch.

To add a folder to the end of a batch, use the following steps:

Step	Action
1	Insert the document to be added into the scanner tray. If the new folder will contain multiple documents, insert document separators between each document.
2	Operator can either: ♦ Click the ADD FOLDER icon, or ♦ Select Batch>Insert Folder Separator menu option.
3	Start scan using either: ♦ Scanner>Scan, or ♦ Click the SCAN icon.
4	The new folder and its documents will appear at the bottom of the batch list.

Insert or Append Pages

Scan operators can add pages into a document. A page can be either inserted or appended in the document. "Inserting" a page means the new page will be added in front of the selected thumbnail. "Appending" a page means the new page will be added after the selected thumbnail.

To insert or append a page within a document, use the following steps:

Step	Action
1	Load document into scanner tray. If the document is two-sided, be sure the correct "page" side will be scanned.
2	Right-click on the desired thumbnail icon and select either: ♦ Insert Page to add the page in front of the selected page, or ♦ Append Page to add the page behind the selected page.
3	The new page will display in the proper order within the document.

Indexing Screens

Indexers access documents through one of the following screens:

- Home Dashboard. This screen allows indexers to select a document batch by service area and priority. The system generates the next available work packet folder batch. Once a batch is indexed and forwarded into ECF, the system automatically displays the next batch. When all work packet folders are indexed for the chosen document batch, the system returns to the Home Search screen.
- Worklist Search. This screen allows indexers to select a specific document batch from a list displaying all unprocessed batches. Batches can be sorted by batch name. Indexers should only use this selection when directed by their supervisor and should select the appropriate batches based on their job assignment for the day.
- Fax Dashboard. This screen allows indexers to view and separate, if applicable, the pages received in a faxed document. Multiple folders can be created using the fax pages which are forwarded to the Indexing Worklist for further indexing. Indexers can either select a fax batch by service area or a specific fax batch.
- Fax Split Purge Worklist Search. This screen allows indexers to search for a fax batch when all of the documents were not used when creating folders. The fax batches on this screen contain all pages received in the original fax. A purged folder can be restored to the Fax Dashboard screen so it can be re-split, if necessary.

The Home Dashboard screen is the default screen when indexers login to the indexing application. The Worklist Search screen is accessed by selecting its tab.

Use the navigation tools provided by the application, such as the tabs that appear at the top of the window. Do not use the BACK and FORWARD buttons, or the recent pages drop list arrow provided by the Web browser.

Using the Web browser navigation tools may result in incorrect window displays or error messages, because information about the window being viewed is maintained on the Web server, not in the Web browser. It may cause the work packet to be locked. An administrator is then required to unlock it.

Click SAVE and then CLOSE to release system resources and close your session.

NOTE: The CLOSE button closes all open work packets without saving them. Exiting out of packet may cause it to become locked.

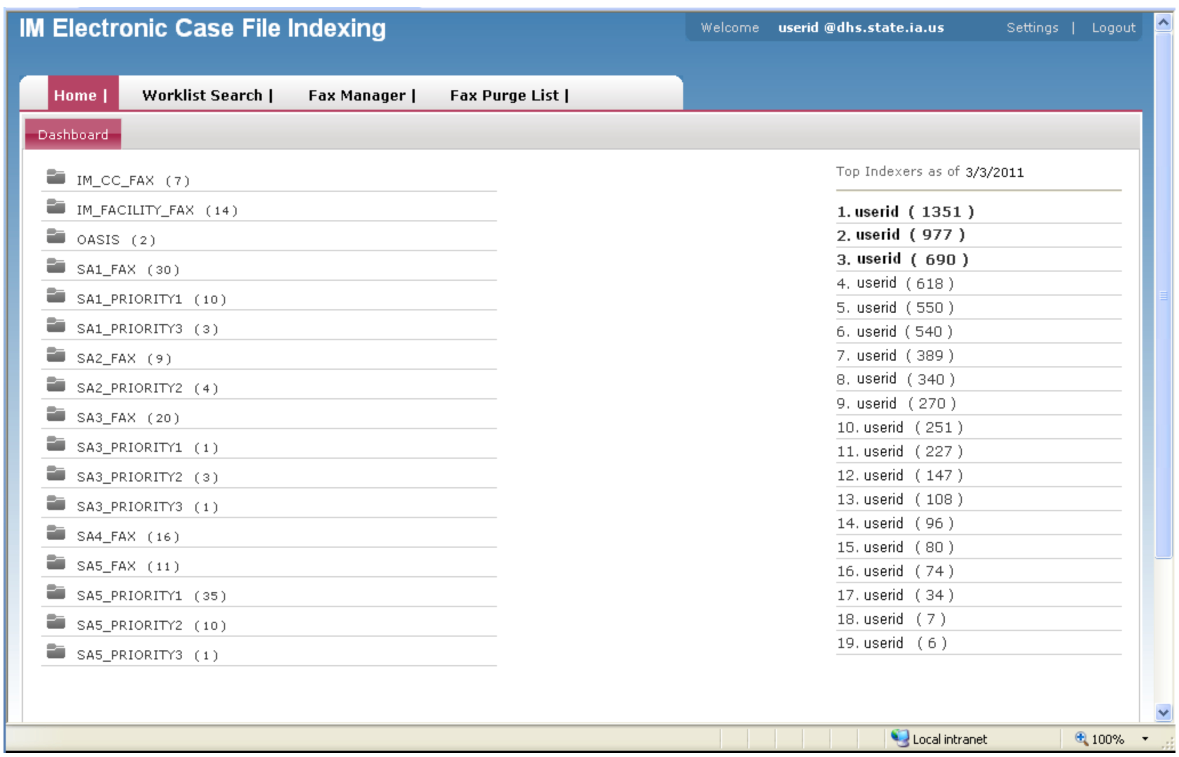
Indexing procedures and instructions are detailed in Indexing Work Functions.

Home Dashboard Screen

This is the default screen. Indexers will select the desired batch name. The system will automatically open the Folder View screen displaying the first document from the oldest batch needing to be processed. See Indexing Folder View Screen for more information.

Upon forwarding the indexed batch, the next oldest batch will appear. When all batches are indexed under a batch name, the indexer receives a message that there are no more documents to be indexed and is returned to the Home Dashboard screen.

A sample Home Dashboard screen follows:



This screen displays all batch names with items to be indexed on the left side. Indexers click on the appropriate batch name link to start indexing. On the right side is a listing of the top indexers for the day. The list displays the worker's user identification number and the number of documents indexed. The document number updates in real time throughout the day.

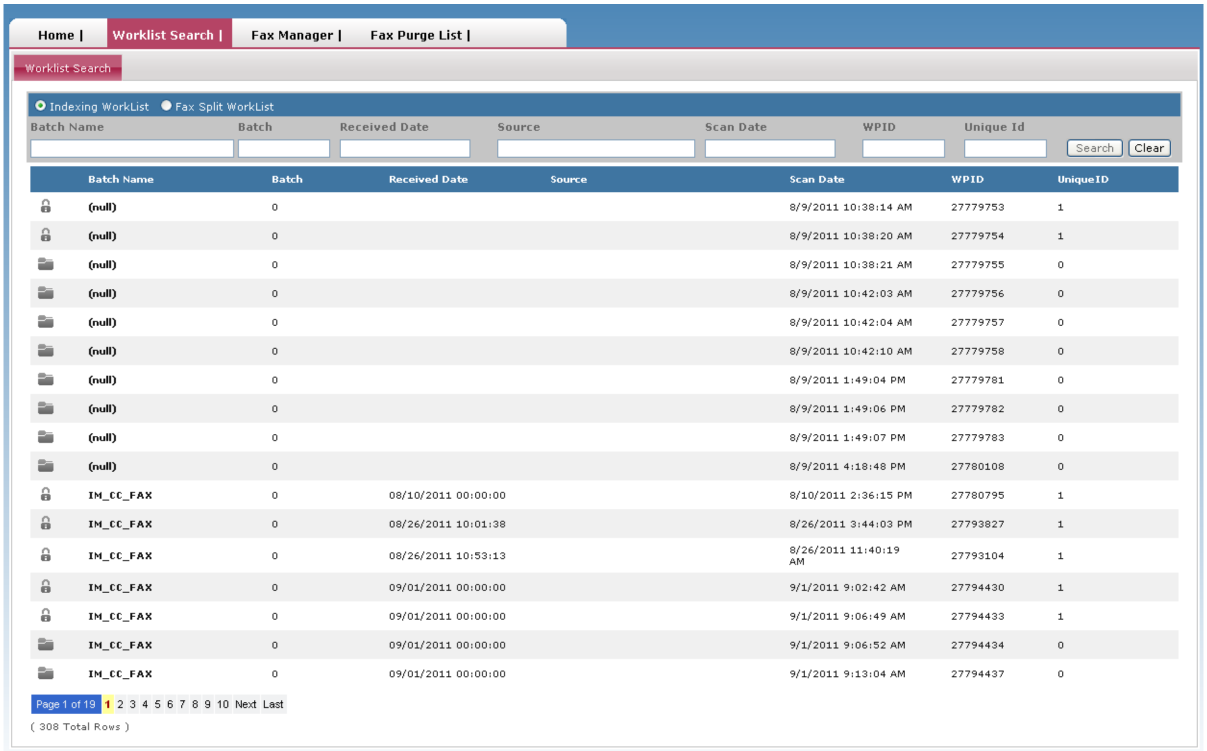
To view totals from past day, click on the displayed date to open a calendar. Select the desired date and the list will refresh with the chosen dates information.

Worklist Search Screen

The Worklist screen is viewed by selected its tab. Indexers should only use this screen as directed by their supervisor. Staff can select a specific batch to index.

This screen, by default, displays the results by the received date with the oldest items first. Indexers can reduce the number of results shown by completing a search using one or more search criteria.

A sample Worklist Search screen follows:



The top portion of the screen contains the following fields and buttons:

Field / Button	Description
Batch Name	Enter a batch name to be used during a search. NOTE: The entire batch name needs to be entered. For example, SA1_Priority1 instead of SA1.
Batch	Enter a batch number to be used during a search.
Received Date	Enter a specific date to be used during a search.
Source	Enter a source location, if applicable, to be used during a search.
Scan Date	Enter a specific date to be used during a search.
WPID	Enter a work packet ID number to be used during a search.
Search	Click to perform a search based on entered search criteria. NOTE: The system retains previously entered search criteria for future sessions. To remove search filters, click the CLEAR button.
Clear	Click to remove all previously entered search filters.

The bottom section of the screen displays the indexing search results according to the column headings. Any index value already assigned to the folder will be visible under the applicable headings.

Search results appear by default in ascending order by received date or the oldest information appears at the top of the screen. Users can filter the search results by completing a search using one or more of the search criteria.

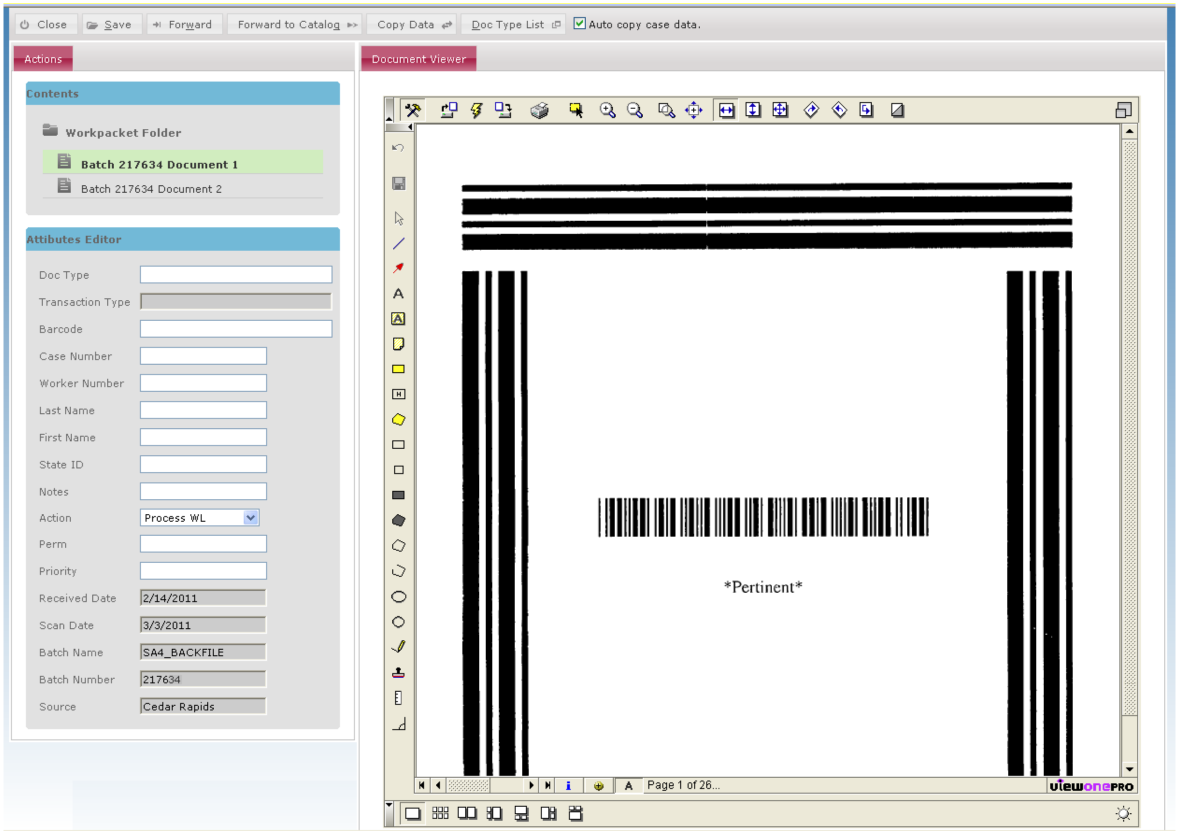
The search results section is comprised of the following columns:

Heading	Definition
Batch Name	Displays the batch name which consists of the service area number and priority status.
Batch	Displays the system-generated batch number.
Received Date	Displays the date the document was received by the Department at either the local office or the image center.
Source	Displays the source or location from which a document is uploaded to ECF.
Scan Date	Displays the date and time the document was imaged.
WPID	Displays the system-generated work packet ID for the batch.
User ID	A user ID will only display when a folder is locked.
Time	Displays the date and time when the document was imaged.

Indexers view each individual folder and it's contents by clicking the folder icon. This displays the Indexing Folder View screen.

Indexing Folder View Screen

The Folder View screen is accessed from either the Home Dashboard or Worklist Search screen. A sample of a Folder View screen follows:



The Folder View screen consists of the following items:

- Application Toolbar
- Actions Panel Contents
- Actions Panel Attribute Editor
- Document Viewer Panel

Application Toolbar

The application toolbar is located at the top left portion of the screen. Each button has a keyboard shortcut as shown in the following chart:

Button	Keyboard Shortcut	Description
Close	Ctrl + X	Closes the current batch.
Save	Ctrl + S	Saves the current batch and any changes and returns the batch to the indexing work list.
Forward	Ctrl + W	Moves the completed indexed folder to an ECF work list for further processing or the catalog.
Forward to Catalog	Ctrl + G	Used only to catalog back file documents. Moves the indexed folder to the catalog. If used for any other batch type, the indexer will receive an error message. Close the error message box and forward the batch using the "Forward" button (Ctrl + W).
Copy Data	Ctrl + Q	Copies worker-entered case information from one document to all other documents in the folder. Used when a case number entry is not appropriate, such as when indexing an application and its associated documents.
Doc Type List	Ctrl + D	Opens a listing of all document types. Use scroll bar to view the list and select the applicable item. List will close when either a document type is selected or the "X" in the top right corner of the list is clicked.

Other options available:

Button	Keyboard Shortcut	Description
Auto Copy Case Data	Checkbox	When checked, the system will copy all system-populated case information from one document to all other documents in the folder.
Move to Next Document	Ctrl + N	Moves to the next document in the folder, if applicable.
Move to the Next Field	Enter	Moves cursor to the next open field. When pressed from certain fields, the system auto-populates other fields with IABC or FPW case information.

When the TAB or ENTER key is pressed from select fields in the attribute editor, the system auto-populates or updates other fields with IABC or FPW case information. This includes:

If TAB or ENTER is pressed while in the field,	Then the system auto-populates or updates:
Doc Type	Transaction Type Action Perm Priority
Barcode	Case Number Worker Number
Case Number	Worker Number Last Name First Name

Actions Panel Contents

The contents section displays the work packet folder and all of the associated documents. Each document must be viewed for legibility and have index values entered, if not populated, by copying.

Actions Panel Attribute Editor

The attribute editor contains all of the indexing fields. Some fields are system-entered due to bar codes on a document. All index fields can be edited by indexers except for the following:

- Transaction Type. This can only be changed by changing the doc type.
- Received Date
- Scan Date
- Batch Name
- Batch Number
- Source

The indexing fields are:

Field	Description
Doc Type	A scroll list appears when entry is made in the field. The list displays all doc types matching the entered characters. Indexers select the correct one by clicking on the appropriate document type. A complete list of all doc types can be displayed by using CTRL + D while cursor is in this field or by clicking the DOC TYPE LIST button.
Transaction Type	System-populated by using the TAB or ENTER key to move out of the DOC TYPE field after making an entry. Changes to this field can only be done by changing the doc type, so the system can update the field.
Barcode	Enter the number located under the bar-code found on the document, if known and not populated during the imaging process.

Field	Description
Case Number	Enter the ABC or FPW case number, if known and not populated during the imaging process.
Worker Number	System-populated by using the TAB or ENTER key to move out of the BARCODE or CASE NUMBER fields after making an entry. Otherwise, enter the worker ID, if known. NOTE: The worker ID normally consists of both the county number and worker number with no spaces. In some cases, this field will only have a two-digit county number entered to forward the document to a county process list. For example, new applications are always indexed to a county process list, so only the county number is entered. Remember, the county number entered is for the full-time local office that covers the applicant's county of residence.
Last Name	System-populated by using the TAB or ENTER key to move out of the CASE NUMBER field after making an entry. Otherwise, enter the last name of the person associated with the document, if known.
First Name	System-populated by using the TAB or ENTER key to move out of the CASE NUMBER field after making an entry. Otherwise, enter first name of the person associated with the document, if known.
State ID	Enter the state identification number of the person associated with the document, if known. NOTE: Entry in this field is limited to ten characters.
Notes	Enter any other relevant information regarding the document. Notes are permanent once document is sent to catalog.

Field	Description
Action	System-populated by using the TAB or ENTER key to move out of the DOC TYPE field after making an entry. Changes are made by selecting the desired action from the drop down list. Valid actions are: Process WL, Catalog, Bulletin Board WL, or Purge.
Perm	System-populated by using the TAB or ENTER key to move out of the DOC TYPE field after making an entry. Otherwise, enter "Y" or "N." See complete list of permanent documents, if permanent status is unknown.
Priority	System-populated by using the TAB or ENTER key to move out of the DOC TYPE field after making an entry. Otherwise, enter the priority status for the document, if known. Valid priority statuses are: 1, 2 or 3 with 1 being the highest.
Received Date	Displays the date the document was received in the local office. This date is auto-populated with the current day's date by default during imaging. The received date is initially reviewed and changed, if needed, by imaging staff. This field cannot be changed by indexers or IM staff.
Scan Date	System-generated showing the date the document was imaged. This field cannot be changed by indexers or IM staff.
Batch Name	System-generated showing the unique batch type and name. This field cannot be changed by indexers or IM staff.
Batch Number	System-generated showing the unique batch identification number. This field cannot be changed by indexers or IM staff.
Source	System-generated showing the source of the original upload of the document in ECF. This field cannot be changed by indexers or IM staff.

Document Viewer Panel

The document viewer panel is located on the right side of the screen. For information on the available toolbars, see Document Viewer.

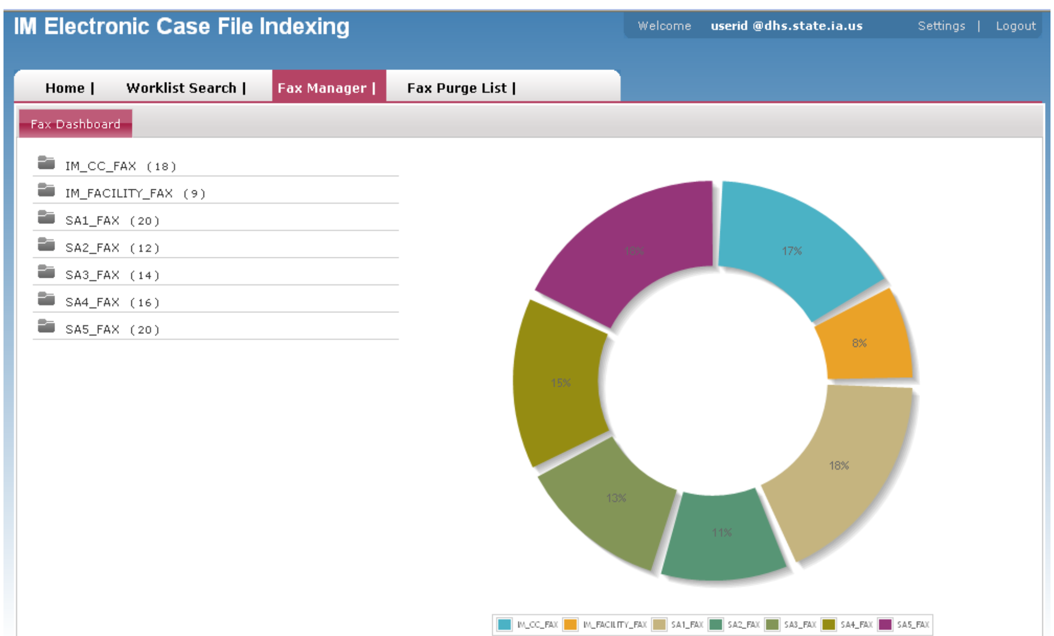
Fax Dashboard Screen

The Fax Dashboard screen is accessed by clicking the FAX MANAGER tab. Indexers can either click on a batch name link on the left side of the screen or click the appropriate section of the color wheel on the right side to view a fax batch.

When either option is selected, the system automatically opens the Fax Manager Folder View screen displaying the oldest batch needing to be processed. See Fax Manager Folder View Screen for more information.

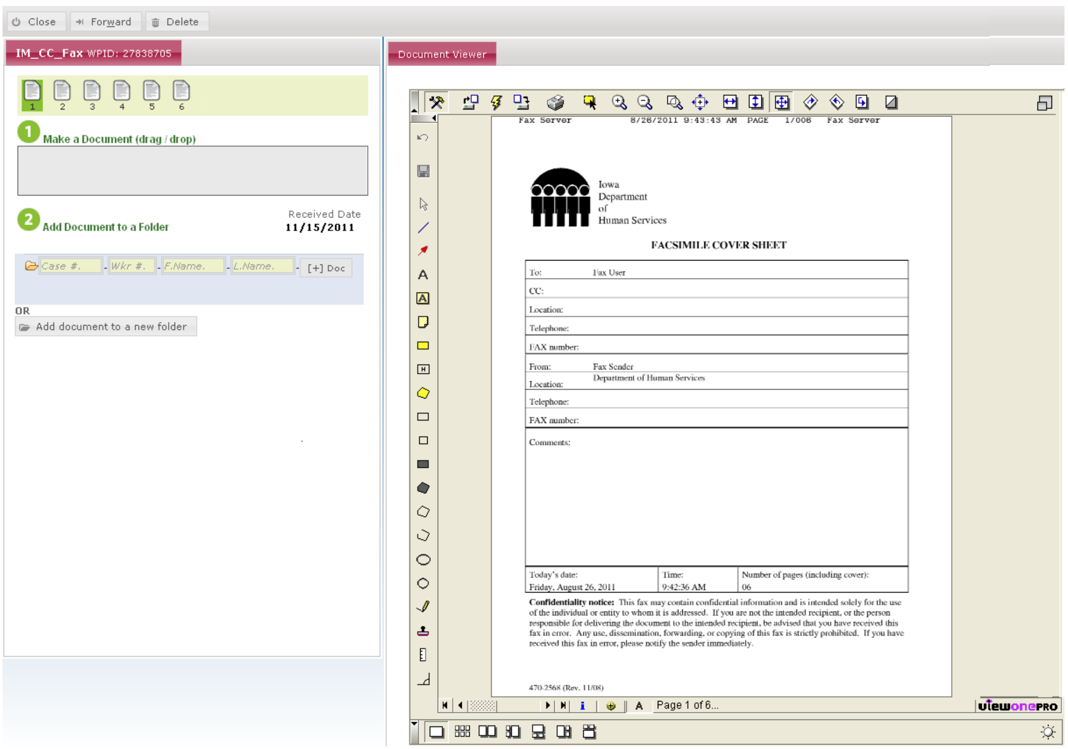
After the indexed batch is forwarded, the next oldest batch will appear. When all fax batches are indexed under a batch name, the indexer receives a message across the top of the screen. The message states there are no more documents to be processed and the user is returned to the Fax Dashboard screen.

A sample Fax Dashboard screen follows:



Fax Manager Folder View Screen

The Fax Manager Folder View screen is accessed when selecting either a batch name or an individual batch on the Fax Manager screen. A sample of a Fax Manager Folder View screen follows:



The Folder View screen consists of the following items:

- Application Toolbar
- Fax Manager Panel
- Document Viewer Panel

Application Toolbar

The application toolbar is located at the top left portion of the screen. Each button and its applicable keyboard shortcut are shown in the following chart:

Button	Keyboard Shortcut	Description
Close	Ctrl + X	Closes the current batch.
Forward	Ctrl + W	Moves the split fax folder to the Indexing Worklist.
Delete	N/A	Deletes the entire work packet. This is used when none of the fax pages are legible. NOTE: A pop up appears to confirm the deletion of the entire work packet. Packets that are deleted using this button cannot be restored.

Fax Manager Panel

The Fax Manager panel contains the following:

- A page display field in which each page of the fax is identified with an icon. These icons can be used to view the pages in the document viewer or to add the page to a folder.
- A MAKE A DOCUMENT field. This is where fax pages are dragged or dropped to create a folder.
- An ADD DOCUMENT TO A FOLDER section which is used to add the pages visible in the MAKE A DOCUMENT field to a folder and to enter the applicable case number and worker number. The section is auto-populated with the first folder. Add documents to the first by clicking the ADD DOCUMENT link. Additional folders can be created by clicking the ADD DOCUMENT TO A NEW FOLDER BUTTON.

  NOTE: Once folders are created, EDIT and DELETE icons become available to allow documents to be edited or deleted.

Document Viewer Panel

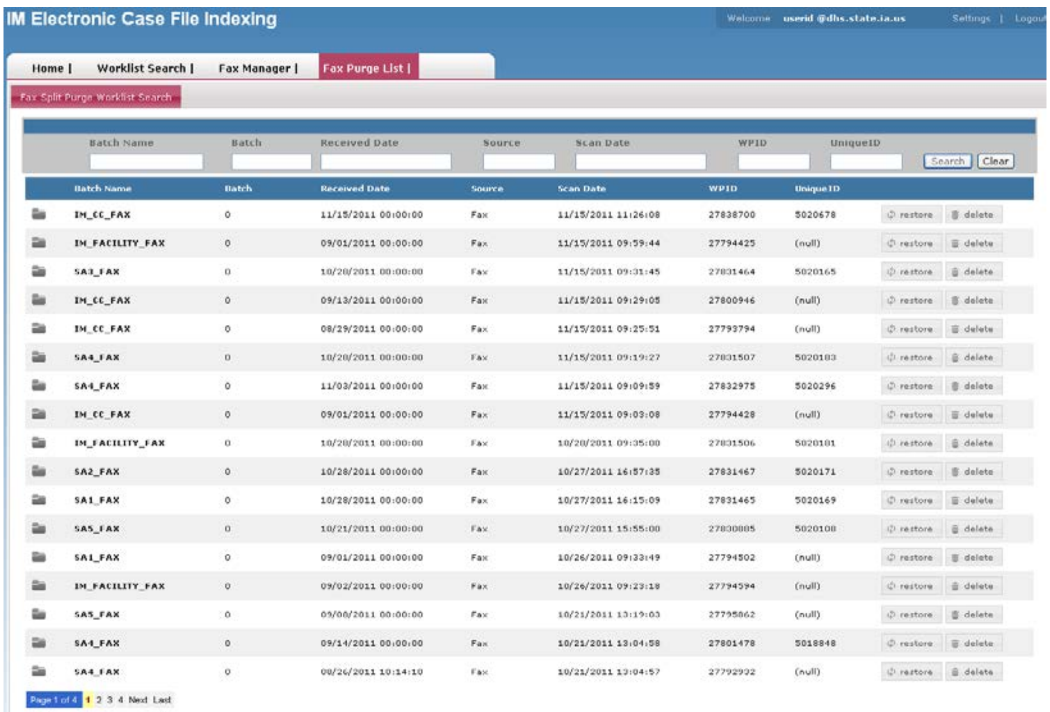
The document viewer panel is located on the right side of the screen. For information on the available toolbars, see Document Viewer.

Fax Split Purge Worklist Search Screen

Click the FAX PURGE LIST tab to view the Fax Split Purge Worklist Search screen. Indexers can search for previously forwarded work packets.

Work packets displayed on this screen can either be restored to the Fax Dashboard or deleted from the purge list. Restored work packets contain all pages received in the original fax so the packet can be split into folders again.

A sample Fax Split Purge Worklist Search screen follows:



The top portion of the screen contains the following fields and buttons:

Field / Button	Description
Batch Name	Enter a batch name to be used during a search. NOTE: The entire batch name needs to be entered. For example, SA1_FAX instead of SA1.
Batch	Do not use. All fax batches have a batch number of zero.
Received Date	Enter a specific date to be used during a search, if applicable.
Source	Do not use. All fax batches have source location of FAX.
Scan Date	Do not use. Fax batches do not have a scan date.
WPID	Enter a work packet ID number to be used during a search.
Unique ID	Enter a workpacket's unique ID number to be used during a search.
Search	Click to perform a search based on entered search criteria. NOTE: The system retains previously entered search criteria for future sessions. To remove search filters, click the CLEAR button.
Clear	Click to remove all previously entered search filters.

The bottom section of the screen displays the indexing search results according to the column headings. Any index value already assigned to the folder will be visible under the applicable headings.

Search results appear by default in ascending order by received date or the oldest information appears at the top of the screen. The search results section is comprised of the following columns and buttons:

Heading	Definition
Batch Name	Displays the batch name.
Batch	Displays the system-generated batch number of zero.
Received Date	Displays the date the fax was received. NOTE: Faxes received during normal DHS office hours when offices are open will have the current day's date as the received date. Faxes received outside of normal business hours or on a weekend or holiday will have the next DHS office workday's date as the received date.
Source	Displays the source or location from which the fax is inserted into ECF.
Scan Date	Not applicable for electronically received faxes.
WPID	Displays the system-generated work packet ID for the batch.
Unique ID	Displays the unique identification number for the work packet.
Restore	Click this button to restore the entire original fax packet to the Fax Dashboard screen.
Delete	Click this button to delete the packet from the Fax Purge List.

Click the folder for a workpacket to open a pop up window containing a document viewer displaying the fax pages. For information on the available toolbars, see Document Viewer. Close the document viewer by clicking the white "X" in the black circle located at the top right corner for the pop up.

Indexing Work Functions

Imaging center staff index documents scanned at the imaging centers. Indexing is the process of reviewing imaged documents and assigning index values so the document can continue through ECF. Assigned index values will determine if the document continues to a process list for further work or to the catalog for storage.

Indexers assign index values using the attribute editor. The attribute editor automatically assigns index values to some fields that are not editable by staff. Some values entered will cause other values to auto-populate. Additionally, some index values can be auto-populated by using buttons on the application toolbar or keyboard shortcuts.

Some index fields in the attribute editor will contain a drop list arrow that will display a list of all available choices for that field. These lists help ensure consistency with indexing of all documents within the catalog.

Documents to be indexed will have their received date and a priority value assigned during the imaging stage. These values determine the order in which documents will appear when using the global management feature. Indexers are responsible for ensuring the timely processing of all documents based on their priority.

During the indexing process, indexers will also be reviewing all document pages for quality and legibility. If pages are not acceptable, indexers need to follow their imaging center procedure to request a document rescan. Imaging staff will route the reimaged document back to the indexing work list as a new batch.

Indexers are responsible for:

- Reviewing the imaged documents for quality and legibility.
- Indexing batches according to priority and received date.
- Correctly identifying the document type.
- Entering index values.
- Forwarding indexed batches to the bulletin board, a process list or the catalog.

Assign Index Values

Index values are important in making sure all documents are correctly routed for further processing or proper storage in the catalog. Built-in tools assist with populating some indexing fields to save time. Keyboard shortcuts can replace clicking application toolbar buttons.

Indexers can edit some fields even if system-populated. Some fields such as FIRST NAME, LAST NAME and STATE ID may need to be changed or added on some documents if it needs to be associated with a different person.

NOTE: When indexing applications manually enter the two-digit county number and the applicant's first and last name on the first document in the folder. Click either the COPY DATA button or press CTRL + Q to copy this information to all documents in the work packet. The two-digit county number is determined by the applicant's address. All applications and associated documents will be reassigned by local office staff to the appropriate worker process list. Do not enter a case number unless the application is part of a conversion packet.

NOTE: When indexing reviews or RREDs enter the case number and press either the TAB or ENTER key to populate the WORKER NUMBER, LAST NAME and FIRST NAME fields for all documents in the folder.

The system is designed to allow only one indexer to view and index a specific work packet at one time. Once an indexer has opened a work packet, no one else can access it. A batch can contain multiple work packets, s; the batch can be processed quite quickly if multiple indexers are each working on different work packets within the batch.

Indexers may need to use the ABC system and the Online Narrative to help determine the case and worker information.

To assign index values, use the following steps:

Step	Action
1	Access a work packet folder from either the Home Dashboard or Worklist Search screen. The first page of the first document is viewable in the document viewer and the attributes editor, by default, displays the cursor in the DOC TYPE field.
2	If the DOC TYPE field is: ♦ Blank, go to step 3. ♦ Populated, go to step 20.
3	Determine if the document has a legible barcode number. If answer is: ♦ Yes, go to step 18. ♦ No, go to step 4.
4	Review the document to determine the document type and to locate any case information such as case number, first or last name, SSN, SID, or worker ID to be entered in a later step. Start typing in the DOC TYPE field. A scroll box appears with all doc types matching the entered characters. Continue typing or use the "down" arrow key to highlight and select the correct doc type. NOTE: Use the DOC TYPE LIST button or press CTRL + D to display an entire list of all document types. When doc type is entered, press ENTER. The cursor drops to the CASE NUMBER field and the TRANSACTION TYPE, ACTION, PERM, and PRIORITY fields are auto-populated. If this is: ♦ The first or only document in the batch, go to step 5. ♦ A subsequent document, the case information should be populated, go to step 24.

Step	Action
5	Choose one of the following: ♦ If the document is an application that is not part of a packet, go to step 6. ♦ If the case number is known from the document, go to step 13. ♦ If the case number is **not** known and the document does not contain any other identifiable information about the individual go to step 15. ♦ If the case number is **not** known and the document does contain other identifiable information about the individual, go to step 22.
6	Press TAB or ENTER to move cursor to the WORKER NUMBER field.
7	Enter the two-digit county number representing the applicant's county of residence.
8	Press TAB or ENTER.
9	Enter the applicant's last name, if known from application.
10	Press TAB or ENTER.
11	Enter the applicant's first name, if known from application.
12	Press TAB or ENTER. Go to step 24.
13	Enter the case number.
14	Press ENTER. This will populate the WORKER NUMBER, LAST NAME, and FIRST NAME fields with the case data from the IABC TD01 screen or the FPW system. Go to step 24.
15	If no case information is found, press ENTER twice to move to the WORKER NUMBER field. Enter the two-digit county number for your imaging center.

Step	Action
16	Tab to the ACTION field. Use the drop arrow to select Bulletin Board.
17	Press ENTER. Go to Step 24.
18	Enter the barcode number.
19	Press ENTER. The cursor will move to the DOC TYPE field. The DOC TYPE, TRANSACTION TYPE, CASE NUMBER, and WORKER NUMBER fields will be populated with the case data from the printed form.
20	Press ENTER to move the cursor to the CASE NUMBER field. The ACTION, PERM, and PRIORITY fields will be auto-populated and the cursor moves to the CASE NUMBER field.
21	Press ENTER. The last name and first names are populated and the worker number is updated with the case data from the IABC TD01 screen or the FPW system. Cursor moves to WORKER NUMBER field. Go to step 24.
22	If the case number is not found on the document, but other identifiers such as the person's name, SSN, or SID are located on the document, complete an ST01 search in ABC to locate any case numbers associated with the individual. For any case numbers found in ABC, access the Online Narrative to determine which case had a Request For Information issued. Note the worker number of the staff who requested the information. If a case number is found, go to step 13, otherwise go to step 23.
23	When no case number is found, enter as many index values as possible with information from the document such as first and last name or worker ID. Continue to next step.

Step	Action
24	Review all index values for accuracy when compared to the document. Add any applicable notes in the NOTES field. Continue to next step. NOTE: When the system populates the case name information it may be necessary to change the WORKER NUMBER field to reflect the correct worker. Enter the worker number of the staff who requested the information as shown in the Online Narrative or on the document.
25	If there are more documents in the folder to index, click the next document name to open the document and return to step 2. Otherwise, go to step 26. NOTE: For applications that are not part of a packet, all accompanying documents are to be indexed with the same case information as the application.
26	When all documents are indexed, click the FORWARD button or CTRL + W to forward the batch. If working in the: ♦ Home Dashboard, the next available packet will appear for indexing. EXCEPTION: If there are no more packets for the batch, users are returned to the main Home Dashboard screen so a new batch can be chosen. ♦ Worklist Search, users are returned to the search page to select a new packet. To continue indexing return to step 2. If finished, go to next step.
27	When finished indexing, log out of the IM ECF Indexing system and close the tab or window.

Complete a Search

A search can be performed for a specific folder on the Worklist Search or Fax Split Purge Worklist Search screen. Enter the known search criteria in the applicable fields and click the SEARCH button.

Search results appear below the search fields in ascending order by received date (oldest dates at top of page). If there are multiple pages of results, users can navigate through multiple result pages by using the page number, NEXT, LAST or PREVIOUS links located in the bottom left corner of the screen.

The system remembers the search criteria when returning to these screens. If a different search is desired, click the CLEAR button to remove all information from the search fields.

Delete a Document From Home or Worklist Search Screen

To delete a document from the Home or Worklist Search screens, use the following steps:

Step	Action
1	When viewing the document in the document viewer, if the DOC TYPE field is: ♦ Blank, go to step 2. ♦ Populated, go to step 3.
2	Review the document to determine the document type. If the page is blank, use one of the "other" doc types such as "Other Misc." Start typing in the DOC TYPE field. A scroll box appears with all doc types matching the entered characters. Continue typing or use the "down" arrow key to highlight and select the correct doc type. NOTE: Use the DOC TYPE LIST button or press CTRL + D to display an entire list of all document types. When doc type is entered, press ENTER. The cursor drops to the CASE NUMBER field and the TRANSACTION TYPE, ACTION, PERM, and PRIORITY fields are auto-populated. Go to next step.

Step	Action
3	Press ENTER. Cursor moves to the CASE NUMBER field.
4	Tab to the ACTION field. Use the drop arrow to select Purge.
5	Press ENTER.
6	If the folder contains: ♦ More documents to be indexed go to step 7. ♦ No more documents go to step 9.
7	Click on the next document name to open the document.
8	If other documents within the folder are to be: ♦ Deleted, repeat steps 1 - 6. ♦ Indexed, follow steps listed in the Assign Index Values section.
9	When all documents are indexed, click the FORWARD button or CTRL + W to forward the batch. If working in the: ♦ Home Dashboard, the next available packet will appear for indexing. EXCEPTION: If there are no more packets for the batch, users are returned to the main Home Dashboard screen so a new batch can be chosen. ♦ Worklist Search, users are returned to the search page to select a new packet. See Assign Index Values for more information on indexing. Go to next step.
10	When finished indexing, log out of the IM ECF Indexing system and close the tab or window.

Delete a Document From a Fax Manager Folder

Documents that are incorrectly added to a folder can be deleted.

To delete a document from a Fax Manager folder, use the following steps:

Step	Action
1	When viewing the fax work packet in the document viewer, locate the folder with the document to be deleted. Hover the cursor over the document name. The EDIT and DELETE icons appear to the right of the document name. NOTE: The first icon is the EDIT DOCUMENT icon and the second one is the DELETE DOCUMENT icon.
2	Click the DELETE icon. The document is removed from the folder, but not from the fax work packet. If other documents need to be deleted from a folder, repeat steps 1 & 2.

Delete an Entire Fax Workpacket

If a faxed document is received and there is nothing identifiable on any of the pages or the images cannot be viewed, the entire work packet can be deleted.

To delete an entire fax work packet from the Fax Dashboard screens, use the following steps:

Step	Action
1	When viewing the fax work packet in the document viewer, click the DELETE button in the application toolbar. A pop up appears.
2	The pop up asks for confirmation to delete the entire work packet. Click either: ♦ OK to confirm the delete, or ♦ CANCEL to stop the deletion process. NOTE: If the work packet was opened using a Fax Dashboard: ♦ Batch name link, the next available fax work packet will appear for processing. EXCEPTION: If there are no more fax work packets for the batch, users are returned to the Fax Dashboard screen so a new batch can be chosen. ♦ Individual Folder link, the user is returned to the Fax Dashboard screen so a new work packet can be chosen for processing. If other fax work packets need to be deleted repeat steps 1 & 2.

NOTE: Fax work packets that are deleted using the delete button cannot be restored.

Delete a Purged Fax Workpacket

When one or more pages within a fax are not used in a folder, the entire file is sent to the Fax Purge List. Indexers can delete the folder from the purge list if the folder is no longer needed.

To delete a purged fax work packet use the following steps:

Step	Action
1	Access the IM ECF Indexing system.
2	Click on the FAX PURGE LIST tab. The Fax Split Purge Worklist Search screen is displayed.
3	Perform a search to assist in locating the desired work packet. NOTE: To view a document, click the workpacket's folder icon to open a document viewer pop up displaying the fax. If the document has multiple pages, use the viewer's paging scroll bar to navigate all pages. When finished viewing the fax, close the document viewer pop up by clicking the white "X" in the black circle in the upper right hand corner.
4	Once the correct work packet is found, click the DELETE button. The page refreshes and the selected work packet has been removed. To delete other purged fax work packets, repeat steps 1 – 4.

Open and View Worklist Search Documents

Indexers can use the Worklist Search screen to open and view documents within a specific work packet. Once a work packet is chosen, the first page of the first document will appear in the document viewer.

Documents may contain information such as client name, social security number, or state identification number. If only partial information is available, indexers can access the ABC system and the Online Narrative to search for additional information. To open and view documents use the following steps:

Step	Action
1	Access the IM ECF Indexing system.
2	Click on the Worklist Search tab.
3	Perform any search or filtering to locate desired work packet.

Step	Action
4	Click the folder icon of the work packet to be opened. The Workpacket Folder screen is displayed with the first document in the folder highlighted in the work packet folder list and the first page of the document visible in the document viewer. NOTE: If the document has multiple pages, use the viewer's paging scroll bar to navigate all pages.
5	To view another document in the work packet folder, click on the document name in the task list panel. This will display the first page of the selected document in the document viewer. Repeat this step to view all documents in the folder.
6	If any of the document images are of poor quality or illegible, see Request for Document Rescan. NOTE: Prep staff will note poor quality documents with a "PQ" written on them. No request for rescan will be done on these documents. If no problems with the document images, go to next step.
7	To assign index values, see Assign Index Values for more information. If only viewing a document, go to next step.
8	When finished viewing, click the CLOSE button to return to the Worklist Search screen. NOTE: Any search criteria or filters used on the Worklist Search screen will still be present. If any changes are needed, click the CLEAR button then either: ♦ Click SEARCH to return to the main Worklist Search screen, or ♦ Enter new search criteria then click SEARCH for new search results.
9	To view documents from another work packet, repeat steps 4 - 8.

Request for Document Rescan

Staff will follow the office procedure developed for their imaging center.

NOTE: No request for rescan will be done on poor quality documents with a "PQ" written on it or on faxed documents processed through the Fax Dashboard.

Restore Purged Fax Work packets

When a fax work packet is forwarded, the entire file is sent to the Fax Purge List. Indexers can restore the folder as it was originally received to the Fax Manager screen. The documents can then be split again, as needed.

To restore a purged fax folder use the following steps:

Step	Action
1	Access the IM ECF Indexing system.
2	Click on the FAX PURGE LIST tab. The Fax Split Purge Worklist Search screen is displayed.
3	Perform a search to assist in locating the desired work packet. NOTE: To view a document, click the work packet's folder icon to open a document viewer pop up displaying the fax. If the document has multiple pages, use the viewer's paging scroll bar to navigate all pages. When finished viewing the fax, close the document viewer pop up by clicking the white "X" in the black circle in the upper right hand corner.
4	Once the correct work packet is found, take note of the work packet's RECEIVED DATE and WPID number then click the RESTORE button. The page refreshes and the selected work packet is no longer visible.
5	Click on the fax manager tab to view the Fax Dashboard screen. Locate the restored work packet by scrolling through the individual batch section on the right side of the screen. The restored work packet retains the original RECEIVED DATE and WPID. The restored packet can now be split again. See Using Fax Manager for more information. To restore other purged fax work packets, repeats steps 1 – 5.

Using Fax Manager

Indexers will use the FAX MANAGER tab to access fax work packets on the Fax Dashboard screen. A fax work packet may contain information regarding one case or multiple cases with one or more documents per case. Indexers will split the fax by using the individual pages to create documents which will be added to folders which are created for each case or person.

Once the fax has been split, the newly created folders will be forwarded to the indexing worklist for further indexing. To process a fax work packet, use the following steps:

Step	Action
1	Access the IM ECF Indexing system.
2	Click on the Fax Manager tab. The Fax Dashboard screen is visible.
3	Select a fax work packet by either clicking a: ♦ Batch name link on the left side of the screen, or ♦ The appropriate section of the color wheel on the right side. The work packet will appear in the Fax Manager Folder View screen with the first page visible in the document viewer panel. NOTE: The icon for the page being viewed has a dark green background.
4	View the displayed page. Determine if it needs to be included as part of the document being created. If the answer is: ♦ Yes, move a copy of the page to the MAKE A DOCUMENT box by either: • Clicking and dragging the page to the box, or • Double-clicking on the page icon. Go to next step. ♦ No. If the page is bad and will not be used in a document go to the next step otherwise go to step 6. NOTE: Generally the first page of a fax is a cover sheet. If the cover sheet contains case-specific information it should be considered as separate document for that case. If no case-specific information is on the cover sheet, indexers have the option of adding a copy of the cover sheet to the first document in each folder created from the fax work packet.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>Are there more pages in the work packet to process? If answer is:
♦ Yes, select the next page by clicking the page icon. The page appears in the document view panel. Return to step 4.
♦ No, go to step 7.</td></tr>
<tr><td>6</td><td>Does the page need to be part of a different document? If answer is:
♦ Yes, go to next step.
♦ No, the page is not being used, go to step 9.</td></tr>
<tr><td>7</td><td>Add the newly created document shown in the MAKE A DOCUMENT box to the appropriate folder by clicking the folder’s ADD DOCUMENT link found in the ADD DOCUMENT TO A FOLDER section. A document icon appears below the folder name. The newly created document shows which pages are included in the document.
By default, the system displays the first folder. If a second or subsequent folder is needed for a different case number or person, click the ADD DOCUMENT TO A NEW FOLDER button. A new folder is created and the newly created document is automatically added to the new folder.
NOTE: Once a page has been used in a document and added to a folder, the page icon appears in a dark gray background.
Go to next step.</td></tr>
<tr><td>8</td><td>If known, enter the ABC or FPW case number, the worker ID, the client’s first name and last name in the applicable fields,</td></tr>
<tr><td>9</td><td>Have all pages been viewed or used in a document? If answer is:
♦ Yes, go to the next step.
♦ No, return to step 4.</td></tr>
</table>

Step	Action
10	Click the forward button, the next available fax work packet will appear for processing. EXCEPTION: If there are no more fax work packets in the batch, users are returned to the Fax Dashboard screen. NOTE: If any of the fax work packet pages are not used in a document, a pop up message will appear. The message states “There are unused pages in the work packet, are you sure you want to continue?” Select either: ♦ OK to forward the workpacket to indexing, or ♦ CANCEL to stop the forwarding process so, the unused pages can processed according to the previous steps.